



TDOT
Department of
Transportation

Resident Survey Findings Report

...helping organizations make better decisions since 1982

Submitted by:

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Tennessee Department of Transportation Customer Survey 2016

Overview and Methodology

During the summer and fall of 2016, The Tennessee Department of Transportation (TDOT) conducted four surveys: (1) a survey of elected officials, (2) a survey of partners, (3) a survey of residents, and (4) a benchmarking survey of residents who live in the eight states that border Tennessee and in the six high-performing states selected by TDOT for additional comparative data. This was TDOT's third comprehensive customer survey; the previous surveys were conducted in 2013 and 2006. The purpose of the surveys was to help TDOT identify and prioritize the transportation services and improvements that are most important to Tennesseans and to assess overall performance. Survey results will be used to identify ways the agency can improve transportation services across the state, provide input into transportation system investments for the future, and assess changes in customer expectations and priorities from 2013.

Interpretation of Charts and Graphs. The percentage of “don't know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used TDOT services and to facilitate valid comparisons with other communities in benchmarking analysis. Since the number of “don't know” responses often reflect the utilization and awareness of TDOT services, the percentage of “don't know” responses has been included in the tabular data in Section 4 of this report. When the “don't know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*” Percentage totals in the charts and graphs in this report may not add up to 100% due to rounding.

This report contains the following:

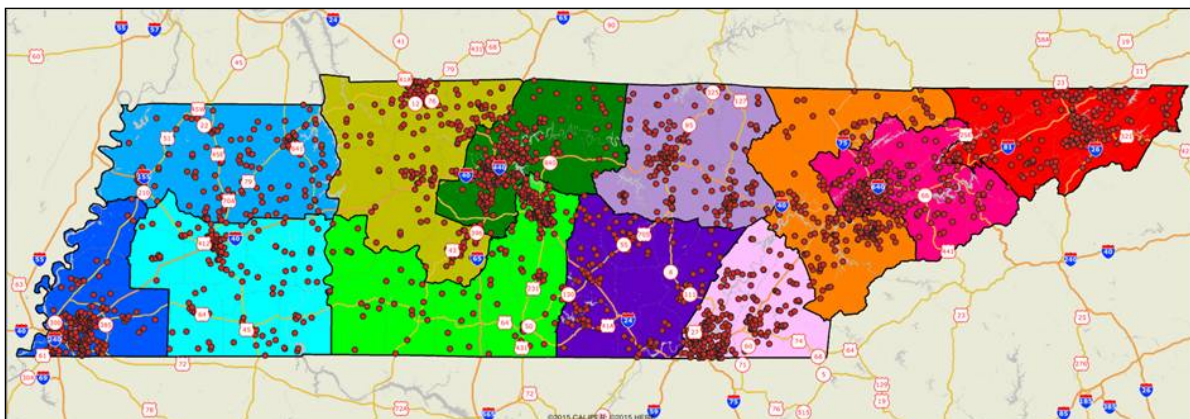
- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey (Section 1)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 2)
- benchmarking analysis comparing TDOT results to the results of the eight states that border Tennessee and high-performing states from around the country (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)
- seven appendices were also created to supplement this main report
 - Appendix A: GIS Maps
 - Appendix B: Cross-tabular data by geography
 - Appendix C: Cross-tabular data by region
 - Appendix D: Cross-tabular data by gender and employment status
 - Appendix E: Cross-tabular data by number of years lived in Tennessee and household income
 - Appendix F: Cross-tabular data by race/ethnicity and primary language spoken

- Appendix G: Cross-tabular data by number of vehicles in the household and number of miles driven per week

Survey of Elected Officials: The survey of elected officials was designed to obtain input from elected officials including city and county mayors and state legislators. The survey was administered by a combination of mail, phone, and the Internet. The goal was to obtain a total of 300 completed surveys. The actual number of completed surveys was 309 with a response rate of 57% (309 of 542 responded). The overall results of the statewide sample have a precision of at least +/- 3.7% at the 95% level of confidence.

Survey of Partners: The survey of partners was designed to obtain input from non-elected representatives of organizations that “partner” with TDOT, including: city government staff, county government staff, Rural Planning Organization (RPO) staff, Metropolitan Planning Organization (MPO) staff, chamber officials, transit agency representatives and rail, freight, and airport officials. The survey was administered by a combination of mail, phone, and the Internet. The goal was to obtain a total of 300 completed surveys. The actual number of completed surveys was 309 with a response rate of 35% (309 of 882 responded). The overall results of the partner sample have a precision of at least +/- 5.6% at the 95% level of confidence.

Survey of Residents: A seven-page survey was mailed to a random sample of households throughout the state of Tennessee. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those that preferred to fill out the survey online. Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey by mail or completed it online were given the option of completing it by phone. The survey was administered throughout the summer of 2016 to a random sample of 2,436 residents. The results for the random sample of 2,436 households have a 95% level of confidence with a precision of at least +/- 2%. To better understand how well TDOT services are being delivered in specific areas of the state, ETC Institute geocoded the home address of respondents to the survey. The map below shows the location of respondents per TDOT Construction/Maintenance Super Districts.



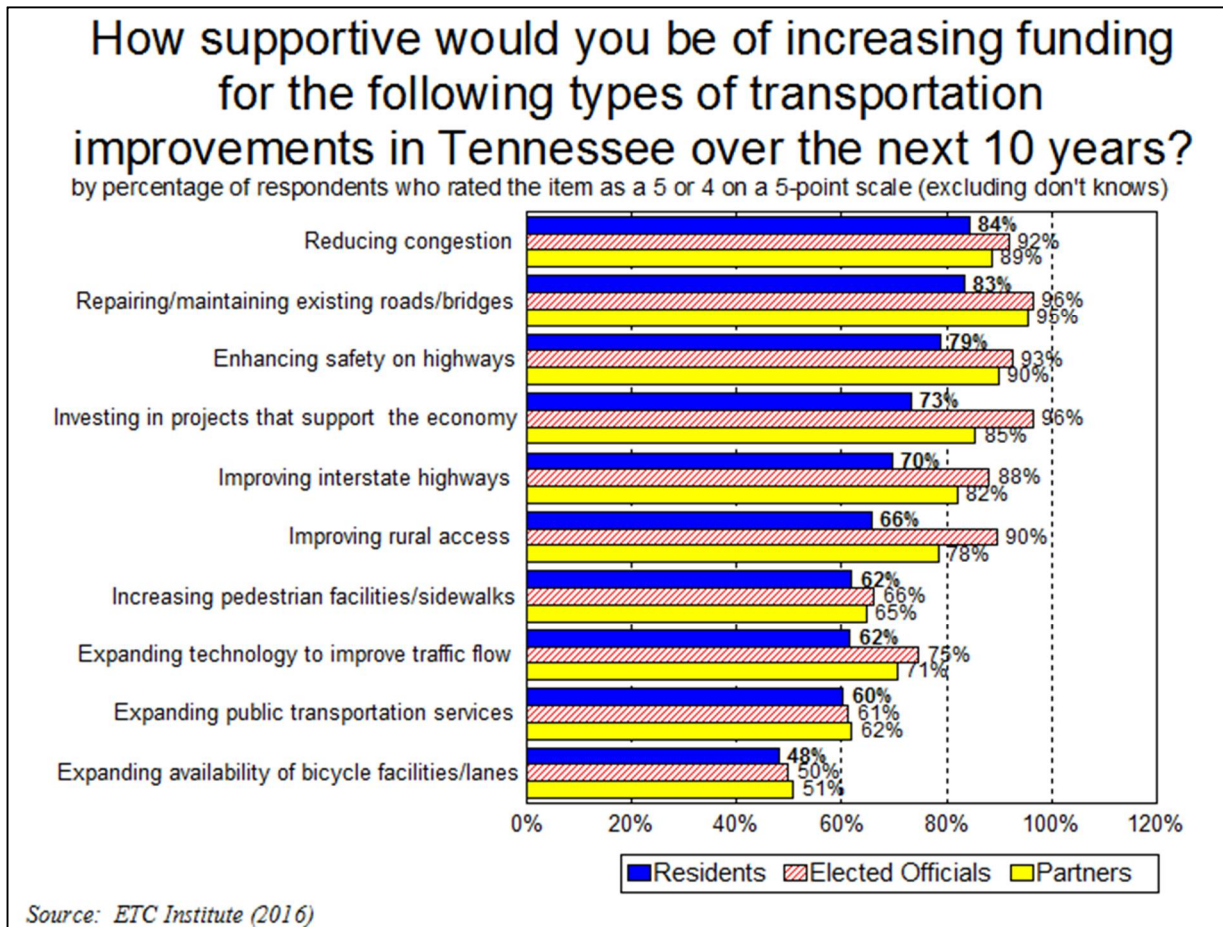
Benchmarking Survey: In addition to the surveys that were administered to residents, partners and elected officials, ETC Institute administered two benchmarking surveys to a random sample of residents in the eight states that border Tennessee and six high-performing states throughout the country. Surveys were administered to residents in each of the following states: Alabama, Mississippi, Georgia, North Carolina, Missouri, Arkansas, Kentucky, Virginia, Florida, Indiana, Iowa, Minnesota, Texas, and Washington. The purpose of the survey was to have residents in other 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. ETC Institute collected a total of 255 completed surveys from residents of the eight states that border Tennessee. The overall results of the benchmarking survey of bordering states have a precision of at least +/- 6.1% at the 95% level of confidence. A total of 294 completed surveys were collected from residents of six high-performing states. The overall results of the benchmarking survey of high-performing states have a precision of at least +/- 5.7% at the 95% level of confidence.

Major Findings

Perceptions of Travel on Highways in Tennessee: All 10 statements related to the perceptions of travel on highways in Tennessee that were comparable to the 2013 survey saw decreases in overall agreement in 2016. The overall feeling of safety while traveling on Tennessee highways decreased 7% among residents, from 83% in 2013 to 76% in 2016. The feeling of safety while driving through work zones on Tennessee highways during the day saw a 5% decrease, from 76% in 2013 to 71% in 2016. The most dramatic decrease (18%) in overall agreement was with the statement regarding the overall level of traffic congestion on Interstate highways, 61% in 2013 to 43% in 2016. Overall, residents indicated they do not feel as safe on Tennessee highways as they did three years ago. Residents also appear to be less satisfied with the way construction and maintenance on Tennessee highways is being handled. This is evident in the decrease in agreement with statements regarding the visibility of pavement markings, the ease of following lane shifts in work zones, the job TDOT does in communicating construction activities, and the ability of TDOT to minimize delays due to construction and maintenance.

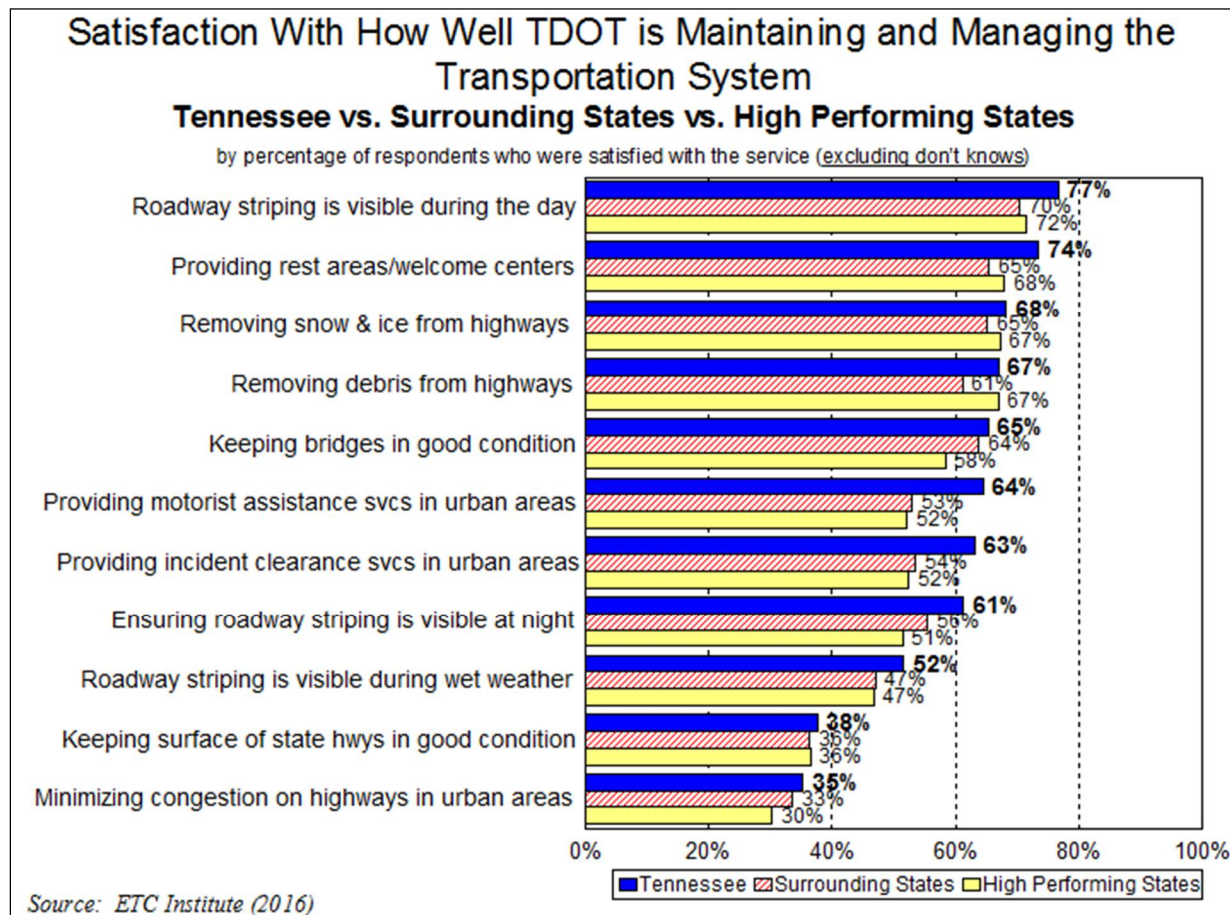
Although TDOT saw an overall decrease in agreement among statements regarding perceptions of travel on highways, responses were very similar to those from the benchmarking surveys. When comparing TDOT's results to high-performing states, Tennesseans indicated higher levels of agreement with nine of the 14 statements related to perceptions of travel on highways. Because of the similarity among surrounding and high-performing states, TDOT leaders should be assured the overall decreases in agreement are not an immediate indication of poor performance by the organization. TDOT saw a spike in agreement with statements regarding perceptions of travel on highways between the 2006 and 2013 surveys, which is a good sign; this is an indication that Tennesseans have high standards for TDOT. The overall decreases in agreement are likely a symptom of the high performance residents expect in Tennessee. TDOT officials should continue to emphasize safety and traffic management on state highways.

Support for Transportation Investments in Tennessee. More than 70% of the residents, elected officials, and partners surveyed supported the following types of transportation investments: (1) projects that reduce congestion on highways, (2) repairs/maintenance of existing roads/bridges, (3) safety enhancements on highways, and (4) projects that support the economy. The chart below shows the level of support among residents, partners, and elected officials for each of the types of transportation improvements that were assessed.



Satisfaction with the Maintenance and Management of the Transportation System: TDOT is performing significantly better than surrounding states and states with high-performing DOTs despite the decrease in overall satisfaction since 2013. Based on the results of the 2016 survey, residents in Tennessee were generally satisfied with how well TDOT is maintaining and managing the transportation system in the state. The services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: ensuring that informational and warning signs along highways are easy to understand (83%), ensuring that information and warning signs are easy to see (79%), and ensuring roadway striping on highways is visible during the day (77%). The services that had the lowest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: minimizing congestion on highways in urban areas (35%), providing options

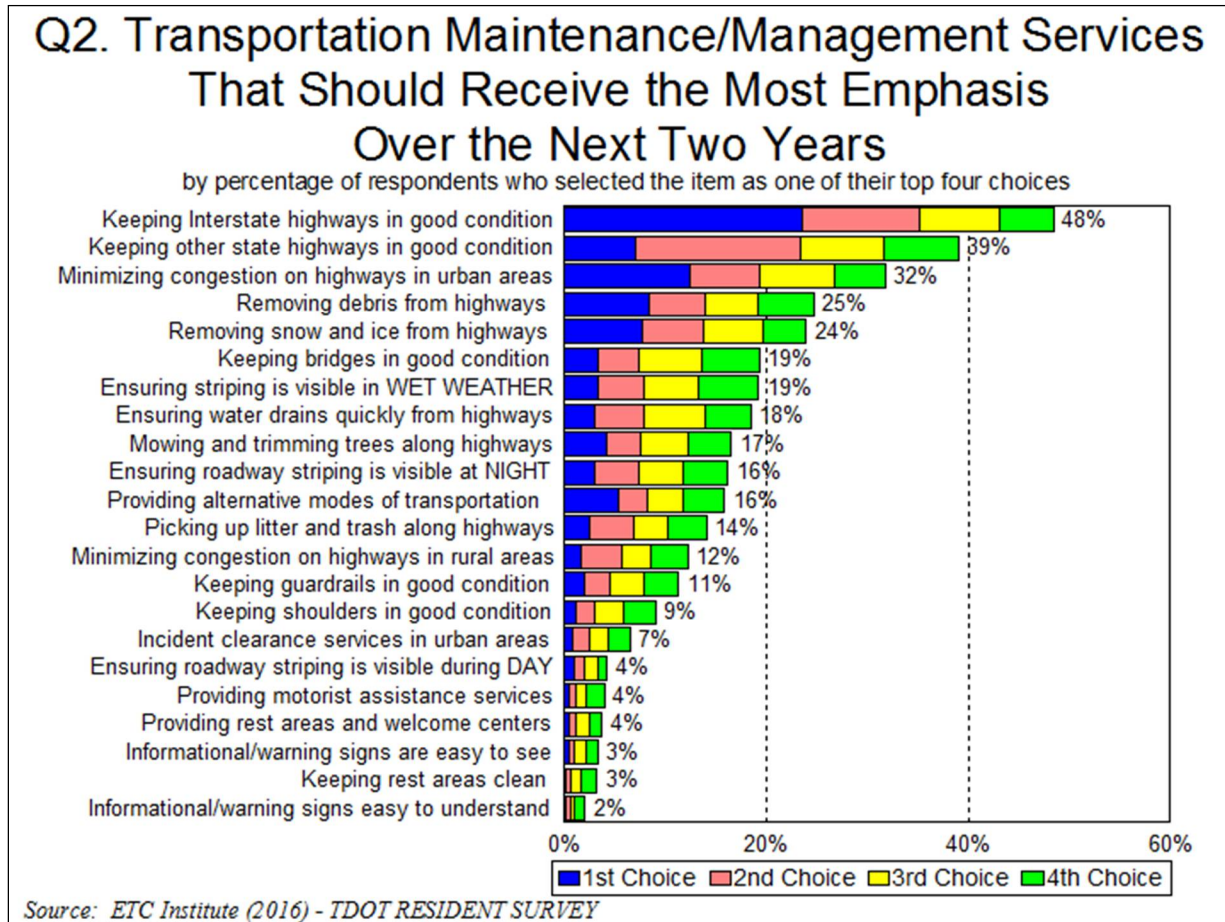
for alternative modes of transportation along highways, such as bicycle lanes, pedestrian facilities, and public transportation services (37%), and keeping the surface of other state highways in good condition (smooth and free of potholes) (37%). Residents in surrounding and high-performing states were less satisfied with the minimization of congestion on highways in urban areas than those who live in Tennessee. Traffic and congestion on highways is a major contributor to overall satisfaction rates. TDOT scored the same as or above surrounding DOTs in 15 of the 22 maintenance and management services that were rated, and scored the same as or above high-performing DOTs in 14 of the 22 services rated. The table below highlights the 11 maintenance and management services where Tennessee received higher satisfaction ratings than both surrounding and high-performing states.



Areas of Emphasis Regarding Managing and Maintaining the State’s Transportation System:

The four management and maintenance services that showed the most significant decreases in satisfaction ratings from 2013 to 2016 were also among the top five services that residents think should receive the most emphasis from TDOT over the next two years (see chart on the following page). The four items that saw the most significant decreases in satisfaction, based upon the combined percentage of “very satisfied” and “satisfied responses” among residents *who had an opinion*, were: keeping the surface of Interstate highways in good condition

(smooth and free of potholes) (-16%), keeping the surface of other state highways in good condition (smooth and free of potholes) (-16%), removing snow and ice from highways (-11%), and minimizing congestion on highways in urban areas (-11%).

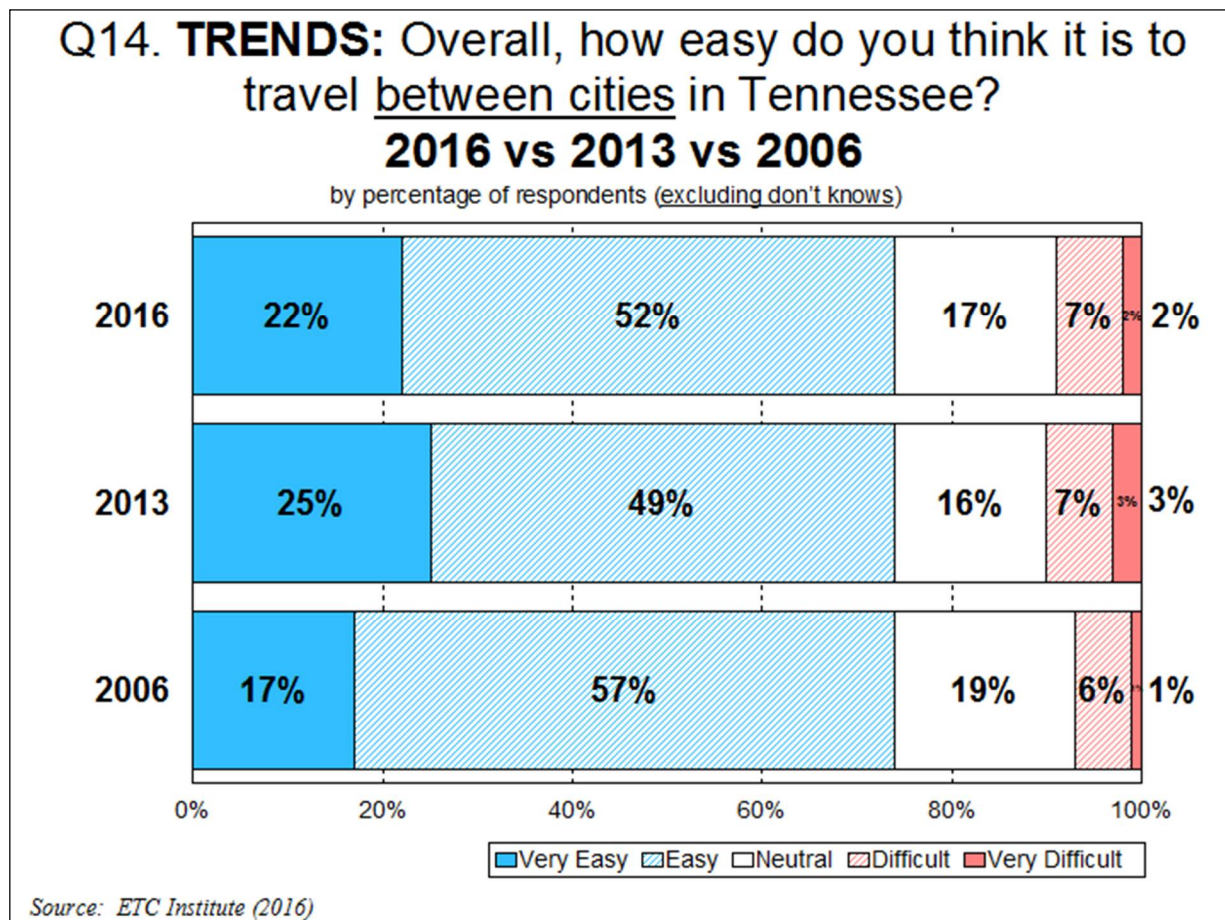


Tennessee is setting the standard for the maintenance of Interstate and other state highways compared to surrounding and high-performing states. Based upon the combined percentage of “very satisfied” and “satisfied” responses, 67% of respondents were satisfied with TDOT’s efforts to maintain Interstate highways and 56% of respondents were satisfied with TDOT’s efforts to maintain state highways other than interstates during the past two years. Both of these numbers are notably higher than the results from the two benchmarking surveys. The table below shows the results for surrounding and high-performing states that were surveyed as a part of the benchmarking section of this report.

Overall satisfaction with the job that TDOT has done maintaining highways over the past two years (Excluding “Don’t Know”)	TDOT	Surrounding DOTs	High-performing DOTs
Interstate Highways	67%	61%	62%
State Highways (Not Interstates)	56%	43%	52%

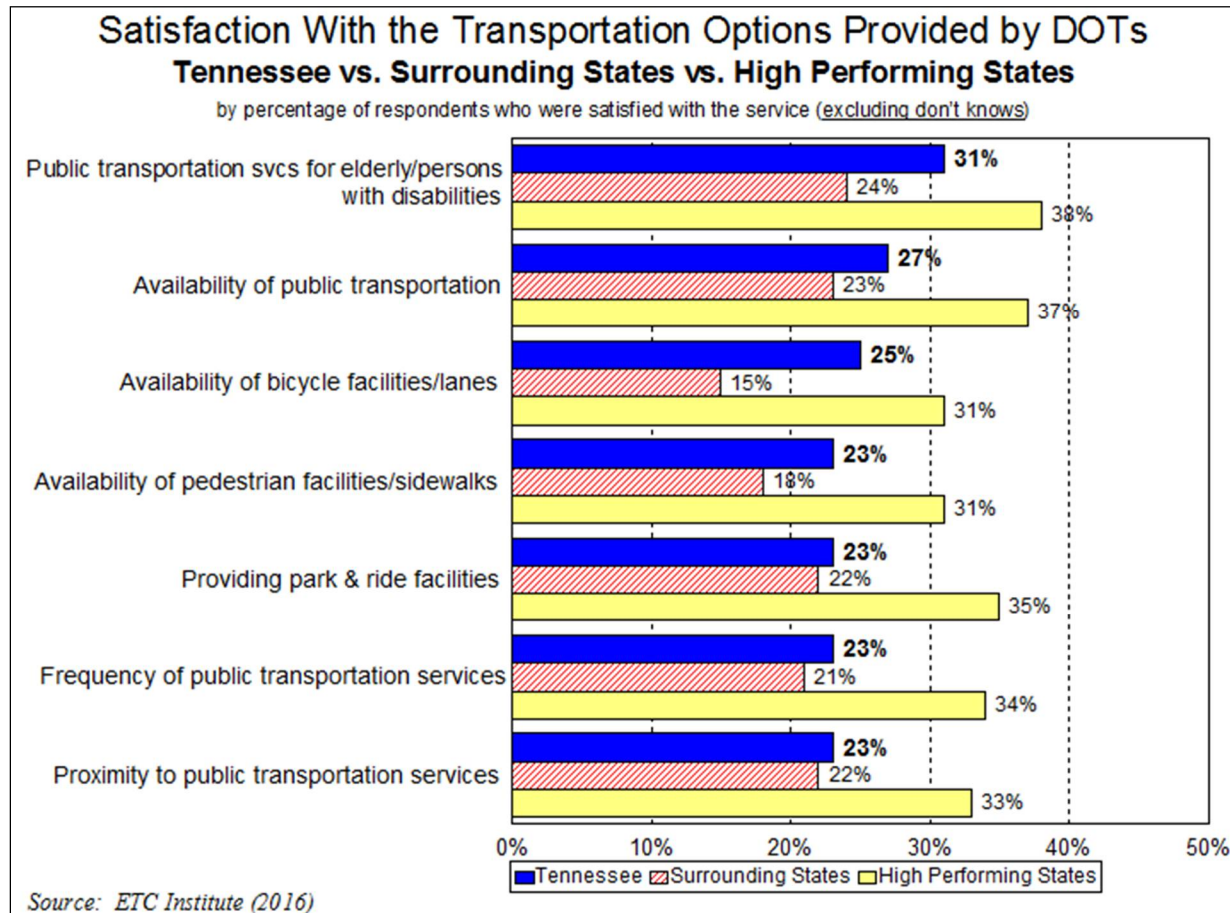
Ease of Travel. Respondents were asked to indicate how easy it is to travel between cities and within urban areas in Tennessee. The percentage of respondents who indicated it was either “very easy” or “easy” has remained consistent since 2006. Based on the sum of “very easy” and “easy” responses, 74% of respondents *who had an opinion* indicated it was easy to travel between cities in Tennessee in 2016, 2013, and 2006.

Compared to 2013, nearly the same number of resident respondents indicated it was easy to travel within urban areas in Tennessee. The number of “very easy” and “easy” responses has significantly increased since 2006. In 2006, 49% of respondents *who had an opinion* indicated it was easy to travel within urban areas in Tennessee; in 2013, 53% of respondents *who had an opinion* indicated it was easy to travel within urban areas; and in 2016, 52% of respondents *who had an opinion* indicated it was easy to travel within urban areas.



TDOT’s Brand Image. Residents were asked to rate their level of agreement with a series of seven statements related to TDOT’s overall performance in providing transportation services. The ratings for all seven statements have decreased since the 2013 and 2006 surveys. Although the long-term trend shows a decrease in agreement with the statements, the overall results are still positive. Over half (57%) of respondents indicated they either “strongly agree” or “agree” with the statement “I trust TDOT to make sound, professional transportation decisions”.

Transportation Options. TDOT rated above the average of surrounding DOTs in all of the transportation options and alternatives that were rated. However, TDOT rated significantly below (5% or more below) the average of the high-performing DOTs in all of the transportation options and alternatives that were presented. The chart below shows how TDOT residents rated all of the transportation options and alternatives compared to surrounding DOTs and high-performing DOTs.



Importance of Roads, Bridges, and Public Transportation. Residents, elected officials, and partners were all asked to think of their own daily life and indicate the importance of roads, bridges, and public transportation to the safety and quality of life in the state. Based on the sum of “very important,” “important,” and “somewhat important” responses, 97% of resident respondents believe that roads, bridges, and public transportation are important to the safety and quality of life in the state. Eighty-five percent (85%) of elected officials and 85% of partners thought that roads, bridges, and public transportation are important to the safety and quality of life in the state.

All three groups were also asked to rate the importance of roads, bridges, and public transportation in regards to economic development and job growth. Again, based on the sum of “very important,” “important,” and “somewhat important” responses, 97% of resident respondents believe that roads, bridges, and public transportation are important to economic

development and job growth in the state. Eighty-six percent (86%) of elected officials and 94% of partners thought that roads, bridges, and public transportation are important to economic development and job growth in the state.

Overall Value TDOT Provides. Respondents were asked various questions pertaining to the value provided by TDOT for the transportation taxes paid by Tennessee residents. First, residents were asked to indicate approximately how much they think the average Tennessee resident pays annually per vehicle to support transportation projects and services. Forty-one percent (41%) of respondents indicated they think they pay less than \$500 annually per vehicle, 9% think they pay between \$500-\$749, 3% think they pay between \$750-\$999, 5% think they pay \$1000 or more, and 41% indicated they don't know. When asked where they think Tennessee ranks compared to other states regarding Tennessee's transportation spending per person, 11% of residents think they spend more, 26% think they spend the same, 22% think they spend less, and 42% indicated they don't know.

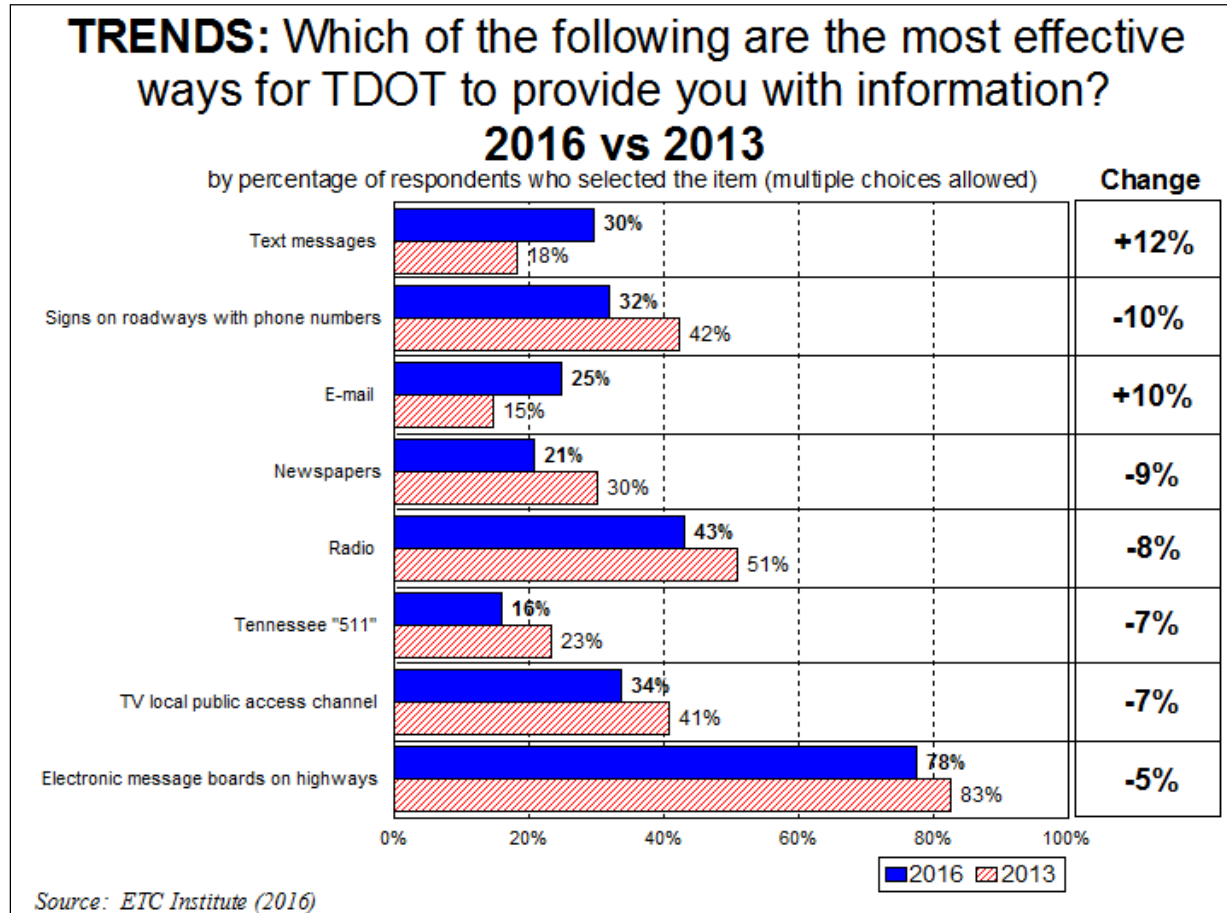
A majority (59%) of respondents indicated the value provided by TDOT for the transportation taxes paid is either a "good value" (23%) or an "ok value" (36%). This is a 16% decrease in the number of "good value" and "ok value" responses from 2013 and a 9% decrease from 2006. Although many respondents still think the value that is provided by TDOT for the transportation taxes paid by residents is a "good value" or "ok value," the number of positive responses has significantly declined since 2013 and 2006. Ensuring residents are informed of the various infrastructure projects and transportation investments taking place throughout the state can add a sense of value to the taxes paid. Residents of Tennessee are using new methods to gather information about TDOT; keeping pace with these trends can be a valuable tool in disseminating information on major infrastructure projects throughout the state.

Impact of the Construction of a New Highway or the Reconstruction of an Existing Highway.

Nearly half (49%) of the residents surveyed indicated that TDOT has completed the construction of a new highway or the reconstruction of an existing highway that they regularly use during the past two years. Of those residents who experienced the construction or reconstruction of highways they regularly use, more than three-quarters (76%) indicated the overall quality of transportation in the area where they live has improved since the completion of the projects. Only 38% of residents indicated that they felt TDOT adequately involved their community during the planning and implementation of highway improvements in their area. Residents are satisfied with the end result of the projects TDOT implement in their areas. TDOT does a good job ensuring residents are provided with information in advance to assist in travel plans, but more could be done to ensure communities are involved in the planning process.

The low number of residents who indicated their community was adequately involved during the planning and implementation of highway improvements could be due to the changing ways residents seek and receive TDOT information. Although a majority (56%) of residents feel that TDOT adequately provided information in advance during construction project activities to assist in travel plans, they did not feel included in the planning process. Ensuring the organization follows these trends and adapts to the changing ways technology influences the dissemination of information to the general public can help TDOT ensure residents feel

informed and involved during the planning and implementation stages of major transportation projects. The chart below shows some of the major trends in the most effective ways TDOT can provide residents with information. (Note: Facebook was not an option on the 2013 and 2006 surveys, but 26% of residents indicated it is one of the most effective ways for TDOT to provide them with information.)



Elected officials and partners who experienced the construction or reconstruction of highways in their areas had a significantly different perspective than residents. Eighty-nine percent (89%) of elected officials and 83% of partners who experienced the construction or reconstruction of highways in their area indicated their area has improved since the project's completion, compared to 76% of residents. There was also a significant change in responses regarding the feeling of whether or not TDOT involved the community during the planning and implementation phase of highway improvements; 76% of elected officials and 74% of partners feel there was adequate community involvement, compared to 38% of residents feeling there was adequate involvement.

Recommendations and Investment Priorities

The results of the resident, elected official, partner, and benchmarking surveys provide TDOT with a comprehensive data set to help manage customer-oriented improvements over the next two years. Although there are many applications for the data from the surveys that were conducted, ETC Institute has five recommendations that can be used to create a plan of action as TDOT moves forward.

Safety

- TDOT should continue to focus resources to improve the perception of safety on state highways. Overall, residents indicated they do not feel as safe on state highways as they did three years ago. Nearly 80% of residents were in favor of increased funding for enhancing safety on state highways.

Transportation Options

- Residents of Tennessee are less satisfied with the transportation options where they live than residents living in high-performing states. Based on the Importance-Satisfaction analysis the availability of public transportation services where you live is the number one priority for TDOT to focus on in this area.

Traffic Congestion

- Although TDOT is performing in line with both surrounding and high-performing states, the minimization of congestion on highways in urban areas should continue to be a point of emphasis. Eighty-four percent (84%) of respondents are in favor of increased funding for this improvement.

Managing the State's Transportation System

- TDOT saw significant decreases in overall satisfaction related to the surface of highways and removing snow and ice from highways. The condition and maintenance of highways in the state should be a top priority for improvement over the next two years.

Communication

- Residents do not feel involved during the planning and implementation of highway improvements. TDOT should focus on the communication patterns of residents and continue to explore new ways of communicating important planning information with residents. There were significant changes in the most effective ways for TDOT to provide residents with information. Keeping in touch with these trends can help TDOT reach more residents during the planning stages of infrastructure improvements.

Recommended Investment Priorities for the Next Two Years. In order to help TDOT identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance respondents placed on various services and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with TDOT services over the next two years. If the agency wants to improve its overall satisfaction rating, they should prioritize investments in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 2 of the comprehensive survey report.

Opportunities to Increase Overall Satisfaction with TDOT. Based on an analysis of the importance that residents place on various transportation services and their current level of satisfaction with these services, improvements in the following areas are likely to have the most impact on overall satisfaction with TDOT in the next 3-5 years:

- Keeping the surface of interstate highways in good condition (I-S Rating=0.2788)
- Keeping the surface of other state highways in good condition (I-S Rating=0.2434)
- Minimizing congestion on highways in urban areas (I-S Rating=0.2057)
- Providing options for alternative modes of transportation along highways (I-S Rating=.1005)
- Highway striping that is visible in wet weather (I-S Rating=.0929)

The table below shows the Importance-Satisfaction rating for the services involved in the maintenance and management of the transportation system that had the highest overall Importance-Satisfaction (I-S) ratings among 22 transportation facilities and services that were assessed on the survey.

2016 Importance-Satisfaction Rating Tennessee Department of Transportation Maintaining and Managing the Transportation System						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Keeping surface of interstate highways in good condition	48.4%	1	42.4%	19	0.2788	1
Keeping surface of other state highways in good condition	39.0%	2	37.6%	20	0.2434	2
Minimizing congestion on highways in urban areas	31.8%	3	35.3%	22	0.2057	3
High Priority (IS .10-.20)						
Providing options for alternative modes of transportation along highways	15.8%	11	36.4%	21	0.1005	4
Medium Priority (IS <.10)						
Ensuring that roadway striping on highways is visible during wet weather	19.2%	7	51.6%	18	0.0929	5

Priorities for Non-Highway Transportation Options. Based on an analysis of the importance that residents place on various non-highway transportation options and their current level of satisfaction with these options, improvements in the following areas are likely to have the most impact on satisfaction with non-highway related services and facilities provided by TDOT over the next 3-5 years:

- Availability of public transportation services where you live (I-S Rating=0.3219)
- Proximity (ease of access/convenience) to public transportation services where you live (I-S Rating=0.2333)
- Providing park and ride facilities where residents can park their car and access public transportation or carpool/vanpool services (I-S Rating=0.2198)
- Availability of public transportation services for elderly and persons with disabilities (I-S Rating=0.2174)
- Availability of pedestrian facilities and sidewalks for transportation purposes along highways (I-S Rating=0.2145)

The table below shows the Importance-Satisfaction rating for the transportation options that were considered a very high priority for investment.

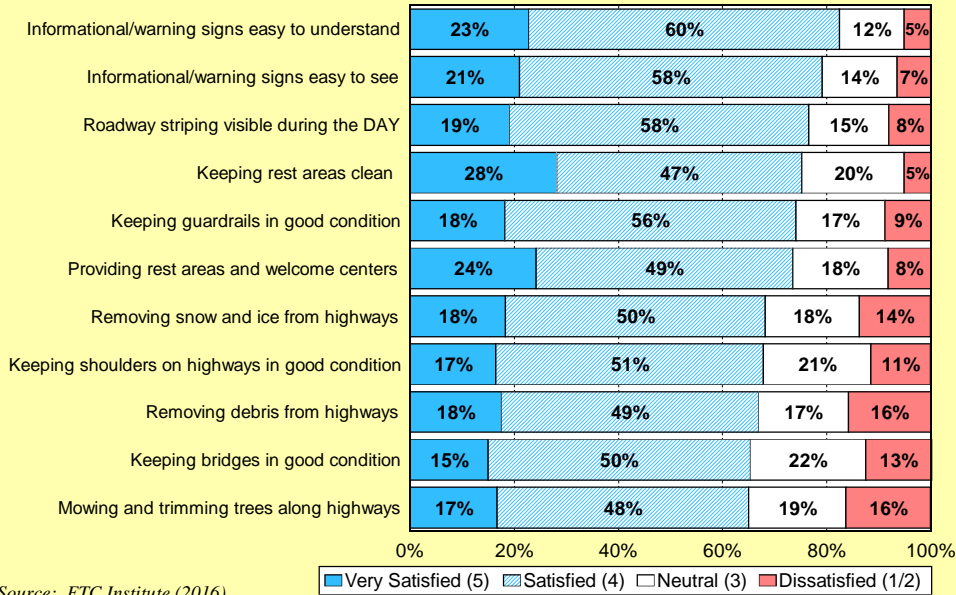
2016 Importance-Satisfaction Rating Tennessee Department of Transportation Transportation Options						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Availability of public transportation services where you live	44%	1	27%	2	0.3219	1
Proximity (ease of access/convenience) to public transportation services where you live	30%	3	23%	7	0.2333	2
Providing park & ride facilities where residents can park their car & access public transportation or carpool/vanpool services	28%	4	23%	5	0.2198	3
Availability of public transportation services for elderly & persons with disabilities	32%	2	31%	1	0.2174	4
Availability of pedestrian facilities & sidewalks for transportation purposes along highways	28%	5	23%	4	0.2145	5

Section 1

Resident Survey Charts and Graphs

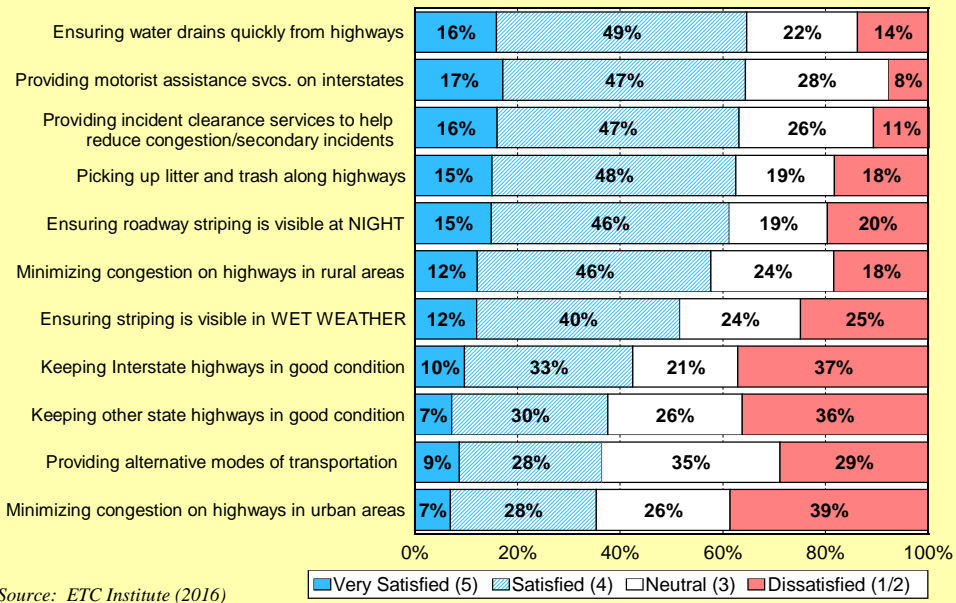
Q1. Satisfaction With How Well TDOT is Maintaining and Managing the Transportation System

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



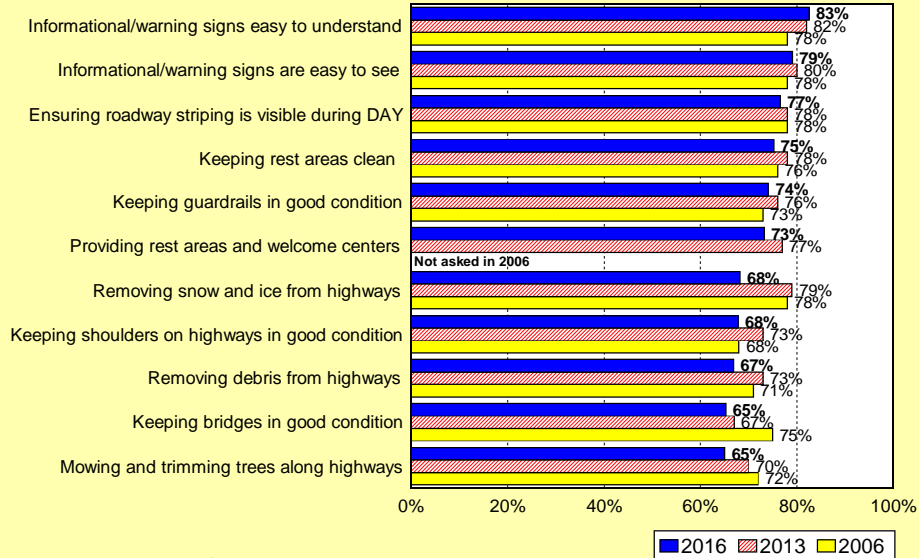
Q1. (Cont.) Satisfaction With How Well TDOT is Maintaining and Managing the Transportation System

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



Q1. TRENDS: Satisfaction With How Well TDOT is Maintaining and Managing the Transportation System 2016 vs 2013 vs 2006

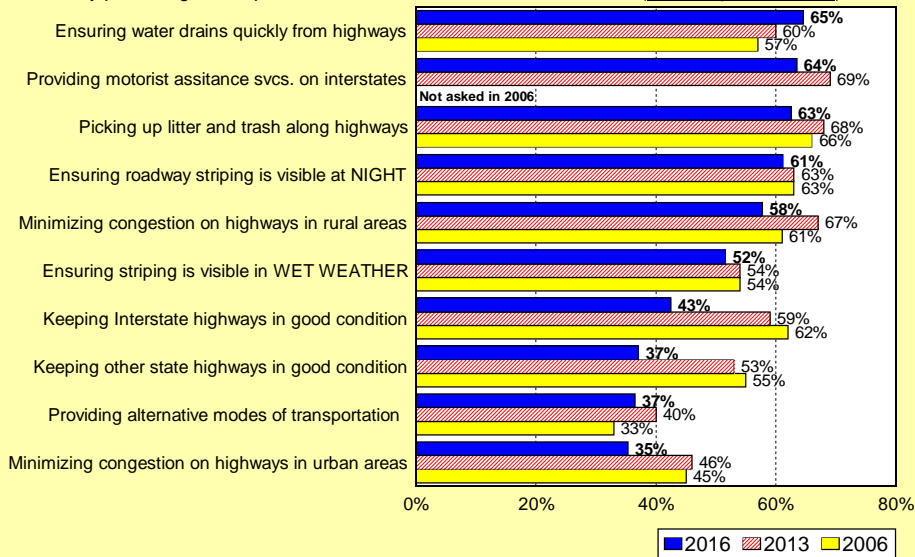
by percentage of respondents who were satisfied with the service (excluding don't knows)



Source: ETC Institute (2016)

Q1. TRENDS: Satisfaction With How Well TDOT is Maintaining and Managing the Transportation System 2016 vs 2013 vs 2006

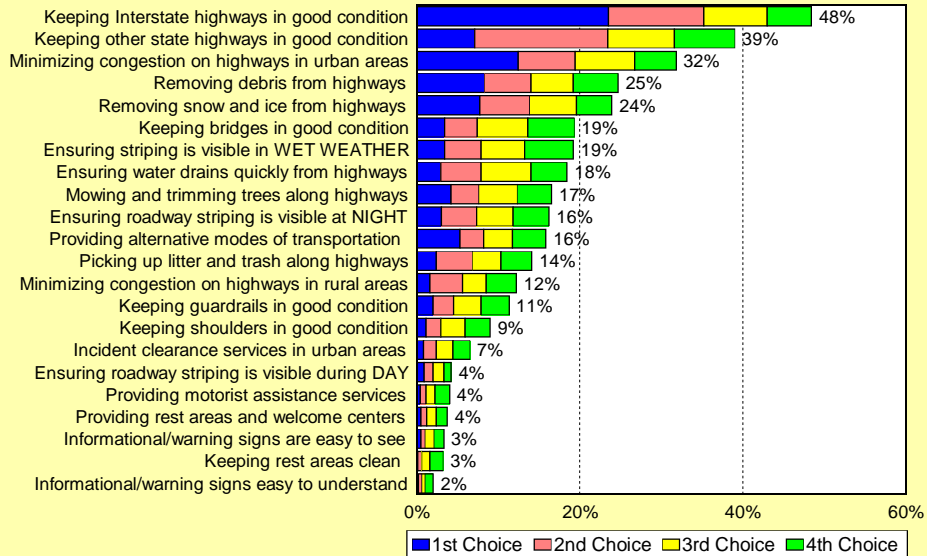
by percentage of respondents who were satisfied with the service (excluding don't knows)



Source: ETC Institute (2016)

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

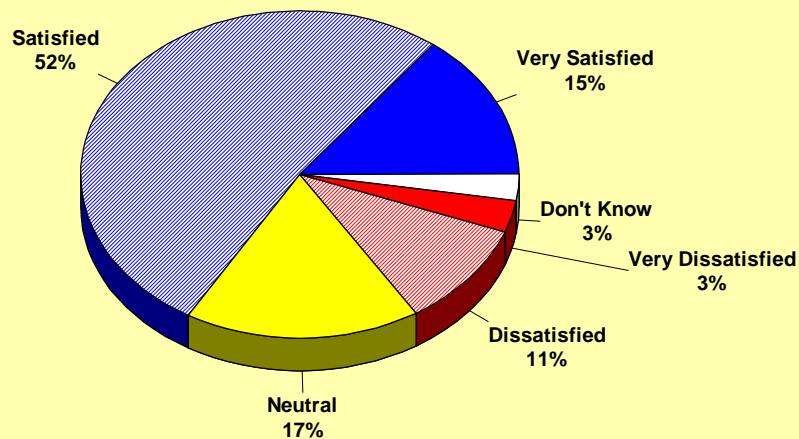
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2016)

Q3. Overall Satisfaction with TDOT's Efforts to Maintain INTERSTATE Highways During the Past Two Years

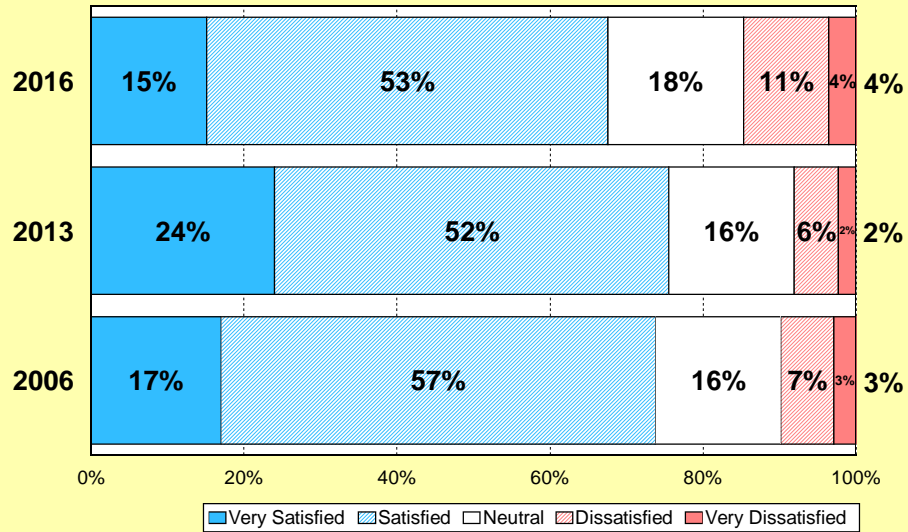
by percentage of respondents



Source: ETC Institute (2016)

Q3. TRENDS: Overall Satisfaction with TDOT's Efforts to Maintain INTERSTATE Highways During the Past Two Years - 2016 vs 2013 vs 2006

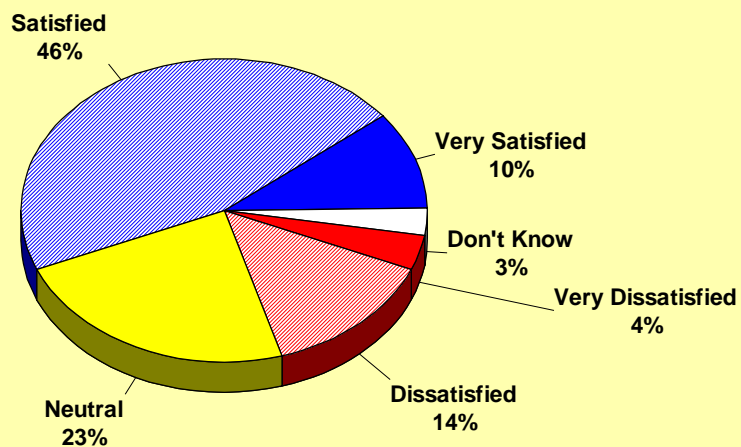
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016)

Q4. Overall Satisfaction with TDOT's Efforts to Maintain HIGHWAYS OTHER THAN INTERSTATES During the Past Two Years

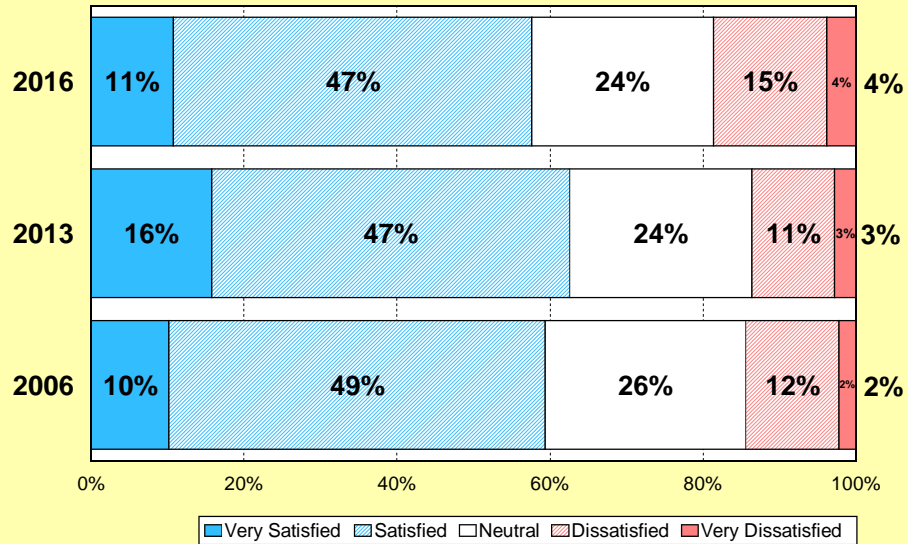
by percentage of respondents



Source: ETC Institute (2016)

Q4. TRENDS: Overall Satisfaction with TDOT's Efforts to Maintain HIGHWAYS OTHER THAN INTERSTATES During the Past Two Years - 2016 vs 2013 vs 2006

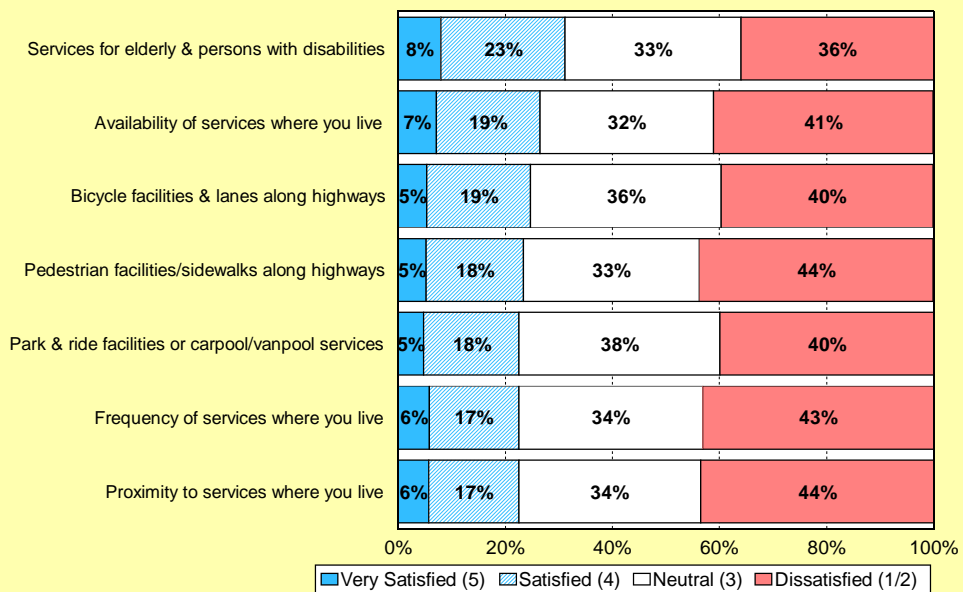
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016)

Q5. Satisfaction With Transportation Options

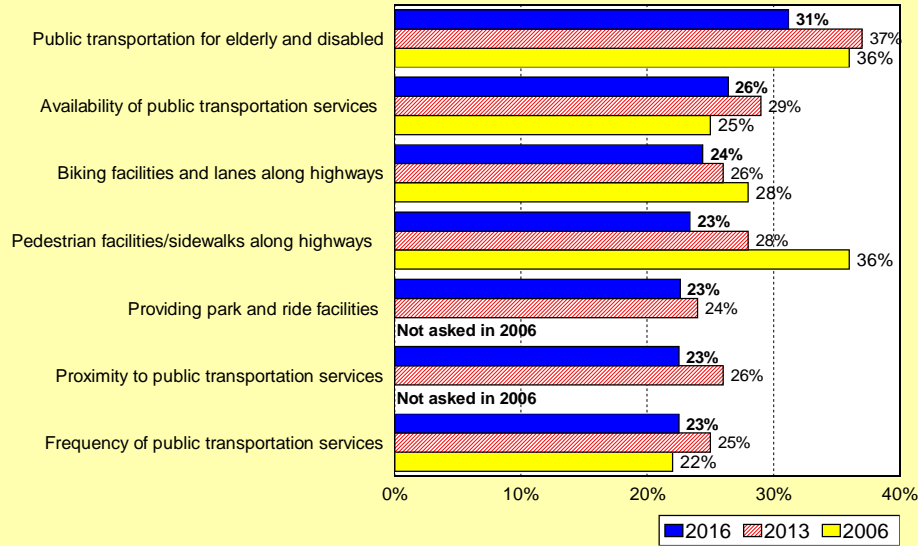
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q5. TRENDS: Satisfaction With Transportation Options 2016 vs 2013 vs 2006

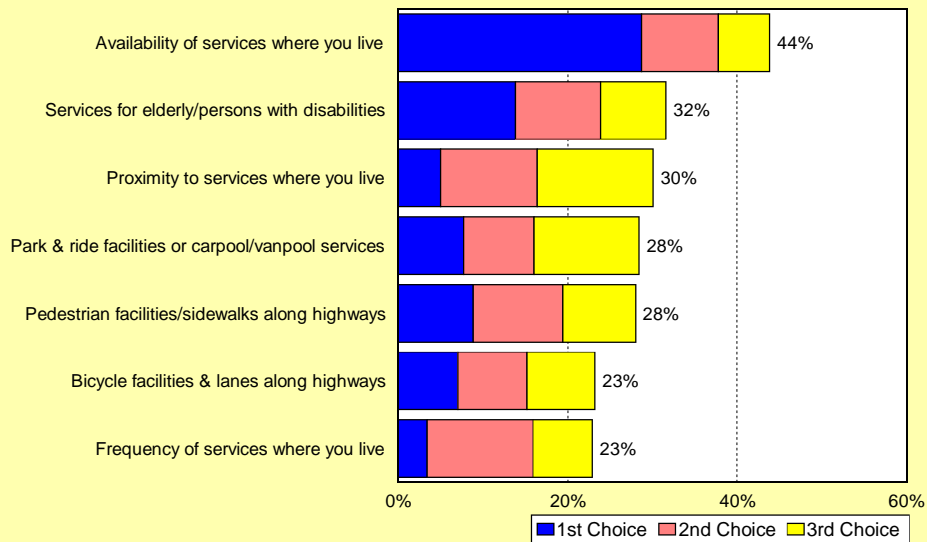
by percentage of respondents who were satisfied with the service (excluding don't knows)



Source: ETC Institute (2016)

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

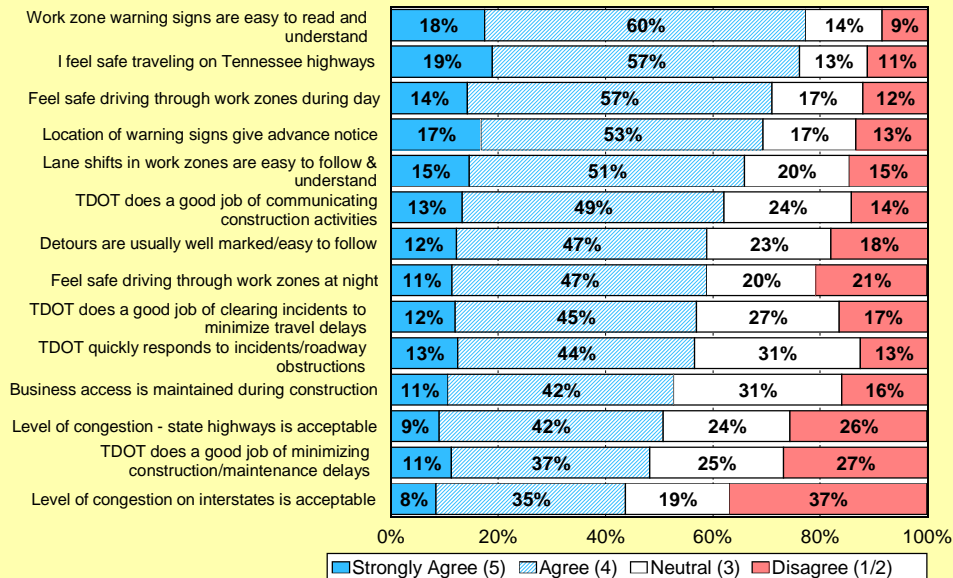
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2016)

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

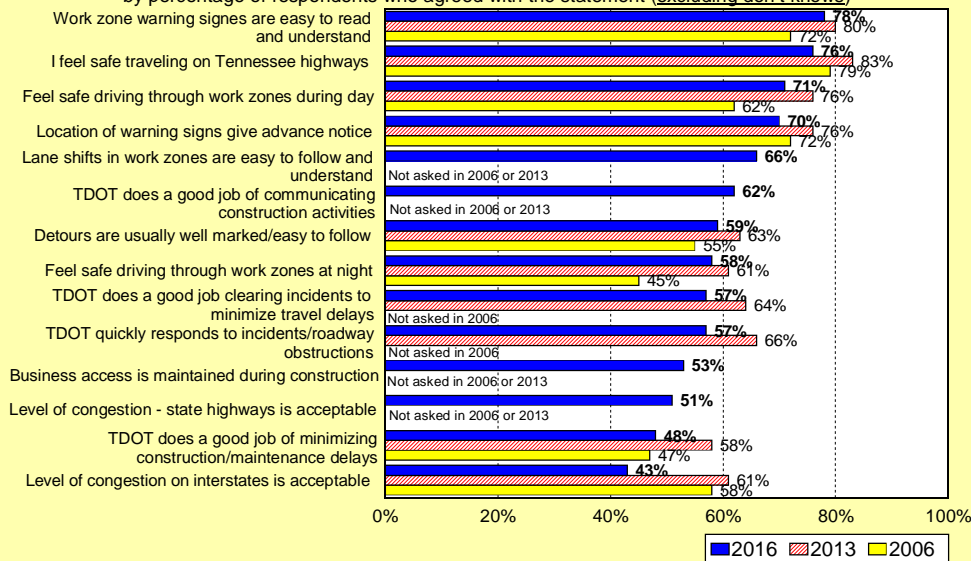
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

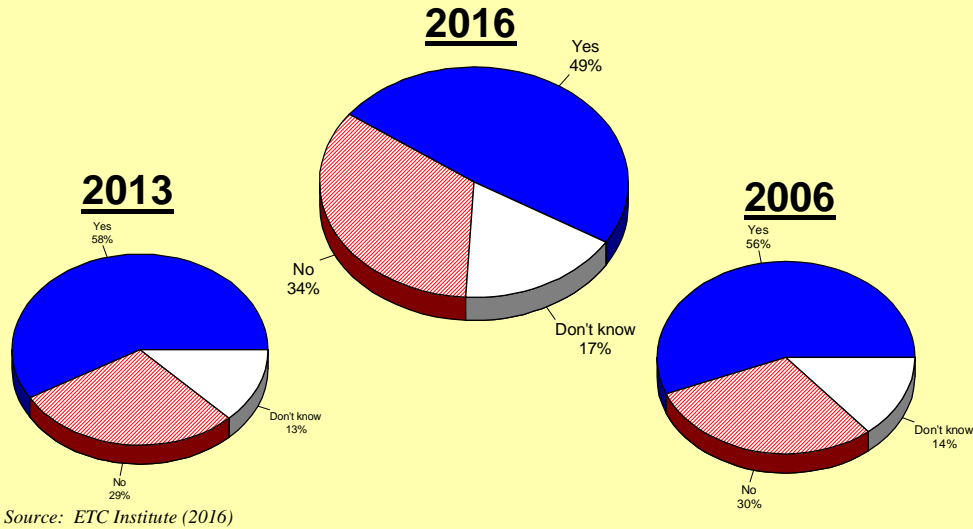
Q7. TRENDS: Agreement With Various Statements Related to the Perceptions of Travel on Highways in Tennessee - 2016 vs 2013 vs 2006

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

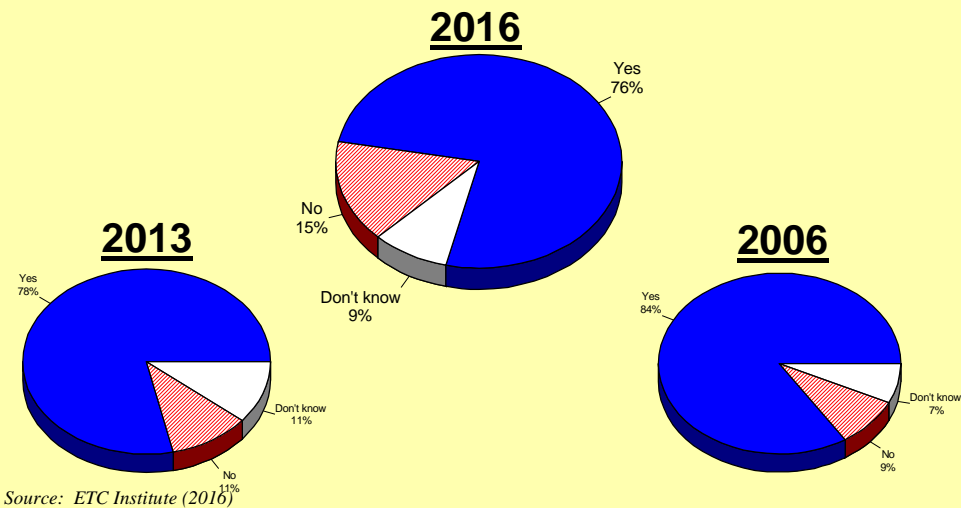


Source: ETC Institute (2016)

Q8. TRENDS: Has TDOT completed the construction of a new highway or the reconstruction of an existing highway that you regularly use during the past two years? **2016 vs 2013 vs 2006**
by percentage of respondents

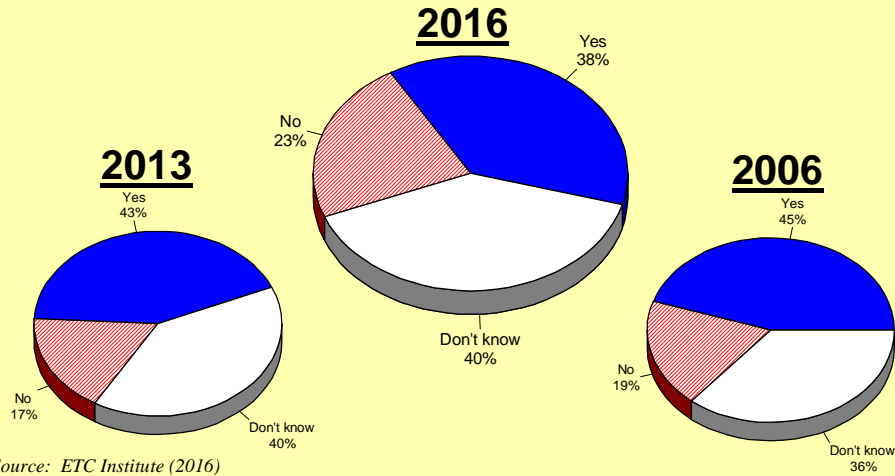


Q8a. TRENDS: Do you feel that the overall quality of transportation in the area where you live has improved since the completion of this (these) project(s)? **2016 vs 2013 vs 2006**
by percentage of respondents who indicated that TDOT had completed the construction of a new highway or reconstruction of an existing highway they regularly use during the past two years



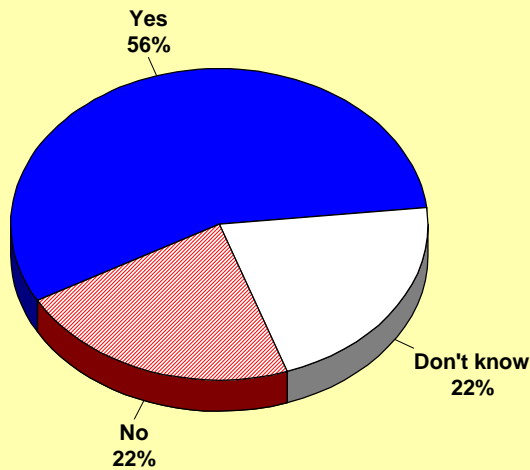
**Q8b. TRENDS: Do you feel that TDOT adequately involved your community during the planning and implementation of highway improvements in your area?
2016 vs 2013 vs 2006**

by percentage of respondents who indicated that TDOT had completed the construction of a new highway or reconstruction of an existing highway they regularly use during the past two years



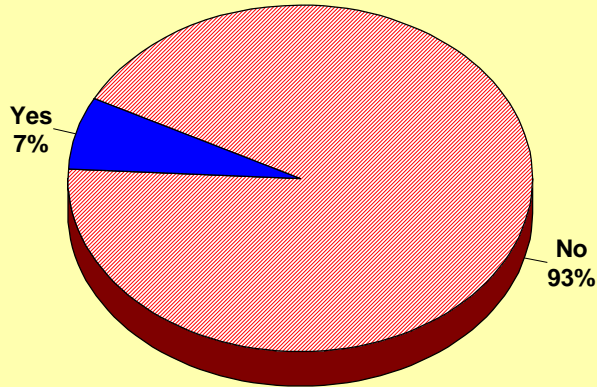
Q8c. Do you feel that TDOT has adequately provided information in advance during construction project activities to assist you in your travel plans?

by percentage of respondents who indicated that TDOT had completed the construction of a new highway or reconstruction of an existing highway they regularly use 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?

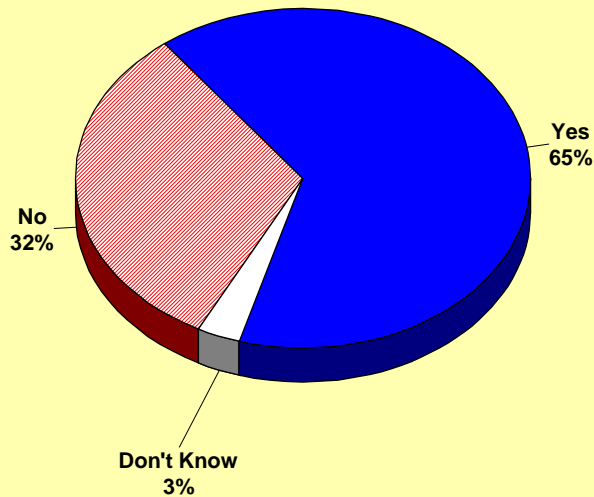
by percentage of respondents



Source: ETC Institute (2016)

Q9b. If YES, did you receive a timely response to address your request or concern?

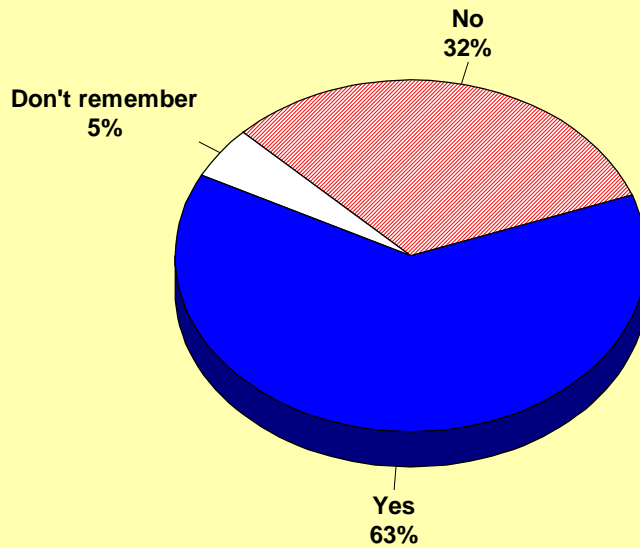
by percentage of respondents who had contacted a TDOT employee during the past two years



Source: ETC Institute (2016)

Q9c. Was the employee helpful?

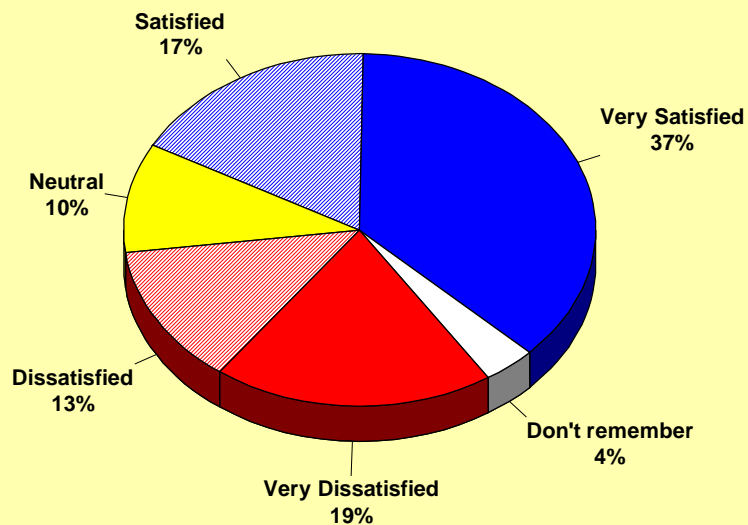
by percentage of respondents who had contacted a TDOT employee during the past two years



Source: ETC Institute (2016)

Q9d. Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently?

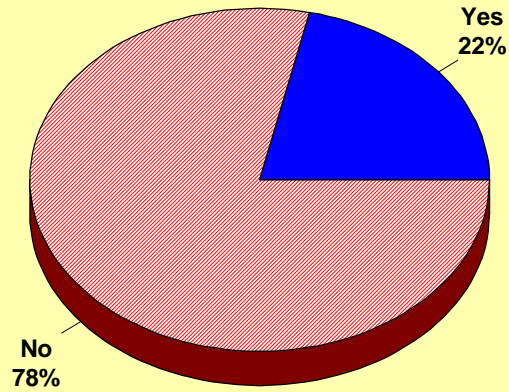
by percentage of respondents who had contacted a TDOT employee during the past two years



Source: ETC Institute (2016)

Q10. Have you visited TDOT's web site during the past year?

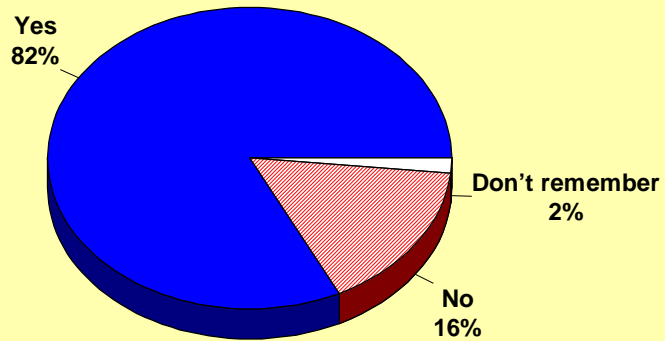
by percentage of respondents



Source: ETC Institute (2016)

Q10b. Were you able to locate the information you wanted?

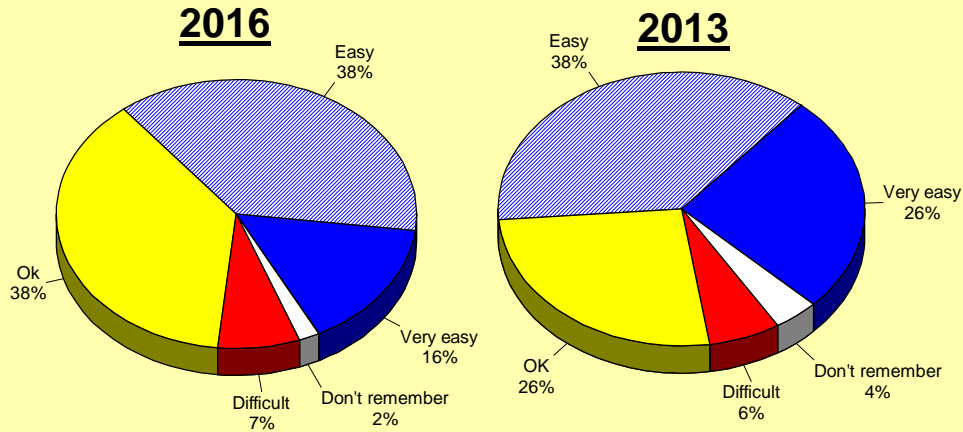
by percentage of respondents who have visited TDOT's website during the past year



Source: ETC Institute (2016)

Q10c. How easy was the website to use?

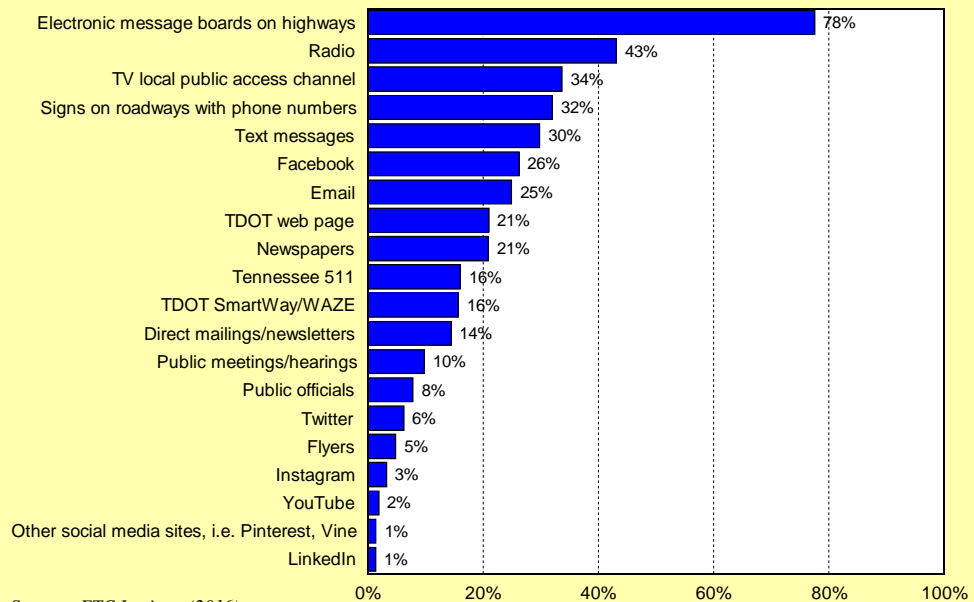
by percentage of respondents who had used the TDOT website during the past year



Source: ETC Institute (2016)

Q11. 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)

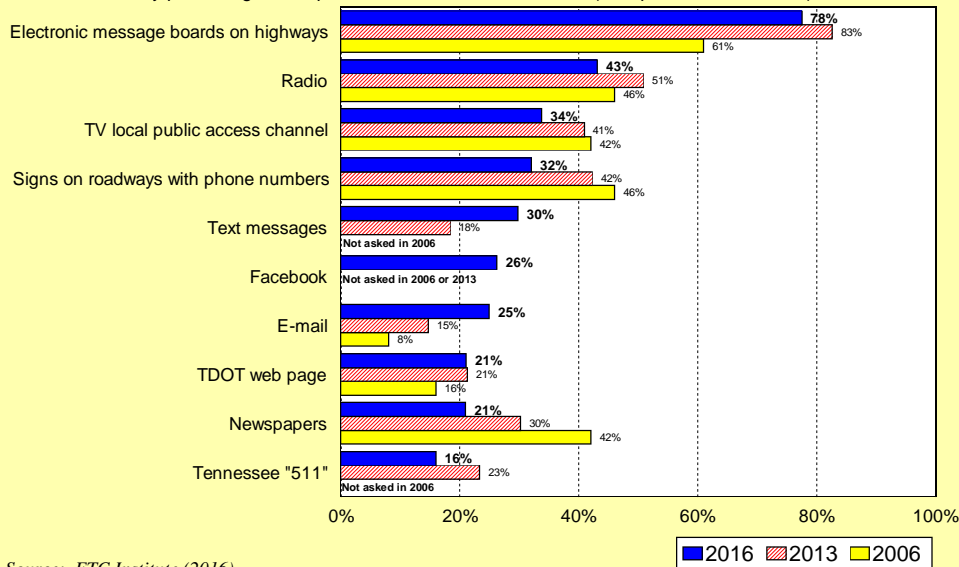


Source: ETC Institute (2016)

Q11. TRENDS: Which of the following are the most effective ways for TDOT to provide you with information?

2016 vs 2013 vs 2006

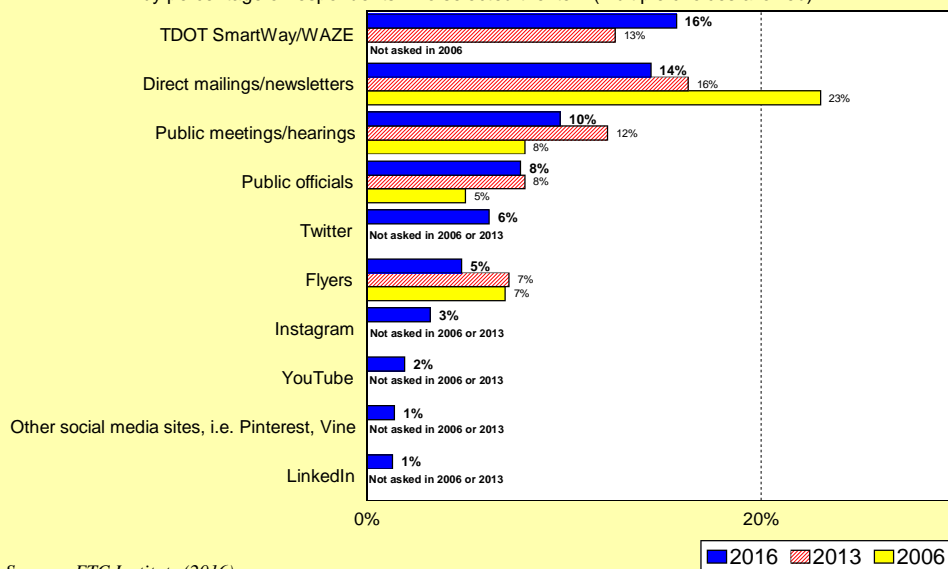
by percentage of respondents who selected the item (multiple choices allowed)



Q11. (Cont.) TRENDS: Which of the following are the most effective ways for TDOT to provide you with information?

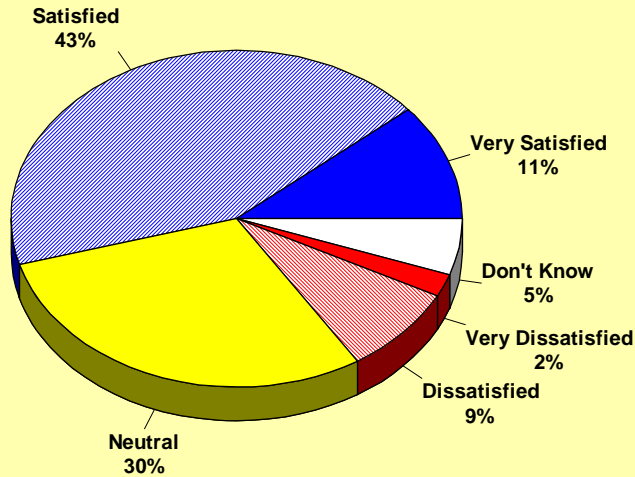
2016 vs 2013 vs 2006

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



Q12. How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues in Tennessee?

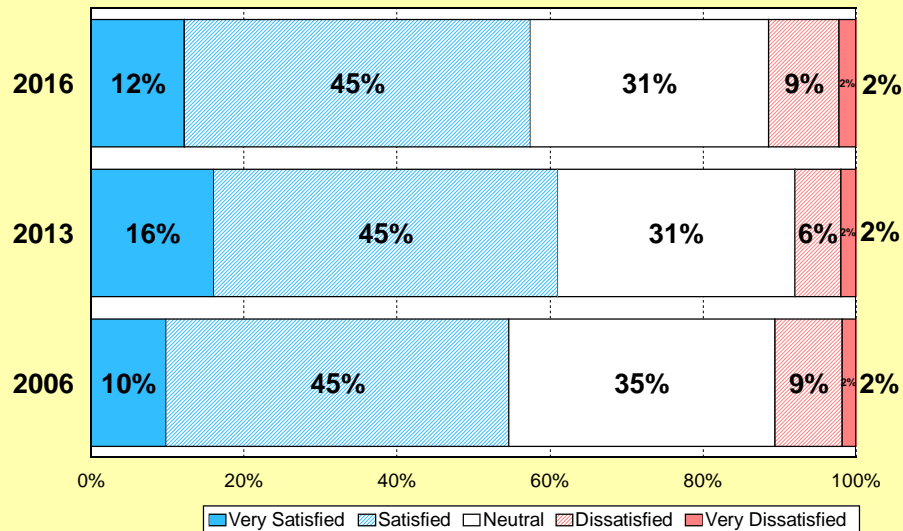
by percentage of respondents



Source: ETC Institute (2016)

Q12. TRENDS: How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues in Tennessee? - 2016 vs 2013 vs 2006

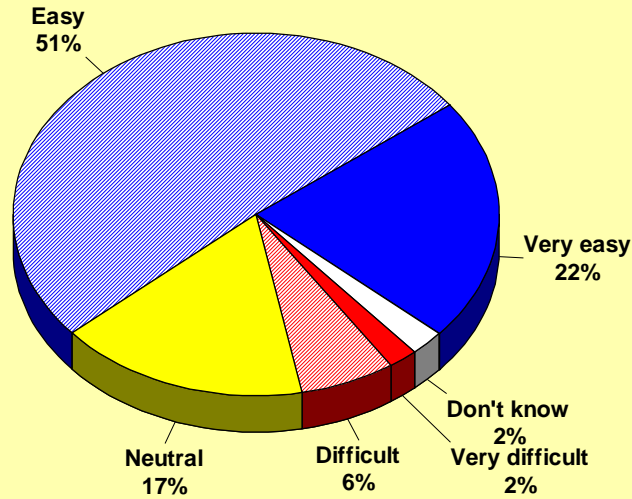
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016)

Q14. Overall, how easy do you think it is to travel between cities in Tennessee?

by percentage of respondents

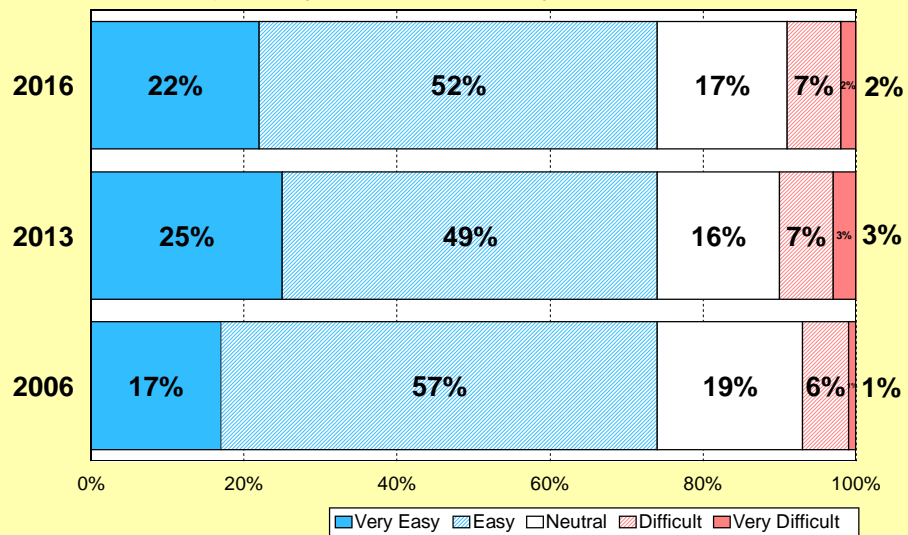


Source: ETC Institute (2016)

Q14. TRENDS: Overall, how easy do you think it is to travel between cities in Tennessee?

2016 vs 2013 vs 2006

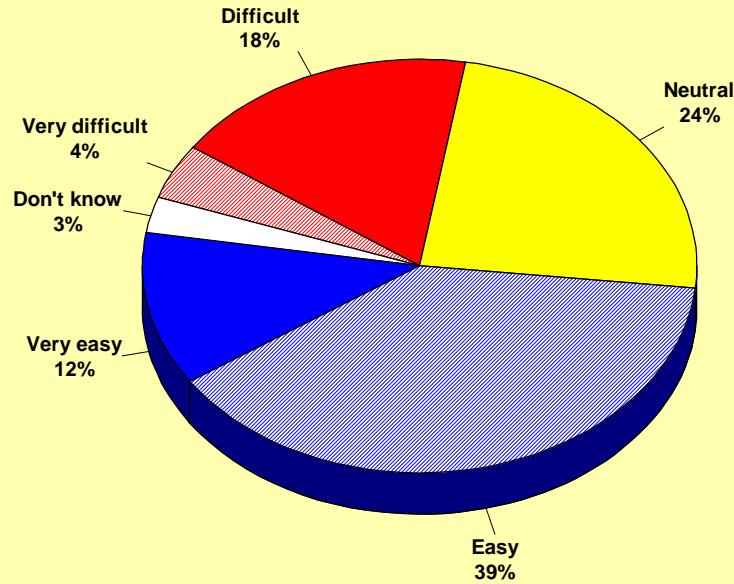
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016)

Q15. Overall, how easy do you think it is to travel within urban areas of Tennessee?

by percentage of respondents

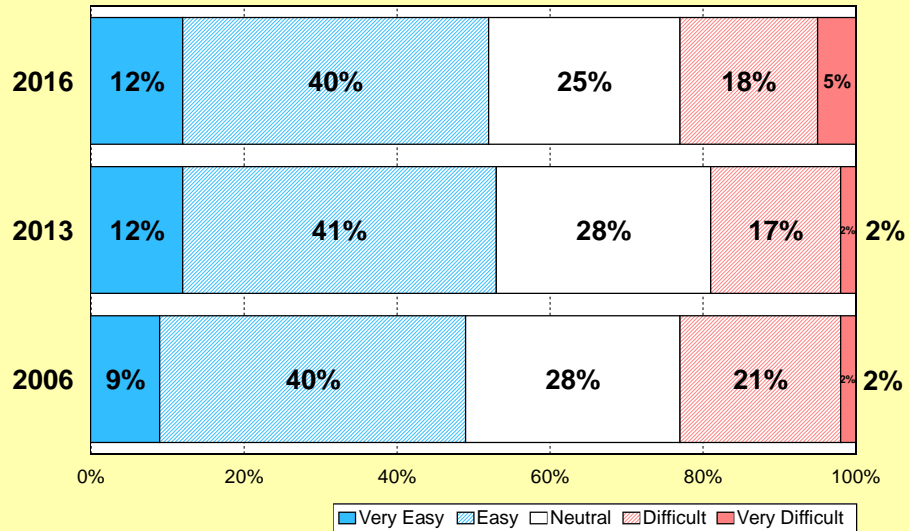


Source: ETC Institute (2016)

Q15. TRENDS: Overall, how easy do you think it is to travel within urban areas of Tennessee?

2016 vs 2013 vs 2006

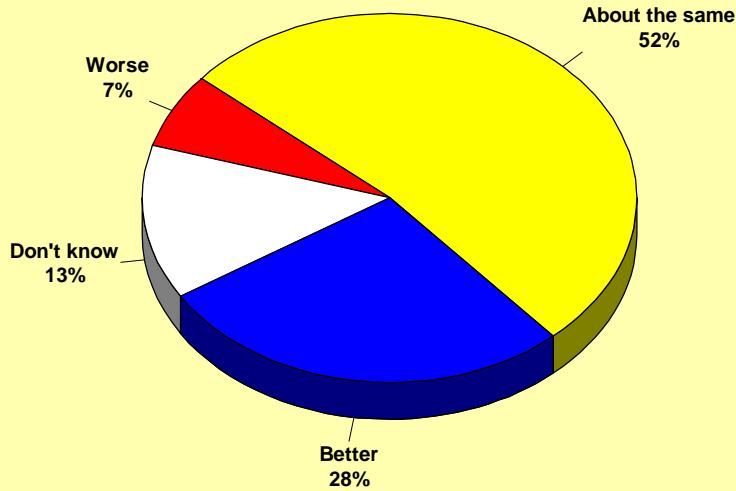
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016)

Q16. Compared to two years ago, how do you think that the current quality of TDOT services has changed?

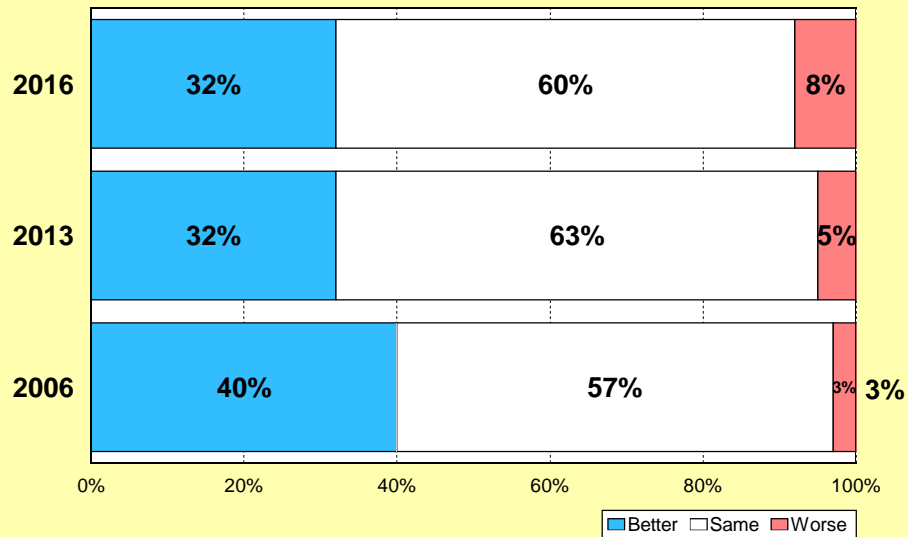
by percentage of respondents



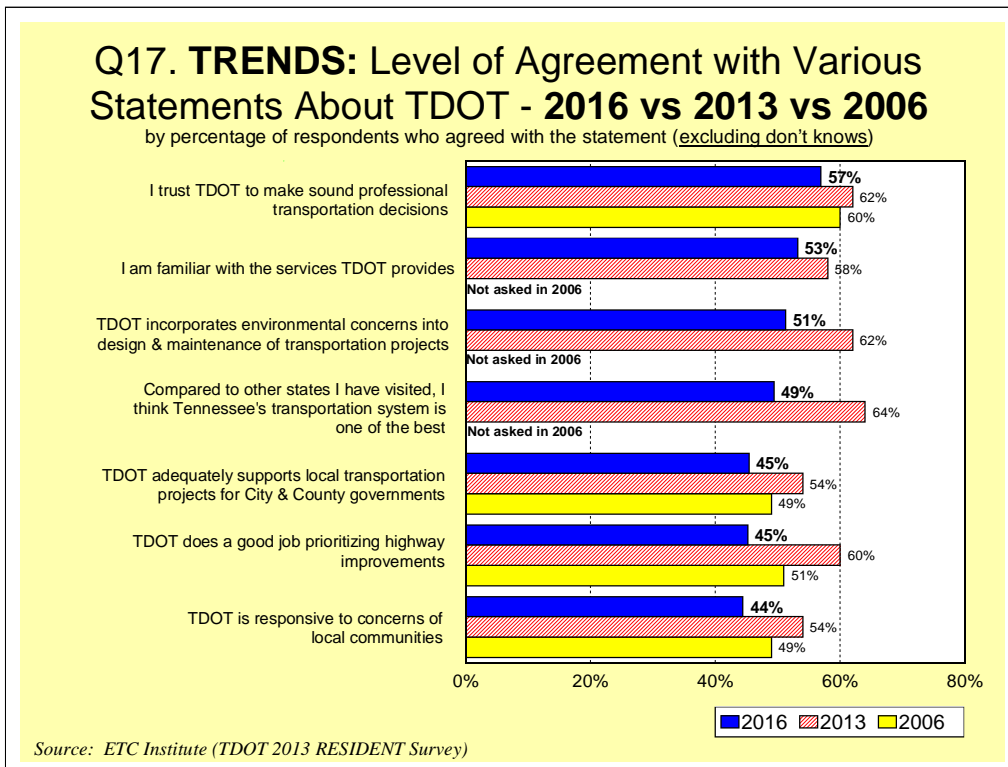
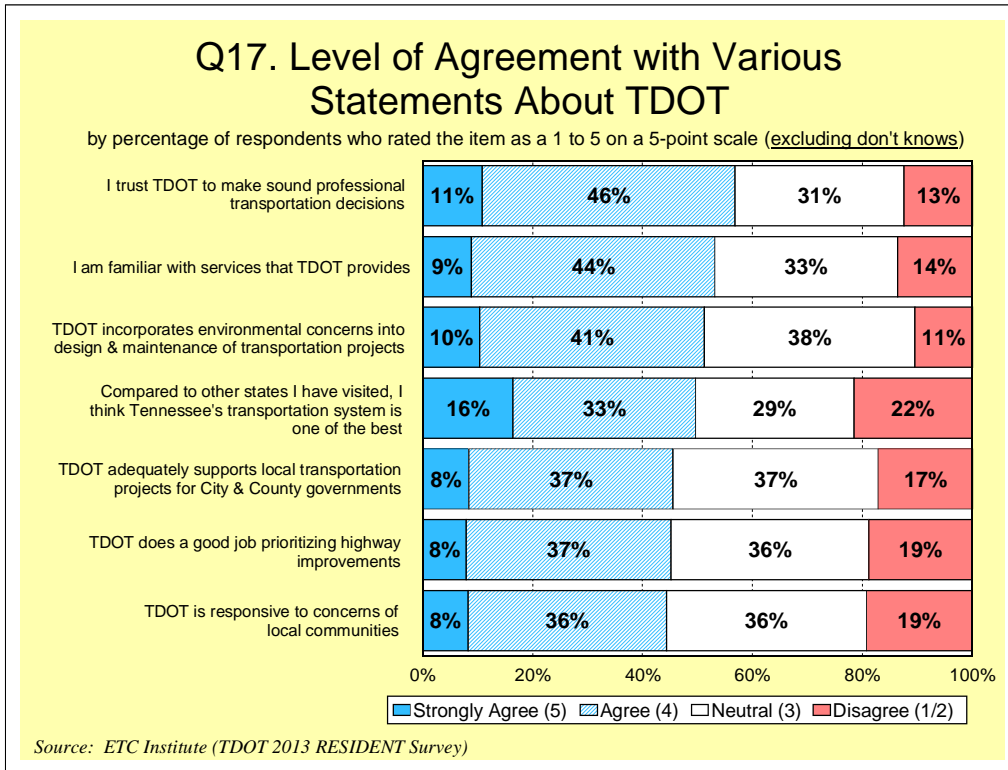
Source: ETC Institute (2016)

Q16. TRENDS: Compared to two years ago, how do you think that the current quality of TDOT services has changed? 2016 vs 2013 vs 2006

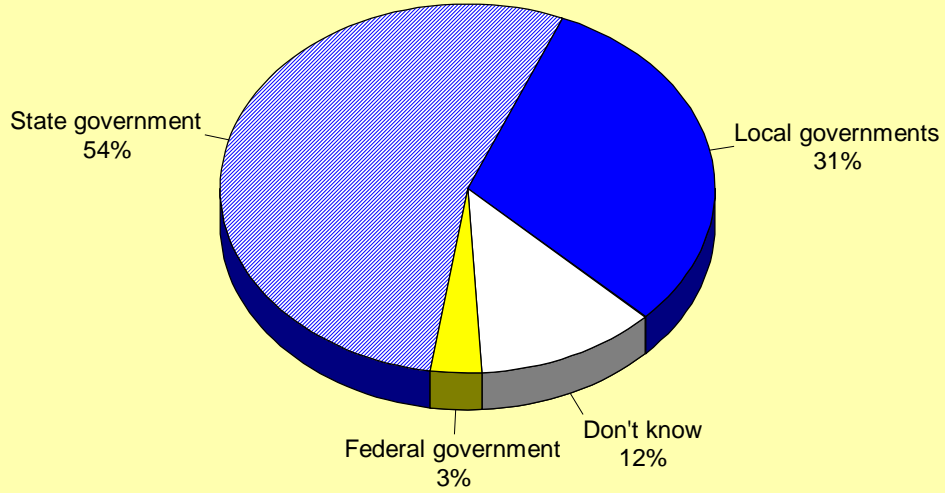
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016)

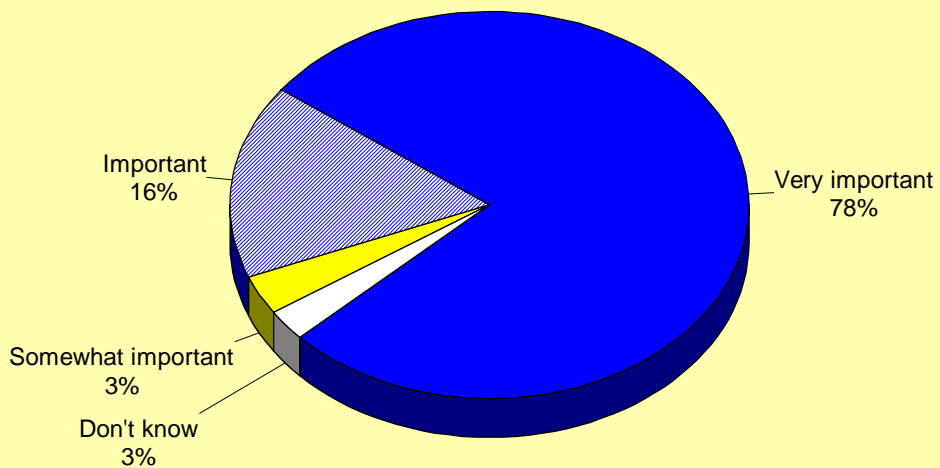


Q18. Whose job do you believe it is to lead on transportation issues?
by percentage of respondents



Source: ETC Institute (2016)

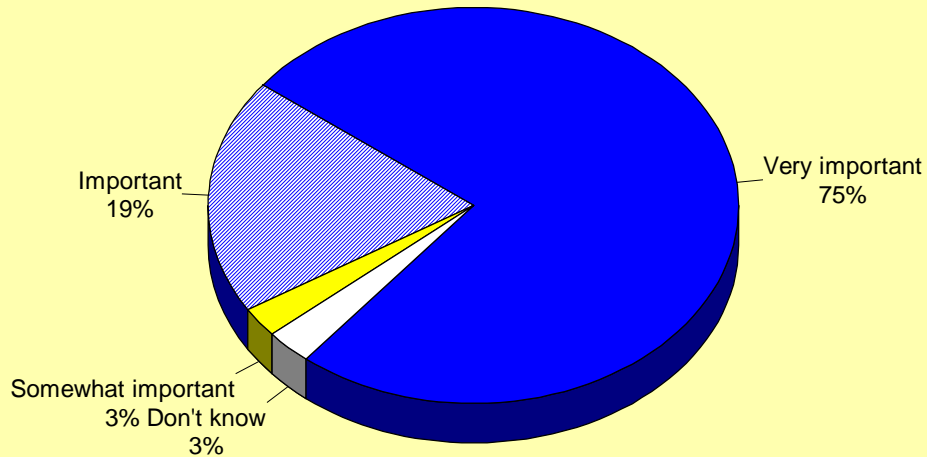
Q19. Thinking about your own daily life, how important are roads, bridges, public transportation, to safety and quality of life?
by percentage of respondents



Source: ETC Institute (2016)

Q20. Thinking about the Tennessee economy, how important are roads, bridges, public transportation to economic development and job growth?

by percentage of respondents

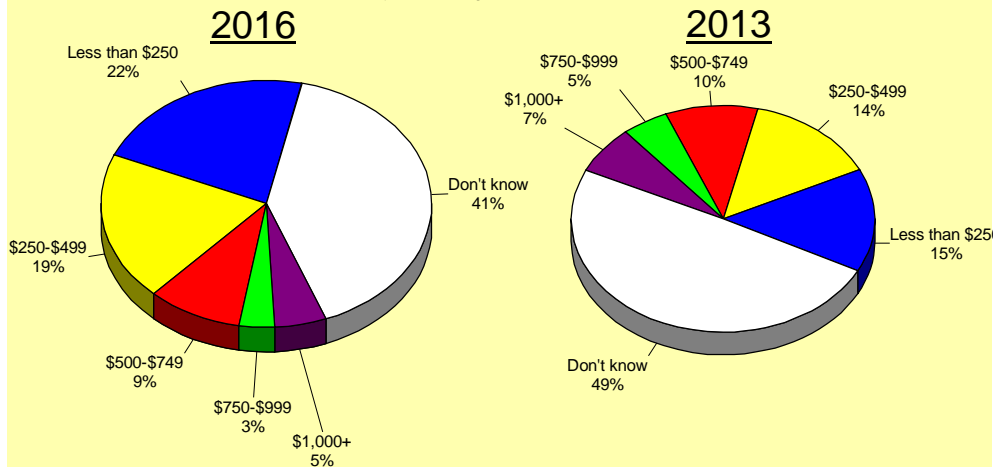


Source: ETC Institute (2016)

Q21. TRENDS: Approximately how much do you think the average Tennessee resident pays annually per vehicle to support transportation projects and services provided by TDOT?

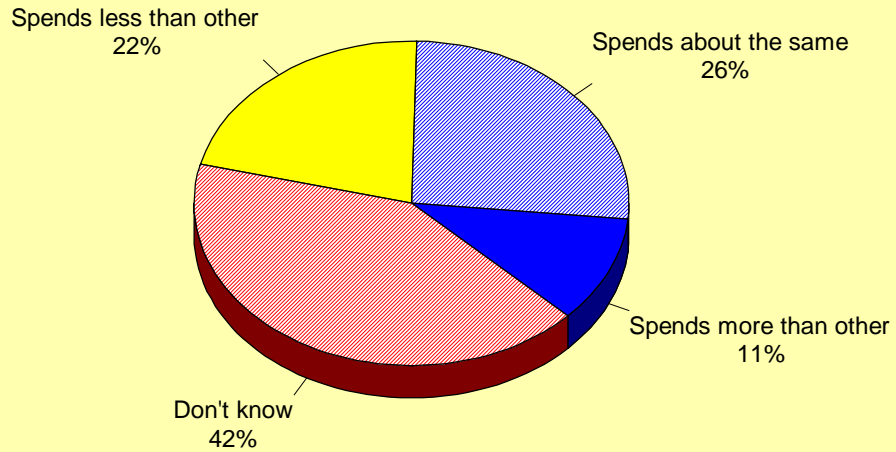
2016 vs 2013

by percentage of respondents



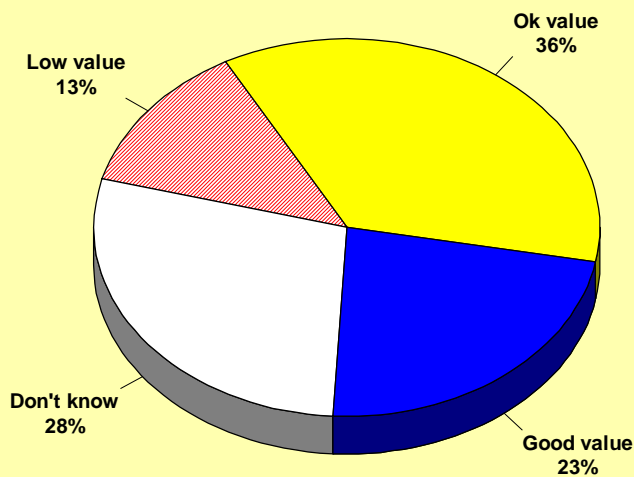
Source: ETC Institute (2016)

Q22. Where do you think Tennessee's transportation spending per person ranks compared to other states?
by percentage of respondents



Source: ETC Institute (2016)

Q23. Overall, how would you rate the value that is currently provided by TDOT for the transportation taxes paid by Tennessee residents?
by percentage of respondents

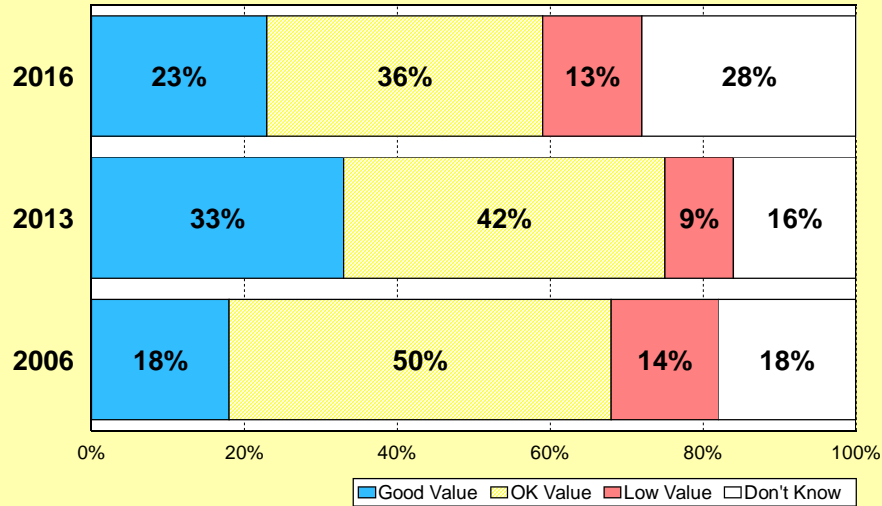


Source: ETC Institute (2016)

Q23. TRENDS: Overall, how would you rate the value that is currently provided by TDOT for the transportation taxes paid by Tennessee residents?

2016 vs 2013 vs 2006

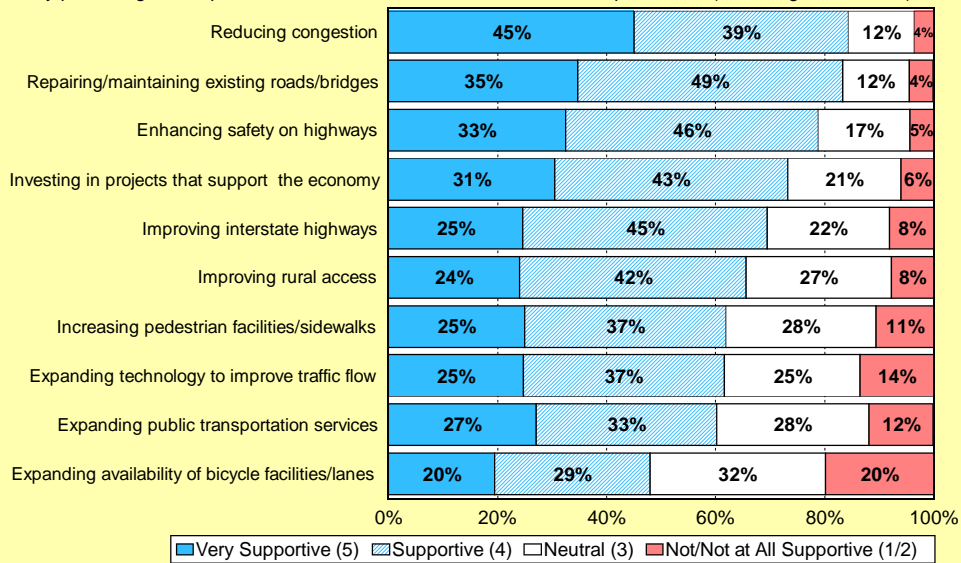
by percentage of respondents



Source: ETC Institute (2016)

Q24. How Supportive would you be of increasing funding for the following types of transportation improvements in Tennessee over the next 10 years?

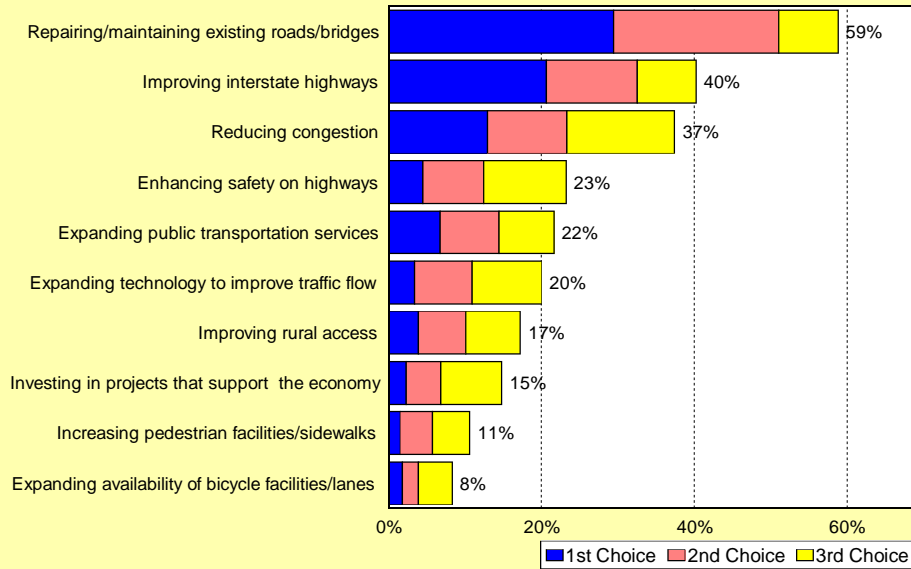
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2016)

Q25. Transportation Options That Should Receive the Most Emphasis Over the Next Ten Years

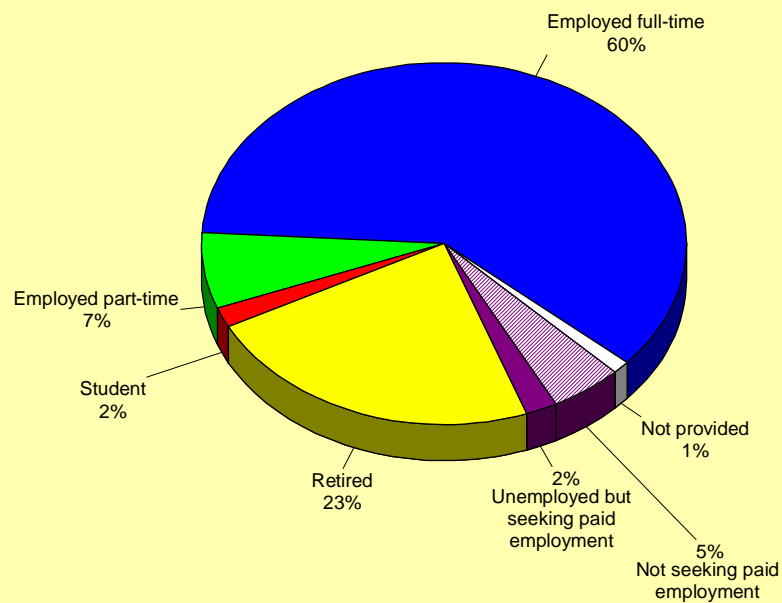
by percentage of respondents who selected the item as one of their top three choices



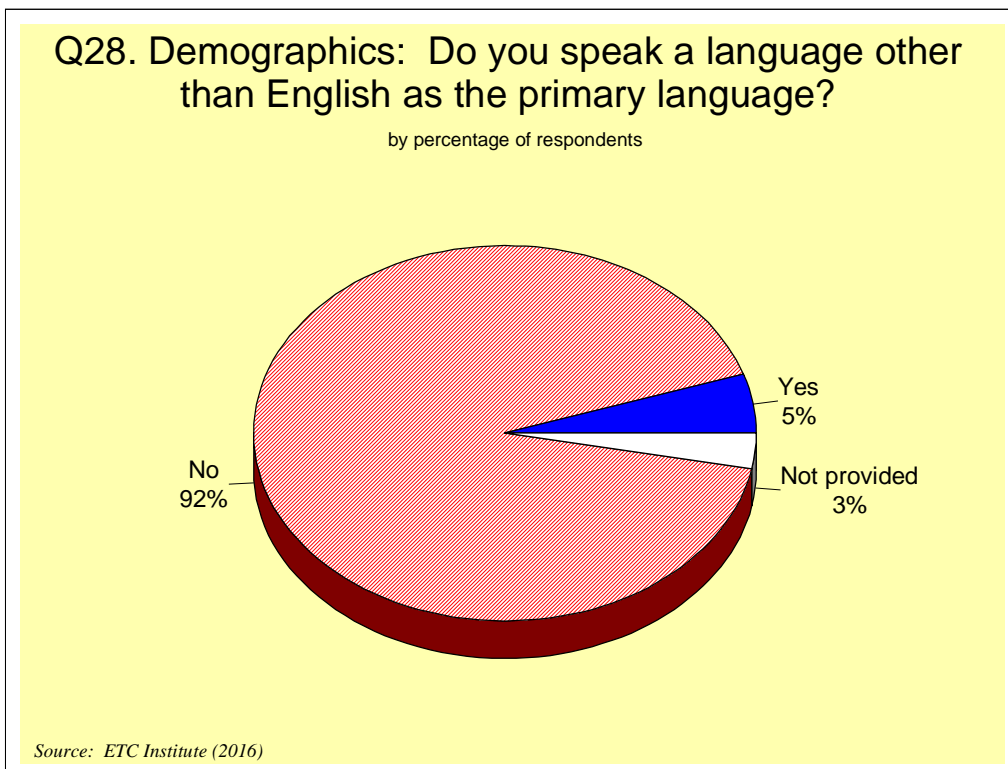
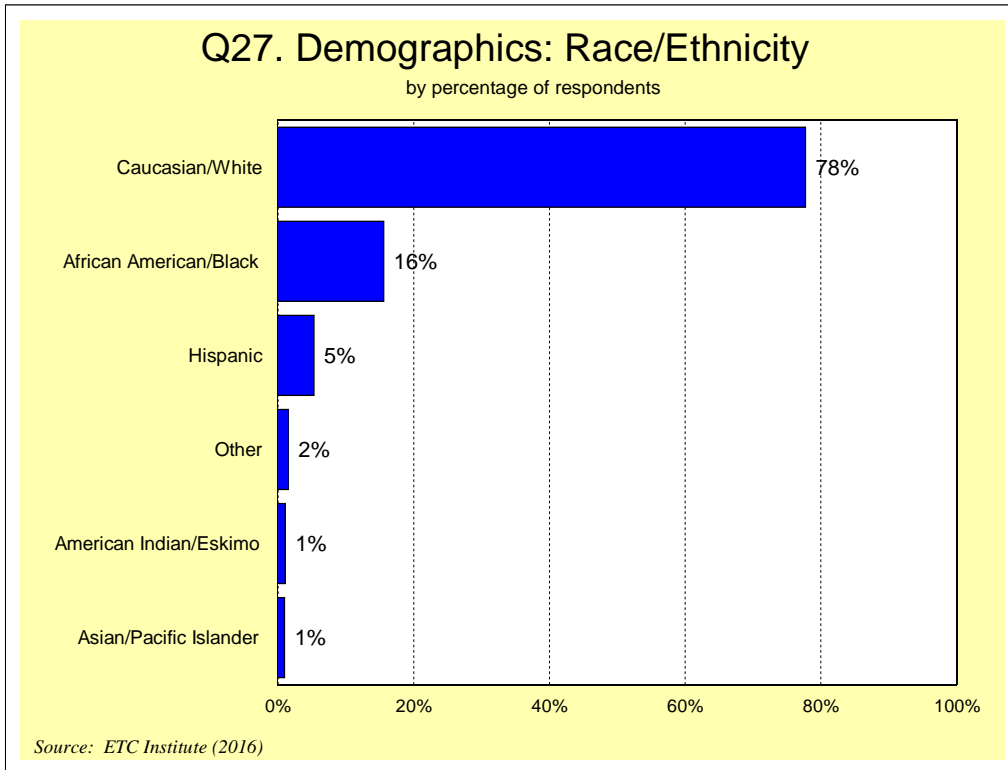
Source: ETC Institute (2016)

Q26. Demographics: Current Employment Status

by percentage of respondents

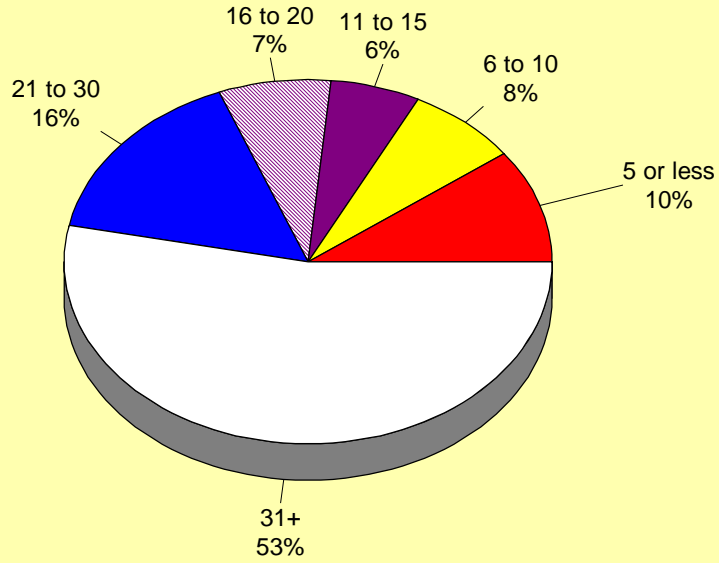


Source: ETC Institute (2016)



Q29. Demographics: Years Lived in Tennessee

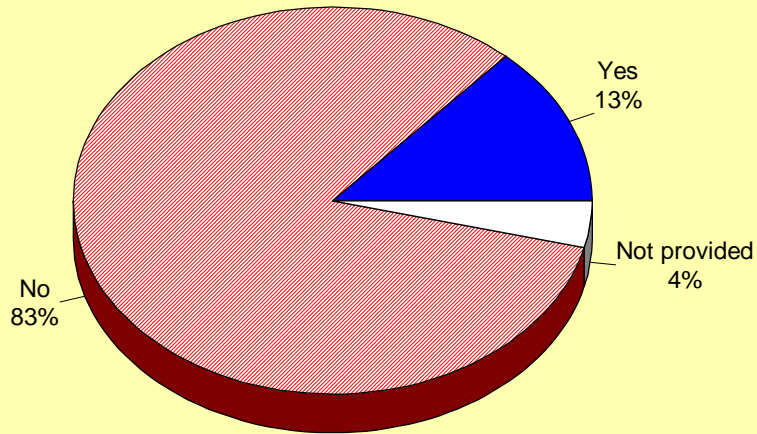
by percentage of respondents



Source: ETC Institute (2016)

Q31. Demographics: Do you have a physical disability?

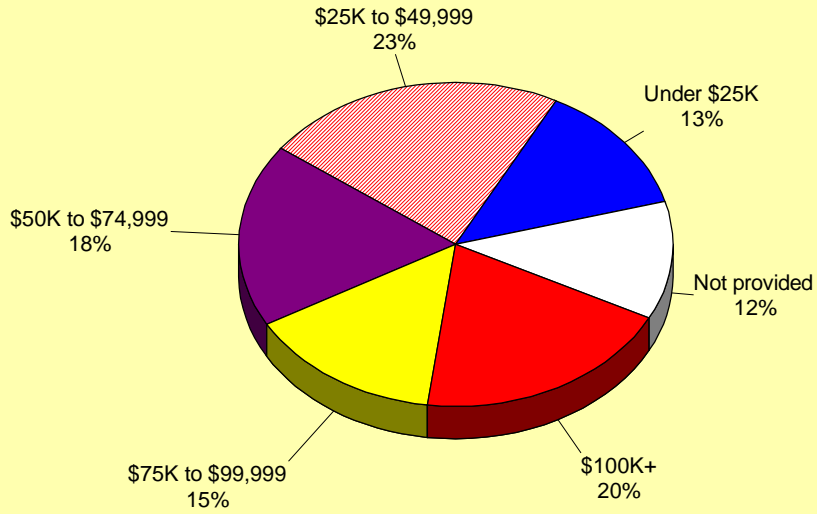
by percentage of respondents



Source: ETC Institute (2016)

Q32. Demographics: Total Annual Household Income

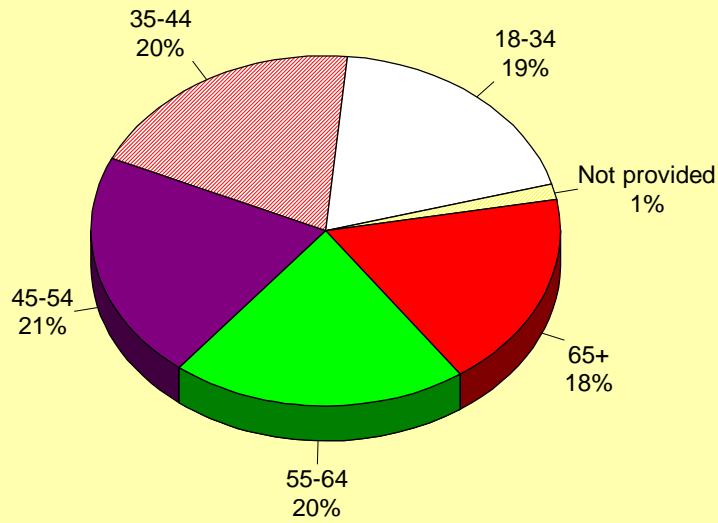
by percentage of respondents



Source: ETC Institute (2016)

Q34. Demographics: Age of Respondent

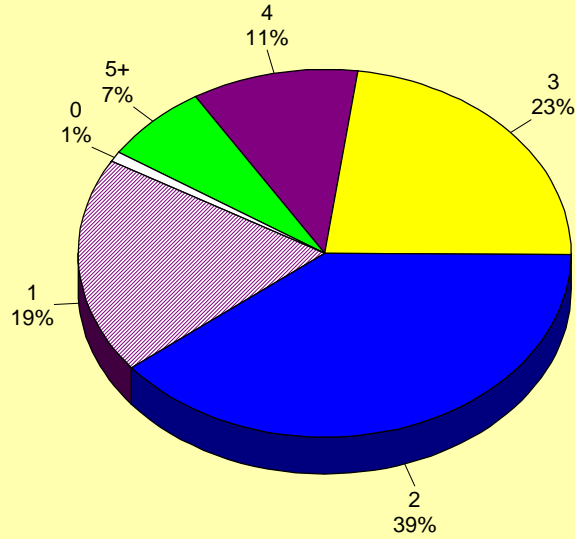
by percentage of all occupants in the households surveyed



Source: ETC Institute (2016)

Q35. Demographics: Number of Vehicles in Household

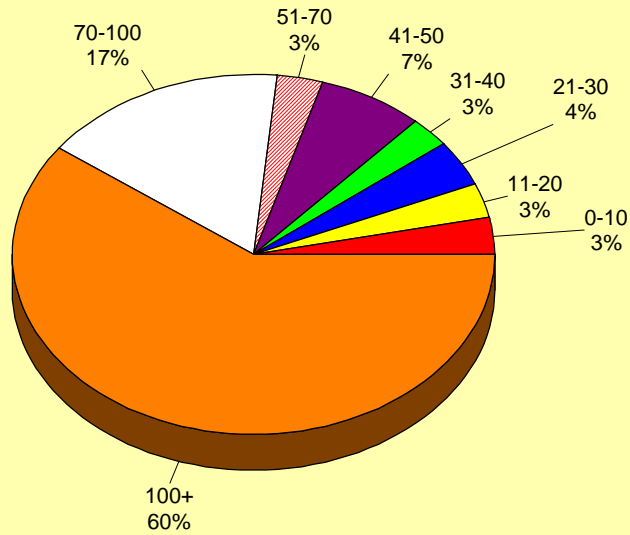
by percentage of respondents



Source: ETC Institute (2016)

Q36. Demographics: Approximately how many miles do you drive per week?

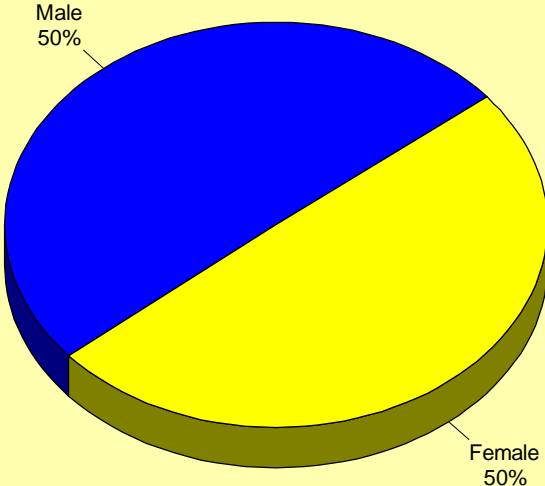
by percentage of respondents



Source: ETC Institute (2016)

Q37. Demographics: Gender of the Respondents

by percentage of respondents (excluding not provided)



Source: ETC Institute (2016)

Section 2

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Tennessee Department of Transportation

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 x (1-Satisfaction)].

Example of the Calculation: Respondents were asked to identify the maintenance and management services they thought should receive the most emphasis over the next two years. Forty-eight percent (48.4%) of respondents selected *keeping the surface of interstate highways in good condition* as one of the most important services for the State to provide.

With regard to satisfaction, 42.4% of respondents surveyed rated the State's overall performance in *keeping the surface of interstate highways in good condition* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *keeping the surface of interstate highways in good condition* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 48.4% was multiplied by 57.6% (1-0.424). This calculation yielded an I-S rating of 0.2788 which ranked first out of 22 major service categories.

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 to emphasize

Interpreting the Ratings. Ratings that are greater than or equal to 0.20 identify areas that residents 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 I-S ratings for the resident survey are provided on the following pages.

2016 Importance-Satisfaction Rating

Tennessee Department of Transportation

Maintaining and Managing the Transportation System

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Keeping surface of interstate highways in good condition	48.4%	1	42.4%	19	0.2788	1
Keeping surface of other state highways in good condition	39.0%	2	37.6%	20	0.2434	2
Minimizing congestion on highways in urban areas	31.8%	3	35.3%	22	0.2057	3
High Priority (IS .10-.20)						
Providing options for alternative modes of transportation along highways	15.8%	11	36.4%	21	0.1005	4
Medium Priority (IS <.10)						
Ensuring that roadway striping on highways is visible during wet weather	19.2%	7	51.6%	18	0.0929	5
Removing debris, such as animals, glass, & torn tires from highways	24.7%	4	66.9%	9	0.0818	6
Removing snow & ice from highways	23.9%	5	68.2%	7	0.0760	7
Keeping bridges in good condition	19.3%	6	65.3%	10	0.0670	8
Ensuring water drains quickly from surface of highways during a storm	18.4%	8	64.6%	12	0.0651	9
Ensuring that roadway striping on highways is visible at night	16.2%	10	61.2%	16	0.0629	10
Mowing & trimming trees, grass & weeds along highways	16.5%	9	65.0%	11	0.0578	11
Picking up litter & trash along highways	14.1%	12	62.5%	15	0.0529	12
Minimizing congestion on highways in rural areas	12.2%	13	57.7%	17	0.0516	13
Keeping guardrails & cable barrier rails in good condition	11.3%	14	74.1%	5	0.0293	14
Keeping shoulders on highways in good condition	9.0%	15	67.8%	8	0.0290	15
Providing incident clearance services on interstates in urban areas to help reduce congestion & secondary incidents	6.5%	16	63.1%	14	0.0240	16
Providing motorist assistance services on interstates in urban areas	4.0%	18	64.4%	13	0.0142	17
Ensuring that roadway striping on highways is visible during the day	4.2%	17	76.6%	3	0.0098	18
Providing rest areas & welcome centers along highways	3.7%	19	73.5%	6	0.0098	19
Keeping rest areas & welcome centers clean	3.2%	21	75.2%	4	0.0079	20
Ensuring that informational & warning signs along highways are easy to see	3.3%	20	79.1%	2	0.0069	21
Ensuring that informational & warning signs are easy to understand	2.0%	22	82.5%	1	0.0035	22

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 be the State's top priorities.

Satisfaction %:

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

2016 Importance-Satisfaction Rating Tennessee Department of Transportation Transportation Options

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Availability of public transportation services where you live	43.8%	1	26.5%	2	0.3219	1
Proximity (ease of access/convenience) to public transportation services where you live	30.1%	3	22.5%	7	0.2333	2
Providing park & ride facilities where residents can park their car & access public transportation or carpool/vanpool services	28.4%	4	22.6%	5	0.2198	3
Availability of public transportation services for elderly & persons with disabilities	31.6%	2	31.2%	1	0.2174	4
Availability of pedestrian facilities & sidewalks for transportation purposes along highways	28.0%	5	23.4%	4	0.2145	5
High Priority (IS .10-.20)						
Frequency of public transportation services where you live	22.9%	7	22.5%	6	0.1775	6
Availability of bicycle facilities & lanes along highways	23.2%	6	24.7%	3	0.1747	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, and third most important responses for each item. Respondents were asked to identify the items they thought should be the State's top priorities.

Satisfaction %:

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

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Importance-Satisfaction Matrix Analysis

Tennessee Department of Transportation

Importance-Satisfaction Rating 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.

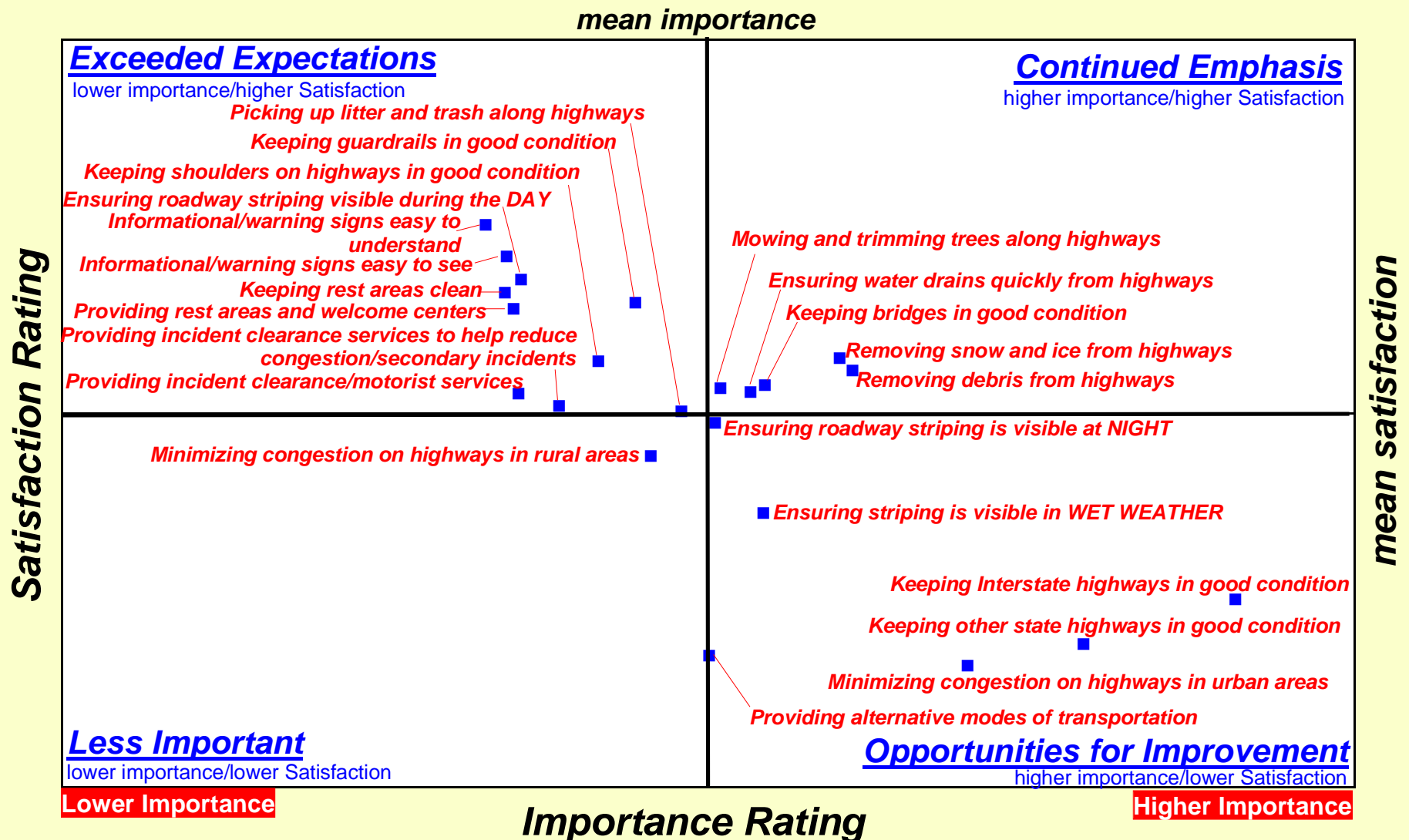
- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where TDOT is meeting expectations. Items in this area have a significant impact on overall satisfaction. TDOT should maintain (or slightly increase) emphasis on items in this area.
- *Exceeding Expectations (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 Statewide Customer Survey Importance-Satisfaction Assessment Matrix

-Maintaining and Managing the Transportation System-

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



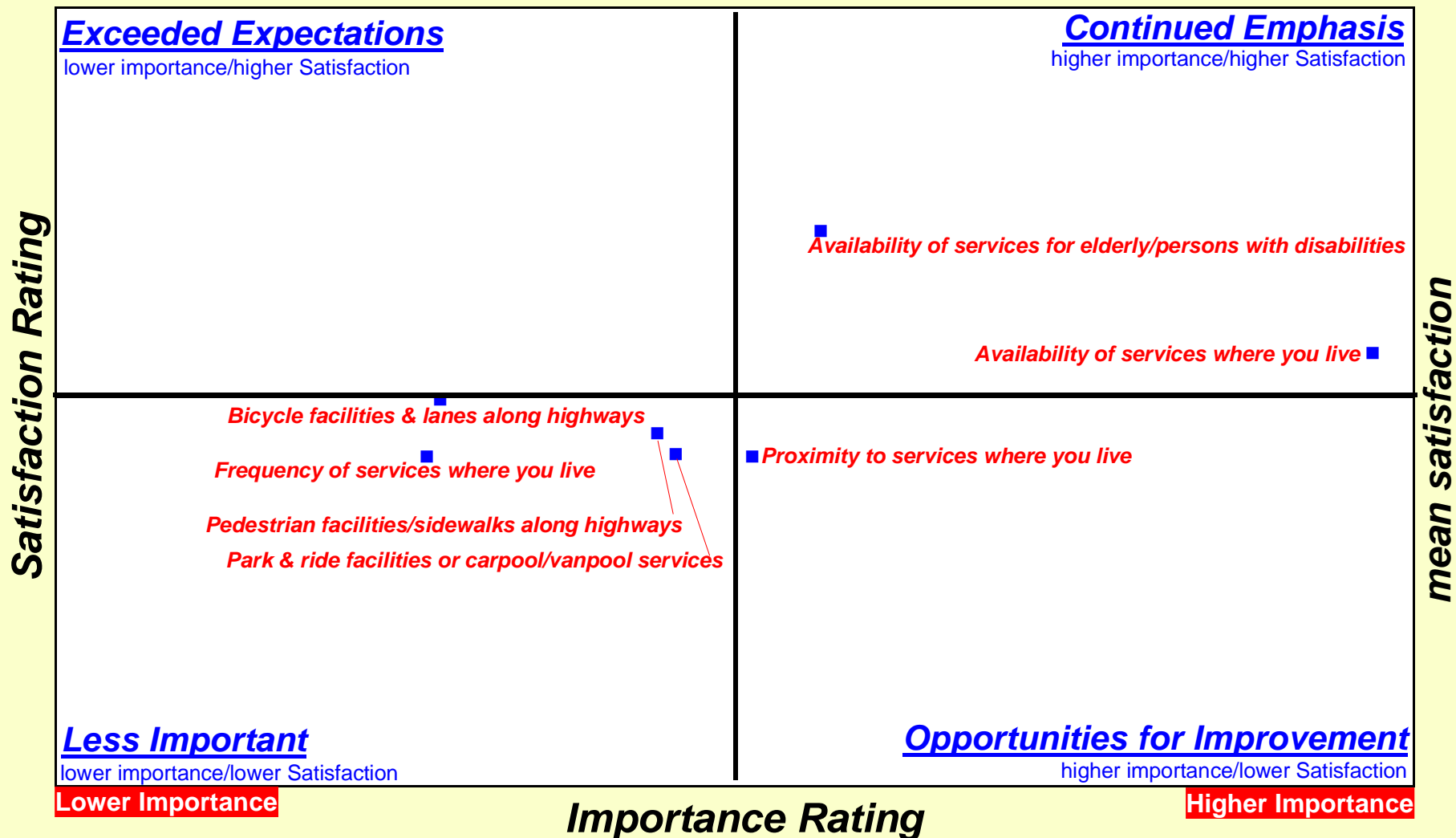
Source: ETC Institute (2016)

TDOT Statewide Customer Survey Importance-Satisfaction Assessment Matrix

-Transportation Options-

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

mean importance



Source: ETC Institute (2016)

Section 3

Benchmarking Analysis

Section 3.1
Benchmarking Analysis
Surrounding States

Benchmarking Surrounding States

Tennessee Department of Transportation

Customer Survey 2016

Overview

ETC Institute administered a benchmarking survey during the winter of 2016 to a random sample of residents in the eight states that border Tennessee. Surveys were administered to residents in each of the following states: Alabama, Mississippi, Georgia, North Carolina, Missouri, Arkansas, Kentucky, Virginia. The purpose of the survey was to have residents in other 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.

Findings

Below and on the following pages are brief summaries of the findings from the benchmarking survey and how TDOT compares to the bordering eight states who took part in the survey. Note: Percentage totals in the charts and graphs in this section may not add up to 100% due to rounding.

Areas Where Tennessee Performed Better than Surrounding States: There were 26 areas where Tennessee's ratings were notably better (4% or more) than surrounding states.

- Residents think their state transportation system is one of the best compared to other states visited (+16%)
- Overall satisfaction with efforts to maintain highways other than interstates over the past two years (+13%)
- Providing motorist assistance services in urban areas (+11%)
- Availability of bicycle facilities/lanes (+10%)
- Providing incident clearance services in urban areas (+10%)
- Providing alternative modes of transportation (+9%)
- Providing rest areas/welcome centers (+8%)
- Trust in DOT to make sound, professional transportation decisions (+8%)
- DOT provided adequate support for local transportation projects (+8%)
- Satisfaction with the service provided by the DOT employee who helped you most recently (+8%)
- Public transportation services for elderly/persons (+7%)

- Responsiveness to concerns of local communities (+7%)
- Overall satisfaction with efforts to maintain interstate highways over the past two years (+7%)
- Roadway striping is visible during the day (+6%)
- Keeping rest areas & welcome centers clean (+6%)
- How the quality of DOT services changed compared to two years ago (+6%)
- Removing debris from highways (+6%)
- Ensuring roadway striping is visible at night (+6%)
- Availability of pedestrian facilities/sidewalks (+5%)
- Quick response to incidents/obstructions (+5%)
- DOT does a good job prioritizing improvements (+5%)
- Mowing/trimming along highways (+5%)
- DOT incorporates environmental concerns in design/maintenance of projects (+5%)
- Roadway striping is visible during wet weather (+5%)
- Satisfaction with efforts to keep residents informed about transportation related issues (+4%)
- Ease of travel between cities (+4%)

Areas Where Tennessee Performed Worse than Surrounding States: The five areas where Tennessee's ratings were notably worse (-4% or more) than surrounding states are:

- Guardrails/cable barrier rails are in good condition (-4%)
- Info/warning signs are easy to see (-5%)
- Warning signs easy to read/understand (-5%)
- The location of warning signs give advance notice (-6%)
- Surface of interstate highways in good condition (-9%)

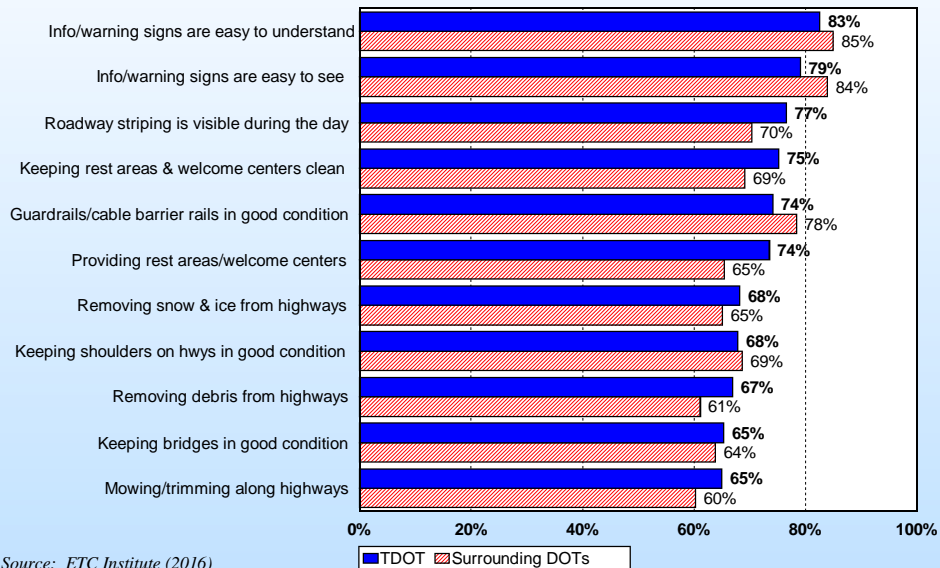
Surrounding States Benchmarks

This benchmarking was developed using a survey administered by ETC Institute to a random sample of residents in the eight states that border Tennessee. 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 Department's of Transportation

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the Tennessee Department of Transportation is not authorized without written consent from ETC Institute.

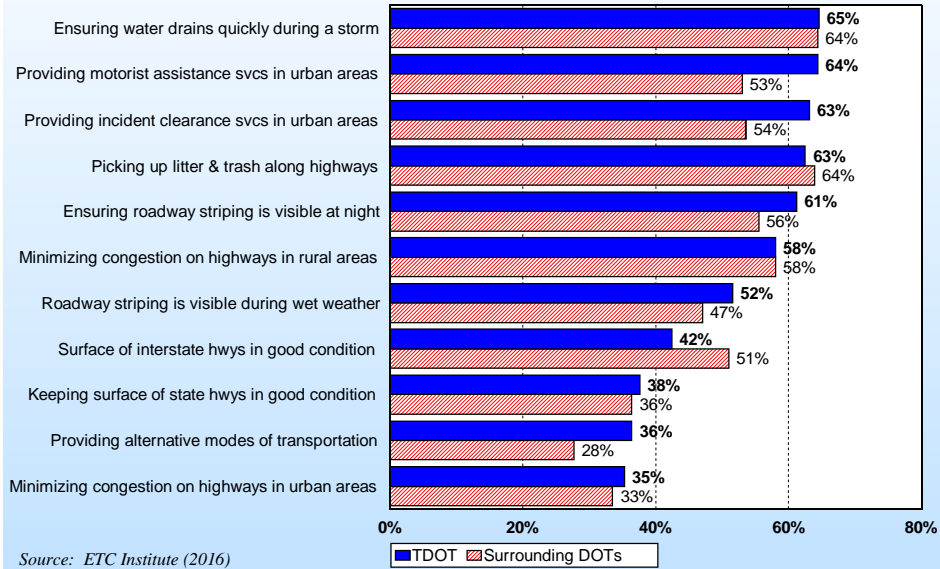
Satisfaction With How Well the DOT is Maintaining and Managing the Transportation System TDOT vs. Surrounding D.O.T.s

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



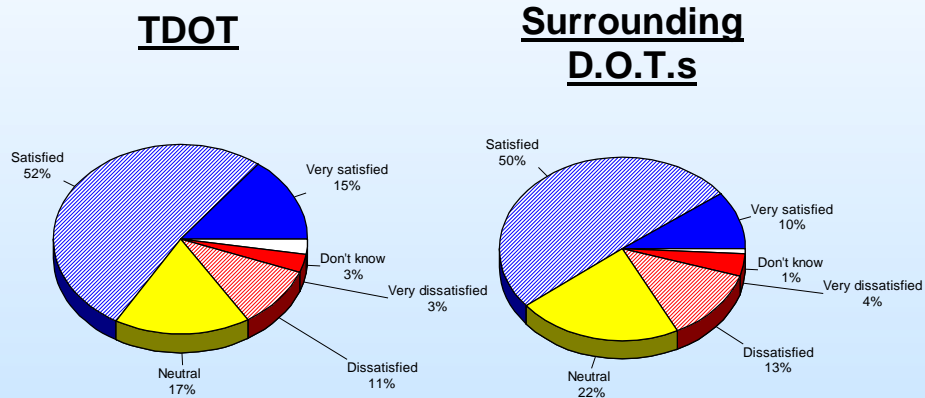
Satisfaction With How Well the DOT is Maintaining and Managing the Transportation System (Cont.) TDOT vs. Surrounding D.O.T.s

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

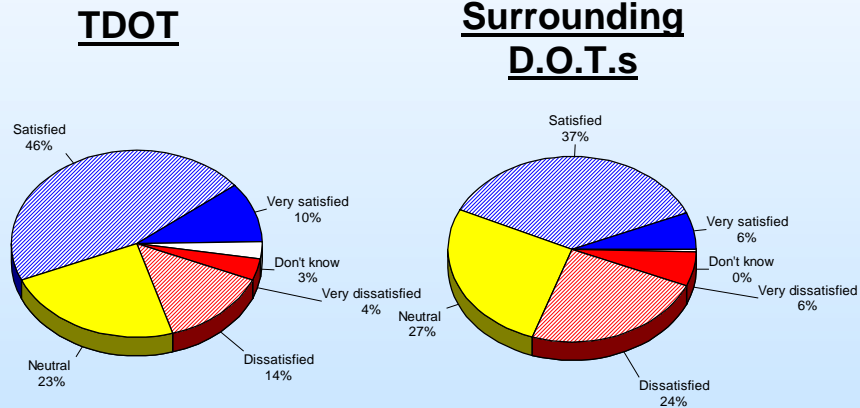
by percentage of respondents



Source: ETC Institute (2016)

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**

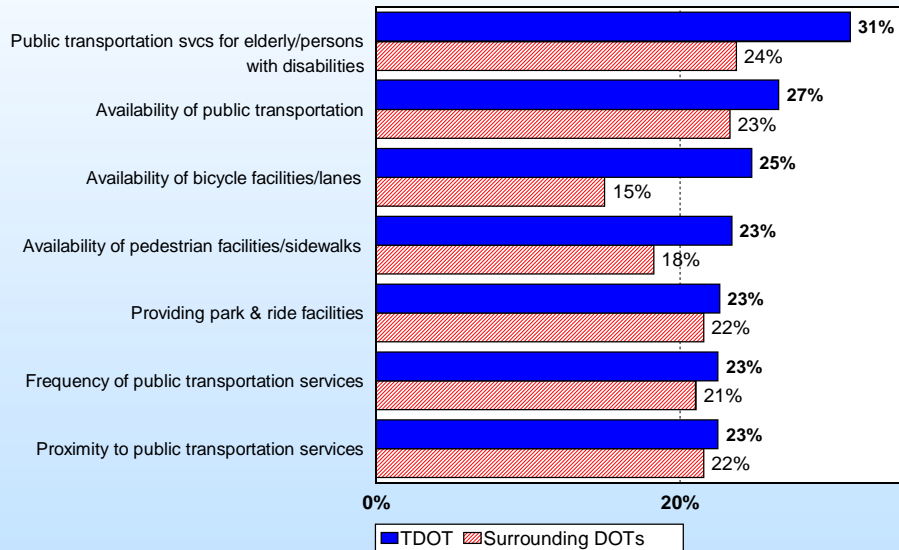
by percentage of respondents



Source: ETC Institute (2016)

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

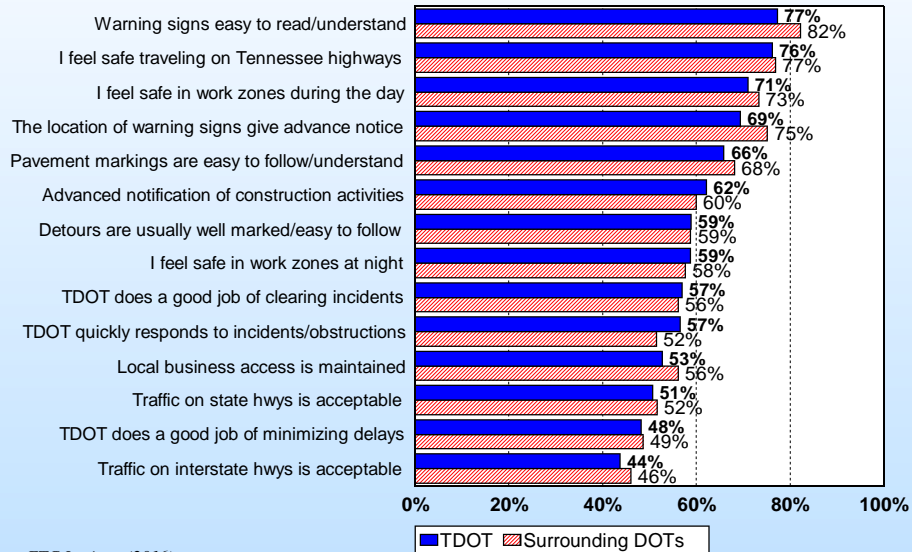
by percentage of respondents who were satisfied with the service (excluding don't knows)



Source: ETC Institute (2016)

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

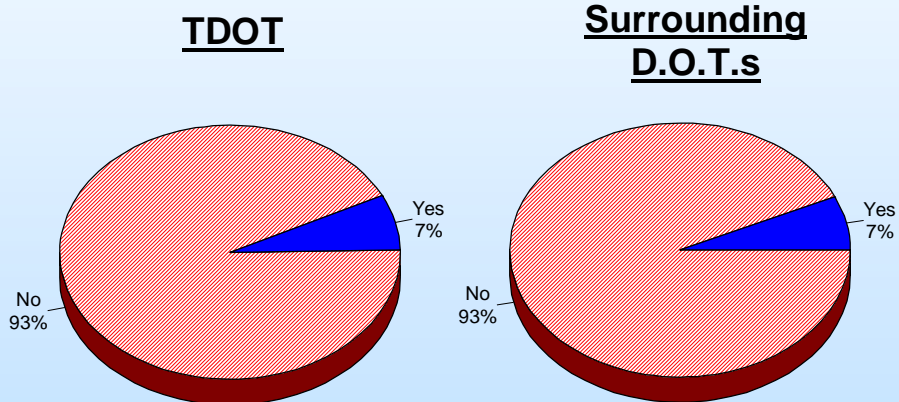
by percentage of respondents who agreed with the statement (excluding don't knows)



Source: ETC Institute (2016)

Have You Contacted Your State D.O.T. By Letter, Telephone, E-mail, or In Person During the Past Two Years? TDOT vs. Surrounding D.O.T.s

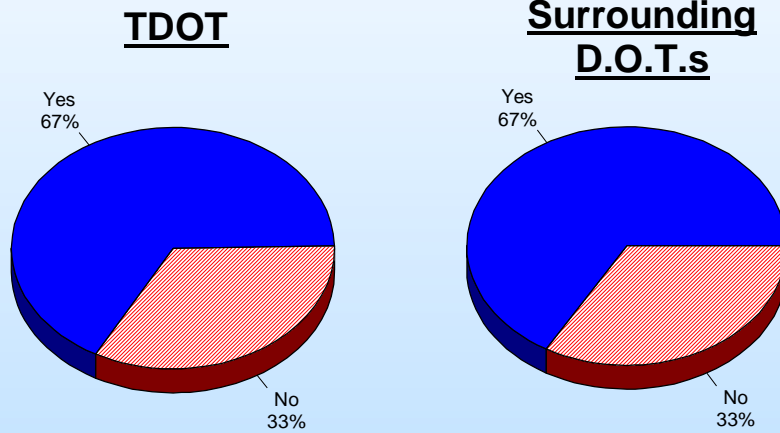
by percentage of respondents



Source: ETC Institute (2016)

If YES, Did You Receive a Timely Response to Address Your Request or Concern? TDOT vs. Surrounding D.O.T.s

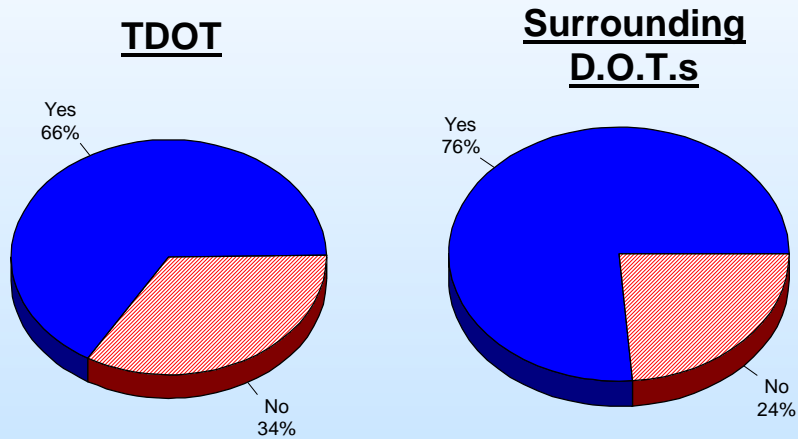
by percentage of respondents who have contacted their D.O.T. during the past two years



Source: ETC Institute (2016)

If YES, Was the Employee Helpful? TDOT vs. Surrounding D.O.T.s

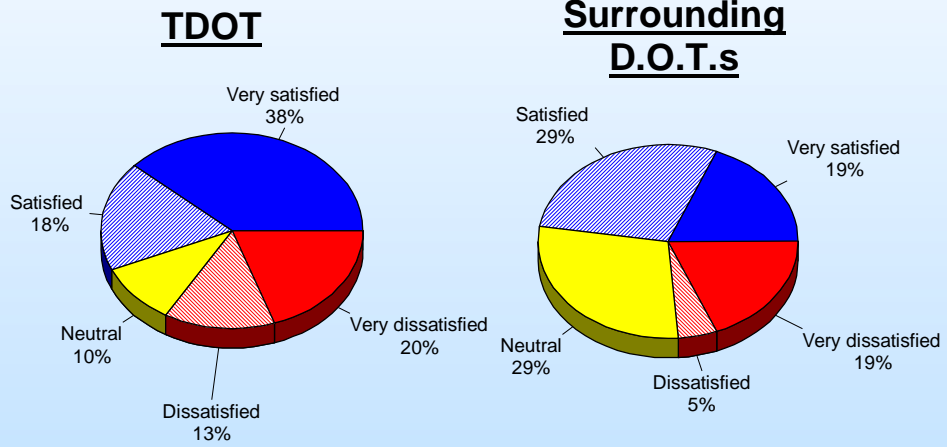
by percentage of respondents who have contacted their D.O.T. during the past two years



Source: ETC Institute (2016)

If YES, How Satisfied Were You With the Service Provided by the D.O.T. Employee Who Helped You Most Recently? TDOT vs. Surrounding D.O.T.s

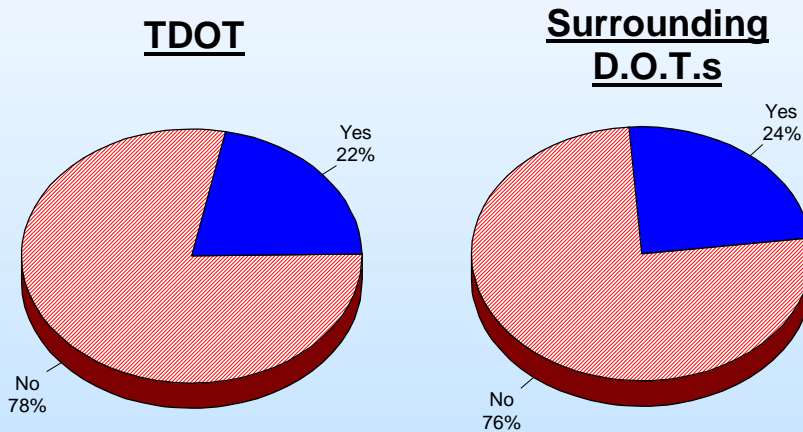
by percentage of respondents who have contacted their D.O.T. during the past two years (excluding don't knows)



Source: ETC Institute (2016)

Have You Visited Your D.O.T.s Website During the Past Year? TDOT vs. Surrounding D.O.T.s

by percentage of respondents

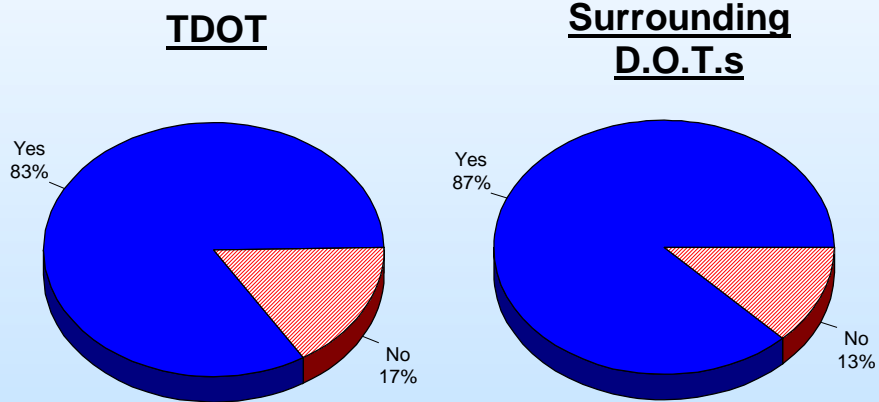


Source: ETC Institute (2016)

If YES, Were You Able to Locate the Information You Wanted?

TDOT vs. Surrounding D.O.T.s

by percentage of respondents who have visited their D.O.T.'s website during the past year

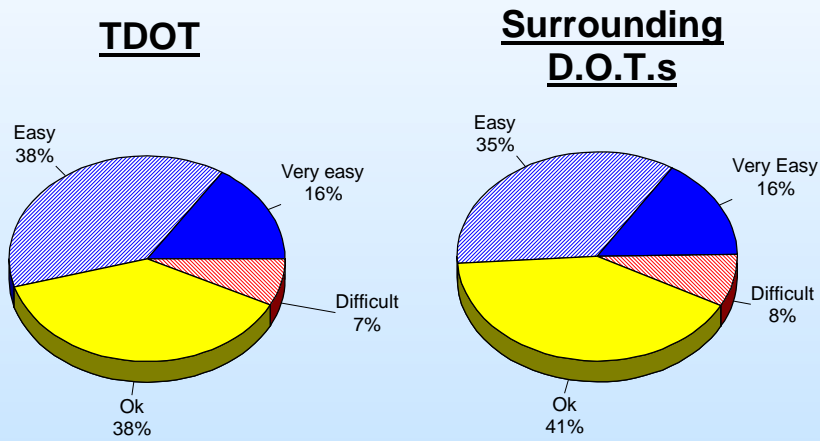


Source: ETC Institute (2016)

If YES, How Easy Was the Website to Use?

TDOT vs. Surrounding D.O.T.s

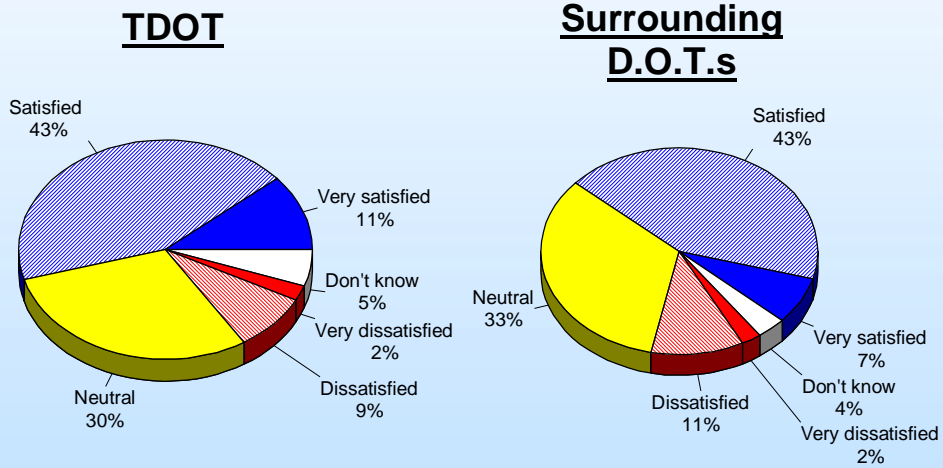
by percentage of respondents who have visited their D.O.T.'s website during the past year
(excluding "don't remember")



Source: ETC Institute (2016)

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

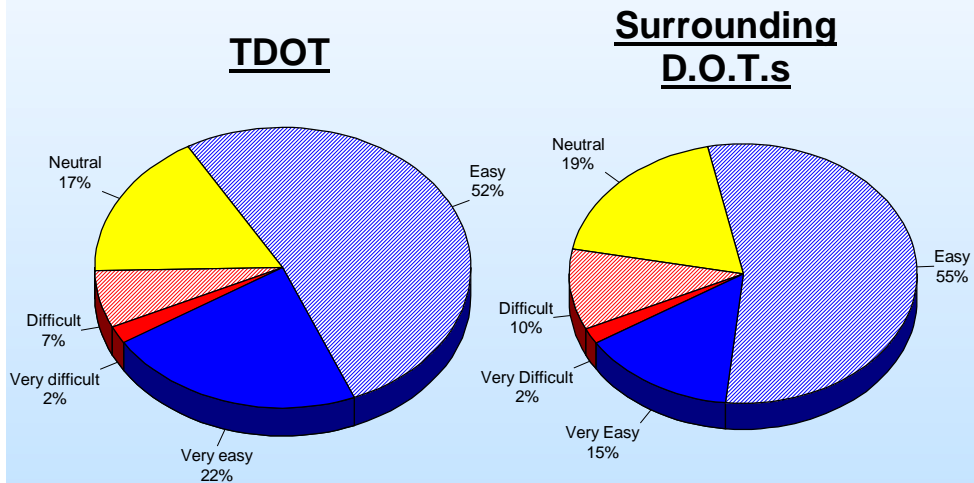
by percentage of respondents



Source: ETC Institute (2016)

Overall, How Easy is it To Travel Between Cities? TDOT vs. Surrounding D.O.T.s

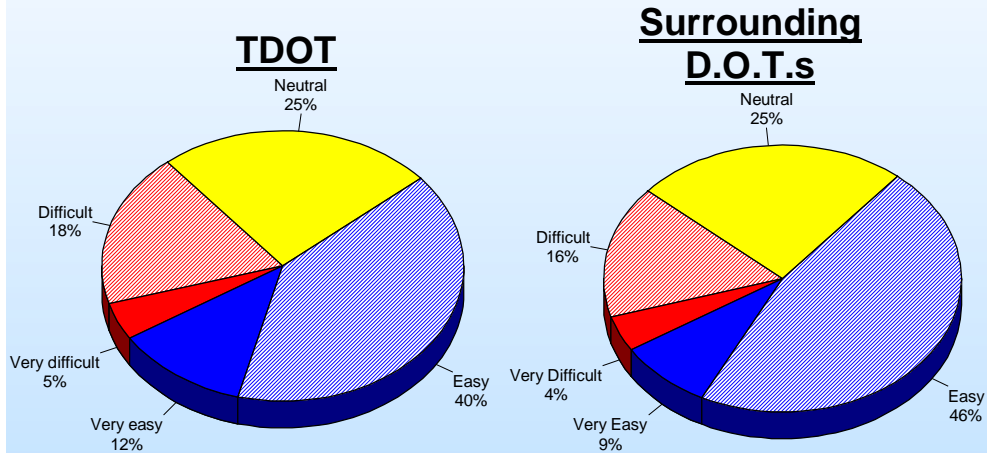
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2016)

Overall, How Easy is it To Travel Within Urban Areas? TDOT vs. Surrounding D.O.T.s

by percentage of respondents (excluding don't knows)

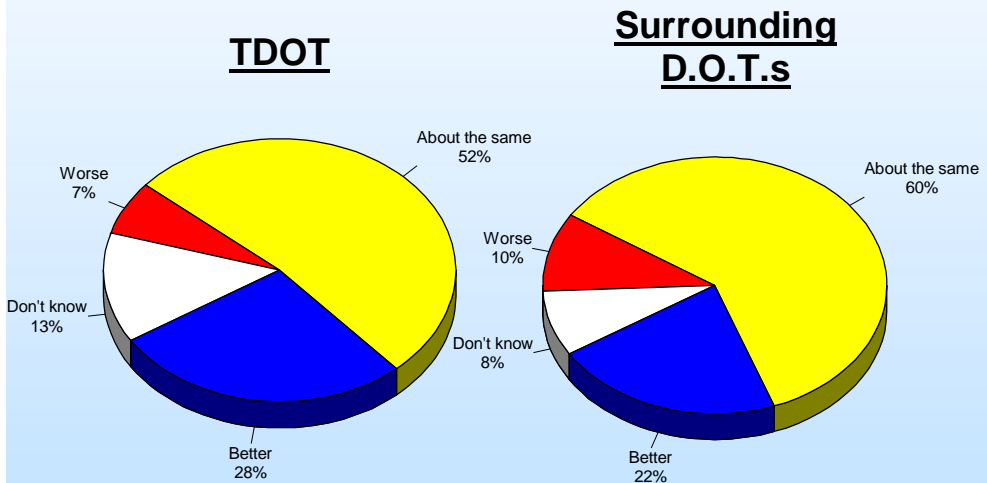


Source: ETC Institute (2016)

Compared to Two Years Ago, How Do You Think The Current Quality of Your D.O.T.'s Services Have Changed?

TDOT vs. Surrounding D.O.T.s

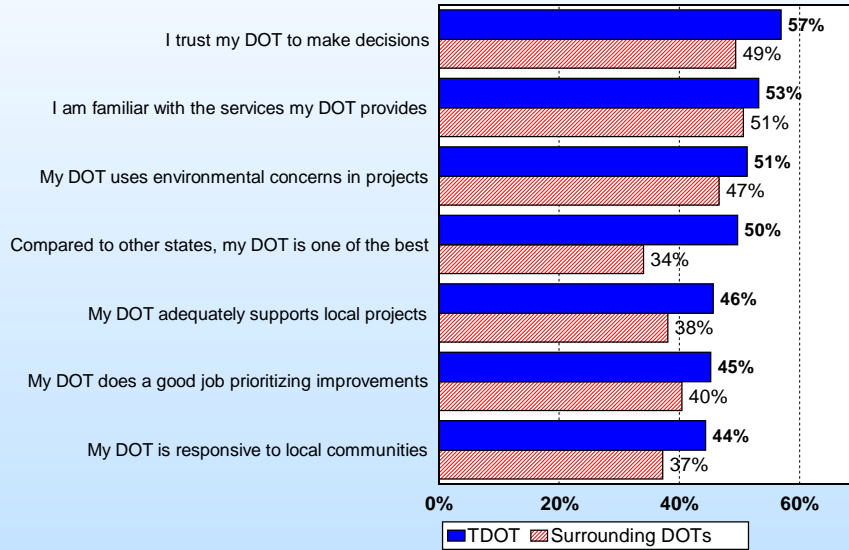
by percentage of respondents



Source: ETC Institute (2016)

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 (2016)

Section 3.2

Benchmarking Analysis High Performing States

Benchmarking High Performing States

Tennessee Department of Transportation

Customer Survey 2016

Overview

ETC Institute administered a benchmarking survey during the winter of 2016 to a random sample of residents in six high performing states throughout the country. Surveys were administered to residents in each of the following states: Florida, Indiana, Iowa, Minnesota, Texas, and Washington. The purpose of the survey was to have residents in other 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.

Findings

Below and on the following pages are brief summaries of the findings from the benchmarking survey and how Tennessee compares to the six high performing states who took part in the survey. Note: Percentage totals in the charts and graphs in this section may not add up to 100% due to rounding.

Areas Where Tennessee Performed Better than High Performing States: There were 20 areas where Tennessee's ratings were notably better (4% or more) than high performing states.

- Providing motorist assistance services in urban areas (+12%)
- Residents think their state transportation system is one of the best compared to other states visited (+12%)
- Providing incident clearance services in urban areas (+11%)
- Ensuring roadway striping is visible at night (+10%)
- Ease of travel between cities (+8%)
- How easy the website is to use (+7%)
- How the quality of DOT services has changed compared to two years ago (+7%)
- Keeping bridges in good condition (+7%)
- Trust in DOT to make sound, professional transportation decisions (+7%)
- Providing rest areas/welcome centers (+6%)

- Notified of construction in advance (+5%)
- Responsiveness to concerns of local communities (+5%)
- Minimizing congestion on highways in urban areas (+5%)
- Roadway striping is visible during the day (+5%)
- Overall satisfaction with efforts to maintain interstate highways over the past two years (+5%)
- DOT does a good job of clearing incidents (+5%)
- Roadway striping is visible during wet weather (+5%)
- Quick response to incidents/roadway obstructions (+5%)
- Overall satisfaction with efforts to maintain highways other than interstates during the past two years (+4%)
- Traffic on state highways is acceptable (+4%)

Areas Where Tennessee Performed Worse than High Performing States: The 12 areas where Tennessee's ratings were notably worse (-4% or more) than high performing states are:

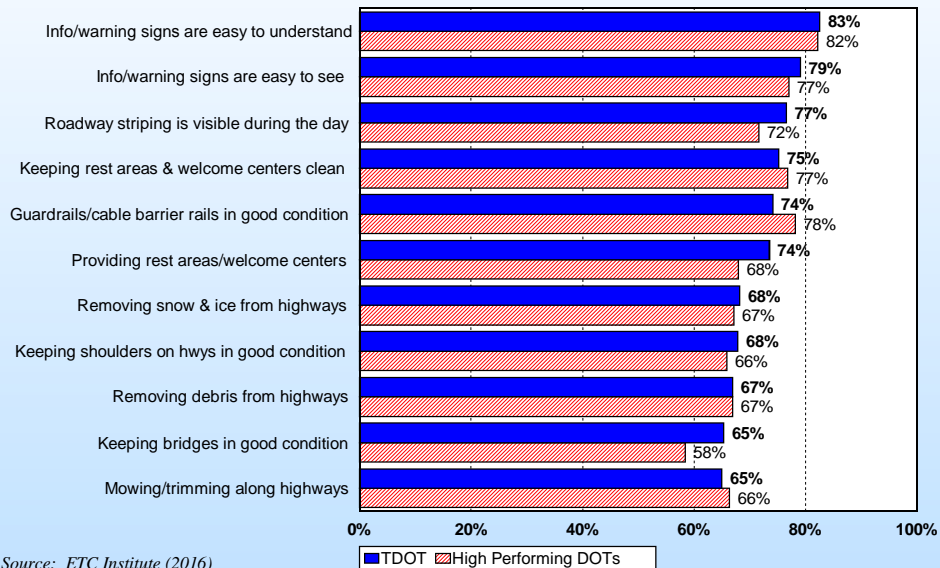
- Guardrails/cable barrier rails in good condition (-4%)
- Providing alternative modes of transportation (-4%)
- The location of warning signs give advance notice (-4%)
- Picking up litter & trash along highways (-5%)
- Availability of bicycle facilities/lanes (-6%)
- Public transportation services for elderly/disabled persons (-7%)
- My DOT uses environmental concerns in projects (-7%)
- Availability of pedestrian facilities/sidewalks (-18%)
- Proximity to public transportation services (-11%)
- Availability of public transportation (-11%)
- Frequency of public transportation services (-11%)
- Providing park & ride facilities (-13%)

High Performing States Benchmarks

This benchmarking was developed using a survey administered by ETC Institute to a random sample of residents in the six states with high performing Department's of Transportation. Surveys were administered to residents in each of the following states: Florida, Indiana, Iowa, Minnesota, Texas, and Washington. The purpose of the survey was to have residents in high performing 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 Department's of Transportation

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

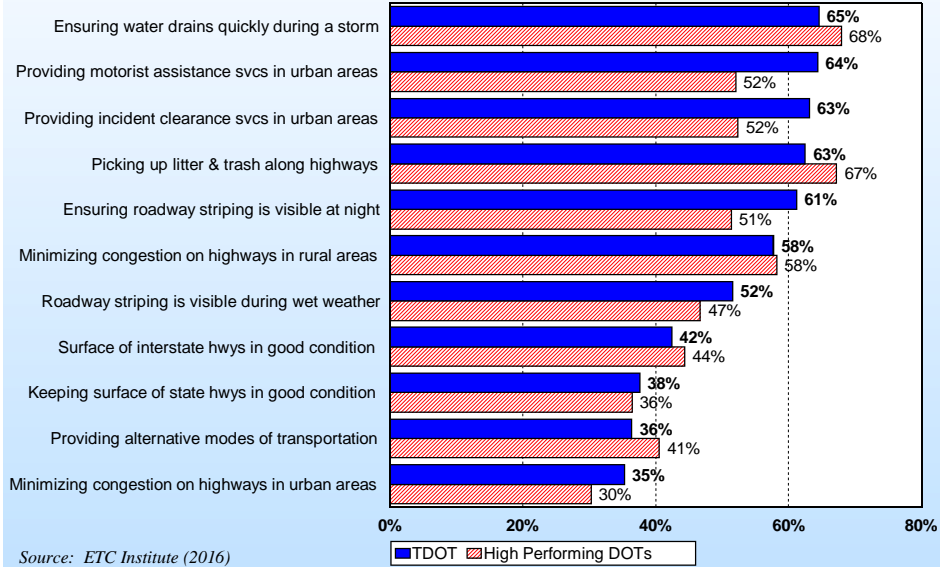
by percentage of respondents who were satisfied with the service (excluding don't knows)



Satisfaction With How Well the DOT is Maintaining and Managing the Transportation System (Cont.)

TDOT vs. High Performing D.O.T.s

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



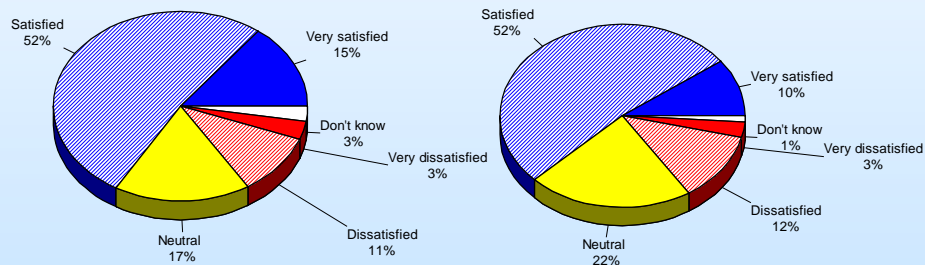
Overall Satisfaction with the DOT's Efforts to Maintain INTERSTATE Highways Over the Past Two Years

TDOT vs. High Performing D.O.T.s

by percentage of respondents

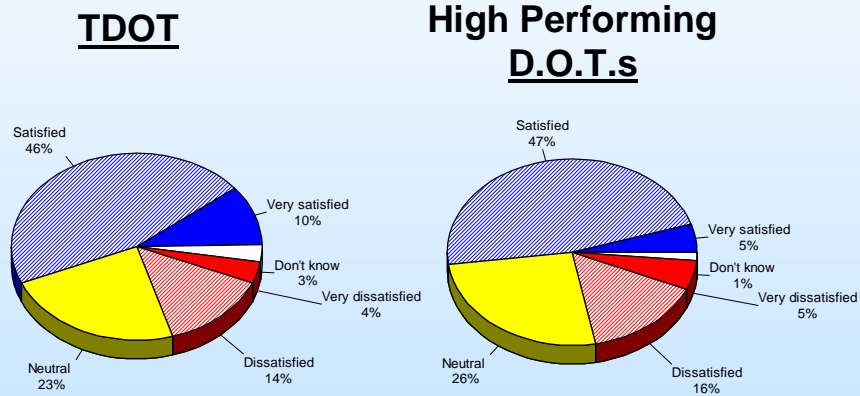
TDOT

High Performing D.O.T.s



Overall Satisfaction with the DOT's Efforts to Maintain HIGHWAYS OTHER THAN INTERSTATES During the Past Two Years - **TDOT vs. High Performing D.O.T.s**

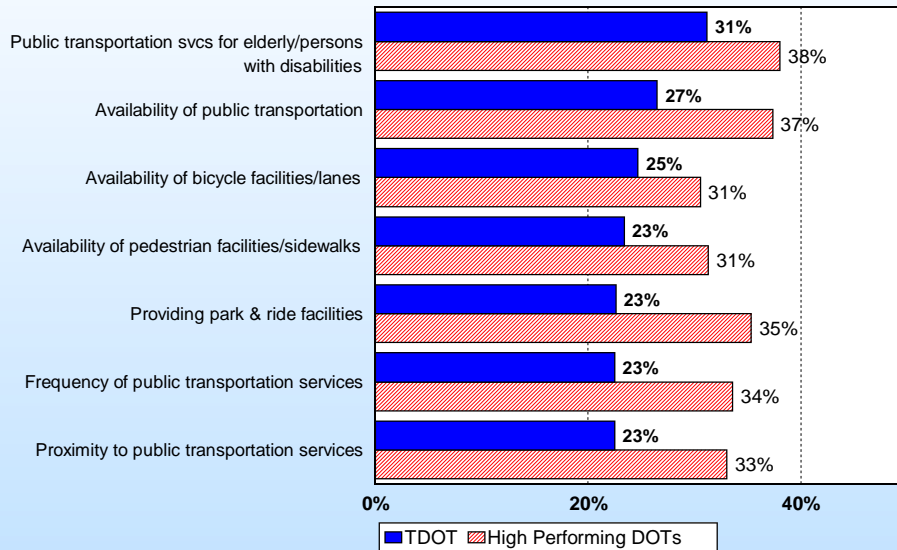
by percentage of respondents



Source: ETC Institute (2016)

Satisfaction With the Transportation Options Provided by DOTs - **TDOT vs. High Performing D.O.T.s**

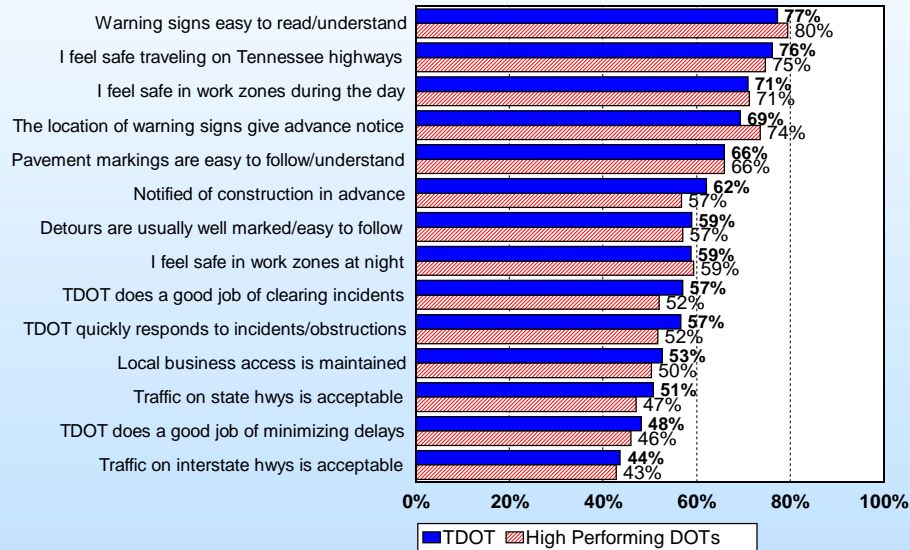
by percentage of respondents who were satisfied with the service (excluding don't knows)



Source: ETC Institute (2016)

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

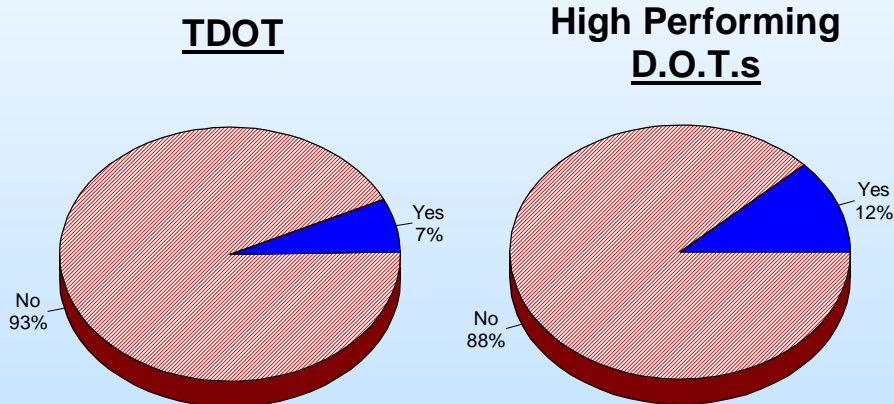
by percentage of respondents who agreed with the statement (excluding don't knows)



Source: ETC Institute (2016)

Have You Contacted Your State D.O.T. By Letter, Telephone, E-mail, or In Person During the Past Two Years? TDOT vs. High Performing D.O.T.s

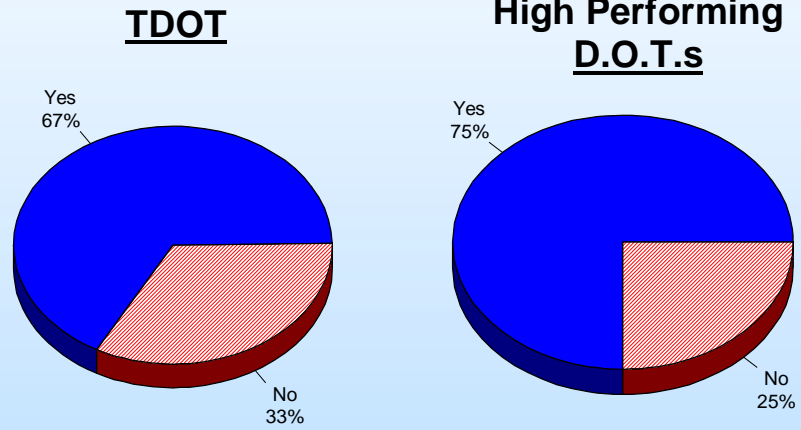
by percentage of respondents



Source: ETC Institute (2016)

If YES, Did You Receive a Timely Response to Address Your Request or Concern? TDOT vs. High Performing D.O.T.s

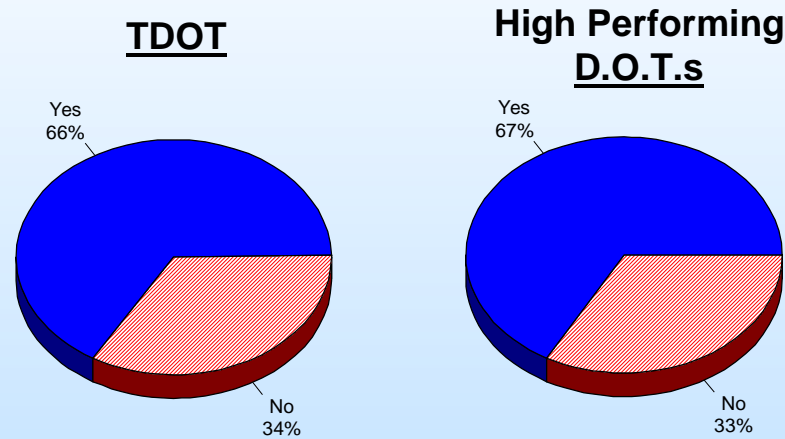
by percentage of respondents who have contacted their D.O.T. during the past two years



Source: ETC Institute (2016)

If YES, Was the Employee Helpful? TDOT vs. High Performing D.O.T.s

by percentage of respondents who have contacted their D.O.T. during the past two years

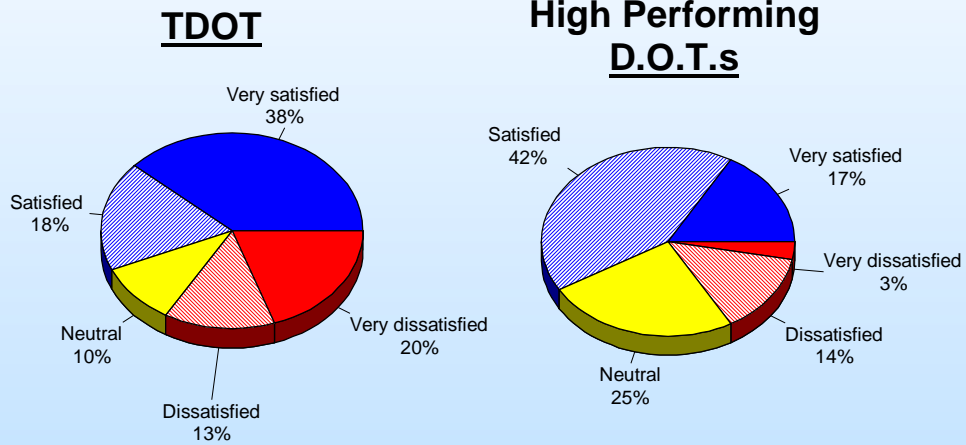


Source: ETC Institute (2016)

If YES, How Satisfied Were You With the Service Provided by the D.O.T. Employee Who Helped You Most Recently?

TDOT vs. High Performing D.O.T.s

by percentage of respondents who have contacted their D.O.T. during the past two years

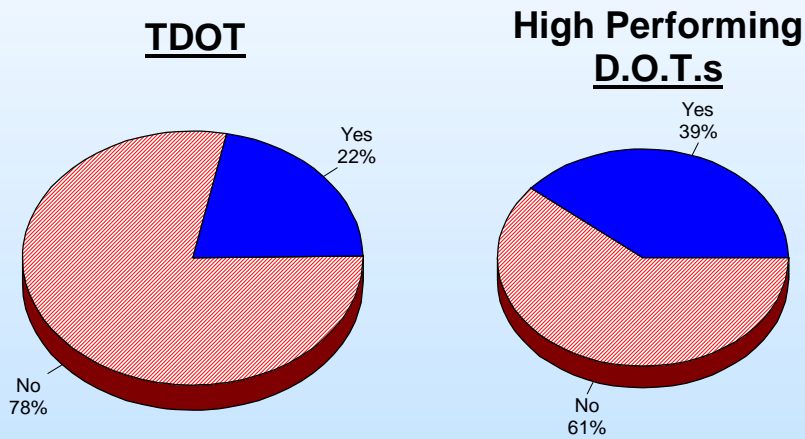


Source: ETC Institute (2016)

Have You Visited Your D.O.T.s Website During the Past Year?

TDOT vs. High Performing D.O.T.s

by percentage of respondents



Source: ETC Institute (2016)

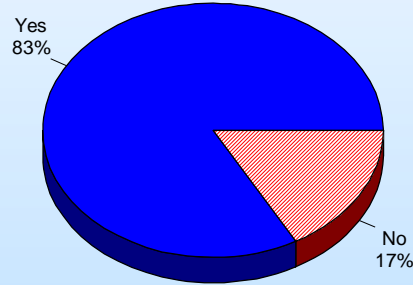
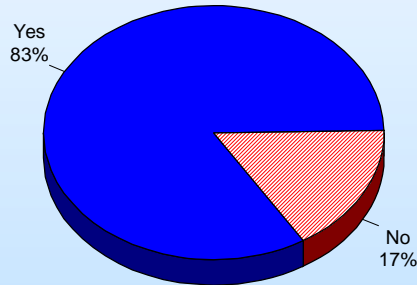
If YES, Were You Able to Locate the Information You Wanted?

TDOT vs. High Performing D.O.T.s

by percentage of respondents who have visited their D.O.T's website during the past year

TDOT

High Performing D.O.T.s



Source: ETC Institute (2016)

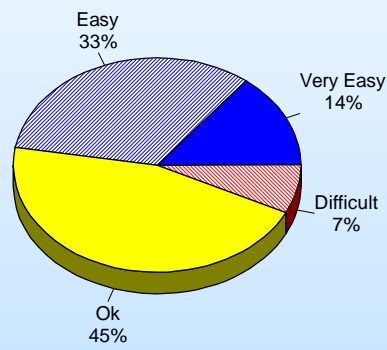
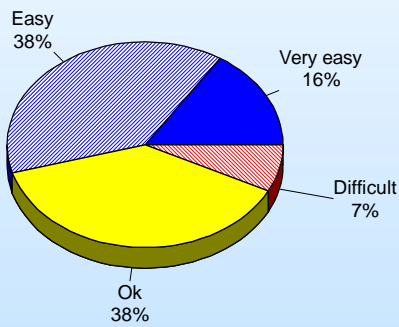
If YES, How Easy Was the Website to Use?

TDOT vs. High Performing D.O.T.s

by percentage of respondents who have visited their D.O.T's website during the past year

TDOT

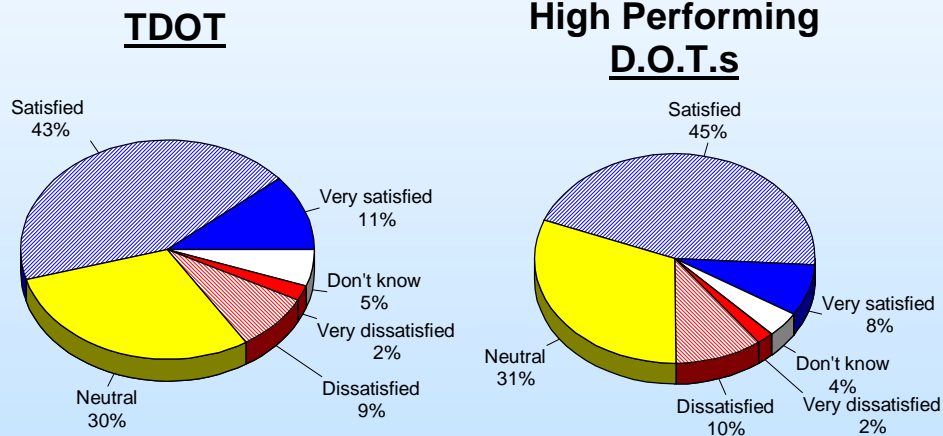
High Performing D.O.T.s



Source: ETC Institute (2016)

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

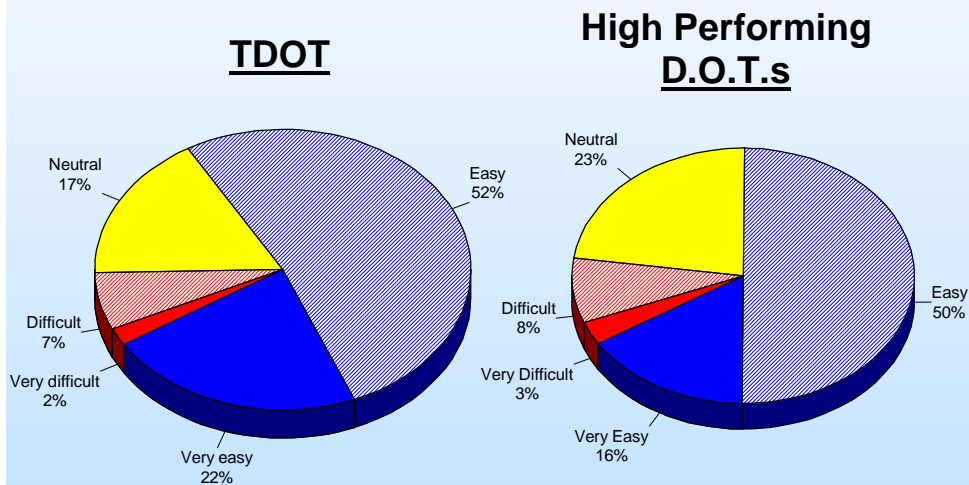
by percentage of respondents



Source: ETC Institute (2016)

Overall, How Easy is it To Travel Between Cities? TDOT vs. High Performing D.O.T.s

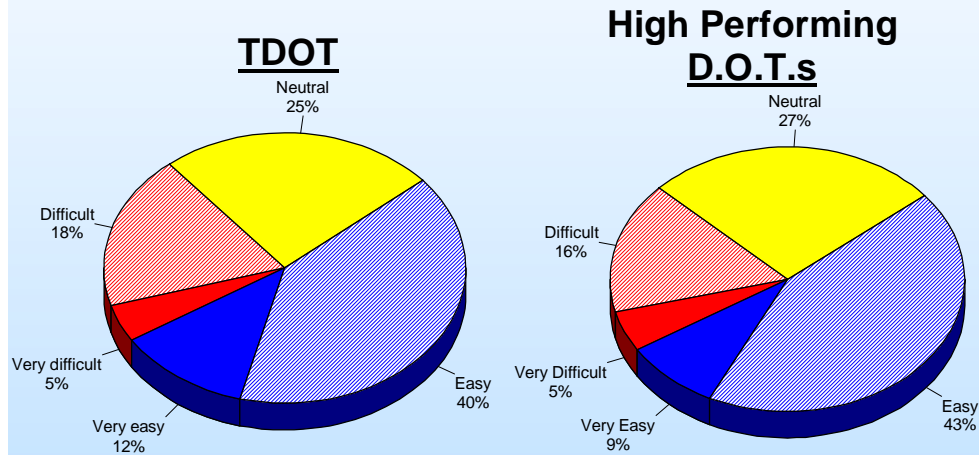
by percentage of respondents



Source: ETC Institute (2016)

Overall, How Easy is it To Travel Within Urban Areas? TDOT vs. High Performing D.O.T.s

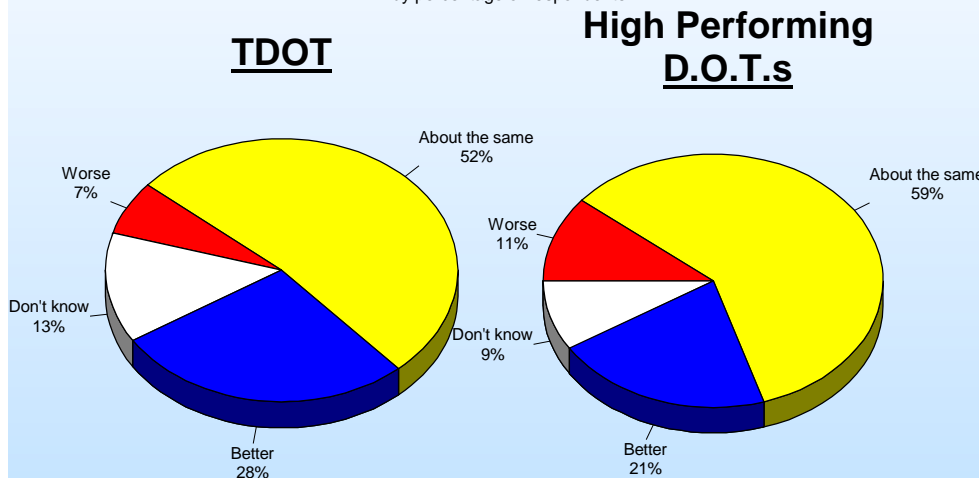
by percentage of respondents



Source: ETC Institute (2016)

Compared to Two Years Ago, How Do You Think The Current Quality of Your D.O.T.'s Services Have Changed? TDOT vs. High Performing D.O.T.s

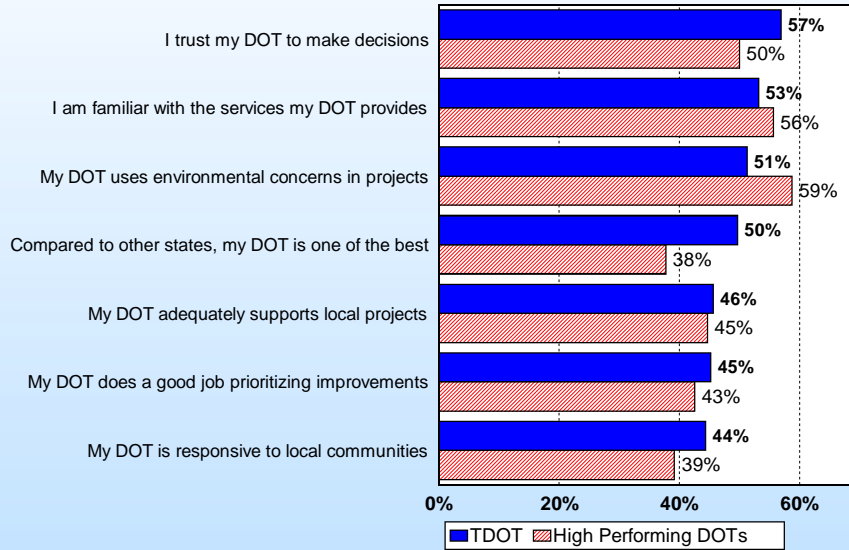
by percentage of respondents



Source: ETC Institute (2016)

Agreement With Various Statements About D.O.T.s TDOT vs. High Performing D.O.T.s

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



Source: ETC Institute (2016)

Section 4

Tabular Data

Distribution of Respondents By Region

Region	Number	Percent
1 - Knoxville	601	24.7 %
2 - Chattanooga	578	23.7 %
3 - Nashville	686	28.2 %
4 - Jackson	571	23.4 %
Total	2436	100.0 %

Distribution of Respondents By District

Super District	Number	Percent
1 Central	250	10.3 %
1 East	176	7.2 %
1 West	175	7.2 %
2 East	250	10.3 %
2 North	177	7.3 %
2 West	151	6.2 %
3 East	250	10.3 %
3 South	201	8.3 %
3 West	235	9.6 %
4 East	163	6.7 %
4 North	158	6.5 %
4 West	250	10.3 %
Total	2436	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 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.

(N=2436)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Removing debris, such as animals, glass, & torn tires from highways	17.2%	48.5%	17.0%	11.8%	3.7%	1.8%
Q1b. Picking up litter & trash along highways	14.8%	47.0%	18.9%	14.0%	4.1%	1.2%
Q1c. Removing snow & ice from highways	17.6%	47.9%	17.4%	8.9%	4.1%	4.0%
Q1d. Mowing & trimming trees, grass & weeds along highways	16.5%	47.6%	18.4%	11.1%	5.0%	1.4%
Q1e. Keeping guardrails & cable barrier rails in good condition	17.9%	54.8%	16.7%	6.4%	2.2%	2.0%
Q1f. Ensuring water drains quickly from surface of highways during a storm	15.3%	46.9%	20.8%	9.9%	3.4%	3.6%
Q1g. Keeping surface of interstate highways in good condition	9.5%	32.1%	20.2%	23.6%	12.9%	1.7%
Q1h. Keeping surface of other state highways in good condition	7.1%	29.6%	25.5%	23.7%	11.7%	2.4%
Q1i. Providing rest areas & welcome centers along highways	23.1%	47.0%	17.5%	5.8%	2.0%	4.6%
Q1j. Keeping rest areas & welcome centers clean	25.9%	43.0%	18.1%	3.2%	1.4%	8.4%
Q1k. Keeping shoulders on highways in good condition	16.2%	50.1%	20.3%	8.3%	2.9%	2.3%
Q1l. Keeping bridges in good condition	14.5%	48.8%	21.5%	8.6%	3.6%	3.0%
Q1m. Ensuring that roadway striping on highways is visible during the day	18.8%	56.7%	15.1%	5.7%	2.2%	1.6%
Q1n. Ensuring that roadway striping on highways is visible at night	14.6%	45.3%	18.7%	14.4%	4.9%	2.1%
Q1o. Ensuring that roadway striping on highways is visible during wet weather	11.7%	38.5%	22.9%	17.8%	6.5%	2.5%
Q1p. Ensuring that informational & warning signs along highways are easy to see	20.6%	57.2%	14.2%	4.8%	1.7%	1.6%

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 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.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1q. Ensuring that informational & warning signs are easy to understand	22.4%	58.7%	12.2%	3.5%	1.5%	1.7%
Q1r. Minimizing congestion on highways in urban areas	6.7%	27.4%	25.2%	22.9%	14.3%	3.5%
Q1s. Minimizing congestion on highways in rural areas	11.7%	43.6%	22.9%	12.0%	5.6%	4.1%
Q1t. Providing incident clearance services on interstates in urban areas to help reduce congestion & secondary incidents	14.9%	43.9%	24.4%	7.2%	2.9%	6.7%
Q1u. Providing motorist assistance services on interstates in urban areas	15.3%	42.0%	24.7%	5.0%	1.8%	11.2%
Q1v. Providing options for alternative modes of transportation along highways	7.9%	25.2%	31.6%	16.7%	9.6%	9.1%

EXCLUDING DON'T KNOWS

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 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. (without "don't know")

(N=2436)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Removing debris, such as animals, glass, & torn tires from highways	17.5%	49.4%	17.3%	12.0%	3.8%
Q1b. Picking up litter & trash along highways	15.0%	47.5%	19.2%	14.1%	4.2%
Q1c. Removing snow & ice from highways	18.3%	49.9%	18.1%	9.3%	4.3%
Q1d. Mowing & trimming trees, grass & weeds along highways	16.7%	48.3%	18.7%	11.2%	5.0%
Q1e. Keeping guardrails & cable barrier rails in good condition	18.2%	55.9%	17.1%	6.5%	2.3%
Q1f. Ensuring water drains quickly from surface of highways during a storm	15.9%	48.7%	21.6%	10.3%	3.5%
Q1g. Keeping surface of interstate highways in good condition	9.7%	32.7%	20.5%	24.0%	13.1%
Q1h. Keeping surface of other state highways in good condition	7.2%	30.4%	26.1%	24.3%	11.9%
Q1i. Providing rest areas & welcome centers along highways	24.2%	49.3%	18.3%	6.1%	2.1%
Q1j. Keeping rest areas & welcome centers clean	28.2%	47.0%	19.7%	3.5%	1.6%
Q1k. Keeping shoulders on highways in good condition	16.5%	51.3%	20.7%	8.4%	3.0%
Q1l. Keeping bridges in good condition	15.0%	50.3%	22.2%	8.9%	3.7%
Q1m. Ensuring that roadway striping on highways is visible during the day	19.1%	57.5%	15.3%	5.8%	2.3%
Q1n. Ensuring that roadway striping on highways is visible at night	14.9%	46.3%	19.1%	14.7%	5.0%
Q1o. Ensuring that roadway striping on highways is visible during wet weather	12.0%	39.6%	23.5%	18.2%	6.7%
Q1p. Ensuring that informational & warning signs along highways are easy to see	21.0%	58.1%	14.4%	4.8%	1.7%

EXCLUDING DON'T KNOWS

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 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. (without "don't know")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1q. Ensuring that informational & warning signs are easy to understand	22.8%	59.7%	12.4%	3.5%	1.5%
Q1r. Minimizing congestion on highways in urban areas	6.9%	28.4%	26.1%	23.7%	14.8%
Q1s. Minimizing congestion on highways in rural areas	12.2%	45.5%	23.9%	12.5%	5.9%
Q1t. Providing incident clearance services on interstates in urban areas to help reduce congestion & secondary incidents	16.0%	47.1%	26.2%	7.7%	3.1%
Q1u. Providing motorist assistance services on interstates in urban areas	17.2%	47.2%	27.8%	5.6%	2.1%
Q1v. Providing options for alternative modes of transportation along highways	8.7%	27.7%	34.7%	18.3%	10.5%

Q2. Which FOUR of the items listed in Question 1 above do you think should receive the MOST emphasis from TDOT over the next two years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Removing debris, such as animals, glass, & torn tires from highways	201	8.3 %
Picking up litter & trash along highways	58	2.4 %
Removing snow & ice from highways	187	7.7 %
Mowing & trimming trees, grass & weeds along highways	102	4.2 %
Keeping guardrails & cable barrier rails in good condition	48	2.0 %
Ensuring water drains quickly from surface of highways during a storm	71	2.9 %
Keeping surface of interstate highways in good condition	572	23.5 %
Keeping surface of other state highways in good condition	172	7.1 %
Providing rest areas & welcome centers along highways	12	0.5 %
Keeping rest areas & welcome centers clean	3	0.1 %
Keeping shoulders on highways in good condition	26	1.1 %
Keeping bridges in good condition	84	3.4 %
Ensuring that roadway striping on highways is visible during the day	21	0.9 %
Ensuring that roadway striping on highways is visible at night	73	3.0 %
Ensuring that roadway striping on highways is visible during wet weather	83	3.4 %
Ensuring that informational & warning signs along highways are easy to see	12	0.5 %
Ensuring that informational & warning signs are easy to understand	5	0.2 %
Minimizing congestion on highways in urban areas	302	12.4 %
Minimizing congestion on highways in rural areas	38	1.6 %
Providing incident clearance services on interstates in urban areas to help reduce congestion & secondary incidents	20	0.8 %
Providing motorist assistance services on interstates in urban areas	9	0.4 %
Providing options for alternative modes of transportation along highways	130	5.3 %
None chosen	207	8.5 %
Total	2436	100.0 %

Q2. Which FOUR of the items listed in Question 1 above do you think should receive the MOST emphasis from TDOT over the next two years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Removing debris, such as animals, glass, & torn tires from highways	139	5.7 %
Picking up litter & trash along highways	107	4.4 %
Removing snow & ice from highways	149	6.1 %
Mowing & trimming trees, grass & weeds along highways	83	3.4 %
Keeping guardrails & cable barrier rails in good condition	62	2.5 %
Ensuring water drains quickly from surface of highways during a storm	122	5.0 %
Keeping surface of interstate highways in good condition	284	11.7 %
Keeping surface of other state highways in good condition	397	16.3 %
Providing rest areas & welcome centers along highways	18	0.7 %
Keeping rest areas & welcome centers clean	11	0.5 %
Keeping shoulders on highways in good condition	44	1.8 %
Keeping bridges in good condition	98	4.0 %
Ensuring that roadway striping on highways is visible during the day	26	1.1 %
Ensuring that roadway striping on highways is visible at night	104	4.3 %
Ensuring that roadway striping on highways is visible during wet weather	109	4.5 %
Ensuring that informational & warning signs along highways are easy to see	12	0.5 %
Ensuring that informational & warning signs are easy to understand	10	0.4 %
Minimizing congestion on highways in urban areas	171	7.0 %
Minimizing congestion on highways in rural areas	98	4.0 %
Providing incident clearance services on interstates in urban areas to help reduce congestion & secondary incidents	38	1.6 %
Providing motorist assistance services on interstates in urban areas	17	0.7 %
Providing options for alternative modes of transportation along highways	71	2.9 %
None chosen	266	10.9 %
Total	2436	100.0 %

Q2. Which FOUR of the items listed in Question 1 above do you think should receive the MOST emphasis from TDOT over the next two years?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Removing debris, such as animals, glass, & torn tires from highways	127	5.2 %
Picking up litter & trash along highways	86	3.5 %
Removing snow & ice from highways	142	5.8 %
Mowing & trimming trees, grass & weeds along highways	114	4.7 %
Keeping guardrails & cable barrier rails in good condition	84	3.4 %
Ensuring water drains quickly from surface of highways during a storm	149	6.1 %
Keeping surface of interstate highways in good condition	191	7.8 %
Keeping surface of other state highways in good condition	199	8.2 %
Providing rest areas & welcome centers along highways	30	1.2 %
Keeping rest areas & welcome centers clean	25	1.0 %
Keeping shoulders on highways in good condition	72	3.0 %
Keeping bridges in good condition	150	6.2 %
Ensuring that roadway striping on highways is visible during the day	31	1.3 %
Ensuring that roadway striping on highways is visible at night	110	4.5 %
Ensuring that roadway striping on highways is visible during wet weather	128	5.3 %
Ensuring that informational & warning signs along highways are easy to see	27	1.1 %
Ensuring that informational & warning signs are easy to understand	9	0.4 %
Minimizing congestion on highways in urban areas	178	7.3 %
Minimizing congestion on highways in rural areas	71	2.9 %
Providing incident clearance services on interstates in urban areas to help reduce congestion & secondary incidents	49	2.0 %
Providing motorist assistance services on interstates in urban areas	28	1.1 %
Providing options for alternative modes of transportation along highways	86	3.5 %
None chosen	350	14.4 %
Total	2436	100.0 %

Q2. Which FOUR of the items listed in Question 1 above do you think should receive the MOST emphasis from TDOT over the next two years?

<u>Q2. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Removing debris, such as animals, glass, & torn tires from highways	134	5.5 %
Picking up litter & trash along highways	92	3.8 %
Removing snow & ice from highways	104	4.3 %
Mowing & trimming trees, grass & weeds along highways	102	4.2 %
Keeping guardrails & cable barrier rails in good condition	84	3.4 %
Ensuring water drains quickly from surface of highways during a storm	107	4.4 %
Keeping surface of interstate highways in good condition	131	5.4 %
Keeping surface of other state highways in good condition	180	7.4 %
Providing rest areas & welcome centers along highways	31	1.3 %
Keeping rest areas & welcome centers clean	39	1.6 %
Keeping shoulders on highways in good condition	76	3.1 %
Keeping bridges in good condition	138	5.7 %
Ensuring that roadway striping on highways is visible during the day	21	0.9 %
Ensuring that roadway striping on highways is visible at night	108	4.4 %
Ensuring that roadway striping on highways is visible during wet weather	145	6.0 %
Ensuring that informational & warning signs along highways are easy to see	29	1.2 %
Ensuring that informational & warning signs are easy to understand	24	1.0 %
Minimizing congestion on highways in urban areas	124	5.1 %
Minimizing congestion on highways in rural areas	89	3.7 %
Providing incident clearance services on interstates in urban areas to help reduce congestion & secondary incidents	50	2.1 %
Providing motorist assistance services on interstates in urban areas	44	1.8 %
Providing options for alternative modes of transportation along highways	101	4.1 %
None chosen	483	19.8 %
Total	2436	100.0 %

Q2. Which FOUR of the items listed in Question 1 above do you think should receive the MOST emphasis from TDOT over the next two years? (top 4)

<u>Q2. Sum of Top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Removing debris, such as animals, glass, & torn tires from highways	601	24.7 %
Picking up litter & trash along highways	343	14.1 %
Removing snow & ice from highways	582	23.9 %
Mowing & trimming trees, grass & weeds along highways	401	16.5 %
Keeping guardrails & cable barrier rails in good condition	278	11.4 %
Ensuring water drains quickly from surface of highways during a storm	449	18.4 %
Keeping surface of interstate highways in good condition	1178	48.4 %
Keeping surface of other state highways in good condition	948	38.9 %
Providing rest areas & welcome centers along highways	91	3.7 %
Keeping rest areas & welcome centers clean	78	3.2 %
Keeping shoulders on highways in good condition	218	8.9 %
Keeping bridges in good condition	470	19.3 %
Ensuring that roadway striping on highways is visible during the day	99	4.1 %
Ensuring that roadway striping on highways is visible at night	395	16.2 %
Ensuring that roadway striping on highways is visible during wet weather	465	19.1 %
Ensuring that informational & warning signs along highways are easy to see	80	3.3 %
Ensuring that informational & warning signs are easy to understand	48	2.0 %
Minimizing congestion on highways in urban areas	775	31.8 %
Minimizing congestion on highways in rural areas	296	12.2 %
Providing incident clearance services on interstates in urban areas to help reduce congestion & secondary incidents	157	6.4 %
Providing motorist assistance services on interstates in urban areas	98	4.0 %
Providing options for alternative modes of transportation along highways	388	15.9 %
None chosen	207	8.5 %
Total	8645	

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. Your overall satisfaction with the job that TDOT has done maintaining interstate highways during past two years

	Number	Percent
Very Satisfied	356	14.6 %
Satisfied	1267	52.0 %
Neutral	418	17.2 %
Dissatisfied	259	10.6 %
Very Dissatisfied	75	3.1 %
Don't Know	61	2.5 %
Total	2436	100.0 %

EXCLUDING DON'T KNOWS

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. (without "don't know")

Q3. Your overall satisfaction with the job that TDOT has done maintaining interstate highways during past two years

	Number	Percent
Very Satisfied	356	15.0 %
Satisfied	1267	53.3 %
Neutral	418	17.6 %
Dissatisfied	259	10.9 %
Very Dissatisfied	75	3.2 %
Total	2375	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. Your overall satisfaction with the job that TDOT has done maintaining state highways other than interstates during past two years

	Number	Percent
Very Satisfied	253	10.4 %
Satisfied	1112	45.6 %
Neutral	566	23.2 %
Dissatisfied	349	14.3 %
Very Dissatisfied	89	3.7 %
Don't Know	67	2.8 %
Total	2436	100.0 %

EXCLUDING DON'T KNOWS

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. (without "don't know")

Q4. Your overall satisfaction with the job that TDOT has done maintaining state highways other than interstates during past two years

	Number	Percent
Very Satisfied	253	10.7 %
Satisfied	1112	46.9 %
Neutral	566	23.9 %
Dissatisfied	349	14.7 %
Very Dissatisfied	89	3.8 %
Total	2369	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=2436)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a. Availability of public transportation services where you live	5.8%	15.9%	26.6%	16.7%	17.0%	17.9%
Q5b. Frequency of public transportation services where you live	4.6%	13.2%	27.2%	17.1%	16.9%	21.1%
Q5c. Proximity (ease of access/convenience) to public transportation services where you live	4.6%	13.4%	27.1%	16.7%	17.9%	20.3%
Q5d. Availability of public transportation services for elderly & persons with disabilities	5.8%	16.8%	23.7%	13.5%	12.4%	27.8%
Q5e. Availability of pedestrian facilities & sidewalks for transportation purposes along highways	4.5%	15.6%	28.2%	21.7%	15.9%	14.0%
Q5f. Availability of bicycle facilities & lanes along highways	4.6%	16.6%	30.7%	19.7%	14.4%	13.9%
Q5g. Providing park & ride facilities where residents can park their car & access public transportation or carpool/vanpool services	3.8%	14.0%	29.5%	17.2%	14.1%	21.3%

EXCLUDING DON'T KNOWS

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=2436)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Availability of public transportation services where you live	7.1%	19.4%	32.4%	20.3%	20.7%
Q5b. Frequency of public transportation services where you live	5.8%	16.7%	34.4%	21.7%	21.4%
Q5c. Proximity (ease of access/convenience) to public transportation services where you live	5.7%	16.8%	34.0%	21.0%	22.5%
Q5d. Availability of public transportation services for elderly & persons with disabilities	8.0%	23.2%	32.8%	18.8%	17.2%
Q5e. Availability of pedestrian facilities & sidewalks for transportation purposes along highways	5.2%	18.2%	32.8%	25.2%	18.5%
Q5f. Availability of bicycle facilities & lanes along highways	5.4%	19.3%	35.6%	22.9%	16.7%
Q5g. Providing park & ride facilities where residents can park their car & access public transportation or carpool/vanpool services	4.8%	17.8%	37.5%	21.9%	18.0%

Q6. Which THREE of the transportation options for services listed in Question 5 above do you think should receive the most emphasis from the Tennessee Department of Transportation over the next TWO years?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation services where you live	699	28.7 %
Frequency of public transportation services where you live	84	3.4 %
Proximity (ease of access/convenience) to public transportation services where you live	122	5.0 %
Availability of public transportation services for elderly & persons with disabilities	335	13.8 %
Availability of pedestrian facilities & sidewalks for transportation purposes along highways	214	8.8 %
Availability of bicycle facilities & lanes along highways	171	7.0 %
Providing park & ride facilities where residents can park their car & access public transportation or carpool/vanpool services	187	7.7 %
<u>None chosen</u>	<u>624</u>	<u>25.6 %</u>
Total	2436	100.0 %

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation services where you live	222	9.1 %
Frequency of public transportation services where you live	305	12.5 %
Proximity (ease of access/convenience) to public transportation services where you live	278	11.4 %
Availability of public transportation services for elderly & persons with disabilities	246	10.1 %
Availability of pedestrian facilities & sidewalks for transportation purposes along highways	259	10.6 %
Availability of bicycle facilities & lanes along highways	200	8.2 %
Providing park & ride facilities where residents can park their car & access public transportation or carpool/vanpool services	203	8.3 %
<u>None chosen</u>	<u>723</u>	<u>29.7 %</u>
Total	2436	100.0 %

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation services where you live	147	6.0 %
Frequency of public transportation services where you live	171	7.0 %
Proximity (ease of access/convenience) to public transportation services where you live	334	13.7 %
Availability of public transportation services for elderly & persons with disabilities	187	7.7 %
Availability of pedestrian facilities & sidewalks for transportation purposes along highways	209	8.6 %
Availability of bicycle facilities & lanes along highways	196	8.0 %
Providing park & ride facilities where residents can park their car & access public transportation or carpool/vanpool services	301	12.4 %
<u>None chosen</u>	<u>891</u>	<u>36.6 %</u>
Total	2436	100.0 %

Q6. Which THREE of the transportation options for services listed in Question 5 above do you think should receive the most emphasis from the Tennessee Department of Transportation over the next TWO years? (top 3)

<u>Q6. Sum of Top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of public transportation services where you live	1068	43.8 %
Frequency of public transportation services where you live	560	23.0 %
Proximity (ease of access/convenience) to public transportation services where you live	734	30.1 %
Availability of public transportation services for elderly & persons with disabilities	768	31.5 %
Availability of pedestrian facilities & sidewalks for transportation purposes along highways	682	28.0 %
Availability of bicycle facilities & lanes along highways	567	23.3 %
Providing park & ride facilities where residents can park their car & access public transportation or carpool/vanpool services	691	28.4 %
None chosen	624	25.6 %
Total	5694	

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=2436)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q7a. Overall, I feel safe traveling on highways in Tennessee	18.6%	56.4%	12.4%	8.3%	2.8%	1.4%
Q7b. I feel safe when driving through work zones on Tennessee highways at night	11.2%	46.3%	19.9%	15.5%	4.7%	2.4%
Q7c. I feel safe when driving through work zones on Tennessee highways during the day	14.0%	55.8%	16.7%	8.8%	3.0%	1.8%
Q7d. Detours on highways are usually well marked & easy to follow	11.8%	45.3%	22.3%	12.6%	4.8%	3.1%
Q7e. Warning signs in work zones on highways are easy to read & understand	17.1%	58.5%	14.0%	6.7%	1.6%	2.1%
Q7f. Pavement markings for lane shifts in work zones are easy to follow & understand	14.2%	50.1%	19.1%	10.7%	3.5%	2.3%
Q7g. The location of warning signs in advance of work zones in Tennessee gives drivers plenty of time to react	16.4%	51.5%	17.0%	9.6%	3.4%	2.1%
Q7h. TDOT does a good job of minimizing delays caused by construction & maintenance of state highways	11.0%	35.7%	24.2%	16.8%	9.1%	3.2%
Q7i. Local business access is maintained while road construction is in progress	9.6%	38.3%	28.4%	10.8%	3.7%	9.0%
Q7j. TDOT quickly responds to incidents & roadway obstructions	10.8%	37.8%	26.5%	7.9%	2.8%	14.2%
Q7k. TDOT does a good job of clearing incidents to minimize travel delays	11.0%	41.3%	24.3%	11.0%	4.1%	8.2%
Q7l. TDOT does a good job of communicating construction activities to notify travelers in advance of work to be done on roadways	12.5%	45.9%	22.3%	9.9%	3.5%	6.0%
Q7m. Overall, level of traffic congestion on interstate highways is acceptable	8.2%	34.3%	18.8%	22.7%	13.1%	2.8%
Q7n. Overall, level of traffic congestion on other state highways is acceptable	8.7%	40.2%	22.9%	16.9%	7.8%	3.5%

EXCLUDING DON'T KNOWS

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=2436)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q7a. Overall, I feel safe traveling on highways in Tennessee	18.9%	57.3%	12.6%	8.4%	2.8%
Q7b. I feel safe when driving through work zones on Tennessee highways at night	11.4%	47.4%	20.4%	15.9%	4.8%
Q7c. I feel safe when driving through work zones on Tennessee highways during the day	14.2%	56.8%	17.0%	8.9%	3.1%
Q7d. Detours on highways are usually well marked & easy to follow	12.2%	46.7%	23.1%	13.1%	5.0%
Q7e. Warning signs in work zones on highways are easy to read & understand	17.5%	59.8%	14.2%	6.8%	1.7%
Q7f. Pavement markings for lane shifts in work zones are easy to follow & understand	14.6%	51.3%	19.5%	11.0%	3.6%
Q7g. The location of warning signs in advance of work zones in Tennessee gives drivers plenty of time to react	16.8%	52.6%	17.3%	9.9%	3.4%
Q7h. TDOT does a good job of minimizing delays caused by construction & maintenance of state highways	11.3%	36.9%	25.0%	17.4%	9.4%
Q7i. Local business access is maintained while road construction is in progress	10.6%	42.1%	31.3%	11.9%	4.1%
Q7j. TDOT quickly responds to incidents & roadway obstructions	12.5%	44.1%	30.9%	9.2%	3.3%
Q7k. TDOT does a good job of clearing incidents to minimize travel delays	12.0%	45.0%	26.5%	12.0%	4.5%
Q7l. TDOT does a good job of communicating construction activities to notify travelers in advance of work to be done on roadways	13.3%	48.8%	23.7%	10.5%	3.7%
Q7m. Overall, level of traffic congestion on interstate highways is acceptable	8.4%	35.3%	19.4%	23.3%	13.5%
Q7n. Overall, level of traffic congestion on other state highways is acceptable	9.0%	41.7%	23.7%	17.5%	8.0%

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

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

	Number	Percent
Yes	1185	48.6 %
No	832	34.2 %
Don't know	419	17.2 %
Total	2436	100.0 %

Q8a. (If YES to Question 8) 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. Has overall quality of transportation in the area where you live improved since completion of project

	Number	Percent
Yes	898	75.8 %
No	182	15.4 %
Don't know	105	8.9 %
Total	1185	100.0 %

EXCLUDING DON'T KNOWS

Q8a. (If YES to Question 8) 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)? (without "don't know")

Q8a. Has overall quality of transportation in the area where you live improved since completion of project

	Number	Percent
Yes	898	83.1 %
No	182	16.9 %
Total	1080	100.0 %

Q8b. (If YES to Question 8) Do you feel that TDOT adequately involved your community during the planning and implementation of highway improvements in your area?

Q8b. Did TDOT adequately involve your community during planning & implementation of highway improvements in your area

	Number	Percent
Yes	445	37.6 %
No	267	22.5 %
Don't know	473	39.9 %
Total	1185	100.0 %

EXCLUDING DON'T KNOWS

Q8b. (If YES to Question 8) Do you feel that TDOT adequately involved your community during the planning and implementation of highway improvements in your area? (without "don't know")

Q8b. Did TDOT adequately involve your community during planning & implementation of highway improvements in your area

	Number	Percent
Yes	445	62.5 %
No	267	37.5 %
Total	712	100.0 %

Q8c. (If YES to Question 8) Do you feel that TDOT adequately provided information in advance during construction project activities to assist you in your travel plans?

Q8c. Did TDOT adequately provide information in advance during construction project activities to assist you in your travel plans

	Number	Percent
Yes	668	56.4 %
No	262	22.1 %
Don't know	255	21.5 %
Total	1185	100.0 %

EXCLUDING DON'T KNOWS

Q8c. (If YES to Question 8) Do you feel that TDOT adequately provided information in advance during construction project activities to assist you in your travel plans? (without "don't know")

Q8c. Did TDOT adequately provide information in advance during construction project activities to assist you in your travel plans

	Number	Percent
Yes	668	71.8 %
No	262	28.2 %
Total	930	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 past two years	Number	Percent
Yes	162	6.7 %
No	2274	93.3 %
Total	2436	100.0 %

Q9a. (If YES to Question 9) Why did you contact TDOT most recently?

<u>Q9a. Why did you contact TDOT most recently</u>	<u>Number</u>	<u>Percent</u>
Potholes	23	16.7 %
To cut tree on Hwy 326N	1	0.7 %
Notify of ice on road that caused accident	1	0.7 %
Mowing of a dangerous spot in highway	1	0.7 %
Needed to relocate a construction sign	1	0.7 %
Culvert filled with dirt prevented proper drainage	1	0.7 %
School zone speeds and lights	1	0.7 %
Semi with thick, caustic exhaust	1	0.7 %
Run off down my driveway	1	0.7 %
New driveway tile, directional signs in Tellico Plains	1	0.7 %
Dead animal	1	0.7 %
driveway	1	0.7 %
Potholes and accidents/non-patrol on I-24	1	0.7 %
Curve signs	1	0.7 %
End of bridges have speed bumps	1	0.7 %
Directions, traffic jam	1	0.7 %
Get a TN license	1	0.7 %
Big pothole on I-75	1	0.7 %
Inquired about State Route 50 project	1	0.7 %
trash picked up	1	0.7 %
Damage on car due to pothole	1	0.7 %
There are no sidewalks on Tulip Grove Rd leading to Lebanon Rd	1	0.7 %
Driveway connection	1	0.7 %
Road construction	1	0.7 %
To provide an on ramp from the launching ramp/park across from UT Hospital	1	0.7 %
GRANTS FOR OUR TOWN	1	0.7 %
PROGRESS OF WORK	1	0.7 %
Making Hwy 18 from Bolivar to Jackson 4 lane	1	0.7 %
SIGNAGE DURING WORK	1	0.7 %
Damage to my vehicle due to pothole	1	0.7 %
Work. I'm a civil engineer	1	0.7 %
Wreck involving TDOT	1	0.7 %
High grass	1	0.7 %
Snow removal was very poor	1	0.7 %
to see if a previously closed highway (due to rock slide) had re-opened	1	0.7 %
View constriction to highway. Tree removal	1	0.7 %
Interview	1	0.7 %
Culvert	1	0.7 %
Road closure	1	0.7 %
Just casual conversing	1	0.7 %
License renewal	1	0.7 %
Sharp object on side of road busted my tire	1	0.7 %
Requested to install red light at Asbury Ln in Murfreesboro	1	0.7 %
Construction info	1	0.7 %
To complain about a contractor paving in heavy rain	1	0.7 %
tall grass block view	1	0.7 %
Needed bridge reworked to allow drainage	1	0.7 %
To address guardrail and reduce speeds, signage and lighting issues	1	0.7 %
CLOGGED PIPES	1	0.7 %
DRAIN TILE PROBLEM	1	0.7 %
ROAD SIGN BLOCKING VIEW	1	0.7 %
REQUEST BIKE LANES STRIPING	1	0.7 %
As a city employee of behalf of city	1	0.7 %
For information concerning a construction project	1	0.7 %
Dead deer removal	1	0.7 %
TDOT IS NOT TRIMMING BRUSH ON CURVES OR HWY	1	0.7 %

Q9a. (If YES to Question 9) Why did you contact TDOT most recently?

Q9a. Why did you contact TDOT most recently	Number	Percent
Water standing on roadway	1	0.7 %
Need signage	1	0.7 %
VEHICLE DAMAGED BECAUSE OF POTHOLE	1	0.7 %
a speed reduction/a turn signal on Hwy 64/Daves Plantation Road	1	0.7 %
Dead deer	1	0.7 %
Potholes and drainage issues	1	0.7 %
Want bus service between outlying areas and Knoxville UT campus	1	0.7 %
Construction zone confusion	1	0.7 %
THE ONE LANE KARNS UNDERPASS	1	0.7 %
MAJOR POTHOLES AT I-81 EAST OF 74	1	0.7 %
Drainage on tile	1	0.7 %
Dangerous pothole on interstate	1	0.7 %
GET MAPS	1	0.7 %
job related	1	0.7 %
Congestion, potholes, etc	1	0.7 %
For help truck	1	0.7 %
Mowing on hwy 70 in Carroll county	1	0.7 %
sign, trash on hwy	1	0.7 %
STREET REPAIRS	1	0.7 %
Animal removal	1	0.7 %
Mowing	1	0.7 %
pothole repairs	1	0.7 %
Repaving of hwy 51 in southern Tipton County	1	0.7 %
SLOPE BANKS ERODING	1	0.7 %
SETTLING ASPHALT OVER PIPE CAUSING SUBSTANTIAL DIP ON ROAD	1	0.7 %
Info on Hwy 64 Bypass thru Bolivar	1	0.7 %
For roadside assistance	1	0.7 %
Accessing Clarksville from Hwy 79	1	0.7 %
Debris on highway	1	0.7 %
Related to work with TDOT	1	0.7 %
Congestion	1	0.7 %
Road closed electronic signs for Highway 41-A	1	0.7 %
To remove dead deer impeding traffic	1	0.7 %
Right of way question	1	0.7 %
Pieces of tires in roadway	1	0.7 %
regarding Hwy 156/south Pittsburg Mountain construction	1	0.7 %
fallen trees from ice storm along median	1	0.7 %
signs	1	0.7 %
Didn't mow grass to my satisfaction	1	0.7 %
To get clarification on road closures and progress updates	1	0.7 %
Poor condition of our local streets at Lake Tansi, Crossville	1	0.7 %
Continued failure of a state highway traffic light timer	1	0.7 %
Information signs are so old	1	0.7 %
To repair my fence damaged by TDOT mowing	1	0.7 %
Icy road	1	0.7 %
stateline sign	1	0.7 %
to complain about excessive money being spent on useless guardrails	1	0.7 %
Roadway marked passing on Mahan Gap and Snow Hill Road	1	0.7 %
Large dips in the road	1	0.7 %
Turn lane in front of Baylor School	1	0.7 %
I do business with TDOT	1	0.7 %
Employment	1	0.7 %
to get a calming circle on our road	1	0.7 %
Report needed repairs	1	0.7 %
DMV for Driver's License	1	0.7 %
water drainage	1	0.7 %

Q9a. (If YES to Question 9) Why did you contact TDOT most recently?

Q9a. Why did you contact TDOT most recently	Number	Percent
Remove animals from highway	1	0.7 %
OIL SPILL ON HIGHWAY	1	0.7 %
Traffic lights at Campbell County High	1	0.7 %
State Highway 431	1	0.7 %

Q9. (If YES to Question 9) Did you receive a timely response to address your request or concern?

Q9b. Did you receive a timely response to address your request or concern	Number	Percent
Yes	105	64.8 %
No	52	32.1 %
Don't remember	5	3.1 %
Total	162	100.0 %

Q9. (If YES to Question 9) Was the employee helpful?

Q9c. Was the employee helpful	Number	Percent
Yes	102	63.0 %
No	52	32.1 %
Don't remember	8	4.9 %
Total	162	100.0 %

Q9. (If YES to Question 9) Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently?

Q9d. How satisfied were you with the service provided by TDOT employee	Number	Percent
Very Satisfied	60	37.0 %
Satisfied	28	17.3 %
Neutral	16	9.9 %
Dissatisfied	21	13.0 %
Very Dissatisfied	31	19.1 %
Don't remember	6	3.7 %
Total	162	100.0 %

Q10. Have you visited TDOT's website during the past year?

<u>Q10. Have you visited TDOT's website during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	526	21.6 %
No	1910	78.4 %
Total	2436	100.0 %

Q10a. (If YES to Question 10) Why did you visit TDOT's website?

Q10a. Why did you visit TDOT's website	Number	Percent
Traffic info	21	4.3 %
Check traffic	20	4.1 %
General information	15	3.1 %
Traffic updates	14	2.9 %
Traffic cameras	14	2.9 %
Check road conditions	14	2.9 %
Construction info	13	2.7 %
Smartway cameras	9	1.8 %
Traffic conditions	7	1.4 %
Cameras	6	1.2 %
Weather	4	0.8 %
License renewal	4	0.8 %
License	4	0.8 %
Information	4	0.8 %
Job	4	0.8 %
Employment	3	0.6 %
Travel information	3	0.6 %
Winter road conditions	3	0.6 %
Construction zones	3	0.6 %
Traffic alerts	2	0.4 %
Delays	2	0.4 %
accident info	2	0.4 %
Work	2	0.4 %
Construction delays	2	0.4 %
Traffic delays	2	0.4 %
congestion	2	0.4 %
Road conditions	2	0.4 %
Potholes	2	0.4 %
To find any delays	2	0.4 %
To look up contact info	1	0.2 %
Information for traveling in middle and east TN	1	0.2 %
To check road conditions during winter weather	1	0.2 %
To check highway conditions	1	0.2 %
Snow, wreck, and construction updates	1	0.2 %
Update license information	1	0.2 %
discover traffic issues, weather related road closures and traffic counts	1	0.2 %
Check out conjestion and rd closings	1	0.2 %
Road construction - Kingston Bridge	1	0.2 %
Review construction data and obtain contact information	1	0.2 %
Job posting information	1	0.2 %
Traffic check	1	0.2 %
Public transit	1	0.2 %
road conditions-traffic/weather	1	0.2 %
driveway help	1	0.2 %
To find construction and trafic congestion zones	1	0.2 %
To get phone number	1	0.2 %
traffic jams	1	0.2 %
Highway information	1	0.2 %
colleague referral	1	0.2 %
Traffic update/construction	1	0.2 %
Construction updates/road conditions	1	0.2 %
project information	1	0.2 %
Construction along route	1	0.2 %
Camera lane check snow travel	1	0.2 %
try to check progress on 79 N from Milan TN	1	0.2 %
State Route 50 Franklin County	1	0.2 %
Snow/road closings	1	0.2 %

Q10a. (If YES to Question 10) Why did you visit TDOT's website?

Q10a. Why did you visit TDOT's website	Number	Percent
Check road repair plans	1	0.2 %
To find information on any roads under construction	1	0.2 %
Road conditions/weather	1	0.2 %
To see how long my 3 hour trip would take	1	0.2 %
Check construction	1	0.2 %
To check on a completion estimate of a local project	1	0.2 %
To find highway closure information	1	0.2 %
sidewalk issue & traffic bulletins on Interstate 40	1	0.2 %
planned construction closure info	1	0.2 %
New route of Hwy 321 thru Greene County	1	0.2 %
Check traffic conditions, interstate cameras	1	0.2 %
Driver's license info	1	0.2 %
Traffic issues/cameras	1	0.2 %
Find out where a wreck occurred	1	0.2 %
STATUS OF POTENTIAL PROJECT	1	0.2 %
TDOT camera	1	0.2 %
GRANTS	1	0.2 %
Road closure info	1	0.2 %
Construction, night paving locations, traffic incidents	1	0.2 %
Interstate congestion	1	0.2 %
travel plans to avoid construction	1	0.2 %
Public transportation	1	0.2 %
Accident & traffic checks	1	0.2 %
Where to send a claim	1	0.2 %
Update on roadways	1	0.2 %
Get driver information	1	0.2 %
Look for contact info for my district	1	0.2 %
Travel	1	0.2 %
Traffic conditions; Road conditions	1	0.2 %
traffic updates, construction zones	1	0.2 %
Wreck involving TDOT	1	0.2 %
Traffic-Smartway	1	0.2 %
Find bicycle routes	1	0.2 %
Traffic congestion-road closures	1	0.2 %
Traffic flow	1	0.2 %
To check for road work	1	0.2 %
Check road construction before a trip	1	0.2 %
Highway traffic info	1	0.2 %
Traffic/construction	1	0.2 %
Employment information	1	0.2 %
Registration renewal	1	0.2 %
To find out whether construction on I-75 was causing traffic delays	1	0.2 %
updates for driver license	1	0.2 %
Smartway to see road conditions last winter	1	0.2 %
new drivers license	1	0.2 %
reviewing construction delays	1	0.2 %
Hoping for plans to improve 385	1	0.2 %
Look for info on lane closure on Pellissippi	1	0.2 %
to see if a previously closed highway had re-opened	1	0.2 %
I work here	1	0.2 %
DOT number status	1	0.2 %
check road conditions	1	0.2 %
Drivers License information	1	0.2 %
Construction; traffic	1	0.2 %
to see construction plans for Alcoa Highway	1	0.2 %
Commercial license questions	1	0.2 %
CONSTRUCTION FOR TRAVEL	1	0.2 %

Q10a. (If YES to Question 10) Why did you visit TDOT's website?

Q10a. Why did you visit TDOT's website	Number	Percent
Construction zones and road closures	1	0.2 %
Check road work	1	0.2 %
Traffic map	1	0.2 %
Construction routes	1	0.2 %
Road work/traffic flow info	1	0.2 %
To get TDOT app for highways	1	0.2 %
Weather & road conditions	1	0.2 %
To look for opportunities to provide services	1	0.2 %
Traffic closure information	1	0.2 %
Traffic condition and construction areas	1	0.2 %
Road conditions for weather or accidents	1	0.2 %
Travel info for road construction	1	0.2 %
Regulations for license	1	0.2 %
To see why I40 I240 work in Memphis is going so bad	1	0.2 %
traffic pre-planning	1	0.2 %
Travel conditions for road trip on I24	1	0.2 %
SmartWay traffic before going to destination	1	0.2 %
to see where construction is going on	1	0.2 %
inclement weather info	1	0.2 %
To assess guardrail systems	1	0.2 %
Check construction notices	1	0.2 %
INFORMATION ON CURRENT PROJECTS	1	0.2 %
Conditions map	1	0.2 %
For information on traffic counts	1	0.2 %
Travel updates	1	0.2 %
LOOK UP A SPECIFIC ROAD PROJECT	1	0.2 %
Traffic Conditions/Construction	1	0.2 %
To check for snow on roadway (I-40)	1	0.2 %
Traffic and construction info	1	0.2 %
Traffic slow moving or accident	1	0.2 %
UPDATES WHEN TRAVLING	1	0.2 %
looking for travel information	1	0.2 %
TDOT highway webcam	1	0.2 %
Road conditions from ice/snow	1	0.2 %
Traffic camera	1	0.2 %
Traveling	1	0.2 %
to find a plan for US 129 - an artist rendition	1	0.2 %
To complain	1	0.2 %
REGISTRATION	1	0.2 %
Looking to see what the plans are for Alcoa Highway	1	0.2 %
CHECK FOR CONSTRUCTION	1	0.2 %
Smart Waze	1	0.2 %
TRAVEL PLANNING	1	0.2 %
TRAFFIC ACCIDENT ISSUES	1	0.2 %
BRIDGE CONSTRUCTION INFO	1	0.2 %
CONSTRUCTION DELAYS ON I40	1	0.2 %
cameras on highways	1	0.2 %
job related	1	0.2 %
Weather related	1	0.2 %
Weather issues	1	0.2 %
construction/traffic update	1	0.2 %
Motorcycle licensing info	1	0.2 %
Trying to find road condition/travel information	1	0.2 %
Traffic information and construction notices	1	0.2 %
daily traffic/road closure/delay info	1	0.2 %
Traffic Reports	1	0.2 %
Information about licensing	1	0.2 %

Q10a. (If YES to Question 10) Why did you visit TDOT's website?

Q10a. Why did you visit TDOT's website	Number	Percent
to see traffic and/or construction on interstate	1	0.2 %
License information	1	0.2 %
interstate camera	1	0.2 %
to find out who to contact for the missing stateline sign	1	0.2 %
Road construction information during winter weather	1	0.2 %
840 information	1	0.2 %
check traffic and possible construction	1	0.2 %
To find information on a project	1	0.2 %
To see how long the bridge re-construction near Kingston Springs was going to take	1	0.2 %
To see what were future plans	1	0.2 %
Check to see where construction would be & how long it will be going on	1	0.2 %
Complain about the construction at 1-40 and 1-240 in Memphis	1	0.2 %
Chapman Hwy project	1	0.2 %
Road construction	1	0.2 %
Potholes and I-440 resurfacing	1	0.2 %
Look at construction information/updates	1	0.2 %
traffic flow around Memphis	1	0.2 %
driver incident info	1	0.2 %
Lane closures	1	0.2 %
FOR WORK PURPOSES	1	0.2 %
PROJECT INFO/SCHEDULE	1	0.2 %
ROAD CONDITIONS/CLOSING	1	0.2 %
WATCH DRONE DEMOLITION VIDEO	1	0.2 %
CHECK ROAD CONDITIONS	1	0.2 %
For travel conditions	1	0.2 %
Check road construction on I 40 west	1	0.2 %
To check road closers prior to traveling	1	0.2 %
See traffic congestion	1	0.2 %
Construction areas on I-40	1	0.2 %
See where road work is	1	0.2 %
interstate roads	1	0.2 %
to look up information about a job	1	0.2 %
Seeking info on Hwy 64 bypass thru Bolivar	1	0.2 %
For train schedule from Lebanon to downtown	1	0.2 %
Road closer traffic info	1	0.2 %
Traffic cameras; construction projects	1	0.2 %
Drivers License Info	1	0.2 %
Cal test	1	0.2 %
Snow on roads	1	0.2 %
Licensing	1	0.2 %
Weather related construction	1	0.2 %
Road closed	1	0.2 %
Chapman Highway road project info	1	0.2 %
Traffic on road taking trips	1	0.2 %
Work with TDOT	1	0.2 %
To see road closings	1	0.2 %
To check traffic reports	1	0.2 %
Research laws n stuff	1	0.2 %
Check on possible delays	1	0.2 %
Looking for information on a construction project	1	0.2 %
Looking for traffic apps	1	0.2 %
Drivers license renewal info	1	0.2 %
Construction info on I40	1	0.2 %
Weather/Road conditions	1	0.2 %
Check for construction	1	0.2 %

Q10a. (If YES to Question 10) Why did you visit TDOT's website?

Q10a. Why did you visit TDOT's website	Number	Percent
Road construction for travel plans	1	0.2 %
traffic congestion concerns	1	0.2 %
Traffic congestion	1	0.2 %
Looking to complain about potholes	1	0.2 %
Update on new construction	1	0.2 %
see traffic cameras and delays	1	0.2 %
Driving test	1	0.2 %
Wrecks, delays, construction etc	1	0.2 %
To find out about construction of new bridge on I40	1	0.2 %
Bad road conditions from construction	1	0.2 %
smart way traffic	1	0.2 %
Cameras to see weather delays	1	0.2 %
To see traffic conditions/road closures during snow	1	0.2 %
Class project and lab assignments	1	0.2 %
Drivers license	1	0.2 %
To attempt to get information on road closures	1	0.2 %
Construction information	1	0.2 %
Look at construction plan	1	0.2 %
Traffic incident inquiry	1	0.2 %
Traffic and construction	1	0.2 %
traffic accident location	1	0.2 %
Figure out how to change my drivers license	1	0.2 %
get road conditions when traveling on I40 West to Memphis	1	0.2 %
To keep up with traffic obstructions	1	0.2 %
Drivers license information	1	0.2 %
Traveling for delays	1	0.2 %
Information on construction on I40	1	0.2 %
Inquire how to report potholes and bad interstate conditions	1	0.2 %
List individuals to be called if in accident	1	0.2 %
Traffics and incident update map	1	0.2 %
To see why traffic was backed up	1	0.2 %
Traffic/Costruction	1	0.2 %
to find out about detour information after the landslide on 75N	1	0.2 %
Traffic (road closures)	1	0.2 %
Looking for information about construction and road closures	1	0.2 %
TDOT smartway	1	0.2 %
Check traffic incidents	1	0.2 %
Cameras and delays	1	0.2 %
Construction slowdown	1	0.2 %
to get info on who to contact about my issues	1	0.2 %
To learn more about pending road work on a highway	1	0.2 %
Check on a detour	1	0.2 %
To look for something	1	0.2 %
Look at I-40 construction zones	1	0.2 %
To find out when the 10 separate construction sites will be completed	1	0.2 %
road conditions and to see if a road was open	1	0.2 %
Looking at cameras	1	0.2 %
To check on road construction	1	0.2 %
To get a TDOT email address	1	0.2 %
Looking for safety and licensing information	1	0.2 %
traffic/construction information	1	0.2 %
Road status due to ice storm	1	0.2 %
Traffic and road conditions	1	0.2 %
prequalified contractor info/construction schedules	1	0.2 %
Incident report	1	0.2 %
To get information about road conditions	1	0.2 %
Driver License information	1	0.2 %

Q10a. (If YES to Question 10) Why did you visit TDOT's website?

Q10a. Why did you visit TDOT's website	Number	Percent
Check for highway construction	1	0.2 %
I'm a civil engineering student (so for school purposes)	1	0.2 %
look for traffic cameras	1	0.2 %
Traffic road conditions	1	0.2 %
Traffic concerns	1	0.2 %
To see where road work was being done to prevent my delay	1	0.2 %
Get app	1	0.2 %
See traffic patterns & detours	1	0.2 %
To view plans for construction on Chapman thru Sevier County	1	0.2 %
traffic alerts	1	0.2 %
to find a driving testing center	1	0.2 %
Info on obtaining driver license for my son	1	0.2 %
info on changing title	1	0.2 %
weather related travel	1	0.2 %
Traffic, usually through the Knoxville area	1	0.2 %
Information about wrecker driver requirements	1	0.2 %
Traffic and construction news/updates	1	0.2 %
Find information on reporting littering on roads and highways	1	0.2 %
To see local construction projects	1	0.2 %
license/tags renewal	1	0.2 %
Son's driving permit	1	0.2 %
Traffic tie ups	1	0.2 %
TRAFFIC DELAY AND CONGESTION	1	0.2 %
Phone number	1	0.2 %
To look for construction times	1	0.2 %
Job search	1	0.2 %
Passport	1	0.2 %
Road updates	1	0.2 %
Construction plans/news	1	0.2 %
check out interstate traffic	1	0.2 %
Check construction and traffic	1	0.2 %
To find out about traffic/accidents	1	0.2 %
School related business	1	0.2 %
Driver's Exam information	1	0.2 %
To view traffic cameras for driving route	1	0.2 %
To see update on Hwy 27 reconstruction project	1	0.2 %
Info on congested areas	1	0.2 %
Drivers license info	1	0.2 %
Snow map	1	0.2 %
to find safe way to travel	1	0.2 %
Weigh stations	1	0.2 %
inquire about road construction	1	0.2 %
to see plans for US 27	1	0.2 %
To check road conditions during winter storm	1	0.2 %
Road closure and construction areas before trip	1	0.2 %
Looking for traffic obstructions	1	0.2 %
To get a map of TN	1	0.2 %
Hwy repair news	1	0.2 %

Q10. (If YES to Question 10) Were you able to locate the information you wanted?

<u>Q10b. Were you able to locate information you wanted</u>	<u>Number</u>	<u>Percent</u>
Yes	432	82.1 %
No	86	16.3 %
Don't remember	8	1.5 %
Total	526	100.0 %

Q10c. (If YES to Question 10) How easy was the website to use?

<u>Q10c. How easy was the website to use</u>	<u>Number</u>	<u>Percent</u>
Very easy	82	15.6 %
Easy	198	37.6 %
Ok	198	37.6 %
Difficult	38	7.2 %
Don't remember	10	1.9 %
Total	526	100.0 %

Q11. Which of the following are the most effective ways for TDOT to provide you with information?

Q11. Most effective ways for TDOT to provide you with information	Number	Percent
Electronic message boards on highways	1888	77.5 %
Signs on roadways with phone numbers for information	779	32.0 %
Flyers	118	4.8 %
Tennessee 511	390	16.0 %
TDOT web page	512	21.0 %
TDOT SmartWay/WAZE	383	15.7 %
Direct mailings/newsletters	350	14.4 %
Newspapers	509	20.9 %
Radio	1050	43.1 %
TV local public access channel	821	33.7 %
Facebook	639	26.2 %
Twitter	151	6.2 %
Instagram	77	3.2 %
LinkedIn	32	1.3 %
YouTube	47	1.9 %
Other social media sites, such as Pinterest, Vine, Vimeo	35	1.4 %
Text messages	727	29.8 %
Public officials	189	7.8 %
Public meetings/hearings	239	9.8 %
Email	606	24.9 %
Total	9542	

Q12. 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?

Q12. How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues

	Number	Percent
Very Satisfied	274	11.2 %
Satisfied	1048	43.0 %
Neutral	721	29.6 %
Dissatisfied	210	8.6 %
Very Dissatisfied	54	2.2 %
Don't Know	129	5.3 %
Total	2436	100.0 %

EXCLUDING DON'T KNOWS

Q12. 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? (without "don't know")

Q12. How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues

	Number	Percent
Very Satisfied	274	11.9 %
Satisfied	1048	45.4 %
Neutral	721	31.3 %
Dissatisfied	210	9.1 %
Very Dissatisfied	54	2.3 %
Total	2307	100.0 %

Q13. Which social media platform do you most frequently use to obtain transportation/travel information?

Q13. Which social media platform do you most frequently use to obtain transportation/travel information

	Number	Percent
Facebook	413	26.8 %
TV	139	9.0 %
Radio	106	6.9 %
Waze	61	4.0 %
Twitter	56	3.6 %
Internet	49	3.2 %
Google Maps	46	3.0 %
TV, Radio	39	2.5 %
Website	37	2.4 %
Google	31	2.0 %
News	31	2.0 %
Email	24	1.6 %
Newspaper	19	1.2 %
TDOT website	17	1.1 %
Mapquest	8	0.5 %
Facebook, Twitter	8	0.5 %
Phone	7	0.5 %
Local news	7	0.5 %
Instagram	6	0.4 %
TV news	6	0.4 %
Text	5	0.3 %
GPS	5	0.3 %
Signs	4	0.3 %
Road signs	4	0.3 %
Waze, Google Maps	4	0.3 %
TDOT	4	0.3 %
Computer	3	0.2 %
local news	3	0.2 %
TDOT app	3	0.2 %
Electronic message boards	3	0.2 %
Yahoo	3	0.2 %
Waze, Twitter	3	0.2 %
Google Map	3	0.2 %
Waze, Facebook	3	0.2 %
Smartway	3	0.2 %
Local TV	3	0.2 %
Twitter,Facebook	2	0.1 %
cell phone	2	0.1 %
Facebook, Google Maps	2	0.1 %
Goggle	2	0.1 %
TV, radio, newspaper	2	0.1 %
Google, Facebook	2	0.1 %
News apps	2	0.1 %
text or email	2	0.1 %
TDOT Smartway	2	0.1 %
Apple maps	2	0.1 %
E-mail	2	0.1 %
TDOT App or Google Maps	2	0.1 %
ELECTRONIC MESSAGE BOARDS	2	0.1 %
Maps	2	0.1 %
Online news	2	0.1 %
TV, Facebook	2	0.1 %
local news and radio	2	0.1 %
Highway signs	2	0.1 %
Newspapers	2	0.1 %
Weather Channel	2	0.1 %

Q13. Which social media platform do you most frequently use to obtain transportation/travel information?

Q13. Which social media platform do you most frequently use to obtain transportation/travel information	Number	Percent
Radio, Facebook	2	0.1 %
WBIR Web page	1	0.1 %
Twitter, Google Maps	1	0.1 %
TV for out of town - local radio	1	0.1 %
Television traffic information	1	0.1 %
511/website	1	0.1 %
Local news postings on Facebook/traffic Smartway cams	1	0.1 %
Channel 5	1	0.1 %
TV, Radio, Internet	1	0.1 %
Local channels	1	0.1 %
Waze, Twitter, Google Maps	1	0.1 %
Radio, Waze	1	0.1 %
TV, radio, road signs	1	0.1 %
Radio & local TV	1	0.1 %
WATE TV 6	1	0.1 %
WSN 9650 and channel 2 news	1	0.1 %
Mostly 96.9	1	0.1 %
Car radio during travel	1	0.1 %
Yahoo Maps and Google Maps	1	0.1 %
Signs, TV	1	0.1 %
TV, Twitter	1	0.1 %
Facebook and radio	1	0.1 %
Cell phone, internet	1	0.1 %
news 2 traffic map	1	0.1 %
Map on phone	1	0.1 %
TV and Facebook	1	0.1 %
Use map app that shows traffic	1	0.1 %
Local electronic signs	1	0.1 %
Google Maps, Facebook	1	0.1 %
CBS, WREG TV, Channel 3 Memphis, TN	1	0.1 %
Google Maps/text	1	0.1 %
TV news channels	1	0.1 %
TV local Channel 5 news in Nashville	1	0.1 %
News 2	1	0.1 %
Chanel 5 news	1	0.1 %
Google, Waze	1	0.1 %
signs at the locations only	1	0.1 %
Paper, radio	1	0.1 %
Overhead signs	1	0.1 %
Newspaper and phone	1	0.1 %
Local TV and radio	1	0.1 %
GPS/maps	1	0.1 %
TDOT.gov	1	0.1 %
paper	1	0.1 %
TDOT web page	1	0.1 %
Gmail	1	0.1 %
AM radio station	1	0.1 %
DIRECT MAILING/NEWSLETTER	1	0.1 %
Public access channel	1	0.1 %
LOCAL NEWSPAPER & TV	1	0.1 %
FACEBOOK/ TDOT	1	0.1 %
Google Maps and 511	1	0.1 %
RADIO/SIGNAGE	1	0.1 %
Online	1	0.1 %
local night and morning TV news	1	0.1 %
News and radio	1	0.1 %

Q13. Which social media platform do you most frequently use to obtain transportation/travel information?

Q13. Which social media platform do you most frequently use to obtain transportation/travel information	Number	Percent
Direct mail	1	0.1 %
MAP APP ON PHONE	1	0.1 %
TV/Newspaper	1	0.1 %
FACEBOOK/INSTAGRAM/OTHER APPS, CH 4 ETC	1	0.1 %
NPR	1	0.1 %
TEXT/RADIO WEBSITE	1	0.1 %
Radio, TV, signs	1	0.1 %
Internet, Facebook	1	0.1 %
ELECTRONIC MESSAGES BOARDS ON HIGHWAYS	1	0.1 %
Local television & websites	1	0.1 %
TV local public access channels	1	0.1 %
Online news sites	1	0.1 %
ELECTRONIC BOARDS	1	0.1 %
Internet-TDOT site	1	0.1 %
Local TV news	1	0.1 %
E-mail, web, Google	1	0.1 %
Local television	1	0.1 %
TD27 Smartway	1	0.1 %
Electronic message boards, radio traffic reports	1	0.1 %
Radio/morning and evening local news	1	0.1 %
Radio, smart phone	1	0.1 %
TV and AAA	1	0.1 %
Local news on TV	1	0.1 %
Just road signs	1	0.1 %
TV traffic alerts & conditions	1	0.1 %
TV and calling the business office	1	0.1 %
WCYB-5, WJHL-11	1	0.1 %
TV & website	1	0.1 %
Cell phone, TV	1	0.1 %
TV, radio, word of mouth	1	0.1 %
Text, message boards are the best	1	0.1 %
Message boards	1	0.1 %
Roadnow.com	1	0.1 %
Town of Smyrna Facebook page	1	0.1 %
Facebook, YouTube	1	0.1 %
Tennessee Smartway	1	0.1 %
PRINT/NEWSPAPER	1	0.1 %
LOCAL NEWS CHANNEL 4	1	0.1 %
Radio for traffic reports, Google Maps for routes	1	0.1 %
Facebook, 511	1	0.1 %
Phone map	1	0.1 %
Electronic message boards and TV & radio news	1	0.1 %
Local news channels	1	0.1 %
TV & car travel channel on radio	1	0.1 %
TV, phone	1	0.1 %
TOOT site, YELP, Google Maps	1	0.1 %
Facebook, local news page	1	0.1 %
Mapquest, Google Maps	1	0.1 %
NPR radio	1	0.1 %
Newspaper, radio	1	0.1 %
I just use electronic signs and other signs posted in the area	1	0.1 %
intellicast	1	0.1 %
TV and websites	1	0.1 %
Facebook, Google	1	0.1 %
tv channel 9	1	0.1 %
Channel 3 traffic app	1	0.1 %

Q13. Which social media platform do you most frequently use to obtain transportation/travel information?

Q13. Which social media platform do you most frequently use to obtain transportation/travel information	Number	Percent
Waze, Twitter, Facebook	1	0.1 %
Yahoo Travel	1	0.1 %
TV, radio, newspapers	1	0.1 %
TV, radio news	1	0.1 %
Radio, TV, or Facebook	1	0.1 %
TDOT, 511	1	0.1 %
news radio/tv	1	0.1 %
Message boards, newspapers	1	0.1 %
TV, road signs	1	0.1 %
TV, mail	1	0.1 %
WATE Channel 6	1	0.1 %
TV news, internet	1	0.1 %
Mail, TV, signs	1	0.1 %
Newspaper, radio, TV	1	0.1 %
LinkedIn	1	0.1 %
TV, iPhone	1	0.1 %
News, Google	1	0.1 %
Smartway app	1	0.1 %
Highway message boards, radio, TV	1	0.1 %
Radio and news page	1	0.1 %
Use local news, TV & Radio	1	0.1 %
TV Local Public Channels	1	0.1 %
News channel 5 app	1	0.1 %
Electornic sign on highway	1	0.1 %
internet email	1	0.1 %
Newsletter	1	0.1 %
TEXT OR GOOGLE FACEBOOK	1	0.1 %
radio	1	0.1 %
FACEBOOK OR TV NEWS	1	0.1 %
Radio and 511	1	0.1 %
Newspaper and TV	1	0.1 %
Text message	1	0.1 %
Waze, 511, email	1	0.1 %
TCV, WAZE APP	1	0.1 %
TV-NEWSPAPER-RADIO	1	0.1 %
SIGN ON INTERSTATE	1	0.1 %
WEB PAGES SITES	1	0.1 %
Facebook, road signs	1	0.1 %
TV AND WEBSITES	1	0.1 %
Facebook; Local news	1	0.1 %
Webpages	1	0.1 %
PHONE-APPS	1	0.1 %
FACEBOOK AND LOCAL NEWS	1	0.1 %
TV OR PUBLIC OFFICALS	1	0.1 %
Media apps	1	0.1 %
E-MAIL	1	0.1 %
Radio/Facebook	1	0.1 %
TV AND INTERNET	1	0.1 %
Public TV	1	0.1 %
TDOT webpage, TV	1	0.1 %
NEWS TV	1	0.1 %
Webpage	1	0.1 %
TV RADIO	1	0.1 %
Google Maps/Waze	1	0.1 %
Phone apps - WAZE TDOT's app	1	0.1 %
Radio - TV news	1	0.1 %

Q13. Which social media platform do you most frequently use to obtain transportation/travel information?

Q13. Which social media platform do you most frequently use to obtain transportation/travel information	Number	Percent
Car radio or news broadcast	1	0.1 %
Channel 5 traffic report in AM	1	0.1 %
Roadside signs	1	0.1 %
TELEPHONE	1	0.1 %
WAZE APP ANDROID	1	0.1 %
TV AND RADIO	1	0.1 %
Newspaper/TV/radio	1	0.1 %
RADIO AND TV ELECTRONIC ROAD SIGNS	1	0.1 %
Paper-radio	1	0.1 %
News channel 5 Nashville	1	0.1 %
Facebook/Twitter	1	0.1 %
ipad	1	0.1 %
READY TN	1	0.1 %
GOOGLE MAPS ATMOST	1	0.1 %
YAHOO	1	0.1 %
Electronic signs and radio	1	0.1 %
TV station websites	1	0.1 %
SmartWay	1	0.1 %
News apps like the Tennessean	1	0.1 %
Text Messages	1	0.1 %
Radio and television	1	0.1 %
Newspaper and online notices	1	0.1 %
511 & Radio	1	0.1 %
TDOT smartway / TN 511 / local radio (especially for morning & afternoon traffic)	1	0.1 %
Smart Waze	1	0.1 %
tv/radio	1	0.1 %
Waze, electronic signs and 511	1	0.1 %
SmartWay/WAZE	1	0.1 %
news and traffic reports on TV	1	0.1 %
Internet & signs on roads	1	0.1 %
Nixel	1	0.1 %
CHN 4 NEWS APP	1	0.1 %
RADIO/TV APP READY TN	1	0.1 %
TV NEWS/RADIO	1	0.1 %
OFFICIAL WEB SITES	1	0.1 %
TWITTER	1	0.1 %
T.511 STATE POLICE	1	0.1 %
TV LOCAL NEWS	1	0.1 %
NAVIGATION EQPT	1	0.1 %
WEATHER.COM	1	0.1 %
TV NEWS/ROAD SIGNS	1	0.1 %
RADIO/GOOGLE MAPS	1	0.1 %
WEB PAGE/SITE	1	0.1 %
WEBSITE	1	0.1 %
TV INTERNET	1	0.1 %
TV NEWSPAPER	1	0.1 %
LOCAL NEWS CHANNELS	1	0.1 %
Web sites or 511	1	0.1 %
TV CHN 5	1	0.1 %
facebook, twitter	1	0.1 %
Television, text	1	0.1 %
N TV CHANNEL AND ANDROID	1	0.1 %
TV, FACEBOOK	1	0.1 %
Local news app	1	0.1 %
facebook, Twitter	1	0.1 %

Q13. Which social media platform do you most frequently use to obtain transportation/travel information?

Q13. Which social media platform do you most frequently use to obtain transportation/travel information	Number	Percent
Billboard	1	0.1 %
Radio and internet	1	0.1 %
News on TV	1	0.1 %
news	1	0.1 %
Radio, Website	1	0.1 %
local news and Facebook	1	0.1 %
Apple Maps	1	0.1 %
Channel 4	1	0.1 %
TDOT smart	1	0.1 %
ABC channel 7	1	0.1 %
Text messaging	1	0.1 %
traffic app Inrix	1	0.1 %
TV and Web site	1	0.1 %
Web sites	1	0.1 %
Google drive	1	0.1 %
Local news apps	1	0.1 %
App	1	0.1 %
TDOT Website	1	0.1 %
Newspaper or tv	1	0.1 %
Local news station	1	0.1 %
TDOT websites	1	0.1 %
News channels	1	0.1 %
Television/radio	1	0.1 %
511 on phone	1	0.1 %
The news	1	0.1 %
channel 4 news	1	0.1 %
News and Text	1	0.1 %
Road signs	1	0.1 %
Facebook,Periscop, Twitter	1	0.1 %
electronic signs	1	0.1 %
news media	1	0.1 %
cell	1	0.1 %
Web site	1	0.1 %
Email or text	1	0.1 %
LOCAL NEWS	1	0.1 %
LOCAL TV STATIONS	1	0.1 %
newspaper /tv	1	0.1 %
MeWe	1	0.1 %
Auto road signs	1	0.1 %
local news stations	1	0.1 %
sign on highway	1	0.1 %
email, text, cell phone	1	0.1 %
Local News	1	0.1 %
Radio and smartphone	1	0.1 %
email or text	1	0.1 %
Local news channel/ news website/ radio	1	0.1 %
Electronic signs	1	0.1 %
WAZE and TDOT Smartway	1	0.1 %
news or newspapers	1	0.1 %
Text message alerts	1	0.1 %
WMC Action News app	1	0.1 %
Highway message boards & TV	1	0.1 %
Radio, info #	1	0.1 %
TDOT.com	1	0.1 %
iPhone app	1	0.1 %
Facebook, local news website	1	0.1 %

Q13. Which social media platform do you most frequently use to obtain transportation/travel information?

Q13. Which social media platform do you most frequently use to obtain transportation/travel information	Number	Percent
Local TV & local newspaper	1	0.1 %
iPhone	1	0.1 %
Paper	1	0.1 %
Google or Waze	1	0.1 %
Facebook, news apps	1	0.1 %
YouTube	1	0.1 %
Instagram, Facebook, Twitter	1	0.1 %
local radio and highway signs	1	0.1 %
Texting, Twitter	1	0.1 %
News Channel 5	1	0.1 %
message boards and signs	1	0.1 %
Internet: google road conditions, 4WARN traffic	1	0.1 %
pinterest or tn.gov	1	0.1 %
TV or Radio	1	0.1 %
ONLINE APPS, FACEBOOK, INSTAGRAM	1	0.1 %
Radio and newsletters	1	0.1 %
Signage	1	0.1 %
Waze app	1	0.1 %
TV, Internet	1	0.1 %
TNgov	1	0.1 %
Facebook, Instagram	1	0.1 %
TV, radio, and internet	1	0.1 %
Television/Radio	1	0.1 %
TV & News Media	1	0.1 %
Facebook, Waze	1	0.1 %
Mapquest	1	0.1 %
TV, Radio, Road Signs	1	0.1 %
Signs on highways	1	0.1 %
ReadyTn	1	0.1 %
Wkrn traffic app	1	0.1 %
Smartphone	1	0.1 %
The trolley	1	0.1 %
Apple maps, Waze	1	0.1 %
websites, Facebook	1	0.1 %
Facebook, local news	1	0.1 %
Radio/news	1	0.1 %
Real time GPS traffic updates	1	0.1 %
Local news media	1	0.1 %
News on radio and television	1	0.1 %
ABC	1	0.1 %
Text and facebook	1	0.1 %
Google Maps , Facebook	1	0.1 %
Internet	1	0.1 %
Facebook, Waze, Google Maps	1	0.1 %
Waze, TDOT	1	0.1 %
email or texting	1	0.1 %
Channel 2	1	0.1 %
INRIX app	1	0.1 %
Electronic message board	1	0.1 %
Text messages	1	0.1 %
Waze App	1	0.1 %
Emails	1	0.1 %
Infix	1	0.1 %
Facebook & TV	1	0.1 %
TN GOV	1	0.1 %

Q14. Overall, how easy do you think it is to travel between cities in Tennessee?

Q14. How easy is it to travel between cities in Tennessee		
Tennessee	Number	Percent
Very easy	529	21.7 %
Easy	1242	51.0 %
Neutral	404	16.6 %
Difficult	155	6.4 %
Very difficult	49	2.0 %
Don't know	57	2.3 %
Total	2436	100.0 %

EXCLUDING DON'T KNOWS

Q14. Overall, how easy do you think it is to travel between cities in Tennessee? (without "don't know")

Q14. How easy is it to travel between cities in Tennessee		
Tennessee	Number	Percent
Very easy	529	22.2 %
Easy	1242	52.2 %
Neutral	404	17.0 %
Difficult	155	6.5 %
Very difficult	49	2.1 %
Total	2379	100.0 %

Q15. Overall, how easy do you think it is to travel within urban areas of Tennessee?

Q15. How easy is it to travel within urban areas of Tennessee	Number	Percent
Very easy	289	11.9 %
Easy	950	39.0 %
Neutral	586	24.1 %
Difficult	436	17.9 %
Very difficult	108	4.4 %
Don't know	67	2.8 %
Total	2436	100.0 %

EXCLUDING DON'T KNOWS

Q15. Overall, how easy do you think it is to travel within urban areas of Tennessee? (without "don't know")

Q15. How easy is it to travel within urban areas of Tennessee	Number	Percent
Very easy	289	12.2 %
Easy	950	40.1 %
Neutral	586	24.7 %
Difficult	436	18.4 %
Very difficult	108	4.6 %
Total	2369	100.0 %

Q16. Compared to two years ago, how do you think that the current quality of TDOT services has changed?

Q16. How has current quality of TDOT services changed compared to two years ago	Number	Percent
Better	672	27.6 %
About the same	1275	52.3 %
Worse	162	6.7 %
Don't know	327	13.4 %
Total	2436	100.0 %

EXCLUDING DON'T KNOWS

Q16. Compared to two years ago, how do you think that the current quality of TDOT services has changed? (without "don't know")

Q16. How has current quality of TDOT services changed compared to two years ago	Number	Percent
Better	672	31.9 %
About the same	1275	60.5 %
Worse	162	7.7 %
Total	2109	100.0 %

Q17. OVERALL RATINGS: Please circle the number that best describes your level of agreement with the following statements:

(N=2436)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q17a. I am familiar with services that TDOT provides	8.2%	40.8%	30.6%	11.0%	1.4%	8.0%
Q17b. TDOT does a good job prioritizing highway improvements in Tennessee	6.9%	32.5%	31.4%	12.2%	4.2%	12.8%
Q17c. I think TDOT adequately supports local transportation projects for City & County governments	6.7%	29.6%	29.6%	10.0%	3.7%	20.4%
Q17d. I think TDOT is responsive to concerns of local communities	6.7%	29.3%	29.5%	11.1%	4.5%	18.9%
Q17e. TDOT incorporates environmental concerns into design & maintenance of transportation projects	8.0%	31.4%	29.4%	5.1%	2.9%	23.1%
Q17f. I trust TDOT to make sound professional transportation decisions	9.7%	41.4%	27.6%	7.7%	3.6%	10.1%
Q17g. Compared to other states I have visited, I think Tennessee's transportation system is one of the best	15.1%	30.6%	26.4%	12.1%	7.7%	8.1%

EXCLUDING DON'T KNOWS

Q17. OVERALL RATINGS: Please circle the number that best describes your level of agreement with the following statements: (without "don't know")

(N=2436)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q17a. I am familiar with services that TDOT provides	8.9%	44.3%	33.2%	12.0%	1.6%
Q17b. TDOT does a good job prioritizing highway improvements in Tennessee	7.9%	37.3%	36.0%	14.0%	4.8%
Q17c. I think TDOT adequately supports local transportation projects for City & County governments	8.4%	37.2%	37.3%	12.5%	4.7%
Q17d. I think TDOT is responsive to concerns of local communities	8.3%	36.1%	36.4%	13.7%	5.5%
Q17e. TDOT incorporates environmental concerns into design & maintenance of transportation projects	10.4%	40.9%	38.3%	6.7%	3.8%
Q17f. I trust TDOT to make sound professional transportation decisions	10.8%	46.1%	30.7%	8.5%	4.0%
Q17g. Compared to other states I have visited, I think Tennessee's transportation system is one of the best	16.4%	33.3%	28.8%	13.1%	8.4%

Q18. Whose job do you believe it is to lead on transportation issues?

Q18. Whose job is it to lead on transportation issues	Number	Percent
Local (City/County) government	758	31.1 %
State government	1312	53.9 %
Federal government	77	3.2 %
Don't know	289	11.9 %
Total	2436	100.0 %

EXCLUDING DON'T KNOWS

Q18. Whose job do you believe it is to lead on transportation issues? (without "don't know")

Q18. Whose job is it to lead on transportation issues	Number	Percent
Local (City/County) government	758	35.3 %
State government	1312	61.1 %
Federal government	77	3.6 %
Total	2147	100.0 %

Q19. Thinking about your own daily life, how important are roads, bridges, public transportation, to safety and quality of life?

Q19. How important are roads, bridges, public transportation, to safety & quality of life	Number	Percent
Very important	1893	77.7 %
Important	390	16.0 %
Somewhat important	80	3.3 %
Not important	5	0.2 %
Not important at all	3	0.1 %
Don't know	65	2.7 %
Total	2436	100.0 %

EXCLUDING DON'T KNOWS

Q19. Thinking about your own daily life, how important are roads, bridges, public transportation, to safety and quality of life? (without "don't know")

Q19. How important are roads, bridges, public transportation, to safety & quality of life	Number	Percent
Very important	1893	79.8 %
Important	390	16.4 %
Somewhat important	80	3.4 %
Not important	5	0.2 %
Not important at all	3	0.1 %
Total	2371	100.0 %

Q20. Thinking about the Tennessee economy, how important are roads, bridges, public transportation to economic development and job growth?

Q20. How important are roads, bridges, public transportation to economic development & job growth	Number	Percent
Very important	1834	75.3 %
Important	466	19.1 %
Somewhat important	60	2.5 %
Not important	2	0.1 %
Not important at all	4	0.2 %
Don't know	70	2.9 %
Total	2436	100.0 %

EXCLUDING DON'T KNOWS

Q20. Thinking about the Tennessee economy, how important are roads, bridges, public transportation to economic development and job growth? (without "don't know")

Q20. How important are roads, bridges, public transportation to economic development & job growth	Number	Percent
Very important	1834	77.5 %
Important	466	19.7 %
Somewhat important	60	2.5 %
Not important	2	0.1 %
Not important at all	4	0.2 %
Total	2366	100.0 %

Q21. Approximately, how much do you think the average Tennessee resident pays annually per vehicle to support transportation projects and services provided by TDOT?

Q21. How much does average Tennessee resident pay annually per vehicle to support transportation projects & services provided by TDOT

	Number	Percent
Less than \$250	536	22.0 %
\$250-\$499	472	19.4 %
\$500-\$749	229	9.4 %
\$750-\$999	80	3.3 %
over \$1,000	122	5.0 %
Don't know	997	40.9 %
Total	2436	100.0 %

EXCLUDING DON'T KNOWS

Q21. Approximately, how much do you think the average Tennessee resident pays annually per vehicle to support transportation projects and services provided by TDOT? (without "don't know")

Q21. How much does average Tennessee resident pay annually per vehicle to support transportation projects & services provided by TDOT

	Number	Percent
Less than \$250	536	37.2 %
\$250-\$499	472	32.8 %
\$500-\$749	229	15.9 %
\$750-\$999	80	5.6 %
over \$1,000	122	8.5 %
Total	1439	100.0 %

Q22. Where do you think Tennessee's transportation spending per person ranks compared to other states?

Q22. Where does Tennessee's transportation spending per person rank compared to other states

	Number	Percent
Spends more than other states	261	10.7 %
Spends about the same as other states	637	26.1 %
Spends less than other states	526	21.6 %
Don't know	1012	41.5 %
Total	2436	100.0 %

EXCLUDING DON'T KNOWS

Q22. Where do you think Tennessee's transportation spending per person ranks compared to other states? (without "don't know")

Q22. Where does Tennessee's transportation spending per person rank compared to other states

	Number	Percent
Spends more than other states	261	18.3 %
Spends about the same as other states	637	44.7 %
Spends less than other states	526	36.9 %
Total	1424	100.0 %

Q23. Overall, how would you rate the value that is currently provided by TDOT for the transportation taxes paid by Tennessee residents?

Q23. How would you rate the value that is currently provided by TDOT for transportation taxes paid by Tennessee residents

	Number	Percent
Good value for your money	561	23.0 %
Ok value for your money	869	35.7 %
Low value for your money	318	13.1 %
Don't know	688	28.2 %
Total	2436	100.0 %

EXCLUDING DON'T KNOWS

Q23. Overall, how would you rate the value that is currently provided by TDOT for the transportation taxes paid by Tennessee residents? (without "don't know")

Q23. How would you rate the value that is currently provided by TDOT for transportation taxes paid by Tennessee residents

	Number	Percent
Good value for your money	561	32.1 %
Ok value for your money	869	49.7 %
Low value for your money	318	18.2 %
Total	1748	100.0 %

Q24. Transportation Improvements: How supportive would you be of increasing funding for the following types of transportation improvements in Tennessee over the next 10 years?

(N=2436)

	Very Supportive	Supportive	Neutral	Not Supportive	Not At All Supportive	Don't Know
Q24a. Improving interstate highways	23.4%	42.7%	21.3%	4.8%	2.9%	5.0%
Q24b. Repairing & maintaining existing roads & bridges	33.3%	46.5%	11.7%	2.5%	1.8%	4.3%
Q24c. Expanding use of technology (ITS) to improve traffic flow	23.5%	35.2%	23.8%	8.1%	4.8%	4.6%
Q24d. Expanding public transportation services	25.5%	31.1%	26.2%	6.5%	4.6%	6.1%
Q24e. Improving rural access	22.5%	39.1%	25.0%	4.4%	3.0%	6.0%
Q24f. Enhancing safety on highways	31.1%	44.3%	16.1%	2.3%	2.0%	4.3%
Q24g. Reducing congestion	43.0%	37.5%	11.5%	1.6%	1.8%	4.6%
Q24h. Investing in transportation projects that will support economic development	28.8%	40.4%	19.7%	3.2%	2.5%	5.4%
Q24i. Increasing availability of pedestrian facilities & sidewalks	23.6%	34.9%	26.1%	6.2%	3.9%	5.3%
Q24j. Expanding availability of bicycle facilities & lanes	18.3%	26.8%	30.2%	10.4%	8.3%	6.1%

EXCLUDING DON'T KNOWS

Q24. Transportation Improvements: How supportive would you be of increasing funding for the following types of transportation improvements in Tennessee over the next 10 years? (without "don't know")

(N=2436)

	Very Supportive	Supportive	Neutral	Not Supportive	Not At All Supportive
Q24a. Improving interstate highways	24.6%	44.9%	22.4%	5.0%	3.1%
Q24b. Repairing & maintaining existing roads & bridges	34.7%	48.6%	12.2%	2.6%	1.8%
Q24c. Expanding use of technology (ITS) to improve traffic flow	24.7%	36.9%	24.9%	8.5%	5.0%
Q24d. Expanding public transportation services	27.1%	33.1%	27.9%	6.9%	4.9%
Q24e. Improving rural access	24.0%	41.6%	26.6%	4.6%	3.2%
Q24f. Enhancing safety on highways	32.5%	46.3%	16.8%	2.4%	2.1%
Q24g. Reducing congestion	45.0%	39.3%	12.1%	1.7%	1.9%
Q24h. Investing in transportation projects that will support economic development	30.5%	42.7%	20.8%	3.3%	2.7%
Q24i. Increasing availability of pedestrian facilities & sidewalks	25.0%	36.9%	27.5%	6.5%	4.1%
Q24j. Expanding availability of bicycle facilities & lanes	19.5%	28.5%	32.1%	11.1%	8.8%

Q25. Which THREE of the items listed in Question 24 above do you think should be the State's top transportation funding priorities over the next 10 years?

<u>Q25. Top choice</u>	<u>Number</u>	<u>Percent</u>
Improving interstate highways	501	20.6 %
Repairing & maintaining existing roads & bridges	716	29.4 %
Expanding use of technology (ITS) to improve traffic flow	84	3.4 %
Expanding public transportation services	163	6.7 %
Improving rural access	96	3.9 %
Enhancing safety on highways	110	4.5 %
Reducing congestion	315	12.9 %
Investing in transportation projects that will support economic development	56	2.3 %
Increasing availability of pedestrian facilities & sidewalks	37	1.5 %
Expanding availability of bicycle facilities & lanes	45	1.8 %
<u>None chosen</u>	<u>313</u>	<u>12.8 %</u>
Total	2436	100.0 %

<u>Q25. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Improving interstate highways	290	11.9 %
Repairing & maintaining existing roads & bridges	527	21.6 %
Expanding use of technology (ITS) to improve traffic flow	183	7.5 %
Expanding public transportation services	187	7.7 %
Improving rural access	151	6.2 %
Enhancing safety on highways	192	7.9 %
Reducing congestion	253	10.4 %
Investing in transportation projects that will support economic development	110	4.5 %
Increasing availability of pedestrian facilities & sidewalks	103	4.2 %
Expanding availability of bicycle facilities & lanes	52	2.1 %
<u>None chosen</u>	<u>388</u>	<u>15.9 %</u>
Total	2436	100.0 %

<u>Q25. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Improving interstate highways	187	7.7 %
Repairing & maintaining existing roads & bridges	190	7.8 %
Expanding use of technology (ITS) to improve traffic flow	222	9.1 %
Expanding public transportation services	175	7.2 %
Improving rural access	173	7.1 %
Enhancing safety on highways	262	10.8 %
Reducing congestion	344	14.1 %
Investing in transportation projects that will support economic development	195	8.0 %
Increasing availability of pedestrian facilities & sidewalks	119	4.9 %
Expanding availability of bicycle facilities & lanes	107	4.4 %
<u>None chosen</u>	<u>462</u>	<u>19.0 %</u>
Total	2436	100.0 %

Q25. Which THREE of the items listed in Question 24 above do you think should be the State's top transportation funding priorities over the next 10 years? (top 3)

<u>Q25. Sum of Top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Improving interstate highways	978	40.1 %
Repairing & maintaining existing roads & bridges	1433	58.8 %
Expanding use of technology (ITS) to improve traffic flow	489	20.1 %
Expanding public transportation services	525	21.6 %
Improving rural access	420	17.2 %
Enhancing safety on highways	564	23.2 %
Reducing congestion	912	37.4 %
Investing in transportation projects that will support economic development	361	14.8 %
Increasing availability of pedestrian facilities & sidewalks	259	10.6 %
Expanding availability of bicycle facilities & lanes	204	8.4 %
<u>None chosen</u>	<u>313</u>	<u>12.8 %</u>
Total	6458	

Q26. What is your current employment status?

<u>Q26. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed full-time	1471	60.4 %
Employed part-time	161	6.6 %
Student	45	1.8 %
Retired	558	22.9 %
Unemployed but seeking paid employment	52	2.1 %
Not seeking paid employment (homemaker, etc.)	120	4.9 %
Not provided	29	1.2 %
Total	2436	100.0 %

Q27. Which of the following best describes your race/ethnicity?

<u>Q27. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
African American/Black	381	15.6 %
American Indian/Eskimo	28	1.1 %
Asian/Pacific Islander	24	1.0 %
Caucasian/White	1892	77.7 %
Hispanic	129	5.3 %
Other	40	1.6 %
Total	2494	

Q28. Do you speak a language other than English as your primary language?

<u>Q28. Do you speak a language other than English as your primary language</u>	<u>Number</u>	<u>Percent</u>
Yes	123	5.0 %
No	2242	92.0 %
Not provided	71	2.9 %
Total	2436	100.0 %

Q29. How many years have you been a resident of Tennessee?

<u>Q29. How many years have you been a resident of Tennessee</u>	<u>Number</u>	<u>Percent</u>
5 or less	245	10.1 %
6 to 10	184	7.6 %
11 to 15	143	5.9 %
16 to 20	177	7.3 %
21 to 30	392	16.1 %
31+	1295	53.2 %
Total	2436	100.0 %

Q30. In which County do you live?

Q30. In which County do you live	Number	Percent
Shelby	225	9.2 %
Hamilton	160	6.6 %
Knox	160	6.6 %
Rutherford	130	5.3 %
Davidson	126	5.2 %
Montgomery	89	3.7 %
Madison	71	2.9 %
Blount	64	2.6 %
Cumberland	54	2.2 %
Williamson	51	2.1 %
Putnam	50	2.1 %
Washington	46	1.9 %
Bradley	44	1.8 %
Sullivan	40	1.6 %
Maury	38	1.6 %
Gibson	33	1.4 %
Coffee	33	1.4 %
Sumner	31	1.3 %
Robertson	31	1.3 %
Warren	29	1.2 %
Dickson	29	1.2 %
Loudon	28	1.1 %
Weakley	28	1.1 %
Wilson	26	1.1 %
Henry	26	1.1 %
Sevier	26	1.1 %
Cheatham	25	1.0 %
Greene	25	1.0 %
Marion	23	0.9 %
Anderson	23	0.9 %
Franklin	23	0.9 %
Monroe	22	0.9 %
Roane	22	0.9 %
Dyer	20	0.8 %
Hardeman	20	0.8 %
Carroll	20	0.8 %
McMinn	19	0.8 %
McNairy	18	0.7 %
Jefferson	16	0.7 %
Sequatchie	16	0.7 %
Hawkins	16	0.7 %
Benton	16	0.7 %
Campbell	16	0.7 %
White	15	0.6 %
Carter	15	0.6 %
Hamblen	14	0.6 %
Obion	14	0.6 %
Hardin	13	0.5 %
Overton	13	0.5 %
Henderson	13	0.5 %
Cocke	12	0.5 %
Johnson	12	0.5 %
Fentress	12	0.5 %
Bledsoe	11	0.5 %
Bedford	11	0.5 %
Fayette	11	0.5 %
Rhea	11	0.5 %

Q30. In which County do you live?

<u>Q30. In which County do you live</u>	<u>Number</u>	<u>Percent</u>
Tipton	11	0.5 %
Clairborne	11	0.5 %
Grainger	11	0.5 %
Hickman	10	0.4 %
Jackson	10	0.4 %
Lincoln	10	0.4 %
Lawrence	10	0.4 %
Cannon	10	0.4 %
Macon	9	0.4 %
Dekalb	9	0.4 %
Marshall	9	0.4 %
Polk	8	0.3 %
Haywood	8	0.3 %
Wayne	8	0.3 %
Meigs	8	0.3 %
Crockett	8	0.3 %
Decatur	7	0.3 %
Giles	7	0.3 %
Pickett	7	0.3 %
Moore	7	0.3 %
Clay	7	0.3 %
Scott	6	0.2 %
Morgan	6	0.2 %
Perry	6	0.2 %
Smith	6	0.2 %
Stewart	5	0.2 %
Chester	5	0.2 %
Unicoi	5	0.2 %
Houston	5	0.2 %
Van Buren	4	0.2 %
Humphreys	3	0.1 %
Lewis	3	0.1 %
Hancock	3	0.1 %
Lauderdale	3	0.1 %
Union	2	0.1 %
Grundy	2	0.1 %
Trousdale	1	0.0 %
Lake	1	0.0 %
Total	2436	100.0 %

Q31. Do you have a physical disability?

<u>Q31. Do you have a physical disability</u>	<u>Number</u>	<u>Percent</u>
Yes	326	13.4 %
No	2018	82.8 %
Not provided	92	3.8 %
Total	2436	100.0 %

Q32. What is your total household income?

<u>Q32. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	324	13.3 %
\$25K to \$49,999	549	22.5 %
\$50K to \$74,999	442	18.1 %
\$75K to \$99,999	362	14.9 %
\$100K+	477	19.6 %
Not provided	282	11.6 %
Total	2436	100.0 %

Q33. How many persons are in your household?

_____ Mean _____
 number 2.7

Q34. What is your age?

<u>Q34. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	473	19.4 %
35-44	481	19.7 %
45-54	511	21.0 %
55-64	494	20.3 %
65+	442	18.1 %
Not provided	35	1.4 %
Total	2436	100.0 %

Q35. How many vehicles do you have in your household?

<u>Q35. How many vehicles do you have in your household</u>	<u>Number</u>	<u>Percent</u>
0	22	0.9 %
1	450	18.9 %
2	931	39.2 %
3	546	23.0 %
4	258	10.8 %
5	84	3.5 %
6	43	1.8 %
7	9	0.4 %
8	8	0.3 %
9	1	0.0 %
10+	26	1.1 %
Total	2378	100.0 %

Q36. Approximately, how many miles do you drive per week?

<u>Q36. How many miles do you drive per week</u>	<u>Number</u>	<u>Percent</u>
0-10	75	3.2 %
11-20	73	3.1 %
21-30	98	4.2 %
31-40	65	2.8 %
41-50	166	7.2 %
51-60	40	1.7 %
61-70	29	1.3 %
71-80	78	3.4 %
81-90	4	0.2 %
91-100	300	12.9 %
100+	1392	60.0 %
Total	2320	100.0 %

Q37. What is your Gender?

<u>Q37. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	1222	50.2 %
Female	1208	49.6 %
Not provided	6	0.2 %
Total	2436	100.0 %

Section 5

Survey Instrument



**STATE OF TENNESSEE
DEPARTMENT OF TRANSPORTATION**

COMMISSIONER'S OFFICE
SUITE 700, JAMES K. POLK BUILDING
505 DEADERICK STREET
NASHVILLE, TENNESSEE 37243-1402
(615) 741-2848

JOHN C. SCHROER
COMMISSIONER

BILL HASLAM
GOVERNOR

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, railroads, transit systems, and waterways.

The survey is a key part of our planning process. A similar resident survey was conducted in November 2013. We will use the survey results to (1) identify ways we can improve transportation services all across the state, (2) provide input into transportation system investments for the future, and (3) assess changes in customer expectations and priorities from 2013. 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 posted on the TDOT website early 2017. 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 the following two options. You may return your completed survey by mail using the postage-paid envelope provided, or you can complete the survey online at 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,

John C. Schroer
Commissioner

Enclosure

TDOT 2016 Statewide Customer 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.



1. Maintaining and Managing the Transportation System		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.							
1.	Removing debris, such as animals, glass, and torn tires from highways	5	4	3	2	1	9
2.	Picking up litter and trash along highways	5	4	3	2	1	9
3.	Removing snow and ice from highways	5	4	3	2	1	9
4.	Mowing and trimming trees, grass and weeds along highways	5	4	3	2	1	9
5.	Keeping guardrails and cable barrier rails in good condition	5	4	3	2	1	9
6.	Ensuring water drains quickly from the surface of highways during a storm	5	4	3	2	1	9
7.	Keeping the surface of <i>Interstate highways</i> in good condition (smooth & free of potholes)	5	4	3	2	1	9
8.	Keeping the surface of <i>other state highways</i> in good condition (smooth & free of potholes)	5	4	3	2	1	9
9.	Providing rest areas and welcome centers along highways	5	4	3	2	1	9
10.	Keeping rest areas and welcome centers clean	5	4	3	2	1	9
11.	Keeping shoulders on highways in good condition (safe and free of drop-offs)	5	4	3	2	1	9
12.	Keeping bridges in good condition	5	4	3	2	1	9
13.	Ensuring that roadway striping on highways is visible during the DAY	5	4	3	2	1	9
14.	Ensuring that roadway striping on highways is visible at NIGHT	5	4	3	2	1	9
15.	Ensuring that roadway striping on highways is visible during WET WEATHER	5	4	3	2	1	9
16.	Ensuring that informational and warning signs along highways are easy to see	5	4	3	2	1	9
17.	Ensuring that informational and warning signs are easy to understand	5	4	3	2	1	9
18.	Minimizing congestion on highways in urban areas	5	4	3	2	1	9
19.	Minimizing congestion on highways in rural areas	5	4	3	2	1	9
20.	Providing incident clearance services on Interstates in urban areas (TDOT HELP trucks) to help reduce congestion and secondary incidents	5	4	3	2	1	9
21.	Providing motorist assistance services on Interstates in urban areas (TDOT HELP trucks).	5	4	3	2	1	9
22.	Providing options for alternative modes of transportation along highways, such as bicycle 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 numbers below from the list in Question 1 above; if you do not think any improvements are needed circle "NONE".]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ NONE

3. Using a 5-point scale, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please rate your **OVERALL** satisfaction with the job that TDOT has done maintaining **INTERSTATE** highways in Tennessee during the past **TWO** years.

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

4. Using a 5-point scale, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please rate your **OVERALL** satisfaction with the job that TDOT has done maintaining **STATE HIGHWAYS OTHER THAN INTERSTATES** in Tennessee during the past **TWO** years.

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

5. Transportation Options		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Please circle the number that best describes your level of satisfaction with the adequacy of the following transportation services and alternatives where you live:							
1.	Availability of public transportation services where you live	5	4	3	2	1	9
2.	Frequency of public transportation services where you live	5	4	3	2	1	9
3.	Proximity (ease of access/convenience) to public transportation services where you live	5	4	3	2	1	9
4.	Availability of public transportation services for the elderly and persons with disabilities	5	4	3	2	1	9
5.	Availability of pedestrian facilities and sidewalks for transportation purposes along highways	5	4	3	2	1	9
6.	Availability of bicycle facilities and lanes along highways	5	4	3	2	1	9
7.	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 numbers from the list in Question 5 above; If you do not think any improvements are needed circle "NONE"]

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

7. Perceptions of Travel on Highways in Tennessee		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Please circle the number that best describes your level of agreement with the following statements about travel on Interstates and other state highways in Tennessee.							
1.	Overall, I feel safe traveling on highways in Tennessee	5	4	3	2	1	9
2.	I feel safe when driving through work zones on Tennessee highways at night	5	4	3	2	1	9
3.	I feel safe when driving through work zones on Tennessee highways during the day	5	4	3	2	1	9
4.	Detours on highways are usually well marked and easy to follow	5	4	3	2	1	9
5.	Warning signs in work zones on highways are easy to read and understand	5	4	3	2	1	9
6.	Pavement markings for lane shifts in work zones are easy to follow and understand.	5	4	3	2	1	9
7.	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
8.	TDOT does a good job of minimizing delays caused by construction and maintenance of state highways	5	4	3	2	1	9
9.	Local business access is maintained while road construction is in progress.	5	4	3	2	1	9
10.	TDOT quickly responds to incidents and roadway obstructions.	5	4	3	2	1	9
11.	TDOT does a good job of clearing incidents to minimize travel delays.	5	4	3	2	1	9
12.	TDOT does a good job of communicating construction activities to notify travelers in advance of work to be done on the roadways.	5	4	3	2	1	9
13.	Overall, the level of traffic congestion on Interstate highways is acceptable	5	4	3	2	1	9
14.	Overall, the level of traffic congestion on other 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 two years?

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

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
- 8c. Do you feel that TDOT adequately provided information in advance during construction project activities to assist you in your travel plans?
 (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. Did you receive a timely response to address your request or concern?
 (1) Yes (2) No
 - 9c. Was the employee helpful? (1) Yes (2) No
 - 9d. 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. Have you visited TDOT's web site during the past year? (1) Yes (2) No [SKIP to 11]
 - 10a. [If Yes to 10] Why did you visit TDOT's website? _____
 - 10b. [If Yes to 10] Were you able to locate the information you wanted? (1) Yes (2) No
 - 10c. [If Yes to 10] How easy was the website to use?
 (1) Very easy (2) Easy (3) Ok (4) Difficult (9) Don't remember
 - 11. Which of the following are the **most** effective ways for TDOT to provide you with information? (CHECK ALL THAT APPLY)
- | | |
|--|---|
| <input type="checkbox"/> (01) Electronic message boards on highways | <input type="checkbox"/> (11) Facebook |
| <input type="checkbox"/> (02) Signs on roadways with phone numbers for information | <input type="checkbox"/> (12) Twitter |
| <input type="checkbox"/> (03) Flyers | <input type="checkbox"/> (13) Instagram |
| <input type="checkbox"/> (04) Tennessee "511" | <input type="checkbox"/> (14) LinkedIn |
| <input type="checkbox"/> (05) TDOT web page | <input type="checkbox"/> (15) YouTube |
| <input type="checkbox"/> (06) TDOT SmartWay/WAZE | <input type="checkbox"/> (16) Other social media sites, such as; Pinterest, Vine, Vimeo |
| <input type="checkbox"/> (07) Direct mailings/newsletters | <input type="checkbox"/> (17) Text messages |
| <input type="checkbox"/> (08) Newspapers | <input type="checkbox"/> (18) Public officials |
| <input type="checkbox"/> (09) Radio | <input type="checkbox"/> (19) Public meetings/hearings |
| <input type="checkbox"/> (10) TV local public access channel | <input type="checkbox"/> (20) E-mail |

12. 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
- ___(4) Satisfied
- ___(3) Neutral
- ___(2) Dissatisfied
- ___(1) Very Dissatisfied
- ___(9) Don’t know

13. Which social media platform do you most frequently use to obtain transportation/travel information?

LEVEL OF SERVICE INDICATORS

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

- ___(5) Very easy
- ___(4) Easy
- ___(3) Neutral
- ___(2) Difficult
- ___(1) Very difficult
- ___(9) Don’t know

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

- ___(5) Very easy
- ___(4) Easy
- ___(3) Neutral
- ___(2) Difficult
- ___(1) Very difficult
- ___(9) Don’t know

16. 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

17. 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:							
1.	I am familiar with the services that TDOT provides	5	4	3	2	1	9
2.	TDOT does a good job prioritizing highway improvements in Tennessee	5	4	3	2	1	9
3.	I think TDOT adequately supports local transportation projects for the city and county governments	5	4	3	2	1	9
4.	I think TDOT is responsive to the concerns of local communities	5	4	3	2	1	9
5.	TDOT incorporates environmental concerns into the design and maintenance of transportation projects.	5	4	3	2	1	9
6.	I trust TDOT to make sound professional transportation decisions	5	4	3	2	1	9
7.	Compared to other states I have visited, I think Tennessee’s transportation system is one of the best.	5	4	3	2	1	9

18. Whose job do you believe it is to lead on transportation issues?

- ___(1) Local (city/county) government
- ___(2) State government
- ___(3) Federal government
- ___(9) Don’t know

19. Thinking about your own daily life, how important are roads, bridges, public transportation, to safety and quality of life?

- ___(1) Very important
- ___(2) Important
- ___(3) Somewhat important
- ___(4) Not important
- ___(5) Not important at all
- ___(9) Don’t know

20. Thinking about the Tennessee economy, how important are roads, bridges, public transportation to economic development and job growth?

- ___(1) Very important
- ___(2) Important
- ___(3) Somewhat important
- ___(4) Not important
- ___(5) Not important at all
- ___(9) Don't know

21. Approximately how much do you think the average Tennessee resident pays annually per vehicle to support transportation projects and services provided by TDOT? [For more information about what you personally pay, please go to the following website:

<https://www.tdot.tn.gov/ProjectNeeds/TaxCalculator>

- ___(1) Less than \$250
- ___(2) \$250-\$499
- ___(3) \$500-\$749
- ___(4) \$750-\$999
- ___(5) over \$1,000
- ___(9) Don't know

22. Where do you think Tennessee's transportation spending per person ranks compared to other states?

- ___(1) Spends more than other states
- ___(2) Spends about the same as other states
- ___(3) Spends less than other states
- ___(9) Don't know

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

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

24. Transportation Improvements

How supportive would you be of increasing funding for the following types of transportation improvements in Tennessee over the next 10 years?

	Very Supportive	Supportive	Neutral	Not Supportive	Not at All Supportive	Don't Know
1. Improving Interstate highways	5	4	3	2	1	9
2. Repairing and maintaining existing roads and bridges	5	4	3	2	1	9
3. Expanding use of technology (ITS) to improve traffic flow (<i>such as: traffic cameras, message signs, traffic sensors, weather detection devices</i>)	5	4	3	2	1	9
4. Expanding public transportation services	5	4	3	2	1	9
5. Improving rural access	5	4	3	2	1	9
6. Enhancing safety on highways	5	4	3	2	1	9
7. Reducing congestion	5	4	3	2	1	9
8. Investing in transportation projects that will support economic development	5	4	3	2	1	9
9. Increasing availability of pedestrian facilities and sidewalks	5	4	3	2	1	9
10. Expanding availability of bicycle facilities and lanes	5	4	3	2	1	9

25. Which THREE of the items listed above do you think should be the State's top transportation funding priorities over the next 10 years? [Please write the letters below from the list in Question 24 above; if you do not support any improvements circle "NONE".]

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

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.

- 26. What is your current employment status?**
 (1) Employed full-time
 (2) Employed part-time
 (3) Student
 (4) Retired
 (5) Unemployed but seeking paid employment
 (6) Not seeking paid employment (homemaker, etc.)
- 27. 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 _____
- 28. Do you speak a language other than English as your primary language?**
 (1) Yes: **If YES: what language do you speak?** _____
 (2) No
- 29. How many years have you been a resident of Tennessee (enter 0 if less than 1 year)?** _____ years
- 30. In which county do you live?** _____
- 31. Do you have a physical disability?** (1) Yes (2) No
- 32. 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
- 33. How many persons living in your household (counting yourself) are in each of the following age groups?** (write the number of people in each group in the space provided)
 Under 5 years
 5 to 9 years
 10 to 14 years
 15 to 19 years
 20 to 24 years
 25 to 34 years
 35 to 44 years
 45 to 54 years
 55 to 64 years
 65+ years
- 34. What is your age?** _____ years
- 35. How many vehicles do you have in your household?**
 (Only include motorized vehicles that are currently operational) _____ vehicles
- 36. Approximately how many miles do you drive per week?** _____ miles per week
- 37. What is your Gender?** (1) Male (2) Female

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

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify areas of Tennessee where transportation services can be improved. If your address is not correct, please write the correct information above the label. Thank you.

DISCLAIMER

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