IDAHO TRANSPORTATION DEPARTMENT

RESEARCH REPORT

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Idaho Transportation Department 2009 Customer Satisfaction Survey

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16. Abstract

In the summer and fall of 2009, the Idaho Transportation Department (ITD) commissioned a statewide customer satisfaction survey of Idaho residents in order to assess the overall level of satisfaction with several key areas of service provided by the department. The topics covered in the survey included highway maintenance, highway construction, Division of Motor Vehicle (DMV) services, alternative transportation, public involvement, communication, and customer service. In most areas of service, ITD was rated highly: over two-thirds of respondents awarded the department either an "A" or a "B" in the areas of highway maintenance, highway construction, DMV driver licensing services, DMV vehicle titling and registration services, online DMV services, and customer service. In the areas of alternative transportation, public involvement, and communication, respondents indicated there was some room for improvement. The report provides several recommendations that ITD could consider to improve its customer service.

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EXECUTIVE SUMMARY

Customer service is a key focus area in the Idaho Transportation Department's (ITD's) strategic plan. As part of its efforts to strengthen customer service, ITD contracted with the University of Idaho's Social Science Research Unit for a telephone survey of a representative sample of 1,600 Idaho residents. The purpose of the survey, which was conducted in the summer and fall of 2009, was to gauge the general public's satisfaction with the services provided by ITD and identify areas for improvement.

Survey respondents were asked to rate the department in a number of key service areas including highway maintenance and construction, Division of Motor Vehicle (DMV) services, alternative transportation, public involvement in planning and decision-making, communications, and customer service. Figure 1 shows the overall letter grades respondents gave to services in each of these areas. In the highway maintenance area, for instance, 70 percent of respondents gave ITD either and "A" or a "B," while just 6 percent felt the department's performance warranted a "D" or an "F." Ratings were highest for DMV services and lowest for alternative transportation and public involvement.

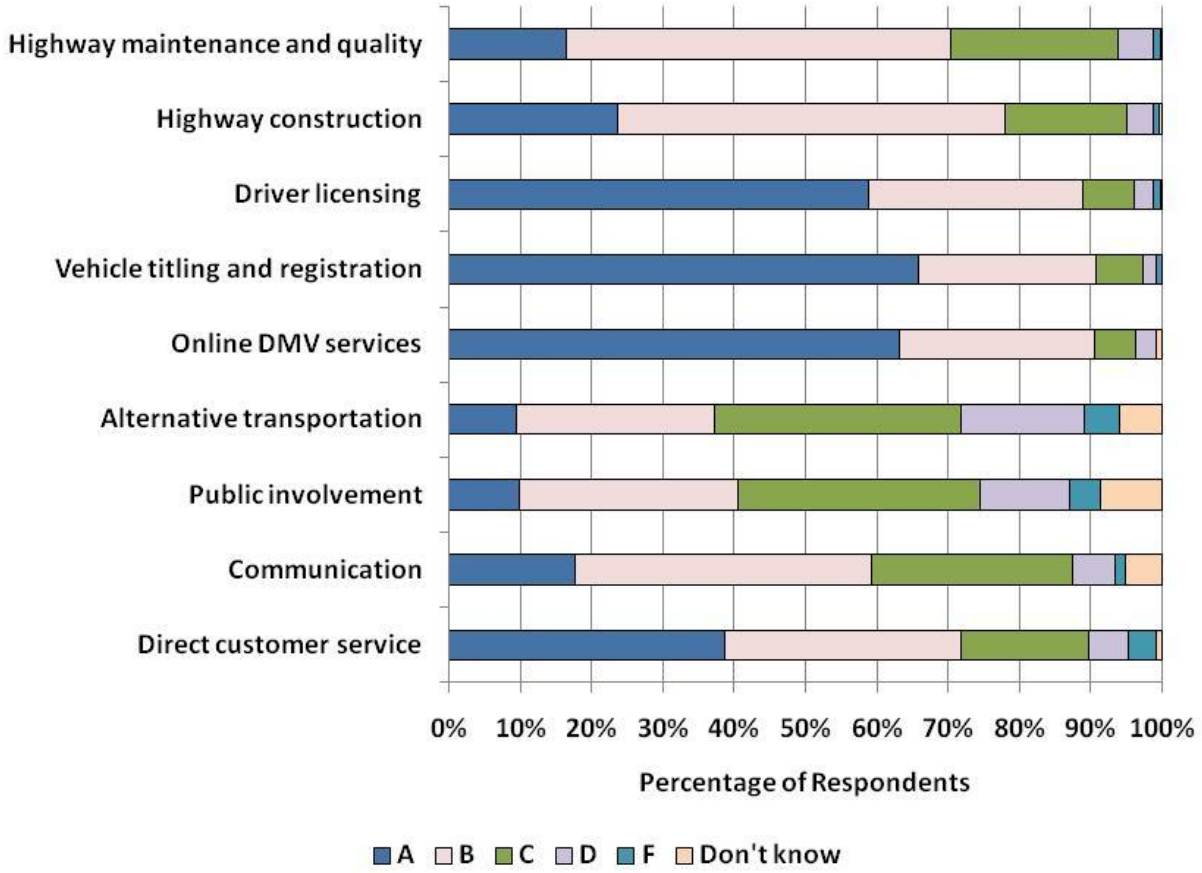

Figure 1: Overall Grades Awarded to ITD Services

Highway Maintenance

The survey included questions about ten different aspects of highway maintenance and quality. In most areas, 70 percent or more of respondents said they were "very satisfied" or "somewhat satisfied" with ITD's performance. Key findings include:

- 70 percent of respondents were "very" or "somewhat" satisfied with the smoothness of Idaho's highways and roads, but 18 percent were "very" or "somewhat" dissatisfied.
- 75 percent were "very" or "somewhat" satisfied with ITD's winter maintenance efforts, but 16 percent were "very" or "somewhat" dissatisfied.
- 71 percent of respondents said they were satisfied with the overall flow of traffic on the highways. 21 percent were "very" or "somewhat" dissatisfied, with the highest percentage of dissatisfied customers in Districts 1 and 3.
- 79 percent of survey respondents said they were either "very" or "somewhat" satisfied with the overall safety of the state highway system (Figure 2).

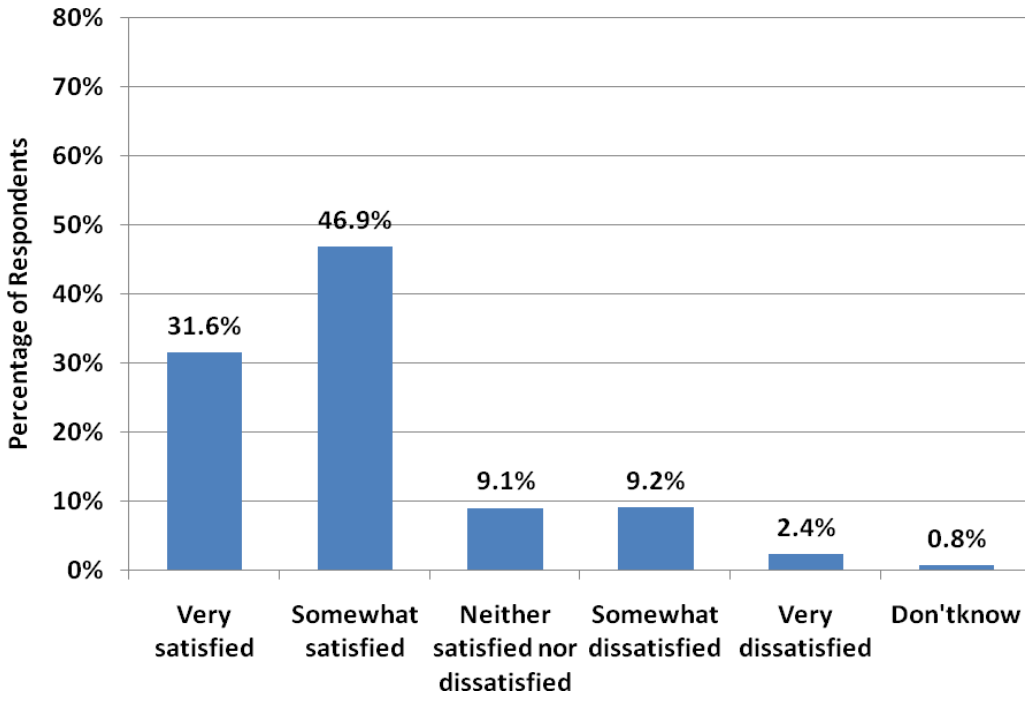

Figure 2: Satisfaction with Overall Safety of Idaho's State Highway System

Highway Construction

Approximately two-thirds of respondents were familiar with recent ITD construction projects in their area and answered questions rating ITD's highway construction efforts. Results include:

- 90 percent of respondents said the roads were “greatly” or “somewhat” improved following project completion, and 74 percent felt roads were “much” or somewhat” safer following construction.
- 63 percent of respondents stated construction was completed rapidly, while the remainder felt projects were completed slowly.
- Overall, 77 percent of respondents felt that the construction projects completed in their area were the right transportation solutions for their region.

DMV Driver Licensing

Driver’s licenses are issued by county sheriff offices in Idaho with general oversight from ITD. Survey participants who had obtained or renewed a driver’s license in the past two years generally rated these services highly. Specifically,

- 85 percent of respondents said their driver license matters were handled promptly, and 92 percent were able to complete their business in one visit.
- 93 percent reported the staff was courteous, and 95 percent thought staff was knowledgeable.

DMV Vehicle Titling and Registration

County assessor offices provide vehicle titling and registration services with ITD oversight. Survey respondents who had titled or registered a vehicle in Idaho in the past two years gave mostly positive ratings to these services. Key findings include:

- 90 percent of respondents said vehicle titling and registration services were handled promptly, and 91 percent completed their business in one visit.
- 96 percent reported the staff serving them was courteous, and the same percentage thought staff was knowledgeable.

DMV Online Services

ITD began offering online DMV services in 2000, and the number of services offered online has increased over time. Available services now include ordering personalized license plates, requesting a driver’s license record, and reinstating a driver’s license. In selected counties, the website can be used to renew annual vehicle registrations. Thirteen percent of survey respondents reported using these services in the past two years and generally gave these services high ratings. Specific examples include:

- 95 percent of respondents said completing their business online was done quickly.
- 91 percent said the website was “very” or “somewhat” easy to use.

Alternative Transportation

Ratings of alternative transportation were the lowest of any service area in the survey. Only 37 percent of survey respondents gave an "A" or "B" to the availability of alternative transportation in Idaho, and few respondents said they used alternative forms of transportation regularly. Nevertheless, a majority of respondents said having access to transit bus and rideshare services was important to them, and more than 80 percent said access to safe walking and biking routes was important. In addition, almost 40 percent of those surveyed said they would be "likely" or "very likely" to use alternative transportation, if services were available.

Public Involvement

Ratings of ITD's public involvement efforts were also relatively low, with just 41 percent of respondents giving the Department and "A" or "B" for its efforts to involve the public in the planning process. Other key findings include:

- 42 percent of respondents said ITD's efforts to obtain public input on state highway projects were "good" or "very good," but 16 percent said "poor" or "very poor."
- 38 percent of respondents rated ITD's efforts when considering public input to establish priorities as "good" or "very good" when, but 24 percent rated the department's efforts as "poor" or "very poor."
- Almost two-thirds of the respondents to our follow-up survey said they were not aware of opportunities to provide input to ITD.

Communications

Approximately 60 percent of survey respondents said the department's communication efforts deserved a grade of "A" or "B." In contrast, just 7 percent gave ITD a "D" or "F;" in this area. Other important results include:

- 28 percent of respondents reported that they had visited ITD's website in the past year, and most of those (83 percent) said the website was "very" or "somewhat" easy to use.
- 87 percent of those who used 511 Traveler Information Services said they were "very" or "somewhat easy" to use.
- 74 percent of those who used 511 services said the information had impacted their travel plans.

Customer Service

Just seven percent of respondents had contacted ITD directly for service in the past year, but those who had generally awarded the department positive ratings for the service they received.

- 70 percent of these respondents reported that issues were resolved to their satisfaction.
- More than 80 percent felt the staff assisting them was courteous and knowledgeable.

Recommendations

Our report includes a number of recommendations that ITD could consider to improve its customer service. Key recommendations include:

- ITD could do more to market the availability of its online DMV services, as the services are highly rated. Over half of the respondents to the follow-up survey indicated they had not known about the availability of these services prior to the survey, and 42 percent of those respondents indicated they would be likely to use the service in the future.
- ITD should work closely with individual municipalities to determine if specific alternative transportation projects might be viable in their community. In addition, ITD should consider surveying those community planners directly regarding the service ITD provides in the area of alternative transportation.
- While ITD uses a variety of public involvement methods, the department could consider making greater use of direct mail/reply cards, telephone surveys, and the Internet to solicit input. Respondents to our follow-up survey expressed a preference for these methods which was equal to or greater than that of public meetings.
- ITD should continue its efforts to make the public aware of 511 traveler services and also look for new ways to increase awareness of these popular services. While 511 services generally received high marks, 36 percent of those responding to our follow-up survey indicated they were not aware of the services prior to the survey.
- The department could consider establishing an email notification system to share information with the public. Sixty-five percent of follow-up survey respondents said they would be willing to provide ITD with their email address to be notified of highway projects, public meetings, and/or road conditions.
- Finally, the department should consider conducting similar surveys every one to two years to monitor changes in customer satisfaction over time.

INTRODUCTION

The Idaho Transportation Department contracted with the Social Science Research Unit (SSRU) at the University of Idaho to conduct a statewide survey of Idaho residents. ITD's interest in the survey grew out of its strategic planning efforts, which identified customer service as a key focus area for the Department. The purpose of the survey was to assess the public's overall level of satisfaction with ITD services and identify areas for improvement.

Telephone interviews were conducted with 1,609 households. We sampled both traditional landline phones and wireless (cell) phones. Sampling cell phone numbers is increasingly important, as 22 percent of Idaho households have cell phone service without a traditional landline.[1] The study was designed to provide results which were both representative of the state as a whole and individual ITD districts. Additional methodological details can be found in Appendix A.

The survey instrument was written and designed with input from both ITD and SSRU staff. The initial survey was divided into several sections, each ending with an overall "grade" in which respondents assessed their level of satisfaction with ITD's performance in that area. Those sections included highway maintenance, highway construction, Division of Motor Vehicle services, alternative transportation, public involvement in planning, communication, and customer service directly provide by ITD. Respondents were instructed to think only of state and federal highways, and were given examples of these types of roads in their region. In addition, a few demographic questions were also asked in order to make comparisons to demographic distributions in the state and assess the level of sample representativeness.

After analyzing the survey results, we completed 284 follow-up interviews with a subset of the original respondents who had agreed to be re-contacted at a later date. The purpose of the follow-up survey was to obtain additional information about respondents' level of satisfaction with services provided by ITD, and to probe further into *why* respondents had used or failed to use a particular service offered by ITD or to clarify responses provided in the earlier survey. The final survey instruments for both the initial and follow-up survey are shown in Appendices B and C.

[1] **Blumberg, S. J., and J. V. Luke.** "Wireless Substitution: State-level Estimates from the National Health Interview Survey, Jan-Dec 2007." U. S. Department of Health and Human Services, Center for Disease Control and Prevention. *National Health Statistics Reports, #14.* March 11, 2009.

CHAPTER 1

HIGHWAY MAINTENANCE AND QUALITY

Overall Results for Highway Maintenance

The first section of the survey was designed to assess residents' satisfaction with highway maintenance and quality. All respondents were asked the questions in this section of the survey. Overall, Idaho residents expressed a high level of satisfaction with highway maintenance and quality. A majority of respondents (54 percent) awarded ITD a "B", with an additional 16 percent giving ITD an "A." Six percent of respondents gave ITD a grade of less than a "C" (Figure 3).

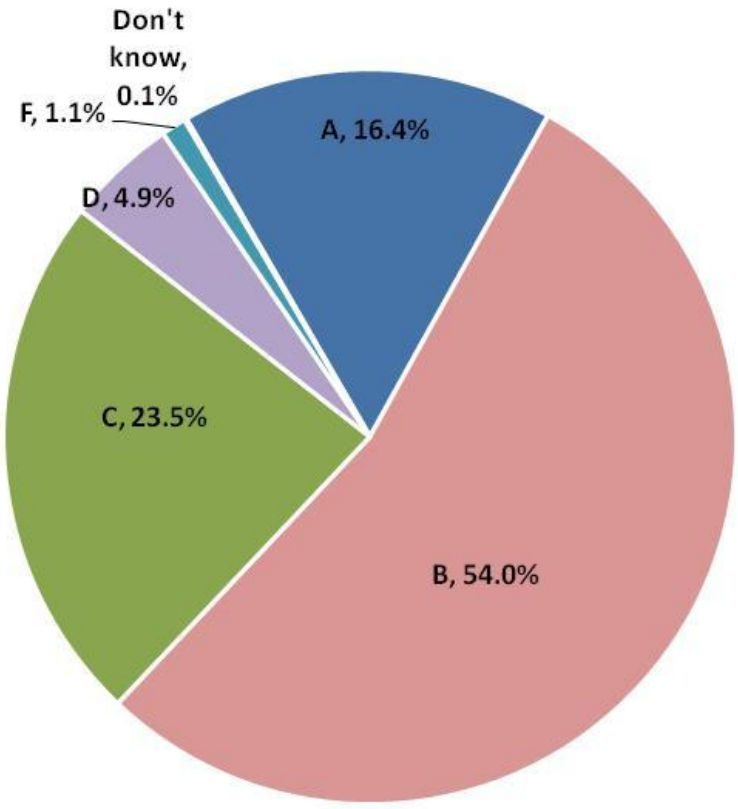

Figure 3. Overall Grade Awarded to Highway Maintenance and Quality

The results to each of the individual measures of highway maintenance and quality are shown in Figure 4. Responses to the specific measures of quality mirror the overall grades in this area. The majority of respondents were either "very" or "somewhat" satisfied with the smoothness of Idaho's highways and roads (17 percent and 53 percent, respectively). However, 17 percent of respondents stated they were either "very" or "somewhat" dissatisfied with the smoothness of Idaho's highways (Figure 4).

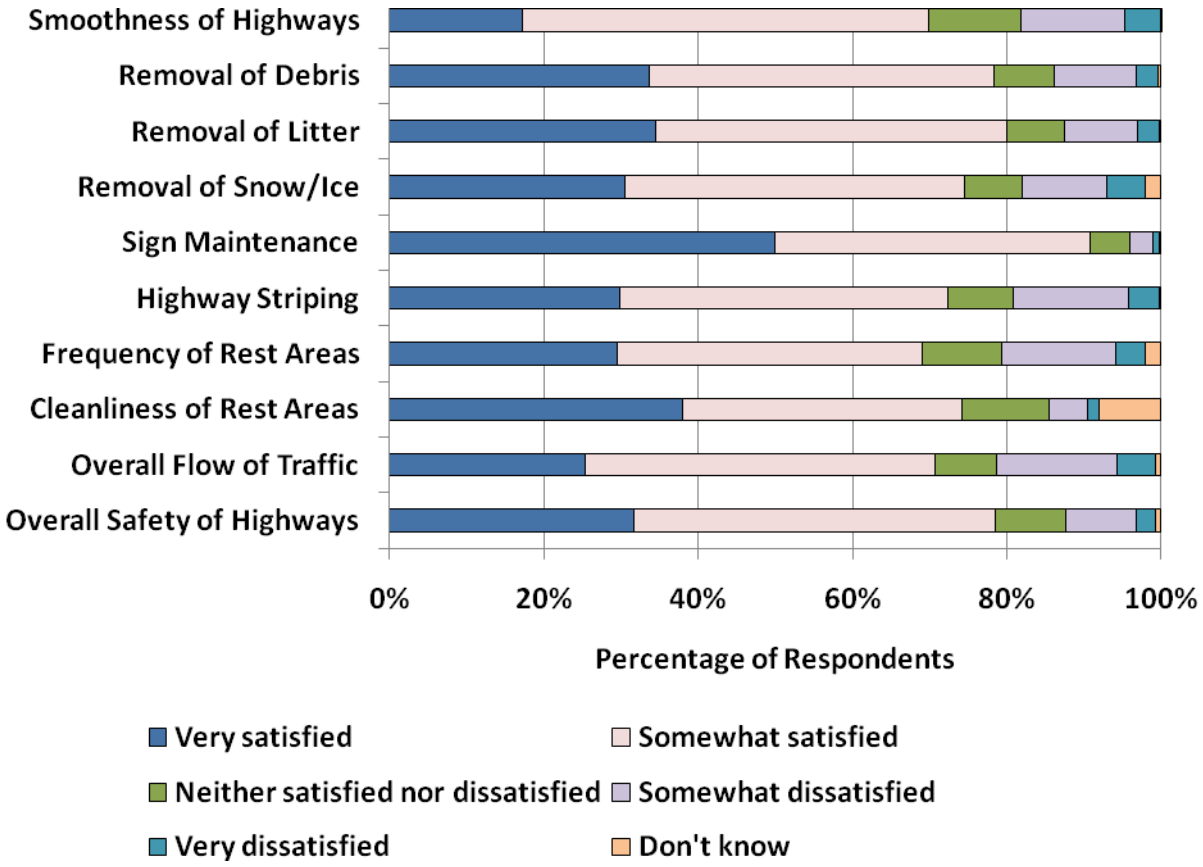

Figure 4. Satisfaction with Individual Measures of Highway Maintenance and Quality

When asked about the level of satisfaction with the removal of obstructions from the roadway, including the removal of debris and litter, respondent satisfaction was very similar. In both cases, approximately a third of respondents stated they were "very satisfied" with the removal of obstructions, while over 40 percent stated they were "somewhat satisfied" (Figure 4).

Similarly, respondents were pleased with the removal of snow and ice from the highways. Three-quarters (75 percent) of respondents stated they were either "very" or "somewhat" satisfied with snow and ice removal, although 16 percent stated they were either "very" or "somewhat" dissatisfied.

Residents were highly pleased with sign maintenance; half of respondents (50 percent) stated they were "very satisfied" and an additional 41 percent stated they were "somewhat satisfied" with sign maintenance. Satisfaction with highway striping was lower, with 30 percent stating they were "very satisfied," and 19 percent of respondents stating they were either "very" or "somewhat dissatisfied."

Residents were reasonably satisfied with the frequency and/or number of rest areas, with 30 percent of respondents stating they were "very satisfied," although 19 percent stated they were "very" or "somewhat" dissatisfied. Residents were more satisfied with the cleanliness of rest areas: 38 percent stated they were "very satisfied" and 36 percent stating they were "somewhat satisfied."

When asked about the overall flow of traffic on the state highway system, a quarter of respondents (25 percent) were "very satisfied", and nearly half (45 percent) were "somewhat satisfied." However, 1 in 5 respondents (21 percent) stated they were either "somewhat" or "very" dissatisfied with the overall flow of traffic, indicating possible room for improvement in this area. Residents were more satisfied with the overall safety of the state highway system, on average, with 32 percent stating they were "very satisfied" and 47 percent stating they were somewhat satisfied" (Figure 4).

Characteristics of a Well-Maintained Highway

Prior to being asked specific questions about highway quality, residents were asked to describe what they consider to be a well-maintained road. It should be noted that because this question was asked so early in the interview, respondents were not influenced by any ideas or topics presented in the survey. Each comment was categorized into a primary and secondary theme. Responses to this survey item are shown in Table 4.

The most commonly cited characteristics of a well-maintained road involved the road surface (59 percent of the total number of responses). Within this theme, over half of the respondents (55 percent) wanted roads free of potholes or cracks. Nearly a third (32 percent) of all responses to this question mentioned potholes and/or cracks in the road surface. The second most common primary theme was clear road markings, with 18 percent of all respondent mentioning markings. Within this theme, the 2 most common secondary themes dealt with lines (striping) or reflectors (70 percent within the theme) and visible signage (28 percent of responses within the theme). The third most common theme, drawing nine percent of the overall number of comments, mentioned road accessibility, with the majority (81 percent) of those responses describing wide lanes and shoulders. The other primary themes, which comprised less than 15 percent of the overall responses, were winter maintenance, visibility, traffic flow, repairs and projects, lane borders, safety, speed, and bridges (Table 1). These

results indicate that residents consider the surface of the road and the visibility of lane markers as the primary indicator of road quality.

Within ITD districts, responses to primary themes were generally similar and are shown in Appendix D. One slight difference among ITD districts is that residents of Districts 1 and 2 (in the Panhandle) mentioned winter road conditions more often than residents of other districts, and were slightly less likely to mention road surface issues.

Table 1. Coding of Primary and Secondary Themes for Well-Maintained Roads

Primary Theme	Secondary Theme	Description	Responses	Percentage of Section	Section Percentage of Total
Good Surface	**No potholes or cracks**	No potholes/cracks/well or frequently paved/ resurfaced/chip sealed regularly; easy on your car, not bumpy, pavement in good condition	1,166	55.1%	
	No ruts	No ruts/grooves/washboards/tread marks	164	7.7%	
	No debris	Smooth/level/ quiet/ no rocks/weeds/debris/road kill; clean, no garbage, easy on your car, not bumpy	771	36.4%	-
	Drainage	Good water run-off/drainage	13	0.6%	
	Concrete surface	Concrete roads (smoother)	1	0.1%	
	Low maintenance surface	Built using substance that is NOT high maintenance	3	0.1%	
		SECTION TOTAL	2,118	-	58.7%
Clear Markings	**Lines and reflectors**	Visible lines/striping/paint/reflectors, well-marked	472	70.1%	
	Visible signs	Visible signs (in snow, rain, dark, etc)/ plenty of notice, well-marked	187	28.1%	
	Warning lights & signs	Warning lights/ B4 stoplights/ traffic signals at intersections/ well-marked intersections	3	0.5%	-
	Mile posts	Mile post markers	1	0.2%	
	Rumble strips	Rumble strips (to alert drivers)	2	0.3%	
		SECTION TOTAL	665	-	18.4%

Table 1 (cont.). Coding of Primary and Secondary Themes for Well-Maintained Roads

Primary Theme	Secondary Theme	Description	Responses	Percentage of Section	Section Percentage of Total
Accessibility	**Wide lanes and shoulders**	Wide/sufficient lanes shoulders/ passing lanes/can stop on side/ freq turnouts	256	81.3%	-
	Off-ramps	Visible/safe/frequent on and off ramps, exits and rest areas/merging/overpasses	20	6.4%	
	Turn lanes	Turn lanes (when needed and wide)	10	3.2%	
	Rest areas	Good rest areas	1	0.3%	
	Easy access	Accessible (to use, for emergency, connecting short distance roads)	13	4.1%	
	Pedestrian friendly	Crosswalks/easy to cross	1	0.3%	
	Bike lanes	Bike lanes	14	4.4%	
		SECTION TOTAL	315	-	8.7%
Winter maintenance	**Plowed and sanded**	Plowed and sanded in winter/snow posts	213	97.3%	-
	Repair winter damage	Repair winter damage/remove gravel in summer	5	2.3%	
	Do not use deicer	DO NOT USE deicer (corrosive)	1	0.5%	
		SECTION TOTAL	219	-	6.1%
Visibility	**Well-lit**	Well-lit (always, at night. See obstructions)	16	22.9%	-
	No blocks to vision of road	VISIBILITY bushes trimmed/ no vegetation close to road, covering signs, blocking view of game	35	50.0%	
	Not too curvy	Not too curvy/no sharp curves	19	27.1%	
		SECTION TOTAL	70	-	1.9%
Traffic flow	**Traffic flows**	Timely/ working/few traffic lights	55	85.9%	-
	Easy traffic lights (working, few)	More stop lights	8	12.5%	
	Traffic lights (more)	Traffic control/flow/no long delay/no congestion	1	1.6%	
		SECTION TOTAL	64	-	1.8%

Table 1 (cont.). Coding of Primary and Secondary Themes for Well-Maintained Roads

Primary Theme	Secondary Theme	Description	Responses	Percentage of Section	Section Percentage of Total
Repairs/ Projects	**Frequent upkeep**	Constant/timely repair/keep upgraded	36	60.0%	-
	Traffic flow during repairs	Two lanes open/well-marked/no delays/detours during construction	8	13.3%	
	Limited construction	Not lots of roadwork/no construction barrels	12	20.0%	
	Engineer manage projects	Projects managed by engineer	4	6.7%	
		SECTION TOTAL	60	-	1.7%
Lane Borders	**Road edges**	Barriers/islands/dividers/guardrails/ well-maintained edges/sidewalks/no drop off	55	94.8%	-
	Trees on road edges	Greenscaping and trees at center and sides of road	3	5.2%	
		SECTION TOTAL	58	-	1.6%
Safety	**Safety standards**	Current safety standards/regular Inspections	8	47.1%	-
	Load limits	Enforce load limits	1	5.9%	
	More patrolling	More patrolling	6	35.3%	
	Emergency phones	Emergency phones	1	5.9%	
	Keep game off roads	Keep game off road	1	5.9%	
		SECTION TOTAL	17	-	0.5%
Speed	**Speed limits posted (limited speeds)**	Speed limits posted (limited speeds)	10	76.9%	-
	Speed limits higher	Speed limits higher	3	23.1%	
		SECTION TOTAL	13	0.4%	0.4%
Bridges	**Wide/safe/up kept bridges**	Wide/safe/well-maintained bridges	10	100.0%	-
		SECTION TOTAL	10	-	0.3%

District Results for Highway Maintenance

For many measures of highway maintenance, we did not detect statistically significant differences among ITD districts, indicating that residents in the six districts had similar levels of satisfaction with a particular service, and that level of satisfaction is reflected in the overall results presented earlier. In other cases, statistically significant differences existed, but the differences are not of practical importance (i.e. subtle differences among regions that defy interpretation). For the purpose of clarity and conciseness, we will not present district results on a particular item if residents of different districts did not differ statistically from one another or the statistical difference is not of practical significance. Full results by ITD district can be found in Appendix F.

Districts varied in both their level of satisfaction with the frequency of rest areas and the cleanliness of rest areas. Residents in District 2 were less likely to be "very satisfied" with the number of rest areas and more likely to be "very unsatisfied" than residents of other districts (Figure 5). When it comes to the cleanliness of rest areas, residents of District 4 were more likely to have stated they were "very satisfied" than residents of other districts (Figure 6).

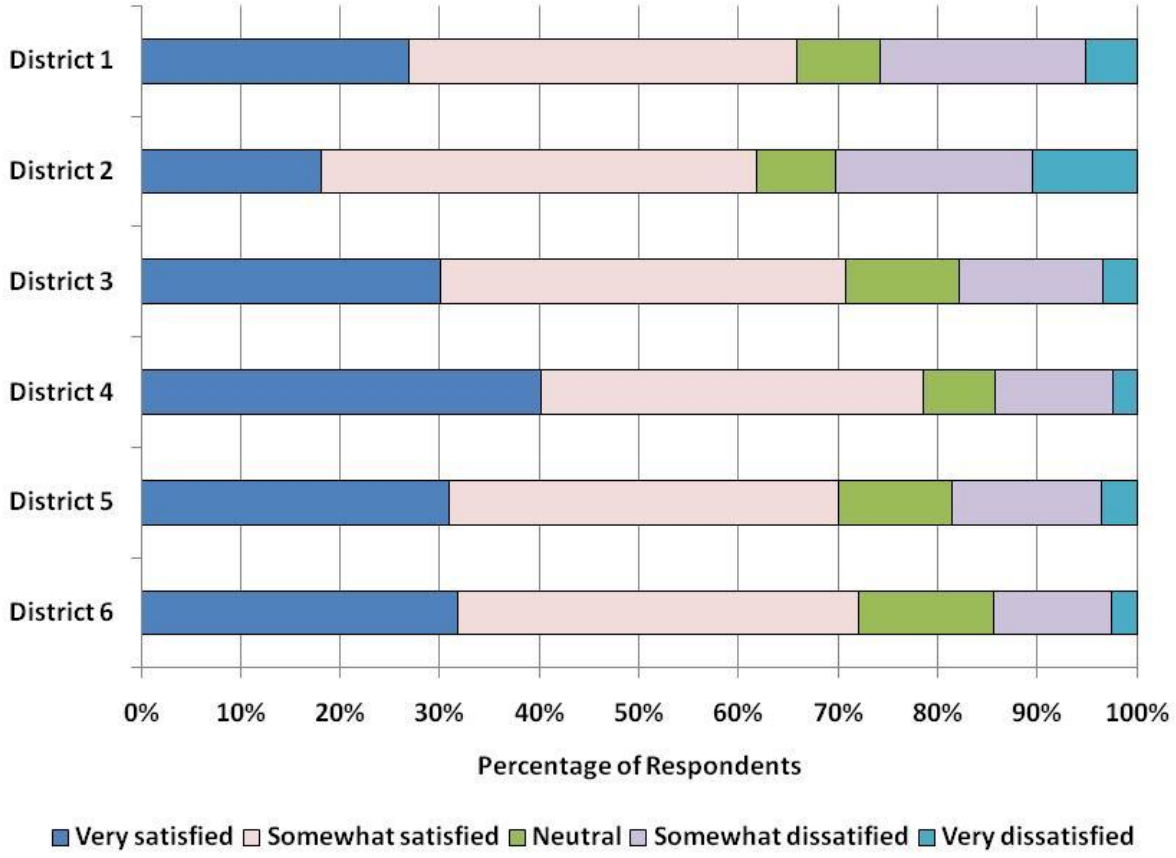

Figure 5: Satisfaction with the Number of Rest Areas by ITD District

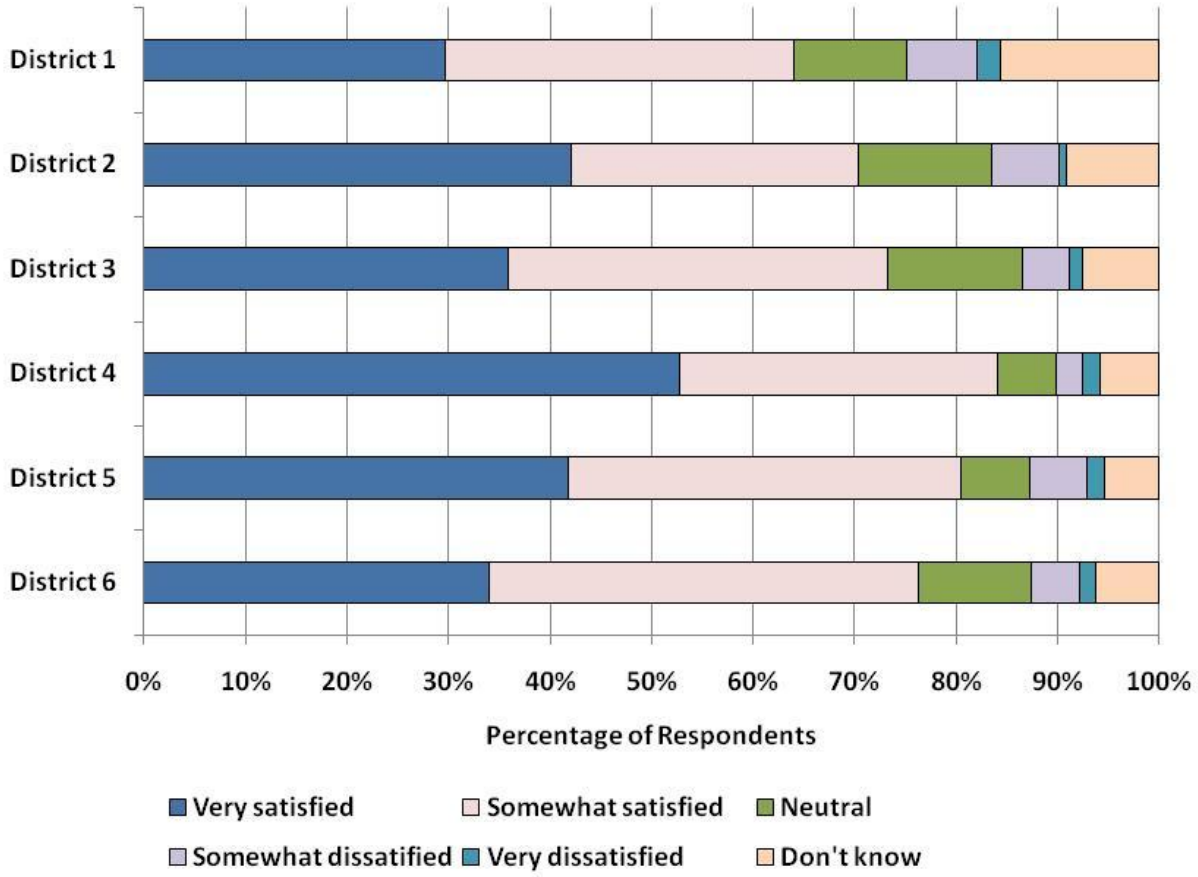

Figure 6: Satisfaction with the Cleanliness of Rest Areas by ITD District

Districts also varied in their level of respondent satisfaction with the overall flow of. Residents in Districts 1 and 3 were less likely to state they were "very satisfied" with the overall flow of traffic and more likely to be "somewhat" or "very" dissatisfied than residents of other districts (Figure 7). District 3 is the most urban district, and thus has the most traffic congestion. It has experienced rapid growth in the past two decades, and has more commuter pressure than other areas. District 1, while rural, also has a large urban area (Coeur d'Alene) and faces similar recent growth. On the other hand, because it is so rural, in many of the northern counties only a few main routes exist, which can become congested during peak travel times, construction, inclement weather, etc., which might offer a possible explanation for these results.

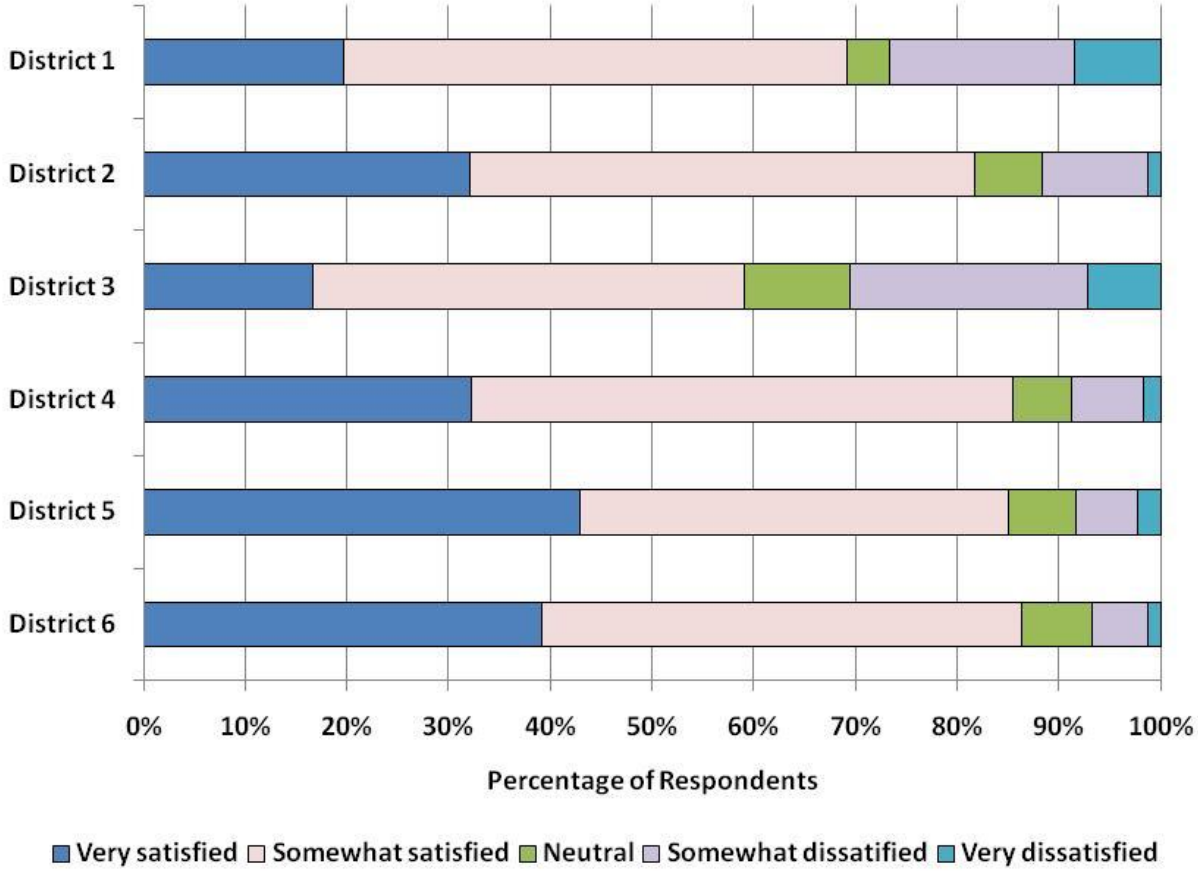

Figure 7: Satisfaction with Overall Flow of Traffic by District

CHAPTER TWO

HIGHWAY CONSTRUCTION

Overall Results for Highway Construction

The second section of the survey asked questions about ITD highway construction projects. Respondents were told about three recently completed highway projects in their district (shown in Appendix E), and asked if they were familiar with those projects. Approximately two-thirds (65 percent) of respondents were aware of the specific highway construction projects in their area and answered questions in this section of the survey (1,052 respondents completed the highway construction section, with a maximum margin of error of 2.9 percent). Individuals who indicated they were unaware of these specific projects skipped to the next section of the survey.

Overall, respondents were pleased with the highway construction projects in their area. Nearly a quarter (24 percent) awarded ITD an "A" in this area, while over half (55 percent) awarded ITD a "B" in this area. Less than five percent of the respondents awarded ITD a grade lower than a "C" (Figure 8).

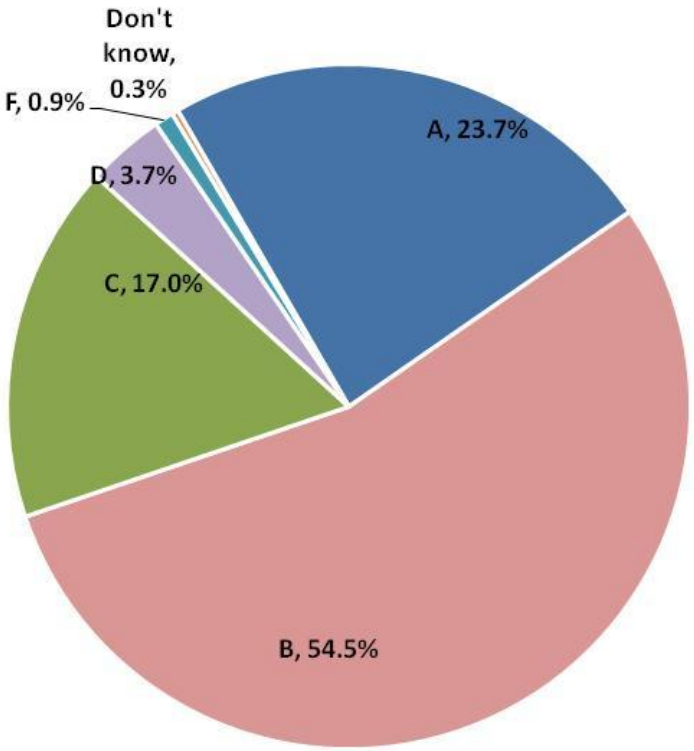

Figure 8. Overall Satisfaction with Highway Construction Projects

Nearly two-thirds of respondents (62 percent) felt that construction projects in their area were completed either “very” or “somewhat” rapidly, although 28 percent of respondents felt that the projects were completed “somewhat slowly” (Figure 9).

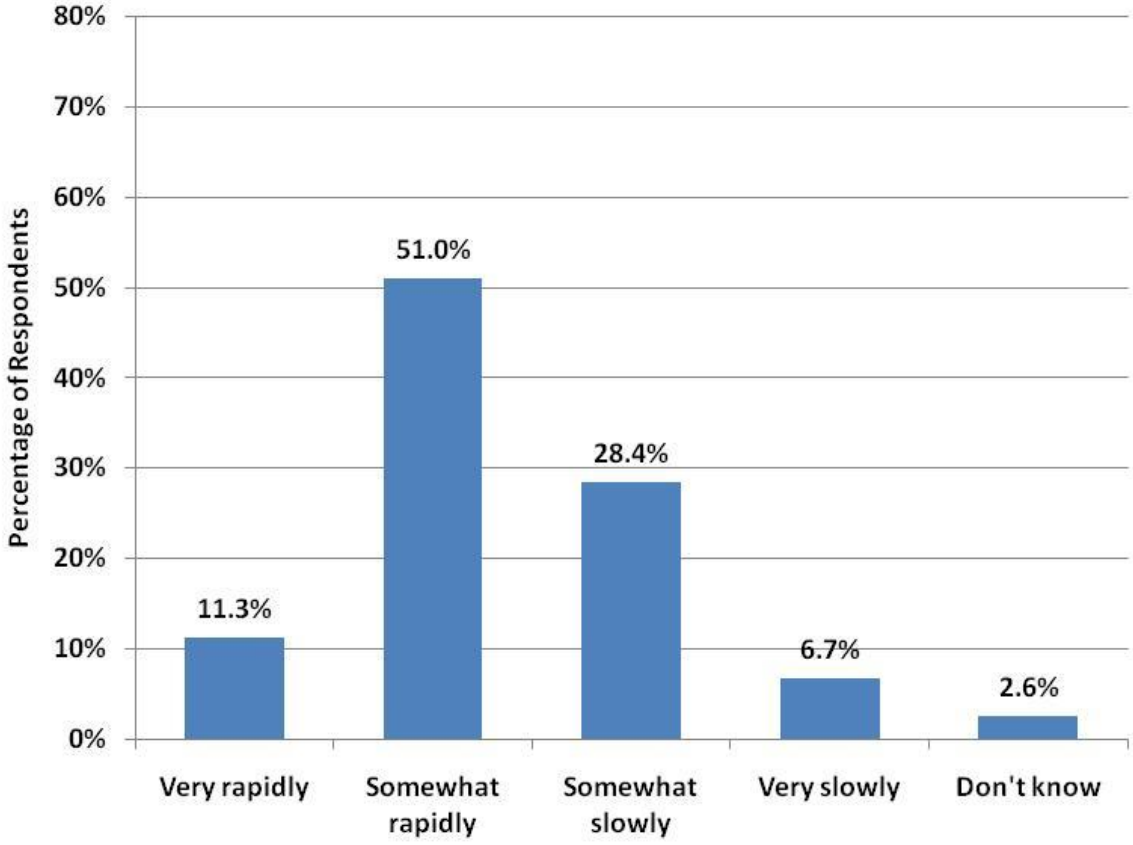

Figure 9. Speed at Which Highway Construction Projects Were Completed

When asked whether the roads were improved after the recent construction project, over half (53 percent) stated they were "greatly improved" and an additional 37 percent stated they were "somewhat improved." Nine percent felt that the roads were either the same or worse than they were prior to construction (Figure 10).

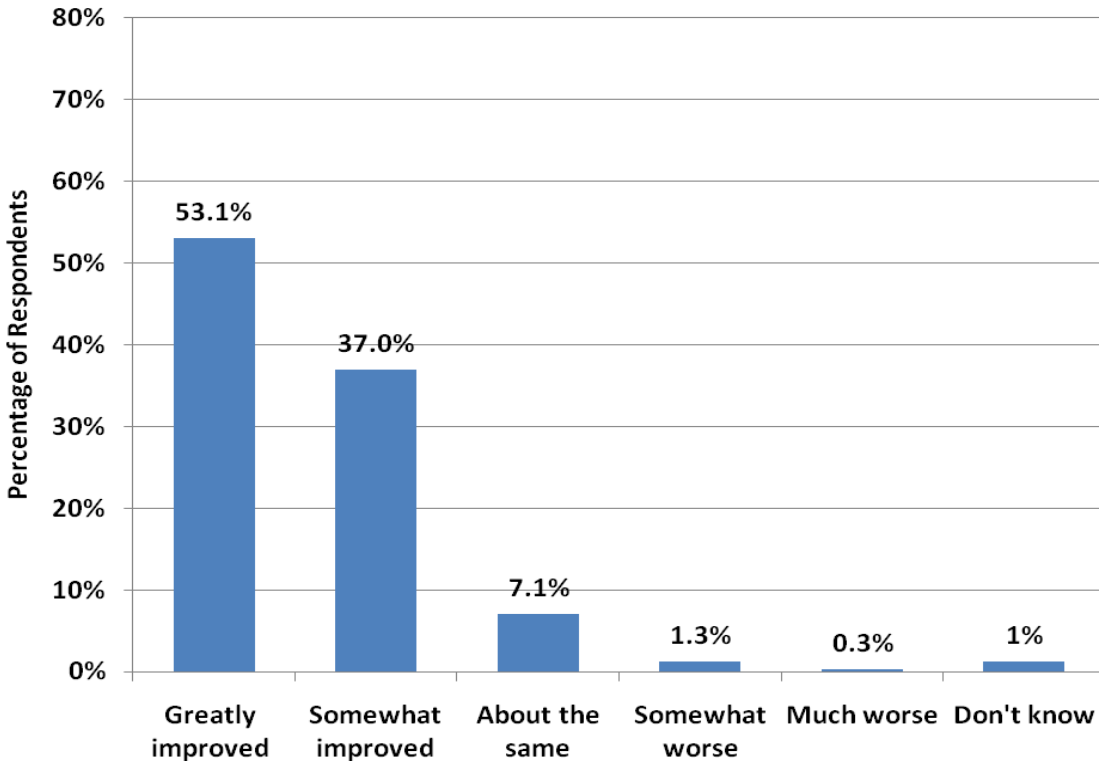

Figure 10. Improvement of Highways after Construction

Nearly three-quarters of respondents (74 percent) felt that road safety had improved (the roads were either “much” or “somewhat” safer), and most of the remainder of respondents felt road safety had not changed as a result of the construction project (Figure 11).

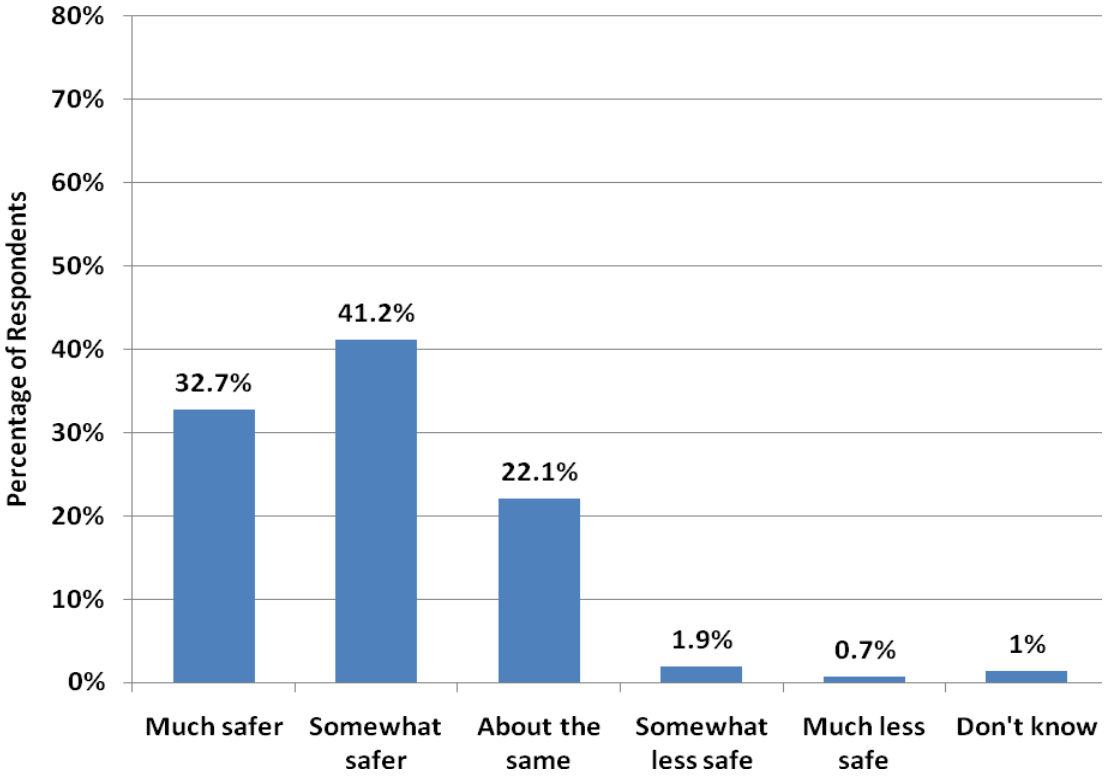

Figure 11. Safety of Highways Following Construction

Respondents were split on whether they perceived the roads were more or less congested after the construction projects. Sixteen percent of respondents felt the roads were "much less congested," 38 percent felt the roads were "somewhat less congested," and 38 percent felt the roads had about the same level of congestion before and after the construction project (Figure 12).

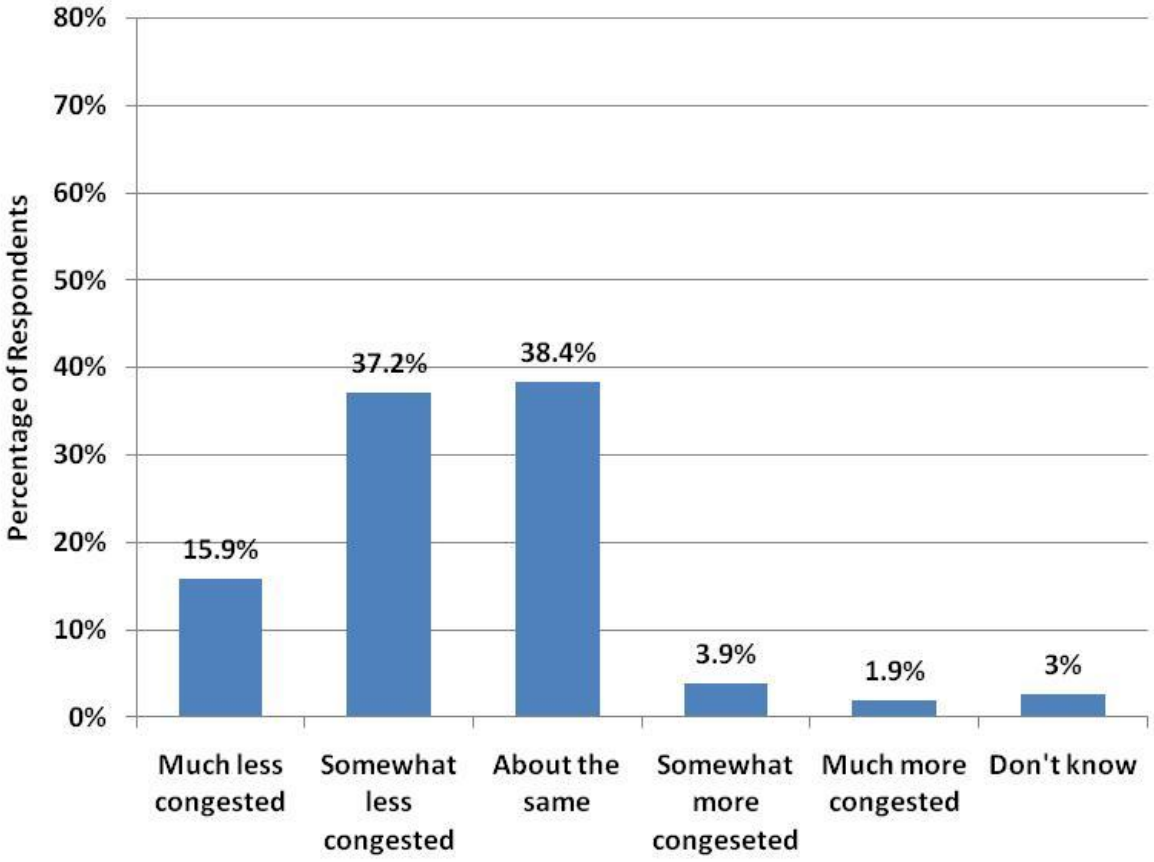

Figure 12. Congestion of the Highways Following Construction

Overall, respondents agreed that the construction projects were the right transportation solution for their region: over three-quarters (77 percent) of respondents stated they either "strongly" or "somewhat" agreed that the transportation solutions were the right ones for their region (Figure 13).

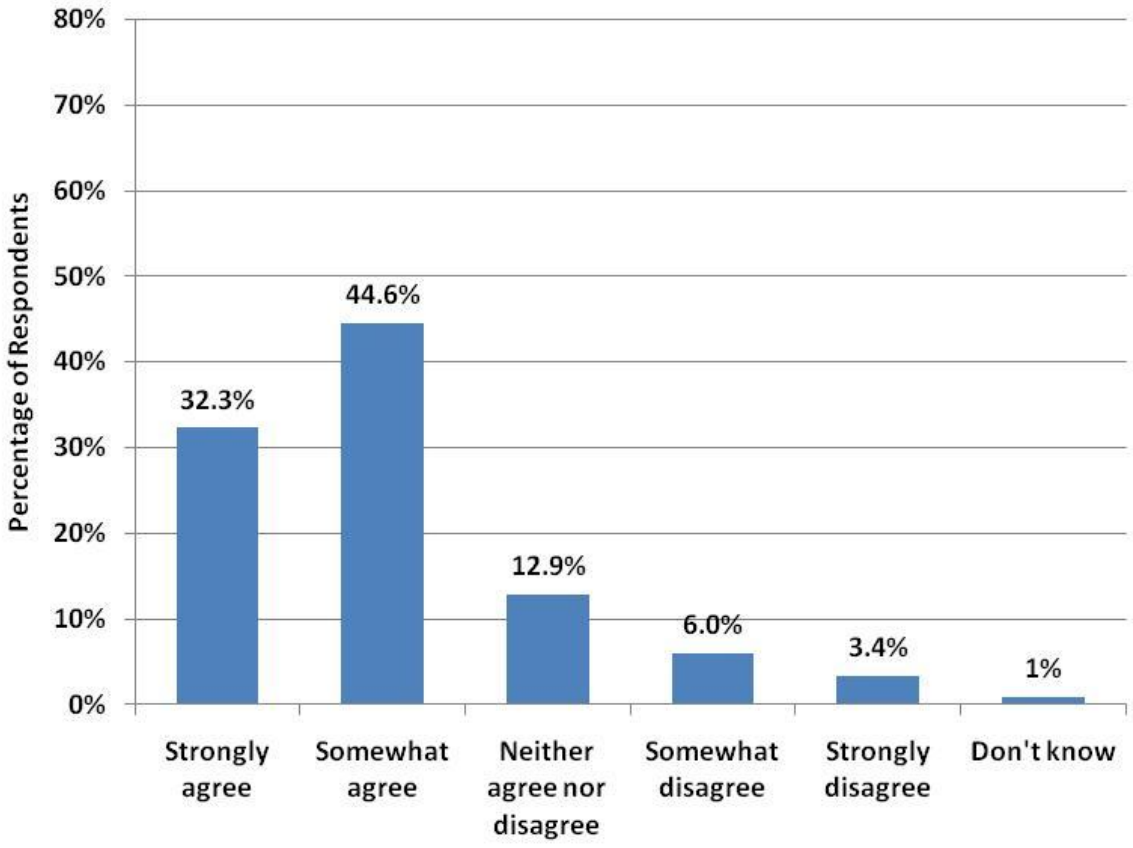

Figure 13. Projects Were the Right Transportation Solution for the Region

All respondents (whether they were aware of district-specific projects or not) were asked their perceptions about the length of construction-related detours and whether detour signage was easy to follow. Nearly two-thirds of respondents (62 percent) felt that construction-related delays were moderate in length; only 14 percent felt they were "very long" on average (Figure 14). When asked whether construction-related detours were easy to follow, 48 percent of respondents stated they were "very well marked and easy to follow." An additional 41 percent of respondents stated they were "somewhat well marked and somewhat easy to follow," indicating general satisfaction in this area (Figure 15).

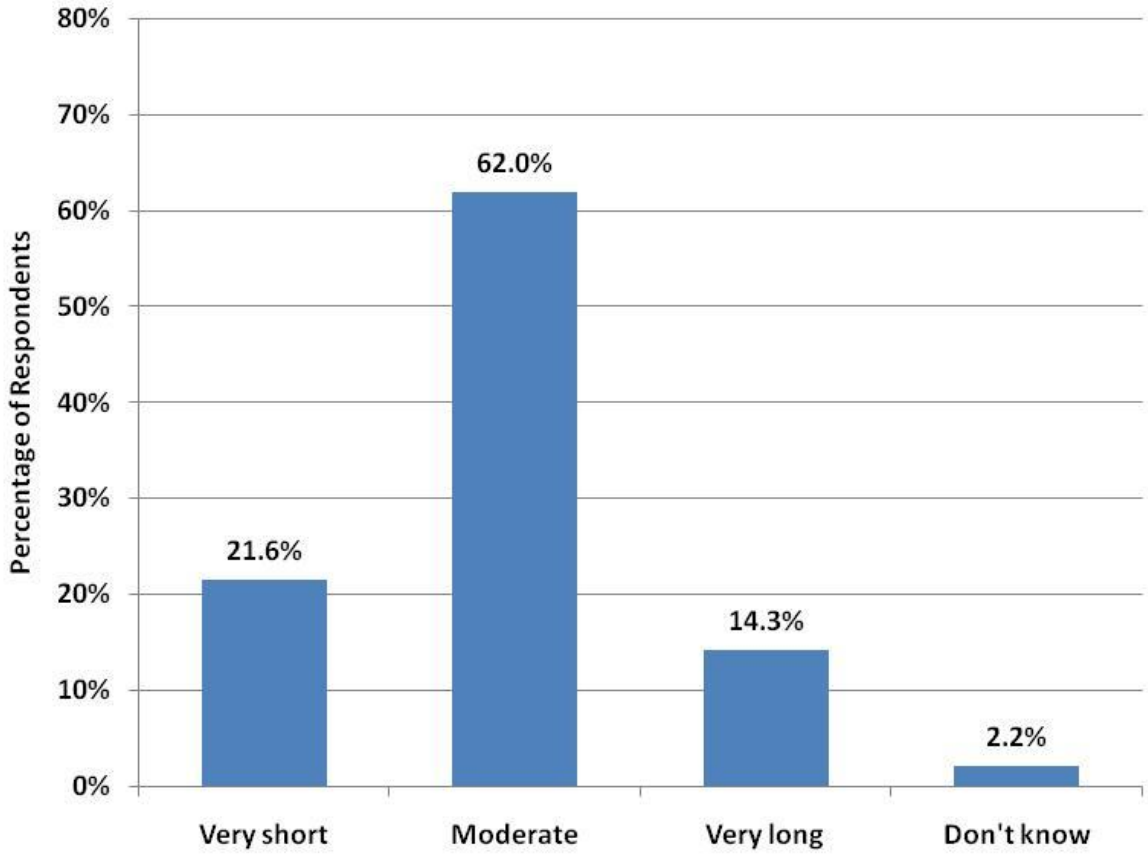

Figure 14. Length of Construction-Related Delays

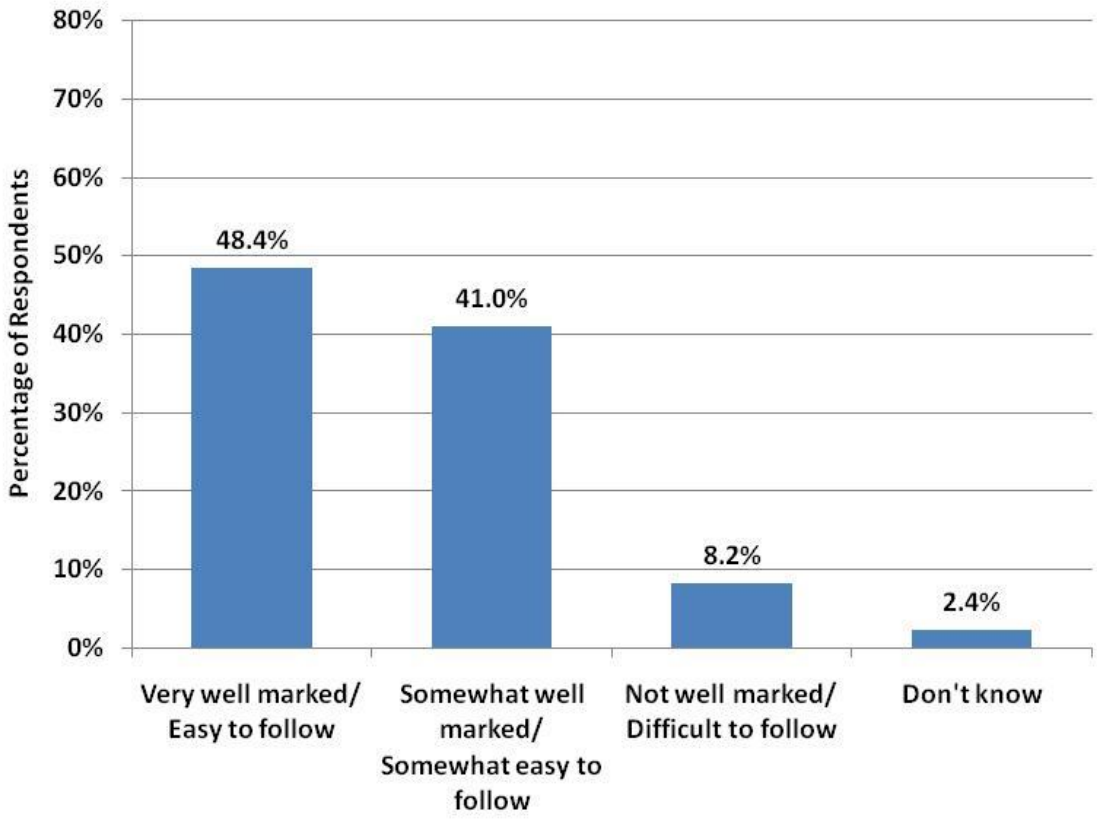

Figure 15. Ease of Following Construction-Related Detour Signage

District Results for Highway Construction

Differences among ITD districts existed for most measures of satisfaction with highway construction. However, it should be kept in mind that projects differed both among and within districts in their overall scope, length, and impact. If this study is repeated in future years with different projects discussed, this data can be compared with that of other years in order to assess whether residents of one district appear consistently less satisfied with highway construction projects in their area.

Awareness of the highway construction projects varied by district. The fraction of residents in each district who answered the project-specific highway construction projects were: 54 percent of residents in District 1, 60 percent in District 2, 67 percent in District 3, 53 percent in District 4, 71 percent in District 5, and 73 percent in District 6.

Overall, residents in ITD District 2 were the most satisfied, with over 40 percent of residents awarding the highway construction projects an "A." Levels of overall satisfaction were roughly similar in the other Districts (Figure 16). Again, it is likely that this strong difference between District 2 and the other districts is a reflection of the specific projects mentioned.

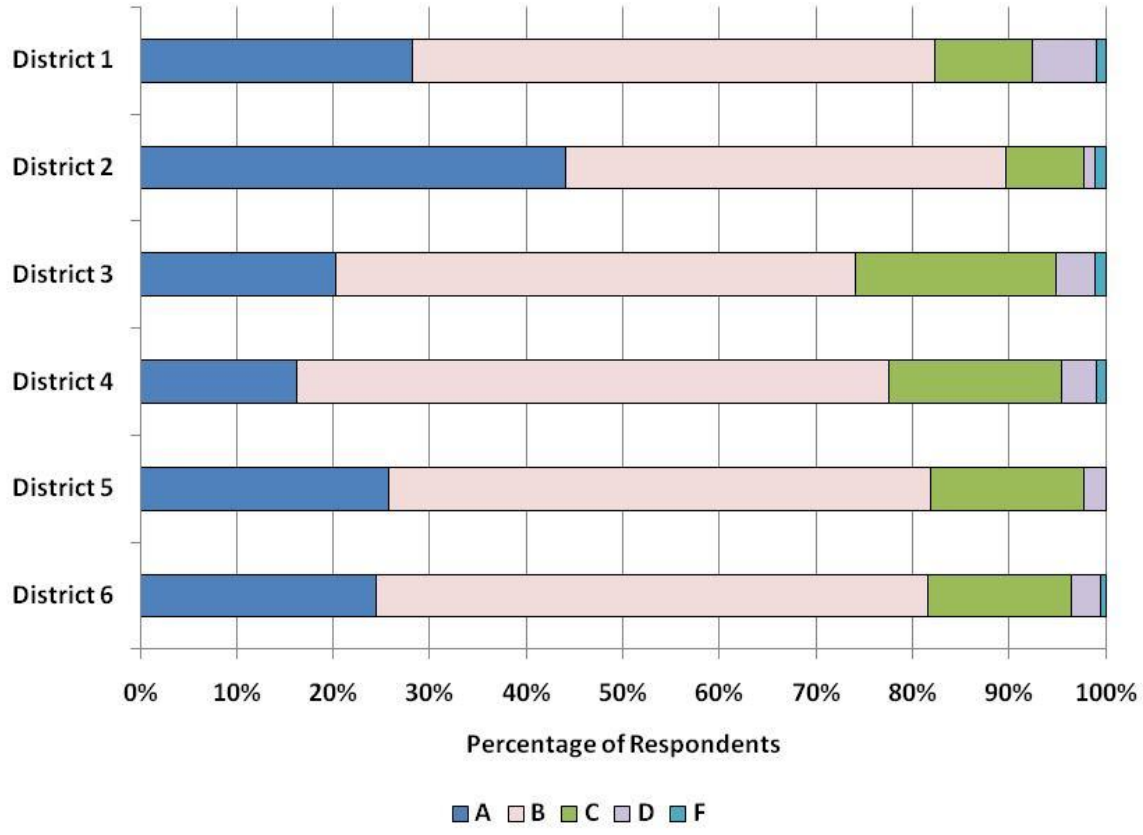

Figure 16: Overall Grade Awarded to Highway Construction Projects by ITD District

Residents in different districts varied considerably in their perception of congestion on highways following a construction project. Residents in District 2 were the most likely to state that the highways were "much less" congested, and residents in Districts 1 and 3 were the most likely to state that the roads were "somewhat" less congested. Residents in Districts 4, 5, and 6 had the lowest levels of satisfaction with highway congestion following construction, and were the most likely to state that the congestion on the highways was about the same following construction (Figure 17).

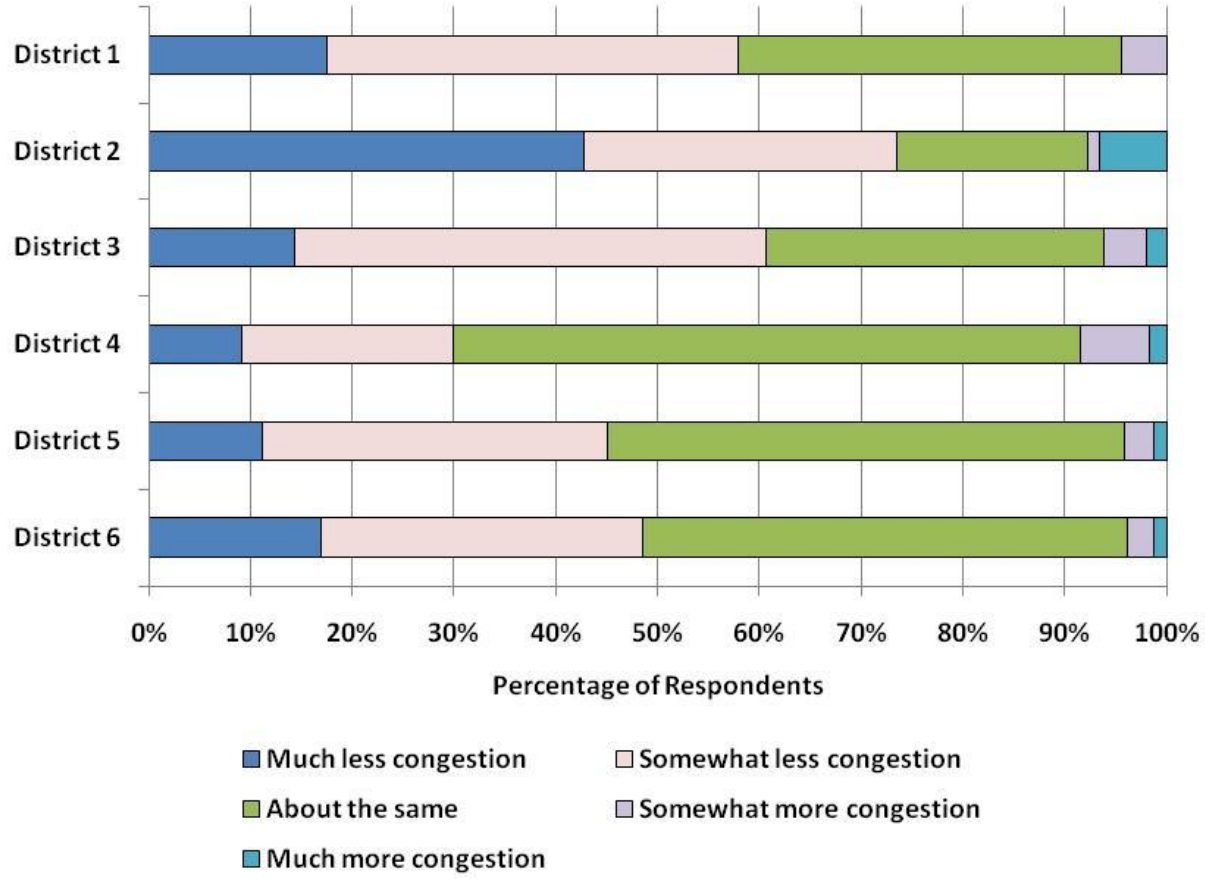

Figure 17: Perception of Highway Congestion Following Construction by ITD District

With respect to the general (non-district specific) highway construction questions, residents in the various districts did not differ statistically in their assessment of the average length of highway delays or the visibility of the detour signage.

CHAPTER THREE

DIVISION OF MOTOR VEHICLE SERVICES

The third section of the survey dealt with the Division of Motor Vehicle (DMV) services. Many of these services are provided by individual counties and not by ITD directly. The survey included questions about driver licensing, vehicle titling and registration, and online DMV services. Respondents only answered questions in each subsection if they had used those services in the past two years.

Driver Licensing

Driver licensing is a service which is provided by County Sheriff's Offices with general oversight from ITD.

Overall Results for Driver Licensing

Sixty percent of respondents (n = 947) had renewed their driver's license or had other business related to their driver's license in the past two years. These respondents answered the questions on driver licensing, resulting in a maximum margin of error in this section of 3.3 percent. On average, respondents awarded high marks to these services. Almost 90 percent of respondents gave an "A" or "B" grade to the driver licensing services they received (Figure 18).

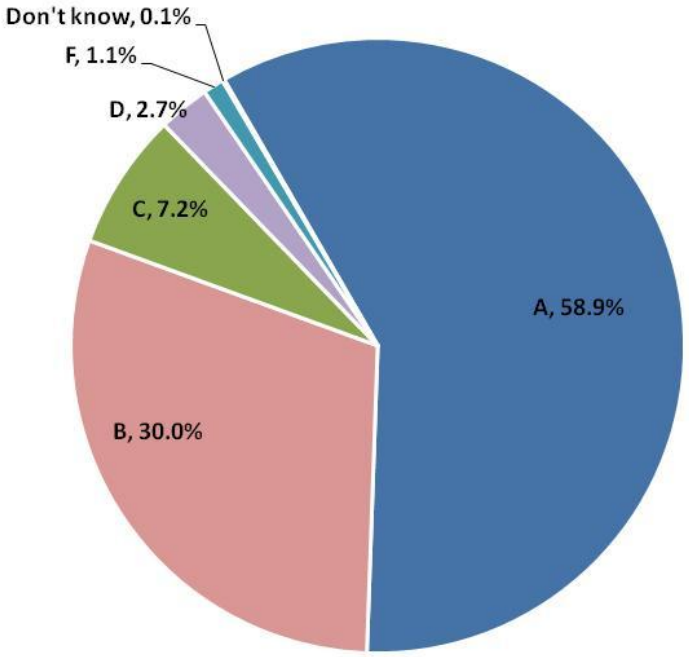

Figure 18. Overall Grade for Services Related to Driver's License Matters at the DMV

Respondents reported their driver's license related matters were handled promptly. Eighty-five percent of respondents felt they received "very prompt" or "somewhat prompt" services (Figure 19). Nearly all respondents (92 percent) stated they were able to complete their business in one visit.

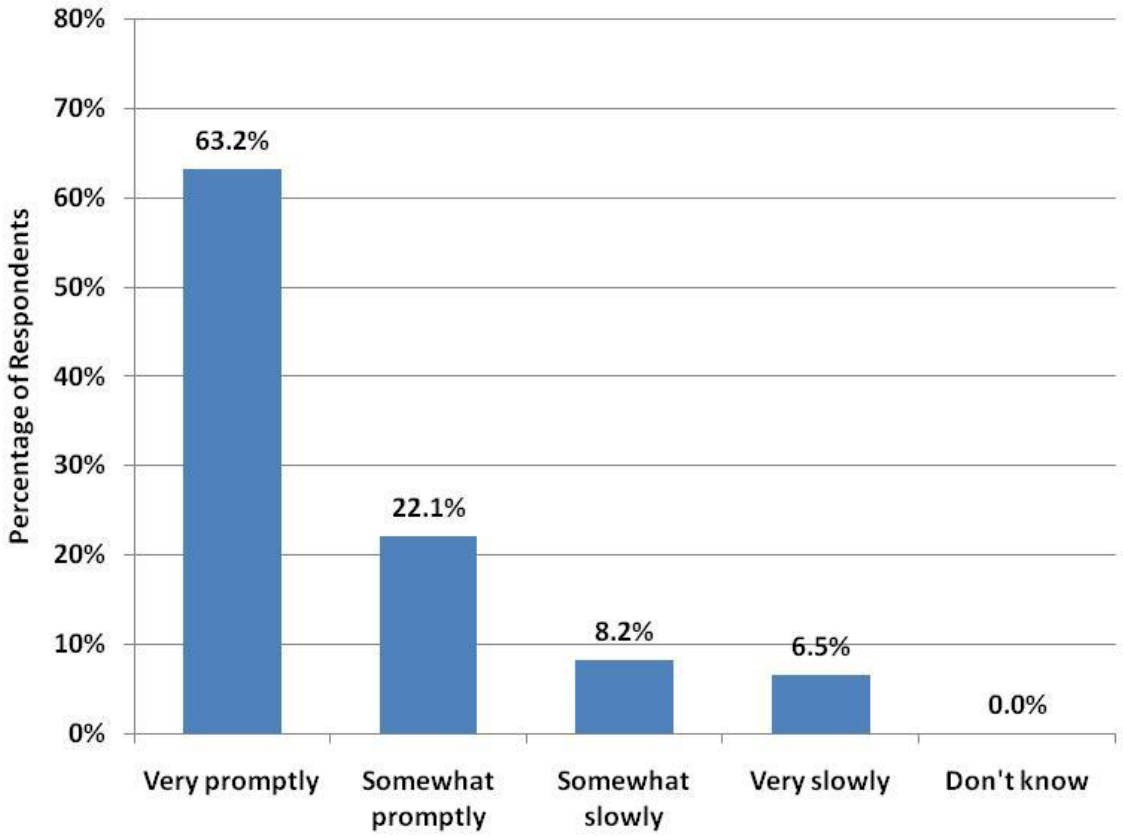

Figure 19. Promptness with Which Driver's License Matters Were Handled

Respondents felt that the staff at county DMV offices was both courteous and knowledgeable when handling driver's license related matters. Sixty-nine percent of respondents felt the staff was "very courteous" (Figure 20), and 73 percent felt the staff was "very knowledgeable" (Figure 21) while handling their driver's license related matters, indicating high levels of satisfaction with the county DMV staff.

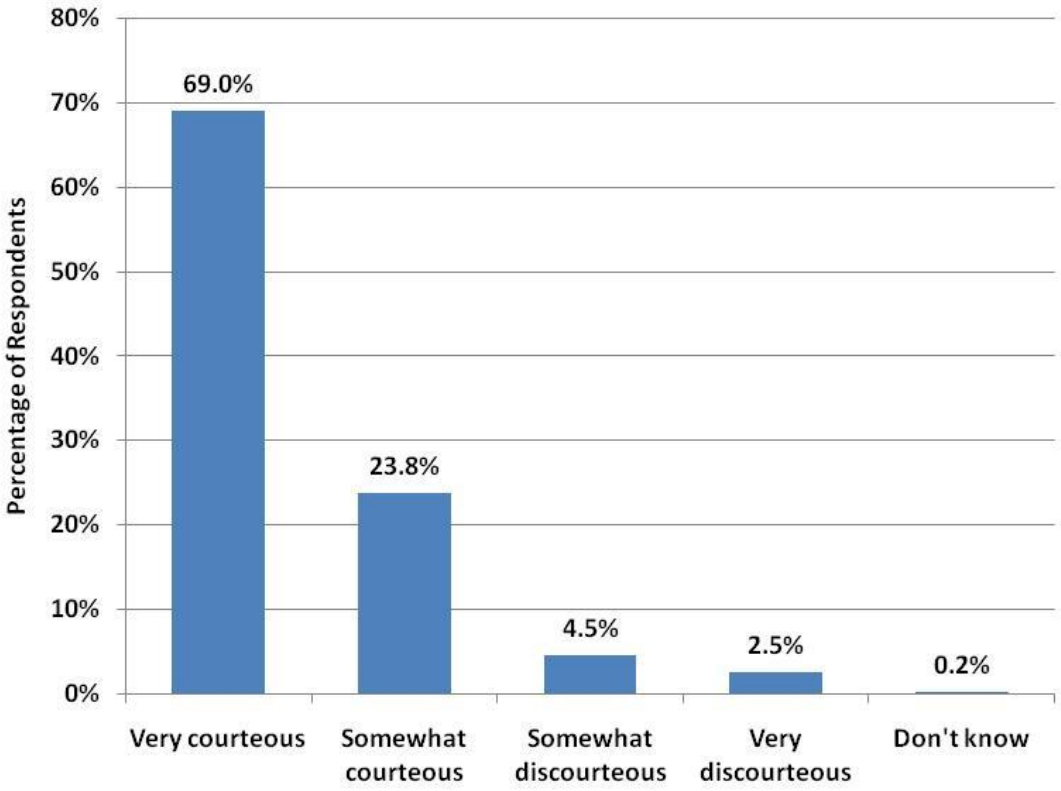

Figure 20. Courteousness of DMV Staff while Handling Driver's License Matters

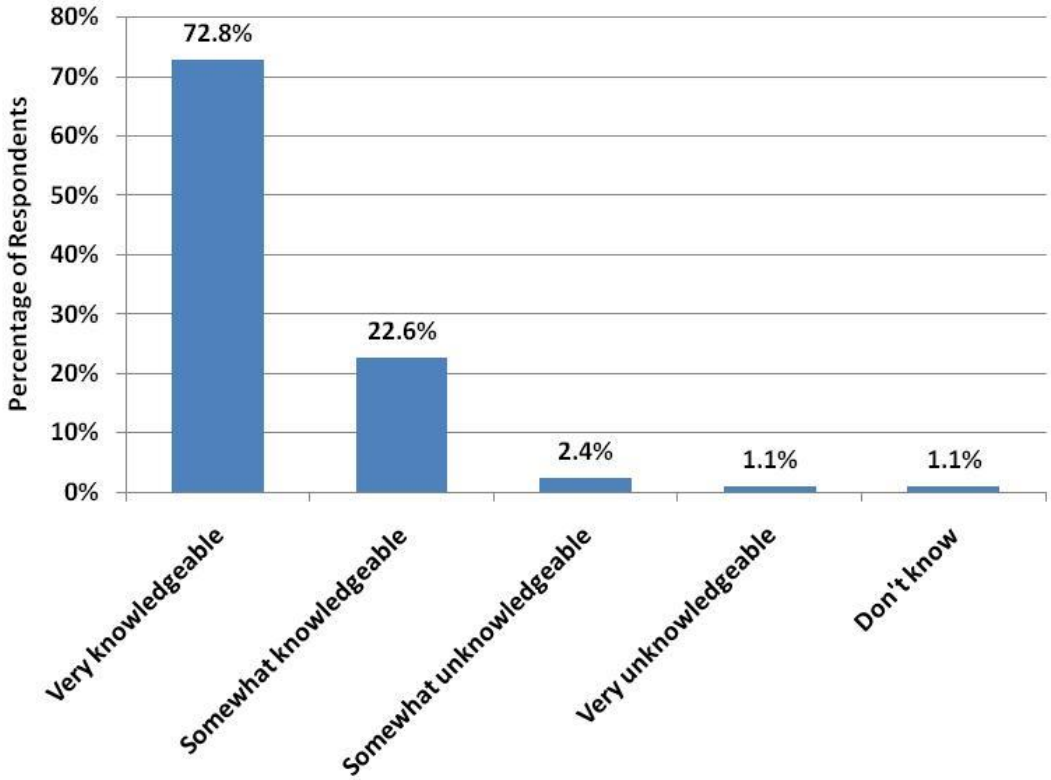

Figure 21. Knowledge of DMV Staff while Handling Driver's License Matters

District Results for Driver Licensing

Between 54 percent and 63 percent of residents in the different districts completed the section on driver licensing. For the most part, residents in the different districts did not vary in their perception of the quality of services provided by county DMV offices. The overall grade awarded to services provided by county DMV offices for driver's license related matters did not differ among districts, nor did measures of the courteousness or knowledge of staff. The only statistically significant difference detected in this section was that of the promptness with which driver's license matters were handled. Residents in District 1 were the least likely to have stated that their matters were dealt with "very promptly" and the most likely to have stated their matters were dealt with "very slowly" (Figure 22). Results by county are shown in Appendix G. Results are only shown for some counties because of small samples sizes in some rural counties.

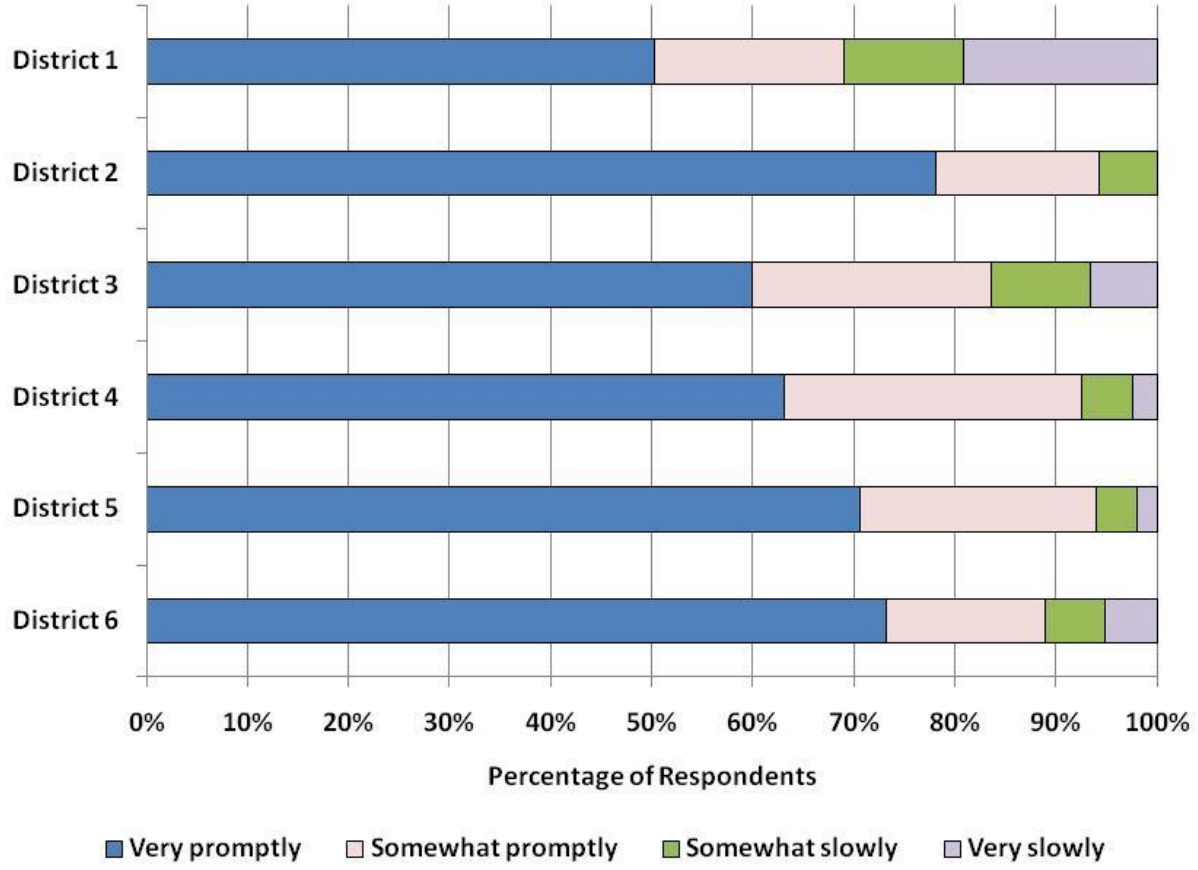

Figure 22: Promptness with Which Driver's License Matters Were Handled by ITD District

Vehicle Titling and Registration

Vehicle titling and registration services are provided by County Assessor's Offices with general oversight from ITD.

Overall Results for Vehicle Titling and Registration Matters

Two-thirds of respondents had registered or title a vehicle in the past two years and answered the questions about services in these areas (n = 1,042).

Survey respondents gave positive ratings to vehicle titling and registration services. Two-thirds (66 percent) of respondents awarded the DMV offices a grade of "A," and an additional 25 percent awarded the DMV offices a "B" (Figure 23). In contrast, less than 3 percent of respondents gave these services a "D" or "F."

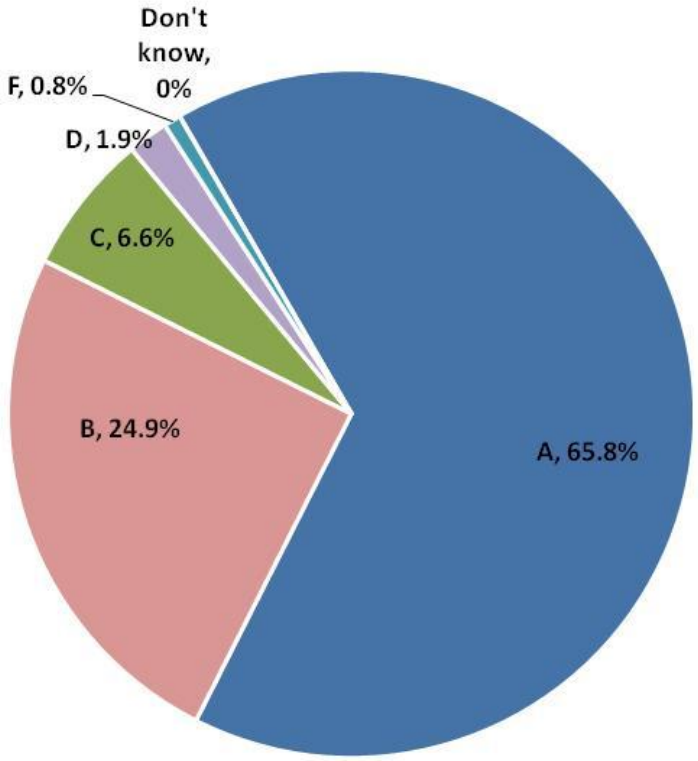

Figure 23. Overall Grade Awarded to DMV Services Related to Titling and Vehicle Registration

Most respondents felt vehicle titling and registration matters were handled promptly. Over two-thirds (67 percent) felt that their registration or titling matters were handled "very promptly," and only 10 percent felt they were handled either "somewhat" or "very" slowly

(Figure 24). As with the driver licensing services, over 91 percent were able to complete their business in one visit.

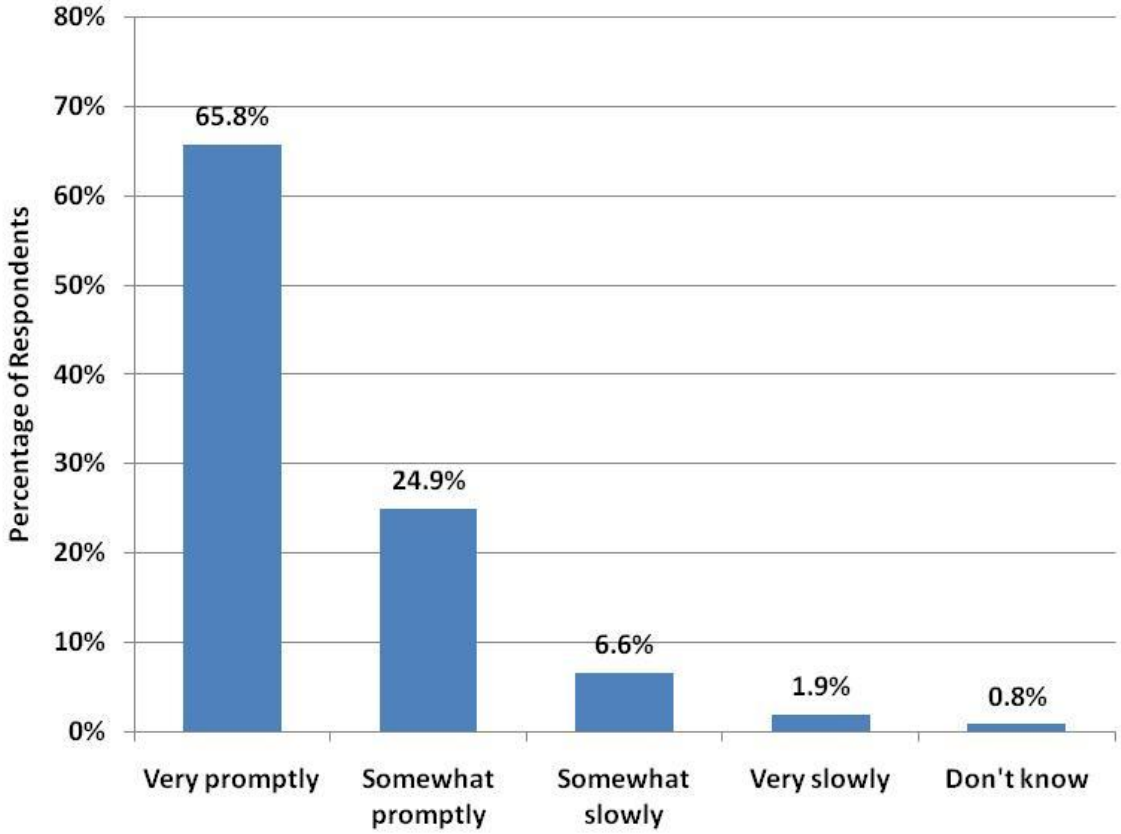

Figure 24. Promptness with Which Vehicle Registration Matters Were Handled

Respondents evaluated the staff at the local DMV offices similarly when handling vehicle titling and registration matters as when handling driver's license matters. Three-quarters (76 percent) of respondents stated that the staff was "very courteous" (Figure 25) and 79 percent of respondents stated the staff was "very knowledgeable" (Figure 26) about vehicle registration matters, again indicating high levels of satisfaction with the DMV staff. Less than four percent of respondents to these questions said county staff was discourteous or unknowledgeable.

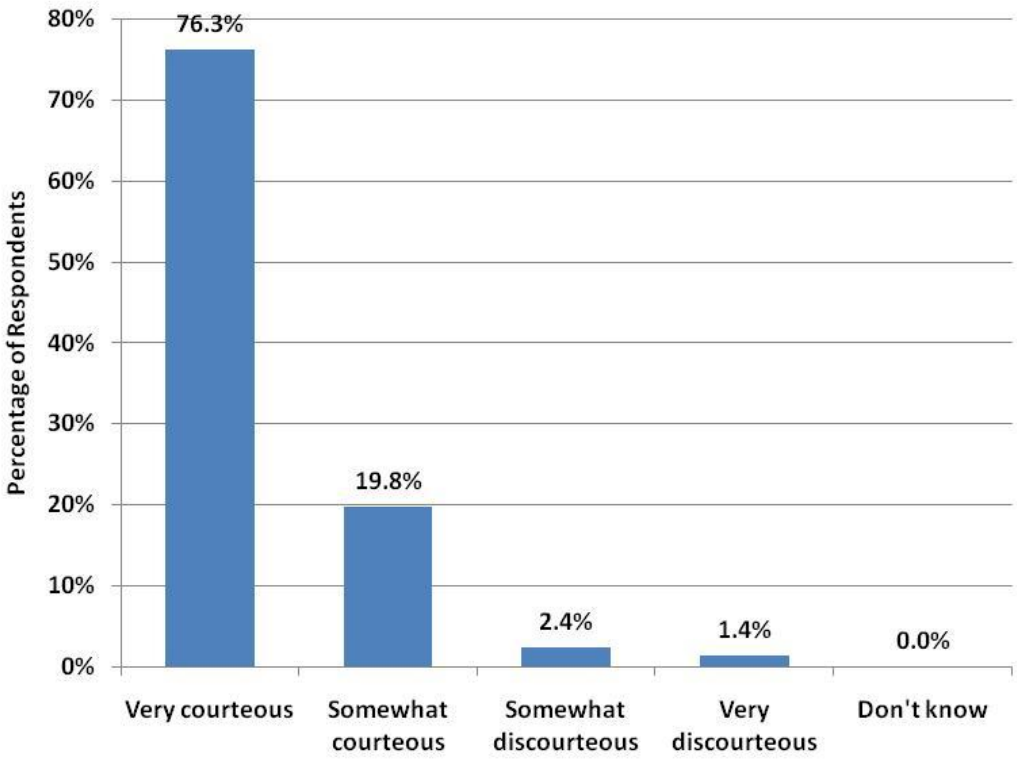

Figure 25. Courteousness of DMV Staff when Handling Vehicle Registration Matters

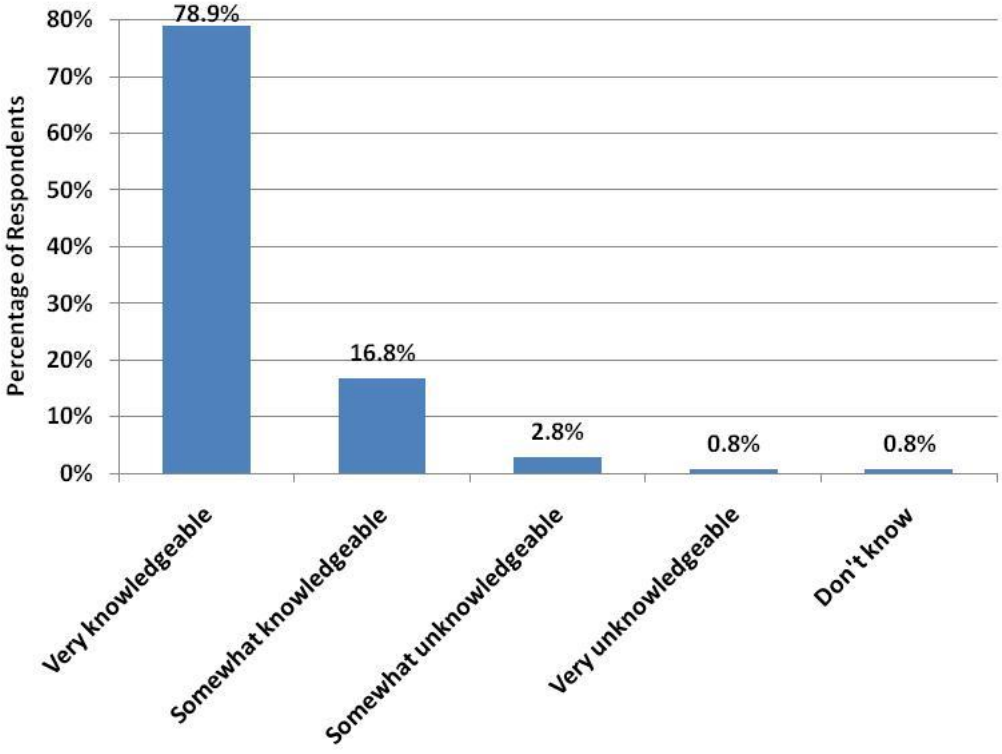

Figure 26: Knowledge of DMV Staff when Handling Vehicle Registration Matters

District Results for Vehicle Titling and Registration Matters

With respect to DMV services for vehicle licensing and titling, residents in the different districts did not differ statistically on a single individual measure of the quality of services received. They did differ statistically significantly on the overall grade given to the DMV office for licensing or titling a vehicle, but the difference is not great. Residents of District 3 were slightly less likely to award the grade of "A" and slightly more likely to award the grade of "C" than some other districts. Results for selected counties are shown in Appendix G.

Online Division of Motor Vehicle Services

ITD began offering some online DMV services in 2000. These services, like ordering personalized plates and requesting a driver's license record, are available statewide. In addition, online renewal of vehicle registrations is available in selected counties (in July 2009 it was available in 28 counties, see list in Appendix H). This service is relatively new, and 13 percent of respondents had used the online services in the past two years (n = 213).

Overall Results for Online Division of Motor Vehicle Services

Respondents were asked to identify the transaction(s) they completed online (allowing for multiple responses). Most respondents who had used the service (86 percent) had renewed their vehicle registration. An additional seven percent had ordered personalized plates, six percent had used the website to reinstate their driver's license, three percent had ordered their driver's license record, and four-tenths of one percent did not recall which transaction they had completed. Four percent of respondents recalled completing a transaction not listed as one of the initial survey options and which are not actually available online.

As with county DMV services, ratings of online DMV services were generally high. More than 90 percent of respondents gave a grade of "A or "B" to these services, and less than 3 percent rated the services as a "D" or "F"(Figure 27).

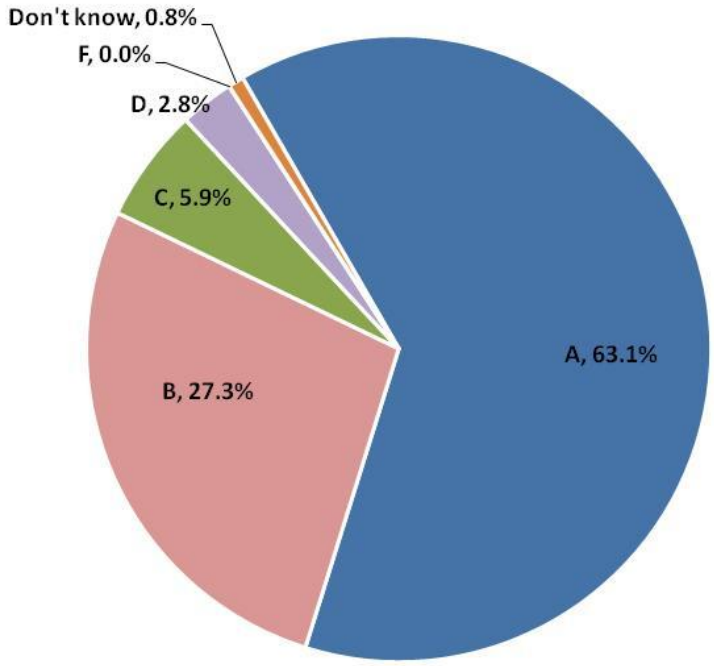

Figure 27: Overall Satisfaction with Online DMV Services

Respondents found the website to be both easy to use and a quick way to process their transaction. More than 90 percent of respondents felt the website was “very” or “somewhat” easy to use (Figure 28) and 95 percent felt the online transactions were “very” or “somewhat” quick (Figure 29).

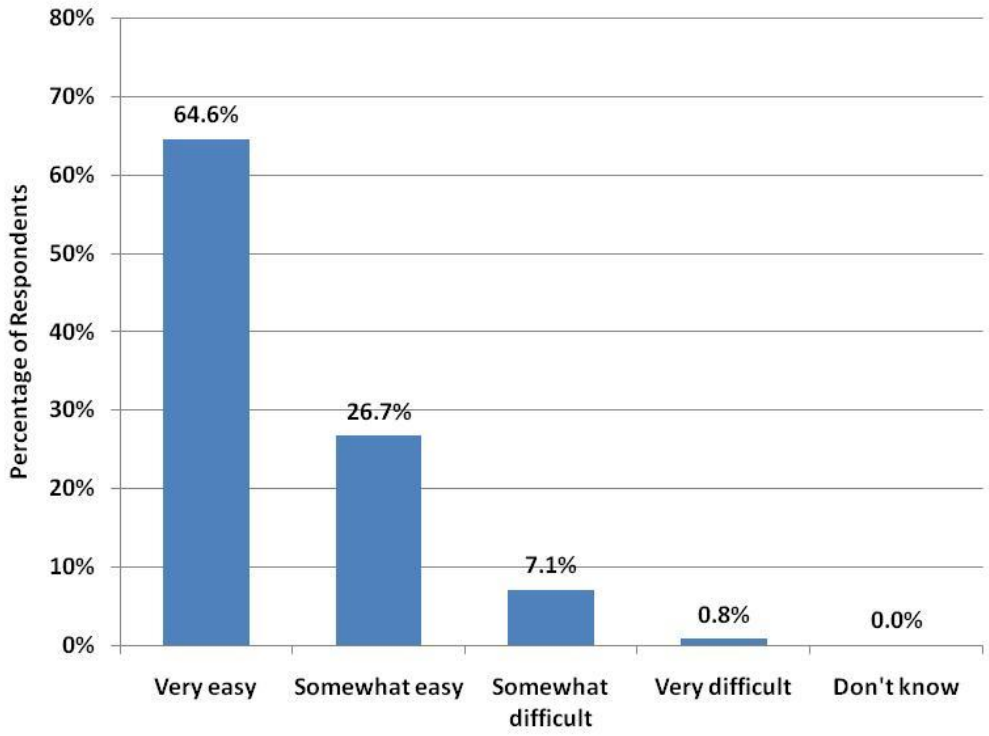

Figure 28: Ease of Website's Use

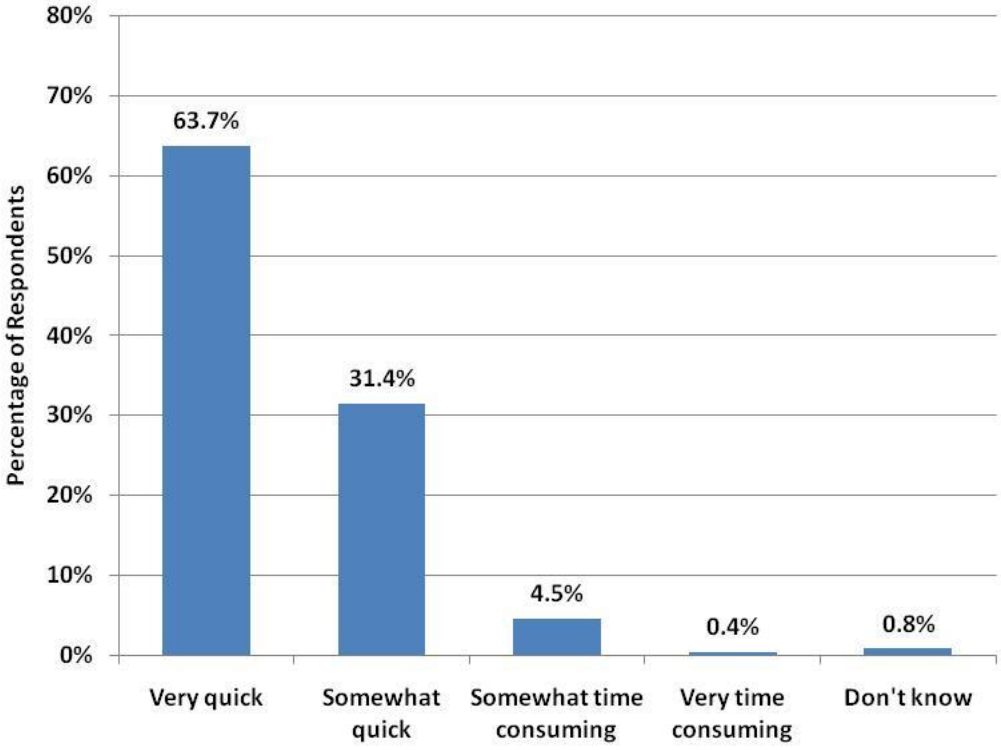

Figure 29: Speed of Online Transaction

Follow-up Survey Results for Online DMV Services

Although ITD received positive ratings for its online DMV services, as noted previously, only a small percentage of respondents reported using these services. In the follow-up study, we asked a sample of respondents if they were aware of the services prior to the initial survey. Nearly 60 percent of those contacted said they did not know about the services before participating in the original survey. Almost half of these respondents (45 percent) indicated they were either "very likely" or "likely" to use the service in the next year now that they knew it was available (Figure 30) [2].

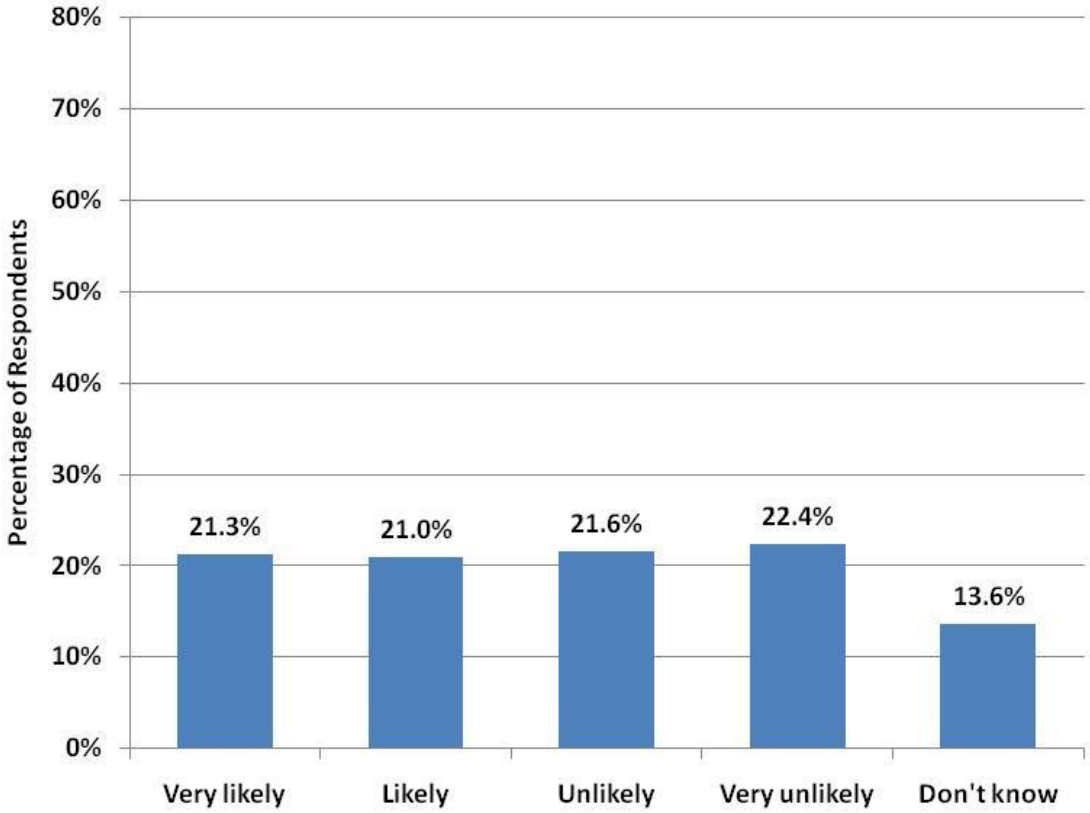

Figure 30: Likelihood of Using the Online DMV Services in the Next Year for Those Who Were Previously Unaware of the Service

Individuals who indicated they were aware of the online DMV services but had not used them were asked to indicate their reason. Seventy-two individuals responded to the question, and their responses are summarized in Table 2. Nearly a third of these respondents stated that

[2] Excluding respondents who lived in counties where some online registration renewal is not available, 44 percent stated they were unaware of the services prior to the survey. Likelihood of use of online DMV does not change when excluding those living in counties without online registration renewal.

they prefer to conduct business in person, or that the DMV is close or convenient. The second most common theme was respondents stating they either did not have access to a computer, Internet, or a secure Internet connection at home (22 percent). Another 13 percent of respondents simply stated they did not have the need to use the online services.

Table 2: Reasons for Choosing Not to Use the Online Vehicle Registration Service

Response	Number	Percentage of respondents
Prefer in person/DMV is close/convenient	21	29.2%
No computer/Internet access /my Internet is not secure	16	22.2%
Have not had the need	9	12.5%
Did not want to pay fee with online service/ don't like using a credit card online	5	6.9%
Not sure it was in my area	5	6.9%
Just learned about it	5	6.9%
Prefer mail	3	4.2%
Other family member used online service/I've used it in the past	3	4.2%
Don't think about it	3	4.2%
Had trouble with the online service	2	2.8%
I usually let the registration time lapse	1	1.4%

District Results for Online Division of Motor Vehicle Services

The percentage of residents using the online DMV services varied by district, and the differences were statistically significant. Much of the variation is likely due to the fact that online registration renewal services are only available in certain counties. For example, in District 1, only Kootenai and Shoshone County residents can renew vehicle registrations online. Similarly, in District 2, only Latah and Idaho counties offer this service, whereas in District 3, all the counties with the exception of Owyhee offered this service as of July 2009. These differences are clearly reflected in the proportion of individuals who have made use of the online services: 20 percent of residents in District 3 have completed an online vehicle registration, versus no more than 10 percent of the residents in other districts (see Table 3). It is likely as this service continues to expand to more counties, more residents will make use of the option, especially as satisfaction with the service is high, and does not differ by district on any measure.

Table 3: Use of the Online Vehicle Registration by District

District	Counties	Percentage of Households in District with Access to Online Services	Percentage of Respondents Using the Service
1	Kootenai, Shoshone	70.5%	6.6%
2	Idaho, Latah	37.2%	3.9%
3	Ada, Adams, Boise, Canyon, Elmore, Gem, Payette, Valley, Washington	98.4%	19.9%
4	Blaine, Camas, Cassia, Gooding, Jerome, Minidoka, Twin Falls	97.5%	8.4%
5	Bannock, Bear Lake, Bingham, Oneida	84.1%	10.3%
6	Bonneville, Custer, Fremont, Madison	76.9%	9.2%

CHAPTER FOUR

ALTERNATIVE TRANSPORTATION

Overall Results for Alternative Transportation

The fourth main section of the survey addressed alternative transportation in Idaho. Two key points related to alternative transportation should be made clear. First, ITD does not directly provide alternative transportation services to the state; rather, federal funding for alternative transportation is channeled through ITD and staff from ITD work with individual communities to develop or improve alternative transportation. In some cases (e.g. intercity buses, such as Greyhound), the services are actually provided by private enterprise and so are out of the direct control of either the State of Idaho or individual municipalities. Second, substantial variation exists across the state in terms of both the availability and accessibility of alternative transportation. In some cases, the "regional" provider of a service (e.g. commercial air or rail service) may actually be located in another state and thus also be out of the direct control of ITD. For instance, in the Panhandle region, the primary providers of commercial air service and commercial rail service are both located in Spokane, Washington. Similarly, in southeastern Idaho, residents may choose to use the Salt Lake City, Utah airport.

That being said, the survey uses the language "in your region" when asking about respondents' level of satisfaction with a particular service, knowing that the most convenient or frequently used service provider may actually be in another state. We felt it was important to keep the language broad, because, for example, if residents of Coeur d'Alene are satisfied with the availability of commercial air service in their region, it may not be advantageous for ITD or the City of Coeur d'Alene to seek to expand the general aviation airport located in Hayden, ID to include commercial air service.

Respondents' overall level of satisfaction with alternative transportation was moderate. Over a third (35 percent) of respondents graded the availability of alternative transportation in Idaho as a "C." An additional 28 percent awarded the grade of "B," and nine percent awarded the grade of "A." Over 1 in 5 respondents (22 percent) awarded a grade of "D" or "F" (Figure 31).

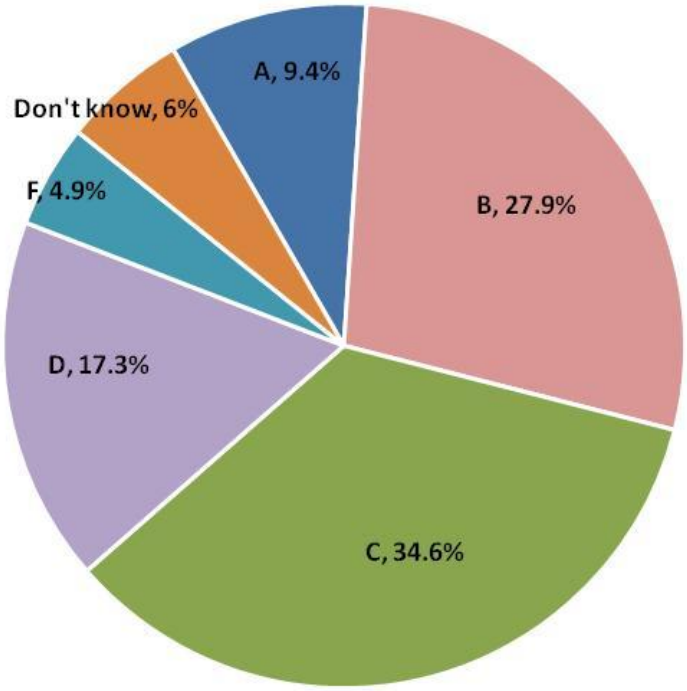

Figure 31: Overall Grade Awarded to Alternative Transportation in Idaho

In order to put these numbers into perspective, it is important to look at the frequency of use of the different types of alternative transportation. The survey specifically covered eight types of alternative transportation: public transit buses, intercity buses, commercial airlines, passenger rail service, Van Pool, Rideshare, bicycling and walking.

Keeping in mind the rural character of Idaho and the limited access to some forms alternative transportation in many communities, use of alternative transportation was relatively low. The most commonly used form of alternative transportation, in terms of the overall percentage of respondents who use that form at least a few times a year or more, was commercial airlines. Two-thirds (66 percent) of respondents use commercial airlines one or more times a year. Passenger rail service is the least-used form of alternative transportation in Idaho, 97 percent of respondents state they have never used passenger rail service. Given that no passenger rail stations exist in Idaho, this result makes intuitive sense. Buses are rarely used as well, 93 percent and 97 percent of residents state they have never used either public transit or intercity buses, respectively. Statewide, about one percent of respondents reported using public transit buses on a daily basis. Van Pool use is slightly less common than the use of public transit buses. The majority of respondents (95 percent) state they have never used VanPool, but three

percent stated they use it a few times a year. More individuals have used Rideshare: four percent of respondent statewide stated they use it at least weekly, and one in five have used it at least once a year. Bicycle use and walking are used at least occasionally by 40 percent of respondents, and frequency of use is similar for both types of transportation. Six and eight percent of respondents bike or walk, respectively, to a destination such as work or shopping daily (Figure 32).

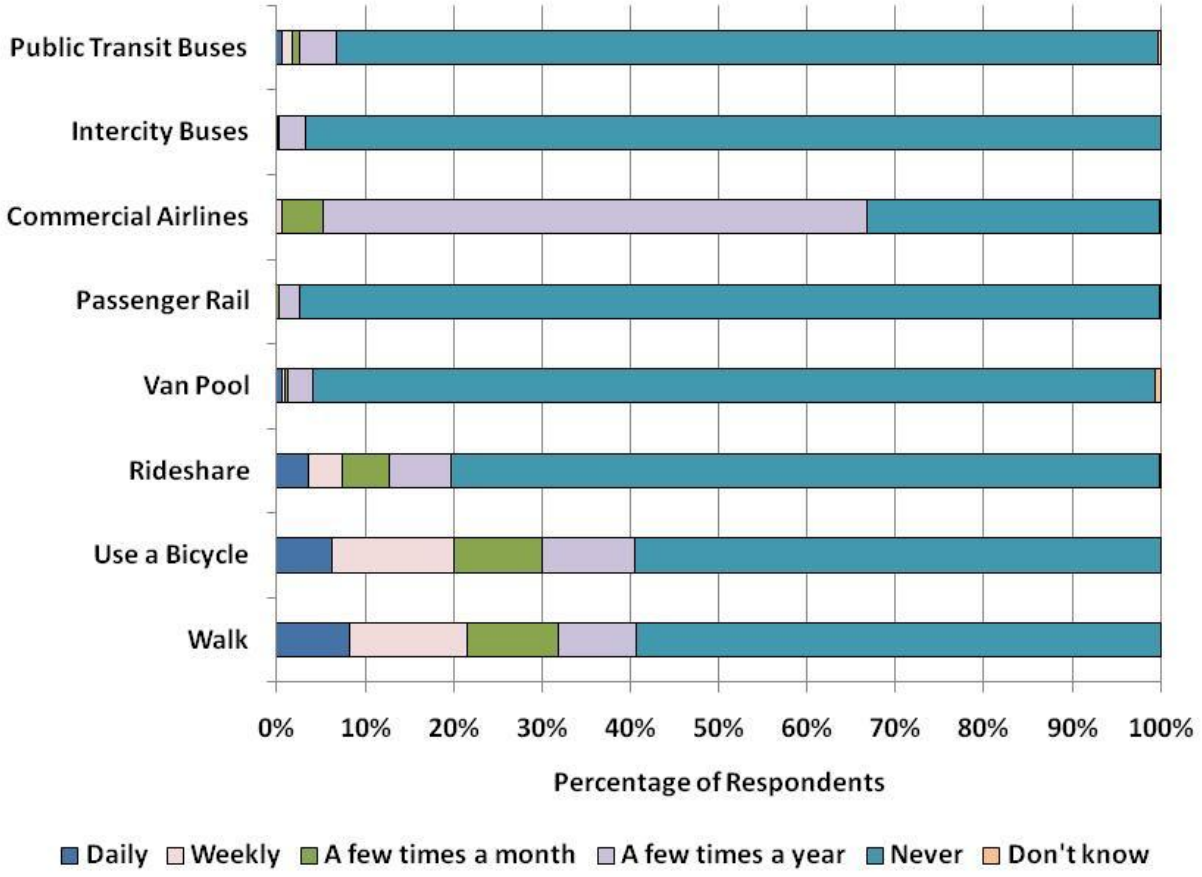

Figure 32. Use of Alternative Transportation

When analyzing the questions about the quality of alternative transportation in their community, we excluded individuals who stated that a particular form of transportation was not available in their community. However, we did include the responses of those who did not use a particular form of alternative transportation in order to assess if individuals who did not use alternative transportation did so because they were concerned with the quality of the service (as opposed to a general preference for another form of transportation, for example). Even after excluding those individuals who stated that a form of alternative transportation was unavailable in their community, a large percent of respondents (over half in some cases) felt they could not rate the quality of the alternative transportation in their community, indicating

that many respondents are unfamiliar with the quality of these services. Thus, the following results should be interpreted with some caution, as respondents are potentially less knowledgeable about alternative transportation services than they are with many of the other topics covered in this study.

Respondents were generally satisfied with the quality of commercial air service in their region. Nearly two-thirds of respondents felt the service was "good" or "very good." Similarly, although 33 percent of respondents felt unable to judge the quality of public transit bus services, 40 percent felt the services were "good" or "very good." Respondents were less familiar with intercity bus and passenger rail services (which are both less widely available). Of those who rated these services, about a quarter felt services were "good" or "very good." Van Pool and Rideshare services faired similarly to each other; roughly a third of respondents gave favorable ratings to these services (although approximately half said were unfamiliar with these services). Respondents were more familiar with bicycling and walking options. Over forty percent (44 percent) rated the ease of bike travel, including the availability of bike lanes to be "good" or "very good," and 62 percent felt that the ease of pedestrian travel, including the availability of sidewalks and crosswalks, was "good" or "very good" (Figure 33).

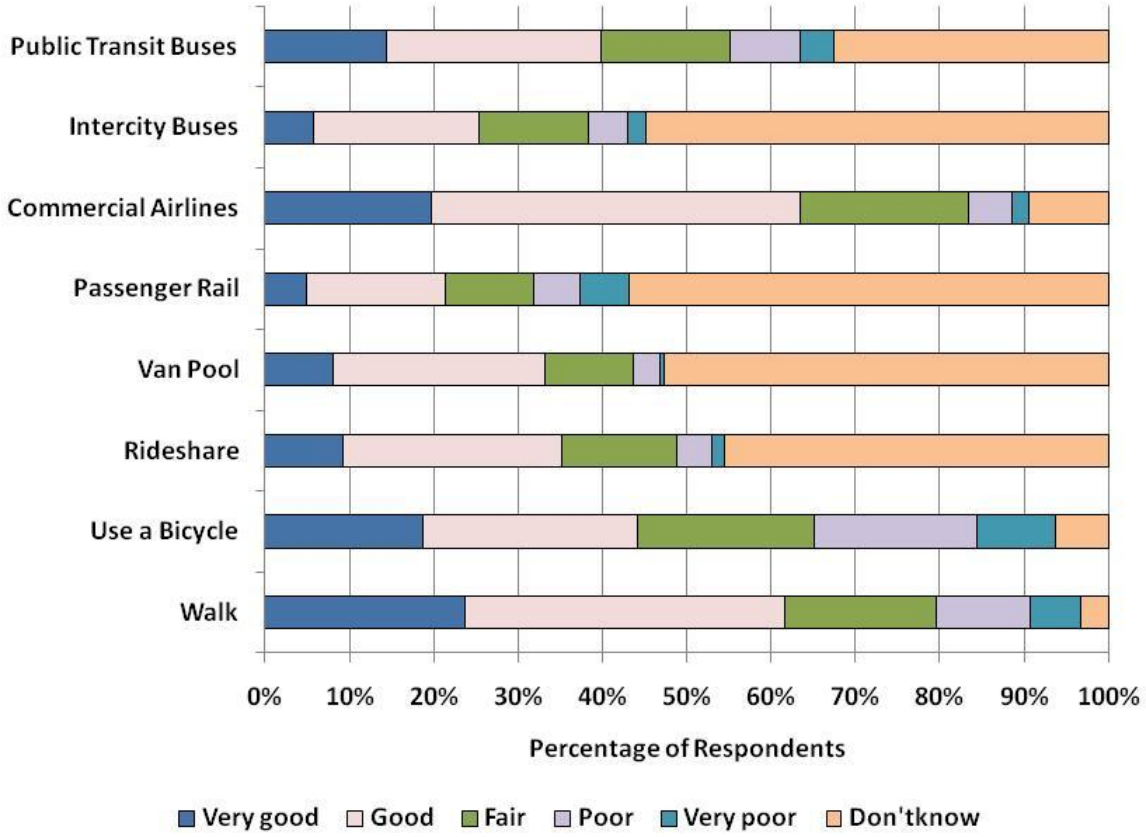

Figure 33: Quality of Alternative Transportation

Alternative Transportation Results by County Type

Because the availability of alternative transportation varies throughout the state, we analyzed whether county type had a significant effect on either use or ratings of these services. Counties were classified as follows: counties with a city or town of at least 20,000 residents were classified as urban, counties with a town with at least 7,500 but less than 20,000 residents were classified as "rural center" counties, and counties with no towns with more than 7,500 residents were classified as "rural." By these classifications, Ada, Bannock, Bonneville, Canyon, Kootenai, Latah, Madison, Nez Perce, and Twin Falls were considered urban counties. Bingham, Blaine, Bonner, Cassia, Elmore, Jerome, Minidoka, and Payette were classified as rural center counties, and the remaining counties were classified as rural. All of the urban counties, and most rural center counties (except Jerome, Minidoka, and Cassia), have some level of public transportation available. Of the rural counties, only Valley has public transportation services.

Residents of urban and rural center counties generally awarded higher grades to alternative transportation than did residents of rural counties, and the differences were statistically significant. While almost 40 percent of respondents in urban and rural center counties awarded alternative transportation an "A" or a "B," only 31 percent of respondents in rural counties did. Residents of rural counties were more likely to rate alternative transportation as a "D" or "F," with 28 percent of respondents doing so, compared to only 20 percent and 26 percent of respondents in urban and rural center counties, respectively (Figure 34).

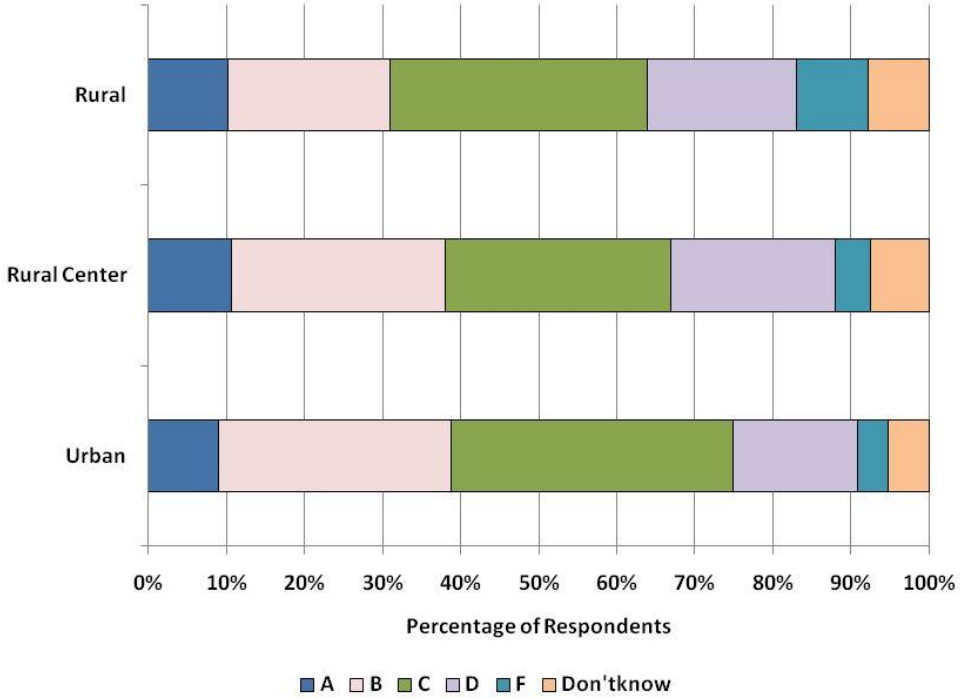

Figure 34: Overall Grade Awarded to Alternative Transportation by County Type

Ratings of the quality of public transit services also varied by county type. Forty-five percent of the respondents from rural center counties rated public transit bus service as either “good” or “very good.” Residents of urban counties gave slightly lower ratings to transit bus service, with 39 percent of residents saying the service was “good” or ”very good.” Respondents from rural counties gave the lowest ratings to public transit services, with just 34 percent rating the services as “good” or “very good” (Figure 35).

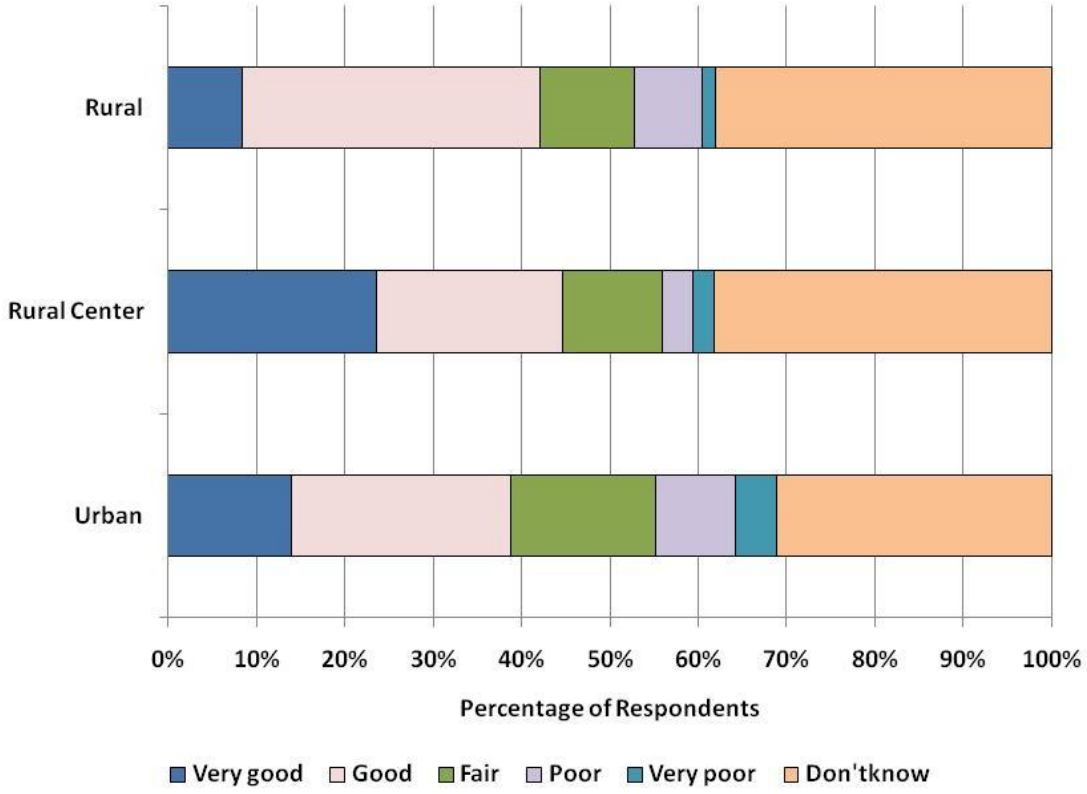

Figure 35: Rating of Public Transit Bus Service by County Type

Rural county residents were also least satisfied with the ease of bike travel in their communities: 36 percent of residents in rural counties said the ease of bike travel was either “poor” or “very poor,” which is equal to the percent of respondents who rated the ease of bike travel as “good” or “very good.” In contrast, 46 percent of urban residents rated the ease of bike travel as “good” or “very good,” and only 27 percent rated it as “poor” or “very poor.” The opinions of rural center residents were similar to those of urban residents (Figure 36).

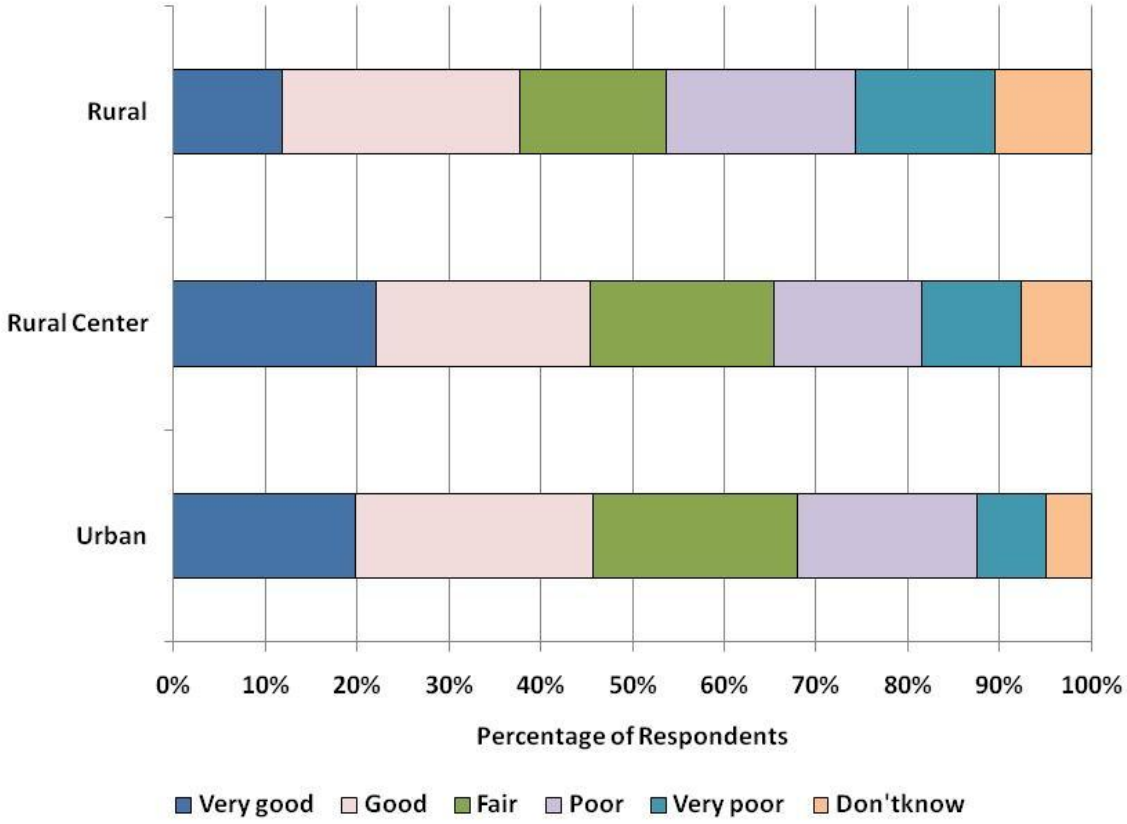

Figure 36: Rating of Ease of Bicycling by County Type

Follow-up Survey Results for Alternative Transportation

In the follow-up survey, respondents were asked to assess the importance of three general categories of alternative transportation: (1) transit bus service, (2) car pools, Rideshare, or Van Pools, and (3) safe walking or bicycle routes. Of those three forms, respondents ranked safe walking and bike routes highest: over half of respondents (55 percent) felt that safe walking and bike routes were "very important." Transit bus service and shared rides were given approximately equal importance, with 25 percent of respondents rating transit bus service as "very important" and 22 percent of respondents rating shared rides as "very important." It should be noted, however, the proportion of respondents rating those services as "unimportant" was approximately a quarter of respondents in both instances, whereas very few respondents ranked walking or bike routes as either "unimportant" or "very unimportant" (Figure 37, maximum margin of error within this section is six percent).

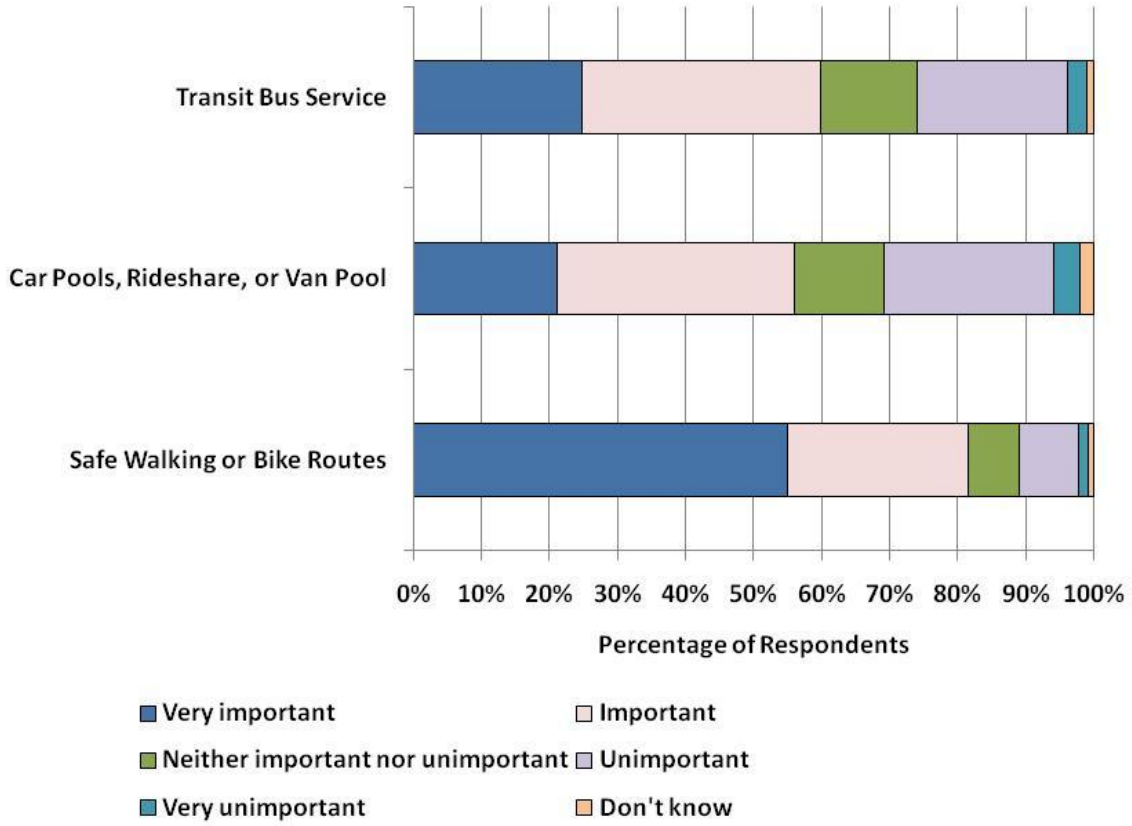

Figure 37. Importance of Types of Alternative Transportation

As part of the follow-up survey efforts, respondents were also asked how likely they would be to use alternative transportation if services were available in their community. Almost 40 percent of respondents stated they would be "likely" or "very likely" to use alternative

transportation if available (Figure 38). It should be noted that these estimates represent an upper bound to potential usage; even still, these results indicate a sizable interest in alternative transportation.

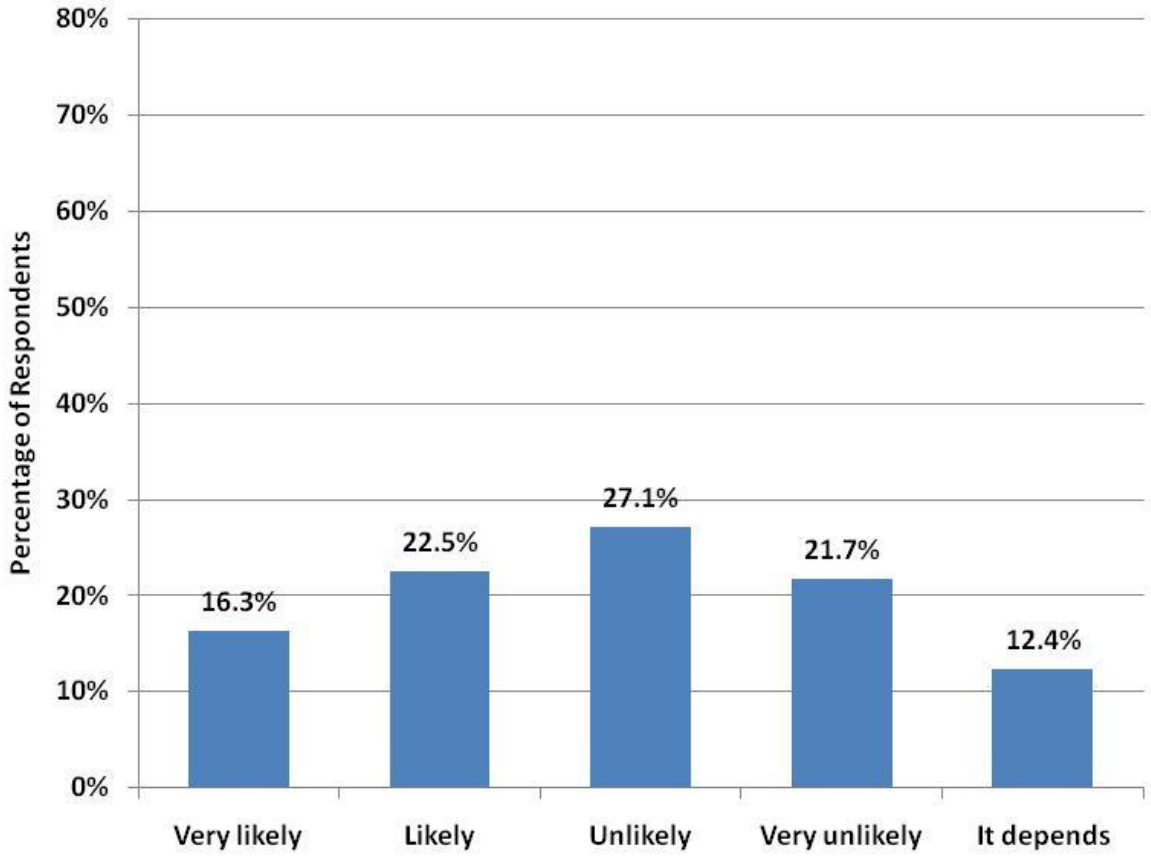

Figure 38: Likelihood of Use of Alternative Transportation

All respondents (n = 283) were asked under which circumstances would they use alternative transportation (regardless of whether they use it already or not, or if it was available in their county). Two-hundred and seventy six respondents provided a response, and their responses were grouped into primary themes, presented in Table 4. The most common primary theme mentioned by respondents (28 percent) involved respondents stating they would only take alternative transportation if they were unable to drive for some reason, such as having a car in the shop or becoming handicapped and unable to drive a vehicle. The second most commonly reported theme, cited by 11 percent of respondents, involved taking public transportation if it became more convenient or widely available. This theme included comments from respondents who would use alternative transportation if it became available in their community, or if the existing service was expanded. Ten percent of respondents stated they wouldn't use alternative transportation under any circumstances, the third most commonly

reported theme. Eight percent of respondents stated they would be interested in alternative transportation if it was less expensive than driving or if the cost of driving increased significantly. Two themes involved commuting: seven percent of respondents would use alternative transportation (if available) for commuting, and five percent would use it to commute if their work situation was different, either because they currently work from home or are required to have a vehicle for work.

Looking broadly at the responses, the themes generally fall into two areas: those respondents who are unlikely to use alternative transportation barring major changes in their professional or personal life (such as becoming disabled, having a different occupation, living somewhere else, Group One), and those who are interested in using alternative transportation at least under some circumstances (if it became more affordable than driving, in inclement weather, for specific errands, Group Two). Summing up the responses from Groups One and Two yields Group One representing roughly 53 percent of the respondents, and Group Two representing roughly 47 percent of the sample. These frequencies match the earlier question about the likelihood of use of alternative transportation, where the respondents were roughly equally split between those that said they were either "likely" or "very likely" to use alternative transportation versus those who stated they were either "unlikely" or "very unlikely" to use it. The advantage to asking the open-ended question is that it sheds light on *why* individuals choose to use or not use alternative transportation. These results suggest that for many individuals, personal vehicles are the most convenient and least expensive form of transportation in Idaho, but if that were to change, some residents would reconsider their options.

Table 4: Conditions under Which Alternative Transportation Would Be Used

Response	Number	Percentage of respondents	Group
If a car wasn't available/I couldn't drive/was disabled/ had been drinking	81	28.6%	1
If it became more convenient/better routes/ more widely available/faster	32	11.3%	2
Would not under any circumstances even if available	28	9.9%	1
If driving/gas was too expensive/it was cheaper than driving	22	7.8%	2
For commuting/long commutes	21	7.4%	2
Had a job that didn't require a vehicle/ didn't work from home/commuted/had a different schedule	15	5.3%	1
For recreation or shopping	11	3.9%	2
In bad weather	10	3.5%	2
If I didn't live in a rural area	10	3.5%	1
For intercity travel	9	3.2%	2
If I worked/lived/wanted to go downtown	9	3.2%	1
Don't know/it depends [on unstated circumstances]	6	2.1%	1
For medical appointments	5	1.8%	2
For long distances	5	1.8%	2
If I didn't need to transport children/ would carpool with other moms	5	1.8%	1
I already use alternative transportation	4	1.4%	2
Would use under any circumstances if available	4	1.4%	2
If I was retired/older	3	1.1%	1
If it was more affordable	2	1.0%	2
To conserve resources	2	1.0%	2
To get to school/for teenagers who don't drive	2	1.0%	2
Would carpool if I could find others to ride with me	1	0.4%	2
If it was wheelchair accessible	1	0.4%	2
Would use VanPool if there was incentives for additional riders	1	0.4%	2
If they had a safe way of getting to the alternative transportation with a disability	1	0.4%	2
To use a bicycle for exercise	1	0.4%	2

District Results for Alternative Transportation

Residents in the six districts differed on some, but not all, measures of the quality and use of alternative transportation. Residents in Districts 1, 2, 3, and 6 flew more often, on average, than residents of Districts 4 and 5 (Figure 39).

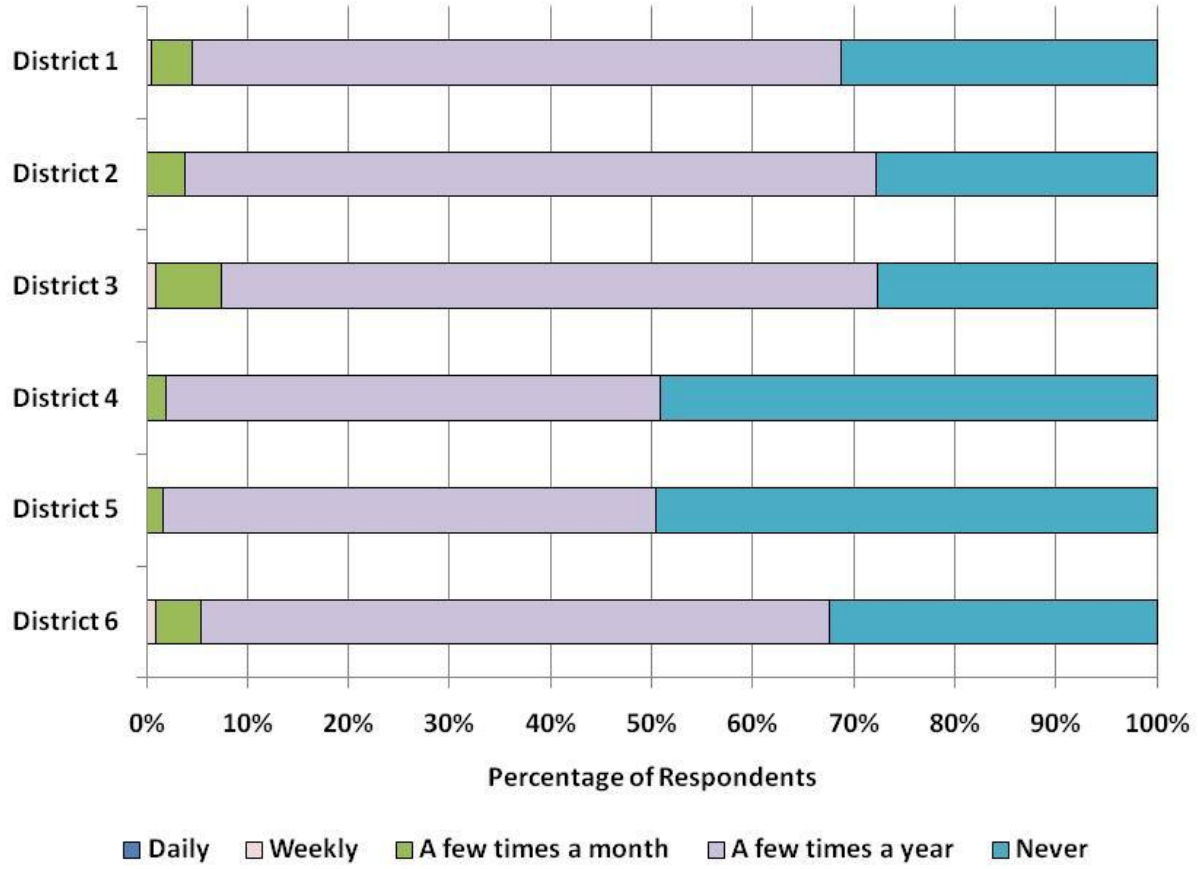

Figure 39: Frequency of Commercial Air Service Use by ITD District

Not surprisingly, while the use of rail passenger service was low in all districts, District 1 was the only district in which more than three percent of residents reported traveling by rail in the past year (eight percent of residents in District 1 reported using rail service at least once in the past year). These results are statistically significant, and are not surprising because the only Amtrak passenger station in the region is located in Spokane, WA, near District 1.

Van Pool use also differed statistically significantly by region. As with rail service, use was low across all districts, but was highest in District 6, with 11 percent of residents reported they used Van Pool at least once in the past year, and two percent of those residents reported using it daily. Use was lowest in Districts 2 and 3, where less than four percent of residents reported

using Van Pool last year. Respondents also differed slightly in their frequency of walking to their destination by district.

The quality of public transit bus service varied statistically significantly by district. Residents of Districts 1 and 5 were slightly more likely to have ranked public transit buses as "very good," while residents of Districts 2, 5, and 6 were more likely to have ranked those services as "good" (Figure 40).

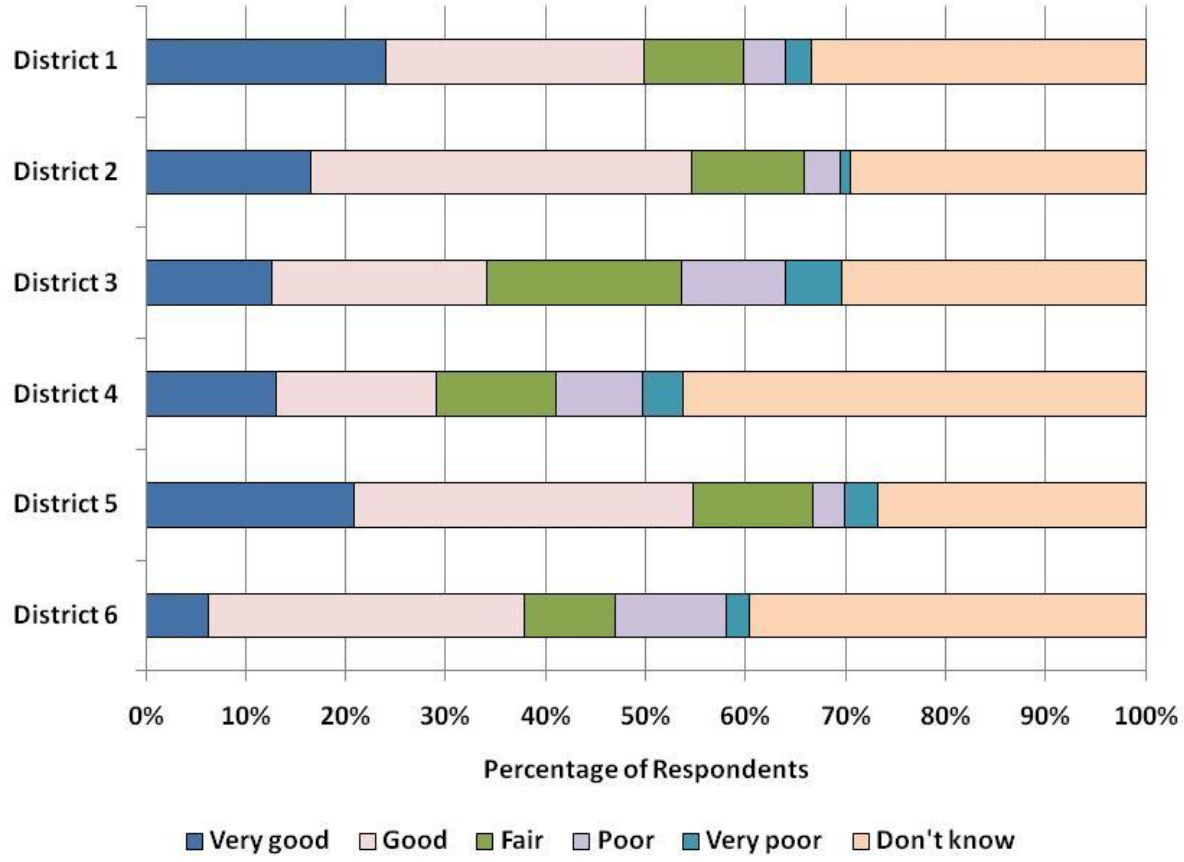

Figure 40: Quality of Public Transit Bus Service by ITD District

A statistically significant difference also existed among residents of different districts in how they ranked the quality of passenger air service in their communities. Residents of Districts 1 and 3 were the most likely to have ranked this service as "very good," and residents of Districts 4 and 5 tended to rank the quality slightly lower than residents of other districts (Figure 41).

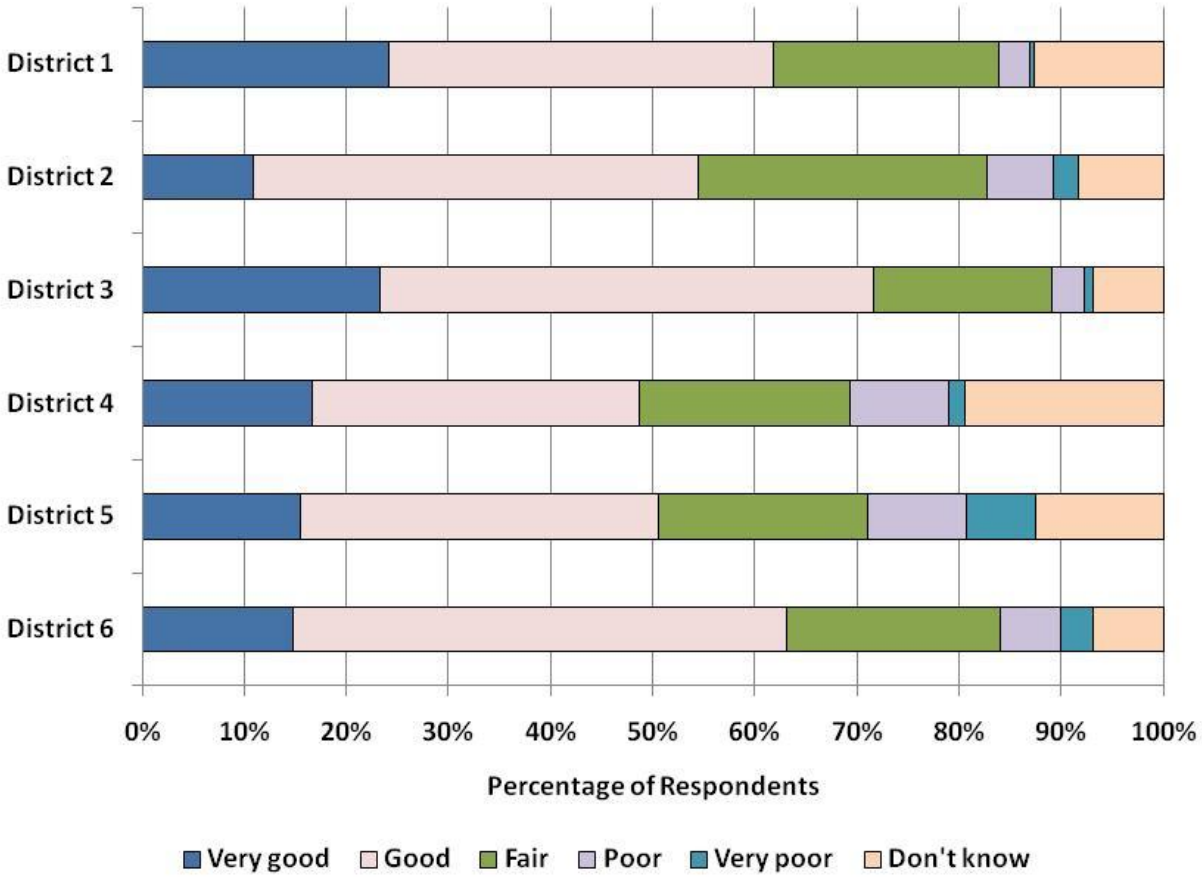

Figure 41: Quality of Passenger Air Service by ITD District

CHAPTER FIVE

PUBLIC INVOLVEMENT IN PLANNING AND DECISION-MAKING

Overall Results for Public Involvement

The next section of the survey dealt with respondents' level of satisfaction with the job ITD does at effectively involving the public in the planning and decision-making processes. Overall, respondents graded ITD's effort as average: 34 percent of respondents awarded ITD the grade of "C," 31 percent awarded the grade of "B," and 10 percent awarded the grade of "A" (Figure 42).

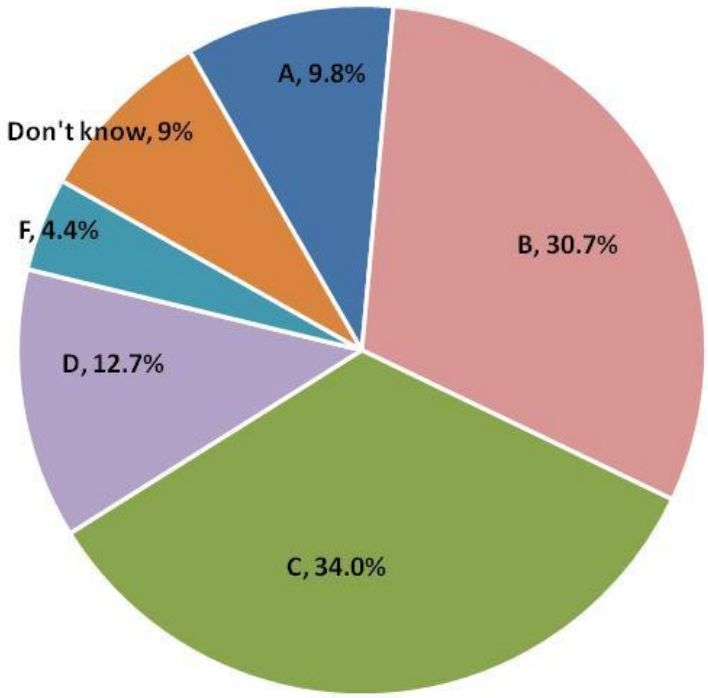

Figure 42: Overall Grade Awarded to Public Involvement

To understand the overall results, it is important to look at specific measures. The survey asked respondents whether they felt ITD effectively obtained public input on state highway projects, involved the public in developing a public transportation plan for their region, and considered public input when establishing priorities. Of those three items, respondents felt that ITD did the best at obtaining public input on state highway projects. Forty-two percent of respondents rated ITD's efforts in this area as either "good" or "very good," and an additional 38 percent

rated ITD's efforts as "fair" in this area. With respect to ITD's efforts to involve the public in the development of regional public transportation plans and consider public input when establishing priorities, respondents were slightly less satisfied: 35 percent rated ITD's efforts as either "good" or "very good," and 26 percent rated ITD's efforts as "poor" or "very poor." When asked about whether ITD considers public input when establishing priorities, 38 percent of respondents rated ITD's effort to do so as "good" or "very good," with 31 percent rating the effort as "fair" (Figure 43).

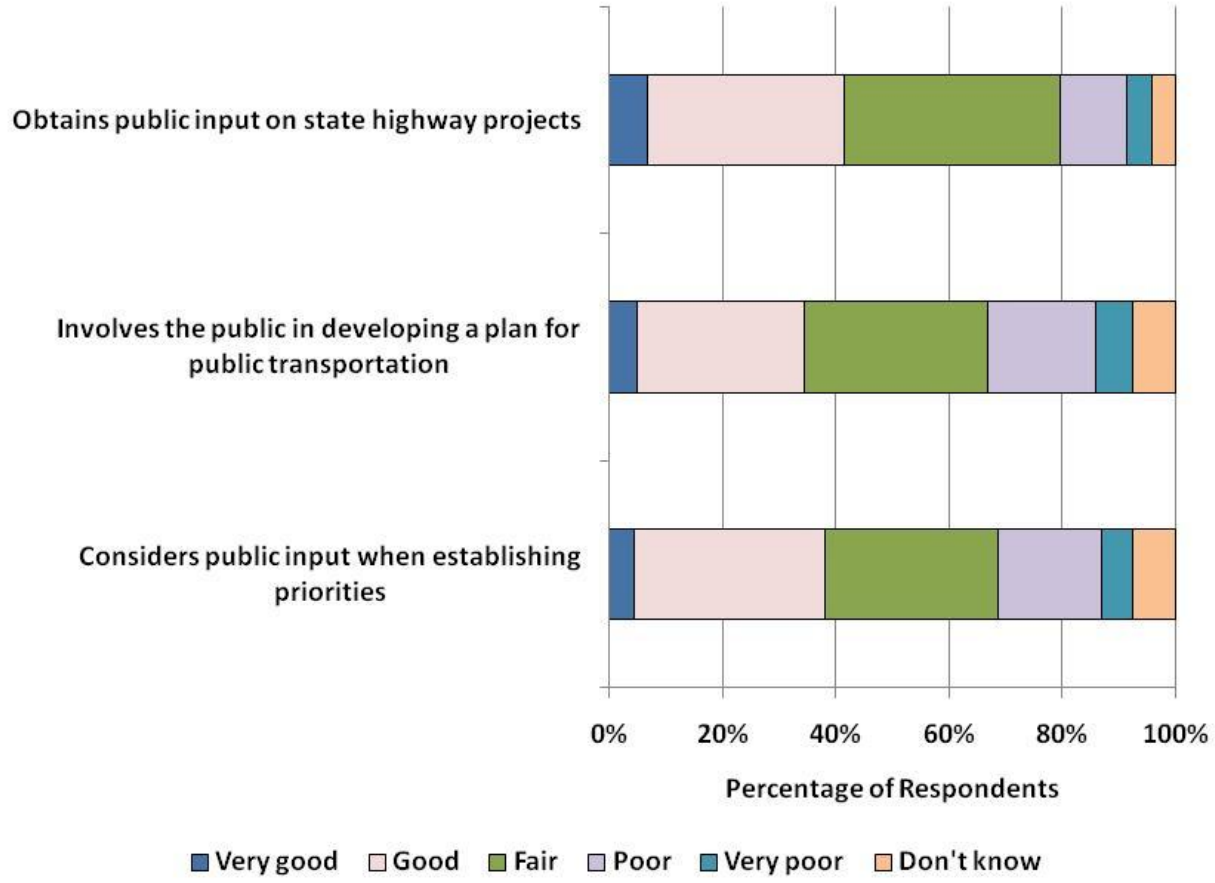

Figure 43: Measures of Involving the Public in the Transportation Planning Process

Follow-up Survey Results Regarding Public Involvement

As part of our follow-up survey, we asked a sample of respondents if they were aware of opportunities to provide input on ITD projects and planning efforts. Two-thirds of these respondents said they were not aware of opportunities to provide input. Of those who were aware of opportunities to provide input (34 percent), only a third had been to a public meeting or used another method to provide input to ITD. Thus, overall, 12 percent of respondents have used an opportunity to provide input to ITD, either by attending a public meeting or communicating with ITD through another mechanism.

When asked what topics they would be interested in providing input on, respondents had generally the same level of interest for all the topics discussed. Of those, highway maintenance projects, highway new construction, and transportation funding were cited the most often, with 47 percent, 46 percent, and 47 percent of respondents, respectively, stating they would be interested in providing input in those areas (Figure 44).

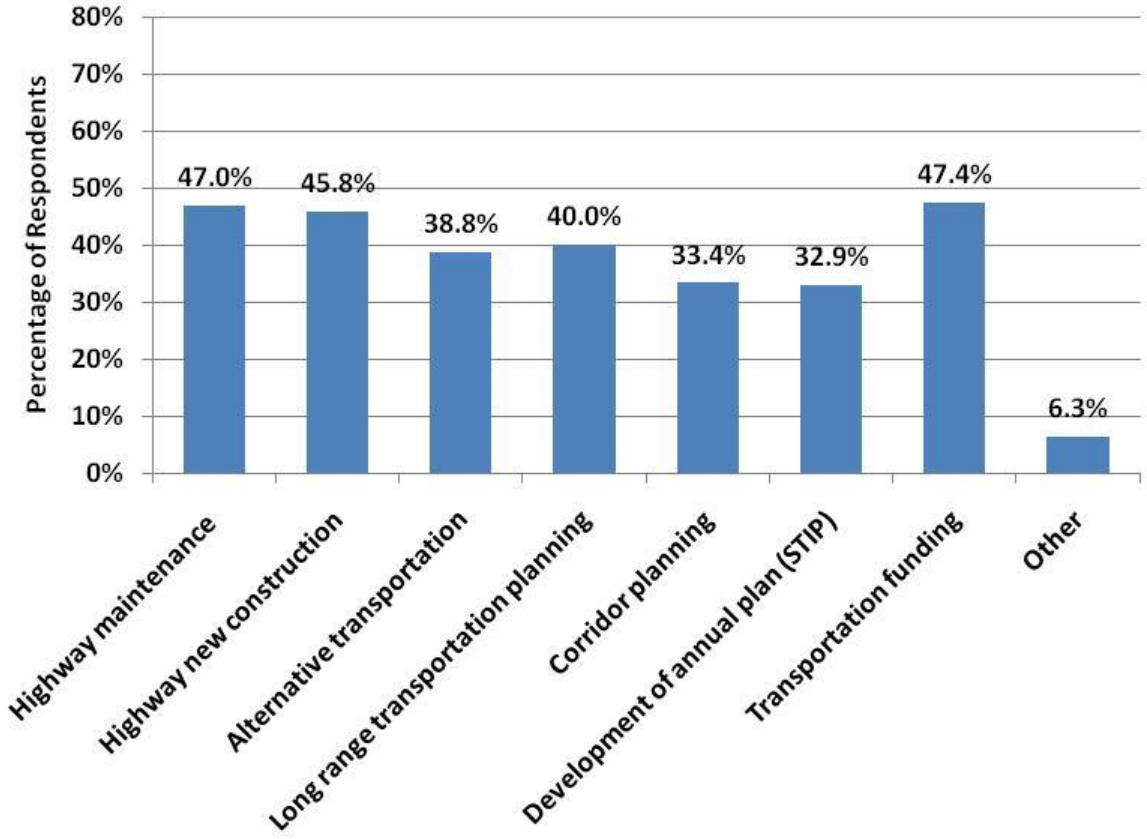

Figure 44: Topics of Interest to the Public for Providing Input to ITD

Respondents were asked to rank their preferred method of providing input or feedback to ITD. Options provided included direct mail/return reply cards, telephone calls or surveys, submitting

questions to a website, webinars or virtual meetings, or public meetings. The most preferred method of providing input was via direct mail/return reply cards. This method was ranked highly 62 percent more often than a telephone call, roughly 80 percent more often than either by submitting questions to a website or attending a meeting, and 411 percent (or four times as often) as a webinar. These differences are statistically significant. We did not detect a statistically significant difference in the preferences for telephone calls, submitting questions to a website, or public meetings (these choices were all equally preferred). Webinars were the least preferred method of providing input to ITD. Thus, to sum up the results of the ranking question: direct mail was the most preferred choice overall, with telephone calls, websites, and public meetings as a three way tie for the second most preferred option.

Those individuals who had been to a public meeting or provided input to ITD were asked what prompted them to do so. Thirty-two individuals provided a response, and unweighted frequencies are show in Table 5. The desire to discuss or learn about a particular project or local transportation issue was cited most frequently (41 percent of responses), indicating that the largest incentive to public participation is project-oriented, rather than general feedback. However, an additional 19 percent of respondents stated they just wanted to listen or get information. In a few other cases, respondents attended a meeting because they were required to for their job, they were asked to attend, or ITD had a booth or open-house, making it more convenient to provide input.

Table 5: Reason for Providing Input to ITD

Response	Number	Percentage of respondents
I was interested in a specific project/local project/issue	13	40.6%
Wanted to know what was going on/was just interested/ to get information	6	18.8%
Work related (public official, utility company)	3	9.4%
To be of the decision making process/to be involved	3	9.4%
Discussed public transportation/bus service	2	6.3%
I was asked to attend	2	6.3%
It was convenient	1	3.1%
I saw them at a booth at the fair and I talked to them	1	3.1%
It was an open house on an overpass	1	3.1%

Those individuals that had not attended a meeting sponsored by ITD or used other methods to provide input were asked why they had chosen not to provide feedback. Sixty-seven individuals responded to the question, although some individuals gave more than one reason. Unweighted

frequencies are show in Table 6. The most commonly cited reason for not attending a public meeting was that respondents either felt the meeting times or locations were inconvenient or that the respondents themselves were too busy to attend (34 percent). The second most commonly cited reason was that the respondents did not feel the issue was important to them, or that the respondent was just uninterested or did not feel the need to attend (31 percent). Eight percent of respondents found out about the meeting after the fact, and six percent were unaware of opportunities to provide input. These results suggest that roughly two-thirds of individuals do not feel the issue(s) are important enough to them to make the effort or warrant making adjustments to their schedule in order to attend a meeting. It is unclear if these same respondents would attend if different issues were presented which were of more concern to them.

Table 6: Reasons for Not Providing Input to ITD

Response	Number	Percentage of respondents
No time/too busy/inconvenient/would prefer weekends/ too far away	23	34.3%
Does not feel it's important/not interested/ not interested in issue/no need	21	31.3%
Heard about it after the fact/too late	5	7.5%
No reason	5	7.5%
Unaware of any opportunity to do so	4	6.0%
I didn't know enough about the issue to participate	4	6.0%
Don't know	3	4.5%
Didn't think about it/forgot about it	2	3.0%
Issue was already decided	1	1.5%
Another member of household attended	1	1.5%

District Results for Public Involvement

Respondents in the six districts generally had similar opinions regarding planning efforts by ITD and no significant differences were detected.

CHAPTER SIX

COMMUNICATION

Overall Results for Communication

The next section of the survey focused on ITD's communications efforts. Respondents were asked a variety of questions about their preferences for receiving information from the department, ITD's website, and 511 services. Overall, satisfaction with ITD communication efforts was moderate. Eighteen percent of respondents awarded ITD a grade of "A" in this area, while 42 percent gave the grade of "B" and 28 percent awarded a "C" (Figure 45).

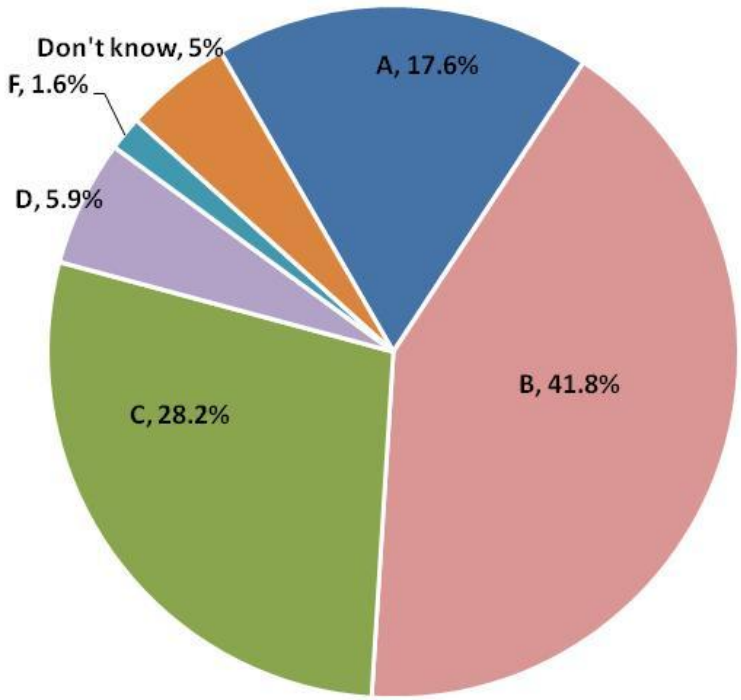

Figure 45: Overall Grade Awarded to Communication Efforts by ITD

Preferred Communication Methods

All respondents were asked how they *currently* receive information from ITD (they were able to select more than one method), and which method they would *most prefer* to receive future communication from ITD. Twitter and social media websites were only given as options on the latter question because ITD only began making use of those communication methods near the end of data collection. Most respondents received information from ITD through traditional

media (television, newspapers, and radio), although 17 percent also receive information from the Internet and over a quarter (26 percent) receive information from electronic signs and reader boards. When asked by which method they would *most prefer* to receive information, traditional media ranked very highly, with 24 percent and 26 percent of respondents stating they would prefer to receive information from the television or radio, respectively. The Internet was the third most popular form, drawing 16 percent of responses (Figure 46).

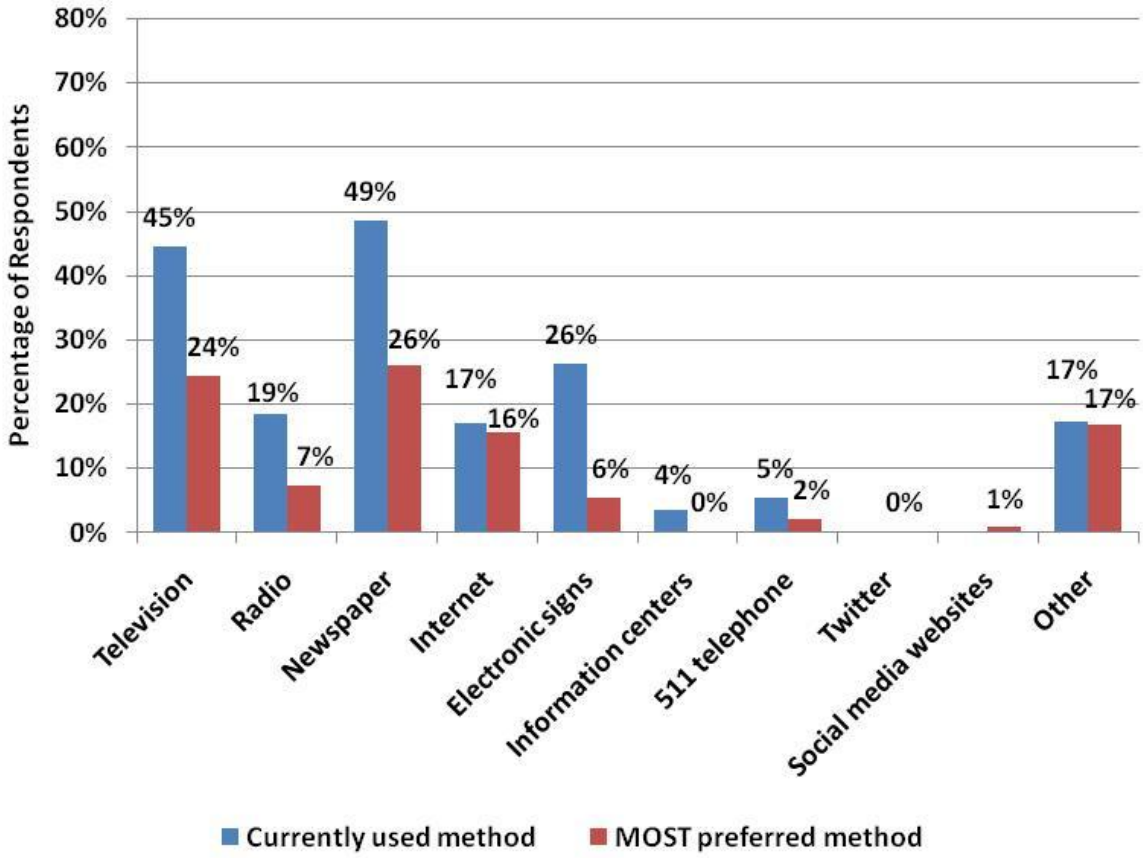

Figure 46: Current and Preferred Methods of Receiving Communication from ITD

Many respondents chose an "other" response, and those responses are shown in Table 7. Briefly, the most common "other" method by which respondents currently receive information from ITD is via mail, and it was also selected as the most common "other" method by which respondents would most prefer to receive information.

Table 7: Other Methods Mentioned for Current and Preferred Method of Receiving Information

Response	Currently Receive, Number of respondents	Currently Receive, Percentage	Would like to receive information, Number of Respondents	Would like to receive, percentage
Mail	157	9.9%	193	12.6%
Doesn't find out	46	2.9%	-	-
Word of mouth	45	2.8%	7	0.0%
E-mail	14	1.0%	29	1.9%
Printed materials	13	1.0%	5	0.0%
Through work	12	1.0%	2	0.0%
During construction /traffic	10	1.0%	-	-
Multiple ways	-	-	11	0.1%
Local news/ newspapers	-	-	10	0.1%
Other	53	3.0	34	2.2%

Use of ITD's Website and 511 Services

Survey respondents were asked about their use of ITD's website. Twenty-eight percent of respondents (n = 441) had accessed ITD's website (http://www.itd.idaho.gov) and answered questions regarding the website's ease of use. More than 80 percent of these respondents rated the website as either "very" or "somewhat" easy to use (Figure 44).

Respondents were also asked about ITD's 511 travel information service, which provides weather and road condition information through both the telephone and Internet. Twenty-nine percent of respondents (n = 459) had accessed the department's 511 services in the past year. Of those respondents, 44 percent had used the 511 telephone service, 30 percent had used the 511 website, and 26 percent had used both services. Nearly half (48 percent) of those who had used the services reported they was "very easy" to use, and an additional 39 percent found it "somewhat easy" to use, indicating general overall agreement that the service is easily understood and accessible (Figure 47).

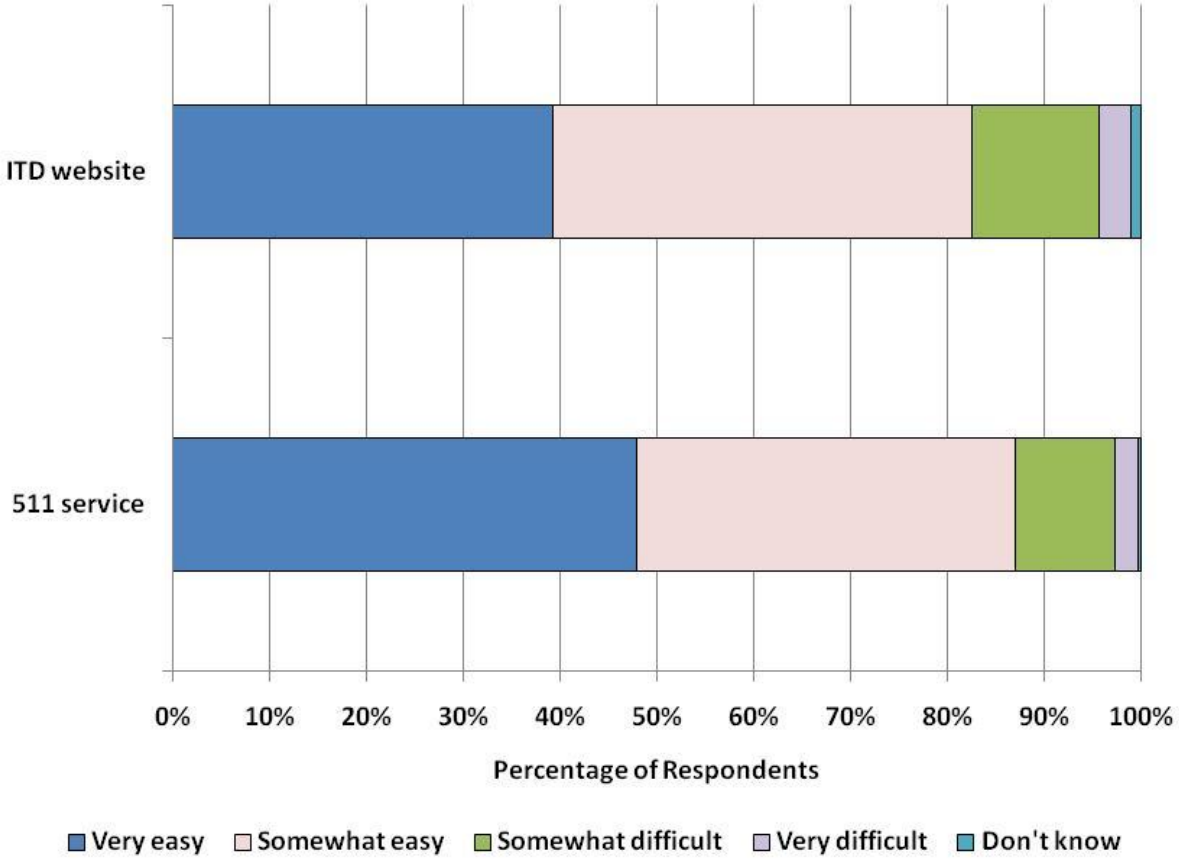

Figure 47: Ease of Finding Information on the ITD Website and Through the 511 Service

Satisfaction with 511 was similar for the Internet and telephone services: 86 percent of those that used the telephone service found it either "easy" or "very easy" to use and 91 percent of those that used the Internet service found it either "easy" or "very easy" to use (Figure 48).

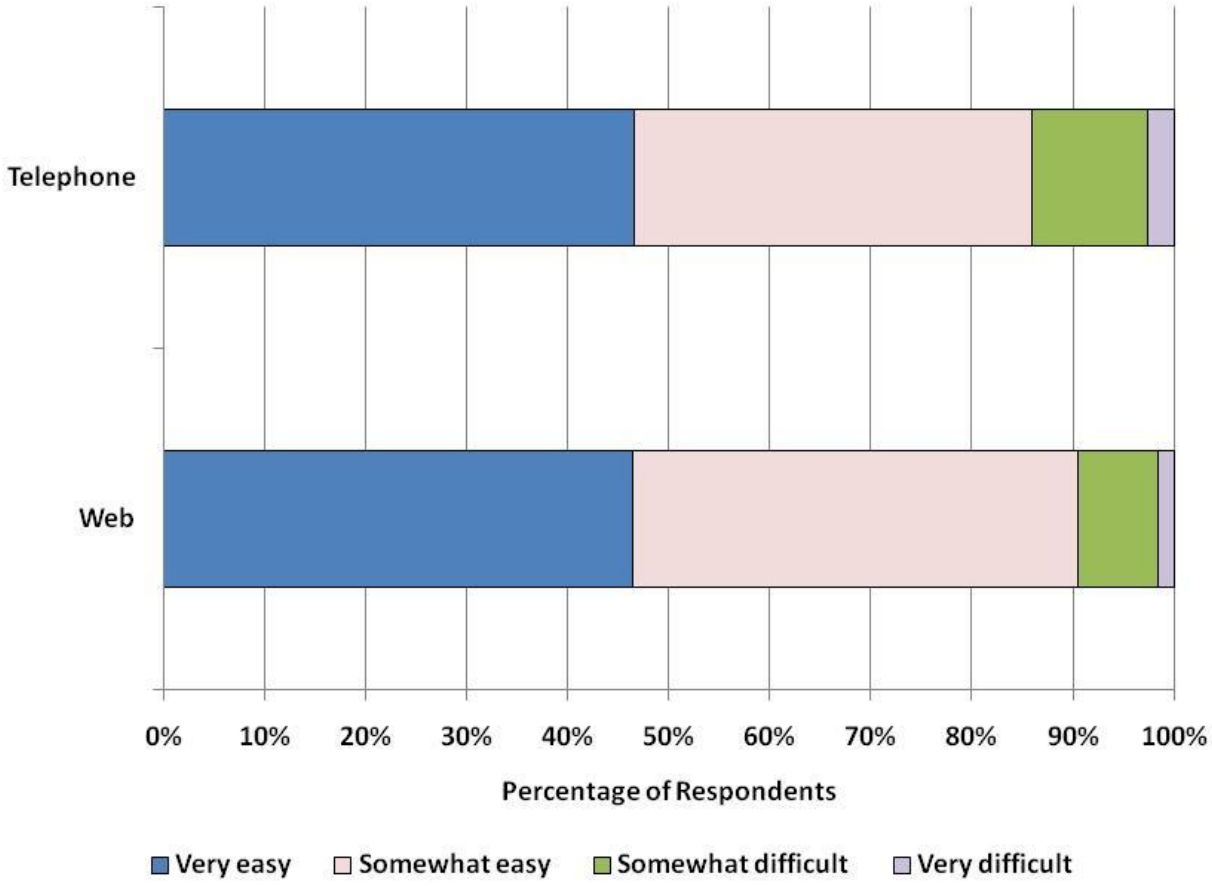

Figure 48: Ease of Use of the 511 Service by Mode of Contact (Telephone or Web)

Survey respondents were asked if they had altered their travel plans as a result of using the 511 services. Nearly three-quarters of respondents reported they had modified their travel plans as a result of information obtained from the 511 services (Figure 49). Forty-one percent of respondents had altered their departure time at least once, 33 percent had altered the chosen route at least once, and 35 percent had cancelled their trip outright at least once (respondents could select more than one option). In contrast, just 27 percent reported they had not changed their travel plans because of the 511 information.

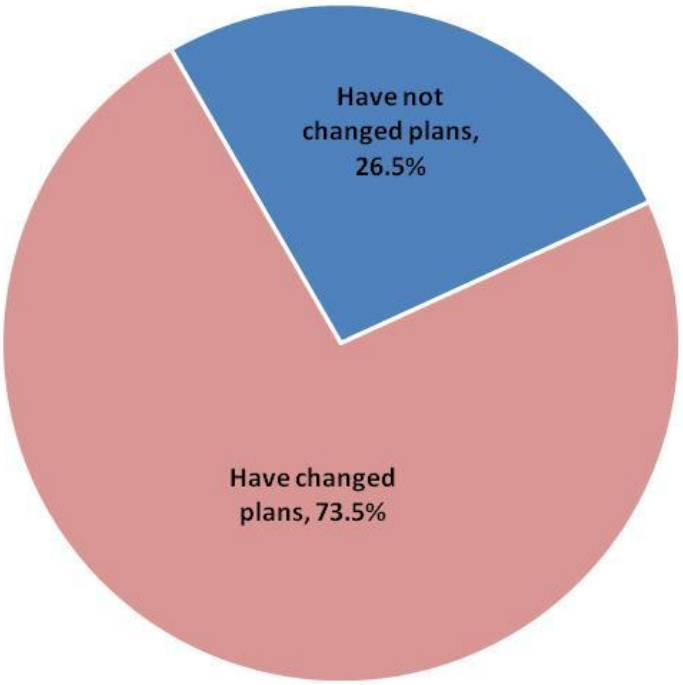

Figure 49: Travel Adjustments Made after Using 511 Services

Follow-Up Survey Results for Communication

In our follow-up efforts, we learned that many respondents were not aware of the availability of the 511 services. Almost 40 percent of respondent said they did not know about the 511 services prior to the survey. For those individuals that had not been aware of the 511 service prior to the survey, nearly two-thirds (64 percent) of stated they were "very likely" or "likely" to use the service in the next year now that they knew they were available (Figure 50). Sixty-two percent of respondents (n = 173) were aware of the 511 services prior to this survey, and 55 percent of them had used the 511 service in the past year.

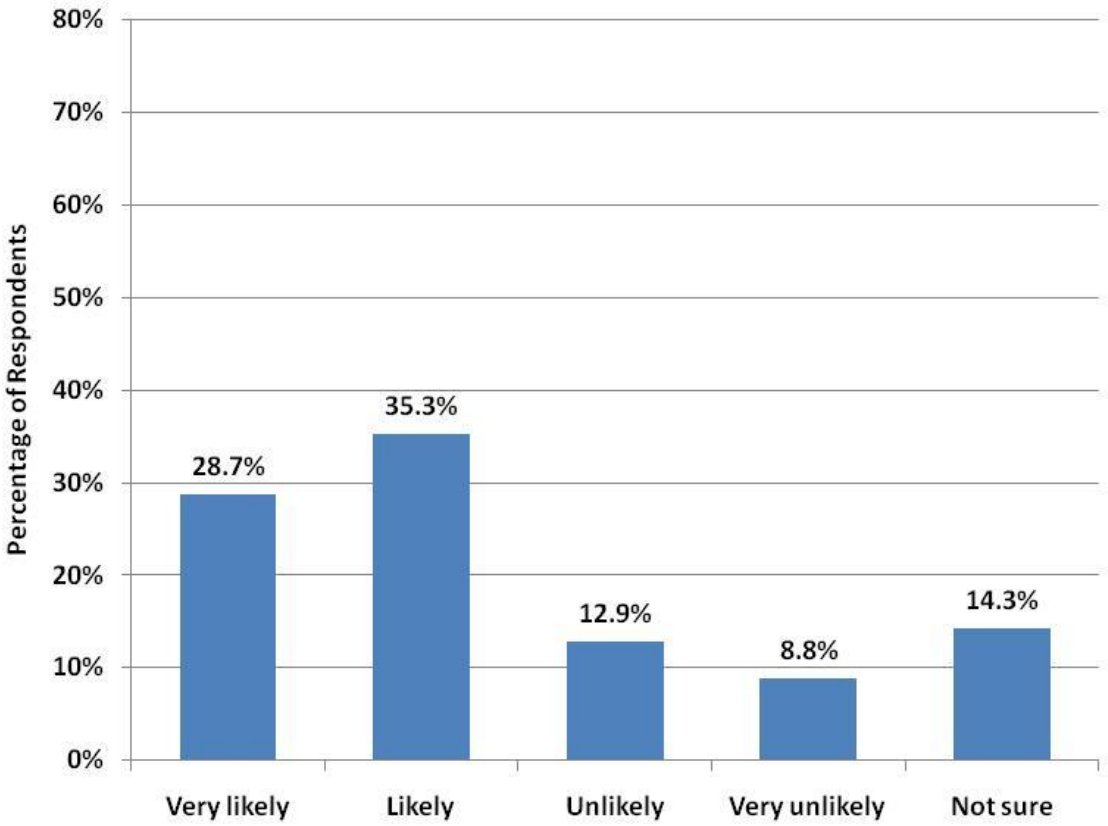

Figure 50: Probable Use of 511 Services in the Next Year

When asked to rank their preferred method of receiving 511 information from ITD, choosing from among six options (511 Telephone, 511 Website, mobile website, television or public access station, email updates, or social networking sites), the option with the highest rank overall was that of the 511 telephone service. The telephone service was highly ranked 27 percent more often than the 511 website, 42 percent more often than television, and 235 percent more often (over twice as frequently) than email alerts. The second most preferred method was the 511 website, which was preferred 11 percent more often than television, 84

percent more often than email alerts, and 257 percent more often (over two and a half times as much) as mobile websites). The third most popular choice was television, which was preferred 65 percent more often than email alerts and 230 percent more often than mobile websites. The fourth most popular choice was email alerts, followed by mobile websites and social networking sites, respectively. These differences are statistically significant.

Individuals who indicated they were aware of the 511 service but had not used it (n = 98) were asked why they had not made use of the service. The most common response, given by 39 percent of respondents, was they simply did not have a need for the service. Another 15 percent stated they either do not often travel, or do not travel in winter during inclement weather. Seven percent of respondents use another method, such as traditional media or short-wave radio. Five percent of respondents stated they use the Internet, but did not specify which website they used (Table 8).

Table 8: Reasons for Not Using the 511 Service

Response	Number	Percentage of Respondents
No need for the service	38	38.8%
I don't travel/travel by car/drive much/ drive in winter	15	15.3%
Use another method (e.g. newspaper, AAA, ham radio, television)	7	7.1%
I didn't know much about it	6	6.1%
Uses the Internet	5	5.1%
Forget to use it	4	4.1%
Just learned about it	2	2.0%
I travel regardless	2	2.0%
Didn't have cell phone reception/ was out of town when I needed it	2	2.0%
Just haven't	1	1.0%
No time	1	1.0%

As part of our follow-up effort, we asked respondents if they would provide their email address for notifications from ITD. Sixty-five their of respondents stated they would be willing to provide their email address to ITD so that ITD could send them notification of highway projects, public meetings, and/or road conditions (five percent stated they were unsure). Email notifications would provide another method of direct contact to Idaho residents.

District Results for Communication

With respect to communications received from ITD, residents in different districts differed in two aspects: the preferred mode of communication received from ITD and the use of the 511 service. Residents in Districts 1 and 2 were much less likely to prefer the television as their primary mode of communication and much more likely to prefer a newspaper. This difference may be driven in part by the fact that in the Panhandle region, most television broadcasts come from Spokane, WA, and so are less likely to contain information specific to Idaho (although weather information and pass conditions for the Idaho Panhandle are commonly mentioned on Spokane news broadcasts). Other forms of communication shared similar levels of preference among districts (Figure 51).

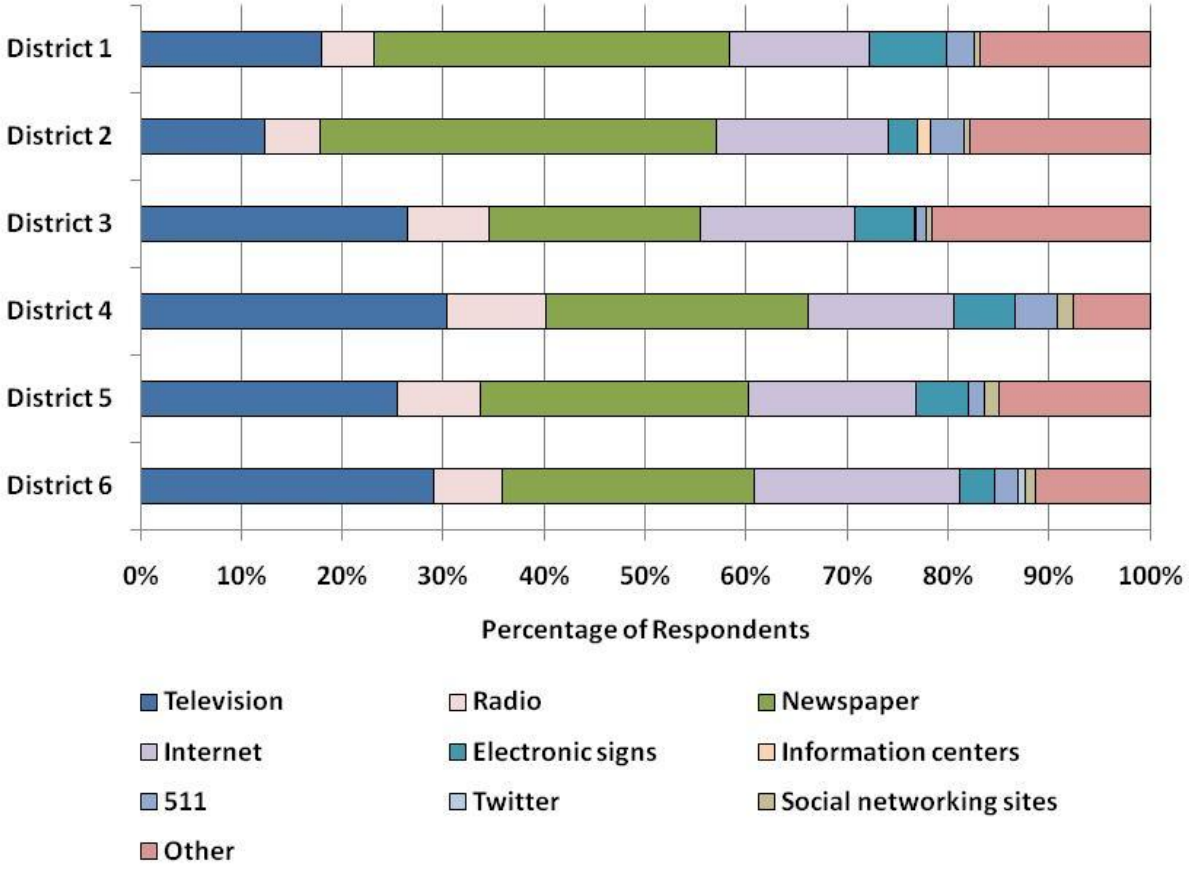

Figure 51: Preferred Mode of Communication by ITD District

Use of the 511 Travelers' Information Services varied significantly by district. Residents in Districts 5 and 6 were the most likely to use the service (42 percent and 41 percent, respectively). In District 4, 35 percent of residents report using 511 services, whereas in Districts 1, 2, and 3, the proportion was 21 percent, 28 percent, and 24 percent, respectively.

CHAPTER SEVEN

DIRECT CUSTOMER SERVICE

Overall Results for Direct Customer Service Provided by ITD

The final section of the survey asked about direct customer service related contacts with ITD, either at departmental headquarters in Boise or at any of the maintenance centers located within each of the districts. Only seven percent of respondents had contacted ITD directly in the past year. Those respondents were quite satisfied with overall customer service, as 39 percent awarded the overall grade of an "A" to ITD, and an additional 33 percent awarded a grade of a "B" (Figure 52).

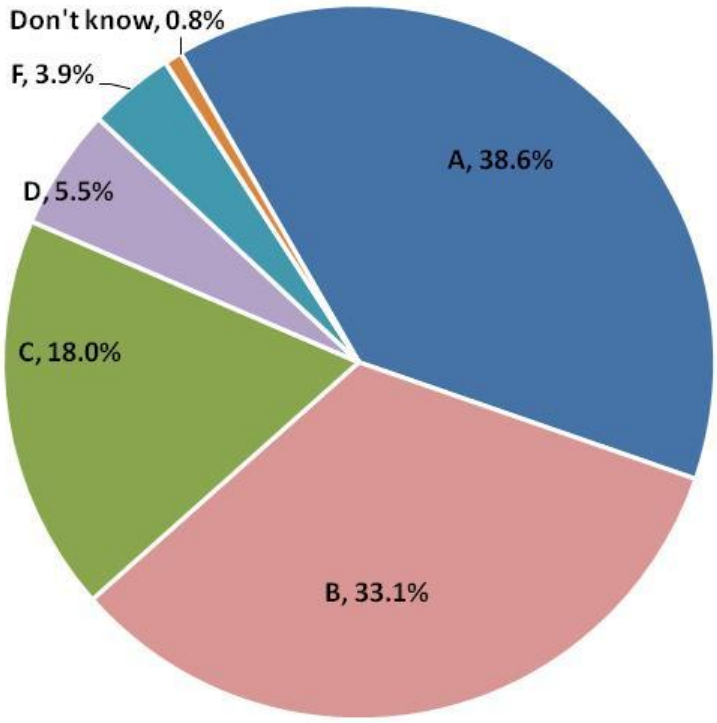

Figure 52: Overall Satisfaction with Customer Service Directly Provided by ITD

The most common reason for contacting ITD involved road maintenance or conditions (29 percent of contacts), followed by information about driver's license records (11 percent). Respondents also contacted the department with a variety of other questions such as questions about vehicle titling and registration, oversize or overweight vehicle permits, and construction projects, or for reasons related to their employment.

Most of those who contacted ITD for service (71 percent) did so by telephone. Another 13 percent came directly to an ITD office for services and 6 percent requested assistance via e-mail; the rest contacted ITD by fax, mail, or another mode.

Seventy percent of respondents stated the issue was resolved to their satisfaction. Respondents also reported a very high level of satisfaction with the service received from the ITD staff; 63 percent of respondents stated the ITD staff person or people that assisted them was “very courteous” (Figure 53), 56 percent of respondents stated that the ITD staff person was “very knowledgeable (Figure 54) and 41 percent of respondents stated the speed of service was “very fast” (Figure 55).

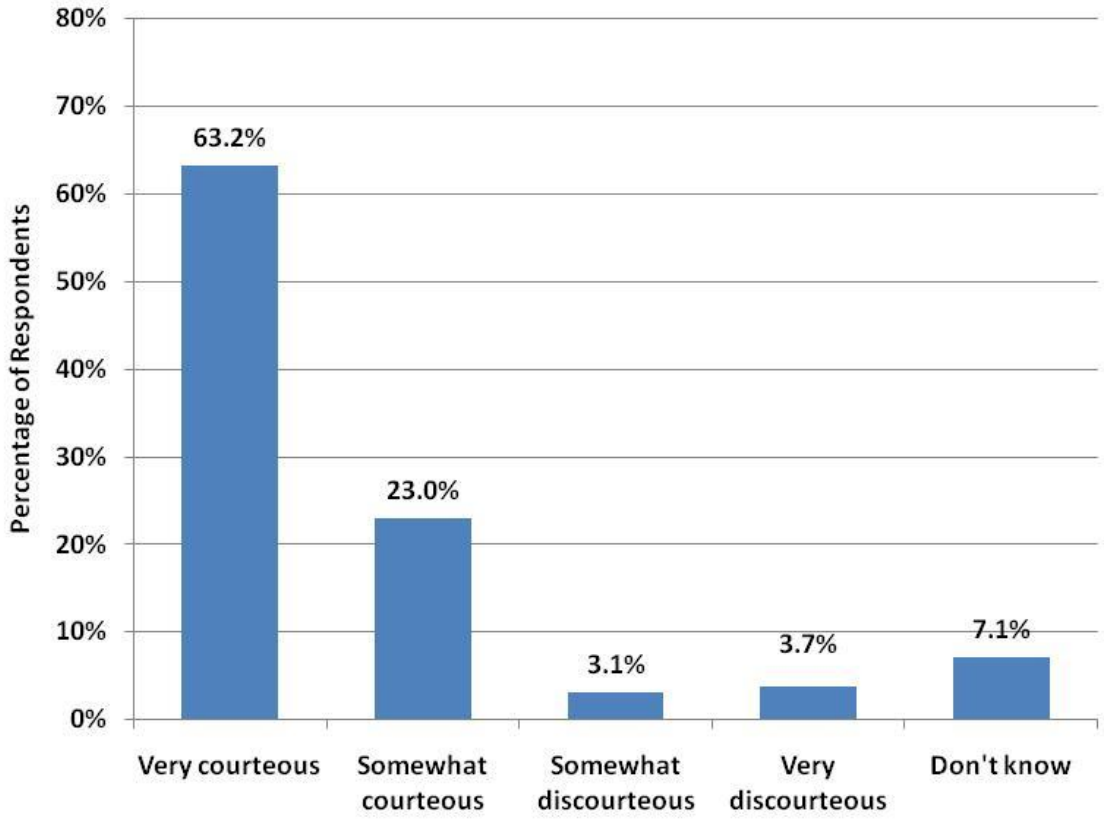

Figure 53: Courteousness of ITD Staff

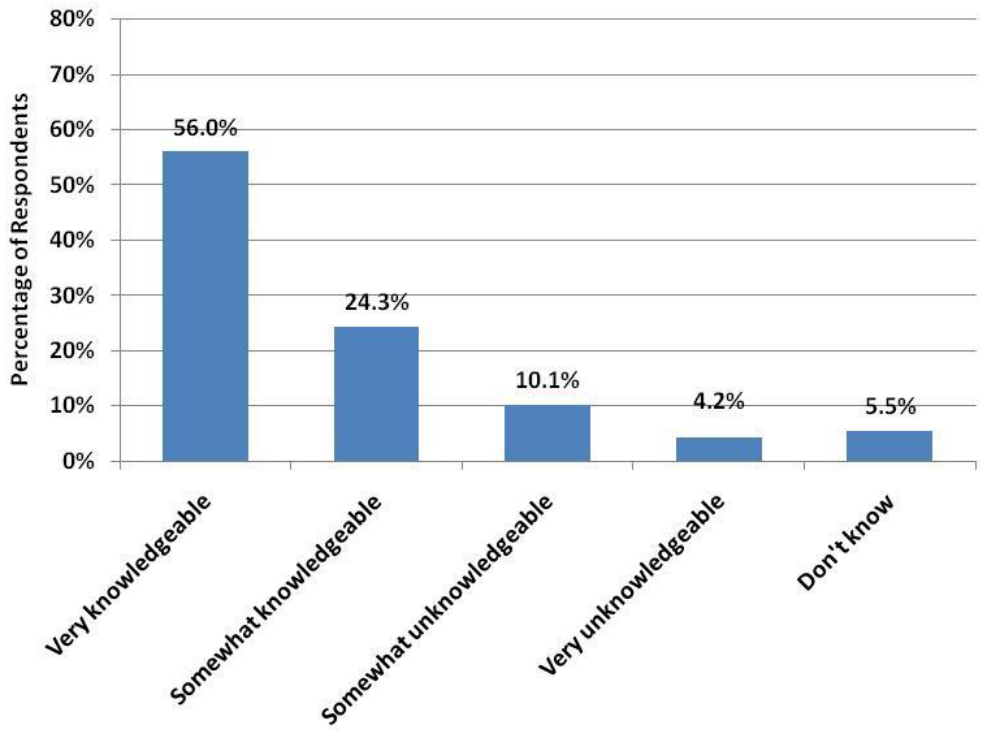

Figure 54: Knowledge of ITD Staff

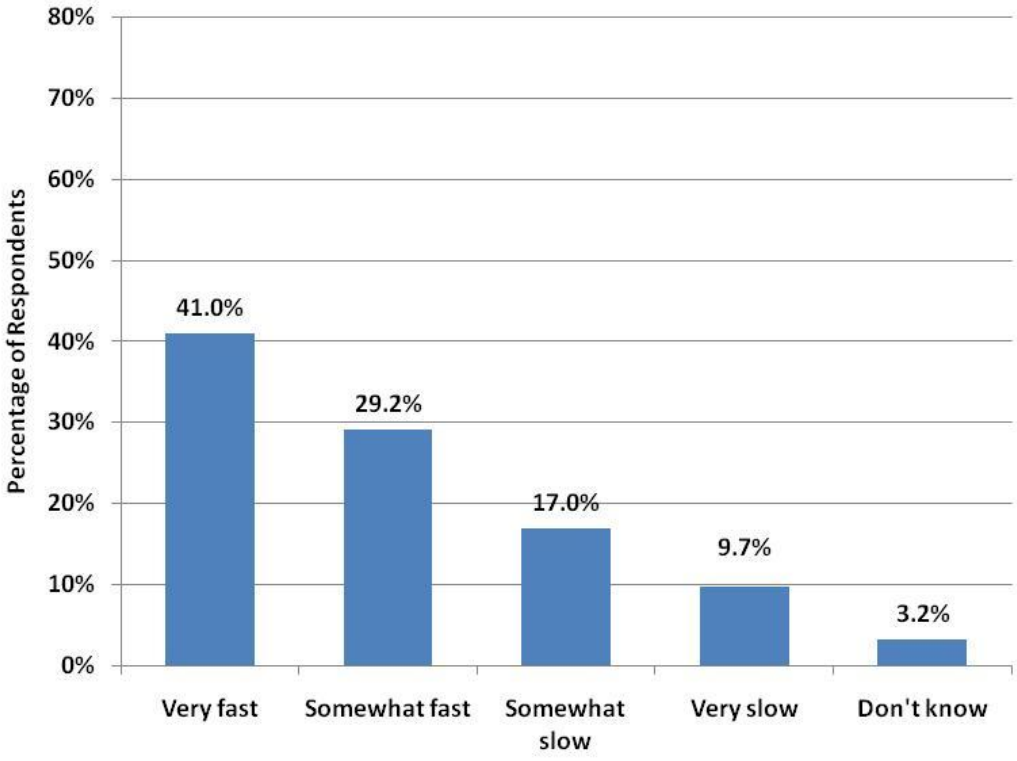

Figure 55: Speed of Service Received from ITD

Respondent Suggestions to Improve ITD Customer Service

The final question on the survey asked respondents if they had any suggestions on how ITD could improve its customer service. At this point in the survey, respondents have been thinking about the services that ITD provides for fifteen or more minutes, and thus a topic covered in the survey might impact their responses. Coding and results are shown in Table 9

Even though respondents had already completed the survey and provided feedback on several customer service-related items, 17 percent of respondents did not have any comments or suggestions when asked this question. An additional five percent of respondents stated they felt ITD was doing a good job and did not have any constructive criticism to offer.

For those respondents that did offer suggestions, the primary theme mentioned most often dealt with improving communication (25 percent of total responses). Two-thirds (66 percent) of responses within this theme mentioned transparency in communication, more frequent communication, and clearer communication from ITD. These results are reflected in the quantitative questions, as communication was an area where respondents received moderate ratings.

The second most common theme mentioned dealt with road maintenance (16 percent of responses). Within this theme, the most common response regarded general road maintenance (64 percent of responses within the theme). Again, these results echo earlier results in the open-ended question about well-maintained roads. In that question, the condition of road surfaces was frequently mentioned as a quality of a well-maintained road.

District results are presented in Appendix G. Results were very similar across districts, with the one major exception that residents in District 3 mentioned construction and projects more often than residents of other districts. Although not shown in the table, within the theme of construction and projects, the subtheme that District 3 residents cited the most was planning. District 3 has seen some of the most rapid population growth in recent years, and residents may feel that much of the development has not been well thought out, including development related to highway infrastructure.

Table 9: Content Analysis Themes for Customer Service Suggestions

Primary Theme	Secondary Theme	Description	Responses	Percentage of Section	Section Percentage of Total
Improve communication & notification	**Improve communication & notification**	More, timely, better, clear communication with public, transparency, more advertising, updates (start and finish day, winter road conditions)	346	66.0%	-
	Language	Communication in Spanish	1	0.0%	
	Less communication	Less communication (just focus on the roads)	1	0.0%	
	Via newspaper	All of these press categories are about road conditions, projects, construction, where money goes, etc, how to use services, detours; more and easier access to info of all types, make them more available to public info in newspapers	28	5.0%	
	Via TV	Information on TV, news	37	7.0%	
	Via internet	More information online, use email, website, no extra fee for doing transaction online	53	10.0%	
	Via radio	Information on Radio	19	4.0%	
	Via snail mail	Information by mail, newsletters, postcards, flyers	25	5.0%	
	Via poster	Information on flyers, posters	3	1.0%	
	Via phones	Phone calls to public, texting	4	1.0%	
	Via electronic boards	Put up electronic reader boards, billboards	6	1.0%	
	Road condition cameras	More, better placed cameras on roads, better Skycam pictures (see conditions)	5	1.0%	
		SECTION TOTAL	528	-	25.0%

Table 9 (cont): Content Analysis Themes for Customer Service Suggestions

Primary Theme	Secondary Theme	Description	Responses	Percentage of Section	Section Percentage of Total
Improve Road maintenance	**Equality**	North ID treated better than South ID, Need to pay more attention to South and rural, less rich roads	29	8.0%	
	Winter road closures	Close roads when they need to be closed (winter conditions bad)	1	0.0%	
	No salt	No salt- bad for environment, plowing suffices, makes it slick when wet, rusts cars)	5	1.0%	
	Maintain roads	Road quality (better maintenance, markings pave), timely repairs, prevent chipped windshields	221	64.0%	
	Build more, bigger wider roads	Build more, bigger , wider roads, more lanes	60	17.0%	-
	Litter clean-up	Litter & debris clean-up	5	1.0%	
	Rest stops	More bathrooms along highways, improve rest stops	4	1.0%	
	Streets off Highways	Improve off-street near highways	1	0.0%	
	On/Off Ramps	More/better on & off ramps	10	3.0%	
	Round Abouts	Roundabouts (efficient)	1	0.0%	
	Bridges improve	Bridges (improve)	8	2.0%	
	Add aesthetic value to roads	Aesthetic value to roads	1	0.0%	
		SECTION TOTAL	346	-	16.0%

Table 9 (cont): Content Analysis Themes for Customer Service Suggestions

Primary Theme	Secondary Theme	Description	Responses	Percentage of Section	Section Percentage of Total
Construction and Projects	**Faster projects**	Faster projects, long construction shifts in summer, do more work at night than day	54	30.0%	-
	Traffic flow in construction	Improve flow of traffic & safety in construction, shorter delays, timely projects, not in rush hour	28	15.0%	
	Professional input	Professional input (engineers, other experienced states, current technology, do studies)	9	5.0%	
	Efficient road work	Efficiency in road work projects, all hired people working, better use of $, less time on studies, one project at time, prop signs up then taken down, fast response to problems, GOOD work	54	30.0%	
	Local Contractors	Hire local contractors, not out of state contractors	1	1.0%	
	Union Contractors	Union contractors to do road work (non-union workers don't know how)	1	1.0%	
	Planning	Long-term strategic plans (prioritize projects, plan for pop growth, prevention)	31	17.0%	
	Private Property	Careful/Notify working on private property, work more closely with developers	3	2.0%	
	Less Paving	Don't pave Paradise (don't build more highways in Northern ID)	1	1.0%	
		SECTION TOTAL	182	-	9.0%

Table 9 (cont): Content Analysis Themes for Customer Service Suggestions

Primary Theme	Secondary Theme	Description	Responses	Percentage of Section	Section Percentage of Total
Improve public/ alternative transportation	**Improve public transit**	More, better public transportation (always, weekends, nights)	104	67.0%	-
	Future with less cars	Prepare for less reliance on autos in the future	1	1.0%	
	Covered bus station	Covered bus stations	1	1.0%	
	Promotion	Promote public transportation (ITD, employers, awareness of routes)	10	6.0%	
	Rail	Provide/improve rail service (trains, hightail, trolleys)	33	21.0%	
	Carpooling	Carpooling	2	1.0%	
	Air travel	Airports (more, better), access to air travel	4	3.0%	
		SECTION TOTAL	155	-	7.0%
Respond to needs	**Public input**	Ask for public input & involvement, use info received (projects, ideas, concerns, monetary spending, budget, etc)	111	85.0%	-
	Accountability	Accountability	3	2.0%	
	More surveys	Surveys are good	8	6.0%	
	Less surveys	This survey is ridiculous	1	1.0%	
	Handle complaints	Handle complaints and requests seriously & timely	7	5.0%	
		SECTION TOTAL	130	-	6.0%

Table 9 (cont): Content Analysis Themes for Customer Service Suggestions

Primary Theme	Secondary Theme	Description	Responses	Percentage of Section	Section Percentage of Total
Improve ITD Staffing & Functioning	**DMV Personnel**	More personnel at DMV, faster service, wait in line less, more offices, longer hours, with more services	27	32.0%	-
	ITD Staff	More, better, hardworking ITD staff	16	19.0%	
	Inter-Dept Communication	Improve communication within ITD departments	1	1.0%	
	Humans Answer Phones	Real people answer ITD phones	8	10.0%	
	ITD Staff	Higher quality, knowledgeable, friendlier, polite ITD staff, provide all necessary info (licensing, phone operators, weight station officers)	21	25.0%	
	Higher wages	Increase ITD employee wages	2	2.0%	
	No politics	Take politics out of building highways	7	8.0%	
	Fines scaled to income	Fines scaled to income	1	1.0%	
	No tolling on existing roads	No tolling on existing roads	1	1.0%	
		SECTION TOTAL	84	-	4.0%

Table 9 (cont): Content Analysis Themes for Customer Service Suggestions

Primary Theme	Secondary Theme	Description	Responses	Percentage of Section	Section Percentage of Total
Improve Safety	**More patrolling**	More State Patrol (for drunk driving, speed & load limits and no seat belts)	15	29.0%	-
	Higher speed limit	Higher speed limit	1	2.0%	
	Safety concerns mentioned in Q3	Improve safety (turn lanes, guard rails, speed limits, slow drivers keep right signs, winter, look at work, less curvy roads, guard rails, less accidents)	29	56.0%	
	RR Crossings	Well-marked, better RR crossings	2	4.0%	
	School Zones	More flashing lights in school zones	1	2.0%	
	Hwy phones	Telephones along the highways	1	2.0%	
	Secure loads	Add to safety: Trucks need covers, secure loads	2	4.0%	
	Limit night street parking	People don't park in streets after 8-9pm	1	2.0%	
		SECTION TOTAL	52	-	2.0%
Improve bike access	**Bike access**	Bike(motor) lanes, paths, trails (better, visible, more, signs)	39	87.0%	-
	Bike Safety	No curbs to separate bike and car lanes (dangerous)	1	2.0%	
	Biker education	More education for cyclists (they make road dangerous for cars), ticket cyclists, patrol bikes so follow rules	5	11.0%	
		SECTION TOTAL	45	-	2.0%

Table 9 (cont): Content Analysis Themes for Customer Service Suggestions

Primary Theme	Secondary Theme	Description	Responses	Percentage of Section	Section Percentage of Total
ITD Budget	More money spent on roads	More money spent on roads	20	49.0%	-
	More State Money	State provides higher operating budget	1	2.0%	
	Accept Budget Cuts	Accept budget cuts	1	2.0%	
	More funding	Get more funding, money from legislature, hire good lobbyist	15	37.0%	
	Less money to counties	Give less money to counties	1	2.0%	
	Gas tax	Gas tax for roads	3	7.0%	
		SECTION TOTAL	41	-	2.0%
Improve contact of ITD	How to contact	Info on how to contact ITD, who to contact(through all these sources)	13	33.0%	-
	Access for all	service access more user friendly (for elderly, disables and those who do not use the internet)	6	15.0%	
	Phone book listing	ITD info #s in phone book	1	3.0%	
	511	511 info updated, improved, faster service	19	48.0%	
	New toll free #	Make a toll-free number for people to call	1	3.0%	
		SECTION TOTAL	40	-	2.0%

Table 9 (cont): Content Analysis Themes for Customer Service Suggestions

Primary Theme	Secondary Theme	Description	Responses	Percentage of Section	Section Percentage of Total
Traffic & congestion control	**Traffic & congestion control**	Less congestion & deal with congestions, traffic density (ex. Rush hour), better flow	28	88.0%	
	Fewer trucks	Fewer trucks	1	3.0%	-
	Add a stop light	Add a stop light	2	6.0%	
	Synchronize lights at night	Synchronize lights at night	1	3.0%	
		SECTION TOTAL	32	-	2.0%
Improve ITD logistics	**DMV parking**	More parking at DMV	1	7.0%	
	Handicapped access	Ramps for Handicapped at ITD offices	1	7.0%	
	DMV Equipment Update	New eye testing machines at DMV	1	7.0%	
	License Requirements	Change testing for elderly to get a license- not only eye sight, but reaction time as well	1	7.0%	
	Lower fees	Less fees for single vehicle transactions	1	7.0%	
	Auto Registration on Requirement	Remove requirement to have DL# to register vehicle	1	7.0%	-
	DMV Process Update	Accept credit cards at DMV	1	7.0%	
	DMV Process Update	Better services for out of state citizens	1	7.0%	
	DMV Process Update	Need to review policies (international DL, out of state trailer fees, change directors less)	5	36.0%	
	DMV Process Update	License bicycles	1	7.0%	
		SECTION TOTAL	14	-	1.0%

Table 9 (cont): Content Analysis Themes for Customer Service Suggestions

Primary Theme	Secondary Theme	Description	Responses	Percentage of Section	Section Percentage of Total
Improve Pedestrian Access	-	Pedestrian access/friendly, sidewalks, handicapped access	10	-	0.0%
No public Transportation	-	We don't need public transportation (not enough people for that)	1	-	0.0%
No changes, they do a good job	-	No changes, they do a good job	104	-	5.0%
Don't know/No response	-	Don't know/no response	368	-	17.0%

CHAPTER EIGHT

CONCLUSIONS AND RECOMMENDATIONS

Overview of Primary Recommendations

This study, of a large, representative sample of Idaho residents, provides a wealth of valuable information for ITD in its management efforts. The most important finding is that generally speaking, residents of Idaho have a moderately high level of satisfaction with the services provided by ITD.

Although the results were generally positive, this study does reveal some areas in need of improvement. The two areas where ITD received the lowest proportion of grades "A" and "B" were alternative transportation (35 percent of responses were grades "A" or "B") and public involvement in planning decision-making (41 percent of responses were grades "A" or "B"). In addition, ratings in the communications area were moderate (60 percent of responses were grades "A" or "B"). Thus, we will first discuss our recommendations in more detail regarding these areas.

Alternative Transportation

In the area of alternative transportation, we acknowledge that ITD is somewhat limited in its capabilities, because (as mentioned earlier in the report), the department does not *directly* provide these services to municipalities or regions. We also note that use of alternative transportation tends to be low nationwide, and that simply adding alternative transportation options does not necessarily mean that residents will use them. However, residents of Idaho do seem to have some level of dissatisfaction with the current state of alternative transportation. Therefore, we recommend that ITD continue recent efforts to develop a vision for public transportation and to work with regional groups to expand alternative transportation. Some of these projects could be relatively simple, such as improving sidewalks and crosswalks in cities and towns or building pedestrian bridges over busy roads. In an era of volatile oil prices, economic turmoil, and (for Idaho) rapid population growth and changing demographics, communities should give some thought to what their transportation needs might be twenty years from now, and ITD continue recent efforts to take a leadership role in this long-term alternative transportation planning.

Public Involvement and Communications

Secondly, in the areas of public involvement and communication, Idaho residents indicated in these surveys they feel ITD could do a better job of obtaining public input, involving the public in the planning and decision-making processes, and considering public input when establishing

priorities. The question is how could ITD more effectively communicate with and involve the public?

With regard to communications, the department should continue its efforts to provide information through the "traditional" media. Respondents indicated that they obtain—and often prefer to obtain—information by television, radio, and newspapers. ITD should also continue working to improve its website, as the Internet was identified by respondents as another preferred method of communication. The department should build on its efforts to improve the website, such as moving the most often sought after information (e.g. road conditions, online DMV services) to prominent locations on the main home page, and tracking usage and searches to assess consumer needs. Finally, ITD should continue its recent efforts to use social media and other emerging technologies (e.g. use of smart phones, RSS feeds) for communication and public involvement. The department should monitor use of these technologies and developments in this area over time in order to adapt to changes in the way customers receive information from agencies and organizations.[3(2)]

ITD should continue its efforts to publicize and market the availability of 511 Travelers' Services and look for new ways to increase awareness of these services. While 511 services generally received high marks, 36 percent of those responding to our follow-up survey indicated they were not aware of the services before taking the survey. Thus, improving awareness of the services should result in increased use.

Given than 65 percent of respondents stated they would be willing to provide their email address to receive notifications to residents about projects or road conditions in their area, ITD should consider making this option available as an "opt-in" system. Because respondents indicated they would like to be able to pick and choose (as well as terminate) which notifications they would like to receive, ITD could perhaps have several email databases, where respondents could opt-in to receiving information about a specific road (e.g. I-84), construction projects in a specific region (e.g. District 3), or notifications about public meetings or opportunities for public comment in their area.

In the follow-up survey residents indicated they often felt too busy to attend "another meeting," so perhaps more opportunities to submit concerns, comments, or suggestions in other ways should be made available. These methods could include return postcards, or to be able to submit comments to a website. We would like to point out, that while respondents tended to like the idea of submitting comments to a website, they still need to know the opportunity exists for a specific project. People may not simply browse the ITD website on a

[3] **Stuart, D.** "Social Media Metrics." *Online*. 33:22-24. November-December 2009.

regular basis unless they are looking for a specific piece of information, so ITD should consider options available to make residents more aware of a comment opportunities. As suggested above, a topic-specific email distribution list may serve this purpose, possibly when used in conjunction with an alternate form of communication for those who choose not to receive email notifications. Survey respondents indicated preference for direct mail/return reply cards, telephone surveys, and the Internet to solicit input.

Other Recommendations

Key recommendations for other areas of service include:

- Respondents indicated lower satisfaction with the smoothness of Idaho's highways than some other areas of highway maintenance. Respondents listed a good road surface as a primary feature of a well-maintained road, so ITD might continue to focus on maintaining surfaces. In addition, highway striping was mentioned as a possible area for improvement.
- ITD could do more to market the availability of its online DMV services and continue to encourage more counties to offer the service. Over half of the respondents to the follow-up survey indicated they did not know about the availability of these services prior to the survey, and many of those indicated a willingness to use the service in the future. These survey results should be shared with counties that do not currently participate in the online DMV services to encourage them to do so.
- This study should serve as a baseline for future customer satisfaction studies, so that progress can be tracked in all the topics covered by this study, as the needs of Idaho residents may change over time. Future surveys should be conducted to assess changes in consumer satisfaction with the services provided by ITD and county DMV offices. The department should consider conducting similar surveys every one to two years to monitor changes in customer satisfaction over time.

Acknowledgments

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APPENDIX A

METHODOLOGY

The initial telephone survey used two sample frames which are representative of Idaho residents: a random sample of household landlines (n = 3,125), and a random digit dial sample of wireless phone numbers with an Idaho (208) area code (n = 4,000). Both samples were drawn proportionate to population densities in the state. A stratified random sample of 500 respondents to the initial survey who indicated they would be willing to participate in a follow-up study was drawn using the Surveyselect procedure in SAS.[(1)] The sample was stratified on the basis of county of residence. In order to ensure that we heard from enough respondents in counties other than Ada, we selected 100 respondents at random who had agreed to participate in the follow-up study from Ada, and 400 respondents at random from all other counties in Idaho. The follow-up survey included a mix of wireless numbers and landline numbers in proportion to their representation among those willing to be re-contacted. The main survey took 18 minutes on average to complete, and the follow-up survey took approximately 10 minutes to complete. The study was approved for human subjects research by the University of Idaho Internal Review Board, protocol number 08-335. All interviewers completed an online National Institutes of Health training course in human subjects research in addition to training in survey data collection procedures and telephone etiquette.

To increase the telephone survey response rate, a pre-calling postcard was sent to all landline respondents the week prior to the telephone calls (found in Appendices I and J). Calls began 28 July 2009 and continued until 23 September 2009. Each number in the sample was called at least eight times in attempt to complete an interview. Thirty-six interviews were completed in Spanish. Calls for the follow-up study began on 26 October 2009 and continued until 4 November 2009. Data were collected on SPSS Data Builder[(2)] and compiled on SPSS Version 17.[(3)] The initial survey resulted in 1,609 completed interviews with a final response rate of 34.6 percent, (43.4 percent in the landline sample and 23.7 percent in the mobile sample). The follow-up survey yielded 284 completed interviews with a final response rate of 57.6 percent.[(4)]

Estimation Using Dual Frame Methodology

Because of the dual-frame methodology, respondents in the two frames had different probabilities of inclusion in the sample. The number of occupied households in Idaho is 545,171 using the most recent data available.[5] Of those households, 95.5 percent are estimated to have a telephone of some sort (including wireless).[6] Thus, 520,638 households are expected to have some kind of telephone services. The most recent state level estimate of *wireless only* households in Idaho is 22.1 percent of all households (120,483).[7] Thus 77.9 percent (424,688) of Idaho households have either a) no phone at all, or b) at least one landline (with or without a mobile phone). Since 4.5 percent (24,533) of households have no phone, then the number of households with at least one landline is 400,156, or 73.4 percent of Idaho households.

The probability of having both a landline phone and a mobile phone can be estimated by multiplying the probability of having a landline phone by the probability of having a mobile phone given that you have a landline phone. Using data this study and a larger survey conducted by SSRU earlier this year, the probability of having a mobile phone given that the household was contacted on a landline is 86.9 percent. Thus, the probability of having a mobile phone and a landline phone is 63.8 percent (86.9 percent multiplied by 73.4 percent). Multiplying by the number of occupied households in Idaho yields 348,075 households. The number of households with only a landline is 52,080, calculated as the number of total households in Idaho minus those that are wireless only, have no phone, or have both a wireless and landline phone). The base weight is calculated from the inverse probability of selection given the sample size and population size.[8]

Demographic Characteristic of Respondents

This study used a proportionately representative, statewide sample of Idaho residents (county representation can be found in Appendix K). The majority of the respondents (45.6 percent) lived in Highway District 3, with the remainder of the respondents nearly equally divided among the other five districts (shown in Table 1). This representation was in proportion to population numbers in the various districts, as discussed in the methodology. The respondents were nearly equally divided between men (49.7 percent) and women (50.3 percent). Nearly all the respondents (95.7 percent) had a current Idaho driver's license.

Table 1. Representation by highway district

Highway District	Number of Respondents	Percentage of Respondents
District 1	194	12.1%
District 2	135	8.4%
District 3	734	45.6%
District 4	178	11.1%
District 5	175	10.9%
District 6	193	12.0%
TOTAL	1609	100.0%

In the follow-up survey, 85 percent of the respondents indicated that they have access to a computer at home, and 83 percent of those individuals indicated they have high-speed internet on their home computer. Thus, approximately 70 percent of respondents have high-speed internet access at home, or just over two-thirds, indicating a fairly high level of penetration of high-speed internet in Idaho.

Data Analysis

Weighted frequencies, percents, standard errors, and Chi-square analyses were calculated using the SAS statistical software package. The margin of sampling error varies slightly by the number of respondents for an individual question, but is at or below 2.6 percent for questions asked of all respondents at the statewide level.

Chi-square analyses (cross-tabulations) were used in this report to assess if a relationship exists between two categorical variables, for example, between the highway district in which a respondent lives and satisfaction with DMV services. If no relationship between the two variables exists (the null hypothesis), all respondents, regardless of district of residence, will have the same level of satisfaction. If a relationship between the two variables does exist (the alternative hypothesis), then residents of one district will have different levels of satisfaction than members of one or more other districts. A probability score (*p*-value) is then used to assess the probability that those observed frequencies could occur by chance if the null hypothesis (no association) was true. In this report, when a difference is cited as statistically significant, the *p*-value is less than 0.05 (five percent) and is used to indicate that it is unlikely that the frequencies observed would have occurred by chance. In this example, a *p*-value less than 0.05 would indicate that level of satisfaction varies by district of residence. In some cases, due to a low number of observations in some rows or columns (for example, because very few people in one district “strongly disagreed” with a statement), we used a Monte Carlo approximation the Fisher’s exact test. These *p*-values are interpreted exactly the same way as

those obtained from a Chi-square statistic, but are suitable for tables with low counts in some cells. The user should be aware that statistical significance does not necessarily imply practical significance. Statistical significance is in part a function of sample size. Some frequency tables may be significant by virtue of the large sample size in this study but the practical effect may be small or the pattern may defy interpretation.

Content analysis of primary and subthemes was conducted on the two open-ended survey questions in the initial Customer Satisfaction survey. Content analysis of primary themes was conducted on open-ended questions in the follow-up survey, and in "other" responses to both surveys. In the content analysis, the total number of responses (which may be higher than the total number of respondents, if respondents mentioned two or more items in their response) was summed and items were coded into a primary theme (which was subdivided into secondary themes for the two main open-ended questions), and the total number of responses for each primary (and subtheme) were then summed. Themes are listed in order of their frequency (number of times they were mentioned) and percentages of the total number of responses are calculated for primary themes. Percentages within a primary theme are calculated for secondary themes.

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APPENDIX B

FINAL SURVEY INSTRUMENT

Introduction to Customer Satisfaction Survey:
Cell Phone Numbers

[Note: Instructions for interviewers which are not read are in italics]

[Intro] Hello, my name is _____ and I am calling from the Social Science Research Unit at the University of Idaho. We are conducting a study for the Idaho Transportation Department about customer satisfaction with the department. If you are currently driving a car or doing any activity that requires your full attention, I need to call you back at a later time.

[1A] Yes → *Go to 2*
[1B] No → *Go to 3*

[2] Whom should we ask for when we call back? _____ Thank you *(End Call)*

[3] Are you at least 18 years old?

[3A] Yes→ *Go to 8*
[3B] No → *Go to 4*

[4] Does an adult, 18 years or older, ever use this phone?

[4A] Yes → *Go to 6*
[4B] No → *Go to 5*

[5] Thank you for your time. *(End Call)*

[6] Can we speak to that adult now?

[6A] Yes → *Wait for adult, Go to Intro & repeat sequence*
[6B] No → *Go to 7*

[7] Thank you, what is a good time to call that adult and whom should we ask for? *(Get information and end call)*

[8] This is a statewide survey which has been approved by the Internal Review Board at the University of Idaho. Some of the numbers we are calling are for cell phones. Some people have concerns about the privacy of conversations on cell phones or have a limited number of minutes on their cell phone plans. If you prefer, I would be happy to call you back on a landline phone or conduct this interview at a time that is more convenient for you.

[8A] Provides new number or time → *Record number and/or appointment time, end call*

[8B] Agrees to continue → *Go to 9*

[9] Is this cell phone used for personal use, business use, or both?

[9A] Personal → *Go to 11*
[9B] Business → *Go to 10*
[9C] Both → *Go to 11*

[10] We would only like to speak to individuals on their personal lines. Thank you for your time. *(End Call)*

[11] This interview takes about 15 minutes on average. The survey includes questions about your satisfaction with highways in Idaho and the Idaho Transportation Department. This interview is voluntary and if we come to any question you would prefer not to answer, just let me know and I'll skip over it. I'd like to assure you that your responses will be kept strictly confidential. Do you have any questions?

[11A] Yes → *Go to FAQ sheet*
[11B] No → *Go to 14*

[12] Do you have a landline telephone at home?

[12A] Yes
[12B] No
[12C] (Refused)

[13] Including yourself, how many adults (18 years of age or older) currently live in your household? _____ (99 = refused)

[14] Including this cell phone number, how many cell phone numbers are used by individuals in your household, whether for personal or business use? _____ (99 = Refused)

Continue w/ main survey questions

Introduction to Customer Satisfaction Survey:

Household Landline Numbers

[Note: Instructions for interviewers which are not read are in italics]

[Intro] Hello, my name is _____ and I am calling from the Social Science Research Unit at the University of Idaho. We are conducting a study for the Idaho Transportation Department about customer satisfaction. I need to speak to an adult in the household that is at least 18 years of age or older who has had the most recent birthday. Would that happen to be you?

[1A] Yes → *Go to 3*
[1B] No → *Go to 2*

[2] Could we please speak to the adult that has had the most recent birthday? *Wait for adult, then continue.*

[3] This is a statewide survey which has been approved by the Internal Review Board at the University of Idaho. We sent a post card last week about the study and to let you know that we would be calling. Did you receive the postcard?

[3A] Yes → Go to 5
[3B] No → Go to 4

[4] The postcard contained information about the study and that we would be calling. Would you like me to read it to you or send you another one? *(Read postcard or confirm address to send another. If Ok to continue, go to 5)*

[5] This interview takes about 15 minutes on average. The survey includes questions about your satisfaction with highways in Idaho and the Idaho Transportation Department. This interview is voluntary and if we come to any question you would prefer not to answer, just let me know and I'll skip over it. I'd like to assure you that your responses will be kept strictly confidential. Do you have any questions?

[5A] Yes → *Go to FAQ sheet*
[5B] No → *Go to Q6*

[6] Including yourself, how many adults (18 years of age or older) currently live in your household? _____ (99 = refused)

[7] How many cell phone numbers are used by individuals in your household, whether for personal or business use? _____ (99 = refused)

Continue w/ main survey questions

Demographics

1. Do you have an Idaho driver's license?

   ____ Yes
   ____ No

2. In what year were you born? _____

3. In what Idaho county do you live? _____

The Idaho Transportation Department maintains the Interstate, State, and U.S. Highways. Examples of these highways in your area include……..

4. Before we ask specific questions regarding maintenance of these roads, please describe what you would consider to be a "well maintained" road. _____

For each of the following items, please indicate how satisfied you are with the Idaho Transportation Department's maintenance of Interstate, State, and U.S. Highways. Please do not consider county or city roads in your response.

Maintenance and Highway Quality

5. How satisfied are you with the smoothness of Idaho's highways and roads? Would you say you are…

   ___ Very satisfied
   ___ Somewhat satisfied
   ___ Neither satisfied nor dissatisfied
   ___ Somewhat dissatisfied
   ___ Very dissatisfied
   ___ (*Don't know—don't read*)
   ___ (*Refused—don't read*)

6. How satisfied are you with removal of debris such as rocks and tire fragments from driving lanes? Would you say you are…

___ Very satisfied
___ Somewhat satisfied
___ Neither satisfied nor dissatisfied
___ Somewhat dissatisfied
___ Very dissatisfied
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

7. How satisfied are you with removal of litter from the roadside? Would you say you are…

___ Very satisfied
___ Somewhat satisfied
___ Neither satisfied nor dissatisfied
___ Somewhat dissatisfied
___ Very dissatisfied
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

8. How satisfied are you with snow and ice removal? Would you say you are…

___ Very satisfied
___ Somewhat satisfied
___ Neither satisfied nor dissatisfied
___ Somewhat dissatisfied
___ Very dissatisfied
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

9. How satisfied are you with sign maintenance? Would you say you are…

___ Very satisfied
___ Somewhat satisfied
___ Neither satisfied nor dissatisfied
___ Somewhat dissatisfied
___ Very dissatisfied
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

10. How satisfied are you with visibility of the highway striping? Would you say you are…

___ Very satisfied
___ Somewhat satisfied
___ Neither satisfied nor dissatisfied
___ Somewhat dissatisfied
___ Very dissatisfied
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

11. How satisfied are you with the frequency or number of rest areas? Would you say you are…

___ Very satisfied
___ Somewhat satisfied
___ Neither satisfied nor dissatisfied
___ Somewhat dissatisfied
___ Very dissatisfied
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

12. How satisfied are you with the cleanliness of rest areas? Would you say you are…

___ Very satisfied
___ Somewhat satisfied
___ Neither satisfied nor dissatisfied
___ Somewhat dissatisfied
___ Very dissatisfied
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

13. How satisfied are you with overall flow of traffic on highways? Would you say you are…

___ Very satisfied
___ Somewhat satisfied
___ Neither satisfied nor dissatisfied
___ Somewhat dissatisfied
___ Very dissatisfied
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

14. How satisfied are you with overall safety of the state highway system? Would you say you are…

___ Very satisfied
___ Somewhat satisfied
___ Neither satisfied nor dissatisfied
___ Somewhat dissatisfied
___ Very dissatisfied
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

15. Overall, what grade would you give to the Idaho Transportation Department's maintenance of Idaho's highway system?

___ A
___ B
___ C
___ D
___ F
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

The next set of questions focuses on Idaho Transportation Department's highway construction activities.

16. On average, do you feel delays in Idaho Transportation Department work zones are …

___ Very short
___ Moderate
___ Very long
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

17. Do you feel construction related detours are…

___ Very well marked and easy to follow
___ Somewhat well marked and somewhat easy to follow
___ Not well marked and difficult to follow
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

Now I'd like to ask for your opinion regarding several recent construction projects in your area.

18. Earlier you told me you live in __[fills in from previous data]_ county → skips to correct highway district

The construction projects I am going to be discussing are…

If District 1:
If District 2:
If District 3:
If District 4:
If District 5:
If District 6:

19. Are you familiar with any of these projects?

___ Yes → *Go to Q20*
___ No → *Go to Q26*
___ (*Don't know—don't read)* → *Go to Q26*
___ *(Refused—don't read)* → *Go to Q26*

20. On average, do you feel the projects were completed...

___ Very rapidly
___ Somewhat rapidly
___ Somewhat slowly
___ Very slowly
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

21. After construction, do you feel the roads are…

___ Greatly improved
___ Somewhat improved
___ About the same
___ Somewhat worse
___ Much worse
___(*Don't know—don't read)*
___ *(Refused—don't read)*

22. With regard to safety, would you say these roads are now…

___ Much safer
___ Somewhat safer
___ About the same
___ Somewhat less safe
___ Much less safe
___(*Don't know—don't read)*
___*(Refused—don't read)*

23. Since construction was completed, do you feel the roads are…

___ Much less congested
___ Somewhat less congested
___ About the same
___ Somewhat more congested
___ Much more congested
___(*Don't know—don't read)*
___*(Refused—don't read)*

24. In general, would you agree or disagree that these road projects were the right transportation solutions for your region?

___ Strongly agree
___ Somewhat agree
___ Neither agree nor disagree
___ Somewhat disagree
___ Strongly disagree
___(*Don't know—don't read)*
___*(Refused—don't read)*

25. Overall, what grade would you give to Idaho Transportation Department's highway construction effort on these projects?

___ A
___ B
___ C
___ D
___ F
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

The next set of questions focuses on Division of Motor Vehicle or "DMV" services. First, I'll ask about driver's license service.

26. Have you obtained or renewed a driver's license or ID card in the past two years?

___ Yes → *Go to Q27*
___ No → *Go to Q32*
___(*Don't recall—don't read)* → *Go to Q32*
___ *(Refused—don't read)* → *Go to Q32*

27. Would you say your driver's license matters were handled…?

___ Very promptly
___ Somewhat promptly
___ Somewhat slowly
___ Very slowly
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

28. How would you rate the courteousness of the staff in the driver's license office…

___ Very courteous
___ Somewhat courteous
___ Somewhat discourteous
___ Very discourteous
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

29. How would you rate the knowledge of the driver's license staff?

___ Very knowledgeable
___ Somewhat knowledgeable
___ Somewhat unknowledgeable
___ Very unknowledgeable
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

30. Were you able to complete your business in one visit?

___ Yes
___ No
___ (*Don't recall—don't read)*
___ *(Refused—don't read)*

31. Overall, what grade would you give to the quality of DMV services you received when you obtained or renewed your Idaho driver's license or ID card?

___ A
___ B
___ C
___ D
___ F
___ *(Don't know—don't read)*
___ *(Refused—don't read)*

Next I'll ask about vehicle registration and titling services.

32. Have you gone to a local office to register or title a vehicle in the past two years?

___ Yes → *Go to Q33*
___ No → *Go to Q38*
___ (*Don't recall—don't read)* → *Go to Q38*
___ *(Refused—don't read)* → *Go to Q38*

33. Would you say your titling or registration matters were handled?

___ Very promptly
___ Somewhat promptly
___ Somewhat slowly
___ Very slowly
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

34. How would you rate the courteousness of the office staff?

___ Very courteous
___ Somewhat courteous
___ Somewhat discourteous
___ Very discourteous
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

35. How would you rate the overall knowledge of the staff at the vehicle registration and titling office?

___ Very knowledgeable
___ Somewhat knowledgeable
___ Somewhat unknowledgeable
___ Very unknowledgeable
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

36. Were you able to complete your business in one visit?

___ Yes
___ No
___ (*Don't recall—don't read)*
___ *(Refused—don't read)*

37. Overall, what grade would you give to the quality of DMV services you received when registering or titling your vehicle?

___ A
___ B
___ C
___ D
___ F
___ *(Don't know—don't read)*
___ *(Refused—don't read)*

38. Have you completed a registration, license plate, or driver license-related transaction online in the past two years?

___ Yes → *Go to Q39*
___ No → *Go to Q43*
___ (*Don't recall—don't read)* → *Go to Q43*
___ *(Refused—don't read)* → *Go to Q43*

39. Which transaction did you conduct:

___ Registration Renewal
___ Order Personalized License Plate
___ Order Driver License Record
___ Reinstate Driver License
___ Other
___ *(Don't Recall – don't read)*
___ *(Refused – don't read)*

40. How would you rate the website's ease of use?

___ Very easy
___ Somewhat easy
___ Somewhat difficult
___ Very difficult
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

41. Would you say that the time it took to complete your business online was..

___ Very quick
___ Somewhat quick
___ Somewhat time consuming
___ Very time consuming
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

42. Overall, what grade would you give the quality of online registration and titling services in Idaho?

___ A
___ B
___ C
___ D
___ F
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

Now I'd like to ask a few questions about alternative modes of transportation.

Please tell me how frequently you use each of the following forms of alternate transportation.

43. How frequently do you use public transit buses?

___ Daily
___ Weekly
___ A few times a month
___ A few times a year
___ Never
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

44. How frequently do you use intercity buses (e.g. Greyhound)?

___ Daily
___ Weekly
___ A few times a month
___ A few times a year
___ Never
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

45. How frequently do you fly using commercial airlines?

___ Daily
___ Weekly
___ A few times a month
___ A few times a year
___ Never
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

46. How frequently do you use passenger rail service?

___ Daily
___ Weekly
___ A few times a month
___ A few times a year
___ Never
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

47. How frequently do you use Van Pool?

___ Daily
___ Weekly
___ A few times a month
___ A few times a year
___ Never
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

48. How frequently do you use Rideshare or carpools?

___ Daily
___ Weekly
___ A few times a month
___ A few times a year
___ Never
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

49. How frequently do you use a bicycle?

___ Daily
___ Weekly
___ A few times a month
___ A few times a year
___ Never
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

50. How frequently do you walk to your destination, such as work or shopping?

___ Daily
___ Weekly
___ A few times a month
___ A few times a year
___ Never
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

51. How would you rate public transit buses in your region?

___ Very good
___ Good
___ Fair
___ Poor
___ Very poor
___ Not applicable/does not exist in my region
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

52. How would you rate intercity buses such as Greyhound in your region?

___ Very good
___ Good
___ Fair
___ Poor
___ Very poor
___ Not applicable/does not exist in my region
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

53. How would you rate the commercial airline service in your region?

___ Very good
___ Good
___ Fair
___ Poor
___ Very poor
___ Not applicable/does not exist in my region
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

54. How would you rate passenger rail service in your region?

___ Very good
___ Good
___ Fair
___ Poor
___ Very poor
___ Not applicable/does not exist in my region
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

55. How would you rate Van Pool in your region?

___ Very good
___ Good
___ Fair
___ Poor
___ Very poor
___ Not applicable/does not exist in my region
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

56. How would you rate Rideshare or carpools in your region?

___ Very good
___ Good
___ Fair
___ Poor
___ Very poor
___ Not applicable/does not exist in my region
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

57. How would you rate the ease of bicycling in your region, including the availability of bike lanes?

___ Very good
___ Good
___ Fair
___ Poor
___ Very poor
___ Not applicable
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

58. How would you rate the ease of pedestrian travel in your community, including the availability of sidewalks and crosswalks?

___ Very good
___ Good
___ Fair
___ Poor
___ Very poor
___ Not applicable
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

59. Overall, what grade would you give to the availability of alternate forms of transportation in Idaho?

___ A
___ B
___ C
___ D
___ F
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

The next few questions deal with the public involvement in the planning process. Please tell me how strongly you agree or disagree with each of the following statements.

60. Idaho Transportation Department does a good job of getting public input on state highway projects. Would you say you…

___ Strongly agree
___ Agree
___ Are neutral
___ Disagree
___ Strongly disagree
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

61. Idaho Transportation Department has effectively involved the public in developing a plan for public transportation in your region. Would you say you.

___ Strongly agree
___ Agree
___ Are neutral
___ Disagree
___ Strongly disagree
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

62. Idaho Transportation Department adequately considers public input when establishing its priorities. Would you say you...

___ Strongly agree
___ Agree
___ Are neutral
___ Disagree
___ Strongly disagree
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

63. Overall, what grade would you give to Idaho Transportation Department's efforts to involve the public in the planning process?

___ A
___ B
___ C
___ D
___ F
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

The next set of questions is about communication from Idaho Transportation Department.

64. How do you currently receive information about the Idaho Transportation Department's activities and services (*please mark ALL that apply)*.

___ Television
___ Radio
___ Newspaper
___ Internet/ITD Website
___ Electronic signs or reader boards along the highway
___ Information centers at parks or rest areas
___ The 511 Informational Telephone Number
___ Other _____
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

65. What method do you **most prefer** to obtain information about the Idaho Transportation Department's activities and services? *(Please mark ONE answer)*

___ Television
___ Radio
___ Newspaper
___ Internet
___ Electronic signs or reader boards along the highway
___ Information centers at parks or rest areas
___ The 511 Informational Telephone Number
___ Twitter
___ Social media websites such as Facebook or MySpace
___ Other _____
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

66. Have you accessed the Idaho Transportation Department's website http://itd.idaho.gov/ in the last year?

___ Yes → *Go to Q67*
___ No → *Go to Q68*
___ (*Don't know—don't read)* → *Go to Q68*
___ *(Refused—don't read)* → *Go to Q68*

67. How easy or difficult is it to find the information you wanted on the website?

___ Very easy
___ Somewhat easy
___ Somewhat difficult
___ Very difficult
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

68. Have you used the department's 511 Internet or phone service in the past year to obtain information about Idaho road conditions?

___ Yes → *Go to Q69*
___ No → *Go to Q72*
___ (*Don't know—don't read)* → *Go to Q72*
___ *(Refused—don't read)* → *Go to Q72*

69. Which 511 services have you used?

___ Internet
___ Phone
___ Both
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

70. How easy or difficult is it to obtain information you want through 511?

___ Very easy
___ Somewhat easy
___ Somewhat difficult
___ Very difficult
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

71. Have you changed your winter travel plans based on information provided through 511? (*Please mark all that apply)*

___ Altered departure time
___ Altered travel route
___ Cancelled trip
___ Have never changed travel plans
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

72. Overall, what grade would you give the Idaho Transportation Department's efforts to communicate with the public?

___ A
___ B
___ C
___ D
___ F
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

The following items focus on customer service that Idaho Transportation Department directly provides.

73. Have you had to contact the Idaho Transportation Department directly for information, services, or any reasons other than what you've already told me about?

___ Yes → *Go to Q74*
___ No → *Go to Q81*
___ (*Don't know—don't read)* → *Go to Q81*
___ *(Refused—don't read)* → *Go to Q81*

74. The reason for you most recent contact relates to which of the following:

___ Over-size or overweight permit
___ Commercial vehicle registration
___ Road maintenance or conditions
___ Driver license or records
___ Passenger vehicle registration or special plates
___ Vehicle title
___ Other (please list) _____
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

75. How did you contact the Idaho Transportation Department in this incident?

___ By telephone
___ By email
___ By regular mail
___ By fax
___ In person
___ Other _____
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

76. Was the issue resolved to your satisfaction?

___ Yes
___ No
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

77. For the most recent occurrence, please rate the courteousness of the staff you dealt with.

___ Very courteous
___ Courteous
___ Discourteous
___ Very discourteous
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

78. For the most recent occurrence, please rate the level of knowledge of the staff you dealt with.

___ Very knowledgeable
___ Somewhat knowledgeable
___ Somewhat unknowledgeable
___ Very unknowledgeable
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

79. For the most recent occurrence, please rate the speed of service you received.

___ Very fast
___ Somewhat fast
___ Somewhat slow
___ Very slow
___ (*Don't know—don't read)*
___ *(Refused—don't read)*

80. Overall, how would you grade the quality of customer service Idaho Transportation Department provides?

___ A
___ B
___ C
___ D
___ F
___ (*Don't know—don't read*)
___ (*Refused—don't read*)

81. In your opinion, what is the most important change Idaho Transportation Department could make to improve its customer service or the service it provides to Idaho's citizens.

82. Would it be alright for us to contact you again with follow up questions about how Idaho Transportation Department can improve its products and services?

___ Yes → confirm phone number and availability in the weeks of ___
___ No

Thank you for your time. Do you have any additional comments you'd like to share?

83. Sex of respondent. *Don't ask, just fill in*.

___ Female
___ Male
___ *Unsure*

APPENDIX C

FOLLOW UP CUSTOMER SATISFACTION SURVEY INSTRUMENT

Introduction to Customer Satisfaction Follow up Survey:
Cell Phone Numbers

[Note: Instructions for interviewers which are not read are in italics]

[Intro] Hello, my name is _____ and I am calling from the Social Science Research Unit at the University of Idaho. Is this _____?

[1A] Yes → *Go to 3*
[1B] No → *Go to 2*

[2] Is _____ available?

[2A] Yes → *Get correct person, go to 3*
[2B] No → *If not, make appointment to call back.* Thank you *(End Call)*

[3] You completed a survey with us about a month ago for the Idaho Transportation Department, and you indicated it would be Ok for us to contact you for a follow-up study. Are you currently driving a car or doing any activity that requires your full attention?

[3A] YES → *I NEED TO CALL YOU BACK AT A LATER TIME*
[3B] NO → *GO TO 4*

[4] This is a statewide survey which has been approved by the Internal Review Board at the University of Idaho This interview takes about 8 minutes on average. The survey includes questions alternative transportation, planning, and DMV/511 services. This interview is voluntary and if we come to any question you would prefer not to answer, just let me know and I'll skip over it. I'd like to assure you that your responses will be kept strictly confidential. Do you have any questions?

[4A] Yes → *Go to FAQ sheet*
[4B] No → *Go to main survey questions*

Introduction to Customer Satisfaction Follow Up Survey:

Household Landline Numbers

[Note: Instructions for interviewers which are not read are in italics]

[Intro] Hello, my name is _____ and I am calling from the Social Science Research Unit at the University of Idaho. Is this _____?

[1A] Yes → *Go to 3*
[1B] No → *Go to 2*

[2] Is _____ available?

[2A] Yes → *Get correct person, go to 3*
[2B] No → *If not, make appointment to call back.* Thank you *(End Call)*

[3] You completed a survey about a month ago for the Idaho Transportation Department, and you indicated it would be Ok for us to contact you for a follow-up study Is this a good time?

[3A] Yes → *Go to 4*
[3B] No → *Schedule appt.*

[4] This is a statewide survey which has been approved by the Internal Review Board at the University of Idaho. This interview takes about 8 minutes on average. The survey includes questions alternative transportation, planning, and DMV/511 services. This interview is voluntary and if we come to any question you would prefer not to answer, just let me know and I'll skip over it. I'd like to assure you that your responses will be kept strictly confidential. Do you have any questions?

[3A] Yes → *Go to FAQ sheet*
[3B] No → *Go to main survey questions*

Main Questions

Public Transportation

1. How important is it to have access to safe walking or bike routes in your community?

    a. Very important
    b. Important
    c. Neither important nor unimportant
    d. Unimportant
    e. Very unimportant
    f. (Don't know)
    g. (Refused)

2. How important is it to have access to bus service in your community?

    a. Very important
    b. Important
    c. Neither important nor unimportant
    d. Unimportant
    e. Very unimportant
    f. (Don't know)
    g. (Refused)

3. How important is it to have access to car pools, Rideshare, or Van Pool in your community?

    a. Very important
    b. Important
    c. Neither important nor unimportant
    d. Unimportant
    e. Very unimportant
    f. (Don't know)
    g. (Refused)

4. How likely would you be to use alternative transportation, such as bus service, car pools, Rideshare, or Van Pool, if it was available in your community?

    a. Very likely
    b. Likely
    c. Unlikely
    d. Very unlikely
    e. It depends
    f. (Don't know)
    g. (Refused)

5. Under what circumstance would it be worthwhile for you to have alternative transportation?

Planning

6. Have you been aware of opportunities to provide input on Idaho Transportation Department projects or planning efforts in your area?

    a. Yes
    b. No
    c. Can't recall
    d. (Refused)

7. Have you ever been to a public meeting sponsored by Idaho Transportation Department or used other methods to provide input?

    a. Yes → Go to Q8
    b. No → Go to Q9
    c. Can't recall → Go to Q9
    d. (Refused) → Go to Q9

8. What prompted you to provide input?

9. Why not?

10. On what issues would you be interested in providing input? (please mark all that apply)

    a. Highway maintenance projects in my area
    b. Highway new construction/re-routing projects in my area
    c. Long range transportation planning
    d. Corridor planning
    e. Development of the annual plan for highway projects (Statewide Transportation Improvement Plan—STIP)
    f. Transportation funding
    g. (Don't know) → Go to Q10
    h. (Refused) → Go to Q10

11. How would you like to provide input to Idaho Transportation Department? Please rank the following items, 1-5, using 1 for the most preferred rank.

    a. Direct mail/return reply card
    b. Telephone call/survey
    c. Submit questions to a website
    d. Webinar or virtual meetings
    e. Public meetings

DMV/511

12. Prior to this survey, were you aware of Idaho Transportation Department's 511 services that provide information about highway construction, weather conditions, road closures, and Amber Alerts in your area?

    a. Yes → Go to Q13
    b. No → Go to Q15
    c. Can't recall → Go to Q15
    d. (Refused) → Go to Q15

13. Have you used the 511 services in the past two years?

    a. Yes → Go to Q16
    b. No → Go to Q14
    c. Can't recall → Go to Q14
    d. (Refused) → Go to Q14

14. Why not?

15. Now that you're aware of the 511 services, how likely are you to use the system in the next year?

    a. Very likely
    b. Likely
    c. Unlikely
    d. Very unlikely
    e. Not sure
    f. (Refused)

16. How would you like to receive 511 information? Please rank the following 1-6, using 1 as the most preferred rank.

    a. 511 Telephone service
    b. 511 Website
    c. Mobile website
    d. Television/public access station
    e. Email alerts
    f. Social networking sites, such as Twitter or Facebook

17. Would you be willing to provide your email address to the Idaho Transportation Department if they created a system where Idaho residents could enroll online to be notified by email of highway projects, public meetings, and/or road conditions in their area?

    a. Yes
    b. No
    c. Don't know
    d. Refused

DMV

18. Prior to this survey, were you aware that the Idaho Transportation Department offered online DMV services in selected counties, such as vehicle registration?

    a. Yes → Go to Q19
    b. No → Go to Q21
    c. Can't recall → Go to Q21
    d. (Refused) → Go to Q21

19. Have you used the online DMV services in the past two years?

    a. Yes → Go to Q22
    b. No → Go to Q20
    c. Can't recall → Go to Q20
    d. (Refused) → Go to Q20

20. Why not?

21. Now that you're aware of the online DMV services, how likely are you to use the system in the next year?

    a. Very likely
    b. Likely
    c. Unlikely
    d. Very unlikely
    e. Not sure
    f. (Refused)

Demographics

22. Do you have access to a computer at home?

    a. Yes
    b. No
    c. (Refused)

23. Do you have access to high speed internet at home

    a. Yes
    b. No
    c. (Refused)

Thank you for participating in this survey—do you have anything else you'd like to add?

APPENDIX D

WELL MAINTAINED ROAD CONTENT ANALYSIS, RESPONSES BY DISTRICT

Primary Theme	Districts	Responses	Percentage of Responses With District Total
Good Surface	**District 1**	227	52.6%
	District 2	162	54.7%
	District 3	967	59.3%
	District 4	257	69.7%
	District 5	244	62.6%
	District 6	261	61.0%
Clear markings	**District 1**	81	18.8%
	District 2	51	17.2%
	District 3	333	20.4%
	District 4	52	14.1%
	District 5	68	17.4%
	District 6	80	18.7%
Accessibility	**District 1**	40	9.3%
	District 2	33	11.2%
	District 3	162	10.0%
	District 4	28	7.6%
	District 5	20	5.1%
	District 6	32	7.5%
Winter Maintenance	**District 1**	55	12.7%
	District 2	32	10.8%
	District 3	51	3.1%
	District 4	18	4.9%
	District 5	28	7.2%
	District 6	35	8.2%
Visibility	**District 1**	10	2.3%
	District 2	10	3.4%
	District 3	33	2.0%
	District 4	5	1.4%
	District 5	8	2.1%
	District 6	4	0.9%
Traffic Flow	**District 1**	4	0.9%
	District 2	2	0.7%
	District 3	47	2.9%
	District 4	3	0.8%
	District 5	2	0.5%
	District 6	6	1.4%

Primary Theme	Districts	Responses	Percentage of Responses With District Total
Repairs/Projects	**District 1**	9	2.1%
	District 2	7	2.4%
	District 3	24	1.5%
	District 4	6	1.6%
	District 5	9	2.3%
	District 6	5	1.2%
Lane Borders	**District 1**	6	1.4%
	District 2	4	1.4%
	District 3	28	1.7%
	District 4	4	1.1%
	District 5	11	2.8%
	District 6	5	1.2%
Safety	**District 1**	5	1.2%
	District 2	0	0.0%
	District 3	5	0.3%
	District 4	1	0.3%
	District 5	5	1.2%
	District 6	1	0.2%
Speed	**District 1**	1	0.2%
	District 2	1	0.3%
	District 3	5	0.3%
	District 4	1	0.3%
	District 5	3	0.8%
	District 6	2	0.5%
Bridges	**District 1**	3	0.7%
	District 2	1	0.3%
	District 3	3	0.1%
	District 4	0	0.0%
	District 5	1	0.3%
	District 6	2	0.5%

APPENDIX E

HIGHWAY PROJECTS MENTIONED BY DISTRICT

District	Counties	Construction Projects	MP	Description
1	BENEWAH, BONNER, BOUNDARY, KOOTENAI, SHOSHONE	**I-90**	**000-015**	Rehabilitation/Widening
		I-90	**019-021**	Bridge Construction/Approaches
		US-95	**408-415**	Reconstruction/Realignment
2	CLEARWATER, IDAHO LATAH, LEWIS, NEZ PERCE	**US-95**	**323-331**	Reconstruction/Realignment
		US-95	**331-337**	Reconstruction/Realignment
		US-95	**366-373**	Reconstruction/Realignment
3	ADA, ADAMS, BOISE CANYON, ELMORE GEM, OWYHEE, PAYETTE, VALLEY, WASHINGTON	**I-84**	**054-060**	Reconstruction/Realignment
		SH-55	**011-018**	Safety/Traffic Operations
		I-84 Business	**059**	Major Widening
4	BLAINE, CAMAS, CASSIA, GOODING, JEROME, LINCOLN, MINIDOKA, TWIN FALLS	**I-84**	**165-174**	Rehabilitation/Widening
		US-30	**175-177**	Rehabilitation/Widening
		SH-77	**019-023**	Rehabilitation/Widening
5	BANNOCK, BEAR LAKE, BINGHAM, CARIBOU, FRANKLIN, ONEIDA, POWER	**I-15**	**031-036**	Rehabilitation/Widening
		I-15	**094**	Bridge Construction/Approaches
		I-15	**047-067**	Preventive Maintenance
6	BONNEVILLE, BUTTE, CLARK, CUSTER, FREMONT JEFFERSON, LEMHI, MADISON, TETON	**I-15**	**116**	Reconstruction/Realignment
		US-20	**320-328**	Reconstruction/Realignment
		SH-33	**115**	Bridge Construction/Approaches

APPENDIX F

SURVEY RESPONSES BY DISTRICT

Table 1. Satisfaction with Highway Smoothness (Q5)

	District 1	District 2	District 3	District 4	District 5	District 6
Very satisfied	26.0%	21.1%	11.6%	16.8%	26.2%	20.9%
Somewhat satisfied	46.9%	64.2%	51.8%	47.5%	54.0%	56.7%
Neutral	10.9%	6.8%	14.6%	12.2%	8.0%	10.0%
Somewhat dissatisfied	12.1%	5.3%	16.1%	17.4%	8.4%	10.7%
Very dissatisfied	4.1%	2.6%	5.8%	6.0%	3.5%	1.8%

Table 2. Satisfaction with Removal of Debris (Q6)

	District 1	District 2	District 3	District 4	District 5	District 6
Very satisfied	40.4%	42.3%	32.2%	29.5%	33.7%	30.9%
Somewhat satisfied	41.8%	39.9%	46.5%	42.2%	49.0%	44.4%
Neutral	6.7%	4.5%	8.1%	11.2%	6.7%	7.8%
Somewhat dissatisfied	8.8%	9.9%	10.6%	12.4%	9.0%	13.6%
Very dissatisfied	2.3%	3.5%	2.7%	4.7%	1.6%	3.4%

Table 3. Satisfaction with Removal of Litter (Q7)

	District 1	District 2	District 3	District 4	District 5	District 6
Very satisfied	34.0%	36.3%	35.7%	33.2%	29.4%	34.8%
Somewhat satisfied	42.6%	42.7%	45.7%	46.0%	48.4%	46.7%
Neutral	10.5%	3.9%	7.1%	8.0%	7.0%	8.9%
Somewhat dissatisfied	8.7%	10.6%	9.4%	9.0%	11.6%	8.7%
Very dissatisfied	4.2%	5.5%	2.1%	3.8%	3.5%	0.9%

Table 4. Satisfaction with Snow and Ice Removal (Q8)

	District 1	District 2	District 3	District 4	District 5	District 6
Very satisfied	38.8%	32.1%	31.8%	29.3%	28.9%	24.7%
Somewhat satisfied	45.8%	45.2%	45.6%	43.6%	40.2%	46.8%
Neutral	3.8%	7.2%	8.5%	7.5%	6.0%	9.6%
Somewhat dissatisfied	8.8%	10.3%	9.9%	13.7%	16.4%	11.5%
Very dissatisfied	2.8%	5.3%	4.2%	6.0%	8.5%	7.4%

Table 5. Satisfaction with Sign Maintenance (Q9)

	District 1	District 2	District 3	District 4	District 5	District 6
Very satisfied	52.2%	55.7%	47.9%	49.9%	52.7%	49.9%
Somewhat satisfied	37.7%	34.9%	42.8%	42.8%	39.2%	40.5%
Neutral	6.1%	4.2%	5.4%	3.9%	5.8%	5.0%
Somewhat satisfied	3.2%	4.5%	3.3%	0.9%	2.3%	2.6%
Very dissatisfied	0.9%	0.7%	0.6%	2.4%	0.0%	2.0%

Table 6. Satisfaction with Highway Striping (Q10)

	District 1	District 2	District 3	District 4	District 5	District 6
Very satisfied	23.6%	40.0%	26.3%	36.1%	35.9%	32.7%
Somewhat satisfied	42.0%	42.2%	41.1%	43.6%	42.6%	48.7%
Neutral	7.1%	4.5%	10.4%	8.0%	9.4%	4.0%
Somewhat dissatisfied	22.6%	10.9%	17.4%	9.9%	8.8%	11.7%
Very dissatisfied	4.7%	2.5%	4.9%	2.5%	3.3%	2.9%

Table 7. Satisfaction with the Frequency and Number of Rest Areas (Q11)

	District 1	District 2	District 3	District 4	District 5	District 6
Very satisfied	26.9%	18.1%	30.1%	40.2%	31.0%	31.8%
Somewhat satisfied	38.9%	43.7%	40.8%	38.3%	39.0%	40.2%
Neutral	8.4%	7.9%	11.3%	7.3%	11.4%	13.5%
Somewhat dissatisfied	20.5%	19.8%	14.5%	11.8%	15.0%	11.9%
Very dissatisfied	5.2%	10.5%	3.4%	2.4%	3.6%	2.5%

Table 8. Satisfaction with the Cleanliness of Rest Areas (Q12)

	District 1	District 2	District 3	District 4	District 5	District 6
Very satisfied	29.6%	42.1%	35.9%	52.7%	41.8%	34.0%
Somewhat satisfied	34.4%	28.2%	37.3%	31.4%	38.8%	42.3%
Neutral	11.1%	13.2%	13.3%	5.8%	6.7%	11.1%
Somewhat dissatisfied	6.8%	6.7%	4.5%	2.5%	5.6%	4.7%
Very dissatisfied	2.4%	0.7%	1.3%	1.7%	1.8%	1.6%
Don't know	15.6%	9.1%	7.6%	5.9%	5.4%	6.3%

Table 9. Satisfaction with the Overall Flow of Traffic (Q13)

	District 1	District 2	District 3	District 4	District 5	District 6
Very satisfied	19.7%	32.0%	16.6%	32.3%	43.0%	39.2%
Somewhat satisfied	49.4%	49.7%	42.5%	53.2%	42.1%	47.2%
Neutral	4.2%	6.6%	10.4%	5.7%	6.6%	6.8%
Somewhat dissatisfied	18.2%	10.3%	23.4%	7.1%	6.1%	5.5%
Very dissatisfied	8.4%	1.3%	7.1%	1.7%	2.3%	1.3%

Table 10. Satisfaction with Overall Safety (Q14)

	District 1	District 2	District 3	District 4	District 5	District 6
Very satisfied	27.0%	37.6%	27.9%	32.8%	41.6%	38.5%
Somewhat satisfied	48.2%	38.6%	47.4%	51.2%	47.0%	47.6%
Neutral	7.0%	8.9%	11.1%	11.1%	5.8%	5.5%
Somewhat dissatisfied	12.7%	10.3%	11.6%	3.3%	4.6%	5.8%
Very dissatisfied	5.1%	3.6%	2.1%	1.5%	1.0%	2.5%

Table 11. Overall Grade for Highway (Q15)

	District 1	District 2	District 3	District 4	District 5	District 6
A	16.0%	21.0%	12.5%	18.6%	24.1%	20.1%
B	54.0%	55.0%	53.8%	49.6%	57.3%	55.7%
C	24.7%	17.8%	27.4%	23.9%	12.6%	21.1%
D	3.9%	4.2%	5.3%	6.5%	5.5%	2.7%
F	1.3%	2.0%	1.1%	1.4%	0.5%	0.4%

Table 12. Average Length of Highway Delays (Q16)

	District 1	District 2	District 3	District 4	District 5	District 6
Very short	22.9%	23.8%	19.5%	23.5%	26.3%	25.0%
Moderate	63.7%	66.6%	63.8%	59.7%	60.7%	64.8%
Very long	13.5%	9.7%	16.7%	16.9%	13.0%	10.2%

Table 13. Visibility of Construction Detours (Q17)

	District 1	District 2	District 3	District 4	District 5	District 6
Well marked	56.8%	55.9%	43.5%	52.8%	59.7%	49.7%
Somewhat well marked	36.7%	35.7%	45.7%	40.7%	35.3%	44.4%
Not well marked	7.0%	7.3%	10.8%	6.5%	5.0%	6.0%

Table 14. Familiarity with Projects in Their Area (Q19)

	District 1	District 2	District 3	District 4	District 5	District 6
Yes	53.9%	60.7%	67.2%	53.7%	70.0%	70.6%
No	46.1%	39.3%	32.8%	46.3%	30.1%	29.4%

Table 15. Average Length to Complete Projects (Q20)

	District 1	District 2	District 3	District 4	District 5	District 6
Very rapidly	12.4%	8.5%	9.7%	18.4%	11.5%	14.8%
Somewhat rapidly	55.5%	56.1%	49.4%	57.5%	52.6%	54.9%
Somewhat slowly	26.1%	24.7%	33.7%	17.4%	30.0%	25.3%
Very slowly	6.1%	10.8%	7.2%	6.7%	6.0%	4.9%

Table 16. Perception of Highways after Construction (Q21)

	District 1	District 2	District 3	District 4	District 5	District 6
Greatly improved	58.7%	71.3%	51.9%	50.6%	44.4%	56.3%
Somewhat improved	32.8%	21.2%	40.6%	40.2%	42.5%	33.2%
About the same	5.2%	3.3%	6.7%	8.3%	10.9%	8.0%
Somewhat worse	3.3%	3.1%	0.5%	0.9%	1.5%	1.8%
Much worse	0.0%	1.1%	0.2%	0.0%	0.7%	0.6%

Table 17. Safety of Roads following Construction (Q22)

	District 1	District 2	District 3	District 4	District 5	District 6
Much safer	41.1%	58.7%	29.0%	29.9%	25.6%	36.1%
Somewhat safer	43.9%	27.9%	45.6%	41.9%	43.0%	34.0%
About the same	10.7%	9.0%	22.7%	27.3%	30.0%	28.1%
Somewhat less safe	3.4%	3.3%	1.9%	0.9%	0.7%	1.8%
Much less safe	0.9%	1.1%	0.9%	0.0%	0.7%	0.0%

Table 18. Congestion on Roads following Construction (Q23)

	District 1	District 2	District 3	District 4	District 5	District 6
Much less congestion	17.5%	42.8%	14.3%	9.2%	10.5%	17.0%
Somewhat less congestion	40.3%	30.7%	46.4%	20.8%	31.2%	31.6%
About the same	37.7%	18.8%	33.2%	61.5%	52.2%	47.5%
Somewhat more congested	4.4%	1.1%	4.1%	6.8%	4.3%	2.7%
Much more congested	0.0%	6.6%	2.0%	1.7%	1.8%	1.2%

Table 19. Perception That the Construction Projects Were the Right Transportation Decision for the Area (Q24)

	District 1	District 2	District 3	District 4	District 5	District 6
Strongly agree	39.0%	56.2%	27.3%	35.2%	27.4%	35.4%
Somewhat agree	43.6%	28.3%	47.6%	39.8%	52.2%	43.8%
Neutral	10.9%	7.9%	14.3%	14.0%	11.6%	13.1%
Somewhat disagree	1.7%	5.4%	7.4%	5.6%	4.4%	6.5%
Strongly disagree	4.9%	2.2%	3.4%	5.4%	4.3%	1.2%

Table 20. Overall Grade for Highway Construction on Regional Projects (Q25)

	District 1	District 2	District 3	District 4	District 5	District 6
A	28.2%	44.1%	20.2%	16.2%	25.8%	24.4%
B	54.1%	45.7%	53.8%	61.3%	56.2%	57.2%
C	10.1%	8.1%	20.7%	17.8%	15.9%	14.9%
D	6.7%	1.1%	4.1%	3.7%	2.2%	3.0%
F	0.9%	1.1%	1.1%	0.9%	0.0%	0.6%

Table 21. Obtained Driver's License or ID Card in Past Two Years (Q26)

	District 1	District 2	District 3	District 4	District 5	District 6
Yes	61.4%	56.5%	62.8%	58.1%	53.8%	59.3%
No	38.6%	43.5%	37.2%	41.9%	46.2%	40.7%

Table 22. Promptness with Which Matters Were Handled (Q27)

	District 1	District 2	District 3	District 4	District 5	District 6
Very promptly	50.2%	78.2%	59.9%	63.1%	70.5%	73.2%
Somewhat promptly	18.8%	16.2%	23.6%	29.4%	23.4%	15.7%
Somewhat Slowly	11.9%	5.7%	9.8%	5.1%	4.1%	5.8%
Very slowly	19.1%	0.0%	6.6%	2.4%	1.9%	5.2%

Table 23. Courteousness of Staff (Q28)

	District 1	District 2	District 3	District 4	District 5	District 6
Very courteous	67.5%	71.8%	68.0%	68.5%	70.5%	73.0%
Somewhat courteous	27.2%	22.4%	24.1%	24.6%	24.9%	18.6%
Somewhat discourteous	2.3%	4.5%	5.9%	1.8%	4.6%	3.8%
Very discourteous	3.0%	1.2%	2.0%	5.1%	0.0%	4.6%

Table 24. Knowledge of Staff (Q29)

	District 1	District 2	District 3	District 4	District 5	District 6
Very knowledgeable	71.9%	68.9%	73.7%	77.8%	76.9%	71.5%
Somewhat knowledgeable	25.0%	29.9%	22.1%	18.7%	20.3%	24.7%
Somewhat knowledgeable	1.6%	0.0%	3.0%	1.8%	2.8%	3.0%
Very knowledgeable	1.5%	1.2%	1.2%	1.7%	0.0%	0.8%

Table 25. Ability to Complete Business in One Visit (Q30)

	District 1	District 2	District 3	District 4	District 5	District 6
Yes	91.8%	90.2%	91.4%	92.8%	93.3%	92.7%
No	8.2%	9.8%	8.6%	7.2%	6.7%	7.3%

Table 26. Overall Grade Awarded to DMV Services for Driver's License Matters (Q31)

	District 1	District 2	District 3	District 4	District 5	District 6
A	50.5%	61.2%	56.7%	63.8%	64.5%	66.0%
B	35.7%	32.7%	31.0%	25.5%	27.8%	24.5%
C	7.0%	4.9%	8.9%	6.5%	5.7%	3.9%
D	6.1%	1.2%	3.0%	0.9%	1.0%	2.4%
F	0.8%	0.0%	0.4%	3.4%	1.0%	3.2%

Table 27. Registered or Titled a Vehicle at a Local Office (Q32)

	District 1	District 2	District 3	District 4	District 5	District 6
Yes	63.7%	69.7%	63.9%	70.4%	70.4%	69.9%
No	36.6%	30.3%	36.1%	29.6%	29.6%	30.1%

Table 28. Promptness with Which Matters Were Handled (Q33)

	District 1	District 2	District 3	District 4	District 5	District 6
Very promptly	66.9%	66.0%	64.7%	70.5%	69.0%	70.6%
Somewhat promptly	24.3%	24.3%	24.6%	20.8%	20.5%	21.5%
Somewhat slowly	3.7%	6.4%	6.2%	5.3%	6.8%	4.1%
Very slowly	5.0%	3.3%	4.5%	3.4%	3.6%	3.8%

Table 29. Courteousness of Staff (Q34)

	District 1	District 2	District 3	District 4	District 5	District 6
Very courteous	82.1%	78.3%	73.8%	81.7%	76.7%	73.6%
Somewhat courteous	15.8%	17.2%	22.2%	15.7%	20.3%	20.3%
Somewhat discourteous	0.7%	1.9%	2.9%	2.7%	3.0%	2.0%
Very discourteous	1.4%	2.7%	1.1%	0.0%	0.0%	4.2%

Table 30. Knowledge of Staff (Q35)

	District 1	District 2	District 3	District 4	District 5	District 6
Very knowledgeable	89.9%	80.2%	76.4%	80.8%	81.2%	77.6%
Somewhat knowledgeable	6.5%	16.9%	19.2%	15.8%	15.9%	20.4%
Somewhat unknowledgeable	2.1%	2.9%	3.2%	3.5%	2.9%	1.3%
Very unknowledgeable	1.5%	0.0%	1.2%	0.0%	0.0%	0.7%

Table 31. Ability to Complete Business in One Visit (Q36)

	District 1	District 2	District 3	District 4	District 5	District 6
Yes	93.9%	93.5%	90.1%	88.6%	91.0%	89.7%
No	6.1%	6.5%	9.9%	11.4%	9.0%	10.3%

Table 32. Overall Grade Awarded to DMV for Licensing or Titling a Vehicle (Q37)

	District 1	District 2	District 3	District 4	District 5	District 6
A	68.0%	73.1%	61.8%	75.1%	68.5%	62.7%
B	22.9%	19.1%	26.2%	19.5%	26.5%	29.2%
C	4.9%	3.3%	9.5%	3.4%	3.5%	5.2%
D	2.8%	3.6%	2.1%	1.3%	1.5%	0.0%
F	1.4%	0.9%	0.4%	0.7%	0.0%	2.9%

Table 33. Completed a Vehicle Registration Online (Q38)

	District 1	District 2	District 3	District 4	District 5	District 6
Yes	6.6%	3.8%	19.7%	8.4%	10.1%	9.0%
No	93.4%	96.2%	79.9%	90.6%	89.4%	91.0%

Table 34. Transaction Completed (Q39)

	District 1	District 2	District 3	District 4	District 5	District 6
Registration	75.7%	100.0%	8698%	81.1%	73.3%	100.0%
Personalized plates	14.1%	0.0%	5.4%	11.0%	15.2%	5.1%
Driver's license record	0.0%	17.1%	2.1%	0.0%	10.1%	0.0%
Reinstate driver's license	10.2%	0.0%	6.0%	11.9%	5.1%	0.0%
Other	0.0%	0.0%	4.1%	5.9%	5.1%	0.0%
Unsure	0.0%	0.0%	0.6%	0.0%	0.05	0.0%

Table 39. Website's Ease of Use (Q40)

	District 1	District 2	District 3	District 4	District 5	District 6
Very easy	72.8%	82.9%	62.8%	43.2%	84.8%	71.7%
Somewhat easy	7.1%	17.1%	29.6%	37.8%	15.2%	23.4%
Somewhat difficult	13.1%	0.0%	7.6%	12.6%	0.0%	4.8%
Very difficult	7.1%	0.0%	0.0%	6.3%	0.0%	0.0%

Table 40. Time It Took to Complete Transaction (Q41)

	District 1	District 2	District 3	District 4	District 5	District 6
Very quick	65.7%	48.7%	64.4%	62.2%	69.6%	55.8%
Somewhat quick	27.2%	51.3%	31.4%	18.9%	30.4%	39.1%
Somewhat time consuming	7.1%	0.0%	4.2%	12.6%	0.0%	5.1%
Very time consuming	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%

Table 41. Overall Grade Awarded to Online Transaction (Q42)

	District 1	District 2	District 3	District 4	District 5	District 6
A	79.8%	65.8%	63.2%	49.5%	69.6%	60.1%
B	13.1%	17.1%	27.5%	31.5%	30.4%	34.8%
C	7.1%	17.1%	5.7%	12.6%	0.0%	5.1%
D	0.0%	0.0%	3.6%	6.3%	0.0%	0.0%
F	0.0%	0.0%	0.6%	0.0%	4.8%	0.0%

Table 42. Frequency of Public Transit Bus Use (Q43)

	District 1	District 2	District 3	District 4	District 5	District 6
Daily	0.0%	0.0%	0.9%	0.5%	0.5%	0.9%
Weekly	2.2%	2.5%	0.8%	0.5%	2.7%	0.0%
A few times a month	0.0%	0.0%	1.4%	0.5%	1.0%	0.0%
A few time a year	4.6%	5.1%	4.4%	3.1%	5.0%	3.2%
Never	93.1%	92.4%	92.5%	95.4%	90.8%	95.9%

Table 43. Frequency of Intercity Bus Use (Q44)

	District 1	District 2	District 3	District 4	District 5	District 6
Daily	0.0%	0.7%	0.0%	0.0%	0.0%	0.5%
Weekly	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%
A few times a month	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%
A few time a year	1.3%	2.5%	2.4%	2.0%	3.7%	6.6%
Never	98.7%	96.8%	97.6%	98.0%	95.5%	91.8%

Table 44. Frequency of Commercial Airline Use (Q45)

	District 1	District 2	District 3	District 4	District 5	District 6
Daily	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Weekly	0.5%	0.0%	0.9%	0.0%	0.0%	0.9%
A few times a month	4.1%	3.8%	6.5%	2.0%	1.6%	4.5%
A few time a year	64.2%	68.4%	65.0%	48.9%	48.9%	62.2%
Never	31.2%	27.8%	27.6%	49.2%	49.6%	32.4%

Table 45. Frequency of Passenger Rail Service (Q46)

	District 1	District 2	District 3	District 4	District 5	District 6
Daily	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Weekly	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
A few times a month	0.5%	0.7%	0.1%	0.5%	0.0%	0.0%
A few time a year	7.8%	0.7%	1.8%	0.5%	3.0%	2.2%
Never	91.7%	98.7%	98.1%	99.0%	97.0%	97.8%

Table 46. Frequency of Van Pool Use (Q47)

	District 1	District 2	District 3	District 4	District 5	District 6
Daily	0.0%	0.7%	0.5%	0.0%	0.5%	2.0%
Weekly	0.9%	1.2%	0.2%	0.0%	0.0%	0.0%
A few times a month	0.5%	0.0%	0.2%	0.5%	1.0%	0.9%
A few time a year	3.7%	0.7%	1.0%	3.8%	4.3%	7.4%
Never	95.0%	94.5%	98.1%	95.7%	94.1%	89.8%

Table 47. Frequency of Ride Share Use (Q48)

	District 1	District 2	District 3	District 4	District 5	District 6
Daily	3.6%	4.0%	3.3%	4.3%	4.3%	2.6%
Weekly	3.9%	6.5%	3.2%	3.2%	3.3%	5.2%
A few times a month	3.3%	7.7%	4.3%	4.6%	5.6%	9.8%
A few time a year	6.5%	8.4%	5.3%	7.6%	9.4%	10.2%
Never	82.7%	73.5%	83.9%	80.3%	77.1%	72.1%

Table 48. Frequency of Bicycle Use (Q49)

	District 1	District 2	District 3	District 4	District 5	District 6
Daily	9.3%	3.8%	5.5%	6.1%	7.4%	7.7%
Weekly	12.9%	10.4%	14.9%	9.1%	13.6%	16.3%
A few times a month	13.7%	8.0%	9.7%	8.7%	9.2%	10.7%
A few time a year	14.8%	8.4%	11.4%	9.7%	7.8%	6.8%
Never	49.3%	69.3%	58.6%	66.4%	62.0%	58.5%

Table 49. Frequency of Walking to Destination (Q50)

	District 1	District 2	District 3	District 4	District 5	District 6
Daily	8.1%	15.1%	5.9%	7.9%	13.4%	8.8%
Weekly	12.3%	11.2%	12.7%	13.2%	13.3%	17.3%
A few times a month	10.0%	10.6%	10.3%	7.6%	10.2%	13.4%
A few time a year	9.6%	8.2%	9.9%	7.2%	3.3%	9.8%
Never	59.9%	54.9%	61.2%	64.0%	59.8%	50.8%

Table 50. Quality of Public Transit Bus System (Q51)

	District 1	District 2	District 3	District 4	District 5	District 6
Very good	24.0%	16.5%	12.6%	13.0%	20.8%	6.3%
Good	25.8%	38.1%	21.5%	16.1%	33.9%	31.5%
Fair	10.0%	11.3%	19.5%	11.9%	12.0%	9.1%
Poor	4.1%	3.6%	10.4%	8.7%	3.1%	11.1%
Very poor	2.6%	0.9%	5.6%	4.0%	3.3%	2.3%
Don't know	33.4%	29.6%	30.4%	46.2%	26.8%	39.7%

Table 51. Quality of Intercity Bus System (Q52)

	District 1	District 2	District 3	District 4	District 5	District 6
Very good	2.2%	9.4%	5.0%	0.8%	7.5%	11.6%
Good	13.8%	27.4%	16.8%	19.2%	25.1%	27.3%
Fair	13.1%	16.5%	14.8%	6.6%	8.0%	12.6%
Poor	6.2%	2.4%	4.0%	8.4%	1.8%	7.2%
Very poor	7.0%	1.2%	1.8%	2.3%	1.5%	0.7%
Don't know	57.7%	43.1%	57.6%	62.6%	55.9%	40.7%

Table 52. Quality of Passenger Air Service (Q53)

	District 1	District 2	District 3	District 4	District 5	District 6
Very good	24.2%	10.9%	23.2%	16.7%	15.5%	14.7%
Good	37.6%	43.6%	48.4%	32.0%	35.0%	48.4%
Fair	22.1%	28.3%	17.4%	20.6%	20.5%	20.9%
Poor	3.0%	6.4%	3.2%	9.7%	9.7%	5.8%
Very poor	0.5%	2.5%	0.9%	1.6%	6.8%	3.2%
Don't know	12.6%	8.3%	6.8%	19.4%	12.5%	6.9%

Table 53. Quality of Passenger Rail Service (Q54)

	District 1	District 2	District 3	District 4	District 5	District 6
Very good	6.7%	0.0%	5.1%	2.3%	4.1%	5.9%
Good	22.1%	20.1%	12.8%	13.2%	21.2%	14.5%
Fair	15.3%	21.4%	8.1%	13.8%	7.9%	5.9%
Poor	4.9%	0.0%	5.9%	5.6%	2.9%	9.9%
Very poor	9.5%	2.8%	4.5%	2.3%	9.1%	4.4%
Don't know	41.4%	55.6%	63.5%	62.7%	54.8%	59.3%

Table 54. Quality of Van Pool Service (Q55)

	District 1	District 2	District 3	District 4	District 5	District 6
Very good	4.4%	4.6%	10.1%	5.2%	5.9%	9.1%
Good	16.8%	21.4%	27.2%	18.8%	27.7%	28.4%
Fair	5.0%	19.5%	10.5%	11.7%	7.4%	10.1%
Poor	2.9%	3.6%	2.1%	4.2%	7.3%	2.9%
Very poor	0.0%	0.0%	0.8%	0.0%	0.7%	1.5%
Don't know	70.7%	51.0%	49.2%	60.1%	51.1%	47.9%

Table 55. Quality of Ride Share Service (Q56)

	District 1	District 2	District 3	District 4	District 5	District 6
Very good	6.4%	7.3%	8.7%	13.7%	10.1%	11.8%
Good	23.0%	30.4%	25.9%	18.0%	29.2%	29.4%
Fair	13.4%	10.4%	13.9%	17.3%	11.8%	13.0%
Poor	1.3%	3.8%	4.4%	3.5%	6.0%	6.3%
Very poor	1.9%	1.6%	1.1%	1.4%	1.9%	1.3%
Don't know	54.1%	46.4%	46.1%	46.0%	41.1%	38.3%

Table 56. Ease of Biking in Their Community (Q57)

	District 1	District 2	District 3	District 4	District 5	District 6
Very good	28.3%	20.9%	16.6%	18.8%	20.3%	15.3%
Good	30.9%	30.5%	23.9%	23.5%	24.2%	25.3%
Fair	18.0%	10.6%	22.1%	20.0%	23.1%	25.5%
Poor	12.4%	20.3%	21.8%	18.9%	17.9%	17.2%
Very poor	4.9%	10.6%	9.1%	10.7%	8.9%	12.1%
Don't know	5.5%	7.1%	6.4%	7.9%	5.5%	4.7%

Table 57. Ease of Pedestrian Travel in Their Community (Q58)

	District 1	District 2	District 3	District 4	District 5	District 6
Very good	27.4%	27.3%	22.8%	23.9%	26.1%	26.1%
Good	41.6%	40.1%	38.0%	36.2%	43.2%	39.5%
Fair	14.0%	18.9%	20.0%	22.9%	15.1%	15.5%
Poor	11.1%	8.2%	12.9%	11.5%	10.3%	10.1%
Very poor	5.9%	5.5%	6.2%	5.5%	5.3%	8.8%

Table 58. Overall Grade Awarded to Alternative Transportation (Q59)

	District 1	District 2	District 3	District 4	District 5	District 6
A	8.7%	7.9%	9.3%	6.0%	12.9%	11.6%
B	26.2%	36.4%	26.3%	25.3%	31.8%	29.3%
C	38.0%	31.4%	34.9%	39.2%	26.8%	34.9%
D	14.1%	11.0%	20.3%	18.7%	15.3%	13.6%
F	3.9%	4.9%	4.7%	3.4%	6.1%	6.8%
Don't know	9.1%	8.3%	4.5%	7.5%	7.1%	3.8%

Table 59. ITD Does a Good Job in Obtaining Public Input on State Highway Projects (Q60)

	District 1	District 2	District 3	District 4	District 5	District 6
Strongly agree	9.2%	10.0%	7.1%	7.1%	4.3%	5.1%
Somewhat agree	29.9%	36.6%	39.1%	34.3%	36.8%	33.0%
Neutral	43.9%	36.2%	36.7%	43.4%	46.3%	41.3%
Somewhat disagree	11.6%	10.8%	12.6%	12.1%	8.8%	15.9%
Strongly disagree	5.3%	6.4%	4.6%	3.1%	3.8%	4.7%

Table 60. ITD Does a Good Job of Involving the Public in Developing a Plan for Public Transportation (Q61)

	District 1	District 2	District 3	District 4	District 5	District 6
Strongly agree	6.4%	9.5%	4.1%	6.7%	5.1%	3.0%
Somewhat agree	21.6%	26.1%	34.3%	25.2%	25.1%	28.9%
Neutral	33.0%	29.6%	31.3%	33.8%	37.4%	31.7%
Somewhat disagree	19.7%	15.9%	18.1%	21.2%	20.9%	20.7%
Strongly disagree	10.2%	6.1%	5.7%	6.5%	6.6%	6.1%
Don't know	9.2%	12.7%	6.4%	6.7%	4.9%	9.6%

Table 61. ITD Adequately Considers Public Input When Establishing Priorities (Q62)

	District 1	District 2	District 3	District 4	District 5	District 6
Strongly agree	3.7%	8.7%	3.5%	6.8%	4.1%	4.1%
Somewhat agree	32.8%	37.9%	34.6%	28.3%	38.1%	29.0%
Neutral	27.1%	25.6%	31.2%	30.7%	30.7%	35.0%
Somewhat disagree	19.9%	14.6%	19.2%	20.3%	15.7%	17.9%
Strongly disagree	6.0%	6.8%	5.9%	5.1%	4.3%	3.7%
Don't know	10.7%	6.5%	5.7%	8.9%	7.0%	10.2%

Table 62. Overall Grade Awarded to ITD's Efforts to Involve the Public (Q63)

	District 1	District 2	District 3	District 4	District 5	District 6
A	8.5%	13.7%	8.9%	13.0%	11.4%	7.4%
B	23.5%	31.8%	34.9%	25.5%	29.9%	26.5%
C	37.1%	27.7%	32.8%	36.3%	33.4%	37.6%
D	14.5%	10.9%	11.2%	14.9%	11.6%	16.7%
F	5.4%	3.9%	4.8%	3.2%	5.3%	2.4%
Don't know	11.0%	11.9%	7.5%	7.1%	8.4%	9.5%

Table 63. How Respondent Currently Receives Information from ITD (Q64)

	District 1	District 2	District 3	District 4	District 5	District 6
Television	36.6%	24.2%	50.4%	48.3%	38.6%	46.0%
Radio	11.9%	14.8%	23.5%	15.9%	11.0%	17.5%
Newspaper	54.1%	60.4%	45.7%	49.3%	50.3%	44.1%
Internet	100.0%	19.4%	16.2%	18.6%	14.6%	23.3%
Electronic signs	28.3%	21.0%	28.8%	27.6%	23.9%	20.6%
Information centers	100.0%	1.9%	3.4%	4.3%	1.5%	6.6%
511	5.1%	6.1%	3.6%	9.7%	7.0%	7.1%
Other	18.8%	18.1%	19.7%	16.8%	12.0%	8.9%
Don't know	100.0%	4.6%	3.4%	3.2%	2.0%	5.2%

Table 64. Preferred Method for Receiving Information from ITD (Q65)

	District 1	District 2	District 3	District 4	District 5	District 6
Television	18.0%	12.3%	26.5%	30.4%	25.5%	29.1%
Radio	5.2%	5.5%	8.1%	9.8%	8.2%	6.7%
Newspaper	35.2%	39.2%	20.8%	26.0%	26.5%	25.0%
Internet	13.8%	17.0%	15.3%	14.4%	16.6%	20.3%
Electronic signs	7.7%	3.0%	6.0%	6.1%	5.2%	3.5%
Information centers	0.0%	1.3%	0.1%	0.0%	0.0%	0.0%
511	2.7%	3.2%	1.0%	4.1%	1.6%	2.3%
Twitter	0.0%	0.0%	0.1%	0.0%	0.0%	0.8%
Social networking site	0.5%	0.7%	0.5%	1.6%	1.5%	0.9%
Other	16.9%	17.8%	21.6%	7.6%	14.9%	11.4%

Table 65. Have Accessed ITD's Website (Q66)

	District 1	District 2	District 3	District 4	District 5	District 6
Yes	22.6%	31.7%	27.0%	27.1%	27.5%	36.8%
No	77.4%	68.3%	73.0%	72.8%	72.5%	63.2%

Table 66. Ease of Finding Information on ITD's Website (Q67)

	District 1	District 2	District 3	District 4	District 5	District 6
Very easy	37.0%	43.7%	34.8%	42.6%	43.7%	47.5%
Somewhat easy	34.3%	43.1%	48.4%	43.3%	38.1%	40.7%
Somewhat difficult	24.5%	13.1%	13.0%	9.0%	18.1%	7.5%
Very difficult	4.2%	0.0%	3.8%	5.1%	0.0%	4.3%

Table 67. Have Used 511 Information Services (Q68)

Highway District	District 1	District 2	District 3	District 4	District 5	District 6
Yes	21.1%	27.4%	23.5%	34.4%	41.4%	40.5%
No	78.9%	72.6%	76.5%	65.6%	58.6%	59.5%

Table 68. 511 Service Used (Q69)

	District 1	District 2	District 3	District 4	District 5	District 6
Internet	44.6%	60.3%	54.9%	49.2%	57.0%	64.1%
Phone	72.3%	75.6%	67.4%	70.7%	70.1%	68.5%
Don't know	2.2%	0.0%	0.0%	0.0%	1.2%	0.0%

Table 71. Ease of Obtaining Information through 511 (Q70)

	District 1	District 2	District 3	District 4	District 5	District 6
Very easy	45.5%	55.4%	47.4%	49.2%	48.5%	45.6%
Somewhat easy	54.4%	27.5%	40.4%	34.7%	40.1%	37.1%
Somewhat difficult	0.0%	9.8%	11.2%	12.6%	8.8%	12.9%
Very difficult	0.0%	7.3%	1.0%	3.5%	2.6%	4.4%

Table 72. Did Respondent Alter Travel Plans As a Result of 511 Information (Q71)

	District 1	District 2	District 3	District 4	District 5	District 6
Changed departure time	28.7%	44.3%	36.2%	42.2%	47.4%	46.7%
Changed route	23.3%	41.8%	31.8%	37.4%	22.3%	45.1%
Canceled trip	37.9%	27.6%	23.3%	37.3%	47.8%	49.3%
Did not change plans	36.6%	31.4%	32.9%	14.0%	19.1%	21.6%

Table 76. Overall Grade Awarded to ITD's Efforts to Communicate with the Public (Q72)

	District 1	District 2	District 3	District 4	District 5	District 6
A	13.9%	20.3%	16.8%	22.7%	23.4%	19.8%
B	36.4%	46.3%	45.1%	40.8%	45.9%	46.6%
C	42.7%	25.1%	29.9%	26.5%	24.0%	27.3%
D	5.5%	5.5%	6.6%	7.7%	5.0%	5.6%
F	1.5%	2.8%	1.5%	2.3%	1.6%	0.7%

Table 77. Made Direct Contact to ITD (Q73)

	District 1	District 2	District 3	District 4	District 5	District 6
Yes	7.5%	7.1%	7.1%	3.4%	8.0%	7.1%
No	92.5%	92.9%	92.9%	96.6%	92.0%	92.9%

Table 78. Reason for Making Direct Contact with ITD (Q74)

	District 1	District 2	District 3	District 4	District 5	District 6
Over-size permit	14.3%	0.0%	4.6%	0.0%	0.0%	0.0%
Vehicle registration	0.0%	8.4%	3.9%	16.7%	0.0%	0.0%
Road maintenance	28.6%	32.5%	25.8%	16.7%	14.3%	41.8%
License	0.0%	16.9%	16.7%	0.0%	13.4%	0.0%
Plates	0.0%	0.0%	7.8%	0.0%	0.0%	11.3%
Vehicle title	0.0%	0.0%	1.6%	0.0%	7.8%	17.4%
Other	57.1%	42.3%	39.7%	66.7%	45.4%	29.5%

Table 79. Most Recent Method of Contacting ITD Directly (Q75)

	District 1	District 2	District 3	District 4	District 5	District 6
Telephone	62.5%	91.6%	64.0%	85.7%	75.2%	82.6%
E-mail	12.5%	0.0%	6.6%	0.0%	0.0%	11.3%
Regular mail	0.0%	0.0%	0.0%	0.0%	6.4%	0.0%
Fax	0.0%	0.0%	4.7%	0.0%	0.0%	0.0%
Person	18.8%	8.4%	18.1%	0.0%	6.4%	6.1%
Don't recall	6.3%	0.0%	6.6%	14.3%	11.9%	0.0%

Table 80. Was the Issue Resolved (Q76)

	District 1	District 2	District 3	District 4	District 5	District 6
Yes	64.3%	53.9%	72.5%	100.0%	62.4%	93.9%
No	35.7%	46.1%	27.5%	0.0%	37.6%	6.1%

Table 81. Courteousness of ITD Staff (Q77)

	District 1	District 2	District 3	District 4	District 5	District 6
Very courteous	43.8%	66.3%	58.6%	85.7%	62.4%	87.8%
Somewhat courteous	31.3%	25.3%	30.1%	0.0%	12.9%	6.1%
Somewhat discourteous	12.5%	8.4%	1.6%	0.0%	0.0%	0.0%
Very discourteous	6.3%	0.0%	3.1%	0.0%	11.9%	0.0%
Don't know	6.3%	0.0%	6.6%	14.3%	12.9%	6.1%

Table 82. Knowledge of ITD Staff (Q78)

	District 1	District 2	District 3	District 4	District 5	District 6
Very knowledgeable	37.5%	49.4%	55.7%	71.4%	56.0%	73.0%
Somewhat knowledgeable	43.8%	33.7%	24.6%	28.6%	6.4%	12.2%
Somewhat knowledgeable	6.3%	8.4%	12.2%	0.0%	12.9%	8.8%
Very knowledgeable	6.3%	8.4%	2.4%	0.0%	11.9%	0.0%
Don't know	6.3%	0.0%	5.0%	0.0%	12.9%	6.1%

Table 83. Speed at Which Service Was Received (Q79)

	District 1	District 2	District 3	District 4	District 5	District 6
Very fast	26.7%	24.1%	43.3%	71.4%	43.2%	53.7%
Somewhat fast	46.7%	33.7%	23.3%	28.6%	21.0%	46.3%
Somewhat slowly	20.0%	25.3%	22.6%	0.0%	14.8%	0.0%
Very slowly	6.7%	16.9%	10.7%	0.0%	21.0%	0.0%

Table 84. Overall Grade Awarded to Services Received Directly from ITD (Q80)

	District 1	District 2	District 3	District 4	District 5	District 6
A	20.0%	35.3%	36.4%	71.4%	40.2%	53.0%
B	46.7%	36.9%	32.1%	28.6%	33.3%	26.1%
C	20.0%	9.2%	23.4%	0.0%	6.8%	20.9%
D	6.7%	9.2%	6.5%	0.0%	6.8%	0.0%
F	6.7%	9.2%	1.7%	0.0%	12.7%	0.0%

APPENDIX G

DMV RESULTS FOR SELECTED COUNTIES

Table 1. Obtained Driver's License or ID Card in the Past Two Years (Q26)

	Yes	No
Ada	63.3%	36.7%
Bannock	56.9%	43.1%
Bingham	44.6%	55.4%
Bonner	67.2%	32.8%
Bonneville	59.1%	40.9%
Canyon	61.0%	39.7%
Elmore	60.3%	40.0%
Idaho	51.7%	48.3%
Jefferson	56.1%	43.9%
Jerome	60.5%	39.5%
Kootenai	62.0%	38.0%
Latah	55.5%	44.5%
Madison	64.0%	36.0%
Minidoka	45.0%	55.0%
Nez Perce	56.7%	43.3%
Payette	70.9%	29.1%
Shoshone	63.3%	34.7%
Twin Falls	63.3%	36.7%

Table 2. Promptness with Which Matters Were Handled (Q27)

	Very Promptly	Somewhat Promptly	Somewhat Slowly	Very Slowly
Ada	57.5%	24.6%	11.8%	6.0%
Bannock	65.2%	31.1%	0.0%	3.6%
Bingham	80.7%	15.4%	3.9%	0.0%
Bonner	74.5%	19.4%	0.0%	6.2%
Bonneville	68.4%	16.2%	8.2%	7.2%
Canyon	56.8%	23.7%	9.8%	9.7%
Elmore	67.5%	32.5%	0.0%	0.0%
Idaho	74.6%	18.8%	6.6%	0.0%
Jefferson	82.2%	5.2%	5.9%	5.9%
Jerome	67.3%	32.7%	0.0%	0.0%
Kootenai	34.1%	17.9%	18.6%	29.4%
Latah	85.4%	10.9%	3.6%	0.0%
Madison	67.8%	27.4%	4.8%	0.0%
Minidoka	71.4%	21.4%	7.1%	0.0%
Nez Perce	74.5%	16.2%	9.2%	0.0%
Payette	77.5%	16.2%	9.2%	0.0%
Shoshone	86.8%	6.6%	6.6%	0.0%
Twin Falls	61.1%	26.8%	10.1%	2.0%

Table 3. Courteousness of staff (Q28)

	Very courteous	Somewhat courteous	Somewhat discourteous	Very discourteous
Ada	68.8%	24.5%	5.1%	1.6%
Bannock	64.3%	28.6%	7.1%	0.0%
Bingham	76.8%	23.2%	0.0%	0.0%
Bonner	78.9%	18.0%	0.0%	3.1%
Bonneville	67.9%	20.0%	6.0%	6.0%
Canyon	64.0%	24.9%	9.0%	2.1%
Elmore	61.8%	11.4%	16.2%	10.5%
Idaho	51.8%	41.5%	6.6%	0.0%
Jefferson	82.2%	11.9%	0.0%	5.9%
Jerome	60.6%	39.4%	0.0%	0.0%
Kootenai	58.7%	33.5%	4.0%	3.8%
Latah	69.8%	26.6%	3.6%	0.0%
Madison	71.9%	23.3%	4.8%	0.0%
Minidoka	57.1%	14.3%	7.1%	21.4%
Nez Perce	77.0%	13.4%	6.2%	3.3%
Payette	86.8%	8.6%	0.0%	4.6%
Shoshone	87.8%	12.2%	0.0%	0.0%
Twin Falls	72.5%	25.4%	0.0%	2.1%

Table 4. Knowledge of staff (Q29)

	Very knowledgeable	Somewhat knowledgeable	Somewhat knowledgeable	Very knowledgeable
Ada	73.2%	23.6%	2.8%	0.3%
Bannock	67.5%	30.7%	1.8%	0.0%
Bingham	84.5%	15.5%	0.0%	0.0%
Bonner	73.2%	23.7%	3.1%	0.0%
Bonneville	71.6%	22.6%	4.3%	1.5%
Canyon	71.3%	21.9%	4.3%	2.4%
Elmore	73.2%	16.2%	0.0%	10.5%
Idaho	77.3%	22.7%	0.0%	0.0%
Jefferson	76.3%	23.7%	0.0%	0.0%
Jerome	86.5%	13.5%	0.0%	0.0%
Kootenai	68.9%	27.1%	1.4%	2.5%
Latah	50.5%	45.9%	0.0%	3.6%
Madison	71.9%	28.1%	0.0%	0.0%
Minidoka	57.1%	28.6%	14.3%	0.0%
Nez Perce	85.1%	14.9%	0.0%	0.0%
Payette	86.8%	8.6%	4.6%	0.0%
Shoshone	93.4%	6.6%	0.0%	0.0%
Twin Falls	81.7%	18.3%	0.0%	0.0%

Table 5. Ability to Complete Business in One Visit (Q30)

	Yes	No
Ada	90.5%	9.5%
Bannock	89.4%	10.6%
Bingham	100.0%	0.0%
Bonner	96.9%	3.1%
Bonneville	95.6%	4.4%
Canyon	93.0%	7.0%
Elmore	89.4%	10.6%
Idaho	83.1%	16.1%
Jefferson	88.1%	11.9%
Jerome	100.0%	0.0%
Kootenai	87.4%	12.6%
Latah	89.1%	10.9%
Madison	95.2%	4.8%
Minidoka	92.9%	7.1%
Nez Perce	93.5%	6.5%
Payette	90.7%	9.3%
Shoshone	100.0%	0.0%
Twin Falls	94.0%	6.0%

Table 6. Overall Grade Awarded to DMV Services for Driver's License Matters (Q31)

	A	B	C	D	F
Ada	56.8%	32.3%	8.8%	1.3%	0.7%
Bannock	57.7%	29.1%	9.2%	2.0%	2.0%
Bingham	72.9%	27.0%	0.0%	0.0%	0.0%
Bonner	59.6%	30.5%	3.3%	6.6%	0.0%
Bonneville	57.5%	30.7%	4.4%	2.9%	4.4%
Canyon	52.5%	30.4%	10.5%	6.5%	0.0%
Elmore	45.6%	27.6%	16.2%	10.5%	0.0%
Idaho	51.8%	41.5%	0.0%	6.6%	0.0%
Jefferson	76.3%	17.8%	0.0%	5.9%	0.0%
Jerome	67.3%	25.9%	6.7%	0.0%	0.0%
Kootenai	38.6%	42.2%	10.3%	7.5%	1.3%
Latah	60.3%	32.4%	7.3%	0.0%	0.0%
Madison	83.5%	11.7%	4.8%	0.0%	0.0%
Minidoka	53.8%	23.1%	7.7%	0.0%	15.4%
Nez Perce	69.9%	22.6%	7.5%	0.0%	0.0%
Payette	72.3%	22.9%	0.0%	4.9%	0.0%
Shoshone	86.8%	13.2%	0.0%	0.0%	0.0%
Twin Falls	66.0%	27.9%	4.0%	2.0%	0.0%

Table 7. Registered or Titled a Vehicle at a Local Office (Q32)

	Yes	No
Ada	59.8%	40.2%
Bannock	69.4%	30.6%
Bingham	77.7%	22.3%
Bonner	67.4%	32.6%
Bonneville	64.0%	36.0%
Canyon	67.3%	32.7%
Elmore	89.7%	10.3%
Idaho	78.0%	22.0%
Jefferson	81.9%	18.1%
Jerome	60.5%	39.5%
Kootenai	59.9%	40.1%
Latah	71.4%	28.6%
Madison	64.0%	36.0%
Minidoka	62.4%	37.3%
Nez Perce	61.9%	38.3%
Payette	62.9%	37.1%
Shoshone	63.1%	36.9%
Twin Falls	67.2%	32.8%

Table 8. Promptness with Which Matters Were Handled (Q33)

	Very Promptly	Somewhat Promptly	Somewhat Slowly	Very Slowly
Ada	62.1%	27.3%	5.7%	4.8%
Bannock	55.2%	29.6%	7.9%	7.3%
Bingham	81.5%	16.2%	2.3%	0.0%
Bonner	90.8%	6.1%	3.1%	0.0%
Bonneville	70.0%	20.5%	5.4%	4.0%
Canyon	57.0%	28.8%	8.3%	6.0%
Elmore	92.3%	0.0%	3.8%	3.8%
Idaho	70.6%	25.0%	4.4%	0.0%
Jefferson	83.7%	8.1%	4.1%	4.1%
Jerome	60.6%	32.7%	6.7%	0.0%
Kootenai	46.2%	39.2%	5.5%	9.1%
Latah	77.8%	17.0%	5.2%	0.0%
Madison	53.4%	41.7%	0.0%	4.8%
Minidoka	72.0%	22.8%	0.0%	5.1%
Nez Perce	37.7%	40.7%	11.4%	10.2%
Payette	88.4%	11.5%	0.0%	0.0%
Shoshone	93.4%	6.6%	0.0%	0.0%
Twin Falls	67.2%	27.2%	1.9%	3.7%

Table 9. Courteousness of Staff (Q34)

	Very courteous	Somewhat courteous	Somewhat discourteous	Very discourteous
Ada	75.7%	21.0%	3.3%	0.0%
Bannock	65.3%	28.8%	5.9%	0.0%
Bingham	88.2%	11.8%	0.0%	0.0%
Bonner	90.8%	9.2%	0.0%	0.0%
Bonneville	69.4%	23.7%	2.7%	4.1%
Canyon	64.4%	31.0%	3.9%	0.7%
Elmore	84.7%	7.7%	0.0%	7.7%
Idaho	72.5%	23.1%	4.4%	0.0%
Jefferson	78.4%	17.3%	4.3%	0.0%
Jerome	78.3%	21.7%	0.0%	0.0%
Kootenai	78.0%	21.7%	0.0%	0.0%
Latah	74.9%	25.1%	0.0%	0.0%
Madison	85.6%	9.6%	0.0%	4.8%
Minidoka	79.4%	20.6%	0.0%	0.0%
Nez Perce	83.1%	5.8%	2.9%	8.2%
Payette	79.9%	14.9%	0.0%	5.2%
Shoshone	74.9%	14.9%	0.0%	5.2%
Twin Falls	78.6%	21.4%	0.0%	0.0%

Table 10. Knowledge of Staff (Q35)

	Very knowledgeable	Somewhat knowledgeable	Somewhat knowledgeable	Very knowledgeable
Ada	75.7%	20.2%	2.4%	1.7%
Bannock	79.3%	15.1%	5.7%	0.0%
Bingham	77.5%	22.5%	0.0%	0.0%
Bonner	93.9%	6.1%	0.0%	0.0%
Bonneville	81.4%	14.4%	2.8%	1.4%
Canyon	74.1%	22.2%	2.7%	1.0%
Elmore	84.7%	7.7%	7.7%	0.0%
Idaho	80.6%	15.0%	4.4%	0.0%
Jefferson	73.6%	26.4%	0.0%	0.0%
Jerome	66.3%	33.7%	0.0%	0.0%
Kootenai	88.2%	7.8%	1.3%	2.7%
Latah	85.6%	14.4%	0.0%	0.0%
Madison	72.6%	27.4%	0.0%	0.0%
Minidoka	66.9%	28.0%	5.1%	0.0%
Nez Perce	74.5%	19.7%	5.1%	0.0%
Payette	74.7%	20.0%	5.2%	0.0%
Shoshone	81.2%	6.6%	12.2%	0.0%
Twin Falls	82.5%	13.5%	3.9%	0.0%

Table 11. Ability to Complete Business in One Visit (Q36)

	Yes	No
Ada	90.6%	9.4%
Bannock	89.0%	11.0%
Bingham	97.7%	2.3%
Bonner	93.9%	6.1%
Bonneville	94.5%	5.4%
Canyon	88.2%	11.8%
Elmore	88.5%	11.5%
Idaho	100.0%	0.0%
Jefferson	95.9%	4.1%
Jerome	86.5%	13.5%
Kootenai	94.1%	5.9%
Latah	94.7%	5.2%
Madison	81.5%	18.5%
Minidoka	94.9%	5.1%
Nez Perce	88.5%	11.5%
Payette	94.8%	5.2%
Shoshone	87.8%	12.2%
Twin Falls	88.8%	11.2%

Table 12. Overall Grade Given to DMV for Licensing or Titling a Vehicle (Q37)

	A	B	C	D	F
Ada	62.3%	26.5%	9.4%	1.0%	0.7%
Bannock	62.6%	28.8%	7.2%	1.5%	0.0%
Bingham	74.9%	25.1%	0.0%	0.0%	0.0%
Bonner	77.2%	16.7%	6.1%	0.0%	0.0%
Bonneville	54.3%	36.2%	5.4%	20.0%	4.1%
Canyon	55.0%	29.6%	13.1%	2.3%	0.0%
Elmore	66.7%	21.8%	3.9%	7.7%	0.0%
Idaho	74.3%	21.3%	0.0%	4.4%	0.0%
Jefferson	74.5%	17.0%	8.5%	0.00%	0.0%
Jerome	79.8%	13.5%	6.7%	0.0%	0.0%
Kootenai	58.4%	30.2%	3.8%	5.1%	2.5%
Latah	80.5%	15.4%	4.1%	0.0%	0.0%
Madison	80.8%	14.4%	4.8%	0.0%	0.0%
Minidoka	64.0%	19.7%	5.8%	8.2%	2.9%
Nez Perce	63.4%	19.7%	5.87%	8.2%	2.9%
Payette	79.9%	9.7%	5.2%	5.2%	0.0%
Shoshone	74.6%	13.2%	12.2%	0.0%	0.0%
Twin Falls	77.1%	19.0%	1.9%	0.0%	1.9%

APPENDIX H

CUSTOMER SERVICE RECOMMENDATIONS, CONTENT ANALYSIS BY ITD DISTRICT

	District 1 (n=236)	District 2 (n=174)	District 3 (n=798)	District 4 (n=231)	District 5 (n=221)	District 6 (n=234)
Improve Communication and Notification	27.6%	25.9%	22.9%	22.7%	27.2%	29.1%
Don't Know/No Response	19.3%	21.8%	14.1%	20.5%	21.3%	18.8%
Improve Road Maintenance and Quality	19.7%	19.0%	13.6%	18.8%	18.1%	18.0%
Construction and Projects	3.4%	4.6%	11.9%	8.7%	5.0%	5.1%
No Changes	5.0%	4.0%	4.2%	6.6%	4.5%	7.3%
Respond to Needs	5.0%	6.3%	7.2%	4.8%	3.2%	6.4%
Improve Public Alternative Transportation	5.0%	4.0%	10.0%	3.5%	6.3%	4.7%
Improve ITD Staffing and Functioning	5.0%	1.7%	4.9%	2.6%	3.2%	2.1%
Improve Safety	3.8%	3.5%	1.8%	4.4%	2.7%	0.9%
Improve Contact of ITD	2.5%	4.6%	1.3%	0.9%	1.4%	3.4%
ITD Budget	2.5%	1.7%	2.0%	2.1%	1.8%	0.9%
Improve Bike Access	1.3%	1.7%	2.6%	1.3%	3.2%	0.9%
Traffic and Congestion Control	0.0%	0.0%	2.1%	2.2%	0.9%	1.3%
Improve ITD Logistics	0.0%	1.2%	1.0%	0.0%	0.5%	0.4%
Improve Pedestrian Access	0.0%	0.0%	0.5%	0.9%	0.9%	0.4%
No Public Transportation	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%

APPENDIX I

PRE NOTIFICATION POSTCARD

Customer Satisfaction - ITD July 2009

Next week the University of Idaho's Social Science Research Unit will be calling you to participate in a telephone survey to assess the overall satisfaction with the Idaho Transportation Department. The purpose of the study is to identify areas that ITD can focus on to improve customer service.

We are writing in advance of our telephone call to let you know that this study is being done and that you have been randomly selected to be called.

The interview should take about 15 minutes. If we call when you are busy, please tell the interviewer and they will call back another time.

If you have any questions about the survey please call the Social Science Research Unit (SSRU) at our toll-free number 1-877-542-3019.

Sincerely,

Barbara E. Foltz
SSRU Unit Manager

APPENDIX J

FOLLOW UP SURVEY PRE-NOTIFICATION POSTCARD

Follow-up Customer Satisfaction – ITD October 2009

Next week the University of Idaho's Social Science Research Unit will be calling you to participate in a follow-up telephone survey about how the Idaho Transportation Department can improve its products & services.
We would like to thank you in advance for your time and agreeing to be contacted again for this study.

The interview should take about 10 minutes. If we call when you are busy, please tell the interviewer and they will call back another time.

If you have any questions about the survey please call the Social Science Research Unit (SSRU) at our toll-free number 1-877-542-3019.

Sincerely,

Barbara E. Foltz
SSRU Unit Manager

APPENDIX K

COUNTY OF RESIDENCE FOR RESPONDENTS

County	Responses	Percentage
Ada	419	26.7%
Adams	5	0.3%
Bannock	85	5.3%
Bear Lake	5	0.3%
Benewah	5	0.3%
Bingham	51	3.0%
Blaine	15	1.1%
Boise	10	0.7%
Bonner	44	2.6%
Bonneville	100	6.2%
Boundary	9	0.6%
Butte	3	0.3%
Camas	2	0.1%
Canyon	188	12.4%
Caribou	10	0.6%
Cassia	18	1.2%
Clark	2	0.1%
Clearwater	11	0.6%
Custer	10	0.6%
Elmore	24	1.6%
Franklin	13	0.8%
Fremont	12	0.8%

County	Responses	Percentage
Gem	25	1.5%
Gooding	17	1.1%
Idaho	25	1.6%
Jefferson	27	1.6%
Jerome	22	1.3%
Kootenai	113	6.9%
Latah	43	2.7%
Lemhi	4	0.2%
Lewis	4	0.2%
Lincoln	3	0.2%
Madison	27	1.8%
Minidoka	29	1.7%
Nez Perce	50	3.1%
Oneida	3	0.2%
Owyhee	8	0.5%
Payette	27	1.6%
Power	8	0.5%
Shoshone	21	1.3%
Teton	6	0.4%
Twin Falls	72	4.3%
Valley	5	0.3%
Washington	9	0.5%