

Section 2:
Benchmarking Data

Benchmarking Analysis

TDOT 2006 Customer Satisfaction Survey

Overview

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

The survey was approximately 10 minutes in length and was administered by phone during May 2006. The overall results of the benchmarking survey have a precision of at least +/-5% at the 95% level of confidence.

Findings

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

- Adequacy of lighting at interchanges on highways in rural areas
- How well debris is removed from highways
- How well trash and litter are picked-up along highways
- The condition of the road surface on Interstates and other highways
- How well snow/ice is removed from highways
- Mowing and trimming of trees/grass/weeds along highways
- Condition of bridges on highways
- Level of congestion on highways in urban areas
- Overall, how safe residents feel when traveling on highways

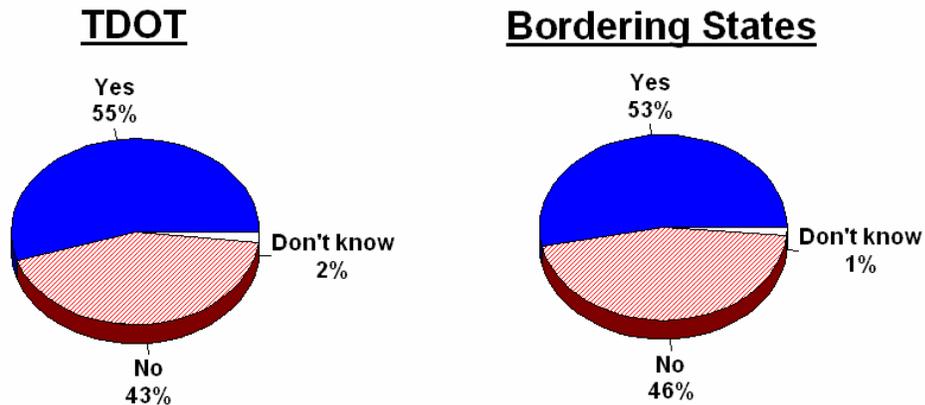
Areas Where TDOT Performed WORSE than Neighboring States. Areas where TDOT's ratings were significantly lower than bordering states included:

- How safe residents feel when traveling in work zones on highways at night
- How well detours on highways are marked
- The availability and frequency of public transportation services
- The quality of the freight rail services
- The availability of passenger air services

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

Do You Think Basic Repairs to State Highways in Your Area are Usually Completed in a Timely Manner?

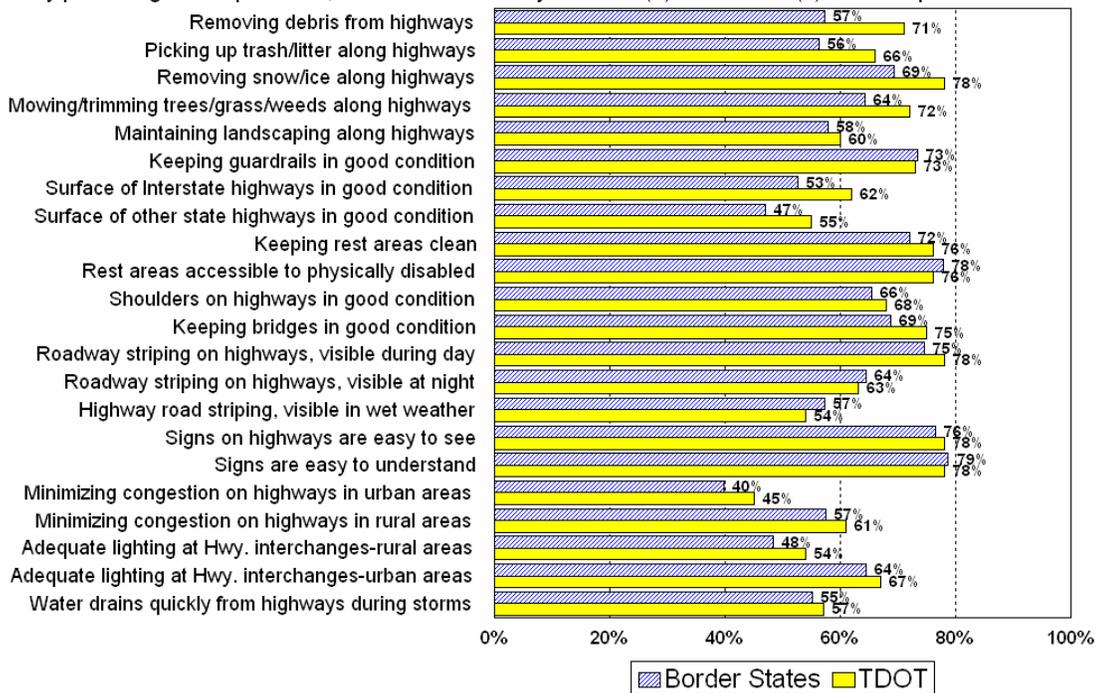
by percentage of respondents



Source: ETC Institute (TDOT 2006 RESIDENT Survey - Benchmark Analysis)

Satisfaction With State Department of Transportation Services TDOT vs. Bordering States

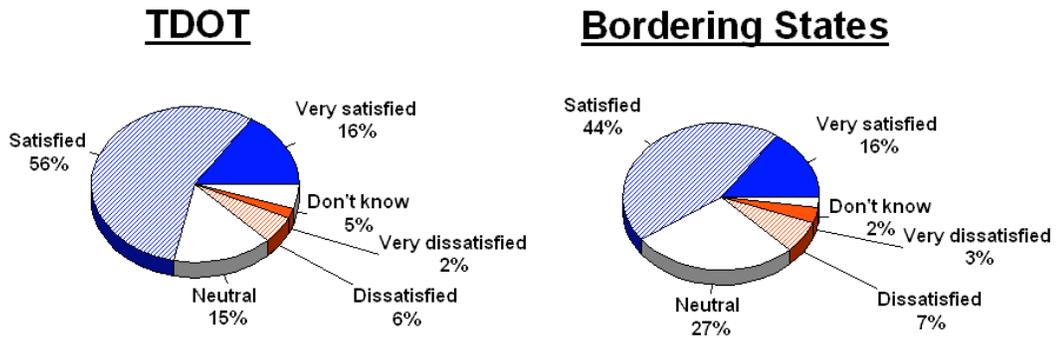
by percentage of respondents, who were either Very Satisfied (5) or Satisfied (4) on a five point scale



Source: ETC Institute (TDOT 2006 RESIDENT Survey - Benchmark Analysis)

Overall Satisfaction with the Job Your State Department of Transportation Has Done Maintaining INTERSTATE Highways in Your State During the Past Two Years?

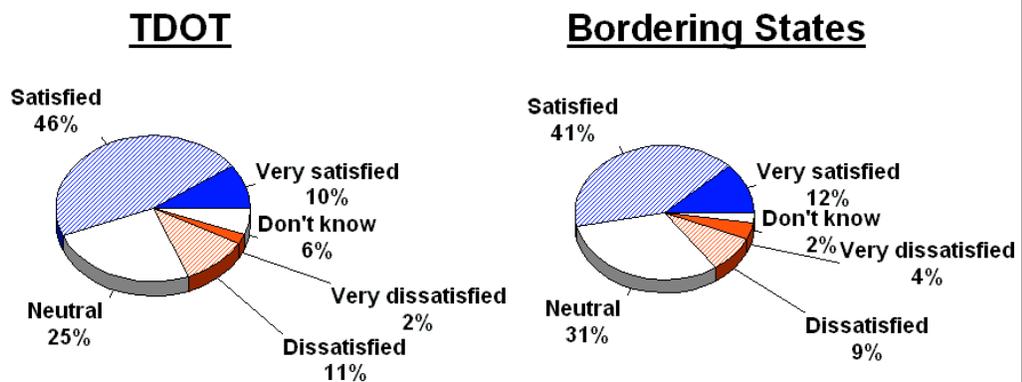
by percentage of respondents



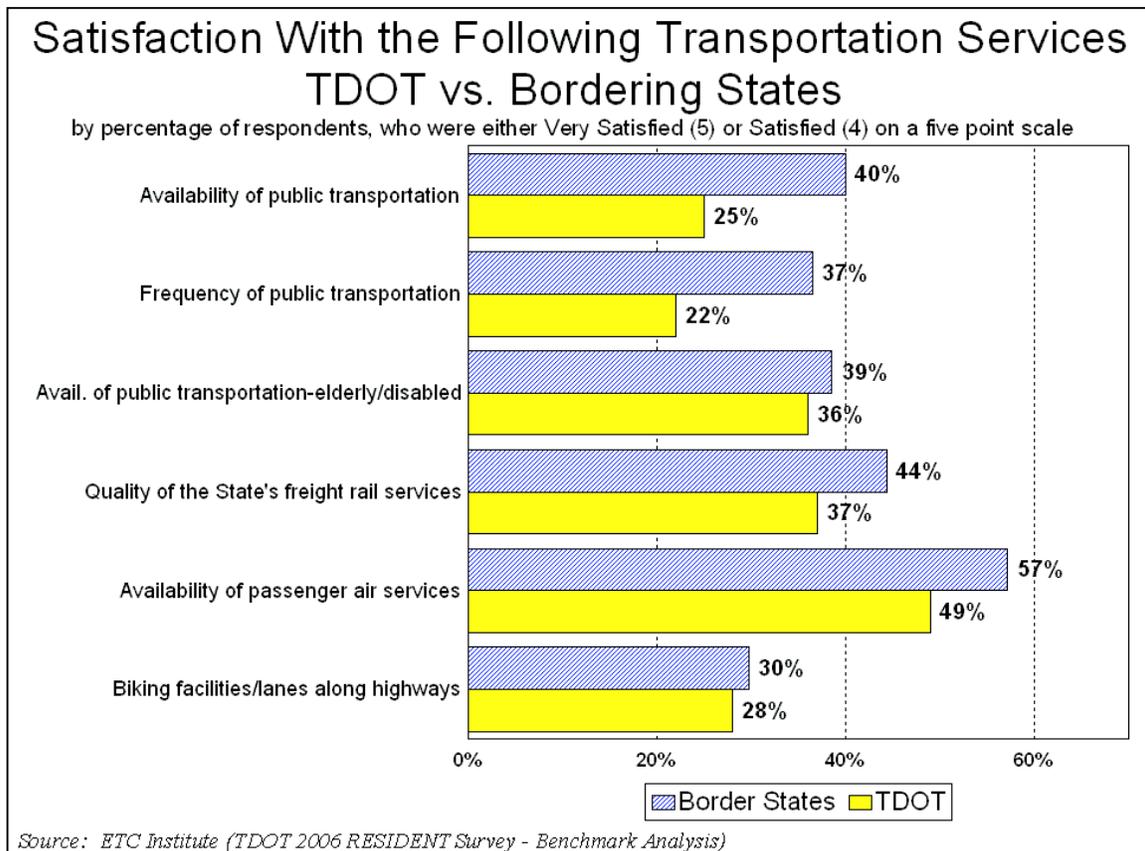
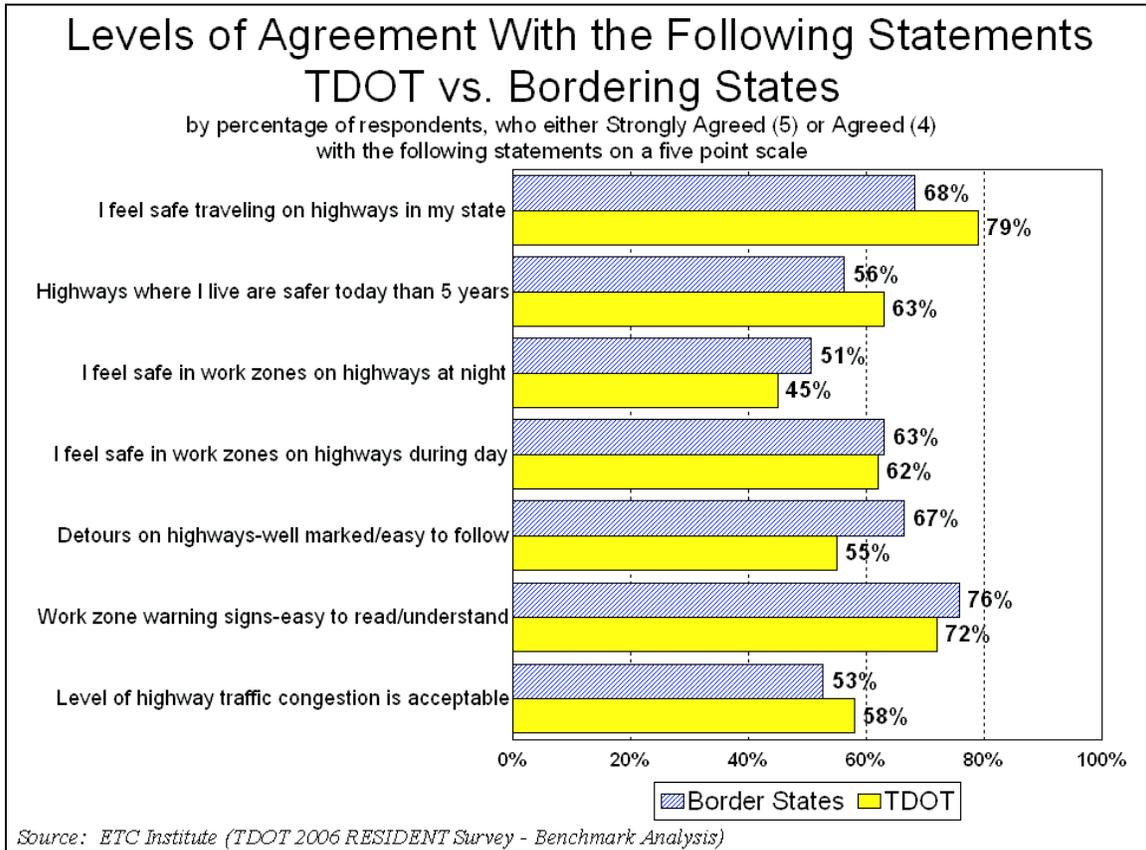
Source: ETC Institute (TDOT 2006 RESIDENT Survey - Benchmark Analysis)

Overall Satisfaction with the Job Your State Department of Transportation Has Done Maintaining HIGHWAYS OTHER THAN INTERSTATES in Your State During the Past Two Years?

by percentage of respondents

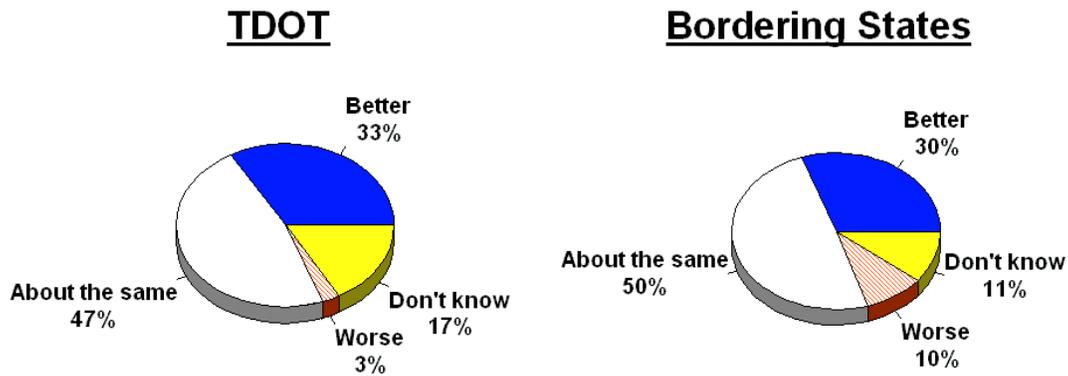


Source: ETC Institute (TDOT 2006 RESIDENT Survey - Benchmark Analysis)



Compared to Two Years Ago, How Do You Think That the Current Quality of Transportation Services in Your State Has Changed?

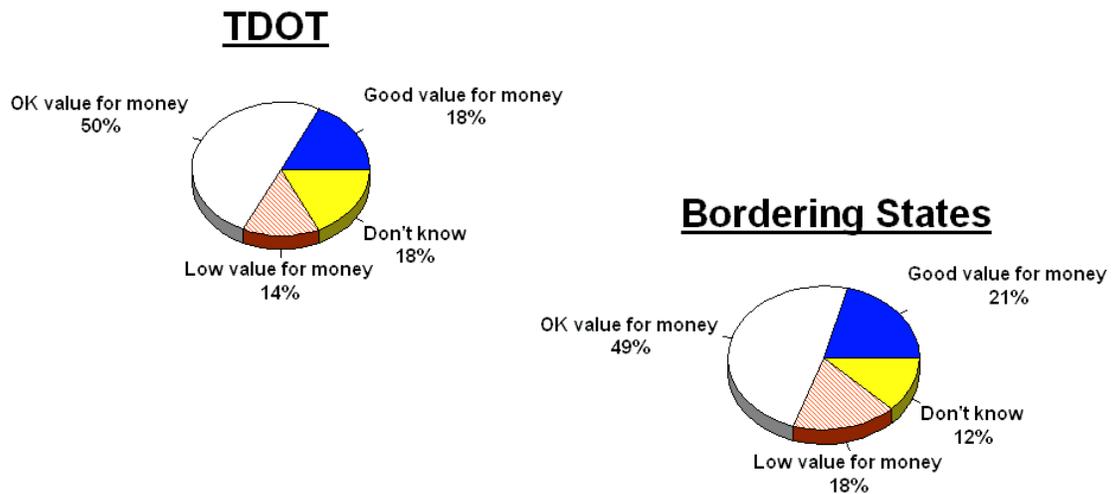
by percentage of respondents



Source: ETC Institute (TDOT 2006 RESIDENT Survey - Benchmark Analysis)

Overall, How Would You Rate the Value Provided by Your State Department of Transportation for the Transportation Taxes Paid by Residents?

by percentage of respondents



Source: ETC Institute (TDOT 2006 RESIDENT Survey - Benchmark Analysis)