

KDOT Partnership Project  
Stakeholder and Resident Surveys  
September 26, 2003

*A Message from the Secretary:*

Thank you for your interest in the KDOT Partnership Project. I have been so pleased by the level of participation we have had from stakeholders and residents across the state. For example, we originally set a goal of surveying 200 stakeholders (including cities, counties, legislators, consultants, and contractors). We now have data from more than 925 stakeholders. We have also received more than 500 suggestions for improvement. These suggestions came from one-on-one interviews and focus groups, as well as from our web site.

Now the survey results are in. As I pledged at the beginning of the KDOT Partnership Project, we are trying our best to provide information as quickly as we can and to be as transparent as possible. In that spirit, I've asked that the charts that summarize the responses as well as the detailed data be posted.

The survey results show that KDOT employees have many reasons to be proud of our organization and that KDOT is wisely using and protecting the taxpayers' investment in our transportation system. Across the state, residents and stakeholders recognize the high-quality road system that we provide. Also, survey results show strong support for continued investment in the state highway system.

That is not to say that no improvements are needed. During October and November, the KDOT Partnership Advisory Group as well as KDOT employees will identify which issues require immediate action. Likely areas of focus include: building better, more active partnerships with cities and counties; engaging legislators in more open dialogue; and improving employee morale. As I've emphasized to employees, it is going to take all KDOT employees working together to improve KDOT. However, I'm confident that we can create the more responsive agency that our stakeholders and public are beginning to demand – especially, if you and our other partners are willing to work more closely with us.

*A couple of notes about the results:*

- We're providing some brief background information that we hope you will find helpful as you review the survey results. However, we expect there will be many questions. Please feel free to submit any questions you have at <http://www.ksdot.org/public/kdot/partner/partner.asp> or feel free to contact Julie Lorenz, Director of Public Affairs, at 785-296-3276 with your questions.
- The resident data is statistically valid for each KDOT district. The stakeholder survey targeted seven major groups including: cities, counties, legislators, consultants,

contractors, vendors, and other (e.g., rail, transit, and other State agencies). The goal to complete 200 surveys of stakeholders was far exceeded as information was gathered from more than 925 stakeholders.

- Pages 4 through 9 of the Survey Results Overview contain information about trends for maintenance and highway features, as well as overall trends. While respondents are still supportive of KDOT, there is a slight downward trend.
- Results regarding the seven assessment areas begin on page 10 of the Survey Results Overview. The seven assessment areas include mission accomplishment, responsiveness, resource efficiency, communication, morale, safety, and partnership issues.
- Two kinds of questions were asked. *Performance questions* generally asked if KDOT is doing a good job at a particular task (such as maintaining state highways or explaining reasons for its decisions). The second kind of question, *initiative questions*, generally asked if KDOT should do something new or do something differently (for example, should KDOT meet with city and county representatives more often).
- It should be noted that the percentages do not add to 100 percent because ratings of “3” which indicate a “neutral” response were not included. It should also be noted that “don’t know” responses were excluded from the tabulation and analysis. This approach is important for two reasons. 1) The results you see here reflect strong opinions. This data helps identify which actions are likely to be most effective in improving ratings and which actions wouldn’t have much impact at all. 2) Neutral opinions offer a great opportunity for KDOT to further improve ratings, assuming that the next interaction a neutral respondent has with KDOT is positive.
- In addition to the survey data and the charts that summarize that data, the consultant team has also provided a priorities assessment analysis. To help focus KDOT attention in terms of the data, this analysis highlights the lowest overall performance ratings as well as the potential initiatives that scored the highest.

*KDOT Partnership Project*  
**Resident and Stakeholder  
Survey Results**

**September 2003**

## Survey Agenda

- ) Methodology
- ) Trends in Satisfaction
- ) Assessment Area Findings
  - o Mission Accomplishment
  - o Responsiveness
  - o Resource Efficiency
  - o Communication
  - o Morale
  - o Safety
  - o Partnership Groups
- ) Ratings of Individual KDOT Work Units
- ) Support for Transportation in Kansas
- ) Questions

# Methodology

## ) Resident Survey

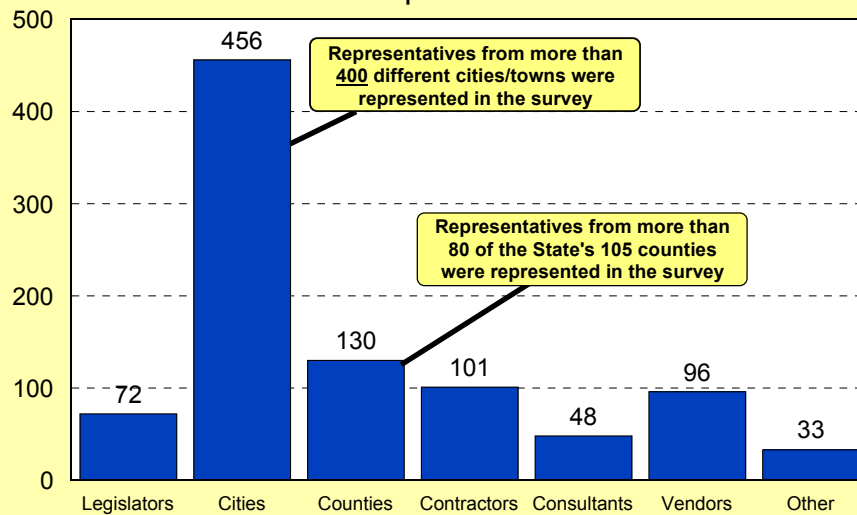
- 5 Stratified random sample of 900+ residents
- 5 Administered by phone during August 2003
- 5 Statistically valid for each KDOT district
- 5 Overall precision of +/-3.1% at 95% level of confidence
- 5 Contained some benchmarks questions from the statewide surveys that were administered in 1997 and 2000

## ) Stakeholder Survey

- 5 Stratified Random Sample of Stakeholders in 7 major groups
  - 5 cities, counties, legislators, consultants, contractors, vendors, other (rail, transit, other State agencies, etc.)
- 5 Administered by mail with follow-up by phone during August/September 2003
- 5 Goal was 200 completed surveys; as of Sept 18th, 937 stakeholders had completed the survey

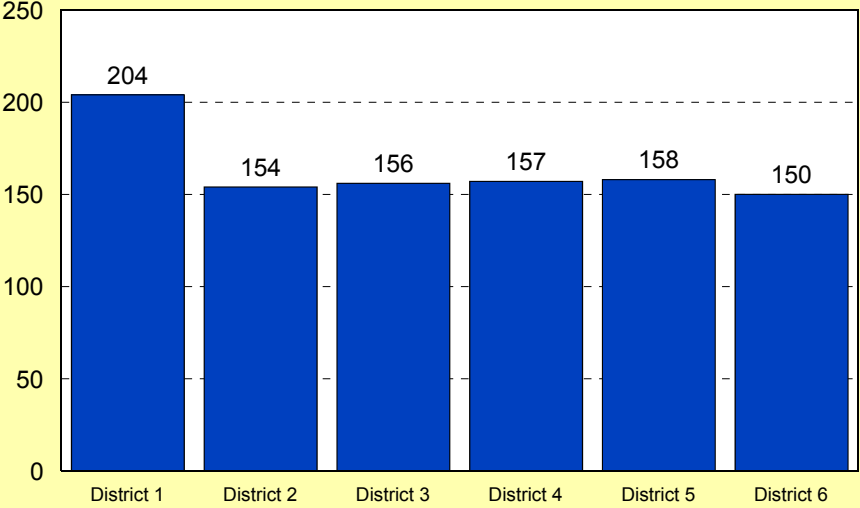
## Number of Stakeholder Survey Respondents By Type

Total Respondents = 936



# Number of Resident Survey Respondents By District

Total Respondents = 979

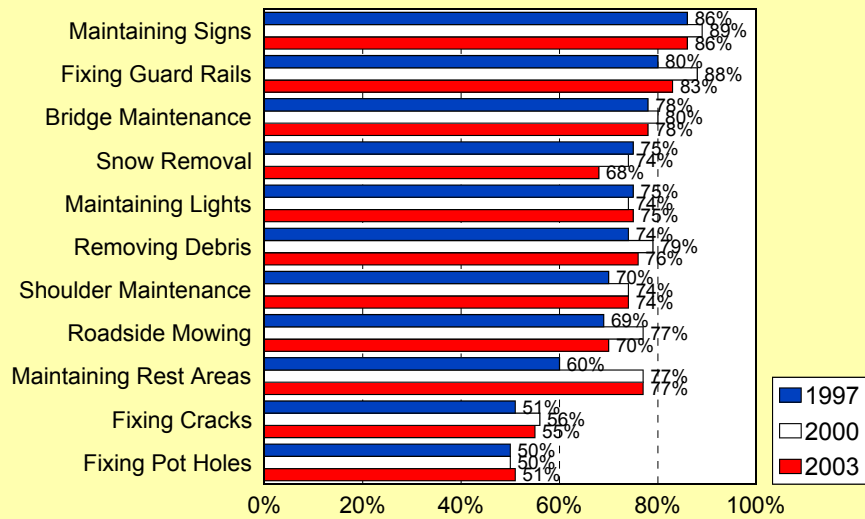


# TRENDS

# Maintenance Trends

## Statewide Satisfaction With KDOT's Performance on Various Maintenance Activities

By percentage of respondents who rated their satisfaction as a "4" or "5" on a five-point scale where "5" indicated "very satisfied" (4 & 5 ratings have been combined)



Source: ETC Institute Survey

**Although Overall Ratings Are Still Relatively High,  
Satisfaction with Highway Maintenance Has  
Declined in Most Areas Over the Past Three Years**

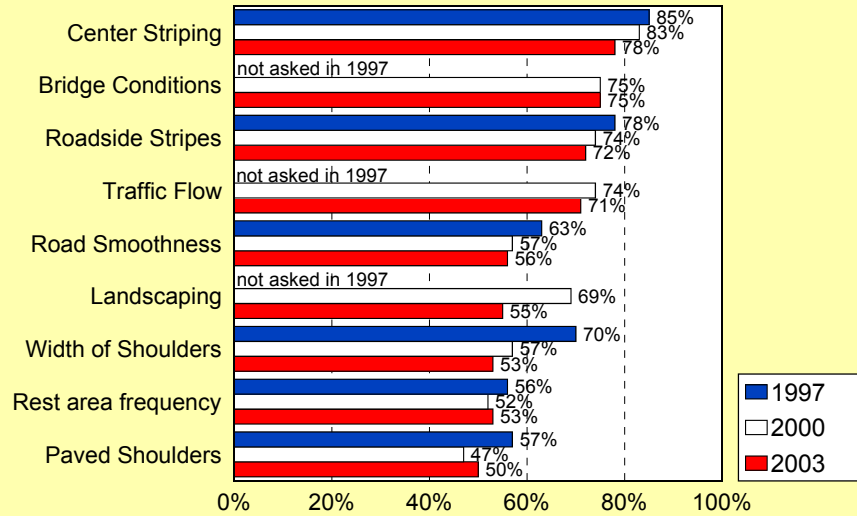
<b>Maintenance Area</b>	<b>% Change in Satisfaction 2000-2003</b>
Roadside Mowing	-7%
Snow Removal	-6%
Fixing Guard Rails	-5%
Removing Debris	-3%
Maintaining Signs	-3%
Bridge Maintenance	-2%
Fixing Cracks	-1%
Shoulder Maintenance	0%
Maintaining Rest Areas	0%
Maintaining Lights	1%
Fixing Pot Holes	1%

Source: ETC Institute Survey

**Trends in Satisfaction  
with the Design of  
Highway Features**

## Statewide Satisfaction with the Design of State Highway Features

By percentage of respondents who rated their satisfaction as a "4" or "5" on a five-point scale where "5" indicated "very satisfied" (4 & 5 ratings have been combined)



Source: ETC Institute Survey

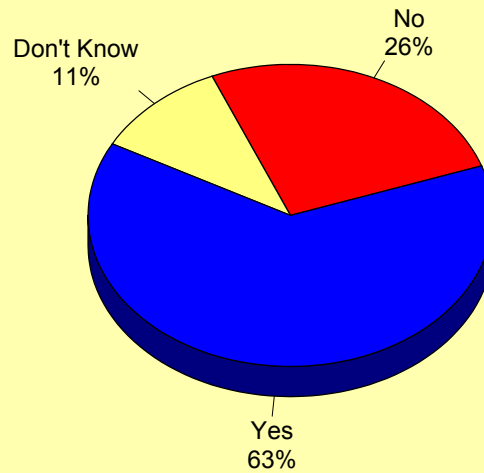
## Satisfaction with the Design of Many Highway Features Has Declined Significantly in Many Areas Over the Past Six Years

Maintenance Area	% Change in Satisfaction 1997-2003
Width of Shoulders	-17%
Landscaping*	-14%
Road Smoothness	-7%
Paved Shoulders	-7%
Center Striping	-7%
Roadside Stripes	-6%
Traffic Flow*	-3%
Rest area frequency	-3%
Bridge Conditions*	0%

\* not asked in 1997; change in satisfaction is for 2000-2003

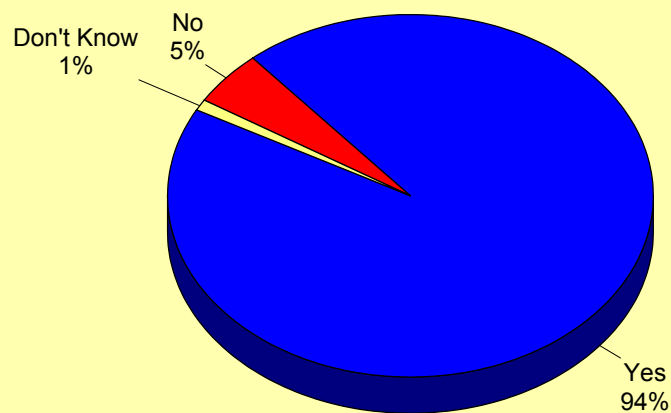
## Percentage of Kansas Residents Who Live in Area Where New Highway Construction Has Been Completed in the Past 5 Years

by percentage of respondents



## Percentage of Kansas Residents Who Thought They Had Adequate Access to Highways After Improvements Were Completed

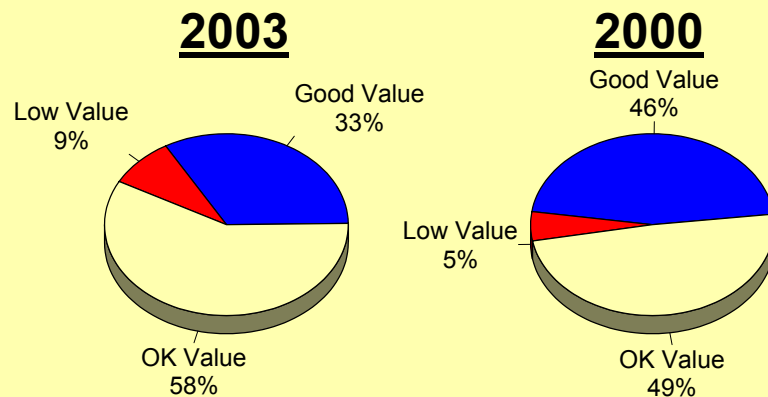
by percentage of respondents who said they live in an area with new highway construction during past 5 years



# Overall Trends

## Overall Value of Services Provided by KDOT

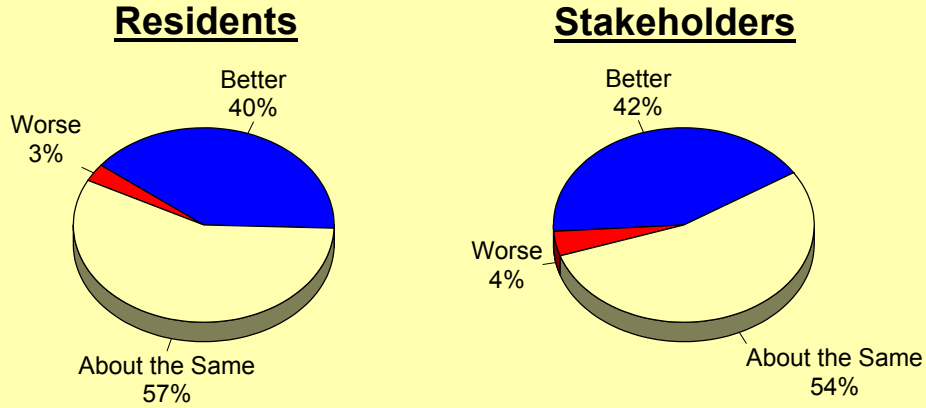
by percentage of respondents (excluding don't knows)



Percentage of Residents Who Rated the Value of KDOT Services as "Good" dropped Significantly during past three years while the percentage of Residents Who Rated KDOT services as "Poor" Nearly Doubled.

## How The Quality of the State's Transportation System Has Changed Over the Past 5 Years (Residents vs. Stakeholders)

By percentage of respondents (excluding don't knows)



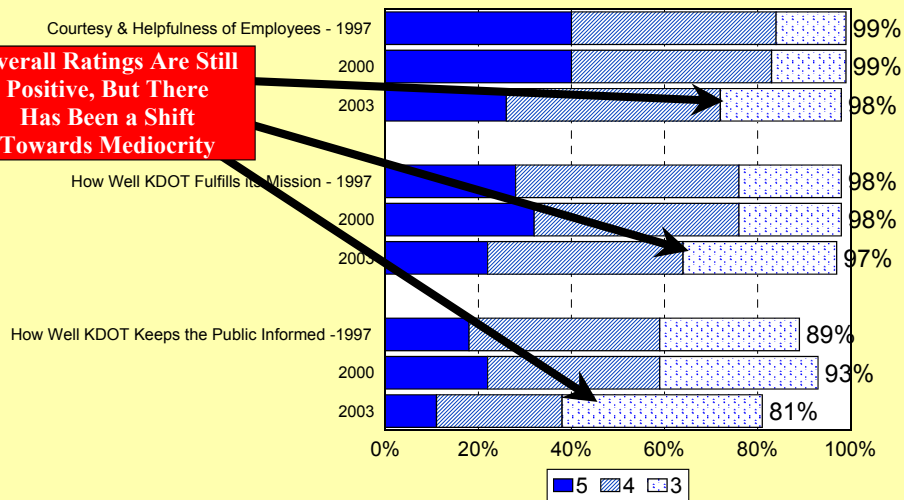
**Although KDOT Does Not Have Trend Data for Stakeholders, Trends in the Resident Survey Are Likely Shared by Stakeholders Given the Similarities in the Responses to This Question.**

## Summary of Overall Ratings for KDOT

By percentage of respondents

(Ratings were from 1 to 5 where 1 was most negative and 5 was most positive; 3 was "OK"; excluding don't knows)

**Overall Ratings Are Still Positive, But There Has Been a Shift Towards Mediocrity**



# Assessment Process

7 Major Categories

## ) Types of Assessments

5 evaluations of KDOT's current performance

5 support for change

5 blue bars show status quo

5 red bars show initiatives for change

## ) Standards Used for the Evaluation

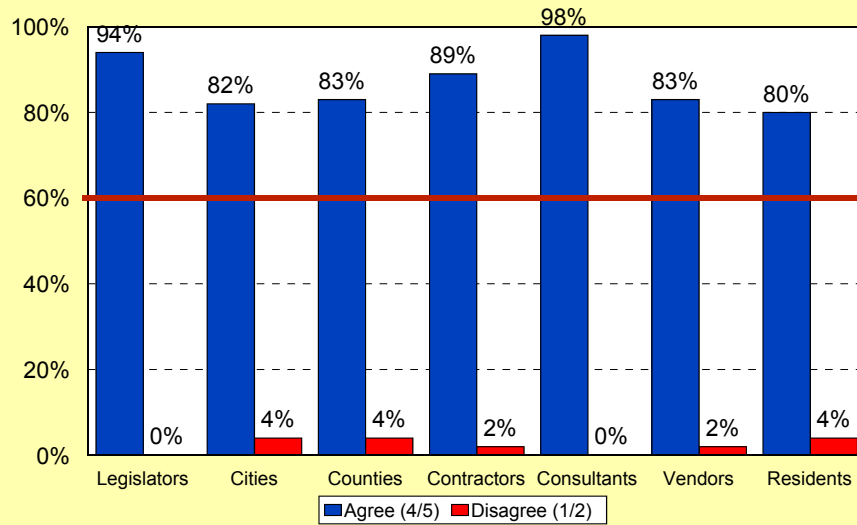
5 total satisfaction of at least 60% positive ratings

5 a ratio of positive to negative ratings of at least 2 to 1

## **Assessment Area #1:** **Mission Accomplishment**

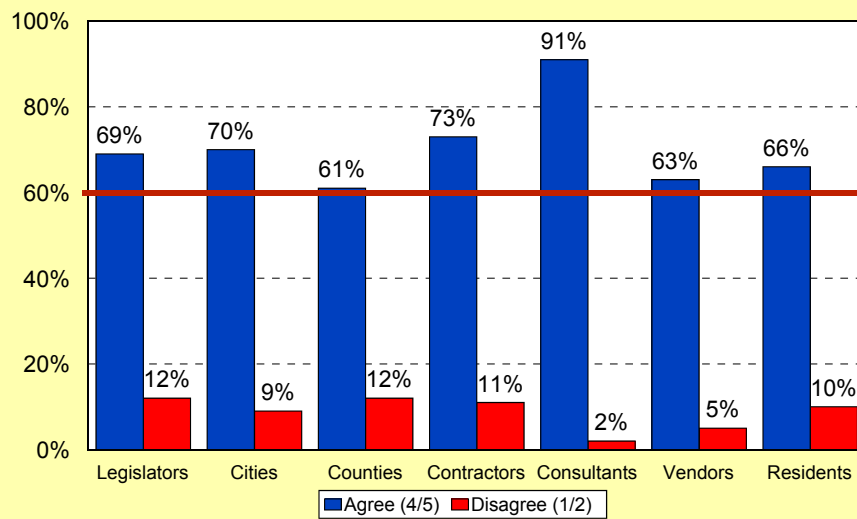
# KDOT Does a Good Job Maintaining State Highways

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



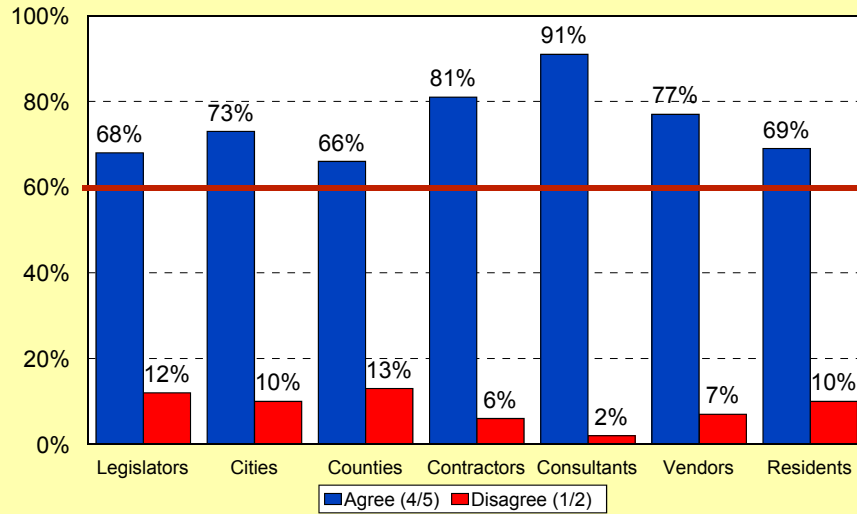
# The Design of New Highways Meets My Expectations

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



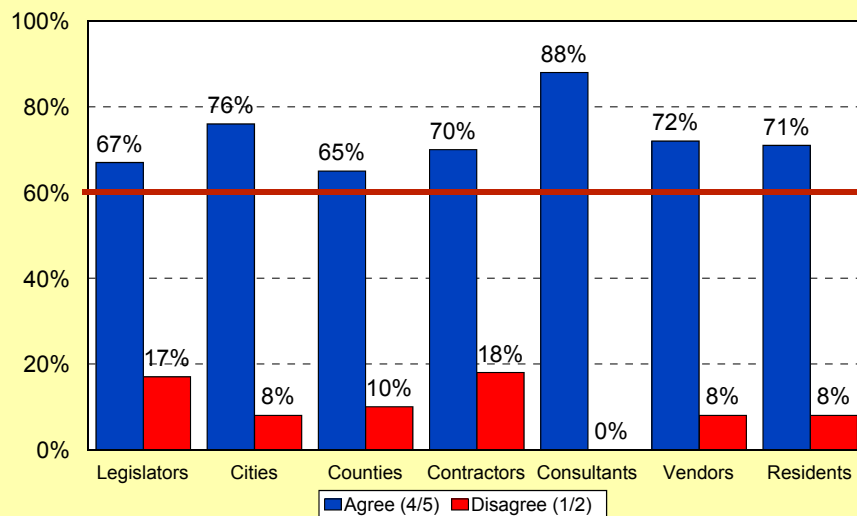
## I Am Satisfied with the Quality of New Highway Construction in Kansas

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



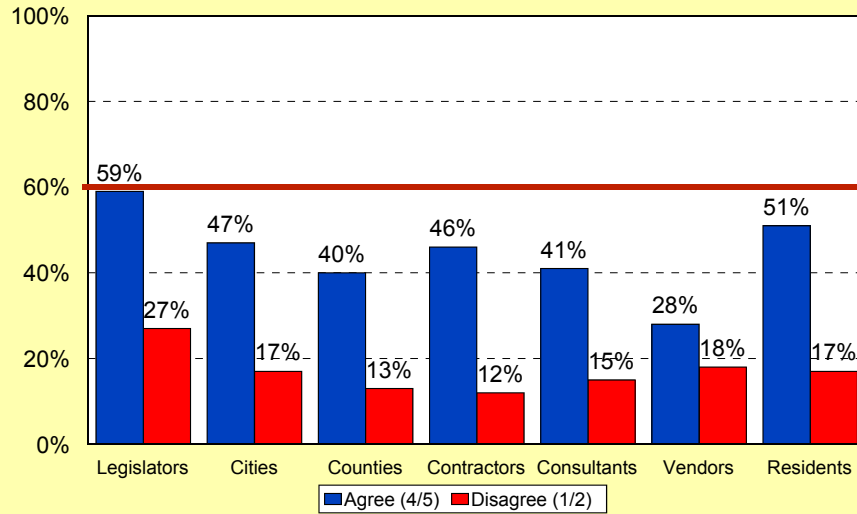
## I Am Satisfied with the Types of Materials that KDOT Uses for New Highway Construction

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



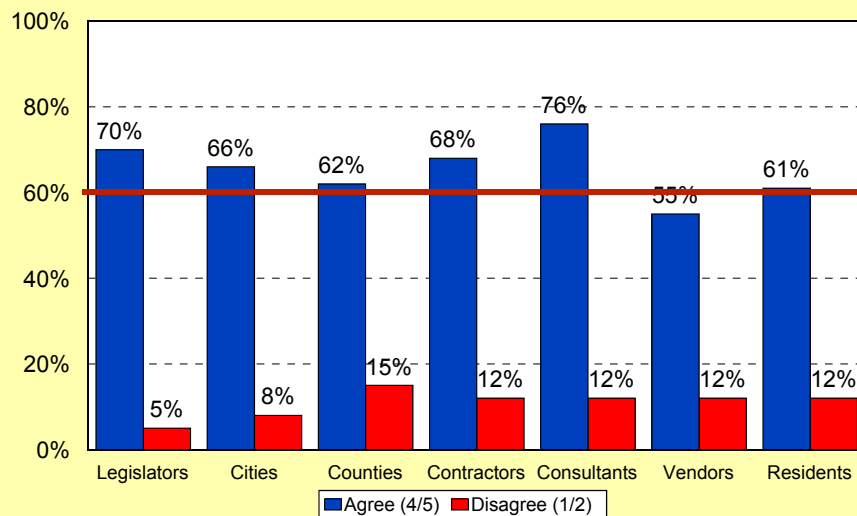
## KDOT Adequately Supports Non-Highway Transportation in Kansas

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



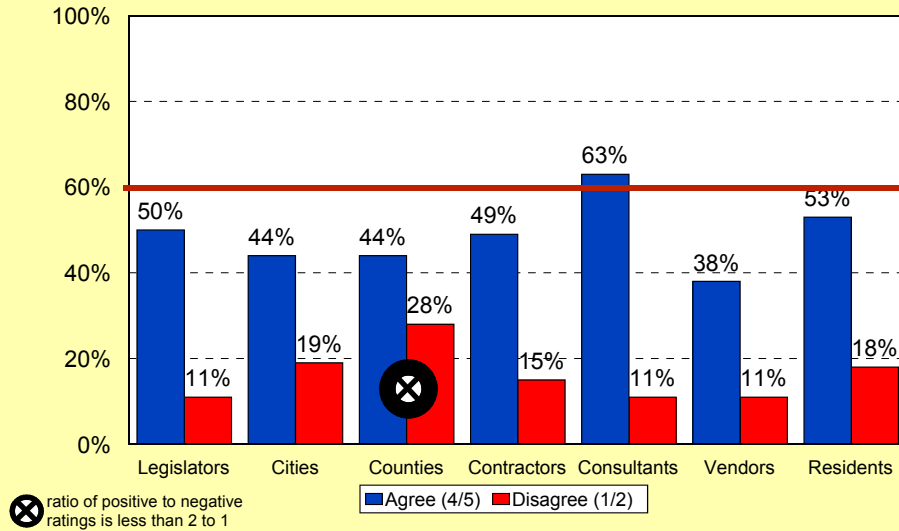
## KDOT Does a Good Job of Planning for the State's Future Transportation Needs

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



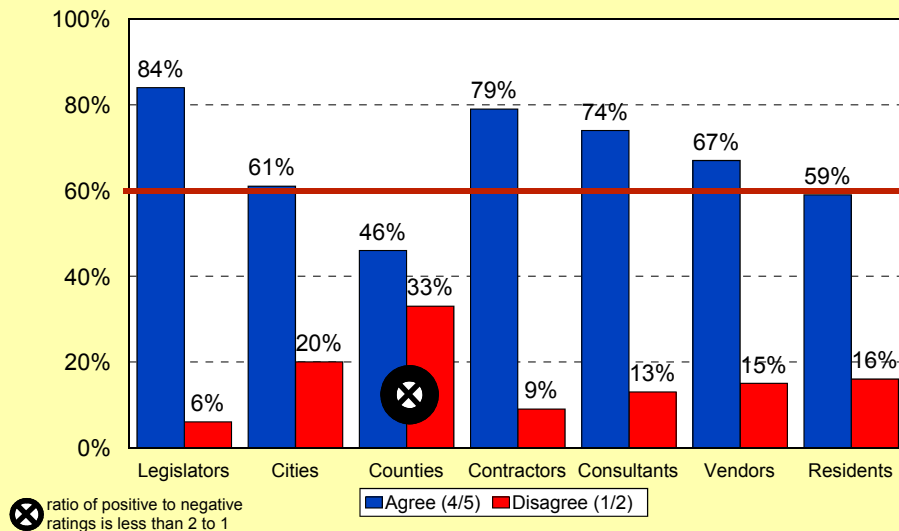
## The Way KDOT Allocates Transportation Funding in the State of Kansas Seems Fair

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



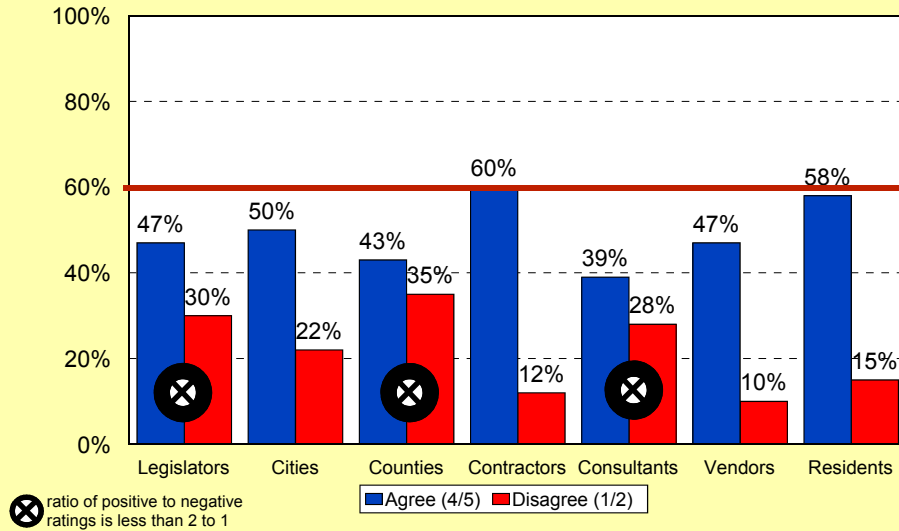
## The Quality of Kansas Highways Seems Consistent Across the State

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



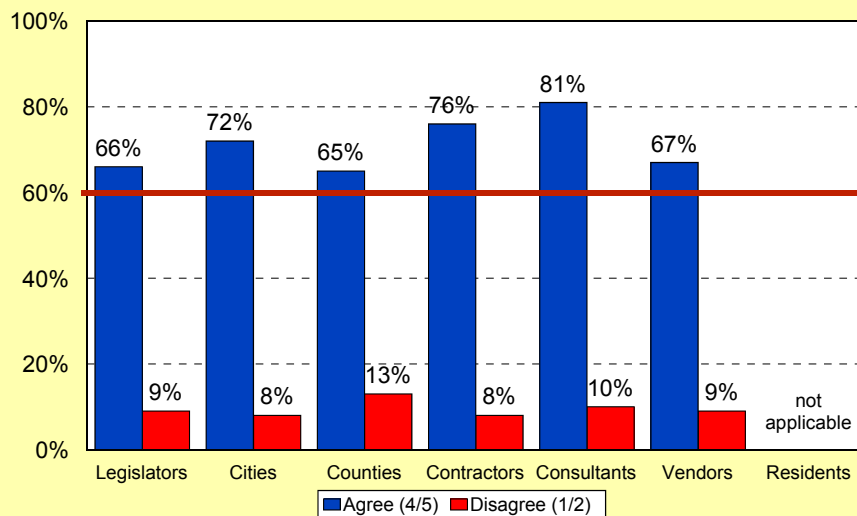
## KDOT Seems to Be Flexible in the Way It Responds to the Needs of Individual Communities in Kansas

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## KDOT Treats Me/My Organization Fairly

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## Top Priorities: Mission Accomplishment

based on the percentages of respondents in each group that selected the item as one of their top two choices

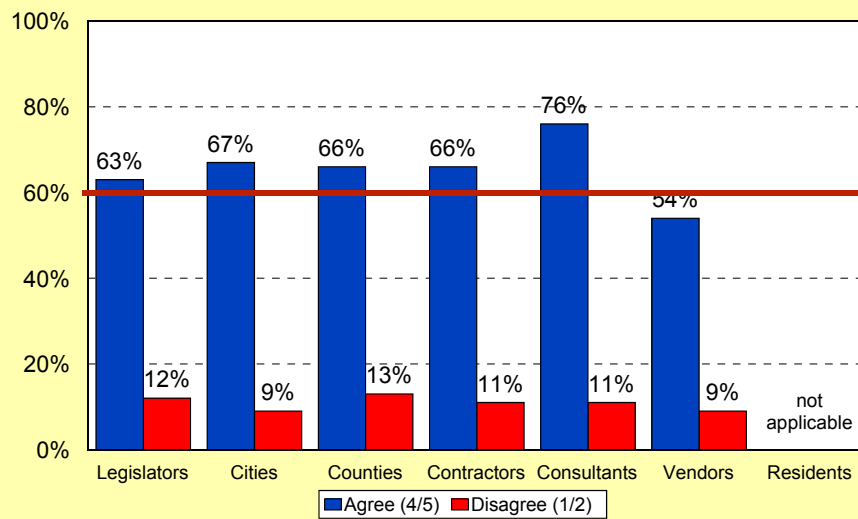
Priority	Legislators	Cities	Counties	Contractors	Consultants	Vendors	Residents
1st	Flexible in responding (39%)	Flexible in responding (28%)	Allocate funds fairly (37%)	Allocate funds fairly (26%)	Flexible in responding (38%)	Planning for future needs (26%)	Maintaining Highways (33%)
2nd	Allocate funds fairly (27%)	Allocate funds fairly (28%)	Flexible in responding (36%)	Maintaining Highways (21%)	Planning for future needs (36%)	Types of materials used (19%)	Consistent Quality (23%)
3rd	Support non-highway transportation (27%)	Consistent Quality (18%)	Consistent Quality (20%)	Planning for future needs (20%)	Allocate funds fairly (24%)	Maintaining Highways (16%)	Allocate funds fairly (23%)

## Assessment Area #2: Responsiveness

# Responsiveness Ratings

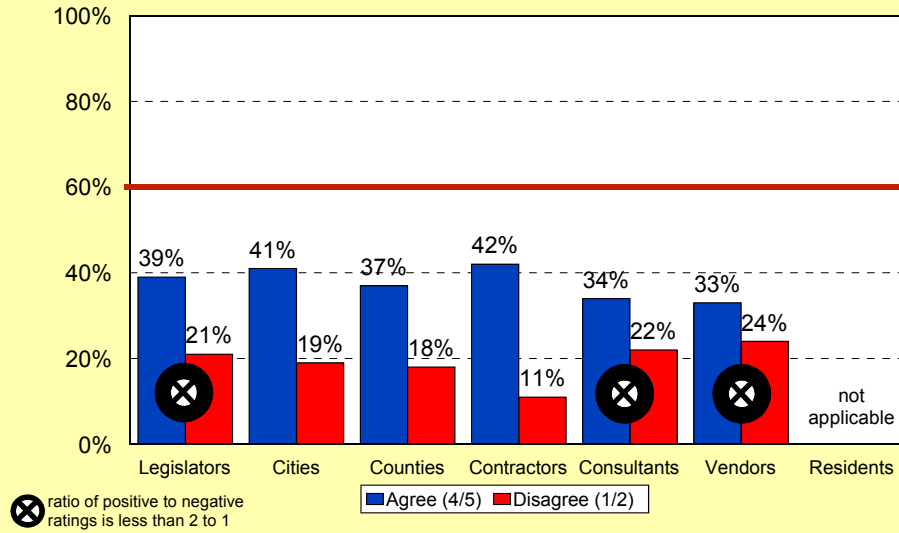
## KDOT is Responsive to My Organization

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## KDOT Is a Customer-Oriented Organization

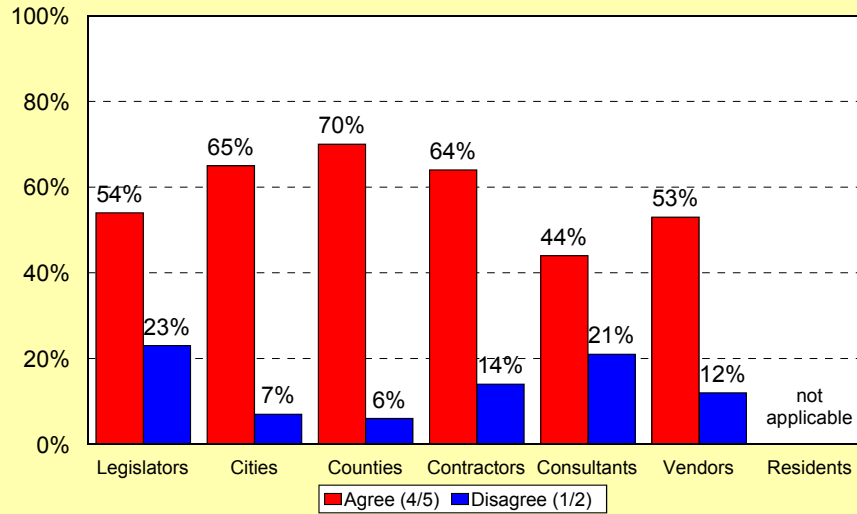
(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## Responsiveness Initiatives

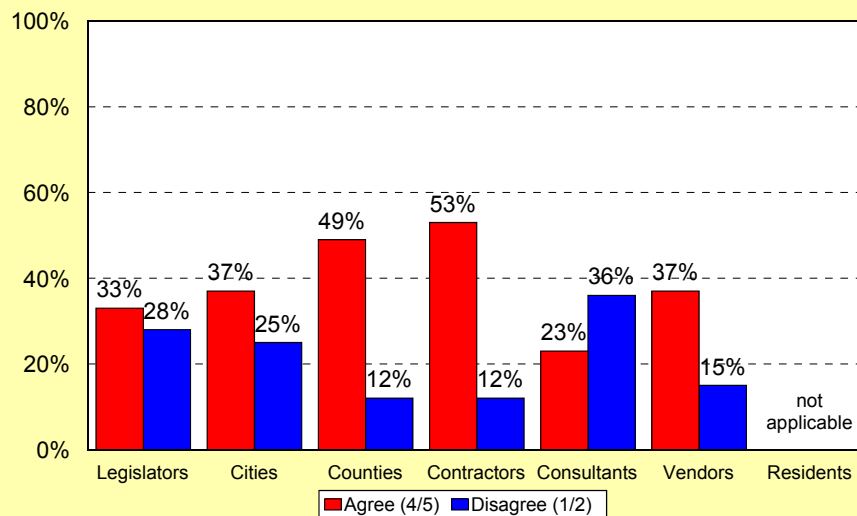
## KDOT Should Give More Decision-Making Authority to District/Area Engineers

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



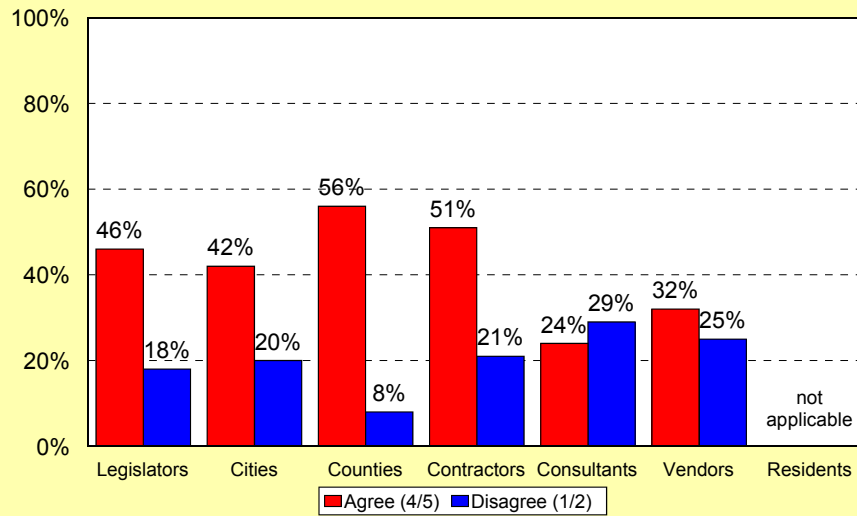
## KDOT 's Ability to Be Responsive Seems Limited By an Unreasonable Concern Among Employees About Liability and Lawsuits

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## The Amount of Paperwork Required by KDOT is Unreasonable

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)

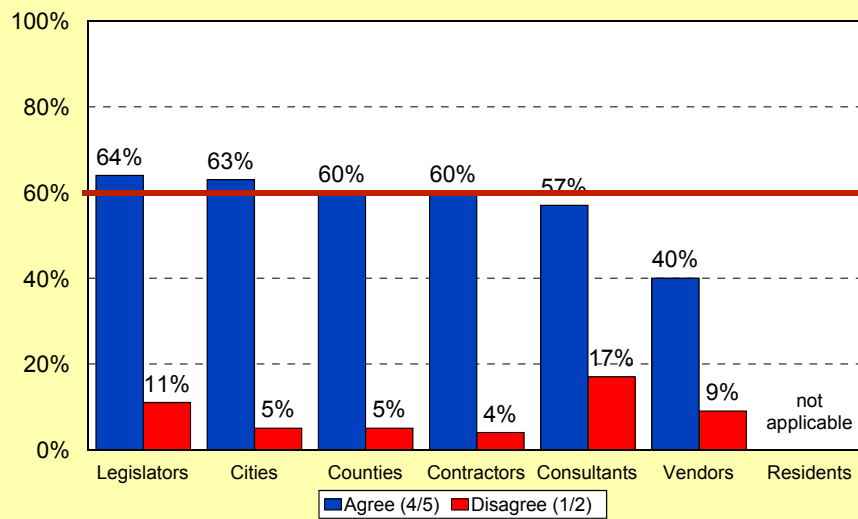


## Assessment Area #3: Resource Efficiency

# Resource Efficiency Ratings

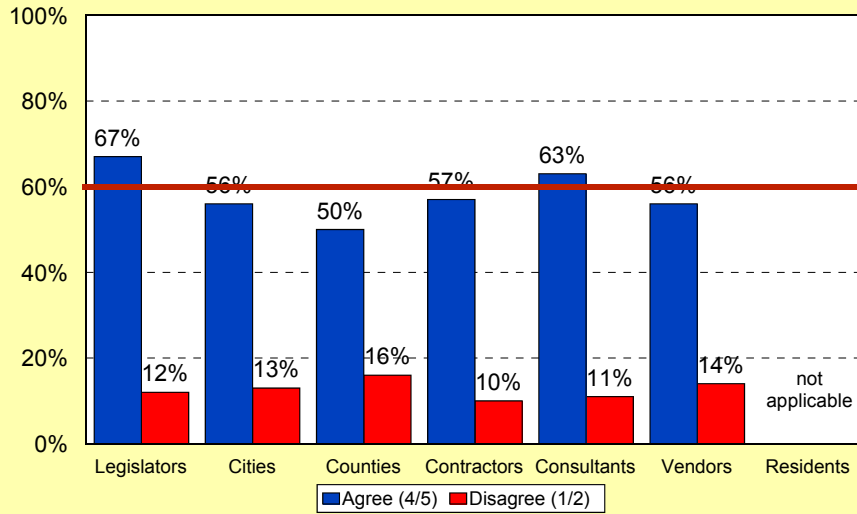
## KDOT Has an Effective Right-of-Way Acquisition Process

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## KDOT Generally Does a Good Job of Investing Kansas Transportation Dollars Where They Are Needed Most

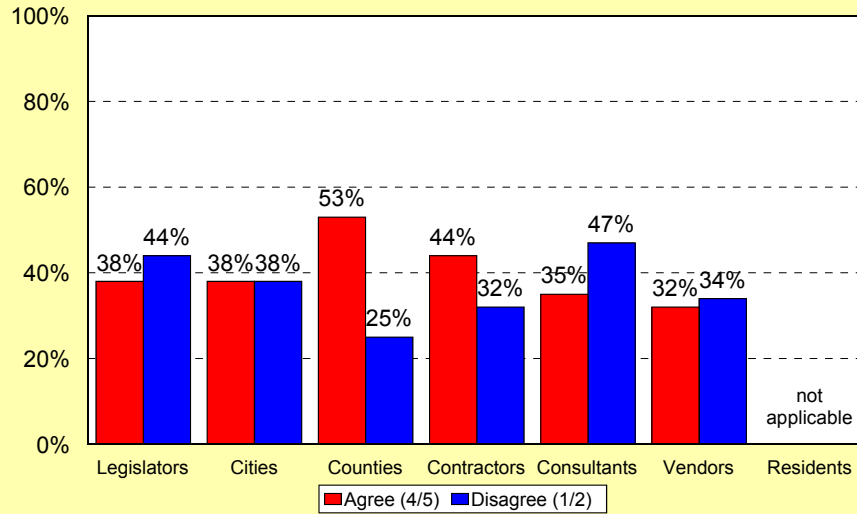
(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## Resource Efficiency Initiatives

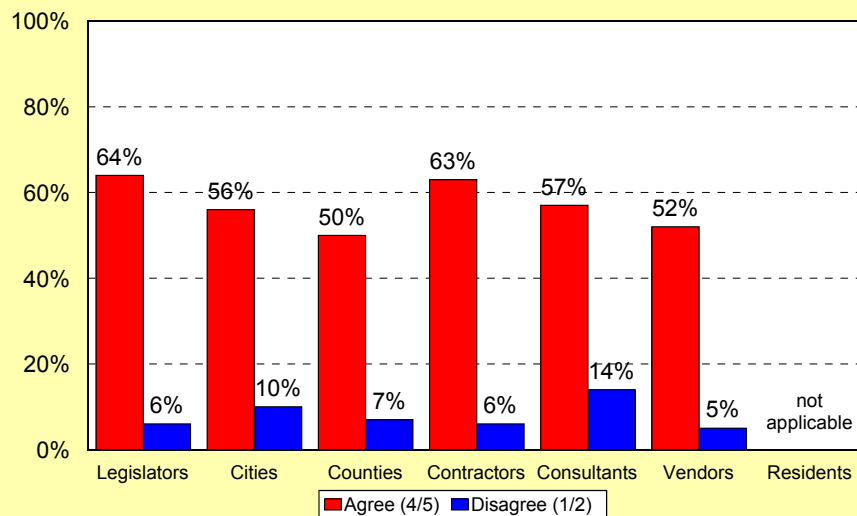
## KDOT's Inspection Requirements for Smaller Construction Projects Should Be Relaxed

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



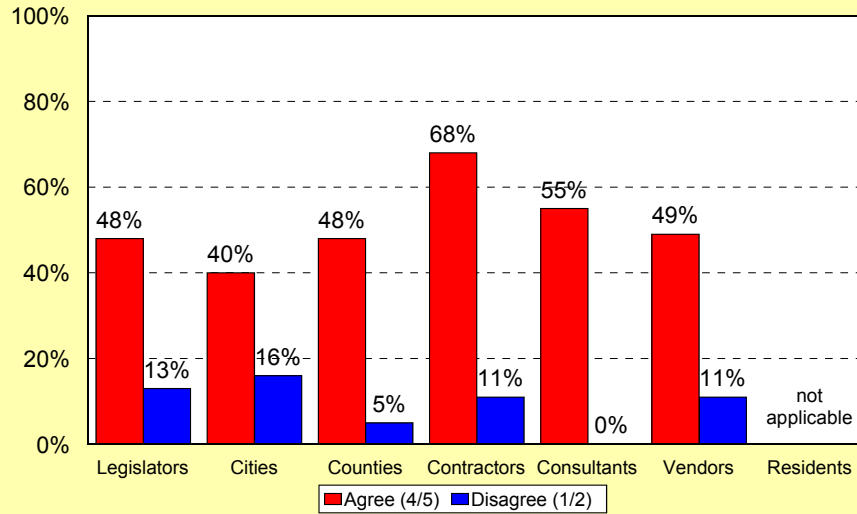
## KDOT Should Implement a Process to Issue Access Permits Electronically

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



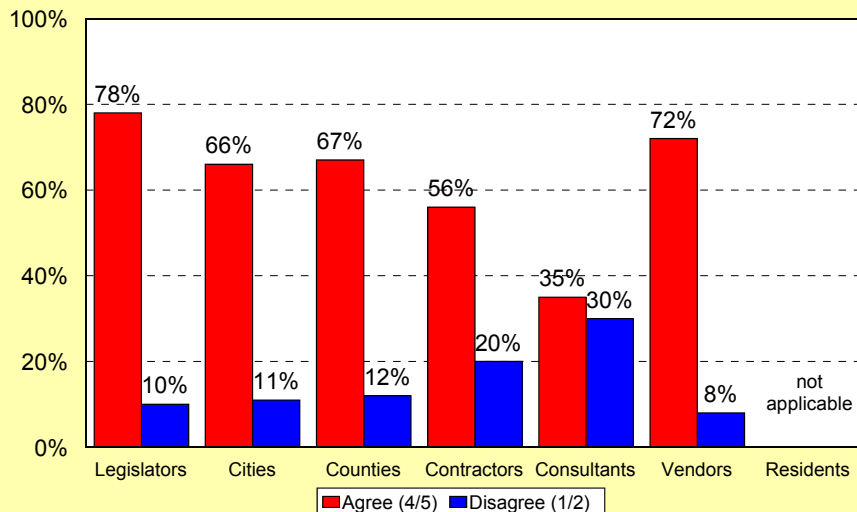
## KDOT Needs to Do More to Reduce the Time It Takes to Relocate Utilities During Construction Projects

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## KDOT Should Review the Cost and Benefits of Outsourcing Some Maintenance and Inspection Tasks to Determine if Work Could Be Done More Effectively By KDOT

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## Top Priorities: Resource Efficiency

based on the percentages of respondents in each group that selected the item as one of their top two choices

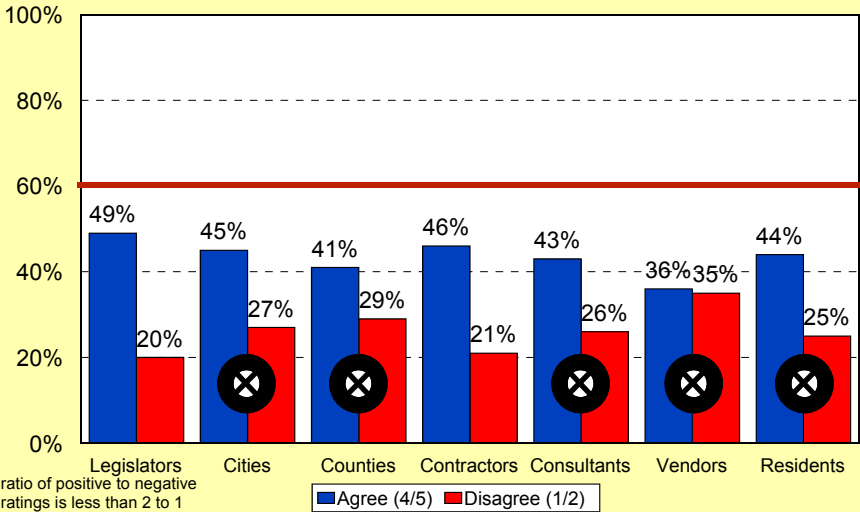
Priority	Legislators	Cities	Counties	Contractors	Consultants	Vendors
1st	Benefits of Outsourcing (49%)	Invest where needed most (31%)	Invest where needed most (46%)	Benefits of Outsourcing (44%)	Invest where needed most (45%)	Benefits of Outsourcing (39%)
2nd	Invest where needed most (44%)	Benefits of Outsourcing (31%)	Benefits of Outsourcing (33%)	Invest where needed most (38%)	Benefits of Outsourcing (31%)	Invest where needed most (33%)
3rd	Reduce utility relocation time (23%)	Reduce small project inspections (18%)	Reduce small project inspections (30%)	Reduce utility relocation time (26%)	Reduce utility relocation time (24%)	Reduce utility relocation time (11%)

## Assessment Area #4: Communication

# Communication Ratings

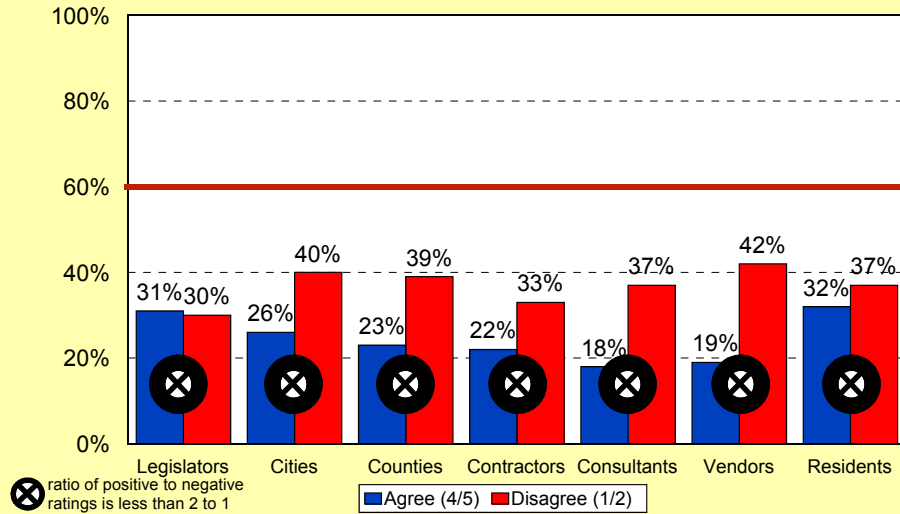
## KDOT Adequately Informs the Public About the Services It Provides

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



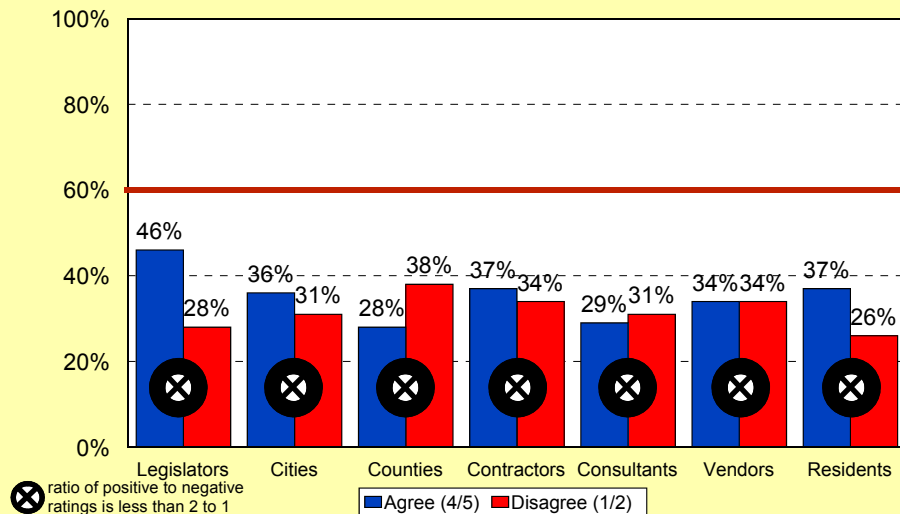
## KDOT Does a Good Job of Letting the Public Know What Types of Data It Has Available

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



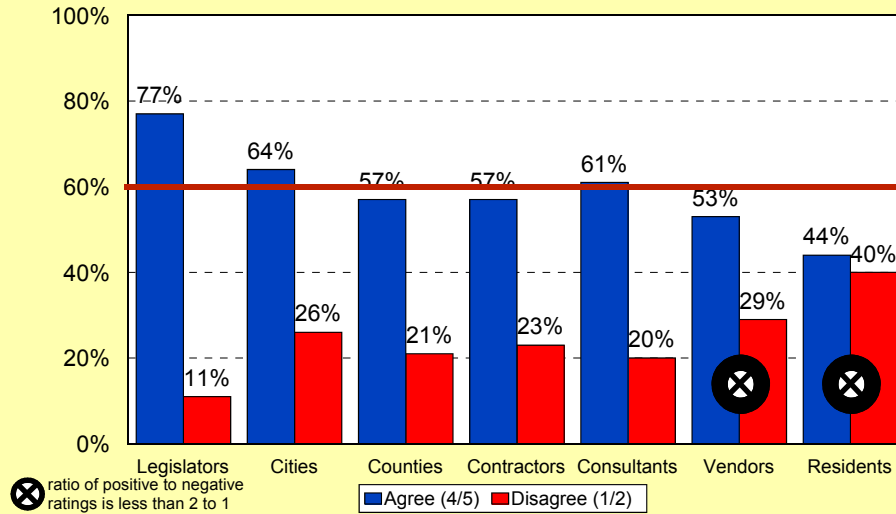
## KDOT Does a Good Job of Explaining the Reasons for Its Decisions

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



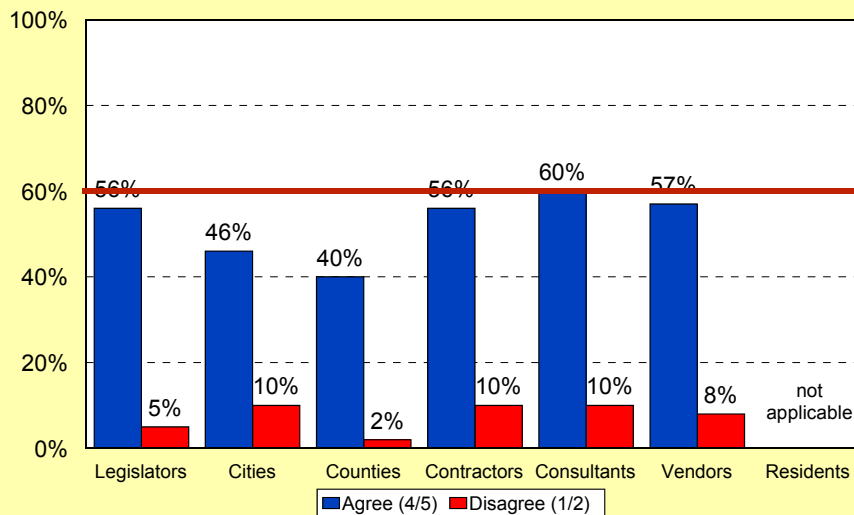
## If I Have a Question About a Transportation Related Issue in Kansas, I Would Know Where to Call

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



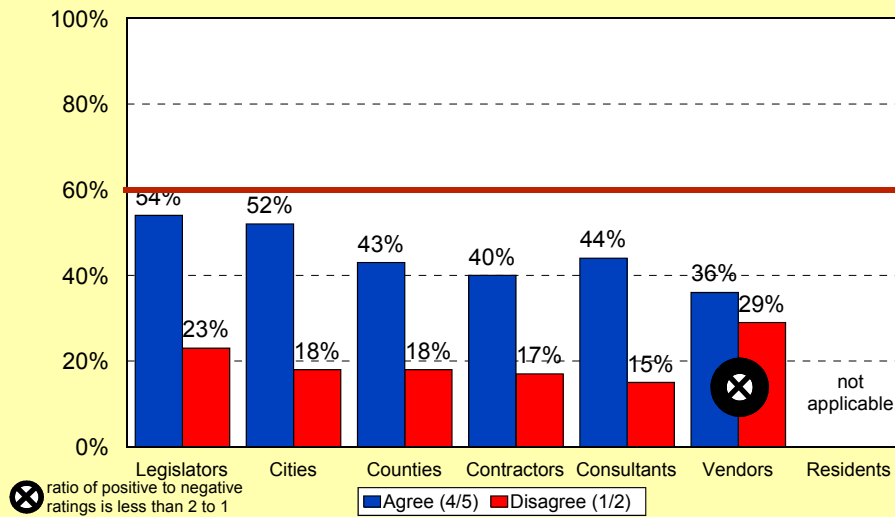
## KDOT's Web Site Adequately Serves My Needs

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



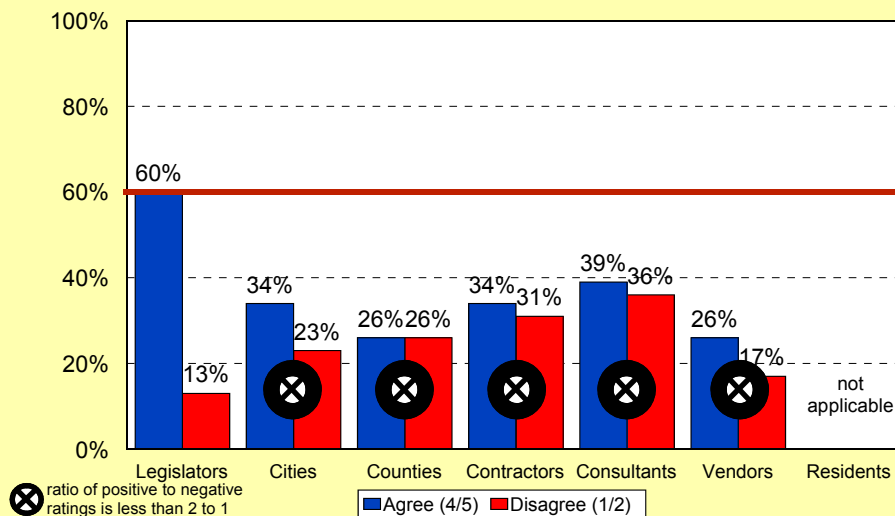
## KDOT Does a Good Job of Keeping Me Informed About Issues that Affect Me

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## KDOT Seems to Communicate Well Internally

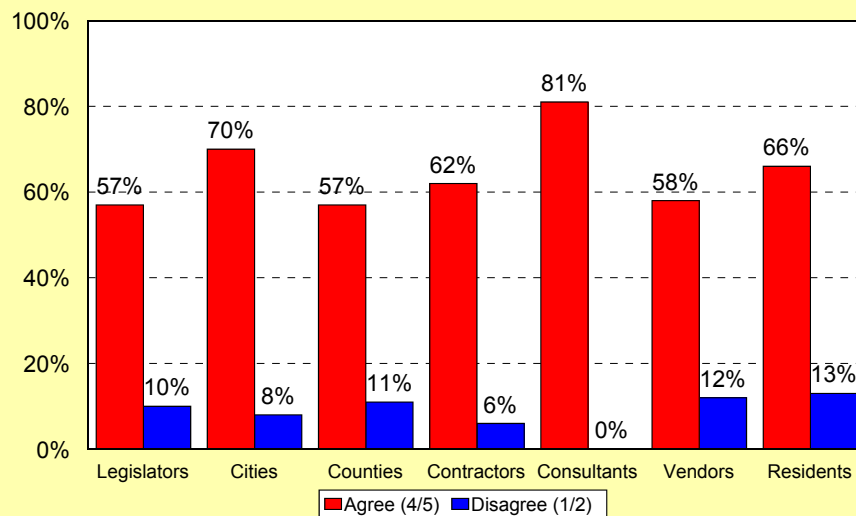
(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



# Communication Initiatives

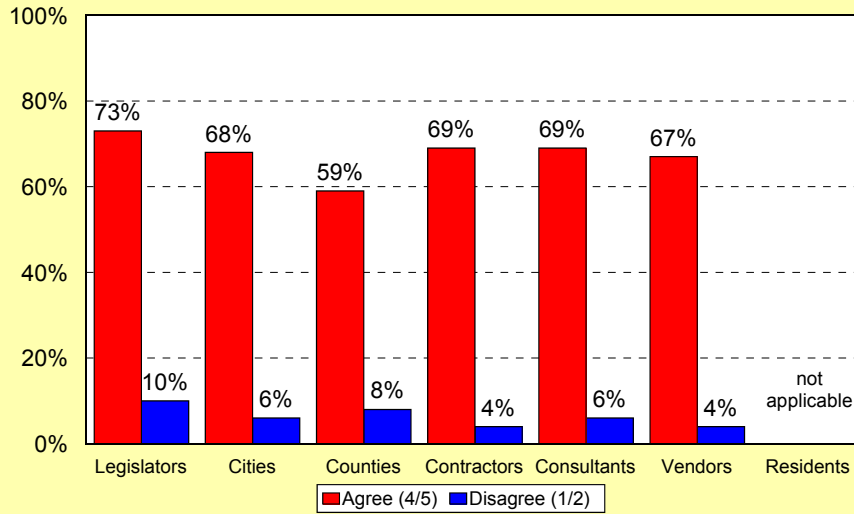
## It Is Important for KDOT to Develop a Central Data Log That Shows the Types of Information KDOT Maintains

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



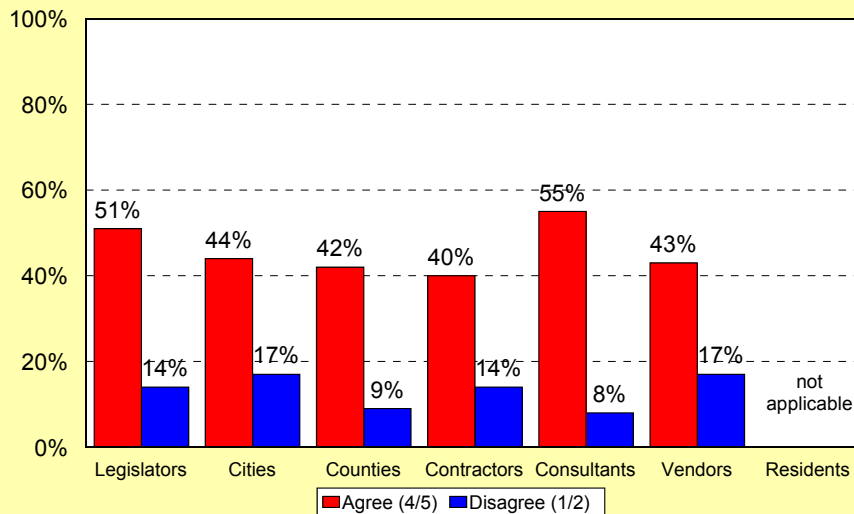
## KDOT Should Communicate More With Economic Development Interests

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



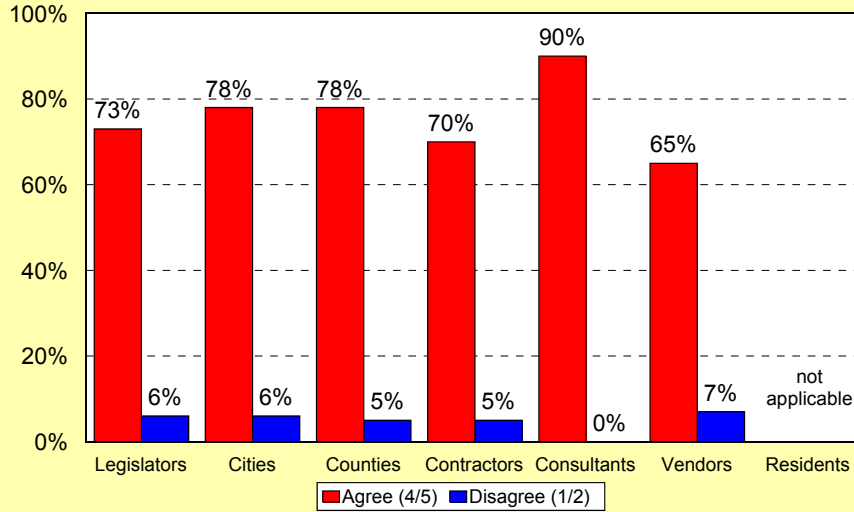
## KDOT Should Communicate More With the Media

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## KDOT Should Communicate More With City and County Governments

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## Top Priorities: Communication

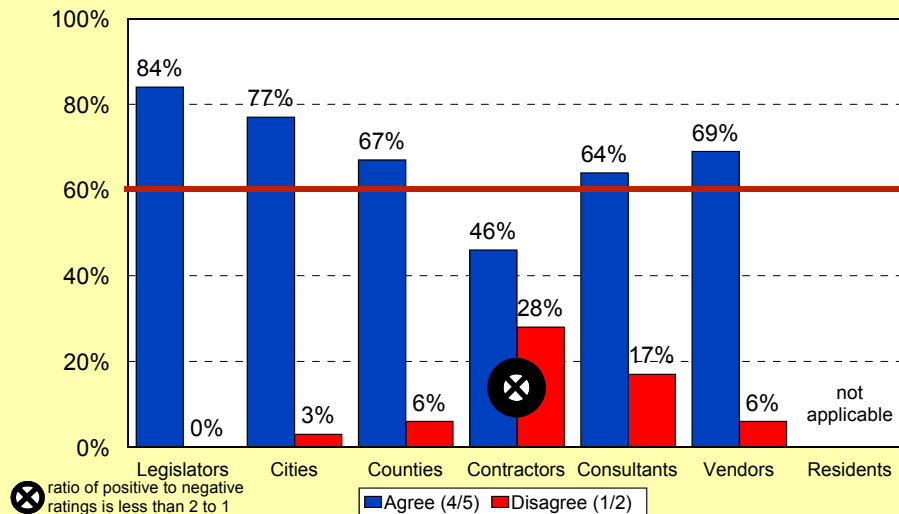
based on the percentages of respondents in each group that selected the item as one of their top two choices

Priority	Legislators	Cities	Counties	Contractors	Consultants	Vendors
<b>1st</b>	Explain decisions (31%)	Communicate with Local Govnmts (28%)	Communicate with Local Govnmts (32%)	Communicate Internally (26%)	Communicate Internally (36%)	Inform Public About Services (21%)
<b>2nd</b>	Inform Public About Services (30%)	Inform Public About Services (19%)	Explain decisions (23%)	Explain decisions (19%)	Explain decisions (29%)	Inform vendors about issues (16%)
<b>3rd</b>	Communicate with Local Govnmts (24%)	Promote Data that is Available (16%)	Inform Public About Services (18%)	Communicate with Econ Development (17%)	Communicate with Local Govnmts (21%)	Promote Data that is Available (15%)

## Assessment Area #5: Morale

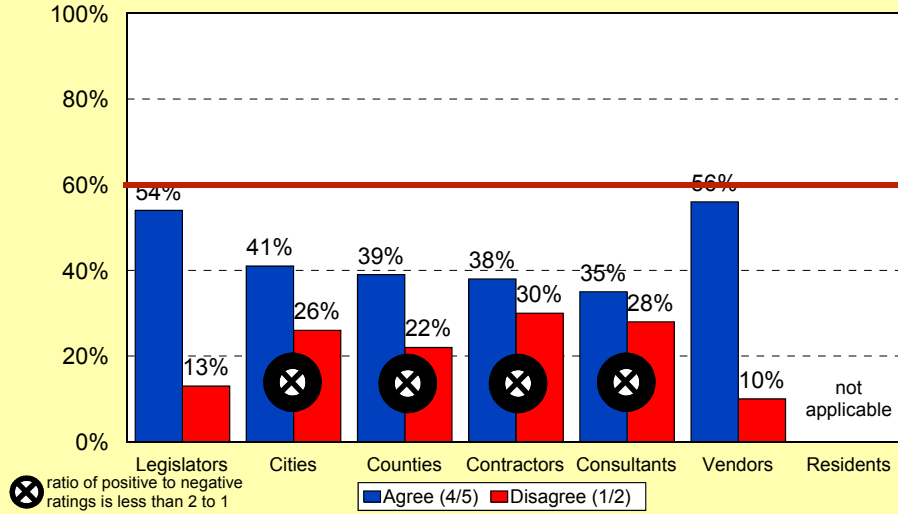
### KDOT Inspectors with Whom I Have Worked Are Adequately Trained

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



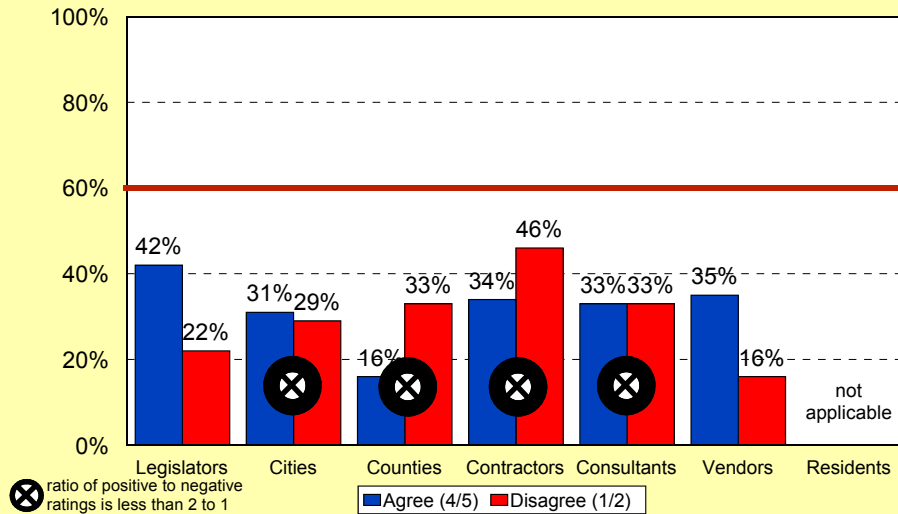
## Wages and Benefits for KDOT Employees Are Adequate to Attract/Retain Quality Employees

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



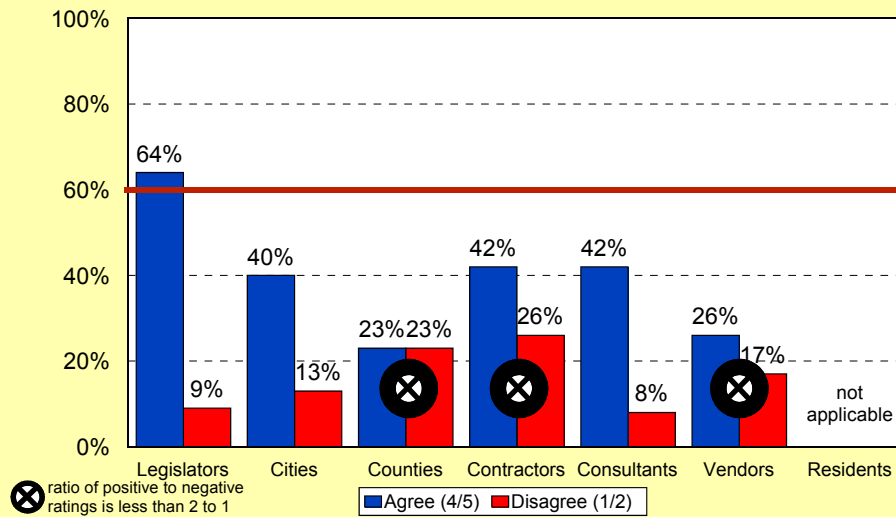
## KDOT Does a Good Job of Empowering Employees to Make Decisions

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## KDOT Seems to Do a Good Job of Mentoring Employees for Senior Positions

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)

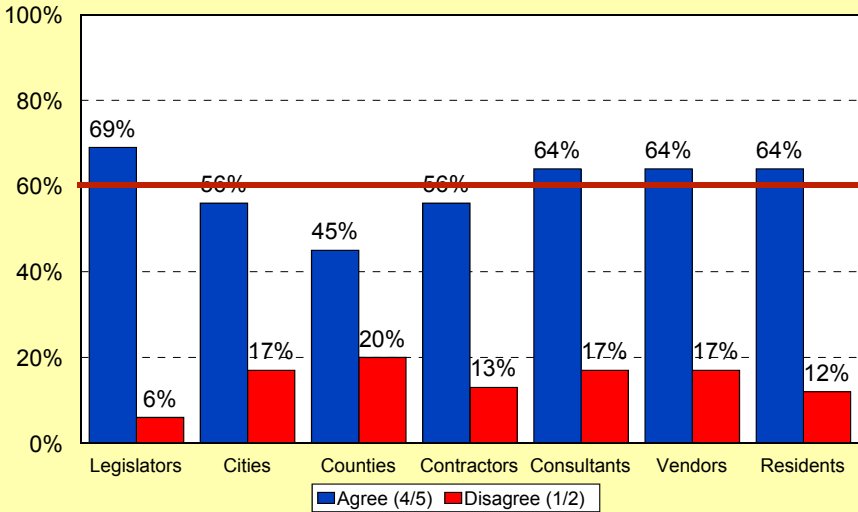


## Assessment Area #6: Safety

# Safety Ratings

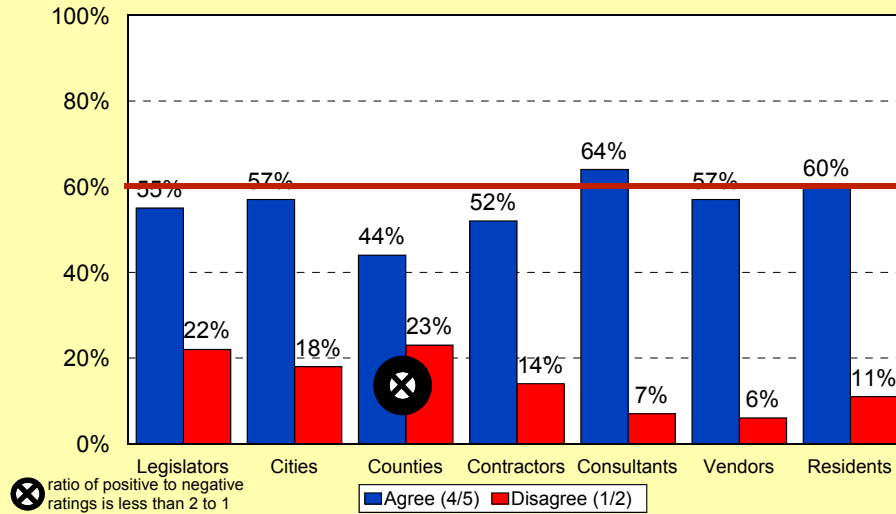
## KDOT Does a Good Job of Maintaining Railroad Crossings on State Highways

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



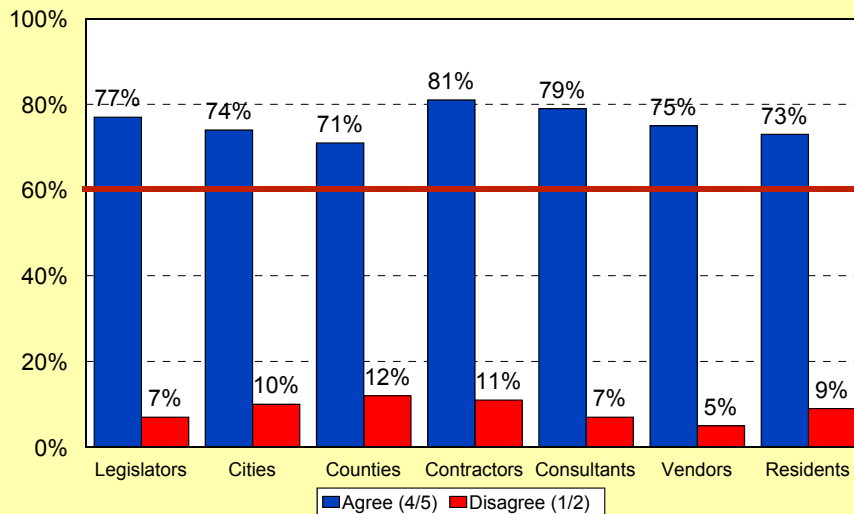
## When Local Governments Have a Safety Concern About a State Highway in Their Community KDOT Is Responsive

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



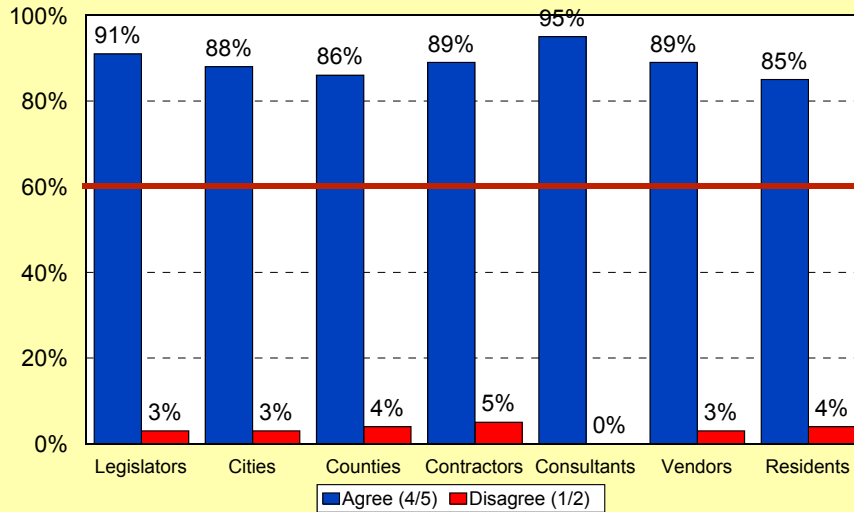
## I Feel Safe When Driving Through Work Zones On Kansas Highways

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



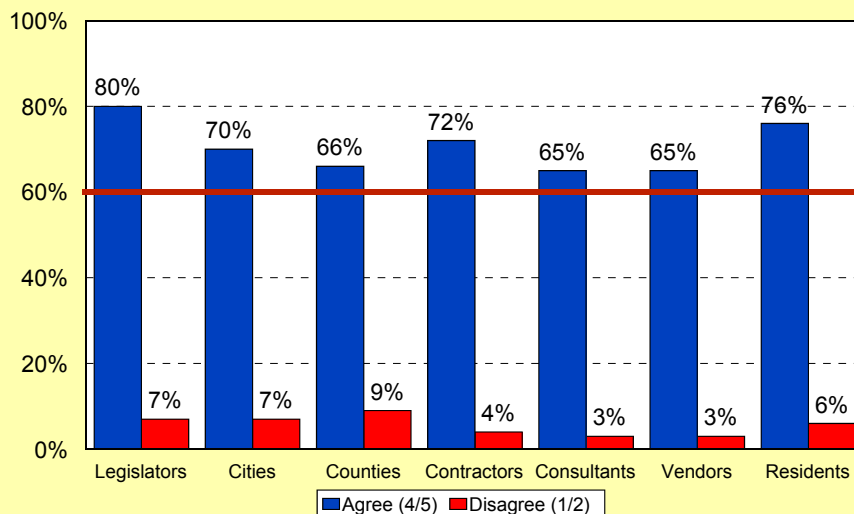
## KDOT Does a Good Job of Providing Signing In Work Zones on State Highways

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



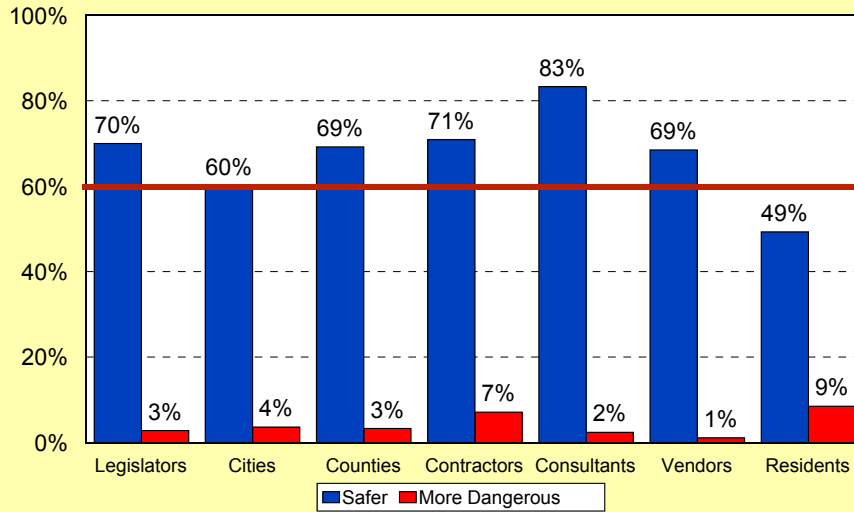
## KDOT Does a Good Job of Safely Managing Traffic Flow When Accidents Occur on State Highways

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## Compared to 5 Years Ago How Do You Think Travel Safety on State Highways Has Changed

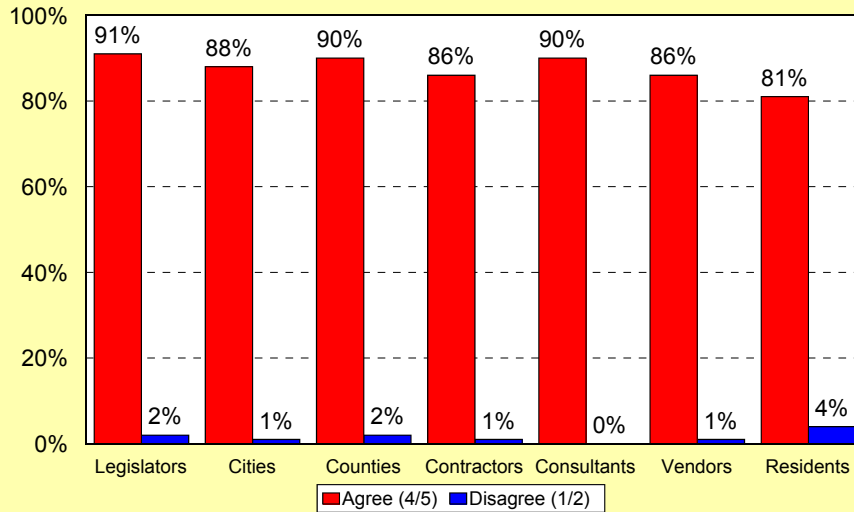
(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## Safety Initiatives

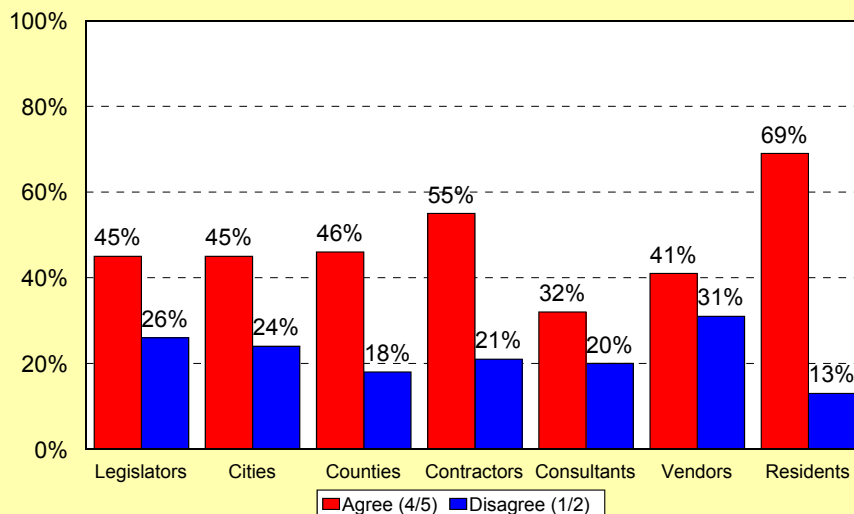
## When Selecting a New Highway Design, KDOT Should Consider How Travel Safety on NON-KDOT roads Will Be Affected by Improvements or Changes in the Highway Design

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## KDOT Should Use More Rumble Strips on Highways to Keep Drivers Awake

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## Top Priorities: Safety

based on the percentages of respondents in each group that selected the item as one of their top two choices

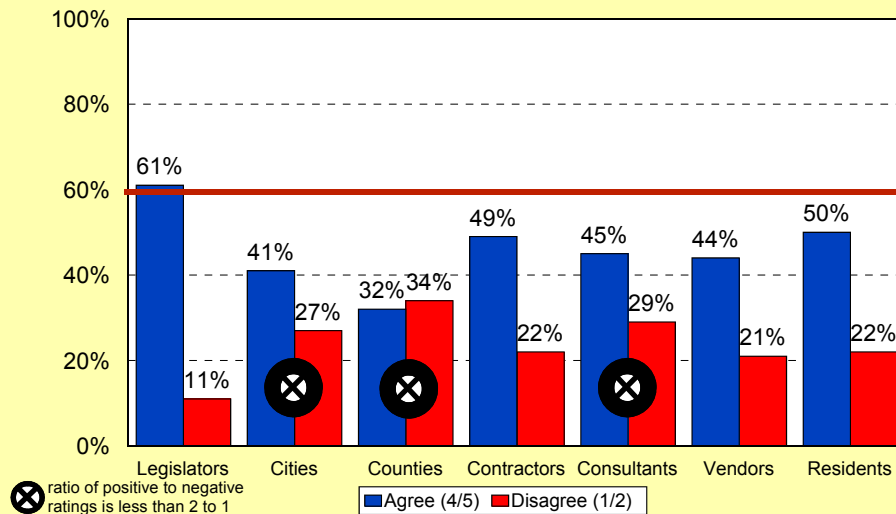
Priority	Legislators	Cities	Counties	Contractors	Consultants	Vendors	Residents
1st	Respond to local safety concerns (46%)	Consider safety on non-KDOT highways (33%)	Respond to local safety concerns (45%)	Consider safety on non-KDOT highways (35%)	Consider safety on non-KDOT highways (43%)	Consider safety on non-KDOT highways (35%)	Use more rumble strips (32%)
2nd	Consider safety on non-KDOT highways (43%)	Respond to local safety concerns (30%)	Consider safety on non-KDOT highways (40%)	Use more rumble strips (27%)	Respond to local safety concerns (33%)	Respond to local safety concerns (19%)	Consider safety on non-KDOT highways (32%)
3rd	Maintain RR Crossings (23%)	Maintain RR Crossings (21%)	Maintain RR Crossings (21%)	Work Zone Safety (20%)	Maintain RR Crossings (21%)	Maintain RR Crossings (16%)	Maintain RR Crossings (25%)

## Assessment Area #7: Partnership Issues

# Partnership Ratings

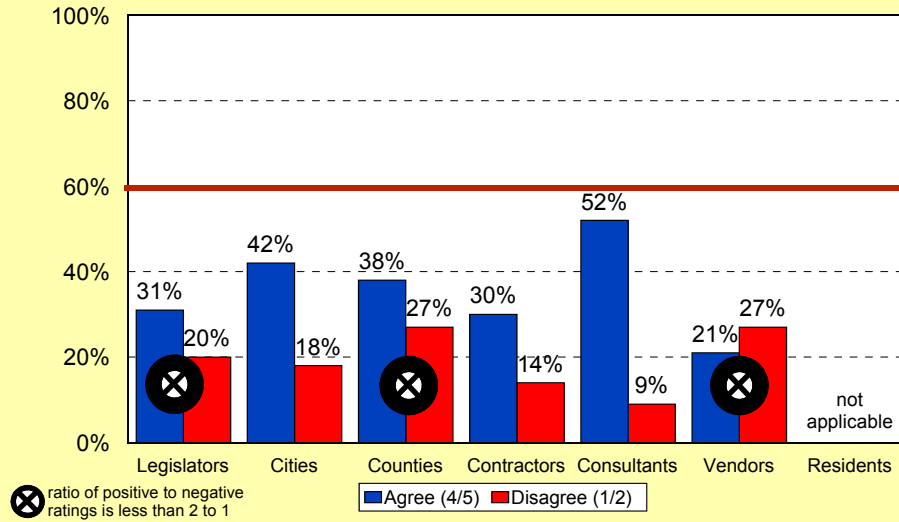
## KDOT Does a Good Job of Getting Local Input on State Highway Projects

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



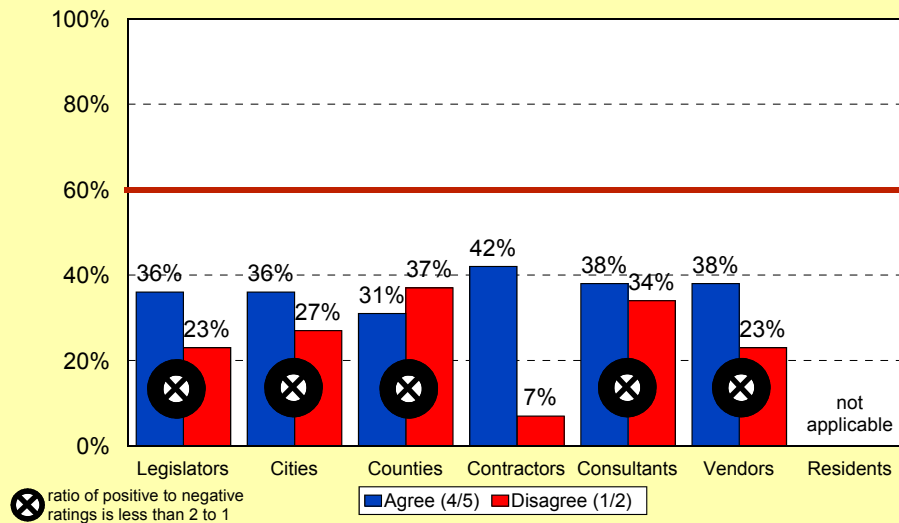
## KDOT's Application Process for Requesting Local Projects Is Easy to Use

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



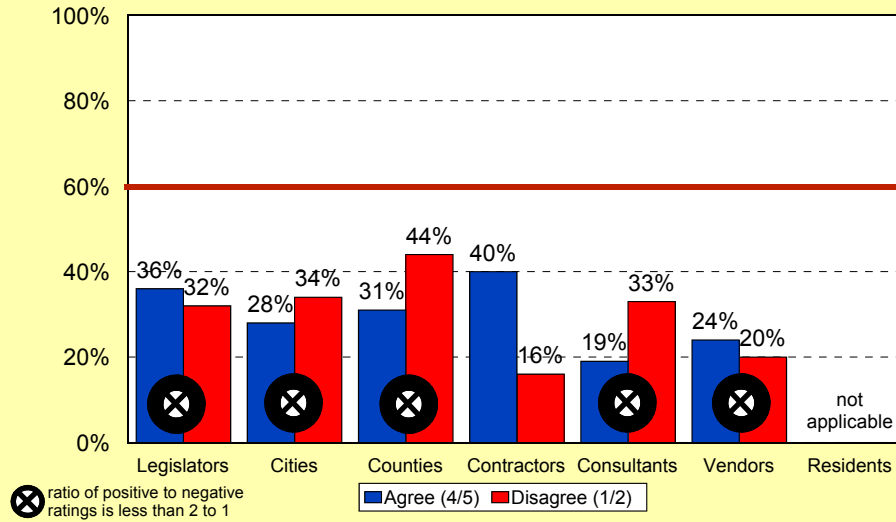
## KDOT Gives Local Governments Adequate Control of Local Projects

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



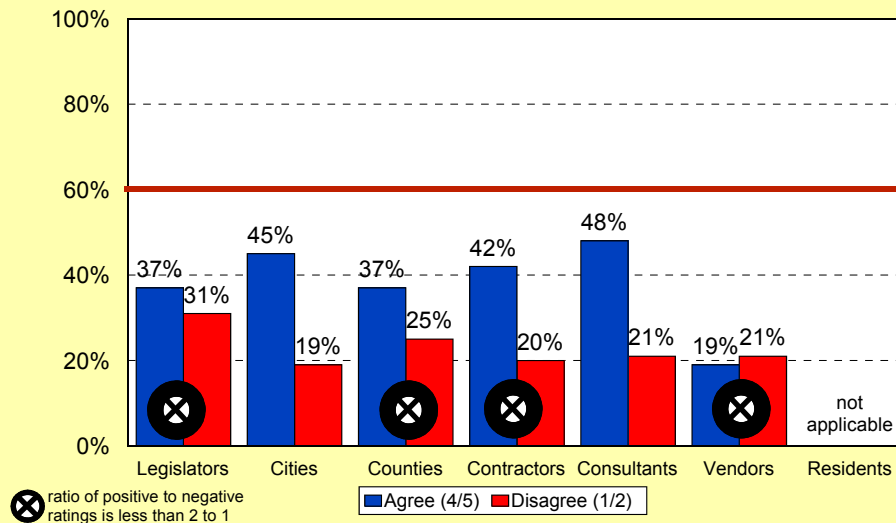
## KDOT Does a Good Job of Involving Local Governments in Long Range Planning

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



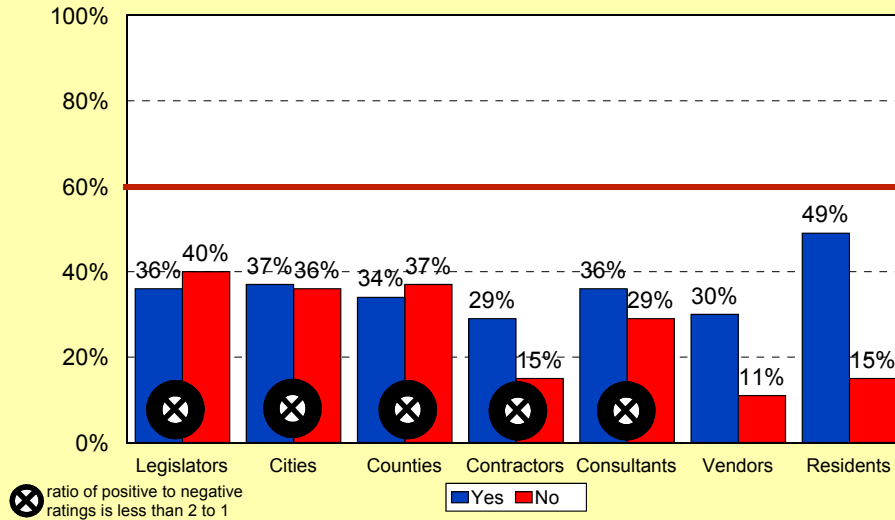
## KDOT Does a Good Job of Coordinating the Timing of Projects with Local Communities

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



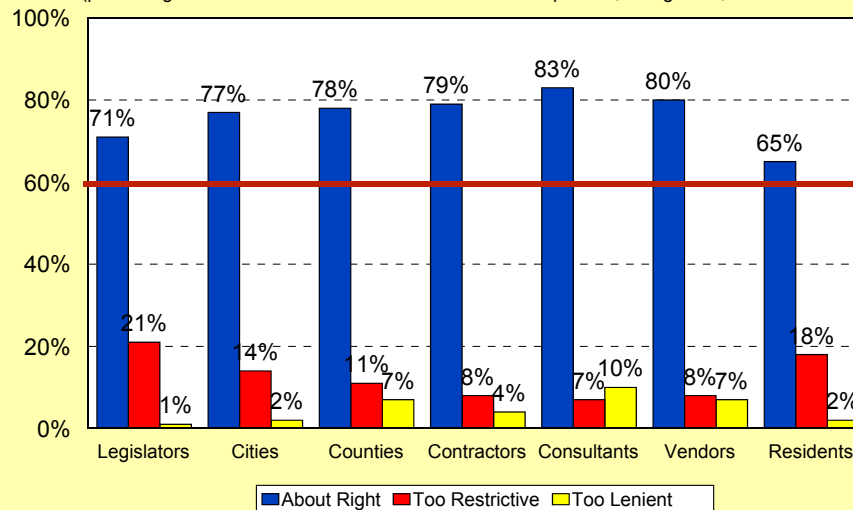
## Does KDOT Give Local Governments Adequate Influence on Decisions that Affect Traffic Flow Along the Portion of State Highways Inside a City, such as Speed Limits and Access?

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



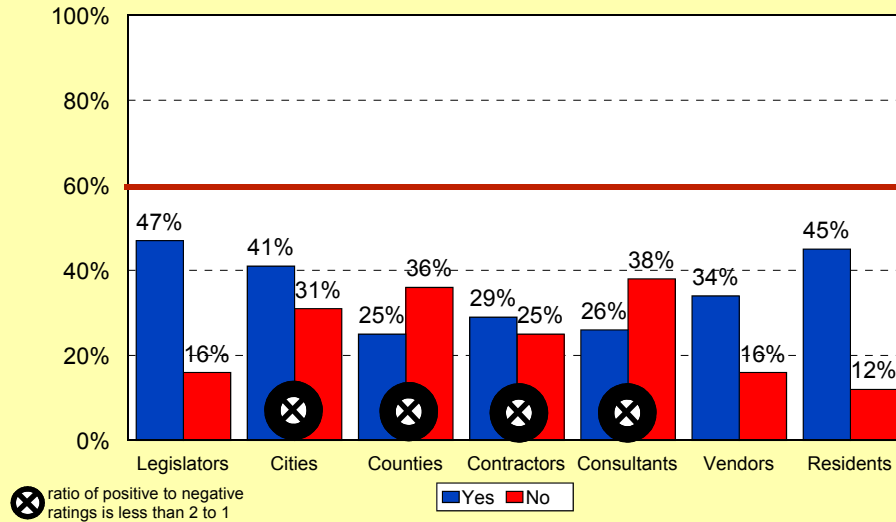
## Based on Your Experiences on Kansas Highways, What Do You Think KDOT's Current Policy of Limiting the Number of Places that Cars Can Get On and Off Highways?

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



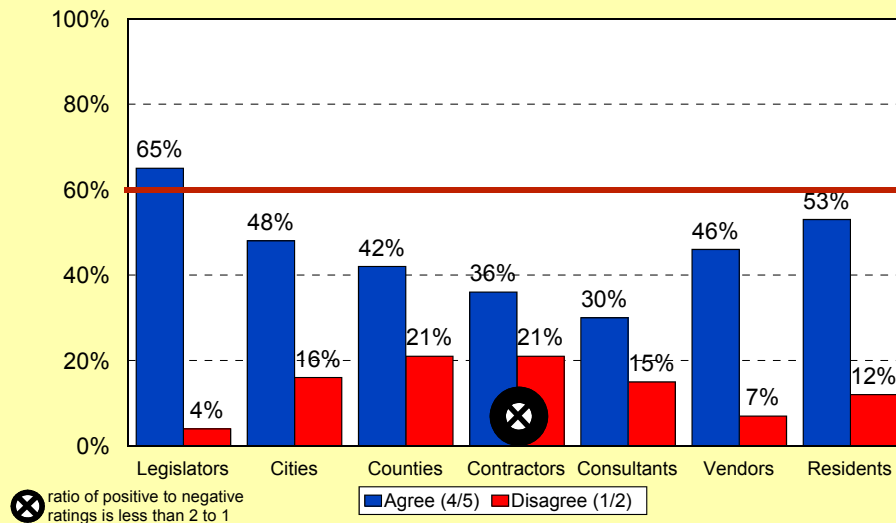
## Does KDOT Adequately Fund Maintenance on Sections of State Highways that Are Inside a City

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## KDOT Provides an Adequate Amount of Technical Assistance to Cities/Counties

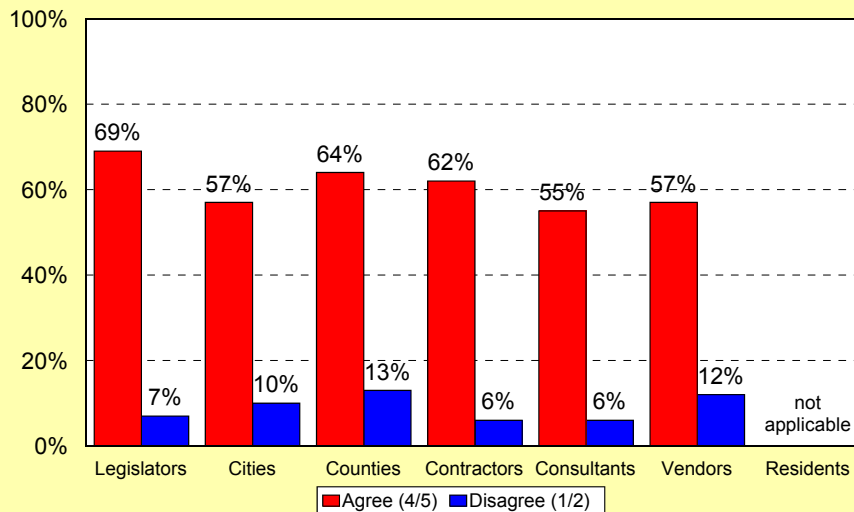
(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



# Partnership Initiatives

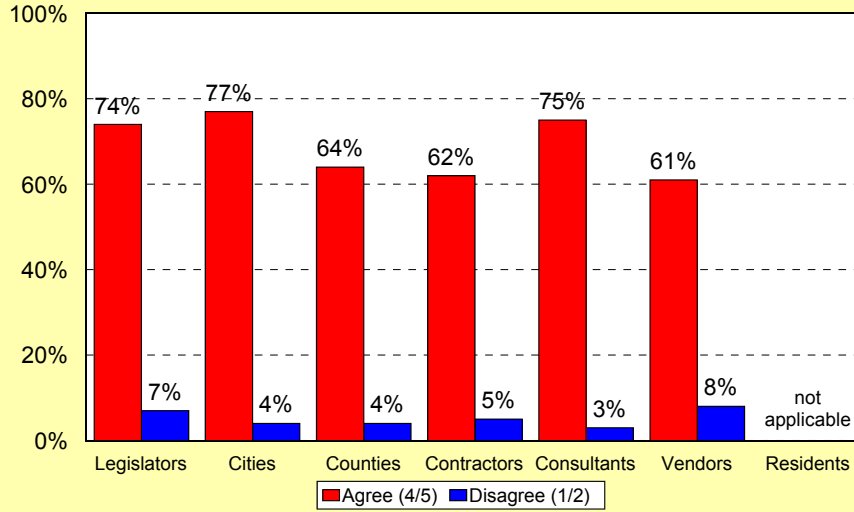
## It Takes Too Long to Get a Local Project Funded and Built

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



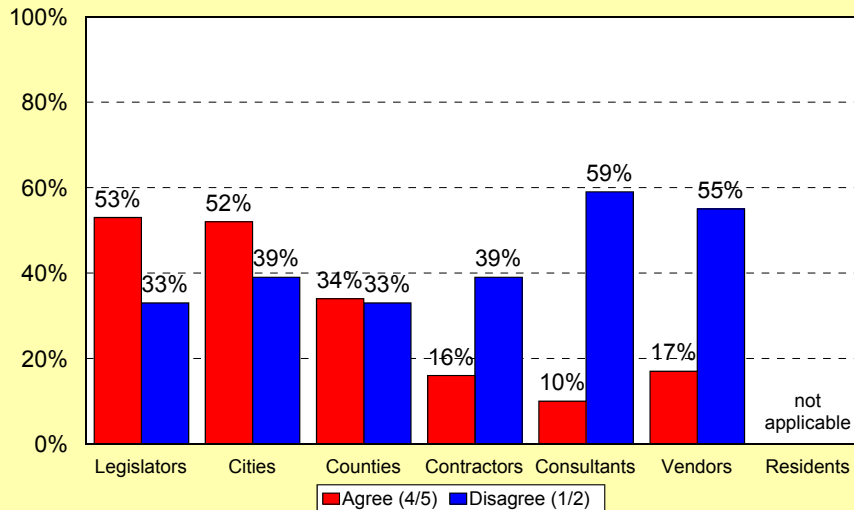
## KDOT Should Meet with City and County Representatives More Often

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



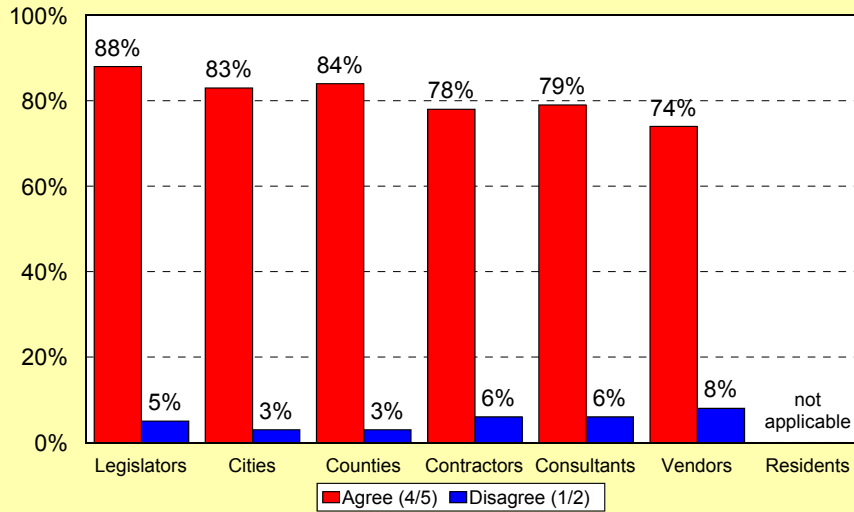
## KDOT Policies Regarding the Number and Types of Signs that Can Be Posted in the Right-of-Way Along State Highways Are Too Restrictive

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



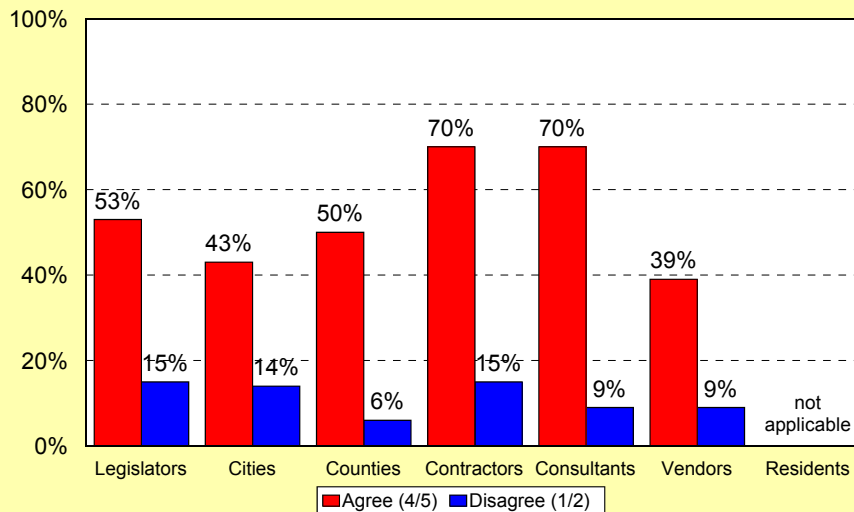
## KDOT Should Tailor Policies to the Needs Of Local Areas

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



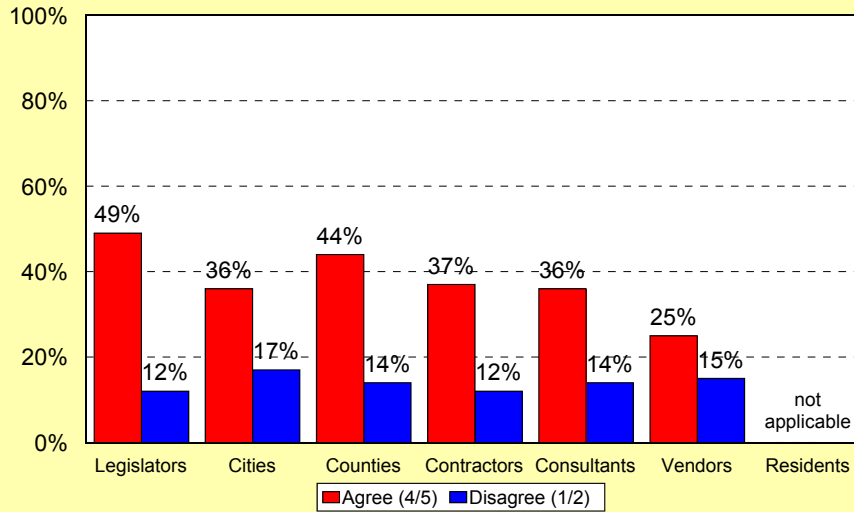
## KDOT's Process for Closing Out a Project Once the Project is Completed Takes Too Long

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



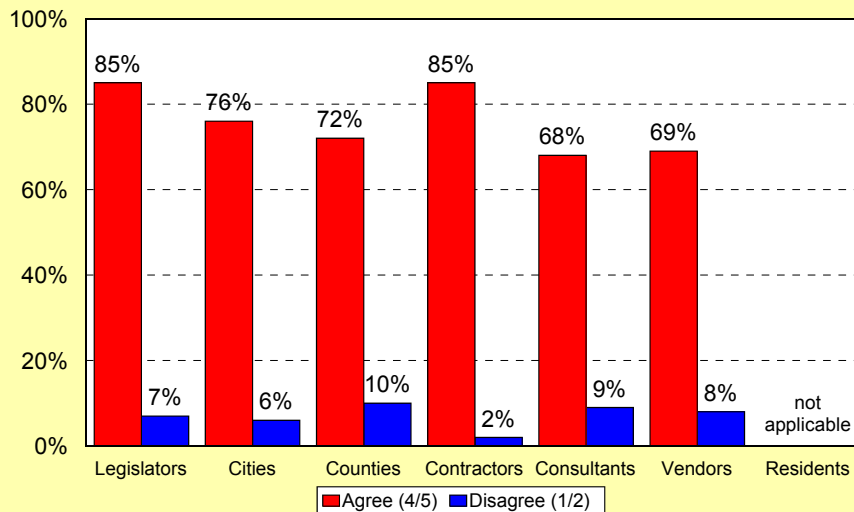
## KDOT's Eligibility Categories for Funding of Local Projects Are Too Restrictive

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



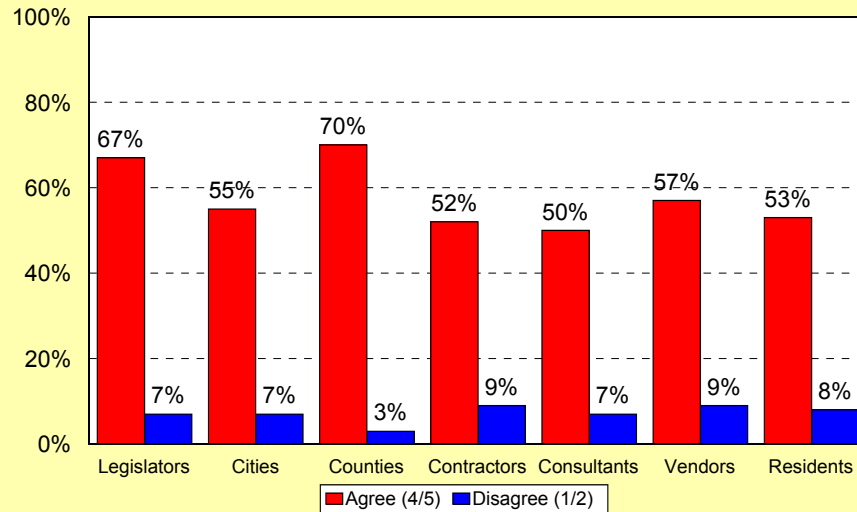
## KDOT Should Have a Single Point of Contact to Help Communities with All Issues Related to Local Projects

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## KDOT Should Communicate More with State Legislators

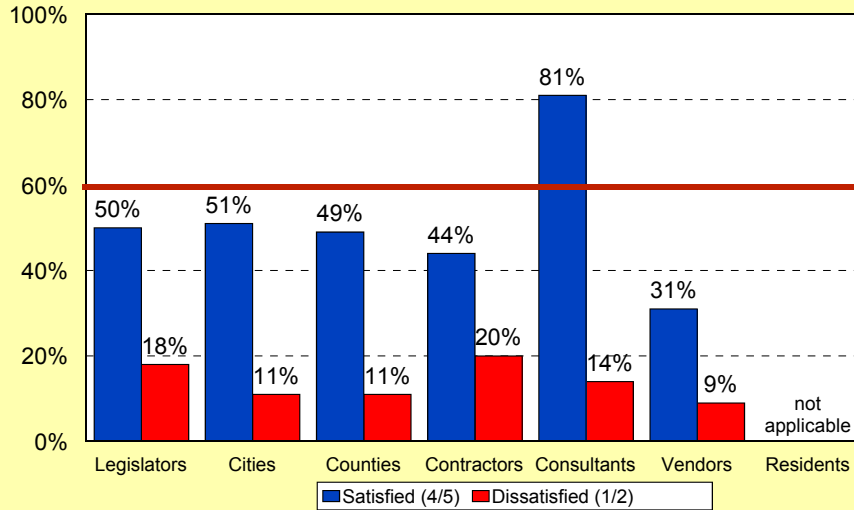
(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## Stakeholder Ratings of Individual KDOT Work Units

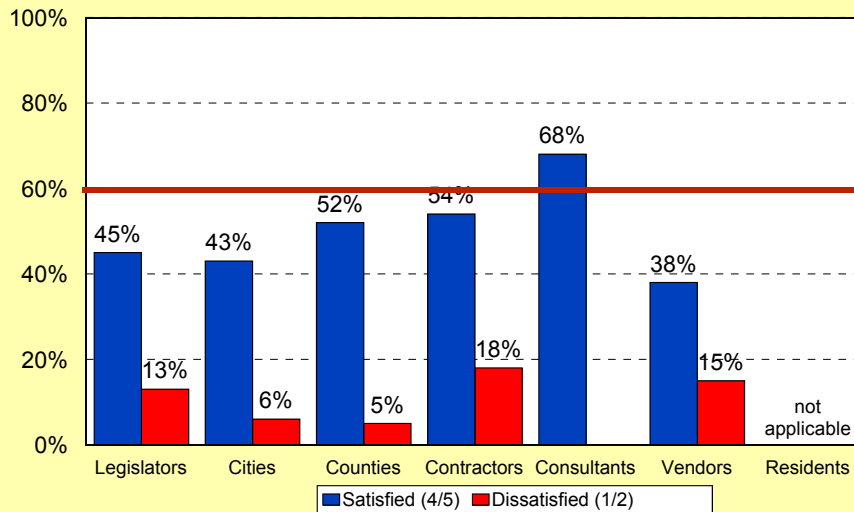
## Satisfaction with the Bureau of Design

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



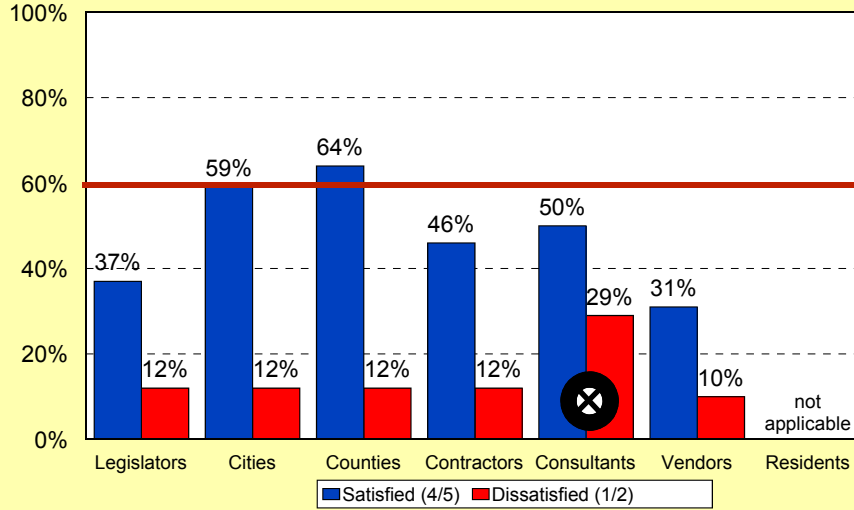
## Satisfaction with the Bureau of Materials & Research

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## Satisfaction with the Bureau of Local Projects

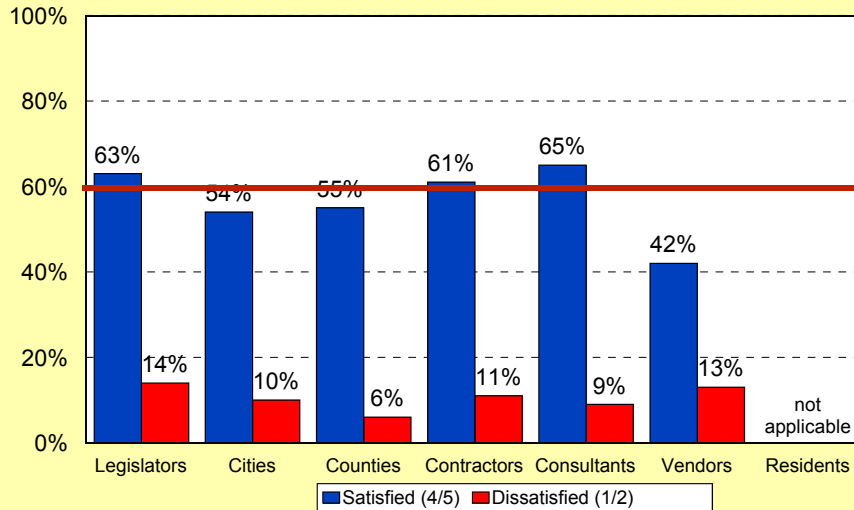
(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



ratio of positive to negative ratings is less than 2 to 1

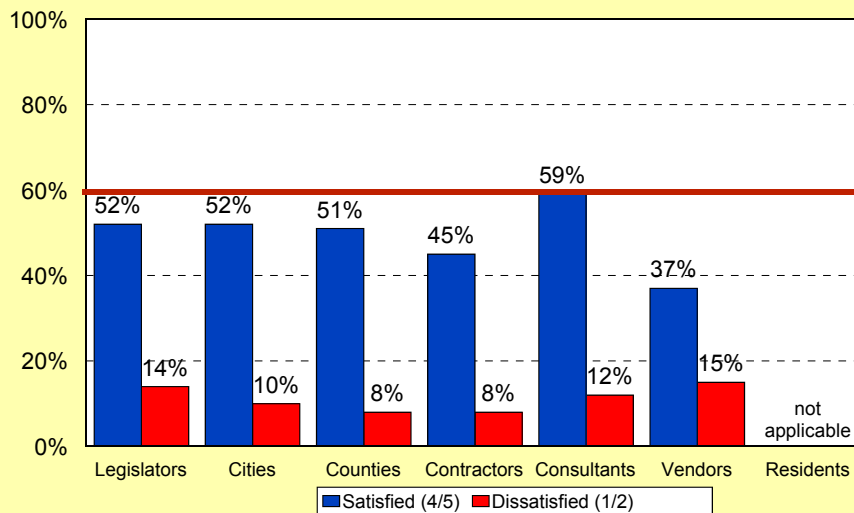
## Satisfaction with the Bureau of Construction & Maintenance

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



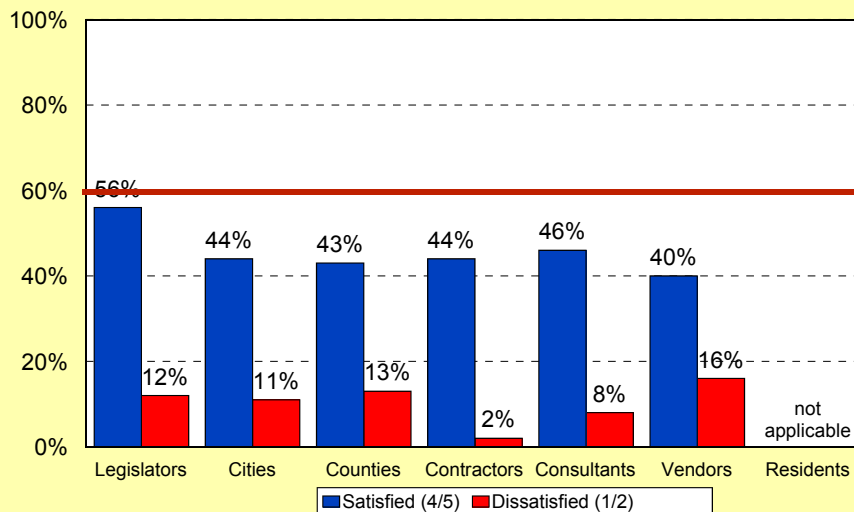
## Satisfaction with the Bureau of Traffic Engineering

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



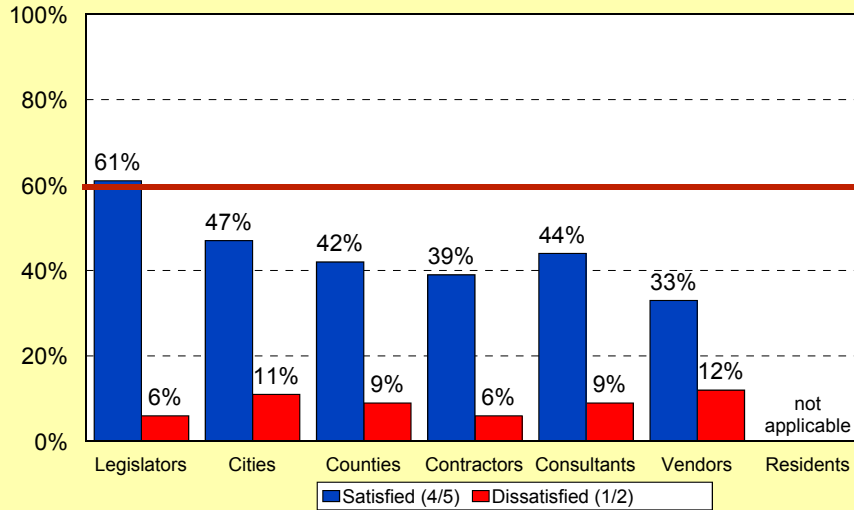
## Satisfaction with the Bureau of Transportation Planning

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



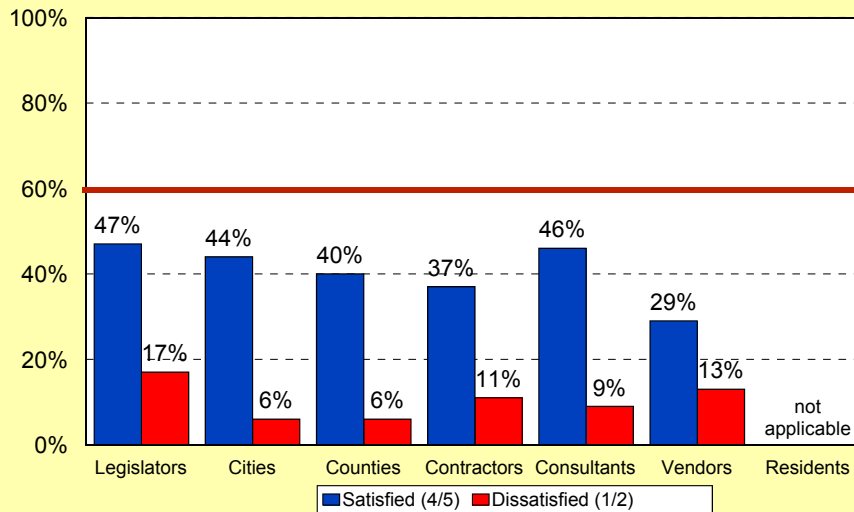
## Satisfaction with the Office of Public Information

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



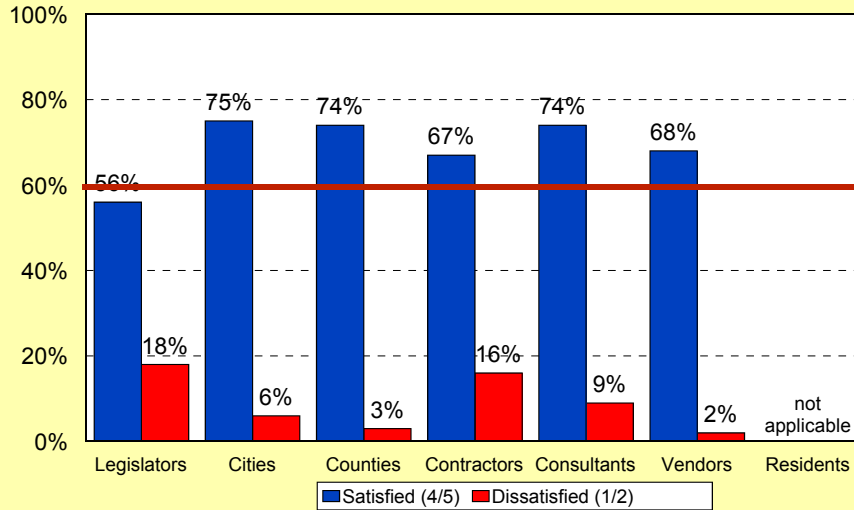
## Satisfaction with the Division of Aviation

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)



## **Satisfaction with the District Office in Your Area of Kansas**

(percentages do not add to 100% because "neutral" responses, ratings of 3, are not shown)

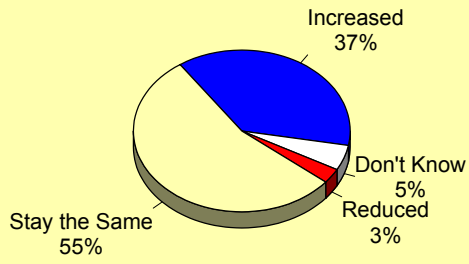


## **Support for Transportation in the State of Kansas**

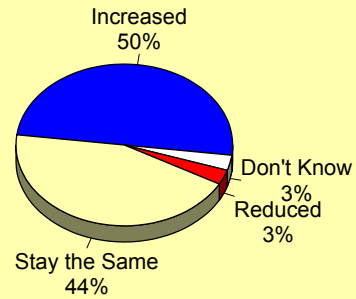
## How Funding for Transportation in the State of Kansas Should Change Over the Next Five Years

By percentage of respondents

### Residents

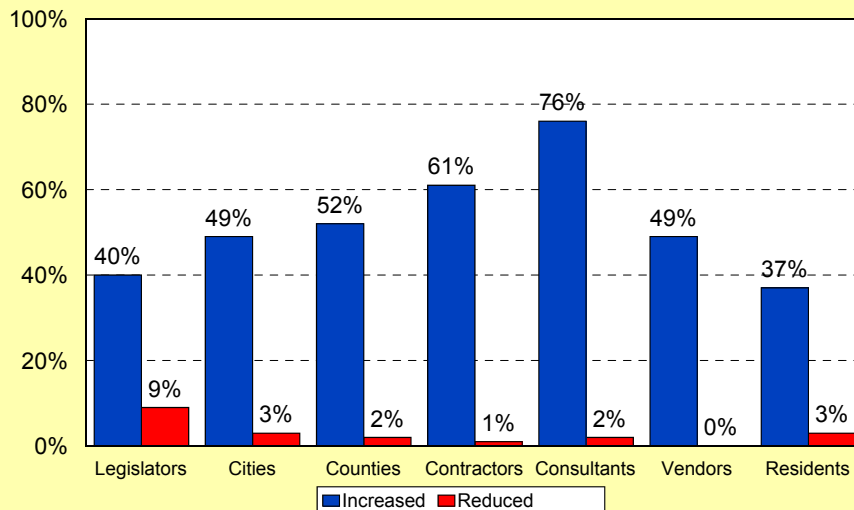


### Stakeholders



## How Stakeholders Think State Transportation Funding Should Change Over the Next 5 Years

(percentages do not add to 100% because "stay the same" responses are not shown)

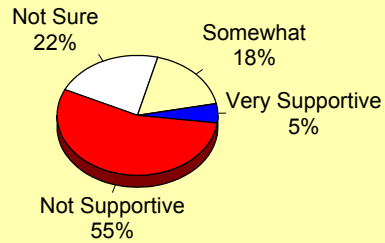
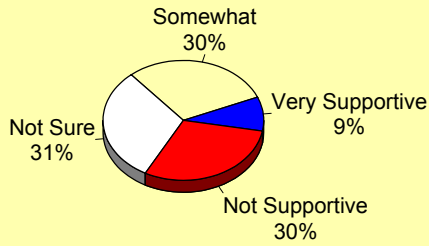


**If the State of Kansas Has a Budget Shortfall, How Supportive Would You Be of Having the State Cut Funding from the Current Transportation Program to Balance Deficits In Other Areas of the State Budget?**

By percentage of respondents

**Residents**

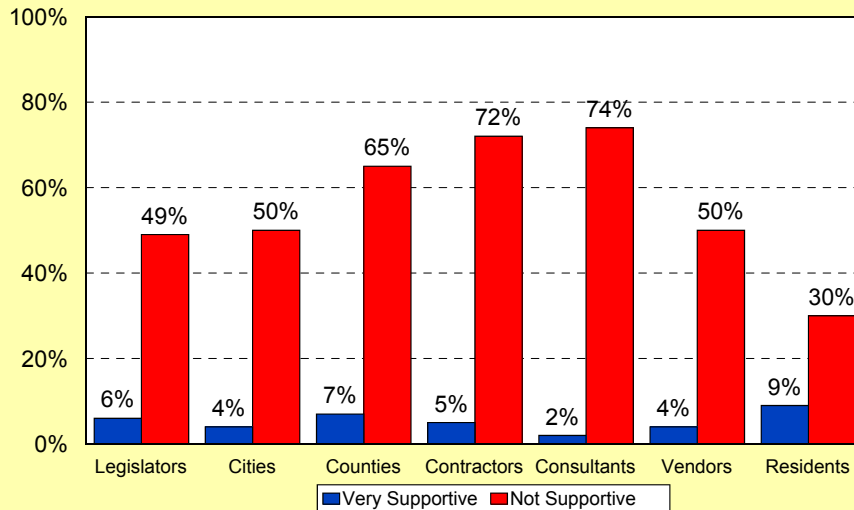
**Stakeholders**



Source: ETC Institute Survey

**If the State of Kansas Has a Budget Shortfall, How Supportive Would You Be of Having the State Cut Funding from the Current Transportation Program to Balance Deficits in Other Areas of the State Budget?**

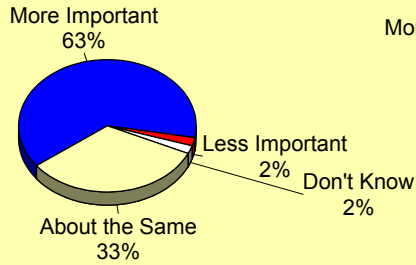
(percentages do not add to 100% because "somewhat" and "not sure" responses are not shown)



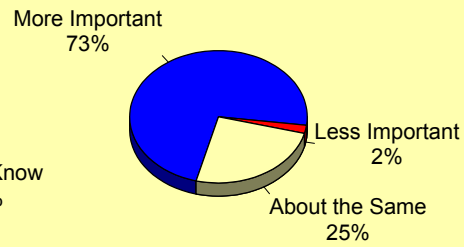
## Compared to Other State Priorities, How Important Do You Think It Is for Kansas to Invest in the State Highway System

By percentage of respondents

### Residents

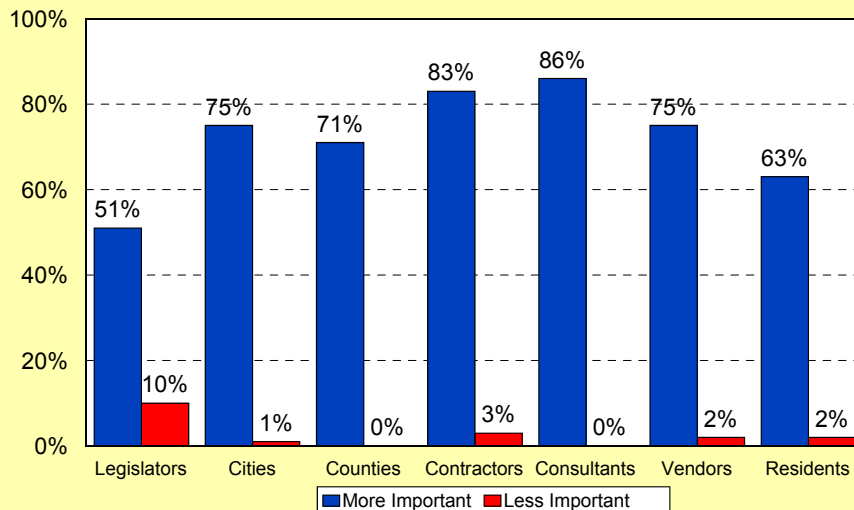


### Stakeholders



## Compared to Other State Priorities, How Important Do You Think It Is for Kansas to Invest in the State Highway System?

(percentages do not add to 100% because "stay same" and "don't know" responses are not shown)



## **Conclusions**

- ) Overall ratings are good, but they are generally lower than they were three years ago
- ) Challenge for the Agency will be to target its resources at those areas to address deficiencies in:
  - 5 responsiveness
  - 5 communication
  - 5 employee morale
- ) Next Step for this project will be identify and prioritize actions for making improvements

*Draw Upon Ideas Presented in Interviews & Focus Groups*

## **Priorities Assessment Analysis**

# Ratio Analysis Methodology

## Agree to Disagree Ratio

### **INITIAL SELECTION**

#### ) Type 1: Perceptions of Performance

5 items with the lowest agree/disagree ratio selected for each of the 7 stakeholder groups

5 if more than 5 items had a ratio <1.0 then all items were selected

#### ) Type 2: Potential Initiatives

5 items with the highest agree/disagree ratio selected for each of the 7 stakeholder groups

## Priority Issues for Cities

(Analytical Assessment)

Assessment Area	Item Rated	Agree/Disagree Ratio
CO	KDOT Lets Public Know What Data It Has Available	0.65
PT	KDOT Does a Good Job Involving Local Governments in Long Range Planning	0.82
PT	KDOT Gives Local Governments Adequate Influence on Traffic Flow Inside Cities	1.03
MR	KDOT Does a Good Job Empowering Employees	1.07
CO	KDOT Explains Reasons for Its Decisions	1.16
PT	KDOT Should Have A Single Point of Contact for All Issues Related to Local Projects	12.67
CO	KDOT Should Communicate More with the Local Governments	13.00
PT	KDOT Should Meet With Local Governments More Often	19.25
PT	KDOT Should Tailor Policies to Needs of Local Areas	27.67
SA	KDOT Should Consider Impact of Highway Improvements in Non-KDOT Roads	88.00

## Priority Issues for Consultants (Analytical Assessment)

Assessment		Agree/Disagree
Area	Item Rated	Ratio
CO	KDOT Lets Public Know What Data It Has Available	0.49
PT	KDOT Does a Good Job Involving Local Governments in Long Range Planning	0.58
PT	KDOT Adequately Funds State Highway Maintenance Inside Cities	0.68
CO	KDOT Explains Reasons for Its Decisions	0.94
MR	KDOT Does a Good Job Empowering Employees	1.00
PT	KDOT Should Meet With Local Governments More Often	25.00
RE	Reduce Time to Relocate Utilities	infinite
CO	It is Important to Develop a Central Data Catalog	infinite
CO	KDOT Should Communicate More with the Local Governments	infinite
SA	KDOT Should Consider Impact of Highway Improvements in Non-KDOT Roads	infinite

## Priority Issues for Contractors (Analytical Assessment)

Assessment		Agree/Disagree
Area	Item Rated	Ratio
CO	KDOT Lets Public Know What Data It Has Available	0.67
MR	KDOT Does a Good Job Empowering Employees	0.74
CO	KDOT Explains Reasons for Its Decisions	1.09
CO	KDOT Communicates Well Internally	1.10
PT	KDOT Adequately Funds State Highway Maintenance Inside Cities	1.16
PT	KDOT Should Tailor Policies to Needs of Local Areas	13.00
CO	KDOT Should Communicate More with the Local Governments	14.00
CO	KDOT Should Communicate More with Economic Development Interests	17.25
PT	KDOT Should Have A Single Point of Contact for All Issues Related to Local Projects	42.50
SA	KDOT Should Consider Impact of Highway Improvements in Non-KDOT Roads	86.00

## Priority Issues for Counties (Analytical Assessment)

Assessment		Agree/Disagree
Area	Item Rated	Ratio
MR	KDOT Does a Good Job Empowering Employees	0.48
CO	KDOT Lets Public Know What Data It Has Available	0.59
PT	KDOT Adequately Funds State Highway Maintenance Inside Cities	0.69
PT	KDOT Does a Good Job Involving Local Governments in Long Range Planning	0.70
CO	KDOT Explains Reasons for Its Decisions	0.74
PT	KDOT Gives Local Governments Adequate Control of Local Projects	0.84
PT	KDOT Gives Local Governments Adequate Influence on Traffic Flow Inside Cities	0.92
PT	KDOT Does A Good Job Getting Local Input on State Highway Projects	0.94
CO	KDOT Should Communicate More with the Local Governments	15.60
PT	KDOT Should Meet With Local Governments More Often	16.00
PT	KDOT Should Communicate More with State Legislators	23.33
PT	KDOT Should Tailor Policies to Needs of Local Areas	28.00
SA	KDOT Should Consider Impact of Highway Improvements in Non-KDOT Roads	45.00

## Priority Issues for Legislators (Analytical Assessment)

Assessment		Agree/Disagree
Area	Item Rated	Ratio
PT	KDOT Gives Local Governments Adequate Influence on Traffic Flow Inside Cities	0.90
CO	KDOT Lets Public Know What Data It Has Available	1.03
PT	KDOT Does a Good Job Involving Local Governments in Long Range Planning	1.13
PT	KDOT Does a Good Job Coordinating the Timing of Projects with Local Communities	1.19
PT	KDOT's Application Process for Local Projects Is Easy	1.55
RE	KDOT Should Issue Access Permits Electronically	10.67
PT	KDOT Should Have A Single Point of Contact for All Issues Related to Local Projects	12.14
CO	KDOT Should Communicate More with the Local Governments	12.17
PT	KDOT Should Tailor Policies to Needs of Local Areas	17.60
SA	KDOT Should Consider Impact of Highway Improvements in Non-KDOT Roads	45.50

## Priority Issues for Vendors (Analytical Assessment)

Assessment		Agree/Disagree
Area	Item Rated	Ratio
CO	KDOT Lets Public Know What Data It Has Available	0.45
PT	KDOT's Application Process for Local Projects Is Easy	0.78
PT	KDOT Does a Good Job Coordinating the Timing of Projects with Local Communities	0.90
CO	KDOT Explains Reasons for Its Decisions	1.00
CO	KDOT Adequately Informs Public About Its Services	1.03
PT	KDOT Should Tailor Policies to Needs of Local Areas	9.25
CO	KDOT Should Communicate More with the Local Governments	9.29
RE	KDOT Should Issue Access Permits Electronically	10.40
CO	KDOT Should Communicate More with Economic Development Interests	16.75
SA	KDOT Should Consider Impact of Highway Improvements in Non-KDOT Roads	86.00

## Priority Issues for Residents (Analytical Assessment)

Assessment		Agree/Disagree
Area	Item Rated	Ratio
CO	KDOT Lets Public Know What Data It Has Available	0.86
CO	If I Have a Transportation Question, I Would Know Who to Call	1.10
CO	KDOT Explains Reasons for Its Decisions	1.42
CO	KDOT Adequately Informs Public About Its Services	1.76
PT	KDOT Gives Local Governments Adequate Influence on Traffic Flow Inside Cities	3.27
PT	KDOT Adequately Funds State Highway Maintenance Inside Cities	3.75
CO	It is Important to Develop a Central Data Catalog	5.08
SA	KDOT Should Use More Rumble Strips	5.31
PT	KDOT Should Communicate More with State Legislators	6.63
SA	KDOT Should Consider Impact of Highway Improvements in Non-KDOT Roads	20.25

# Ratio Analysis Methodology

## Agree to Disagree Ratio

### **FINAL SELECTION**

- ) All items selected were sorted and ranked by the number of times the item was selected by all stakeholder groups
- ) The 10 items selected most frequently were retained

## Top 10 Issues All Stakeholder Groups

(Analytical Assessment -11 items listed since 2 were tied)

# times	Area	Item Rated	Assessment	Agree/Disagree Ratio
7	CO	KDOT Lets Public Know What Data It Has Available		0.65
7	SA	KDOT Should Consider Impact of Highway Improvements in Non-KDOT Roads		88.00
6	CO	KDOT Explains Reasons for Its Decisions		1.16
6	CO	KDOT Should Communicate More with the Local Governments		13.00
5	PT	KDOT Should Tailor Policies to Needs of Local Areas		13.00
4	PT	KDOT Does a Good Job Involving Local Governments in Long Range Planning		0.82
4	PT	KDOT Gives Local Governments Adequate Influence on Traffic Flow Inside Cities		1.03
4	MR	KDOT Does a Good Job Empowering Employees		1.07
4	PT	KDOT Adequately Funds State Highway Maintenance Inside Cities		0.68
3	PT	KDOT Should Have A Single Point of Contact for All Issues Related to Local Projects		12.67
3	PT	KDOT Should Meet With Local Governments More Often		19.25

# Priority Issues

**VISION:** *KDOT is responsive to changing expectations of employees and external stakeholders*

**PRIORITY ISSUES**

- A. Establish real, active partnerships/relationships with Local Governments that genuinely involve cities/counties in KDOT's decision-making process
- B. Empower KDOT Employees to Make Decisions at the Appropriate levels
- C. Enhance Employee Morale (compensation/training)
- D. KDOT should provide reasons for its decisions
- E. Educate the public/stakeholder groups about KDOT and the services it provides
- F. Foster more open/active dialogue between KDOT and the State Legislature
- G. Ensure that safety on non-KDOT roads is treated as a priority when planning improvements to the State Highway system
- H. Continue to enhance relationships with all stakeholder groups

Questions ???