



2006 Statewide Customer Satisfaction Survey

Executive Summary

The Tennessee Department of Transportation (TDOT) completed its first comprehensive customer satisfaction survey in July 2006. The purpose of the survey was to assess TDOT's overall performance and to help identify short-term and long-term transportation priorities for the Department. The survey was administered to a random sample of more than 2,000 residents and 200 elected officials. The overall results of the survey have a precision of at least +/-2.3% at the 95% level of confidence.

FINDINGS

Strengths:

- Compared to three years ago, Tennessee residents were 11 times more likely to think that TDOT services have gotten better than they were to think the services had gotten worse (33% better vs. 3% worse).
- 72% of the residents surveyed were satisfied with TDOT maintenance on Interstates; only 8% were dissatisfied.
- Most residents thought TDOT is moving in the right direction and a majority indicated that they trust TDOT officials to make good decisions.
- 31% of the residents surveyed thought funding for transportation in Tennessee should be increased; only 3% thought it should be reduced; 34% thought it should stay the same, and 32% did not have an opinion.

Opportunities for Improvement:

- 62% of the residents surveyed did not think TDOT completes major construction projects on state highways in a timely manner.
- One in four residents (26%) thought they did not feel safe driving through work zones at night.

RECOMMENDATIONS

Top Priorities. Based on the results of the survey, the four issues listed below are the top priorities identified for improvement over the next two years by both residents and elected officials.

- Repairing/maintaining existing highways and keeping road surfaces in good condition.
- Improving the visibility of striping at night and during wet weather.
- Improving drainage from the surface of highways during storms.
- Relieving congestion in urban areas.

Other Priorities. Emphasis should also be placed on these areas based on the survey results.

- Improving lighting at highway interchanges in rural areas. This was identified as an opportunity for improvement for elected officials and overall satisfaction with lighting at rural interchanges was relatively low among residents.
- Developing dedicated lanes for trucks and/or additional passing lanes on highways. This was identified as a high priority for both residents and elected officials.
- Adding shoulders to highways that don't have them. This was identified as an area for continued emphasis by both residents and elected officials.
- Increasing the availability of alternative modes of transportation, such as public transit. This was identified as an opportunity for improvement for residents.