SDDOT 2006 Statewide Customer Satisfaction Assessment
Study SD2006-03

Appendix B
Resident Survey GIS Maps

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Appendix B

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Resident Survey GIS Maps

Location of Survey Respondents

South Dakota DOT
2006 Standard Phone Survey

Location of Survey Respondents

South Dakota DOT
2006 Standard Phone Survey
Location of Survey Respondents

South Dakota DOT
2006 Standard Phone Survey
I feel safe when driving through work zones on South Dakota highways (Q10a)

Legend:
Mean agreement rating on a 5-Point scale, where:
1 = Strongly Disagree
5 = Strongly Agree

Note: "Other" areas did not contain enough respondents to show statistically significant results.

*Combined based on respondent distribution

Shading reflects the mean rating for all respondents by County.*
I feel safe when getting on/off interchanges on Interstates in South Dakota (Q10b)

The South Dakota DOT does a good job of providing signing in work zones on state highways (Q10c)
Traffic enforcement is adequate in work zones on state highways (Q10d)

South Dakota DOT is doing a good job of removing roadway and shoulder debris, such as animals, glass, and torn tires (Q13a)
South Dakota DOT is doing a good job of plowing, salting, and sanding of snow covered roadways (Q13b).

South Dakota DOT is doing a good job of providing roadside care, such as mowing and removing overgrowth (Q13c).
South Dakota DOT is doing a good job of maintaining guard rails (Q13d)

South Dakota DOT is doing a good job of maintaining the surface of highways (Q13e)
South Dakota DOT is doing a good job of cleaning rest areas (Q13f)

Note: "Other" areas did not contain enough respondents to show statistically significant results.

**LEGEND**
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

1.00 to 2.80
2.80 to 4.60
4.60 to 6.40
6.40 to 8.20
8.20 to 10.00
Other

*Combined based on respondent distribution

South Dakota 2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County*

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South Dakota DOT is doing a good job of maintaining shoulders along roads (Q13g)

Note: "Other" areas did not contain enough respondents to show statistically significant results.

**LEGEND**
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

1.00 to 2.80
2.80 to 4.60
4.60 to 6.40
6.40 to 8.20
8.20 to 10.00
Other

*Combined based on respondent distribution

South Dakota 2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County*
South Dakota DOT is doing a good job of maintaining bridges (Q13h)

Note: "Other" areas did not contain enough respondents to show statistically significant results.

LEGEND
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

*Combined based on respondent distribution

South Dakota
2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County*

South Dakota DOT is doing a good job striping on the sides of road (Q13i)

Note: "Other" areas did not contain enough respondents to show statistically significant results.

LEGEND
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

*Combined based on respondent distribution

South Dakota
2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County*
South Dakota DOT is doing a good job with center line striping (Q13j)

South Dakota DOT is doing a good job of posting of speed zones (Q13k)
South Dakota DOT is doing a good job with the visibility of signs (directional, regulatory and information signs) (Q13l)

Note: "Other" areas did not contain enough respondents to show statistically significant results.

LEGEND
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

1.00 to 2.80
2.80 to 4.60
4.60 to 6.40
6.40 to 8.20
8.20 to 10.00
Other

South Dakota
2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County*

South Dakota DOT is providing sufficient frequency of signs (directional, regulatory and information signs) (Q13m)

Note: "Other" areas did not contain enough respondents to show statistically significant results.

LEGEND
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

1.00 to 2.80
2.80 to 4.60
4.60 to 6.40
6.40 to 8.20
8.20 to 10.00
Other

South Dakota
2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County*
Overall satisfaction with the job South Dakota DOT did in generally maintaining state roadway this year (Q15)

Satisfaction with adequacy of lighting at interchanges along Interstates in rural areas (Q17a)
Satisfaction with adequacy of lighting at interchanges along Interstates in urban areas (Q17b)

LEGEND
Mean satisfaction rating on a 10-Point scale, where:

1 = Very Dissatisfied
10 = Very Satisfied

1.00 to 2.80
2.80 to 4.60
4.60 to 6.40
6.40 to 8.20
8.20 to 10.00
Other

South Dakota
2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County*

*Combined based on respondent distribution

Satisfaction with frequency of roadside rest areas on Interstates (Q17c)

LEGEND
Mean satisfaction rating on a 10-Point scale, where:

1 = Very Dissatisfied
10 = Very Satisfied

1.00 to 2.80
2.80 to 4.60
4.60 to 6.40
6.40 to 8.20
8.20 to 10.00
Other

South Dakota
2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County*

*Combined based on respondent distribution
Satisfaction with frequency of roadside rest areas on other highways (Q17d)

Note: “Other” areas did not contain enough respondents to show statistically significant results.

LEGEND
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

Combined based on respondent distribution

South Dakota 2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County

Satisfaction with adequacy of shoulders on Interstate and divided highways (Q17e)

Note: “Other” areas did not contain enough respondents to show statistically significant results.

LEGEND
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

Combined based on respondent distribution

South Dakota 2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County
Satisfaction with adequacy of shoulders on rural 2-lane highways (Q17f)

Note: "Other" areas did not contain enough respondents to show statistically significant results.

LEGEND
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

Combined based on respondent distribution

South Dakota 2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County*

Satisfaction with smoothness of Interstates and other divided highways (Q17g)

Note: "Other" areas did not contain enough respondents to show statistically significant results.

LEGEND
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

Combined based on respondent distribution

South Dakota 2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County*
Satisfaction with smoothness of rural 2-lane highways (Q17h)

Note: “Other” areas did not contain enough respondents to show statistically significant results.

LEGEND
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

South Dakota
2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County

Satisfaction with landscaping and living snow fences along highways (Q17i)

Note: “Other” areas did not contain enough respondents to show statistically significant results.

LEGEND
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

South Dakota
2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County
Satisfaction with stormwater runoff and drainage from highways (Q17j)

Note: "Other" areas did not contain enough respondents to show statistically significant results.

LEGEND
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

*Combined based on respondent distribution

South Dakota 2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County*

LEGEND
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

*Combined based on respondent distribution

South Dakota 2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County*

Resident Survey GIS Maps

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Resident Survey GIS Maps
Satisfaction with overall flow of traffic on highways (Q17l)

Note: "Other" areas did not contain enough respondents to show statistically significant results.

LEGEND
Mean satisfaction rating on a 10-Point scale, where:
1 = Very Dissatisfied
10 = Very Satisfied

South Dakota
2006 Standard Phone Survey
Shading reflects the mean rating for all respondents by County*

*Combined based on respondent distribution

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