National Cooperative Highway Research Program (NCHRP)
Transportation Research Board

NCHRP Project 20-07/ Task 260

Putting Customer Research into Practice:
Guidelines for Conducting, Reporting, and Using Customer Surveys Related to Highway Maintenance Operations

Volume 2: Supplemental Materials

December 4, 2009

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NCHRP Project 20-07/ Task 260
Volume 2: Supplemental Materials

Putting Customer Research into Practice:
Guidelines for Conducting, Reporting, and Using Customer Surveys Related to Highway Maintenance Operations

Requested by:

American Association of State Highway and Transportation Officials (AASHTO)

Standing Committee on Highways

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Disclaimer

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1. Introduction

The materials in this second Volume Report on "Putting Customer Research into Practice: Guidelines for Conducting, Reporting, and Using Customer Surveys Related to Highway Maintenance Operations" are intended to be used as resources and tools that will assist State Highway Agencies with carrying out the guidelines introduced in Volume 1.

The contents of this Volume are:

- A **bibliography** of the resources collected and reviewed during the literature review that were most relevant to this topic. These items were contained and discussed in Chapter 2 of Volume 1.
- An **item pool of survey questions** that were drawn from the surveys included as examples in this Volume. These are provided so that SHAs can draw from an array of questions that have been used by other SHAs in the past five years to gather information from customers on their satisfaction and importance levels with maintenance operations and overall performance, comparison of performance to neighboring states, and funding and budget priorities. This section also contains a set of questions to query customers about their roadway usage.
- A **contact list** of persons responsible for one or more maintenance-related customer surveys.
- Excerpts from request for proposal documents that illustrate the format and content of a **Statement of Work** for customer research.
- A **comparison of customer research costs** of conducting customer research using telephone, paper, or Web modes of survey administration and for conducting focus groups.
- **Examples of customer research surveys** that are either (1) focused purely on maintenance operations or (2) contain one or more questions on maintenance operations and are part of an Agency-wide or Omnibus survey effort.

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3. Questionnaire Item Pool

The first step in survey development involves the creation of suitable questions that will enable you to answer your research objectives. The topics or factors your survey probes should all relate to the research objectives.

Good questions can give you consistent measurements. How a question is presented is an important consideration because poorly written questions can cause most of the problems organizations face in interpreting and applying survey results. Poorly written questions can also frustrate respondents and cause them not to respond to the survey. The format of the survey question and response options may vary depending upon your research objective. Examples include scales, ranking, prioritization, and multiple choice or open-response questions in which the respondent offers their own or top-of-mind response that will later have to be categorized to analyze.

Rather than formulate the questions in a survey anew, there is value in extracting relevant questions from completed surveys that can then be tailored for another use and organization. This section serves as an "Item Pool," from which survey items, or questions, can be selected. These items were extracted from the collection of surveys conducted by SHAs that are compiled in the appendix of this volume.

This Item Pool is organized by six topics:

- 3.1: Overall Satisfaction with Performance
- 3.2: Satisfaction with Specific Highway Maintenance Operations
- 3.3: Importance of Specific Highway Maintenance
- 3.4: Comparisons to Neighboring State Highways
- 3.5: Spending Priorities and Willingness to Pay
- 3.6: Roadway Usage

The questions within each topic also include the survey(s) from which they were extracted.

3.1 Overall Satisfaction with Performance

Item	Survey Source
1) Highway maintenance involves activities such as patching potholes, maintaining signs and signals, doing snow and ice removal, and picking up litter. Thinking about the State highways you have recently traveled on, are you generally satisfied with the level of maintenance of these highways? Yes, No, Not sure.	WSDOT Maintenance Customer Survey Questionniare-2005
2) Overall, what grade would you give to pavement conditions of the state highway system? (A=excellent, B=good, C=fair, D=poor, and F=failing)	DOTD Customer Satisfaction Survey (2004)
3) The Louisiana Department of Transportation and Development, or DOTD, is responsible for building and maintaining the state highway system. Using a grading scale of A, B, C, D or F where A is excellent, B is good, C is fair, D is poor and F is failing, what overall grade would you give the state highway system? FOLLOW UP QUESTIONS: Have you ever had an unsatisfactory experience with conditions on the state highway system? Yes, No Please describe (that experience / those experiences)	DOTD Customer Satisfaction Survey (2004)
4) Using a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied, "please rate your OVERALL satisfaction with the job that TDOT has done maintaining INTERSTATE highways in Tennessee during the past TWO years?	TDOT 2006 Statewide Customer Satisfaction Survey
5) Thinking about state highway maintenance in general, how would you rate the **overall maintenance** of Mississippi state highways?	Mississippi Department of Transportation Maintenance Survey Telephone Questionnaire
6) How would you rate overall interstate and state highway maintenance in Montana? Poor, Fair, Good, or Excellent	Montana DOT, Perceptions of Highway Maintenance (2008)

3.2 Satisfaction with Specific Highway Maintenance Operations

Item	Survey Source
1) The following categories concern the level of maintenance of highways in the State. For each category, rate your current level of satisfaction or dissatisfaction on a scale of one to four. One would mean that you are extremely dissatisfied, two means that you are dissatisfied, three means that you are satisfied, and four means that you are extremely satisfied. ▪ The roadway surfaces, in general, where maintenance efforts focus on patching potholes, sealing cracks in the pavement, and repairing other minor flaws in the pavement surface? ▪ How well drainage is handled on the highways? This relates to how well stormwater drains from the highway surface so that no puddles form. ▪ The level of litter and trash removal from the roadside? ▪ How the plants, grasses, and flowers by the roadside appear? ▪ Snow and ice removal? ▪ Road stripes and pavement markings? ▪ How roadway signs are maintained? ▪ How well guardrail is maintained? ▪ The traffic signals on the highway system? ▪ How well highway lighting works? ▪ Maintenance of rest areas?	WSDOT Maintenance Customer Survey Questionniare-2005
2) In thinking about road surfaces on the state highway system, please tell me what grade would you give to: (A=excellent, B=good, C=fair, D=poor, and F=failing) ▪ Smoothness of the pavement ▪ Durability of the pavement meaning how well it holds up over time ▪ Quietness of the ride ▪ Appearance of the road surfaces	DOTD Customer Satisfaction Survey (2004)
3) How would you rate the way State highway maintenance crews respond to emergencies such as mud slides, floods, and items blocking the roadways? Would you say they are usually: Excellent, Above average, Average, Fairly poor or Very poor	WSDOT Maintenance Customer Survey Questionniare-2005
4) In thinking about maintenance of the state highway system in general, please tell me what grade would you give to: (A=excellent, B=good, C=fair, D=poor, and F=failing) ▪ Litter removal ▪ Roadside drainage ▪ Time it takes to repair potholes ▪ Maintenance of signs and striping ▪ Rest areas ▪ Grass cutting ▪ Time it takes to respond to a problem ▪ Guardrail repair ▪ Signals	DOTD Customer Satisfaction Survey (2004)
5) Thinking about maintenance response time, how satisfied are you with the time it takes for each of the following maintenance responses? ▪ Litter removal ▪ Snow removal ▪ Pavement repairs ▪ Traffic signal outages	Maryland SHA External Customer Survey Questions
6) How would you rate the efficiency of state highway maintenance crews? Would you say they are…Excellent, Above average, Average, Fairly poor, Or quite poor, Not sure	Louisiana Highway Maintenance Survey

Item	Survey Source
7) How would you rate overall interstate and state highway maintenance in Montana? Poor, Fair, Good, or Excellent	Montana DOT, Perceptions of Highway Maintenance (2008)
8) Please indicate how long you expect it should take after a winter storm to create a **usable lane of traffic**? 0, 3, 6, 9, 12, 24, or more than 24 hours after a storm	IDOT Maintenance/Winter Services Survey 2002
9) How long do you expect it should it take to achieve a **100% clear roadway** after a winter storm? 0, 3, 6, 9, 12, 24, or more than 24 hours after a storm	IDOT Maintenance/Winter Services Survey 2002
10) The Department of Transportation uses a variety of methods, including herbicides, to manage roadside vegetation. Should the department continue using herbicides for vegetation control? Yes, No, Don't know	WSDOT Maintenance Customer Survey Questionniare-2005
11) The Department of Transportation is striving to improve maintenance operations. In your opinion what could the department do better? Open response	Montana DOT, Perceptions of Highway Maintenance (2008)
12) This section of the survey is designed to help us identify the areas where we should focus our educational efforts, and to learn how you gather information about winter driving conditions. Please rate your level of knowledge with each of the following using a scale of 1 to 4 were 1 is low and 4 is high. ▪ What to do when stranded in a winter storm ▪ Winter driving techniques and strategies ▪ What to do in a winter storm if you come across ✓ Slower vehicles ✓ Snowplows ✓ Blowing snow ✓ Ice on the roadway ✓ Large trucks / semis	IDOT Maintenance/Winter Services Survey 2002
13) We would like you to think about some of the different services and activities that MN / DOT does. For each service I read, I want to know HOW WELL you think MN / DOT is doing in that area. Use any number from 1 to 10; a '10' means they are doing an 'Extremely good' job in this area, and '1' means they are doing an 'Extremely poor' job in this area. A score of '5' means they are doing an average job in this area. Overall, how well has MN / DOT been doing at…? ▪ Road maintenance ▪ Clearing roads of snow and ice ▪ Keeping road surfaces smooth and comfortable ▪ Making highway signs clearly visible ▪ Making road strips and markings clearly visible ▪ Removing litter and trash by the roadside ▪ Clearing roads of debris ▪ Having clean, safe and attractive rest areas	Mn/DOT Statewide 2008 Omnibus Study Version 1
14) In thinking about <u>work zones</u> on the state highway system in general, please tell me what grade would you give to: (A=excellent, B=good, C=fair, D=poor, and F=failing) ▪ Detour signs and directions ▪ Speed of traffic ▪ Amount of advanced notice ▪ Amount of traffic congestion in work zones ▪ Time it takes to complete work ▪ Projects being completed on time ▪ Time of day road work is done Overall, what grade would you give to work zones on the state highway system? (A=excellent, B=good, C=fair, D=poor, and F=failing)	DOTD Customer Satisfaction Survey (2004)

Item	Survey Source
15) Are you familiar with driving on roads with grooved "rumble strips" along the edge and center lines? We are NOT referring to the STRAIGHT GROOVES THAT GO ACROSS roadways to alert you to a 4-way stop ahead; only to those that are positioned along the edge of the road OR between lines. Yes, No, Don't know ▪ About how often in a year would you say you have accidentally or intentionally driven on ANY OF THESE RUMBLE STRIPS? (IF NEVER, SKIP TO NEXT SECTION) Weekly, Monthly, Less often than once a year, Never ▪ How would you describe the experience of driving on those rumble strips, on a 1 to 4 scale, with 1 meaning "they don't bother me at all" and 4 meaning "they are a terrible annoyance to me."? ▪ Just to check, are you basing your opinion only on the experience of driving on them or hearing others drive on them near your home? Driving on them, Hearing others drive on them near my home, Both ▪ Thinking about your response to the last question, how well do you agree with this statement? This time, 1 is "I completely disagree" and 4 means "I totally agree": How much do you agree or disagree: "The rumble strips may be bothersome to me if I accidentally drive on them, but it is worth it to me as a warning that I am driving outside the lane?	Mn/DOT Statewide 2008 Omnibus Study Version 2

3.3 Importance of Specific Highway Maintenance Operations

Item	Survey Source
1) For each of the following categories concerning the level of maintenance rate how important the category is to you on a scale of one to four. One would mean that it is extremely unimportant, two means that it is unimportant, three means that it is important, and four means that it is extremely important. The relative importance of different maintenance categories is useful when making decisions on utilizing limited funds. As you consider the importance rating, you may want to think of it in terms of "if I had $200 worth of work to do but only $100 to spend, which work activities would I spend the money on and which would not get accomplished". ▪ Maintaining roadway surfaces? ▪ Maintaining drainage features? ▪ Removing litter from the roadside? ▪ Maintaining roadside vegetation? ▪ Snow and ice removal activities? ▪ Maintaining road stripes and pavement markings? ▪ Maintaining roadway signs? ▪ Maintaining guardrail? ▪ Maintaining traffic signals? ▪ Maintaining highway lighting? ▪ Maintaining rest areas?	WSDOT Maintenance Customer Survey Questionniare-2005
2) How important would you say interstate and state highway maintenance in Montana is to you? Not important, Somewhat important, Important, Very important	Montana DOT, Perceptions of Highway Maintenance (2008)
3) Please indicate the importance you believe each of the following factors should be given in focusing the DOT's snow and ice removal efforts. Use a scale of 1 to 4 were 1 is low and 4 is high. ▪ Volume of traffic (vehicle count) ▪ Accident history (accident count) ▪ Commuting patterns (traffic flow, time of day, etc.) ▪ Road type (interstate, non-interstate ▪ Other (specify)	IDOT Maintenance/Winter Services Survey 2002
4) Part 1: I'd like to discuss your satisfaction with different aspects of Missouri's transportation system. Some of my questions apply specifically to state highways – those known by numbers or letters – (e.g. Highway 50 or Route C.) Other questions refer to airports, trains and other methods of transportation. Using a scale of "extremely satisfied", "satisfied", "dissatisfied" and "extremely dissatisfied," how satisfied are you with MODOT's **CURRENT** performance with the following areas. If you have no opinion or no experience with an item, you can say "not sure." (ITEMIZED LIST OF OPERATIONS PROVIDED) 5) Part 2: Now I'm going to read the list again. But this time I would like you to think about how much attention MODOT should place on these items in the **FUTURE**. Please remember that these questions apply only to state highways and roads marked with numbers or letters. Should each of the following receive "a lot more", "more", "less", or "a lot less" attention from MODOT in the future? If you have no opinion or no experience with an item, you can say "not sure." (ITEMIZED LIST OF OPERATIONS PROVIDED)	MODOT Transportation Customer Survey

3.4 Comparisons to Neighboring State Highways

Item	Survey Source
1) Compared to the maintenance of local roads and streets in your area, would you say the maintenance of State highways is: Considerably better, Somewhat better, About the same, Not quite as good, or Much worse	WSDOT Maintenance Customer Survey Questionniare-2005
2) And how would you rate the level of maintenance for Washington State highways in comparison to highways in other states? Would you say they are: Considerably better, Somewhat better, About the same, Not quite as good, or Much worse	WSDOT Maintenance Customer Survey Questionniare-2005
3) Compared to the maintenance of local roads and streets in your area, would you say the maintenance of state highways is…Considerably better, Somewhat better, About the same, Not quite as good, Much worse, Not sure	Louisiana Highway Maintenance Survey
4) How would you rate the level of maintenance for Louisiana State highways in comparison to highways in other states in which you have traveled? Considerably better, Somewhat better, About the same, Not quite as good, Much worse, Not sure	Louisiana Highway Maintenance Survey
5) I am going to read several goals for the highway maintenance program. As I read each one, please just tell me how important this should be on a 5-point scale where 1 is the lowest level of importance and 5 is the highest level? ▪ Safety ▪ Preservation, protecting our investment ▪ Comfort, a smooth ride ▪ Lowest cost ▪ Pleasing experience	
6) How would you compare general roadway conditions of Montana's state maintained roadways with the general roadway conditions of state maintained roadways in other states? Montana roadways worse, About the same, Montana better	Montana DOT, Perceptions of Highway Maintenance (2008)
7) During the past three months, how frequently have you encountered highway construction or maintenance work on state highways in your area? Daily, Weekly, Monthly, Rarely, Never	TDOT 2006 Statewide Customer Satisfaction Survey
8) Did you experience a delay in your travel due to the construction or maintenance? Yes, No	TDOT 2006 Statewide Customer Satisfaction Survey
9) Approximately how long was your most recent delay? Five minutes or less, 6 to 10 minutes, 11 to 15 minutes, 16 to 30 minutes, More than 30 minutes, Can't remember	TDOT 2006 Statewide Customer Satisfaction Survey
10) Was the length of your delay (indicated in the previous question) acceptable? Yes, No	TDOT 2006 Statewide Customer Satisfaction Survey

3.5 Spending Priorities and Willingness to Pay

Item	Survey Source
1) I would like your opinion on state spending priorities for highway maintenance. For each highway feature I name, please rate how high or low of a spending priority that feature warrants when the Mississippi Department of Transportation plans its expenditures. On a scale of 1 to 5 where 5 means it should be given the highest spending priority and 1 means is should be given the lowest spending priority. How high of a spending priority should be given to… ▪ Paved roadway surfaces ▪ Sides of the roadway or shoulders ▪ Highway drainage ▪ Mowing the grassy areas along the highways ▪ Litter pick-up along the highways ▪ Highway signage ▪ Pavement center lines, stripping and edge lines ▪ Bridges and overpasses ▪ Highway rest areas	Mississippi Department of Transportation Maintenance Survey Telephone Questionnaire
2) I would like your opinion on spending priorities. For each of the following maintenance services I read, please tell me if you fell it warrants a high priority, medium priority or low priority when planning expenditures of state highway maintenance money? ▪ Paved highway surfaces ▪ Highway shoulders ▪ Highway drainage ▪ Highway roadsides ▪ Highway signs, signals and lane markings ▪ Highway bridges ▪ Highway safety barriers ▪ Highway rest areas	Louisiana Highway Maintenance Survey
3) Thinking about your previous ratings, would you be willing to pay more tax money, if necessary, to achieve your preferred level of highway maintenance? Yes, No, Not sure	Louisiana Highway Maintenance Survey
4) Would you prefer that the Department of Transportation and Development spend state funds on new or expanded highways or in maintaining the highways that currently exist? New/expanded highways, Maintain current highways, Not sure	Louisiana Highway Maintenance Survey
5) For each of the following maintenance activities please tell me If you think it warrants a low, medium, moderately high, or very high resource priority when deciding how sate highway maintenance resources should be utilized. Remember, we are only dealing with interstates and state maintained roadways. ▪ Smooth pavement on interstates and state highways in Montana? ▪ Interstate and state highway roadside management in Montana? ▪ Repairing and replacing signs on interstates and state highways in Montana? ▪ Debris removal on interstate and state highways in Montana? ▪ Rest areas cleanliness and maintenance on interstates and state highways in Montana? ▪ Roadway striping on interstates and state highways in Montana? ▪ Providing accurate and up to date information about the current condition of state maintained highways in Montana?	Montana DOT, Perceptions of Highway Maintenance (2008)

3.6 Roadway Usage

Item	Survey Source
1) Approximately how many miles do you travel on state highways per week? 50-100 miles, 101-150 miles, 151-200 miles, 201-250 miles, 251 or more miles	WSDOT Maintenance Customer Survey Questionnaire 2005
2) Approximately how many days per week do you use state highways?	WSDOT Maintenance Customer Survey Questionnaire 2005
3) How long have you been a resident of Washington State? Less than 6 months, 6 months to 11 months, 1 to 4 years, 5 to 9 years, 10 or more years	WSDOT Maintenance Customer Survey Questionnaire 2005
4) In an average week about how many miles would you say you travel on Mississippi state highways? State highways include all interstates, U.S. and state routes but not the arterials and streets maintained by cities and counties. Less than 20, 20 to 49 miles, 50 to 99 miles, 100+ miles	Mississippi Department of Transportation Maintenance Survey Telephone Questionnaire
5) During winter driving conditions, what type of road do you drive on most often? Interstate, U.S. or state highways, Secondary roadways or city streets	IDOT Maintenance/Winter Services Survey 2002

4. SHA Contacts on Maintenance Customer Research

State	Contact
AZ	Lonnie Hendrix State Maintenance Engineer 206 S. 17th Avenue, ND176A Phoenix, AZ 85007 lhendrix@azdot.gov
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5. Examples of Statements of Work for Request for Proposal

This section contains a Request for Proposal template for survey research from the Minnesota Department of Transportation and a Statement of Work from the Washington State Department of Transportation.

TEMPLATE

Request for Proposal
Minnesota Department of Transportation (Mn/DOT)
Market Research Office
(Date)

(Title)

Project Overview

Background

Objectives

The primary objective of this research is to determine the following:

Secondary objectives include:

Methodology

You may propose additional tasks or activities or modify the methodology identified in the RFP if you believe the changes will substantially improve the results of the project. We are always interested in new approaches to performing research.

Scope of Services

The scope of this project consists of the following three major tasks, all to be completed by August 1, 2008:
TASK 1: Study Design and Development of Moderator Guide while recruiting participants
TASK 2: Data Collection
TASK 3: Report and Summary of Findings, in a presentation format. (Mn/DOT Market Researcher will do presentation along with John Schamber of MarketLine.)

These major tasks are explained in more detail below.

Specific Project Tasks & Deliverables explained:

Study Design/Moderator Guide Development:
Data Collection:

Analysis, Report and Summary of Findings:

Full report including: background, objectives linked to study goals, methodology, summary of findings, detailed findings, conclusions and recommendations. Also include an appendix with any study materials used. Mn/DOT Market Research will review the report before it is finalized.

Presentation of results: presentation of results will be done by Mn/DOT Market Research. The report is expected to be in Power Point and the Moderating consultant will be available for help with wording for the presentation, in the last week of July/first week of August.

Proposal Evaluation Criteria

All proposals received by the deadline will be evaluated by representatives of the Department of Transportation. Selections are based upon:

1. General quality and adequacy of the proposal content
2. Ability to complete the work in the time required.
3. Staff personnel available for this project.
4. Performance on similar work.
5. Reasonable cost for quality and type of work proposed.

A firm who submits a proposal may be requested for more information related to the proposal. This may be an oral presentation or it may be a letter with specific questions that require clarification.

Proposal Questions

Prospective responders who may have questions or comments regarding this RFP may call or write:

Chris McMahon, Director, Market Research
Mn/DOT, PARI Office MS 670
395 John Ireland Blvd.
St Paul, MN 55155-1809
Phone: 651.366.3771
chris.mcmahon@dot.state.mn.us

Please note that NO other Mn/DOT personnel are allowed to discuss the RFP with anyone, including responders, before the proposal submission deadline.

Proposal Submittal

Submission of proposals must comply with the following requirements:

1. The attached proposal reply form must be completed in its entirety.
2. The completed proposal reply form may be submitted via email, in-person or fax with a written copy sent of the final version.
3. The name of the firm submitting the proposal should be written on the outside of the envelope, if submitted by mail or in person. If submitted by Fax machine, the name of the firm must appear on the completed proposal reply form and any other material submitted.

All proposals must be received by(date)**.** Late proposals will not be considered.

Send (email) or fax proposal to:

Chris McMahon, Director, Market Research
Mn/DOT, PARI Office MS 670
395 John Ireland Blvd.
St. Paul, Minnesota 55155
FAX (651) 366.4155
chris.mcmahon@dot.state.mn.us

If e-mailing or faxing proposal, please call to confirm receipt.

It is anticipated that the selection will be completed by (date).

All firms submitting a proposal will be notified after the completion of the consultant selection process. Prior to the completion of the consultant selection process, no information on the progress of the selection process will be available.

General Information

This request for proposal does not obligate the state to complete this project, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest.

Preparation of Reply Form

Proposals must be submitted using the attached Market Research RFP Reply Form. Only proposals submitted in this format will be considered. Please use the attached form and include only the requested information.

Item I -- Firm Name

State the full name of your organization. We have the address and phone number on file. If more than one firm are submitting as a team, state the full name of all team members.

Item II -- Project Statement

State in succinct terms your understanding of the project.

Item III -- Methodology

State in succinct terms how you will pursue and complete the work

Again, you may propose additional tasks or activities or modify the tasks identified in the RFP if you believe the changes will substantially improve the results of the project. We are always interested in new approaches to performing research.

Item IV -- Task List

Please list the tasks you are proposing. You may use the list provided in the RFP if you are using the methodology proposed in the RFP.

For each task, please identify the cost associated with that task. We will write the contract such that payments will be made upon the completion of a task for the amount you list here. (In negotiating the final contract, adjustments to these amounts may be made but only with the approval of Mn/DOT.) The total amount listed should be the sum of the individual tasks.

Please tell us how long each task will take. The final completion date should reflect the time required to complete each task but may be adjusted to account for overlap in the completion of tasks.

Item V -- Personnel

Personnel who are expected to be assigned to this project should be explicitly identified on the response form. Specific background information on these individuals should have already been provided to Mn/DOT at the time the consultant was selected for the market research consultant list. If this information has not yet been provided, it may be included with this form.

Item VI -- Signature

The response form must be signed by someone with the authority to negotiate contracts with Mn/DOT.

Item VII--Affidavit

This final form NEED NOT be notarized, but will be signed and submitted with all proposals.

Minnesota Department of Transportation
Market Research
Request for Proposal (RFP) Reply Form for
TITLE

I. FIRM NAME:

II. WHAT IS YOUR UNDERSTANDING OF THE PROJECT OBJECTIVES?

III. PLEASE DESCRIBE THE METHODOLOGY YOU ARE PROPOSING FOR THIS PROJECT. Include a description of the deliverables to be provided by the responder, description of any limitation of the data/information requested, any expectations of participation of Mn/DOT, including services provided and all specifications detailed in "Scope of Services" section of this RFP.

IV. PLEASE LIST THE ACTIVITIES ASSOCIATED WITH THE PROPOSED METHODOLOGY.

Description	Cost	Weeks to Complete Task

Total Cost

Completion Date

V. PLEASE TELL US WHO WILL BE WORKING ON THE PROJECT. *No change in personnel assigned to this project will be permitted without the approval of Project Manager.*

VI. APPROVED BY:

Name _____Signature

STATE OF MINNESOTA
AFFIDAVIT OF NONCOLLUSION

I swear (or affirm) under the penalty of perjury:

1. That I am the Responder (if the Responder is an individual), a partner in the company (if the Responder is a partnership), or an officer or employee of the responding corporation having authority to sign on its behalf (if the Responder is a corporation);

2. That the attached proposal submitted in response to the _____ Request for Proposals has been arrived at by the Responder independently and has been submitted without collusion with and without any agreement, understanding or planned common course of action with, any other Responder of materials, supplies, equipment or services described in the Request for Proposal, designed to limit fair and open competition;

3. That the contents of the proposal have not been communicated by the Responder or its employees or agents to any person not an employee or agent of the Responder and will not be communicated to any such persons prior to the official opening of the proposals; and

4. That I am fully informed regarding the accuracy of the statements made in this affidavit.

Responder's Firm Name:_____
Authorized Signature: _____

Date: _____

WASHINGTON STATE DEPARTMENT OF TRANSPORTATION

HIGHWAY MAINTENANCE CUSTOMER SURVEY SCOPE OF WORK

BACKGROUND: In January 1996, a customer survey was conducted as part of the development of WSDOT's Maintenance Accountability Process (MAP). The primary objective of the customer survey was to obtain citizen perceptions on highway maintenance. This information was used to develop customer-oriented outcome measures which are the keystone of the MAP. No further customer surveys of this nature have been conducted since 1996.

PROPOSAL: A consultant, experienced in customer survey work, should be hired to conduct a telephone survey to gage citizen perceptions of highway maintenance.

SURVEY SCOPE: Questions used in the 1996 survey (see attachment) should be used again. Enough surveys should be conducted to achieve a 95% confidence level. The 1996 survey included 600 surveys to achieve this confidence level. The survey should be conducted by telephone. Survey results should be reported on a statewide as well as a regional basis.

SURVEY OBJECTIVES:

1. Provide follow-up data to the 1996 survey for benchmarking purposes. This will indicate whether citizen perceptions of highway maintenance have improved, worsened, remained the same, or otherwise changed.
2. Help meet WSDOT's strategic objective "Seek and use customer feedback to improve functional and regional delivery of services to bring services closer to the customers".
3. Provide current data to WSDOT maintenance managers that offers a different viewpoint (i.e. the Balanced Scorecard approach) from the MAP LOS reports regarding "how we're doing".

USES OF SURVEY DATA:

1. Use the data to help justify and support the Maintenance program during budget processes both internally and with the legislature. For example, if customer survey data indicates that they are dis-satisfied with the outcomes of certain maintenance activities, a request for additional funds (service level enhancement) could be supported by the customer survey data. Without this data, we would be supporting such a request based on our professional judgment. With the data, we add the voice of the constituents (grounded in a scientific survey; not just an un-based quote that "this is what the taxpayers want") along with our profession judgment. This could also be used to support the re-allocation of existing funds from one activity to another.
2. Use the data to diversify the criteria with which maintenance activities are prioritized. Current prioritization is based on how critical a maintenance activity is in regards to carrying out the eight policy objectives adopted by the Transportation Commission. A ninth "objective" could be added for scoring how critical a maintenance activity is in regards to satisfying customers.
3. Use the data to support level of service thresholds. This data could be used to support revisions in the thresholds or to support adjustments in the thresholds. For example, if the current thresholds indicate that we are delivering a high level of service for a certain activity but citizen opinion from a survey indicates that they are dissatisfied with the low level of service we provide, the thresholds should be adjusted.

Use the data to help identify the relationship between increased customer satisfaction and implementation of best practices. Significant increases in customer satisfaction related to certain activities in certain areas prompt the maintenance manager to determine what changes in maintenance practices caused the increase in customer satisfaction. These activities can be identified as best practices and shared with others to multiply successes. This process can also be used to identify best practices in other states for implementation in Washington.

6. Cost Comparison of Customer Research

A variety of data collection approaches are used to conduct customer research including Web, e-mail, live telephone interviews, mail surveys, and focus groups. In general, the customer research reviewed for this effort tended to rely more on live telephone interviews and mail surveys, and to a lesser degree, focus groups. SHAs interviewed tended to not use technology due to the lack of e-mail contact information for their customers, security, and methodological concerns (e.g., sampling and response rates). While private sector organizations are routinely using Web surveys as a data collection approach (often in a "mixed-mode" design that offers randomly sampled telephone or mail survey respondents the opportunity to complete the survey on-line), SHAs and other public agencies are just beginning to consider this survey method.

Survey methods vary significantly in cost, response rates, and speed of implementation. The table below provides a comparison of these items in different survey methods. For the first three methods (email/Web, mail, and telephone) the *cost range* is based upon a survey length of 10 minutes (about forty questions, including two open-ended response items) and a sample size of 350. For the *focus group*, the cost is based upon one session with ten licensed drivers over the age of 18 years receiving compensation of $65 for their time. For each method, the cost includes management, design and sampling, data collection, processing, and reporting.

Table 1: Comparison of Different Survey Methods: Cost, Response Rate, and Speed of Implementation

Method	Description	Cost Range	Response Rate	Data Collection Speed
E-mail/Web Survey	Sent to a list of respondents by email with a link to a Web site hosting the survey. A list of email addresses and reminder emails are required.	Low $8,000 to $12,000	Low	Medium to Fast
Mail Survey	Sent via mail to respondents. To increase response rates, a pre-note explaining the survey, as well as reminder mailings and/or postcard, are often sent to respondents in addition to the questionnaires. A list of mail addresses is required.	Medium $18,000 to $23,000	Low to Medium	Slow
Telephone Survey	Conducted with live trained telephone interviewers. A list of telephone numbers is required.	High $20,000 to $28,000	High	Medium
Focus Group	A controlled group interview of a target audience demographic, often led by a facilitator. Typically conducted with 6-8 persons lasting about two hours. An incentive is frequently required to elicit participation.	Low $4,000 to $5,000 Per group	NA	Fast

Costs for these survey methods range from pennies per completed survey for some Web-based methods to tens of dollars for telephone interviews. Response rates also vary, with more expensive methods generally resulting in higher response rates.

Web-based methods are the fastest to implement, but the trade off is typically a very low response rate (unless the topic is of very high interest to the customer). In addition, Web-based surveys may under-represent those customers without Internet access or an email address.

Despite their higher costs, SHAs often use the more expensive telephone and mail methods because they offer more control over sampling and generally result in higher response rates. In recent years, telephone interviewing costs have increased while response rates have declined due to the frustration of receiving calls from unknown or suspected marketing callers,[1] technology such as answering machines and caller ID, and the trend in prevalence of cell phone ownership among the American public. The survey research industry is addressing these issues with more complex survey design that makes use of dual-mode data collection (e.g., mail and telephone survey) and cell phone sampling. Other contributing factors to the cost of customer research include survey length, sample size and customer segmentation, and analysis.

To illustrate the variability of research costs, the following table summarizes the survey costs associated with four of the Case Studies included in Volume 1 of this study.

Table 2: Research Costs of Four Case Study SHAs

SHA	Survey	Sample Size	Cost	Distinguishing Features
FDOT	Statewide Customer Satisfaction Survey (Telephone Survey to residential and commercial; Mail survey to well elder and elected officials)	5,000	$175,000	Segmentation of residential, commercial, well elder, and elected officials and by geography; analysis on statewide and district levels.
MD SHA	Maryland SHA External Customer Survey (Telephone Survey)	2,300	$100,000	Analysis on the statewide and district levels.
Mn/DOT	Business Planning Maintenance Products & Services Study (Telephone Survey)	1,000	$40,000 to $50,000	Analysis includes a gap analysis of customer opinions on perceived acceptable performance and actual performance.
MoDOT	MoDOT Statewide Customer Satisfaction Survey (Telephone Survey)	3.500	$75,000	Sampling and analysis on the district level.

[1] On June 27, 2003, the U.S. Federal Trade Commission (FTC) opened the National Do Not Call Registry in order to comply with the Do-Not-Call Implementation Act of 2003. The FTC exempted survey and opinion research "because it is a critical part of making and monitoring public policy decisions." To learn more about this exemption or how the Registry impacts survey research see: http://www.aapor.org/Is_Survey_Research_Covered_by_the_Do_Not_Call_Rules_/1492.htm

Appendix A: Examples of Customer Surveys

This appendix contains examples of State Survey Questionnaires, ranging from maintenance-specific questionnaires to overall departmental (or omnibus) surveys containing maintenance-specific questions as only one part of the more encompassing survey. The following table details the surveys included in this report.

Table A-1: State Survey Questionnaires

Survey Questionnaire	Date	Format of Survey*
Maintenance Surveys		
Arizona Highway Maintenance Survey	July 2001	Telephone Script
Florida DOT Customer Satisfaction Study of Roadway Pavement Markings	September 2007	Telephone Script
Iowa DOT Maintenance/Winter Services Survey**	2002	Paper/Self-Administration
Louisiana Highway Maintenance Survey	March 2006	Telephone Script
Michigan DOT Painted Rumble Strip Survey	2006	Paper/Self-Administration
Mississippi DOT Maintenance Survey	December 2007	Telephone Script
Montana DOT Perceptions of Highway Maintenance	2008	Telephone Script
WSDOT Maintenance Customer Survey Questionnaire	2005	Telephone Script
Omnibus Surveys		
Louisiana DOT and Development Customer Satisfaction Survey	January 2004	Telephone Script
Maryland State Highway Association External Customer Survey	February-May 2008	Telephone Script
Minnesota DOT Statewide 2008 Omnibus Study, Version 1	2008	Telephone Script
Minnesota DOT Statewide 2008 Omnibus Study, Version 2	2008	Telephone Script
Missouri DOT Customer Satisfaction Survey	May 2003	Telephone Script
North Dakota DOT Customer Satisfaction Survey	2008	Telephone Script
PennDOT Highways and Roads Survey	2008	Paper/Self-Administration
PennDOT Highways and Roads Survey/Customer Feedback Questionnaire	2008	Telephone Script
Tennessee DOT 2006 Statewide Customer Satisfaction Survey	2006	Paper/Self-Administration

*This indicates the format in which the survey is documented in this section based on the intended mode of administration. For instance, surveys formatted for Computer Assisted Telephone Interviewing (CATI) may be in a CATI programmed script format that includes programming, interviewing and skip notations. Surveys formatted for paper/self-administration may be presented either in a pre- or post-designed format.

Hello, I'm _____ and I'm calling for Arizona Department of Transportation to learn more about public perceptions and attitudes concerning highways in the State of Arizona. Do you travel at least 50 miles a week in a motor vehicle on State Highways? (IF NOT, ASK IF YOU MAY TALK WITH SOMEONE ELSE IN THE HOUSE WHO DOES; IF NOT AVAILABLE, ARRANGE CALLBACK).

We are talking with Arizona citizens about the condition of highways that are maintained by the State. These State highways include U.S., Interstate and State Routes, but not the arterials and streets maintained by cities and counties.

CALLBACK INFO: _____

---

1. To begin, highway maintenance involves activities such as patching potholes, maintaining signs and signals, doing snow and ice removal and picking up litter. Thinking about the State highways you have recently traveled on, are you generally satisfied with the level of maintenance of these highways?

_____ (GO TO Q2) Yes...1
_____ (GO TO Q1a) No...2
(GO TO Q2) Not sure...3

1a. What would you like to see improved? (DON'T READ LIST; PROBE)

Roadway surface -- potholes, cracks, rough road...1
Signs, signals, lane striping, lighting, reflectors in poor condition...2
Snow/ice removal not done effectively...3
Rest areas not well-maintained...4
Poor drainage...5
Litter, debris, overgrown vegetation...6
Shoulders are dangerous...7
_____ Other (Specify)

2. Now I am going to read through a list of categories concerning the level of maintenance of highways in the State. For each category, I would like you to rank the current level of maintenance as you see it from a 1, which is very well maintained, to a 5, which is very poorly maintained. Then, I would like you to tell me the level of maintenance that you believe is appropriate using this same scale, recognizing that higher levels of maintenance are more costly.

First, on a scale of 1 to 5, how would you rate the level of maintenance for paved roadway surfaces where 1 means roadways are nearly free of potholes, cracks and other flaws?

2a. And recognizing that higher levels of maintenance are more costly, what do you believe the level of maintenance for roadway surfaces should be on a 1 to 5 scale?

	Q2	Q2a
	1	1
	2	2
	3	3
	4	4
	5	5
	(DON'T READ) Not sure...	

3. Next, on a scale of 1 to 5, how would you rate the level of maintenance for road shoulders where a 1 means that the shoulder surface is smooth and level with the roadway so that it is totally safe for pulling off the highway?

3a. And what do you believe the level of maintenance for road shoulders should be on a 1 to 5 scale?

	Q3	Q3a
	1	1
	2	2
	3	3
	4	4
	5	5
	(DON'T READ) Not sure...	

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4. On a 1 to 5 scale, how would you rate the level of maintenance for roadside safety barriers where 1 means guardrails and fences protect safety and there is no litter or graffiti?

4a. And what do you believe the level of maintenance for roadside safety barriers should be on a 1 to 5 scale?

Q4	Q4a
1	1
2	2
3	3
4	4
5	5

(DON'T READ) Not sure...

5. On a 1 to 5 scale, how would you rate the level of maintenance for vegetation where 1 means that no trees or shrubs block signs or lane markings and plants are trimmed?

5a. And what do you believe the level of maintenance for vegetation should be on a 1 to 5 scale?

Q5	Q5a
1	1
2	2
3	3
4	4
5	5

(DON'T READ) Not sure...

6. On a 1 to 5 scale, how would you rate the level of maintenance for landscaping where 1 means landscaped areas containing plants, flowers and grass are in excellent condition and attractive?

6a. And what do you believe the level of maintenance for landscaping should be on a 1 to 5 scale?

Q6	Q6a
1	1
2	2
3	3
4	4
5	5

(DON'T READ) Not sure...

7. On a scale of 1 to 5, how would you rate the level of maintenance for drainage on the highways where a 1 means that water is efficiently drained off the highway so that no puddles form?

7a. And what do you believe the level of maintenance for drainage should be on a 1 to 5 scale?

Q7	Q7a
1	1
2	2
3	3
4	4
5	5

(DON'T READ) Not sure...

8. On a scale of 1 to 5, how would you rate the level of maintenance for signs, signals and lane markings where 1 means that signs and markings can be seen clearly and lights that are out are quickly replaced?

8a. And what do you believe the level of maintenance for signs, signals, lane markings and lights should be on 1 to 5 scale?

Q8	Q8a
1	1
2	2
3	3
4	4
5	5

(DON'T READ) Not sure...

9. On a scale of 1 to 5, how would you rate the level of maintenance for rest areas where 1 means they are clean and well kept?

9a. And what do you believe the level of maintenance for rest areas should be on a 1 to 5 scale?

Q9	Q9a
1	1
2	2
3	3
4	4
5	5

(DON'T READ) Not sure...

10. On a scale of 1 to 5, how would you rate the level of maintenance for snow and ice removal where a 1 means that roads are kept completely clear of snow and ice?

10a. And what should be the level of maintenance for snow and ice removal maintenance on a 1 to 5 scale?

Q10	Q10a
1	1
2	2
3	3
4	4
5	5

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(DON'T READ) Not sure...

LOOKING AT THE LIST OF TEN ITEMS, NOTE THE TWO WHICH HAVE THE LOWEST RATINGS. IF MORE THAN TWO, SELECT THE FIRST TWO, THEN ROTATE EACH TIME THIS OCCURS. IF EVERYTHING IS RANKED 1, SKIP TO QUESTION 13

11. I notice you gave (SELECTED ITEM) one of the lower ratings. What needs to be improved?

Paved roadway surfaces...01
Road shoulders...02
Roadside safety barriers...03
Vegetation...04
Landscaping...05
Drainage...06
Bridges...07
Signs, signals and lane markings...08
Rest areas...09
Snow and ice removal...10

_____
_____

12. And what about (SELECTED ITEM)? What needs to be improved?

Paved roadway surfaces...01
Road shoulders...02
Roadside safety barriers...03
Vegetation...04
Landscaping...05
Drainage...06
Bridges...07
Signs, signals and lane markings...08
Rest areas...09
Snow and ice removal...10

_____
_____

13. Next, thinking about all of the different State highway maintenance activities we've talked about. Overall, would you rate maintenance of the Arizona highways as . . (READ EACH)

Excellent...1
Above average...2
Average...3
Fairly poor...4
Or quite poor...5
(DO NOT READ) Not sure...6

14. How would you rate the efficiency of State maintenance crews? Would you say they are usually . . .(READ EACH)

Excellent...1
Above average...2
Average...3
Fairly poor...4
Or quite poor...5
(DO NOT READ) Not sure...6

15. Compared to the maintenance of local roads and streets in your area, would you say the maintenance of State highways is . . . (READ EACH)

Considerably better...1
Somewhat better...2
About the same...3
Not quite as good...4
Much worse...5
(DO NOT READ) Not sure...6

16. And how would you rate the level of maintenance for Arizona State highways in comparison to highways in other states? Would you say they are . . . (READ EACH)

Considerably better...1
Somewhat better...2
About the same...3
Not quite as good...4
Much worse...5
(DO NOT READ) Not sure...6

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17. Next, I would like your opinion on spending priorities. For each of the maintenance services I read, please tell me if you fell it warrants a high priority, medium priority or low priority when planning expenditures of State highway maintenance money? (READ EACH; ROTATE)

		High	Medium		
A.	Paved roadway surfaces	1	2	3	4
B.	Road shoulders	1	2	3	4
C.	Roadside safety barriers	1	2	3	4
D.	Vegetation	1	2	3	4
E.	Landscaping	1	2	3	4
F.	Drainage	1	2	3	4
G.	Signs, signals and lane markings	1	2	3	4
H.	Rest areas	1	2	3	4
I.	Snow and ice removal	1	2	3	4

18. Next, thinking about your previous ratings, would you be willing to pay more tax money, if necessary, to achieve your preferred level of highway maintenance?

Yes...1
No...2
Not sure...3

19. Some maintenance categories may cost more to repair in the future if they are not kept at a high level of maintenance. Should the State spend more money on highway maintenance services now that will save money in five to ten years?

Yes...1
No...2
Not sure...3

20. Now I am going to read several goals for the highway maintenance program. As I read each one, please just tell me how important this should be on a 5-point scale where 1 is the highest level of importance and 5 is the lowest level? (READ LIST, ROTATE - CODE NOT SURE 6).

RATING

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A. Safety ..... /__/

B. Preservation, protecting our investment ..... /__/

C. Comfort, a smooth ride ..... /__/

D. Lowest cost ..... /__/

E. Pleasing appearance ..... /__/

21. And finally, which one of the following categories best describes your age? (READ EACH, EXCEPT REFUSED)

Under 25...1
25 to 34...2
35 to 44...3
45 to 54...4
55 to 64...5
65 and older...6
(DON'T READ) Refused...7

Thank you very much, that completes this interview. My supervisor may want to call you to verify that I conducted this interview so may I have your first name so that they may do so? (VERIFY PHONE NUMBER)

NAME: PHONE #: _____ _____

ADMINISTRATIVE DATA:

INTERVIEWER NAME: _____ #: _____ _____

VALIDATED BY: _____ #: _____ _____

CODED BY: _____ #: _____ _____

OBSERVED DATA:

Male...1
Female...2

FROM SAMPLE: ZIP CODE:

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Questionnaire - Initial Telephone Interview

FDOT Pavement Markings – Initial Phone Interview

Q.1 Interviewer: Please select which study the respondent would like to participate in.

- ❑ 1 $100 - Focus group participant
- ❑ 2 $30 - Telephone ONLY study

Q.2 Interviewer: Did respondent drive "A" roads or "B" roads?

"A" roads

- Thomasville Rd. between Killarney Way and Kerry Forrest
- Thomasville Road between Kerry Forrest and Bradfordville/Bannerman Rd.

"B" roads

- I-10 east of Thomasville Rd. to the US 90 exit
- Pensacola St. between the stadium and Appleyard Dr.

- ❑ 1 "A" roads
- ❑ 2 "B" roads

[S - IF THE ANSWER IS 2, THEN SKIP TO QUESTION 5]

Q.3 About how many times in the past month have you driven along Thomasville Road between Killarney Way and Kerry Forest Parkway?

- ❑ 1 0
- ❑ 2 Once or twice
- ❑ 3 About once a week
- ❑ 4 More than once a week

Q.4 About how many times in the past month have you driven along Thomasville Road between Kerry Forest Parkway and Bradfordville Road?

- ❑ 1 0
- ❑ 2 Once or twice
- ❑ 3 About once a week
- ❑ 4 More than once a week

[A - IF THE ANSWER TO QUESTION 2 IS 1, THEN SKIP TO QUESTION 7]

Q.5 About how many times in the past month have you driven along I-10 east of Thomasville Road toward the US-90 exit heading toward Jacksonville?

- ❑ 1 0
- ❑ 2 Once or twice
- ❑ 3 About once a week
- ❑ 4 More than once a week

Q.6 About how many times in the past month have you driven along Pensacola Street between the FSU stadium and Appleyard Drive?

- ❑ 1 0
- ❑ 2 Once or twice
- ❑ 3 About once a week
- ❑ 4 More than once a week

[A - IF THE ANSWER TO QUESTION 2 IS 2, THEN SKIP TO QUESTION 33]

Q.7 I have just a few questions to ask you about the roadway along Thomasville Road between Killarney Way and Kerry Forest Parkway. Take a second and try to visualize this part of Thomasville Road.

I'm going to ask you a few questions, please tell me if you strongly agree, agree, disagree, strongly disagree or have no opinion for each question.

Q.8 The road signs are clearly readable.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

[ASK QUESTIONS 9 TO 11 IN RANDOM ORDER]

Q.9 During the day, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.10 At night, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.11 When it's raining, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.12 The road surface is smooth.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.13 The medians, guardrails, and lighting along this segment of Thomasville road make me feel safe when I drive on it.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.14 Lane striping and reflectors marking lanes and sides of roads are adequate.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.15 Traffic lights on this part of Thomasville Road are timed to let traffic flow.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.16 Landscaping on this part of Thomasville Road is trimmed so visibility is not impaired.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.17 There is adequate lighting on this part of Thomasville Road.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.18 When I drive along this part of Thomasville Road, I feel safe and in control.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.19 When you drive this part of Thomasville Road, how heavy is traffic. Use a 1 to 10 scale where 10 means traffic is extremely heavy and 1 means traffic is extremely light. (11=DK)

Traffic ..... ____

Q.20 Now, let's focus on the roadway along Thomasville Road between Kerry Forest Parkway and Bradfordville Road. Try to visualize that stretch of Thomasville Road.

I'm going to ask you a few questions, please tell me if you strongly agree, agree, disagree, strongly disagree or have no opinion.

Q.21 The road signs are clearly readable.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

[ASK QUESTIONS 22 TO 24 IN RANDOM ORDER]

Q.22 During the day, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.23 At night, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.24 When it's raining, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.25 The road surface is smooth.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.26 The medians, guardrails, and lighting along this part of Thomasville Road make me feel safe when I drive on it.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.27 Lane striping and reflectors marking lanes and sides of roads are adequate.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.28 Traffic lights on this part of Thomasville Road are timed to let traffic flow.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.29 Landscaping on this part of Thomasville Road is trimmed so visibility is not impaired.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.30 There is adequate lighting on this part of Thomasville Road.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.31 When I drive along this part of Thomasville Road, I feel safe and in control.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.32 When you drive this part of Thomasville Road, how heavy is traffic. Use a 1 to 10 scale where 10 means traffic is extremely heavy and 1 means traffic is extremely light. (11=DK)

Traffic ..... ____

[A - IF THE ANSWER TO QUESTION 2 IS 1, THEN SKIP TO QUESTION 59]

5

Q.33 I have just a few questions to ask you about the roadway along I-10 east of Thomasville Road to the US-90 exit heading toward Jacksonville. Take a second and try to visualize this part of I-10.

I'm going to ask you a few questions, please tell me if you strongly agree, agree, disagree, strongly disagree or have no opinion for each question.

Q.34 The road signs are clearly readable.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

[ASK QUESTIONS 35 TO 37 IN RANDOM ORDER]

Q.35 During the day, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.36 At night, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.37 When it's raining, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.38 The road surface is smooth.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.39 The medians, guardrails, and lighting along this segment of I-10 make me feel safe when I drive on it.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.40 Lane striping and reflectors marking lanes and sides of roads are adequate.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

[A - IF THE ANSWER TO QUESTION 2 IS 1 OR 2, THEN SKIP TO QUESTION 42]

Q.41 Traffic lights on this part of I-10 are timed to let traffic flow.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.42 Landscaping on this part of I-10 is trimmed so visibility is not impaired.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.43 There is adequate lighting on this part of I-10.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.44 When I drive along this part of I-10, I feel safe and in control.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.45 When you drive this part of I-10, how heavy is traffic. Use a 1 to 10 scale where 10 means traffic is extremely heavy and 1 means traffic is extremely light. (11=DK)

Traffic ..... ____

Q.46 Now, let's focus on the roadway along Pensacola Street between the FSU stadium and Appleyard Drive. Try to visualize that stretch of Pensacola Street.

Please tell me if you strongly agree, agree, disagree, strongly disagree or have no opinion.

Q.47 The road signs are clearly readable.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

[ASK QUESTIONS 48 TO 50 IN RANDOM ORDER]

Q.48 During the day, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.49 At night, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.50 When it's raining, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.51 The road surface is smooth.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.52 The medians, guardrails, and lighting along Pensacola Street between the FSU stadium and Appleyard Drive make me feel safe when I drive on it.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.53 Lane striping and reflectors marking lanes and sides of roads are adequate.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.54 Traffic lights along Pensacola Street between the FSU stadium and Appleyard Drive are timed to let traffic flow.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.55 Landscaping along Pensacola Street between the FSU stadium and Appleyard Drive is trimmed so visibility is not impaired.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.56 There is adequate lighting on this part of Pensacola Street.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.57 When I drive along Pensacola Street between the FSU stadium and Appleyard Drive, I feel safe and in control.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.58 When you drive along Pensacola Street between the FSU stadium and Appleyard Drive, how heavy is traffic. Use a 1 to 10 scale where 10 means traffic is extremely heavy and 1 means traffic is extremely light. (11=DK)

Traffic ..... ____

Q.59 Now we'd like to get some basic profile information that we'll use in our final analysis.

Q.60 Are you supposed to wear glasses or contacts when you drive?

- ❑ 1 Yes
- ❑ 2 No

[S - IF THE ANSWER IS 2, THEN SKIP TO QUESTION 62]

Q.61 Do you wear your glasses or contacts when you are driving: READ

- ❑ 1 All of the time
- ❑ 2 Most of the time
- ❑ 3 About half of the time
- ❑ 4 Less than half of the time
- ❑ 5 Almost never

Q.62 How would you describe your vision when you are driving?

- ❑ 1 Excellent
- ❑ 2 Very good
- ❑ 3 Good
- ❑ 4 Fair
- ❑ 5 Poor

[A - IF THE ANSWER TO QUESTION 1 IS 2, THEN SKIP TO QUESTION 64]

Q.63 **FOCUS GROUP STUDY SUMMARY**

For the next phase of the study, you will need to drive the roads* and take notes using the forms we are going to send you. Then you will send us your notes by April 20th.

Finally, we will have you come in to our facility to participate in a group discussion about the roads you drove. This will last no longer than one and a half hours. After the discussion group, we will pay you $100 as a way to thank you for your participation.

We will be sending you detailed information about the remainder of the study. Would you prefer to receive this information via mail, fax, or email? (Interviewer: make sure you have their mailing address, fax number, or email address recorded on the front of the screener)

*Participant will be driving [ANSWER TO Q. 2].

<u>"A" roads</u>

- Thomasville Rd. between Killarney Way and Kerry Forrest
- Thomasville Road between Kerry Forrest and Bradfordville/Bannerman Rd.

<u>"B" roads</u>

- I-10 east of Thomasville Rd. to the US 90 exit
- Pensacola St. between the stadium and Appleyard Dr.

- ❑ 1 Mail
- ❑ 2 Fax
- ❑ 3 Email

[A - IF THE ANSWER TO QUESTION 1 IS 1, THEN SKIP TO QUESTION 65]

Q.64 **TELEPHONE <u>ONLY</u> STUDY SUMMARY**

For the next phase of the study, you will need to drive the roads* and take notes using the forms we are going to send you. Then you will send us your notes by April 20th.

Finally, we will call you for the 15-minute follow-up interview to discuss the roads you drove. After the follow-up interview, we will send you $30 as a way to thank you for your participation.

We will be sending you detailed information about the remainder of the study. Would you prefer to receive this information via mail, fax, or email? (Interviewer: make sure you have their mailing address, fax number, or email address recorded on the front of the screener)

*Participant will be driving [ANSWER TO Q. 2].

<u>"A" roads</u>

- Thomasville Rd. between Killarney Way and Kerry Forrest
- Thomasville Road between Kerry Forrest and Bradfordville/Bannerman Rd.

<u>"B" roads</u>

- I-10 east of Thomasville Rd. to the US 90 exit
- Pensacola St. between the stadium and Appleyard Dr.

❑ 1 Mail
❑ 2 Fax
❑ 3 Email

Q.65 Thank you so much. If you do not receive your materials in the next week, please call Kate at (850) 906-3111.

(Interviewer: Thank again for their time and hang up. There is still more info to be recorded for this interview to be considered complete.)

Q.66 Interviewer: Please enter the first and last name of the participant as recorded on the front of the screener.

_____

Q.67 Interviewer: Please select participant's age as recorded on the screener?

❑ 1 18-29
❑ 2 30-39
❑ 3 40-49
❑ 4 50-59
❑ 5 60-69
❑ 6 70+

Q.68 Record your (interviewer) name here.

_____

Questionnaire - Follow-Up Telephone Interview

FDOT Pavement Markings - Follow-Up

Q.1 Interviewer: Did respondent drive "A" roads or "B" roads?

"A" roads
- Thomasville Rd. between Killarney Way and Kerry Forrest
- Thomasville Rd. between Kerry Forrest and Bradfordville/Bannerman Rd.

"B" roads
- I-10 east of Thomasville Rd. to the US 90 exit
- Pensacola St. between the stadium and Appleyard Dr.

❑ 1 "A" roads - Thomasville Rd.
❑ 2 "B" roads - I-10 and Pensacola St.

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 40]

[IF THE ANSWER TO QUESTION 1 IS 2, THEN SKIP TO QUESTION 40]

Q.2 I have just a few questions to ask you about the roadway along Thomasville Road between Killarney Way and Kerry Forest Parkway. Take a second and try to visualize this part of Thomasville Road. I'm going to ask you a few questions, please tell me if you strongly agree, agree, disagree, strongly disagree or have no opinion for each question.

Q.3 The road signs are clearly readable.

❑ 1 Strongly agree
❑ 2 Agree
❑ 3 Disagree
❑ 4 Strongly disagree
❑ 5 No opinion

[ASK QUESTIONS 4 TO 6 IN RANDOM ORDER]

Q.4 During the day, the visibility of roadway striping and markings is good.

❑ 1 Strongly agree
❑ 2 Agree
❑ 3 Disagree
❑ 4 Strongly disagree
❑ 5 No opinion

Q.5 At night, the visibility of roadway striping and markings is good.

❑ 1 Strongly agree
❑ 2 Agree
❑ 3 Disagree
❑ 4 Strongly disagree
❑ 5 No opinion

Q.6 When it's raining, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.7 The road surface is smooth.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.8 The medians, guardrails, and lighting along this segment of Thomasville road make me feel safe when I drive on it.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.9 Lane striping and reflectors marking lanes and sides of roads are adequate.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.10 Traffic lights on this part of Thomasville Road are timed to let traffic flow.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.11 Landscaping on this part of Thomasville Road is trimmed so visibility is not impaired.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.12 There is adequate lighting on this part of Thomasville Road.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.13 When I drive along this part of Thomasville Road, I feel safe and in control.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.14 When you drive this part of Thomasville Road, how heavy is traffic. Use a 1 to 10 scale where 10 means traffic is extremely heavy and 1 means traffic is extremely light. (11=DK)

Traffic ..... ____

Q.15 What do you recall about the condition of the striping on the road that marks the lanes and the sides of the road? **(PROBE)**

_____

_____

_____

_____

Q.16 Would you rate the striping as:

- ❑ 1 Excellent
- ❑ 2 Very good
- ❑ 3 Good
- ❑ 4 Fair
- ❑ 5 Poor
- ❑ 6 Do not recall (DO NOT READ)

Q.17 Can you visualize the striping in your mind right now? What was the striping like? **(PROBE)**

_____

_____

_____

_____

Q.18 What do you recall about the condition of the reflectors on the road surface? **(PROBE)**

_____

_____

_____

_____

Q.19 Would you rate the reflectors on the road surface as:

- ❑ 1 Excellent
- ❑ 2 Very good
- ❑ 3 Good
- ❑ 4 Fair
- ❑ 5 Poor
- ❑ 6 Do not recall (DO NOT READ)

Q.20 Can you visualize the reflectors in your mind right now? What do you recall about them? **(PROBE)**

_____

_____

_____

_____

Q.21 Now, let's focus on the roadway along Thomasville Road between Kerry Forest Parkway and Bradfordville Road. Try to visualize that stretch of Thomasville Road.
I'm going to ask you a few questions, please tell me if you strongly agree, agree, disagree, strongly disagree or have no opinion.

Q.22 The road signs are clearly readable.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

[ASK QUESTIONS 23 TO 25 IN RANDOM ORDER]

Q.23 During the day, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.24 At night, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.25 When it's raining, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.26 The road surface is smooth.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.27 The medians, guardrails, and lighting along this part of Thomasville Road make me feel safe when I drive on it.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.28 Lane striping and reflectors marking lanes and sides of roads are adequate.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.29 Traffic lights on this part of Thomasville Road are timed to let traffic flow.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.30 Landscaping on this part of Thomasville Road is trimmed so visibility is not impaired.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.31 There is adequate lighting on this part of Thomasville Road.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.32 When I drive along this part of Thomasville Road, I feel safe and in control.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.33 When you drive this part of Thomasville Road, how heavy is traffic. Use a 1 to 10 scale where 10 means traffic is extremely heavy and 1 means traffic is extremely light. (11=DK)

Traffic ..... ____

Q.34 What do you recall about the condition of the striping on the road that marks the lanes and the sides of the road? **(PROBE)**

_____

_____

_____

_____

Q.35 Would you rate the striping as:

- ❑ 1 Excellent
- ❑ 2 Very good
- ❑ 3 Good
- ❑ 4 Fair
- ❑ 5 Poor
- ❑ 6 Do not recall (DO NOT READ)

Q.36 Can you visualize the striping in your mind right now? What was the striping like? **(PROBE)**

_____

_____

_____

_____

Q.37 What do you recall about the condition of the reflectors on the road surface? **(PROBE)**

_____

_____

_____

_____

Q.38 Would you rate the reflectors on the road surface as:

- ❑ 1 Excellent
- ❑ 2 Very good
- ❑ 3 Good
- ❑ 4 Fair
- ❑ 5 Poor
- ❑ 6 Do not recall (DO NOT READ)

Q.39 Can you visualize the reflectors in your mind right now? What do you recall about them? **(PROBE)**

_____

_____

_____

_____

[IF THE ANSWER TO QUESTION 1 IS 1, THEN SKIP TO QUESTION 78]

Q.40 I have just a few questions to ask you about the roadway along I-10 east of Thomasville Road to the US-90 exit heading toward Jacksonville. Take a second and try to visualize this part of I-10. I'm going to ask you a few questions, please tell me if you strongly agree, agree, disagree, strongly disagree or have no opinion for each question.

Q.41 The road signs are clearly readable.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

[ASK QUESTIONS 42 TO 44 IN RANDOM ORDER]

Q.42 During the day, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.43 At night, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.44 When it's raining, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.45 The road surface is smooth.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.46 The medians, guardrails, and lighting along this segment of I-10 make me feel safe when I drive on it.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.47 Lane striping and reflectors marking lanes and sides of roads are adequate.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

[IF THE ANSWER TO QUESTION 1 IS 1 OR 2, THEN SKIP TO QUESTION 49]

Q.48 Traffic lights on this part of I-10 are timed to let traffic flow.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.49 Landscaping on this part of I-10 is trimmed so visibility is not impaired.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.50 There is adequate lighting on this part of I-10.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.51 When I drive along this part of I-10, I feel safe and in control.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.52 When you drive this part of I-10, how heavy is traffic. Use a 1 to 10 scale where 10 means traffic is extremely heavy and 1 means traffic is extremely light. (11=DK)

Traffic ..... ____

Q.53 What do you recall about the condition of the striping on the road that marks the lanes and the sides of the road? **(PROBE)**

_____

_____

_____

_____

Q.54 Would you rate the striping as:

- ❑ 1 Excellent
- ❑ 2 Very good
- ❑ 3 Good
- ❑ 4 Fair
- ❑ 5 Poor
- ❑ 6 Do not recall (DO NOT READ)

Q.55 Can you visualize the striping in your mind right now? What was the striping like? **(PROBE)**

_____

_____

_____

_____

Q.56 What do you recall about the condition of the reflectors on the road surface? **(PROBE)**

_____

_____

_____

_____

Q.57 Would you rate the reflectors on the road surface as:

- ❑ 1 Excellent
- ❑ 2 Very good
- ❑ 3 Good
- ❑ 4 Fair
- ❑ 5 Poor
- ❑ 6 Do not recall (DO NOT READ)

Q.58 Can you visualize the reflectors in your mind right now? What do you recall about them? **(PROBE)**

_____

_____

_____

_____

Q.59 Now, let's focus on the roadway along Pensacola Street between the FSU stadium and Appleyard Drive. Try to visualize that stretch of Pensacola Street.

Please tell me if you strongly agree, agree, disagree, strongly disagree or have no opinion.

Q.60 The road signs are clearly readable.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

[ASK QUESTIONS 61 TO 63 IN RANDOM ORDER]

Q.61 During the day, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.62 At night, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.63 When it's raining, the visibility of roadway striping and markings is good.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.64 The road surface is smooth.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.65 The medians, guardrails, and lighting along Pensacola Street between the FSU stadium and Appleyard Drive make me feel safe when I drive on it.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.66 Lane striping and reflectors marking lanes and sides of roads are adequate.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.67 Traffic lights along Pensacola Street between the FSU stadium and Appleyard Drive are timed to let traffic flow.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.68 Landscaping along Pensacola Street between the FSU stadium and Appleyard Drive is trimmed so visibility is not impaired.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.69 There is adequate lighting on this part of Pensacola Street.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.70 When I drive along Pensacola Street between the FSU stadium and Appleyard Drive, I feel safe and in control.

- ❑ 1 Strongly agree
- ❑ 2 Agree
- ❑ 3 Disagree
- ❑ 4 Strongly disagree
- ❑ 5 No opinion

Q.71 When you drive along Pensacola Street between the FSU stadium and Appleyard Drive, how heavy is traffic. Use a 1 to 10 scale where 10 means traffic is extremely heavy and 1 means traffic is extremely light. (11=DK)

Traffic ..... ____

Q.72 What do you recall about the condition of the striping on the road that marks the lanes and the sides of the road? **(PROBE)**

_____

_____

_____

_____

Q.73 Would you rate the striping as:

- ❑ 1 Excellent
- ❑ 2 Very good
- ❑ 3 Good
- ❑ 4 Fair
- ❑ 5 Poor
- ❑ 6 Do not recall (DO NOT READ)

Q.74 Can you visualize the striping in your mind right now? What was the striping like? **(PROBE)**

_____

_____

_____

_____

Q.75 What do you recall about the condition of the reflectors on the road surface? **(PROBE)**

_____

_____

_____

_____

Q.76 Would you rate the reflectors on the road surface as:

- ❑ 1 Excellent
- ❑ 2 Very good
- ❑ 3 Good
- ❑ 4 Fair
- ❑ 5 Poor
- ❑ 6 Do not recall (DO NOT READ)

Q.77 Can you visualize the reflectors in your mind right now? What do you recall about them? **(PROBE)**

_____

_____

_____

_____

Q.78 When we started this call today and you rated various elements of the roadways, were you thinking about the road striping and reflectors on the pavement when you were rating, or were you thinking of other factors?

- ❑ 1 Striping
- ❑ 2 Reflectors
- ❑ 3 Do not recall
- ❑ 4 Other factors

Q.79

_____

_____

_____

_____

Q.80 You drove: (READ CORRECT ROADS BELOW: **[ANSWER TO Q. 1]**)

"A" roads
- Thomasville Rd. between Killarney Way and Kerry Forrest
- Thomasville Rd. between Kerry Forrest and Bradfordville/Bannerman Rd.

"B" roads
- I-10 east of Thomasville Rd. to the US 90 exit
- Pensacola St. between the stadium and Appleyard Dr.

Was the *striping* on one of them any better or any worse than the other

- ❑ 1 Better
- ❑ 2 Worse
- ❑ 3 Same (DO NOT READ)
- ❑ 4 Do not recall (DO NOT READ)

[IF THE ANSWER IS 3 OR 4, THEN SKIP TO QUESTION 83]

Q.81 Which road was [ANSWER TO Q. 80]?

- ❑ 1 Thomasville Rd. between Killarney Way and Kerry Forrest
- ❑ 2 Thomasville Rd. between Kerry Forrest and Bradfordville/Bannerman Rd.
- ❑ 3 I-10 east of Thomasville Rd. to the US 90 exit
- ❑ 4 Pensacola St. between the stadium and Appleyard Dr.

Q.82 Was it a lot [ANSWER TO Q. 80] or a little [ANSWER TO Q. 80]?

- ❑ 1 A lot better
- ❑ 2 A little better
- ❑ 3 A lot worse
- ❑ 4 A little worse

Q.83 Were the *reflectors* on one of the roads you drove any better or any worse than the other?

- ❑ 1 Better
- ❑ 2 Worse
- ❑ 3 Same (DO NOT READ)
- ❑ 4 Do not recall (DO NOT READ)

[IF THE ANSWER IS 3 OR 4, THEN SKIP TO QUESTION 85]

Q.84 Which road was [ANSWER TO Q. 83]?

- ❑ 1 Thomasville Rd. between Killarney Way and Kerry Forrest
- ❑ 2 Thomasville Rd. between Kerry Forrest and Bradfordville/Bannerman Rd.
- ❑ 3 I-10 east of Thomasville Rd. to the US 90 exit
- ❑ 4 Pensacola St. between the stadium and Appleyard Dr.

[IF THE ANSWER TO QUESTION 83 IS 3 OR 4, THEN SKIP TO QUESTION 86]

Q.85 Were they a lot [ANSWER TO Q. 83] or a little [ANSWER TO Q. 83]?

- ❑ 1 A lot better
- ❑ 2 A little better
- ❑ 3 A lot worse
- ❑ 4 A little worse

Q.86 Thank you so much for your participation. We'll be sending you a check for $30 in the next couple of weeks.

(Interviewer: Thank again for their time and hang up. There is still more info to be recorded for this interview to be considered complete.)

Q.87 Interviewer: Please enter the first and last name of the participant as recorded on the front of the screener.

_____

Q.88 Record your (interviewer) name here.

_____

Q.89 Interviewers, now is the time to go back and edit your survey. This is your last chance to do so.

Selecting "1" will take you back to the first question for editing. You may skip to any questions that need editing using the skip, next, and previous buttons. Skip forward to this question (87) when you are finished editing.

Selecting "2" will record an automatic complete for this questionnaire.

- ❑ 1 No - I want to go back and edit this questionnaire.
- ❑ 2 Yes - This questionnaire is complete.

[IF THE ANSWER IS 1, THEN SKIP TO QUESTION 1]
[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 1020]

Driving Diaries

After an initial telephone interview about characteristics of the assigned roadways, individuals were instructed to drive the assigned roadways and to keep diaries regarding their driving experiences. Specific questions in the diary included:

Please rate your driving experience along Pensacola Street between FSU's stadium and Appleyard Drive in terms of your overall satisfaction, your sense of being in control, knowing where you're going, and your sense of feeling safe. Check 1 in each column.

Daytime driving	Driving at night	
____	____	Extremely positive
____	____	Very positive
____	____	Positive
____	____	Somewhat positive
____	____	Neither positive nor negative
____	____	Somewhat negative
____	____	Negative
____	____	Very negative
____	____	Extremely negative

What would have made your overall satisfaction, your sense of being in control, knowing where you're going, and your sense of feeling safe more positive?

What specific changes to the roadway and the right-of-way would have made your overall satisfaction, your sense of being in control, knowing where you're going, and your sense of feeling safe more positive?

What contributed to your positive reactions to driving conditions while driving along this stretch of road? Check all that apply.

____ Surface of the road
____ Markings (striping and pavement markers) on the road surface
____ Lights on the side of the road
____ Traffic was light
____ Other drivers were driving properly
____ There was a median
____ Signs were easy to see and read
____ Landscaping was appealing
____ There were bike lanes
____ There were turn lanes
____ Traffic lights were synchronized
____ Other_____

What contributed to your negative reactions to driving conditions while driving along this stretch of road? Check all that apply.

_____ Signs were not easy to see and read
_____ Landscaping was not appealing or non-existent
_____ There were no bike lanes
_____ There were no turn lanes
_____ Traffic lights were not synchronized

Please add other comments that relate to your overall satisfaction, your sense of being in control, knowing where you're going, and your sense of feeling safe more positive while driving along this road?

What contributed to your negative reactions to driving conditions while driving along this stretch of road? Check all that apply

_____ Surface of the road
_____ Markings (striping and pavement markers) on the road surface
_____ No lights on the side of the road
_____ Traffic was heavy
_____ Other drivers were not driving properly
_____ There was no median
_____ Signs were not easy to see and read
_____ Landscaping was not appealing or non-existent
_____ There were no bike lanes
_____ There were no turn lanes
_____ Traffic lights were not synchronized
_____ Other_____

Please add other comments that relate to your overall satisfaction, your sense of being in control, knowing where you're going, and your sense of feeling safe more positive while driving along this road?

_____
_____
_____

Iowa Department of Transportation

Maintenance / Winter Services Survey - 2002

This survey is a tool to learn your thoughts about how the Iowa Department of Transportation (DOT) conducts its roadway maintenance activities. The survey asks questions about core activities, as well as winter services provided by the DOT. Completing this survey will provide information that will help us deliver the services of interest to Iowans in the best way possible.

MARKING INSTRUCTIONS

- **Use a No. 2 pencil or a blue or black ink pen only.**
- **Do not use pens with ink that soaks through the paper.**
- **Make solid marks that fill the response completely.**
- **Make no stray marks on this form.**

CORRECT: ● **INCORRECT:** ✓ ⊗ ◒ ◔

Thank you for taking time to complete this survey.

The DOT has responsibility for interstate, U.S. and state highways. It does not have responsibility for secondary (county) roads, which are normally designated by a letter and two digits (such as R-29), or city streets.

Core Maintenance Activities - Please rate both the *importance* to you and your satisfaction with our current *performance* (how well we are doing) for each of the following activities.

	Importance (Low ← → High)				Performance (Dissatisfied ← → Satisfied)			
Maintaining the Road Surface								
Keeping pavements smooth	①	②	③	④	①	②	③	④
Snow and ice removal	①	②	③	④	①	②	③	④
Keeping pavement markings clearly visible	①	②	③	④	①	②	③	④
Maintaining Roadsides								
Removing trash & litter from the roadside	①	②	③	④	①	②	③	④
Eliminating noxious weeds from the roadside	①	②	③	④	①	②	③	④
Maintaining plants & trees along the roadside	①	②	③	④	①	②	③	④
Maintaining grasses (mowing) along roadside	①	②	③	④	①	②	③	④
Providing Motorist Services								
Upkeep of rest areas	①	②	③	④	①	②	③	④
Maintenance of road signs	①	②	③	④	①	②	③	④
Providing information about road maintenance activities	①	②	③	④	①	②	③	④

Winter Services / Activities

This section of the survey focuses on winter-related services and activities provided by the DOT.

The Iowa DOT clears ice and snow for **interstate** (I-35, I-80, I-235, etc.); **U.S.** (U.S. 30, U.S. 20, etc.) and **state** (Iowa 330, Iowa 175, etc.) highways. The DOT **does not** clear ice and snow from secondary (county) roads, which are normally designated by a letter and two digits (such as R-29), or city streets.

During winter driving conditions, what type of road do you drive on most often?

(choose only one)

- ○ Interstate
- ○ U.S. or state highways
- ○ Secondary roadways or city streets *(please "skip" to the **Overall** question)*

With that road type in mind, please rate your satisfaction with the following:	**Performance** *Dissatisfied* ⟵ ⟶ *Satisfied*			
Removal of snow	①	②	③	④
Treatment of ice	①	②	③	④
Response time	①	②	③	④
Overall, how would you rate your satisfaction with the way the DOT handles snow and ice removal?	①	②	③	④

Having provided a rating of our performance, we would like to learn a little more about your expectations. Please indicate how long you expect it should take after a winter storm to create **a usable lane of traffic,** and how long you expect it should take to achieve **a 100 percent clear roadway** after a winter storm.

Consider: a usable lane of traffic to have at least one clear tire path, and the end of a storm to be when freezing rain or snow stops.

TIME TO CREATE *(in hours)*

After a winter storm	*A Usable Lane of Traffic* — *hours after the storm*							*A 100% Clear Roadway* — *hours after the storm*						
	0	**3**	**6**	**9**	**12**	**24**	**more**	**0**	**3**	**6**	**9**	**12**	**24**	**more**
Interstate highways	⓪	③	⑥	⑨	⑫	㉔	+	⓪	③	⑥	⑨	⑫	㉔	+
U.S. or state highways	⓪	③	⑥	⑨	⑫	㉔	+	⓪	③	⑥	⑨	⑫	㉔	+

PLEASE DO NOT WRITE IN THIS AREA

SERIAL

Please indicate the importance you believe each of the following factors should be given in focusing the DOT's snow and ice removal efforts.

Factor	Importance: *Low* ⟷ *High*			
Volume of traffic (vehicle count)	①	②	③	④
Accident history (accident count)	①	②	③	④
Commuting patterns (traffic flow, time of day, etc.)	①	②	③	④
Road type (interstate, non-interstate)	①	②	③	④
Other _____	①	②	③	④

Education and Information

This section of the survey is designed to help us identify the areas where we should focus our educational efforts, and to learn how you gather information about winter driving conditions.

Please rate your level of knowledge with each of the following:	Knowledge: *Low* ⟷ *High*			
What to do when stranded in a winter storm	①	②	③	④
Winter driving techniques and strategies	①	②	③	④
What to do in a winter storm if you come across:				
Slower vehicles	①	②	③	④
Snowplows	①	②	③	④
Blowing snow	①	②	③	④
Ice on the roadway	①	②	③	④
Large trucks / semis	①	②	③	④

What sources do you use to learn about winter driving conditions? (mark all that apply)

Yes	No	
Ⓨ	Ⓝ	State Patrol road condition number
Ⓨ	Ⓝ	Television reports
Ⓨ	Ⓝ	Radio reports
Ⓨ	Ⓝ	Internet sites
Ⓨ	Ⓝ	Other travelers ("word of mouth")
Ⓨ	Ⓝ	Other _____

PLEASE DO NOT WRITE IN THIS AREA

SERIAL

IDOT Summary and Survey Sample

Driving Information - These questions will help us better understand the driving patterns of Iowans.

Do you commute? *(to & from work, school, etc.)*

Ⓨ Yes Ⓝ No

If Yes, you commute:

What is the population of the community you commute to?

- ○ Farm or unincorporated
- ○ Under 500 (incorporated)
- ○ 500 to 4,999 (incorporated)
- ○ 5,000 to 49,999
- ○ 50,000 or more

What is your average daily commute (one-way)?

- ○ 0-10 miles
- ○ 11-20 miles
- ○ 21-30 miles
- ○ 31-40 miles
- ○ 41-50 miles
- ○ over 50 miles

What type of driving do you do most often:

(choose only one)

- ○ Personal and family errands *(shopping, etc.)*
- ○ Commuting *(to & from work, school, etc.)*
- ○ Work-related trips *(as part of job)*

What is your primary means of transportation?

(choose only one)

- ○ Personal vehicle
- ○ Work vehicle
- ○ Public transportation
- ○ Other

Under normal driving conditions (*not winter driving conditions*), what type of road do you drive on most often?

(choose only one)

- ○ Interstate
- ○ U.S. or state highways
- ○ Secondary (county) roadways or city streets

Background Information

Gender

Ⓜ Male
Ⓕ Female

Age

- ○ 16 - 25
- ○ 26 - 45
- ○ 46 - 65
- ○ 66 - 75
- ○ 76 or older

Population of the community you live in

- ○ Farm or unincorporated
- ○ Under 500 (incorporated)
- ○ 500 to 4,999 (incorporated)
- ○ 5,000 to 49,999
- ○ 50,000 or more

***Congratulations*, you have finished the survey !!**

Please fold and return the survey in the prepaid postage envelope provided.

Thanks again for sharing your thoughts with us!

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Telephone Survey Instrument

BEHAVIOR RESEARCH CENTER, INC.
1101 North First Street
Phoenix, AZ 85004
(602) 258-4554

LOUISIANA HIGHWAY MAINTENANCE SURVEY
March 2006

JOB ID 2006018

Hello, my name is ___and I'm calling for the Louisiana Department of Transportation and Development to learn about public attitudes about highway maintenance in Louisiana.

A. Do you travel at least 20 miles a week in motor vehicles on state highways in Louisiana? State highways include the U.S. interstate and state routes but not the arterials and streets maintained by cities and counties.

IF YES – CONTINUE

IF NO – ASK TO SPEAK WITH OTHER PERSON IN HOUSEHOLD WHO DOES; IF NOT AVAILABLE, ARRANGE CALLBACK; IF NONE, THANK & TERMINATE

---

1. To begin, highway maintenance involves activities such as patching potholes, maintaining signs and signals and picking up litter. Thinking about the state highways you have recently traveled on, how would you rate the level of maintenance of these highways on a scale of 1 to 5, where 1 means very poorly maintained and 5 means very well maintained.

	1
	2
	3
	4
	5
(DON'T READ) Not sure...	6

2. Now I am going to read through a list of categories concerning the level of maintenance of highways in Louisiana. For each category, I would like you to rank the current level of maintenance as you see it from a 1, which is very poorly maintained to a 5, which is very well maintained. Then, I would like you to tell me the level of maintenance that you believe is appropriate using this same scale, recognizing that higher levels of maintenance are more costly.

First, on a scale of 1 to 5, how would you rate the level of maintenance for paved highway surfaces where 5 means highways are nearly free of potholes, cracks and other flaws?

2a. And recognizing that higher levels of maintenance are more costly, what do you believe the level of maintenance for paved highway surfaces should be on a 1 to 5 scale?

	Q2	Q2a
	1	1
	2	2
	3	3
	4	4
	5	5
(DON'T READ) Not sure...	6	6

3. Next, on a scale of 1 to 5, how would you rate the level of maintenance for highway shoulders where a 5 means that the shoulder surface is smooth and level with the highway so that it is totally safe for pulling off the highway?

3a. And what do you believe the level of maintenance for road shoulders should be on a 1 to 5 scale?

	Q3	Q3a
	1	1
	2	2
	3	3
	4	4
	5	5
(DON'T READ) Not sure...	6	6

4. On a 1 to 5 scale, how would you rate the level of maintenance for highway drainage where 5 means that water is effectively drained off the highway so that no puddles form?

4a. And what do you believe the level of maintenance for drainage should be on a 1 to 5 scale?

	Q4	Q4a
	1	1
	2	2
	3	3
	4	4
	5	5
(DON'T READ) Not sure...	6	6

5. On a 1 to 5 scale, how would you rate the level of maintenance for highway roadsides where 5 means they are free of litter, the grass is trimmed and no trees or shrubs block signs or lane markings?

5a. And what do you believe the level of maintenance for roadsides should be on a 1 to 5 scale?

	Q5	Q5a
	1	1
	2	2
	3	3
	4	4
	5	5
(DON'T READ) Not sure...	6	6

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6. On a 1 to 5 scale, how would you rate the level of maintenance for highway signs, signals and lane markings where 5 means that signs and markings can be seen clearly?

6a. And what do you believe the level of maintenance for signs, signals and lane markings should be on a 1 to 5 scale?

	Q6	Q6a
	1	1
	2	2
	3	3
	4	4
	5	5
(DON'T READ) Not sure...	6	6

7. On a 1 to 5 scale, how would you rate the level of maintenance for highway bridges where 5 means bridges are in excellent condition with no bumps or dips and no cracks can be seen?

7a. And what do you believe the level of maintenance for bridges should be on a 1 to 5 scale?

	Q7	Q7a
	1	1
	2	2
	3	3
	4	4
	5	5
(DON'T READ) Not sure...	6	6

8. On a 1 to 5 scale, how would you rate the level of maintenance for highway safety barriers where 5 means guardrails protect safety and impact attenuators are in good condition?

8a. And what do you believe the level of maintenance for safety barriers should be on a 1 to 5 scale?

	Q8	Q8a
	1	1
	2	2
	3	3
	4	4
	5	5
(DON'T READ) Not sure...	6	6

9. On a 1 to 5 scale, how would you rate the level of maintenance for highway rest areas where 5 means they are clean and well kept?

9a. And what do you believe the level of maintenance for rest areas should be on a 1 to 5 scale?

	Q9	Q9a
	1	1
	2	2
	3	3
	4	4
	5	5
(DON'T READ) Not sure...	6	6

LOOKING AT THE LIST OF EIGHT ITEMS, NOTE THE TWO WHICH HAVE THE LOWEST RATINGS. IF MORE THAN TWO, SELECT THE FIRST TWO, THEN ROTATE EACH TIME THIS OCCURS. IF EVERYTHING IS RANKED 5, SKIP TO QUESTION 12

10. I notice you gave (SELECTED ITEM) one of the lower ratings. What needs to be improved?

Paved highway surfaces...1
Highway shoulders...2
Highway drainage...3
Highway roadsides...4
Highway signs, signals and lane markings...5
Highway bridges...6
Highway safety barriers...7
Highway rest areas...8

_____ _____

_____ _____

11. And what about (SELECTED ITEM)? What needs to be improved?

Paved highway surfaces...1
Highway shoulders...2
Highway drainage...3
Highway roadsides...4
Highway signs, signals and lane markings...5
Highway bridges...6
Highway safety barriers...7
Highway rest areas...8

_____ _____

_____ _____

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12. Next, how would you rate the efficiency of state highway maintenance crews? Would you say they are...(READ EACH)

Excellent...1
Above average...2
Average...3
Fairly poor...4
Or quite poor...5
(DO NOT READ) Not sure...6

13. Compared to the maintenance of local roads and streets in your area, would you say the maintenance of state highways is . . . (READ EACH)

Considerably better...1
Somewhat better...2
About the same...3
Not quite as good...4
Much worse...5
(DO NOT READ) Not sure...6

14. How would you rate the level of maintenance for Louisiana State highways in comparison to highways in other states in which you have traveled? Would you say they are...(READ EACH)

Considerably better...1
Somewhat better...2
About the same...3
Not quite as good...4
Much worse...5
(DO NOT READ) Not sure...6

15. Next, I would like your opinion on spending priorities. For each of the following maintenance services I read, please tell me if you fell it warrants a high priority, medium priority or low priority when planning expenditures of state highway maintenance money? (READ EACH; ROTATE)

		High	Medium	Low	Not Sure
A.	Paved highway surfaces	1	2	3	4
B.	Highway shoulders	1	2	3	4
C.	Highway drainage	1	2	3	4
D.	Highway roadsides	1	2	3	4
E.	Highway signs, signals and lane markings	1	2	3	4
F.	Highway bridges	1	2	3	4
G.	Highway safety barriers	1	2	3	4
H.	Highway rest areas	1	2	3	4

16. Next, thinking about your previous ratings, would you be willing to pay more tax money, if necessary, to achieve your preferred level of highway maintenance?

Yes...1
No...2
Not sure...3

17. Would you prefer that the Department of Transportation and Development spend state funds on new or expanded highways or in maintaining the highways that currently exist?

New/expanded highways...1
Maintain current highways...2
Not sure...3

18. Now I am going to read several goals for the highway maintenance program. As I read each one, please just tell me how important this should be on a 5-point scale where 1 is the lowest level of importance and 5 is the highest level? (READ LIST, ROTATE - CODE NOT SURE 6).

		RATING
A.	Safety	/__/
B.	Preservation, protecting our investment	/__/
C.	Comfort, a smooth ride	/__/
D.	Lowest cost	/__/
E.	Pleasing experience	/__/

19. Next, have you made an inquiry or contacted a Department of Transportation and Development office within the last 12 months?

(GO TO Q20) Yes...1
(GO TO Q21) No...2

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20. Now, I am going to read you several statements concerning your most recent contact with the Department of Transportation and Development. As I do, please just tell me if you strongly agree, agree, neither agree or disagree, disagree or strongly disagree with each. (ROTATE)

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Not Sure
A. Department of Transportation and Development employees were knowledgeable, helpful and professional.	1	2	3	4	5	6
B. I was directed to the appropriate personnel.	1	2	3	4	5	6
C. I received the information I requested	1	2	3	4	5	6
D. I am satisfied with the resolution of my concern or question.	1	2	3	4	5	6
E. Overall, I am satisfied with my experience with the Louisiana Department of Transportation and Development.	1	2	3	4	5	6

21. Now, before we finish, I need to ask you a few questions for classificational purposes only. First, how long have you lived at your current address? (CODE UNDER 1 YEAR 00) Years /__/__/

22. Do you live in a different location today than you did last August due to Hurricane Katrina? Yes...1 No...2

23. In what Parish is your residence located? _____ _____

24. How long have you lived in the State of Louisiana? (CODE UNDER 1 YEAR 00) Years /__/__/

25. And finally, how many miles do you drive on state highways in a typical week? Under 50...1 50-99...2 100-149...3 150-199...4 200 or over...5

Thank you very much, that completes this interview. Your input will be critical in helping the Department of Transportation and Development to establish priorities for its highway maintenance function. My supervisor may want to call you to verify that I conducted this interview so may I have your first name so that they may do so? **(VERIFY PHONE NUMBER)**

NAME: _____ PHONE #: _____ _____

ADMINISTRATIVE DATA:

INTERVIEWER NAME: _____ #: _____ _____

VALIDATED BY: _____ #: _____ _____

CODED BY: _____ #: _____ _____

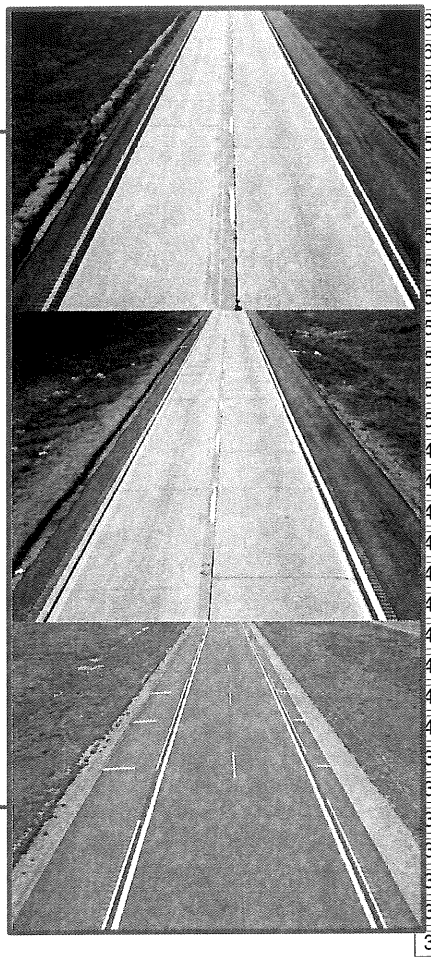
OBSERVED DATA: Male...1 Female...2

FROM SAMPLE: ZIP CODE: _____

Copyright © 2006. All rights reserved. For information: Behavior Research Center (602) 258-4554.

MDOT Painted Rumble Strip Survey

Residents



INTRODUCTION

Between 2003 and 2005, the Michigan Department of Transportation (MDOT) installed painted rumble strips and pavement markings on approximately 160 miles of freeway in the greater Grand Rapids area.

> *A rumble strip is a length of indented pavement parallel to the direction of travel that causes your car's tires to vibrate as a warning that you are leaving the road.*

Approximately half of these rumble strips were installed according to existing MDOT guidelines, while the other half were installed using a variation in the location of the rumble strip and painted edge lines.

> *An edge line is a solid painted line, between 4 and 6 inches wide, that runs parallel to the direction of vehicle travel that separates a driving lane from the shoulder. Edge lines on the right-hand side of the travel direction are white; edge lines on the left side of the travel direction are yellow.*

MDOT is interested in your perceptions of these painted shoulder rumble strips, both as a user of roads in the area as well as a homeowner near these roads.

MARKING INSTRUCTIONS

- **Use a No. 2 pencil only.**
- **Do not use ink, ballpoint, or felt tip pens.**
- **Make solid marks that fill the response completely.**
- **Erase cleanly any marks you wish to change.**
- **Make no stray marks on this form.**

CORRECT: ● **INCORRECT:** ⊘ ⊠ ◒ ◔

GENERAL OBSERVATIONS/AWARENESS OF RUMBLE STRIPS

1. Prior to reading the definition above, did you know the purpose of shoulder rumble strips?
   a. Yes ..... (Y)
   b. No ..... (N)
   c. Don't know/unsure ..... (?)

2. In general, do you think that putting shoulder rumble strips on highways and interstates is a very good idea, somewhat good idea, somewhat bad idea, or very bad idea?
   a. Very good idea ..... (A)
   b. Somewhat good idea ..... (B)
   c. Somewhat bad idea ..... (C)
   d. Very bad idea ..... (D)
   e. Don't know ..... (E)

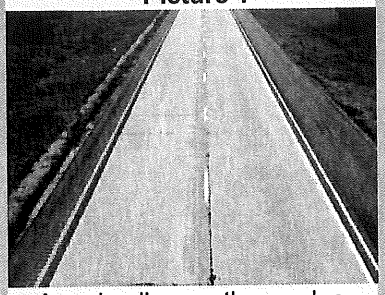
REACTION TO RUMBLE STRIPS AS A MOTORIST

3. Think about the freeways in your general area—that is, all of the state highways (such as M-52) and federal interstates (such as I-96). As you travel on these roads, have you ever seen, heard, or felt rumble strips on the road edge or shoulder?
   a. Yes ..... (Y)
   b. No ..... (N)
   c. Don't know/cannot remember ..... (?)

PLEASE DO NOT WRITE IN THIS AREA

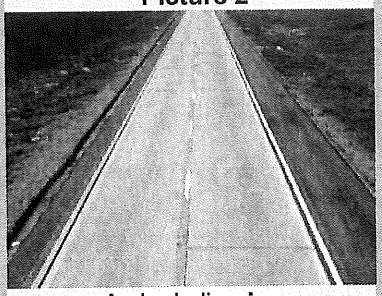
[SERIAL]

Picture 1



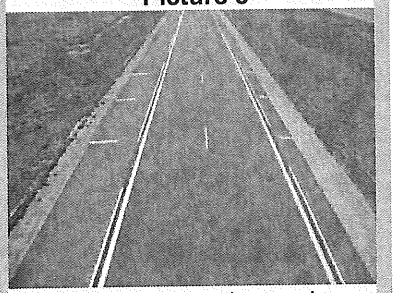
An edge line **on** the road, a parallel line **in** the rumble strip.

Picture 2



A single line **in** the rumble strip.

Picture 3



An edge line **on** the road, a parallel dashed line **in** the rumble strip.

4. Have you ever seen the following types of painted rumble strips? **(See images above.)**

	Yes	No	Don't know
a. Picture 1	Ⓨ	Ⓝ	?
b. Picture 2	Ⓨ	Ⓝ	?
c. Picture 3	Ⓨ	Ⓝ	?

5. Have you ever seen one of these patterns at night in the rain?

	Yes	No	Don't know
a. Picture 1	Ⓨ	Ⓝ	?
b. Picture 2	Ⓨ	Ⓝ	?
c. Picture 3	Ⓨ	Ⓝ	?

If you answered "**No**" or "**Don't know**" to *all three*, skip to question 6b.

6a. Was the visibility of the line **in** the rumble strip enhanced in comparison to the edge line **on** the road?

	Yes	No	Don't know
a. Picture 1	Ⓨ	Ⓝ	?
b. Picture 2	Ⓨ	Ⓝ	?
c. Picture 3	Ⓨ	Ⓝ	?

6b. If you knew that a paint line placed on a rumble strip enhanced the visibility of the paint line at night in the rain, which of the three paint patterns would you prefer to see used on Michigan's roadways?

a. Picture 1 Ⓐ
b. Picture 2 Ⓑ
c. Picture 3 Ⓒ
d. Other _____

7. Which of the following best describe the benefits that you believe the painted shoulder rumble strips add to Michigan roads? **(Check all that apply.)**

a. Improve the visibility of the road at night Ⓐ
b. Provide warning to drowsy drivers Ⓑ
c. Alert inattentive drivers who stray off the highway surface Ⓒ
d. Improve a driver's ability to see the road edge when conditions reduce visibility (such as during rain or snow) Ⓓ
e. Other _____

8. Please mark whether you agree or disagree with each of the following statements.

	Strongly agree	Somewhat agree	Neutral/ no opinion	Somewhat disagree	Strongly disagree	Don't know
a. I use the interstate to get to work and am largely unaware of the rumble strips.	Ⓐ	Ⓐ	Ⓐ	Ⓐ	Ⓐ	Ⓐ
b. I was drowsy and hit the rumble strips and they alerted me.	Ⓑ	Ⓑ	Ⓑ	Ⓑ	Ⓑ	Ⓑ
c. The rumble strips have warned me when I was distracted on the interstate highway.	Ⓒ	Ⓒ	Ⓒ	Ⓒ	Ⓒ	Ⓒ
d. I feel safer using the interstate because of the rumble strips.	Ⓓ	Ⓓ	Ⓓ	Ⓓ	Ⓓ	Ⓓ
e. I don't like the rumble strips because of the noise made when I drive over them.	Ⓔ	Ⓔ	Ⓔ	Ⓔ	Ⓔ	Ⓔ
f. The rumble strips are unimportant.	Ⓕ	Ⓕ	Ⓕ	Ⓕ	Ⓕ	Ⓕ

9. Based on the paint patterns shown on page 2 and your understanding of Michigan traffic law, is the use of the shoulder legal or illegal?

	Legal	Illegal	Don't know
a. Picture 1	Ⓐ	Ⓐ	Ⓐ
b. Picture 2	Ⓑ	Ⓑ	Ⓑ
c. Picture 3	Ⓒ	Ⓒ	Ⓒ

LOCATION OF HOME/RESIDENCE

10. From your home (that is, at the address where you received this survey), can you hear any noise from the nearest highway or interstate?
    a. Yes ..... Ⓨ
    b. No ..... Ⓝ } **Skip to question 23.**
    c. Don't know ..... Ⓠ }

11. In general, how loud is the noise from the nearest highway or interstate? Use a 1 to 5 scale, with "1" being *a little noise* and "5" being *very loud and intrusive*. ..... ① ② ③ ④ ⑤

12. In general, how often do you hear the noise from the nearest highway or interstate? Use a 1 to 5 scale, with "1" being *very rarely* and "5" being *almost constant*. ..... ① ② ③ ④ ⑤

13. In general, what types of noises do you hear from the nearest highway or interstate?
    Do you hear ...
    a. Truck engines ..... Ⓐ
    b. General traffic sounds ..... Ⓑ
    c. Horns ..... Ⓒ
    d. Radios ..... Ⓓ
    e. Road noise from tires ..... Ⓔ
    f. Rumble strips ..... Ⓕ
    g. Accelerating/slowing traffic ..... Ⓖ
    h. Other

14. At what times of day do you most frequently hear noise from the nearest highway or interstate?
    a. Monday–Friday before 8:00 a.m. ..... Ⓐ
    b. Monday–Friday 8:00 a.m.–12:00 p.m. ..... Ⓑ
    c. Monday–Friday 12:00 p.m.–5:00 p.m. ..... Ⓒ
    d. Monday–Friday 5:00 p.m.–12:00 a.m. ..... Ⓓ
    e. On weekends ..... Ⓔ

15. Where in or near your house are you most aware of the noise?
    a. Working outside in the yard ..... Ⓐ
    b. Indoors ..... Ⓑ
    c. In your car ..... Ⓒ
    d. Other

16. In a normal week, what are the most typical time periods that you are at home?
    a. Monday–Friday before 8:00 a.m. ..... Ⓐ
    b. Monday–Friday 8:00 a.m.–12:00 p.m. ..... Ⓑ
    c. Monday–Friday 12:00 p.m.–5:00 p.m. ..... Ⓒ
    d. Monday–Friday 5:00 p.m.–12:00 a.m. ..... Ⓓ
    e. On weekends ..... Ⓔ
    f. Other

17. In the past year, do you think the level of noise from the nearest highway or interstate has ...
    a. Increased dramatically ..... Ⓐ
    b. Increased some ..... Ⓑ
    c. Stayed about the same ..... Ⓒ
    d. Decreased some ..... Ⓓ
    e. Decreased dramatically ..... Ⓔ
    f. Don't know ..... Ⓕ

QUALITY OF LIFE

18. Has the noise from **rumble strips** ever caused you to ...

	Yes	No	Don't know
a. Close the windows in your home to limit the noise?	Ⓨ	Ⓝ	Ⓠ
b. Spend less time doing outdoor activities (e.g., barbecuing, yard maintenance, sports, etc.)?	Ⓨ	Ⓝ	Ⓠ
c. Write a letter to or call MDOT or a government official?	Ⓨ	Ⓝ	Ⓠ

19. Has the noise from **the nearest highway or interstate** caused you to ...

	Yes	No	Don't know
a. Close the windows in your home to limit the noise?	Ⓨ	Ⓝ	Ⓠ
b. Spend less time doing outdoor activities (e.g., barbecuing, yard maintenance, sports, etc.)?	Ⓨ	Ⓝ	Ⓠ
c. Write a letter to or call MDOT or a government official?	Ⓨ	Ⓝ	Ⓠ

20. Throughout the year, are you more aware of the noise from **rumble strips** in the...
    a. Spring ..... Ⓐ
    b. Summer ..... Ⓑ
    c. Fall ..... Ⓒ
    d. Winter ..... Ⓓ
    e. No difference ..... Ⓔ
    f. Don't know ..... Ⓕ

21. Throughout the year, are you more aware of the noise from **the nearest highway or interstate** in the ...
    a. Spring ..... Ⓐ
    b. Summer ..... Ⓑ
    c. Fall ..... Ⓒ
    d. Winter ..... Ⓓ
    e. No difference ..... Ⓔ
    f. Don't know ..... Ⓕ

22. Please read the following statements. *For each statement, mark whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.*

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
a. The specific noise from the rumble strips makes me want to move farther away from the highway/interstate.	Ⓐ	Ⓐ	Ⓐ	Ⓐ
b. The general noise from the highway/interstate makes me want to move farther away from the highway/interstate.	Ⓑ	Ⓑ	Ⓑ	Ⓑ
c. Shoulder rumble strips make me feel safer when traveling on the highway.	Ⓒ	Ⓒ	Ⓒ	Ⓒ
d. Shoulder rumble strips help me to drive more carefully.	Ⓓ	Ⓓ	Ⓓ	Ⓓ
e. Don't know.	Ⓔ	Ⓔ	Ⓔ	Ⓔ

23. In general, when you think about your experience traveling on roads that have shoulder rumble strips, which statement comes closest to your reaction?
   a. I am pleased with them. Ⓐ
   b. I want them removed. Ⓑ
   c. They add to the safety of the highways. Ⓒ
   d. No comment/unsure/I haven't thought much about them. Ⓓ

BACKGROUND INFORMATION

The following information is collected for statistical purposes only.

24. Approximately how far is your residence from the nearest state highway or interstate, drawing a straight line?
   a. Less than 1/4 mile Ⓐ
   b. 1/4 to 1/2 mile Ⓑ
   c. 1/2 to 1 mile Ⓒ
   d. More than 1 mile Ⓓ
   e. Don't know/unsure Ⓔ

25. Which age category are you in?
   a. 18–24 years old Ⓐ
   b. 25–34 years old Ⓑ
   c. 35–44 years old Ⓒ
   d. 45–54 years old Ⓓ
   e. 55–64 years old Ⓔ
   f. 65–74 years old Ⓕ
   g. 75 years old or older Ⓖ

26. What is your employment status? Are you …
   a. Employed outside the home full time Ⓐ
   b. Employed outside the home part time Ⓑ
   c. Working at home or retired Ⓒ
   d. Other Ⓓ

27. Are you currently taking education or skill-building classes toward a degree?
   a. Yes Ⓨ
   b. No Ⓝ
   c. Don't know ?

28. Are there any children under the age of 18 living in your household?
   a. Yes Ⓨ
   b. No Ⓝ
   c. Don't know ?

29. What is the highest level of education you have completed?
   a. Incomplete high school Ⓐ
   b. High school graduate/GED Ⓑ
   c. Vocational/technical school or an associate's degree Ⓒ
   d. Some college Ⓓ
   e. College graduate Ⓔ
   f. Postgraduate study or degree Ⓕ
   g. Don't know Ⓖ
   h. Prefer not to say Ⓗ

30. What is your gender?
   a. Male Ⓐ
   b. Female Ⓑ

Thank you!

PLEASE DO NOT WRITE IN THIS AREA

[SERIAL]

Survey Questionnaire

Mississippi Dept. of Transportation Maintenance Survey **DY287001**
Telephone Questionnaire **December 2007**

*NOTE: Questionnaire instructions shown in **BLACK** are visible to the interviewer.*
*Instructions that appear in **BLUE** are for the CATI programmer and are not visible to the interviewer.*

Good morning/afternoon/evening, my name is _____ with Galloway Research, a public opinion research firm. I am calling on behalf of the Mississippi Department of Transportation. We are conducting a study to learn more about public attitudes on how well the Mississippi highways are being maintained. The survey will only take about 10 minutes. We appreciate your time and would like to include your household's opinions. May I speak to any adult in the household over 18 who is a licensed driver? **[IF NO DRIVERS IN HOUSEHOLD TERM]**

S1 **RECORD FROM SAMPLE: COUNTY**

S2 Is your driver's license issued by the State of Mississippi or by another state?

Mississippi	1	
Another State	2	**TERM – ASK FOR ANOTHER ADULT 18 + WHO IS A MISSISSIPPI DRIVER**
DO NOT READ		
No drivers license	3	**TERM – ASK TO SPEAK TO ANOTHER ADULT 18 + WHO IS LICENSED DRIVER**
Refused	4	**TERM**

S3 In an average week about how many miles would you say you travel on Mississippi state highways? State highways include all interstates, U.S. and state routes but not the arterials and streets maintained by cities and counties.

DO NOT READ		
Less than 20	1	**ASK TO SPEAK TO ANOTHER DRIVER 18+ WHO TRAVELS 20+ MILES/WEEK ON STATE HWYS. IF NOT AVAILABLE, SCHEDULE CALLBACK. IF NO OTHER, TERM.**
20 to 49 miles	2	
50 to 99 miles	3	
100 + miles	4	

S4 So we are sure to include people of different ages, please tell me which of these categories includes your age. Are you…

READ LIST		
18 to 39	1	**IF UNDER 18 ASK TO SPEAK TO ADULT OVER 18**
40 to 59	2	
60 or older	3	

Now I am going to read through a list of categories concerning the level of maintenance on the highways. For each category, I would like you to rank the current level of maintenance as you see it from a 1, which is very poorly maintained to a 5, which is very well maintained. Of course, you can use any number between 1 and 5 to indicate the degree to which you think that feature is being maintained.

[ROTATE Q1a to Q1i (Not Q1j)]

Q1a. How would you rate the maintenance of the **paved roadway surfaces**, where 5 means the ride quality is smooth and the roadway is nearly free of potholes and other flaws?

Poorly Maintained				Very Well Maintained	DK/Can't say
1	2	3	4	5	6

Q1b. Next, on a scale of 1 to 5, how would you rate the level of maintenance for **shoulders** where 5 means the shoulders are smooth with no potholes and are level with the roadway without a drop off from the road to the shoulder so that it is totally safe for pulling off the highway?

Poorly Maintained				Very Well Maintained	DK/Can't say
1	2	3	4	5	6

Q1c. On a 1 to 5 scale, how would you rate the level of maintenance for **drainage** where 5 means that water is efficiently drained off the highway so that no puddles form?

Poorly Maintained				Very Well Maintained	DK/Can't say
1	2	3	4	5	6

Q1d. On a 1 to 5 scale, how would you rate the level of maintenance for **mowing** where 5 means the grass is consistently neat and trimmed?

Poorly Maintained				Very Well Maintained	DK/Can't say
1	2	3	4	5	6

Q1e. On a 1 to 5 scale, how would you rate the level of maintenance for **litter pick-up** where 5 means the roadside is free of litter and other debris?

Poorly Maintained				Very Well Maintained	DK/Can't say
1	2	3	4	5	6

Q1f. On a 1 to 5 scale, how would you rate the level of maintenance for **signs** where 5 means that signs are highly visible and easily read?

Poorly Maintained				Very Well Maintained	DK/Can't say
1	2	3	4	5	6

Q1g. On a 1 to 5 scale, how would you rate the level of maintenance for **pavement center lines and edge lines** where 5 means these markings are present and highly reflective?

Poorly Maintained				Very Well Maintained	DK/Can't say
1	2	3	4	5	6

Q1h. On a 1 to 5 scale, how would you rate the level of maintenance for **bridges** where 5 means bridges are in excellent condition with no bumps or dips as they are approached and no cracks can be seen?

Poorly Maintained				Very Well Maintained	DK/Can't say
1	2	3	4	5	6

Q1i. On a 1 to 5 scale, how would you rate the level of maintenance for **rest areas** where 5 means they are clean and well-kept?

Poorly Maintained				Very Well Maintained	DK/Can't say
1	2	3	4	5	6

Q1j. And thinking about state highway maintenance in general, how would you rate the **overall maintenance** of Mississippi state highways?

Poorly Maintained				Very Well Maintained	DK/Can't say
1	2	3	4	5	6

Q2. [FOR Q2 & Q3 SELECT TWO LOWEST RATED FEATURES IN Q1a-Q1i (LOWEST FIRST) RANDOMLY SELECT FEATURES WITH EQUAL RATINGS]:

What specifically would you say should be improved about the maintenance of **[INSERT FEATURE]**?

PROBE

Q3. What specifically would you say should be improved about the maintenance of **[INSERT FEATURE]**?

PROBE

[ROTATE Q4a to Q4i]

Now I'd like to read you the list of highway features you rated earlier. This time, as I read each feature, I'd like you to tell me on a scale of 1 to 5 what you think the level of maintenance should be for that feature, recognizing that higher levels of maintenance are more costly. On a scale of 1 to 5…

Q4a. What do you think the maintenance level should be for **paved roadway surfaces** where 5 means the roadway provides a smooth ride and is nearly free of potholes and other flaws,

Lowest Level				Highest Level	DK/Can't say
1	2	3	4	5	6

Q4b. What do you think the maintenance level should be for **shoulders** where 5 means the shoulders are smooth with no potholes and are level with the roadway without a drop off from the road to the shoulder so that it is totally safe for pulling off the highway?

Lowest Level				Highest Level	DK/Can't say
1	2	3	4	5	6

Q4c. What do you think the maintenance level should be for **drainage** where 5 means that water is efficiently drained off the highway so that no puddles form?

Lowest Level				Highest Level	DK/Can't say
1	2	3	4	5	6

Q4d. What do you think the maintenance level should be for **mowing** where 5 means the grass is consistently neat and trimmed?

Lowest Level				Highest Level	DK/Can't say
1	2	3	4	5	6

Q4e. What do you think the maintenance level should be for **litter pick-up** where 5 means the roadside is free of litter and other debris?

Lowest Level				Highest Level	DK/Can't say
1	2	3	4	5	6

Q4f. What do you think the maintenance level should be for **signs** where 5 means that signs are highly visible and easily read?

Lowest Level				Highest Level	DK/Can't say
1	2	3	4	5	6

Q4g. What do you think the maintenance level should be for **pavement center lines and edge lines** where 5 means these markings are present and highly reflective?

Lowest Level				Highest Level	DK/Can't say
1	2	3	4	5	6

Q4h. What do you think the maintenance level should be for **bridges** where 5 means bridges are in excellent condition with no bumps or dips as they are approached and no cracks can be seen?

Lowest Level				Highest Level	DK/Can't say
1	2	3	4	5	6

Q4i. What do you think the maintenance level should be for **rest areas** where 5 means they are clean and well-kept?

Lowest Level				Highest Level	DK/Can't say
1	2	3	4	5	6

Q5. Compared to the maintenance of city or county roads in Mississippi, would you say the maintenance of Mississippi *state highways* is...

READ LIST	
Much better	5
Somewhat better	4
About the same	3
Somewhat worse	2
or Much worse	1
DO NOT READ	
Don't know/Can't say/rate	6

Q6. How would you rate the level of highway maintenance for Mississippi in comparison to highways in other states in which you have traveled? Would you say the Mississippi highways are…

READ LIST	
Much better	5
Somewhat better	4
About the same	3
Somewhat worse	2
or Much worse	1
DO NOT READ	
Don't know/Can't say/rate	6

Q7. Next, I would like your opinion on state spending priorities for highway maintenance. For each highway feature I name, please rate how high or low of a spending priority that feature warrants when the Mississippi Department of Transportation plans its expenditures. On a scale of 1 to 5 where 5 means it should be given the highest spending priority and 1 means it should be given the lowest spending priority How high of a spending priority should be given to...**[INSERT FEATURE]**?

	ROTATE	Lowest Priority				Highest Priority	DK/Can't say
a	paved roadway surfaces	1	2	3	4	5	6
b	sides of the roadway or shoulders	1	2	3	4	5	6
c	highway drainage	1	2	3	4	5	6
d	mowing the grassy areas along the highways	1	2	3	4	5	6
e	litter pick up along the highways	1	2	3	4	5	6
f	highway signage	1	2	3	4	5	6
g	pavement center lines, stripping and edge lines	1	2	3	4	5	6
h	bridges and overpasses	1	2	3	4	5	6
i	highway rest areas	1	2	3	4	5	6

Q8. Now I am going to read several goals for the state highway maintenance program. As I read each goal, please rate how importance that goal should be for the state maintenance program. On a scale of 1 to 5 where 5 is very important and 1 in not at all important, How important is the goal of…**[INSERT FEATURE]**?

	ROTATE	Not at all important				Very Important	DK/Can't say
a	Highway safety	1	2	3	4	5	6
b	Highway preservation	1	2	3	4	5	6
c	Providing highway users a comfortable, smooth ride	1	2	3	4	5	6
d	Providing maintenance at the lowest possible cost	1	2	3	4	5	6
e	Making highway travel a visually pleasing experience	1	2	3	4	5	6

Thank you very much, that completes this interview. Your input will be critical in helping the Mississippi Department of Transportation to establish priorities for its roadway and facilities maintenance function. My supervisor may want to call you to verify that I conducted this interview so may I have your first name so that they may do so? **(VERIFY PHONE NUMBER)**

NAME: _____

PHONE #: _____

Appendix B : Summary Interview Script

CATI ON
RETURN PGDN

Q: Hello
T:
Hello, my name is _____ and I am calling from Montana State University, Billings. We are conducting a survey on attitudes and opinions of highway maintenance for the Montana Department of Transportation. The Department of Transportation wants the opinions of citizens of Montana about the condition of our roadways. Your participation in this survey will assist the department in establishing future priorities and enable the maintenance program to better use available resources. In order to interview the right person, I need to speak to the member of your household who is at home, over 18, and has had the most recent birthday. Would that be you? CTRl-END OR 3 DIGITS
I:
NUM 200 990 3 0 25 70

Q: Intruct
T:
Before I ask the first question, let me explain that this survey deals only with maintenance of highways. Maintenance includes such things as maintaining the established roadway surface, snow and ice removal, removal of debris and litter, maintaining roadsides, repairing signs, re-painting roadway stripes and rest area maintenance. This survey does not deal with the construction of new highways nor construction of new rest stops. This survey only deals with interstates and state highways in Montana. We are not asking you about city streets or county roads, just interstates and state highways. Also, we are only interested in opinions based on your experiences with interstates and state highways in Montana in the last two years. Finally, your household was randomly selected by a computer and all your answers will remain anonymous.

PRESS ANY KEY TO CONTINUE
I:
KEY

Q: RateAll
T:
How would you rate overall interstate and state highway maintenance in Montana?

1. Poor
2. Fair
3. Good

4. Excellent

5. DK or NR
I:
LOC 4 5 2
NUM 1 5
QAL Bye

Q: ImpAll
T:
How important would you say interstate and state highway maintenance in Montana is to you?

1. Not Important

2. Somewhat Important

3. Important

4. Very Important

5. DK or NR
I:
LOC 4 5 2
NUM 1 5

Q: RateWint
T:
How would you rate winter maintenance of interstates and state highways in Montana? By winter maintenance, I mean snow and ice control including plowing, sanding, de-icing, and preventing drifting.
I:
GET RateAll 4 12 6
NUM 1 5

Q: ImpWint
T:
How important would you say interstate and state highway winter maintenance is to you?
I:
GET ImpAll 4 12
NUM 1 5

Q: RateSurf
T:
How would you rate the surface of Montana's interstates and state highways. In making this rating, consider ride quality which is affected by potholes, ruts, bumps, cracks, etc.
I:
GET RateAll 4 12 6
NUM 1 5

Q: ImpSurf
T:

How important is the smoothness of Montana's interstates and state highways to you?
I:
GET ImpAll 4 12
NUM 1 5

Q: RateSide
T:
How would you rate the management of interstate and state highway roadsides in Montana? Roadside management includes mowing shoulders and eliminating unwanted vegetation.
I:
GET RateAll 4 12 5
NUM 1 5

Q: ImpSide
T:
How important is interstate and state highway roadside management in Montana to you?
I:
GET ImpAll 4 12
NUM 1 5

Q: RateSign
T:
How would you rate the condition of interstate and state highway signs in Montana?
I:
GET RateAll 4 12
NUM 1 5

Q: ImpSign
T:
How important is the condition of interstate and state highway signs to you?
I:
GET ImpAll 4 12
NUM 1 5

Q: RateRemv
T:
How would you rate the removal of debris such as litter, roadkill, and fallen rocks, on Montana's interstates and state highways?
I:
GET RateAll 4 12 5
NUM 1 5

Q: ImpRemv
T:
How important is the removal of debris on interstates and state highways in Montana to you?
I:
GET ImpALL 4 12
NUM 1 5

Q: RateRest

T:
How would you rate the maintenance of rest areas on Montana interstates and state highways. Rest area maintenance includes cleaning rest areas and keeping rest areas in working order.
I:
GET RateAll 4 12 6
NUM 1 5

Q: ImpRest
T:
How important is interstate and state highway rest area maintenance to you?
I:
GET ImpAll 4 12
NUM 1 5

Q: RateStrp
T:
How would you rate the condition of striping (lines) on Montana's interstates and state highways? Striping and lines include the middle lines, no-passing lines, left turn lanes, and shoulder lines.
I:
GET RateAll 4 12 6
NUM 1 5

Q: ImpStrp
T:
How important is interstate and state highway striping to you?
I:
GET ImpAll 4 12
NUM 1 5

Q: ImpInfo
T:
How important is up to date winter interstate and state highway information to you?
I:
GET ImpALL 4 12
NUM 1 5

Q: PriWint
T:
Now I am going to go back through the list of maintenance activities. This time, I want you to think about allocation of resources to each of the activities. For each activity, please tell me if you think it warrants a low, medium, moderately high, or very high resource priority when deciding how state highway maintenance resources should be utilized. Remember, we are only dealing with interstates and state maintained roadways.

What resource priority should be placed on interstate and state highway winter maintenance in Montana?

1. Low

2. Medium

3. Moderately High

4. Very High

5. DK or NR

```
I:
NUM 1 5

Q: PriSurf
T:
What resource priority should be placed on smooth pavement
on interstates and state highways in Montana?
I:
GET PriWint 12 20 4
NUM 1 5

Q: PriSide
T:
What resource priority should be placed on interstate and
state highway roadside management in Montana?
I:
GET PriWint 12 20 4
NUM 1 5

Q: PriSign
T:
What resource priority should be placed on repairing and
replacing signs on interstates and state highways in Montana?
I:
GET PriWint 12 20 4
NUM 1 5

Q: PriRemv
T:
What resource priority should be placed on debris removal
on interstates and state highways in Montana?
I:
GET PriWint 12 20 4
NUM 1 5

Q: PriRest
T:
What resource priority should be placed on rest area
cleanliness and maintenance on interstates and state
highways in Montana?
I:
GET PriWint 12 20 5
NUM 1 5

Q: PriStrp
T:
What resource priority should be placed on roadway striping
on interstates and state highways in Montana?
```

I:
GET PriWint 12 20 4
NUM 1 5

Q: PriInfo
T:
What resource priority should be placed providing accurate and up to date information about the current condition of state maintained highways in Montana?
I:
GET PriWint 12 20 5
NUM 1 5

Q: Primary
T:
A primary seat belt law allows a law enforcement officer to stop you and give you a ticket if you are not wearing your seat belt. A secondary seat belt law allows a law enforcement officer to give you a ticket for non-seat belt use only if he has a already stopped you for some other offense, such as expired license tags. Currently Montana has a secondary seat belt law.

Would you support a Primary Seat Belt law for the state of Montana?

1. Yes

2. No

3. DK-NR
I:
LOC 10 3 2
NUM 1 3
SKP RespUse 1
SKP RespUse 3
SKP RespUse 4

Q: Whynot
T:
Could you tell us why you are against a primary seat belt law?
DO NOT READ ANSWERS

1. Don't believe in seat belts

2. Individual rights/freedom - It's my choice

3. Racial profiling

4. Not necessary in a rural area

5. Other

6. DK-NR
I:
LOC 4 6 2
NUM 1 6
OTH 5

Q: Child
T:
Do you support a primary law for child restraint in motor vehicles?

1. Yes

2. No

3. DK-NR
I:
LOC 3 3 2
NUM 1 3

Q: RespUse
T:
Which best describes your use of seat belts. You wear a seat belt

1. All of the time

2. Most of the time

3. Half the time

4. Less than half the time

5. Rarely or never

6. DK-NR
I:
LOC 3 6 2
NUM 1 6

Q: Crash
T:
What do you think is the most frequent type of fatal crash?

1. Two vehicle crash including passenger car with a semi

2. One vehicle fixed object crash

3. One vehicle roll-over crash

4. Passenger vehicle/pedestrian crash

5. DK-NR
I:
LOC 3 5 2
NUM 1 5

Q: Cause
T:
I am going to mention some possible causes of fatal crashes.
I would like to know which you think is the most frequent cause,
the second most frequent cause and the third most frequent cause.
MAKE SURE YOU PLACE THE CHECK MARKS IN THE SAME ORDER THEY ANSWER

1. Distracted or inattentive driving

2. Driving under the influence

3. Falling asleep

4. Speeding

5. Road rage

6. Passing

7. Other

8. DK or no more of the above

I:
LOC 6 8 2
OTH 7
SEL 8 0 3 1

Q: OthState
T:
Just a couple of more questions about interstate and state highway maintenance.

Have you driven on roadways in states other than Montana in the last 12 months?

1. Yes

2. No

3. DK or NR

I:
NUM 1 3
SKP Better 2
SKP Better 3

Q: GenComp
T:
How would you compare general roadway conditions of Montana's state maintained roadways with the general roadway conditions of state maintained roadways in other states? IF THEY SAY THEY HAVE BEEN IN MORE THAN ONE STATE, ASK FOR A GENERAL COMPARISON. IF THEY CANNOT DO THAT, HAVE THEM COMPARE WITH THE STATE THEY DROVE IN MOST RECENTLY.

1. Montana roadways worse

2. About the same

3. Montana better

4. DK or NR

I:
NUM 1 4

Q:WintComp
T:
How would you compare winter maintenance of Montana's state maintained roadways with winter maintenance of state maintained highways in other states?

1. Montana winter maintenance worse

2. About the same

3. Montana better

4. DK or NR
I:
NUM 1 4

Q: RestComp
T:
How would you compare rest area cleanliness and maintenance in Montana with rest area cleanliness and maintenance in other states?

1. Montana rest areas worse

2. About the same

3. Montana better

4. DK or NR
I:
NUM 1 4

Q: Better
T:
The Department of Transportation is striving to improve maintenance operations. In your opinion what could the department do better?

TYPE IN ANSWER AND THEN CLICK THE NEXT BUTTON. YOU HAVE 3 LINES.
I:
OPN 8 5 10 75 U N

Q: GoodNow
T:
What is the department doing that meets or exceeds your expectations?

TYPE IN RESPONSE AND THEN CLICK THE NEXT BUTTON. YOU HAVE 3 LINES.
I:
OPN 7 5 9 75 U N
CPL
DISPOS = 20

Q: Trips

T:
As you probably know different types of people have different types of opinions. The following questions are for statistical purposes only.

Which of the following types of trips would you say is most typical of your driving?

1. Commuting to and from work
2. Work related trips, that is trips that are made as a part of work activities.
3. Personal and family errands or trips
4. Agriculture related trips
5. Professional driving
6. Other
7. DK or NR

I:
NUM 1 7
OTH 6 22 5 23 75

Q: HowFar
T:
Would you say you drive more or less than 15,000 miles per year?

1. More
2. Less
3. DK or NR

I:
NUM 1 3

Q: Habits
T:
Have your driving habits changed due to the higher cost of fuel? Would you say that you are…

1. Driving More
2. Driving Less
3. No Change

I:
LOC 4 3 2
NUM 1 3

Q: Mitigate
T:
Are you doing any of the following to mitigate or offset the cost of fuel.

1. Driving Less

2. Driving a fuel efficient vehicle

3. Carpooling

4. Using alternative fuel

5. Bicycle or walking

6. Using other means of Transportation (e.g. bus, dial-a-ride)

7. No change

I:
LOC 3 7 2SEL 7 1 6

Q: Working
T:
How would you rate your success in reducing your fuel consumption?

1. Very Successful

2. Somewhat Successful

3. No Change in my fuel consumption

4. Somewhat Unsuccessful

5. Very Unsuccessful

I:
LOC 3 5 2
NUM 1 5

Q: Age
T:
How old are you?

TYPE IN THEIR AGE AND PRESS ENTER USE 100 FOR 100 OR OLDER AND 101 FOR DK OR NR.
I:
NUM 18 101 3 0 1 30

Q: Educ
T:
What is the highest level of education you have completed?

TYPE IN ANSWER AND PRESS ENTER. 12 IS HIGH SCHOOL GRADUATE, 16 IS COLLEGE GRADUATE, 18 IS MASTERS DEGREE AND 20 IS DOCTORATE. USE 21 FOR DK OR NR
I:
NUM 0 21 2 0 3 40

Q: InMT

T:
How long have you lived in Montana?

TYPE IN THEIR ANSWER AND PRESS ENTER. USE 100 FOR 100 OR MORE AND 101 FOR DK OR NR.
I:
NUM 1 101 3 0 1 45

Q: Sex
T:
RESPONDENTS SEX (DO NOT ASK)

1. MALE

2. FEMALE
I:
LOC 3 2 2
NUM 1 2

Q: Followup
T:
The Montana Department of Transportation may make changes in the way it allocates resources based on the results of this study. Would you be willing to participate in a follow up study so that we can see if your opinions of highway maintenance change in the next two years?

1. Yes

2. No

3. DK or NR
I:
NUM 1 3
SKP Bye 2
SKP Bye 3

Q: Address
T:
In order to include you in the follow up study, I will need your name, address and telephone number.

ENTER NAME ON ONE LINE; STREET ADDRESS ON THE NEXT LINE; CITY, STATE, AND ZIP CODE ON THE THIRD LINE; AND TELEPHONE NUMBER ON THE FOURTH LINE. PLEASE USE APPROPRIATE CAPITALIZATION AND SPELLING. YOU HAVE AN EXTRA LINE FOR ANY STRANGE THINGS IN THE ADDRESS.
I:
OPN 9 5 13 70 M

Q: Bye
T:
That was the last question. Thank you very much for taking the time to answer these questions. Good bye and have a nice day (or evening).
I:
PAUSE 5

WSDOT MAINTNENACE
CUSTOMER SURVEY QUESTIONNAIRE -2005

Hello, I'm calling for the Washington State Department of Transportation to learn more about public perceptions and attitudes concerning highways in the State of Washington. Do you travel at least 50 miles a week in a motor vehicle on a State Highway? (IF NOT, ASK IF YOU MAY TALK WITH SOMEONE ELSE IN THE HOUSE WHO DOES)

We are talking with Washington citizens about the condition of highways that are maintained by the State. These State highways include U.S., Interstate, and State Routes, but not the arterials and streets maintained by cities and counties.

1. Highway maintenance involves activities such as patching potholes, maintaining signs an signals, doing snow and ice removal, and picking up litter. Thinking about the State highways you have recently traveled on, are you generally satisfied with the level of maintenance of these highways?

   A. Yes SKIP TO QUESTION 2
   B. No
   C. Not sure

1b. What would you like to see improved? (DON'T READ LIST; PROBE)

   A. Roadway surface - potholes, cracks, rough road
   B. Signs, signals, lane striping, lighting, reflectors in poor condition
   C. Snow/ice removal not done effectively
   D. Rest areas not well-maintained
   E. Poor drainage
   F. Litter, debris, overgrown vegetation

   G. Other (please specify_____

2. I am going to read through a list of categories concerning the level of maintenance of highways in the State. For each category, I would like you to rate your current level of satisfaction or dissatisfaction on a scale of one to four. One would mean that you are extremely dissatisfied, two means that you are dissatisfied, three means that you are satisfied, and four means that you are extremely satisfied.

   After you rate your current level of satisfaction for each maintenance category, I'm going to then ask you to rate the importance of each category. For each category, I would like you to rate how important the category is to you on a scale of one to four. One would mean that it is extremely unimportant, two means that it is unimportant, three means that it is important, and four means that it is extremely important. The relative importance of

different maintenance categories is useful when making decisions on utilizing limited funds. As you consider the importance rating, you may want to think of it in terms of "if I had $200 worth of work to do but only $100 to spend, which work activities would I spend the money on and which would not get accomplished"

A. First, how about the roadway surfaces, in general, where maintenance efforts focus on patching potholes, sealing cracks in the pavement, and repairing other minor flaws in the pavement surface. On the scale from one to four, how satisfied are you with the maintenance level of roadway surfaces on the state highway?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

And the importance of maintaining roadway surfaces?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

B. What is your level of satisfaction with how well drainage is handled on the highways? This relates to how well stormwater drains from the highway surface so that no puddles form.

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

And the importance of maintaining drainage features?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

D. What is your level of satisfaction with the level of litter and trash removal from the roadside?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

And the importance of removing litter from the roadside?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

E. What is your level of satisfaction with how the plants, grasses, and flowers by the roadside appear?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

And the importance of maintaining roadside vegetation?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

F. How about your level of satisfaction with snow and ice removal?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

And the importance of snow and ice removal activities?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

G. How would you rate your level of satisfaction with road stripes and pavement markings?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

And the importance of maintaining road stripes and pavement markings?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

H. What is your level of satisfaction with how roadway signs are maintained?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

And the importance of maintaining roadway signs?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

I. How about your level of satisfaction with how well guardrail is maintained?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

And the importance of maintaining guardrail?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

J. Next, how satisfied are you with the traffic signals on the highway system?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

And the importance of maintaining traffic signals?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

K. How would you rate your level of satisfaction with how well highway lighting works?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

And the importance of maintaining highway lighting?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

L. How satisfied are you with the maintenance of rest areas.?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

And the importance of maintaining rest areas?

1 2 3 4 5 (DON'T KNOW/NOT SURE - DO NOT READ)

(LOOKING AT THE LIST OF THIRTEEN ITEMS, NOTE THE TWO WHICH HAVE THE LOWEST RATINGS. IF MORE THAN TWO, SELECT THE FIRST TWO LOWEST. THEN ROTATE EACH TIME THIS OCCURS. IF EVERYTHING IS RATED A ONE, SKIP TO QUESTION 5.

3a. I notice you gave _____ one of the lower satisfaction ratings (MARK FROM ABOVE)

a. roadway surfaces

b. drainage facilities
c. litter

d. roadside vegetation
e. snow and ice removal
f. road stripes and pavement marking
g. roadway signs
h. guardrail
i. traffic signals
j. highway lighting
k. rest areas

3b. What needs to be improved?

_____

_____

4a. And how about _____ (MARK FROM ABOVE)

a. roadway surfaces

b. drainage facilities
c. litter

d. roadside vegetation
e. snow and ice removal
f. road stripes and pavement marking
g. roadway signs
h. guardrail
i. traffic signals
j. highway lighting
k. rest areas

4b. What needs to be improved?

_____
_____
_____

5. Thinking about all of the different State highway maintenance activities we've talked about, overall would you rate maintenance of the Washington highways as: (READ)

_____

A. Excellent
B. Above average
C. Average
D. Fairly poor or
E. Very poor

6. How would you rate the way State highway maintenance crews respond to emergencies such as mud slides, floods, and items blocking the roadways? Would you say they are usually: (READ LIST)

_____

A. Excellent
B. Above average
C. Average
D. Fairly poor or
E. Very poor

7. Compared to the maintenance of local roads and streets in your area, would you say the maintenance of State highways is... (READ)

_____

A. Considerably better
B. Somewhat better

C. About the same
D. Not quite as good
E. Much worse

8. And how would you rate the level of maintenance for Washington State highways in comparison to highways in other states? Would you say they are: (READ)

A. Considerably better
B. Somewhat better
C. About the same
D. Not quite as good
E. Much worse

9. The Department of Transportation uses a variety of methods, including herbicides, to manage roadside vegetation. Should the department continue using herbicides for vegetation control? YES NO DON'T KNOW

10.Have you ever called or e-mailed the Washington State Department of Transportation about a highway maintenance issues?
YES NO (if no, skip to question 12)

11.If YES, were you satisfied with the response?
YES NO DON'T KNOW

Now, I would like to ask just a few more questions for comparative purposes only. These answers will in no way be identified with your name.

12. Approximately how many miles do you travel on state highways per week? (DO NOT READ)

A. 50-100 miles
B. 101-150 miles
C. 151-200 miles
D. 201- 250 miles
E. 251 or more miles

13. Approximately how many days per week do you use state highways? (DO NOT READ)

A. 1 day
B. 2 days
C. 3 days
D. 4 days
E. 5 days
F. 6 days
G. 7days

14. How long have you been a resident of Washington State (DO NOT READ)

A. Less than 6 months
B. 6 months to 11 months
C. 1 to 4 years
D. 5 to 9 years
E. 10 or more years

15. Do you live in a metropolitan area (SUCH AS SEATTLE, TACOMA, EVERETT, OLYMPIA, BELLEVUE, SPOKANE), a medium-sized suburban area (SUCH AS PORT ANGELES, YAKIMA, OR ELLENSBURG), or a small town or rural area?

A. Metropolitan area
B. Suburban
C. Small town or rural

16. What is your home zip code?

17. How many working motor vehicles are in your household?

18. Is English the primary language spoken in this household?
o Yes (skip to 20)
o No (continue onto 19)
o Don't know (skip to Q 20)

19. What is the primary language spoken? _____

20. And finally, what is your age? (IF PERSON HESITATES, READ THE RANGES)

A. Under 25
B. 25-34
C. 35-44
D. 45-54
E. 55-64
F. 65-74
G. 75 and older
H. Refused

THANK YOU VERY MUCH FOR TAKING THE TIME TO RESPOND TO THIS SURVEY

(TO BE COMPLETED AFTER THE INTERVIEW)

21. Gender of respondent 1. Male 2. Female

22. RECORD COUNTY FROM SAMPLING LIST

2003-157 LA DOTD Customer Satisfaction Survey

ID __ __ __

Post Pretest Version 5.12.03 INTERVIEWER __ __

PARISH __ __

Hello, my name is (interviewer's name) calling for the Louisiana Department of Transportation and Development, formerly known as the highway department. We are conducting a customer satisfaction survey to get people's opinions about the state highway system.

Screening (If response to any question is "no", ask to speak with a person who is registered to vote and has ~~a driver's license; if none available, schedule call-back; if no one in household meets the screening criteria then terminate the interview)~~

1. Are you registered to vote in Louisiana? YES..... 1 __
(ASK TO SPEAK WITH A REGISTERED VOTER)

2. Do you have a valid Louisiana driver's license? YES..... 1 __
(ASK TO SPEAK WITH A LICENSED DRIVER WHO IS REGISTERED TO VOTE)

3. In the past year, have you driven on Louisiana's state highway system which includes interstate highways, 4-lane highways, two-lane highways and many major thoroughfares? YES..... 1 __
(ASK TO SPEAK WITH A LICENSED DRIVER WHO IS REGISTERED TO VOTE AND HAS DRIVEN ON THE SYSTEM)

4. About how many miles do you drive per year? _____ __ __ __ __

5. How often would you say you drive on the state highway system--very often, sometimes, seldom or never? __
VERY OFTEN..... 1
SOMETIMES..... 2
SELDOM..... 3
NEVER..... 4

6. The Louisiana Department of Transportation and Development, or DOTD, is responsible for building and maintaining the state highway system. Using a grading scale of A, B, C, D or F where A is excellent, B is good, C is fair, D is poor and F is failing, what overall grade would you give the state highway system? __
A=EXCELLENT..... 1
B=GOOD..... 2
C=FAIR..... 3
D=POOR..... 4
F=FAILING..... 5
(DNK/WS)..... 6

7. Have you ever had an unsatisfactory experience with conditions on the state highway system? __
YES..... 1
NO **(SKIP TO Q9)** 2
(DNK/WS) **(SKIP TO Q9)** 3

8. Please describe (that experience/those experiences)

_____ __ __

_____ __ __

_____ __ __

9. Have you ever had an unsatisfactory experience with a Louisiana Department of Transportation and Development employee?

YES..... 1 __
NO **(SKIP TO Q11)** 2
(DNK/WS) **(SKIP TO Q11)** 3

10. Please describe (that experience/those experiences).

_____ __ __

_____ __ __

_____ __ __

11. In your opinion, is it very important, somewhat important or not important that the Louisiana DOTD (Louisiana Department of Transportation and Development) give attention and resources (spend money on) to projects that are for:

(ROTATE)	VERY IMPORT	SOMEWHAT IMPORT	NOT IMPORT	(DNK /WS)	
a. improving safety	1	2	3	4	__
b. reducing traffic congestion (traffic flow)	1	2	3	4	__
c. making pavement smoother	1	2	3	4	__
d. making the highways more attractive	1	2	3	4	__
e. performing routine maintenance like pothole repair	1	2	3	4	__
f. expanding existing highways by building more lanes	1	2	3	4	__
g. building brand new highways	1	2	3	4	__
h. making road surfaces last longer	1	2	3	4	__

12. Which one of these is most important to you personally?
(Read complete list again if necessary)

	(Q12) MOST IMPORTANT	**(Q13)** SECOND MOST	**(Q14)** THIRD MOST	
improving safety	1	1	1	__
reducing traffic congestion (traffic flow)	2	2	2	
making pavement smoother	3	3	3	
making the highways more attractive	4	4	4	__
performing routine maintenance like pothole repair	5	5	5	
expanding existing highways by building more lanes	6	6	6	
building brand new highways	7	7	7	
making road surfaces last longer	8	8	8	__
(DNK/WS) **(SKIP TO 15)**	9	9	9	

13. Which one of these is second most important?

14. Which one of these is third most important?

15. In thinking about safety on the state highway system in general, what grade would you give to: **(repeat scale as necessary: A=excellent, B=good, C=fair, D=poor, and F=failing)**

	A EXCELL	B GOOD	C FAIR	D POOR	F FAIL	(DNK /WS)	
a. roadway lighting	1	2	3	4	5	6	__
b. traffic signals	1	2	3	4	5	6	__
c. width of lanes	1	2	3	4	5	6	__
d. traffic signs	1	2	3	4	5	6	__
e. pavement markings, striping and reflectors	1	2	3	4	5	6	__
f. guardrails and crash cushions	1	2	3	4	5	6	__
g. road curviness or curves in the road	1	2	3	4	5	6	__

16. Overall, what grade would you give to safety of the state highway system? __

A=EXCELLENT..... 1
B=GOOD..... 2
C=FAIR..... 3
D=POOR..... 4
F=FAILING..... 5
(DNK/WS)..... 6

17. When driving on state highways, what do you think is the **greatest** threat to your safety? **(DO NOT READ)(CHECK ONLY ONE RESPONSES)** __ __

CONDITION OF THE HIGHWAY PAVEMENT..... 01
ACTIVITY IN WORK ZONES..... 02
LACK OF ENFORCEMENT..... 03
OTHER DRIVERS (NON-SPECIFIC)..... 04
AGGRESSIVE/RECKLESS DRIVERS..... 05
DISTRACTED DRIVERS..... 06
DRUNK DRIVERS..... 07
SPEEDING DRIVERS..... 08
LARGE TRUCKS/18 WHEELERS..... 09
OTHER: (SPECIFY)
_____ XX
(NOT FAMIL/DNK/WS)..... 00

18. In thinking about traffic flow on the state highway system in general, what grade would you give to: **(repeat scale as necessary: A=excellent, B=good, C=fair, D=poor, and F=failing)**

	A EXCELL	B GOOD	C FAIR	D POOR	F FAIL	(DNK /WS)	
a. congestion due to accidents	1	2	3	4	5	6	__
b. availability of information about traffic delays	1	2	3	4	5	6	__
c. traffic signal timing	1	2	3	4	5	6	__
d. congestion due to road work	1	2	3	4	5	6	__
e. congestion due to not having enough travel lanes	1	2	3	4	5	6	__
f. patrols for roadside assistance	1	2	3	4	5	6	__

19. Overall, what grade would you give to traffic flow on the state highway system?

A=EXCELLENT..... 1
B=GOOD..... 2
C=FAIR..... 3
D=POOR..... 4
F=FAILING..... 5
(DNK/WS)..... 6

__

20. In thinking about road surfaces on the state highway system, please tell me what grade would you give to: **(repeat scale as necessary: A=excellent, B=good, C=fair, D=poor, and F=failing)**

	A EXCELL	B GOOD	C FAIR	D POOR	F FAIL	(DNK /WS)	
a. smoothness of the pavement	1	2	3	4	5	6	__
b. durability of the pavement meaning how well it holds up over time	1	2	3	4	5	6	__
c. quietness of the ride	1	2	3	4	5	6	__
d. appearance of the road surface	1	2	3	4	5	6	__

21. Overall, what grade would you give to pavement conditions of the state highway system?

A=EXCELLENT..... 1
B=GOOD..... 2
C=FAIR..... 3
D=POOR..... 4
F=FAILING..... 5
(DNK/WS)..... 6

__

22. In thinking about major bridges on the state highway system in general, please tell me what grade would you give to: **(repeat scale as necessary: A=excellent, B=good, C=fair, D=poor, and F=failing)**

	A EXCELL	B GOOD	C FAIR	D POOR	F FAIL	(DNK /WS)	
a. condition of bridges	1	2	3	4	5	6	__
b. appearance of bridges	1	2	3	4	5	6	__

23. Overall, what grade would you give to bridges on the state highway system?

A=EXCELLENT..... 1
B=GOOD..... 2
C=FAIR..... 3
D=POOR..... 4
F=FAILING..... 5
(DNK/WS)..... 6

__

24. In thinking about maintenance of the state highway system in general, please tell me what grade would you give to: **(repeat scale as necessary: A=excellent, B=good, C=fair, D=poor, and F=failing)**

	A EXCELL	B GOOD	C FAIR	D POOR	F FAIL	(DNK /WS)	
a. litter removal	1	2	3	4	5	6	__
b. roadside drainage	1	2	3	4	5	6	__
c. time it takes to repair potholes	1	2	3	4	5	6	__
d. maintenance of signs and striping	1	2	3	4	5	6	__
e. rest areas	1	2	3	4	5	6	__
f. grass cutting	1	2	3	4	5	6	__
g. time it takes to respond to a problem	1	2	3	4	5	6	__
h. guardrail repair	1	2	3	4	5	6	__
i. signals	1	2	3	4	5	6	__

25. Overall, what grade would you give to maintenance of the state highway system? __

A=EXCELLENT..... 1
B=GOOD..... 2
C=FAIR..... 3
D=POOR..... 4
F=FAILING..... 5
(DNK/WS)..... 6

26. In thinking about work zones on the state highway system in general, please tell me what grade would you give to: **(repeat scale as necessary: A=excellent, B=good, C=fair, D=poor, and F=failing)**

	A EXCELL	B GOOD	C FAIR	D POOR	F FAIL	(DNK /WS)	
a. detour signs and directions	1	2	3	4	5	6	__
b. speed of traffic	1	2	3	4	5	6	__
c. amount of advanced notice	1	2	3	4	5	6	__
d. amount of traffic congestion in work zones	1	2	3	4	5	6	__
e. time it takes to complete work	1	2	3	4	5	6	__
f. projects being completed on time	1	2	3	4	5	6	__
g. time of day road work is done	1	2	3	4	5	6	__

27. Overall, what grade would you give to work zones on the state highway system? __

A=EXCELLENT..... 1
B=GOOD..... 2
C=FAIR..... 3
D=POOR..... 4
F=FAILING..... 5
(DNK/WS)..... 6

28. In thinking about communications from the Louisiana DOTD (Department of Transportation and Development), please tell me what grade would you give to: **(repeat scale as necessary: A=excellent, B=good, C=fair, D=poor, and F=failing)**

	A EXCELL	B GOOD	C FAIR	D POOR	F FAIL	(DNK /WS)	
a. letting people know when and where public hearings will be held	1	2	3	4	5	6	__
b. keeping people informed about upcoming construction projects and lane closures	1	2	3	4	5	6	__
c. providing enough information about road projects	1	2	3	4	5	6	__
d. providing information that you need to make travel plans	1	2	3	4	5	6	__
e. being courteous to people who contact them	1	2	3	4	5	6	__
f. trying to provide useful information to the public (trying to communicate with the public)	1	2	3	4	5	6	__

29. Overall, what grade would you give to communications by the Louisiana Department of Transportation and Development?

A=EXCELLENT..... 1
B=GOOD..... 2
C=FAIR..... 3
D=POOR..... 4
F=FAILING..... 5
(DNK/WS)..... 6 __

30. What is the best way for DOTD to get road information to you: posting it on their Internet web site, announcements in newspapers, radio announcements, television announcements, or some other way?

INTERNET WEB SITE..... 1
NEWSPAPER..... 2
RADIO..... 3
TELEVISION..... 4
OTHER: (SPECIFY)
_____ X
(DNK/WS)..... 0 __

31. Overall, what grade would you give to the job being done by the Louisiana Department of Transportation and Development on the state highway system?

A=EXCELLENT..... 1
B=GOOD..... 2
C=FAIR..... 3
D=POOR..... 4
F=FAILING..... 5
(DNK/WS)..... 6 __

32. Would you say the state highway system is better now than it was five years ago, is it about the same or is it worse than it was five years ago?

BETTER NOW..... 1
ABOUT THE SAME..... 2
WORSE..... 3
(DNK/WS)..... 4 __

33. Do you think the job being done by the Louisiana Department of Transportation and Development has improved, stayed about the same or gotten worse over the past five years?

IMPROVED..... 1
STAYED ABOUT THE SAME... 2
GOTTEN WORSE..... 3
(DNK/WS)..... 4 __

34. Would you be willing to pay more if the money was dedicated to highway improvements?

YES..... 1
NO..... 2
(DNK/WS) **(SKIP TO Q36)** 3

__

35. Why? **(ASK IF RESPONDED YES OR NO TO Q34)**

_____ __ __

36. Would you describe the place where you live as being urban, suburban or rural?

URBAN..... 1
SUBURBAN..... 2
RURAL..... 3
(DNK/WS)..... 4

__

37. Do you commute to work, school or for any other reason?

YES..... 1
NO **(SKIP TO Q40)** 2
(DNK/WS) **(SKIP TO Q40)** 3

__

38a. Does your commute take you into an urban area?

YES..... 1
NO..... 2
(DNK/WS)..... 3

__

38b. Does your commute take you into a suburban area?

YES..... 1
NO..... 2
(DNK/WS)..... 3

__

39. To which parish do you generally commute? _____. __ __

(INSERT LOOK-UP LIST)
(IN ADDITION TO INDIVIDUAL PARISHES, PROVIDE CODES FOR: varies, more than one parish, Texas, Arkansas, Mississippi, other state(s)

40. Do you have Internet access at home?

YES..... 1
NO..... 2
(DNK/WS)..... 3

__

41. Are there any comments or concerns you would like to make about the state highway system or the Louisiana Department of Transportation and Development?

_____ __ __

_____ __ __

_____ __ __

That concludes our survey, thank you for your cooperation!

DATE __ __ __ __

TIME: ___ ___:___ ___

TELEPHONE NUMBER: (__ __ __) - __ __ __-__ __ __ __

Maryland SHA External Customer Survey Questions
Feb-May 2008
Telephone Interviews Conducted by the University of Baltimore

Hello. My name is _____.
I am calling on behalf of the Maryland State Highway Administration. We are conducting surveys in your area to help SHA evaluate how well it is providing services to Maryland's drivers. We are talking with drivers about the state maintained roads that you drive most often. Your input will greatly assist SHA in its efforts to improve highway construction, maintenance, and safety.

Do you have a few minutes to answer some questions?

Q: Q1
Are you licensed to drive in the state of Maryland?

1. Yes
2. No
9. Refused

Q: AGE

How old were you on your last birthday?

ENTER AGE:

IF REFUSED: TERMINATE
IF LESS THAN 18, TERMINATE

Q: Q2
On average, about how many miles do you drive per week for any purpose?

enter miles

INTERVIEWER: DID RESPONDENT SAY 0 (ZERO) MILES?

1. YES ... ..THIS WILL TERMINATE THE INTERVIEW
2. NO ..... THIS ALLOWS THE INTERVIEW TO CONTINUE

Q: Q3
Do you hold any drivers licenses other than a non-commercial automobile license, such as a motorcycle or commercial driver's license (CDL)?

1. Yes
2. No

9. Refused

Q: Q3A

Which of the following licenses do you hold?

[READ EACH. MARK IF YES]

1. Motorcycle
2. Commercial Drivers License (CDL)
3. Other [SELECT AND ENTER]
4. NONE
9. EXIT

Q: Q4

About how often do you drive during peak rush hours? That is from 7 to 9 a.m. and from 4 to 6 p.m. during the week. Would you say.... [READ LIST]

1. Almost every workday
2. A couple of times a week
3. Once a week or less, or
4. Almost never
9. Refused

Q: Q5
Which of the following best describes how you get to work or school?

[READ LIST: MARK ONE CHOICE; DO NOT READ TERMS IN PARENTHESES. USE THEM TO HELP SELECT CORRECT ANSWER]

1. Driving your own private vehicle (Car, Motorcycle, SUV, Van, Truck)
2. As a passenger in someone else's private vehicle (Car, Motorcycle)
3. Using Public Transportation (Bus, Train, Subway, light rail, ferry)
4. Walking
5. Bicycling
6. Or some other form of transportation
9. Refused

Q: Q6 INTRO
The next few questions refer to State owned roads and highways in Maryland. SHA owns and maintains numbered roads outside Baltimore City that are not Toll roads such as US Route 50, Interstate Route 68 and Maryland Route 108. I'm now going to ask you about how well SHA provides services on their roads.

SHA understands that some of its services may be more important to you than others. For each of the following services, please tell me if it is Extremely Important, Important, Somewhat Unimportant, or Not At All Important to you. After this, I'll ask you how you would grade SHA on how well SHA is currently providing the service. For each service, please use an A to F scale where "A" means that you think SHA is doing an

excellent job and "F " means that you think SHA is doing a bad job

[INTERVIEWER RECORD NO OPINION IF MENTIONED.]
[PRESS ANY KEY TO CONTI

Q: Q6A
How important to you is:

Building roads
Building bridges
Building and maintaining roadside rest areas
Providing travel maps
Maintaining roadways
Picking up litter
Providing roadside maintenance, such as mowing and removing overgrowth
Keeping bridges safe
Removing roadway and shoulder debris, such as animals, glass, and tires
Plowing, salting, and sanding of snow-covered roadways
Providing roadway features, such as lights, guardrails, and pavement lines
Installing road signs that show directions, regulations, and information
Providing roadside landscaping and wildflowers
Replacing wetlands, streams and trees removed during road construction
Protecting the environment during road construction
Collecting runoff from roadways
Setting speed limits
Managing traffic with tools such as signals and passing and turning lanes
Regulating placement of billboards and business signs
Providing travel information, such as road, weather, and traffic conditions
Providing roadside emergency assistance
Clearing the road after an accident

1. Extremely Important
2. Important
3. Somewhat important
4. Not at all important
5. Don't know, no opinion
9. Refused

Q: Q6B
How would you grade SHA on

1. A
2. B
3. C
4. D
5. F
6. Don't know, no opinion
9. Refused

Q: Q16
Thinking next about maintenance response time, how satisfied are you
with the time it takes for each of the following maintenance responses

How satisfied are with the response time for:

Litter removal
Snow removal

Pavement repairs
Traffic signal outages

1. A Extremely Satisfied
2. B
3. C
4. D
5. F Not at all satisfied
6. Don't know, no opinion
9. Refused

I

Q: Q16A
Compared to similar roads in nearby states, would you say that Maryland roads are [READ LIST]

1. Better
2. About the same
3. Worse
4. Don't know
9. Refused

Q: Q13
Thinking now about all the traffic on ALL the SHA roads that you travel. Overall, is the amount of traffic on those roads . . . .? [READ LIST]

1. A big problem for you
2. Somewhat of a problem for you
3. Not much of a problem for you
4. Not a problem at all
5. Don't know
9. Refused

Q: Q7
Using the same A to F scale, overall, how satisfied are you with the delivery of all services that SHA provides?

1. A
2. B
3. C
4. D
5. F
6. Don't know, no opinion
9. Refused

Q: Q8
Now I'd like to ask you specifically about the State maintained roads you drive most often.

On which type of major highway do you travel the most miles? Would you say . . . . . [READ LIST: MARK ONLY ONE]

1. Interstate Highways
2. Major two lane and Multi-lane highways
3. Two lane roads

4. Don't Know
9. Refused

Q: Q9A
I'm going to ask you to name the SHA maintained road that you drive on most often? Remember that SHA roads are numbered roads, outside Baltimore City that are not toll roads.. Please tell me the name or number of the road you drive most often? Be sure it's the road you drive most often because I am going to ask you a few questions specifically about that road.

What is the road you drive most often?

ENTER ROAD DRIVEN MOST OFTEN: READ BACK AND CHECK ACCURACY: THIS IS VERY IMPORTANT

Q: Q9b
Is the portion of the road you are thinking of in

1. Yes
2. No
3. Don't know

Q: Q9c
In which county is the road you mentioned?

INTERVIEWER: LISTEN AND CAREFULLY SELECT FROM LIST
FONT: "courier" 1

1.	Allegany	14. Howard	
2.	Anne Arundel	15. Kent	
3.	Baltimore City	16. Montgomery	
4.	Baltimore Co	17. Prince George's	
5.	Calvert	18. Queen Anne's	
6.	Caroline	19. Saint Mary's	
7.	Carroll	20. Somerset	
8.	Cecil	21. Talbot	
9.	Charles	22. Washington	
10.	Dorchester	23. Wicomico	
11.	Frederick	24. Worcester	
12.	Garrett	98. Don't know	
13.	Harford		

Q: Q11intro
What do you think interferes MOST with safe travel on the road you travel most often?

[FIELD CODE: MARK UP TO THREE ITEMS MENTIONED: PROBE TO GET ACCURATE VIEW]

ANSWER SET ON NEXT SCREEN

PRESS ANY KEY TO GO THERE NOW]

Q: Q11
[FIELD CODE: MARK UP TO THREE ITEMS MENTIONED]

1. Traffic congestion
2. Road construction
3. Rough roads
4. Aggressive drivers
5. Potholes
6. Poor visibility due to weather
7. Poor visibility due to road design/ structures
8. Big trucks, truck traffic
9. Drivers running red lights
10. Rainy conditions
11. Snowy conditions
12. Narrow roads
13. Road too curvy/not straight enough
14. Poor pavement markings
15. Railroad crossings
16. Distracted drivers
17. Bad drivers
18. Drunk Drivers
19. Other
20. Don’t know, refused
21. EXIT QUESTION: NO MORE CHOICES

Q:Q12intro
Now, let's discuss your opinion of the safety characteristics of the SHA highway that you indicated you travel most often. You said that was

For each of the following characteristics, please give a letter grade from A to F, where "A" means that you are extremely satisfied and "F" means that you are not at all satisfied.

PRESS ANY KEY TO CONTINUE

I
Q: Q12
How would you rate.....

Roadway Lighting
Shoulder width
Guardrails
Jersey barriers
Lane width
Electronic message signs
Hazard warning signs such as yellow signs for curves and so forth
Pavement markings
Pavement being skid resistant in wet weather conditions
The availability of emergency road information

1. A

2. B
3. C
4. D
5. F
6. Don't know, no opinion
7. DOES NOT APPLY TO THIS ROAD [volunteer]
9. Refused

Q: Q14intro
On the SHA road you drive most often, how satisfied are you with the following? Please use the same A to F scale where "A" means that you are extremely satisfied and "F" means that you are not at all satisfied.

PRESS ANY KEY TO CONTINUE

Q: Q14a
Your ability to predict or judge your travel time?

1. A Extremely Satisfied
2. B
3. C
4. D
5. F Not at all satisfied
6. Don't know, no opinion
9. Refused

Q: Q14b
The availability of information about traffic delays on the TV, radio, or internet, or on roadway message signs?

1. A Extremely Satisfied
2. B
3. C
4. D
5. F Not at all satisfied
6. Don't know, no opinion
9. Refused

I

Q:Q14c
Traffic signal timing?

1. A Extremely Satisfied
2. B
3. C
4. D
5. F Not at all satisfied
6. Don't know, no opinion
9. Refused

Q: Q14d
The smoothness of the road?

1. A Extremely Satisfied

2. B
3. C
4. D
5. F Not at all satisfied
6. Don't know, no opinion
9. Refused

Q:Q14e
The durability of the road [i.e., doesn't require frequent repairs

1. A Extremely Satisfied
2. B
3. C
4. D
5. F Not at all satisfied
6. Don't know, no opinion
9. Refused

Q: Q15
Thinking about the road you drive most often, do you think the design of the road is appropriate for the community it is in?

1. Yes
2. No
9. Don' t know

Q: Q15a
Is this because of the way the road looks or the way the road is constructed or both?

1. Way it looks
2. Way it is constructed
3. Both
4. Don't know, no opinion
9. Refused

Q:Q10
Overall, how satisfied are you with the road you use most often? Would you say you are [READ LIST]

1. Very satisfied
2. Satisfied
3. Neither Satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know
9. Refused

Q: Q17
Have you ever visited the SHA website, www.marylandroads.com?

1. Yes
2. No
3. Don't know
9. Refused

Q: Q18
What information were you looking for when you visited the SHA Website?

DO NOT READ LIST: BE SURE TO MARK ALL MENTIONED

1. Road closure information
2. Traffic conditions
3. Construction project information
4. Instructions on how to file a complaint
5. To file a complaint
6. Seeking contact names and/or numbers
7. Directions to SHA facilities
8. Job openings
9. Other [SELECT AND RECORD]
10. Don't know, just browsing around
11. EXIT: NO MORE CHOICES

Q: Q19
Was the SHA website helpful?

1. Yes
2. No
9. Don’t know, refused

ENTER REASON BELOW VERBATIM

Q: Q20
Have you contacted SHA in the past 12 months to report a problem or to make a complaint about Highway conditions?

1. Yes
2. No
3. Don't know
9. Refused

Q: Q21
How did you contact SHA?

[READ LIST AND CHECK ALL MENTIONED]

1. by telephone
2. through the internet / SHA website
3. in person
4. at a community / SHA hearing
5. by letter
6. Other [SELECT AND SPECIFY]
7. Don't know, can't recall
8. EXIT QUESTION: NO MORE CHOICES

Q: Q22
Using the same A to F grading scale, please grade SHA's response time to your contact

1. A Extremely Satisfied
2. B
3. C
4. D
5. F Not at all satisfied
6. DID NOT RESPOND [VOLUNTEERED]
7. Don't know, no opinion
9. Refused

Q: Q23
Do you have any other comments you would like to provide regarding the performance of the Maryland State Highway Administration?

ENTER VERBATIM

Q: QDEMO
Thanks for answering the questions. I only have one more question for statistical purposes only.

PRESS ANY KEY TO CONTINUE

Q: Sex
DO NOT ASK UNLESS UNSURE: What is your gender?

1. Male
2. Female

Mn/DOT Statewide 2008 Omnibus Study
Version 1 Final Final

Enter sample:
Metro Quota – 400
Greater Minnesota Quota – 400

INTRODUCTION AND SCREENER
Hello, this is [YOUR NAME] from MarketLine Research. We are calling on behalf of the Minnesota Department of Transportation. We are conducting a study on various services Mn/DOT provides; and would like to include your opinions. We are not selling anything; this is strictly for research purposes.

QUALIFICATION
QA. Before we begin, are you 18 years of age or older?
- ❑ Yes [CONTINUE]
- ❑ No [IF 'NO' ASK FOR SOMEONE IN HOUSEHOLD WHO IS.] IF NONE, THANK AND TERMINATE]

All information in this survey will be kept confidential. Your opinions are important and will assist Mn/DOT's planning process.

QB. Do you or does anyone in your family work for…?

[READ LIST, PAUSE FOR EACH RESPONSE]	[IF 'YES' TO ANY DISCONTINUE]	
The Minnesota Department of Transportation	Yes	No
A marketing research firm	Yes	No
A newspaper, radio or TV station	Yes	No
None of the above	CONTINUE	

QC. To make sure we talk with a variety of people, in what county do you live?
[RECORD NAME OF COUNTY] [IF DON'T KNOW OR 'REFUSED', THANK AND TERMINATE]
Metro counties include:

Anoka	Hennepin	Carver
Ramsey	Chisago	Scott
Dakota	Washington	

All other MN counties classify as "Greater Minnesota"

QD. Have you participated in any survey sponsored by Mn/DOT in the past year?
- ❑ Yes [THANK AND TERMINATE]
- ❑ No [CONTINUE]
- ❑ [DO NOT READ] Don't know/Refused [THANK AND TERMINATE]

MAINTENANCE PERFORMANCE

Q1. This survey is about several things that Mn/DOT is responsible for; but to begin, we would like you to think about some of the different services and activities that Mn/DOT does. For the rest of this study, I would like you to FOCUS ON STATE ROADS AND HIGHWAYS.

Q2. My first questions are about Mn/DOT's PERFORMANCE. For each service I read, I want to know HOW WELL you think Mn/DOT is doing in that area. Use any number from 1 to 10; a '10' means they are doing an 'Extremely good' job in this area, and '1' means they are doing an 'Extremely poor' job in this area. A score of '5' means they are doing an average job in this area. Overall, how well has Mn/DOT been doing at…?

a. road maintenance [ALWAYS READ THIS SERVICE FIRST]

Overall, how well has Mn/DOT been doing at…? [READ LIST]
[REPEAT THIS LEAD-IN STATEMENT AS NEEDED] [REPEAT SCALE AS NEEDED]
[ROTATE THIS LIST OF SERVICES]

b. clearing roads of snow and ice
c. keeping road surfaces smooth and comfortable
e. making highway signs clearly readable
f. making road stripes and markings clearly visible
g. removing litter and trash by the roadside
i. clearing roads of debris
j. having clean, safe and attractive rest areas

ASK Q3 <u>AFTER ALL THE SERVICES IN Q2</u>. HAVE BEEN RATED; ASK FOR THE 2 LOWEST RATED SERVICES THAT ARE BELOW '7', THEN IN ORDER B to J IF SAME. ASK ONLY 2 MAX. DO NOT ASK FOR 'a' ROAD MAINTENANCE OVERALL

Q3. You rated Mn/DOT's performance on ___ [INSERT RATING FROM Q2a.] on the 10-point scale. What, specifically, would make the most improvement in this area, _____ in your opinion? As a reminder again, we are concerned only with state highways and freeways as opposed to county or city roads. [DON'T PROBE; CLARIFY <u>ONLY AMBIGUOUS TERMS</u> with "Would you tell me more about that?"]

RELIABILITY OF MN/DOT COMMUNICATIONS

Q4. We will now focus on Mn/DOT's communications efforts. Thinking about ALL of the different communications provided by the Minnesota Department of Transportation, how reliable are these communications, in your opinion? Use a scale of 1 to 10; a '10' means 'Extremely reliable' and '1' means 'Not at all reliable.'

Q5. Overall, would you say that most of the information you hear or see about Mn/DOT comes directly from Mn/DOT, that is, from their website, their signs, their 511 information line, and so on,….. Or, does most of the information you hear or see about Mn/DOT come through media such as TV, newspaper and radio stations other than KBEM?

SAFETY SATISFACTION

My next questions are about TRAVELING ON FREEWAYS AND STATE HIGHWAYS in Minnesota.

Q6. How SAFE do you feel using the actual highways themselves? For this question, please consider all aspects of the highways including the roads themselves, the road conditions, the signs, the lights, and other features of the highway. Do you feel…? [READ LIST]

Very safe
Somewhat safe
Somewhat unsafe, or
Very unsafe
[DO NOT READ] Don't know
[DO NOT READ] Refused

ASK Q7 IF Q6. RATED 'VERY OR SOMEWHAT SAFE'

Q7. When traveling on Minnesota highways, what makes you feel LESS safe when you consider the roads themselves, the conditions such as weather and speeds, and all of the features such as lights, signs and signals?

[IF "OTHER DRIVERS", RECORD ONLY "DRIVERS" AND RE-ASK, WITH: "And, what about the ROADS OR THEIR DESIGN AND THE CONDITIONS makes you feel less safe?"]

[IF RESPONSE IS NOTHING, ASK: "Just to check, is there anything at all about Minnesota roads that make you feel less than safe?"]

[PROBE WITH: "What else about the roads and conditions makes you feel less than safe?"
[CLARIFY FULLY WITH: "In what way does (topic) make you feel less than safe?"]

ASK Q8 IF Q6. RATED 'VERY OR SOMEWHAT UNSAFE'

Q8. What would MOST help you to feel MORE safe on the roads in Minnesota, considering the state highways and freeways themselves: the conditions, speeds, and all the features such as lights, signs or signals? (PROBE ONCE AND CLARIFY FULLY, USING SAME INSTRUCTIONS AS ABOVE, REGARDING OTHER DRIVERS)

TRANSIT AVAILABILITY SATISFACTION

Q9. How satisfied are you with the AVAILABILITY OF PUBLIC TRANSIT in your community? Would you say…? [READ LIST]

Very satisfied [SKIP TO Q11.]
Somewhat satisfied [SKIP TO Q11.]
Not very satisfied, or
Not at all satisfied
[DO NOT READ] Don't know [SKIP TO Q11.]

ASK IF 'NOT VERY SATISFIED' OR 'NOT AT ALL SATISFIED' IN Q9.

Q10. What is it about the availability of public transit that makes you dissatisfied? PROBE WITH: "What else are you dissatisfied with regarding the availability of public transit?" CLARIFY AMBIGUOUS WORDS WITH: In what way? RECORD RESPONSE

BIKE/PED/MULTI-MODE

Q11. For my next questions please think about bicycles used ONLY for outdoor activities and NOT stationary bikes used for exercise. On average, how often did you ride a bicycle in the past biking season, that is, April to October for any reason? Would you say…

Never
1 time
Once a month or a few times from April to October
At least once a week, or
Every day

Q12. Compared to 2 years ago, would you say how often you ride a bicycle has…

Increased
Decreased, or
Stayed about the same

Q13. Over the next 2 years, would you expect how often you ride a bicycle to…

Increase
Decrease, or
Stayed about the same

Q14. There are laws that govern the use of bicycles on Minnesota roadways. Some may be more widely known than others. After I read each of the following statements, please say either true or false to indicate whether you believe the statement is law. Please know that this is NOT a test. Mn/DOT simply wants to understand how well information is reaching the public….

a. Bicyclists must follow the same rules of the road as do motor vehicle drivers (True)
b. Motor vehicles are to leave at least 3 feet of clearance between themselves and bicycles (True)
c. It is sometimes legal to ride a bicycle in opposing motor traffic (False)
d. It is legal to ride bicycles on most Minnesota roads. (True)

Q15. How safe do you think Minnesota is for bicycling?
Very safe SKIP TO Q17
Somewhat safe
Somewhat unsafe, or
Very unsafe?

Ask Q16 if anything but "VERY SAFE" in Q15
Q16. In what way is it less than safe? PROBE ONCE AND CLARIFY FULLY

Q17. How safe do you think Minnesota is for pedestrians?
Very safe (SKIP TO Q19)
Somewhat safe
Somewhat unsafe, or
Very unsafe?

Ask Q18 if anything but "VERY SAFE" in Q17
Q18. In what way is it less than safe? PROBE ONCE AND CLARIFY FULLY

TELECOMMUTING
Q19. Did you have a paying job last week?
YES NO SKIP TO DEMOS IF "NO" (Q35 lead in)

Ask Q20. if "Yes" selected in Q19.
Q20. Were you self-employed?
Yes SKIP TO DEMOS IF "YES" (Q35 lead in) No CONTINUE

Q21. Do you work at home some days instead of commuting to your normal workplace?
("Yes" = a telecommuter)
YES NO SKIP TO Q24

Q22. Is your NORMAL work location at home?
YES NO

Ask Q23. if "Yes" to Q21.
Q23. On average, how many days do you work at home each week?
NOTE: SCALE TO INCLUDE PARTIAL DAYS _____

ASK ONLY IF "NO" TO Q21
Q24. Why don't you work at home some days instead of commuting to your normal workplace?
PROBE FULLY AND CLARIFY

Q25. Do you work at a satellite location, other than home or a coffee shop, some days instead of commuting to your normal workplace? ("Yes" = a telecommuter)
YES NO

Ask Q26. if "Yes" to Q25.

Q26. On average, how many days do you work at a satellite location each week?
NOTE: SCALE TO INCLUDE PARTIAL DAYS _____

Ask Q27. if "Yes" to Q21. or Q25.

Q27. What are the main reasons that you do telecommute? PROBE FULLY AND CLARIFY
FIRST MENTION RECORDED SEPARATELY (SKIP TO Q32)

Ask Q28. if "No" to Q21. OR IF NOT ALREADY TOLD 'DON'T WANT TO' THEN ASK:

Q28. Would you like to telecommute from home?
YES NO

Ask Q29. if "Yes" to Q28.

Q29. What keeps you from doing so?
PROBE FULLY AND CLARIFY RECORDING FIRST MENTION SEPARATELY.

Ask Q30a. if "No" to Q21.

Q30a.. Have you stopped telecommuting from HOME in the last year?
YES CONTINUE NO SKIP TO Q31a.

Q30b. For what reasons have you stopped telecommuting?
RECORD VERBATIM; PROBE FULLY. DO NOT CLARIFY

Ask Q30b. if "No" to Q25.

Q31a. Have you stopped telecommuting from A SATELLITE OFFICE in the last year?
YES CONTINUE NO SKIP TO Q32

Q31b. For what reasons have you stopped telecommuting?
RECORD VERBATIM; PROBE FULLY. DO NOT CLARIFY

Ask Q32. if "Yes" to Q21 or Q25

Q32 What keeps you from telecommuting more often?
PROBE ONCE, CLARIFY RESPONSE

DEMOGRAPHICS/CLASSIFICATIONS

My last questions are for classification purposes only. We collect this information to make sure that we have opinions from a variety of people. Let me assure you that no identifying information will be provided to Mn/DOT or anyone else. If any of the questions make you uncomfortable, just tell me to go on to the next question. Of course, there are no consequences for not answering questions, but your willingness to provide this information will help Mn/DOT in their decision making.

Ask everyone – General Audience

Q35. Do you yourself drive at all in your area?
- ❑ Yes
- ❑ No

Q36. Approximately how many miles do you, yourself, drive per year?
[NO RANGES PLEASE] [RECORD NUMBER OF MILES]
None
Don't know/Refused

Q37. Which of the following modes of transportation have you used in the past 12 months while traveling in Minnesota. [READ LIST, RECORD ALL THAT APPLY]

- ❑ Car or truck
- ❑ City bus or other public transportation
- ❑ Car pool / van pool
- ❑ Taxi
- ❑ Motorcycle, or
- ❑ Bicycle
- ❑ Other *Specify*
- ❑ None of above

  Interviewer CLARIFY with: Just to confirm, you have traveled around the state during the past 12 months? Is that correct? PROGRAMMER, ALLOW RECORDING OF COMMENT

Q38. Record other modes of transportation used during the past 12 months. [RECORD VERBATIM]

If "City bus or other public transportation" not mentioned in Q37, ask Q39

Q39. Have you ridden a city bus or other public transportation for any reason, during the past 12 months?

- ❑ Yes
- ❑ No

Identify Commuters

Q40. Do you commute either to work or school during the week on a regular basis?

- ❑ Work
- ❑ School
- ❑ Both
- ❑ No IF DON'T COMMUTE, SKIP TO Q45

Commuter Questions

IF "BOTH" SELECTED IN Q40, ASK Q41

Q41 Which do you do most often?

- ❑ Work
- ❑ School

Q65. Do you regularly commute in the mornings?

Yes ( ) [CONTINUE]
No ( ) [SKIP TO Q67]

Q66. <u>At what time</u> do you start your morning commute...?
[RECORD TIME START MORNING COMMUTE]

Q67. Do you regularly commute in the afternoons?

Yes ( ) [CONTINUE]
No ( ) [SKIP TO Q42.]

Q68. <u>At what time</u> do you start your afternoon commute...?
[RECORD TIME START AFTERNOON COMMUTE]

Q42. Which mode of transportation do you USUALLY use when commuting to work or school?
[INTERVIEWER: If necessary, read list.]

- ❑ Car or truck
- ❑ City bus or other public transportation
- ❑ Car pool / van pool
- ❑ Taxi
- ❑ Motorcycle, or
- ❑ Bicycle
- ❑ Other *Specify*

Q43. As part of your WORK or SCHOOL trip routes, do you TYPICALLY use a major highway or freeway?

- ❑ Yes
- ❑ No SKIP TO Q45

Q44. Which Minnesota freeways or state highways do you TYPICALLY use as part of your commute? Again I mean 2 lane or divided state highways and freeways, and not county roads.
[CHECK ALL THAT APPLY]

- ❑ Highway 2
- ❑ Highway 7
- ❑ Highway 10
- ❑ Highway 12
- ❑ Highway 23
- ❑ Highway 30
- ❑ 35E
- ❑ 35W
- ❑ 35 [CLARIFY: 35, 35E, OR 35W?]
- ❑ Highway 36
- ❑ Highway 52
- ❑ Highway 53
- ❑ Highway 55
- ❑ Highway 60
- ❑ 62/Crosstown
- ❑ Highway 71
- ❑ Cedar/77
- ❑ 90
- ❑ 94
- ❑ 100
- ❑ 169
- ❑ Highway 212
- ❑ 394
- ❑ 494
- ❑ 610
- ❑ 694
- ❑ Others *Specify*
- ❑ [DO NOT ACCEPT] Don't know/Refused

Personal – Non-Work or School Related Trip Questions

Q45. Think now about PERSONAL trips, that is non-work or school related rips. Do you TYPICALLY use a major highway or freeway as part of your ROUTINE trip routes?

- ❑ Yes
- ❑ No SKIP TO Q47

Q46. When taking personal trips, which mode of transportation do you USUALLY use?
[INTERVIEWER: If necessary, read list.]

- ❑ Car or truck
- ❑ City bus or other public transportation
- ❑ Car pool / van pool
- ❑ Taxi
- ❑ Motorcycle, or
- ❑ Bicycle
- ❑ Other *Specify*

Ask everyone – General Audience
Both Commuter and Personal – Non-Work or School Related Trip Questions

Q47. Overall, what percent of your total travel time – for both work or school and personal or leisure trips – would you say is FREEWAY travel? Freeway travel time includes time spent at on-ramp meters. [ENTER PERCENT]

Q48. How many licensed drivers currently live in your household? [DO NOT READ]

1 2 3 4 5 6 7 8 or more Refused

Q49. How many motor vehicles are owned AND USED by members of your household? [RECORD NUMBER] Refused

Q50. Could you please tell me in what year were you born? [RECORD AS 19XX] Refused

Age Ranges for Tabulation
18 to 24 years
25 to 34 years
35 to 44 years
45 to 54 years
55 to 64 years
65 to 74 years
75 years and over
Refused

Q51. Are you employed…?
- ❑ Full time
- ❑ Part time
- ❑ Not employed outside the home
- ❑ Retired
- ❑ [DO NOT READ] Refused

Q52. Do you currently work in an occupation that is involved with any of the following types of industries? [READ LIST]
- ❑ Agriculture
- ❑ Athletics
- ❑ Aviation
- ❑ Conservation
- ❑ Construction
- ❑ Education
- ❑ Military
- ❑ State or Local Government
- ❑ Trucking
- ❑ [DO NOT READ] Refused

Q53. What is the last grade or level of education that you completed? Was it…? [READ LIST]
- ❑ High School or less
- ❑ Technical or vocational school
- ❑ Some college
- ❑ College graduate, or
- ❑ Post graduate work or advanced degree
- ❑ [DO NOT READ] Refused

Q54 Can you tell me into what range I read next, your 2007 total household income before taxes was? Please stop me when I get to the right range. [READ LIST]

- ❑ Under $20,000
- ❑ $20,000 to $35,000
- ❑ $35,000 to $50,000
- ❑ $50,000 to $65,000
- ❑ $65,000 to $75,000
- ❑ $75,000 to $100,000
- ❑ $100,000 or more
- ❑ [DO NOT READ] Refused

Note: Also tabulate with 'Net $65,000 or more' to be consistent with previous studies

Q55. Are you Spanish/Hispanic/Latino?

- ❑ Yes
- ❑ No

Q56. Do you consider yourself to be...? [CHECK ALL THAT APPLY]

- ❑ White
- ❑ Black or African American
- ❑ American Indian or Alaskan Native
- ❑ Asian, Native Hawaiian or other Pacific Islander, or
- ❑ Some other race

Q57. Would you please give me your five digit zip code? [RECORD]

Q58. Just in case my supervisor needs to verify my work, can you please tell me your first name?

Q59. Thank you very much for your time and participation. That's all the questions I have.
Record gender.

- ❑ Female
- ❑ Male

Q60. Record telephone number.

Mn/DOT Statewide 2008 Omnibus Study
Version 2 Final Final

Enter sample:
Metro Quota – 400
Greater Minnesota Quota – 400

INTRODUCTION AND SCREENER
Hello, this is [YOUR NAME] from MarketLine Research. We are calling on behalf of the Minnesota Department of Transportation. We are conducting a study on various services Mn/DOT provides; and would like to include your opinions. We are not selling anything; this is strictly for research purposes.

QUALIFICATION
QA. Before we begin, are you 18 years of age or older?
- ❑ Yes [CONTINUE]
- ❑ No [IF 'NO' ASK FOR SOMEONE IN HOUSEHOLD WHO IS.] IF NONE, THANK AND TERMINATE]

All information in this survey will be kept confidential. Your opinions are important and will assist Mn/DOT's planning process.

QB. Do you or does anyone in your family work for…?

[READ LIST, PAUSE FOR EACH RESPONSE]	[IF 'YES' TO ANY DISCONTINUE]	
The Minnesota Department of Transportation	Yes	No
A marketing research firm	Yes	No
A newspaper, radio or TV station	Yes	No
None of the above	CONTINUE	

QC. To make sure we talk with a variety of people, in what county do you live?
[RECORD NAME OF COUNTY] [IF DON'T KNOW OR 'REFUSED', THANK AND TERMINATE]
Metro counties include:

Anoka	Hennepin	Carver
Ramsey	Chisago	Scott
Dakota	Washington	

All other MN counties classify as "Greater Minnesota"

QD. Have you participated in any survey sponsored by Mn/DOT in the past year or so?
- ❑ Yes [THANK AND TERMINATE]
- ❑ No [CONTINUE]
- ❑ [DO NOT READ] Don't know/Refused [THANK AND TERMINATE]

PUBLIC CONFIDENCE

This survey will cover multiple topics about Mn/DOT's services and activities. To begin, we would like you to take a step back and think over the past year in Minnesota, in regards to transportation events. It is now winter of 2008, and we would like you to recall the fall and winter of 2007 and give us your best recollection as to how you thought of Mn/DOT at that time. After this question, the rest of the survey will pertain to how you feel today on a variety of topics.

AS A REMINDER, UNLESS WE MENTION OTHERWISE, WE NEED YOU TO FOCUS ON STATE ROADS, MEANING FREEWAYS AND 2-LANE HIGHWAYS.

Q1. First of all, about this time last year, how do you think you would PROBABLY HAVE ANSWERED THE FOLLOWING QUESTIONS: The scale is 1 to 4. 1 = Not at All Confident, 2= Not Very Confident, 3= Confident and 4= Very Confident.

Now, thinking again to last year at this time, meaning Fall and Winter of 2007, what number rating would you have given to these first few items? HOW CONFIDENT WERE YOU IN MN/DOT'S ABILITY TO DO A GOOD JOB AT…? READ LIST ROTATE

a. building roads and bridges
b. maintaining roads and bridges
c. developing a twenty-year plan for transportation throughout the state
d. communicating accurate information to Minnesota citizens about their transportation plans and projects
e. providing alternative transportation options for the future such as commuter rail, high speed rail, non-stop coaches and so on
f. providing reliable communication

Q2. COMING BACK TO THE PRESENT TIME FOR THE REMAINDER OF THE SURVEY, please tell me how CONFIDENT you are today. in Mn/DOT's ability to do a good job at…"
(Again, the scale is 1 to 4, with 1= not at all and 4= very confident) (ROTATE IF DONE SO IN Q1)

a. building roads and bridges
b. maintaining roads and bridges
c. developing a twenty-year plan for transportation throughout the state
d. communicating accurate information to Minnesota citizens about their transportation plans and projects
e. providing alternative transportation options for the future such as commuter rail, high speed rail, non-stop coaches and so on
f. providing reliable communication

CHANNEL 17 USAGE AND VALUE (for Aeronautics

Q3 How often do you check Channel 17 on your television for weather information?

Daily
Weekly,
Monthly to a few times a year, or
Never

Ask Q4 if "Never" not selected in Q3.

Q4. How do you use the weather information from Channel 17 when you check it?
(PROBE FULLY UNTIL UNPRODUCTIVE: What else do you use Channel 17 for?
CLARIFY RESPONSE)

Q5. Mn/DOT's Office of Aeronautics is considering discontinuing its funding support for the weather information on Channel 17. How, if at all, would this impact your usage of Channel 17?
(1-4 SCALE) Which of the following statements best describes your usage of Channel 17 if it was no longer sponsored by Mn/DOT? Would you say…? READ LIST

(1) No effect at all, I know there are other weather sources like Channel 17
(2) Little effect as I would find other sources to get this type of information
(3) Some negative effect because I would have to start looking for other sources
(4) A major affect, I don't know where I'd get this type of weather or other information

RUMBLE STRIPS

Q6. Are you familiar with driving on roads with grooved 'rumble strips' along the edge and center lines? We are NOT referring to the STRAIGHT GROOVES THAT GO ACROSS roadways to alert you to a 4-way stop ahead; only to those that are positioned along the edge of the road OR between lanes.

YES
NO SKIP TO Q11.
Don't know

Q7. About how often in a year would you say you have accidentally or intentionally driven on ANY OF THESE RUMBLE STRIPS? (IF NEVER, SKIP TO NEXT SECTION)

Weekly
Monthly
Less often than once a year
Never SKIP TO Q11

Q8. How would you describe the experience of driving on those rumble strips, on a 1 to 4 scale, with 1 meaning "they don't bother me at all" and 4 meaning "they are a terrible annoyance to me." ?

_____ (RECORD #)

Q9. Just to check, are you basing your opinion only on the experience of driving on them or hearing others drive on them near your home?

Driving on them
Hearing others drive on them near my home
Both

Q10. Thinking about your response to the last question, how well do you agree with this statement? This time, 1 is "I completely disagree" and 4 means " I totally agree": How much do you agree or disagree: "The rumble strips may be bothersome to me if I accidentally drive on them, but it is worth it to me as a warning that I am driving outside the lane? _____ (RECORD #)

(ASK ALL): RESIDENTIAL SPEED LIMITS

Q11. As you may know, Mn/DOT is responsible for INPUT to policy regarding SPEED LIMITS IN RESIDENTIAL AREAS. Thinking NOW ONLY ABOUT LOCAL ROADS THAT HAVE RESIDENCES ON BOTH SIDES OF THE STREET, please tell me what you believe the speed limit <u>is</u> set to be? (DO NOT READ; ASK RESPONDENT TO ROUND UP OR DOWN IF NOT IN INCREMENTS OF 5)

20 mph or less	35
25	40
30	45

Q12. Minnesota State Law has assigned a 30 mph speed limit in those areas that are purely residential, that is, areas that typically have houses on both sides of the street and the street is a 2-lane road with no center stripe. I would like to know if you believe this is the appropriate speed limit or if some other speed limit would be more appropriate. Please give me the number of miles per hour you believe is the best speed limit for residential areas. (USE SAME LIST AND IF RESPONDENT GIVES A NUMBER NOT ON LIST, ASK IF THEY WOULD ROUND UP OR DOWN TO NEAREST 5 MILE INCREMENT.)

RECORD #_____ mph

INNOVATIVE FINANCING

Q13. (READ SLOWLY AND WATCH PUNCTUATION) Going back to STATE highways and freeways, I have a few questions now ABOUT FUNDING FOR NEW CONSTRUCTION PROJECTS. (PAUSE) You may know there are several sources for this funding, and you may have heard that revenue received from some of these sources such as the gas tax has declined over the past year. (PAUSE) This decline is occurring at the same time as highway construction costs are rising at record levels due to inflation. (PAUSE) It is now becoming more difficult for states to make any significant progress toward closing the growing gap between available transportation funding AND NEW PROJECT transportation needs due to the trends I just mentioned. Have you heard or read anything recently about this funding situation?

YES
NO
DON'T KNOW

Q14. Whether or not you have heard about this, transportation planners are doing their best to deal with these trends and explore alternative ways to fund and finance new transportation projects. With that in mind, I am wondering how you would rate the following sources for funding NEW CONSTRUCTION PROJECTS. For each potential source of future funding, please rate it on a 1 to 4 scale, with 1= Very bad idea, 2= Somewhat bad idea , 3= Somewhat good idea, and 4= Very good idea to pursue for funding new transportation projects.

a. Dedicated transportation taxes such as the gas tax, vehicle registration tax, sales tax on new vehicles.
b. Toll roads using electronic technology rather than 'toll booths.'
c. The state 'General Fund' which comes from other taxes such as income and general sales tax.
d. Public-private partnerships where the private sector invests money in transportation improvement projects.
e. Debt financing, which includes selling bonds.

Ask for "Other" comments F. Others
(SPECIFY_____

<u>PLANNING PRIORITIES</u>

Q15. Assume for a minute that you are THE person responsible for State Highway planning in Minnesota and YOU need to set spending priorities. In which of the following areas would you place the highest priority today? That is, would you want Mn/DOT to: [READ ALL STATEMENTS]? (ROTATE STATEMENTS)

1. Focus on PRESERVING THE STRUCTURAL CONDITION of existing bridges and roadways WHILE maintaining road surfaces
2. Focus on INCREASING TRAFFIC FLOW on existing state highways by CHANGING OR RECONFIGURING TRAFFIC MANAGEMENT TOOLS such as signals, ramp meters, bus shoulders and traveler information
3. Focus on INCREASING TRAFFIC FLOW BY BUILDING NEW HIGHWAYS AND/OR ADDING LANES to existing state highways
4. Focus on IMPROVING DRIVING CONDITIONS on current state highways with improved features such as signage, lighting, roadway striping and so on
5. Focus on making improvements to highways such as adding or improving entrances and exits, adding turn lanes and so on, TO AID LOCAL COMMUNITIES AND BUSINESS DEVELOPMENT

15b. Of the following, which would you choose as the next priority: READ REMAINING STATEMENTS
15c. And your 3rd priority, of the following would be to: IF NECESSARY, READ REMAINING STATEMENTS
15d. There are two left; which would be next and which would be last? #4 priority last READ LAST TWO STATEMENTS

DEMOGRAPHICS/CLASSIFICATIONS

My last questions are for classification purposes only. We collect this information to make sure that we have opinions from a variety of people. Let me assure you that no identifying information will be provided to Mn/DOT or anyone else. If any of the questions make you uncomfortable, just tell me to go on to the next question. Of course, there are no consequences for not answering questions, but your willingness to provide this information will help Mn/DOT in their decision making.

Ask everyone – General Audience

Q35. Do you yourself drive at all in your area?

- ❑ Yes
- ❑ No

Q36. Approximately how many miles do you, yourself, drive per year?

[NO RANGES PLEASE] [RECORD NUMBER OF MILES]
None
Don't know/Refused

Q37. Which of the following modes of transportation have you used in the past 12 months while traveling in Minnesota. [READ LIST, RECORD ALL THAT APPLY]

- ❑ Car or truck
- ❑ City bus or other public transportation
- ❑ Car pool / van pool
- ❑ Taxi
- ❑ Motorcycle, or
- ❑ Bicycle
- ❑ Other *Specify*
- ❑ None of above

Interviewer CLARIFY with: Just to confirm, you have traveled around the state during the past 12 months? Is that correct? PROGRAMMER, ALLOW RECORDING OF COMMENT

Q38. Record other modes of transportation used during the past 12 months. [RECORD VERBATIM]

If "City bus or other public transportation" not mentioned in Q37, ask Q39

Q39. Have you ridden a city bus or other public transportation for any reason, during the past 12 months?

- ❑ Yes
- ❑ No

Identify Commuters

Q40. Do you commute either to work or school during the week on a regular basis?

- ❑ Work
- ❑ School
- ❑ Both
- ❑ No IF DON'T COMMUTE, SKIP TO Q45

Commuter Questions

IF "BOTH" SELECTED IN Q40, ASK Q41

Q41 Which do you do most often?

- ❑ Work
- ❑ School

Q65. Do you regularly commute in the mornings?

Yes ( ) [CONTINUE]
No ( ) [SKIP TO Q67]

Q66. At what time do you start your morning commute...?
[RECORD TIME START MORNING COMMUTE]

Q67. Do you regularly commute in the afternoons?

Yes ( ) [CONTINUE]
No ( ) [SKIP TO Q42.]

Q68. At what time do you start your afternoon commute...?
[RECORD TIME START AFTERNOON COMMUTE]

Q42. Which mode of transportation do you USUALLY use when commuting to work or school?
[INTERVIEWER: If necessary, read list.]

- ❑ Car or truck
- ❑ City bus or other public transportation
- ❑ Car pool / van pool
- ❑ Taxi
- ❑ Motorcycle, or
- ❑ Bicycle
- ❑ Other *Specify*

Q43. As part of your WORK or SCHOOL trip routes, do you TYPICALLY use a major highway or freeway?

- ❑ Yes
- ❑ No SKIP TO Q45

Q44. Which Minnesota freeways or state highways do you TYPICALLY use as part of your commute? Again I mean 2 lane or divided state highways and freeways, and not county roads.
[CHECK ALL THAT APPLY]

- ❑ Highway 2
- ❑ Highway 7
- ❑ Highway 10
- ❑ Highway 12
- ❑ Highway 23
- ❑ Highway 30
- ❑ 35E
- ❑ 35W
- ❑ 35 [CLARIFY: 35, 35E, OR 35W?]
- ❑ Highway 36
- ❑ Highway 52
- ❑ Highway 53
- ❑ Highway 55
- ❑ Highway 60
- ❑ 62/Crosstown
- ❑ Highway 71
- ❑ Cedar/77
- ❑ 90
- ❑ 94
- ❑ 100
- ❑ 169
- ❑ Highway 212
- ❑ 394
- ❑ 494
- ❑ 610
- ❑ 694
- ❑ Others *Specify*
- ❑ [DO NOT ACCEPT] Don't know/Refused

Personal – Non-Work or School Related Trip Questions

Q45. Think now about PERSONAL trips, that is non-work or school related rips. Do you TYPICALLY use a major highway or freeway as part of your ROUTINE trip routes?

- ❑ Yes
- ❑ No SKIP TO Q47

Q46. When taking personal trips, which mode of transportation do you USUALLY use? [INTERVIEWER: If necessary, read list.]

- ❑ Car or truck
- ❑ City bus or other public transportation
- ❑ Car pool / van pool
- ❑ Taxi
- ❑ Motorcycle, or
- ❑ Bicycle
- ❑ Other *Specify*

Ask everyone – General Audience
Both Commuter and Personal – Non-Work or School Related Trip Questions

Q47. Overall, what percent of your total travel time – for both work or school and personal or leisure trips – would you say is FREEWAY travel? Freeway travel time includes time spent at on-ramp meters. [ENTER PERCENT]

Q48. How many licensed drivers currently live in your household? [DO NOT READ]

1 2 3 4 5 6 7 8 or more Refused

Q49. How many motor vehicles are owned AND USED by members of your household? [RECORD NUMBER] Refused

Q50. Could you please tell me in what year were you born? [RECORD AS 19XX] Refused

Age Ranges for Tabulation
18 to 24 years
25 to 34 years
35 to 44 years
45 to 54 years
55 to 64 years
65 to 74 years
75 years and over
Refused

Q51. Are you employed…?

- ❑ Full time
- ❑ Part time
- ❑ Not employed outside the home
- ❑ Retired
- ❑ [DO NOT READ] Refused

Q52. Do you currently work in an occupation that is involved with any of the following types of industries? [READ LIST]

- ❑ Agriculture
- ❑ Athletics
- ❑ Aviation
- ❑ Conservation
- ❑ Construction
- ❑ Education
- ❑ Military
- ❑ State or Local Government
- ❑ Trucking
- ❑ [DO NOT READ] Refused

Q53. What is the last grade or level of education that you completed? Was it…? [READ LIST]

- ❑ High School or less
- ❑ Technical or vocational school
- ❑ Some college
- ❑ College graduate, or
- ❑ Post graduate work or advanced degree
- ❑ [DO NOT READ] Refused

Q54 Can you tell me into what range I read next, your 2007 total household income before taxes was? Please stop me when I get to the right range. [READ LIST]

- ❑ Under $20,000
- ❑ $20,000 to $35,000
- ❑ $35,000 to $50,000
- ❑ $50,000 to $65,000
- ❑ $65,000 to $75,000
- ❑ $75,000 to $100,000
- ❑ $100,000 or more
- ❑ [DO NOT READ] Refused

Note: Also tabulate with 'Net $65,000 or more' to be consistent with previous studies

Q55. Are you Spanish/Hispanic/Latino?

- ❑ Yes
- ❑ No

Q56. Do you consider yourself to be...? [CHECK ALL THAT APPLY]

- ❑ White
- ❑ Black or African American
- ❑ American Indian or Alaskan Native
- ❑ Asian, Native Hawaiian or other Pacific Islander, or
- ❑ Some other race

Q57. Would you please give me your five digit zip code? [RECORD]

Q58. Just in case my supervisor needs to verify my work, can you please tell me your first name?

Q59. That is the end of my questions. Do you have any additional comments?
RECORD COMMENTS, DO NOT PROBE

Q60. Thank you very much for your time and participation. That's all the questions I have.
Record gender.

- ❑ Female
- ❑ Male

Q61. Record telephone number.

Study #9874
May 14, 2003

TRANSPORTATION CUSTOMER SATISFACTION SURVEY (Missouri 2003)

State: _____ County: _____ Metro Status: _____

Date: _____ CATI ID: _____

Interviewer:_____

Telephone Number: _____

Time Start: _____ Time End: _____ TOTAL TIME: _____

Hello, my name is _____and I am calling from SRBI, the national research organization. We are assisting the University of Missouri and the Missouri Department of Transportation in a study of citizen opinion about the quality of the transportation system in Missouri and what future transportation needs might be. (I would like to assure you that we are not selling anything.) .

DUMMY QUESTION FOR BIRTHDAY QUESTIONS
Has had the most recent.....1
Will have the next.....2

B. In order to select just one person to interview for the study, could I speak to the person in your household, 18 or older, who (has had the most recent/will have the next) birthday?
Respondent is the person.....1 **SKIP TO S1**
Other respondent comes to phone.....2
Respondent is not available.....3 **ARRANGE CALLBACK**
Refused.....4

INT1 (Repeat only if new respondent) Hello, my name is _____and I am calling from SRBI, the national research organization. We are assisting the University of Missouri and the Missouri Department of Transportation in a study of citizen opinion about the quality of the transportation system in Missouri and what future transportation needs might be. (I would like to assure you that we are not selling anything.)

BS1 (Read to all) This survey will cover all types of transportation topics, not just highways and roads. Your participation is entirely voluntary and your responses are entirely confidential. . Your participation in this survey will assist MoDOT (pronounced "Moe Dot") in establishing future priorities and enable MoDOT to better use its resources.

(If asked about survey length) This Survey will take approximately 20 minutes.

D4. **RECORD GENDER FROM OBSERVATION**
Male…….1
Female…….2
Unsure……..3

Screening Questions

I need to ask you a few brief questions about your household.

S1. How many adults in your household, including yourself, are you age 18 or older?
(RECORD#)_____

S1a. How many of these adults are…
Men (RECORD#)_____
Women (RECORD#)_____

S2. Are you or any immediate family member a MoDOT employee?
YES…….1 **THANK AND END**
NO…….2 **CONTINUE**
REFUSED…..3 **THANK AND END**

Service Usage

Next I will ask you some questions about your use of different methods of transportation and the trips you normally take.

Q1. Approximately how many miles do you drive per year? Include both miles driven for business and pleasure. (Your best estimate is fine.)

_____# miles driven

Q2. Do you do any commercial or professional driving?
Yes……..1
No…….2 **SKIP TO Q3**

Q2a. What type of commercial or professional driving do you do? (**READ LIST AND MULTIPLE RECORD**)
Taxi, limo, chauffeur……..1
Truck……..2
School bus……..3
Public transit bus……...4
Van, shuttle or delivery service……..5
Other _____.....6
(DO NOT READ, only code if offered)

Q3. Please tell me if you drive or make trips for any of the following reasons.
Do you drive or make trips ….. READ LIST AND MULTIPLE RECORD

a. commuting to and from work or school……..1
b. for work related trips such as sales calls or driving to meetings and appointments……..2
c. for personal and family errands and trips (e.g. grocery shopping, doctor appointments, take kids to daycare)…….3

d. pleasure or recreational
(e.g. vacation, visit friends or relatives)……..4
e. farm or agricultural related trips……..5
f. Any other reason (SPECIFY)……..6

_____

Q4. Now I'd like to discuss your satisfaction with different aspects of Missouri's transportation system. Some of my questions apply specifically to state highways – those known by numbers or letters – (e.g. Highway 50 or Route C.) Other questions refer to airports, trains and other methods of transportation. Using a scale of "extremely satisfied", "satisfied", "dissatisfied" and "extremely dissatisfied," how satisfied are you with MoDOT's **CURRENT** performance with the following areas. If you have no opinion or no experience with an item, you can say "not sure."

(ROTATE LISTS OF CHARACTERISTICS)
(REPEAT INTRO STATEMENT AS NECESSARY OR WHEN RESPONDENT ASKS FOR A QUESTION TO BE REPEATED)

How satisfied are you with MoDOT's current performance in… Are you….

	Ext Dis	Dis Sat	Sat	Ext. Sat	NOT SURE
a. Placing yellow warning signs to assure sufficient response time	1	2	3	4	5
b. Providing passenger light rail routes, that meet your needs (if asked, such as MetroLink in St. Louis)	1	2	3	4	5
c. Providing pedestrian/bicycle pathways on or next to highways that are safe	1	2	3	4	5
d. Completing road and bridge construction and repairs in a timely manner	1	2	3	4	5
e. Providing lanes that are wide enough for safe driving	1	2	3	4	5
f. Removing snow/ice efficiently	1	2	3	4	5
g. Providing the public with adequate opportunities for input in project planning	1	2	3	4	5
h. Distributing transportation funds fairly to all areas of the state	1	2	3	4	5
i. Using electronic message boards to advise drivers of delays or construction areas	1	2	3	4	5
j. Building bridges that last a long time	1	2	3	4	5
k. Providing Amtrak passenger rail service to meet your needs	1	2	3	4	5
l. Providing crosswalks and signals for pedestrians to cross the highway safely	1	2	3	4	5
m. Providing sufficient transportation for those who don't or can't drive	1	2	3	4	5
n. Managing traffic flow in construction zones to minimize delays to drivers	1	2	3	4	5
o. Providing the ability to see far ahead on highways and have unobstructed views at intersections	1	2	3	4	5
p. Maintaining the pavement so it provides a smooth ride	1	2	3	4	5
q. Repairing pavement surface promptly	1	2	3	4	5
r. Building new highways to meet future demand	1	2	3	4	5
s. Honoring commitments to provide and maintain Missouri's transportation system	1	2	3	4	5
t. Using public funds in a cost-effective manner	1	2	3	4	5
u. Providing enough passing opportunities on two-lane highways	1	2	3	4	5
v. Striping center lines and road edges to ensure safety	1	2	3	4	5
w. Communicating with the public in easy to understand language	1	2	3	4	5

x. Building bridges that are wide enough to feel safe	1	2	3	4	5
y. Providing useful information about construction, repairs or road conditions	1	2	3	4	5
z. Providing pavement that lasts a long time	1	2	3	4	5
aa. Improving existing highways to meet increasing traffic demands	1	2	3	4	5
bb. Planning a project in a reasonable amount of time	1	2	3	4	5
cc. Having signs that can be easily seen at night or in bad weather	1	2	3	4	5
dd. Providing shoulders that are wide enough to pull off the road safely	1	2	3	4	5
ee. Acting on recommendations from the public	1	2	3	4	5
ff. Lighting interchanges and bridges	1	2	3	4	5
gg. Providing pavement markings that can be easily seen in wet weather	1	2	3	4	5
hh. Treating highway surfaces to resist skidding in wet weather	1	2	3	4	5

Q5. Now I'm going to read the list again. But this time I would like you to think about how much attention MoDOT should place on these items in the ***FUTURE***. Please remember that these questions apply only to state highways and roads marked with numbers or letters. Should each of the following receive "a lot more", "more", "less", or "a lot less" attention from MoDOT in the future? If you have no opinion or no experience with an item, you can say "not sure."

(ROTATE LISTS OF CHARACTERISTICS)
(REPEAT INTRO STATEMENT AS NECESSARY OR WHEN RESPONDENT ASKS FOR A QUESTION TO BE REPEATED)

In the future, how much attention should MoDOT place on improving its performance in…
(Note: change to four-point scale as shown)

	A lot less	Less	More	A lot more	NOT SURE
a. Placing yellow warning signs to assure sufficient response time	1	2	3	4	5
b. Providing passenger light rail routes that meet your needs (if asked - such as MetroLink in St. Louis)	1	2	3	4	5
c. Providing pedestrian/bicycle pathways on or next to highways that are safe	1	2	3	4	5
d. Completing road and bridge construction and repairs in a timely manner	1	2	3	4	5
e. Providing lanes that are wide enough for safe driving	1	2	3	4	5
f. Removing snow/ice efficiently	1	2	3	4	5
g. Providing the public with adequate opportunities for input in project planning	1	2	3	4	5
h. Distributing transportation funds fairly to all areas of the state	1	2	3	4	5
i. Using electronic message boards to advise drivers of delays or construction areas	1	2	3	4	5
j. Building bridges that last a long time	1	2	3	4	5
k. Providing Amtrak passenger rail service to meet your needs	1	2	3	4	5
l. Providing crosswalks and signals for pedestrians to cross the highway safely	1	2	3	4	5
m. Providing sufficient transportation for those who don't or can't drive	1	2	3	4	5
n. Managing traffic flow in construction zones to minimize delays to drivers	1	2	3	4	5
o. Providing the ability to see far ahead on highways and have unobstructed views at intersections	1	2	3	4	5
p. Maintaining the pavement so it provides a smooth ride	1	2	3	4	5
q. Repairing pavement surface promptly	1	2	3	4	5
r. Building new highways to meet future demand	1	2	3	4	5
s. Honoring commitments to provide and maintain Missouri's transportation system	1	2	3	4	5
t. Using public funds in a cost-effective manner	1	2	3	4	5
u. Providing enough passing opportunities on two-lane highways	1	2	3	4	5
v. Striping center lines and road edges to ensure safety	1	2	3	4	5

w. Communicating with the public in easy to understand language	1	2	3	4	5
x. Building bridges that are wide enough to feel safe	1	2	3	4	5
y. Providing useful information about construction, repairs or road conditions	1	2	3	4	5
z. Providing pavement that lasts a long time	1	2	3	4	5
aa. Improving existing highways to meet increasing traffic demands	1	2	3	4	5
bb. Planning a project in a reasonable amount of time	1	2	3	4	5
cc. Having signs that can be easily seen at night or in bad weather	1	2	3	4	5
dd. Providing shoulders that are wide enough to pull off the road safely	1	2	3	4	5
ee. Acting on recommendations from the public	1	2	3	4	5
ff. Lighting interchanges and bridges	1	2	3	4	5
gg. Providing pavement markings that can be easily seen in wet weather	1	2	3	4	5
hh. Treating highway surfaces to resist skidding in wet weather	1	2	3	4	5

Q7. How satisfied are you overall with MoDOT's efforts to provide a quality transportation system in Missouri? Overall, are you

Extremely satisfied……1
Satisfied…….2
Dissatisfied……3
Extremely dissatisfied……4

Q8. How satisfied are you with your available transportation options for getting where you want to go? Are you

Extremely satisfied……1
Satisfied…….2
Dissatisfied……3
Extremely dissatisfied……4

Q9. In the past 12 months, have you traveled in states other than Missouri?
Yes…….1
No……..2 **SKIP TO Q10**

Q9a. In what other states? RECORD
RESPONSE_____(**CONTINUE WITH Q9b**)

Q9b. Overall, are highway conditions in Missouri, better, worse or about the same as the highway conditions in this (these) other state(s)?
Better……1
Worse……2
About the same…….3

Q10. Have you personally contacted MoDOT about any issue within the past 12 months?

Yes……..1
No……..2 **SKIP TO Q11**

Q10a. Why did you contact MoDOT? (**READ AND MULTIPLE RECORD**)

Get a Permit (Specify type of permit)……1
Obtain road condition information……2
Obtain detour or construction area information……...3
Inform MoDOT of a problem……4
Learn more about a specific project…….5
Use "Motorist Assist" (KC or St. Louis areas)……..6
Participate in a project planning process……..7
Request assistance with a transportation problem….8
Register a complaint……9
Other (Specify)……..10

Q10b. Overall, were you successful in obtaining the information or a solution?
Yes……..1
No…….2
Don't Know……3
Refused……..4

Q10c. How would you rate your satisfaction with the…..…? Were you :

Q10c_1 Courtesy of MoDOT employee
Extremely satisfied……1
Satisfied…….2
Dissatisfied……3
Extremely dissatisfied……4

Q10c_2 Accuracy of information
Extremely satisfied……1
Satisfied…….2
Dissatisfied……3
Extremely dissatisfied……4

Q10c_3 Timeliness of response
Extremely satisfied……1
Satisfied…….2
Dissatisfied……3
Extremely dissatisfied……4

Q10c_4 Response meeting your need
Extremely satisfied……1
Satisfied…….2
Dissatisfied……3
Extremely dissatisfied……4

Q11. From what news or information sources do you receive your transportation information? (READ LIST AND MULTIPLE RECORD).

TV…….1
Radio……..2
Newspaper……3
the Internet/website……...4
Toll-free customer service phone number…5
Public meeting……6
Personal contact with MoDOT employee….7
Other (SPECIFY)_____.....8

Q12. It has been estimated that the average motorist in Missouri spends about $200 annually in gas taxes. If you had the opportunity to advise MoDOT, how much of this amount would you recommend they spend on each of the following: Let me read through the list first and then I will go back to ask you how much of the $200 you would spend on each of the four categories ***(Read through the list before taking responses.)***

a. Taking care of the existing highways and bridges _____(0-200)
b. Expanding and building new highways _____(0-200)
c. Improving highway safety _____(0-200)
d. Reducing time spent in trafficjams _____(0-200)

TOTAL $ (Must total $200)

Q 13. Do you think MoDOT receives enough money at present to take care of existing roads and transportation facilities and build new facilities?
Yes…….1 **SKIP TO Q14**
No……2 **CONTINUE WITH Q13a**

Q 13a. Which of the following measures would you vote to support to increase funding to MODOT? ***(Instructions to Interviewer: Read complete list of options below before taking responses.)*** **READ LIST AND MULTIPLE RECORD**

a. dedicated sales tax…….....1
b. increased fuel tax (user tax)…….2
c. toll roads (requiring a constitutional amendment)…3
d. increased user fees (e.g., registration fees)…….4
e. revenue bonds……5
f. some combination of the above methods……..6
g. none of these……..7

Q14. At present the state fuel tax is 17.0 cents/gallon. Of the total amount collected, MODOT receives about 8.5 cents for highway maintenance and improvements. State laws require distributing the remaining funds to city and county governments for local road maintenance and to other state departments. Do you favor continuing to distribute these funds

a. to city and county governments?
Yes……1
No……..2

b. to other state departments?
Yes……1
No……..2

Q 15. The following question deals with your trust in MoDOT. For the next few questions, please indicate whether you trust MoDOT "to a great degree", "some", "not very much", or "not at all".

How much do you trust MODOT to:	To a great degree	Some	Not very much	Not at all
a. complete highway improvement projects on time	1	2	3	4
b. complete highway projects as planned	1	2	3	4
c. allocate funds fairly	1	2	3	4
d. provide a quality transportation system	1	2	3	4
e. pay attention to public input on planned projects	1	2	3	4
f. spend public funds efficiently	1	2	3	4

Demographics (Approximate time---2 minutes)
I have a few final questions**.**

D1. How many years have you lived in Missouri?
RECORD # OF YEARS_____

D2. What is the highest level of education you have completed?
8th grade or less……1
some high school (grades 9, 10, 11)…….2
high school graduate (grade 12) or GED……3
Some college…….4
College graduate…….5
Post graduate/degree…….6
Technical school/professional business school……7
Don't Know…….8
Refused…….9

D3. Please stop me when I reach the category that best describes your age. READ LIST
18-24…….1
25-34……2
35-44…….3

45-54……4
55-64……..5
65 or older……6
Don't Know……..7
REFUSED……8

D5. Are you or anyone who relies on you for transportation disabled?
Yes……1
No……..2
Refused……..3

D6. Which of the following categories describes your employment status? (**READ AND MULTIPLE RECORD**)
Employed full-time……...1
Employed part-time……..…2
A student……..……3
Homemaker……..…4
Currently laid off, on strike or unemployed……....5
Retired ……6
Something else/other (Record Response_____)….7
Don't know……8
Refused……9

IF D6 EQUALS 1 OR 2 ASK D6a
D6a. What is your occupation? (RECORD)_____

D8. Do you currently hold a valid driver's license?
Yes……..1
No……2
Don't know……3
Refused……4

That is all the questions I have for you. The Missouri Department of Transportation thanks you for your time and input.

D9: Interview was conducted in
1… English
2….Spanish

North Dakota DOT Customer Satisfaction Survey

Appendix 1: Group 1-Motorists survey

Hello I'm _____ and I'm calling from the Bureau of Governmental Affairs at the University of North Dakota. We are conducting a survey about the state's roads and transportation services on behalf of the North Dakota Department of Transportation.

The department provides services to the public including: maintenance, snow and ice control, and travel information on state highways. It also provides drivers license, traffic safety programs, and motor vehicle registration services.

Your opinion is very important to us, would you be willing to take a few minutes to participate in this survey?

Thank you. For most of the following questions please answer on a scale from

Very Satisfied ___ Satisfied ___ Neutral __ Dissatisfied __ Very Dissatisfied __ Don't Know __

1. In general, how satisfied are you with the services provided by the North Dakota Department of Transportation?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

2. How satisfied are you with the overall smoothness of the pavement on the Interstate system?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

3. How satisfied are you with the overall smoothness of the pavement on non-interstate highways?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

4. How satisfied are you with the removal of debris from the roadway and litter from ditches and median?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

5. How satisfied are you with the timeliness of highway snow and ice removal?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

6. How satisfied are you with the effectiveness of highway snow and ice removal?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

7. Overall, how satisfied are you with the safety of state highways?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

8. How satisfied are you with highway pavement stripping?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

9. How satisfied are you with highway signing?
Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

10. How satisfied are you with construction work-zone signing?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

11. How satisfied are you with traffic flow through construction work zones?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

12. Yes or no, have you used North Dakota's highway rest areas?
No _____
What could the department do that would result in your using them if needed?

_____

_____

_____ **(Move to question 13)**

Yes _____
How satisfied are you with:
Your safety and security?
Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Lighting?
Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Cleanliness?
Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Traveler information available?
Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Rest area location?
Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

13. How satisfied are you with your ability to get current information on state road conditions?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

14. Which of the following information sources do you use?

511 ___ Media ___ Internet ____ All ____ None____

15. How satisfied are you with the advance information you receive about department activities such as construction projects, auctions, meetings, and hearings?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

16. How satisfied are you that the Department of Transportation actively seeks and encourages public input on appropriate issues?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

17. Yes or no, have you ever visited the North Dakota Department of Transportation web site?

No _____ (move to question 18)

Yes _____

If yes, for what reason:

Road Conditions _____
Motor Vehicle Information _____
Drivers License Information _____
Employment Ads _____
Other? _____

18. Yes or no, within the past 18 months, have you completed a motor vehicle registration or title transfer or received other motor vehicle services?

No _____ (move to question 19)

Yes _____

What method or methods did you use?

Internet_____ In person _____ Mail _____ Phone _____

Overall, how satisfied were you with the registration, title transfer, or other motor vehicle services you received?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

19. Yes or no, within the past 18 months, have you completed a driver's test, license renewal, or driver improvement transaction?

No ____ (move to question 20)

Yes _____

What method or methods did you use?

Mail _____ Phone _____ In person _____

20. Overall, how satisfied were you with the service you received?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

21. Gender? male _____ female _____

22. Is your age? 18-34 _____ 35-54 _____ 55+_____

23. What is your zip code? _____

24. What is your primary purpose for using the state highway system?

Travel to place of work _____
Business travel _____
Travel to school _____
Going shopping/running errands _____
Recreation _____
Other _____

25. What type of vehicle do you use <u>primarily</u> when traveling on the state highway system?

Car _____
Van _____
Sports Utility Vehicle (SUV) _____
Truck _____
Oversized vehicle _____
Other _____

Appendix 1: Group 2-Motor Carriers survey

Hello I'm _____ and I'm calling from the Bureau of Governmental Affairs at the University of North Dakota. We are conducting a survey about the state's roads and transportation services on behalf of the North Dakota Department of Transportation.

The department provides services to the public including: maintenance, snow and ice control, and travel information on state highways. It also provides drivers license, traffic safety programs, and motor vehicle registration services.

Your opinion is very important to us, would you be willing to take a few minutes to participate in this survey?

Thank you. For most of the following questions please answer on a scale from

Very Satisfied ___ Satisfied ___ Neutral __ Dissatisfied __ Very Dissatisfied __ Don't Know __

1. In general, how satisfied are you with the services provided by the North Dakota Department of Transportation?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

2. How satisfied are you with the overall smoothness of the pavement on the Interstate system?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

3. How satisfied are you with the overall smoothness of the pavement on non-interstate highways?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

4. How satisfied are you with the removal of debris from the roadway and litter from ditches and median?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

5. How satisfied are you with the timeliness of highway snow and ice removal?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

6. How satisfied are you with the effectiveness of highway snow and ice removal?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

7. Overall, how satisfied are you with the safety of state highways?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

8. How satisfied are you with highway pavement striping?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

9. How satisfied are you with highway signing?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

10. How satisfied are you with construction work-zone signing?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

11. How satisfied are you with traffic flow through construction work zones?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

12. Do Spring Load Restrictions affect your business?

Yes _____ No _____ (move to question 13)

How satisfied are you with the spring load-carrying capacity of the highway system?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

13. Yes or no, have you used North Dakota's highway rest areas?

No _____

What could the department do that would result in your using them if needed?

_____

_____

_____ **(Move to question 14)**

Yes _____

How satisfied are you with:

Your safety and security?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Lighting?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Cleanliness?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Traveler information available?
Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Rest area location?
Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

14. How satisfied are you with your ability to get current information on state road conditions?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

15. Which of the following information sources do you use?

511 ___ Media ___ Internet ____ All ____ None____

16. How satisfied are you with the advance information you receive about department activities such as construction projects, auctions, meetings, and hearings?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

17. How satisfied are you that the Department of Transportation actively seeks and encourages public input on appropriate issues?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

18. Yes or no, have you ever visited the North Dakota Department of Transportation web site?

No _____ (move to question 19)

Yes _____

If yes, for what reason:

Road Conditions _____
Motor Vehicle Information _____
Drivers License Information _____
Employment Ads _____
Other? _____

19. Yes or no, within the past 18 months, have you completed a motor vehicle registration or title transfer or received other motor vehicle services?

No _____ (move to question 20)

Yes _____

What method or methods did you use?
Internet_____ In person _____ Mail _____ Phone _____

Overall, how satisfied were you with the registration, title transfer, or other motor vehicle services you received?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

20. Yes or no, within the past 18 months, have you completed a driver's test, license renewal, or driver improvement transaction?

No ____ (move to question 21)

Yes _____
What method or methods did you use?
Mail _____ Phone _____ In person _____

Overall, how satisfied were you with the service you received?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

21. Gender? male _____ female _____

22. Is your age? 18-34 _____ 35-54 _____ 55+_____

23. What is your zip code? _____

24. What is your primary purpose for using the state highway system?
Travel to place of work _____
Business travel _____
Travel to school _____
Going shopping/running errands _____
Recreation _____
Other _____

25. What type of vehicle do you use <u>primarily</u> when traveling on the state highway system?
Car _____
Van _____
Sports Utility Vehicle (SUV) _____
Truck _____
Oversized vehicle _____
Other _____

Appendix 1: Group 3-Government Officials survey

Hello I'm _____ and I'm calling from the Bureau of Governmental Affairs at the University of North Dakota. We are conducting a survey about the state's roads and transportation services on behalf of the North Dakota Department of Transportation.

The department provides services to the public including: maintenance, snow and ice control, and travel information on state highways. It also provides drivers license, traffic safety programs, and motor vehicle registration services.

Your opinion is very important to us, would you be willing to take a few minutes to participate in this survey?

Thank you. For most of the following questions please answer on a scale from

Very Satisfied ___ Satisfied ___ Neutral __ Dissatisfied __ Very Dissatisfied __ Don't Know __

1. In general, how satisfied are you with the services provided by the North Dakota Department of Transportation?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

2. How satisfied are you with the removal of debris from the roadway and litter from ditches and median?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

3. How satisfied are you with the timeliness of highway snow and ice removal?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

4. How satisfied are you with the effectiveness of highway snow and ice removal?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

5. Overall, how satisfied are you with the safety of state highways?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

6. How satisfied are you with highway pavement striping?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

7. How satisfied are you with highway signing?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

8. How satisfied are you with construction work-zone signing?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

9. How satisfied are you with traffic flow through construction work zones?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

10. Yes or no, have you used North Dakota's highway rest areas?

No _____

What could the department do that would result in your using them if needed?

_____

_____

_____ **(Move to question 11)**

Yes _____

How satisfied are you with:

Your safety and security?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Lighting?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Cleanliness?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Traveler information available?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Rest area location?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

11. How satisfied are you with your ability to get current information on state road conditions?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

12. Which of the following information sources do you use?

511 ___ Media ___ Internet ____ All ____ None____

13. How satisfied are you with the advance information you receive about department activities such as construction projects, auctions, meetings, and hearings?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

14. How satisfied are you that the Department of Transportation actively seeks and encourages public input on appropriate issues?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

15. Yes or no, have you ever visited the North Dakota Department of Transportation web site?

No _____ (move to question 16)

Yes _____

If yes, for what reason:

Road Conditions	_____
Motor Vehicle Information	_____
Drivers License Information	_____
Employment Ads	_____
Other?	_____

16. Yes or no, within the past 18 months, have you completed a motor vehicle registration or title transfer or received other motor vehicle services?

No _____ (move to question 17)

Yes _____

What method or methods did you use?

Internet_____ In person _____ Mail _____ Phone _____

Overall, how satisfied were you with the registration, title transfer, or other motor vehicle services you received?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

17. Yes or no, within the past 18 months, have you completed a driver's test, license renewal, or driver improvement transaction?

No ____ (move to question 18)

Yes _____

What method or methods did you use?

Mail _____ Phone _____ In person _____

Overall, how satisfied were you with the service you received?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

18. Gender? male _____ female _____

19. Is your age? 18-34 _____ 35-54 _____ 55+_____

20. What is your zip code? _____

21. What is your primary purpose for using the state highway system?

Travel to place of work _____
Business travel _____
Travel to school _____
Going shopping/running errands _____
Recreation _____
Other _____

22. What type of vehicle do you use primarily when traveling on the state highway system?

Car _____
Van _____
Sports Utility Vehicle (SUV) _____
Truck _____
Oversized vehicle _____
Other _____

Appendix 1: Group 4-Businesses survey

Hello I'm _____ and I'm calling from the Bureau of Governmental Affairs at the University of North Dakota. We are conducting a survey about the state's roads and transportation services on behalf of the North Dakota Department of Transportation.

The department provides services to the public including: maintenance, snow and ice control, and travel information on state highways. It also provides drivers license, traffic safety programs, and motor vehicle registration services.

Your opinion is very important to us, would you be willing to take a few minutes to participate in this survey?

Thank you. For most of the following questions please answer on a scale from

Very Satisfied ___ Satisfied ___ Neutral __ Dissatisfied __ Very Dissatisfied __ Don't Know __

1. In general, how satisfied are you with the services provided by the North Dakota Department of Transportation?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

2. How satisfied are you with the overall smoothness of the pavement on the Interstate system?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

3. How satisfied are you with the overall smoothness of the pavement on non-interstate highways?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

4. How satisfied are you with the removal of debris from the roadway and litter from ditches and median?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

5. How satisfied are you with the timeliness of highway snow and ice removal?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

6. How satisfied are you with the effectiveness of highway snow and ice removal?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

7. Overall, how satisfied are you with the safety of state highways?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

8. How satisfied are you with highway pavement striping?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

9. How satisfied are you with highway signing?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

10. How satisfied are you with construction work-zone signing?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

11. How satisfied are you with traffic flow through construction work zones?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

12. Do Spring Load Restrictions affect your business?

Yes _____ No _____ (move to question 13)

How satisfied are you with the spring load-carrying capacity of the highway system?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

13. Yes or no, have you used North Dakota's highway rest areas?

No _____

What could the department do that would result in your using them if needed?

_____

_____

_____ **(Move to question 14)**

Yes _____

How satisfied are you with:

Your safety and security?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Lighting?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Cleanliness?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Traveler information available?
Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

Rest area location?
Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

14. How satisfied are you with your ability to get current information on state road conditions?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

15. Which of the following information sources do you use?

511 ___ Media ___ Internet ____ All ____ None____

16. How satisfied are you with the advance information you receive about department activities such as construction projects, auctions, meetings, and hearings?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

17. How satisfied are you that the Department of Transportation actively seeks and encourages public input on appropriate issues?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

18. Yes or no, have you ever visited the North Dakota Department of Transportation web site?

No _____ (move to question 19)

Yes _____

If yes, for what reason:

Road Conditions _____
Motor Vehicle Information _____
Drivers License Information _____
Employment Ads _____
Other? _____

19. Yes or no, within the past 18 months, have you completed a motor vehicle registration or title transfer or received other motor vehicle services?

No _____ (move to question 20)

Yes _____

What method or methods did you use?
Internet_____ In person _____ Mail _____ Phone _____

Overall, how satisfied were you with the registration, title transfer, or other motor vehicle services you received?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

20. Yes or no, within the past 18 months, have you completed a driver's test, license renewal, or driver improvement transaction?

No ____ (move to question 21)

Yes _____
What method or methods did you use?
Mail _____ Phone _____ In person _____

Overall, how satisfied were you with the service you received?

Very Satisfied ____ Satisfied ____ Neutral ____ Dissatisfied ____ Very Dissatisfied ____ DK__

21. Gender? male _____ female _____

22. Is your age? 18-34 _____ 35-54 _____ 55+_____

23. What is your zip code? _____

24. What is your primary purpose for using the state highway system?
Travel to place of work _____
Business travel _____
Travel to school _____
Going shopping/running errands _____
Recreation _____
Other _____

25. What type of vehicle do you use <u>primarily</u> when traveling on the state highway system?
Car _____
Van _____
Sports Utility Vehicle (SUV) _____
Truck _____
Oversized vehicle _____
Other _____

PennDOT Highways and Roads Survey: (County)

MARKING INSTRUCTIONS

- **Use a pencil or a blue or black ink pen only.**
- **Make no stray marks on this form.**
- **Do not use pens with ink that soaks through the paper.**
- **Make solid marks that fill the response completely.**

CORRECT: ●

INCORRECT: ✓ ✗ ◒ ◔

KEY TO GRADING HIGHWAYS AND ROADS

Please use the following scale to grade PennDOT's performance in each of the following areas for the Interstate Highways, Traffic Routes and Secondary Roads in ***(County)***

A for excellent, B for good, C for fair, D for poor and F for failing

Example Interstate Highways in ***(County)*** ***example interstates***

Example Traffic Routes in ***(County)*** ***example traffic routes***

Example of Secondary Roads in ***(County)*** ***example secondary roads***

1. RIDE EXPERIENCE: Please grade PennDOT's performance in the last 12 months for each of the following areas that are related to *the* ***ride experience*** on the Interstate Highways, Traffic Routes and Secondary Roads in ***(County)***

How is PennDOT's performance in providing...	**Interstate Highways**	**Traffic Routes**	**Secondary Roads**
Smooth road surfaces	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Durable pavements that last a long time	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Sufficient shoulders	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Road repairs *when needed*	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Timely completion of road repairs once work zone is established	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Effective road repairs	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Overall Ride Experience Grade	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ

2. TRAFFIC FLOW: Please grade PennDOT's performance in the last 12 months for each of the following areas that are related to ***traffic flow*** on the Interstate Highways, Traffic Routes and Secondary Roads in ***(County)***

How is PennDOT's performance in providing...	**Interstate Highways**	**Traffic Routes**	**Secondary Roads**
Sufficient numbers of travel lanes to handle existing traffic:			
During *peak periods*	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
During *other times* of the day	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Clearly identified travel lanes at work zones	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Effective warning signs at work zones	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Minimal travel delays at work zones	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Reasonable travel times on trips you drive regularly	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Predictable travel times on trips you drive regularly	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Availability of sources for travel and traffic information	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Sufficient numbers of Electronic Message Signs installed	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Overall Traffic Flow Grade	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ

3. DRIVER AND VEHICLE SERVICES: Please grade PennDOT's performance in each of the following areas that are related to ***driver and vehicle services.***

How is PennDOT's performance in providing...	
Driver Licensing	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Vehicle Inspection programs	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Vehicle Registration and Titling services	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Overall Driver & Vehicle Service Grade	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ

4. If you gave a C, D or F to any of the driver and vehicle service questions at left, please tell us what PennDOT can do to improve:

PLEASE DO NOT WRITE IN THIS AREA

DE Mark Reflex® forms by NCS Pearson EW-259440-2:654321 Printed in U.S.A.

PennDOT Highways and Roads Survey Page 2

5. SAFETY: Please grade PennDOT's performance in the last 12 months for each of the following areas that are related to ***safety*** on the Interstate Highways, Traffic Routes and Secondary Roads in ***(County)***

How is PennDOT's performance in providing...	**Interstate Highways**	**Traffic Routes**	**Secondary Roads**
Prompt removal of snow and ice	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Effective removal of snow and ice	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Removal of debris from the roads	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Assistance with removal of dead deer from the roads	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Sufficiently wide travel lanes	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Appropriate traffic signs	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Clearly readable traffic signs	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Clearly visible traffic lines painted on the pavements	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Clear sight lines on roads *(no blocking trees, brush, signs, etc.)*	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Safe alignments *(no dangerous curves, no sharp turns, etc.)*	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Smooth transitions from road to shoulder *(no severe dropoffs)*	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Sufficient safety barriers and guardrails where needed	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Safe on and off ramps and intersections	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Overall Safety Grade	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ

6. Please give PennDOT an ***overall grade*** on how well ***each type* of *road is maintained*** in ***(County)***	**Interstate Highways**	**Traffic Routes**	**Secondary Roads**
	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ

7. All things considered, how would you grade **PennDOT's overall performance** in maintaining all highways, routes and roads for which they are responsible in ***(County)***

Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ

8. If the grade in Question 7 is a C, D, or an F: What would PennDOT have to do in order to earn an A or B from you in maintaining the highways, routes and roads in ***(County)***

_____

_____

_____

9. Do you think the availability of the actual travel time through a work zone would make delays more bearable? Ⓨ Yes Ⓝ No

10. Are you willing to pay more for investment in highways and bridges for your region? . . . . . Ⓨ Yes Ⓝ No

11. Which of the following sources would you use most often for information about current traffic conditions?

① Radio
② Newspaper
③ Television
④ PennDOT website
⑤ Local media website
⑥ Other website: _____
⑦ Other: _____

12. What type of traveler information is the most critical when you are planning a trip or traveling?

① Traffic conditions
② Construction delays
③ Weather-related issues
④ Corridor travel times
⑤ Tourism information
⑥ Other: _____

13. About how many miles do you drive per year?

① Less than 10,000
② 10,000 to 20,000
③ More than 20,000

14. About how many miles do you drive per year in ***(COUNTY)***

① Less than 10,000
② 10,000 to 20,000
③ More than 20,000

15. Which of the following ranges includes your age?

① 18-20
② 21-30
③ 31-40
④ 41-50
⑤ 51-60
⑥ 61-70
⑦ 71-80
⑧ over 80

16. What is your gender?

① Male
② Female

Thank you for your input! You may also call 1-800-FIX-ROAD at any time to report a road maintenance issue.

PENNDOT Highways and Roads Survey: Centre County

MARKING INSTRUCTIONS:

- Use a blue pen, a black pen or a pencil.
- Make solid marks that fill the response completely.
- Erase any pencil marks you wish to change *cleanly*.
- Do not attempt to change a mark if using a pen.

Correct Mark: Ⓐ ● Ⓒ Ⓓ Ⓕ

Incorrect Marks: ⊗ Ⓑ ◒ ⊘ Ⓕ

KEY TO GRADING HIGHWAYS AND ROADS:

Please grade PENNDOT's performance in each of the following areas for the Interstate Highways, Traffic Routes and Secondary Roads in **Centre County** using the following scale:

A for excellent, B for good, C for fair, D for poor, and F for failing

Example Interstate Highways *in your county:* **I-80**

Example Traffic Routes *in your county:* **Bald Eagle Road, US 322, PA 150, Route 64, Route 144**

Example Secondary Roads *in your county:* **Marsh Creek Road, Woodward Cave Road, Beaver Road**

1. RIDE QUALITY: Please grade PENNDOT's performance in each of the following areas that are related to *ride quality* on the Interstate Highways, Traffic Routes and Secondary Roads in **Centre County**.

How is PENNDOT's performance in providing...	**Interstate Highways**	**Traffic Routes**	**Secondary Roads**
Smooth road surfaces	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Durable pavements that last a long time	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Sufficient shoulders	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Road repairs *when needed*	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Timely completion of road repairs once work zone is established	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Effective road repairs	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Attractive landscaping in medians and along roadsides	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Overall Ride Quality Grade	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ

2. TRAFFIC FLOW: Please grade PENNDOT's performance in each of the following areas that are related to *traffic flow* on the Interstate Highways, Traffic Routes and Secondary Roads in **Centre County.**

How is PENNDOT's performance in providing...	**Interstate Highways**	**Traffic Routes**	**Secondary Roads**
Sufficient numbers of travel lanes to handle existing traffic:			
During peak periods	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
During other times of the day	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Clearly identified travel lanes at work zones	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Effective warning signs at work zones	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Minimal travel delays at work zones	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Overall Traffic Flow Grade	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ

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KEY TO GRADING HIGHWAYS AND ROADS:

A for excellent, B for good, C for fair, D for poor, and F for failing

Example Interstate Highways *in your county:* **I-80**

Example Traffic Routes *in your county:* **Bald Eagle Road, US 322, PA 150, Route 64, Route 144**

Example Secondary Roads *in your county:* **Marsh Creek Road, Woodward Cave Road, Beaver Road**

3. SAFETY: Please grade PENNDOT's performance in each of the following areas that are related to *safety* on the Interstate Highways, Traffic Routes and Secondary Roads in **Centre County.**

How is PENNDOT's performance in providing...	**Interstate Highways**	**Traffic Routes**	**Secondary Roads**
Prompt removal of snow and ice	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Effective removal of snow and ice	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Removal of debris and dead animals from the roads	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Sufficiently wide travel lanes	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Appropriate traffic signs	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Clearly readable traffic signs	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Clearly visible traffic lines painted on the pavements	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Clear sight lines on roads (*no visual obstructions such as trees, brush, weeds, signs, etc.*)	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Safe alignments (*no dangerous curves, no sharp turns, etc.*)	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Smooth transitions from road to shoulders (*no severe dropoffs*)	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Sufficient safety barriers and guardrails where needed	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Safe on and off ramps and intersections	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ
Overall Safety Grade	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ	Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ

4. Please give PENNDOT an overall grade on how well *each type* of road is maintained *in your county.* Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ | Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ | Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ

5. All things considered, how would you grade PENNDOT's **overall performance** in maintaining **all** highways, routes and roads *in your county*? Ⓐ Ⓑ Ⓒ Ⓓ Ⓕ

6. If the grade in Q.5 is a C, D, or an F, what would PENNDOT have to do in order to earn an A or B from you in maintaining the highways, routes and roads *in your county*?

_____

_____

_____

7. About how many miles do you drive per year?
   ① Less than 10,000 miles
   ② 10,000 to 20,000 miles
   ③ More than 20,000 miles

8. About how many miles do you drive *in your county* per year?
   ① Less than 10,000 miles
   ② 10,000 to 20,000 miles
   ③ More than 20,000 miles

Thank you for your input!

OPTIONAL INFORMATION: Please provide the following information if it is okay for the County Manager from PENNDOT to talk with you about any of these issues. Otherwise, your responses will remain completely confidential.

Name:

Address:

City & Zip Code:

Phone Number:

ARBOR Inc. 2002 FORM 04379

FIGURE 1 Sample survey instrument for Centre County, Pennsylvania.

TDOT 2006 Statewide Customer Satisfaction Survey

Thank you for taking the time to complete this important survey. Your input will be used by the Tennessee Department of Transportation (TDOT) to plan improvements to the State's transportation system. If you have questions about the survey, please call Patsy Mimms at 615-532-3560. When you are finished, please return your survey in the postage-paid envelope provided.

1. Providing Safe, Quality Highways Please circle the number that best describes your level of satisfaction with TDOT's efforts to provide the following services on Interstates (e.g., I-55, I-40, I-75), state highways (e.g., US-64, US-70, SR-96)and other numbered highways in the area where you live. Please DO NOT CONSIDER city and county streets in your responses.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Removing debris, such as animals, glass, and torn tires from highways	5	4	3	2	1	9
B.	Picking up litter and trash along highways	5	4	3	2	1	9
C.	Removing snow and ice from highways	5	4	3	2	1	9
D.	Mowing and trimming trees, grass and weeds along highways	5	4	3	2	1	9
E.	Maintaining landscaping, such as flowers and plants, along highways	5	4	3	2	1	9
F.	Keeping guardrails in good condition	5	4	3	2	1	9
G.	Keeping the surface of ***Interstate highways*** in good condition (smooth & free of potholes)	5	4	3	2	1	9
H.	Keeping the surface of ***other state highways*** in good condition (smooth & free of potholes)	5	4	3	2	1	9
I.	Keeping rest areas clean	5	4	3	2	1	9
J.	Ensuring rest areas are accessible to persons with physical disabilities	5	4	3	2	1	9
K.	Keeping shoulders on highways in good condition (safe and free of drop-offs)	5	4	3	2	1	9
L.	Keeping bridges in good condition	5	4	3	2	1	9
M.	Ensuring that roadway striping on highways is visible **during the DAY**	5	4	3	2	1	9
N.	Ensuring that roadway striping on highways is visible **at NIGHT**	5	4	3	2	1	9
O.	Ensuring that roadway striping on highways is visible **during WET WEATHER**	5	4	3	2	1	9
P.	Ensuring that informational and warning signs along highways are easy to see	5	4	3	2	1	9
Q.	Ensuring that informational and warning signs are easy to understand	5	4	3	2	1	9
R.	Minimizing congestion on highways in **urban areas**	5	4	3	2	1	9
S.	Minimizing congestion on highways in **rural areas**	5	4	3	2	1	9
T.	Providing adequate lighting at highway interchanges in ***rural areas***	5	4	3	2	1	9
U.	Providing adequate lighting at highway interchanges in ***urban areas***	5	4	3	2	1	9
V.	Ensuring water drains quickly from the surface of highways during a storm	5	4	3	2	1	9
W.	Providing park and ride facilities where residents can park their car and access public transportation services	5	4	3	2	1	9
X.	Providing options for alternative modes of transportation along highways, such as biking lanes, pedestrian facilities, and public transportation services.	5	4	3	2	1	9

2. **Which FOUR of the items listed above do you think should receive the most emphasis from TDOT over the next two years?** [Please write the letters below using the letters from Question 1 above; if you do not think any improvements are needed circle "NONE"]

   1st :____ 2nd:____ 3rd:____ 4th:_____ NONE

3. **Using a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied," please rate your OVERALL satisfaction with the job that TDOT has done maintaining <u>INTERSTATE</u> highways in Tennessee during the past TWO years?**

   ___(5) Very satisfied ___(3) Neutral ___(1) Very Dissatisfied
   ___(4) Satisfied ___(2) Dissatisfied ___(9) Don't know

4. **Using a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied," please rate your OVERALL satisfaction with the job that TDOT has done maintaining <u>HIGHWAYS OTHER THAN INTERSTATES</u> in Tennessee during the past TWO years?**

   ___(5) Very satisfied ___(3) Neutral ___(1) Very Dissatisfied
   ___(4) Satisfied ___(2) Dissatisfied ___(9) Don't know

5. **Do you think major construction projects on state highways in Tennessee are usually completed in a timely manner?** ("major construction projects" include things like adding lanes, building new highways, rebuilding existing highways, completing new interchanges, etc.)
___(1) Yes ___(2) No

6. **Do you think basic repairs to state highways in Tennessee are usually completed in a timely manner?** ("basic repairs" include things like filling pot holes, sealing cracks, etc.)
___(1) Yes ___(2) No

7. **During the past three months, how frequently have you encountered highway construction or maintenance work on state highways in your area?**
____(1) daily
____(2) weekly
____(3) monthly
____(4) rarely
____(5) Never [SKIP TO Q8]
____(9) Don't know [SKIP TO Q8]

7a. Did you experience a delay in your travel due to the construction or maintenance?
____(1) Yes ____(2) No [SKIP TO Q8]

[IF YES TO #7a]

7b. Approximately how long was your <u>most recent</u> delay?
____(1) Five minutes or less
____(2) 6 to 10 minutes
____(3) 11 to 15 minutes
____(3) 16 to 30 minutes
____(4) More than 30 minutes
____(9) Can't remember

7c. Was the length of your delay (indicated in #7b) acceptable?
____(1) Yes ____(2) No

8. Other Transportation Services Please circle the number that best describes your level of satisfaction with the adequacy of the following transportation services where you live:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Services provided by HELP trucks that help remove congestion causing incidents on Interstates in urban areas of Tennessee by clearing accidents and providing motorist assistance to disabled vehicles	5	4	3	2	1	9
B.	Availability of public transportation (bus, rail) services where you live	5	4	3	2	1	9
C.	Frequency of public transportation (bus, rail) services where you live	5	4	3	2	1	9
D.	Availability of public transportation services for the elderly and persons with disabilities	5	4	3	2	1	9
E.	Overall quality of the State's freight rail services	5	4	3	2	1	9
F.	Overall availability of passenger air services in Tennessee	5	4	3	2	1	9
G.	Availability of recreational trails and paths for walking, hiking, and biking	5	4	3	2	1	9
H.	Availability of pedestrian facilities and sidewalks for transportation purposes along highways	5	4	3	2	1	9
I.	Availability of biking facilities and lanes for transportation purposes along highways	5	4	3	2	1	9

9. **Which THREE of the transportation services listed above do you think should receive the most emphasis from the Tennessee Department of Transportation over the next TWO years?** [Please write in the letters below using the letters from Question 8 above; If you do not think any improvements are needed circle "NONE"]

1st:____ 2nd:____ 3rd:____ NONE

10. Perceptions of Travel on State Highways in Tennessee Please circle the number that best describes your level of agreement with the following statements about travel on Interstates and other state highways in Tennessee.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A.	Overall, I feel safe traveling on highways in Tennessee	5	4	3	2	1	9
B.	I think highways in Tennessee are safer today than they were five years ago	5	4	3	2	1	9
C.	I feel safe at railroad crossings on state highways	5	4	3	2	1	9
D.	I feel safe when driving through work zones on Tennessee highways **at night**	5	4	3	2	1	9
E.	I feel safe when driving through work zones on Tennessee highways **during the day**	5	4	3	2	1	9
F.	Detours on highways are usually well marked and easy to follow	5	4	3	2	1	9
G.	Warning signs in work zones on highways are easy to read and understand	5	4	3	2	1	9
H.	The location of warning signs in advance of work zones in Tennessee gives drivers plenty of time to react	5	4	3	2	1	9
I.	Adequate access is provided to businesses that are located near work zones on state highways	5	4	3	2	1	9
J.	TDOT does a good job of minimizing delays caused by construction and maintenance of state highways	5	4	3	2	1	9
K.	Traffic enforcement is adequate in work zones on state highways	5	4	3	2	1	9
L.	I think the posted speed limits in work zones are reasonable	5	4	3	2	1	9
M.	Posted speed limits on state highways are reasonable	5	4	3	2	1	9
N.	Traffic enforcement is adequate on state highways	5	4	3	2	1	9
O.	Overall, the level of traffic congestion on state highways is acceptable	5	4	3	2	1	9

11. Has TDOT completed the construction of a new highway or the reconstruction of an existing highway that you regularly use during the past five years?

____(1) Yes ____(2) No [SKIP TO 12] ____(9) Don't know

ONLY IF YES to Q11:

11a. Do you feel that the overall quality of transportation in the area where you live has improved since the completion of this (these) project(s)?

____(1) Yes ____(2) No ____(9) Don't know

11b. Do you feel that TDOT adequately involved your community during the planning and implementation of highway improvements in your area?

____(1) Yes ____(2) No ____(9) Don't know

Customer Service and Information

12. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person, during the past two years?

____(1) Yes
____(2) No [SKIP TO 13]

12a. How easy/difficult was it to contact the right person the last time you contacted TDOT?

____(1) Very easy
____(2) Easy
____(3) Difficult
____(4) Very difficult
____(9) Don't remember/don't know

12b. Were you able to get your question answered or get the information you needed the last time you contacted TDOT?

____(1) Yes ____(2) No ____(9) Don't remember/don't know

12c. Did you receive a response in a timely manner?

____(1) Yes ____(2) No ____(9) Don't remember/don't know

13. **Which of the following would be the <u>most</u> effective way for TDOT to provide you with information?** (CHECK ALL THAT APPLY)

___(01) Electronic message boards along highways
___(02) Signs on roadways with phone numbers for motorist assistance information
___(03) Flyers
___(04) Internet/web page
___(05) Direct mailings/newsletters
___(06) Newspapers
___(07) Radio
___(08) TV local public access channel
___(09) Public officials
___(10) Public meetings
___(11) E-mail
___(12) Other: _____

14. **Did you know TDOT has a toll-free road condition number (1-800-858-6349) that provides Information about road conditions on state highways?**

____(1) Yes ____(2) No [SKIP to 15]

14a. [If Yes to 14] **Have you called TDOT's Road Condition Hotline during the past year?**

____(1) Yes [answer 14b] ____(2) No [go to 15]

14b. [If Yes to 14a] **Overall, how satisfied were you with TDOT's Road Condition Hotline?**

____(5) very satisfied
____(4) satisfied
____(3) neutral
____(2) dissatisfied
____(1) very dissatisfied

15. **Have you seen signs featuring a toll-free Record-A-Comment phone number (1-877-SmartWay) posted in state highway construction zones during the past year?**

____(1) Yes ____(2) No

16. **Did you know the TDOT has a website? (www.tdot.state.tn.us)**

____(1) Yes ____(2) No [SKIP to 17]

16a. [If Yes to 16] **Have you visited TDOT's web site during the past year?**

____(1) Yes ____(2) No [SKIP to 17]

16b. [If Yes to 16a] **How easy was the website to use?**

____(1) Very easy
____(2) Easy
____(3) OK
____(4) Difficult
____(9) Don't remember

17. **How interested would you be in using TDOT's website to do the following?** (Check all)

____(01) To get ***current*** construction project information
____(02) To get ***future*** project planning information
____(03) To obtain current weather and road condition information about specific highways
____(04) To view webcams that allow you to see current road conditions on specific highways
____(05) To get detour or work zone information
____(06) To get public transit information
____(07) To contact an employee
____(08) To get a response to a specific question or concern
____(09) Other _____

18. **Using a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied," how satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues in Tennessee?**

___(5) Very Satisfied
___(4) Satisfied
___(3) Neutral
___(2) Dissatisfied
___(1) Very Dissatisfied
___(9) Don't know

19. *Transportation Investment Options* Please indicate how important the following transportation investment options should be in Tennessee over the next two years:		Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
A.	Expanding public transportation (bus and rail) services in urban areas	5	4	3	2	1	9
B.	Expanding public transportation (bus) services in rural areas	5	4	3	2	1	9
C.	Expanding transportation services for seniors and persons with disabilities	5	4	3	2	1	9
D.	Relieving congestion in urban areas	5	4	3	2	1	9
E.	Adding passing lanes to state highways that would allow motorists to pass slower moving vehicles	5	4	3	2	1	9
F.	Repairing and maintaining existing highways	5	4	3	2	1	9
G.	Adding shoulders to highways that do not have them	5	4	3	2	1	9
H.	Widening shoulders on highways	5	4	3	2	1	9
I.	Constructing new or improving existing highways to provide more direct links between communities	5	4	3	2	1	9
J.	Improving freight rail services	5	4	3	2	1	9
K.	Developing high speed rail service between cities	5	4	3	2	1	9
L.	Investing in information technology, such as electronic message boards to inform residents about alternate routes when there are accidents or construction delays	5	4	3	2	1	9
M.	Providing pedestrian and bicycle facilities	5	4	3	2	1	9
N.	Developing HOV (high occupancy vehicle) lanes on Interstates in urban areas	5	4	3	2	1	9
O.	Developing dedicated lanes for trucks on Interstates	5	4	3	2	1	9
P.	Adding more HELP trucks to assist motorists and remove congestion causing incidents from Interstate highways	5	4	3	2	1	9

20. **Which THREE of the items above do you think are the most important for the Tennessee Department of Transportation to focus on over the next TWO years?** [Please write in the letters below using the letters from Question 19 above; If you do not think any improvements are needed circle "NONE"]

1st :____ 2nd:____ 3rd:____ NONE

21. **How do you think the current level of funding for transportation in Tennessee should change over the next two years?**
___(1) It should be increased
___(2) It should stay about the same
___(3) It should be reduced
___(9) Don't know

22. *Environmental Considerations* Please indicate how well you think TDOT is doing the following when planning and building transportation projects in Tennessee:		Very Well	Well	OK	Poor	Very Poor	Don't Know
A.	Preserving and protecting the quality of water in lakes and streams	5	4	3	2	1	9
B.	Preserving and protecting air quality	5	4	3	2	1	9
C.	Preserving and protecting historic buildings and cultural areas	5	4	3	2	1	9
D.	Preserving wetlands	5	4	3	2	1	9
E.	Preserving quality of life in local communities	5	4	3	2	1	9

23. **How do you feel about TDOT's current level of emphasis on preserving and protecting the environment in planning and building transportation projects?**
___(1) It should be increased
___(2) It should stay about the same
___(3) It should be reduced
___(9) Don't know

24. OVERALL RATINGS Please circle the number that best describes your level of agreement with the following statements:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A.	I trust TDOT officials to make good decisions about the State's future transportation system	5	4	3	2	1	9
B.	I think TDOT is moving in the right direction	5	4	3	2	1	9
C.	I have more confidence in TDOT today than I did three years ago	5	4	3	2	1	9
D.	TDOT does a good job prioritizing highway improvements in Tennessee	5	4	3	2	1	9
E.	I think TDOT adequately supports local transportation projects for the city and county governments	5	4	3	2	1	9
F.	I think TDOT is responsive to the concerns of local communities	5	4	3	2	1	9

OVERALL INDICATORS

25. Overall, how easy do you think it is to travel between cities in Tennessee?

___(5) Very easy
___(4) Easy
___(3) Neutral
___(2) Difficult
___(1) Very difficult
___(9) Don't know

26. Overall, how easy do you think it is to travel within urban areas of Tennessee?

___(5) Very easy
___(4) Easy
___(3) Neutral
___(2) Difficult
___(1) Very difficult
___(9) Don't know

27. Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents?

___(1) Good value for your money
___(2) OK value for your money
___(3) Low value for your money
___(9) Don't know

28. Compared to two years ago, how do you think that the current quality of TDOT services has changed?

___(1) Better
___(2) About the same
___(3) Worse
___(9) Don't know

DEMOGRAPHICS

The following questions are designed to help us better understand the needs of particular groups of people and to ensure that the results of our survey are representative of the State's residents. Your individual responses will remain confidential.

29. What is your current employment status?

____(1) Employed full-time
____(2) Employed part-time
____(3) Student
____(4) Retired
____(5) Not employed outside home
____(6) Unemployed, looking for work

30. Which of the following best describes your race/ethnicity?

____(1) African American/Black
____(2) American Indian/Eskimo
____(3) Asian/Pacific Islander
____(4) Caucasian/White
____(5) Other_____

31. **Are you or other members of your household of Hispanic, Latino, or other Spanish ancestry?**
____(1) Yes
____(2) No

32. **Do you speak a language other than English as the primary language?**
____(1) Yes: **If YES: what language do you speak?** _____
____(2) No

33. **How many years have you been a resident of Tennessee?**
____(1) Less than 1 year
____(2) 1 to 5 years
____(3) 6-10 years
____(4) 11-20 years
____(5) More than 20 years

34. **In which county do you live?** _____

35. **Do you have a physical disability?** ____(1) Yes ____(2) No

36. **What is your total household income?**
____(1) Under $25,000
____(2) $25,000 to $49,999
____(3) $50,000 to $74,999
____(4) $75,000 to $99,999
____(5) $100,000 plus

37. **How many persons living in your household (counting yourself) are in each of the following age groups?** (write the number of people in each group in the space provided)

____Under 5 years
____5 to 9 years
____10 to 14 years
____15 to 19 years
____20 to 24 years
____25 to 34 years
____35 to 44 years
____45 to 54 years
____55 to 64 years
____65+ years

38. **How many vehicles do you have in your household?** (please only include motorized vehicles that are currently operational)
_____ vehicles

39. **What is your Gender?** ____(1) Male ____(2) Female

<u>OTHER COMMENTS</u>. If you have any other comments that you would like to share with TDOT, please provide them in the space below.

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

<u>Your responses will remain completely confidential</u>. The information printed to the right will ONLY be used to help identify areas of Tennessee where transportation services can be improved. If your address is not correct, please write the correct information above the label. Thank you.

TDOT 2006 Elected Officials Survey

Thank you for taking the time to complete this important survey. Your input will be used by the Tennessee Department of Transportation (TDOT) to plan improvements to the State's transportation system. If you have questions about the survey, please call Patsy Mimms at 615-532-3560. When you are finished, please return your survey in the postage-paid envelope provided.

1. Working with TDOT. Please circle the number that best describes your level of agreement with the following statements.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A.	I am able to reach TDOT personnel to find the information I need	5	4	3	2	1	9
B.	When TDOT projects were initiated in my area, TDOT provided us with advance notice	5	4	3	2	1	9
C.	TDOT officials work with us to ensure construction projects disrupt the community as little as possible	5	4	3	2	1	9
D.	TDOT officials seek our input when developing statewide plans, such as the Statewide Long Range Multimodal Plan & the State Transportation Improvement Program (STIP)	5	4	3	2	1	9
E.	TDOT officials seek our input when establishing priorities for transportation projects	5	4	3	2	1	9
F.	TDOT officials inform us how our priorities were considered in the development of the 3-Year Transportation Improvement Program	5	4	3	2	1	9
G.	TDOT officials use our input in the development of roadway construction projects	5	4	3	2	1	9
H.	TDOT seeks to balance community values and mobility needs in the design of transportation projects	5	4	3	2	1	9
I.	I trust TDOT officials to make good decisions about the State's future transportation System	5	4	3	2	1	9
J.	I think TDOT is moving in the right direction	5	4	3	2	1	9
K.	I have more confidence in TDOT today than I did three years ago	5	4	3	2	1	9
L.	TDOT does a good job prioritizing transportation improvements in Tennessee	5	4	3	2	1	9
M.	I think TDOT adequately supports local transportation projects for the city and county governments	5	4	3	2	1	9
N.	I think TDOT is responsive to the concerns of local communities	5	4	3	2	1	9

2. **Using a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied," please rate your OVERALL satisfaction with the job that TDOT has done maintaining <u>INTERSTATE</u> highways in Tennessee during the past TWO years?**

___(5) Very satisfied ___(3) Neutral ___(1) Very Dissatisfied
___(4) Satisfied ___(2) Dissatisfied ___(9) Don't know

3. **Using a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied," please rate your OVERALL satisfaction with the job that TDOT has done maintaining <u>HIGHWAYS OTHER THAN INTERSTATES</u> in Tennessee during the past TWO years?**

___(5) Very satisfied ___(3) Neutral ___(1) Very Dissatisfied
___(4) Satisfied ___(2) Dissatisfied ___(9) Don't know

4. **Do you think major construction projects on state highways in Tennessee are usually completed in a timely manner?** ("major construction projects" include things like adding lanes, building new highways, rebuilding existing highways, completing new interchanges, etc.)

___(1) Yes ___(2) No

5. **Do you think basic repairs to state highways in Tennessee are usually completed in a timely manner?** ("basic repairs" include things like filling pot holes, sealing cracks, etc.)

___(1) Yes ___(2) No

6. *Transportation Investment Options* Please indicate how important the following transportation investment options should be in Tennessee over the next two years:		Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
A.	Expanding public transportation (bus and rail) services in urban areas	5	4	3	2	1	9
B.	Expanding public transportation (bus) services in rural areas	5	4	3	2	1	9
C.	Expanding transportation services for seniors and persons with disabilities	5	4	3	2	1	9
D.	Relieving congestion in urban areas	5	4	3	2	1	9
E.	Adding passing lanes to state highways that would allow motorists to pass slower moving vehicles	5	4	3	2	1	9
F.	Repairing and maintaining existing highways	5	4	3	2	1	9
G.	Adding shoulders to highways that do not have them	5	4	3	2	1	9
H.	Widening shoulders on highways	5	4	3	2	1	9
I.	Constructing new or improving existing highways to provide more direct links between communities	5	4	3	2	1	9
J.	Improving freight rail services	5	4	3	2	1	9
K.	Developing high speed rail service between cities	5	4	3	2	1	9
L.	Investing in information technology, such as electronic message boards to inform residents about alternate routes when there are accidents or construction delays	5	4	3	2	1	9
M.	Providing pedestrian and bicycle facilities	5	4	3	2	1	9
N.	Developing HOV (high occupancy vehicle) lanes on Interstates in urban areas	5	4	3	2	1	9
O.	Developing dedicated lanes for trucks on Interstates	5	4	3	2	1	9
P.	Adding more HELP trucks to assist motorists and remove congestion causing incidents from Interstate highways	5	4	3	2	1	9

7. **Which THREE of the items above do you think are the most important for the Tennessee Department of Transportation to emphasize over the next TWO years?** [Please write in the letters below using the letters from Question 6 above; If you do not think any improvements are needed circle "NONE"]

   1st:____ 2nd:____ 3rd:____ NONE

8. **How do you think the current level of funding for transportation in Tennessee should change over the next two years?**

   ___(1) It should be increased
   ___(2) It should stay about the same
   ___(3) It should be reduced
   ___(9) Don't know

9. **Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents?**

   ___(1) Good value for your money
   ___(2) OK value for your money
   ___(3) Low value for your money
   ___(9) Don't know

10. **Compared to two years ago, how do you think that the <u>current quality</u> of TDOT services has changed?**

    ___(1) Better
    ___(2) About the same
    ___(3) Worse
    ___(9) Don't know

11. **Overall, how easy do you think it is to travel <u>within urban areas</u> of Tennessee?**

    ___(5) Very easy
    ___(4) Easy
    ___(3) Neutral
    ___(2) Difficult
    ___(1) Very difficult
    ___(9) Don't know

12. **Overall, how easy do you think it is to travel <u>between cities</u> in Tennessee?**

    ___(5) Very easy
    ___(4) Easy
    ___(3) Neutral
    ___(2) Difficult
    ___(1) Very difficult
    ___(9) Don't know

13. Environmental Considerations Please indicate how well you think TDOT is doing the following when planning and building transportation projects in Tennessee:		Very Well	Well	OK	Poor	Very Poor	Don't Know
A.	Preserving and protecting the quality of water in lakes and streams	5	4	3	2	1	9
B.	Preserving and protecting air quality	5	4	3	2	1	9
C.	Preserving and protecting historic buildings and cultural areas	5	4	3	2	1	9
D.	Preserving wetlands	5	4	3	2	1	9
E.	Preserving quality of life in local communities	5	4	3	2	1	9

14. How do you feel about TDOT's current level of emphasis on preserving and protecting the environment in planning and building transportation projects?

___(1) It should be increased
___(2) It should stay about the same
___(3) It should be reduced
___(9) Don't know

15. Providing Safe, Quality Highways Please circle the number that best describes your level of satisfaction with TDOT's efforts to provide the following services on Interstates (e.g., I-55, I-40, I-75), state highways (e.g., US-64, US-70, SR-96)and other numbered highways in the area where you live. Please DO NOT CONSIDER city and county streets in your responses.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Removing debris, such as animals, glass, and torn tires from highways	5	4	3	2	1	9
B.	Picking up litter and trash along highways	5	4	3	2	1	9
C.	Removing snow and ice from highways	5	4	3	2	1	9
D.	Mowing and trimming trees, grass and weeds along highways	5	4	3	2	1	9
E.	Maintaining landscaping, such as flowers and plants, along highways	5	4	3	2	1	9
F.	Keeping guardrails in good condition	5	4	3	2	1	9
G.	Keeping the surface of ***Interstate highways*** in good condition (smooth & free of potholes)	5	4	3	2	1	9
H.	Keeping the surface of ***other state highways*** in good condition (smooth & free of potholes)	5	4	3	2	1	9
I.	Keeping rest areas clean	5	4	3	2	1	9
J.	Ensuring rest areas are accessible to persons with physical disabilities	5	4	3	2	1	9
K.	Keeping shoulders on highways in good condition (safe and free of drop-offs)	5	4	3	2	1	9
L.	Keeping bridges in good condition	5	4	3	2	1	9
M.	Ensuring that roadway striping on highways is visible **during the DAY**	5	4	3	2	1	9
N.	Ensuring that roadway striping on highways is visible **at NIGHT**	5	4	3	2	1	9
O.	Ensuring that roadway striping on highways is visible **during WET WEATHER**	5	4	3	2	1	9
P.	Ensuring that informational and warning signs along highways are easy to see	5	4	3	2	1	9
Q.	Ensuring that informational and warning signs are easy to understand	5	4	3	2	1	9
R.	Minimizing congestion on highways in **urban areas**	5	4	3	2	1	9
S.	Minimizing congestion on highways in **rural areas**	5	4	3	2	1	9
T.	Providing adequate lighting at highway interchanges in ***rural areas***	5	4	3	2	1	9
U.	Providing adequate lighting at highway interchanges in ***urban areas***	5	4	3	2	1	9
V.	Ensuring water drains quickly from the surface of highways during a storm	5	4	3	2	1	9
W.	Providing park and ride facilities where residents can park their car and access public transportation services	5	4	3	2	1	9
X.	Providing options for alternative modes of transportation along highways, such as biking lanes, pedestrian facilities, and public transportation services.	5	4	3	2	1	9

16. Which FOUR of the items listed above do you think should receive the most emphasis from TDOT over the next two years? [Please write the letters below using the letters from Question 15 above; if you do not think any improvements are needed circle "NONE"]

1st :____ 2nd:____ 3rd:____ 4th:_____ NONE

17. Perceptions of Travel on State Highways in Tennessee Please circle the number that best describes your level of agreement with the following statements about travel on Interstates and other state highways in Tennessee.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A.	Overall, I feel safe traveling on highways in Tennessee						
B.	I think highways in Tennessee are safer today than they were five years ago	5	4	3	2	1	9
C.	I feel safe at railroad crossings on state highways	5	4	3	2	1	9
D.	I feel safe when driving through work zones on Tennessee highways **at night**	5	4	3	2	1	9
E.	I feel safe when driving through work zones on Tennessee highways **during the day**	5	4	3	2	1	9
F.	Detours on highways are usually well marked and easy to follow	5	4	3	2	1	9
G.	Warning signs in work zones on highways are easy to read and understand	5	4	3	2	1	9
H.	The location of warning signs in advance of work zones in Tennessee gives drivers plenty of time to react	5	4	3	2	1	9
I.	Adequate access is provided to businesses that are located near work zones on state highways	5	4	3	2	1	9
J.	TDOT does a good job of minimizing delays caused by construction and maintenance of state highways	5	4	3	2	1	9
K.	Traffic enforcement is adequate in work zones on state highways	5	4	3	2	1	9
L.	I think the posted speed limits in work zones are reasonable	5	4	3	2	1	9
M.	Posted speed limits on state highways are reasonable	5	4	3	2	1	9
N.	Traffic enforcement is adequate on state highways	5	4	3	2	1	9
O.	Overall, the level of traffic congestion on state highways is acceptable	5	4	3	2	1	9

18. Other Transportation Services Please circle the number that best describes your level of satisfaction with the adequacy of the following transportation services where you live:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Services provided by HELP trucks that help remove congestion causing incidents on Interstates in urban areas of Tennessee by clearing accidents and providing motorist assistance to disabled vehicles	5	4	3	2	1	9
B.	Availability of public transportation (bus, rail) services where you live	5	4	3	2	1	9
D.	Availability of public transportation services for the elderly and persons with Disabilities	5	4	3	2	1	9
E.	Overall quality of the State's freight rail services	5	4	3	2	1	9
F.	Overall availability of passenger air services in Tennessee	5	4	3	2	1	9
G.	Availability of recreational trails and paths for walking, hiking, and biking	5	4	3	2	1	9
H.	Availability of pedestrian facilities and sidewalks for transportation purposes Along highways	5	4	3	2	1	9
I.	Availability of biking facilities and lanes for transportation purposes along highways	5	4	3	2	1	9

DEMOGRAPHICS: To help us understand the needs of different communities, please provide the following information. Individual responses will remain completely confidential.

19. **At which of the following levels of government were your elected to serve?**
___(1) City ___(2) County ___(3) State

20. **Is the area you represent generally urban or rural?** ___(1) Urban ___(2) Rural

21. **What is the population of your city (or the largest city in the area you represent)?**
___(1) less than 5,000 ___(2) 5,000-50,000 ___(3) More than 50,000

22. **In which county do you live?** _____

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061