

Section 4:
GIS Maps

Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the Resident survey by County.

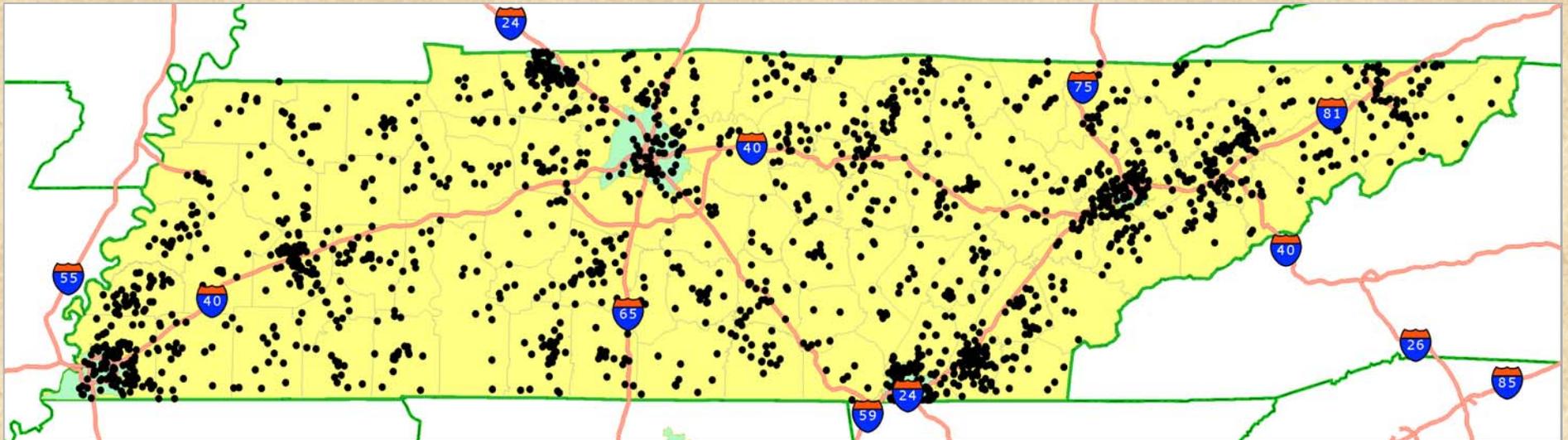
If all counties on a map are the same color, then most residents across the State generally feel the same about that issue.

When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades identify POSITIVE ratings. Shades of blue generally indicate satisfaction, high importance, or agreement.
- **OFF-WHITE/LIGHT YELLOW** shades identify NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate or they do not have a strong opinion about an issue.
- **ORANGE/RED** shades identify NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction, low importance, or disagreement.

Location of RESIDENT Survey Respondents

(indicated by the black dots)



Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with removing debris from highways (Q1a)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with picking up litter along highways (Q1b)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with removing snow and ice from highways (Q1c)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1 = very dissatisfied
5 = very satisfied

	1.00 to 1.80
	1.80 to 2.60
	2.60 to 3.40
	3.40 to 4.20
	4.20 to 5.00
	Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with mowing and trimming trees (Q1d)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:		1.00 to 1.80
		1.80 to 2.60
		2.60 to 3.40
		3.40 to 4.20
		4.20 to 5.00
		Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with maintaining landscaping (Q1e)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with keeping guardrails in good condition (Q1f)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with interstates being in good condition (Q1g)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with other state highways being in good condition (Q1h)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:
 1 = very dissatisfied
 5 = very satisfied

	1.00 to 1.80
	1.80 to 2.60
	2.60 to 3.40
	3.40 to 4.20
	4.20 to 5.00
	Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with keeping rest areas clean (Q1i)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with ensuring rest areas are accessible (Q1j)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with shoulders being in good condition (Q1k)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with keeping bridges in good condition(Q11)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with roadway striping visibility in daytime (Q1m)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with roadway striping visibility at night (Q1n)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT *2006 Customer Satisfaction Survey*

Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with visibility of roadway striping during wet weather (Q1o)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:		1.00 to 1.80
		1.80 to 2.60
		2.60 to 3.40
		3.40 to 4.20
		4.20 to 5.00
		Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with visibility of warning signs (Q1p)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT 2006 Customer Satisfaction Survey

Shading reflects the mean rating for all
respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with warning signs being easy to understand(Q1q)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with efforts to minimize congestion in urban areas (Q1r)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:
 1 = very dissatisfied
 5 = very satisfied

	1.00 to 1.80
	1.80 to 2.60
	2.60 to 3.40
	3.40 to 4.20
	4.20 to 5.00
	Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with efforts to minimize congestion in rural areas (Q1s)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT 2006 Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with adequate lighting in rural areas (Q1t)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT ***2006 Customer Satisfaction Survey***

Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with adequate lighting in urban areas (Q1u)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT *2006 Customer Satisfaction Survey*

Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with how quickly water drains from highways (Q1v)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with providing park and ride facilities (Q1w)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with options for alternative modes of transportation (Q1x)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:	 1.00 to 1.80
	 1.80 to 2.60
	 2.60 to 3.40
	 3.40 to 4.20
	 4.20 to 5.00
	 Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with services provided by HELP Trucks (Q8a)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with availability of public transportation (Q8b)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied

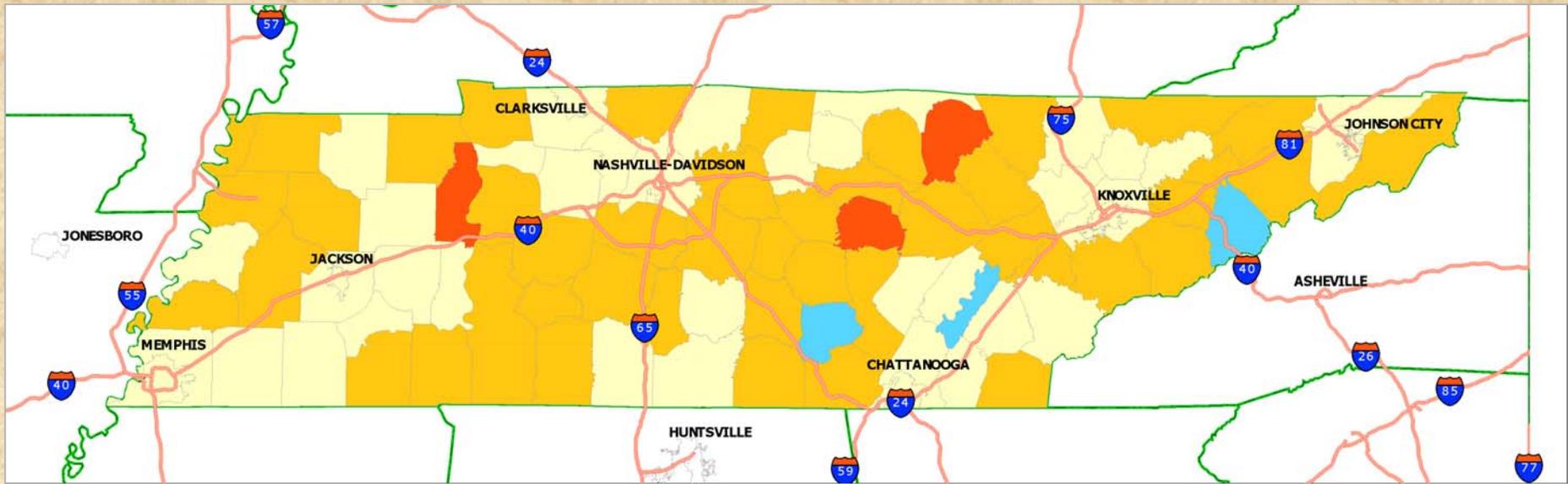


Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with frequency of public transportation (Q8c)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with public transportation for the elderly (Q8d)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1 = very dissatisfied
5 = very satisfied

	1.00 to 1.80
	1.80 to 2.60
	2.60 to 3.40
	3.40 to 4.20
	4.20 to 5.00
	Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with quality of State's freight rail system (Q8e)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with availability of passenger air service (Q8f)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT *2006 Customer Satisfaction Survey*

Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with availability of recreational trails (Q8g)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT ***2006 Customer Satisfaction Survey***

Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Satisfaction with availability of pedestrian facilities (Q8h)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents by County*

*Selected Counties combined per respondent distribution

Satisfaction with availability of biking facilities (Q8i)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1 = very dissatisfied
5 = very satisfied



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT 2006 Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “Overall, I feel safe traveling on highways in Tennessee” (Q10a)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “I think highways in Tennessee are safer today than they were five years ago” (Q10b)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where: 1=strongly disagree 5=strongly agree	<table border="0"> <tr> <td style="width: 20px; height: 15px; background-color: red; border: 1px solid black;"></td> <td>1.00 to 1.80</td> </tr> <tr> <td style="width: 20px; height: 15px; background-color: orange; border: 1px solid black;"></td> <td>1.80 to 2.60</td> </tr> <tr> <td style="width: 20px; height: 15px; background-color: yellow; border: 1px solid black;"></td> <td>2.60 to 3.40</td> </tr> <tr> <td style="width: 20px; height: 15px; background-color: lightblue; border: 1px solid black;"></td> <td>3.40 to 4.20</td> </tr> <tr> <td style="width: 20px; height: 15px; background-color: darkblue; border: 1px solid black;"></td> <td>4.20 to 5.00</td> </tr> <tr> <td style="width: 20px; height: 15px; background: repeating-linear-gradient(45deg, transparent, transparent 2px, black 2px, black 4px); border: 1px solid black;"></td> <td>Other</td> </tr> </table>		1.00 to 1.80		1.80 to 2.60		2.60 to 3.40		3.40 to 4.20		4.20 to 5.00		Other
	1.00 to 1.80												
	1.80 to 2.60												
	2.60 to 3.40												
	3.40 to 4.20												
	4.20 to 5.00												
	Other												

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “I feel safe at railroad crossings on state highways” (Q10c)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “I feel safe when driving through work zones on Tennessee highways at NIGHT” (Q10d)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “I feel safe when driving through work zones on Tennessee highways at during the DAY” (Q10e)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “Detours on highways are usually well marked and easy to follow” (Q10f)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “Warning signs in work zones on highways are easy to read and understand” (Q10g)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “The location of warning signs in advance of work zones in Tennessee gives drivers plenty of time to react” (Q10h)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “Adequate access is provided to businesses that are located near work zones on state highways” (Q10i)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “TDOT does a good job of minimizing delays caused by construction and maintenance of state highways” (Q10j)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:
 1=strongly disagree
 5=strongly agree

	1.00 to 1.80
	1.80 to 2.60
	2.60 to 3.40
	3.40 to 4.20
	4.20 to 5.00
	Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “Traffic enforcement is adequate in work zones on state highways” (Q10k)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “I think the posted speed limits in work zones are reasonable” (Q10l)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “Posted speed limits on state highways are reasonable” (Q10m)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “Traffic enforcement is adequate on state highways” (Q10n)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “Overall, the level of traffic congestion on state highways is acceptable” (Q10o)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all respondents **by County***

*Selected Counties combined per respondent distribution

Importance of expanding urban public transportation (Q19a)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:
 1=not important
 5=extremely important

	1.00 to 1.80
	1.80 to 2.60
	2.60 to 3.40
	3.40 to 4.20
	4.20 to 5.00
	Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Importance of expanding rural public transportation (Q19b)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1=not important
5=extremely
important



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT ***2006 Customer Satisfaction Survey***

Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Importance of expanding transportation services for seniors (Q19c)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=not important
5=extremely important

	1.00 to 1.80
	1.80 to 2.60
	2.60 to 3.40
	3.40 to 4.20
	4.20 to 5.00
	Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Importance of relieving congestion in urban areas (Q19d)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1=not important
5=extremely
important



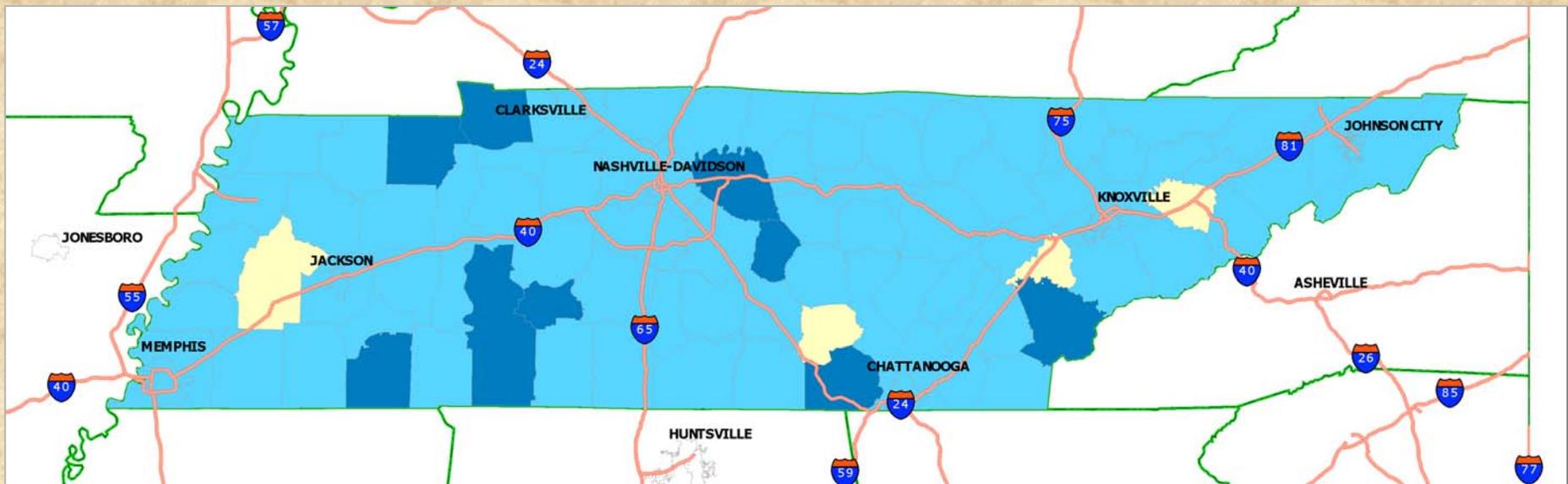
Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT ***2006 Customer Satisfaction Survey***

Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

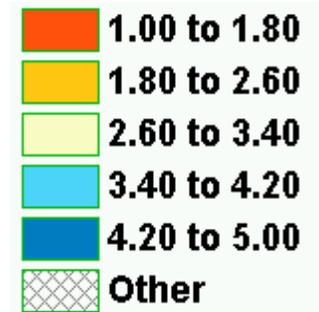
Importance of adding passing lanes to state highways (Q19e)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=not important
5=extremely important



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Importance of maintaining existing highways (Q19f)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1=not important
5=extremely
important



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Importance of adding shoulders to highways (Q19g)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1=not important
5=extremely
important

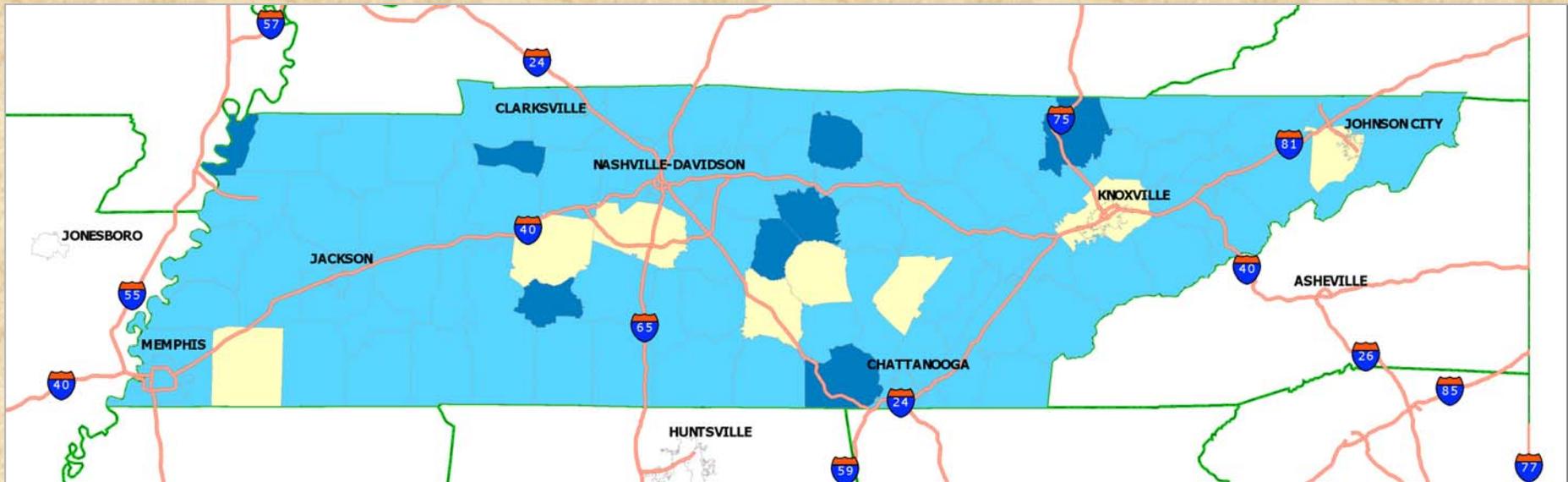


Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

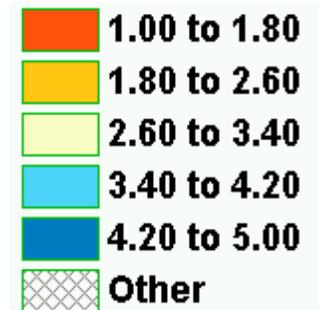
Importance of widening shoulders on highways (Q19h)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=not important
5=extremely important



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT 2006 Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Importance of providing more direct links between cities (Q19i)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1=not important
5=extremely
important



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT ***2006 Customer Satisfaction Survey***

Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Importance of improving freight rail services (Q19j)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1=not important
5=extremely
important



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Importance of high speed rail service (Q19k)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=not important
5=extremely important



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Importance of investing in information technology (Q19I)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:		1.00 to 1.80
		1.80 to 2.60
		2.60 to 3.40
		3.40 to 4.20
		4.20 to 5.00
		Other

1=not important
5=extremely important

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Importance of providing pedestrian and bicycle facilities (Q19m)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:
 1=not important
 5=extremely important

	1.00 to 1.80
	1.80 to 2.60
	2.60 to 3.40
	3.40 to 4.20
	4.20 to 5.00
	Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Importance of developing HOV lanes on interstates (Q19n)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1=not important
5=extremely
important



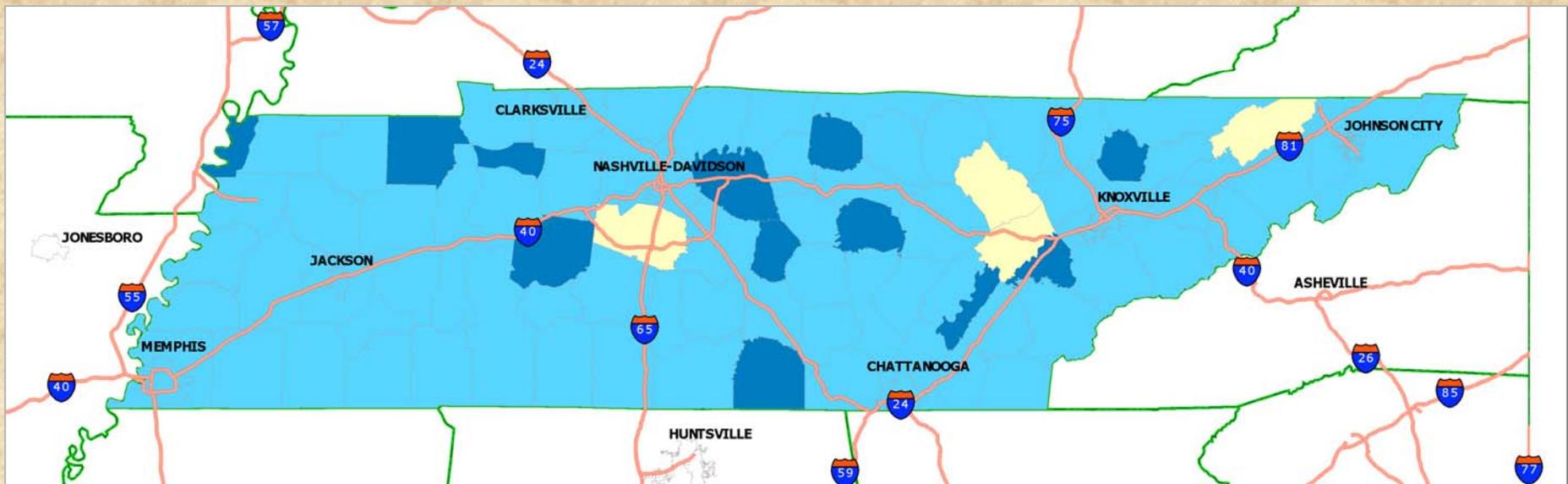
Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT ***2006 Customer Satisfaction Survey***

Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

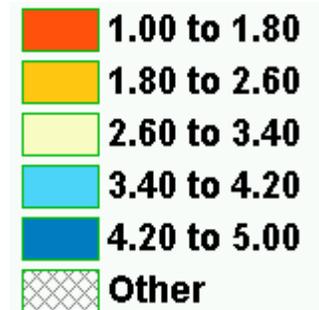
Importance of developing dedicated lanes for trucks (Q19o)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=not important
5=extremely important



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT 2006 Customer Satisfaction Survey

Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Importance of adding more HELP trucks (Q19p)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1=not important
5=extremely
important

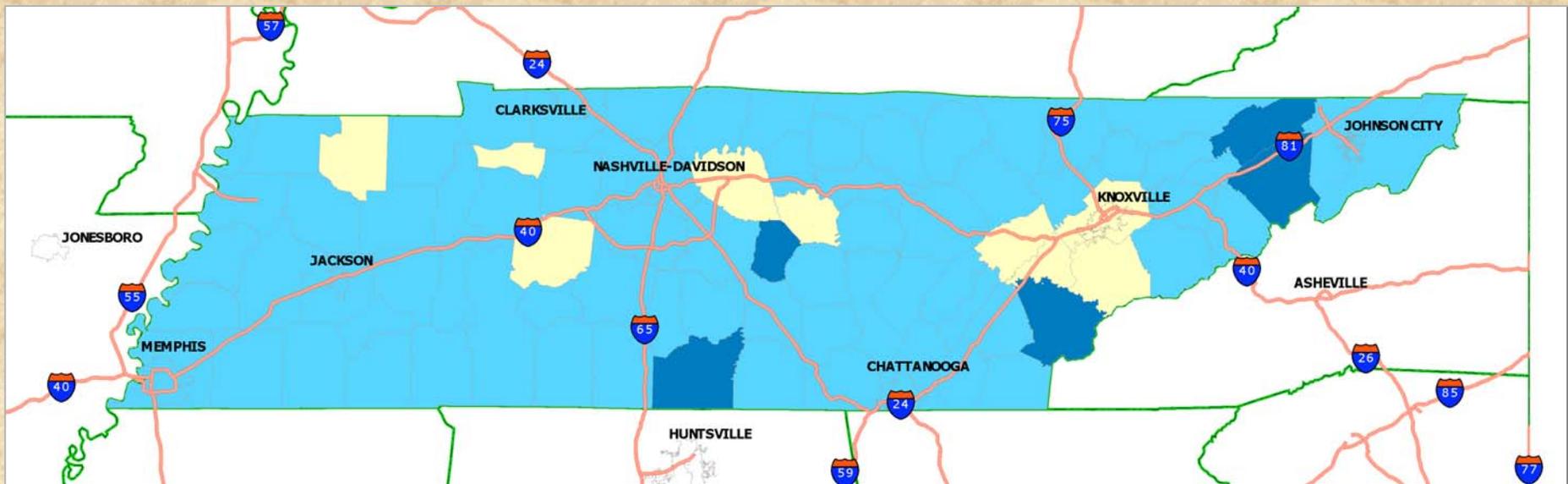


Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Ratings of TDOT's efforts to help preserve and protect the quality of water in lakes and streams (Q22a)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1 = very poor
5 = very well



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Ratings of TDOT's efforts to help preserve and protect air quality (Q22b)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1 = very poor
5 = very well



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Ratings of TDOT's efforts to help preserve and protect historic buildings and cultural areas (Q22c)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very poor
5 = very well



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT *2006 Customer Satisfaction Survey*

Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Ratings of TDOT's efforts to help preserve wetlands (Q22d)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very poor
5 = very well



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT *2006 Customer Satisfaction Survey*

Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Ratings of TDOT's efforts to preserve the quality of life in local communities (Q22e)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1 = very poor
5 = very well



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “I trust TDOT officials to make good decisions about the State’s future transportation system” (Q24a)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:	 1.00 to 1.80
	 1.80 to 2.60
	 2.60 to 3.40
	 3.40 to 4.20
	 4.20 to 5.00
	 Other

1=strongly disagree
5=strongly agree

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “I think TDOT is moving in the right direction” (Q24b)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “I have more confidence in TDOT today than I did three years ago” (Q24c)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “TDOT does a good job prioritizing highway improvements in Tennessee” (Q24d)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1=strongly disagree
5=strongly agree



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “I think TDOT adequately supports local transportation projects for the city and county governments ” (Q24e)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:
 1=strongly disagree
 5=strongly agree

	1.00 to 1.80
	1.80 to 2.60
	2.60 to 3.40
	3.40 to 4.20
	4.20 to 5.00
	Other

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Level of Agreement with the Statement “I think TDOT is responsive to the concerns of local communities” (Q24f)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where: 1=strongly disagree 5=strongly agree	<table border="0"> <tr> <td style="width: 20px; height: 15px; background-color: red; border: 1px solid black;"></td> <td>1.00 to 1.80</td> </tr> <tr> <td style="width: 20px; height: 15px; background-color: yellow; border: 1px solid black;"></td> <td>1.80 to 2.60</td> </tr> <tr> <td style="width: 20px; height: 15px; background-color: lightyellow; border: 1px solid black;"></td> <td>2.60 to 3.40</td> </tr> <tr> <td style="width: 20px; height: 15px; background-color: cyan; border: 1px solid black;"></td> <td>3.40 to 4.20</td> </tr> <tr> <td style="width: 20px; height: 15px; background-color: darkblue; border: 1px solid black;"></td> <td>4.20 to 5.00</td> </tr> <tr> <td style="width: 20px; height: 15px; background: repeating-linear-gradient(45deg, transparent, transparent 2px, black 2px, black 4px); border: 1px solid black;"></td> <td>Other</td> </tr> </table>		1.00 to 1.80		1.80 to 2.60		2.60 to 3.40		3.40 to 4.20		4.20 to 5.00		Other
	1.00 to 1.80												
	1.80 to 2.60												
	2.60 to 3.40												
	3.40 to 4.20												
	4.20 to 5.00												
	Other												

Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
 Shading reflects the mean rating for all respondents by County*

*Selected Counties combined per respondent distribution

Ease of Travel Between Cities in Tennessee (Q25)



LEGEND

Mean Satisfaction Rating on a 5-Point Scale Where:

1 = very difficult
5 = very easy



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all respondents **by County***

*Selected Counties combined per respondent distribution

Ease of Travel within urban areas of Tennessee (Q26)



LEGEND

Mean Satisfaction
Rating on a 5-Point
Scale Where:

1 = very difficult
5 = very easy



Note: "Other" areas did not contain enough respondents to show statistically significant results.

Tennessee DOT
2006 Customer Satisfaction Survey
Shading reflects the mean rating for all
respondents **by County***

*Selected Counties combined per respondent distribution