



**TDOT**  
Department of  
Transportation

# Partner Survey Findings Report

*...helping organizations make better decisions since 1982*

**Submitted by:**

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# Tennessee Department of Transportation Partner Survey 2016

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## Overview and Methodology

The Tennessee Department of Transportation (TDOT) completed its third comprehensive customer survey in 2016; the previous surveys were conducted in 2013 and 2006. A Partner Survey was not part of TDOT's initial customer survey in 2006, comparative data for only the 2013 survey is provided in this report. The purpose of the survey was to help TDOT identify and prioritize the transportation services and improvements that are most important to Tennesseans and to assess overall performance. The results of the survey will also 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.

**Methodology.** During the summer and fall of 2016, 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. 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.

### This report contains the following:

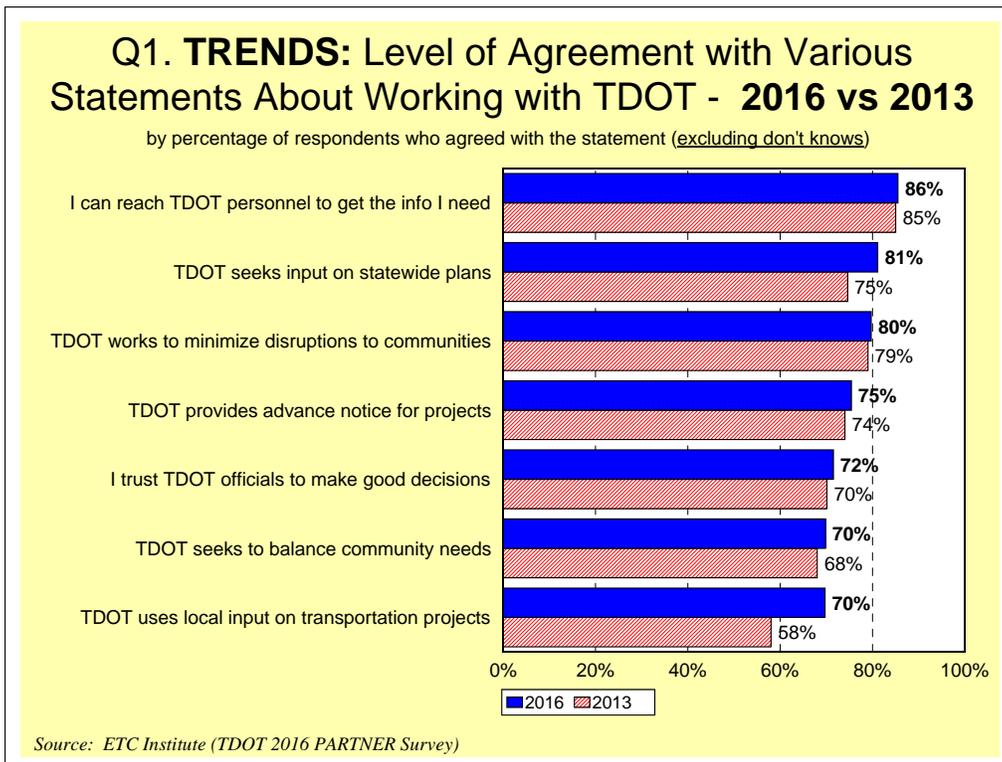
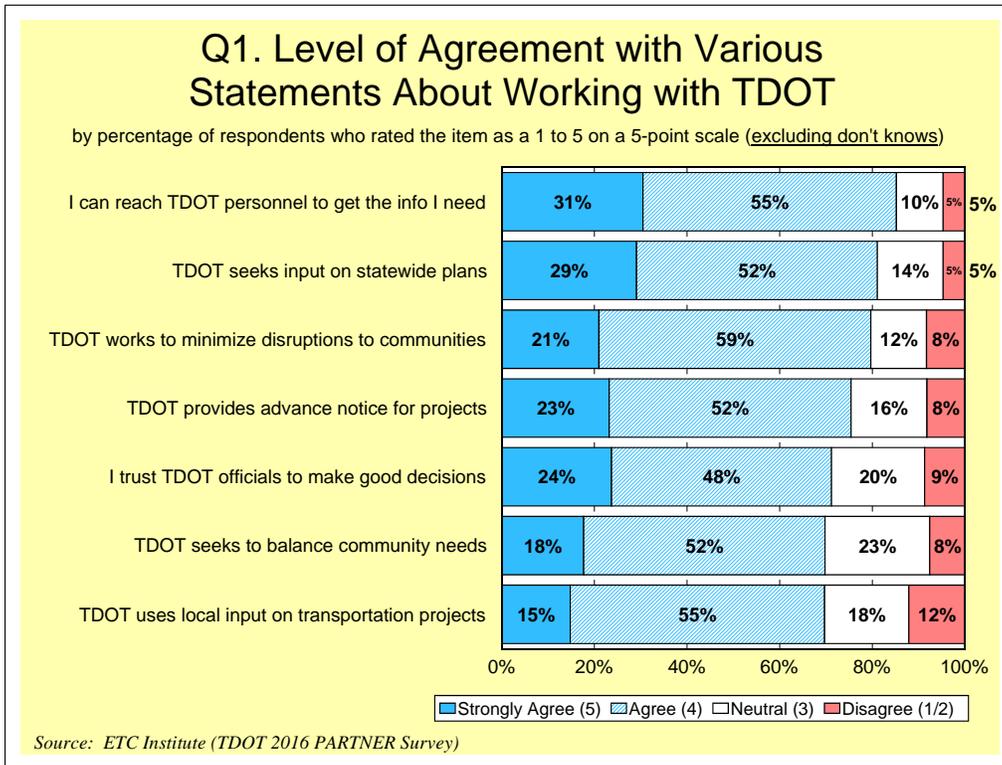
- a summary of the methodology for administering the survey
- charts showing the overall results of the survey (Section 1)
- tabular data showing the overall results for all questions on the survey (Section 2)
- a copy of the cover letter and survey instrument (Section 3)

Note: Percentage totals in the charts and graphs in this report may not add up to 100% due to rounding. For a full breakdown of all survey responses please refer to the tabular data in Section 2.

# Section 1

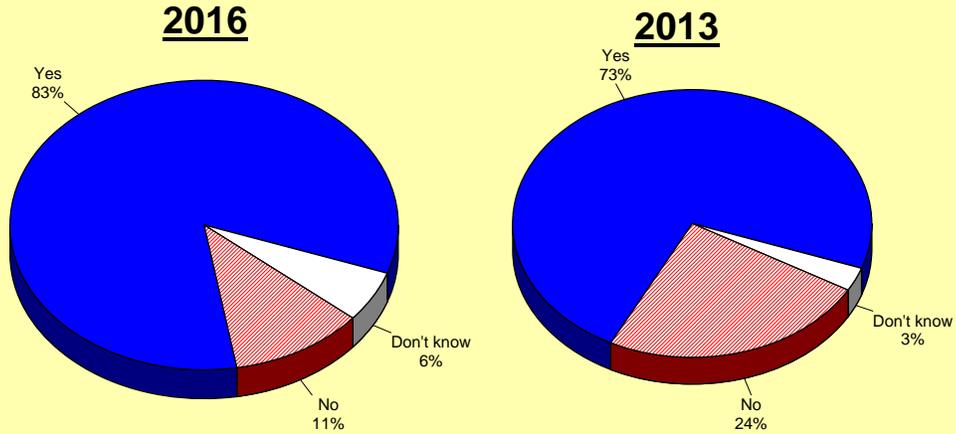
## *Charts and Graphs*

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**Q2. TRENDS:** Has TDOT completed the construction of a new highway or the reconstruction of an existing highway in your jurisdiction during the past three years?

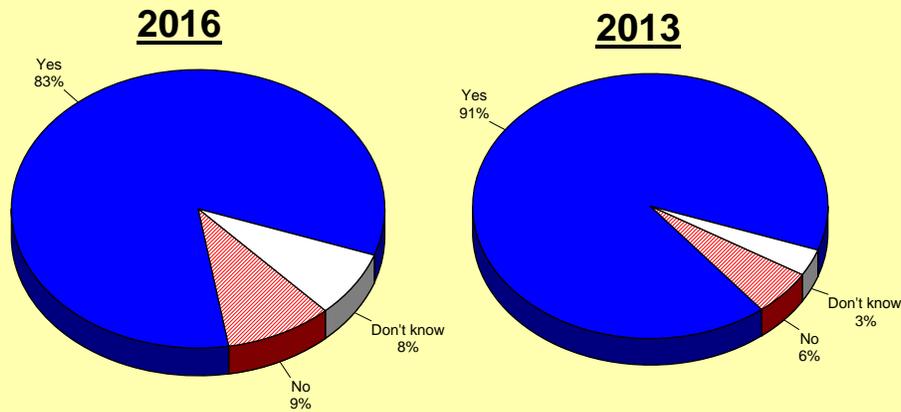
**2016 vs 2013**  
by percentage of respondents



Source: ETC Institute (TDOT 2016 PARTNER Survey)

**Q2-1. TRENDS:** Do you feel that the overall quality of transportation in the area has improved since the completion of this (these) project(s)? **2016 vs 2013**

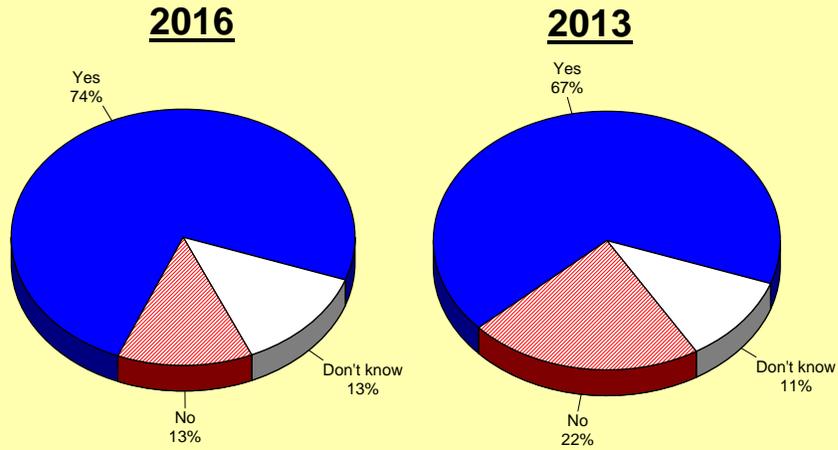
by percentage of respondents who indicated TDOT had completed a new highway or reconstruction of a highway in their area during the past three years



Source: ETC Institute (TDOT 2016 PARTNER Survey)

**Q2-2. TRENDS: Do you feel that TDOT adequately involved your community during the planning of highway improvements in your area? 2016 vs 2013**

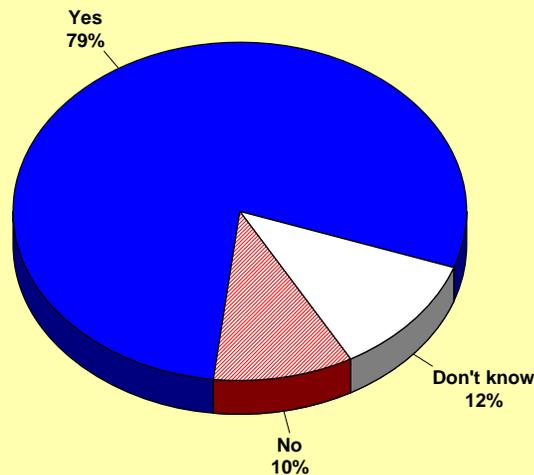
by percentage of respondents who indicated TDOT had completed a new highway or reconstruction of a highway in their area during the past three years



Source: ETC Institute (TDOT 2016 PARTNER Survey)

**Q2-3. Do you feel that this (these) transportation project(s) had a positive economic impact on your community?**

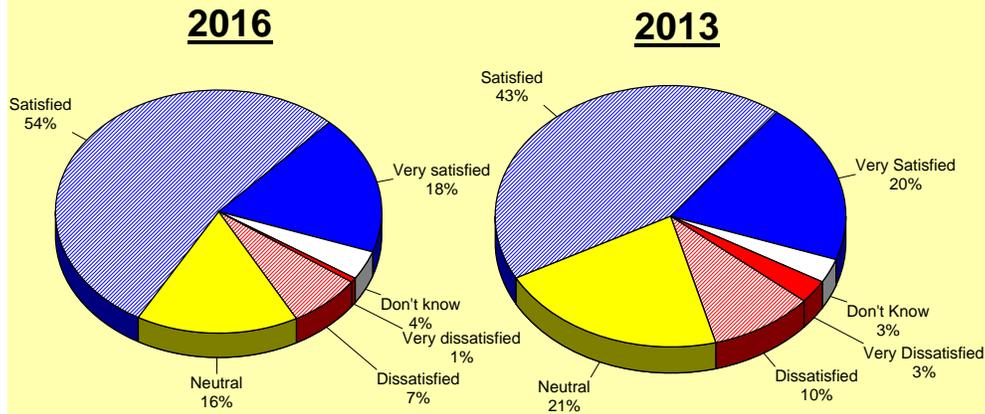
by percentage of respondents who indicated TDOT had completed a new highway or reconstruction of a highway in their area during the past three years



Source: ETC Institute (TDOT 2016 PARTNER Survey)

**Q3. TRENDS:** How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues in Tennessee? **2016 vs 2013**

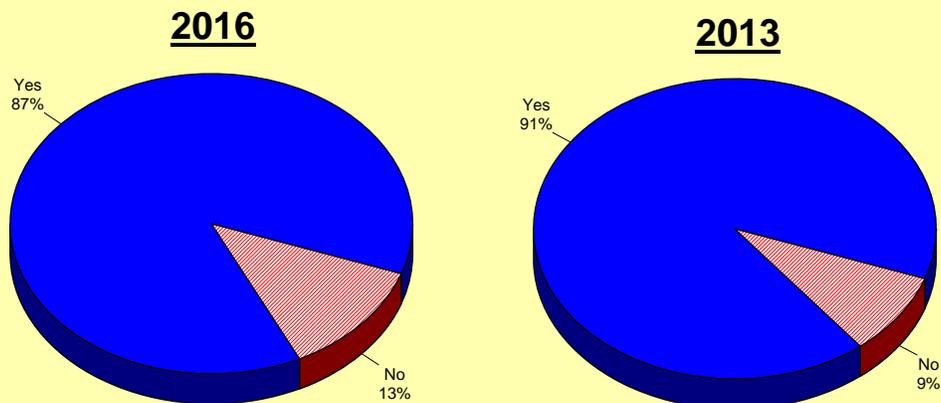
by percentage of respondents



Source: ETC Institute (TDOT 2016 PARTNER Survey)

**Q4. TRENDS:** Have you contacted a TDOT employee by letter, telephone, e-mail, or in person during the past two years? **2016 vs 2013**

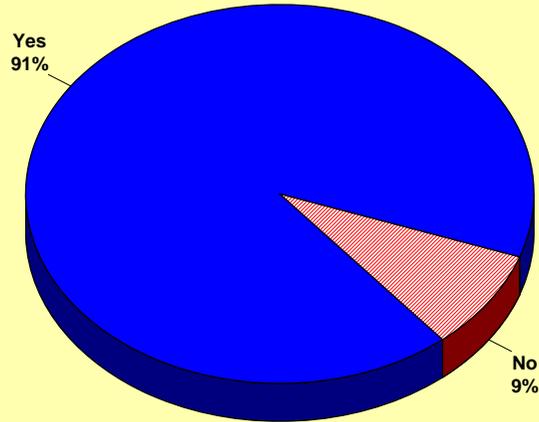
by percentage of respondents



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q4-1. If YES, did you receive a timely response to address your request or concern?

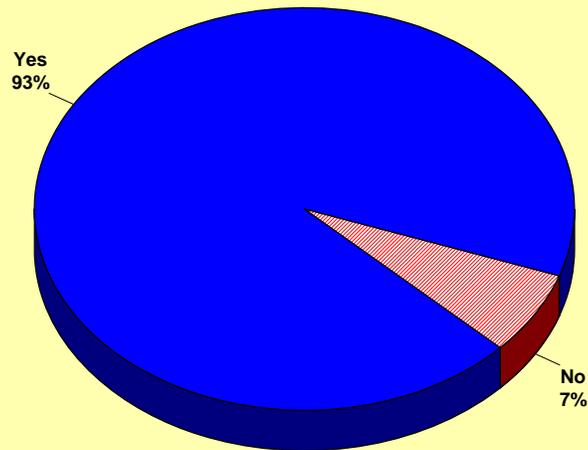
by percentage of respondents who had contacted a TDOT employee during the past two years (excluding not provided)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q4-2. If YES, was the employee helpful?

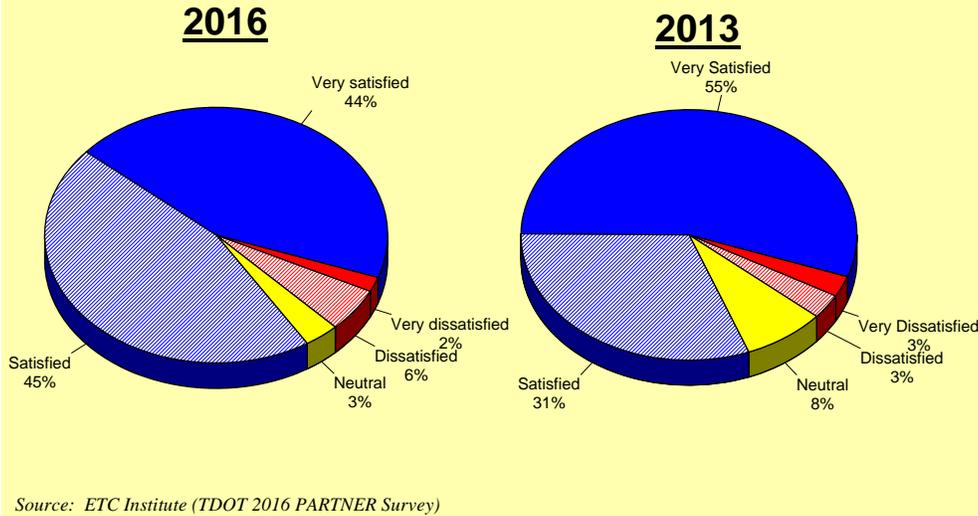
by percentage of respondents who had contacted a TDOT employee during the past two years (excluding not provided)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

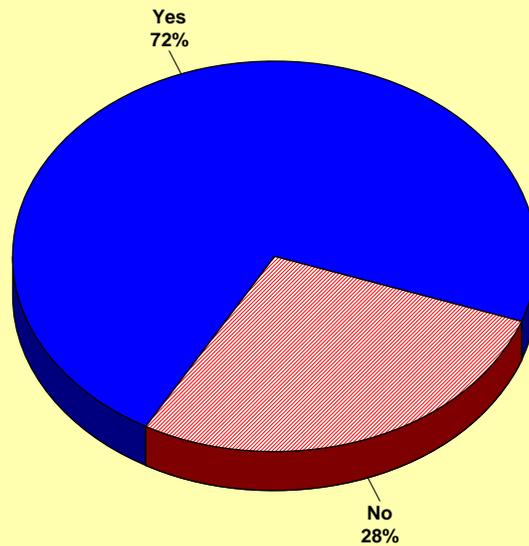
**Q4-3. TRENDS:** Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently? **2016 vs 2013**

by percentage of respondents who had contacted a TDOT employee during the past two years  
(excluding don't knows)



**Q5. Have you used TDOT's web site as a source of information in the past year?**

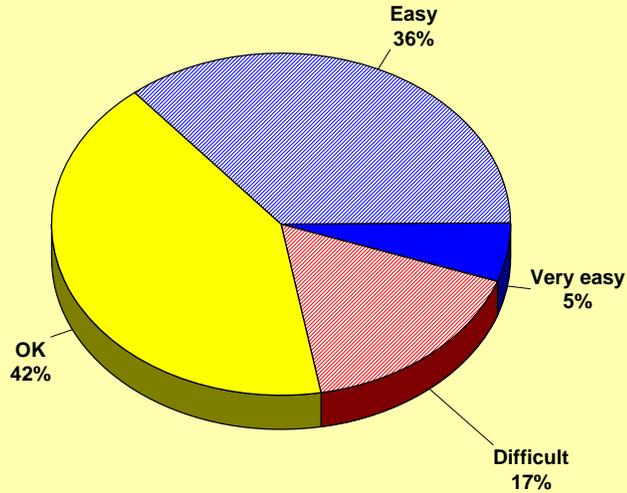
by percentage of respondents



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q5-1. If YES, how easy was it to find the information you wanted on the website?

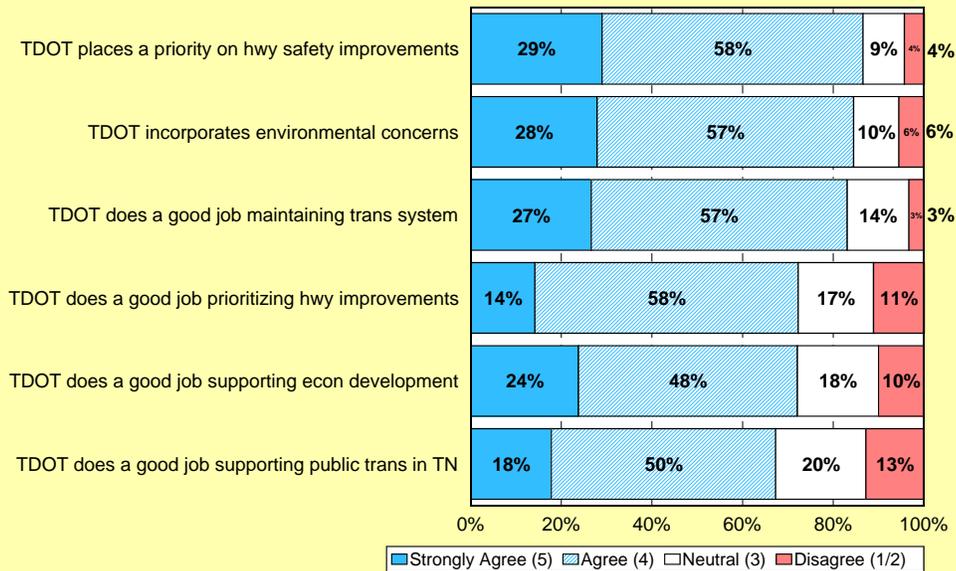
by percentage of respondents who used TDOT's web site in the past year (excluding don't knows)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q6. Level of Agreement with Various Statements About TDOT

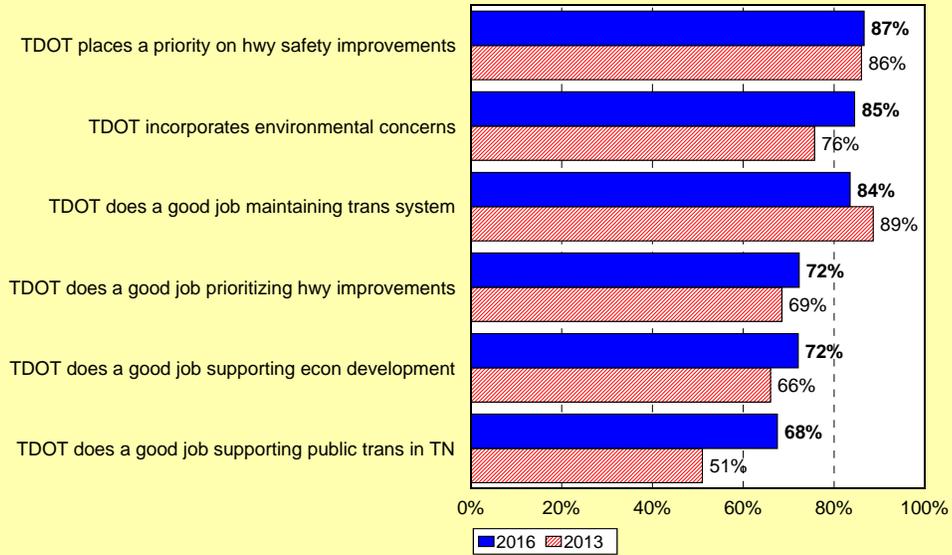
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q6. TRENDS: Level of Agreement with Various Statements About TDOT 2016 vs 2013

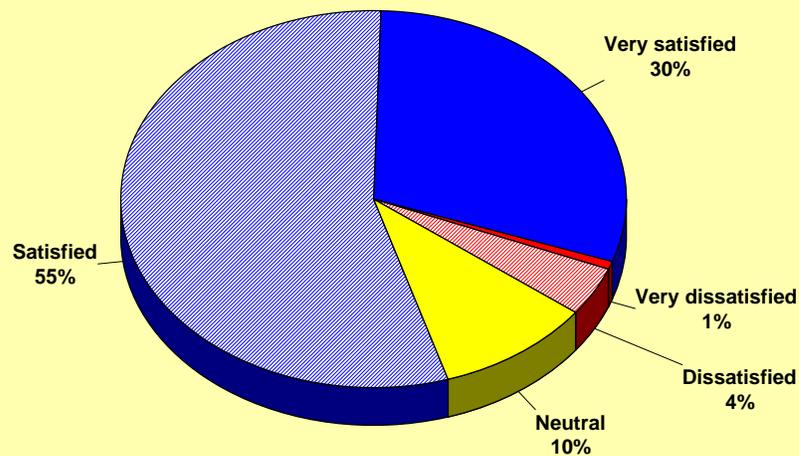
by percentage of respondents who agreed with the statement (excluding don't knows)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q7. Overall satisfaction with the job that TDOT has done maintaining Interstate highways in Tennessee during the past two years

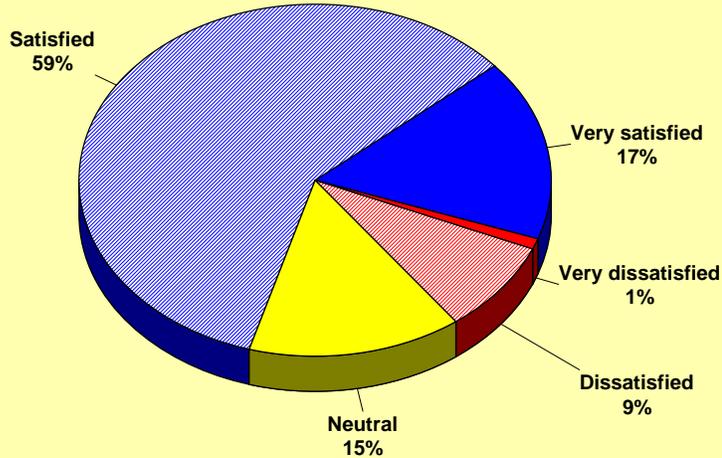
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

**Q8. Overall satisfaction with the job that TDOT has done maintaining state highways other than Interstates in Tennessee during the past two years**

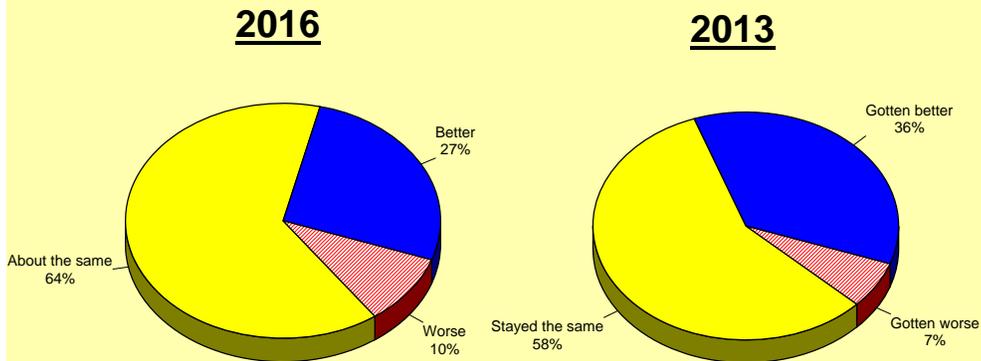
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

**Q9. TRENDS:** Compared to two years ago, how do you think that the current quality of TDOT services has changed? **2016 vs 2013**

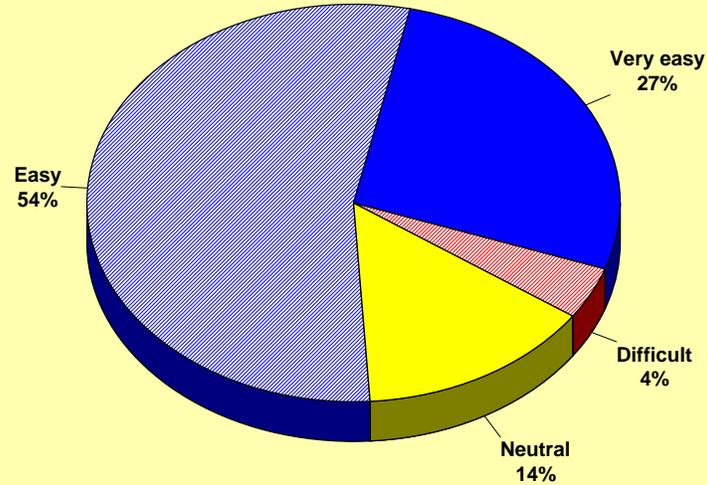
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q10. Overall, how easy do you think it is to travel between cities in Tennessee?

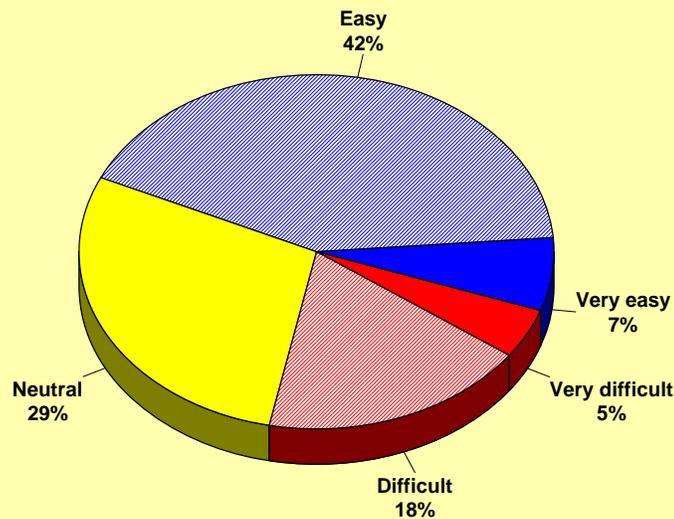
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q11. Overall, how easy do you think it is to travel within urban areas in Tennessee?

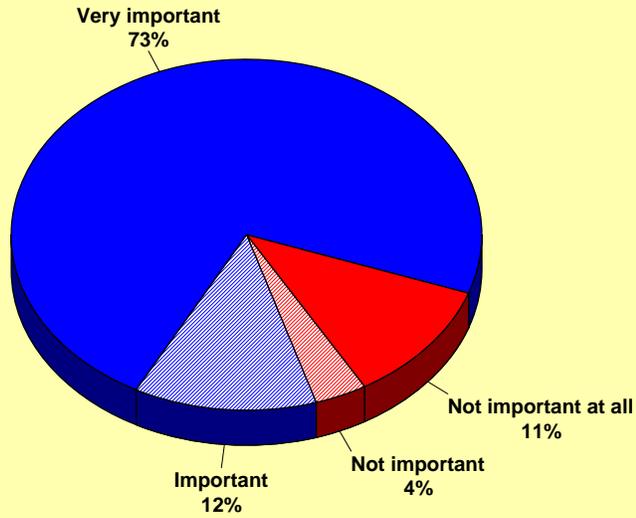
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

**Q12. Thinking about your community, how important are roads, bridges, public transportation, to safety and quality of life?**

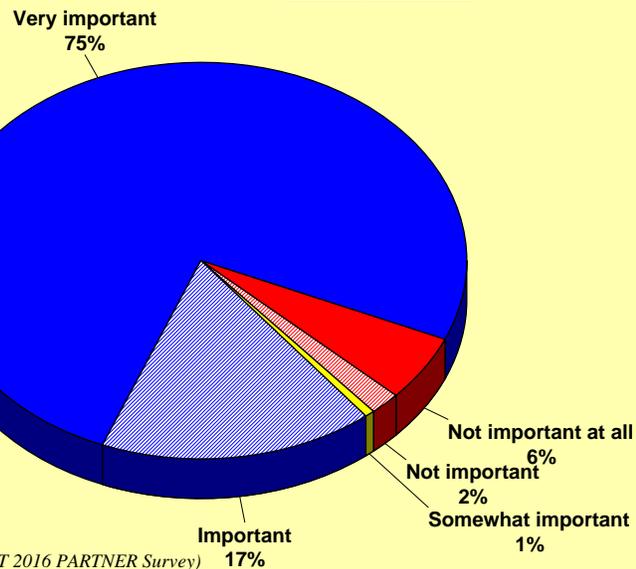
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

**Q13. Thinking about your community, how important are roads, bridges, public transportation, to economic development and job growth?**

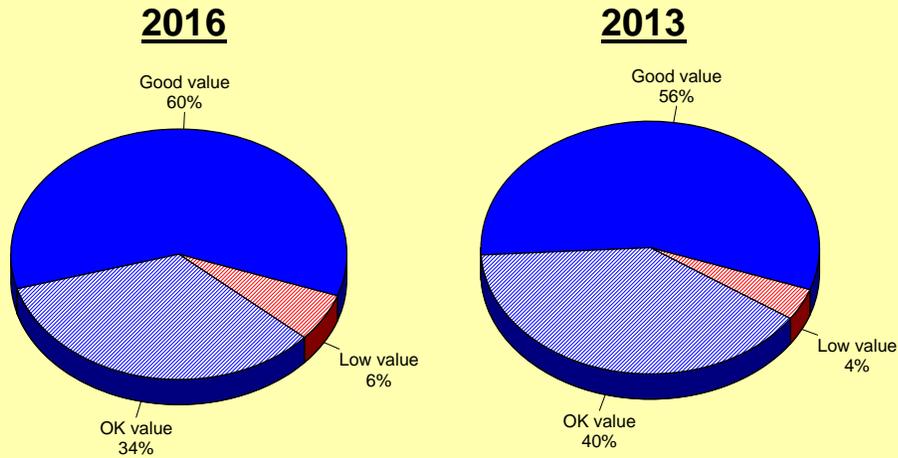
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q14. TRENDS: Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents? 2016 vs 2013

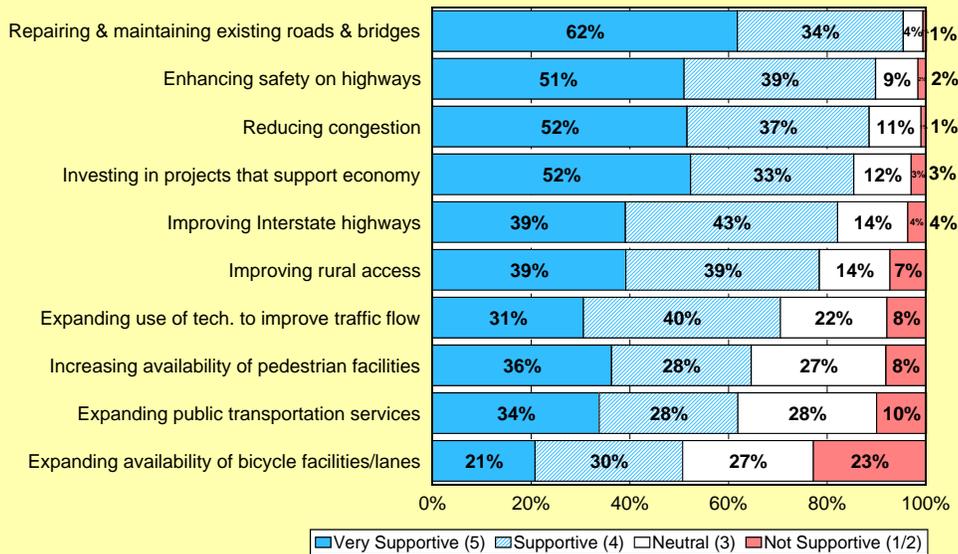
by percentage of respondents (excluding don't knows)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q15. Level of Support for Increasing Funding for Various Transportation Improvements

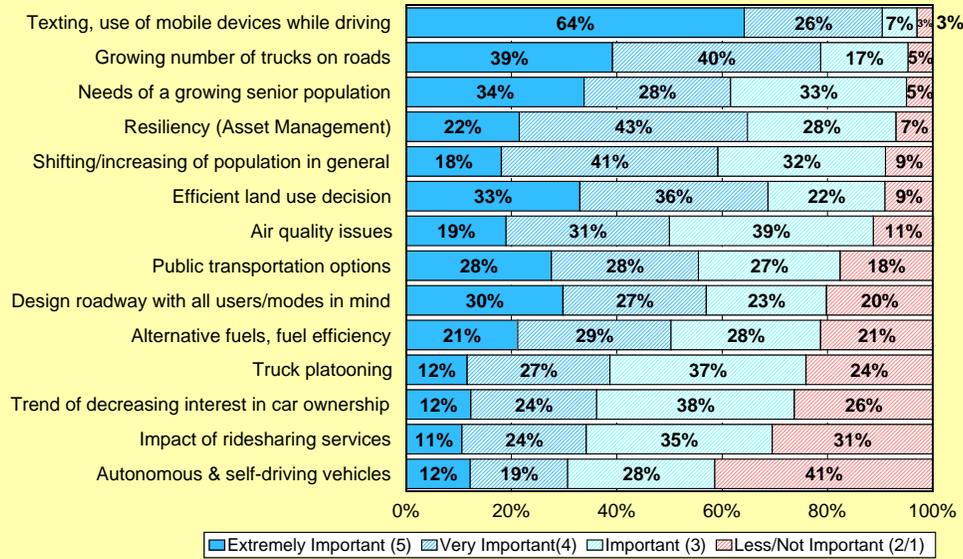
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q16. Importance of Addressing the Following National Issues Over the Next Five Years

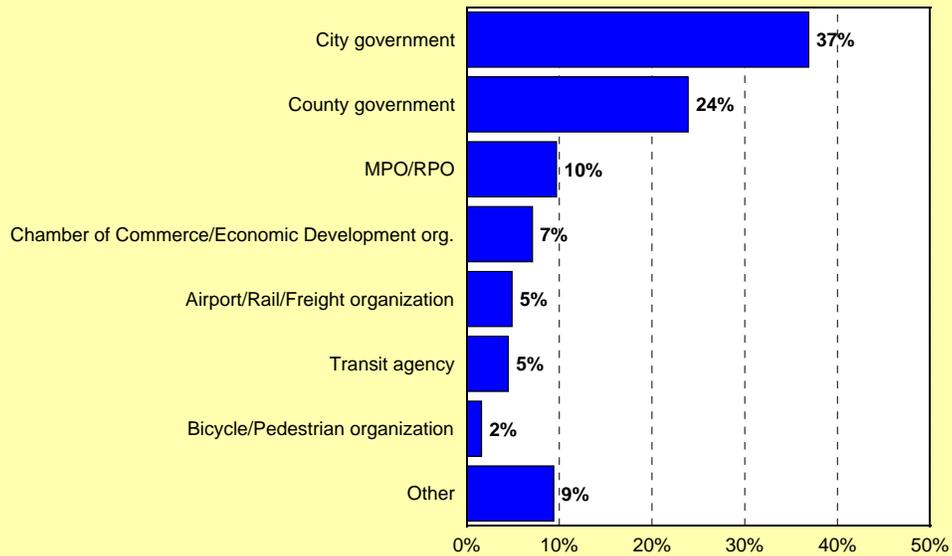
by percentage of respondents who rated the item as a 5, 4, or 3 on a 5-point scale (excluding don't knows)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q17. Which of the following best describes your organization:

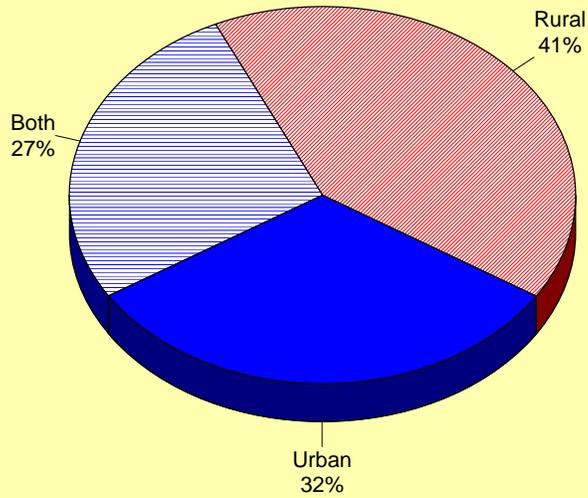
by percentage of respondents (excluding not provided)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q18. Is the area you represent generally urban or rural?

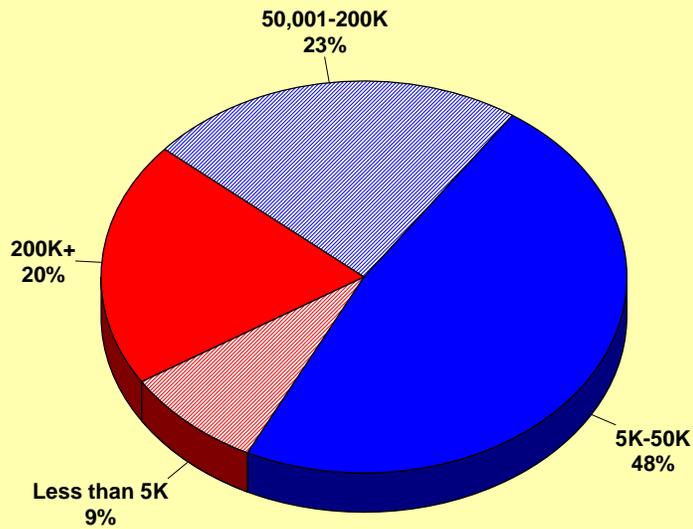
by percentage of respondents (excluding not provided)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q19. What is the population of the city, county or geographical area that you represent?

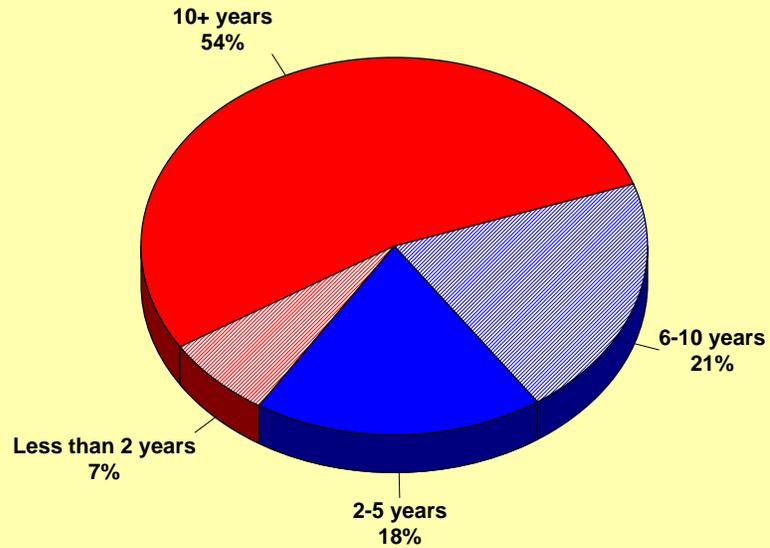
by percentage of respondents (excluding not provided)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

### Q21. How many years have you been in your current or similar position?

by percentage of respondents (excluding not provided)



Source: ETC Institute (TDOT 2016 PARTNER Survey)

## **Section 2**

### ***Tabular Data***

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## TDOT PARTNER SURVEY RESULTS

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

(N=309)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q1a. I am able to reach TDOT personnel to find information I need	29.4%	52.8%	9.7%	3.2%	1.3%	3.6%
Q1b. When TDOT projects were initiated in my area, TDOT provided me with advance notice	22.0%	49.5%	15.5%	6.1%	1.6%	5.2%
Q1c. TDOT officials work to ensure construction projects disrupt community as little as possible	20.4%	57.0%	11.7%	6.8%	1.3%	2.9%
Q1d. TDOT officials seek input when developing statewide plans	27.8%	49.8%	13.6%	3.6%	1.0%	4.2%
Q1e. TDOT officials use local input in development of transportation projects	14.2%	52.8%	17.5%	8.1%	3.6%	3.9%
Q1f. TDOT seeks to balance needs in design of transportation projects	16.5%	48.5%	21.0%	5.5%	1.6%	6.8%
Q1g. I trust TDOT officials to make good decisions about State's future transportation system	23.0%	46.0%	19.4%	4.9%	3.6%	3.2%

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

(N=309)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q1a. I am able to reach TDOT personnel to find information I need	30.5%	54.7%	10.1%	3.4%	1.3%
Q1b. When TDOT projects were initiated in my area, TDOT provided me with advance notice	23.2%	52.2%	16.4%	6.5%	1.7%
Q1c. TDOT officials work to ensure construction projects disrupt community as little as possible	21.0%	58.7%	12.0%	7.0%	1.3%
Q1d. TDOT officials seek input when developing statewide plans	29.1%	52.0%	14.2%	3.7%	1.0%
Q1e. TDOT officials use local input in development of transportation projects	14.8%	54.9%	18.2%	8.4%	3.7%
Q1f. TDOT seeks to balance needs in design of transportation projects	17.7%	52.1%	22.6%	5.9%	1.7%
Q1g. I trust TDOT officials to make good decisions about State's future transportation system	23.7%	47.5%	20.1%	5.0%	3.7%

## TDOT PARTNER SURVEY RESULTS

### **Q2. Has TDOT completed a transportation project, such as the reconstruction of an existing highway, bridge replacement, safety improvement, or state industrial access in your jurisdiction during the past three years?**

Q2. Has TDOT completed a transportation project during past three years	Number	Percent
Yes	256	82.8 %
No	35	11.3 %
Don't know	18	5.8 %
Total	309	100.0 %

### **Q2-1. (If YES to Question 2) Do you feel that the overall quality of transportation in the area has improved since the completion of this (these) project(s)?**

Q2a. Has overall quality of transportation in the area improved since completion of this (these) project(s)	Number	Percent
Yes	212	82.8 %
No	24	9.4 %
Don't know	20	7.8 %
Total	256	100.0 %

### **Q2-1. (If YES to Question 2) Do you feel that the overall quality of transportation in the area has improved since the completion of this (these) project(s)? (without "don't know")**

Q2a. Has overall quality of transportation in the area improved since completion of this (these) project(s)	Number	Percent
Yes	212	89.8 %
No	24	10.2 %
Total	236	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q2-2. (If YES to Question 2) Do you feel that TDOT adequately involved your community during the planning and implementation of transportation improvements in your area?**

Q2b. Did TDOT adequately involve your community during planning & implementation of transportation improvements in your area

	Number	Percent
Yes	190	74.2 %
No	32	12.5 %
Don't know	34	13.3 %
Total	256	100.0 %

### **Q2-2. (If YES to Question 2) Do you feel that TDOT adequately involved your community during the planning and implementation of transportation improvements in your area? (without "don't know")**

Q2b. Did TDOT adequately involve your community during planning & implementation of transportation improvements in your area

	Number	Percent
Yes	190	85.6 %
No	32	14.4 %
Total	222	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q2-3. (If YES to Question 2) Do you feel that this (these) transportation project(s) had a positive economic impact on your community?**

Q2c. Did this (these) transportation project(s) have a positive economic impact on your community	Number	Percent
Yes	201	78.5 %
No	25	9.8 %
Don't know	30	11.7 %
Total	256	100.0 %

### **Q2-3. (If YES to Question 2) Do you feel that this (these) transportation project(s) had a positive economic impact on your community? (without "don't know")**

Q2c. Did this (these) transportation project(s) have a positive economic impact on your community	Number	Percent
Yes	201	88.9 %
No	25	11.1 %
Total	226	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q3. 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?**

Q3. How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues	Number	Percent
Very satisfied	57	18.4 %
Satisfied	166	53.7 %
Neutral	49	15.9 %
Dissatisfied	23	7.4 %
Very dissatisfied	2	0.6 %
Don't know	12	3.9 %
Total	309	100.0 %

### **Q3. 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")**

Q3. How satisfied are you with TDOT's overall efforts to keep residents informed about transportation related issues	Number	Percent
Very satisfied	57	19.2 %
Satisfied	166	55.9 %
Neutral	49	16.5 %
Dissatisfied	23	7.7 %
Very dissatisfied	2	0.7 %
Total	297	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q4. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person, during the past two years?**

Q4. Have you contacted a TDOT employee during past two years	Number	Percent
Yes	270	87.4 %
No	39	12.6 %
Total	309	100.0 %

### **Q4-1. (If YES to Question 4) Did you receive a timely response to address your request or concern?**

Q4a. Did you receive a timely response to address your request or concern	Number	Percent
Yes	241	89.3 %
No	23	8.5 %
Not provided	6	2.2 %
Total	270	100.0 %

### **Q4-1. (If YES to Question 4) Did you receive a timely response to address your request or concern? (without "not provided")**

Q4a. Did you receive a timely response to address your request or concern	Number	Percent
Yes	241	91.3 %
No	23	8.7 %
Total	264	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q4-2. (If YES to Question 4) Was the employee helpful?**

Q4b. Was the employee helpful	Number	Percent
Yes	246	91.1 %
No	18	6.7 %
Not provided	6	2.2 %
Total	270	100.0 %

### **Q4-2. (If YES to Question 4) Was the employee helpful? (without "not provided")**

Q4b. Was the employee helpful	Number	Percent
Yes	246	93.2 %
No	18	6.8 %
Total	264	100.0 %

### **Q4-3. (If YES to Question 4) Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently?**

Q4c. How satisfied were you with service provided by TDOT employee	Number	Percent
Very satisfied	118	43.7 %
Satisfied	121	44.8 %
Neutral	9	3.3 %
Dissatisfied	15	5.6 %
Very dissatisfied	5	1.9 %
Don't know	2	0.7 %
Total	270	100.0 %

### **Q4-3. (If YES to Question 4) Overall, how satisfied were you with the service provided by the TDOT employee who helped you most recently? (without "don't remember/don't know")**

Q4c. How satisfied were you with service provided by TDOT employee	Number	Percent
Very satisfied	118	44.0 %
Satisfied	121	45.1 %
Neutral	9	3.4 %
Dissatisfied	15	5.6 %
Very dissatisfied	5	1.9 %
Total	268	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q5. Have you used TDOT's website as a source of information in the past year?**

Q5. Have you used TDOT's website as a source of information in past year	Number	Percent
Yes	223	72.2 %
No	86	27.8 %
Total	309	100.0 %

### **Q5a. (If YES to Question 5) How easy was it to find the information you wanted on the website?**

Q5a. How easy was it to find information you wanted on the website	Number	Percent
Very easy	12	5.4 %
Easy	80	35.9 %
OK	93	41.7 %
Difficult	38	17.0 %
Total	223	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q6. OVERALL RATINGS OF TDOT: Please circle the number that best describes your level of agreement with the following statements:**

(N=309)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
Q6a. TDOT does a good job prioritizing highway improvements in Tennessee	13.6%	55.7%	15.9%	9.4%	1.3%	4.2%
Q6b. TDOT places a priority on addressing highway safety improvements	27.8%	55.3%	8.7%	3.2%	1.0%	3.9%
Q6c. TDOT does a good job maintaining transportation system	25.9%	55.0%	13.3%	2.3%	1.0%	2.6%
Q6d. TDOT does a good job in supporting public transportation in Tennessee	16.2%	45.0%	18.1%	6.1%	5.5%	9.1%
Q6e. TDOT incorporates environmental concerns into design & maintenance of transportation projects	26.2%	53.1%	9.4%	4.2%	1.0%	6.1%
Q6f. TDOT does a good job in supporting economic development in my jurisdiction	22.3%	45.3%	16.8%	6.5%	2.9%	6.1%

### **Q6. OVERALL RATINGS OF TDOT: Please circle the number that best describes your level of agreement with the following statements: (without "don't know")**

(N=309)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Q6a. TDOT does a good job prioritizing highway improvements in Tennessee	14.2%	58.1%	16.6%	9.8%	1.4%
Q6b. TDOT places a priority on addressing highway safety improvements	29.0%	57.6%	9.1%	3.4%	1.0%
Q6c. TDOT does a good job maintaining transportation system	26.6%	56.5%	13.6%	2.3%	1.0%
Q6d. TDOT does a good job in supporting public transportation in Tennessee	17.8%	49.5%	19.9%	6.8%	6.0%
Q6e. TDOT incorporates environmental concerns into design & maintenance of transportation projects	27.9%	56.6%	10.0%	4.5%	1.0%
Q6f. TDOT does a good job in supporting economic development in my jurisdiction	23.8%	48.3%	17.9%	6.9%	3.1%

## TDOT PARTNER SURVEY RESULTS

**Q7. 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.**

Q7. Your overall satisfaction with the job that TDOT has done maintaining interstate highways during past two years	Number	Percent
Very satisfied	90	29.1 %
Satisfied	169	54.7 %
Neutral	31	10.0 %
Dissatisfied	13	4.2 %
Very dissatisfied	2	0.6 %
Don't know	4	1.3 %
Total	309	100.0 %

**Q7. 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")**

Q7. Your overall satisfaction with the job that TDOT has done maintaining interstate highways during past two years	Number	Percent
Very satisfied	90	29.5 %
Satisfied	169	55.4 %
Neutral	31	10.2 %
Dissatisfied	13	4.3 %
Very dissatisfied	2	0.7 %
Total	305	100.0 %

**TDOT PARTNER SURVEY RESULTS**

**Q8. 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.**

Q8. Your overall satisfaction with the job that TDOT has done maintaining state highways other than interstates during past two years

	Number	Percent
Very satisfied	50	16.2 %
Satisfied	180	58.3 %
Neutral	44	14.2 %
Dissatisfied	26	8.4 %
Very dissatisfied	3	1.0 %
Don't know	6	1.9 %
Total	309	100.0 %

**Q8. 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")**

Q8. Your overall satisfaction with the job that TDOT has done maintaining state highways other than interstates during past two years

	Number	Percent
Very satisfied	50	16.5 %
Satisfied	180	59.4 %
Neutral	44	14.5 %
Dissatisfied	26	8.6 %
Very dissatisfied	3	1.0 %
Total	303	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q9. Compared to two years ago, how do you think that the current quality of TDOT services has changed?**

Q9. How has current quality of TDOT services changed compared to two years ago	Number	Percent
Better	78	25.2 %
About the same	186	60.2 %
Worse	29	9.4 %
Don't know	16	5.2 %
Total	309	100.0 %

### **Q9. Compared to two years ago, how do you think that the current quality of TDOT services has changed? (without "don't know")**

Q9. How has current quality of TDOT services changed compared to two years ago	Number	Percent
Better	78	26.6 %
About the same	186	63.5 %
Worse	29	9.9 %
Total	293	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q10. Overall, how easy do you think it is to travel between cities in Tennessee?**

Q10. How easy is it to travel between cities in Tennessee	Number	Percent
Very easy	82	26.5 %
Easy	165	53.4 %
Neutral	44	14.2 %
Difficult	13	4.2 %
Very Difficult	0	0.0%
Don't know	5	1.6 %
Total	309	100.0 %

### **Q10. Overall, how easy do you think it is to travel between cities in Tennessee? (without "don't know")**

Q10. How easy is it to travel between cities in Tennessee	Number	Percent
Very easy	82	27.0 %
Easy	165	54.3 %
Neutral	44	14.5 %
Difficult	13	4.3%
Very Difficult	0	0.0%
Total	304	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q11. Overall, how easy do you think it is to travel within urban areas of Tennessee?**

Q11. How easy is it to travel within urban areas of Tennessee	Number	Percent
Very easy	20	6.5 %
Easy	129	41.7 %
Neutral	88	28.5 %
Difficult	56	18.1 %
Very difficult	14	4.5 %
Don't know	2	0.6 %
Total	309	100.0 %

### **Q11. Overall, how easy do you think it is to travel within urban areas of Tennessee? (without "don't know")**

Q11. How easy is it to travel within urban areas of Tennessee	Number	Percent
Very easy	20	6.5 %
Easy	129	42.0 %
Neutral	88	28.7 %
Difficult	56	18.2 %
Very difficult	14	4.6 %
Total	307	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q12. Thinking about your community, how important are roads, bridges, public transportation to safety and quality of life?**

Q12. How important are roads, bridges, public transportation to safety & quality of life thinking about your community	Number	Percent
Very important	167	72.2 %
Important	23	12.3 %
Somewhat important	1	0.3 %
Not important	26	3.6 %
Not important at all	91	11.3 %
Don't know	1	0.3 %
Total	309	100.0 %

### **Q12. Thinking about your community, how important are roads, bridges, public transportation to safety and quality of life? (without "don't know")**

Q12. How important are roads, bridges, public transportation to safety & quality of life thinking about your community	Number	Percent
Very important	167	72.4 %
Important	23	12.3 %
Somewhat important	1	0.3 %
Not important	26	3.6 %
Not important at all	91	11.4 %
Total	308	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q13. Thinking about your local economy, how important are roads, bridges, public transportation to economic development and job growth?**

Q13. How important are roads, bridges, public transportation to economic development & job growth thinking about your local economy

	Number	Percent
Very important	159	75.4 %
Important	31	16.5 %
Somewhat important	2	0.6 %
Not important	26	1.9 %
Not important at all	91	5.5 %
Total	309	100.0 %

### **Q14. Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents?**

Q14. How would you rate value provided by TDOT for transportation taxes paid by Tennessee residents

	Number	Percent
Good value for your money	180	58.3 %
OK value for your money	103	33.3 %
Low value for your money	19	6.1 %
Don't know	7	2.3 %
Total	309	100.0 %

### **Q14. Overall, how would you rate the value provided by TDOT for the transportation taxes paid by Tennessee residents? (without "don't know")**

Q14. How would you rate value provided by TDOT for transportation taxes paid by Tennessee residents

	Number	Percent
Good value for your money	180	59.6 %
OK value for your money	103	34.1 %
Low value for your money	19	6.3 %
Total	302	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q15. Support for Funding 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=309)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive	Don't know
Q15a. Improving Interstate highways	38.2%	42.1%	13.9%	2.9%	0.6%	2.3%
Q15b. Repairing & maintaining existing roads & bridges	60.2%	32.7%	3.9%	0.6%	0.0%	2.6%
Q15c. Expanding use of technology (ITS) to improve traffic flow	29.8%	38.8%	21.0%	6.5%	1.3%	2.6%
Q15d. Expanding public transportation services	32.7%	27.2%	27.2%	6.1%	3.6%	3.2%
Q15e. Improving rural access	38.2%	38.2%	13.9%	4.5%	2.6%	2.6%
Q15f. Enhancing safety on highways	50.2%	38.2%	8.4%	1.6%	0.0%	1.6%
Q15g. Reducing congestion	51.1%	36.6%	10.4%	1.0%	0.0%	1.0%
Q15h. Investing in transportation projects that will support economic development	51.1%	32.4%	11.3%	2.9%	0.0%	2.3%
Q15i. Increasing availability of pedestrian facilities & sidewalks	35.3%	27.5%	26.5%	4.5%	3.2%	2.9%
Q15j. Expanding availability of bicycle facilities & lanes	20.1%	28.8%	25.6%	13.6%	8.4%	3.6%

## TDOT PARTNER SURVEY RESULTS

### **Q15. Support for Funding 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=309)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q15a. Improving Interstate highways	39.1%	43.0%	14.2%	3.0%	0.7%
Q15b. Repairing & maintaining existing roads & bridges	61.8%	33.6%	4.0%	0.7%	0.0%
Q15c. Expanding use of technology (ITS) to improve traffic flow	30.6%	39.9%	21.6%	6.6%	1.3%
Q15d. Expanding public transportation services	33.8%	28.1%	28.1%	6.4%	3.7%
Q15e. Improving rural access	39.2%	39.2%	14.3%	4.7%	2.7%
Q15f. Enhancing safety on highways	51.0%	38.8%	8.6%	1.6%	0.0%
Q15g. Reducing congestion	51.6%	36.9%	10.5%	1.0%	0.0%
Q15h. Investing in transportation projects that will support economic development	52.3%	33.1%	11.6%	3.0%	0.0%
Q15i. Increasing availability of pedestrian facilities & sidewalks	36.3%	28.3%	27.3%	4.7%	3.3%
Q15j. Expanding availability of bicycle facilities & lanes	20.8%	29.9%	26.5%	14.1%	8.7%

## TDOT PARTNER SURVEY RESULTS

### **Q16. National Issues: Please rate how important it will be to address the following issues in Tennessee over the next five years.**

(N=309)

	Extremely important	Very important	Important	Less important	Not important	Don't know
Q16a. Needs of a growing senior population (An Aging America)	32.7%	26.9%	32.4%	3.2%	1.6%	3.2%
Q16b. Shifting/increasing of population in general in US	17.5%	39.8%	30.7%	6.8%	1.9%	3.2%
Q16c. Texting, use of mobile devices while driving (Distracted Driving)	62.8%	25.6%	6.5%	1.9%	1.0%	2.3%
Q16d. Efficient land use decisions, placement of development, & protection of natural environment (Quality Growth & Sustainability)	31.7%	34.3%	21.4%	6.8%	1.9%	3.9%
Q16e. Growing number of trucks on roads, increasing consumer demands for delivered goods	38.2%	38.5%	16.2%	3.9%	0.6%	2.6%
Q16f. Air quality issues	18.4%	30.1%	37.5%	8.4%	2.6%	2.9%
Q16g. Designing & operating entire roadway with all users/modes in mind-including bicyclists, public transportation vehicles & riders, & pedestrians (Multimodal Access)	29.1%	26.5%	22.3%	15.9%	3.9%	2.3%
Q16h. Resiliency (Asset Management)	20.7%	41.7%	27.2%	4.5%	2.3%	3.6%
Q16i. Autonomous & self-driving vehicles	11.3%	17.2%	25.9%	23.0%	15.5%	7.1%
Q16j. Impact of ridesharing services (Uber, Lyft, Carpool, Vanpool, etc.)	10.0%	22.3%	33.3%	18.8%	10.0%	5.5%
Q16k. Alternative fuels, fuel efficiency	20.1%	27.5%	26.9%	12.6%	7.4%	5.5%
Q16l. Truck platooning	9.7%	22.7%	31.1%	15.5%	4.5%	16.5%
Q16m. Public transportation options	26.5%	26.9%	25.9%	11.7%	5.2%	3.9%
Q16n. Generational trend of decreasing interest in car ownership & delay in obtaining driver's license	11.3%	22.0%	34.6%	17.8%	6.5%	7.8%

## TDOT PARTNER SURVEY RESULTS

### **Q16. National Issues: Please rate how important it will be to address the following issues in Tennessee over the next five years. (without "don't know")**

(N=309)

	Extremely important	Very important	Important	Less important	Not important
Q16a. Needs of a growing senior population (An Aging America)	33.8%	27.8%	33.4%	3.3%	1.7%
Q16b. Shifting/increasing of population in general in US	18.1%	41.1%	31.8%	7.0%	2.0%
Q16c. Texting, use of mobile devices while driving (Distracted Driving)	64.2%	26.2%	6.6%	2.0%	1.0%
Q16d. Efficient land use decisions, placement of development, & protection of natural environment (Quality Growth & Sustainability)	33.0%	35.7%	22.2%	7.1%	2.0%
Q16e. Growing number of trucks on roads, increasing consumer demands for delivered goods	39.2%	39.5%	16.6%	4.0%	0.7%
Q16f. Air quality issues	19.0%	31.0%	38.7%	8.7%	2.7%
Q16g. Designing & operating entire roadway with all users/modes in mind-including bicyclists, public transportation vehicles & riders, & pedestrians (Multimodal Access)	29.8%	27.2%	22.8%	16.2%	4.0%
Q16h. Resiliency (Asset Management)	21.5%	43.3%	28.2%	4.7%	2.3%
Q16i. Autonomous & self-driving vehicles	12.2%	18.5%	27.9%	24.7%	16.7%
Q16j. Impact of ridesharing services (Uber, Lyft, Carpool, Vanpool, etc.)	10.6%	23.6%	35.3%	19.9%	10.6%
Q16k. Alternative fuels, fuel efficiency	21.2%	29.1%	28.4%	13.4%	7.9%
Q16l. Truck platooning	11.6%	27.1%	37.2%	18.6%	5.4%
Q16m. Public transportation options	27.6%	27.9%	26.9%	12.1%	5.4%
Q16n. Generational trend of decreasing interest in car ownership & delay in obtaining driver's license	12.3%	23.9%	37.5%	19.3%	7.0%

## TDOT PARTNER SURVEY RESULTS

### Q17. Which of the following best describes your organization:

Q17. Your organization	Number	Percent
City government	114	36.9 %
County government	74	23.9 %
Chamber of Commerce/Economic Development organization	22	7.1 %
MPO/RPO	30	9.7 %
Transit agency	14	4.5 %
Airport/Rail/Freight organization	15	4.9 %
Bicycle/Pedestrian organization	5	1.6 %
Other	29	9.4 %
Not provided	6	1.9 %
Total	309	100.0 %

### Q17. Other

Q17. Other	Number	Percent
State Government	6	37.5 %
Commercial real estate	1	6.3 %
Kentucky State Government	1	6.3 %
Consultant	1	6.3 %
Trade association	1	6.3 %
Regional Planning Organization	1	6.3 %
Public Utility	1	6.3 %
Association	1	6.3 %
Metro Government	1	6.3 %
Non-profit	1	6.3 %
Advocacy organization	1	6.3 %
Total	16	100.0 %

### Q18. Is the area you represent generally urban or rural?

Q18. Is the area you represent generally urban or rural	Number	Percent
Urban	99	32.0 %
Rural	125	40.5 %
Both	83	26.9 %
Not provided	2	0.6 %
Total	309	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q19. What is the population of the City, County or geographical area that you represent?**

Q19. Population of City, County or geographical area that you represent	Number	Percent
Less than 5K	27	8.7 %
5K-50K	144	46.6 %
50,001-200K	70	22.7 %
200K+	61	19.7 %
Not provided	7	2.3 %
Total	309	100.0 %

## TDOT PARTNER SURVEY RESULTS

### Q20. In which County do you live?

Q20. Which County do you live in	Number	Percent
Bedford	3	1.0 %
Blount	3	1.0 %
Bradley	10	3.2 %
Carroll	1	0.3 %
Cheatham	1	0.3 %
Claiborne	1	0.3 %
Clay	4	1.3 %
Coffee	1	0.3 %
Crockett	1	0.3 %
Cumberland	2	0.6 %
Davidson	18	5.8 %
DeKalb	2	0.6 %
Dickson	5	1.6 %
Fayette	4	1.3 %
Franklin	5	1.6 %
Giles	2	0.6 %
Grainger	2	0.6 %
Grundy	2	0.6 %
Hamblen	6	1.9 %
Hamilton	14	4.5 %
Hardeman	1	0.3 %
Hardin	2	0.6 %
Haywood	1	0.3 %
Henderson	2	0.6 %
Henry	2	0.6 %
Hickman	1	0.3 %
Houston	4	1.3 %
Jefferson	2	0.6 %
Knox	12	3.9 %
Lake	1	0.3 %
Lauderdale	1	0.3 %
Lawrence	3	1.0 %
Lincoln	4	1.3 %
Macon	2	0.6 %
Madison	8	2.6 %
Marion	1	0.3 %
Marshall	4	1.3 %
Maury	6	1.9 %
McNairy	2	0.6 %
Meigs	1	0.3 %
Monroe	1	0.3 %
Montgomery	6	1.9 %
Moore	6	1.9 %
Perry	5	1.6 %
Polk	2	0.6 %
Putnam	4	1.3 %
Rhea	1	0.3 %
Robertson	4	1.3 %
Rutherford	4	1.3 %
Scott	4	1.3 %
Sequatchie	2	0.6 %
Shelby	15	4.9 %
Smith	2	0.6 %
Stewart	4	1.3 %
Sullivan	10	3.2 %
Sumner	6	1.9 %
Tipton	3	1.0 %
Trousdale	2	0.6 %
Unicoi	1	0.3 %
Union	6	1.9 %
Van Buren	3	1.0 %
Warren	1	0.3 %
Washington	11	3.6 %
Wayne	6	1.9 %
White	5	1.6 %
Williamson	11	3.6 %
Wilson	7	2.3 %
Not provided	30	9.7 %
Total	309	100.0 %

## TDOT PARTNER SURVEY RESULTS

### **Q21. How many years have you been in your current or a similar position?**

Q21. How many years have you been in your current or a similar position	Number	Percent
Less than 2 years	22	7.1 %
2-5 years	56	18.1 %
6-10 years	63	20.4 %
10+ years	163	52.8 %
Not provided	5	1.6 %
Total	309	100.0 %

## **Section 3**

# ***Survey Instrument***

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**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 Planning Partner:

The Tennessee Department of Transportation (TDOT) is conducting a survey of our planning partners to assess how well TDOT is working with you in transportation system planning and implementation and to get your input on the transportation improvements and national transportation issues of most importance to you. A similar partner survey was conducted in November 2013.

The 2016 TDOT Customer Survey is being administered to three important groups: residents, elected officials, and planning partners. Many of the questions are the same on all three surveys. Survey results will be used to (1) identify ways we can improve transportation services and TDOT processes, (2) provide input into transportation system investments for the future, and (3) assess changes from 2013.

We have selected ETC Institute as our partner for this project; ETC Institute has an outstanding record of working with departments of transportation nationwide. ETC will compile the survey results and present a report to TDOT in early 2017. The report will be posted on the TDOT website. **Individual responses to the survey will remain completely anonymous.**

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

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

If you have any questions regarding the survey, please contact Patsy Mimms, TDOT Office of Strategic Planning, at (615) 532-3507. TDOT appreciates your participation and feedback.

Sincerely,

John C. Schroer  
Commissioner

Enclosure



4. Have you contacted a TDOT employee by letter, telephone, e-mail, or in person, during the past two years? \_\_\_ (1) Yes [Answer 4.1 – 4.3] \_\_\_ (2) No [SKIP TO 5]

**ONLY IF YES to Q4:**

4.1. Did you receive a timely response to address your request or concern?  
\_\_\_ (1) Yes \_\_\_ (2) No

4.2. Was the employee helpful?  
\_\_\_ (1) Yes \_\_\_ (2) No

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

- \_\_\_ (5) Very satisfied
- \_\_\_ (4) Satisfied
- \_\_\_ (3) Neutral
- \_\_\_ (2) Dissatisfied
- \_\_\_ (1) Very Dissatisfied
- \_\_\_ (9) Don't remember/don't know

5. Have you used TDOT's web site as a source of information in the past year?  
\_\_\_ (1) Yes [Answer 5.1] \_\_\_ (2) No [SKIP to 6]

5.1. [If Yes to 5] How easy was it to find the information you wanted on the website?  
\_\_\_ (1) Very easy \_\_\_ (2) Easy \_\_\_ (3) Ok \_\_\_ (4) Difficult \_\_\_ (9) Don't Know

<b>6. OVERALL RATINGS OF TDOT</b>		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.	TDOT does a good job prioritizing highway improvements in Tennessee	5	4	3	2	1	9
2.	TDOT places a priority on addressing highway safety improvements	5	4	3	2	1	9
3.	TDOT does a good job maintaining the transportation system	5	4	3	2	1	9
4.	TDOT does a good job in supporting public transportation in Tennessee	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.	TDOT does a good job in supporting economic development in my jurisdiction	5	4	3	2	1	9

7. 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
- \_\_\_ (4) Satisfied
- \_\_\_ (3) Neutral
- \_\_\_ (2) Dissatisfied
- \_\_\_ (1) Very Dissatisfied
- \_\_\_ (9) Don't know

8. 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
- \_\_\_ (4) Satisfied
- \_\_\_ (3) Neutral
- \_\_\_ (2) Dissatisfied
- \_\_\_ (1) Very Dissatisfied
- \_\_\_ (9) Don't know

9. 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

**10. 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

**11. 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

**PERCEPTIONS OF TRANSPORTION**

**12. Thinking about your community, 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

**13. Thinking about your local 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

**14. Overall, how would you rate the value 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

<b>15. Support for Funding Transportation Improvements</b>		Very Supportive	Supportive	Neutral	Not Supportive	Not at All Supportive	Don't Know
How supportive would you be of increasing funding for the following types of transportation improvements in Tennessee over the next 10 years?							
01.	Improving Interstate highways	5	4	3	2	1	9
02.	Repairing and maintaining existing roads and bridges	5	4	3	2	1	9
03.	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
04.	Expanding public transportation services	5	4	3	2	1	9
05.	Improving rural access	5	4	3	2	1	9
06.	Enhancing safety on highways	5	4	3	2	1	9
07.	Reducing congestion	5	4	3	2	1	9
08.	Investing in transportation projects that will support economic development	5	4	3	2	1	9
09.	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

<b>16. NATIONAL ISSUES</b>		Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
Please rate how important it will be to address the following issues in Tennessee over the next five years							
01.	Needs of a growing senior population ( <i>An Aging America</i> )	5	4	3	2	1	9
02.	Shifting/increasing of population in general in U.S.	5	4	3	2	1	9
03.	Texting while driving, use of mobile devices while driving ( <i>Distracted Driving</i> )	5	4	3	2	1	9
04.	Efficient land use decisions, placement of development, and protection of the natural environment ( <i>Quality Growth &amp; Sustainability</i> )	5	4	3	2	1	9
05.	Growing number of trucks on roads, increasing consumer demands for delivered goods	5	4	3	2	1	9
06.	Air quality issues	5	4	3	2	1	9
07.	Designing and operating the entire roadway with all users/modes in mind – including bicyclists, public transportation vehicles and riders, and pedestrians ( <i>Multimodal Access</i> )	5	4	3	2	1	9
08.	Resiliency (Asset Management)	5	4	3	2	1	9
09.	Autonomous and self-driving vehicles	5	4	3	2	1	9
10.	Impact of ridesharing services (Uber, Lyft, Carpool, Vanpool, etc.)	5	4	3	2	1	9
11.	Alternative fuels, fuel efficiency	5	4	3	2	1	9
12.	Truck platooning	5	4	3	2	1	9
13.	Public Transportation options	5	4	3	2	1	9
14.	Generational trend of decreasing interest in car ownership and delay in obtaining driver's license	5	4	3	2	1	9

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

**17. Which of the following best describes your organization:**

- (1) City government
- (2) County government
- (3) Chamber of Commerce/  
Economic Development organization
- (4) MPO/RPO
- (5) Transit agency
- (6) Airport/Rail/Freight organization
- (7) Bicycle/Pedestrian organization
- (8) Other: \_\_\_\_\_

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

**19. What is the population of the city, county or geographical area that you represent?)**  
 (1) less than 5,000  (2) 5,000-50,000  (3) 50,001 – 200,000  (4) More than 200,000

**20. In which county do you live?** \_\_\_\_\_

**21. How many years have you been in your current or a similar position?**  
 (1) less than 2  (2) 2-5 years  (3) 6-10 years  (4) More than 10 years

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

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## 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 response will remain completely confidential.  
 The address information printed to the right will ONLY be used to help identify areas with specific needs. If your address is not correct, please provide the correct information. Thank You.