

**Kansas Department of Transportation
Year 2003 Stakeholder Survey**

MISSION ACCOMPLISHMENT

1. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate your level of agreement with each of the following statements. [If you don’t know enough about the topic to respond, circle “DK”; a rating of “3” indicates a neutral, but informed response.]

| | Strongly <u>Agree</u> | Agree | Neutral | Disagree | Strongly <u>Disagree</u> | Don't <u>Know</u> |
|---|--------------------------|-------|---------|----------|-----------------------------|----------------------|
| (A) KDOT does a good job of maintaining state highways | 5 | 4 | 3 | 2 | 1 | DK |
| (B) The design of new highways in the State of Kansas meets my expectations | 5 | 4 | 3 | 2 | 1 | DK |
| (C) I am satisfied with the quality of new highway construction in Kansas..... | 5 | 4 | 3 | 2 | 1 | DK |
| (D) I am satisfied with the types of materials that KDOT uses for new highway construction..... | 5 | 4 | 3 | 2 | 1 | DK |
| (E) KDOT adequately supports non-highway transportation in Kansas, such as public bus, rail, and airport services | 5 | 4 | 3 | 2 | 1 | DK |
| (F) KDOT does a good job of planning for the State’s future transportation needs..... | 5 | 4 | 3 | 2 | 1 | DK |
| (G) The way KDOT allocates transportation funding in the State of Kansas seems fair | 5 | 4 | 3 | 2 | 1 | DK |
| (H) The quality of Kansas highways seems consistent across the state | 5 | 4 | 3 | 2 | 1 | DK |
| (I) KDOT seems to be flexible in the way it responds to the needs of individual communities in Kansas..... | 5 | 4 | 3 | 2 | 1 | DK |
| (J) KDOT treats me/my organization fairly..... | 5 | 4 | 3 | 2 | 1 | DK |

2. If KDOT were to make improvements in the areas listed above, which TWO areas do you think should be emphasized most over the next three years. [Write the letters below for your 1st and 2nd choices using the letters from the list in question #1.]

1st Choice

2nd Choice

3. Overall, how would you rate the quality of Kansas highways?

- ___(1) Excellent
- ___(2) Good
- ___(3) Fair (need some improvement)
- ___(4) Poor (need major improvement)
- ___(9) Don’t Know

RESPONSIVENESS

4. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate how much you agree with each of the following statements by circling the corresponding number below. [If you don’t know enough about the topic to respond, circle “DK”; a rating of “3” indicates a neutral, but informed response.]

| | <u>Strongly</u> <u>Agree</u> | <u>Agree</u> | <u>Neutral</u> | <u>Disagree</u> | <u>Strongly</u> <u>Disagree</u> | <u>Don't</u> <u>Know</u> |
|---|---------------------------------|--------------|----------------|-----------------|------------------------------------|-----------------------------|
| (A) KDOT is responsive to my organization | 5 | 4 | 3 | 2 | 1 | DK |
| (B) KDOT should give more decision-making authority to District/Area engineers at the local level | 5 | 4 | 3 | 2 | 1 | DK |
| (C) KDOT’s ability to be responsive seems limited by an unreasonable concern among employees about liability and lawsuits | 5 | 4 | 3 | 2 | 1 | DK |
| (D) KDOT is a customer-oriented organization..... | 5 | 4 | 3 | 2 | 1 | DK |
| (E) The amount of paperwork required by KDOT is unreasonable | 5 | 4 | 3 | 2 | 1 | DK |

RESOURCE EFFICIENCY

5. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate your level of agreement with each of the following statements. [If you don’t know enough about the topic to respond, circle “DK”; a rating of “3” indicates a neutral, but informed response.]

| | <u>Strongly</u> <u>Agree</u> | <u>Agree</u> | <u>Neutral</u> | <u>Disagree</u> | <u>Strongly</u> <u>Disagree</u> | <u>Don't</u> <u>Know</u> |
|--|---------------------------------|--------------|----------------|-----------------|------------------------------------|-----------------------------|
| (A) KDOT has an effective Right-of-Way acquisition process..... | 5 | 4 | 3 | 2 | 1 | DK |
| (B) KDOT’s inspection requirements for smaller construction projects should be relaxed | 5 | 4 | 3 | 2 | 1 | DK |
| (C) KDOT should implement a process to issue access permits electronically..... | 5 | 4 | 3 | 2 | 1 | DK |
| (D) KDOT needs to do more to reduce the time it takes to relocate utilities during construction projects..... | 5 | 4 | 3 | 2 | 1 | DK |
| (E) KDOT should review the cost and benefits of outsourcing some maintenance and inspection tasks to determine if the same jobs could be done more effectively by KDOT employees | 5 | 4 | 3 | 2 | 1 | DK |
| (F) KDOT generally does a good job of investing Kansas transportation dollars where they are needed most | 5 | 4 | 3 | 2 | 1 | DK |

6. If KDOT were to make improvements in the areas listed above, which TWO areas do you think should be emphasized most over the next three years. [Write the letters below for your 1st

and 2nd choices using the letters from the list in question #5.]

1st Choice

2nd Choice

COMMUNICATION ASSESSMENT QUESTIONS

7. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate how much you agree with each of the following statements by circling the corresponding number below. [If you don’t know enough about the topic to respond, circle “DK”; a rating of “3” indicates a neutral, but informed response.]

- | | Strongly
<u>Agree</u> | <u>Agree</u> | <u>Neutral</u> | <u>Disagree</u> | Strongly
<u>Disagree</u> | Don't
<u>Know</u> |
|---|--------------------------|--------------|----------------|-----------------|-----------------------------|----------------------|
| (A) KDOT adequately informs the public about the services it provides | 5 | 4 | 3 | 2 | 1 | DK |
| (B) KDOT does a good job of explaining the reasons for its decisions | 5 | 4 | 3 | 2 | 1 | DK |
| (C) If I have a question about a transportation related issue in Kansas, I would know where to call..... | 5 | 4 | 3 | 2 | 1 | DK |
| (D) It is important for KDOT to develop a central catalog that shows the types of information KDOT maintains (traffic data, accident data, etc.)..... | 5 | 4 | 3 | 2 | 1 | DK |
| (E) KDOT does a good job of letting the public know what types of data it has available | 5 | 4 | 3 | 2 | 1 | DK |
| (F) KDOT should communicate more with economic development interests | 5 | 4 | 3 | 2 | 1 | DK |
| (G) KDOT should communicate more with the media..... | 5 | 4 | 3 | 2 | 1 | DK |
| (H) KDOT should communicate more with city and county governments | 5 | 4 | 3 | 2 | 1 | DK |
| (I) KDOT’s Web site adequately serves my needs | 5 | 4 | 3 | 2 | 1 | DK |
| (J) KDOT does a good job of keeping me informed about issues that affect me | 5 | 4 | 3 | 2 | 1 | DK |
| (K) KDOT seems to communicate well internally | 5 | 4 | 3 | 2 | 1 | DK |

8. If KDOT were to make improvements in the areas listed above, which TWO areas do you think should be emphasized most over the next three years. [Write the letters below for your 1st and 2nd choices using the letters from the list in question #7.]

 1st Choice

 2nd Choice

MORALE

9. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate your level of agreement with each of the following statements. [If you don’t know enough about the topic to respond, circle “DK”; a rating of “3” indicates a neutral, but informed response.]

- | | Strongly
<u>Agree</u> | <u>Agree</u> | <u>Neutral</u> | <u>Disagree</u> | Strongly
<u>Disagree</u> | Don't
<u>Know</u> |
|--|--------------------------|--------------|----------------|-----------------|-----------------------------|----------------------|
| (A) KDOT inspectors with whom I have worked are adequately trained..... | 5 | 4 | 3 | 2 | 1 | DK |
| (B) Wages and benefits for KDOT employees are adequate to attract/retain quality employees | 5 | 4 | 3 | 2 | 1 | DK |
| (C) KDOT does a good job of empowering | | | | | | |

- employees to make decisions5.....4.....3.....2.....1.....DK
- (D) KDOT seems to do a good job of mentoring employees for senior positions.....5.....4.....3.....2.....1.....DK

SAFETY

10. A series of statements about transportation safety in Kansas are listed below. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate how much you agree with each of the following statements by circling the corresponding number below. [If you don’t know enough about the topic to respond, circle “DK”; a rating of “3” indicates a neutral, but informed response.]

- | | <u>Strongly</u>
<u>Agree</u> | <u>Agree</u> | <u>Neutral</u> | <u>Disagree</u> | <u>Strongly</u>
<u>Disagree</u> | <u>Don't</u>
<u>Know</u> |
|---|---------------------------------|--------------|----------------|-----------------|------------------------------------|-----------------------------|
| (A) KDOT does a good job of maintaining railroad crossings on state highways.....5.....4.....3.....2.....1.....DK | | | | | | |
| (B) When local governments have a safety concern about a state highway in their community, KDOT is responsive.....5.....4.....3.....2.....1.....DK | | | | | | |
| (C) I feel safe when driving through work zones on Kansas highways5.....4.....3.....2.....1.....DK | | | | | | |
| (D) KDOT does a good job of providing signing in work zones on state highways.....5.....4.....3.....2.....1.....DK | | | | | | |
| (E) KDOT does a good job of safely managing traffic flow when accidents occur on state highways5.....4.....3.....2.....1.....DK | | | | | | |
| (F) When selecting a new highway design, KDOT should consider how travel safety on NON-KDOT roads (e.g., roads that intersect or run parallel to a KDOT highway) will be affected by improvements or changes in the design of a KDOT highway.....5.....4.....3.....2.....1.....DK | | | | | | |
| (G) KDOT should use more rumble strips on highways to keep drivers awake.....5.....4.....3.....2.....1.....DK | | | | | | |

11. If KDOT were to make improvements in the areas listed above, which TWO do you think should be emphasized most over the next three years. [Write the letters below for your 1st and 2nd choices using the letters from the list in question #10.]

 1st Choice

 2nd Choice

12. Compared to five years ago, do you think Kansas highways are:

- ____(1) Much safer
- ____(2) Somewhat safer
- ____(3) About the same level of safety
- ____(4) Somewhat more dangerous
- ____(5) Much more dangerous
- ____(9) Don't know/Have not lived in Kansas for five years

LOCAL GOVERNMENT ASSESSMENT QUESTIONS

13. A series of statements about the way KDOT interacts with local governments and metropolitan planning organizations in Kansas are listed below. Using a 5-point scale, where “5” means “Strongly AGREE” and “1” means “Strongly DISAGREE,” please indicate how much you agree with each of the following statements by circling the corresponding number below. [If you don’t know enough about the topic to respond, circle “DK”; a rating of “3” indicates a neutral, but informed response.]

| | <u>Strongly Agree</u> | <u>Agree</u> | <u>Neutral</u> | <u>Disagree</u> | <u>Strongly Disagree</u> | <u>Don't Know</u> |
|---|---------------------------|--------------|----------------|-----------------|------------------------------|-----------------------|
| (A) KDOT does a good job of getting local input on state highway projects..... | 5 | 4 | 3 | 2 | 1 | DK |
| (B) KDOT’s application process for requesting local projects is easy to use..... | 5 | 4 | 3 | 2 | 1 | DK |
| (C) It takes too long to get a local project funded and built | 5 | 4 | 3 | 2 | 1 | DK |
| (D) KDOT gives local governments adequate control of local projects | 5 | 4 | 3 | 2 | 1 | DK |
| (E) KDOT should meet with city and county representatives more often | 5 | 4 | 3 | 2 | 1 | DK |
| (F) KDOT policies regarding the number and types of signs that can be posted in the right-of-way along state highways are too restrictive | 5 | 4 | 3 | 2 | 1 | DK |
| (G) KDOT does a good job of involving local governments in long range planning..... | 5 | 4 | 3 | 2 | 1 | DK |
| (H) KDOT should tailor policies to the needs of local areas (e.g., there should be different policies for rural vs. urban areas)..... | 5 | 4 | 3 | 2 | 1 | DK |
| (I) KDOT does a good job of coordinating the timing of projects with local communities | 5 | 4 | 3 | 2 | 1 | DK |
| (J) KDOT’s process for closing out a project once the project is completed takes too long..... | 5 | 4 | 3 | 2 | 1 | DK |
| (K) KDOT provides an adequate amount of technical assistance to cities/counties | 5 | 4 | 3 | 2 | 1 | DK |
| (L) KDOT’s eligibility categories for funding of local projects are too restrictive..... | 5 | 4 | 3 | 2 | 1 | DK |
| (M) KDOT should have a single point of contact to help communities with all issues related to local projects..... | 5 | 4 | 3 | 2 | 1 | DK |

14. Do you think KDOT gives local governments adequate influence on decisions that affect traffic flow along the portion of state highways that are inside a city, such as the speed limit on highways inside a city limits and the location of access to the highway?

- ____(1) Yes
- ____(2) No
- ____(9) Don't know

15. Do you think KDOT adequately funds maintenance on sections of state highways that are inside a city?

- ____(1) Yes

- ____(2) No
- ____(9) Don't know

16. Based on your experiences on Kansas highways, do you think KDOT's current policy of limiting the number of places that cars can get on and off highways is:

- ____(1) Too restrictive
- ____(2) Too lenient
- ____(3) About right
- ____(9) Don't know

OTHER QUESTIONS

17. Using a 5-point scale, where "5" means "Strongly AGREE" and "1" means "Strongly DISAGREE," please indicate your level of agreement with each of the following statements. [If you don't know enough about the topic to respond, circle "DK"; a rating of "3" indicates a neutral, but informed response.]

| | <u>Strongly</u> <u>Agree</u> | <u>Agree</u> | <u>Neutral</u> | <u>Disagree</u> | <u>Strongly</u> <u>Disagree</u> | <u>Don't</u> <u>Know</u> |
|--|---------------------------------|--------------|----------------|-----------------|------------------------------------|-----------------------------|
| (A) KDOT should communicate more with state legislators | 5 | 4 | 3 | 2 | 1 | DK |
| (B) State legislators are too involved in transportation decision-making in Kansas | 5 | 4 | 3 | 2 | 1 | DK |
| (C) KDOT should share standard drawing sheets & construction plan sheets with consultants and contractors over the Internet..... | 5 | 4 | 3 | 2 | 1 | DK |
| (D) KDOT should develop better billing guidelines for its consultants | 5 | 4 | 3 | 2 | 1 | DK |
| (E) KDOT should review its processes for holding consultants and contractors accountable for the quality of their work | 5 | 4 | 3 | 2 | 1 | DK |
| (F) KDOT employees have the experience required to manage contracts effectively | 5 | 4 | 3 | 2 | 1 | DK |
| (G) The State's policy of awarding construction contracts to the low bidder is a good idea..... | 5 | 4 | 3 | 2 | 1 | DK |

18. Using a 5-point scale, where "5" means "Very SATISFIED" and "1" means "Very DISSATISFIED," please indicate how responsive you think each of the following KDOT work units are to your organization. [If you don't know enough about the work unit to respond, circle "DK", a rating of "3" indicates a neutral, but informed response.]

| | <u>Very</u> <u>Satisfied</u> | <u>Satisfied</u> | <u>Neutral</u> | <u>Dissatisfied</u> | <u>Very</u> <u>Dissatisfied</u> | <u>Don't</u> <u>Know</u> |
|--|---------------------------------|------------------|----------------|---------------------|------------------------------------|-----------------------------|
| (A) Bureau of Design | 5 | 4 | 3 | 2 | 1 | DK |
| (B) Bureau of Materials and Research..... | 5 | 4 | 3 | 2 | 1 | DK |
| (C) Bureau of Local Projects | 5 | 4 | 3 | 2 | 1 | DK |
| (D) Bureau of Construction and Maintenance | 5 | 4 | 3 | 2 | 1 | DK |
| (E) Bureau of Traffic Engineering | 5 | 4 | 3 | 2 | 1 | DK |
| (F) Bureau of Transportation Planning..... | 5 | 4 | 3 | 2 | 1 | DK |
| (G) Office of Public Information | 5 | 4 | 3 | 2 | 1 | DK |
| (H) Division of Aviation..... | 5 | 4 | 3 | 2 | 1 | DK |
| (I) The District Office in your area of Kansas | 5 | 4 | 3 | 2 | 1 | DK |

19. Overall, how well does KDOT fulfill its mission "to provide a statewide transportation system

to meet the needs of Kansas”?

- | | |
|--|---|
| <input type="checkbox"/> (1) Very well | <input type="checkbox"/> (4) Poor |
| <input type="checkbox"/> (2) Well | <input type="checkbox"/> (5) Very poor |
| <input type="checkbox"/> (3) OK | <input type="checkbox"/> (9) Don't know |

20. Compared to five years ago, do you think that the current quality of KDOT services is:

- (1) Better (2) About the same (3) Worse

21. Compared to other state priorities, how important do you think it is for Kansas to invest in the state highway system?

- | | |
|---|--|
| <input type="checkbox"/> (1) Much MORE important | <input type="checkbox"/> (4) Somewhat LESS important |
| <input type="checkbox"/> (2) Somewhat MORE important | <input type="checkbox"/> (5) Much LESS important |
| <input type="checkbox"/> (3) About the same level of importance | |

22. How do you think the current level of funding for transportation improvements in the State of Kansas should change over the next five years?

- (1) It should be increased
 (2) It should stay about the same
 (3) It should be reduced

23. 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?

- | | |
|--|---|
| <input type="checkbox"/> (1) Very Supportive | <input type="checkbox"/> (3) Not sure |
| <input type="checkbox"/> (2) Somewhat supportive | <input type="checkbox"/> (4) Not supportive |

24. Your Gender: (1) Male (2) Female

25. In which county do you live? _____

26. Which of the following best describes your position or the organization you represent?

(please check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> (A) Contractor | <input type="checkbox"/> (H) Consultant INSPECTOR |
| <input type="checkbox"/> (B) State legislator | <input type="checkbox"/> (I) DESIGN Consultant |
| <input type="checkbox"/> (C) County elected official | <input type="checkbox"/> (J) Management Consultant |
| <input type="checkbox"/> (D) City elected official | <input type="checkbox"/> (K) Rail/airport official |
| <input type="checkbox"/> (E) City staff | <input type="checkbox"/> (L) Transit agency official |
| <input type="checkbox"/> (F) County staff | <input type="checkbox"/> (M) Vendor/supplier |
| <input type="checkbox"/> (G) Economic development group/ Chamber of commerce official | <input type="checkbox"/> (N) Metro Planning Organization |
| | <input type="checkbox"/> (O) Other: _____ |

27. Please make any additional comments you would like to share with KDOT in the space below (attach addition sheets if necessary).

28. If you would like to be kept informed about the Partnership Project, please provide your contact information below:

Name: _____

Title: _____ Organization: _____

Street Address/P.O. Box: _____

City: _____ State: _____ Zip: _____

E-mail: _____

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