SDDOT 2006 Statewide Customer Satisfaction Assessment
Study SD2006-03

Appendix E
Survey Instrument

Prepared by
ETC Institute
Olathe, KS

April 2007
This is __________________ calling from ETC Institute on behalf of the South Dakota Department of Transportation. We would like your opinions on transportation issues in the State of South Dakota. We're not selling anything and would appreciate a few minutes of your time. Is this a convenient time to ask you a few questions? The survey takes about 15 minutes.

[If NO, ask if another time would be more convenient for them].

Are you at least age 18?

[If YES, continue; If NO, and an adult is not present, thank them for their time and tell them you will call again later.

Does anyone in your household work for the South Dakota Department of Transportation, a city or county public works department, or a contractor that does roadwork on State Highways in South Dakota?

If NO, continue; If YES, thank them and terminate the interview.

1. How many years have you been a resident of South Dakota? ________ years
   [If less than 6 months terminate the interview; otherwise continue]

2. What county do you live in? __________________

Before we continue, we would like you to know that the South Dakota Department of Transportation, also known as the South Dakota DOT is responsible for building and maintaining Interstates, US Highways, and State Highways in South Dakota. We would like you to base your responses to the following questions on your experience on these types of highways in South Dakota.

**PART I: DRIVING BEHAVIOR**

3. Do you have a valid driver's license? _____(1) Yes [ASK 3a] _____(2) No [SKIP TO Q4]

   3a. [IF YES] Do you usually do any of the following activities at least once per week?
   (A) Drive to and from work ................................................. YES ............ NO
   (B) Drive to and from school ............................................... YES ............ NO
   (C) Drive a farm or agricultural related vehicle ................... YES ............ NO
   (D) Drive an emergency vehicle such as patrol car, fire, ambulance or tow truck ............................................ YES ............ NO
   (E) Drive a commercial truck or van ................................. YES ............ NO

4. Approximately how many miles would you estimate that you drive a vehicle each year?
   _____(1) 5,000 miles or less _____(5) 20,001 to 30,000
   _____(2) 5,001 to 10,000 _____(6) 30,001 to 40,000
   _____(3) 10,001 to 15,000 _____(7) More than 40,000
   _____(4) 15,001 to 20,000

5. During the past 12 months have you used public transit, such as buses, for mobility within South Dakota?
   _____(1) Yes: Which bus service did you use? ______________________________
   _____(2) No
PART II: CONSTRUCTION AND DETOURS

6. During the past six months, how frequently have you encountered highway work such as construction or maintenance in South Dakota?

   (1) 5-7 days per week [Ask 6a]
   (2) 2-4 days per week [Ask 6a]
   (3) 1-4 days per month [Ask 6a]
   (3) Less than once per month [Ask 6a]
   (4) Never [SKIP TO Q7]
   (5) Don’t know [SKIP TO Q7]

6a. Did you experience a delay in your travel? (1) Yes (2) No [SKIP TO Q7]

[IF YES TO #6a]

6b. How would you describe the length of the delay?

   (1) Five minutes or less
   (2) 6 to 10 minutes
   (3) 11 to 15 minutes
   (4) More than 15 minutes
   (9) Can’t remember

6c. Was that length of delay acceptable? (1) Yes (2) No

7. Have you traveled through a detour on a state highway in South Dakota during the last year?

   (1) Yes [ASK 7a]
   (2) No [SKIP TO 8]

[IF YES to #7]

7a. How would you describe the detour?

   (1) Very easy to follow
   (2) Easy to follow
   (3) OK
   (4) Somewhat difficult to follow
   (5) Very difficult to follow
   (9) Don't know/can’t remember

PART III: SAFETY

8. Compared to five years ago, do you think South Dakota highways are:

   (1) Much safer
   (2) Somewhat safer
   (3) About the same level of safety
   (4) Somewhat more dangerous
   (5) Much more dangerous
   (9) [DO NOT READ] Don't know/Have not lived in South Dakota for five years

9. How often do you wear a seat belt?

   (1) All the time
   (2) Most of the time
   (3) Some of the time
   (4) Seldom/never
10. Next, I am going to read you a series of statements about transportation safety in South Dakota. Using a 5-point scale, where “1” means “Strongly DISAGREE” and “5” means “Strongly AGREE,” please indicate how much you agree with each of the following statements. [If a statement does not apply, circle “9.”]

<table>
<thead>
<tr>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Don’t Know</th>
</tr>
</thead>
</table>

(A) I feel safe when driving through work zones on South Dakota highways

(B) I feel safe when getting on/off interchanges on Interstates in South Dakota

(C) The South Dakota DOT does a good job of providing signing in work zones on state highways.

(D) Traffic enforcement is adequate in work zones on state highways.

(E) Traffic enforcement is adequate in areas outside work zones on state highways

11. Which ONE of the following road conditions do you think is the biggest safety problem on state highways in South Dakota?

___(1) Traffic congestion in commercially developed areas
___(2) Rough roads
___(3) Winter conditions
___(4) Narrow shoulders
___(5) Inadequate pavement markings
___(6) Inadequate signage
___(7) Railroad crossings
___(8) Construction zones
___(9) Other: ____________________
___(0) Don’t know

12. Which TWO of the following items do you think contribute MOST to accidents on state highways in South Dakota?

___(1) Lack of enforcement of traffic laws (such as speeding)
___(2) Allowing residents to drive when they are too young (age 14)
___(3) Elderly drivers
___(4) Inattentive drivers (e.g., talking on cell phone, eating)
___(5) Inadequate inspection of commercial vehicles
___(6) Drinking and driving
___(7) Drivers education requirements are inadequate
___(8) Other: ____________________
___(9) Don’t know
PART IV: HIGHWAY MAINTENANCE

13. I am going to read you a list of several highway maintenance activities provided by the South Dakota Department of Transportation. Using a scale from “1” to “10” where “1” means “Not Satisfied At All” and “10” means “Extremely Satisfied,” please indicate how well you think the South Dakota Department of Transportation is doing for each of the following based on your experiences on South Dakota highways.

Not Satisfied Extremely Don’t Know
At All 3 5 7
1 2 3 4 5 6 7 8 9 10 

(A) Removing roadway and shoulder debris, such as animals, glass, and torn tires ............................................99
(B) Plowing, salting, and sanding of snow covered roadways..........................99
(C) Providing roadside care, such as mowing and removing overgrowth ...99
(D) Maintaining guard rails................................1 .... 2.... 3.... 4.....5.....6 ....7 ....8 .... 9... 10.................99
(E) Maintaining the surface of highways....1 .... 2.... 3.... 4.....5.....6 ....7 ....8 .... 9... 10.................99
(F) Cleaning rest areas .....................................1 .... 2.... 3.... 4.....5.....6 ....7 ....8 .... 9... 10.................99
(G) Maintaining shoulders along roads .....1 .... 2.... 3.... 4.....5.....6 ....7 ....8 .... 9... 10.................99
(H) Maintaining bridges ...................................1 .... 2.... 3.... 4.....5.....6 ....7 ....8 .... 9... 10.................99
(I) Striping on the sides of road ....................1 .... 2.... 3.... 4.....5.....6 ....7 ....8 .... 9... 10.................99
(J) Center line striping .....................................1 .... 2.... 3.... 4.....5.....6 ....7 ....8 .... 9... 10.................99
(K) Posting of speed zones......................... 1 .... 2.... 3.... 4.....5.....6 ....7 ....8 .... 9... 10.................99
(L) Visibility of signs (directional, regulatory and information signs) ....1 .... 2.... 3.... 4.....5.....6 ....7 ....8 .... 9... 10.................99
(M) Frequency of signs (directional, regulatory and information signs) .....1 .... 2.... 3.... 4.....5.....6 ....7 ....8 .... 9... 10.................99

14. Which THREE of the maintenance services I just read do you think should receive the most emphasis from the South Dakota Department of Transportation over the next two years? [Reread list and write in the letters below using the letters from the list the question 13 above].

1st:____ 2nd:____ 3rd:____

15. Using a 10-point scale, where 1 is “not at all satisfied” and 10 is “extremely satisfied,” please rate your OVERALL satisfaction with the job the DOT did in generally maintaining state roadways this past year?

Not at all satisfied Extremely satisfied
1 2 3 4 5 6 7 8 9 10 DK

PART V: HIGHWAY DESIGN ISSUES

16. Has the South Dakota DOT completed the construction of a new highway or the reconstruction of an existing highway that you regularly use during the past five years?

____(1) Yes  [ASK 16a-c]
____(2) No  [SKIP TO 17]
____(9) Don’t know  [SKIP TO 17]

ONLY IF YES to Q16:

16a. Since construction was completed on this (these) highway(s), how has your feeling of safety when traveling on the highway(s) changed? Do you feel:

____(1) Much safer
____(2) Somewhat safer
____(3) About the same
____(4) Less safe
____(5) Much less safe
____(9) Don’t know
16b. Do you feel that the overall quality of transportation in the area where you live has improved since the completion of this (these) project(s)?

(1) Yes  (2) No

16c. Do you feel that the South Dakota DOT has adequately involved your community during the planning of highway improvements in your area?

(1) Yes  (2) No

17. Using a 10-point scale, where 1 is “not at all satisfied” and 10 is “extremely satisfied,” please rate your overall satisfaction with each of the following features on South Dakota highways.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Not Satisfied</th>
<th>Extremely Satisfied</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) Adequacy of lighting at interchanges along Interstates in rural areas</td>
<td>1 3 5 7</td>
<td>9 9</td>
<td></td>
</tr>
<tr>
<td>(B) Adequacy of lighting at interchanges along Interstates in urban areas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(C) Frequency of roadside rest areas on Interstates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(D) Frequency of roadside rest areas on other highways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(E) Adequacy of shoulders on Interstate and divided highways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(F) Adequacy of shoulders on rural 2-lane highways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(G) Smoothness of Interstates and other divided highways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(H) Smoothness of rural 2-lane highways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(I) Landscaping and living snow fences along highways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(J) Stormwater runoff and drainage from highways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(K) Regulation the placement of billboards and business signs along highways</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(L) Overall flow of traffic on highways</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

18. Which THREE of these highway features do you think should receive the most emphasis from the South Dakota Department of Transportation over the next two years? [Reread list and write in the letters below using the letters from the list the question 17 above].

1st:     2nd:     3rd:

PART VI: INFORMATION/COMMUNICATION

19. Did you know the South Dakota DOT has a website?

(1) Yes [ASK 19a]

(2) No [SKIP TO 20] if asked - The site address is www.sddot.org

19a. [If Yes to 19] Have you used the website during the past year?

(1) Yes [ASK 19b-c]

(2) No [SKIP TO 20]
19b. [If Yes to 19a] **What was your purpose for visiting the website?** (Check all)
   ____(1) To get information about a project
   ____(2) To obtain road condition information
   ____(3) To get detour or work zone information
   ____(4) To contact an employee
   ____ (5) To get a response to a specific question or concern
   ____ (6) Other: ______________________

19c. [If Yes to 19a] **How easy was the website to use?**
   ____(1) Very easy
   ____(2) Easy
   ____(3) OK
   ____ (4) Difficult
   ____ (9) Don't remember

20. **Have you contacted a South Dakota DOT office during the past two years?**
   ____(1) Yes [ASK 20a-b]  ____(2) No [SKIP TO 21]

20a. **How easy was it to contact the right person the last time you contacted the South Dakota DOT?**
   ____(1) Very easy
   ____ (2) Fairly easy
   ____ (3) Somewhat difficult
   ____ (4) Very difficult
   ____ (9) Don't remember/don't know

20b. **Were you able to get your question answered or get the information you needed the last time you contacted the South Dakota DOT?**
   ____(1) Yes  ____(2) No  ____ (9) Don't remember/don't know

21. **Are you familiar with 511, the free road information service sponsored by the South Dakota Department of Transportation?**
   ____(1) Yes [ASK Q21a]
   ____ (2) No [SKIP TO Q22]
   ____ (9) Don't know [SKIP TO 22]

[ONLY IF YES TO 21]
21a. **Have you ever called 511?**
   ____(1) Yes [ASK 21b-c]  ____(2) No [SKIP TO 22]

21b. [If Yes to 21a] **How easy was the service to use?**
   ____(1) Very easy
   ____ (2) Easy
   ____ (3) OK
   ____ (4) Difficult
   ____ (9) Don't remember

21c. **How accurate was the information provided?**
   ____(1) Very accurate
   ____ (2) Accurate
   ____ (3) OK
   ____ (4) Inaccurate
   ____ (9) Don't remember
22. Have you seen variable message boards that are permanently placed on Interstate highways in South Dakota during the past year?  (if asked, these are sometimes referred to as “Amber Alert” signs)
   ____ (1) Yes [ASK Q22a]
   ____ (2) No [SKIP TO Q23]
   ____ (9) Don't know [SKIP TO 23]

22a. How accurate was the information on the signs you have seen?
   ____ (1) Very accurate
   ____ (2) Accurate
   ____ (3) OK
   ____ (4) Inaccurate
   ____ (9) Don't remember
   ____ (0) No information was provided

22b. Overall, how helpful do you think these signs are to travelers?
   ____ (1) Very helpful
   ____ (2) Helpful
   ____ (3) Not very helpful
   ____ (4) Not helpful at all
   ____ (9) Don't remember

23. How would you like to get or receive information from the South Dakota DOT?
(CHECK ALL THAT APPLY)
   ____ (01) Billboards
   ____ (02) Cell phone number posted on highways for cell phone use
   ____ (03) Flyers
   ____ (04) Internet/web page
   ____ (05) Direct mail/newsletters
   ____ (06) Newspapers
   ____ (07) Radio
   ____ (08) TV local public access channel
   ____ (09) Public official
   ____ (10) Public meeting
   ____ (11) Direct mail/newsletters
   ____ (12) E-mail
   ____ (13) Variable message signs
   ____ (14) Other: _____________________________
   ____ (99) Not interested in any type of information

24. Using a 10-point scale, where 1 is “a very poor job” and 10 is “an extremely good job,” how would you rate the job the DOT does in keeping citizens informed of current plans for Highway construction and maintenance?
Very poor job
1 2 3 4 5 6 7 8 9 10 DK

25. Using a 10-point scale, where 1 is “a very poor job” and 10 is “an extremely good job,” how would you rate the job the state DOT does in alerting you of delays and alternate routes before traveling through current highway construction projects?
Very poor job
1 2 3 4 5 6 7 8 9 10 DK
PART VII: TRANSPORTATION PRIORITIES

26. I am going to read you several improvements that could be made to the transportation system in the State of South Dakota. For each one, please tell me how important you think the improvement is by using a 5 point scale where “1” is “very unimportant” and “5” is “very important.”

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Very Unimportant</th>
<th>Very Important</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) Expanding public transportation/inner city bus service</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(B) Expanding transportation services for seniors and persons with disabilities</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(C) Relieving congestion in urban areas</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(D) Adding passing lanes to state highways</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(E) Widening highways to accommodate large truck and agricultural equipment</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(F) Repairing and maintaining existing highways.</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(G) Adding shoulders to highways</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(H) Building new highways that provide more direct links between communities</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(I) Improving freight rail service</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(J) Improving passenger bus service between cities</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(K) Providing pedestrian &amp; bicycle facilities</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

27. Which THREE of these items do you think are most important for the South Dakota DOT to emphasize over the next five years? [Reread list and write in the letters below using the letters from the list the question 26 above].

1st:____ 2nd: ____ 3rd:____

28. Which ONE of the following would you give priority funding to if you could choose only ONE? [READ LIST, RECORD ONE]

(1) Interstate highways
(2) Other rural 4-lane highways & expressways
(3) 2-lane rural highways
(4) County and township roads, or
(5) Urban thoroughfares and truck routes
[DO NOT READ] None of the above
[DO NOT READ] Don’t know

29. Do you feel there is too much work, not enough work, or about the right amount of work being done to repair the state’s Interstate highways?

(1) Too much work
(2) Not enough work
(3) About the right amount of work
(9) Don’t know

30. How much of a concern to you is the impact of overweight trucks on South Dakota highways? Would you say it is a major concern, minor concern or no concern to you?

(1) Major concern
(2) Minor concern
(3) No concern
(9) Don’t know

31. How do you think the current level of funding for state highways in South Dakota should change over the next five years?

(1) It should be increased
(2) It should stay about the same
(3) It should be reduced
(9) Don’t know
32. Would you say that you are very supportive, somewhat supportive, or not supportive of the construction of truck routes that bypass cities and towns that are located along South Dakota highways?

   (1) Very supportive  (3) Not supportive
   (2) Somewhat supportive  (9) Don't know

PART VIII: OVERALL RATINGS

33. Using a 5-point scale, where “1” means “Strongly DISAGREE” and “5” means “Strongly AGREE,” please indicate your level of agreement with each of the following statements.

   [If a statement does not apply, circle “9”; a rating of “3” indicates a neutral, but informed response.]

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) The South Dakota DOT considers and values the opinions of the public</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(B) The South Dakota DOT designs safe highways</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(C) The South Dakota DOT keeps construction delays to a minimum</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(D) South Dakota DOT adequately supports non-highway transportation</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(E) South Dakota DOT does a good job of planning for the State’s future</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(F) South Dakota DOT does a good job prioritizing highway improvements</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(G) South Dakota DOT adequately supports local transportation projects</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(H) South Dakota DOT is an efficient organization</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

34. Overall, how important do you think it is for the South Dakota DOT to consider the impact that transportation improvements will have on the environment?

   (1) Very important
   (2) Somewhat important
   (3) Not important
   (9) Don’t know

35. Do you think the South Dakota DOT is a good steward of the environment?

   (1) Yes  (2) No  (9) Don’t know

36. Overall, how would you rate the value of the services provided to you by the South Dakota DOT?

   (1) Good value for your money  (3) Low value for your money
   (2) OK value for your money    (9) Don’t know

37. Using a 10-point scale, where 1 is “Not Satisfied at All” and 10 is “Extremely Satisfied,” please rate how satisfied are you with the overall DELIVERY of ALL services the South Dakota DOT provides South Dakota citizens?

   Not at all satisfied  Extremely satisfied
   1  2  3  4  5  6  7  8  9  10  DK

38. Compared to five years ago, do you think the current quality of South Dakota DOT services is:

   (1) Better  (2) About the same  (3) Worse  (9) Don’t know
PART X: DEMOGRAPHICS

39. What is your current employment status?
   (1) Employed full-time   (3) Student   (5) Not employed outside home
   (2) Employed part-time   (4) Retired   (6) Unemployed, looking for work

40. What is your age? _________ years

41. Would you say your total household income is:
   (1) Under $15,000   (4) $45,000 to $59,999   (7) $100,000 plus
   (2) $15,000 to $29,999   (5) $60,000 to $74,999
   (3) $30,000 to $44,999   (6) $75,000 to $99,999

   (9) [Do Not Read] Refused

42. Counting yourself, how many people live in your household? ________

43. How many persons in your household (counting yourself) are?
   (1) Under 5 years   (2) 20 - 24 years   (3) 55-64 years
   (2) 5 - 9 years   (4) 25 - 34 years   (4) 65+ years
   (3) 10 - 14 years   (5) 35 - 44 years
   (4) 15 - 19 years   (6) 45 - 54 years

44. Respondent’s Gender:
   (1) Male   (2) Female

Confirm their home street address (be specific, e.g., 725 W. Frontier Circle – NOT 725 Frontier)

Address: ________________________________________________________________

City: _________________________________

Zip Code: ____________________________

Do you have any other comments you would like to make before we end the survey?

Thanks very much for your time. This Concludes the Survey.