

Section 3
TDOT 2013 Partner
Survey Findings

Conducted for
**The Tennessee
Department of Transportation**

by
ETC Institute

725 W. Frontier Lane
Olathe, KS 66061



February 2014

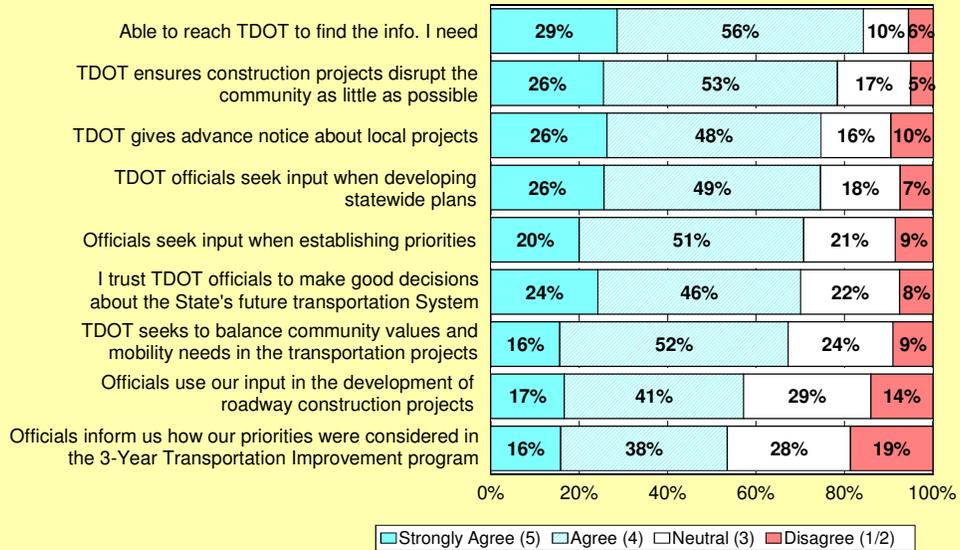
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Section 1:
Charts and Graphs

Q1. Level of Agreement with Various Statements About Working with TDOT

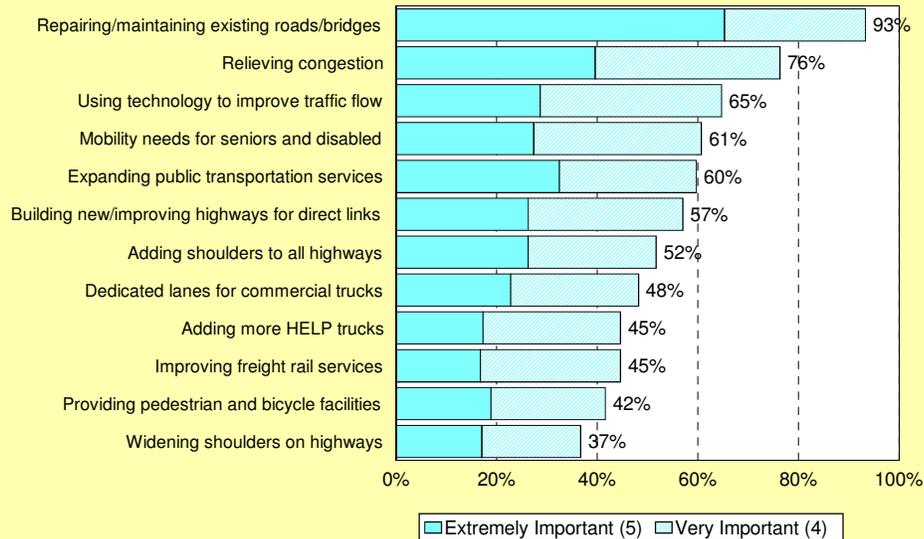
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q2. Perceived Importance of Various Transportation Investments Over the Next 25 Years

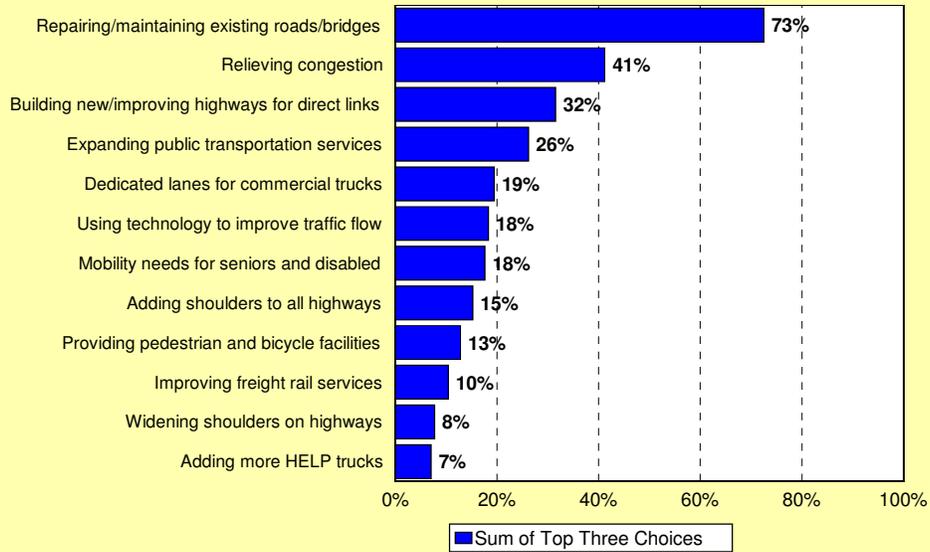
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where "5" was "extremely important"



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q3. Transportation Investments Most Important for TDOT to Focus on Over the Next 25 Years

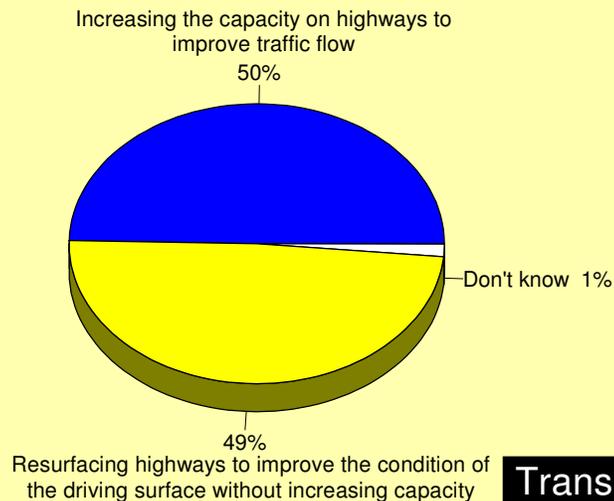
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q4. 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

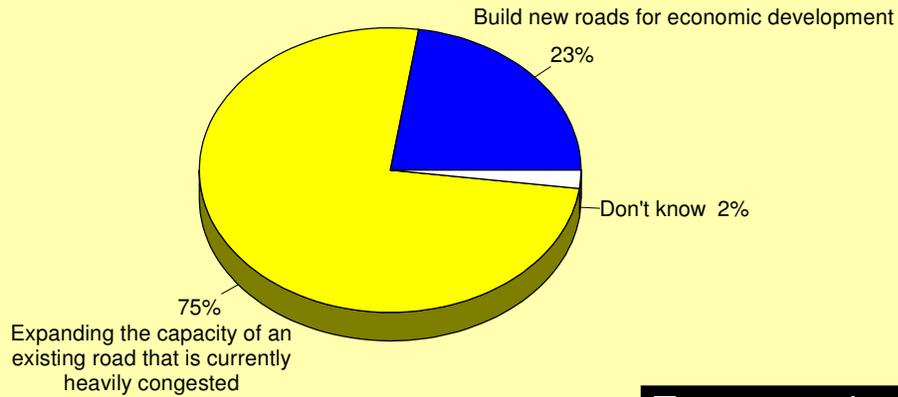


Transportation Tradeoff #1

Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q5. 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

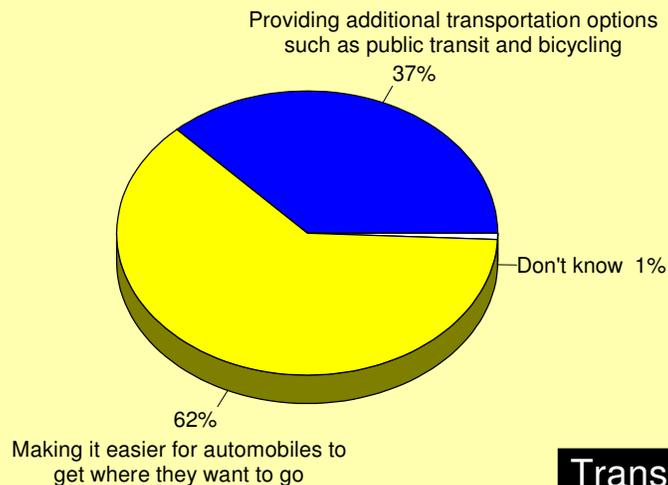


Source: ETC Institute (TDOT 2013 PARTNER Survey)

Transportation Tradeoff #2

Q6. 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

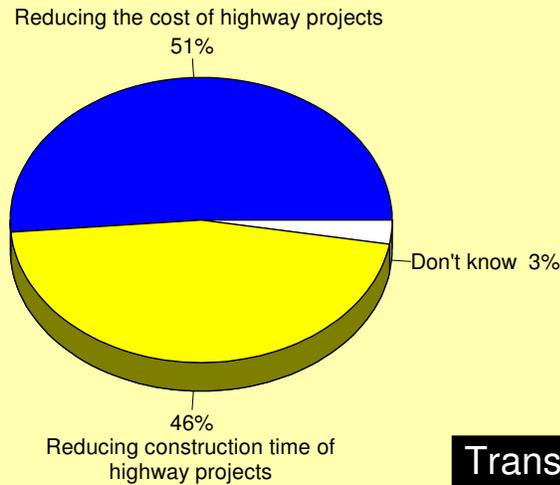


Source: ETC Institute (TDOT 2013 PARTNER Survey)

Transportation Tradeoff #3

Q7. 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

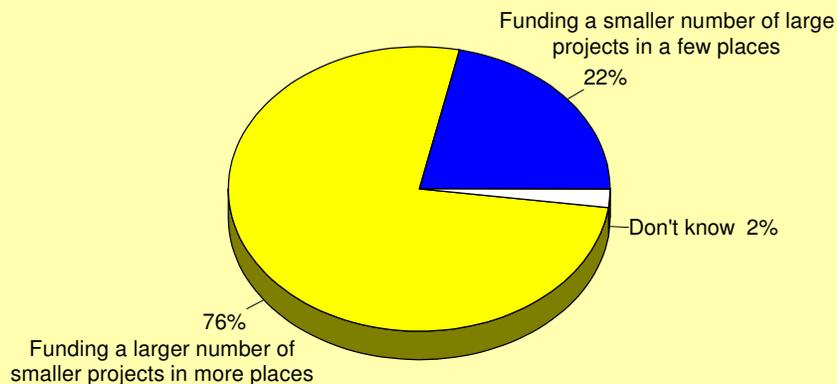


Source: ETC Institute (TDOT 2013 PARTNER Survey)

Transportation Tradeoff #4

Q8. 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

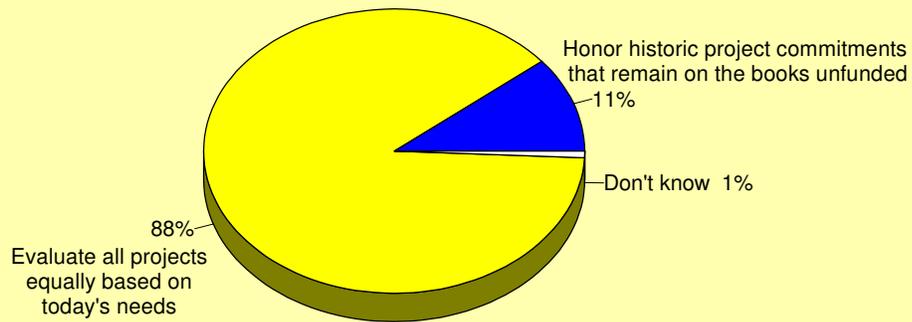


Source: ETC Institute (TDOT 2013 PARTNER Survey)

Transportation Tradeoff #5

Q9. 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

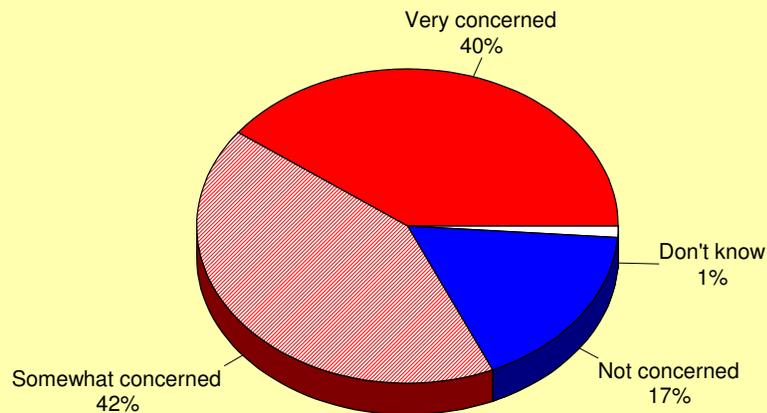


Source: ETC Institute (TDOT 2013 PARTNER Survey)

**Transportation
Tradeoff #6**

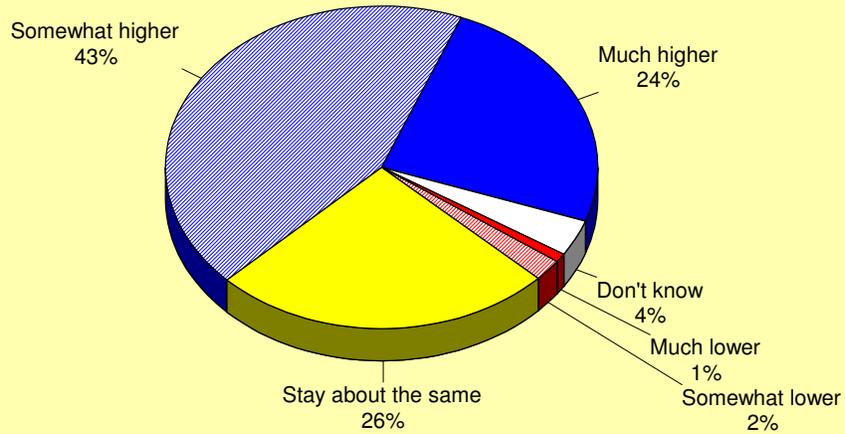
Q10. How concerned are you about the number of trucks on highways in Tennessee?

by percentage of respondents



Source: ETC Institute (TDOT 2013 PARTNER Survey)

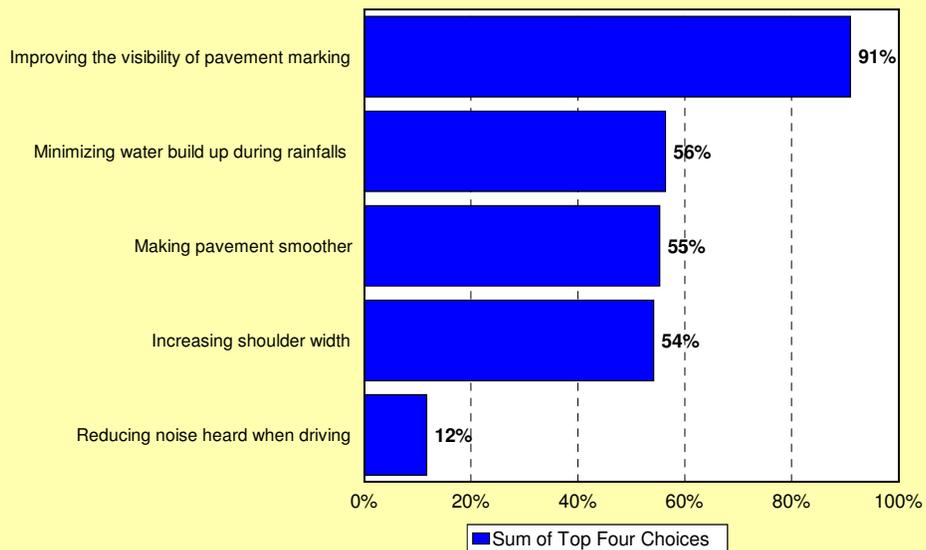
Q11. How do you think the priority that TDOT places on the management of truck traffic and freight transportation in the State of Tennessee should change over the next 25 years?
by percentage of respondents



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q12. Pavement Characteristics That Partners Felt Were Most Important

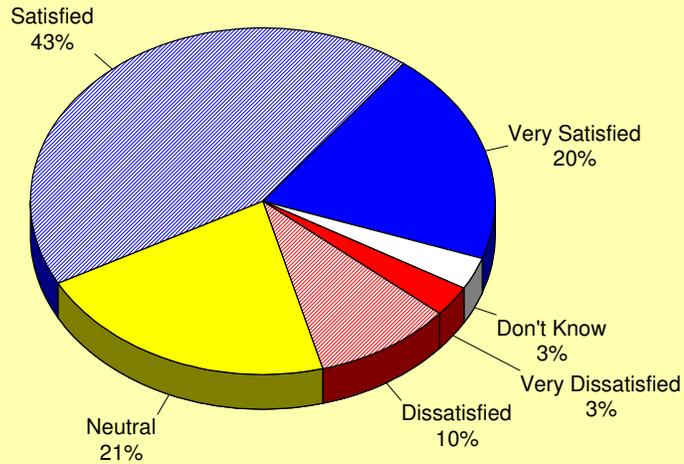
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q13. How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues in Tennessee?

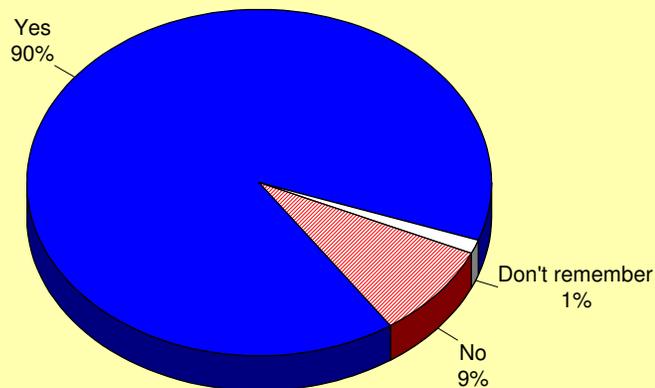
by percentage of respondents



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q14. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person during the past two years?

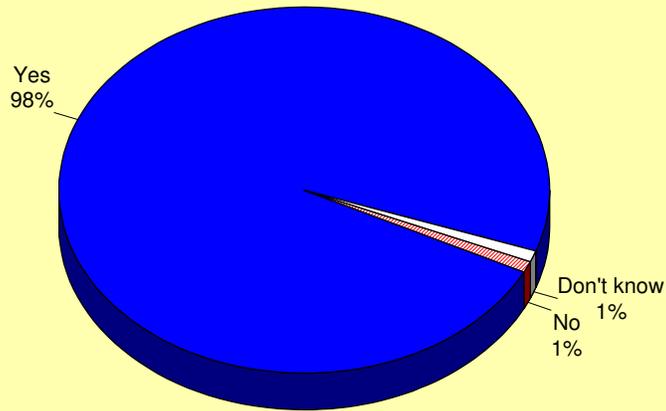
by percentage of respondents



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q14a. Was the employee courteous?

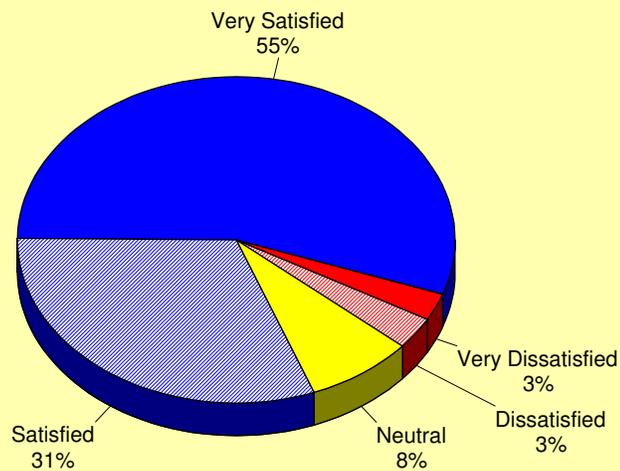
by percentage of respondents who had contacted a TDOT employee during the past two years



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q14b. Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently?

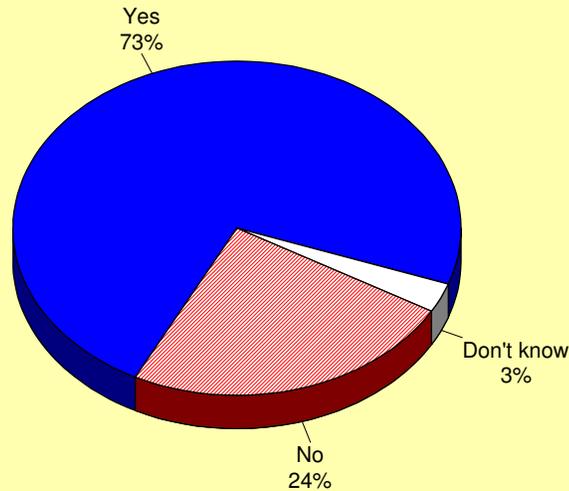
by percentage of respondents who had contacted a TDOT employee during the past two years



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q15. Has TDOT completed the construction of a new highway or the reconstruction of an existing highway that is in your area/jurisdiction during the past five years?

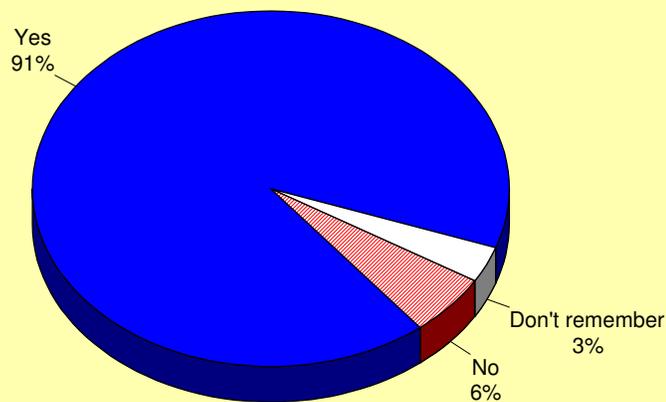
by percentage of respondents



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q15a. Do you feel that the overall quality of transportation in the area has improved since the completion of this (these) project (s)?

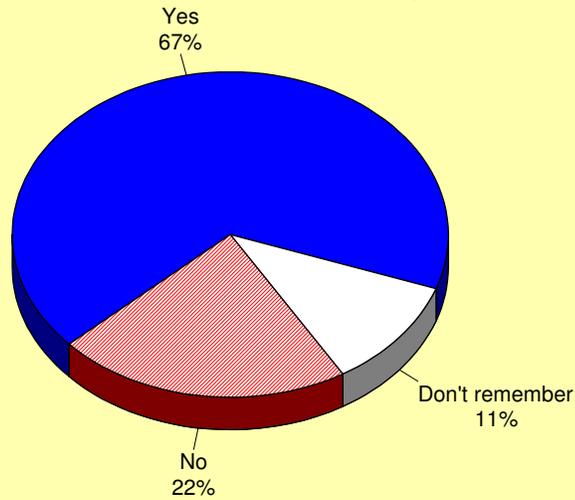
by percentage of respondents who indicated TDOT had completed a new highway or reconstruction of a highway in their area during the past five years



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q15b. Do you feel that TDOT adequately involved you during the planning and implementation of highway improvements in your area?

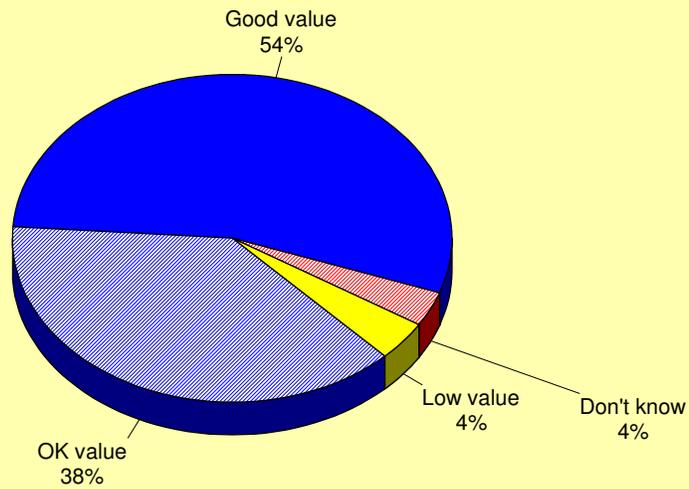
by percentage of respondents who indicated TDOT had completed a new highway or reconstruction of a highway in their area during the past five years



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q16. Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents?

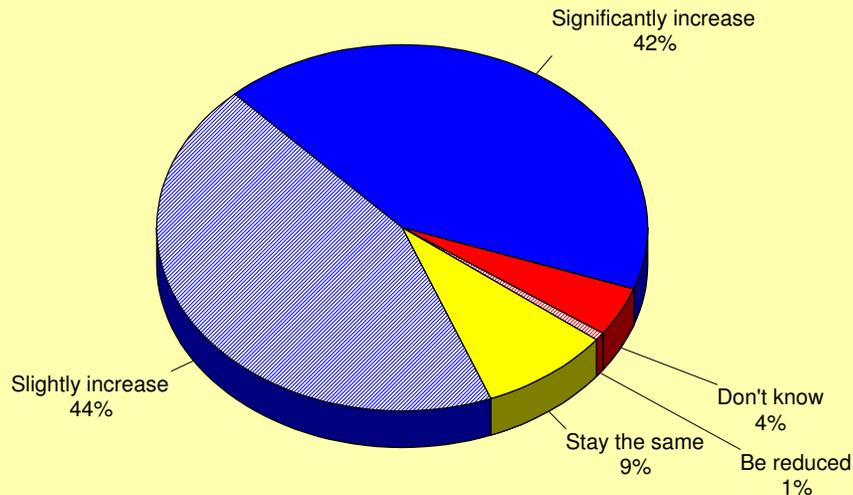
by percentage of respondents



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q17. 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...

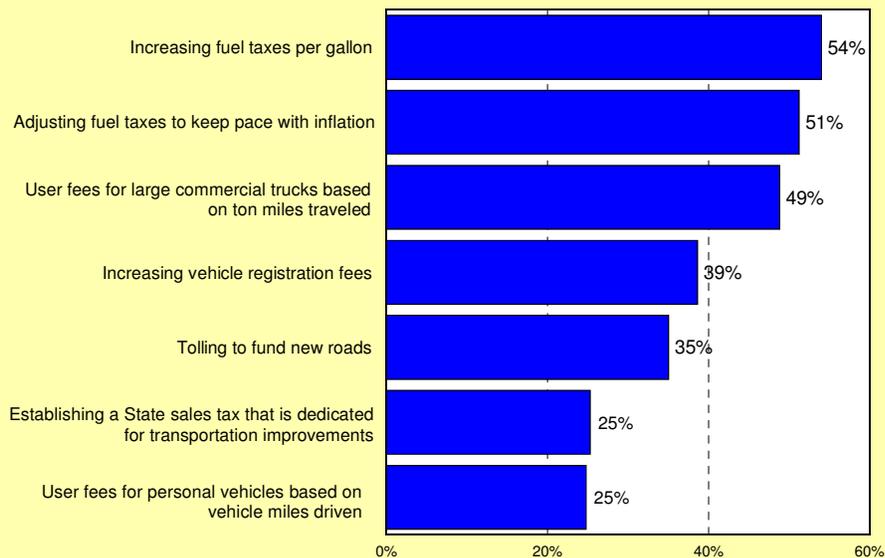
by percentage of respondents



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q17a. If you think funding should be increased, which of the following options would you consider supporting?

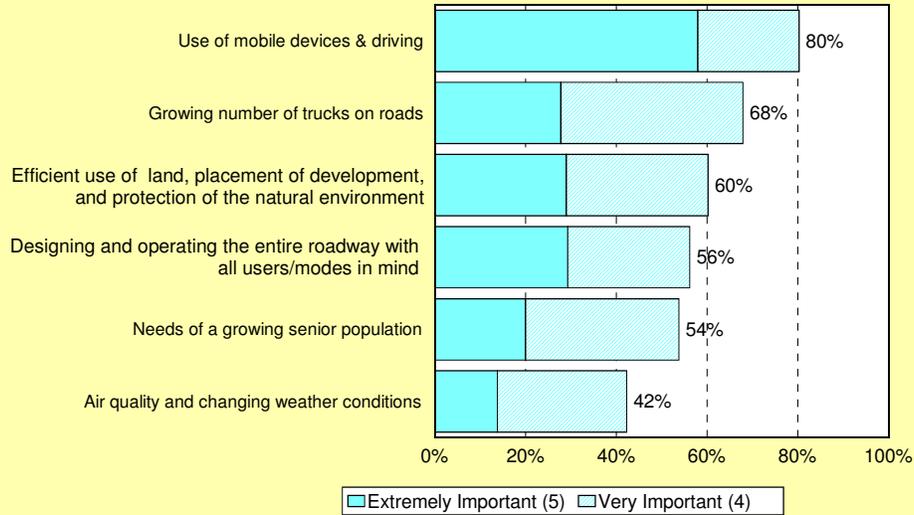
by percentage of respondents who felt transportation funding should be increased



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q18. Importance of Addressing Various Issues in TDOT's Long Range Transportation Plan

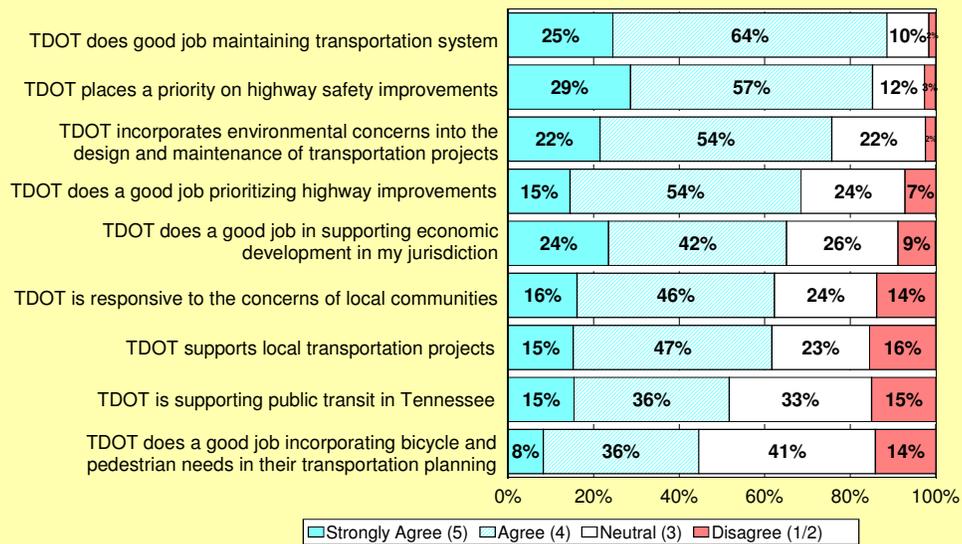
by percentage of respondents who rated the item as a 4 to 5 on a 5-point scale where "5" was "extremely important"



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q19. Level of Agreement with Various Statements About TDOT

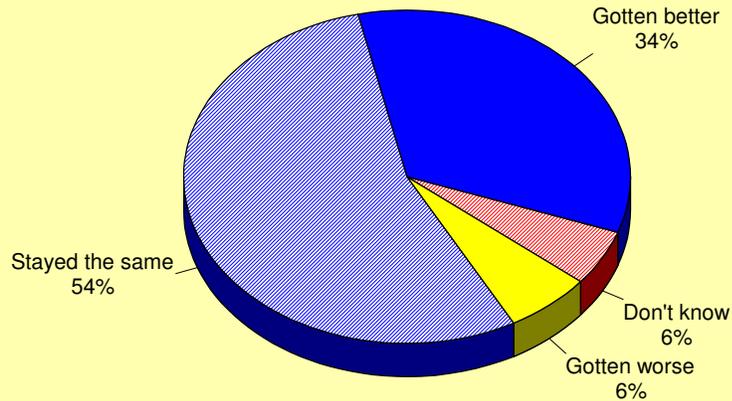
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q20. Compared to two years ago, how do you think that the current quality of TDOT services has changed?

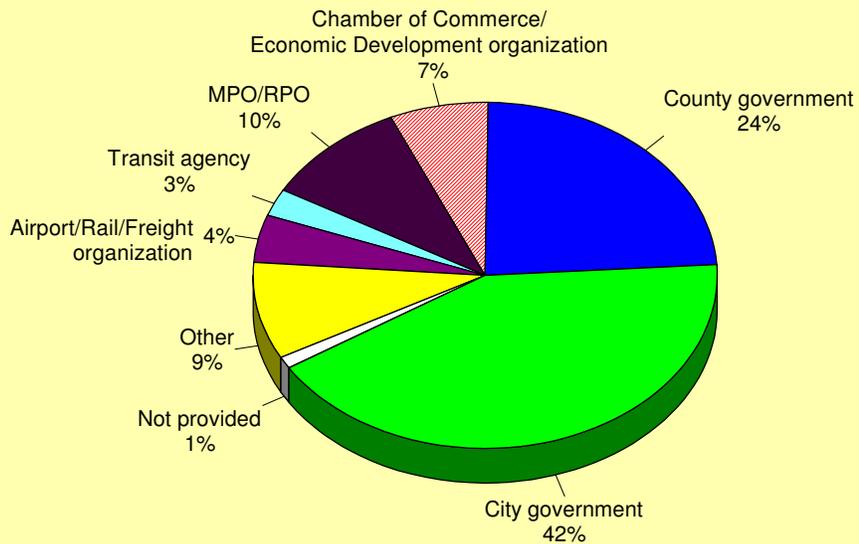
by percentage of respondents



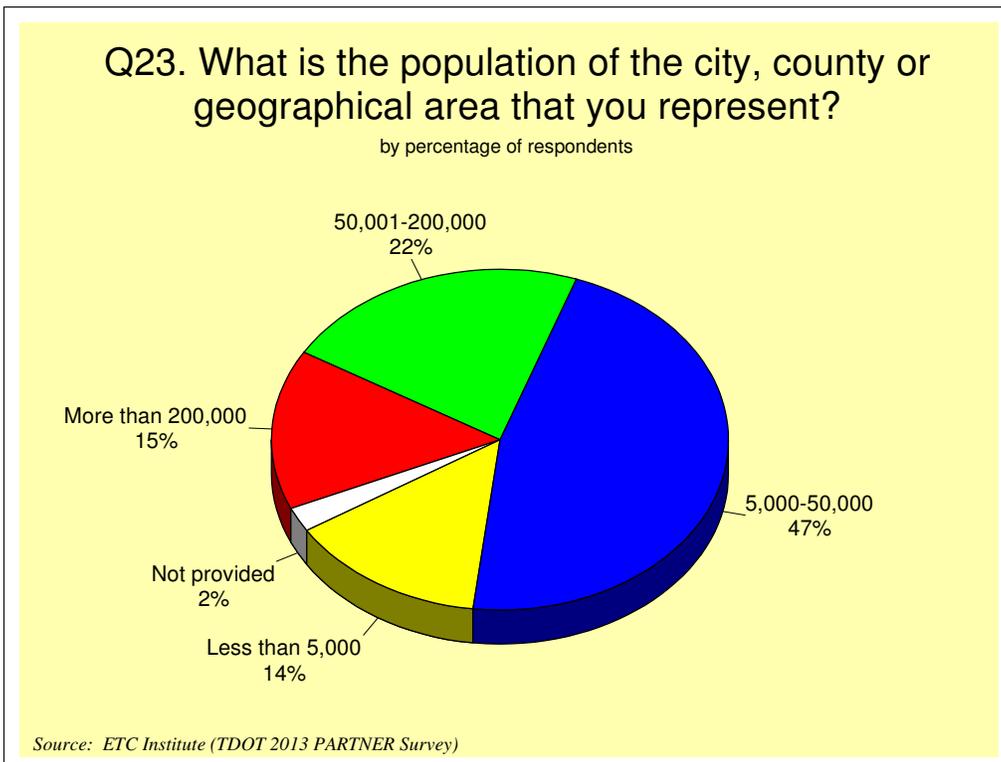
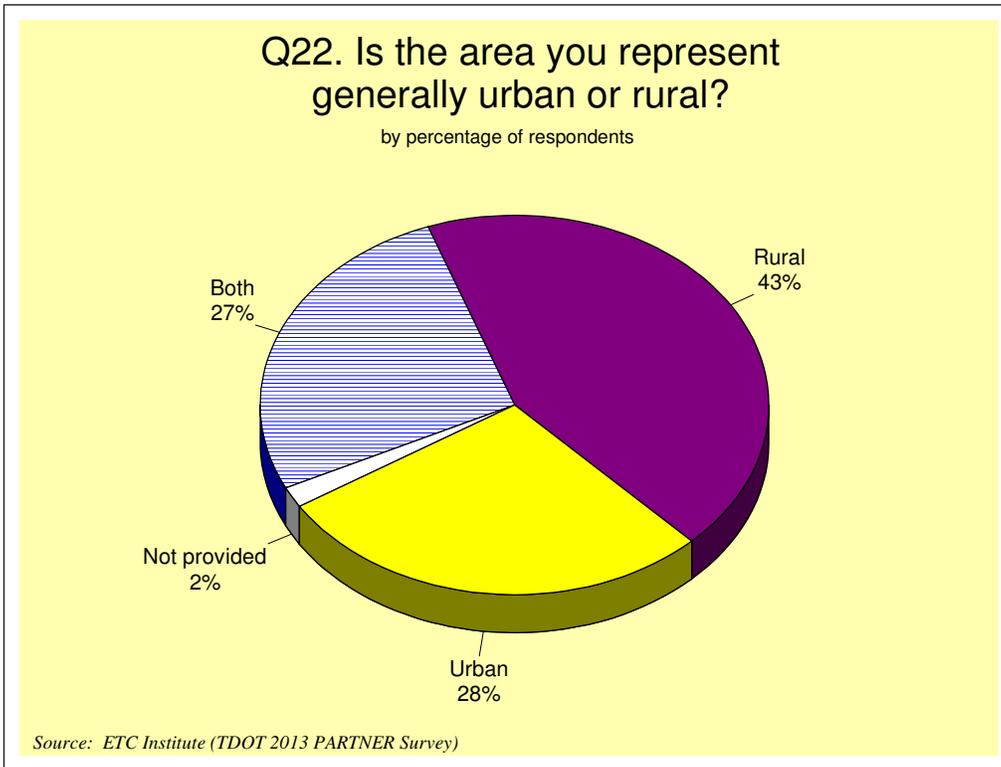
Source: ETC Institute (TDOT 2013 PARTNER Survey)

Q21. Which of the following best describes your organization:

by percentage of respondents



Source: ETC Institute (TDOT 2013 PARTNER Survey)



Section 2:
Tabular Data

Q1. Please circle the number that best describes your level of agreement with the following statements.

(N=454)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q1a. I am able to reach TDOT personnel to find the information I need	27.4%	53.3%	9.7%	4.0%	1.3%	4.2%
Q1b. When TDOT projects were initiated in my area, TDOT provided advance notice	25.4%	46.8%	15.2%	6.0%	3.3%	3.3%
Q1c. TDOT officials work to ensure construction projects disrupt the community as little as possible	24.5%	50.8%	15.9%	3.5%	1.3%	4.0%
Q1d. TDOT officials seek input when developing statewide plans, such as the Statewide Long Range Multimodal Plan & the State Transportation Improvement Program (STIP)	24.5%	46.8%	17.2%	5.5%	1.5%	4.4%
Q1e. TDOT officials seek input when establishing priorities for transportation projects	19.2%	48.8%	19.9%	6.0%	2.2%	4.0%
Q1f. TDOT officials inform us how our priorities were considered in the development of the 3-Year Transportation Improvement Program	14.6%	35.0%	25.9%	13.3%	4.0%	7.3%
Q1g. TDOT officials use our input in the development of roadway construction projects	15.3%	37.5%	26.6%	10.2%	2.7%	7.8%
Q1h. TDOT seeks to balance community values and mobility needs in the design of transportation projects	14.6%	48.3%	22.2%	6.2%	2.2%	6.4%
Q1i. I trust TDOT officials to make good decisions about the State's future transportation System	23.6%	44.8%	21.8%	5.3%	2.0%	2.4%

WITHOUT DON'T KNOW

**Q1. Please circle the number that best describes your level of agreement with the following statements.
(Without "Don't Know")**

(N=454)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q1a. I am able to reach TDOT personnel to find the information I need	28.6%	55.7%	10.2%	4.2%	1.4%
Q1b. When TDOT projects were initiated in my area, TDOT provided advance notice	26.3%	48.4%	15.8%	6.2%	3.4%
Q1c. TDOT officials work to ensure construction projects disrupt the community as little as possible	25.5%	52.9%	16.6%	3.7%	1.4%
Q1d. TDOT officials seek input when developing statewide plans, such as the Statewide Long Range Multimodal Plan & the State Transportation Improvement Program (STIP)	25.6%	49.0%	18.0%	5.8%	1.6%
Q1e. TDOT officials seek input when establishing priorities for transportation projects	20.0%	50.8%	20.7%	6.2%	2.3%
Q1f. TDOT officials inform us how our priorities were considered in the development of the 3-Year Transportation Improvement Program	15.8%	37.7%	27.9%	14.3%	4.3%
Q1g. TDOT officials use our input in the development of roadway construction projects	16.6%	40.6%	28.8%	11.1%	2.9%
Q1h. TDOT seeks to balance community values and mobility needs in the design of transportation projects	15.6%	51.7%	23.7%	6.6%	2.4%
Q1i. I trust TDOT officials to make good decisions about the State's future transportation System	24.2%	45.9%	22.4%	5.5%	2.1%

Q2. Please indicate how important the following transportation investments should be in Tennessee over the next 25 years:

(N=454)

	Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
Q2a. Expanding public transportation services	32.5%	27.2%	26.8%	11.3%	2.0%	0.2%
Q2b. Addressing mobility needs for seniors and persons with disabilities	27.4%	33.3%	30.7%	7.9%	0.0%	0.7%
Q2c. Relieving congestion	39.6%	36.7%	18.1%	4.2%	0.9%	0.4%
Q2d. Repairing and maintaining existing roads and bridges (transportation infrastructure)	65.3%	28.0%	5.5%	0.4%	0.2%	0.4%
Q2e. Adding shoulders to highways that do not have them	26.3%	25.4%	29.6%	15.7%	1.8%	1.3%
Q2f. Widening shoulders on highways	17.1%	19.6%	34.4%	22.7%	4.2%	2.0%
Q2g. Constructing new or improving existing highways to provide more direct links between communities	26.3%	30.7%	25.4%	14.1%	3.3%	0.2%
Q2h. Improving freight rail services	16.8%	27.8%	30.9%	15.7%	4.2%	4.6%
Q2i. Providing pedestrian and bicycle facilities	18.9%	22.7%	30.0%	18.7%	8.4%	1.3%
Q2j. Developing dedicated lanes for large commercial trucks (tractor trailers) on Interstates	22.8%	25.4%	26.1%	17.9%	5.8%	2.0%
Q2k. Adding more HELP trucks to assist motorists and remove congestion causing incidents from Interstate highways	17.3%	27.3%	34.4%	17.5%	1.8%	1.8%
Q2l. Using technology (ITS) to improve traffic flow on highways	28.7%	36.0%	28.2%	4.0%	1.6%	1.6%

Q3. 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>Q3. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
Expanding public transportation services	55	12.1 %
Addressing mobility needs for seniors and persons with disabilities	21	4.6 %
Relieving congestion	73	16.1 %
Repairing and maintaining existing roads and bridges (transportation infrastructure)	169	37.2 %
Adding shoulders to highways that do not have them	12	2.6 %
Widening shoulders on highways	3	0.7 %
Constructing new or improving existing highways to provide more direct links between communities	37	8.1 %
Improving freight rail services	13	2.9 %
Providing pedestrian and bicycle facilities	17	3.7 %
Developing dedicated lanes for large commercial trucks (tractor trailers) on Interstates	14	3.1 %
Adding more HELP trucks to assist motorists and remove congestion causing incidents from Interstate highways	3	0.7 %
Using technology (ITS) to improve traffic flow on highways	15	3.3 %
None chosen	22	4.8 %
Total	454	100.0 %

Q3. 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>Q3. 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Expanding public transportation services	34	7.5 %
Addressing mobility needs for seniors and persons with disabilities	33	7.3 %
Relieving congestion	71	15.6 %
Repairing and maintaining existing roads and bridges (transportation infrastructure)	113	24.9 %
Adding shoulders to highways that do not have them	29	6.4 %
Widening shoulders on highways	15	3.3 %
Constructing new or improving existing highways to provide more direct links between communities	55	12.1 %
Improving freight rail services	8	1.8 %
Providing pedestrian and bicycle facilities	14	3.1 %
Developing dedicated lanes for large commercial trucks (tractor trailers) on Interstates	24	5.3 %
Adding more HELP trucks to assist motorists and remove congestion causing incidents from Interstate highways	9	2.0 %
Using technology (ITS) to improve traffic flow on highways	23	5.1 %
None chosen	26	5.7 %
Total	454	100.0 %

Q3. 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>Q3. 3rd Choice</u>	<u>Number</u>	<u>Percent</u>
Expanding public transportation services	30	6.6 %
Addressing mobility needs for seniors and persons with disabilities	26	5.7 %
Relieving congestion	43	9.5 %
Repairing and maintaining existing roads and bridges (transportation infrastructure)	47	10.4 %
Adding shoulders to highways that do not have them	28	6.2 %
Widening shoulders on highways	17	3.7 %
Constructing new or improving existing highways to provide more direct links between communities	51	11.2 %
Improving freight rail services	26	5.7 %
Providing pedestrian and bicycle facilities	27	5.9 %
Developing dedicated lanes for large commercial trucks (tractor trailers) on Interstates	50	11.0 %
Adding more HELP trucks to assist motorists and remove congestion causing incidents from Interstate highways	20	4.4 %
Using technology (ITS) to improve traffic flow on highways	45	9.9 %
None chosen	44	9.7 %
Total	454	100.0 %

Q3. 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 Three Choices)

<u>Q3. Sum of Top Three Choices</u>	<u>Number</u>	<u>Percent</u>
Expanding public transportation services	119	26.2 %
Addressing mobility needs for seniors and persons with disabilities	80	17.6 %
Relieving congestion	187	41.2 %
Repairing and maintaining existing roads and bridges (transportation infrastructure)	329	72.5 %
Adding shoulders to highways that do not have them	69	15.2 %
Widening shoulders on highways	35	7.7 %
Constructing new or improving existing highways to provide more direct links between communities	143	31.5 %
Improving freight rail services	47	10.4 %
Providing pedestrian and bicycle facilities	58	12.8 %
Developing dedicated lanes for large commercial trucks (tractor trailers) on Interstates	88	19.4 %
Adding more HELP trucks to assist motorists and remove congestion causing incidents from Interstate highways	32	7.0 %
Using technology (ITS) to improve traffic flow on highways	83	18.3 %
None chosen	22	4.8 %
Total	1292	

Q4. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?

Q4. Which ONE of the following do you think is more important?	Number	Percent
increasing the capacity on highways to improve traffic flow	225	49.6 %
resurfacing highways to improve the condition of the driving surface without increasing capacity	222	48.9 %
Don't know	7	1.5 %
Total	454	100.0 %

Q5. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?

Q5. Which ONE of the following do you think is more important?	Number	Percent
Building new roads to encourage economic development	103	22.7 %
Expanding the capacity of an existing road that is currently heavily congested	342	75.3 %
Don't know	9	2.0 %
Total	454	100.0 %

Q6. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?

Q6. Which ONE of the following do you think is more important?	Number	Percent
Providing additional transportation options such as public transit and bicycling	168	37.0 %
Making it easier for automobiles to get where they want to go	283	62.3 %
Don't know	3	0.7 %
Total	454	100.0 %

Q7. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?

Q7. Which ONE of the following do you think is more important?	Number	Percent
Reducing the cost of highway projects	234	51.5 %
Reducing construction time of highway projects	208	45.8 %
Don't know	12	2.6 %
Total	454	100.0 %

Q8. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?

Q8. Which ONE of the following do you think is more important?	Number	Percent
Funding a smaller number of large projects in a few places	98	21.6 %
Funding a larger number of smaller projects in more places	344	75.8 %
Don't know	12	2.6 %
Total	454	100.0 %

Q9. Which ONE of the following do you think is more important for TDOT to address over the next 5 to 10 years?

Q9. Which ONE of the following do you think is more important?	Number	Percent
Honor historic project commitments that remain on the books unfunded	49	10.8 %
Evaluate all projects equally based on today's needs	402	88.5 %
Don't know	3	0.7 %
Total	454	100.0 %

Q10. How concerned are you about the number of trucks on highways in Tennessee?

Q10. How concerned are you about the number of trucks on highways in Tennessee?	Number	Percent
Very concerned	181	39.9 %
Somewhat concerned	189	41.6 %
Not concerned	79	17.4 %
Don't know	5	1.1 %
Total	454	100.0 %

Q11. 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?

Q11. How do you think the priority that TDOT places?	Number	Percent
Much higher	111	24.4 %
Somewhat higher	196	43.2 %
Stay about the same	116	25.6 %
Somewhat lower	10	2.2 %
Much lower	4	0.9 %
Don't know	17	3.7 %
Total	454	100.0 %

Q12. Please rank the priority that should be placed on the FOUR pavement characteristics listed below by writing the letters that correspond to your rankings in the spaces provided.

Q12. 1 st Choice	Number	Percent
Making pavement smoother	83	18.3 %
Reducing the noise that you hear when you drive on pavement	6	1.3 %
Improving the visibility of pavement marking (e.g., center and roadside striping)	195	43.0 %
Increasing shoulder width	37	8.1 %
Minimizing water build up during periods of rainfall (reducing water spray)	85	18.7 %
None chosen	48	10.6 %
Total	454	100.0 %

Q12. Please rank the priority that should be placed on the FOUR pavement characteristics listed below by writing the letters that correspond to your rankings in the spaces provided.

Q12. 2 nd Choice	Number	Percent
Making pavement smoother	60	13.2 %
Reducing the noise that you hear when you drive on pavement	15	3.3 %
Improving the visibility of pavement marking (e.g., center and roadside striping)	151	33.3 %
Increasing shoulder width	69	15.2 %
Minimizing water build up during periods of rainfall (reducing water spray)	103	22.7 %
None chosen	56	12.3 %
Total	454	100.0 %

Q12. Please rank the priority that should be placed on the FOUR pavement characteristics listed below by writing the letters that correspond to your rankings in the spaces provided.

Q12. 3 rd Choice	Number	Percent
Making pavement smoother	108	23.8 %
Reducing the noise that you hear when you drive on pavement	32	7.0 %
Improving the visibility of pavement marking (e.g., center and roadside striping)	67	14.8 %
Increasing shoulder width	140	30.8 %
Minimizing water build up during periods of rainfall (reducing water spray)	68	15.0 %
None chosen	39	8.6 %
Total	454	100.0 %

Q12. Please rank the priority that should be placed on the FOUR pavement characteristics listed below by writing the letters that correspond to your rankings in the spaces provided.

Q12. 4 th Choice	Number	Percent
Making pavement smoother	83	18.3 %
Reducing the noise that you hear when you drive on pavement	182	40.1 %
Improving the visibility of pavement marking (e.g., center and roadside striping)	14	3.1 %
Increasing shoulder width	92	20.3 %
Minimizing water build up during periods of rainfall (reducing water spray)	14	3.1 %
None chosen	69	15.2 %
Total	454	100.0 %

Q12. Please rank the priority that should be placed on the FOUR pavement characteristics listed below by writing the letters that correspond to your rankings in the spaces provided (Sum of Top Four Choices).

Q12. Sum of Top Four Choices	Number	Percent
Making pavement smoother	251	55.3 %
Reducing the noise that you hear when you drive on pavement	53	11.7 %
Improving the visibility of pavement marking (e.g., center and roadside striping)	413	91.0 %
Increasing shoulder width	246	54.2 %
Minimizing water build up during periods of rainfall (reducing water spray)	256	56.4 %
None chosen	45	9.9 %
Total	1264	

Q13. 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?

Q13. How satisfied are you with TDOT's overall efforts to keep residents informed	Number	Percent
Very Satisfied	90	19.8 %
Satisfied	194	42.7 %
Neutral	96	21.1 %
Dissatisfied	44	9.7 %
Very Dissatisfied	13	2.9 %
Don't Know	17	3.7 %
Total	454	100.0 %

Q14. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person, during the past two years?

Q14. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person?	Number	Percent
Yes	410	90.3 %
No	38	8.4 %
Don't remember	6	1.3 %
Total	454	100.0 %

Q14a. Was the employee courteous?

Q14a. Was the employee courteous?	Number	Percent
Yes	400	97.6 %
No	2	0.5 %
Don't know	8	2.0 %
Total	410	100.0 %

Q14b. Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently?

Q14b. How satisfied were you with the service provided by the TDOT employee?	Number	Percent
Very Satisfied	224	54.6 %
Satisfied	125	30.5 %
Neutral	35	8.5 %
Dissatisfied	13	3.2 %
Very Dissatisfied	11	2.7 %
Don't remember	2	0.5 %
Total	410	100.0 %

Q15. Has TDOT completed the construction of a new highway or the reconstruction of an existing highway that is in your area/jurisdiction during the past five years?

Q15. Has TDOT completed the construction of a new highway or the reconstruction of an existing highway that is in your area/jurisdiction during the past five years?

	Number	Percent
Yes	331	72.9 %
No	110	24.2 %
Don't know	13	2.9 %
Total	454	100.0 %

Q15a. Do you feel that the overall quality of transportation in the area has improved since the completion of this (these) project(s)?

Q15a. Do you feel that the overall quality of transportation in the area has improved?

	Number	Percent
Yes	301	90.9 %
No	19	5.7 %
Don't know	11	3.3 %
Total	331	100.0 %

Q15b. Do you feel that TDOT adequately involved you during the planning and implementation of highway improvements in your area?

Q15b. Do you feel that TDOT adequately involved you during the planning and implementation of highway improvements in your area?

	Number	Percent
Yes	222	67.1 %
No	72	21.8 %
Don't know	37	11.2 %
Total	331	100.0 %

Q16. Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents?

Q16. How would you rate the value provided by TDOT?	Number	Percent
Good value for your money	246	54.2 %
OK value for your money	174	38.3 %
Low value for your money	18	4.0 %
Don't know	16	3.5 %
Total	454	100.0 %

Q17. Given declining revenues in fuel taxes as a result of increased vehicle fuel efficiency, 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?

Q17. Which of the following statements best describes your attitude about how funding for transportation services?	Number	Percent
I think funding should be significantly increased	193	42.5 %
I think funding should be slightly increased	198	43.6 %
I think funding should stay the same even if the condition of transportation facilities decreases	40	8.8 %
I think funding should be reduced	3	0.7 %
Don't know	20	4.4 %
Total	454	100.0 %

Q17a. If you think funding should be increased, which of the following options would you consider supporting?

Q17a. Which of the following options would you consider supporting?	Number	Percent
Increasing fuel taxes per gallon	211	54.0 %
Adjusting fuel taxes to keep pace with inflation (price of fuel)	200	51.2 %
Increasing vehicle registration fees	151	38.6 %
Tolling to fund new roads	137	35.0 %
User fees for personal vehicles based on vehicle miles driven	97	24.8 %
User fees for large commercial trucks based on ton miles travelled	191	48.8 %
Establishing a State sales tax that is dedicated for transportation improvements	99	25.3 %
Other	18	4.6 %
None chosen	52	13.3 %
Total	1156	

Q18. Please rate how important it will be to address the following issues in TDOT's long range transportation plan:

(N=454)

	Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
Q18a. Needs of a growing senior population (An Aging America)	20.0%	33.8%	32.7%	10.4%	1.8%	1.3%
Q18b. Texting & driving, use of mobile devices & driving (Distracted Driving)	58.0%	22.3%	13.8%	3.3%	1.8%	0.7%
Q18c. Efficient use of land, placement of development, and protection of the natural environment (Quality Growth & Sustainability)	29.0%	31.2%	29.8%	8.5%	1.3%	0.2%
Q18d. Growing number of trucks on roads, increasing consumer demands for delivered goods (Freight Impacts)	27.8%	40.1%	25.4%	5.6%	0.7%	0.4%
Q18e. Air quality issues and changing weather conditions (Climate Change)	13.8%	28.5%	33.9%	15.4%	6.9%	1.6%
Q18f. Designing and operating the entire roadway with all users/modes in mind - including bicyclists, public transportation vehicles and riders, and pedestrians (Complete Streets)	29.3%	26.9%	27.1%	12.2%	4.0%	0.4%

Q19. OVERALL RATINGS: Please circle the number that best describes your level of agreement with the following statements:

(N=454)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q19a. TDOT does a good job prioritizing highway improvements in Tennessee	13.8%	51.6%	23.2%	6.0%	0.9%	4.5%
Q19b. TDOT places a priority on addressing highway safety improvements.	27.7%	54.7%	11.8%	2.2%	0.2%	3.3%
Q19c. TDOT does a good job maintaining the transportation system	23.9%	62.5%	9.6%	1.6%	0.0%	2.5%
Q19d. TDOT does a good job in supporting public transportation in Tennessee	14.1%	33.1%	30.4%	11.2%	2.5%	8.7%
Q19e. I think TDOT does a good job in incorporating bicycle and pedestrian needs in their transportation planning	7.4%	32.8%	37.3%	9.8%	2.9%	9.8%
Q19f. I think TDOT adequately supports local transportation projects for the city and county governments	14.7%	45.1%	22.1%	11.6%	3.3%	3.1%
Q19g. I think TDOT is responsive to the concerns of local communities	15.6%	44.9%	23.2%	10.5%	2.9%	2.9%
Q19h. TDOT incorporates environmental concerns into the design and maintenance of transportation projects	20.3%	51.3%	20.8%	2.0%	0.2%	5.4%
Q19i. TDOT does a good job in supporting economic development in my jurisdiction.	22.3%	39.5%	24.8%	5.4%	2.9%	5.1%

WITHOUT DON'T KNOW**Q19. OVERALL RATINGS: Please circle the number that best describes your level of agreement with the following statements: (Without "Don't Know")**

(N=454)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q19a. TDOT does a good job prioritizing highway improvements in Tennessee	14.5%	54.0%	24.3%	6.3%	0.9%
Q19b. TDOT places a priority on addressing highway safety improvements.	28.6%	56.6%	12.2%	2.3%	0.2%
Q19c. TDOT does a good job maintaining the transportation system	24.5%	64.1%	9.8%	1.6%	0.0%
Q19d. TDOT does a good job in supporting public transportation in Tennessee	15.4%	36.3%	33.3%	12.3%	2.7%
Q19e. I think TDOT does a good job in incorporating bicycle and pedestrian needs in their transportation planning	8.2%	36.4%	41.3%	10.9%	3.2%
Q19f. I think TDOT adequately supports local transportation projects for the city and county governments	15.2%	46.5%	22.8%	12.0%	3.5%
Q19g. I think TDOT is responsive to the concerns of local communities	16.1%	46.2%	23.9%	10.8%	3.0%
Q19h. TDOT incorporates environmental concerns into the design and maintenance of transportation projects	21.5%	54.2%	21.9%	2.1%	0.2%
Q19i. TDOT does a good job in supporting economic development in my jurisdiction.	23.5%	41.6%	26.1%	5.6%	3.1%

Q20. Compared to TWO years ago, how do you think that the current quality of TDOT services has changed?

Q20. How do you think that the current quality of TDOT services has changed?	Number	Percent
Better	153	33.7 %
About the same	247	54.4 %
Worse	29	6.4 %
Don't know	25	5.5 %
Total	454	100.0 %

Q21. Which of the following best describes your organization:

Q21. Which of the following best describes your organization:	Number	Percent
City government	192	42.3 %
County government	109	24.0 %
Chamber of Commerce/Economic Development organization	31	6.8 %
MPO/RPO	47	10.4 %
Transit agency	12	2.6 %
Airport/Rail/Freight organization	20	4.4 %
Other	38	8.4 %
Not provided	5	1.1 %
Total	454	100.0 %

Q22. Is the area you represent generally urban or rural?

Q22. Is the area you represent generally urban or rural?	Number	Percent
Urban	129	28.4 %
Rural	196	43.2 %
Both	121	26.7 %
Not provided	8	1.8 %
Total	454	100.0 %

Q23. What is the population of the city, county or geographical area that you represent?

Q23. What is the population of the city, county or geographical area that you represent)?	Number	Percent
Less than 5,000	65	14.3 %
5,000-50,000	211	46.5 %
50,001-200,000	99	21.8 %
More than 200,000	68	15.0 %
Not provided	11	2.4 %
Total	454	100.0 %

Section 3:
Survey Instrument



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 Planning Partner:

The Tennessee Department of Transportation (TDOT) is conducting a survey of our planning partners to determine satisfaction levels with the quality of our state transportation system and to assess how well TDOT is working with you in transportation system planning and implementation. **Individual responses to the survey will remain completely anonymous.**

A resident survey and an elected official survey are also being conducted by TDOT. Approximately 6,500 Tennessee residents will be selected at random to receive the resident survey to find out what Tennesseans think about the quality of transportation in Tennessee today. In addition, all members of the Tennessee General Assembly, city mayors, and county mayors and executives will receive a survey similar to the one that you are receiving.

Many of the questions regarding satisfaction with the system and transportation priorities will be the same on all three surveys. Survey results will be used to identify ways to improve TDOT processes and transportation services statewide.

We have selected ETC Institute as our partner for this project. ETC Institute has an outstanding record of working with departments of transportation nationwide. ETC will compile the results and present a report to TDOT in spring 2014. The report will be posted on the TDOT website. We look forward to having these results so that we can work to be the most responsive government possible.

Please take a few minutes to complete and return the enclosed survey within the next few days. There are four options for completing the survey:

1. You can return your survey by mail using the postage-paid envelope that has been provided.
2. You can complete the survey online at <http://www.TDOTPartnerSurvey.org>
3. You can return scan your completed survey and send it as an e-mail attachment to ctatham@etcinstitute.com
4. You can fax your completed survey to 913-829-1591 (Attention: Chris Tatham)

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

Sincerely,

John C. Schroer
Commissioner

Enclosure

TDOT 2013 Partner Survey

Thank you for taking the time to complete this important survey. Your input will be used by the Tennessee Department of Transportation (TDOT) to plan improvements to the State's transportation system. If you have questions about the survey, please call Patsy Mimms at 615-532-3560. When you are finished, please return your survey in the postage-paid envelope provided. You may also complete the survey on-line by going to www.TDOTPartnerSurvey.org.



1. Working with TDOT.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please circle the number that best describes your level of agreement with the following statements.							
A.	I am able to reach TDOT personnel to find the information I need	5	4	3	2	1	9
B.	When TDOT projects were initiated in my area, TDOT provided advance notice	5	4	3	2	1	9
C.	TDOT officials work to ensure construction projects disrupt the community as little as possible	5	4	3	2	1	9
D.	TDOT officials seek input when developing statewide plans, such as the Statewide Long Range Multimodal Plan & the State Transportation Improvement Program (STIP)	5	4	3	2	1	9
E.	TDOT officials seek input when establishing priorities for transportation projects	5	4	3	2	1	9
F.	TDOT officials inform us how our priorities were considered in the development of the 3-Year Transportation Improvement Program	5	4	3	2	1	9
G.	TDOT officials use our input in the development of roadway construction projects	5	4	3	2	1	9
H.	TDOT seeks to balance community values and mobility needs in the design of transportation projects	5	4	3	2	1	9
I.	I trust TDOT officials to make good decisions about the State's future transportation System	5	4	3	2	1	9

2. Long Range Transportation Priorities		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

3. 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 2 above; If you do not think any improvements are needed circle "NONE"]

1st: _____ 2nd: _____ 3rd: _____ NONE

18. NATIONAL ISSUES		Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
Please rate how important it will be to address the following issues in TDOT's long range transportation plan:							
A.	Needs of a growing senior population (An Aging America)	5	4	3	2	1	9
B.	Texting & driving, use of mobile devices & driving (Distracted Driving)	5	4	3	2	1	9
C.	Efficient use of land, placement of development, and protection of the natural environment (Quality Growth & Sustainability)	5	4	3	2	1	9
D.	Growing number of trucks on roads, increasing consumer demands for delivered goods (Freight Impacts)	5	4	3	2	1	9
E.	Air quality issues and changing weather conditions (Climate Change)	5	4	3	2	1	9
F.	Designing and operating the entire roadway with all users/modes in mind – including bicyclists, public transportation vehicles and riders, and pedestrians (Complete Streets)	5	4	3	2	1	9

19. OVERALL RATINGS		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please circle the number that best describes your level of agreement with the following statements:							
A.	TDOT does a good job prioritizing highway improvements in Tennessee	5	4	3	2	1	9
B.	TDOT places a priority on addressing highway safety improvements.	5	4	3	2	1	9
C.	TDOT does a good job maintaining the transportation system.	5	4	3	2	1	9
D.	TDOT does a good job in supporting public transportation in Tennessee	5	4	3	2	1	9
E.	I think TDOT does a good job in incorporating bicycle and pedestrian needs in their transportation planning	5	4	3	2	1	9
F.	I think TDOT adequately supports local transportation projects for the city and county governments	5	4	3	2	1	9
G.	I think TDOT is responsive to the concerns of local communities	5	4	3	2	1	9
H.	TDOT incorporates environmental concerns into the design and maintenance of transportation projects.	5	4	3	2	1	9
I.	TDOT does a good job in supporting economic development in my jurisdiction.	5	4	3	2	1	9

20. Compared to TWO years ago, how do you think that the current quality of TDOT services has changed? ___(1) Better ___(2) About the same ___(3) Worse ___(9) Don't know
21. Which of the following best describes your organization:
 ___(1) City government ___(4) MPO/RPO
 ___(2) County government ___(5) Transit agency
 ___(3) Chamber of Commerce/
 Economic Development organization ___(6) Airport/Rail/Freight organization
 ___(7) Other: _____
22. Is the area you represent generally urban or rural? ___(1) Urban ___(2) Rural ___(3) Both
23. What is the population of the city, county or geographical area that you represent)?
 ___(1) less than 5,000 ___(2) 5,000-50,000 ___(3) 50,001 – 200,000 ___(4). More than 200,000
24. In which county do you live? _____

If you have any other comments you would like to share with TDOT, please provide them in the space below (add additional sheets if needed).

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