

# *Section 1*

## TDOT 2013 Resident Survey Findings

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Conducted for  
**The Tennessee  
Department of Transportation**

by  
**ETC Institute**

725 W. Frontier Lane  
Olathe, KS 66061



February 2014

# Contents

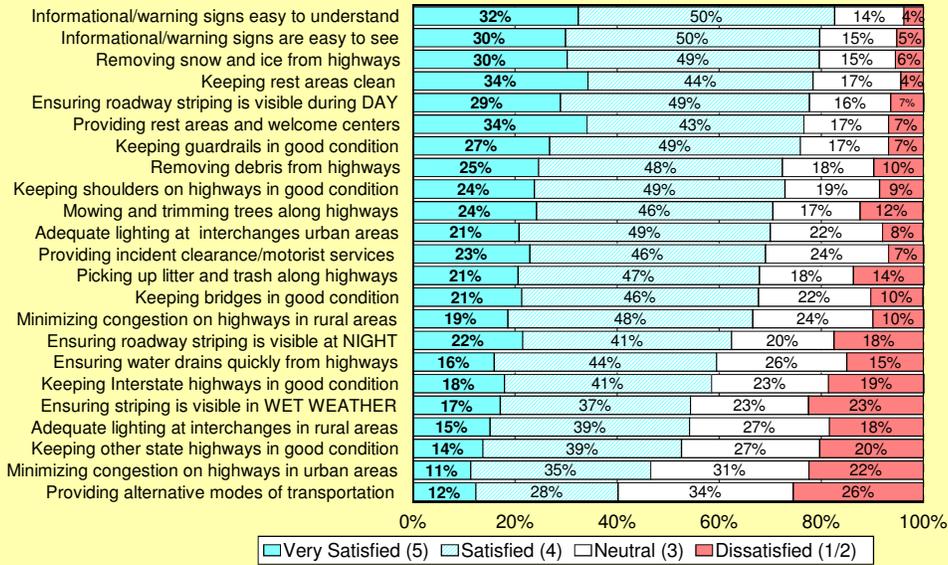
<b>Section 1:</b> Charts and Graphs .....	1-1
<b>Section 2:</b> Benchmarking Analysis .....	1-30
<b>Section 3:</b> Importance-Satisfaction Analysis.....	1-39
<b>Section 4:</b> Tabular Data .....	1-46
<b>Section 5:</b> Survey Instrument .....	1-106

*Section 1:*  
*Charts and Graphs*

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### Q1. Satisfaction With How Well TDOT is Maintaining and Managing the Transportation System

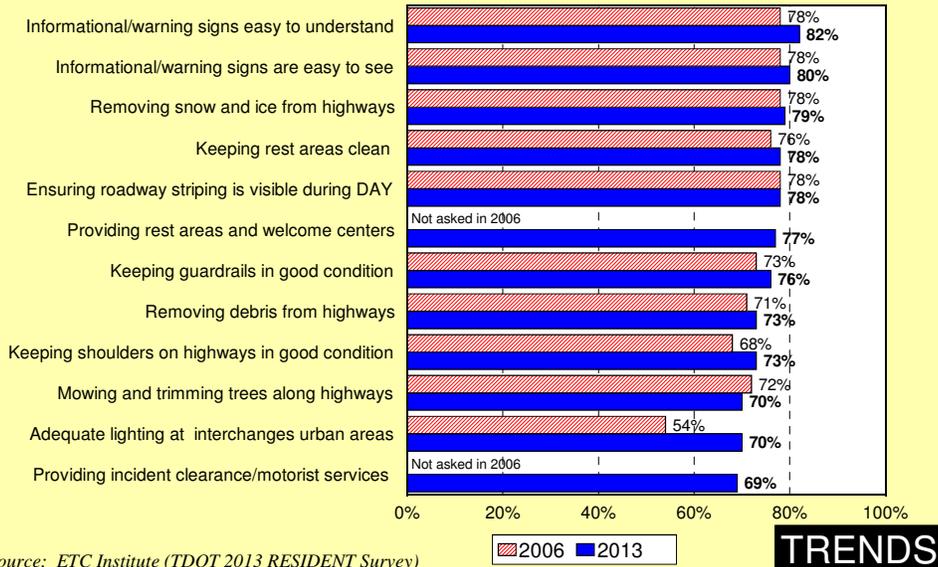
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q1. Satisfaction With How Well TDOT is Maintaining and Managing the Transportation System 2006 and 2013

by percentage of respondents who were satisfied with the service (excluding don't knows)

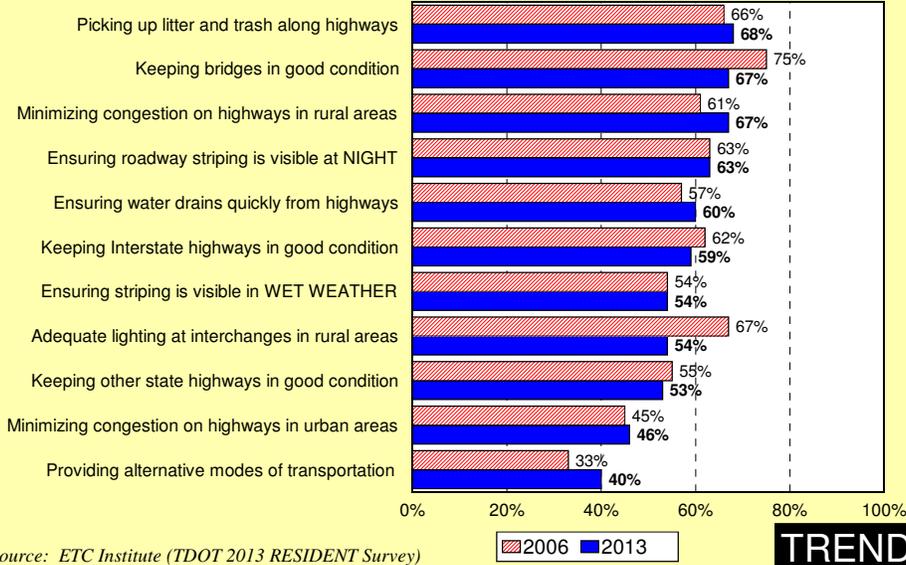


Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**TRENDS**

### Q1. (Continued) Satisfaction With How Well TDOT is Maintaining and Managing the Transportation System 2006 and 2013

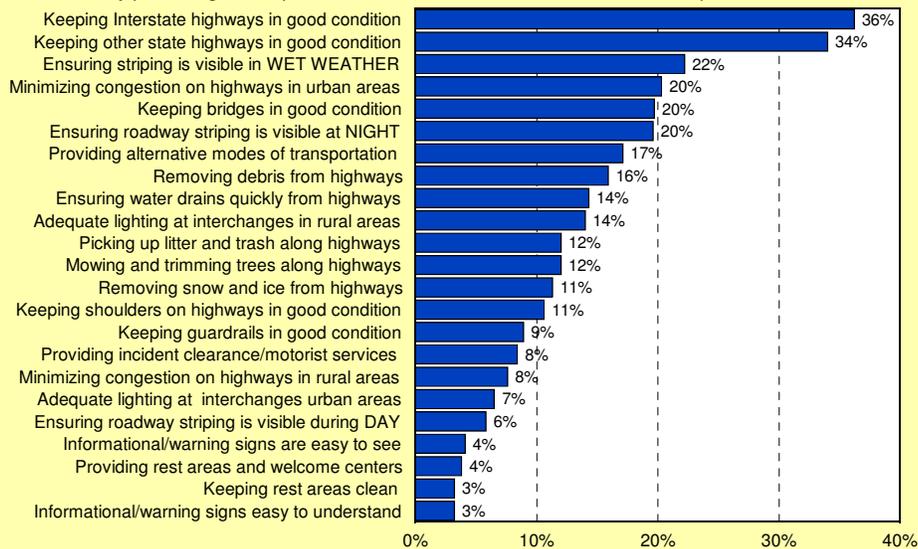
by percentage of respondents who were satisfied with the service (excluding don't knows)



**TRENDS**

### Q2. Transportation Maintenance/Management Services That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top four choices

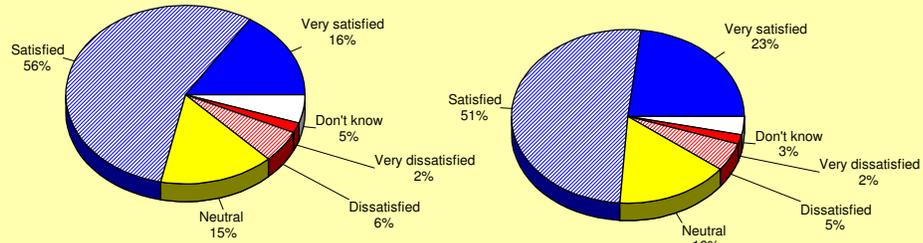


**Q3. Overall Satisfaction with TDOT's Efforts to Maintain INTERSTATE Highways in Tennessee Over the Past Two Years - 2006 and 2013**

by percentage of respondents

**2006**

**2013**



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

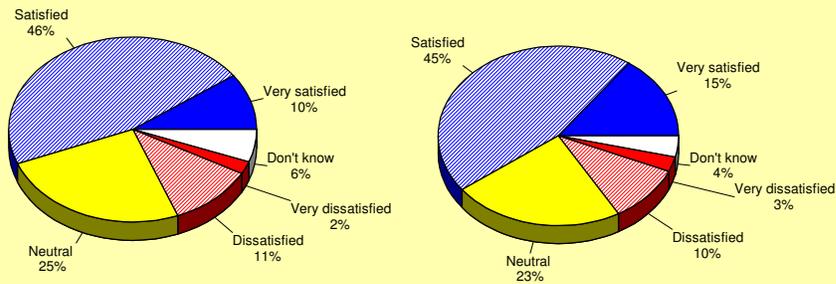
**TRENDS**

**Q4. Overall Satisfaction with TDOT's Efforts to Maintain HIGHWAYS OTHER THAN INTERSTATES in Tennessee During the Past Two Years - 2006 and 2013**

by percentage of respondents

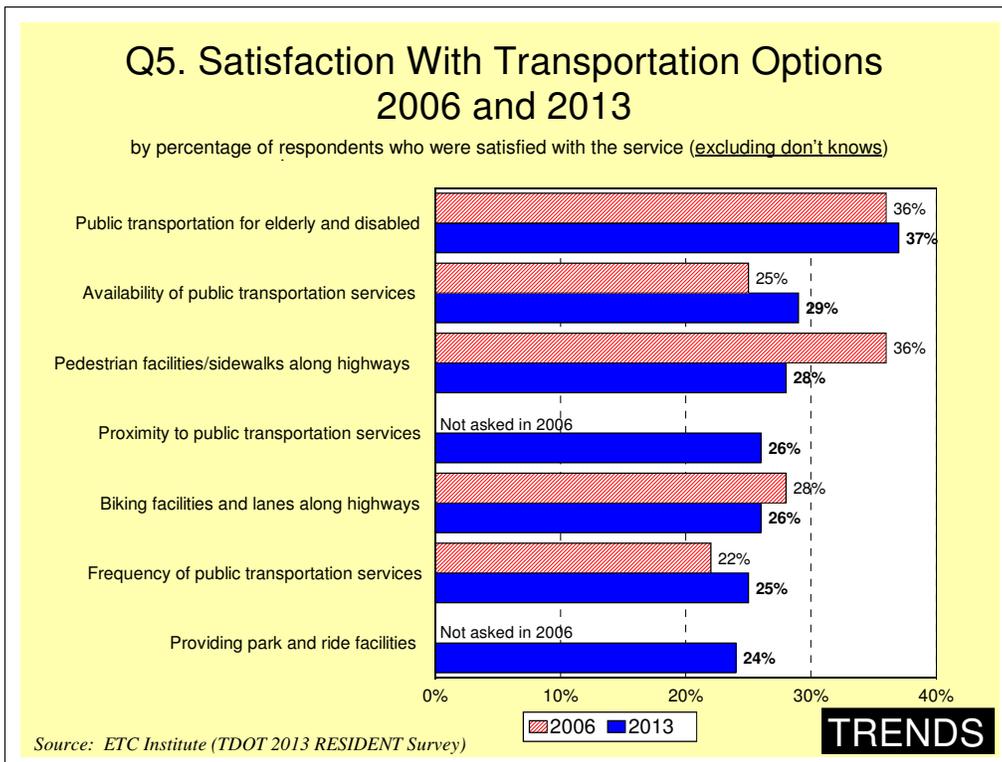
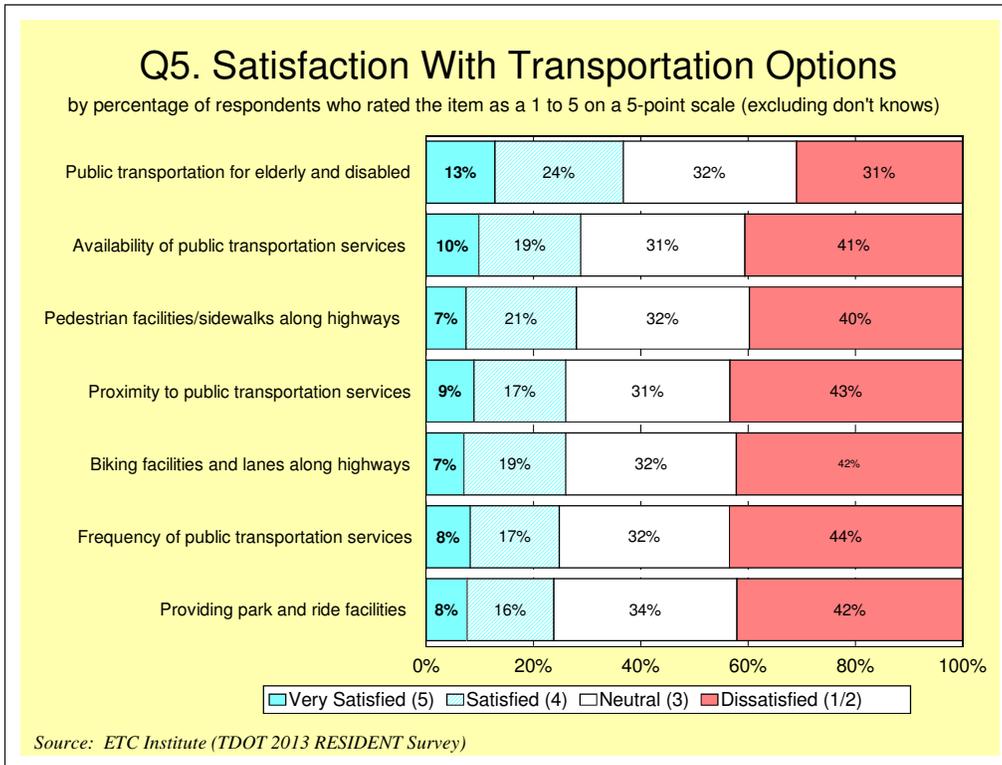
**2006**

**2013**



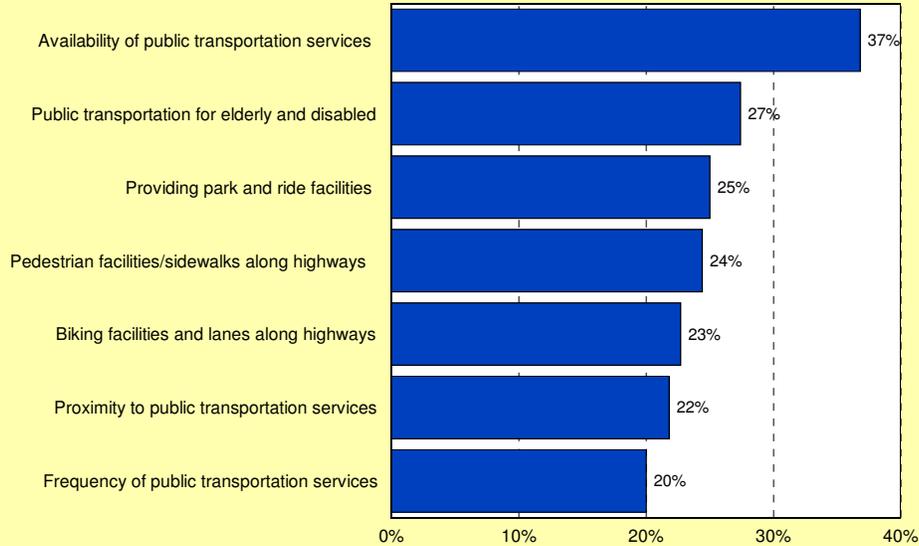
Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**TRENDS**



### Q6. Transportation Options That Should Receive the Most Emphasis Over the Next Two Years

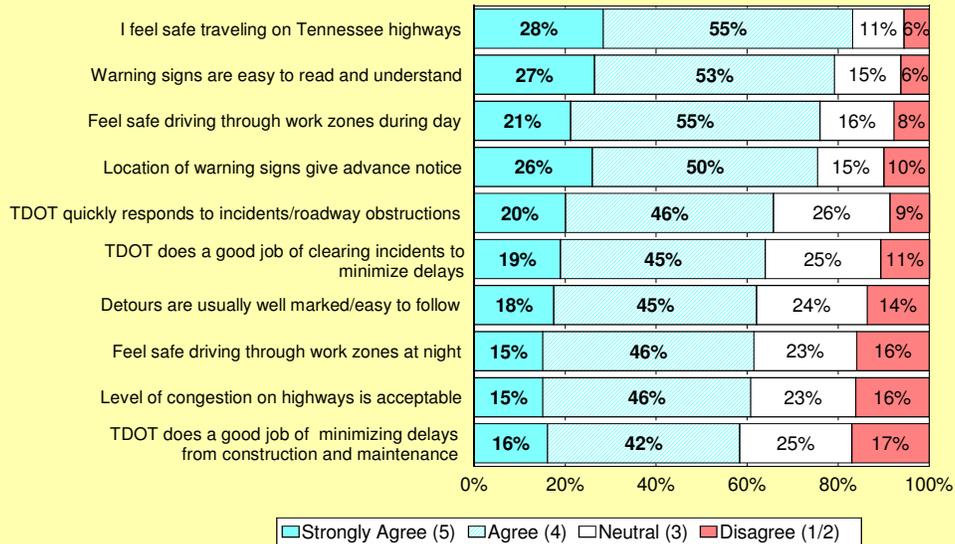
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q7. Agreement With Various Statements Related to the Perceptions of Travel on Highways in Tennessee

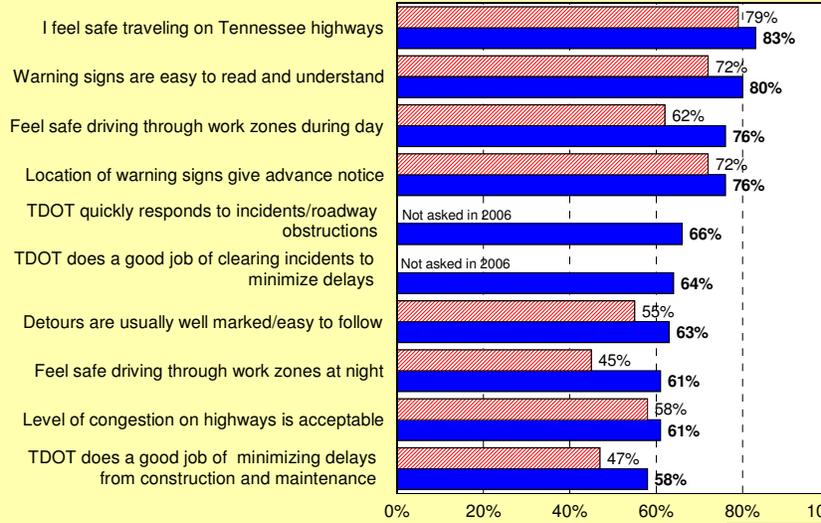
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q7. Agreement With Various Statements Related to the Perceptions of Travel on Highways in Tennessee 2006 and 2013

by percentage of respondents who agreed with the statement (excluding don't knows)

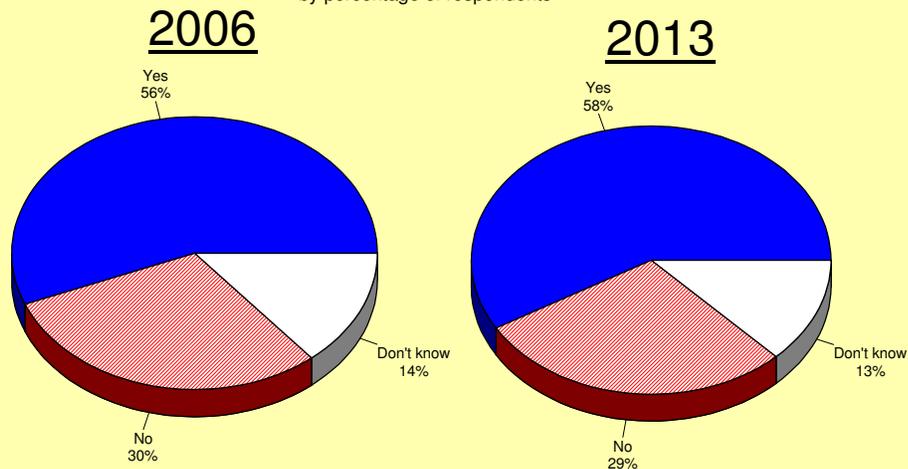


Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**TRENDS**

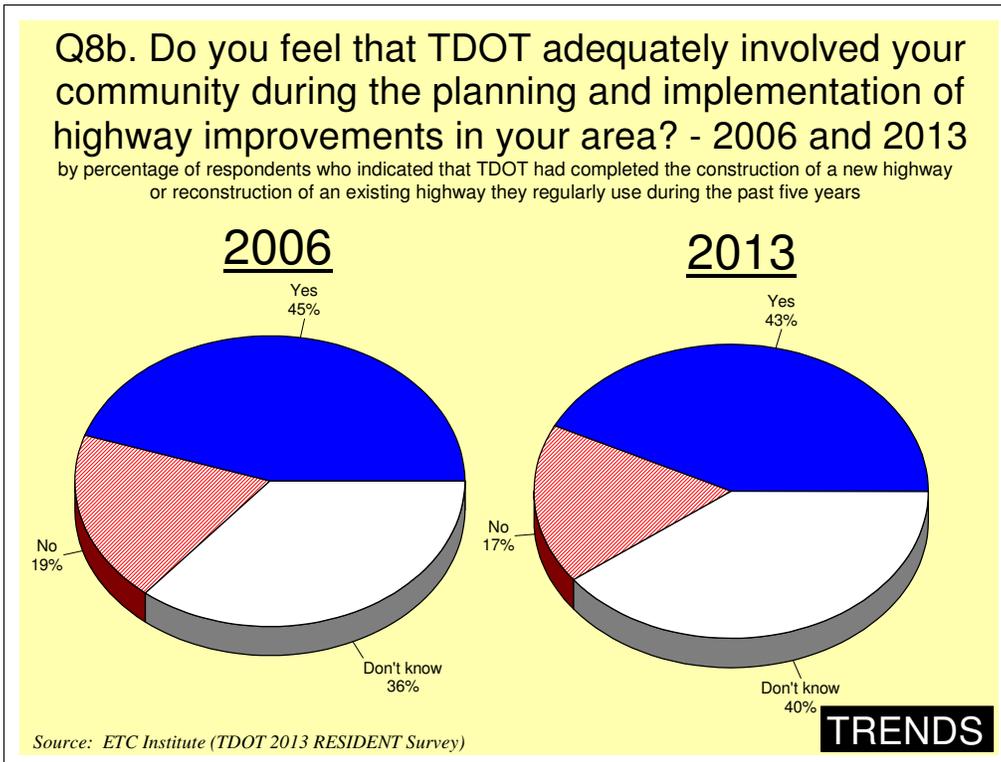
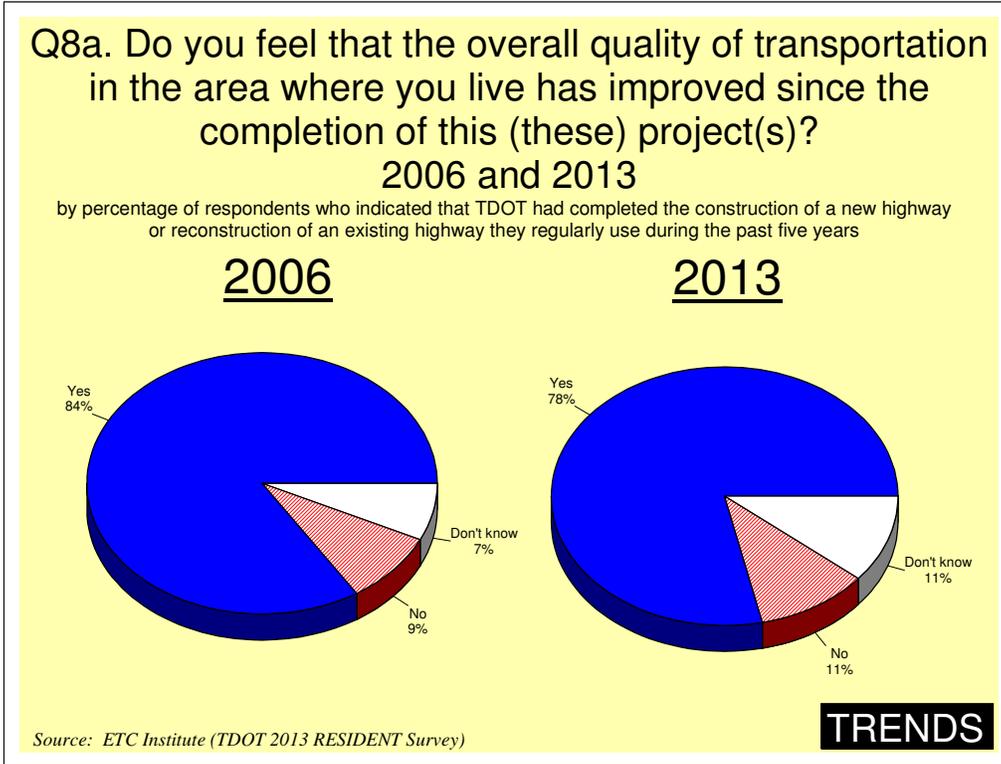
### Q8. Has TDOT completed the construction of a new highway or the reconstruction of an existing highway that you regularly use during the past five years?

2006 and 2013  
by percentage of respondents



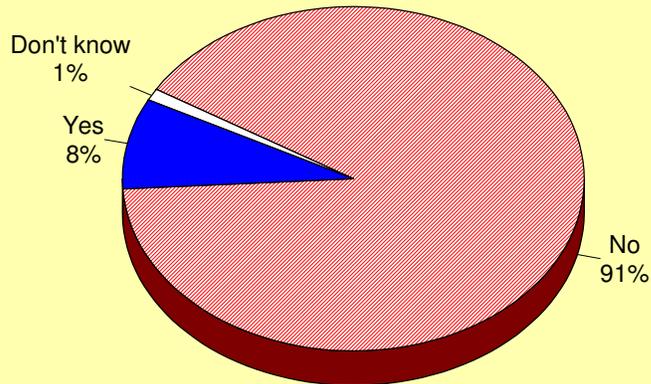
Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**TRENDS**



**Q9. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person, during the past two years?**

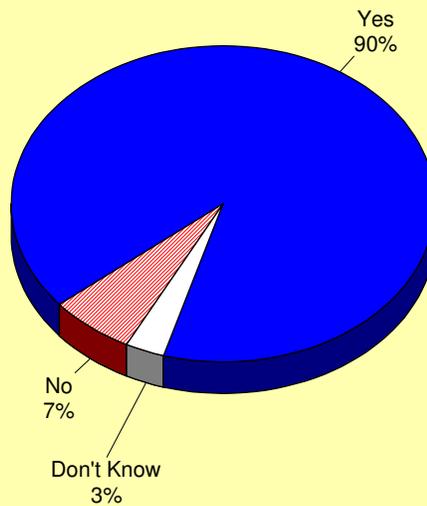
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**Q9b. If YES, was the employee courteous?**

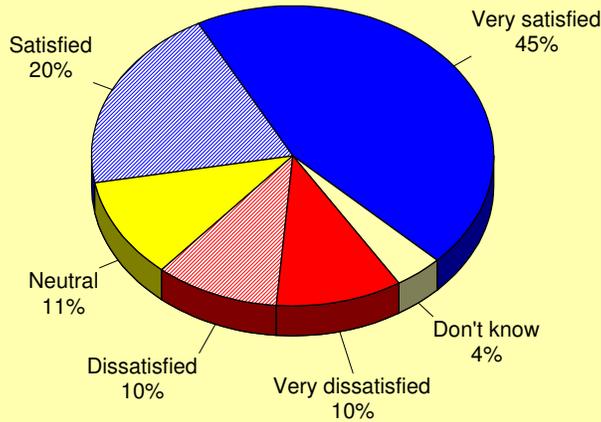
by percentage of respondents who had contacted a TDOT employee during the past two years



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**Q9c. How satisfied were you with service provided by the TDOT employee who helped you most recently?**

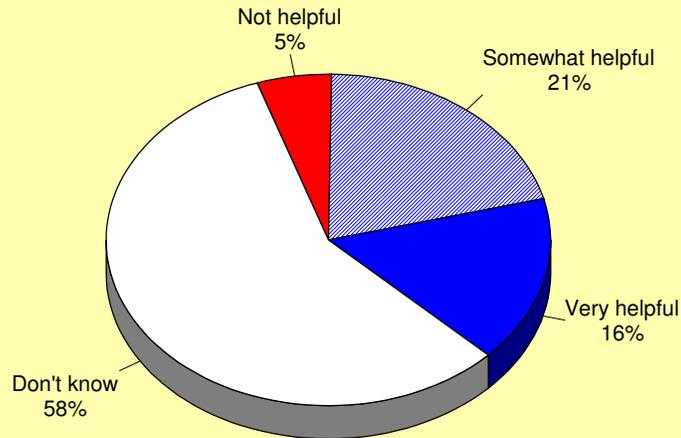
by percentage of respondents who had contacted a TDOT employee during the past two years



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**Q10. How helpful is the highway advisory radio system (AM station) for getting reports of current construction and incident information?**

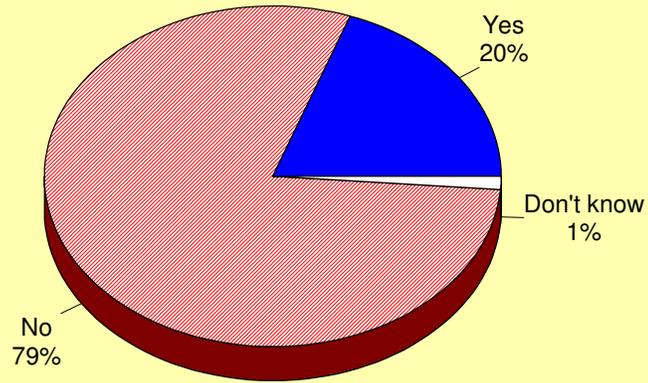
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q11. Have you visited TDOT's web site during the past year?

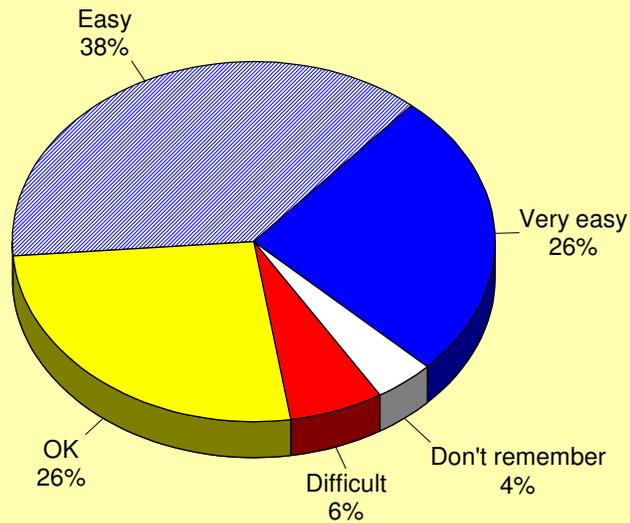
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q11b. How easy was the website to use?

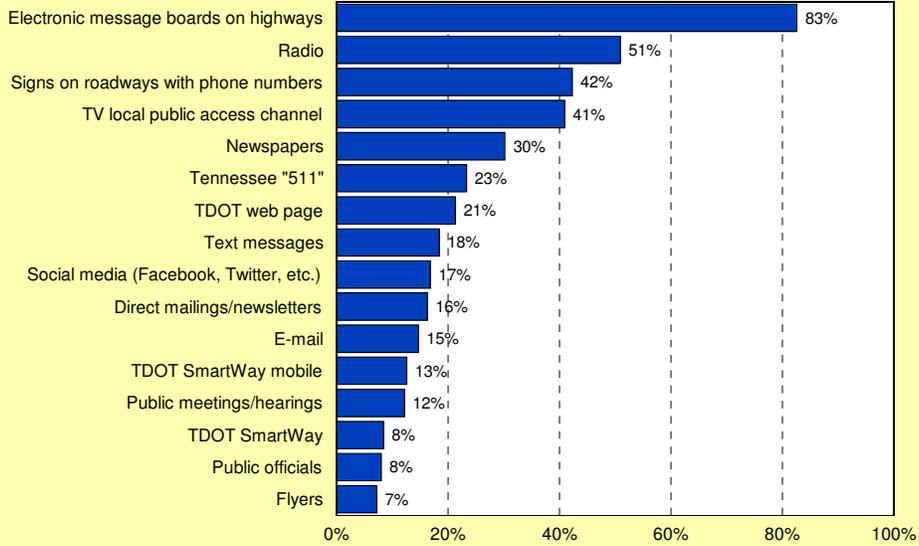
by percentage of respondents who had used the TDOT website during the past year



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q12. Which of the following are the most effective ways for TDOT to provide you with information?

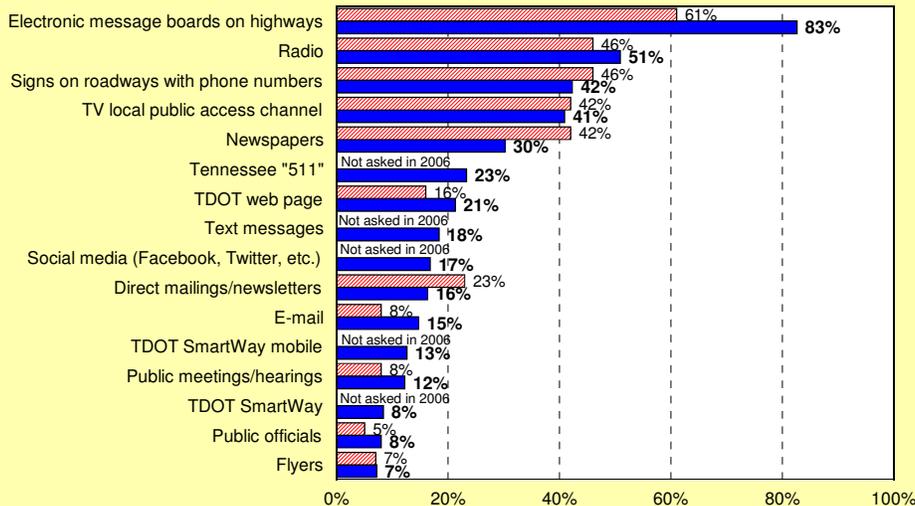
by percentage of respondents who selected the item (multiple choices allowed)



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

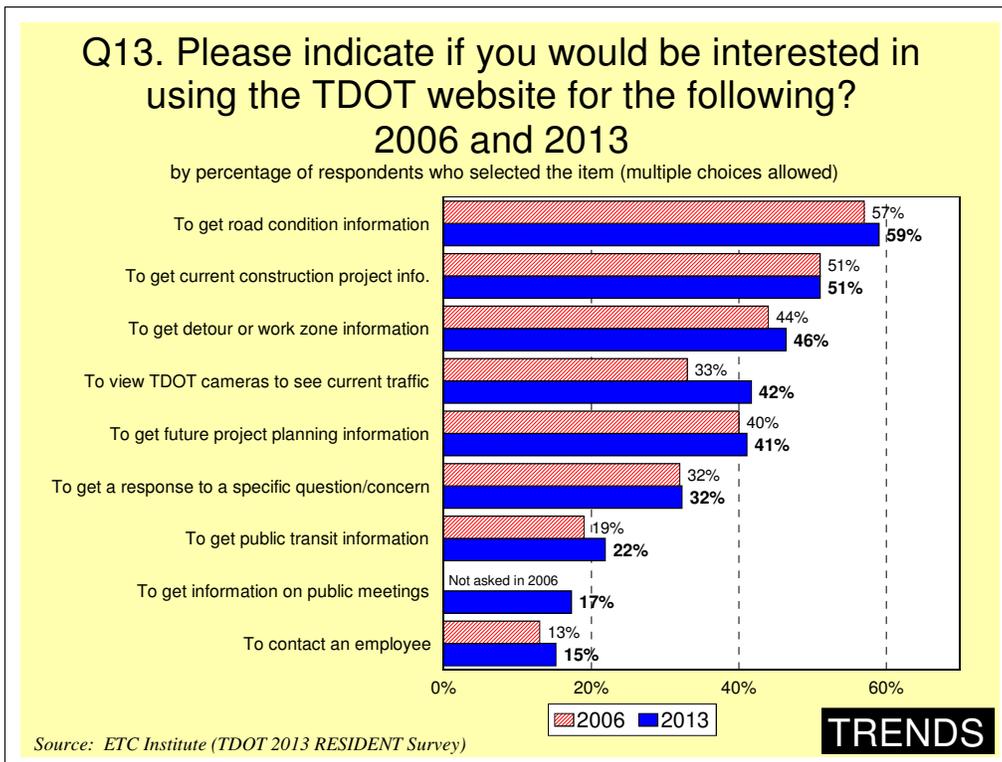
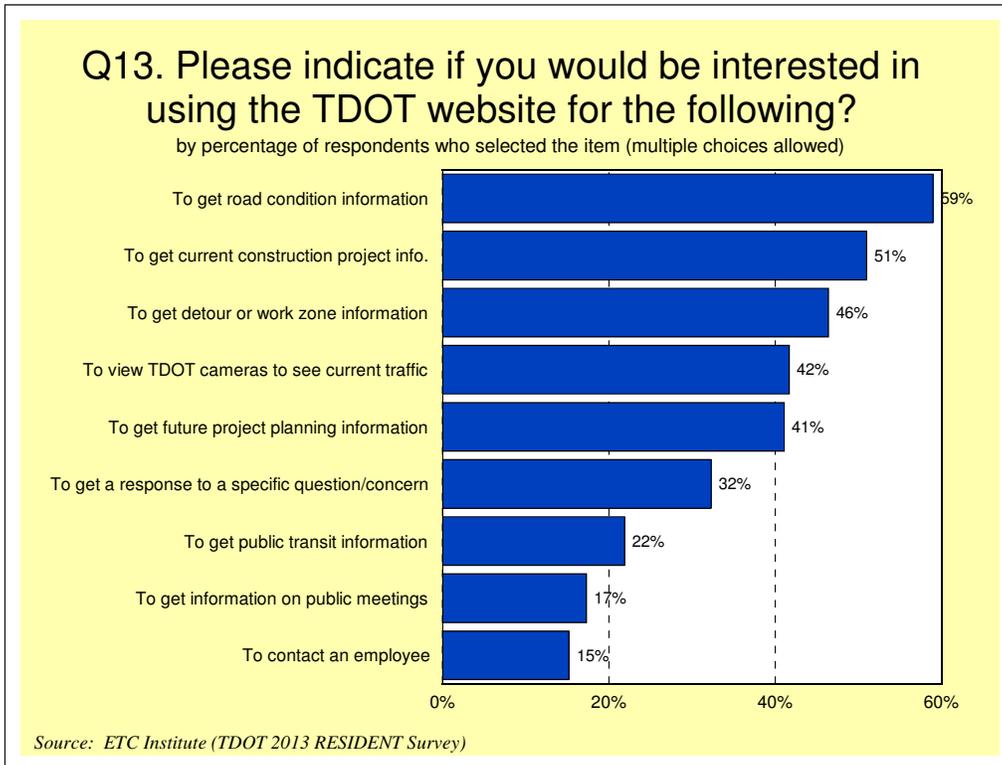
### Q12. Which of the following are the most effective ways for TDOT to provide you with information? 2006 and 2013

by percentage of respondents who selected the item (multiple choices allowed)



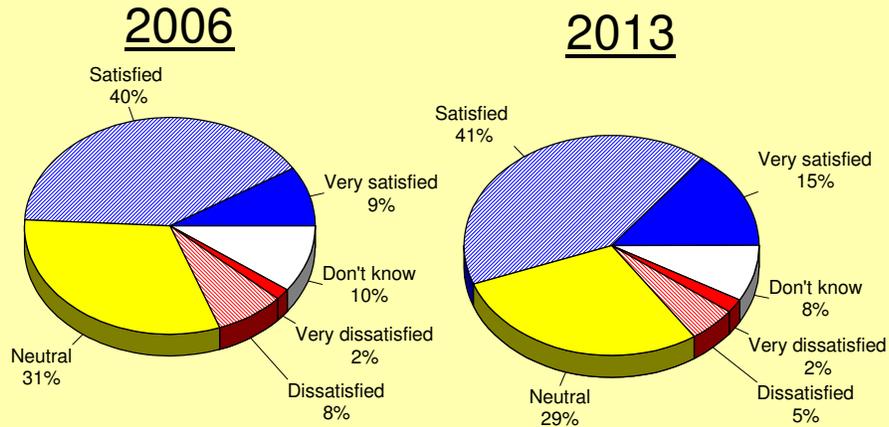
Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**TRENDS**



**Q14. How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues in Tennessee? - 2006 and 2013**

by percentage of respondents

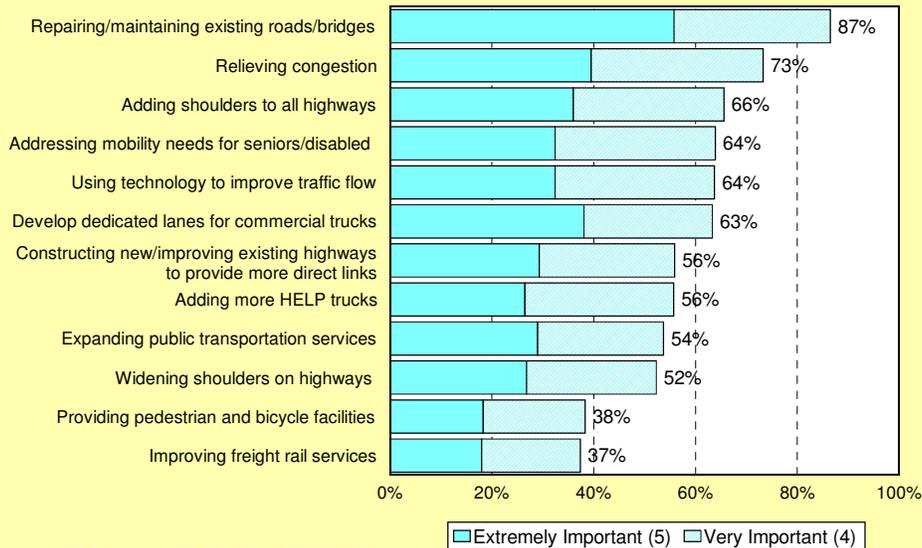


Source: ETC Institute (TDOT 2013 RESIDENT Survey)

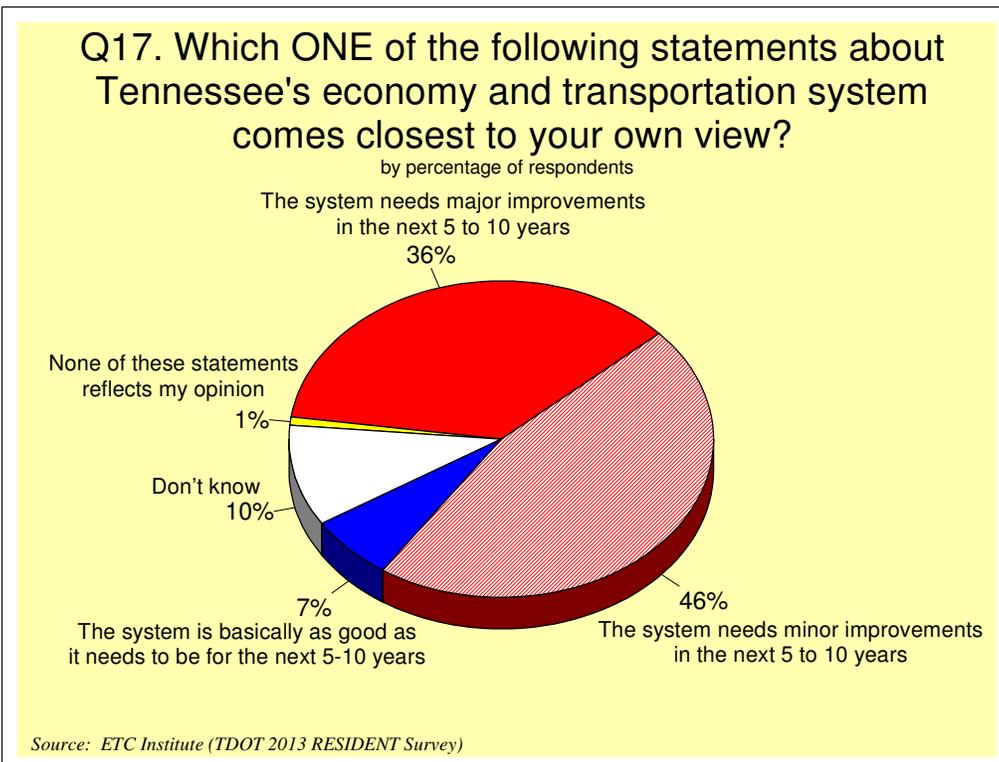
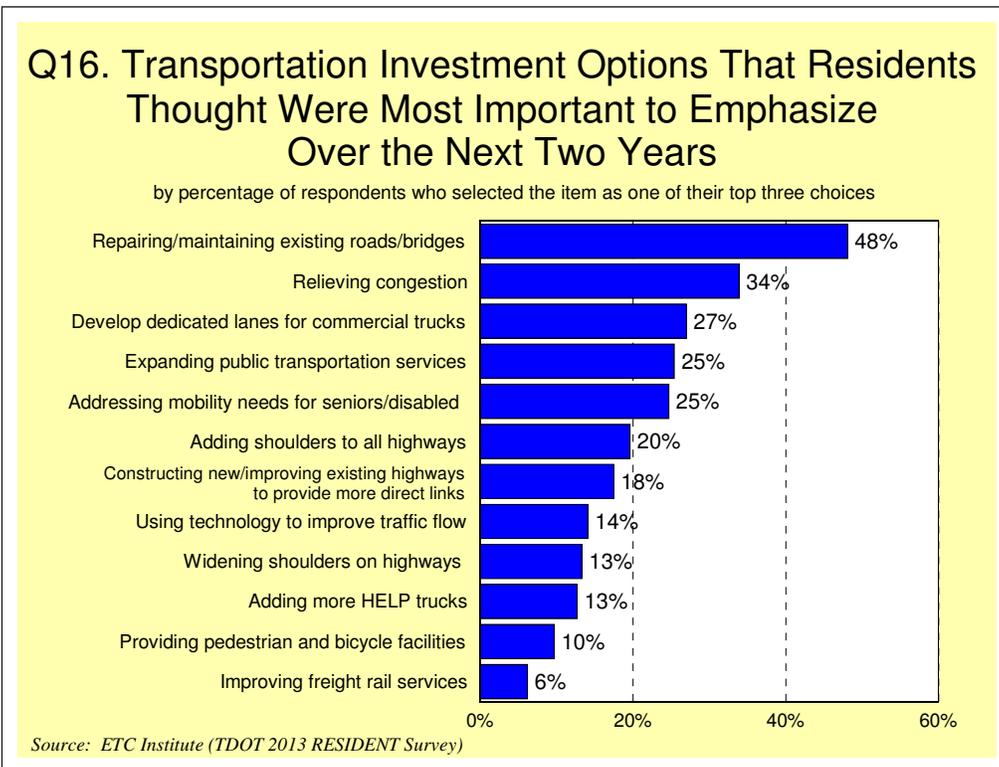
**TRENDS**

**Q15. Perceived Importance of Various Transportation Investment Options Over the Next 25 Years**

by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale where "5" was "extremely important"

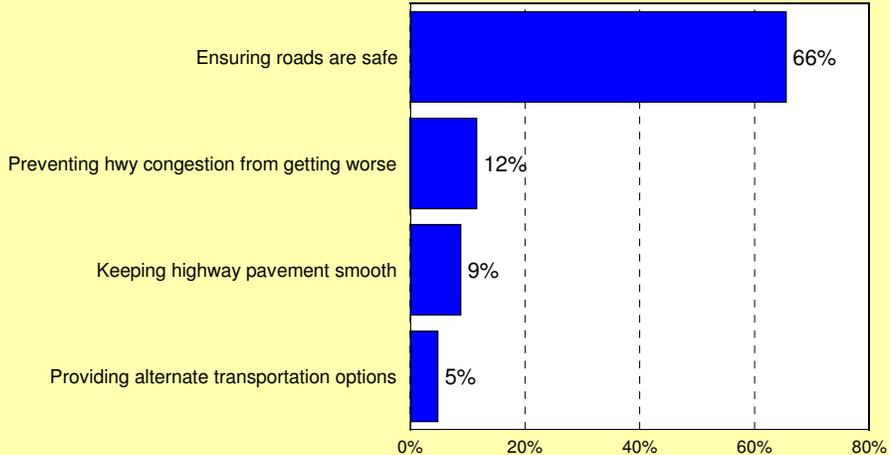


Source: ETC Institute (TDOT 2013 RESIDENT Survey)



**Q18. In the future, if there is a gap between existing revenue and the cost of maintaining Tennessee's transportation system, how would you rank the priority that should be placed on funding the FOUR transportation items listed below?**

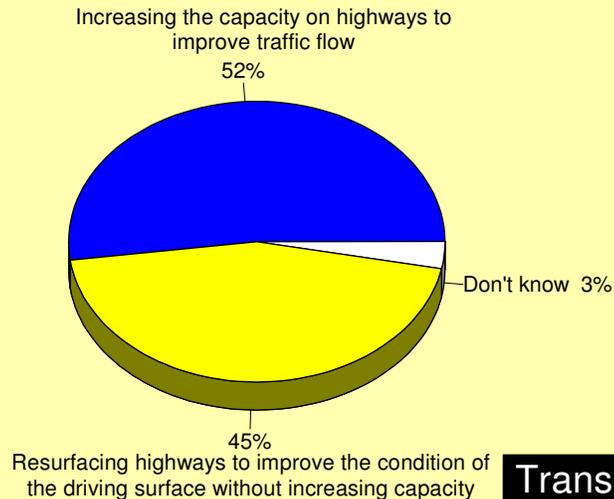
by percentage of respondents who selected the item as their TOP choice



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**Q19. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?**

by percentage of respondents

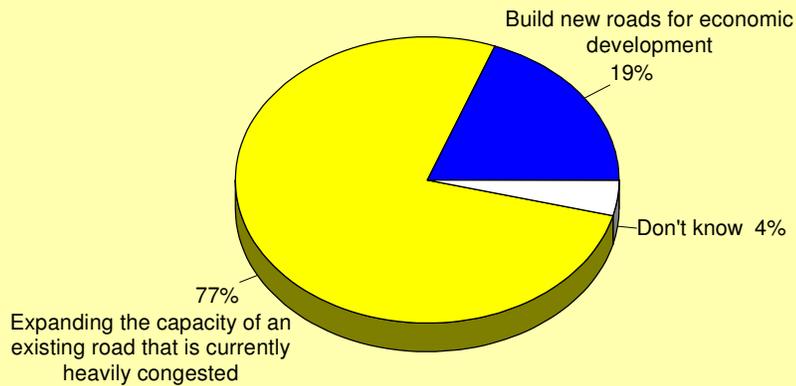


Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**Transportation Tradeoff #1**

Q20. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?

by percentage of respondents

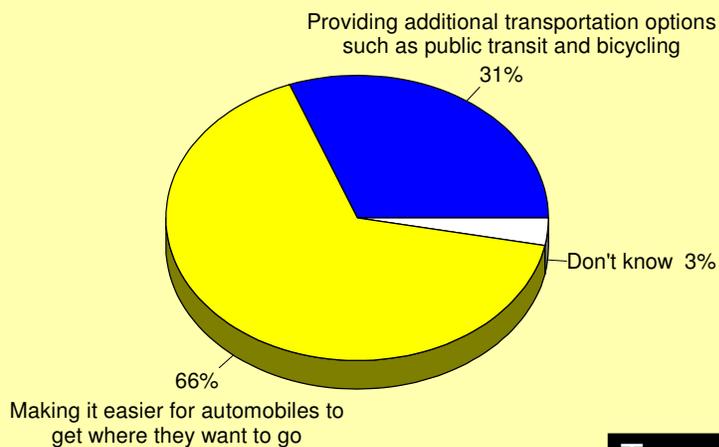


Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**Transportation Tradeoff #2**

Q21. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?

by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**Transportation Tradeoff #3**

Q22. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?

by percentage of respondents

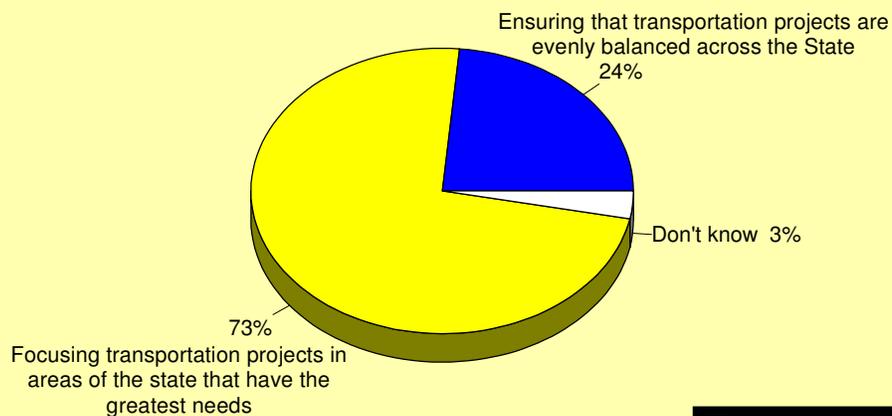


Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**Transportation Tradeoff #4**

Q23. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?

by percentage of respondents

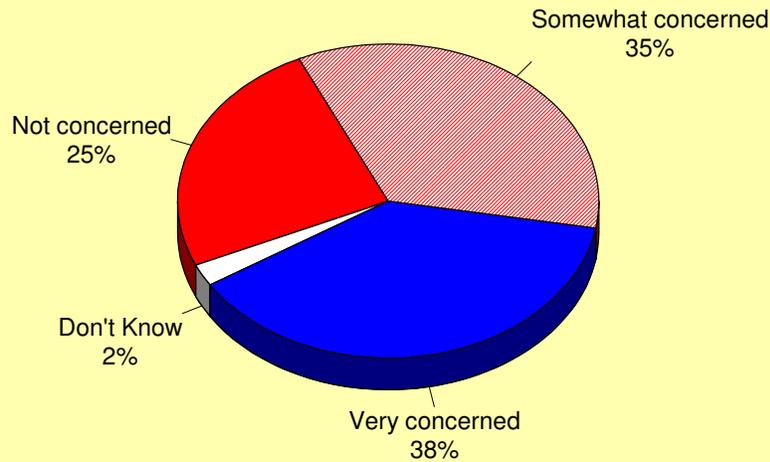


Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**Transportation Tradeoff #5**

Q24. How concerned are you about the number of large commercial trucks (tractor trailers) on highways in Tennessee?

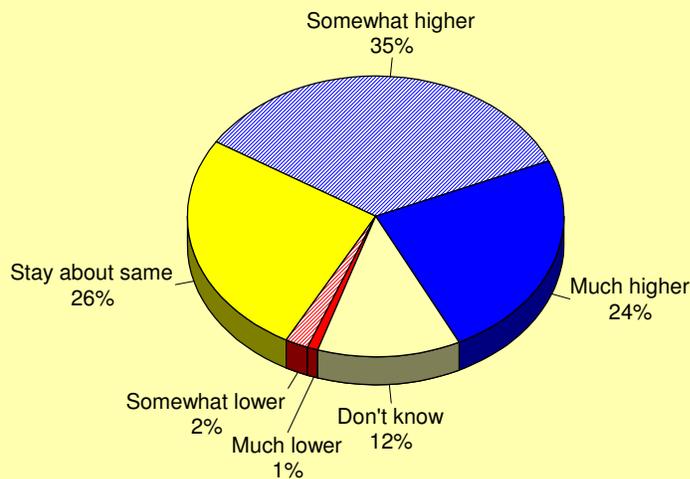
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

Q25. How do you think the priority that TDOT places on the management of truck traffic and freight transportation in the State of Tennessee should change over the next 25 years? Priority should be...

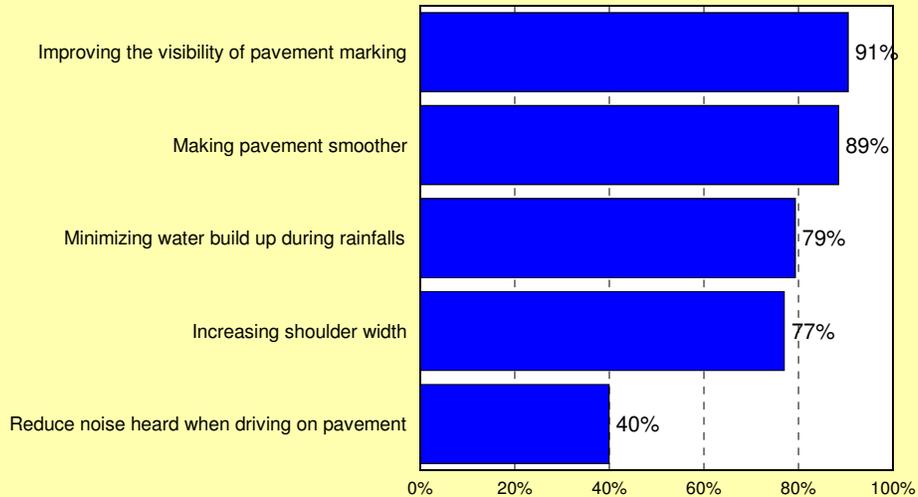
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q26. Pavement Characteristics That Residents Felt Were Most Important

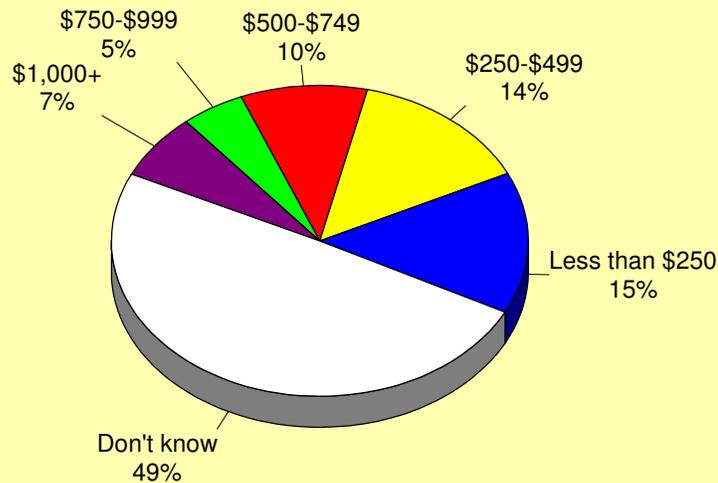
by percentage of respondents who selected the item as their four choices



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q27. Approximately how much do you think the average Tennessee resident pays annually per vehicle to support transportation projects and services provided by TDOT?

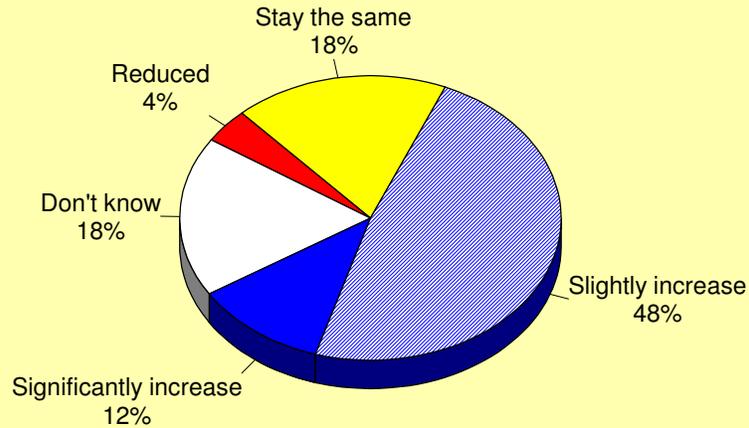
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

Q28. Which of the following statements BEST describes your attitude about how funding for transportation services in Tennessee should change over the next five years? Do you think funding should...

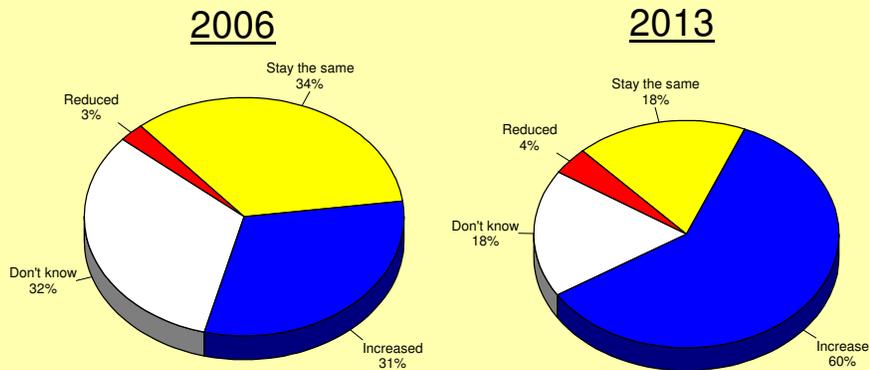
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

Q28. Which of the following statements BEST describes your attitude about how funding for transportation services in Tennessee should change over the next five years? Do you think funding should...

2006 and 2013  
by percentage of respondents



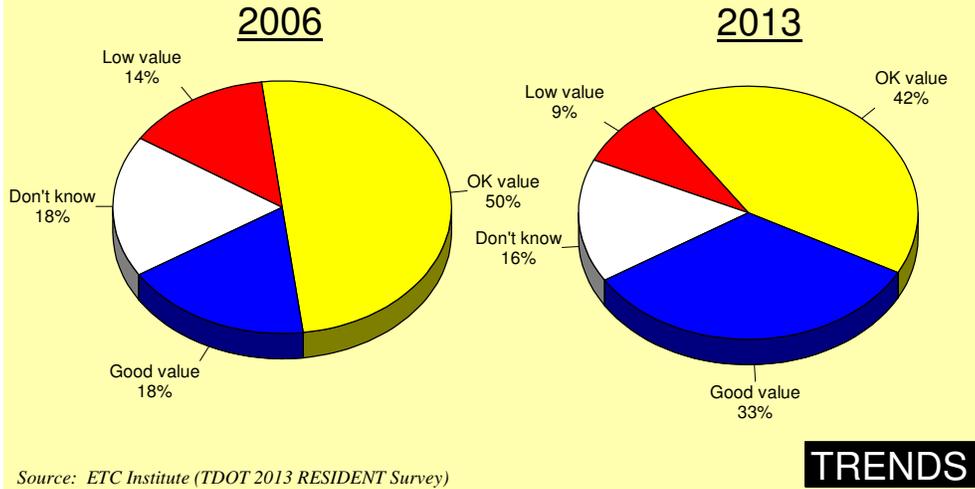
\*Residents were asked how they felt funding should change over the next "two years" in 2006

Source: ETC Institute (TDOT 2013 RESIDENT Survey)

**TRENDS**

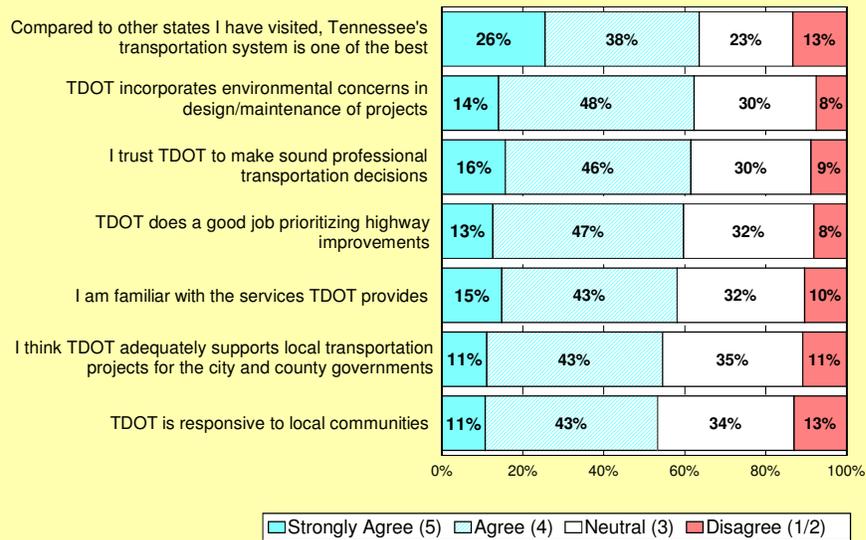
**Q29. Overall, how would you rate the value that is currently provided by TDOT for the transportation taxes paid by Tennessee residents?**

**2006 and 2013**  
by percentage of respondents



**Q30. Level of Agreement with Various Statements About TDOT**

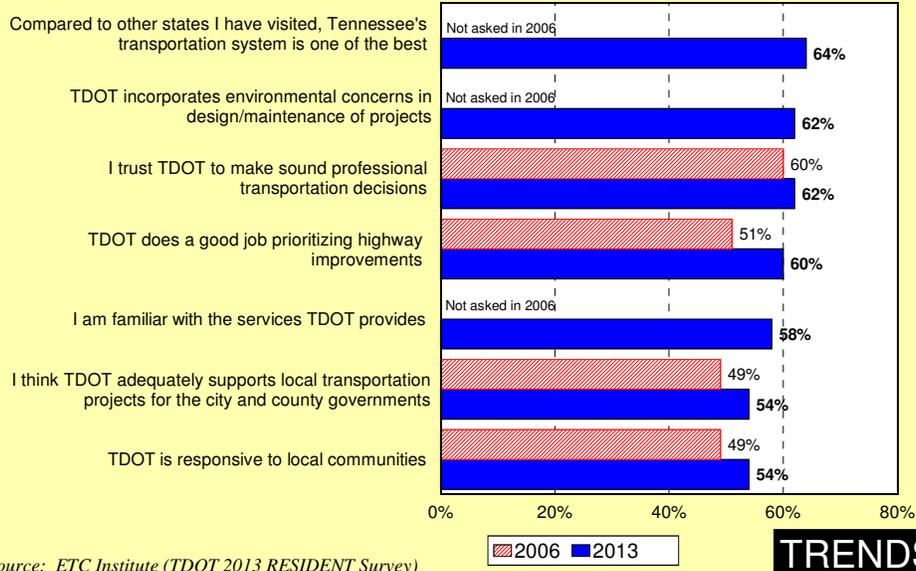
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

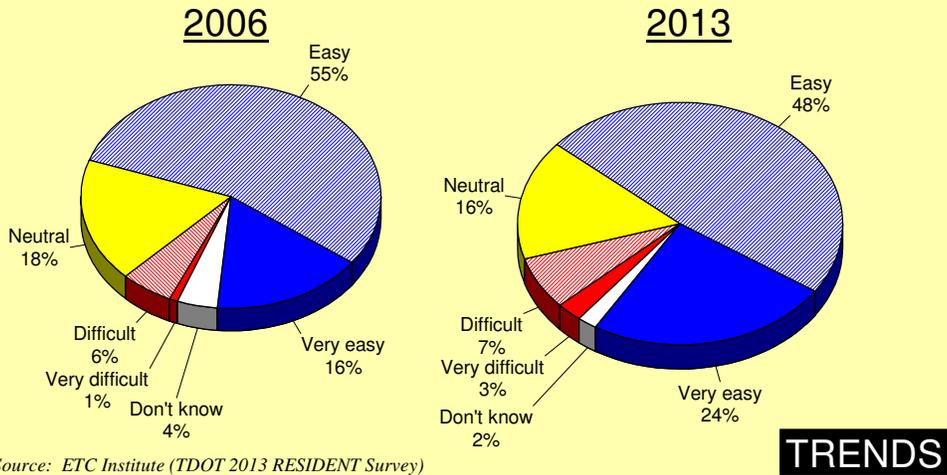
### Q30. Level of Agreement with Various Statements About TDOT - 2006 and 2013

by percentage of respondents who agreed with the statement (excluding don't knows)



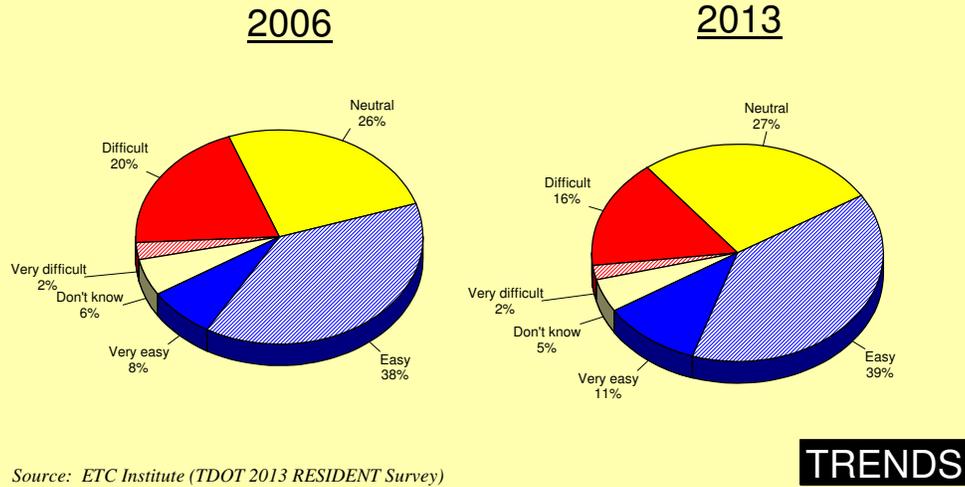
### Q31. Overall, how easy do you think it is to travel between cities in Tennessee? - 2006 and 2013

by percentage of respondents



**Q32. Overall, how easy do you think it is to travel within urban areas of Tennessee? - 2006 and 2013**

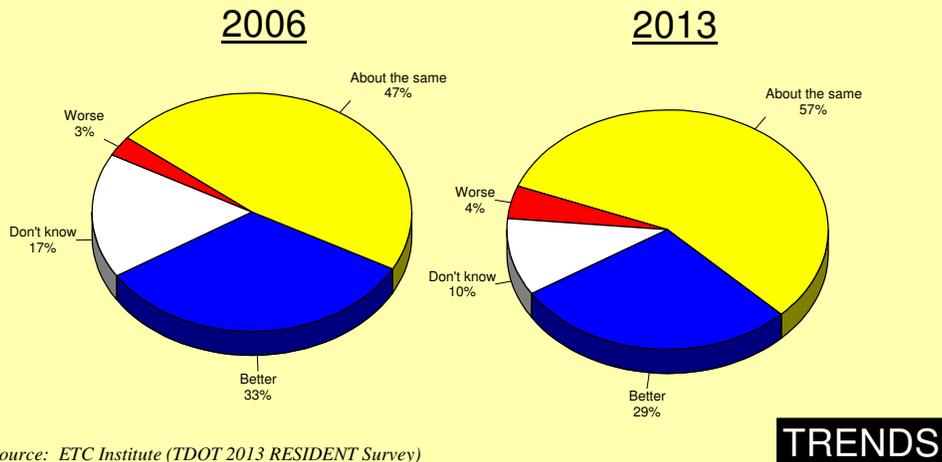
by percentage of respondents



**Q33. Compared to two years ago, how do you think that the current quality of TDOT services has changed?**

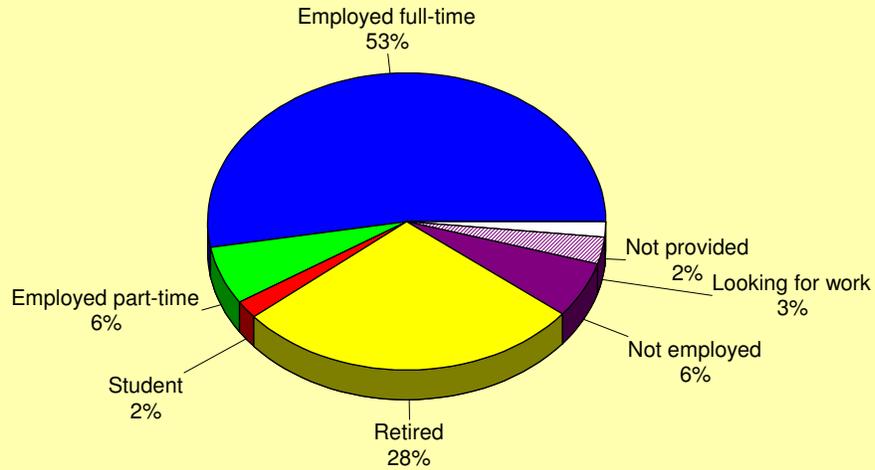
2006 and 2013

by percentage of respondents



### Q34. Demographics: Current Employment Status

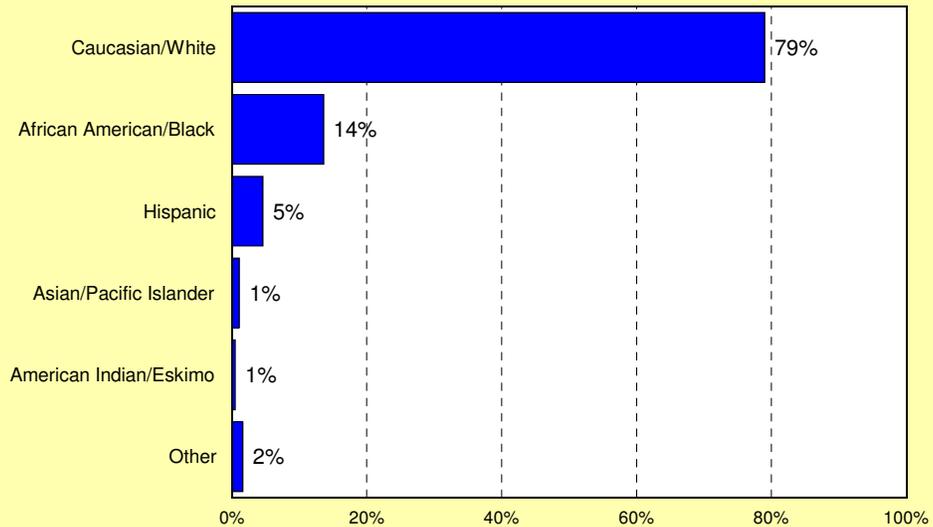
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q35. Demographics: Race/Ethnicity

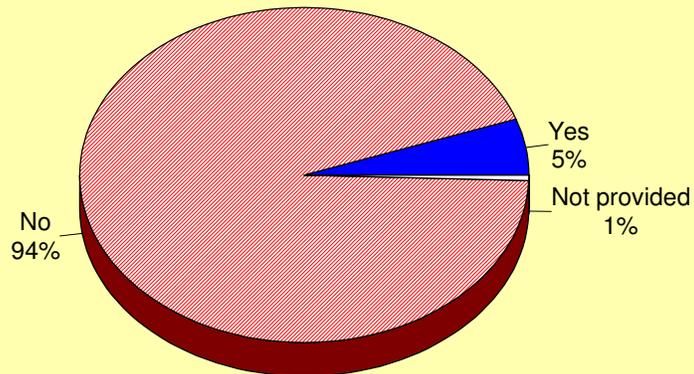
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q36. Demographics: Do you speak a language other than English as the primary language?

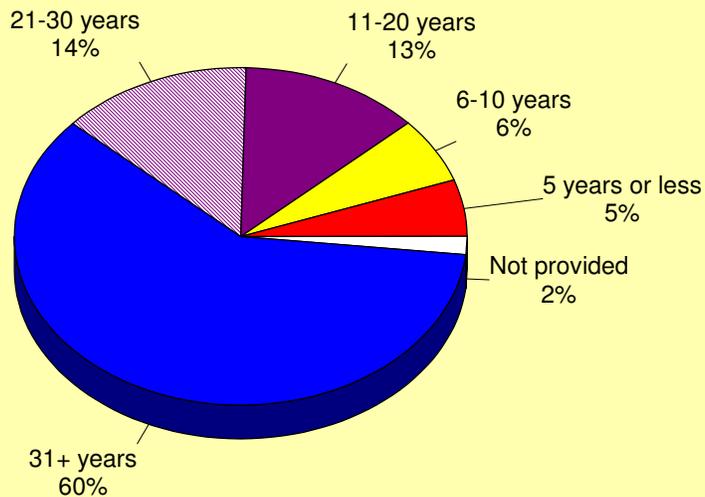
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q37. Demographics: Years Lived in Tennessee

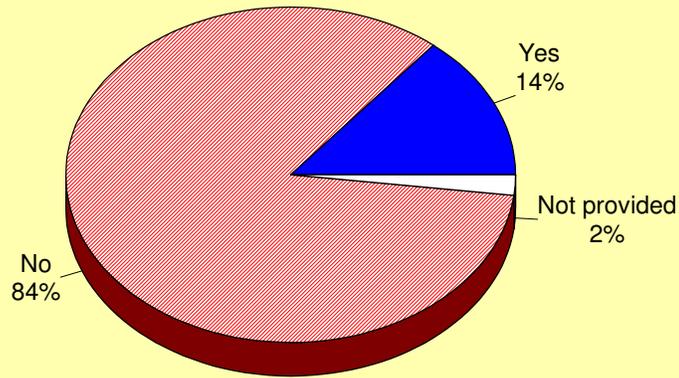
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q39. Demographics: Do you have a physical disability?

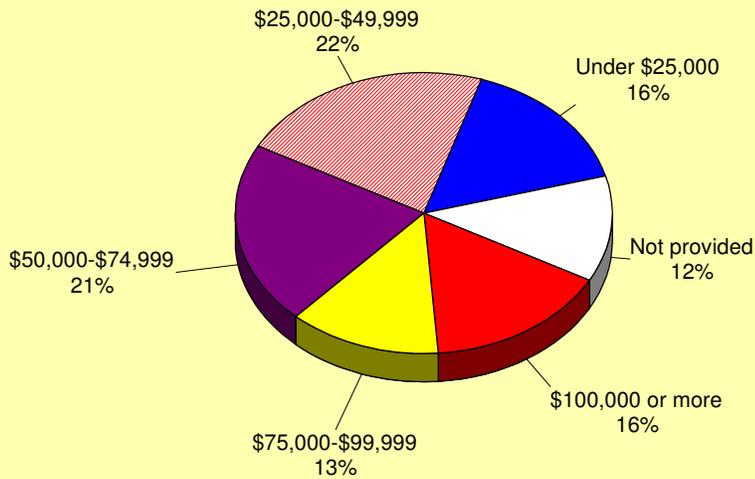
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q40. Demographics: Total Annual Household Income

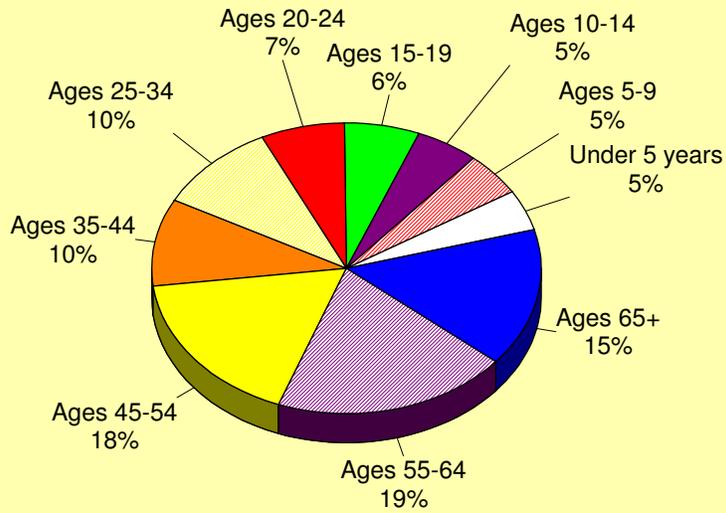
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q41. Demographics: Ages of Household Occupants

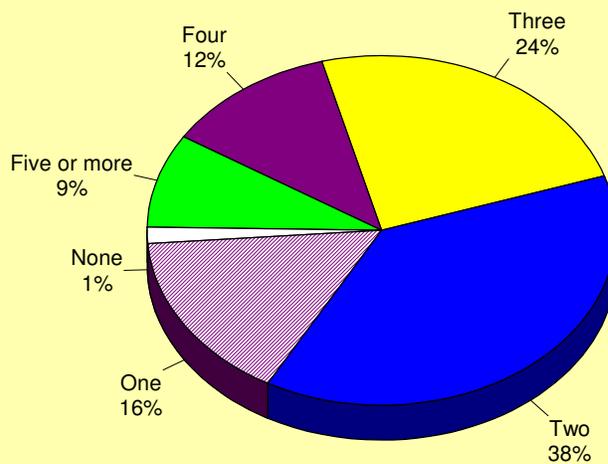
by percentage of all occupants in the households surveyed



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q42. Demographics: Number of Vehicles in Household

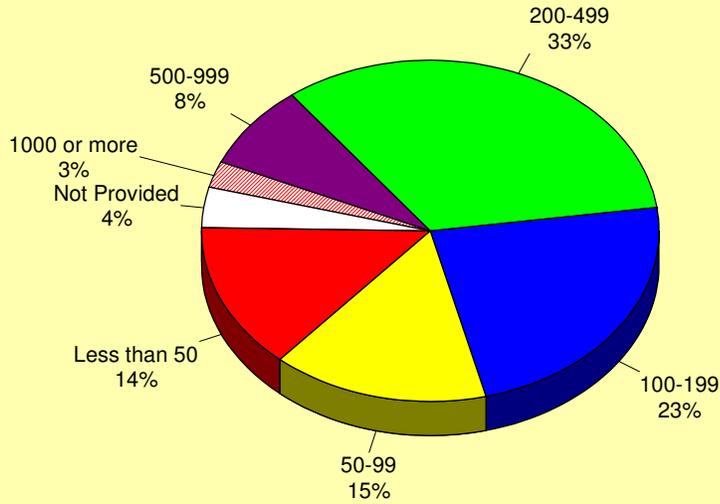
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q43. Demographics: Approximately how many miles do you drive per week?

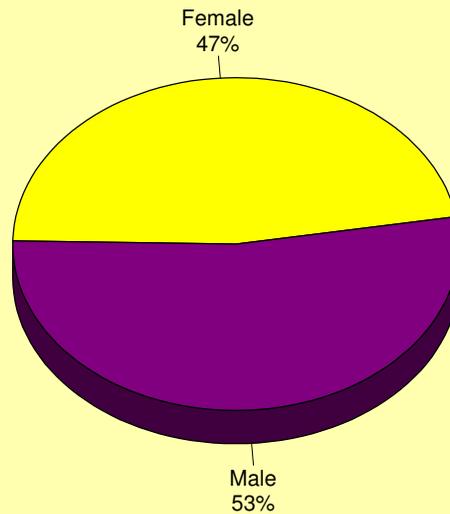
by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

### Q44. Demographics: Gender of the Respondents

by percentage of respondents



Source: ETC Institute (TDOT 2013 RESIDENT Survey)

*Section 2:*  
***Benchmarking Analysis***

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# Benchmarking Analysis

## TDOT 2013 Statewide Customer Satisfaction Survey

### Overview

ETC Institute administered a benchmarking survey to a stratified random sample of 400 residents in the eight states that border Tennessee. Approximately 50 surveys were administered to residents in each of the following states: Alabama, Mississippi, Georgia, North Carolina, Missouri, Arkansas, Kentucky, and Virginia. The purpose of the survey was to have residents in bordering states rate the quality of transportation services *in the state where they live* to assess whether the quality of service provided by TDOT was better, worse, or about the same as other Departments of Transportation.

The survey was approximately 10 minutes in length and was administered during December 2013. The overall results of the benchmarking survey have a precision of at least +/-5% at the 95% level of confidence.

### Findings

*Areas Where TDOT Performed BETTER than Neighboring States.* Areas where TDOT's ratings were significantly better than bordering states included:

- Compared to other states I have visited, Tennessee's transportation system is one of the best
- TDOT incorporates environmental concerns in design/maintenance of projects
- TDOT does a good job prioritizing highway improvements
- Removing snow and ice from highways
- Keeping rest areas clean
- I trust TDOT to make sound professional transportation decisions
- TDOT is responsive to local communities
- Removing debris from highways
- Picking up litter and trash along highways
- Providing rest areas and welcome centers
- Providing incident clearance/motorist services
- Keeping shoulders on highways in good condition
- Feel safe driving through work zones during day
- I feel safe traveling on Tennessee highways
- I think TDOT adequately supports local transportation projects for the city and county governments
- Keeping other state highways in good condition
- TDOT quickly responds to incidents/roadway obstructions
- Keeping Interstate highways in good condition
- I am familiar with the services TDOT provides

- Feel safe driving through work zones at night
- Minimizing congestion on highways in rural areas
- Keeping guardrails in good condition
- TDOT does a good job of minimizing delays from construction/maintenance
- TDOT does a good job of clearing incidents to minimize delays
- Ensuring roadway striping is visible during DAY
- Location of warning signs give advance notice
- Keeping bridges in good condition
- Ensuring water drains quickly from highways

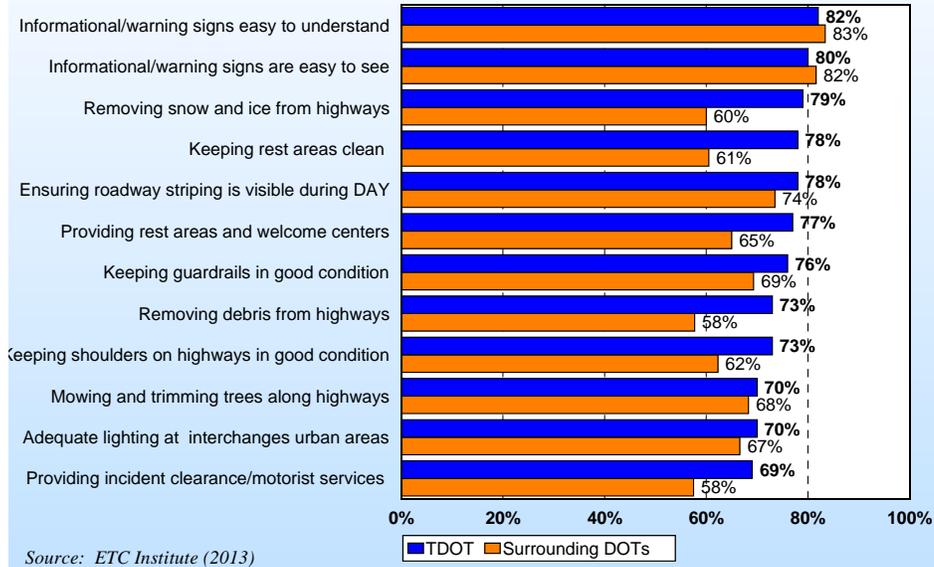
**Areas Where TDOT Performed WORSE than Neighboring States.** Areas where TDOT's ratings were significantly lower than bordering states included:

- Providing park and ride facilities
- Availability of public transportation services
- Proximity to public transportation services
- Frequency of public transportation services
- Pedestrian facilities/sidewalks along highways
- Biking facilities and lanes along highways
- Public transportation for elderly and disabled

The charts on the following pages show the results for all questions that were included on the benchmarking survey.

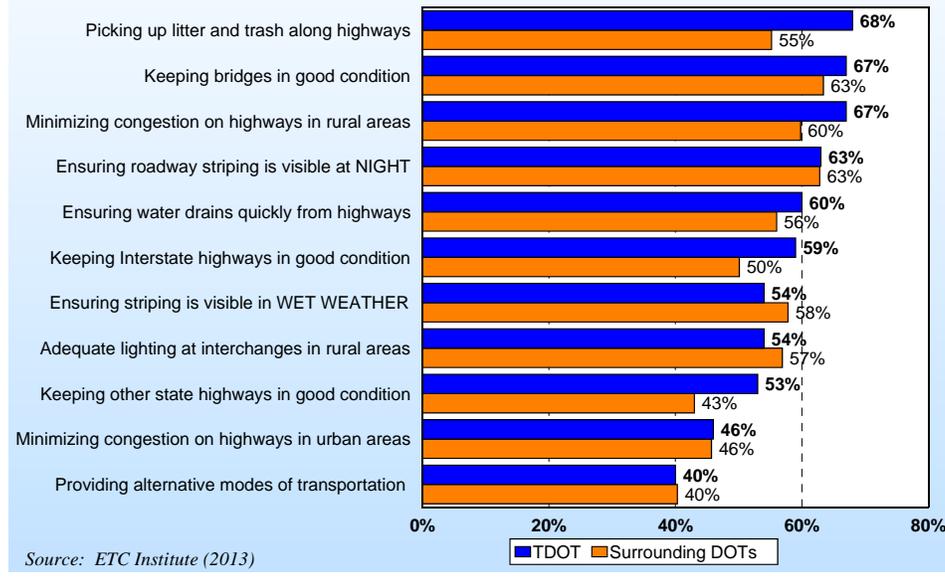
### Satisfaction With How Well the DOT is Maintaining and Managing the Transportation System TDOT vs. Surrounding D.O.T.s

by percentage of respondents who were satisfied with the service (excluding don't knows)

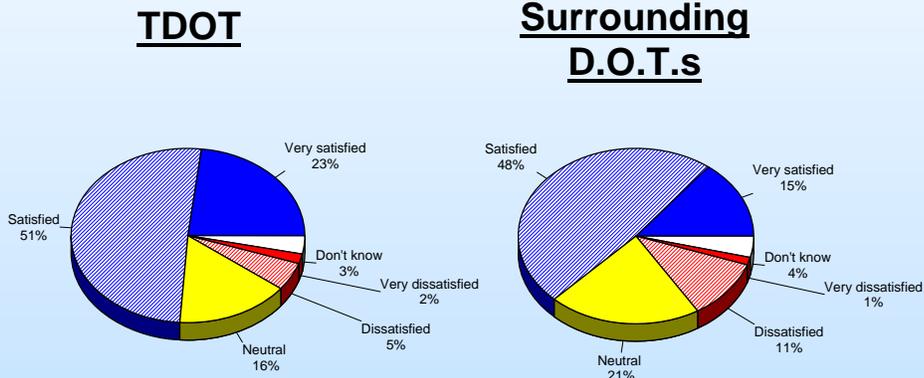


### Satisfaction With How Well the DOT is Maintaining and Managing the Transportation System (Cont.) TDOT vs. Surrounding D.O.T.s

by percentage of respondents who were satisfied with the service (excluding don't knows)

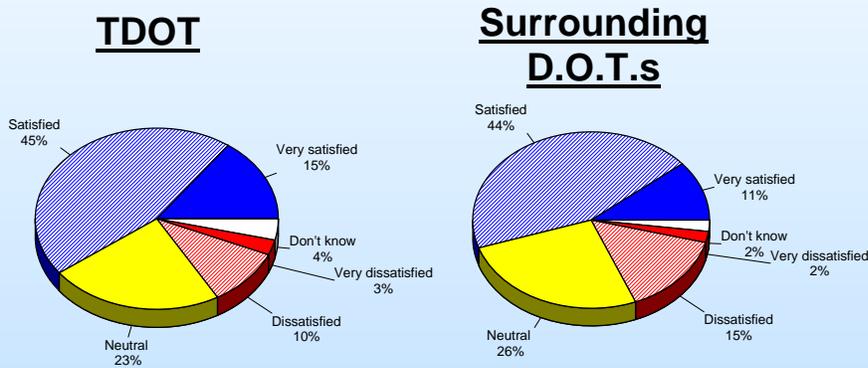


**Overall Satisfaction with the DOT's Efforts to Maintain  
INTERSTATE Highways Over the Past Two Years  
**TDOT vs. Surrounding D.O.T.s**  
by percentage of respondents**



Source: ETC Institute (2013)

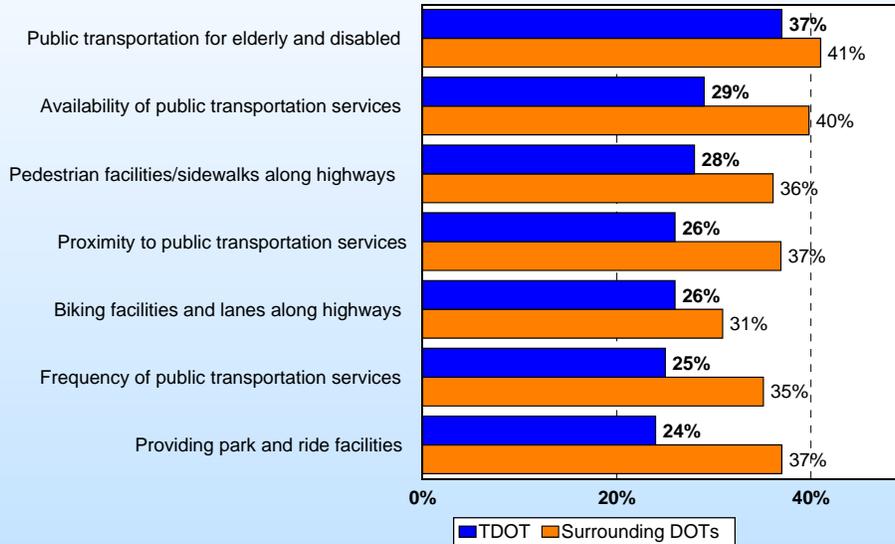
**Overall Satisfaction with the DOT's Efforts to Maintain  
HIGHWAYS OTHER THAN INTERSTATES During the  
Past Two Years - **TDOT vs. Surrounding D.O.T.s**  
by percentage of respondents**



Source: ETC Institute (2013)

### Satisfaction With the Transportation Options Provided by DOTs - TDOT vs. Surrounding D.O.T.s

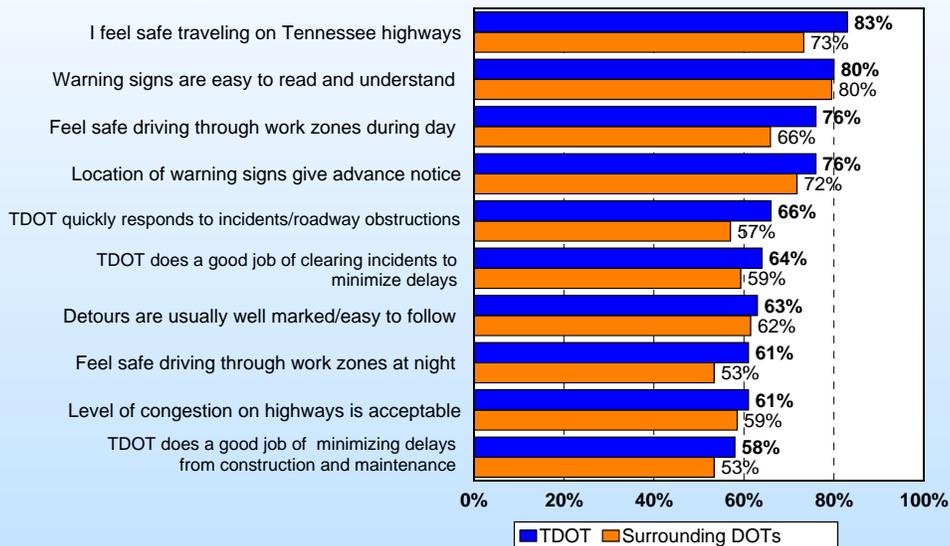
by percentage of respondents who were satisfied with the service (excluding don't knows)



Source: ETC Institute (2013)

### Agreement With Various Statements Related to the Perceptions of Travel on Highways TDOT vs. Surrounding D.O.T.s

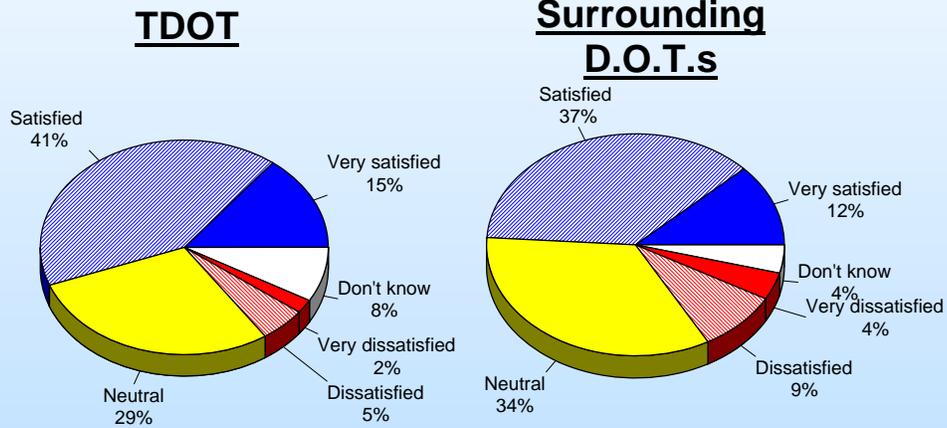
by percentage of respondents who agreed with the statement (excluding don't knows)



Source: ETC Institute (2013)

### Satisfaction with the DOT's Efforts to Keep Residents Informed About Transportation Related Issues TDOT vs. Surrounding D.O.T.s

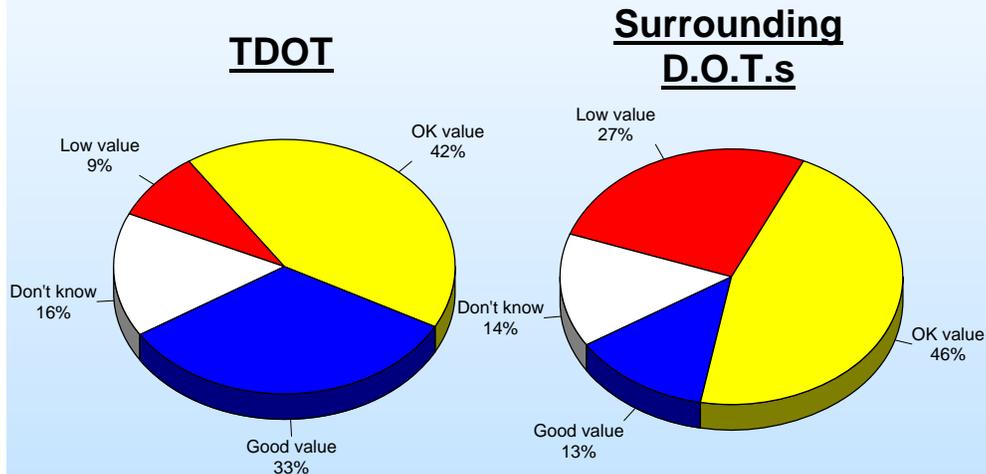
by percentage of respondents



Source: ETC Institute (2013)

### Overall Ratings of the Value That is Provided by the DOT for the Transportation Taxes Paid by Residents TDOT vs. Surrounding D.O.T.s

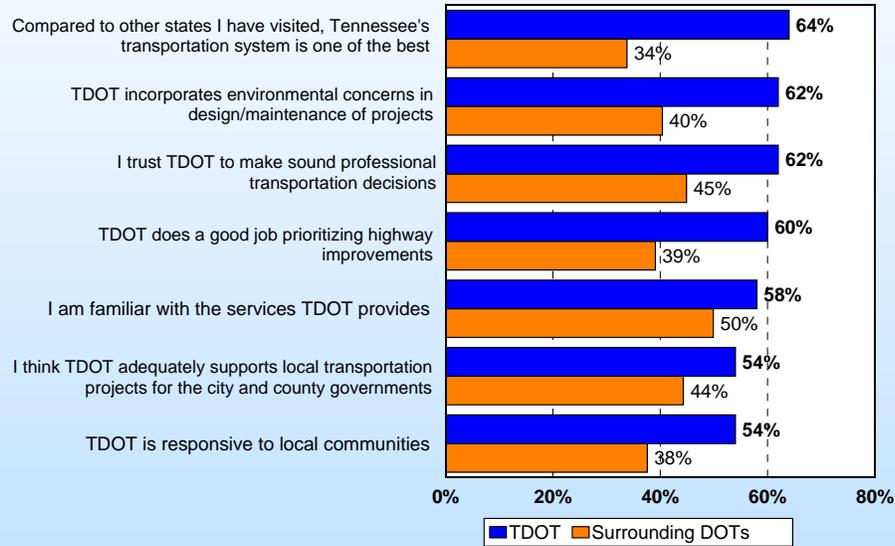
by percentage of respondents



Source: ETC Institute (2013)

### Agreement With Various Statements About DOTs TDOT vs. Surrounding D.O.T.s

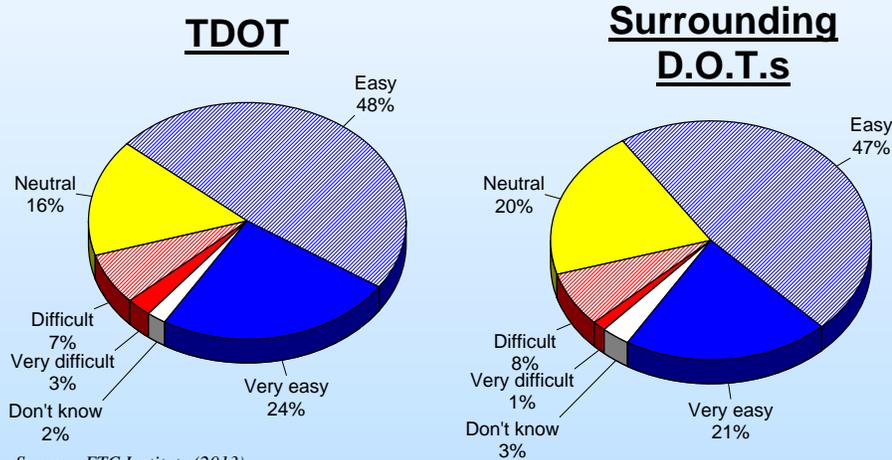
by percentage of respondents who agreed with the statement (excluding don't knows)



Source: ETC Institute (2013)

### Ratings of the Ease of Travel Between Cities in the State TDOT vs. Surrounding D.O.T.s

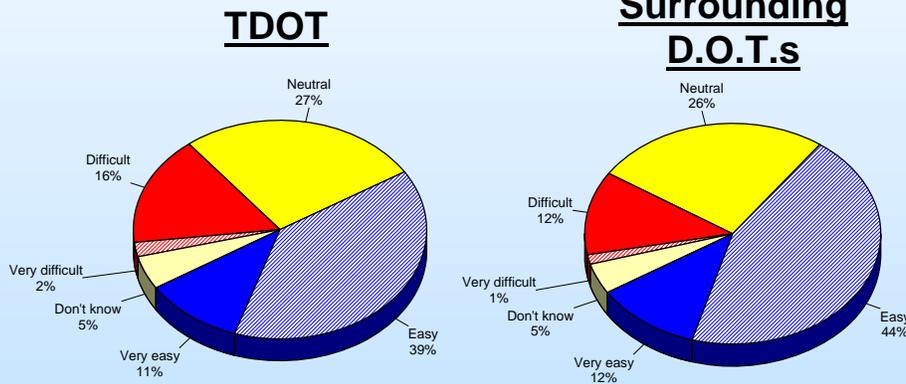
by percentage of respondents



Source: ETC Institute (2013)

Ratings of the Ease of Travel Within Urban Areas  
of the State - **DOT vs. Surrounding D.O.T.s**

by percentage of respondents

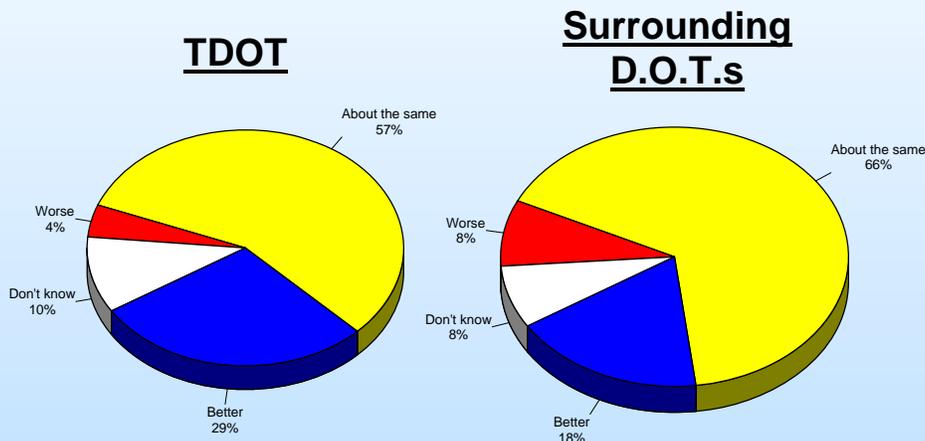


Source: ETC Institute (2013)

Compared to two years ago, how do you think that the  
current quality of DOT services has changed?

**TDOT vs. Surrounding D.O.T.s**

by percentage of respondents



Source: ETC Institute (2013)

*Section 3:*  
*Importance-Satisfaction*  
*Analysis*

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# Importance-Satisfaction Analysis

## TDOT 2013 Statewide Customer Satisfaction Survey

### Overview

Importance-Satisfaction (IS) Analysis is a tool that can help TDOT leaders evaluate the priority that should be placed on transportation issues in Tennessee. Importance-Satisfaction Analysis is based on the concept that TDOT will maximize the impact that new investments have on customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the issue is relatively high.

### Importance-Satisfaction Rating Analysis

**Methodology.** The Importance Satisfaction Rating is calculated by summing the percentage of respondents who selected an item as one of the most important issues to emphasize. This sum is then multiplied by 1 minus the percentage of respondents who indicated they were satisfied with TDOT's performance in the area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable.  $[IS=Importance \times (1-Satisfaction)]$ .

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an issue as one of their top choices to emphasize and 0% indicate that they are satisfied with TDOT's performance.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were satisfied
- if none (0%) of the respondents selected the issue as one of the most important areas for to emphasize

**Interpreting the Ratings.** Ratings that are greater than or equal to 0.20 identify areas that residents and elected officials generally think should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

The IS ratings for the resident survey are provided on the following pages.

## Importance-Satisfaction Rating

### TDOT 2013 Statewide Customer Satisfaction Survey

### Maintaining and Managing the Transportation System

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i>High Priority (IS = .10 - .20)</i></b>						
Keeping other state highways in good condition	34%	2	53%	21	0.1612	<b>1</b>
Keeping Interstate highways in good condition	36%	1	59%	18	0.1502	<b>2</b>
Minimizing congestion on highways in urban areas	20%	4	46%	22	0.1096	<b>3</b>
Providing alternative modes of transportation	17%	7	40%	23	0.1023	<b>4</b>
Ensuring striping is visible in WET WEATHER	22%	3	54%	19	0.1012	<b>5</b>
<b><i>Medium Priority (IS &lt; .10)</i></b>						
Ensuring roadway striping is visible at NIGHT	20%	6	63%	16	0.0725	<b>6</b>
Keeping bridges in good condition	20%	5	67%	14	0.0650	<b>7</b>
Adequate lighting at interchanges in rural areas	14%	10	54%	20	0.0641	<b>8</b>
Ensuring water drains quickly from highways	14%	9	60%	17	0.0579	<b>9</b>
Removing debris from highways	16%	8	73%	8	0.0429	<b>10</b>
Picking up litter and trash along highways	12%	11	68%	13	0.0385	<b>11</b>
Mowing and trimming trees along highways	12%	12	70%	10	0.0360	<b>12</b>
Keeping shoulders on highways in good condition	11%	14	73%	9	0.0287	<b>13</b>
Providing incident clearance/motorist services	8%	16	69%	12	0.0260	<b>14</b>
Minimizing congestion on highways in rural areas	8%	17	67%	15	0.0254	<b>15</b>
Removing snow and ice from highways	11%	13	79%	3	0.0237	<b>16</b>
Keeping guardrails in good condition	9%	15	76%	7	0.0214	<b>17</b>
Adequate lighting at interchanges urban areas	7%	18	70%	11	0.0195	<b>18</b>
Ensuring roadway striping is visible during DAY	6%	19	78%	5	0.0129	<b>19</b>
Providing rest areas and welcome centers	4%	21	77%	6	0.0089	<b>20</b>
Informational/warning signs are easy to see	4%	20	80%	2	0.0083	<b>21</b>
Keeping rest areas clean	3%	22	78%	4	0.0069	<b>22</b>
Informational/warning signs easy to understand	3%	23	82%	1	0.0058	<b>23</b>

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Rating

### TDOT 2013 Statewide Customer Satisfaction Survey

### Transportation Options

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt; .20)</u></b>						
Availability of public transportation services	37%	1	29%	2	0.2620	1
<b><u>High Priority (IS = .10 - .20)</u></b>						
Providing park and ride facilities	25%	3	24%	7	0.1905	2
Pedestrian facilities/sidewalks along highways	24%	4	28%	3	0.1757	3
Public transportation for elderly and disabled	27%	2	37%	1	0.1734	4
Biking facilities and lanes along highways	23%	5	26%	4	0.1680	5
Proximity to public transportation services	22%	6	26%	5	0.1613	6
Frequency of public transportation services	20%	7	25%	6	0.1504	7

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

## Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction matrix is based on the concept that TDOT will maximize overall satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major issues that were assessed on the survey against satisfaction with TDOT's performance in the area. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where TDOT is meeting expectations. Items in this area have a significant impact on overall satisfaction. TDOT should maintain (or slightly increase) emphasis on items in this area.
- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where TDOT is performing significantly better than expected. Items in this area do not significantly affect the overall level of satisfaction. TDOT should maintain (or slightly decrease) emphasis on items in this area.
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where TDOT is not performing as well as residents expect the agency to perform. This area has a significant impact on satisfaction, and TDOT should DEFINITELY increase emphasis on items in this area.
- *Less Important (below average importance and below average satisfaction).* This area shows where TDOT is not performing well relative to TDOT's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction because the items are less important. TDOT should maintain current levels of emphasis on items in this area.

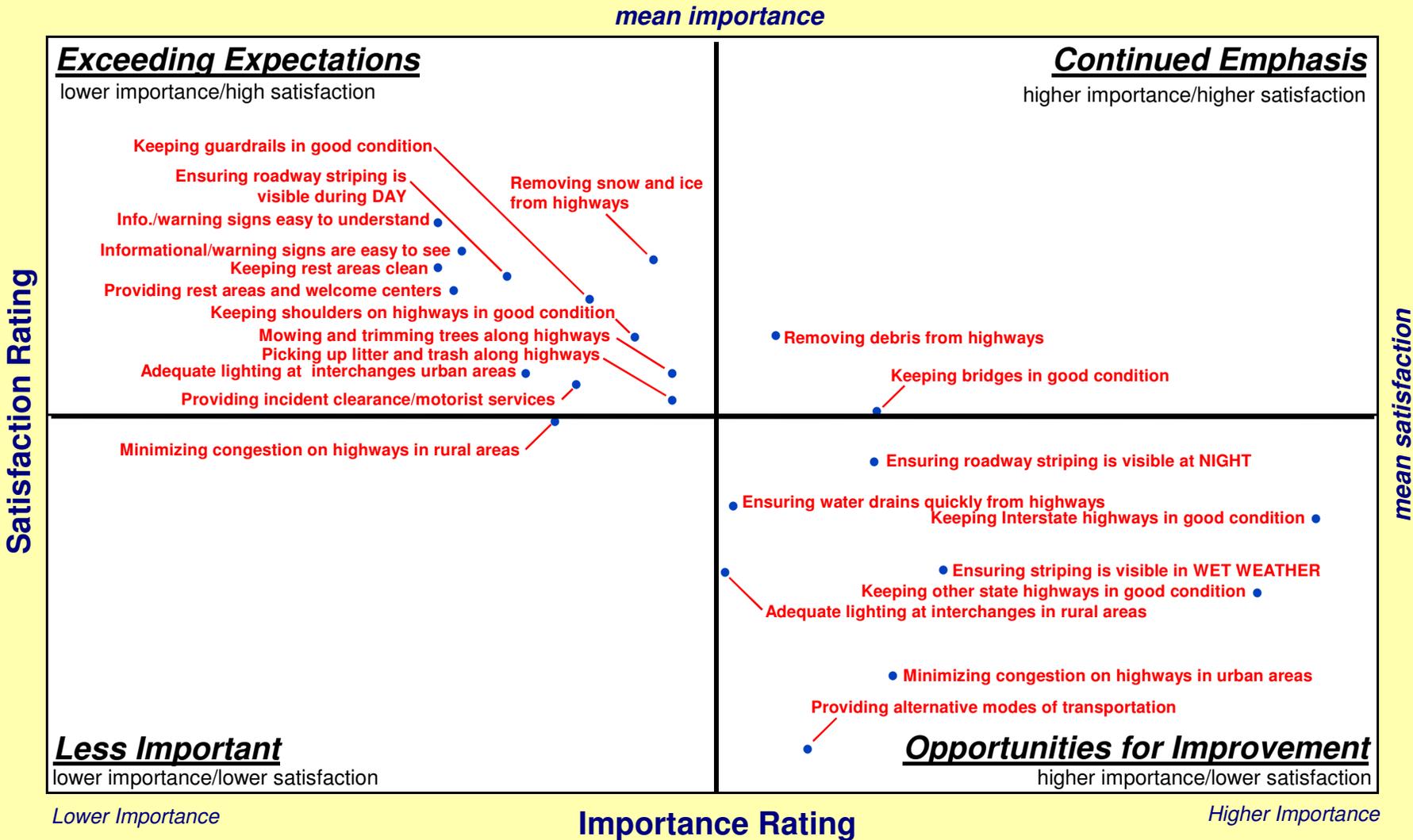
Matrices showing the results for TDOT are provided on the following pages.

# TDOT 2013 Statewide Customer Satisfaction Survey

## Importance-Satisfaction Assessment Matrix

### -Maintaining and Managing the Transportation System-

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



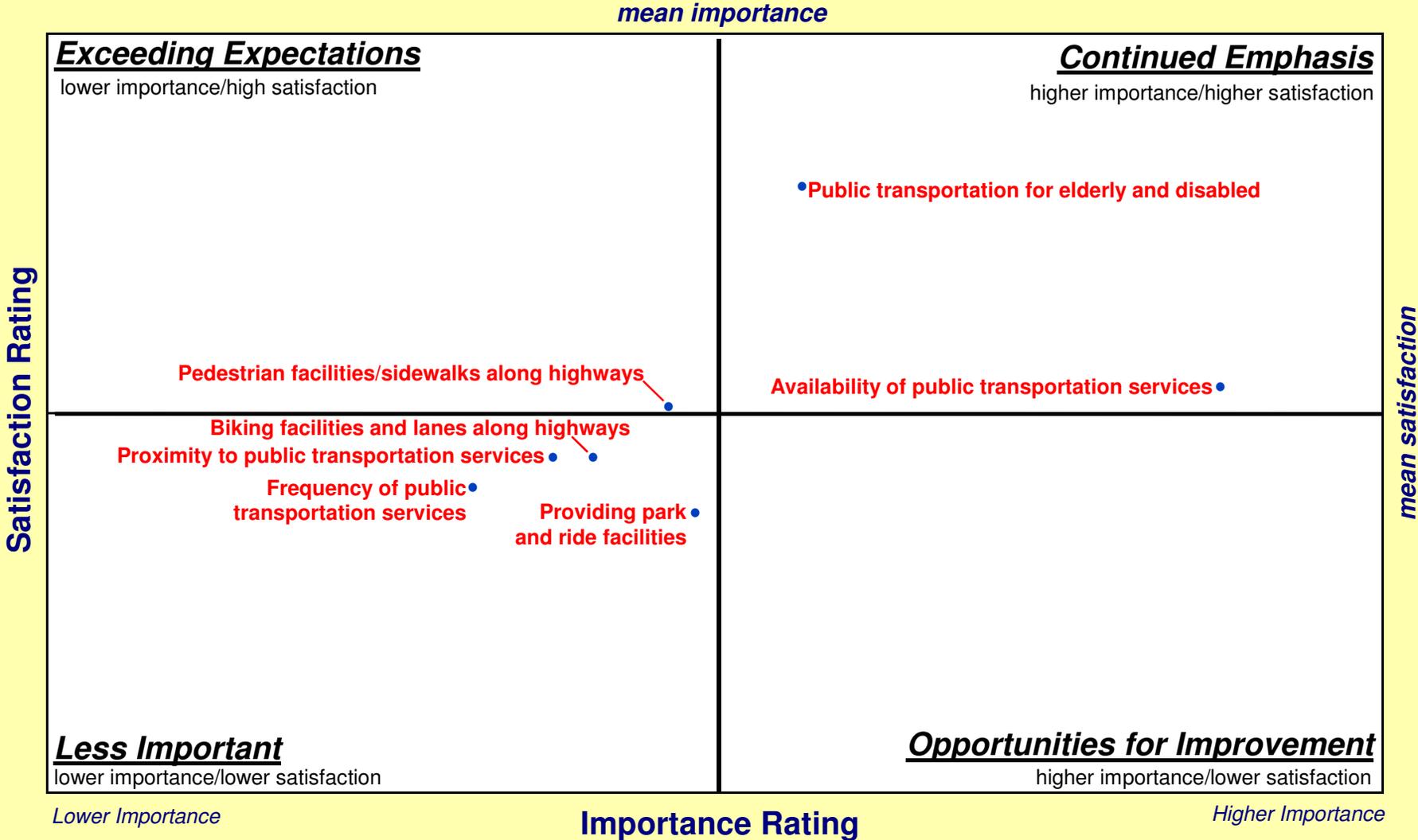
Source: ETC Institute (TDOT 2013 RESIDENT Survey)  
ETC Institute (February 2014)

# TDOT 2013 Statewide Customer Satisfaction Survey

## Importance-Satisfaction Assessment Matrix

### -Transportation Options-

(points on the graph show deviations from the mean satisfaction and importance ratings given by respondents to the survey)



Source: ETC Institute (TDOT 2013 RESIDENT Survey)  
ETC Institute (February 2014)

*Section 4:*  
*Tabular Data*

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**Distribution by Region**

<u>Geography</u>	<u>Number</u>	<u>Percent</u>
Region 1 (Central - Knoxville)	227	8.3 %
Region 1 (East)	221	8.1 %
Region 1 (West)	216	7.9 %
Region 2 (East - Chattanooga)	225	8.2 %
Region 2 (North)	209	7.7 %
Region 2 (West)	198	7.3 %
Region 3 (East - Nashville)	300	11.0 %
Region 3 (South)	177	6.5 %
Region 3 (West - Clarksville)	236	8.6 %
Region 4 (East)	195	7.1 %
Region 4 (North)	223	8.2 %
Region 4 (West - Memphis)	302	11.1 %
Total	2729	100.0 %

**Q1. Maintaining and Managing the Transportation System: Please circle the number that best describes your level of satisfaction with TDOT's efforts to provide the following services.**

(N=2729)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q1a. Removing debris, such as animals, glass, and torn tires from highways	23.8%	46.2%	17.3%	7.3%	2.1%	3.3%
Q1b. Picking up litter and trash along highways	20.0%	46.0%	17.9%	9.2%	4.1%	2.7%
Q1c. Removing snow and ice from highways	28.5%	46.5%	14.0%	3.1%	2.1%	5.8%
Q1d. Mowing and trimming trees, grass and weeds along highways	23.6%	45.1%	16.7%	8.7%	3.3%	2.7%
Q1e. Keeping guardrails in good condition	25.8%	47.4%	16.7%	4.9%	1.7%	3.5%
Q1f. Keeping the surface of Interstate highways in good condition (smooth & free of potholes)	17.3%	39.3%	22.1%	13.1%	5.1%	3.1%
Q1g. Keeping the surface of other state highways in good condition (smooth & free of potholes)	13.2%	37.4%	26.1%	14.7%	4.8%	3.8%
Q1h. Providing rest areas and welcome centers along highways	32.0%	39.9%	15.6%	5.0%	1.4%	6.1%
Q1i. Keeping rest areas clean	30.9%	39.7%	15.5%	3.0%	1.0%	9.9%
Q1j. Keeping shoulders on highways in good condition (safe and free of drop-offs)	23.0%	47.5%	17.9%	6.2%	2.2%	3.3%
Q1k. Keeping bridges in good condition	20.4%	44.5%	21.1%	6.9%	2.9%	4.2%
Q1l. Ensuring that roadway striping on highways is visible during the DAY	28.1%	47.5%	15.4%	4.8%	1.6%	2.6%
Q1m. Ensuring that roadway striping on highways is visible at NIGHT	20.8%	39.6%	19.5%	12.5%	4.4%	3.2%
Q1n. Ensuring that roadway striping on highways is visible during WET WEATHER	16.5%	35.9%	22.2%	15.5%	6.2%	3.7%

**Q1. Maintaining and Managing the Transportation System: Please circle the number that best describes your level of satisfaction with TDOT's efforts to provide the following services (Cont.)**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q1o. Ensuring that informational and warning signs along highways are easy to see	29.2%	48.6%	14.7%	4.0%	1.2%	2.4%
Q1p. Ensuring that informational and warning signs are easy to understand	31.5%	48.9%	13.2%	2.6%	1.1%	2.6%
Q1q. Minimizing congestion on highways in urban areas	10.7%	33.5%	29.4%	16.1%	5.2%	5.1%
Q1r. Minimizing congestion on highways in rural areas	17.5%	45.2%	22.1%	7.0%	2.3%	5.8%
Q1s. Providing adequate lighting at highway interchanges in rural areas	14.2%	36.9%	25.8%	14.0%	3.4%	5.6%
Q1t. Providing adequate lighting at highway interchanges in urban areas	19.9%	47.0%	21.0%	5.7%	1.9%	4.5%
Q1u. Ensuring water drains quickly from the surface of highways during a storm	15.2%	41.5%	24.3%	10.7%	3.6%	4.8%
Q1v. Providing incident clearance and motorist assistance services on Interstates in urban areas (TDOT HELP trucks) to help reduce congestion and secondary incidents	20.4%	41.2%	21.5%	4.3%	1.8%	10.8%
Q1w. Providing options for alternative modes of transportation along highways, such as biking lanes, pedestrian facilities, and public transportation services.	11.0%	25.0%	30.7%	14.9%	8.0%	10.4%

**WITHOUT DON'T KNOW****Q1. Maintaining and Managing the Transportation System: Please circle the number that best describes your level of satisfaction with TDOT's efforts to provide the following services. (Without "Don't Know")**

(N=2729)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Removing debris, such as animals, glass, and torn tires from highways	24.6%	47.8%	17.9%	7.5%	2.2%
Q1b. Picking up litter and trash along highways	20.6%	47.3%	18.4%	9.5%	4.3%
Q1c. Removing snow and ice from highways	30.2%	49.4%	14.9%	3.3%	2.2%
Q1d. Mowing and trimming trees, grass and weeds along highways	24.2%	46.3%	17.1%	8.9%	3.4%
Q1e. Keeping guardrails in good condition	26.8%	49.1%	17.3%	5.1%	1.7%
Q1f. Keeping the surface of Interstate highways in good condition (smooth & free of potholes)	17.9%	40.6%	22.9%	13.5%	5.2%
Q1g. Keeping the surface of other state highways in good condition (smooth & free of potholes)	13.7%	38.9%	27.1%	15.3%	5.0%
Q1h. Providing rest areas and welcome centers along highways	34.1%	42.5%	16.6%	5.3%	1.5%
Q1i. Keeping rest areas clean	34.3%	44.1%	17.2%	3.3%	1.1%
Q1j. Keeping shoulders on highways in good condition (safe and free of drop-offs)	23.8%	49.1%	18.5%	6.4%	2.2%
Q1k. Keeping bridges in good condition	21.3%	46.4%	22.0%	7.2%	3.0%
Q1l. Ensuring that roadway striping on highways is visible during the DAY	28.9%	48.8%	15.9%	4.9%	1.6%
Q1m. Ensuring that roadway striping on highways is visible at NIGHT	21.5%	40.9%	20.1%	12.9%	4.6%
Q1n. Ensuring that roadway striping on highways is visible during WET WEATHER	17.1%	37.3%	23.1%	16.1%	6.4%
Q1o. Ensuring that informational and warning signs along highways are easy to see	29.9%	49.8%	15.1%	4.1%	1.2%
Q1p. Ensuring that informational and warning signs are easy to understand	32.4%	50.2%	13.6%	2.7%	1.1%

**WITHOUT DON'T KNOW**

**Q1. Maintaining and Managing the Transportation System: Please circle the number that best describes your level of satisfaction with TDOT's efforts to provide the following services. (Without "Don't Know")**  
**(Cont.)**

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1q. Minimizing congestion on highways in urban areas	11.3%	35.3%	31.0%	16.9%	5.5%
Q1r. Minimizing congestion on highways in rural areas	18.6%	48.0%	23.5%	7.5%	2.5%
Q1s. Providing adequate lighting at highway interchanges in rural areas	15.1%	39.1%	27.4%	14.8%	3.6%
Q1t. Providing adequate lighting at highway interchanges in urban areas	20.8%	49.2%	22.0%	5.9%	2.0%
Q1u. Ensuring water drains quickly from the surface of highways during a storm	15.9%	43.6%	25.5%	11.3%	3.7%
Q1v. Providing incident clearance and motorist assistance services on Interstates in urban areas (TDOT HELP trucks) to help reduce congestion and secondary incidents	22.9%	46.2%	24.1%	4.8%	2.1%
Q1w. Providing options for alternative modes of transportation along highways, such as biking lanes, pedestrian facilities, and public transportation services.	12.3%	27.9%	34.3%	16.6%	8.9%

**Q2. Which FOUR of the items listed above do you think should receive the most emphasis from TDOT over the next two years?**

<u>Q2. 1<sup>st</sup> Choice</u>	<u>Number</u>	<u>Percent</u>
Removing debris, such as animals, glass, and torn tires from highways	193	7.1 %
Picking up litter and trash along highways	80	2.9 %
Removing snow and ice from highways	112	4.1 %
Mowing and trimming trees, grass and weeds along highways	88	3.2 %
Keeping guardrails in good condition	45	1.6 %
Keeping the surface of Interstate highways in good condition (smooth & free of potholes)	468	17.1 %
Keeping the surface of other state highways in good condition (smooth & free of potholes)	177	6.5 %
Providing rest areas and welcome centers along highways	14	0.5 %
Keeping rest areas clean	7	0.3 %
Keeping shoulders on highways in good condition (safe and free of drop-offs)	47	1.7 %
Keeping bridges in good condition	152	5.6 %
Ensuring that roadway striping on highways is visible during the DAY	46	1.7 %
Ensuring that roadway striping on highways is visible at NIGHT	127	4.7 %
Ensuring that roadway striping on highways is visible during WET WEATHER	132	4.8 %
Ensuring that informational and warning signs along highways are easy to see	17	0.6 %
Ensuring that informational and warning signs are easy to understand	10	0.4 %
Minimizing congestion on highways in urban areas	219	8.0 %
Minimizing congestion on highways in rural areas	32	1.2 %
Providing adequate lighting at highway interchanges in rural areas	94	3.4 %
Providing adequate lighting at highway interchanges in urban areas	18	0.7 %
Ensuring water drains quickly from the surface of highways during a storm	84	3.1 %
Providing incident clearance and motorist assistance services on Interstates in urban areas (TDOT HELP trucks) to help reduce congestion and secondary incidents	45	1.6 %
Providing options for alternative modes of transportation along highways, such as biking lanes, pedestrian facilities, and public transportation services	201	7.4 %
<u>None chosen</u>	<u>321</u>	<u>11.8 %</u>
Total	2729	100.0 %

**Q2. Which FOUR of the items listed above do you think should receive the most emphasis from TDOT over the next two years?**

<u>Q2. 2<sup>nd</sup> Choice</u>	<u>Number</u>	<u>Percent</u>
Removing debris, such as animals, glass, and torn tires from highways	83	3.0 %
Picking up litter and trash along highways	86	3.2 %
Removing snow and ice from highways	73	2.7 %
Mowing and trimming trees, grass and weeds along highways	62	2.3 %
Keeping guardrails in good condition	77	2.8 %
Keeping the surface of Interstate highways in good condition (smooth & free of potholes)	248	9.1 %
Keeping the surface of other state highways in good condition (smooth & free of potholes)	423	15.5 %
Providing rest areas and welcome centers along highways	24	0.9 %
Keeping rest areas clean	23	0.8 %
Keeping shoulders on highways in good condition (safe and free of drop-offs)	76	2.8 %
Keeping bridges in good condition	115	4.2 %
Ensuring that roadway striping on highways is visible during the DAY	36	1.3 %
Ensuring that roadway striping on highways is visible at NIGHT	159	5.8 %
Ensuring that roadway striping on highways is visible during WET WEATHER	183	6.7 %
Ensuring that informational and warning signs along highways are easy to see	23	0.8 %
Ensuring that informational and warning signs are easy to understand	19	0.7 %
Minimizing congestion on highways in urban areas	98	3.6 %
Minimizing congestion on highways in rural areas	80	2.9 %
Providing adequate lighting at highway interchanges in rural areas	91	3.3 %
Providing adequate lighting at highway interchanges in urban areas	59	2.2 %
Ensuring water drains quickly from the surface of highways during a storm	85	3.1 %
Providing incident clearance and motorist assistance services on Interstates in urban areas (TDOT HELP trucks) to help reduce congestion and secondary incidents	54	2.0 %
Providing options for alternative modes of transportation along highways, such as biking lanes, pedestrian facilities, and public transportation services	78	2.9 %
<u>None chosen</u>	<u>474</u>	<u>17.4 %</u>
Total	2729	100.0 %

**Q2. Which FOUR of the items listed above do you think should receive the most emphasis from TDOT over the next two years?**

<u>Q2. 3<sup>rd</sup> Choice</u>	<u>Number</u>	<u>Percent</u>
Removing debris, such as animals, glass, and torn tires from highways	82	3.0 %
Picking up litter and trash along highways	70	2.6 %
Removing snow and ice from highways	67	2.5 %
Mowing and trimming trees, grass and weeds along highways	91	3.3 %
Keeping guardrails in good condition	59	2.2 %
Keeping the surface of Interstate highways in good condition (smooth & free of potholes)	171	6.3 %
Keeping the surface of other state highways in good condition (smooth & free of potholes)	192	7.0 %
Providing rest areas and welcome centers along highways	28	1.0 %
Keeping rest areas clean	24	0.9 %
Keeping shoulders on highways in good condition (safe and free of drop-offs)	91	3.3 %
Keeping bridges in good condition	140	5.1 %
Ensuring that roadway striping on highways is visible during the DAY	51	1.9 %
Ensuring that roadway striping on highways is visible at NIGHT	140	5.1 %
Ensuring that roadway striping on highways is visible during WET WEATHER	172	6.3 %
Ensuring that informational and warning signs along highways are easy to see	36	1.3 %
Ensuring that informational and warning signs are easy to understand	22	0.8 %
Minimizing congestion on highways in urban areas	129	4.7 %
Minimizing congestion on highways in rural areas	46	1.7 %
Providing adequate lighting at highway interchanges in rural areas	114	4.2 %
Providing adequate lighting at highway interchanges in urban areas	47	1.7 %
Ensuring water drains quickly from the surface of highways during a storm	119	4.4 %
Providing incident clearance and motorist assistance services on Interstates in urban areas (TDOT HELP trucks) to help reduce congestion and secondary incidents	56	2.1 %
Providing options for alternative modes of transportation along highways, such as biking lanes, pedestrian facilities, and public transportation services	90	3.3 %
<u>None chosen</u>	<u>692</u>	<u>25.4 %</u>
Total	2729	100.0 %

**Q2. Which FOUR of the items listed above do you think should receive the most emphasis from TDOT over the next two years?**

<u>Q2. 4<sup>th</sup> Choice</u>	<u>Number</u>	<u>Percent</u>
Removing debris, such as animals, glass, and torn tires from highways	76	2.8 %
Picking up litter and trash along highways	92	3.4 %
Removing snow and ice from highways	57	2.1 %
Mowing and trimming trees, grass and weeds along highways	86	3.2 %
Keeping guardrails in good condition	62	2.3 %
Keeping the surface of Interstate highways in good condition (smooth & free of potholes)	100	3.7 %
Keeping the surface of other state highways in good condition (smooth & free of potholes)	137	5.0 %
Providing rest areas and welcome centers along highways	39	1.4 %
Keeping rest areas clean	34	1.2 %
Keeping shoulders on highways in good condition (safe and free of drop-offs)	76	2.8 %
Keeping bridges in good condition	131	4.8 %
Ensuring that roadway striping on highways is visible during the DAY	26	1.0 %
Ensuring that roadway striping on highways is visible at NIGHT	110	4.0 %
Ensuring that roadway striping on highways is visible during WET WEATHER	120	4.4 %
Ensuring that informational and warning signs along highways are easy to see	36	1.3 %
Ensuring that informational and warning signs are easy to understand	37	1.4 %
Minimizing congestion on highways in urban areas	107	3.9 %
Minimizing congestion on highways in rural areas	50	1.8 %
Providing adequate lighting at highway interchanges in rural areas	82	3.0 %
Providing adequate lighting at highway interchanges in urban areas	54	2.0 %
Ensuring water drains quickly from the surface of highways during a storm	103	3.8 %
Providing incident clearance and motorist assistance services on Interstates in urban areas (TDOT HELP trucks) to help reduce congestion and secondary incidents	74	2.7 %
Providing options for alternative modes of transportation along highways, such as biking lanes, pedestrian facilities, and public transportation services	98	3.6 %
<u>None chosen</u>	<u>942</u>	<u>34.5 %</u>
Total	2729	100.0 %

**Q2. Which FOUR of the items listed above do you think should receive the most emphasis from TDOT over the next two years? (Sum of the Top 4 Choices)**

<u>Q2. Sum of the Top 4 Choices</u>	<u>Number</u>	<u>Percent</u>
Removing debris, such as animals, glass, and torn tires from highways	434	15.9 %
Picking up litter and trash along highways	328	12.0 %
Removing snow and ice from highways	309	11.3 %
Mowing and trimming trees, grass and weeds along highways	327	12.0 %
Keeping guardrails in good condition	243	8.9 %
Keeping the surface of Interstate highways in good condition (smooth & free of potholes)	987	36.2 %
Keeping the surface of other state highways in good condition (smooth & free of potholes)	929	34.0 %
Providing rest areas and welcome centers along highways	105	3.8 %
Keeping rest areas clean	88	3.2 %
Keeping shoulders on highways in good condition (safe and free of drop-offs)	290	10.6 %
Keeping bridges in good condition	538	19.7 %
Ensuring that roadway striping on highways is visible during the DAY	159	5.8 %
Ensuring that roadway striping on highways is visible at NIGHT	536	19.6 %
Ensuring that roadway striping on highways is visible during WET WEATHER	607	22.2 %
Ensuring that informational and warning signs along highways are easy to see	112	4.1 %
Ensuring that informational and warning signs are easy to understand	88	3.2 %
Minimizing congestion on highways in urban areas	553	20.3 %
Minimizing congestion on highways in rural areas	208	7.6 %
Providing adequate lighting at highway interchanges in rural areas	381	14.0 %
Providing adequate lighting at highway interchanges in urban areas	178	6.5 %
Ensuring water drains quickly from the surface of highways during a storm	391	14.3 %
Providing incident clearance and motorist assistance services on Interstates in urban areas (TDOT HELP trucks) to help reduce congestion and secondary incidents	229	8.4 %
Providing options for alternative modes of transportation along highways, such as biking lanes, pedestrian facilities, and public transportation services	467	17.1 %
None chosen	352	12.9 %
Total	8839	

**Q3. 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?**

Q3. Please tell me your OVERALL satisfaction with the job that TDOT has done:	Number	Percent
Very Satisfied	639	23.4 %
Satisfied	1375	50.4 %
Neutral	430	15.8 %
Dissatisfied	146	5.3 %
Very Dissatisfied	49	1.8 %
Don't know	90	3.3 %
Total	2729	100.0 %

**Q4. 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 STATE HIGHWAYS OTHER THAN INTERSTATES in Tennessee during the past TWO years?**

Q4. Please tell me your OVERALL satisfaction with the job that TDOT has done:	Number	Percent
Very Satisfied	412	15.1 %
Satisfied	1230	45.1 %
Neutral	630	23.1 %
Dissatisfied	283	10.4 %
Very Dissatisfied	73	2.7 %
Don't know	101	3.7 %
Total	2729	100.0 %

**Q5. Transportation Options: Please circle the number that best describes your level of satisfaction with the adequacy of the following transportation services and alternatives where you live.**

(N=2729)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Q5a. Availability of public transportation services where you live	7.6%	14.8%	23.9%	16.0%	15.7%	22.0%
Q5b. Frequency of public transportation services where you live	6.1%	12.2%	23.3%	15.7%	16.3%	26.4%
Q5c. Proximity (ease of access/ convenience ) to public transportation services where you live	6.8%	12.9%	23.1%	15.3%	17.5%	24.4%
Q5d. Availability of public transportation services for the elderly and persons with disabilities	9.1%	16.9%	22.9%	11.7%	10.2%	29.2%
Q5e. Availability of pedestrian facilities and sidewalks for transportation purposes along highways	6.1%	16.9%	26.5%	17.2%	15.5%	17.8%
Q5f. Availability of biking facilities and lanes along highways	5.7%	15.6%	26.1%	19.0%	15.6%	18.0%
Q5g. Providing park and ride facilities where residents can park their car and access public transportation or carpool/ vanpool services	5.7%	12.1%	25.4%	16.1%	15.4%	25.3%

**WITHOUT DON'T KNOW****Q5. Transportation Options: Please circle the number that best describes your level of satisfaction with the adequacy of the following transportation services and alternatives where you live. (Without "Don't Know")**

(N=2729)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Availability of public transportation services where you live	9.8%	19.0%	30.6%	20.5%	20.1%
Q5b. Frequency of public transportation services where you live	8.2%	16.6%	31.7%	21.4%	22.1%
Q5c. Proximity (ease of access/convenience) to public transportation services where you live	8.9%	17.1%	30.6%	20.2%	23.2%
Q5d. Availability of public transportation services for the elderly and persons with disabilities	12.8%	23.9%	32.3%	16.5%	14.5%
Q5e. Availability of pedestrian facilities and sidewalks for transportation purposes along highways	7.4%	20.6%	32.2%	20.9%	18.8%
Q5f. Availability of biking facilities and lanes along highways	7.0%	19.0%	31.8%	23.1%	19.0%
Q5g. Providing park and ride facilities where residents can park their car and access public transportation or carpool/vanpool services	7.6%	16.2%	34.1%	21.5%	20.6%

**Q6. Which THREE of the transportation options for services listed above do you think should receive the most emphasis from the Tennessee Department of Transportation over the next TWO years?**

<u>Q6. 1<sup>st</sup> Choice</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation services where you live	660	24.2 %
Frequency of public transportation services where you live	47	1.7 %
Proximity (ease of access/convenience) to public transportation services where you live	79	2.9 %
Availability of public transportation services for the elderly and persons with disabilities	368	13.5 %
Availability of pedestrian facilities and sidewalks for transportation purposes along highways	247	9.1 %
Availability of biking facilities and lanes along highways	180	6.6 %
Providing park and ride facilities where residents can park their car and access public transportation or carpool/vanpool services	260	9.5 %
<u>None chosen</u>	<u>888</u>	<u>32.5 %</u>
Total	2729	100.0 %

**Q6. Which THREE of the transportation options for services listed above do you think should receive the most emphasis from the Tennessee Department of Transportation over the next TWO years?**

<u>Q6. 2<sup>nd</sup> Choice</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation services where you live	200	7.3 %
Frequency of public transportation services where you live	364	13.3 %
Proximity (ease of access/convenience) to public transportation services where you live	184	6.7 %
Availability of public transportation services for the elderly and persons with disabilities	206	7.5 %
Availability of pedestrian facilities and sidewalks for transportation purposes along highways	231	8.5 %
Availability of biking facilities and lanes along highways	259	9.5 %
Providing park and ride facilities where residents can park their car and access public transportation or carpool/vanpool services	172	6.3 %
<u>None chosen</u>	<u>1113</u>	<u>40.8 %</u>
Total	2729	100.0 %

**Q6. Which THREE of the transportation options for services listed above do you think should receive the most emphasis from the Tennessee Department of Transportation over the next TWO years?**

<u>Q6. 3<sup>rd</sup> Choice</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation services where you live	145	5.3 %
Frequency of public transportation services where you live	134	4.9 %
Proximity (ease of access/convenience) to public transportation services where you live	333	12.2 %
Availability of public transportation services for the elderly and persons with disabilities	175	6.4 %
Availability of pedestrian facilities and sidewalks for transportation purposes along highways	188	6.9 %
Availability of biking facilities and lanes along highways	180	6.6 %
Providing park and ride facilities where residents can park their car and access public transportation or carpool/vanpool services	249	9.1 %
<u>None chosen</u>	<u>1325</u>	<u>48.6 %</u>
Total	2729	100.0 %

**Q6. Which THREE of the transportation options for services listed above do you think should receive the most emphasis from the Tennessee Department of Transportation over the next TWO years? (Sum of the Top 3 Choices)**

<u>Q6. Sum of the Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation services where you live	1005	36.8 %
Frequency of public transportation services where you live	545	20.0 %
Proximity (ease of access/convenience) to public transportation services where you live	596	21.8 %
Availability of public transportation services for the elderly and persons with disabilities	749	27.4 %
Availability of pedestrian facilities and sidewalks for transportation purposes along highways	666	24.4 %
Availability of biking facilities and lanes along highways	619	22.7 %
Providing park and ride facilities where residents can park their car and access public transportation or carpool/vanpool services	681	25.0 %
<u>None chosen</u>	<u>964</u>	<u>35.3 %</u>
Total	5825	

**Q7. Perceptions of Travel on 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.**

(N=2729)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q7a. Overall, I feel safe traveling on highways in Tennessee	27.9%	53.7%	11.1%	4.0%	1.4%	2.0%
Q7b. I feel safe when driving through work zones on Tennessee highways at night	14.5%	44.5%	21.7%	12.2%	3.0%	4.1%
Q7c. I feel safe when driving through work zones on Tennessee highways during the day	20.7%	53.5%	15.9%	5.9%	1.6%	2.3%
Q7d. Detours on highways are usually well marked and easy to follow	16.6%	42.3%	23.1%	9.9%	3.0%	5.1%
Q7e. Warning signs in work zones on highways are easy to read and understand	25.8%	51.2%	14.1%	4.8%	1.2%	2.8%
Q7f. The location of warning signs in advance of work zones in Tennessee gives drivers plenty of time to react	25.4%	48.3%	14.3%	7.3%	2.3%	2.4%
Q7g. TDOT does a good job of minimizing delays caused by construction and maintenance of state highways	15.5%	40.9%	23.8%	12.4%	4.0%	3.4%
Q7h. TDOT quickly responds to incidents and roadway obstructions on Interstates.	17.0%	38.6%	21.7%	5.7%	1.7%	15.4%
Q7i. TDOT does a good job of clearing incidents on Interstates to minimize travel delays.	17.3%	40.9%	23.1%	7.3%	2.3%	9.0%
Q7j. Overall, the level of traffic congestion on state highways is acceptable	14.6%	44.4%	22.4%	11.4%	4.3%	2.9%

**WITHOUT DON'T KNOW****Q7. Perceptions of Travel on 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. (Without "Don't Know")**

(N=2729)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q7a. Overall, I feel safe traveling on highways in Tennessee	28.4%	54.8%	11.3%	4.1%	1.4%
Q7b. I feel safe when driving through work zones on Tennessee highways at night	15.1%	46.4%	22.6%	12.7%	3.2%
Q7c. I feel safe when driving through work zones on Tennessee highways during the day	21.2%	54.8%	16.3%	6.1%	1.6%
Q7d. Detours on highways are usually well marked and easy to follow	17.5%	44.6%	24.3%	10.4%	3.2%
Q7e. Warning signs in work zones on highways are easy to read and understand	26.5%	52.7%	14.6%	4.9%	1.3%
Q7f. The location of warning signs in advance of work zones in Tennessee gives drivers plenty of time to react	26.0%	49.5%	14.6%	7.5%	2.4%
Q7g. TDOT does a good job of minimizing delays caused by construction and maintenance of state highways	16.1%	42.3%	24.6%	12.9%	4.1%
Q7h. TDOT quickly responds to incidents and roadway obstructions on Interstates.	20.1%	45.7%	25.6%	6.7%	2.0%
Q7i. TDOT does a good job of clearing incidents on Interstates to minimize travel delays.	19.0%	45.0%	25.4%	8.1%	2.6%
Q7j. Overall, the level of traffic congestion on state highways is acceptable	15.1%	45.7%	23.1%	11.7%	4.4%

**Q8. 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?**

Q8. 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?

	Number	Percent
Yes	1600	58.6 %
No	783	28.7 %
Don't know	346	12.7 %
Total	2729	100.0 %

**Q8a. 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)?**

Q8a. 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)?

	Number	Percent
Yes	1256	78.5 %
No	170	10.6 %
Don't know	174	10.9 %
Total	1600	100.0 %

**Q8b. Do you feel that TDOT adequately involved your community during the planning and implementation of highway improvements in your area?**

Q8b. Do you feel that TDOT adequately involved your community during the planning and implementation of highway improvements in your area?

	Number	Percent
Yes	684	42.8 %
No	280	17.5 %
Don't know	636	39.8 %
Total	1600	100.0 %

**Q9. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person, during the past two years?**

Q9. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person, during the past two years?

	Number	Percent
Yes	228	8.4 %
No	2472	90.6 %
Don't Know	29	1.1 %
Total	2729	100.0 %

**Q9a. Why did you contact TDOT most recently?**

Q9a. Why did you contact TDOT most recently?	Number	Percent
DON'T REMEMBER IT WAS IN 2012	1	0.4 %
5 TIMES ABOUT SINKHOLE ON S HWY 32	1	0.4 %
ABOUT CONSTRUCTION ON I-40 MT JULIET	1	0.4 %
ABOUT CONSTRUCTION NEAR MY RESIDENCE	1	0.4 %
ABOUT DAMAGE TO GUARDRAIL	1	0.4 %
ABOUT DITCH IN FRONT OF YARD	1	0.4 %
ACCIDENT REPORT	1	0.4 %
ALERT ON DANGEROUS BRIDGE	1	0.4 %
AREA NEXT TO HIGHWAY 100 WASHING OUT	1	0.4 %
ASK ABOUT HIS RECENT RETIREMENT	1	0.4 %
ASK ABOUT ROADWORK	1	0.4 %
BECAUSE THEY RAN OVER HER DRIVEWAY	1	0.4 %
BRIDGE ON RT 92 AT DANDRIDGE	1	0.4 %
BRIDGE REPAIR	1	0.4 %
BRIDGE WORK ON MY STREET	1	0.4 %
BRIDGES	1	0.4 %
BROKEN DOWN CAR/TRUCK	1	0.4 %
BROKEN DOWN ON SIDE OF THE ROAD	1	0.4 %
CAR TROUBLE	1	0.4 %
CARS COMING IN YARD AROUND CURVE, TDOT FIXED IT	1	0.4 %
CLEAN OUT ROADSIDE DITCH	1	0.4 %
CLEARING DITCH	1	0.4 %
COMPLAINED ABOUT LITTER/TIRES BY ROADWAYS	1	0.4 %
COMPLAINED ABOUT INEFFICIENT DESIGN	1	0.4 %
CONCERNING ROAD WIDENING PROJECT	1	0.4 %
CONGESTION	1	0.4 %
CONSTRUCTION IS GOING THROUGH PROPERTY	1	0.4 %
CONSTRUCTION BRIDGE AREA	1	0.4 %
COORDINATION WITH REGIONAL TRAFFIC ENGINEER	1	0.4 %
COUNTY ROAD CONDITION	1	0.4 %
CUTTING BRUSH AND THROWING IT IN HIS FIELD	1	0.4 %
CUTTING TREES/THE TRUCK WAS PARKED IN BAD POSITION	1	0.4 %
DANGEROUS VISION SPOTS AND SPEEDING	1	0.4 %
DEAD ANIMAL	2	0.9 %
DEAD ANIMAL (DEER) IN THE ROAD	1	0.4 %
DEAD ANIMALS	1	0.4 %
DEBRIS IN ROAD	1	0.4 %
DISCUSS CONSTRUCTION PROJECT	1	0.4 %
DISCUSS NEW EMORY RD & IMPACT ON MY NEIGHBORHOOD	1	0.4 %
DISCUSSION OF ROADWAY/ENVIRONMENT ISSUES	1	0.4 %
DISPLAYS BLOCKING VISIBILITY	1	0.4 %
DITCH AND WATER CONTROL	1	0.4 %
DITCH CLEANING AND DRAINAGE	1	0.4 %
DON'T REMEMBER	1	0.4 %
DRAINAGE QUESTION	1	0.4 %
DRAINAGE ISSUE	1	0.4 %
DRIVEWAY	1	0.4 %
DRIVER'S LICENSE RENEWAL	1	0.4 %
DRIVER'S LICENSE	1	0.4 %
DRIVERS LICENSE	1	0.4 %
DRIVES AN EMERGENCY WRECKER VEHICLE	1	0.4 %

**Q9a. Why did you contact TDOT most recently? (Cont.)**

<u>Q9a. Why did you contact TDOT most recently?</u>	<u>Number</u>	<u>Percent</u>
DRIVEWAY, FLOODING ISSUE	1	0.4 %
DRIVEWAY PERMIT	1	0.4 %
DUMPING MATERIAL IN DOE CREEK FROM LANDSLIDE	1	0.4 %
EASEMENTS ALONG A HIGHWAY	1	0.4 %
EMPLOYEE PROBLEM	1	0.4 %
ENGINEER	1	0.4 %
ENTRANCE PERMIT	1	0.4 %
FALLEN DEBRIS	1	0.4 %
FESTIVAL ASSISTANCE	1	0.4 %
FLAT TIRE	1	0.4 %
FLAT TIRE/BLOWOUT REAR PASSENGER	1	0.4 %
FLAT TIRE	1	0.4 %
FLOODING	1	0.4 %
FOR A SIGN TO BE PUT UP	1	0.4 %
FOR PERMITS	1	0.4 %
FRIEND	1	0.4 %
GENERAL INFORMATION	1	0.4 %
GRASS CUTTING ON A LOT	1	0.4 %
GRASS GROWN	1	0.4 %
HAVE THEM ANSWER QUESTIONS I HAVE ABOUT THINGS I SEE	1	0.4 %
HAVING SOME GRAVEL PUT IN HER DRIVEWAY	1	0.4 %
HE'S A FRIEND	1	0.4 %
HEAVY SPEEDING TRUCKS ON HWY 64	1	0.4 %
HELP ON SIDE OF THE ROAD	1	0.4 %
HIGHWAY 127 IMPROVEMENT DELAYS	1	0.4 %
HIGHWAY LANDSCAPING	1	0.4 %
HWY- STARTED MY CAR	1	0.4 %
HWY 412 REPLACED 2 LANE WITH 4 LANE	1	0.4 %
HWY 84 N PUTNAM COUNTY	1	0.4 %
I-65 SOUTHBOUND	1	0.4 %
I HAD A FLAT TIRE ON I-24W AND A HELP TRUCK NEVER CAME	1	0.4 %
INFORMATION	1	0.4 %
INQUIRING ABOUT A CROSSOVER FOR OUR BUSINESS	1	0.4 %
INTERSTATE WAS BLOCKED	1	0.4 %
JOB RELATIONSHIP	1	0.4 %
LACK OF STRIPES ON WASHINGTON PIKE	1	0.4 %
LARGE TRASH ON INTERSTATE ACCESS	1	0.4 %
LITER PICK UP	1	0.4 %
LITTER	1	0.4 %
MAIL BOX REPLACEMENT	1	0.4 %
MASHED CULVERT ON DRAINAGE DRIVEWAY	1	0.4 %
MED CARD REMOVAL	1	0.4 %
MOVE GUARD RAIL	1	0.4 %
MOW AREA TO SEE TO GET OUT ON STATE ROUTE	1	0.4 %
MOW ROADSIDES	1	0.4 %
MOWING ISSUES	1	0.4 %
MOWING THE RIGHT-OF-WAYS	1	0.4 %
MY CAR BATTERY DIED	1	0.4 %
MY CAR HIT A HUGE LEDGE	1	0.4 %
NEED FOR BRIDGE REPAIR	1	0.4 %
NEED PASSENGER RAIL BETWEEN CITIES IN TENNESSEE	1	0.4 %
NEEDED PUBLIC TRANSIT	1	0.4 %

**Q9a. Why did you contact TDOT most recently? (Cont.)**

<u>Q9a. Why did you contact TDOT most recently?</u>	<u>Number</u>	<u>Percent</u>
NEW DRIVER'S LICENSE	1	0.4 %
NO NOTICE OF ROAD CONSTRUCTION	1	0.4 %
NO NOTICE, DELAYS	1	0.4 %
NOT PROVIDED	13	5.7 %
OBTAIN INFORMATION ON CDL PERMIT	1	0.4 %
OUTLAW CELL PHONES IN MOVING VEHICLES; IT IS DEADLY!	1	0.4 %
PAVED HWY AND TORE UP MY DRIVEWAY	1	0.4 %
PAVEMENT WAS NOT EVEN AROUND DRIVEWAY	1	0.4 %
PELLISSIPPI PARKWAY (FOR IT)	1	0.4 %
PELLISSIPPI EXTENSION	1	0.4 %
PERSONALLY BROKE DOWN AND OBSTRUCTION ON HIGHWAY	1	0.4 %
POOR MANAGEMENT OF TRAFFIC AFTER ACCIDENT ON I-40	1	0.4 %
POOR WORK AT INTERSECTION	1	0.4 %
POTHOLES	1	0.4 %
POTHOLES IN ROAD	1	0.4 %
POTHOLE	1	0.4 %
POTHOLES	1	0.4 %
POTHOLES, LUMPS IN ROAD	1	0.4 %
PROBLEMS WITH 511 SYSTEM	1	0.4 %
PROVIDING INFORMATION FOR A PLANNING	1	0.4 %
PUBLIC TRANSPORTATION	1	0.4 %
QUESTION ABOUT COMPLETION OF 840	1	0.4 %
QUESTION ON RAILROAD TRACK	1	0.4 %
RAILROAD CROSSING	1	0.4 %
RAILROAD CROSSING BLOCKED DUE TO STOPLIGHT	1	0.4 %
RAN OUT OF GAS	1	0.4 %
REDO DRAINAGE DITCH ALONG ROAD	1	0.4 %
REDUCED SPEED SIGNS POSTED W/O CONSTRUCTION OCCURRING	1	0.4 %
REGISTRATION OF TRAILER QUESTION	1	0.4 %
REIMBURSEMENT FOR DAMAGING WHEEL AFTER HITTING POTHOLE	1	0.4 %
REMOVE DEAD DOG	1	0.4 %
REMOVE DEBRIS FROM HIGHWAY	1	0.4 %
REPAIR SHOULDER	1	0.4 %
REPLACE SOMETHING IN THE DRIVEWAY	1	0.4 %
REPLACEMENT LICENSE	1	0.4 %
RESTROOM/PERSON HAD MADE A MESS	1	0.4 %
ROAD CLOSED BY DEBRIS	1	0.4 %
ROAD CONDITION	1	0.4 %
ROAD CONDITIONS	1	0.4 %
ROAD CONDITIONS I-40	1	0.4 %
ROAD CONDITIONS IN SNOW	1	0.4 %
ROAD CONDITIONS	1	0.4 %
ROAD HAZARDS	1	0.4 %
ROAD PAVEMENT	1	0.4 %
ROAD WAS PAVED WITH DIPS, VERY BAD WHEN IT RAINED	1	0.4 %
ROAD WIDENING IN BENTON COUNTY	1	0.4 %
ROAD WORK HWY 70	1	0.4 %

**Q9a. Why did you contact TDOT most recently? (Cont.)**

<u>Q9a. Why did you contact TDOT most recently?</u>	<u>Number</u>	<u>Percent</u>
ROADSIDE ASSISTANCE	1	0.4 %
ROADWAY CONSTRUCTION	2	0.9 %
ROADWAY STRIPING	1	0.4 %
RURAL ROADS AND DITCHES	1	0.4 %
SAFETY	1	0.4 %
SCHOOL ZONE PLACEMENT	1	0.4 %
SCRAPE THE HILL FROM ICE	1	0.4 %
SIGN DOWN, SIGNS RUN OVER AND 2 RESPONSE	1	0.4 %
SIGN REPLACEMENT	1	0.4 %
SIGN TO TELL WHERE THE FARMERS MARKET IS	1	0.4 %
SIGNS AND RIGHT-OF-WAY	1	0.4 %
SIGNS DOWN	1	0.4 %
SINKHOLE	1	0.4 %
SPEAKING WITH TDOT FLAGMAN ABOUT DETOUR	1	0.4 %
SPEED LIMIT AND MOWING ON HWY 25E, LACK OF SHOULDER	1	0.4 %
STREET SIGN TORN DOWN	1	0.4 %
SUNKEN AREA ON I-40	1	0.4 %
SUPERVISOR, ABOUT EMPLOYEE UNPROFESSIONALISM	1	0.4 %
SURVEY	1	0.4 %
TDOT AERONAUTICS, REGARDING PUBLIC AIRPORT	1	0.4 %
TDOT TRUCKS PLOWING PRIVATE BUSINESS PARKING LOTS	1	0.4 %
THE INTERSTATE YIELD SIGNS	1	0.4 %
THE ROAD NEAR MY DRIVEWAY IS IN NEED OF REPAIR	1	0.4 %
THE ROADS NEED TO BE PAVED	1	0.4 %
THE ROADS WERE ALL TORE UP AND NEEDED REPAIRS	1	0.4 %
THERE IS A BIG HOLE IN THE MIDDLE OF THE ROAD	1	0.4 %
THEY ARE TAKING CARE OF THE DRAINAGE DITCH	1	0.4 %
TIME OF COMPLETION	1	0.4 %
TIMELINE FOR COMPLETING US 64	1	0.4 %
TIRE BLOWOUTS TO MULTIPLE CARS DUE TO MILLING ON I-24	1	0.4 %
TIRED OF CHANGING TIRES	1	0.4 %
TO ASK A QUESTION	1	0.4 %
TO ENCOURAGE FURTHER DEVELOPMENT OF A PROJECT	1	0.4 %
TO FIND OUT WHY THEY WON'T FIX ONE SIDE AT A TIME	1	0.4 %
TO FIX OFF HIGHWAY DRIVEWAY	1	0.4 %
TO GET AN ALTERNATIVE ROUTE	1	0.4 %
TO GET INFORMATION ON CONSTRUCTION	1	0.4 %
TO GET MY PERMIT	1	0.4 %
TO GET SOME ROCK ON RIGHT-OF-WAY	1	0.4 %
TO GET WORK	1	0.4 %
TO MOW A RIGHT-OF-WAY	1	0.4 %
TO PICK UP SOME DEAD ANIMAL OFF THE SIDE OF THE ROAD	1	0.4 %
TO REMOVE DEAD DEER	1	0.4 %
TO REPORT AN INCIDENT	1	0.4 %
TO REPORT SIGN ISSUE	1	0.4 %
TOO MUCH TRASH AND DEBRIS IN BREAKDOWN LANES	1	0.4 %
TRAFFIC CONGESTION	1	0.4 %
TRAFFIC INFORMATION	1	0.4 %
TRAFFIC LIGHT TIMING	1	0.4 %
TRAFFIC LIGHTS	1	0.4 %

**Q9a. Why did you contact TDOT most recently? (Cont.)**

<u>Q9a. Why did you contact TDOT most recently?</u>	<u>Number</u>	<u>Percent</u>
TRAFFIC LIGHTS ON ALCUA HIGHWAY	1	0.4 %
TRANSPORTATION EDUCATION	1	0.4 %
TRASH IN ROAD	1	0.4 %
TRAVEL PLANS, CONSTRUCTION DELAYS	1	0.4 %
TREE IN ROADWAY	2	0.9 %
USE OF GPS LAND	1	0.4 %
VEHICLE REGISTRATION	1	0.4 %
WANTED SPEED BUMPS IN OUR NEIGHBORHOOD, NEVER DONE	1	0.4 %
WANTING THE FUNDING TO FINISH I-69, NEED TO FINISH	1	0.4 %
WARNING SIGNS	1	0.4 %
WATER DRAINAGE WASHING DRIVEWAY AWAY	1	0.4 %
WEED GROWTH ON STATE HWY OBSTRUCTED MY VIEW	1	0.4 %
WIDENING OF 41A SOUTH AND WARFIELD BLVD	1	0.4 %
Total	228	100.0 %

**Q9b. Was the employee courteous?**

Q9b. Was the employee courteous?	Number	Percent
Yes	205	89.9 %
No	15	6.6 %
Don't Know	8	3.5 %
Total	228	100.0 %

**Q9c. Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently?**

Q9c. Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently?	Number	Percent
Very Satisfied	103	45.2 %
Satisfied	46	20.2 %
Neutral	25	11.0 %
Dissatisfied	23	10.1 %
Very Dissatisfied	23	10.1 %
Don't know	8	3.5 %
Total	228	100.0 %

**Q10. How helpful is the highway advisory radio system (AM station) for getting reports of current construction and incident information?**

Q10. How helpful is the highway advisory radio system (AM station) for getting reports of current construction and incident information?	Number	Percent
Very helpful	439	16.1 %
Somewhat helpful	571	20.9 %
Not helpful	144	5.3 %
Don't Know	1575	57.7 %
Total	2729	100.0 %

**Q11. Have you visited TDOT's web site during the past year?**

Q11. Have you visited TDOT's web site during the past year?	Number	Percent
Yes	536	19.6 %
No	2161	79.2 %
Not Provided	32	1.2 %
Total	2729	100.0 %

**Q11a. Why did you visit TDOT's website?**

Q11a. Why did you visit TDOT's website?	Number	Percent
ACCESS TRAFFIC INFO AND CONSTRUCTION	1	0.2 %
ACCIDENT INFO	1	0.2 %
ACCIDENT REPORTS	1	0.2 %
ALTERNATIVE DETOURS THAT GPS COULDN'T PICK UP	1	0.2 %
APPLIED FOR DRIVER'S LICENSE	1	0.2 %
APPLY FOR A JOB	1	0.2 %
AVOID ACCIDENTS	1	0.2 %
BAD WEATHER	1	0.2 %
BIKE ISSUES	1	0.2 %
BRIDGE CONSTRUCTION	1	0.2 %
BRIDGES OUT DUE TO FLOODING, TRAFFIC JAMS	1	0.2 %
BUILDING ROADWAY	1	0.2 %
BUS ROUTES	1	0.2 %
CAMERAS	1	0.2 %
CAMERAS	1	0.2 %
CAMERAS	2	0.4 %
CAN'T REMEMBER	1	0.2 %
CDL LICENSE HELP	1	0.2 %
CHANGE OF ADDRESS	1	0.2 %
CHECK BIT LETTINGS	1	0.2 %
CHECK CAMERAS	1	0.2 %
CHECK CONSTRUCTION ON TRIP ROUTE	1	0.2 %
CHECK CONSTRUCTION SITES	1	0.2 %
CHECK FOR ACCIDENTS	1	0.2 %
CHECK FOR CLOSURES	1	0.2 %
CHECK FOR ROAD WORK SCHEDULED FOR MY WORK ROUTE	1	0.2 %
CHECK FOR WEATHER RELATED PROBLEMS	1	0.2 %
CHECK HIGHWAY CONDITION	1	0.2 %
CHECK INFORMATION ABOUT SNOW	1	0.2 %
CHECK INFORMATION ABOUT SNOW AND CONGESTION	1	0.2 %
CHECK ON CONSTRUCTION TIE UPS FOR TRAVEL	1	0.2 %
CHECK ON PENDING CONSTRUCTION PLANS	1	0.2 %
CHECK ON ROAD CONSTRUCTION AND DELAYS	1	0.2 %
CHECK ON TRAFFIC	1	0.2 %
CHECK ON WINTER ROAD CONDITIONS	1	0.2 %
CHECK ROAD CLOSURES FROM SNOW/ICE/FLOODS	1	0.2 %
CHECK ROAD CONDITIONS	3	0.6 %
CHECK ROAD CONSTRUCTION/CONGESTION	1	0.2 %
CHECK ROAD PROJECTS	1	0.2 %
CHECK ROAD CONDITION	1	0.2 %
CHECK THE TRAFFIC CAMERAS	1	0.2 %
CHECK TIMELINES	1	0.2 %
CHECK TRAFFIC	3	0.6 %
CHECK TRAFFIC AND ACCIDENTS	1	0.2 %
CHECK TRAFFIC FLOW	1	0.2 %
CHECK TRAFFIC ON I-6 SOUTH	1	0.2 %
CHECK TRAFFIC SITUATION	1	0.2 %
CHECK TRAFFIC	2	0.4 %
CHECK ZONING IN AREA.	1	0.2 %
CHECKED WEATHER	1	0.2 %
CHECKING	2	0.4 %
CHECKING CONSTRUCTION SITES	1	0.2 %

**Q11a. Why did you visit TDOT's website? (Cont.)**

<u>Q11a. Why did you visit TDOT's website?</u>	<u>Number</u>	<u>Percent</u>
CHECKING CONSTRUCTION AND ROAD CONGESTION	1	0.2 %
CHECKING CAMERAS	1	0.2 %
CHECKING CONSTRUCTION ISSUES	1	0.2 %
CHECKING FOR ACCIDENTS BEFORE TRAVEL	1	0.2 %
CHECKING FOR TRAVEL DELAYS	1	0.2 %
CHECKING FOR CONSTRUCTION DATES ON ROAD PROJECTS	1	0.2 %
CHECKING OUT WEBSITE	1	0.2 %
CHECKING ON HWY 66	1	0.2 %
CHECKING ON CONSTRUCTION	1	0.2 %
CHECKING ON CONSTRUCTION PROJECT	1	0.2 %
CHECKING ROAD CONDITIONS	1	0.2 %
CHECKING TRAFFIC CONDITIONS AND FLOW	1	0.2 %
CHECKING TRAFFIC	1	0.2 %
COMPUTER	1	0.2 %
CONSTRUCTION	1	0.2 %
CONSTRUCTION	2	0.4 %
CONSTRUCTION AND ROAD CONDITION	1	0.2 %
CONSTRUCTION AREAS	1	0.2 %
CONSTRUCTION DELAYS	1	0.2 %
CONSTRUCTION FOR TRAVEL	1	0.2 %
CONSTRUCTION INFORMATION	1	0.2 %
CONSTRUCTION LETTINGS AND BIT INDEX	1	0.2 %
CONSTRUCTION STATUS	1	0.2 %
CONSTRUCTION UPDATES	1	0.2 %
CONSTRUCTION ZONE CHECK	1	0.2 %
CONSTRUCTION ZONES	1	0.2 %
CONSTRUCTION, CLOSINGS	1	0.2 %
CONSTRUCTION, INCIDENT INFORMATION	1	0.2 %
CONSTRUCTION, WEATHER	1	0.2 %
CONSTRUCTION/WEATHER	1	0.2 %
CONSTRUCTION	2	0.4 %
CONSTRUCTION INFORMATION	1	0.2 %
CONSTRUCTION IN MEMPHIS OR NASHVILLE	1	0.2 %
CONSTRUCTION IN MEMPHIS - 40/240 INTERCHANGE	1	0.2 %
CONSTRUCTION ZONES	1	0.2 %
CONTACT INFORMATION	1	0.2 %
CONTRACTOR - BID LETTINGS	1	0.2 %
CONSTRUCTION INFO	1	0.2 %
CONSTRUCTION DELAYS ON THE HIGHWAY	1	0.2 %
CURIOUS, JUST TO BROWSE	1	0.2 %
CURRENT CONSTRUCTION	1	0.2 %
DECAL STICKER	1	0.2 %
DELAYS AND ROUTES	1	0.2 %
DETOUR INFORMATION	1	0.2 %
DIRECTIONS AND CONTACT NUMBER	1	0.2 %
DL CHANGE	1	0.2 %
DL INFORMATION	1	0.2 %
DO A COMPLAINT	1	0.2 %
DON'T RECALL	1	0.2 %
DON'T REMEMBER	1	0.2 %
DON'T REMEMBER	1	0.2 %
DRIVER'S LICENSE RENEWAL	1	0.2 %

**Q11a. Why did you visit TDOT's website? (Cont.)**

Q11a. Why did you visit TDOT's website?	Number	Percent
DRIVER'S LICENSE	3	0.6 %
DRIVER'S LICENSE INFO	1	0.2 %
DRIVER'S LICENSE INFORMATION/TRAVEL INFORMATION	1	0.2 %
DRIVER'S LICENSE OFFICE	1	0.2 %
DRIVER'S LICENSE	2	0.4 %
DRIVER'S LICENSE INFO	1	0.2 %
DRIVER'S LISCENSE INFO	1	0.2 %
DRIVER'S LICENSE	1	0.2 %
DRIVER'S LICENSE RENEWAL INFO	1	0.2 %
DRIVING CONDITIONS FOR EAST TENNESSEE	1	0.2 %
DRIVER'S LICENSE INFORMATION	1	0.2 %
EMPLOYMENT	1	0.2 %
FIGURING OUT WHAT EXIT HAD DELAY	1	0.2 %
FILE A COMPLAINT	1	0.2 %
FILE COMPLAINT	1	0.2 %
FILL OUT APPLICATION	1	0.2 %
FIND CONSTRUCTION INFO	1	0.2 %
FIND ROAD PROBLEM INFORMATION	1	0.2 %
FIND ROAD CONDITIONS	1	0.2 %
FOR ACCIDENT REPORTS	1	0.2 %
FOR ANSWERS	1	0.2 %
FOR CDL TESTS	1	0.2 %
FOR CONSTRUCTION INFO ON INTERSTATE 40	1	0.2 %
FOR INFORMATIONAL PURPOSES	1	0.2 %
FOR JOB AND APPLIED AND DIDN'T GET	1	0.2 %
FOR ROAD CONDITIONS	1	0.2 %
FOR TRAFFIC CONDITIONS	1	0.2 %
GENERAL INFORMATION	1	0.2 %
GET APP FOR SMART WAY	1	0.2 %
GET SOME INFORMATION ON NEW CONSTRUCTION.	1	0.2 %
GETTING TRAVEL INFORMATION ON CONSTRUCTION	1	0.2 %
HAZARDS	1	0.2 %
HIGHWAY CLOSURES, ETC	1	0.2 %
HIGHWAY CONDITIONS, I.E. TRAFFIC/CONSTRUCTION	1	0.2 %
HIGHWAY CONSTRUCTION INFORMATION	1	0.2 %
HIGHWAY WEATHER AND CONSTRUCTION UPDATES	1	0.2 %
I FORGET WHY	1	0.2 %
IDENTIFY CONSTRUCTION ZONES AND CLOSURES BEFORE A TRIP	1	0.2 %
INCIDENT AND CONSTRUCTION	1	0.2 %
INCIDENT DESCRIBED EARLIER	1	0.2 %
INFO ABOUT COMPLETION	1	0.2 %
INFO ON I69	1	0.2 %
INFO ON NEW HIGHWAY	1	0.2 %
INFORMATION	3	0.6 %
INFORMATION CONCERNING PROJECTS	1	0.2 %
INFORMATION ON GEOLOGY DIVISION	1	0.2 %
INFORMATION/ASSISTANCE	1	0.2 %
INFORMATION	1	0.2 %
INFORMATION	1	0.2 %
INTERSTATE AT STANDSTILL	1	0.2 %
INTERSTATE CAMERA	1	0.2 %
JOB RELATED	1	0.2 %

**Q11a. Why did you visit TDOT's website? (Cont.)**

<u>Q11a. Why did you visit TDOT's website?</u>	<u>Number</u>	<u>Percent</u>
JOBS	1	0.2 %
JUST LOOKING	1	0.2 %
JUST TO LOOK AT CAMERAS	1	0.2 %
JUST TO REVIEW THE SITE	1	0.2 %
KNOW WHO'S IN CHARGE OF MAINTENANCE AND STUFF	1	0.2 %
LEARN ABOUT IT	1	0.2 %
LICENSE	1	0.2 %
LICENSE INFORMATION	1	0.2 %
LICENSE RENEWAL	2	0.4 %
LICENSES	1	0.2 %
LICESNE RENEWL	1	0.2 %
LOOK AT CAMERAS	1	0.2 %
LOOK AT HIGHWAY CAMERAS	1	0.2 %
LOOK AT THE CAMERAS & TRAFFIC	1	0.2 %
LOOK AT TRAFFIC CAMERAS	1	0.2 %
LOOK TO SEE CONSTRUCTION FOR COMMUTE	1	0.2 %
LOOKING AROUND	1	0.2 %
LOOKING AT THE WEATHER	1	0.2 %
LOOKING AT TRAFFIC	1	0.2 %
LOOKING AT TRAFFIC IN ANOTHER CITY	1	0.2 %
LOOKING FOR TRAFFIC DELAYS	1	0.2 %
LOOKING FOR ACCIDENT/DETOUR INFORMATION	1	0.2 %
LOOKING FOR HIGHWAY CONDITIONS	1	0.2 %
LOOKING FOR ROAD CONDITIONS	1	0.2 %
LOOKING FOR TRAFFIC INFORMATION	1	0.2 %
LOOKING FOR HIGHWAY INCIDENTS CAUSING DELAYS	1	0.2 %
LOOKING FOR OFFICE LOCATION	1	0.2 %
LOOKING FOR ROAD CONDITIONS	1	0.2 %
LOOKING FOR THE TRAFFIC CAMERAS	1	0.2 %
LOOKING FOR WHEN CINSTRUCTION WAS GOING TO START	1	0.2 %
LOOKING FOR TRAFFIC DELEYS	1	0.2 %
LOOK AT HIGHWAY CAMERAS	1	0.2 %
LOOK FOR CONSTRUCTION PROGRESS	1	0.2 %
LOOK FOR WEATHER CLOSINGS	1	0.2 %
LOOK UP CONSTRUCTION INFORMATION	1	0.2 %
LOOKING AT HEAVY TRAFFIC	1	0.2 %
LOOKING FOR JOB OPENINGS	1	0.2 %
LOOKING FOR PASSENGER RAIL	1	0.2 %
MAP, INCIDENTS, ROAD CONDITIONS	1	0.2 %
MAPS	1	0.2 %
MOTORCYCLE LICENCE INFORMATION	1	0.2 %
MULTIPLE	1	0.2 %
NEW RESIDENT	1	0.2 %
NOT PROVIDED	20	3.7 %
NOT SURE	1	0.2 %
NOTHING IN PARTICULAR	1	0.2 %
PAVEMENT ISSUES	1	0.2 %
PAY STICKER TAGS	1	0.2 %
PELLISSIPPI EXTENSION	1	0.2 %
PHONE NUMBER	1	0.2 %
POTHOLE FILLING	1	0.2 %
POTHOLE REPORTING	1	0.2 %

**Q11a. Why did you visit TDOT's website? (Cont.)**

<u>Q11a. Why did you visit TDOT's website?</u>	<u>Number</u>	<u>Percent</u>
REGISTRATION INFORMATION, ROAD CONSTRUCTION INFORMATION	1	0.2 %
RENEW DRIVER'S LICENSE	1	0.2 %
RENEW DRIVER'S LICENSE	1	0.2 %
RENEW LICENSE	1	0.2 %
RENEW MY DRIVER'S LICENSE	1	0.2 %
RENEW TAGS	1	0.2 %
RENEWAL	1	0.2 %
RENEWAL	1	0.2 %
RESEARCHING ACCIDENTS	1	0.2 %
REVIEW PLANNED CONSTRUCTION	1	0.2 %
RIGHT-OF-WAY CAR VS. ANIMALS	1	0.2 %
ROAD CONDITIONS	1	0.2 %
ROAD CLOSINGS	2	0.4 %
ROAD CLOSING DUE TO WEATHER	1	0.2 %
ROAD CLOSURES	1	0.2 %
ROAD CLOSURES CHECK	1	0.2 %
ROAD CLOSURES DUE TO CONSTRUCTION	1	0.2 %
ROAD CLOSURES/WEATHER	1	0.2 %
ROAD CLOSURE INFORMATION	1	0.2 %
ROAD CLOSURES AND WEATHER RELATED ISSUES	1	0.2 %
ROAD CONDITION	1	0.2 %
ROAD CONDITION INFORMATION	1	0.2 %
ROAD CONDITION REPORT	1	0.2 %
ROAD CONDITIONS	9	1.7 %
ROAD CONDITIONS IN SNOW	1	0.2 %
ROAD CONDITIONS, CONSTRUCTION ZONES	1	0.2 %
ROAD CONDITIONS/DELAYS	2	0.4 %
ROAD CONDITIONS/LANE CLOSURES	1	0.2 %
ROAD CONDITION	1	0.2 %
ROAD CONDITIONS	2	0.4 %
ROAD CONDITONS MAP	1	0.2 %
ROAD CONDITION INFORMATION	1	0.2 %
ROAD CONDITIONS	1	0.2 %
ROAD CONDITIONS DURING EXTREME WEATHER	1	0.2 %
ROAD CONDITION	1	0.2 %
ROAD CONDITIONS	2	0.4 %
ROAD CONSTRUCTION	2	0.4 %
ROAD CONSTRUCTION INFORMATION	1	0.2 %
ROAD CONSTRUCTION PROGRESS	1	0.2 %
ROAD CONSTRUCTION UPDATE	1	0.2 %
ROAD CONSTRUCTION	1	0.2 %
ROAD CONSTRUCTION	1	0.2 %
ROAD CONSTRUCTION	1	0.2 %
ROAD CONSTRUCTION	1	0.2 %
ROAD CONDITIONS	1	0.2 %
ROAD DELAY	1	0.2 %
ROAD INFORMATION	1	0.2 %
ROAD MAP	1	0.2 %
ROAD MAPS & CONSTRUCTION INFORMATION	1	0.2 %
ROAD OPENING	1	0.2 %
ROAD REPAIRS AND BLOCKAGE	1	0.2 %
ROAD/TRAFFIC CONDITIONS	1	0.2 %

**Q11a. Why did you visit TDOT's website? (Cont.)**

Q11a. Why did you visit TDOT's website?	Number	Percent
ROADWAY WAS CLEAR FOR TRAFFIC FLOW	1	0.2 %
ROAD CONTRUCTION	1	0.2 %
ROADWAY INFORMATION	1	0.2 %
ROAD WORK INFORMATION	1	0.2 %
SNOW CLOSED ROAD	1	0.2 %
SEARCH FOR ROAD CONDITIONS	1	0.2 %
SEE TRAFFIC CAMERAS	1	0.2 %
SEE WHAT PROGRESS WAS AROUND CLARKSVILLE	1	0.2 %
SEEKING 3-YEAR ROAD PLAN	1	0.2 %
SHE DIDN'T	1	0.2 %
SIGN REPLACEMENT	1	0.2 %
SMART CAMERAS	1	0.2 %
SMART MAP	1	0.2 %
SMARTWAY	1	0.2 %
SMARTWAY	1	0.2 %
SMARTWAY	1	0.2 %
SMARTWAY MAP	1	0.2 %
SMARTWAY MOBILE FOR INCIDENT REPORTS & CAMERAS	1	0.2 %
SNOW/HIGHWAY CLOSINGS	1	0.2 %
SNOW REPORT	1	0.2 %
SNOW/WEATHER	1	0.2 %
STATUS OF SR 840	1	0.2 %
STATUS ON CORRIDOR K	1	0.2 %
SURFING	1	0.2 %
TDOT.COM	1	0.2 %
TDOT SMARTWAY TRAFFIC MAP	1	0.2 %
TDOT SURVEY	1	0.2 %
TDOT WEBCAMS	1	0.2 %
TELEPHONE NUMBER	1	0.2 %
THIS SURVEY	1	0.2 %
THIS SURVEY	1	0.2 %
TO APPLY FOR A JOB	1	0.2 %
TO AVOID SLOW TRAFFIC ON I-240	1	0.2 %
TO CHECK ON HWY I-40 REPAIR AND RECONSTRUCTION	1	0.2 %
TO CHECK ON PENDING I-65 PROJECT	1	0.2 %
TO CHECK ON SIGNAGE REQUIREMENTS	1	0.2 %
TO CHECK ROAD CONDITIONS	1	0.2 %
TO CHECK ROAD CONDITIONS	1	0.2 %
TO CHECK TRAFFIC FLOW/ACCIDENTS	1	0.2 %
TO CHECK TRAFFIC INCIDENTS	1	0.2 %
TO CHECK THE CAMERAS	1	0.2 %
TO COMPLAIN ABOUT THE CONSTRUCTOR WORKING	1	0.2 %
TO DETERMINE WHAT THEY WILL DO TO ROADS	1	0.2 %
TO FIGURE OUT WHAT WAS WHAT--TRYING TO FIND THINGS	1	0.2 %
TO FIND DIFFERENT ROUTES DURING CONSTRUCTION	1	0.2 %
TO FIND LOCATION OF A CERTAIN PLACE	1	0.2 %
TO GET A NUMBER	1	0.2 %
TO GET ANSWERS TO QUESTION	1	0.2 %
TO GET CONSTRUCTION INFO	1	0.2 %
TO GET INFORMATION	1	0.2 %
TO GET ROAD CONDITIONS	1	0.2 %
TO GET TRAFFIC & ROAD CONDITIONS	1	0.2 %

**Q11a. Why did you visit TDOT's website? (Cont.)**

Q11a. Why did you visit TDOT's website?	Number	Percent
TO LOOK AROUND	1	0.2 %
TO LOOK AT THE CAMERAS	1	0.2 %
TO LOOK AT THE ROAD CONDITIONS	1	0.2 %
TO LOOK AT TRAFFIC CONGESTION AND ROAD CLOSURE	1	0.2 %
TO LOOK FOR ROAD CONSTRUCTION INFO	1	0.2 %
TO LOCATE TRAFFIC DELAYS	1	0.2 %
TO SEE IF 2F IS GOING TO 3 OR HIGHER	1	0.2 %
TO SEE IF CELL PHONES WILL BE OUTLAWED IN CARS SOON	1	0.2 %
TO SEE IF THERE WERE DELAYS ON INTERSTATE	1	0.2 %
TO SEE IF THERE WAS ROAD CLOSURES	1	0.2 %
TO SEE IF THERE WERE ANY ISSUES ALONG ROUTE	1	0.2 %
TO SEE IF A HIGHWAY WAS COMPLETE	1	0.2 %
TO SEE INTERSTATES	1	0.2 %
TO SEE ROAD CONDITIONS AND DELAYS	1	0.2 %
TO SEE TRAFFIC AND ROAD CONDITIONS	1	0.2 %
TO SEE WHAT WAS ON IT	1	0.2 %
TO SEE WHAT WAS GOING ON	1	0.2 %
TO TRY TO FIND THE HELP TRUCK NUMBER TO CALL	1	0.2 %
TO USE SMARTWAY; LOOK UP WATERSHED SIGN INFO	1	0.2 %
TO USE THE CAMERAS	1	0.2 %
TO VIEW ESTIMATED COMPLETION OF A PROJECT	1	0.2 %
TO VIEW INCIDENT AND CONSTRUCTION DELAYS FOR TRAVEL	1	0.2 %
TO VIEW TRAFFIC CAMERAS	1	0.2 %
TO VIEW TRAFFIC SITUATION	1	0.2 %
TO VIEW TRAFFIC UPDATES	1	0.2 %
TRAFFIC	7	1.3 %
TRAFFIC	3	0.6 %
TRAFFIC ACCIDENT	1	0.2 %
TRAFFIC AND CONSTRUCTION	1	0.2 %
TRAFFIC AND HAZARD MAP	1	0.2 %
TRAFFIC AND WEATHER AND ROAD CONDITIONS	1	0.2 %
TRAFFIC CAMERA	2	0.4 %
TRAFFIC CAMERA SMARTWAY	1	0.2 %
TRAFFIC CAMERAS	4	0.7 %
TRAFFIC CAMERA	1	0.2 %
TRAFFIC CAM	1	0.2 %
TRAFFIC CAMERA	1	0.2 %
TRAFFIC CAMERA VIEWING	1	0.2 %
TRAFFIC CAMERAS AND INCIDENT REPORTS	1	0.2 %
TRAFFIC CAMS	2	0.4 %
TRAFFIC CHECK	1	0.2 %
TRAFFIC CHECK	1	0.2 %
TRAFFIC CONCERNS	1	0.2 %
TRAFFIC CONDITIONS	8	1.5 %
TRAFFIC CONDITIONS - CURRENT	1	0.2 %
TRAFFIC CONDITIONS VIEWING	1	0.2 %
TRAFFIC CONDITIONS/ALERTS	1	0.2 %
TRAFFIC CONGESTION/CONSTRUCTION REPORT	1	0.2 %
TRAFFIC CONGESTION	1	0.2 %
TRAFFIC CONTROL/WRECKS	1	0.2 %

**Q11a. Why did you visit TDOT's website? (Cont.)**

Q11a. Why did you visit TDOT's website?	Number	Percent
TRAFFIC/CONSTRUCTION MAPS	1	0.2 %
TRAFFIC CONDITIONS	2	0.4 %
TRAFFIC CONDITIONS AND ROAD CONSTRUCTION INFORMATION	1	0.2 %
TRAFFIC CONDITIONS, INCIDENT INFORMATION	1	0.2 %
TRAFFIC CONGESTION INFORMATION	1	0.2 %
TRAFFIC CONCERNS	1	0.2 %
TRAFFIC CONDITIONS	5	0.9 %
TRAFFIC CONGESTION	1	0.2 %
TRAFFIC/CONSTRUCTION STATUS	1	0.2 %
TRAFFIC DELAYS/CONSTRUCTION	1	0.2 %
TRAFFIC DELAY	1	0.2 %
TRAFFIC DELAY AND WRECK INFO	1	0.2 %
TRAFFIC DELAY INFORMATION	1	0.2 %
TRAFFIC DURING BAD WEATHER	1	0.2 %
TRAFFIC FLOW	1	0.2 %
TRAFFIC FLOW	1	0.2 %
TRAFFIC FOR ROAD	1	0.2 %
TRAFFIC INCIDENTS/WRECKS	1	0.2 %
TRAFFIC INFORMATION	5	0.9 %
TRAFFIC INFO	2	0.4 %
TRAFFIC INCIDENTS AND INFORMATION	1	0.2 %
TRAFFIC INFO	3	0.6 %
TRAFFIC INTORMATION	1	0.2 %
TRAFFIC MAP	1	0.2 %
TRAFFIC ON INTERSTATE OR ACCIDENTS	1	0.2 %
TRAFFIC REPORT	3	0.6 %
TRAFFIC REPORTS	1	0.2 %
TRAFFIC REPORTS, ROAD CONDITIONS	1	0.2 %
TRAFFIC REPORTS	1	0.2 %
TRAFFIC UPDATE	1	0.2 %
TRAFFIC UPDATES	1	0.2 %
TRAFFIC UPDATES	1	0.2 %
TRAFFIC UPDATE	1	0.2 %
TRAFFIC UPDATES	1	0.2 %
TRAFIC CAMS	1	0.2 %
TRAFIIC CAM	1	0.2 %
TRASH PICKUP	1	0.2 %
TRAVEL ADVISORY	1	0.2 %
TRAVEL AWARENESS	1	0.2 %
TRAVEL CONDITIONS RELATED TO WINTER WEATHER	1	0.2 %
TRAVEL CONDITIONS	1	0.2 %
TRAVEL DELAYS	1	0.2 %
TRAVEL I-24 TO 65 N TO IN	1	0.2 %
TRAVEL INFORMATION	1	0.2 %
TRAVEL PLANNING	1	0.2 %
TRAVEL PLANNING/CONSTRUCTION, TRAFFIC, SNOW/ICE	1	0.2 %
TRAVEL PLANS, CONSTRUCTION DELAYS	1	0.2 %
TRYING TO CONTACT SOMEONE ABOUT A REST AREA	1	0.2 %
TRYING TO FIND INFO ON THE 385 COMPLETION PROJECT	1	0.2 %
TRYING TO FIND INFORMATION	1	0.2 %
TRYING TO FIND ROUTE TO HOSPITALS	1	0.2 %
TRAFFIC CONDITIONS	1	0.2 %

**Q11a. Why did you visit TDOT's website? (Cont.)**

<u>Q11a. Why did you visit TDOT's website?</u>	<u>Number</u>	<u>Percent</u>
UPDATED ROAD CONDITIONS/CLOSURES	1	0.2 %
USED THE APP	1	0.2 %
VIEW CONSTRUCTION	1	0.2 %
VIEW LIVECAM AT TRAFFIC ACCIDENT	1	0.2 %
VIEW TRAFFIC CAMERAS	1	0.2 %
VIEW TRAFFIC CONDITIONS	1	0.2 %
VIEW TRAFFIC CONGESTION	1	0.2 %
VIEW WORK ZONES	1	0.2 %
VIEWED CAMERAS FOR TRAFFIC	1	0.2 %
WANTED TO KNOW ABOUT TDOT	1	0.2 %
WAS CHECKING ABOUT TRAFFIC	1	0.2 %
WATCH FOR THE NEW LAWS	1	0.2 %
WEATHER	2	0.4 %
WEATHER	2	0.4 %
WEATHER (SNOW)	1	0.2 %
WEATHER ADVISORY	1	0.2 %
WEATHER ALERTS	1	0.2 %
WEATHER AND HIGHWAY CONDITIONS	1	0.2 %
WEATHER AND CLOSURES	1	0.2 %
WEATHER AND ROAD CONDITIONS	1	0.2 %
WEATHER CONDITIONS	1	0.2 %
WEATHER CONDITIONS AND TRAVEL	1	0.2 %
WEATHER CONDITIONS	1	0.2 %
WEATHER CONDITION	1	0.2 %
WEATHER CONDITIONS	3	0.6 %
WEATHER CONDITIONS, TRAFFIC CONDITIONS	1	0.2 %
WEATHER ISSUES	1	0.2 %
WEATHER REPORT ON SAFEWAY	1	0.2 %
WEATHER RELATED ROAD CLOSINGS	1	0.2 %
WEATHER/ROAD CONDITION	1	0.2 %
WEATHER/ROAD CONDITIONS	1	0.2 %
WEATHER ROAD CONDITIONS	1	0.2 %
WEATHER ROAD CONDITIONS	1	0.2 %
WEATHER UPDATE	1	0.2 %
WHO TO CONTACT FOR CONSTRUCTION NEAR MY HOME	1	0.2 %
WINTER ROAD CONDITIONS	1	0.2 %
WORK RELATED	1	0.2 %
WORK WITH SCHOOL BUS SYSTEM	1	0.2 %
Total	536	100.0 %

**Q11b. How easy was the website to use?**

<u>Q11b. How easy was the website to use?</u>	<u>Number</u>	<u>Percent</u>
Very easy	139	25.9 %
Easy	201	37.5 %
OK	140	26.1 %
Difficult	34	6.3 %
Don't remember	22	4.1 %
Total	536	100.0 %

**Q12. Which of the following are the most effective ways for TDOT to provide you with information?**

<u>Q12. Which of the following are the most effective ways for TDOT to provide you with information?</u>	<u>Number</u>	<u>Percent</u>
Electronic message boards on highways	2253	82.6 %
Signs on roadways with phone numbers for information	1155	42.3 %
Flyers	196	7.2 %
Tennessee "511"	637	23.3 %
TDOT web page	581	21.3 %
TDOT SmartWay	229	8.4 %
TDOT SmartWay mobile	344	12.6 %
Direct mailings/newsletters	446	16.3 %
Newspapers	825	30.2 %
Radio	1390	50.9 %
TV local public access channel	1116	40.9 %
Social media (Facebook, Twitter, etc.)	458	16.8 %
Text messages	503	18.4 %
Public officials	218	8.0 %
Public meetings/hearings	333	12.2 %
E-mail	401	14.7 %
Other	23	0.8 %
None chosen	255	9.3 %
Total	11363	

**Q12. Other**

Q12 Other

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511 NEEDS TO BE UPDATED OFTEN  
ADVISORY 10 SYSTEM  
ALL OF THE ABOVE  
ALL OF THE ABOVE  
ALL OF THE ABOVE  
AM ADVISORY  
BY PHONE  
CAMERA VIEWS IN MY AREA  
CB  
DON'T KNOW  
GARMIN GPS  
HIGHWAY ADVISORY STATION  
I DON'T DRIVE  
INTERNET  
INTERNET  
LET US KNOW 1 WEEK IN ADVANCE  
LISTINGS IN LOCAL PAPER  
LOCAL NEWS  
LOCAL TV, CH 5 OR 4  
LOCAL TV  
N/A  
NASHVILLE NBC, FOX, CBS  
NEWS  
NONE  
NONE  
NOT SURE  
OFFICIALS WHO CARE  
ON THE NAVIGATION SYSTEM  
PHONE  
PHONE CALL  
PHONE CALL  
REF  
ROAD CONSTRUCTION APP  
ROANE STATE COMMUNITY COLLEGE  
SIGNS W/RADIO STATIONS  
SMART PHONE APP  
TDOT TALKS AT COLLEGES  
TELEPHONE/IN PERSON  
TELEVISION  
TELEVISION NEWS  
TELEVISION NEWS  
TV NEWS  
TV NEWS  
WAVE MOBILE  
WORD OF MOUTH

**Q13. Please indicate if you would be interested in using the TDOT website for the following?**

Q13. Please tell me if you would be interested in using the TDOT website for the following?	Number	Percent
To get current construction project information	1392	51.0 %
To get future project planning information	1121	41.1 %
To obtain road condition information about interstates and state routes	1610	59.0 %
To view TDOT cameras that allow you to see current traffic on interstates and state routes	1138	41.7 %
To get detour or work zone information	1266	46.4 %
To get public transit information	598	21.9 %
To get information on public meetings	471	17.3 %
To contact an employee	415	15.2 %
To get a response to a specific question or concern	881	32.3 %
Other	54	2.0 %
None chosen	895	32.8 %
Total	9841	

**Q13. Other**

Q13. Other	Number	Percent
ACCIDENTS	1	1.9 %
ADDRESS/TELEPHONE NUMBER	1	1.9 %
ALL OF THE ABOVE	1	1.9 %
DID NOT KNOW TDOT HAD WEBSITE	1	1.9 %
DO NOT HAVE A COMPUTER	1	1.9 %
DO NOT HAVE COMPUTER	5	9.3 %
DO NOT USE	1	1.9 %
DON'T HAVE ACCESS TO WEB	1	1.9 %
DON'T HAVE INTERNET	1	1.9 %
DON'T KNOW HOW TO USE COMPUTER	1	1.9 %
DON'T LIKE COMPUTERS	1	1.9 %
DON'T OWN A COMPUTER	1	1.9 %
DON'T REALLY USE IT	1	1.9 %
DON'T THINK I WOULD USE	1	1.9 %
DON'T USE MY COMPUTER A LOT	1	1.9 %
GET BIKES PLACE OR TAGS	1	1.9 %
I DON'T USE A COMPUTER	1	1.9 %
I HAVE NO COMPUTER	1	1.9 %
ICE CONDITIONS ON ROADWAYS	1	1.9 %
INTERESTED IN SAM'S GAP ON I-26	1	1.9 %
JOB OPENINGS	1	1.9 %
LOOK FOR ACCIDENTS BEFORE TRIP	1	1.9 %
NO COMPUTER	10	18.5 %
NO INTERNET	1	1.9 %
NO INTERNET SERVICE	1	1.9 %
NO WEB	1	1.9 %
NO WEBSITE	1	1.9 %
NONE	3	5.6 %
NOT INTERESTED	1	1.9 %
NOT PROVIDED	2	3.7 %
PROBABLY WOULD NOT USE	1	1.9 %
ROAD BLOCKED, ACCIDENT, ETC	1	1.9 %
ROAD CONDITIONS/SEVERE WEATHER	1	1.9 %
WE ARE IN DANGER	1	1.9 %
WEATHER CLOSINGS	1	1.9 %
WEATHER RELATED, SNOW	1	1.9 %
WEATHER/ROAD CONDITIONS	1	1.9 %
WOULD NOT USE	1	1.9 %
Total	54	100.0 %

**Q14. 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?**

Q14. How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues in Tennessee?

	Number	Percent
Very Satisfied	396	14.5 %
Satisfied	1121	41.1 %
Neutral	785	28.8 %
Dissatisfied	146	5.3 %
Very Dissatisfied	56	2.1 %
Don't Know	225	8.2 %
Total	2729	100.0 %

**Q15. Long Range Transportation Priorities: Please indicate how important the following transportation investments should be in Tennessee over the next 25 years:**

(N=2729)

	Extremely Important	Very Important	Important	Less Important	Not Important	Not Provided
Q15a. Expanding public transportation services	29.0%	24.7%	24.4%	8.2%	5.4%	8.3%
Q15b. Addressing mobility needs for seniors and persons with disabilities	32.4%	31.5%	22.0%	4.7%	2.1%	7.4%
Q15c. Relieving congestion	39.5%	33.8%	18.5%	2.9%	0.6%	4.7%
Q15d. Repairing and maintaining existing roads and bridges (transportation infrastructure)	55.8%	30.7%	9.3%	0.5%	0.3%	3.4%
Q15e. Adding shoulders to highways that do not have them	36.0%	29.6%	22.6%	6.6%	1.2%	4.0%
Q15f. Widening shoulders on highways	26.8%	25.5%	26.7%	13.2%	2.9%	4.9%
Q15g. Constructing new or improving existing highways to provide more direct links between communities	29.3%	26.6%	24.8%	11.2%	2.8%	5.2%
Q15h. Improving freight rail services	18.0%	19.4%	26.6%	13.0%	5.6%	17.4%
Q15i. Providing pedestrian and bicycle facilities	18.3%	20.0%	27.7%	16.3%	9.8%	7.9%
Q15j. Developing dedicated lanes for large commercial trucks (tractor trailers) on Interstates	38.1%	25.2%	20.2%	7.7%	3.8%	5.0%
Q15k. Adding more HELP trucks to assist motorists and remove congestion causing incidents from Interstate highways	26.5%	29.2%	28.1%	7.0%	2.0%	7.2%
Q15l. Using technology (ITS) to improve traffic flow on highways	32.4%	31.3%	23.2%	3.8%	1.3%	8.0%

**Q16. 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 25 years?**

Q16. 1 <sup>st</sup> Choice	Number	Percent
Expanding public transportation services	440	16.1 %
Addressing mobility needs for seniors and persons with disabilities	238	8.7 %
Relieving congestion	374	13.7 %
Repairing and maintaining existing roads and bridges (transportation infrastructure)	612	22.4 %
Adding shoulders to highways that do not have them	92	3.4 %
Widening shoulders on highways	57	2.1 %
Constructing new or improving existing highways to provide more direct links between communities	91	3.3 %
Improving freight rail services	34	1.2 %
Providing pedestrian and bicycle facilities	64	2.3 %
Developing dedicated lanes for large commercial trucks (tractor trailers) on Interstates	279	10.2 %
Adding more HELP trucks to assist motorists and remove congestion causing incidents from Interstate highways	70	2.6 %
Using technology (ITS) to improve traffic flow on highways	106	3.9 %
None chosen	272	10.0 %
Total	2729	100.0 %

**Q16. 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 25 years?**

Q16. 2 <sup>nd</sup> Choice	Number	Percent
Expanding public transportation services	148	5.4 %
Addressing mobility needs for seniors and persons with disabilities	295	10.8 %
Relieving congestion	307	11.2 %
Repairing and maintaining existing roads and bridges (transportation infrastructure)	439	16.1 %
Adding shoulders to highways that do not have them	244	8.9 %
Widening shoulders on highways	133	4.9 %
Constructing new or improving existing highways to provide more direct links between communities	193	7.1 %
Improving freight rail services	62	2.3 %
Providing pedestrian and bicycle facilities	91	3.3 %
Developing dedicated lanes for large commercial trucks (tractor trailers) on Interstates	193	7.1 %
Adding more HELP trucks to assist motorists and remove congestion causing incidents from Interstate highways	107	3.9 %
Using technology (ITS) to improve traffic flow on highways	92	3.4 %
None chosen	425	15.6 %
Total	2729	100.0 %

**Q16. 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 25 years?**

<u>Q16. 3<sup>rd</sup> Choice</u>	<u>Number</u>	<u>Percent</u>
Expanding public transportation services	106	3.9 %
Addressing mobility needs for seniors and persons with disabilities	140	5.1 %
Relieving congestion	245	9.0 %
Repairing and maintaining existing roads and bridges (transportation infrastructure)	262	9.6 %
Adding shoulders to highways that do not have them	198	7.3 %
Widening shoulders on highways	174	6.4 %
Constructing new or improving existing highways to provide more direct links between communities	194	7.1 %
Improving freight rail services	74	2.7 %
Providing pedestrian and bicycle facilities	110	4.0 %
Developing dedicated lanes for large commercial trucks (tractor trailers) on Interstates	264	9.7 %
Adding more HELP trucks to assist motorists and remove congestion causing incidents from Interstate highways	169	6.2 %
Using technology (ITS) to improve traffic flow on highways	188	6.9 %
None chosen	605	22.2 %
Total	2729	100.0 %

**Q16. 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 25 years? (Sum of Top 3 Choices)**

<u>Q16. Sum of the Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Expanding public transportation services	694	25.4 %
Addressing mobility needs for seniors and persons with disabilities	673	24.7 %
Relieving congestion	926	33.9 %
Repairing and maintaining existing roads and bridges (transportation infrastructure)	1313	48.1 %
Adding shoulders to highways that do not have them	534	19.6 %
Widening shoulders on highways	364	13.3 %
Constructing new or improving existing highways to provide more direct links between communities	478	17.5 %
Improving freight rail services	170	6.2 %
Providing pedestrian and bicycle facilities	265	9.7 %
Developing dedicated lanes for large commercial trucks (tractor trailers) on Interstates	736	27.0 %
Adding more HELP trucks to assist motorists and remove congestion causing incidents from Interstate highways	346	12.7 %
Using technology (ITS) to improve traffic flow on highways	386	14.1 %
None chosen	285	10.4 %
Total	7170	

**Q17. Which ONE of the following statements about Tennessee's economy and transportation system, which includes roads, highways, buses, trains, airports, and shipping ports in the State, comes closest to your own view?**

Q17. Which ONE of the following statements about Tennessee's economy and transportation system comes closest to your own view?	Number	Percent
The transportation system is basically as good as it needs to be in order to support economic growth in the next 5 to 10 years	183	6.7 %
The transportation system needs minor improvements and investments in order to support economic growth in the next 5 to 10 years	1246	45.7 %
The transportation system needs major improvements and investments in order to support economic growth in the next 5 to 10 years	1001	36.7 %
None of these	22	0.8 %
Don't know	277	10.2 %
Total	2729	100.0 %

**Q18. In the future, if there is a gap between existing revenue and the cost of maintaining Tennessee's transportation system, how would you rank the priority that should be placed on funding the FOUR transportation items listed below? Please write the letters that correspond to your rankings in the spaces provided.**

Q18. 1st Priority	Number	Percent
Ensuring roads are safe	1787	65.5 %
Keeping highway pavement smooth	241	8.8 %
Preventing congestion on highways from getting worse	317	11.6 %
Providing transportation options such as public transit and bicycle paths	132	4.8 %
None chosen	252	9.2 %
Total	2729	100.0 %

**Q18. In the future, if there is a gap between existing revenue and the cost of maintaining Tennessee's transportation system, how would you rank the priority that should be placed on funding the FOUR transportation items listed below? Please write the letters that correspond to your rankings in the spaces provided.**

Q18. 2 <sup>nd</sup> Priority	Number	Percent
Ensuring roads are safe	404	14.8 %
Keeping highway pavement smooth	1012	37.1 %
Preventing congestion on highways from getting worse	780	28.6 %
Providing transportation options such as public transit and bicycle paths	252	9.2 %
None chosen	281	10.3 %
Total	2729	100.0 %

**Q18. In the future, if there is a gap between existing revenue and the cost of maintaining Tennessee's transportation system, how would you rank the priority that should be placed on funding the FOUR transportation items listed below? Please write the letters that correspond to your rankings in the spaces provided.**

Q18. 3rd Priority	Number	Percent
Ensuring roads are safe	214	7.8 %
Keeping highway pavement smooth	819	30.0 %
Preventing congestion on highways from getting worse	1044	38.3 %
Providing transportation options such as public transit and bicycle paths	341	12.5 %
None chosen	311	11.4 %
Total	2729	100.0 %

**Q18. In the future, if there is a gap between existing revenue and the cost of maintaining Tennessee's transportation system, how would you rank the priority that should be placed on funding the FOUR transportation items listed below? Please write the letters that correspond to your rankings in the spaces provided.**

Q18. 4th Priority	Number	Percent
Ensuring roads are safe	62	2.3 %
Keeping highway pavement smooth	342	12.5 %
Preventing congestion on highways from getting worse	280	10.3 %
Providing transportation options such as public transit and bicycle paths	1660	60.8 %
None chosen	385	14.1 %
Total	2729	100.0 %

**Q18. In the future, if there is a gap between existing revenue and the cost of maintaining Tennessee's transportation system, how would you rank the priority that should be placed on funding the FOUR transportation items listed below? Please write the letters that correspond to your rankings in the spaces provided. (Sum of the Top 4 Choices)**

Q18. Sum of the Top 4 Choices	Number	Percent
Ensuring roads are safe	2467	90.4 %
Keeping highway pavement smooth	2414	88.5 %
Preventing congestion on highways from getting worse	2421	88.7 %
Providing transportation options such as public transit and bicycle paths	2385	87.4 %
None chosen	252	9.2 %
Total	9939	

**Q19. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?**

Q19. Do you think is more important for TDOT to address:

	Number	Percent
Increasing the capacity on highways to improve traffic flow	1409	51.6 %
Resurfacing highways to improve the condition of the driving surface without increasing	1216	44.6 %
Don't Know	104	3.8 %
Total	2729	100.0 %

**Q20. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?**

Q20. Do you think is more important for TDOT to address:

	Number	Percent
Building a new road to encourage economic development	529	19.4 %
Expanding the capacity of an existing road that is currently heavily congested	2093	76.7 %
Don't Know	107	3.9 %
Total	2729	100.0 %

**Q21. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?**

Q21. Do you think is more important for TDOT to address:

	Number	Percent
Providing additional transportation options such as public transit and bicycling	836	30.6 %
Making it easier for automobiles to get where they want to go	1810	66.3 %
Don't Know	83	3.0 %
Total	2729	100.0 %

**Q22. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?**

Q22. Do you think is more important for TDOT to address:

	Number	Percent
Reducing the cost of highway projects	986	36.1 %
Reducing construction time of highway projects	1597	58.5 %
Don't Know	146	5.3 %
Total	2729	100.0 %

**Q23. Which ONE of the following do you think is more important for TDOT to fund over the next 5 to 10 years?**

Q23. Do you think is more important for TDOT to address:	Number	Percent
Ensuring that transportation projects are evenly balanced across the State of Tennessee	642	23.5 %
Focusing transportation projects in areas of the state that have the greatest needs	2006	73.5 %
Don't Know	81	3.0 %
Total	2729	100.0 %

**Q24. How concerned are you about the number of large commercial trucks (tractor trailers) on highways in Tennessee?**

Q24. How concerned are you about the number of large commercial trucks (tractor trailers) on highways in Tennessee?	Number	Percent
Very concerned	1049	38.4 %
Somewhat concerned	942	34.5 %
Not concerned	675	24.7 %
Don't Know	63	2.3 %
Total	2729	100.0 %

**Q25. How do you think the priority that TDOT places on the management of truck traffic and freight transportation in the State of Tennessee should change over the next 25 years?**

Q25. How do you think the priority that TDOT places on the management of truck traffic and freight transportation in the State of Tennessee should change over the next 25 years?	Number	Percent
Much higher	655	24.0 %
Somewhat higher	944	34.6 %
Stay about same	706	25.9 %
Somewhat lower	72	2.6 %
Much lower	25	0.9 %
Don't know	327	12.0 %
Total	2729	100.0 %

**Q26. Please rank the priority that should be placed on the FIVE pavement characteristics listed below by writing the letters that correspond to your rankings in the spaces provided.**

Q26. 1 <sup>st</sup> Priority	Number	Percent
Making pavement smoother	898	32.9 %
Reducing the noise that you hear when you drive on pavement	59	2.2 %
Improving the visibility of pavement marking (e.g., center and roadside striping)	796	29.2 %
Increasing shoulder width	214	7.8 %
Minimizing water build up during periods of rainfall (reducing water spray)	652	23.9 %
None chosen	110	4.0 %
Total	2729	100.0 %

**Q26. Please rank the priority that should be placed on the FIVE pavement characteristics listed below by writing the letters that correspond to your rankings in the spaces provided.**

Q26. 2 <sup>nd</sup> Priority	Number	Percent
Making pavement smoother	479	17.6 %
Reducing the noise that you hear when you drive on pavement	267	9.8 %
Improving the visibility of pavement marking (e.g., center and roadside striping)	721	26.4 %
Increasing shoulder width	461	16.9 %
Minimizing water build up during periods of rainfall (reducing water spray)	665	24.4 %
None chosen	136	5.0 %
Total	2729	100.0 %

**Q26. Please rank the priority that should be placed on the FIVE pavement characteristics listed below by writing the letters that correspond to your rankings in the spaces provided.**

Q26. 3 <sup>rd</sup> Priority	Number	Percent
Making pavement smoother	524	19.2 %
Reducing the noise that you hear when you drive on pavement	261	9.6 %
Improving the visibility of pavement marking (e.g., center and roadside striping)	661	24.2 %
Increasing shoulder width	607	22.2 %
Minimizing water build up during periods of rainfall (reducing water spray)	502	18.4 %
None chosen	174	6.4 %
Total	2729	100.0 %

**Q26. Please rank the priority that should be placed on the FIVE pavement characteristics listed below by writing the letters that correspond to your rankings in the spaces provided.**

Q26. 4 <sup>th</sup> Priority	Number	Percent
Making pavement smoother	515	18.9 %
Reducing the noise that you hear when you drive on pavement	502	18.4 %
Improving the visibility of pavement marking (e.g., center and roadside striping)	291	10.7 %
Increasing shoulder width	818	30.0 %
Minimizing water build up during periods of rainfall (reducing water spray)	345	12.6 %
None chosen	258	9.5 %
Total	2729	100.0 %

**Q26. Please rank the priority that should be placed on the FIVE pavement characteristics listed below by writing the letters that correspond to your rankings in the spaces provided. (Sum of the Top 4 Choices)**

Q26. Sum of the Top 4 Choices	Number	Percent
Making pavement smoother	2416	88.5 %
Reducing the noise that you hear when you drive on pavement	1089	39.9 %
Improving the visibility of pavement marking (e.g., center and roadside striping)	2469	90.5 %
Increasing shoulder width	2100	77.0 %
Minimizing water build up during periods of rainfall (reducing water spray)	2164	79.3 %
None chosen	129	4.7 %
Total	10367	

**Q27. Approximately how much do you think the average Tennessee resident pays annually per vehicle to support transportation projects and services provided by TDOT?**

Q27. Approximately how much do you think the average Tennessee resident pays annually per vehicle to support transportation projects and services provided by TDOT?

	Number	Percent
Less than \$250	395	14.5 %
\$250-\$499	394	14.4 %
\$500-\$749	263	9.6 %
\$750-\$999	136	5.0 %
\$1,000+	192	7.0 %
Don't know	1349	49.4 %
Total	2729	100.0 %

**Q28. Given declining revenue from gasoline taxes, TDOT may not be able to maintain current levels of transportation services without new sources of funding or an increase in existing sources. Knowing this, which of the following statements BEST describes your attitude about how funding for transportation services in Tennessee should change over the next five years?**

Q28. Which of the following statements BEST describes your attitude about how funding for transportation services in Tennessee should change over the next five years?

	Number	Percent
I think funding should be significantly increased	315	11.5 %
I think funding should be slightly increased	1311	48.0 %
I think funding should stay the same even if the condition of transportation facilities decreases	491	18.0 %
I think funding should be reduced	109	4.0 %
Don't know	503	18.5 %
Total	2729	100.0 %

**Q29. Overall, how would you rate the value that is currently provided by TDOT for the transportation taxes paid by Tennessee residents?**

Q29. Overall, how would you rate the value that is currently provided by TDOT for the transportation taxes paid by Tennessee residents?

	Number	Percent
Good value for your money	911	33.4 %
OK value for your money	1149	42.1 %
Low value for your money	243	8.9 %
Don't know	426	15.6 %
Total	2729	100.0 %

**Q30. OVERALL RATINGS: Please circle the number that best describes your level of agreement with the following statements:**

(N=2729)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q30a. I am familiar with the services that TDOT provides	13.5%	39.4%	28.7%	7.5%	2.0%	9.0%
Q30b. TDOT does a good job prioritizing highway improvements in Tennessee	11.0%	41.3%	28.2%	5.8%	1.4%	12.2%
Q30c. I think TDOT adequately supports local transportation projects for the city and county governments	9.2%	35.8%	28.6%	7.2%	1.7%	17.6%
Q30d. I think TDOT is responsive to the concerns of local communities	9.1%	36.5%	28.8%	8.6%	2.5%	14.5%
Q30e. TDOT incorporates environmental concerns into the design and maintenance of transportation projects	11.3%	38.8%	24.3%	4.5%	1.5%	19.6%
Q30f. I trust TDOT to make sound professional transportation decisions	14.4%	42.2%	27.4%	6.1%	2.1%	7.8%
Q30g. Compared to other states I have visited, I think Tennessee's transportation system is one of the best	23.9%	35.7%	21.6%	9.2%	3.2%	6.4%

**WITHOUT DON'T KNOW****Q30. OVERALL RATINGS: Please circle the number that best describes your level of agreement with the following statements: (Without "Don't Know")**

(N=2729)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q30a. I am familiar with the services that TDOT provides	14.8%	43.3%	31.5%	8.2%	2.2%
Q30b. TDOT does a good job prioritizing highway improvements in Tennessee	12.6%	47.1%	32.2%	6.6%	1.6%
Q30c. I think TDOT adequately supports local transportation projects for the city and county governments	11.1%	43.4%	34.7%	8.7%	2.0%
Q30d. I think TDOT is responsive to the concerns of local communities	10.7%	42.6%	33.7%	10.1%	2.9%
Q30e. TDOT incorporates environmental concerns into the design and maintenance of transportation projects	14.0%	48.3%	30.2%	5.6%	1.9%
Q30f. I trust TDOT to make sound professional transportation decisions	15.7%	45.8%	29.7%	6.6%	2.3%
Q30g. Compared to other states I have visited, I think Tennessee's transportation system is one of the best	25.5%	38.1%	23.1%	9.8%	3.5%

**Q31. Overall, how easy do you think it is to travel between cities in Tennessee?**

Q31. Overall, how easy do you think it is to travel between cities in Tennessee?	Number	Percent
Very easy	658	24.1 %
Easy	1304	47.8 %
Neutral	431	15.8 %
Difficult	194	7.1 %
Very difficult	70	2.6 %
Don't know	72	2.6 %
Total	2729	100.0 %

**Q32. Overall, how easy do you think it is to travel within urban areas of Tennessee?**

Q32. Overall, how easy do you think it is to travel within urban areas of Tennessee?	Number	Percent
Very easy	309	11.3 %
Easy	1061	38.9 %
Neutral	737	27.0 %
Difficult	446	16.3 %
Very difficult	58	2.1 %
Don't know	118	4.3 %
Total	2729	100.0 %

**Q33. Compared to two years ago, how do you think that the current quality of TDOT services has changed?**

Q33. Compared to two years ago, how do you think that the current quality of TDOT services has changed?	Number	Percent
Better	780	28.6 %
About the same	1546	56.7 %
Worse	121	4.4 %
Don't know	282	10.3 %
Total	2729	100.0 %

**Q34. What is your current employment status?**

<u>Q34. What is your current employment status?</u>	<u>Number</u>	<u>Percent</u>
Employed full-time	1444	52.9 %
Employed part-time	175	6.4 %
Student	39	1.4 %
Retired	776	28.4 %
Not employed outside home	170	6.2 %
Unemployed, looking for work	80	2.9 %
Not provided	45	1.6 %
Total	2729	100.0 %

**Q35. Which of the following best describes your race/ethnicity?**

<u>Q35. Which of the following best describes your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
African American/Black	370	13.6 %
American Indian/Eskimo	15	0.5 %
Asian/Pacific Islander	31	1.1 %
Caucasian/White	2155	79.0 %
Hispanic	126	4.6 %
Other	44	1.6 %
Not provided	15	0.5 %
Total	2756	

**Q36. Do you speak a language other than English as the primary language?**

<u>Q36. Do you speak a language other than English as the primary language?</u>	<u>Number</u>	<u>Percent</u>
Yes	146	5.3 %
No	2568	94.1 %
Not provided	15	0.5 %
Total	2729	100.0 %

**Q37. How many years have you been a resident of Tennessee?**

Q37. How many years have you been a resident of Tennessee?	Number	Percent
0 to 5 years	145	5.3 %
6 to 10	175	6.4 %
11 to 20	353	12.9 %
21 to 30	375	13.7 %
31+	1635	59.9 %
Not Provided	46	1.7 %
Total	2729	100.0 %

**Q38. In which county do you live?**

Q38. In which county do you live?	Number	Percent
ANDERSON	10	0.4%
ANDERSON	5	0.2%
BEDFORD	7	0.3%
BEDFORD	4	0.1%
BENTON	12	0.4%
BENTON	4	0.1%
BENTON	1	0.0%
BLEDSON	12	0.4%
BLEDSON	3	0.1%
BLEDSON	2	0.1%
BLOUNT	42	1.5%
BLOUNT	1	0.0%
BLOUNT	21	0.8%
BLOUNT	1	0.0%
BRADLEY	21	0.8%
BRADLEY	8	0.3%
BRADLEY	1	0.0%
CAMPBELL	5	0.2%
CAMPBELL	5	0.2%
CANNON	9	0.3%
CANNON	1	0.0%
CARROLL	19	0.7%
CARROLL	1	0.0%
CARROLL	6	0.2%
CARROLL	2	0.1%
CARTER	17	0.6%
CARTER	4	0.1%
CHEATHAM	12	0.4%
CHEATHAM	7	0.3%
CHEATHAM	2	0.1%
CHESTER	5	0.2%
CHESTER	8	0.3%
CLAIBORNE	11	0.4%
CLAIBORNE	8	0.3%

**Q38. In which county do you live? (Cont.)**

<u>Q38. In which county do you live?</u>	<u>Number</u>	<u>Percent</u>
CLAY	11	0.4%
CLAY	4	0.1%
COCKE	8	0.3%
COCKE	6	0.2%
COCKE	1	0.0%
COCKE	1	0.0%
COFFEE	38	1.4%
COFFEE	9	0.3%
COFFEE	3	0.1%
CROCKETT	3	0.1%
CROCKETT	3	0.1%
CUMBERLAND	35	1.3%
CUMBERLAND	8	0.3%
DAVIDSON	65	2.4%
DAVIDSON	70	2.6%
DAVIDSON	1	0.0%
DAVIDSON	10	0.4%
DECATUR	7	0.3%
DECATUR	2	0.1%
DEKALB	23	0.8%
DEKALB	8	0.3%
DICKSON	16	0.6%
DICKSON	4	0.1%
DYER	12	0.4%
DYER	7	0.3%
DYER	1	0.0%
FAYETTE	3	0.1%
FAYETTE	6	0.2%
FENTRESS	10	0.4%
FENTRESS	8	0.3%
FENTRESS	1	0.0%
FRANKLIN	22	0.8%
FRANKLIN	5	0.2%
GIBSON	32	1.2%
GIBSON	13	0.5%
GIBSON	1	0.0%
GILES	11	0.4%
GRAINGER	4	0.1%
GRAINGER	1	0.0%
GREEN	1	0.0%
GREENE	25	0.9%
GREENE	6	0.2%
GRUNDY	11	0.4%
GRUNDY	2	0.1%
HAMBLEN	18	0.7%
HAMBLEN	1	0.0%
HAMBLEN	1	0.0%
HAMBLEN	4	0.1%
HAMBLEN	1	0.0%
HAMILTON	72	2.6%

**Q38. In which county do you live? (Cont.)**

<u>Q38. In which county do you live?</u>	<u>Number</u>	<u>Percent</u>
HAMILTON	1	0.0%
HAMILTON	1	0.0%
HAMILTON	25	0.9%
HAMILTON	1	0.0%
HAMILTON	6	0.2%
HANCOCK	4	0.1%
HANCOCK	1	0.0%
HANCOCK	1	0.0%
HARDEMAN	5	0.2%
HARDEMAN	5	0.2%
HARDEMAN	1	0.0%
HARDIN	16	0.6%
HARDIN	3	0.1%
HAWKINS	1	0.0%
HAWKINS	19	0.7%
HAWKINS	7	0.3%
HAWKINS	2	0.1%
HAYWOOD	8	0.3%
HAYWOOD	4	0.1%
HAYWOOD	1	0.0%
HENDERSON	20	0.7%
HENDERSON	3	0.1%
HENDERSON	2	0.1%
HENRY	22	0.8%
HENRY	16	0.6%
HICKMAN	11	0.4%
HICKMAN	1	0.0%
HICKMAN	1	0.0%
HOUSTON	5	0.2%
HOUSTON	3	0.1%
HUMPHREYS	5	0.2%
HUMPHREYS	6	0.2%
HUMPHREYS	1	0.0%
JACKSON	16	0.6%
JACKSON	6	0.2%
JEFFERSON	4	0.1%
JEFFERSON	6	0.2%
JOHNSON	4	0.1%
JOHNSON	1	0.0%
JOHNSON	1	0.0%
KNOX	92	3.4%
KNOX	12	0.4%
KNOX	40	1.5%
LAKE	1	0.0%
LAKE	2	0.1%
LAUDERDALE	2	0.1%
LAUDERDALE	8	0.3%
LAUDERDALE	2	0.1%
LAWRENCE	11	0.4%
LAWRENCE	7	0.3%
LAWRENCE	1	0.0%
LAWRENCE	1	0.0%
LENOIR CITY	1	0.0%
LEWIS	4	0.1%

**Q38. In which county do you live? (Cont.)**

<u>Q38. In which county do you live?</u>	<u>Number</u>	<u>Percent</u>
LINCOLN	12	0.4%
LINCOLN	1	0.0%
LINCOLN	2	0.1%
LOUDON	22	0.8%
LOUDON	7	0.3%
MACON	2	0.1%
MACON	5	0.2%
MACON	2	0.1%
MADISON	51	1.9%
MADISON	20	0.7%
MADISON	1	0.0%
MADISON	1	0.0%
MADISON	3	0.1%
MARION	16	0.6%
MARION	10	0.4%
MARION	2	0.1%
MARSHALL	6	0.2%
MARSHALL	3	0.1%
MAURY	27	1.0%
MAURY	17	0.6%
MCMINN	14	0.5%
MCMINN	2	0.1%
MCNAIRY	13	0.5%
MCNAIRY	1	0.0%
MCNAIRY	4	0.1%
MCNAIRY	1	0.0%
MCNAIRY	1	0.0%
MEIGS	2	0.1%
MONROE	14	0.5%
MONROE	6	0.2%
MONROE	4	0.1%
MONTGOMERY	33	1.2%
MONTGOMERY	1	0.0%
MONTGOMERY	30	1.1%
MONTGOMERY	4	0.1%
MOORE	1	0.0%
MORGAN	9	0.3%
MORGAN	6	0.2%
OBION	21	0.8%
OBION	6	0.2%
OBION	1	0.0%
OVERTON	24	0.9%
OVERTON	11	0.4%
OVERTON	1	0.0%
PERRY	2	0.1%
PERRY	1	0.0%
PICKETT	4	0.1%
PICKETT	1	0.0%
PICKETT	1	0.0%
POLK	6	0.2%
POLK	2	0.1%
POLK	1	0.0%
PUTNAM	44	1.6%

**Q38. In which county do you live? (Cont.)**

Q38. In which county do you live?	Number	Percent
PUTNAM	1	0.0%
PUTNAM	1	0.0%
PUTNAM	11	0.4%
PUTNAM	2	0.1%
RHEA	8	0.3%
RHEA	3	0.1%
RHEA	2	0.1%
ROANE	16	0.6%
ROANE	12	0.4%
ROBERTSON	1	0.0%
ROBERTSON	23	0.8%
ROBERTSON	7	0.3%
ROBERTSON	1	0.0%
RUTHERFORD	66	2.4%
RUTHERFORD	25	0.9%
RUTHERFORD	3	0.1%
SCOTT	11	0.4%
SCOTT	6	0.2%
SCOTT	2	0.1%
SEQUATCHIE	10	0.4%
SEQUATCHIE	3	0.1%
SEVIER	26	1.0%
SEVIER	8	0.3%
SEVIER	1	0.0%
SHELBY	123	4.5%
SHELBY	109	4.0%
SHELBY	1	0.0%
SHELBY	27	1.0%
SMITH	2	0.1%
SMITH	5	0.2%
SMITH	1	0.0%
STEWART	6	0.2%
STEWART	3	0.1%
STEWART	1	0.0%
SULLIVAN	32	1.2%
SULLIVAN	10	0.4%
SULLIVAN	1	0.0%
SULLIVAN	4	0.1%
SUMNER	10	0.4%
SUMNER	13	0.5%
SUMNER	5	0.2%
TIPTON	12	0.4%
TIPTON	7	0.3%
TIPTON	1	0.0%
TIPTON	2	0.1%
UNICOI	3	0.1%
UNICOI	1	0.0%
UNION	2	0.1%
UNION	1	0.0%
VAN BUREN	3	0.1%
VAN BUREN	1	0.0%
VAN BUREN	1	0.0%

**Q38. In which county do you live? (Cont.)**

Q38. In which county do you live?	Number	Percent
WARREN	25	0.9%
WARREN	9	0.3%
WASHINGTON	31	1.1%
WASHINGTON	13	0.5%
WASHINGTON	3	0.1%
WASHINGTON	1	0.0%
WAYNE	4	0.1%
WAYNE	5	0.2%
WEAKLEY	24	0.9%
WEAKLEY	10	0.4%
WEAKLEY	4	0.1%
WEAKLEY	1	0.0%
WHITE	21	0.8%
WHITE	8	0.3%
WHITE	1	0.0%
WILLIAMSON	42	1.5%
WILLIAMSON	1	0.0%
WILLIAMSON	1	0.0%
WILLIAMSON	33	1.2%
WILLIAMSON	1	0.0%
WILLIAMSON	3	0.1%
WILSON	15	0.6%
WILSON	1	0.0%
WILSON	15	0.6%
WILSON	1	0.0%
OTHER	5	0.1
Total	2722	100.0 %

**Q39. Do you have a physical disability?**

<u>Q39. Do you have a physical disability?</u>	<u>Number</u>	<u>Percent</u>
Yes	384	14.1 %
No	2294	84.1 %
Not provided	51	1.9 %
Total	2729	100.0 %

**Q40. What is your total household income?**

<u>Q40. What is your total household income?</u>	<u>Number</u>	<u>Percent</u>
Under \$25,000	426	15.6 %
\$25,000-\$49,999	611	22.4 %
\$50,000-\$74,999	567	20.8 %
\$75,000-\$99,999	344	12.6 %
\$100,000+	433	15.9 %
Not provided	348	12.8 %
Total	2729	100.0 %

**Q41. How many persons living in your household (counting yourself) are in each of the following age groups?**

	<u>Mean</u>	<u>Sum</u>
Number	2.62	7000
Under 5 years	0.12	314
Ages 5-9	0.13	340
Ages 10-14	0.14	381
Ages 15-19	0.16	432
Ages 20-24	0.18	476
Ages 25-34	0.27	714
Ages 35-44	0.25	670
Ages 45-54	0.46	1225
Ages 55-64	0.51	1375
Ages 65+	0.40	1073

**Q42. How many vehicles do you have in your household?**

Q42. How many vehicles do you have in your household?	Number	Percent
None	38	1.4 %
One	432	15.8 %
Two	1028	37.7 %
Three	651	23.9 %
Four	344	12.6 %
5 or more	236	8.6 %
Total	2729	100.0 %

**Q43. Approximately how many miles do you drive per week?**

Q43. Approximately how many miles do you drive per week?	Number	Percent
Less than 50	380	13.9 %
50-99	415	15.2 %
100-199	635	23.3 %
200-499	906	33.2 %
500-999	223	8.2 %
1000 or more	68	2.5 %
Not provided	102	3.7 %
Total	2729	100.0 %

**Q44. Gender:**

Q44. Gender	Number	Percent
Male	1442	52.8 %
Female	1287	47.2 %
Total	2729	100.0 %

*Section 5:*  
***Survey Instrument***

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STATE OF TENNESSEE  
DEPARTMENT OF TRANSPORTATION

SUITE 700, JAMES K. POLK BUILDING  
NASHVILLE, TENNESSEE 37243-0349  
(615) 741-2848

JOHN C. SCHROER  
COMMISSIONER

BILL HASLAM  
GOVERNOR

October 30, 2013

Dear Tennessee Resident:

The Tennessee Department of Transportation (TDOT) is conducting a survey to find out what Tennesseans think about the quality of transportation in Tennessee. Tennessee's transportation system is made up of many different elements that include not only state and interstate highways, but also airports, waterways, railroads, and transit systems.

The survey is a key part of our planning process. We will use the results to (1) identify ways we can improve transportation services all across the state and (2) provide input into the state long range transportation plan currently underway. Your opinion is very important to us. **Your responses to the survey will remain completely confidential.**

We have selected ETC Institute to help us with the survey. ETC Institute has an outstanding record of working with transportation departments nationwide. They will prepare a report based on everyone's collective responses which will be delivered early spring 2014 and posted on the TDOT website. We look forward to having these results so that we can better understand and meet your transportation needs.

Please take a few minutes to complete the enclosed survey within the next few days using one of two options. You may return your completed survey by mail using the postage-paid envelope provided, or you can complete the survey online at <http://www.TDOTResidentSurvey.org>. Please choose only one option.

If you have any questions, contact Patsy Mimms, TDOT Office of Strategic Planning, at (615) 532-3507. Thank you for your participation in this important process.

Sincerely,

A handwritten signature in blue ink, appearing to read "John C. Schroer".

John C. Schroer  
Commissioner

Enclosure

# TDOT 2013 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 615-532-3507. When you are finished, please return your survey in the postage-paid envelope provided. Or you may complete the survey on-line at [www.TDOTResidentSurvey.org](http://www.TDOTResidentSurvey.org).

<b>1. Maintaining and Managing the Transportation System</b>		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.	Keeping guardrails in good condition	5	4	3	2	1	9
F.	Keeping the surface of <i>Interstate highways</i> in good condition (smooth & free of potholes)	5	4	3	2	1	9
G.	Keeping the surface of <i>other state highways</i> in good condition (smooth & free of potholes)	5	4	3	2	1	9
H.	Providing rest areas and welcome centers along highways	5	4	3	2	1	9
I.	Keeping rest areas clean	5	4	3	2	1	9
J.	Keeping shoulders on highways in good condition (safe and free of drop-offs)	5	4	3	2	1	9
K.	Keeping bridges in good condition	5	4	3	2	1	9
L.	Ensuring that roadway striping on highways is visible during the DAY	5	4	3	2	1	9
M.	Ensuring that roadway striping on highways is visible at NIGHT	5	4	3	2	1	9
N.	Ensuring that roadway striping on highways is visible during WET WEATHER	5	4	3	2	1	9
O.	Ensuring that informational and warning signs along highways are easy to see	5	4	3	2	1	9
P.	Ensuring that informational and warning signs are easy to understand	5	4	3	2	1	9
Q.	Minimizing congestion on highways in urban areas	5	4	3	2	1	9
R.	Minimizing congestion on highways in rural areas	5	4	3	2	1	9
S.	Providing adequate lighting at highway interchanges in <i>rural areas</i>	5	4	3	2	1	9
T.	Providing adequate lighting at highway interchanges in <i>urban areas</i>	5	4	3	2	1	9
U.	Ensuring water drains quickly from the surface of highways during a storm	5	4	3	2	1	9
V.	Providing incident clearance and motorist assistance services on Interstates in urban areas (TDOT HELP trucks) to help reduce congestion and secondary incidents	5	4	3	2	1	9
W.	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"]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_ 4<sup>th</sup>: \_\_\_\_\_ 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 STATE 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

### 5. Transportation Options

Please circle the number that best describes your level of satisfaction with the adequacy of the following transportation services and alternatives where you live:

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Availability of public transportation services where you live	5	4	3	2	1	9
B.	Frequency of public transportation services where you live	5	4	3	2	1	9
C.	Proximity (ease of access/convenience ) to public transportation 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.	Availability of pedestrian facilities and sidewalks for transportation purposes along highways	5	4	3	2	1	9
F.	Availability of biking facilities and lanes along highways	5	4	3	2	1	9
G.	Providing park and ride facilities where residents can park their car and access public transportation or carpool/vanpool services	5	4	3	2	1	9

6. Which THREE of the transportation options for 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 5 above; If you do not think any improvements are needed circle "NONE"]

1<sup>st</sup> : \_\_\_\_ 2<sup>nd</sup> : \_\_\_\_ 3<sup>rd</sup> : \_\_\_\_ NONE

### 7. Perceptions of Travel on 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 feel safe when driving through work zones on Tennessee highways at night	5	4	3	2	1	9
C.	I feel safe when driving through work zones on Tennessee highways during the day	5	4	3	2	1	9
D.	Detours on highways are usually well marked and easy to follow	5	4	3	2	1	9
E.	Warning signs in work zones on highways are easy to read and understand	5	4	3	2	1	9
F.	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
G.	TDOT does a good job of minimizing delays caused by construction and maintenance of state highways	5	4	3	2	1	9
H.	TDOT quickly responds to incidents and roadway obstructions on Interstates.	5	4	3	2	1	9
I.	TDOT does a good job of clearing incidents on Interstates to minimize travel delays.	5	4	3	2	1	9
J.	Overall, the level of traffic congestion on state highways is acceptable	5	4	3	2	1	9

8. 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 9]      \_\_\_\_ (9) Don't know

**ONLY IF YES to Q8:**

8a. 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

8b. 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**

9. 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 10]
- 9a. Why did you contact TDOT most recently? \_\_\_\_\_
- 9b. Was the employee courteous? \_\_\_(1) Yes \_\_\_(2) No
- 9c. Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently?  
\_\_\_(5) Very satisfied \_\_\_(2) Dissatisfied  
\_\_\_(4) Satisfied \_\_\_(1) Very Dissatisfied  
\_\_\_(3) Neutral \_\_\_(9) Don't know
10. How helpful is the highway advisory radio system (AM station) for getting reports of current construction and incident information?  
\_\_\_(1) Very helpful \_\_\_(3) Not helpful  
\_\_\_(2) Somewhat helpful \_\_\_(4) Don't know/have never used it
11. Have you visited TDOT's web site during the past year? \_\_\_(1) Yes \_\_\_(2) No [SKIP to 12]
- 11a. [If Yes to 11a] Why did you visit TDOT's website? \_\_\_\_\_
- 11b. [If Yes to 11a] How easy was the website to use?  
\_\_\_(1) Very easy \_\_\_(2) Easy \_\_\_(3) OK \_\_\_(4) Difficult \_\_\_(9) Don't remember
12. Which of the following are the most effective ways for TDOT to provide you with information? (CHECK ALL THAT APPLY)  
\_\_\_(01) Electronic message boards on highways \_\_\_(09) Newspapers  
\_\_\_(02) Signs on roadways with phone numbers for information \_\_\_(10) Radio  
\_\_\_(03) Flyers \_\_\_(11) TV local public access channel  
\_\_\_(04) Tennessee "511" \_\_\_(12) Social media (Facebook, Twitter, etc.)  
\_\_\_(05) TDOT web page \_\_\_(13) Text messages  
\_\_\_(06) TDOT SmartWay \_\_\_(14) Public officials  
\_\_\_(07) TDOT SmartWay mobile \_\_\_(15) Public meetings/hearings  
\_\_\_(08) Direct mailings/newsletters \_\_\_(16) E-mail  
\_\_\_(17) Other: \_\_\_\_\_
13. Please indicate if you would be interested in using the TDOT website for the following? (Check all)  
\_\_\_(01) To get **current** construction project information  
\_\_\_(02) To get **future** project planning information  
\_\_\_(03) To obtain road condition information about interstates and state routes  
\_\_\_(04) To view TDOT cameras that allow you to see current traffic on interstates and state routes  
\_\_\_(05) To get detour or work zone information  
\_\_\_(06) To get public transit information  
\_\_\_(07) To get information on public meetings  
\_\_\_(08) To contact an employee  
\_\_\_(09) To get a response to a specific question or concern  
\_\_\_(10) Other \_\_\_\_\_
14. 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 \_\_\_(2) Dissatisfied  
\_\_\_(4) Satisfied \_\_\_(1) Very Dissatisfied  
\_\_\_(3) Neutral \_\_\_(9) Don't know

<b>15. Long Range Transportation Priorities</b>		Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
Please indicate how important the following transportation investments should be in Tennessee over the next 25 years:							
A.	Expanding public transportation services	5	4	3	2	1	9
B.	Addressing mobility needs for seniors and persons with disabilities	5	4	3	2	1	9
C.	Relieving congestion	5	4	3	2	1	9
D.	Repairing and maintaining existing roads and bridges (transportation infrastructure)	5	4	3	2	1	9
E.	Adding shoulders to highways that do not have them	5	4	3	2	1	9
F.	Widening shoulders on highways	5	4	3	2	1	9
G.	Constructing new or improving existing highways to provide more direct links between communities	5	4	3	2	1	9
H.	Improving freight rail services	5	4	3	2	1	9
I.	Providing pedestrian and bicycle facilities	5	4	3	2	1	9
J.	Developing dedicated lanes for large commercial trucks (tractor trailers) on Interstates	5	4	3	2	1	9
K.	Adding more HELP trucks to assist motorists and remove congestion causing incidents from Interstate highways	5	4	3	2	1	9
L.	Using technology (ITS) to improve traffic flow on highways	5	4	3	2	1	9

**16. 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 25 years?** [Please write in the letters below using the letters from Question 15 above; If you do not think any improvements are needed circle "NONE"]

1<sup>st</sup> : \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_ NONE

**17. Which ONE of the following statements about Tennessee's economy and transportation system, which includes roads, highways, buses, trains, airports, and shipping ports in the State, comes closest to your own view? (select one)**

- \_\_\_(1) The transportation system is basically **as good as it needs to be** in order to support economic growth in the next 5 to 10 years
- \_\_\_(2) The transportation system needs **minor improvements and investments** in order to support economic growth in the next 5 to 10 years
- \_\_\_(3) The transportation system needs **major improvements and investments** in order to support economic growth in the next 5 to 10 years
- \_\_\_(4) None of these
- \_\_\_(9) Don't know

**18. In the future, if there is a gap between existing revenue and the cost of maintaining Tennessee's transportation system, how would you rank the priority that should be placed on funding the FOUR transportation items listed below. Please write the letters that correspond to your rankings in the spaces provided.**

- (A) Ensuring roads are safe
- (B) Keeping highway pavement smooth
- (C) Preventing congestion on highways from getting worse
- (D) Providing transportation options such as public transit and bicycle paths

Highest Priority: \_\_\_\_\_ 2<sup>nd</sup> Priority: \_\_\_\_\_ 3<sup>rd</sup> Priority: \_\_\_\_\_ Lowest Priority: \_\_\_\_\_





**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.*

**34. 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

**35. 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) Hispanic
- (6) Other \_\_\_\_\_

**36. Do you speak a language other than English as the primary language?**

- (1) Yes: **If YES: what language do you speak?** \_\_\_\_\_
- (2) No

**37. How many years have you been a resident of Tennessee?** \_\_\_\_\_ years

**38. In which county do you live?** \_\_\_\_\_

**39. Do you have a physical disability?**  (1) Yes  (2) No

**40. 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

**41. 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)**

- |                                     |                                     |                                     |
|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="text"/> Under 5 years  | <input type="text"/> 20 to 24 years | <input type="text"/> 55 to 64 years |
| <input type="text"/> 5 to 9 years   | <input type="text"/> 25 to 34 years | <input type="text"/> 65+ years      |
| <input type="text"/> 10 to 14 years | <input type="text"/> 35 to 44 years |                                     |
| <input type="text"/> 15 to 19 years | <input type="text"/> 45 to 54 years |                                     |

**42. How many vehicles do you have in your household?** (please only include motorized vehicles that are currently operational) \_\_\_\_\_ vehicles

**43. Approximately how many miles do you drive per week?** \_\_\_\_\_ miles per week

**44. What is your Gender?**  (1) Male  (2) Female

**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.