

Section 7:
Survey Instruments

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		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
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.							
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 <i>Interstate highways</i> in good condition (smooth & free of potholes)	5	4	3	2	1	9
H.	Keeping the surface of <i>other state highways</i> 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 INTERSTATE 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 HIGHWAYS OTHER THAN INTERSTATES in Tennessee during the past TWO years?

(5) Very satisfied (3) Neutral (1) Very Dissatisfied
 (4) Satisfied (2) Dissatisfied (9) Don't know

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 ____ (4) Very difficult
____(2) Easy ____ (9) Don't remember/don't know
____(3) Difficult

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 most effective way for TDOT to provide you with information? (CHECK ALL THAT APPLY)
- | | |
|--|--|
| <input type="checkbox"/> (01) Electronic message boards along highways | <input type="checkbox"/> (06) Newspapers |
| <input type="checkbox"/> (02) Signs on roadways with phone numbers for motorist assistance information | <input type="checkbox"/> (07) Radio |
| <input type="checkbox"/> (03) Flyers | <input type="checkbox"/> (08) TV local public access channel |
| <input type="checkbox"/> (04) Internet/web page | <input type="checkbox"/> (09) Public officials |
| <input type="checkbox"/> (05) Direct mailings/newsletters | <input type="checkbox"/> (10) Public meetings |
| | <input type="checkbox"/> (11) E-mail |
| | <input type="checkbox"/> (12) Other: _____ |
14. Did you know TDOT has a toll-free road condition number (511 or 877.244.0065 outside Tennessee) 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?
- | | |
|---|--|
| <input type="checkbox"/> (5) very satisfied | <input type="checkbox"/> (2) dissatisfied |
| <input type="checkbox"/> (4) satisfied | <input type="checkbox"/> (1) very dissatisfied |
| <input type="checkbox"/> (3) neutral | |
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?
- | | |
|--|---|
| <input type="checkbox"/> (1) Very easy | <input type="checkbox"/> (4) Difficult |
| <input type="checkbox"/> (2) Easy | <input type="checkbox"/> (9) Don't remember |
| <input type="checkbox"/> (3) OK | |
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?
- | | |
|---|--|
| <input type="checkbox"/> (5) Very Satisfied | <input type="checkbox"/> (2) Dissatisfied |
| <input type="checkbox"/> (4) Satisfied | <input type="checkbox"/> (1) Very Dissatisfied |
| <input type="checkbox"/> (3) Neutral | <input type="checkbox"/> (9) Don't know |

19. Transportation Investment Options		Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
Please indicate how important the following transportation investment options should be in Tennessee over the next two years:							
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		Very Well	Well	OK	Poor	Very Poor	Don't Know
Please indicate how well you think TDOT is doing the following when planning and building transportation projects in Tennessee:							
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		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please circle the number that best describes your level of agreement with the following statements:							
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 | ___(2) Difficult |
| ___(4) Easy | ___(1) Very difficult |
| ___(3) Neutral | ___(9) Don't know |

26. Overall, how easy do you think it is to travel within urban areas of Tennessee?

- | | |
|------------------|-----------------------|
| ___(5) Very easy | ___(2) Difficult |
| ___(4) Easy | ___(1) Very difficult |
| ___(3) Neutral | ___(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 | ___(3) Worse |
| ___(2) About the same | ___(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 | ___(4) Retired |
| ___(2) Employed part-time | ___(5) Not employed outside home |
| ___(3) Student | ___(6) Unemployed, looking for work |

30. Which of the following best describes your race/ethnicity?

- | | |
|-------------------------------|------------------------|
| ___(1) African American/Black | ___(4) Caucasian/White |
| ___(2) American Indian/Eskimo | ___(5) Other _____ |
| ___(3) Asian/Pacific Islander | |

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 | ____ 20 to 24 years | ____ 55 to 64 years |
| ____ 5 to 9 years | ____ 25 to 34 years | ____ 65+ years |
| ____ 10 to 14 years | ____ 35 to 44 years | |
| ____ 15 to 19 years | ____ 45 to 54 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

OTHER COMMENTS. 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

Your responses will remain completely confidential. 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.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please circle the number that best describes your level of agreement with the following statements.							
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 INTERSTATE 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 HIGHWAYS OTHER THAN INTERSTATES 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

17. Perceptions of Travel on State Highways in Tennessee		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
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.							
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		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please circle the number that best describes your level of satisfaction with the adequacy of the following transportation services where you live:							
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 you 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