

Kansas Department of Transportation

2000 External Customer Survey

Executive Summary

Purpose and Methodology

The Kansas Department of Transportation (KDOT) conducted its second statewide customer satisfaction survey of Kansas residents during the fall of 2000. The first survey was completed during the fall of 1997. The purpose of the survey was to provide KDOT with information regarding how well the agency is meeting the transportation needs of Kansas residents.

The survey was administered by phone to a random sample of 1,848 Kansas residents. The sample was designed to ensure statistical validity of the results at the statewide, KDOT district, and KDOT area level. The statewide sample of 1,848 residents has a 95% level of confidence with a precision of at least +/- 2.2%.

Findings

- ! **Satisfaction with Highway Maintenance.** Overall, Kansas residents think KDOT's performance has improved since 1997. In 1997, the mean satisfaction rating (excluding don't knows) for all maintenance items was 70%. In 2000, the mean rating had risen to 74%. The five most highly rated maintenance activities were: maintaining signs, fixing guard rails, maintaining bridges, removing debris and litter, and mowing. Statistically significant improvements were made in seven of twelve areas. KDOT's performance did not decline by more than 1% in any area.

- ! **Most Important Maintenance Activities.** The five most important maintenance activities were: fixing potholes, snow removal, pavement markings, fixing cracks, and maintaining lighting. The three least important were: fixing guardrails, road side mowing, and maintenance of rest areas.

- ! **Satisfaction with Highway Features.** Satisfaction with highway features has declined slightly since 1997, which was the final year of the Comprehensive Highway Program. In 1997, the mean satisfaction rating (excluding don't knows) for all highway features was 75%. In 2000, the mean rating had dropped to 71%. The five most highly rated highway features were: the accuracy of information on signs, center line striping, the location of signs, the reflectiveness of signs, and the ease of getting on/off highways. The three lowest rated features were: the number of paved shoulders, the frequency of roadside rest areas, and the width of shoulders.

- ! **Most Important Highway Features.** The five most important features were: width of shoulders, roadside striping, the smoothness of the road, centerline striping, and lighting at intersections/interchanges. The three least important features were: landscaping along highways, the accuracy of signs, and the frequency of roadside rest areas.

- ! **How Well KDOT is fulfilling its mission.** 76% of the residents surveyed who had an opinion thought KDOT was doing a good job of providing a statewide transportation system; another 22% thought KDOT was doing okay. Only 2% of those surveyed thought KDOT is doing a poor job.

- ! **Satisfaction with the productivity of employees along Kansas highways.** Kansas residents are generally very satisfied with employees who work along Kansas highways. Residents were ten times more likely to give good or excellent ratings (60%) for worker productivity than poor ratings (6%).

- ! **Residents Do Not Want Funding for Transportation Reduced.** 92% of the residents surveyed thought that funding for transportation in the State of Kansas should be increased (44%) or stay the same (48%) over the next five years. 6% of those surveyed did not have an opinion. Only 2% thought the current level of funding should be reduced.

- ! **Residents generally support the construction of bypasses around cities and towns along Kansas highways.** 86% of the residents surveyed supported the construction of bypasses around cities and towns along Kansas highways; only 6% were not supportive and 8% did not have an opinion.

- ! **The amount of contact Kansas residents have with KDOT employees has increased significantly.** During the past three years, there was a 44% increase in the number of Kansas residents who have had contact with a KDOT employee. Residents also indicated that they were more satisfied with the accuracy of the information and the timeliness of responses provided by KDOT employees.

- ! **Familiarity with the Road Condition Hotline increased significantly.** There was a 105% increase in the number of residents who reported that they were familiar with KDOT's Road Condition Hotline.

- ! **Most important improvements to the State's transportation system.** Although residents continue to think that funding for highways should be the State's top transportation priority, most residents expect the State to fund a wide range of transportation services including air, rail, and public transportation. The improvements that residents think are most important to fund include: repairs to existing highways, expanded transportation services for the elderly and disabled, additional shoulders along state highways, and additional lanes on heavily congested highways.

- ! **Changing priorities.** Overall, residents placed significantly less importance on pedestrian and biking facilities than they did in 1997. However, residents placed significantly more importance on the development of light/commuter rail, particularly in District 1.