

Section 2
TDOT 2013 Elected Official
Survey Findings

Conducted for
**The Tennessee
Department of Transportation**

by
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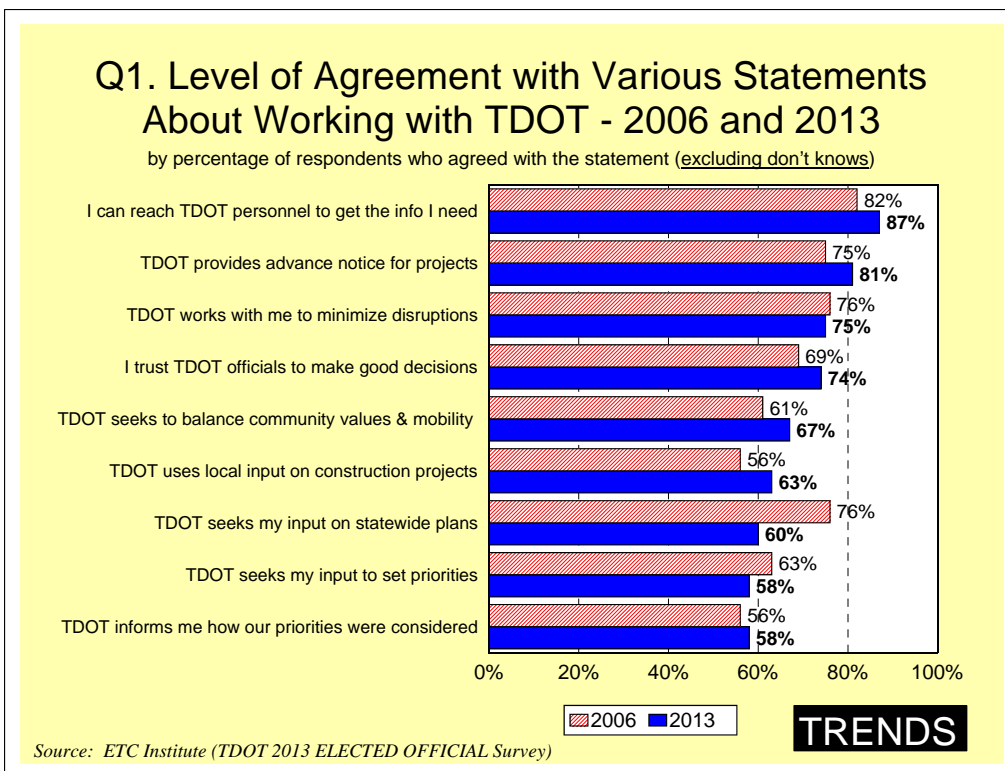
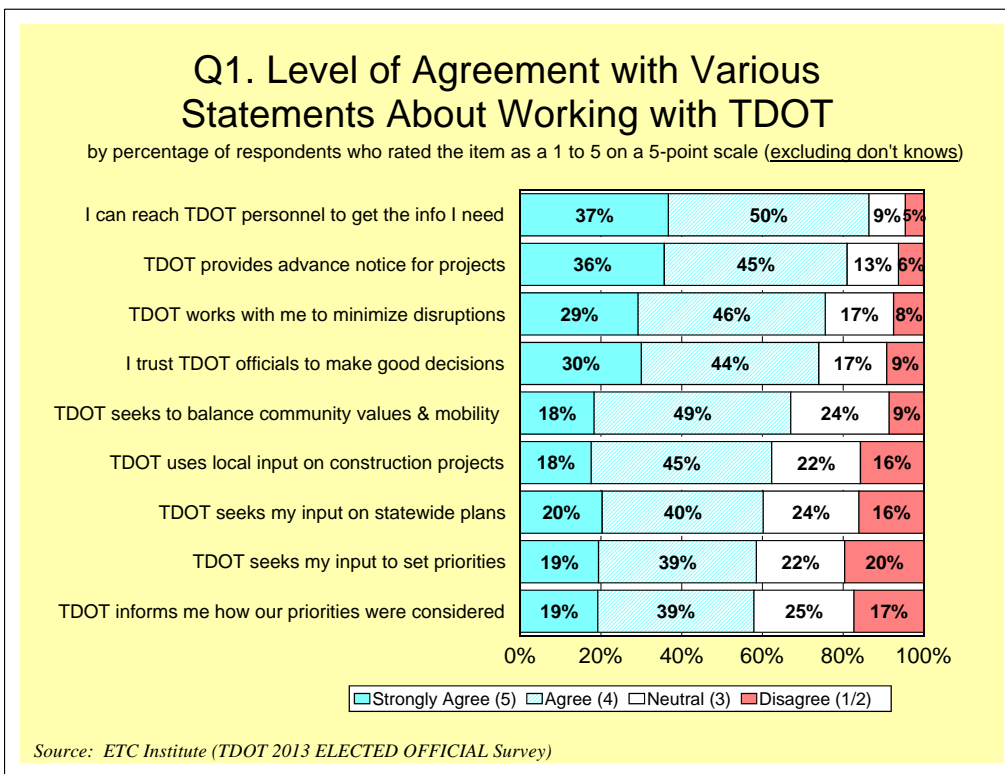


February 2014

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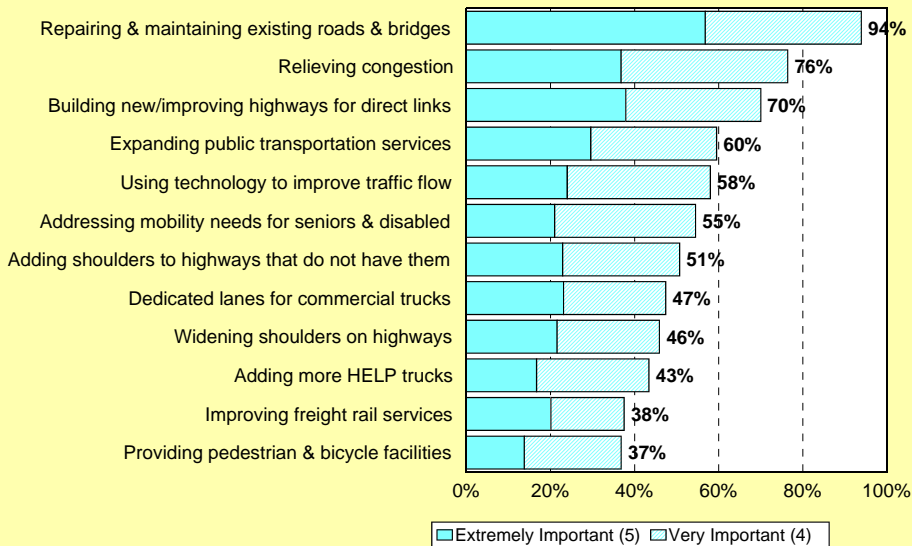
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Section 1:
Charts and Graphs



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

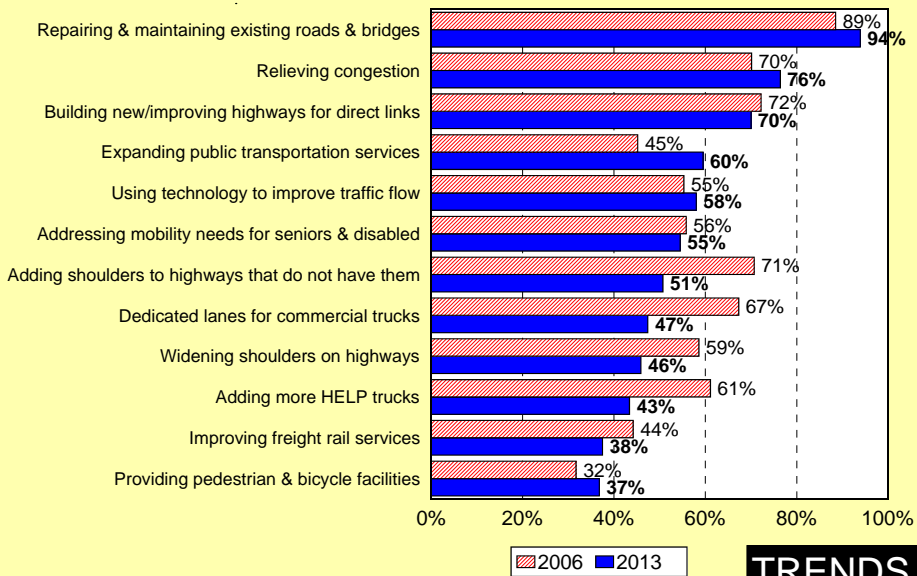
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where "5" was "extremely important"



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q2. Perceived Importance of Various Transportation Investments Over the Next 25 Years - 2006 and 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

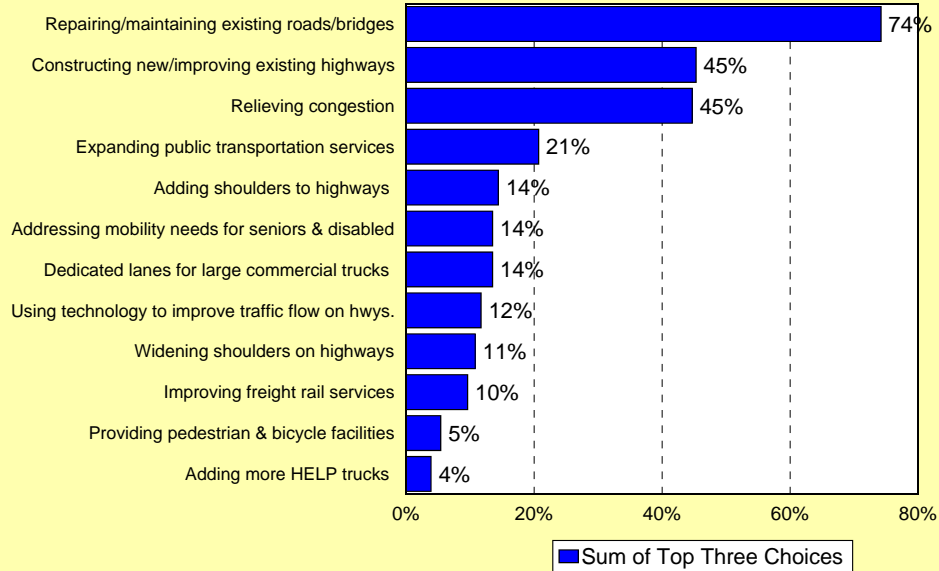


Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

TRENDS

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

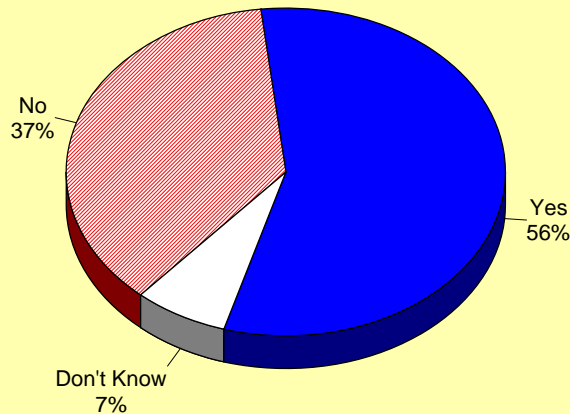
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q4. Has TDOT completed the construction of a new highway or the reconstruction of an existing highway in your jurisdiction during the past five years?

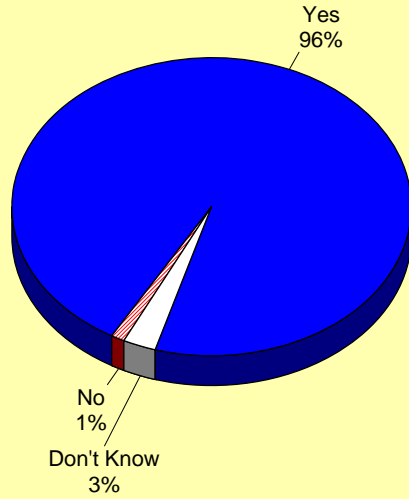
by percentage of respondents



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q4a. Do you feel the overall quality of transportation in the area has improved since the completion of this (these) projects?

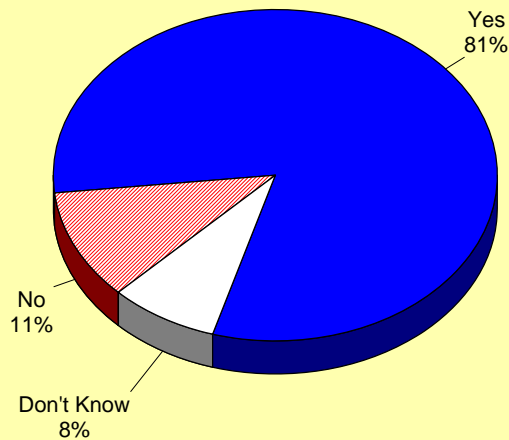
by percentage of respondents who indicated TDOT had completed a new highway or reconstruction of a highway in their area during the past five years



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q4b. Do you feel that TDOT adequately involved your community during the planning of highway improvements in your area?

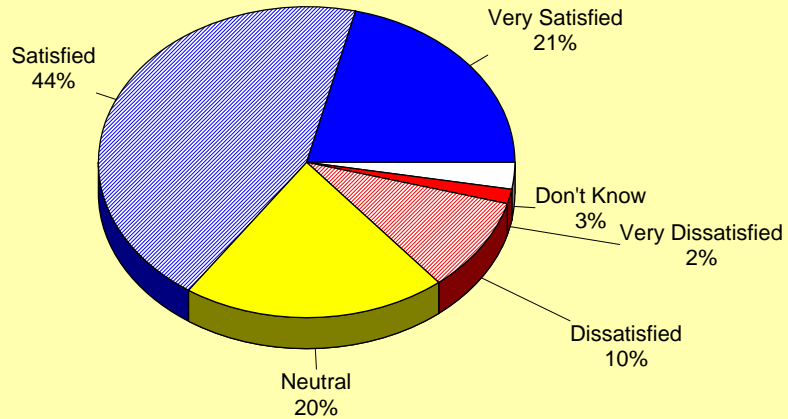
by percentage of respondents who indicated TDOT had completed a new highway or reconstruction of a highway in their area during the past five years



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q5. How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues in Tennessee?

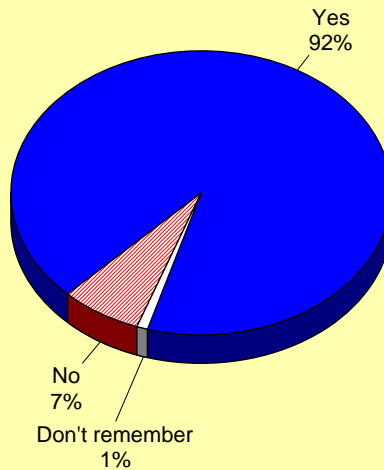
by percentage of respondents



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q6. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person during the past two years?

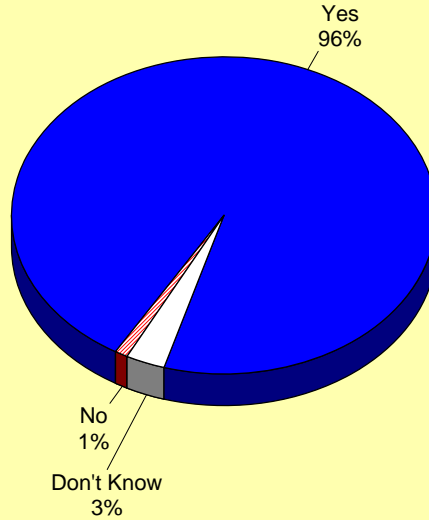
by percentage of respondents



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q6a. If YES, was the employee courteous?

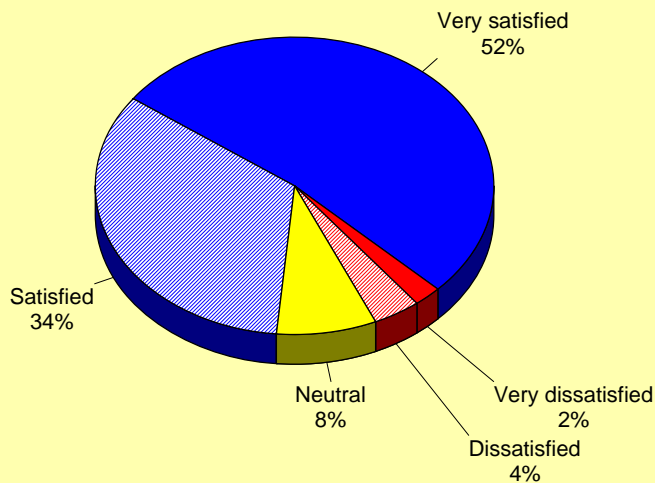
by percentage of respondents who had contacted a TDOT employee during the past two years



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q6b. How satisfied were you with service provided by the TDOT employee who helped you most recently?

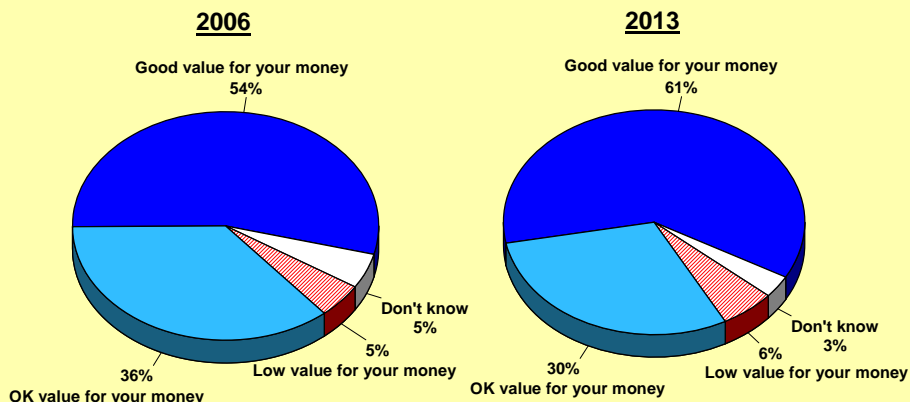
by percentage of respondents who had contacted a TDOT employee during the past two years



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q7. Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents? 2006 and 2013

by percentage of respondents

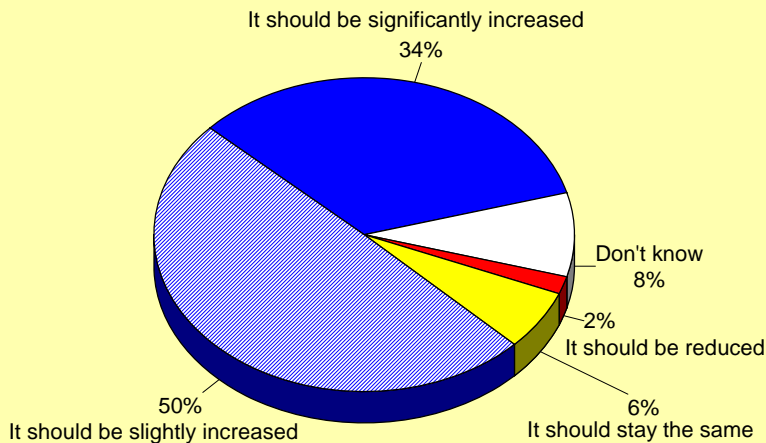


Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

TRENDS

Q8. How do you think the current level of funding for transportation services in Tennessee should change over the next five years?

by percentage of respondents

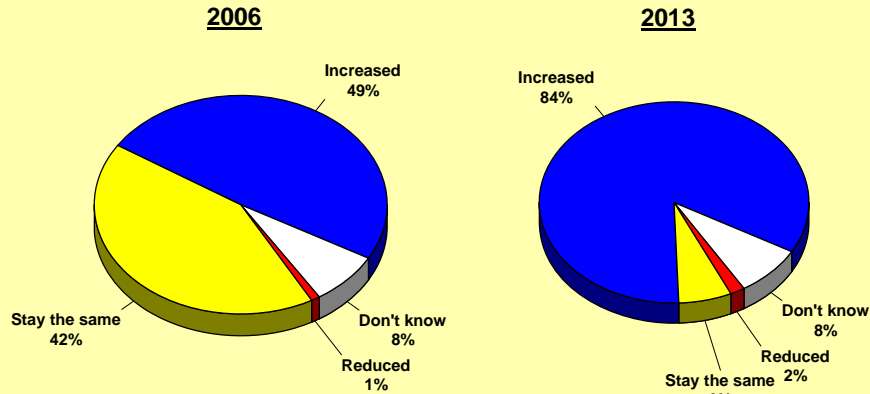


Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q8. How do you think the current level of funding for transportation services in Tennessee should change over the next five years?

2006 and 2013

by percentage of respondents



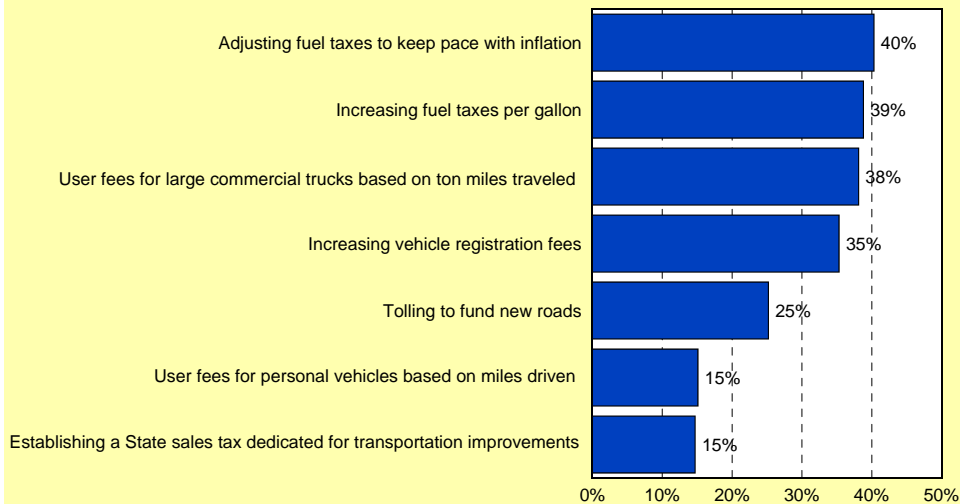
*Elected officials were asked how they felt funding should change over the next "two years" in 2006

Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

TRENDS

Q8a. If you think funding should be increased, which of the following options would you consider supporting?

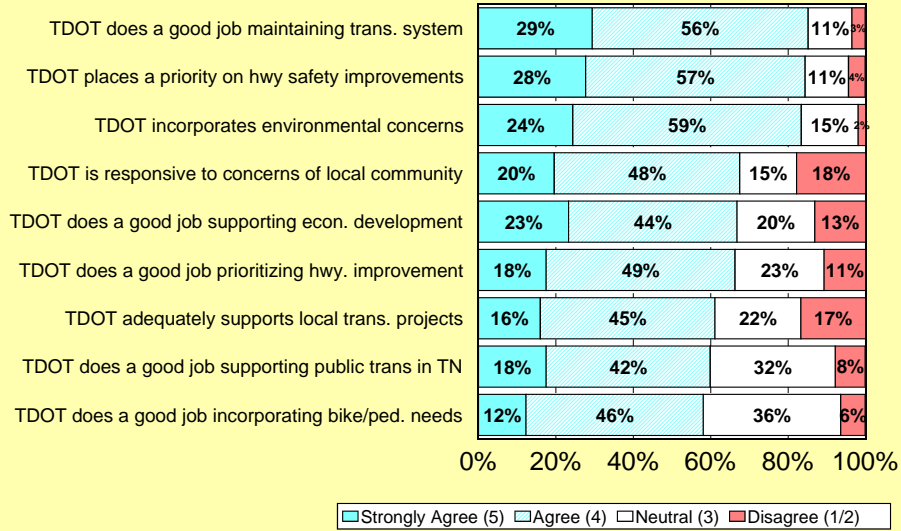
by percentage of respondents who indicated that funding should be increased



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q9. Level of Agreement with Various Statements About TDOT

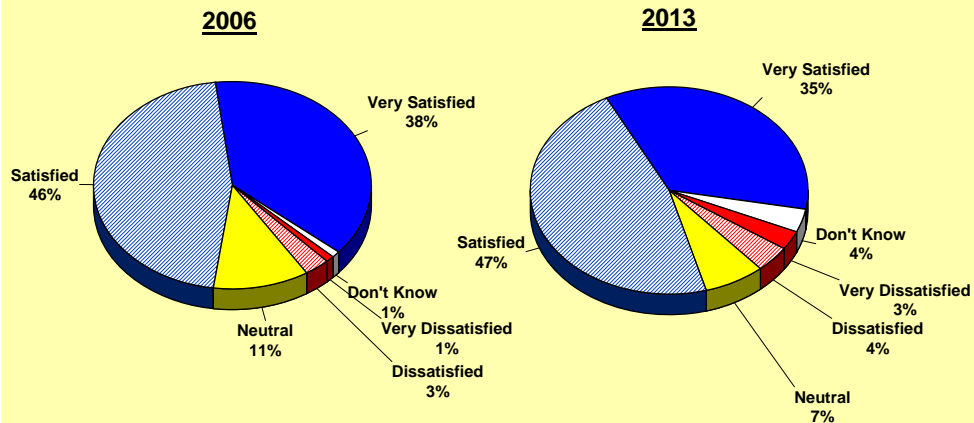
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q10. How satisfied are you with the job that TDOT has done maintaining interstate highways in Tennessee during the past two years?

2006 vs. 2013
by percentage of respondents

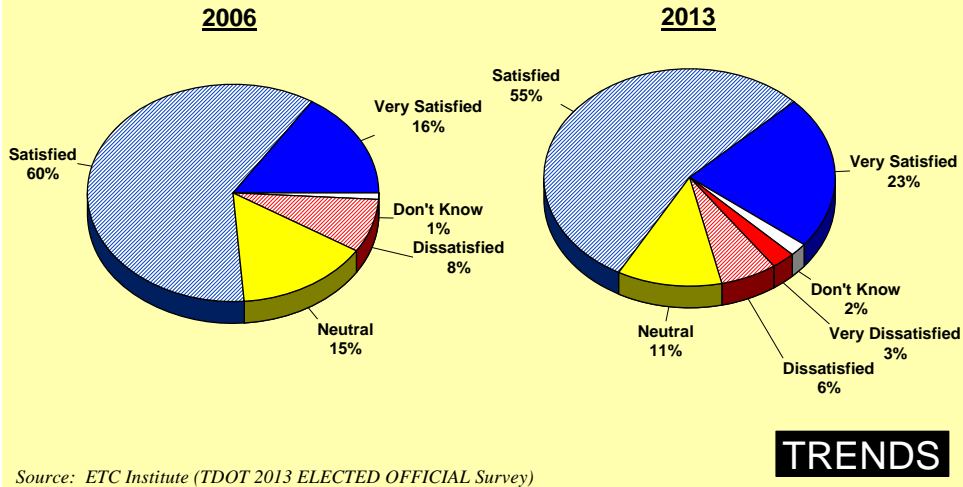


TRENDS

Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

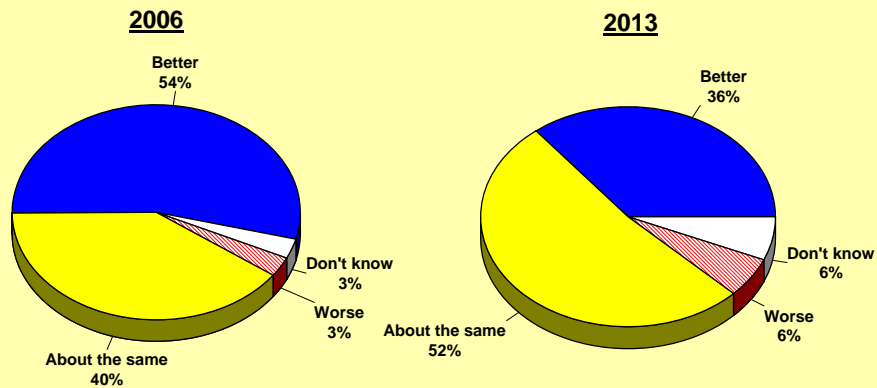
Q11. How satisfied are you with the job that TDOT has done maintaining state highways other than interstates in Tennessee during the past TWO years?

2006 vs. 2013
by percentage of respondents



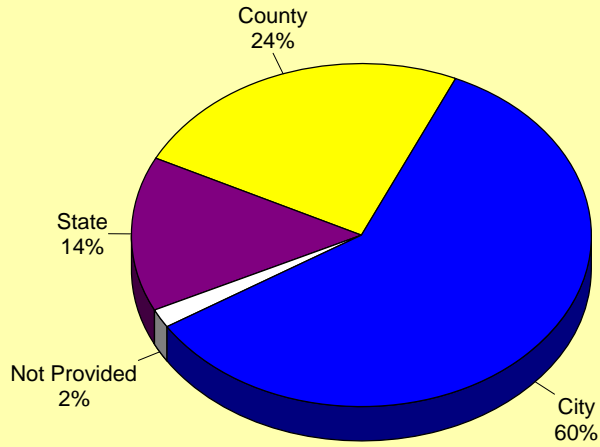
Q12. Compared to two years ago, how do you think that the current quality of TDOT services has changed?

2006 and 2013
by percentage of respondents



Q13. At which of the following levels of government were you elected to serve?

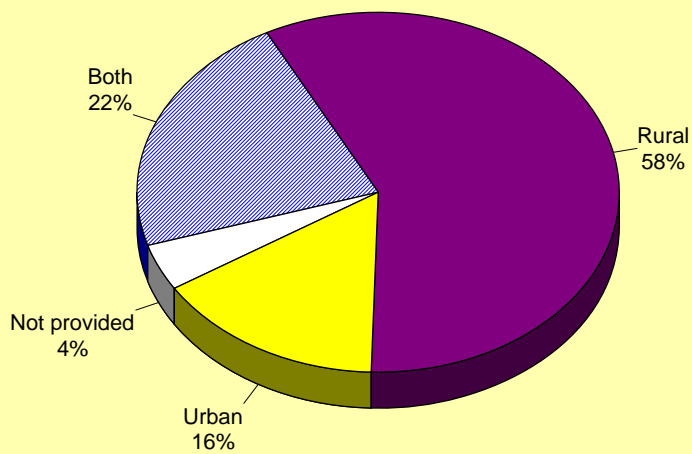
by percentage of respondents



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q14. Is the area you represent generally urban or rural?

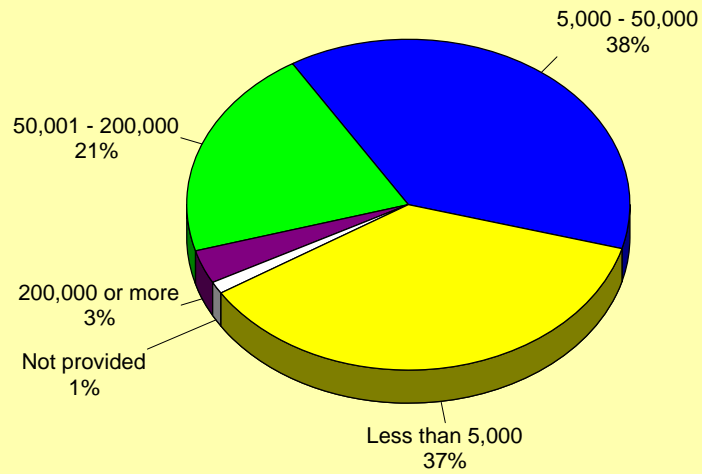
by percentage of respondents



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Q15. What is the population of the City, County or District that you represent?

by percentage of respondents



Source: ETC Institute (TDOT 2013 ELECTED OFFICIAL Survey)

Section 2:
Tabular Data

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

(N=333)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q1a. I am able to reach TDOT personnel to find information I need	36.4%	49.2%	8.9%	3.4%	1.2%	0.9%
Q1b. When TDOT projects were initiated in my area, TDOT provided me with advance notice	35.5%	45.1%	12.7%	4.9%	1.2%	0.6%
Q1c. TDOT officials work with me to ensure construction projects disrupt community as little as possible	28.4%	45.3%	16.5%	6.1%	1.2%	2.4%
Q1d. TDOT officials seek my input when developing statewide plans, such as Statewide Long Range Multimodal Plan & State Transportation Improvement Program (STIP)	19.7%	38.8%	23.1%	11.4%	4.3%	2.8%
Q1e. TDOT officials seek my input when establishing priorities for transportation projects	19.0%	38.3%	21.5%	14.1%	5.2%	1.8%
Q1f. TDOT officials inform me of how our priorities were considered in development of 3-Year Transportation Improvement Program	18.7%	37.7%	24.2%	12.3%	4.6%	2.5%
Q1g. TDOT officials use local input in development of roadway construction projects	16.8%	42.8%	21.1%	11.0%	4.0%	4.3%
Q1h. TDOT seeks to balance community values & mobility needs in design of transportation projects	17.5%	46.8%	23.4%	7.1%	1.2%	4.0%
Q1i. I trust TDOT officials to make good decisions about State's future transportation System	30.0%	44.0%	16.8%	6.4%	2.8%	0.0%

WITHOUT DON'T KNOW**Q1. Working with TDOT: Please circle the number that best describes your level of agreement with the following statements. (without "don't know")**

(N=333)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q1a. I am able to reach TDOT personnel to find information I need	36.7%	49.7%	9.0%	3.4%	1.2%
Q1b. When TDOT projects were initiated in my area, TDOT provided me with advance notice	35.7%	45.3%	12.7%	5.0%	1.2%
Q1c. TDOT officials work with me to ensure construction projects disrupt community as little as possible	29.2%	46.4%	16.9%	6.3%	1.3%
Q1d. TDOT officials seek my input when developing statewide plans, such as Statewide Long Range Multimodal Plan & State Transportation Improvement Program (STIP)	20.3%	39.9%	23.7%	11.7%	4.4%
Q1e. TDOT officials seek my input when establishing priorities for transportation projects	19.4%	39.1%	21.9%	14.4%	5.3%
Q1f. TDOT officials inform me of how our priorities were considered in development of 3-Year Transportation Improvement Program	19.2%	38.7%	24.8%	12.6%	4.7%
Q1g. TDOT officials use local input in development of roadway construction projects	17.6%	44.7%	22.0%	11.5%	4.2%
Q1h. TDOT seeks to balance community values & mobility needs in design of transportation projects	18.3%	48.7%	24.4%	7.4%	1.3%
Q1i. I trust TDOT officials to make good decisions about State's future transportation System	30.0%	44.0%	16.8%	6.4%	2.8%

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

(N=333)

	Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
Q2a. Expanding public transportation services	29.6%	29.9%	29.0%	7.3%	3.7%	0.6%
Q2b. Addressing mobility needs for seniors & persons with disabilities	21.0%	33.5%	35.4%	7.9%	2.1%	0.0%
Q2c. Relieving congestion	36.8%	39.6%	18.4%	3.4%	1.5%	0.3%
Q2d. Repairing & maintaining existing roads & bridges	56.8%	37.1%	5.5%	0.6%	0.0%	0.0%
Q2e. Adding shoulders to highways that do not have them	22.9%	27.8%	35.5%	11.9%	1.5%	0.3%
Q2f. Widening shoulders on highways	21.6%	24.3%	35.3%	15.2%	3.3%	0.3%
Q2g. Constructing new or improving existing highways to provide more direct links between communities	37.9%	32.1%	20.3%	8.5%	0.6%	0.6%
Q2h. Improving freight rail services	20.1%	17.4%	40.9%	11.9%	5.5%	4.3%
Q2i. Providing pedestrian & bicycle facilities	13.8%	23.0%	30.7%	22.7%	9.2%	0.6%
Q2j. Developing dedicated lanes for large commercial trucks on interstates	23.1%	24.3%	30.1%	15.8%	4.6%	2.1%
Q2k. Adding more HELP trucks to assist motorists & remove congestion causing incidents from interstate highways	16.7%	26.7%	38.0%	14.0%	4.0%	0.6%
Q2l. Using technology (ITS) to improve traffic flow on highways	24.0%	34.0%	29.5%	8.2%	2.4%	1.8%

Q3. Which THREE of the items above in Question #2 do you think are the most important for the Tennessee Department of Transportation to focus on over the next 25 years?

Q3. 1 st Choice	Number	Percent
Expanding public transportation services	43	12.9 %
Addressing mobility needs for seniors & persons with disabilities	4	1.2 %
Relieving congestion	50	15.0 %
Repairing & maintaining existing roads & bridges	117	35.1 %
Adding shoulders to highways that do not have them	6	1.8 %
Widening shoulders on highways	14	4.2 %
Constructing new or improving existing highways to provide more direct links between communities	43	12.9 %
Improving freight rail services	10	3.0 %
Providing pedestrian & bicycle facilities	1	0.3 %
Developing dedicated lanes for large commercial trucks on interstates	9	2.7 %
Adding more HELP trucks to assist motorists & remove congestion causing incidents from interstate highways	1	0.3 %
Using technology (ITS) to improve traffic flow on highways	4	1.2 %
None chosen	31	9.3 %
Total	333	100.0 %

Q3. Which THREE of the items above in Question #2 do you think are the most important for the Tennessee Department of Transportation to focus on over the next 25 years?

Q3. 2 nd Choice	Number	Percent
Expanding public transportation services	15	4.5 %
Addressing mobility needs for seniors & persons with disabilities	23	6.9 %
Relieving congestion	54	16.2 %
Repairing & maintaining existing roads & bridges	71	21.3 %
Adding shoulders to highways that do not have them	18	5.4 %
Widening shoulders on highways	9	2.7 %
Constructing new or improving existing highways to provide more direct links between communities	56	16.8 %
Improving freight rail services	12	3.6 %
Providing pedestrian & bicycle facilities	7	2.1 %
Developing dedicated lanes for large commercial trucks on interstates	16	4.8 %
Adding more HELP trucks to assist motorists & remove congestion causing incidents from interstate highways	5	1.5 %
Using technology (ITS) to improve traffic flow on highways	12	3.6 %
None chosen	35	10.5 %
Total	333	100.0 %

Q3. Which THREE of the items above in Question #2 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	11	3.3 %
Addressing mobility needs for seniors & persons with disabilities	18	5.4 %
Relieving congestion	45	13.5 %
Repairing & maintaining existing roads & bridges	59	17.7 %
Adding shoulders to highways that do not have them	24	7.2 %
Widening shoulders on highways	13	3.9 %
Constructing new or improving existing highways to provide more direct links between communities	52	15.6 %
Improving freight rail services	10	3.0 %
Providing pedestrian & bicycle facilities	10	3.0 %
Developing dedicated lanes for large commercial trucks on interstates	20	6.0 %
Adding more HELP trucks to assist motorists & remove congestion causing incidents from interstate highways	7	2.1 %
Using technology (ITS) to improve traffic flow on highways	23	6.9 %
<u>None chosen</u>	<u>41</u>	<u>12.3 %</u>
Total	333	100.0 %

Q3. Which THREE of the items above in Question #2 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>Q3. Sum of the Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Expanding public transportation services	69	20.7 %
Addressing mobility needs for seniors & persons with disabilities	45	13.5 %
Relieving congestion	149	44.7 %
Repairing & maintaining existing roads & bridges	247	74.2 %
Adding shoulders to highways that do not have them	48	14.4 %
Widening shoulders on highways	36	10.8 %
Constructing new or improving existing highways to provide more direct links between communities	151	45.3 %
Improving freight rail services	32	9.6 %
Providing pedestrian & bicycle facilities	18	5.4 %
Developing dedicated lanes for large commercial trucks on interstates	45	13.5 %
Adding more HELP trucks to assist motorists & remove congestion causing incidents from interstate highways	13	3.9 %
Using technology (ITS) to improve traffic flow on highways	39	11.7 %
<u>None chosen</u>	<u>31</u>	<u>9.3 %</u>
Total	923	

Q4. Has TDOT completed the construction of a new highway or the reconstruction of an existing highway in your jurisdiction during the past five years?

Q4. Has TDOT completed construction of a new highway or reconstruction of an existing highway in your jurisdiction during past five years?

	Number	Percent
Yes	186	55.9 %
No	122	36.6 %
Don't know	25	7.5 %
Total	333	100.0 %

Q4a. If YES to Question #4: Do you feel that the overall quality of transportation in the area has improved since the completion of this (these) project(s)?

Q4a. Has overall quality of transportation improved?

	Number	Percent
Yes	179	96.2 %
No	2	1.1 %
Don't know	5	2.7 %
Total	186	100.0 %

Q4b. If YES to Question #4: Do you feel that TDOT adequately involved your community during the planning and implementation of highway improvements in your area?

Q4b. Did TDOT adequately involve your community during planning & implementation of highway improvements in your area?

	Number	Percent
Yes	150	80.6 %
No	20	10.8 %
Don't know	16	8.6 %
Total	186	100.0 %

Q5. 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?

Q5. How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues?

	Number	Percent
Very Satisfied	71	21.3 %
Satisfied	147	44.1 %
Neutral	68	20.4 %
Dissatisfied	33	9.9 %
Very Dissatisfied	5	1.5 %
Don't Know	9	2.7 %
Total	333	100.0 %

Q6. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person, during the past two years?

Q6. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person during past two years?

	Number	Percent
Yes	305	91.6 %
No	25	7.5 %
Don't remember	3	0.9 %
Total	333	100.0 %

Q6a. If YES to Question #6: Was the employee courteous?

Q6a. Was employee courteous?

	Number	Percent
Yes	293	96.1 %
No	3	1.0 %
Don't know	9	3.0 %
Total	305	100.0 %

Q6b. If YES to Question #6: Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently?

Q6b. How satisfied were you with service provided by TDOT employee who helped you most recently?

	Number	Percent
Very satisfied	159	52.1 %
Satisfied	102	33.4 %
Neutral	24	7.9 %
Dissatisfied	12	3.9 %
Very dissatisfied	7	2.3 %
Don't remember/don't know	1	0.3 %
Total	305	100.0 %

Q7. Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents?

Q7. How would you rate value provided by TDOT for transportation taxes paid by Tennessee residents?	Number	Percent
Good value for your money	204	61.3 %
OK value for your money	100	30.0 %
Low value for your money	18	5.4 %
Don't know	11	3.3 %
Total	333	100.0 %

Q8. Given declining revenues 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?

Q8. How funding for transportation services in Tennessee should change over next five years?	Number	Percent
I think funding should be significantly increased	113	33.9 %
I think funding should be slightly increased	165	49.5 %
I think funding should stay the same even if condition of transportation facilities decreases	21	6.3 %
I think funding should be reduced	6	1.8 %
Don't know	28	8.4 %
Total	333	100.0 %

Q8a. If you think funding should be increased, which of the following options would you consider supporting?

Q8a. Which options would you consider supporting?	Number	Percent
Increasing fuel taxes per gallon	108	38.8 %
Adjusting fuel taxes to keep pace with inflation	112	40.3 %
Increasing vehicle registration fees	98	35.3 %
Tolling to fund new roads	70	25.2 %
User fees for personal vehicles based on vehicle miles driven	42	15.1 %
User fees for large commercial trucks based on ton miles travelled	106	38.1 %
Establishing a State sales tax that is dedicated for transportation improvements	41	14.7 %
Other	14	5.0 %
Total	591	

Q9. OVERALL RATINGS: Please circle the number that best describes your level of agreement with the following statements.

(N=333)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q9a. TDOT does a good job prioritizing highway improvements in Tennessee	17.4%	48.5%	22.9%	8.8%	1.8%	0.6%
Q9b. TDOT places a priority on addressing highway safety improvements	27.4%	56.0%	11.1%	3.1%	1.2%	1.2%
Q9c. TDOT does a good job maintaining transportation system	29.3%	55.5%	11.3%	3.4%	0.0%	0.6%
Q9d. TDOT does a good job supporting public transportation in Tennessee	15.9%	38.5%	29.4%	5.2%	1.8%	9.2%
Q9e. I think TDOT does a good job incorporating bicycle & pedestrian needs in their transportation planning	11.3%	42.1%	32.6%	4.0%	1.8%	8.2%
Q9f. I think TDOT adequately supports local transportation projects for City & County governments	15.8%	44.4%	21.9%	10.0%	6.4%	1.5%
Q9g. I think TDOT is responsive to concerns of local communities	19.4%	47.3%	14.5%	13.9%	3.6%	1.2%
Q9h. TDOT incorporates environmental concerns into design & maintenance of transportation projects	23.3%	56.4%	14.1%	1.8%	0.0%	4.3%
Q9i. TDOT does a good job supporting economic development in my jurisdiction	22.4%	41.7%	19.3%	7.7%	4.9%	4.0%

WITHOUT DON'T KNOW**Q9. OVERALL RATINGS: Please circle the number that best describes your level of agreement with the following statements (without "don't know").**

(N=333)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q9a. TDOT does a good job prioritizing highway improvements in Tennessee	17.5%	48.8%	23.0%	8.9%	1.8%
Q9b. TDOT places a priority on addressing highway safety improvements	27.7%	56.7%	11.2%	3.1%	1.2%
Q9c. TDOT does a good job maintaining transportation system	29.4%	55.8%	11.3%	3.4%	0.0%
Q9d. TDOT does a good job supporting public transportation in Tennessee	17.5%	42.4%	32.3%	5.7%	2.0%
Q9e. I think TDOT does a good job incorporating bicycle & pedestrian needs in their transportation planning	12.3%	45.8%	35.5%	4.3%	2.0%
Q9f. I think TDOT adequately supports local transportation projects for City & County governments	16.0%	45.1%	22.2%	10.2%	6.5%
Q9g. I think TDOT is responsive to concerns of local communities	19.6%	47.9%	14.7%	14.1%	3.7%
Q9h. TDOT incorporates environmental concerns into design & maintenance of transportation projects	24.4%	59.0%	14.7%	1.9%	0.0%
Q9i. TDOT does a good job supporting economic development in my jurisdiction	23.3%	43.5%	20.1%	8.0%	5.1%

Q10. 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?

Q10. Your overall satisfaction with the job that TDOT has done maintaining interstate highways

	Number	Percent
Very Satisfied	117	35.1 %
Satisfied	156	46.8 %
Neutral	24	7.2 %
Dissatisfied	14	4.2 %
Very Dissatisfied	10	3.0 %
Don't Know	12	3.6 %
Total	333	100.0 %

Q11. 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?

Q11. Your overall satisfaction with the job that TDOT has done maintaining state highways other than interstates

	Number	Percent
Very Satisfied	76	22.8 %
Satisfied	182	54.7 %
Neutral	38	11.4 %
Dissatisfied	21	6.3 %
Very Dissatisfied	9	2.7 %
Don't Know	7	2.1 %
Total	333	100.0 %

Q12. Compared to two years ago, how do you think that the current quality of TDOT services has changed?

Q12. How do you think current quality of TDOT services has changed	Number	Percent
Better	119	35.7 %
About the same	173	52.0 %
Worse	20	6.0 %
Don't know	21	6.3 %
Total	333	100.0 %

Q13. At which of the following levels of government were you elected to serve?

Q13. At what levels of government were you elected to serve	Number	Percent
City	198	59.5 %
County	81	24.3 %
State	48	14.4 %
Not provided	6	1.8 %
Total	333	100.0 %

Q14. Is the area you represent generally urban or rural?

Q14. Is the area you represent generally urban or rural	Number	Percent
Urban	52	15.6 %
Rural	192	57.7 %
Both	75	22.5 %
Not provided	14	4.2 %
Total	333	100.0 %

Q15. What is the population of the City, County or District that you represent?

Q15. What is population of City, County or District that you represent	Number	Percent
Less than 5,000	123	36.9 %
5,000 - 50,000	126	37.8 %
50,001 - 200,000	69	20.7 %
200,000 or More	11	3.3 %
Not provided	4	1.2 %
Total	333	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 Elected Official:

The Tennessee Department of Transportation (TDOT) is conducting a survey of elected officials to determine satisfaction levels with the quality of our state transportation system and to assess how well TDOT is working with elected officials in transportation system planning and implementation. Surveys are being sent to all State Legislators, city mayors, and county executives and mayors. **Individual responses to the survey will remain completely anonymous.**

A resident survey and a partner 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, and over 800 of TDOT's planning partners 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. You will be notified of the survey findings when they are available. We look forward to having these results so that we can work to be the best transportation department 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.TDOTLeaderSurvey.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 call 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', written over a blue horizontal line.

John C. Schroer
Commissioner

Enclosure

TDOT 2013 ELECTED OFFICIAL 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. You may also complete this survey on-line at www.TDOTLeaderSurvey.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 me with advance notice	5	4	3	2	1	9
C.	TDOT officials work with me to ensure construction projects disrupt the community as little as possible	5	4	3	2	1	9
D.	TDOT officials seek my 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 my input when establishing priorities for transportation projects	5	4	3	2	1	9
F.	TDOT officials inform me of 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 local 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

INTERACTION WITH TDOT

4. **Has TDOT completed the construction of a new highway or the reconstruction of an existing highway in your jurisdiction during the past five years?**

___(1) Yes ___(2) No [SKIP TO 5] ___(9) Don't know [SKIP TO 5]

ONLY IF YES to Q4:

4a. **Do you feel that the overall quality of transportation in the area has improved since the completion of this (these) project(s)?**

___(1) Yes ___(2) No ___(9) Don't know

4b. **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

5. **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

6. **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 7]

6a. **Was the employee courteous?** ___(1) Yes ___(2) No

6b. **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 remember/don't know

TRANSPORTATION FUNDING

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

___(1) Good value for your money ___(3) Low value for your money
___(2) OK value for your money ___(9) Don't know

8. **Given declining revenues in fuel 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?**

___(1) I think funding should be significantly increased – answer 8a
___(2) I think funding should be slightly increased – answer 8a
___(3) I think funding should stay the same even if the condition of transportation facilities decreases
___(4) I think funding should be reduced
___(5) Don't know

8a. **If you think funding should be increased, which of the following options would you consider supporting? (check all that apply)**

___(1) Increasing fuel taxes per gallon
___(2) Adjusting fuel taxes to keep pace with inflation (price of fuel)
___(3) Increasing vehicle registration fees
___(4) Tolling to fund new roads
___(5) User fees for personal vehicles based on vehicle miles driven
___(6) User fees for large commercial trucks based on ton miles travelled
___(7) Establishing a State sales tax that is dedicated for transportation improvements
___(8) Other: _____

9. 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

10. 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

11. 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

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

___(1) Better ___(3) Worse
 ___(2) About the same ___(9) Don't know

DEMOGRAPHICS: To help us understand the needs of different communities, please provide the following information. Individual responses will remain completely confidential.

13. At which of the following levels of government were you elected to serve?

___(1) City ___(2) County ___(3) State

14. Is the area you represent generally urban or rural? ___(1) Urban ___(2)Rural ___(3)Both

15. What is the population of the city, county or district that you represent)?

___(1) less than 5,000 ___(2) 5,000-50,000 ___(3) 50,001 – 200,000 ___(4). More than 200,000

If you have any other comments you would like to share with TDOT, please provide them in the space below.

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

DISCLAIMER

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