

Section 1:
Charts and Graphs

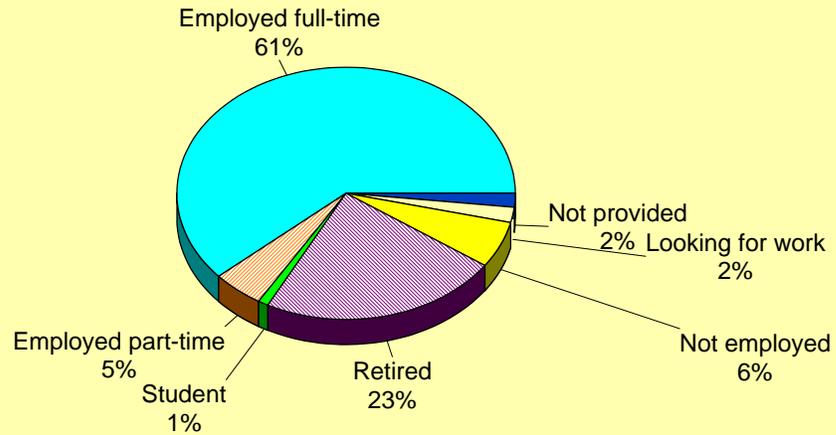
Methodology

- Developed with extensive input from residents, community leaders, and TDOT
- Designed to objectively assess satisfaction with TDOT services and to gather input from residents and elected officials about transportation priorities
- Random sample of more than 2,000 residents and more than 200 elected officials
- Administered by mail and phone
- Confidence Interval: 95%
- Precision: +/- 2.7% overall
- Conducted during April/May 2006
- GIS Mapping
- Benchmarking Data

Resident Survey Demographics

Demographics: Current Employment Status

by percentage of respondents

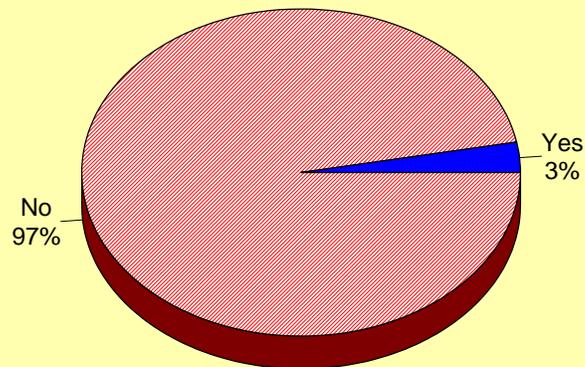


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Demographics: Are you or other members of your household of Hispanic, Latino or other Spanish ancestry?

by percentage of respondents

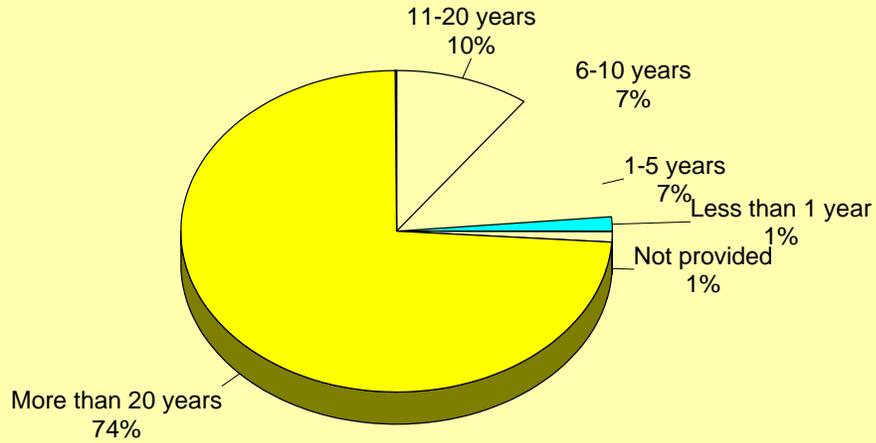


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Demographics: Years Lived in Tennessee

by percentage of respondents

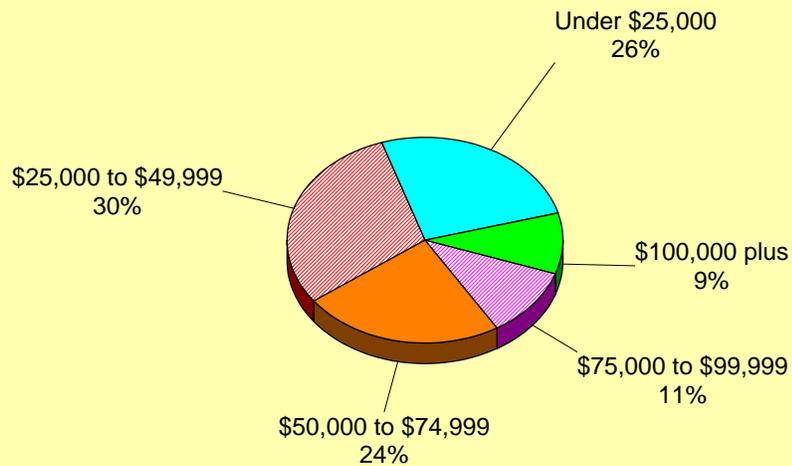


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Demographics: Respondents Total Annual Household Income

by percentage of respondents

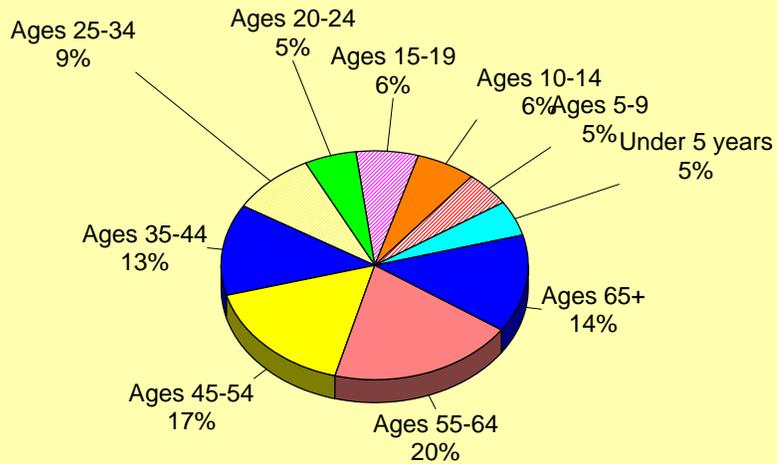


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Demographics: Ages of Household Occupants

by percentage of all occupants in the households surveyed

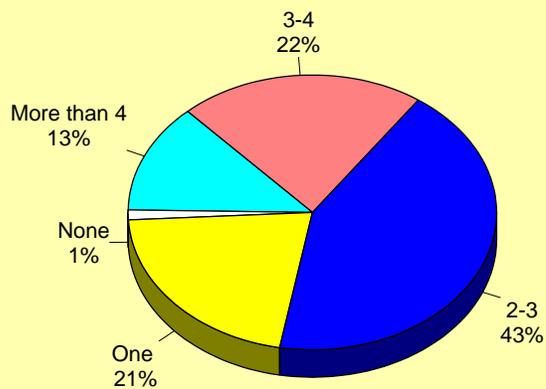


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Demographics: Number of Vehicles in Household

by percentage of respondents

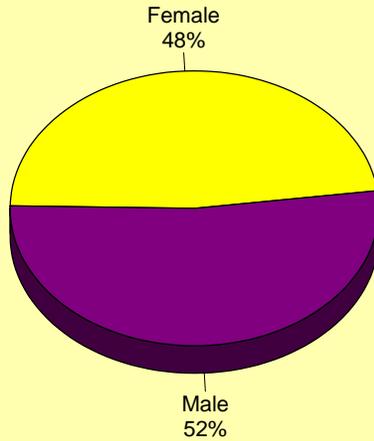


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Demographics: Gender of the Respondents

by percentage of respondents



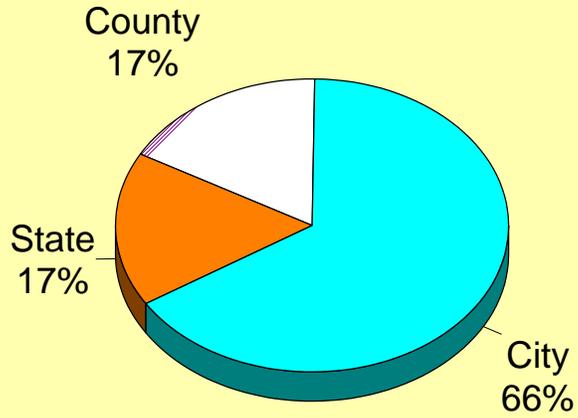
Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Elected Official Survey Demographics

At Which Level of Government Were You Elected to Serve?

by percentage of respondents

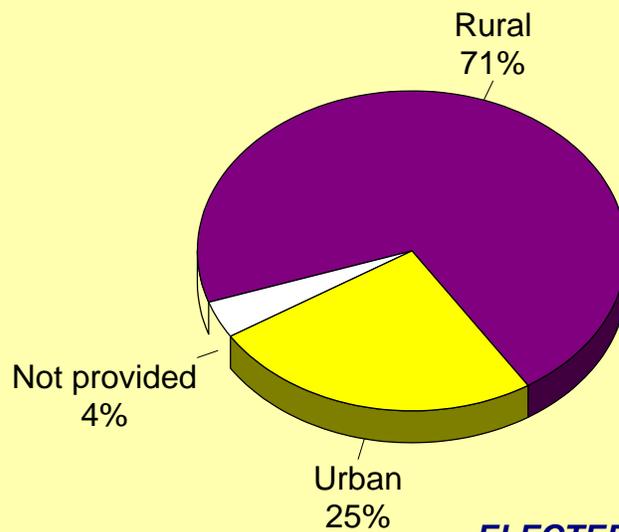


Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

Is the area you represent generally urban or rural?

by percentage of respondents

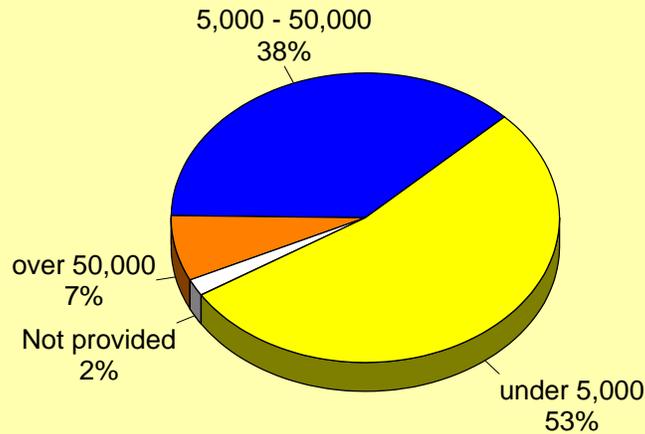


Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

What is the population of your city (or the largest city in the area you represent)?

by percentage of respondents



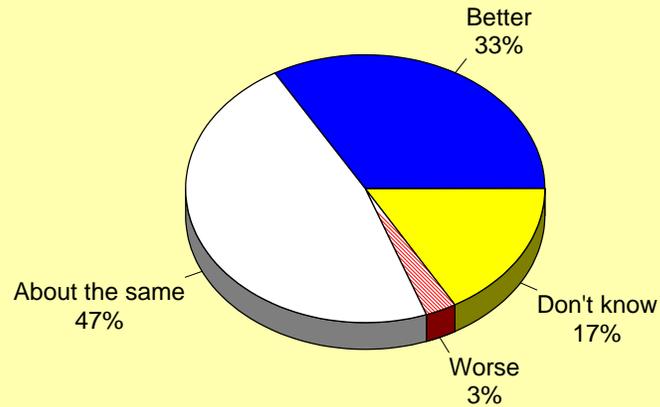
Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

Overall Perceptions of TDOT and Transportation in Tennessee

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

by percentage of respondents

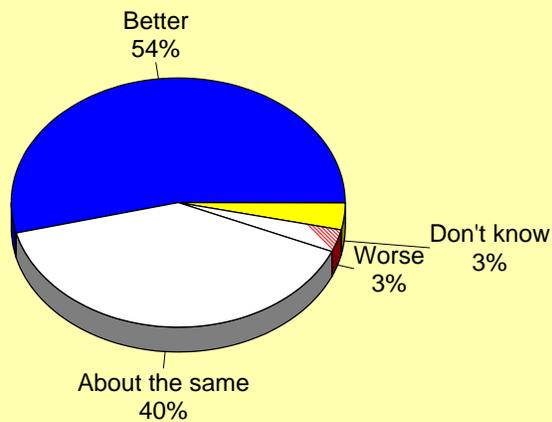


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

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

by percentage of respondents

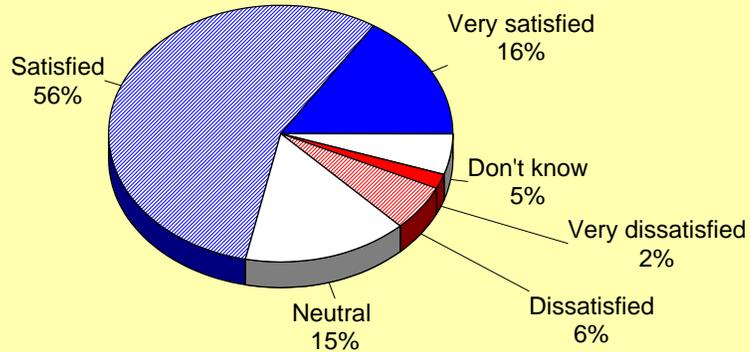


Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

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

by percentage of respondents

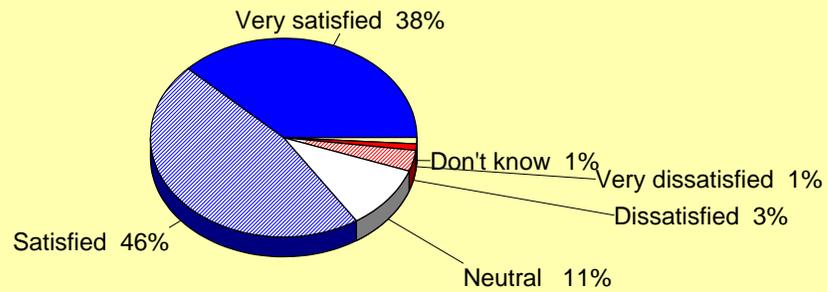


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

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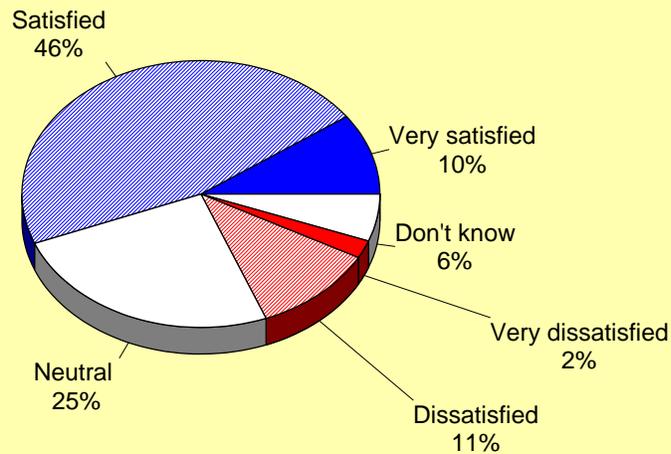


Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

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

by percentage of respondents

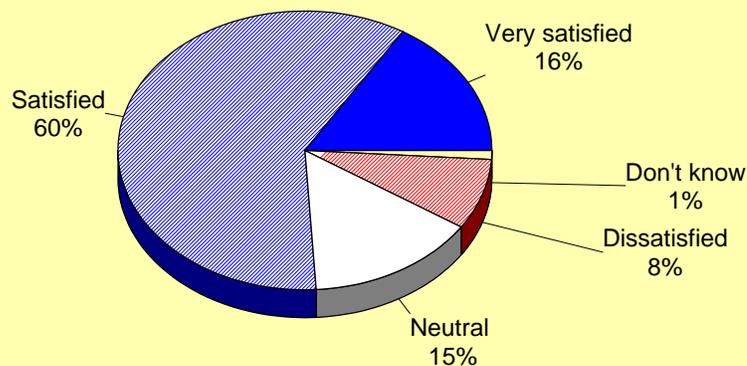


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

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

by percentage of respondents

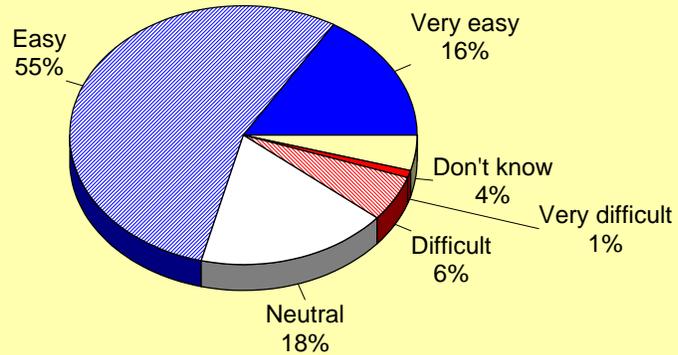


Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

How Easy/Difficult Residents Think It Is to Travel Between Cities in Tennessee

by percentage of respondents

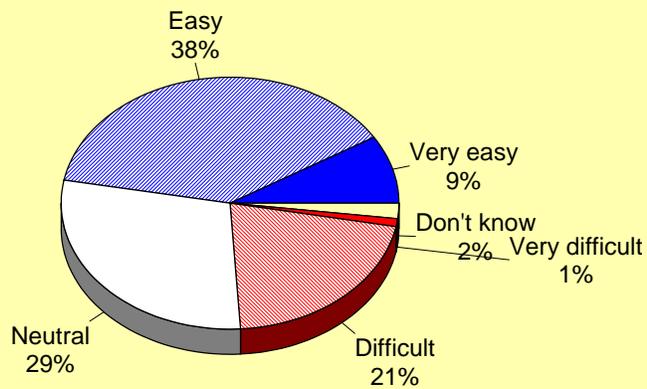


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

How Easy/Difficult Residents Think It Is to Travel Between Cities in Tennessee

by percentage of respondents

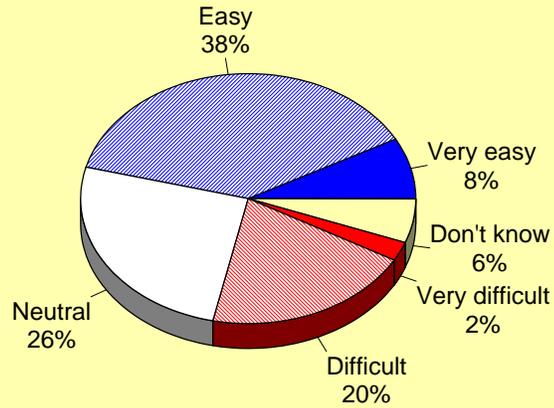


Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

How Easy/Difficult Residents Think It Is to Travel within Urban Areas in Tennessee

by percentage of respondents

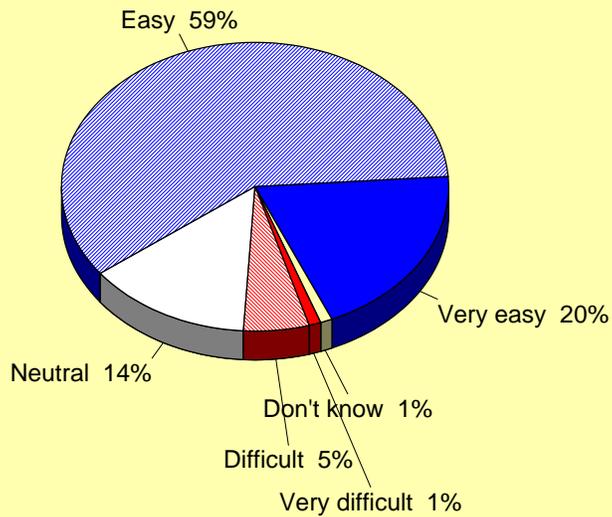


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

How Easy/Difficult Residents Think It Is to Travel within Urban Areas in Tennessee

by percentage of respondents

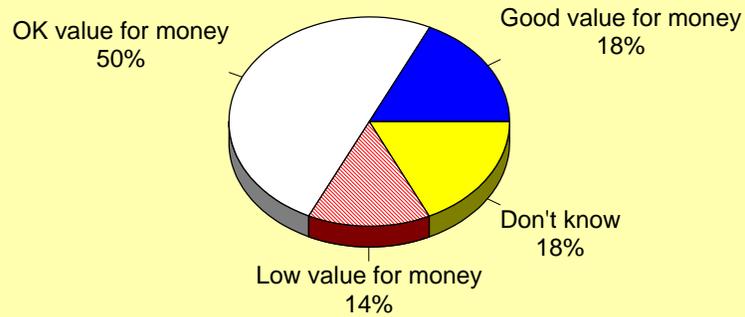


Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

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

by percentage of respondents

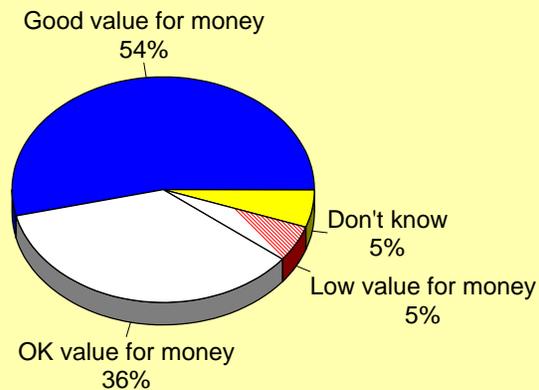


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

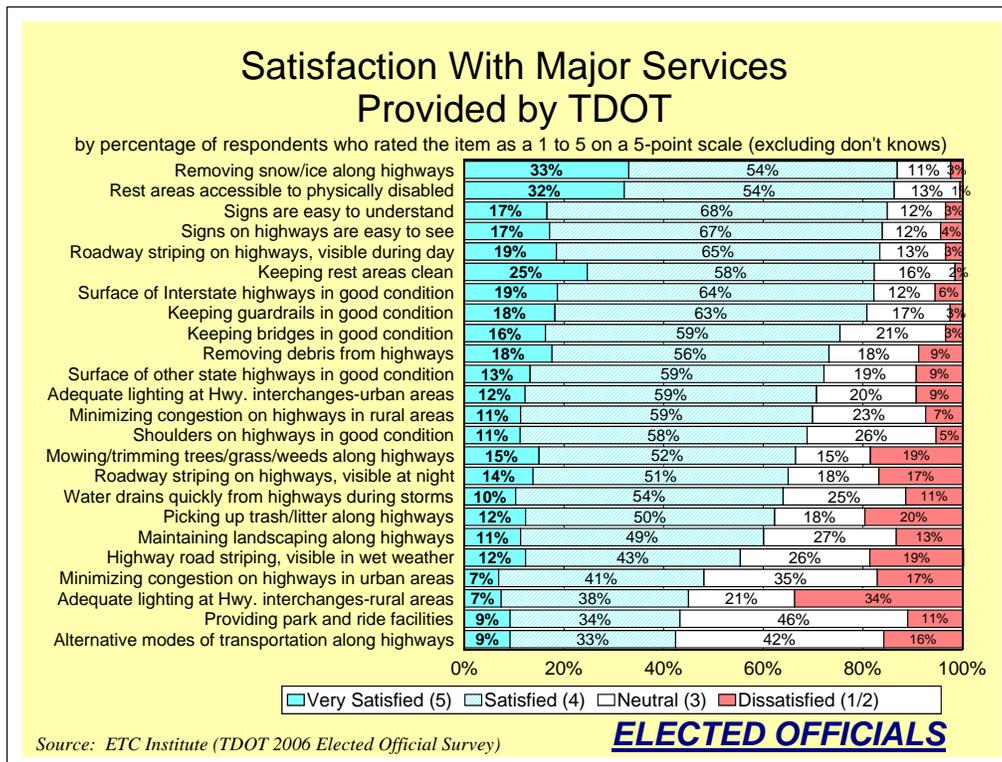
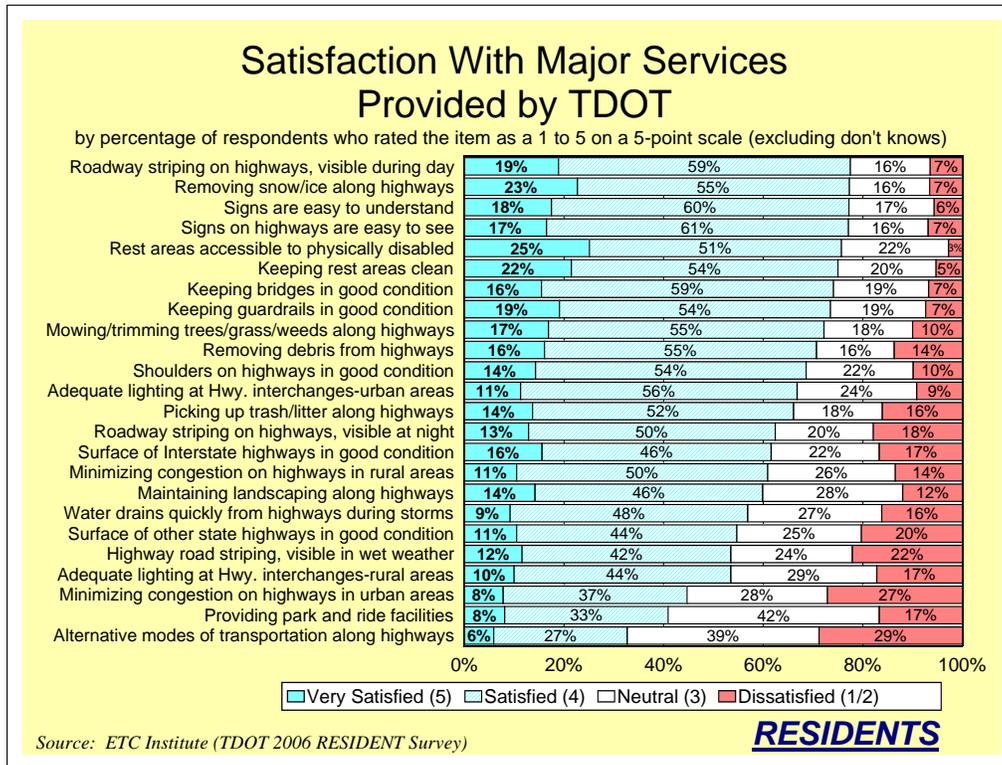
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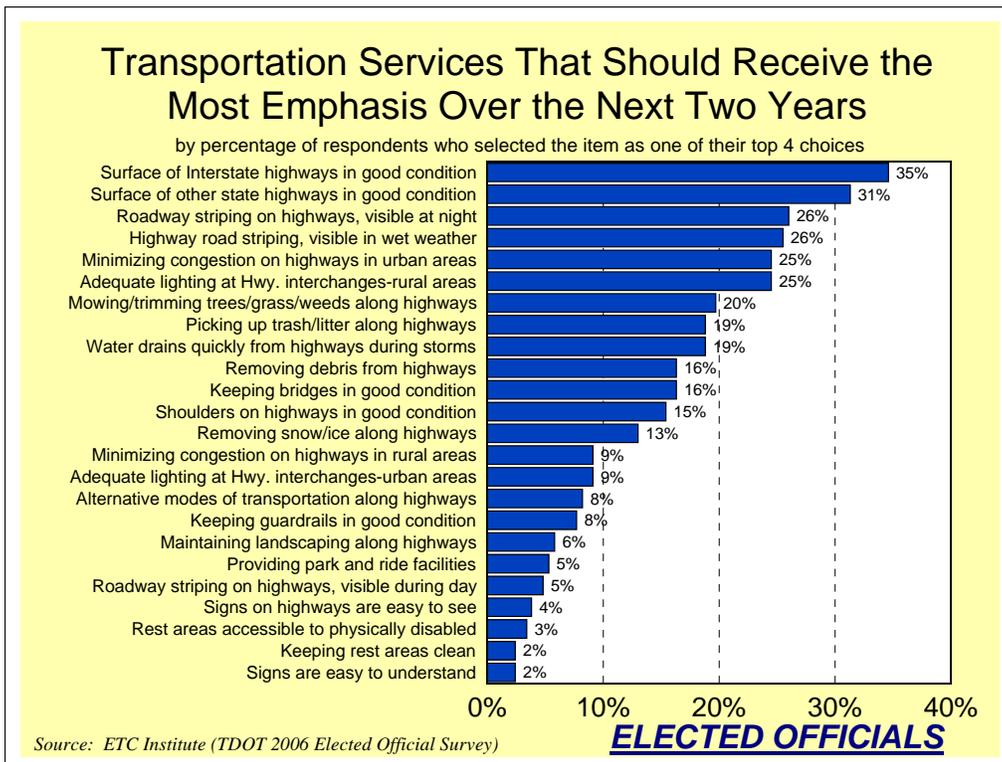
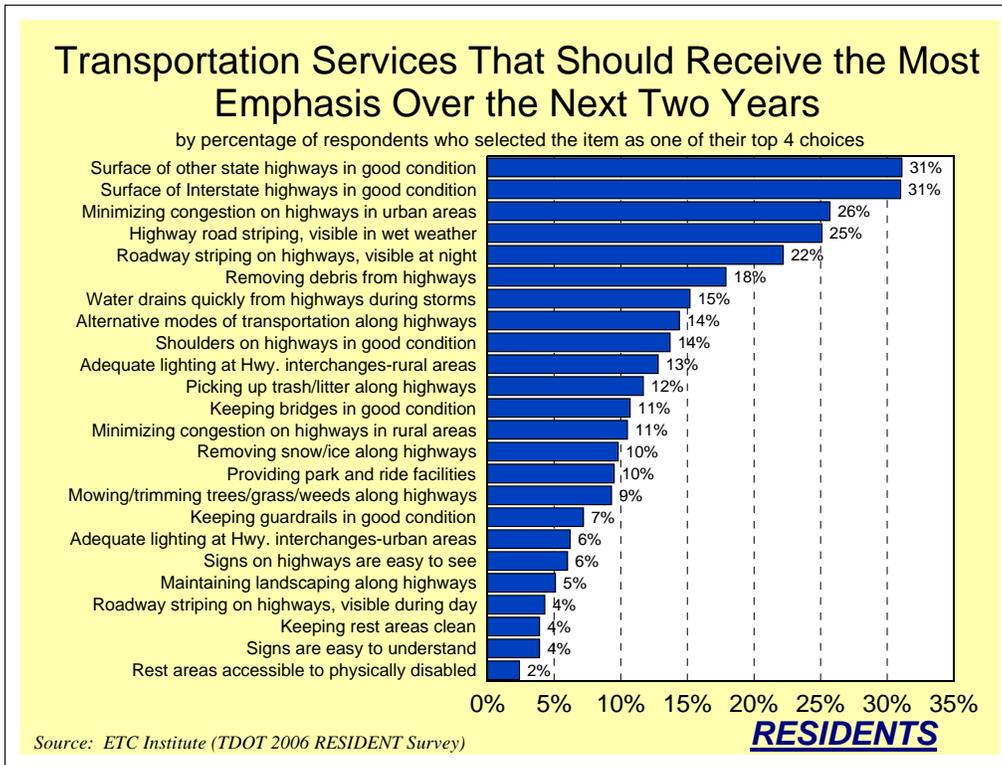
by percentage of respondents

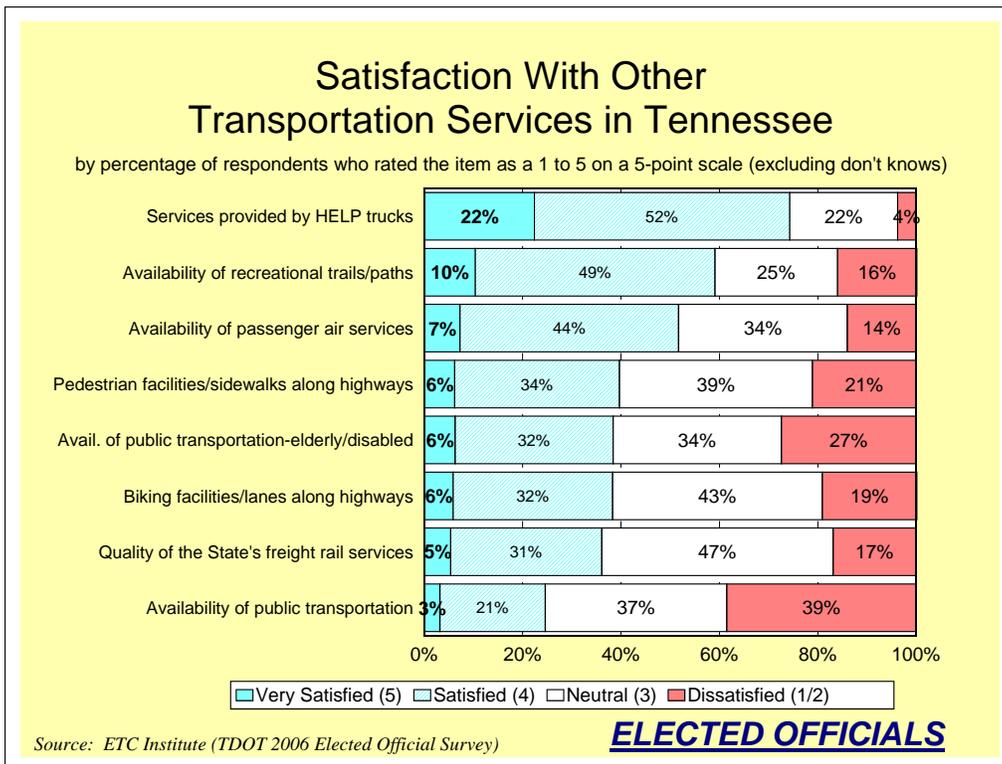
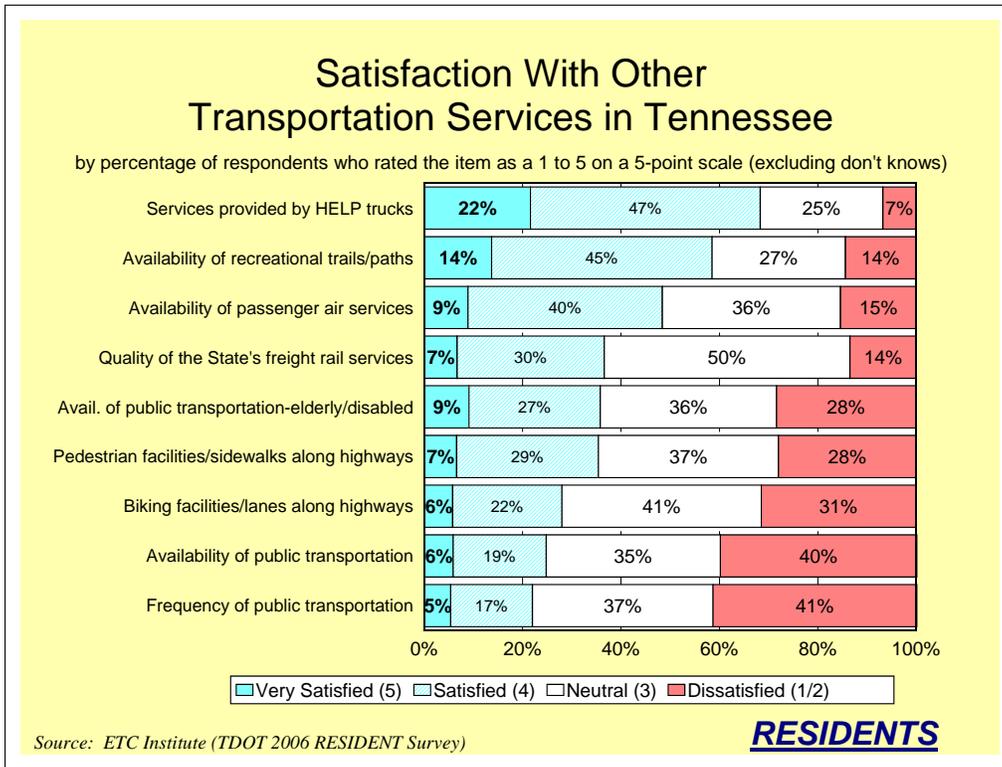


Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

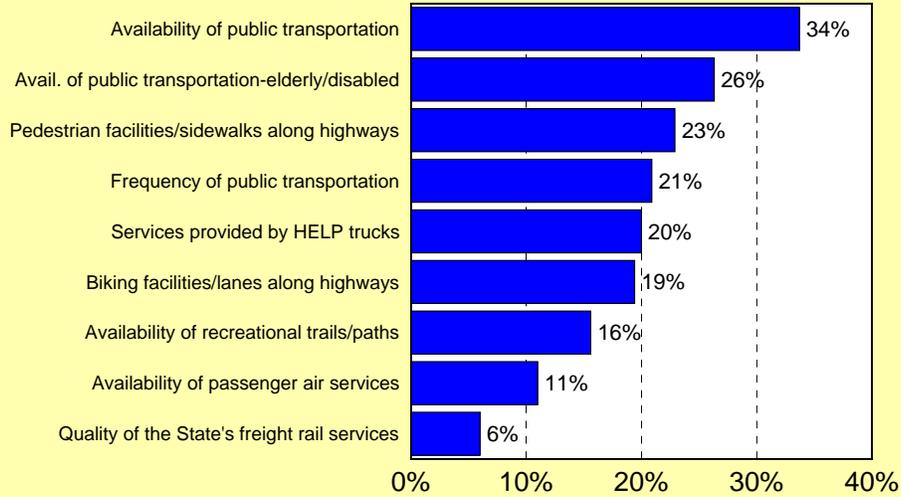






Other Transportation Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

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

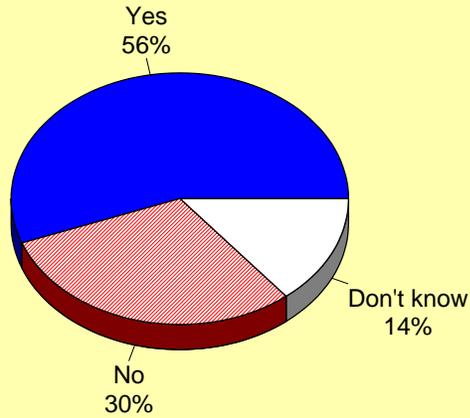


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

Construction and Maintenance Issues

Has TDOT completed the construction of a new highway or the reconstruction of an existing highway that you regularly use during the past 5 years?

by percentage of respondents



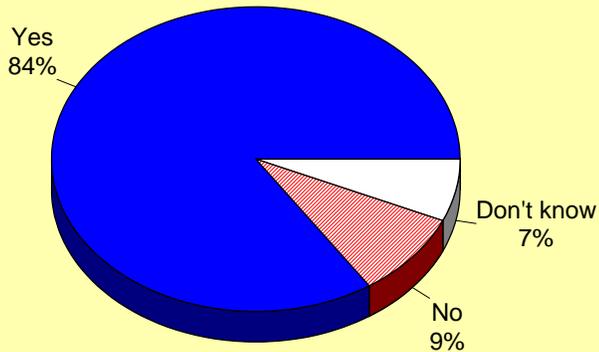
Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

IF YES TO Q.11

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

by percentage of respondents who answered YES to Q11



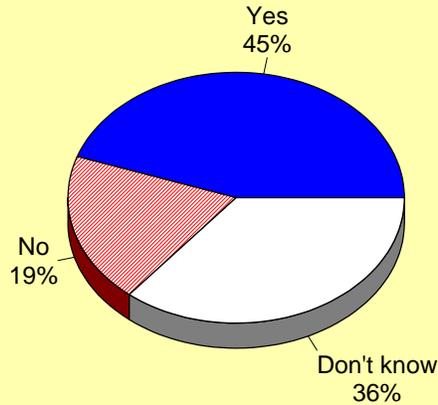
Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

IF YES TO Q.11

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

by percentage of respondents who answered YES to Q11

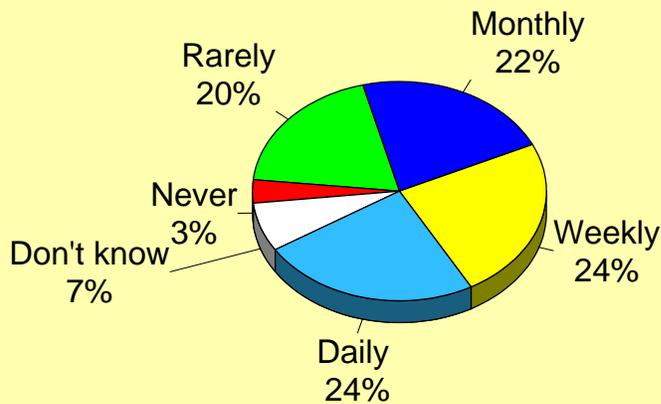


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Frequency that Residents Have Encountered Highway Construction or Maintenance Work on Tennessee Highways During the Past Three Months

by percentage of respondents

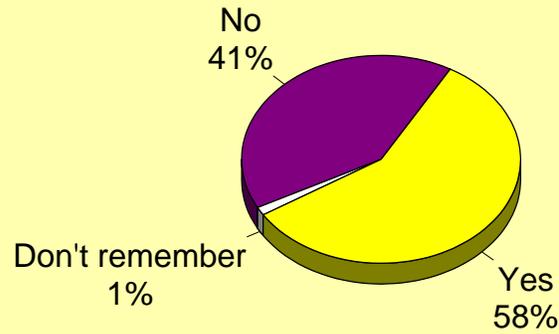


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Did you experience a delay in travel due to construction or maintenance?

by percentage of respondents who had encountered construction or maintenance work on highways



Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

The Amount of Time Residents Reported Being Delayed by Construction/Maintenance Work on Tennessee Highways

by percentage of respondents who had encountered construction or maintenance work on highways

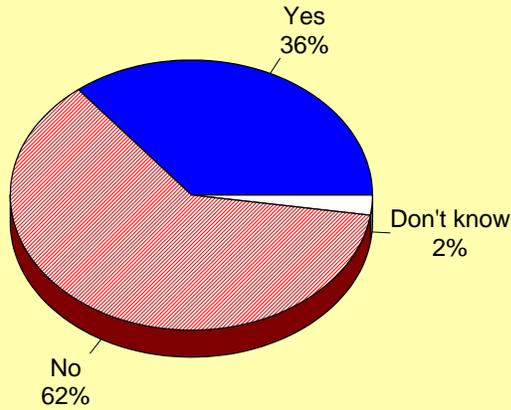


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Do you think major construction projects on highways in Tennessee are usually completed in a timely manner?

by percentage of respondents

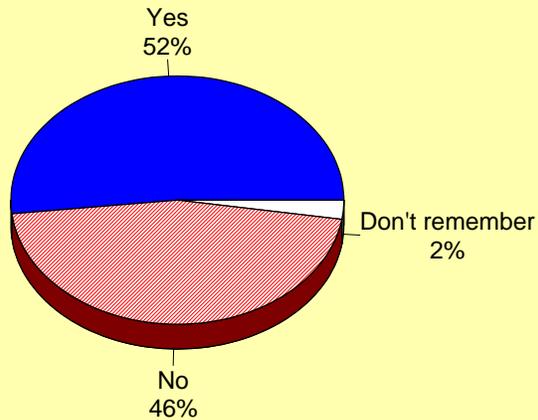


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

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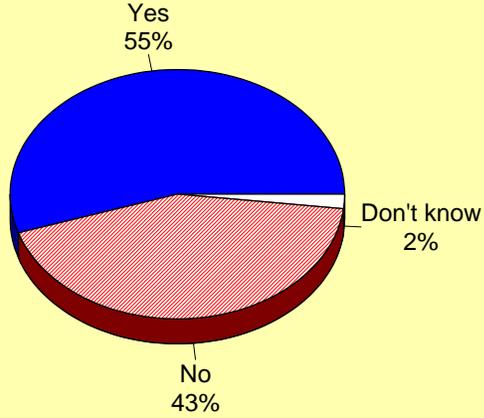


Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

Do you think basic repairs to highways in Tennessee are usually completed in a timely manner?

by percentage of respondents

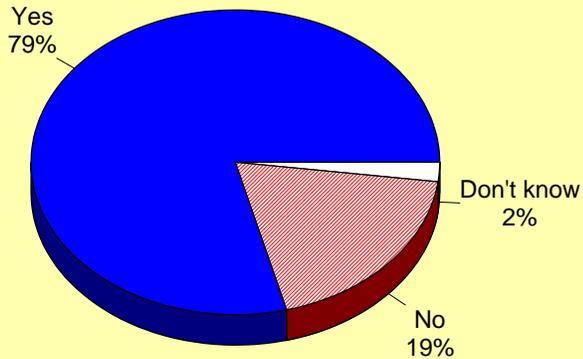


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Do you think basic repairs to highways in Tennessee are usually completed in a timely manner?

by percentage of respondents



Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

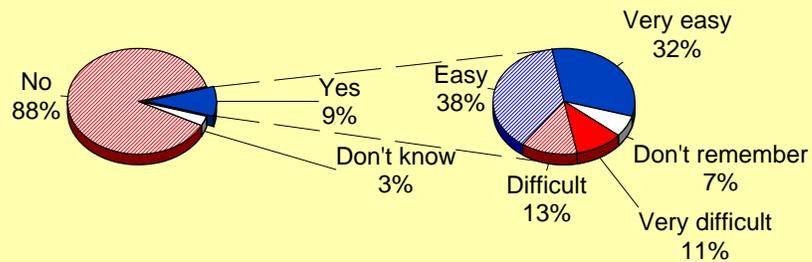
Customer Service

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

by percentage of respondents

IF YES to Q12.

12a. How easy/difficult was it to contact the right person the last time you contacted TDOT?



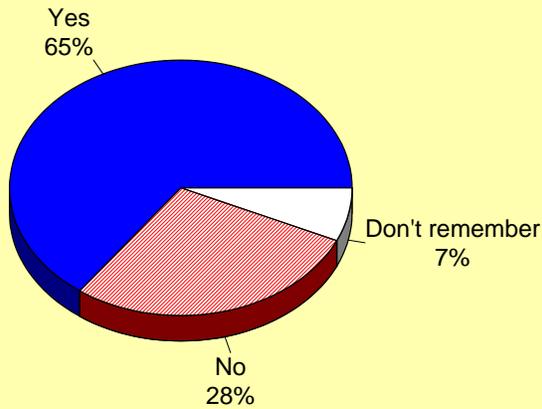
Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

IF YES TO Q.12

Were you able to get your question answered or get the information you needed the last time you contacted TDOT?

by percentage of respondents who had contacted TDOT



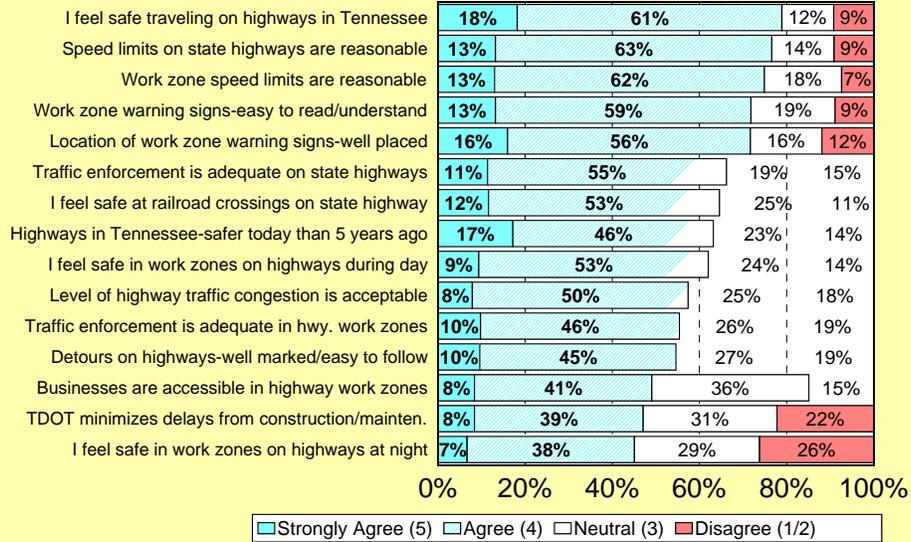
Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Perceptions of Travel on Highways in Tennessee, Including Safety Issues

Level of Agreement with Various Statements About Traveling on Highways in Tennessee

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

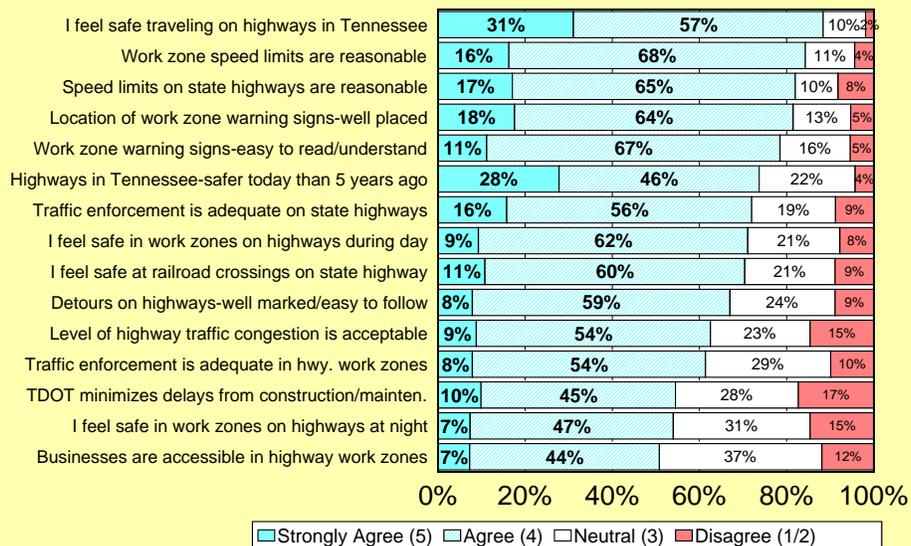


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Level of Agreement with Various Statements About Traveling on Highways in Tennessee

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



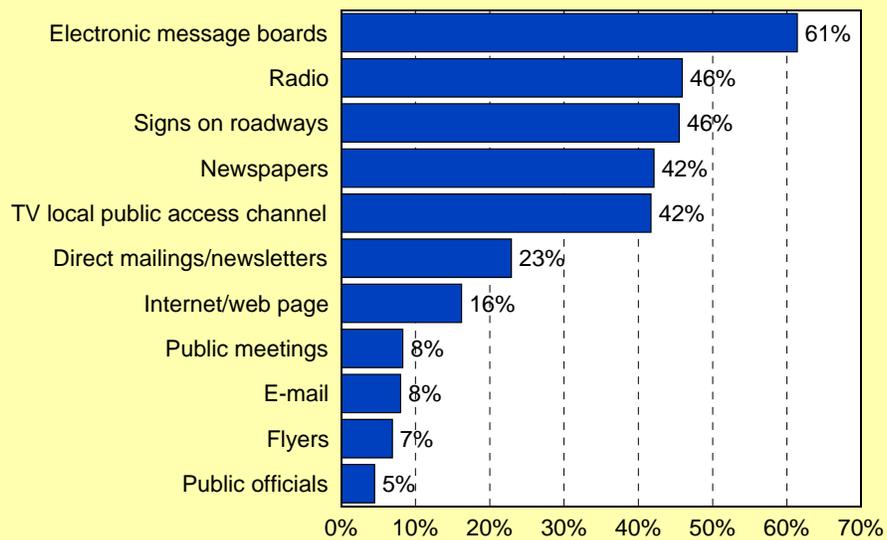
Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

Communication Issues

Most Effective Way For TDOT to Provide Information to Residents

by percentage of respondents, multiple answers accepted

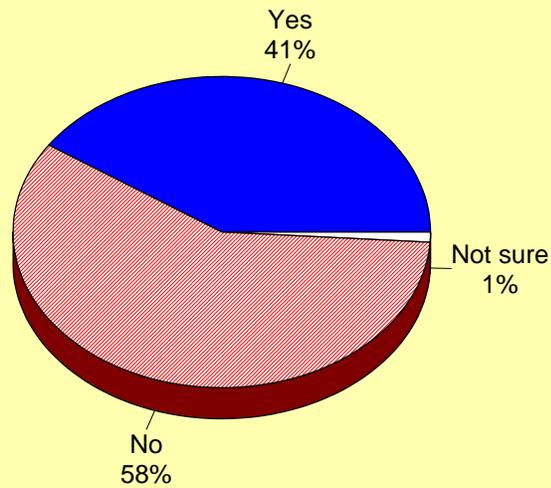


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Did you know TDOT has a toll-free road condition number?

by percentage of respondents



Source: ETC Institute (TDOT 2006 RESIDENT Survey)

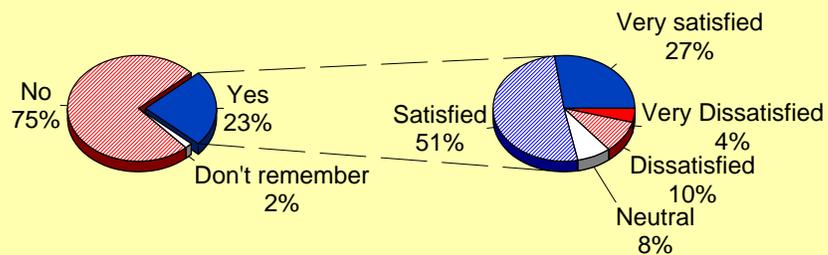
RESIDENTS

Have you called TDOT's Road Condition Hotline during the past year?

by percentage of respondents

IF YES to Q14a.

Q14b. Satisfaction with TDOT's Road Condition Hotline?

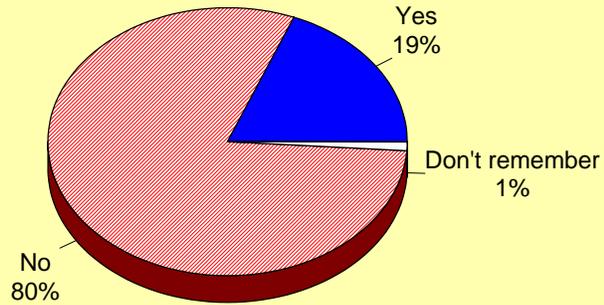


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Have you seen signs featuring a toll-free Record-A-Comment number?

by percentage of respondents

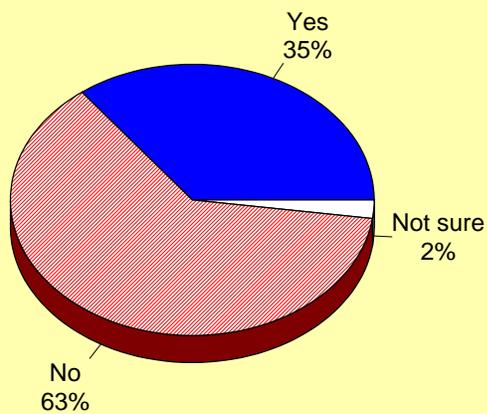


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Did you know that TDOT has a website?

by percentage of respondents



Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

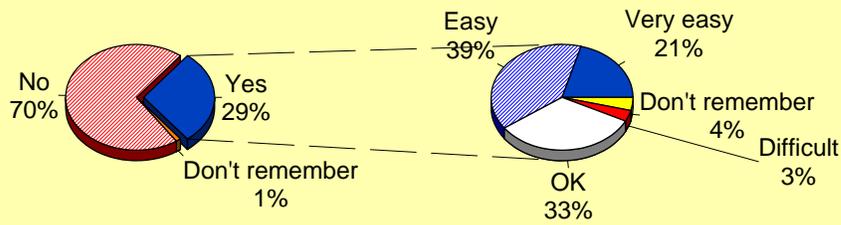
IF YES to Q16.

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

by percentage of respondents who knew TDOT has a website

IF YES to Q16a.

Q16b. How easy/difficult was the website to use?

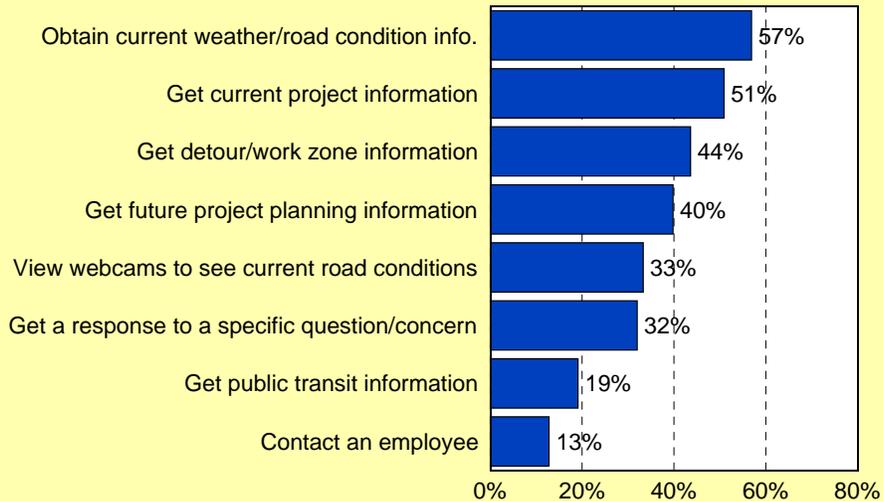


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Percentage of Residents Who Would Be Interested in Using TDOT's Website to Do Various Activities

by percentage of respondents, multiple answers accepted

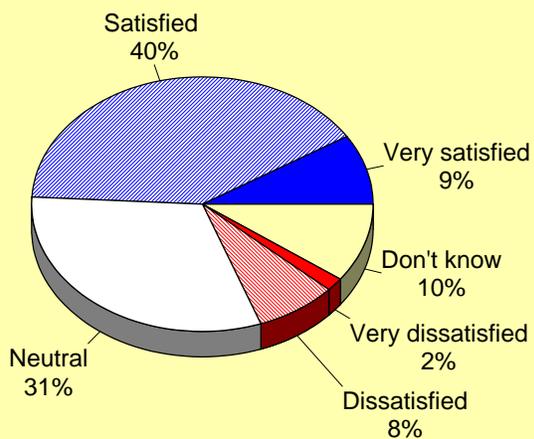


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Overall Satisfaction with TDOT's Efforts to Keep Residents Informed About Transportation Related Issues

by percentage of respondents



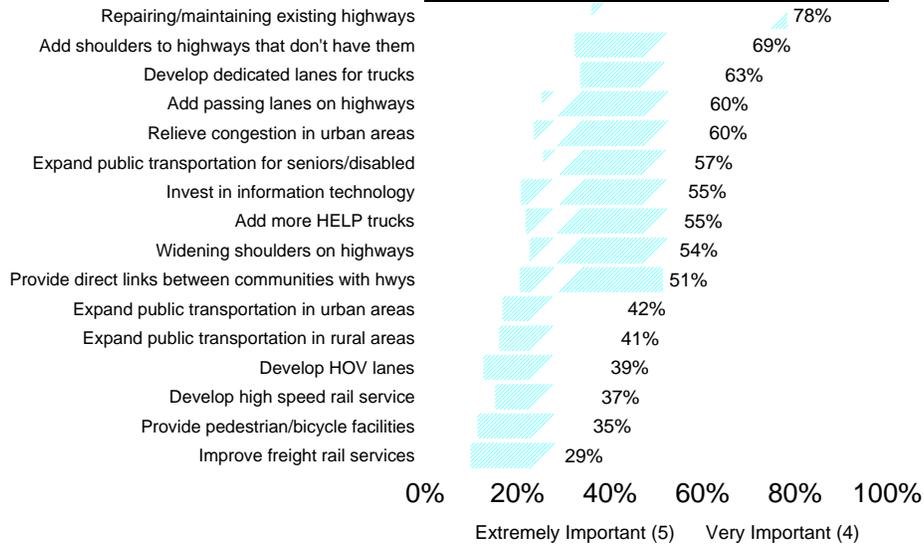
Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Transportation Priorities

Perceived Importance of Various Transportation Investment Options

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

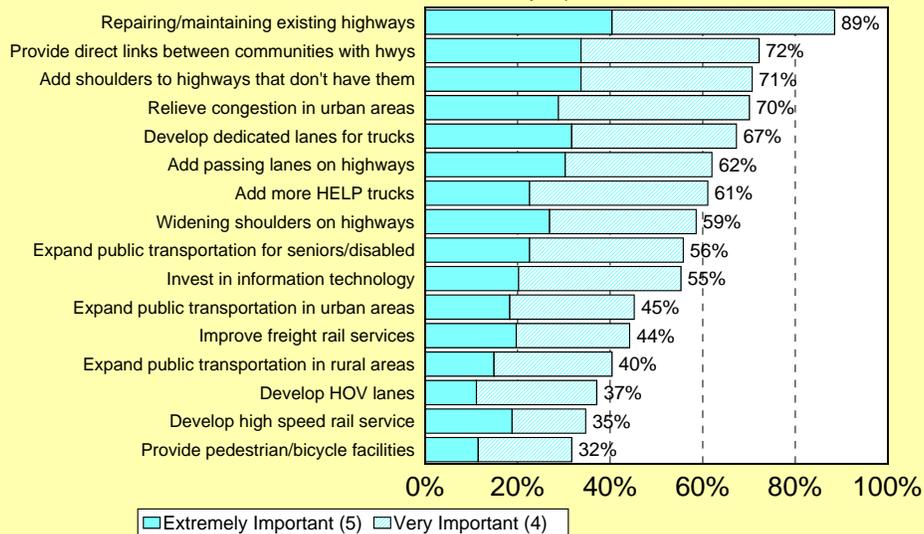


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Perceived Importance of Various Transportation Investment Options

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

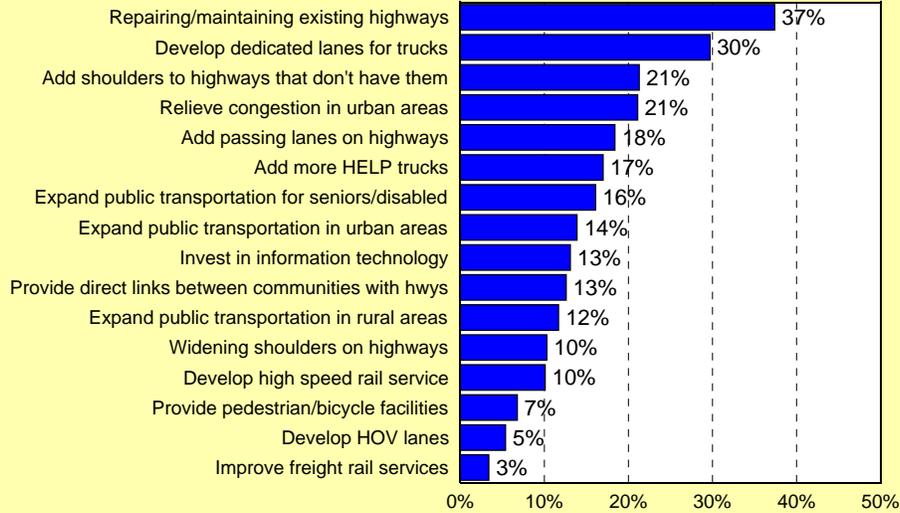


Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

Transportation Investment Options That Residents Thought Were Most Important to Emphasize Over the Next Two Years

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

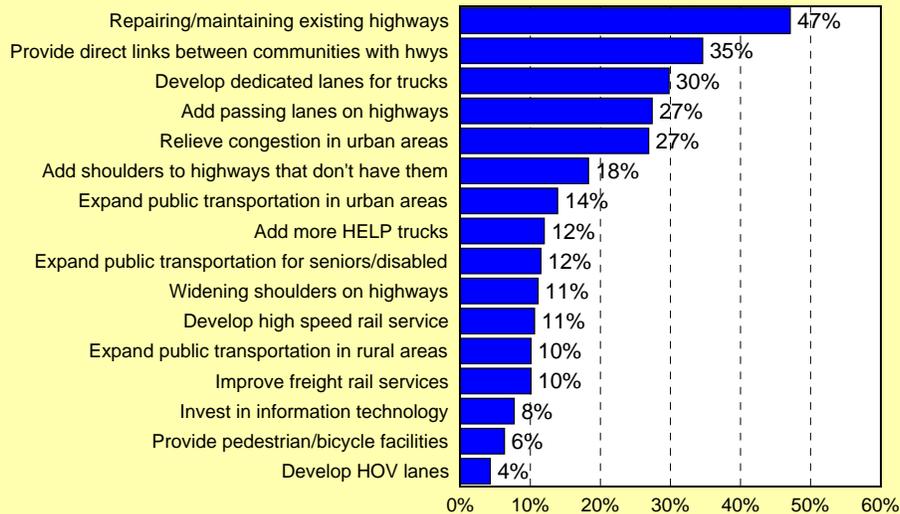


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Transportation Investment Options That Elected Officials Thought Were Most Important to Emphasize Over the Next Two Years

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

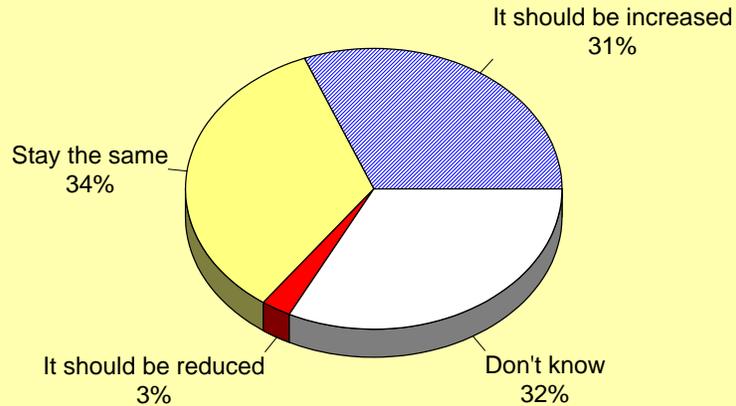


Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

How do you think the current level of funding for transportation in Tennessee should change over the next two years?

by percentage of respondents

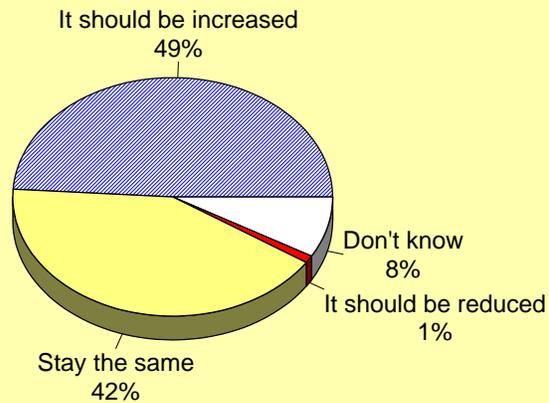


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

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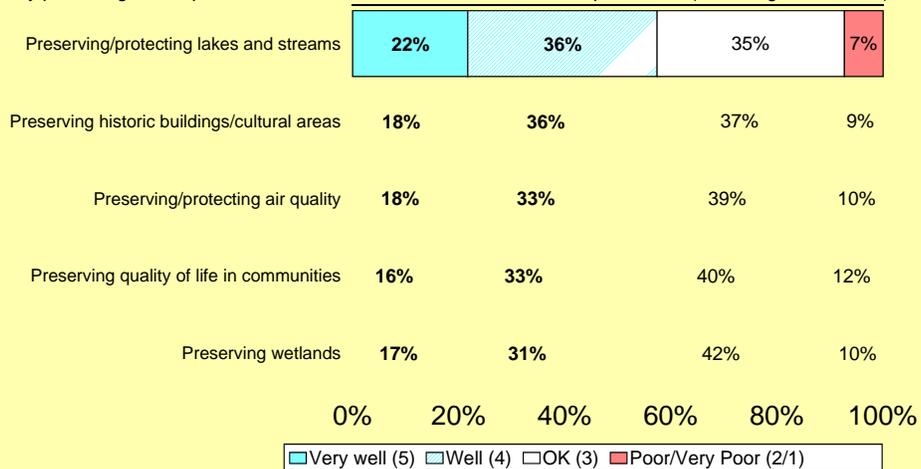
Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

Environmental Issues

How Well Residents Thought TDOT Addresses Various Environmental Considerations When Planning and Building Transportation Projects in Tennessee

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

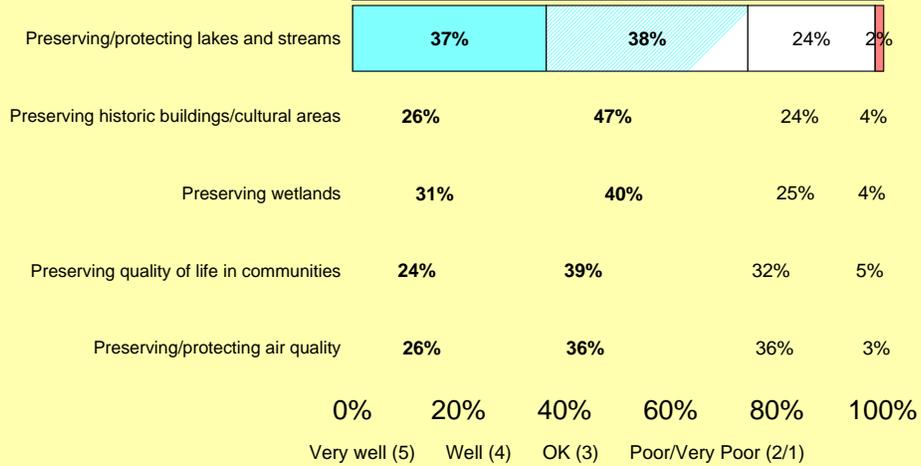


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

How Well Elected Officials Thought TDOT Addresses Various Environmental Considerations When Planning and Building Transportation Projects in Tennessee

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

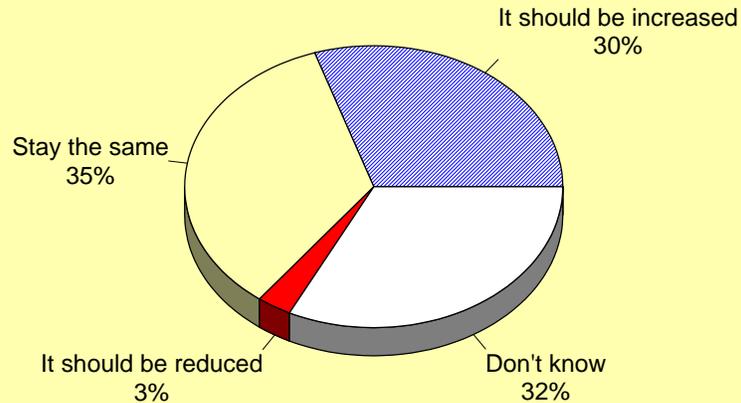


Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

How do you feel about TDOT's current level of emphasis on preserving and protecting environment in planning and building transportation projects?

by percentage of respondents

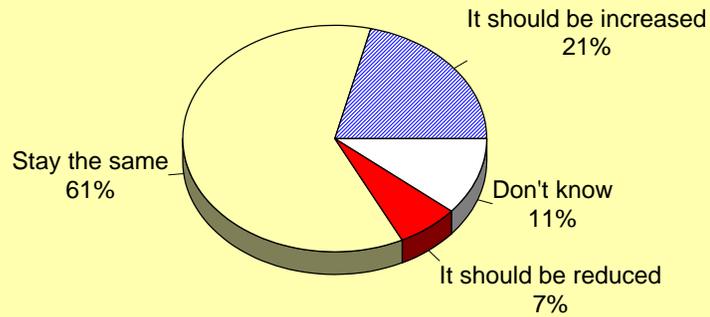


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

How do you feel about TDOT's current level of emphasis on preserving and protecting environment in planning and building transportation projects?

by percentage of respondents



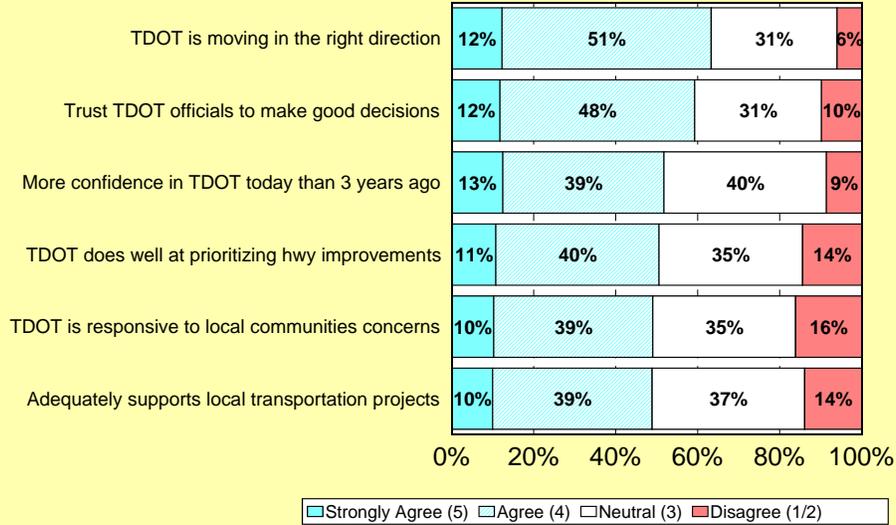
Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

Other Findings

Level of Agreement with Various Statements About TDOT

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

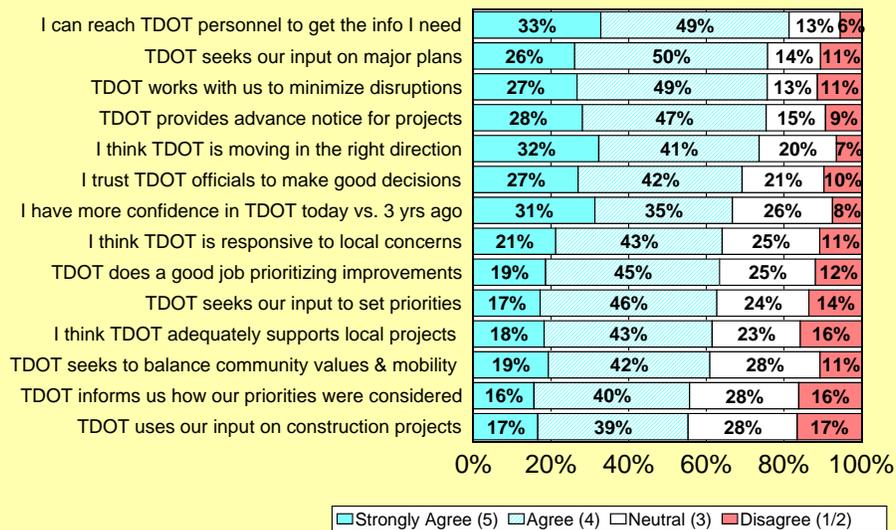


Source: ETC Institute (TDOT 2006 RESIDENT Survey)

RESIDENTS

Level of Agreement with Various Statements About TDOT

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



Source: ETC Institute (TDOT 2006 Elected Official Survey)

ELECTED OFFICIALS

Summary

) Strengths

- 5 Compared to three years ago, residents are 11 times more likely to think TDOT services have gotten better than they are to think the services have gotten worse (33% better vs. 3% worse)
- 5 72% are satisfied with TDOT maintenance on Interstates; only 8% were dissatisfied
- 5 Most residents think TDOT is moving in the right direction, and a majority trust TDOT officials to make good decisions
- 5 31% of or residents think funding for transportation should be increased; only 3% think it should be reduced

) Opportunities for Improvement

- 5 62% do not think TDOT completes major construction projects in a timely manner
- 5 26% do not feel safe driving through work zones at night

Recommendations

) Overall Priorities

- 5 **Repairing/maintaining existing highways - keep road surfaces in good condition** *(highest priority for both resident & elected officials)*
- 5 **Improving the visibility of striping at night and during wet weather** *(opportunity for improvement for both residents and elected officials)*
- 5 **Improving drainage from the surface of highways during storms** *(opportunity for improvement for both residents and elected officials)*
- 5 **Relieving congestion in urban areas** *(opportunity for improvement for both residents and elected officials)*

) Secondary Priorities

- 5 **Improving lighting at highway interchanges in rural areas** *(opportunity for improvement for elected officials/lower satisfaction w/residents)*
- 5 **Developing dedicated lanes for trucks and/or additional passing lanes on highways** *(high priority for both elected officials and residents)*
- 5 **Adding shoulders to highways that don't have them** *(continued emphasis area for both elected officials and residents)*
- 5 **Increasing the availability of alternative modes of transportation , such as public transit** *(opportunity for improvement for residents)*