

May 2003 > **Utah Customer Perception Survey**

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Summary Report



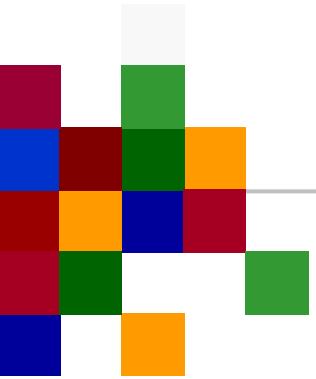
eCallogy Corp.



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> **Executive Summary**





In FY 2003, the Utah Department of Transportation (UDOT) partnered with eCallogy to execute an outbound calling survey that would objectively measure resident satisfaction levels with current highway maintenance procedures. This survey, the second in the series, provides insight into public perception of UDOT activities as well as a comparative measure against baseline statistics that were gathered during the FY 2002 survey.

Scoring for the survey was based on the following five point scale:

1 = poor

2 = below average

3 = fair

4 = good

5 = very good

Scoring summaries for the entire state (see page 6) were positive as a whole and rated higher overall in almost every area measured when compared to FY 2002 results. There were two survey questions receiving lower scores this year: Rest Area Maintenance (-2.48%) and Sound Walls (-1.56%).

Mean scores increased an average of 5.86% year over year. The question with the lowest rating (3.09) related to the state's maintenance of potholes and poor pavement last year increased by 7.82% in FY 2003 (3.33) and was no longer the lowest rated question; the question with the most positive rating related to the state's highway signage (4.00) last year remained the highest rated score in FY 2003 (4.07).

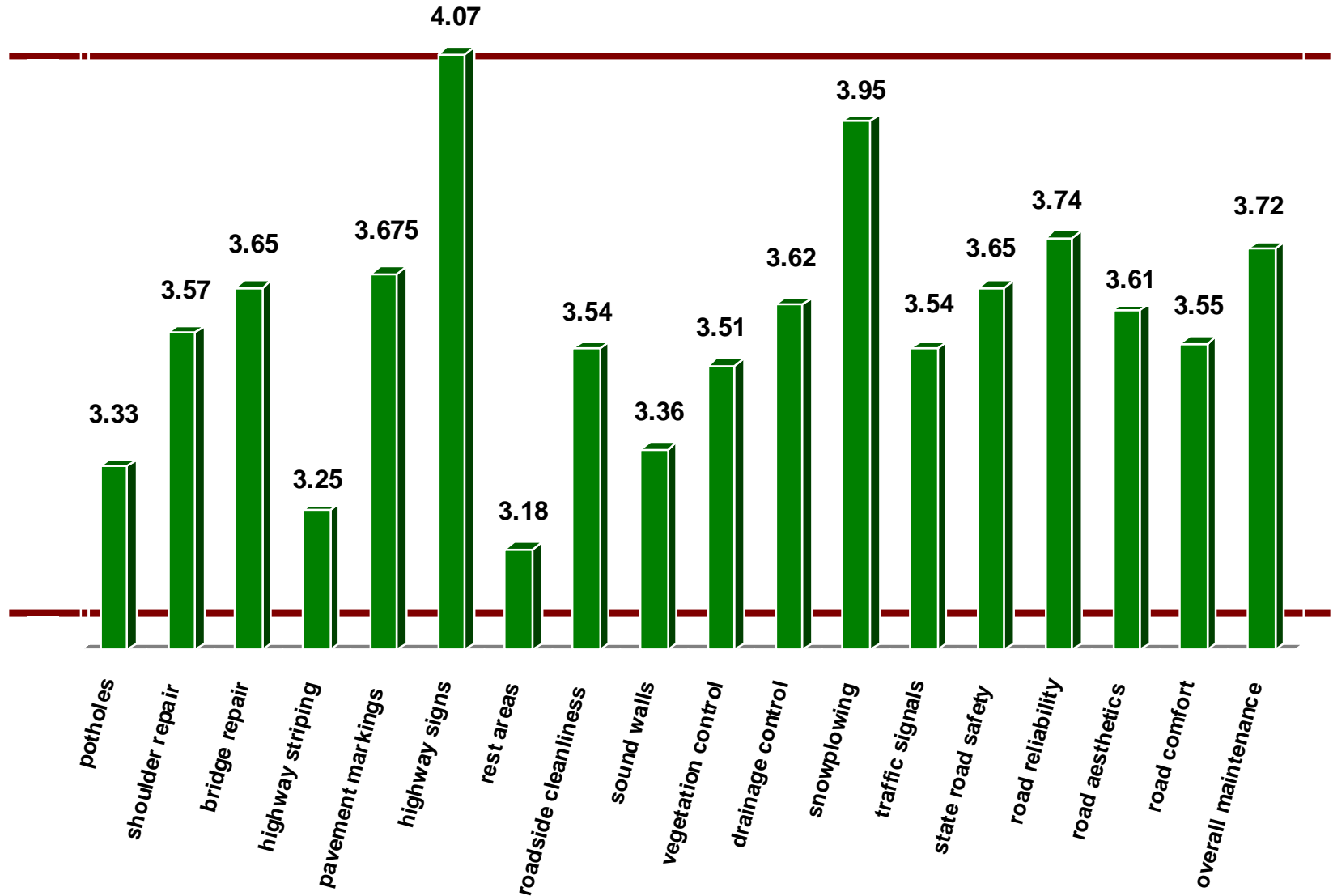
When performing t-test analysis (score correlation analysis) on each of the rated areas, it was shown that the increase in most mean scores was statistically significant (with less than a 5% chance of Type II error in sampling). This means that we are 95% sure that activities undertaken by UDOT in FY 2003 had an impact on the increased mean scores rather than sampling differences.

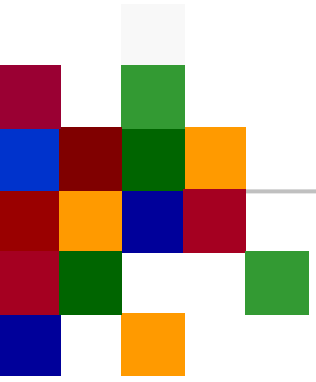
Three areas had a lesser statistical significance: Traffic Controls (91.5%) Sound Walls (89.4%) and Road Reliability (87.1%).



GOOD

FAIR





> Purpose

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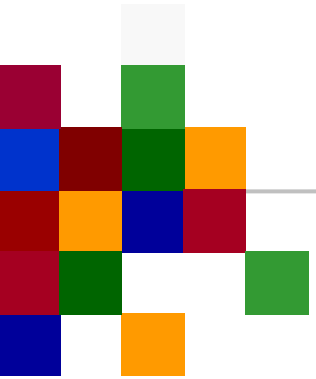
**The purpose of this document is to summarize the survey that was completed by eCallogy for UDOT in FY 2003.**

**This first survey conducted in FY 2002 was to initially measure current resident perceptions as well as provide a baseline for comparing future survey results.**

**The survey that was conducted in FY 2003 provided a measure of initiatives that have been undertaken by UDOT since the initial survey. The public perception of current UDOT initiatives, whether from UDOT activities, Public Relations, or reaction time will be seen in the comparison between FY 2002 and FY 2003 results at both a state and regional level.**

**In addition, changes in results have been tested for statistical significance to determine if differences in scores are due to sample differences or actual changes in overall public perception.**





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> **Methodology**





**UDOT provided eCallogy with an 18 question survey that was to be used to evaluate and objectively measure public perception of current maintenance activities. This survey was identical to the survey conducted in FY 2002 with the exception that qualitative responses were added to the survey questions related to pothole maintenance, highway striping, and overall maintenance. The qualitative portion of the survey was captured by our surveyors verbatim and has been collectively presented based on the information that was captured.**

**The same four regions that were identified in FY 2002 were used for the survey in FY 2003. Prospective respondents were identified based on their geographic location only. Surveys were conducted via telephone and both quantitative ratings and qualitative comments were captured with the use of a Computer Assisted Telephone Interview (CATI). Data was captured and random checks completed to assure that both response ranges and quantitative variables aligned with questioning data. Final data files were captured and analyzed at the state, regional, and district levels as defined in the initial Statement of Work.**

**Traditional data analysis techniques (mean calculation, standard deviation, percentage) and explanatory statistical analysis techniques (t-stat correlation, gap analysis, one-way variance analysis) were used to interpret objective data obtained from the telephone survey. Statistical significance of 95%, in addition to representative sampling, determined the number of surveys conducted in each region.**

**A gap analysis was conducted for the overall state to compare changes in mean scores. In addition, gap analyses were performed for each region compared to FY 2003 state averages. While differences in the region were generally not statistically significant, actual discrepancies within the region are identifiable in the gap analyses. In addition, as multiple districts were identified in region four, separate gap analyses were conducted for each district compared to the regional average.**

**T-stat correlation measures were also conducted for each region to compare year over year changes and to determine the probability that changes in scoring were due to UDOT activities and not due to sampling variables. Only two areas had less than 95% probability of correlation.**



**In order to gain a statistically significant representation of resident perceptions, 2,512 residents from four separate regions and three districts were randomly sampled and surveyed. Sample sizes in each region were based on population density to assure accurate representation of the entire population of Utah.**

**In addition to representing population density, sample sizes were selected to create a statistically significant number of respondents (based on mean score and initial variance). A breakout of regional sampling is as follows:**

**Region 1 (Box Elder, Davis [north], Weber, Morgan, Cache, Rich) - (n = 534)**

**Region 2 (Tooele, Salt Lake, Summit, Davis [south]) - (n = 1132)**

**Region 3 (Juab, Utah, Wasatch, Duchesne, Uintah, Daggett) - (n = 508)**

**Region 4 - (n = 339)**

**Cedar City District (Millard, Iron, Beaver, Washington) - (n = 135)**

**Richfield District (Sanpete, Sevier, Piute, Wayne, Garfield, Kane) - (n = 166)**

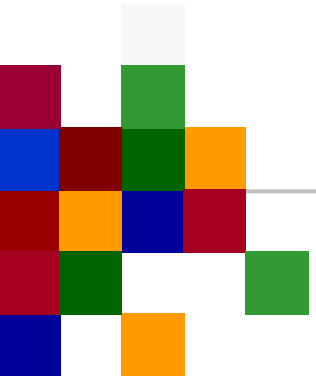
**Price District (Carbon, Emery, Grand, San Juan) - (n = 38)**

**Results from each region showed measurable variation among each region / district. Large sample sizes offset low variations in the overall scores in the establishment of statistically significant numbers. These variations are most apparent in the gap score analyses for each region and the confidence scores when comparing year over year mean scores.**



**Sample characteristics required only that an individual be a driver in the identified geographic area.**

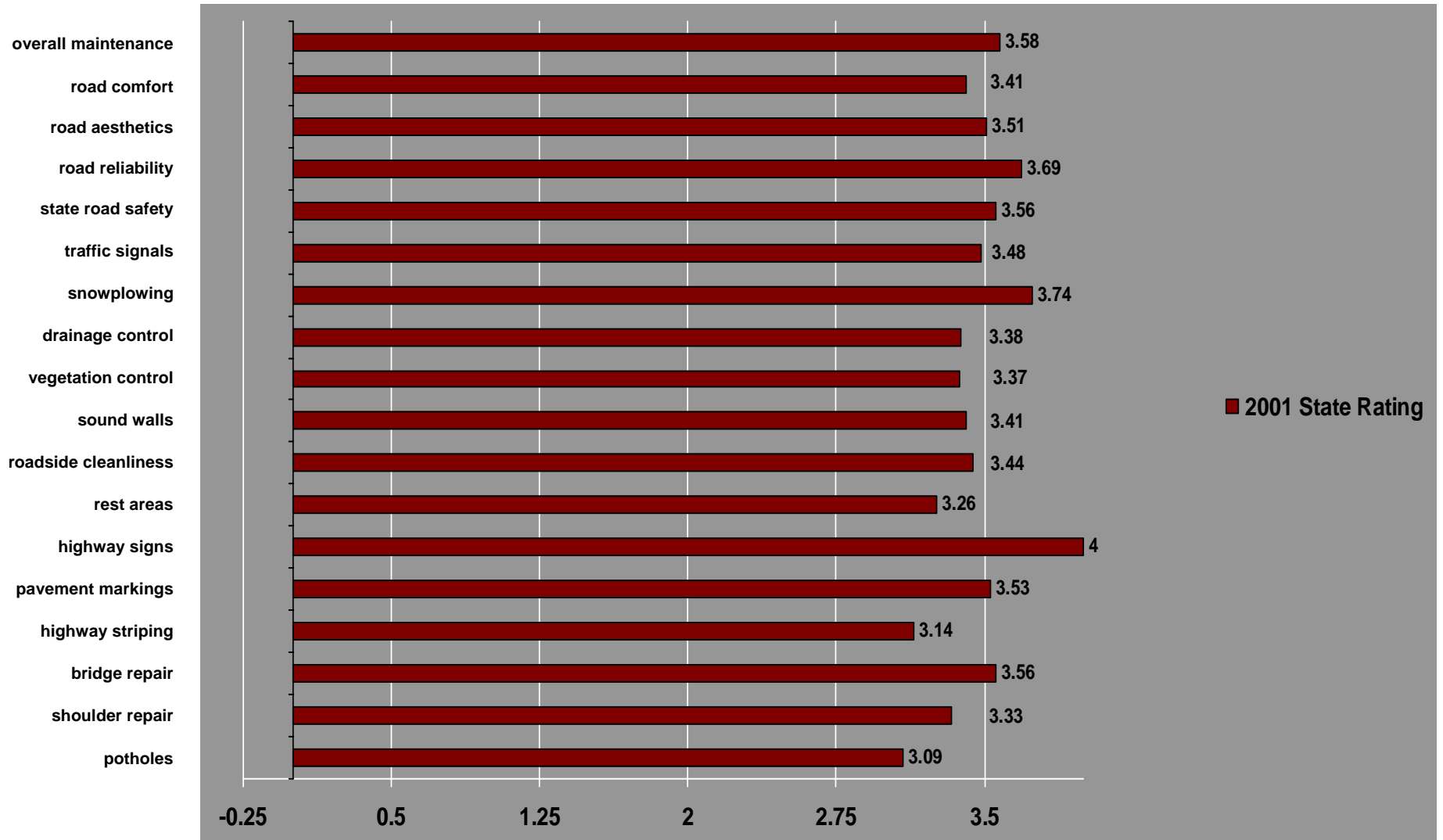
**Demographic information was not captured during this campaign at the request of UDOT, thus correlations with public perception and any demographic criterion are not included in this report.**



> **FY 2002 Results Summary**

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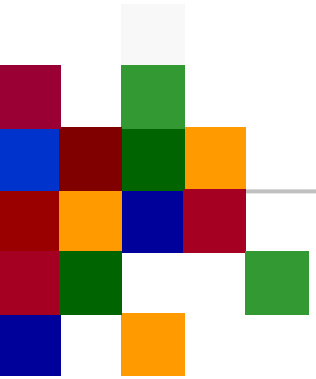




2813 surveys were conducted in the state across four separate regions. Average results for each question rated above “fair”. However, only one question, that related to highway signage, averaged at the “good” rating.

Comparing public perception, which was captured in the surveys, to differing statewide goals for the survey resulted in the following differences:

	Rating	Survey Question Percentage at or Above Rating
	3	100%
	3.25	88.9%
	3.5	44.4%
	3.75	5.6%
	4	5.6%

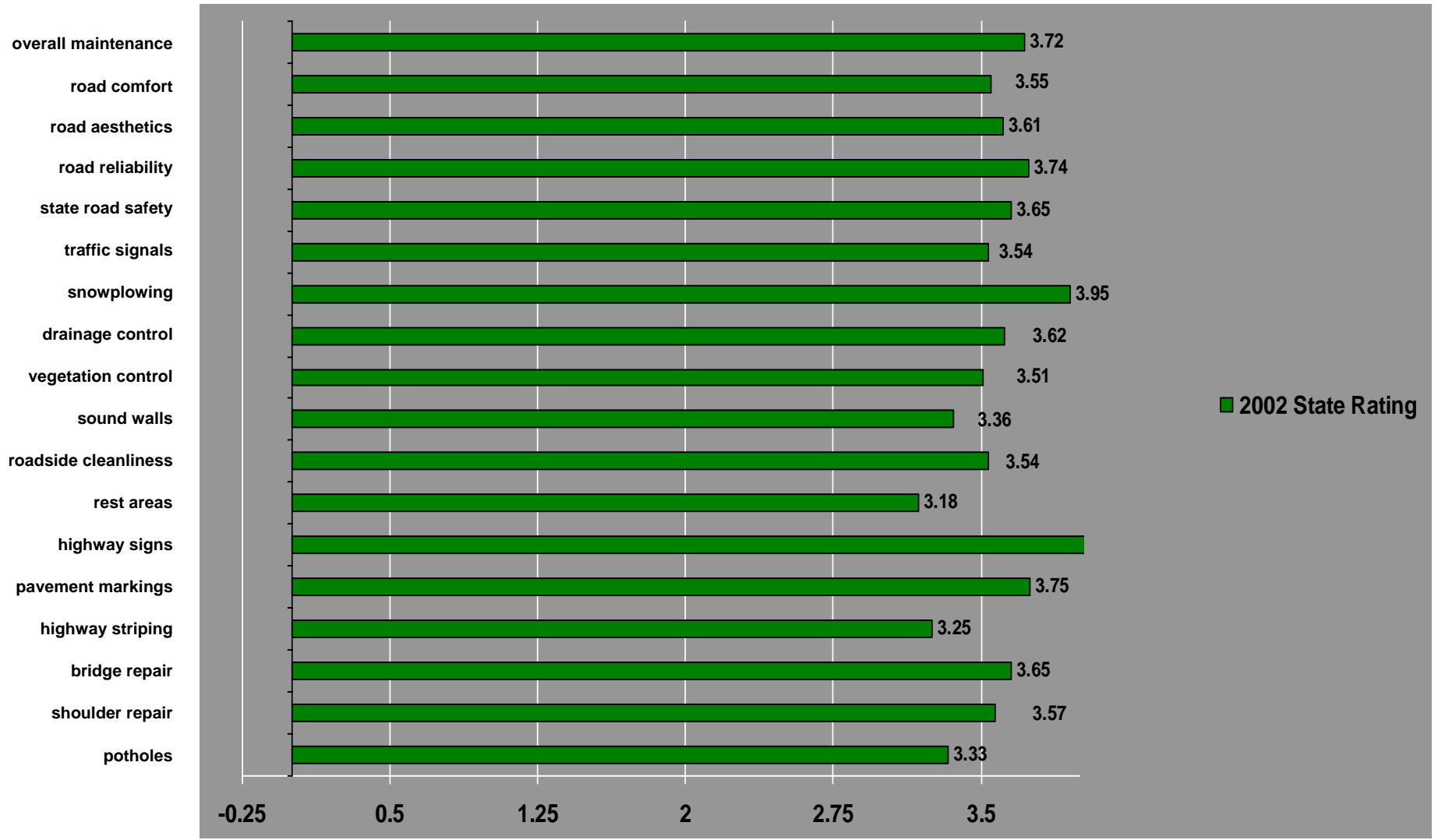


**> FY 2003 Results Summary**

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2,512 surveys were conducted in the state across four separate regions. Average results for each question rated above “fair”. However, again only one question, that related to highway signage, averaged at the “good” rating. Significant improvements, can be seen in the percentage of questions that rated above key marks in FY 2003.

Comparing public perception, which was captured in the surveys, to differing statewide goals for the survey resulted in the following differences:

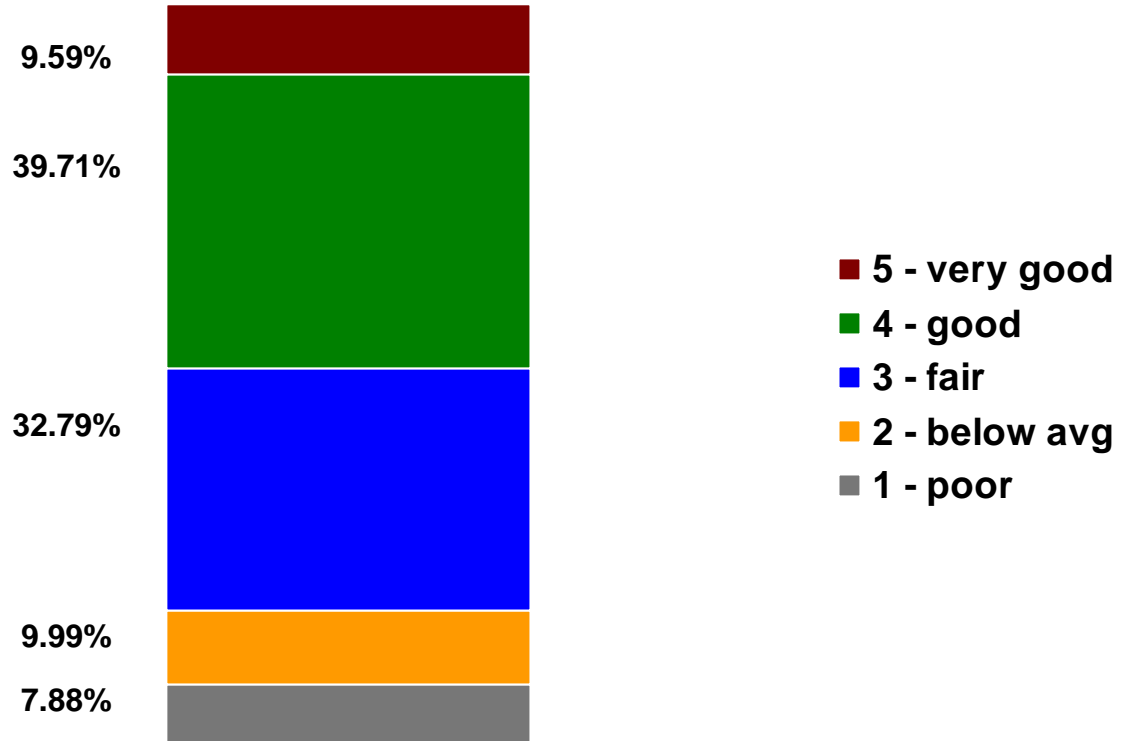
	Rating	Survey Question Percentage at or Above Rating
	3	100%
	3.25	94.4%
	3.5	77.7%
	3.75	16.6%
	4	5.6%



### How would you rate the maintenance of potholes and poor pavement?

Mean ( $\mu$ ): 3.33

Standard  
Deviation ( $\sigma$ ): 1.04



\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
Standard deviations are calculated based on sample representations of the entire population.

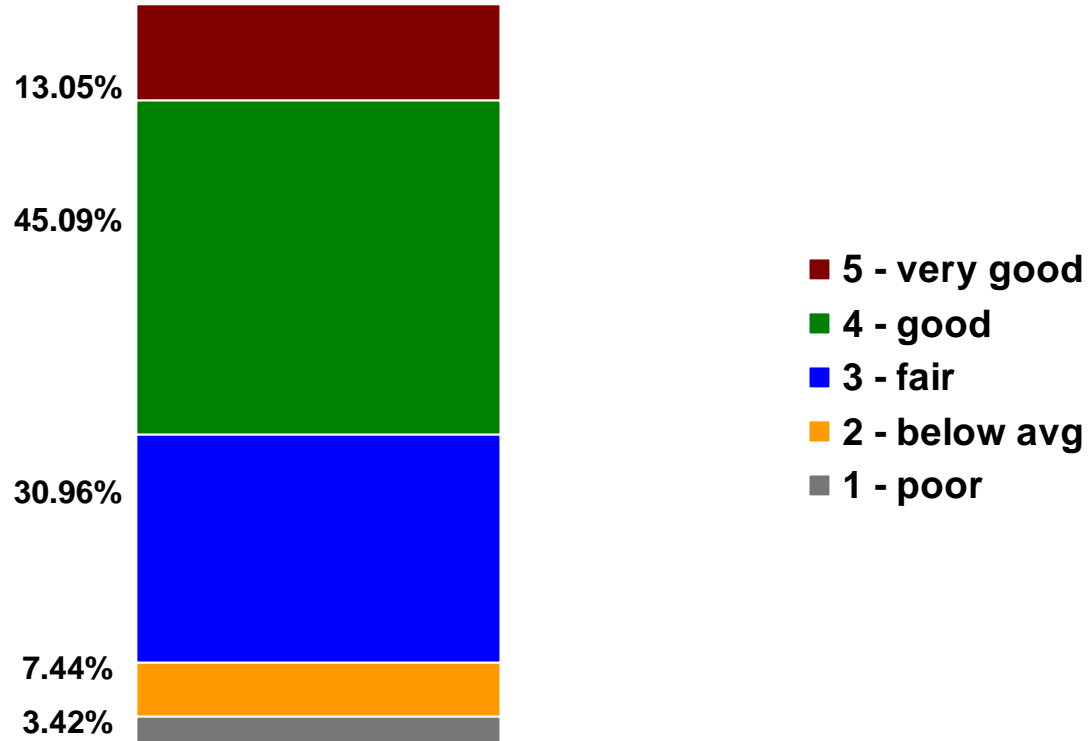


### How would you rate our roadside shoulder repair?

Mean ( $\mu$ ): 3.57

Standard

Deviation ( $\sigma$ ): 0.93



\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
Standard deviations are calculated based on sample representations of the entire population.

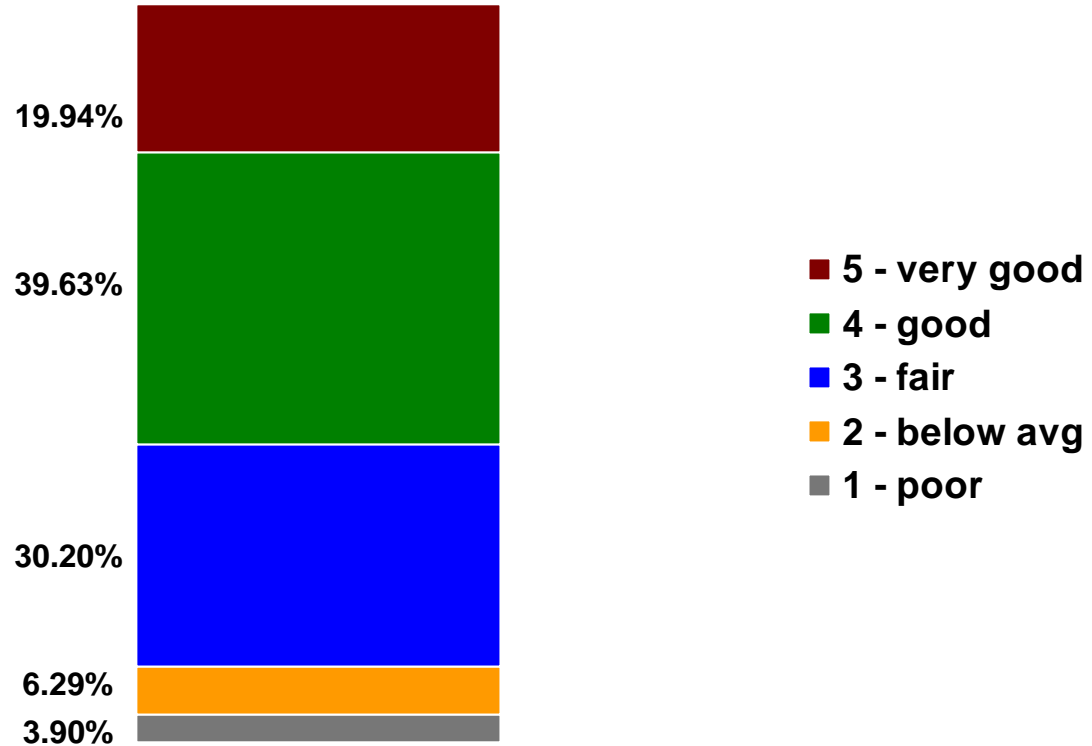


### How would you rate our bridge repair?

Mean ( $\mu$ ): 3.65

Standard

Deviation ( $\sigma$ ): 0.99



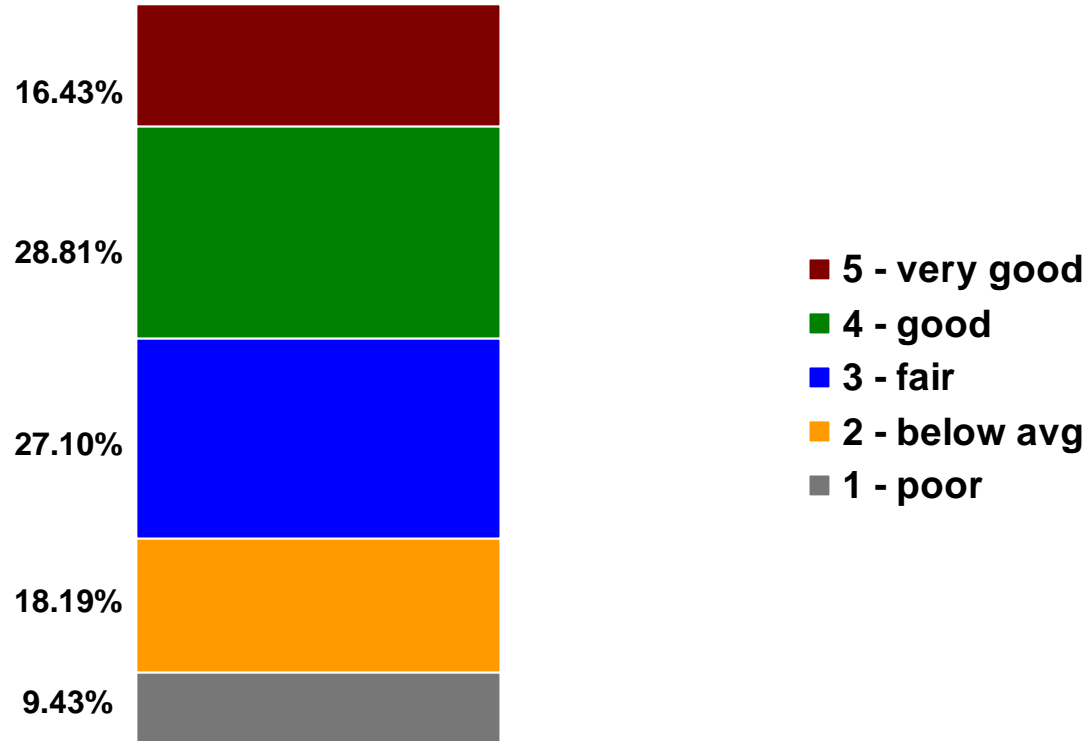
\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
Standard deviations are calculated based on sample representations of the entire population.



### How would you rate our highway striping (painted lines)?

Mean ( $\mu$ ): 3.25

Standard  
Deviation ( $\sigma$ ): 1.20



\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
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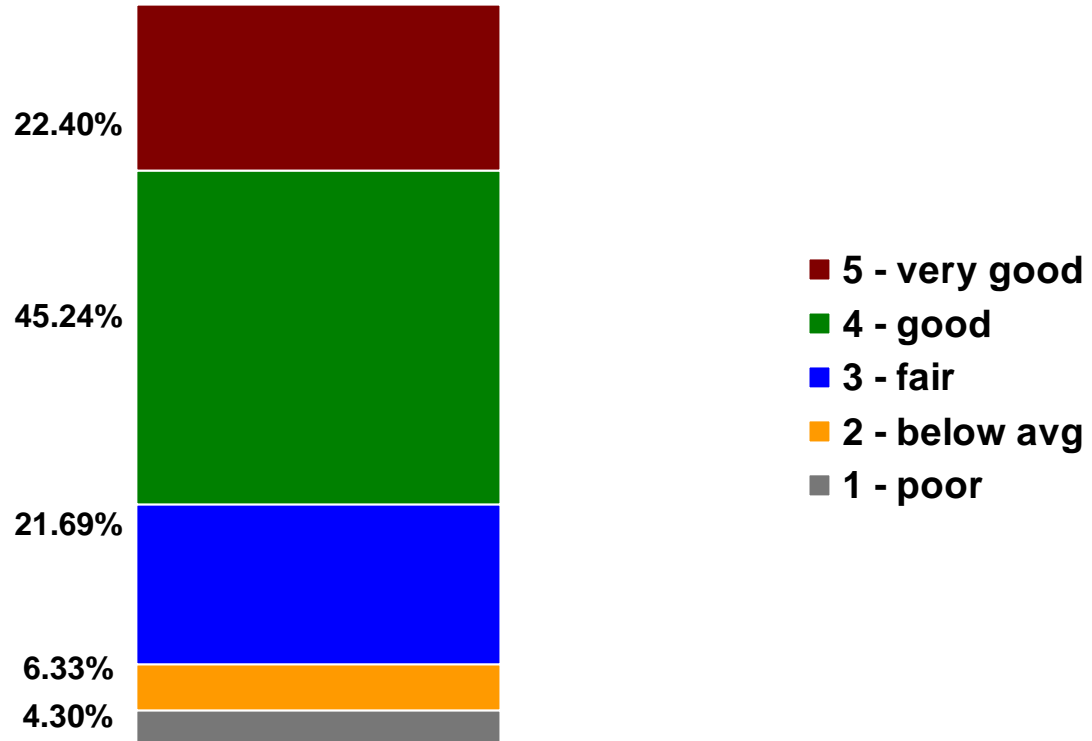


### How would you rate other pavement markings such as: school crossings, turn arrows, crosswalks, and others?

Mean ( $\mu$ ): 3.75

Standard

Deviation ( $\sigma$ ): 1.01



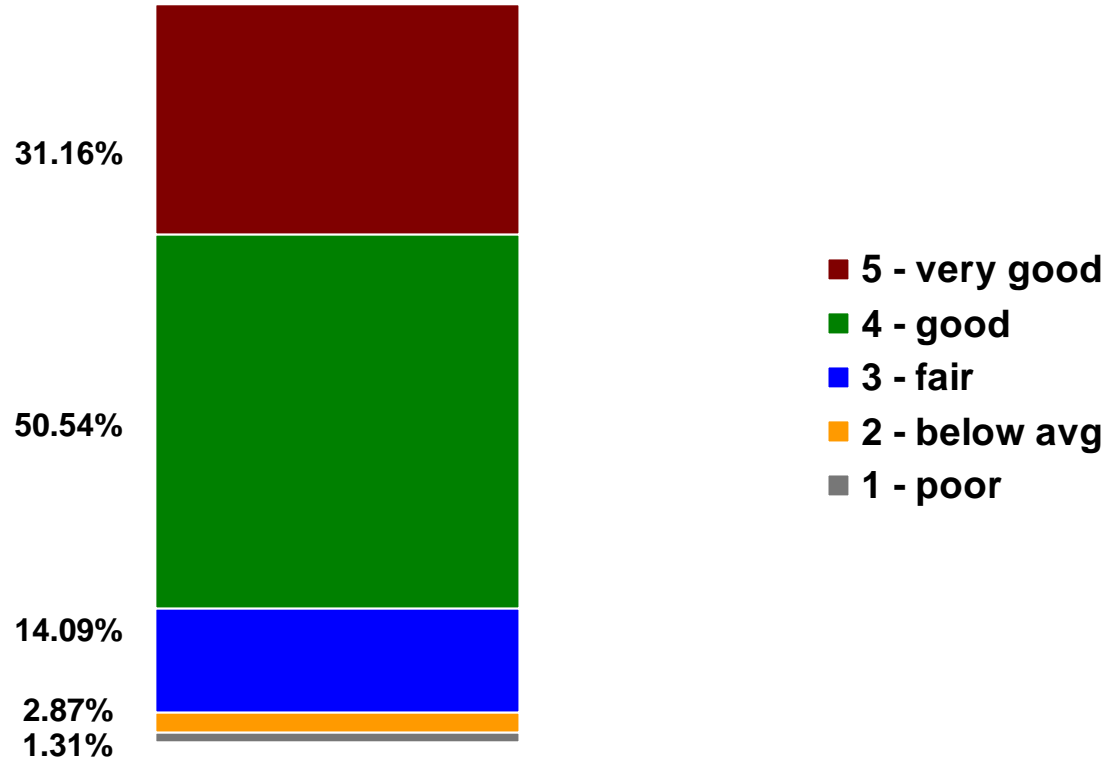
\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
Standard deviations are calculated based on sample representations of the entire population.



### How do you rate our highway signs?

Mean ( $\mu$ ): 4.07

Standard  
Deviation ( $\sigma$ ): 0.82



\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
Standard deviations are calculated based on sample representations of the entire population.

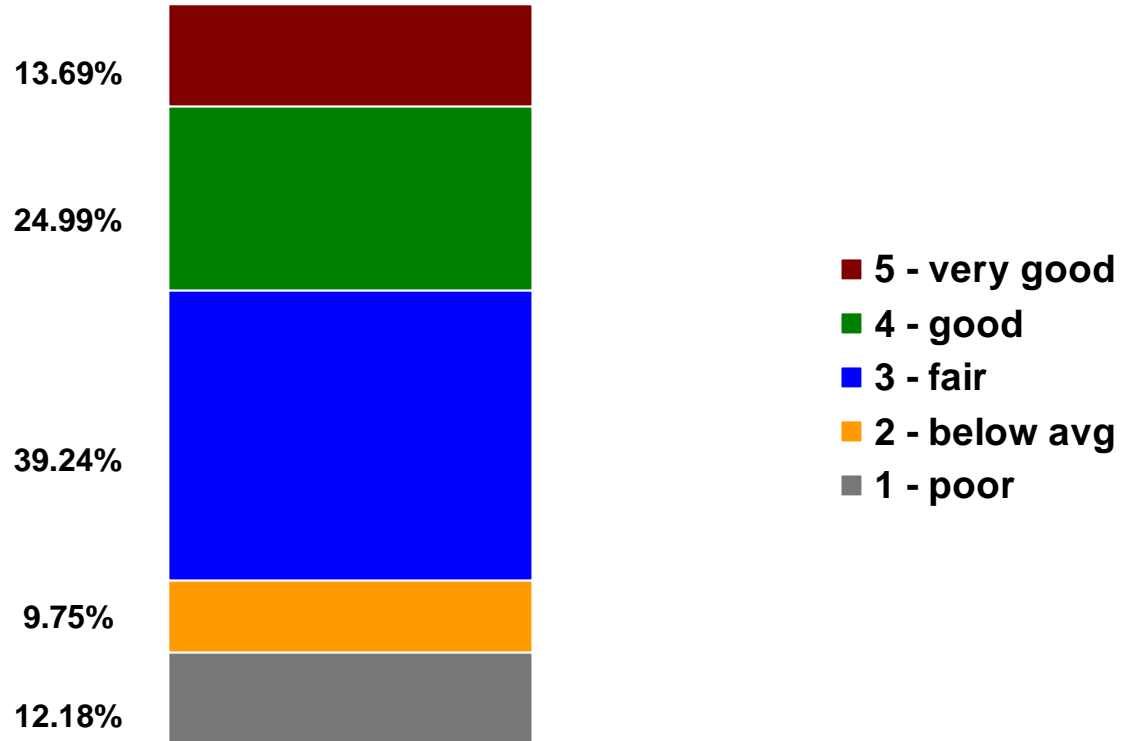




### How do you rate our rest areas?

Mean ( $\mu$ ): 3.18

Standard  
Deviation ( $\sigma$ ): 1.17



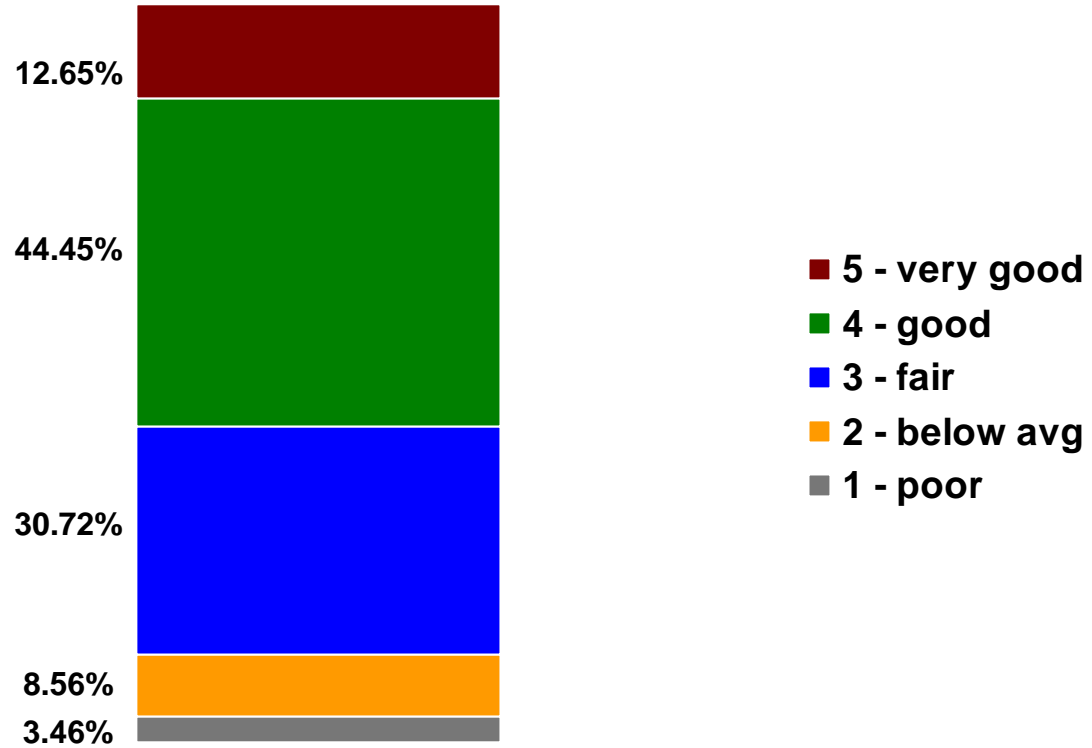
\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
Standard deviations are calculated based on sample representations of the entire population.



### How do you rate the cleanliness of our roadsides?

Mean ( $\mu$ ): 3.54

Standard  
Deviation ( $\sigma$ ): 0.95



\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
Standard deviations are calculated based on sample representations of the entire population.

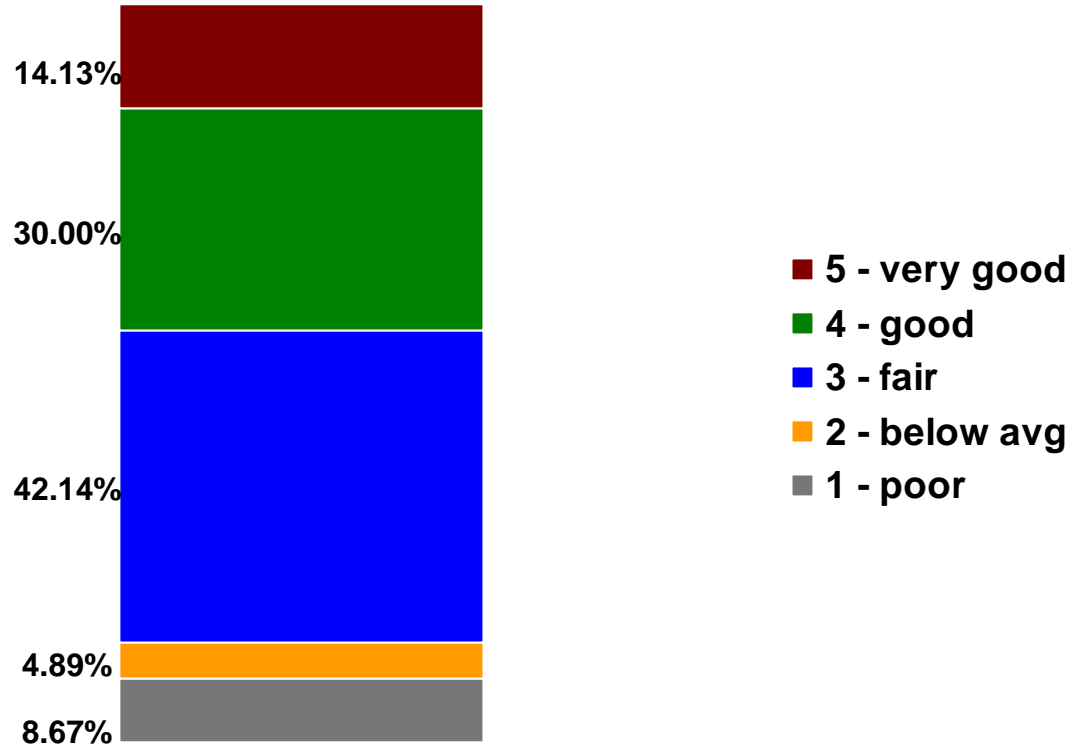


### How do you rate our fencing and/or sound walls?

Mean ( $\mu$ ): 3.36

Standard

Deviation ( $\sigma$ ): 1.07

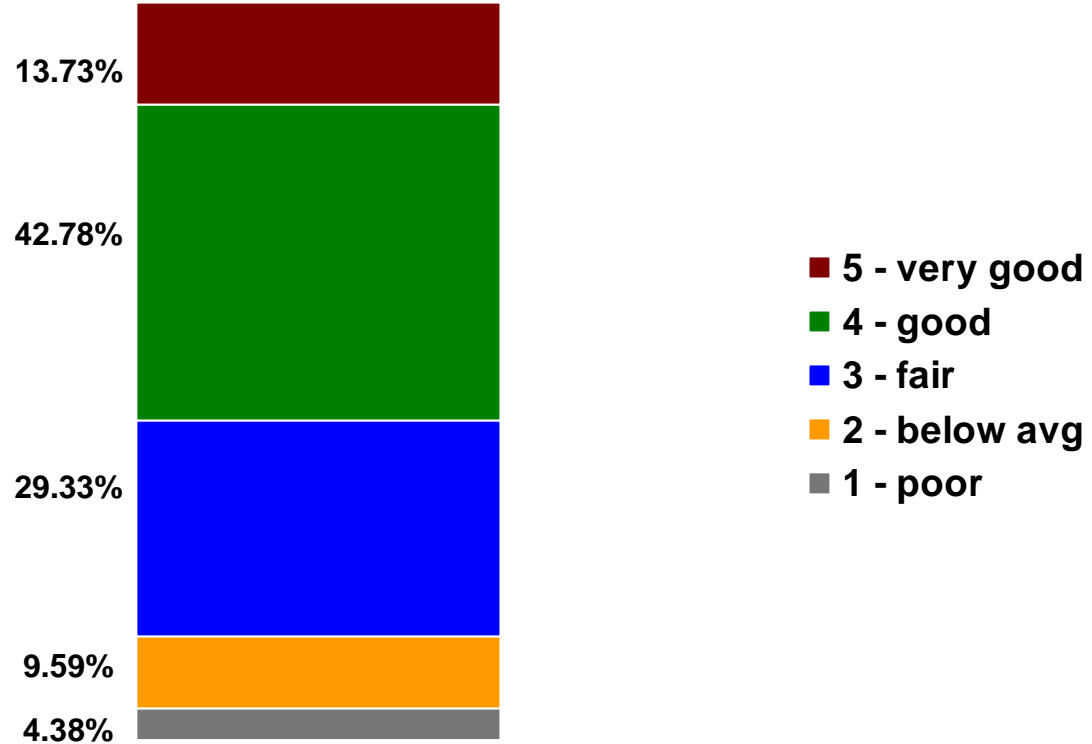


\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
Standard deviations are calculated based on sample representations of the entire population.



### How do you rate our vegetation control?

Mean ( $\mu$ ): 3.51  
Standard Deviation ( $\sigma$ ): 1.00



\*Percentages equal less than 100% due to not-applicable answers  
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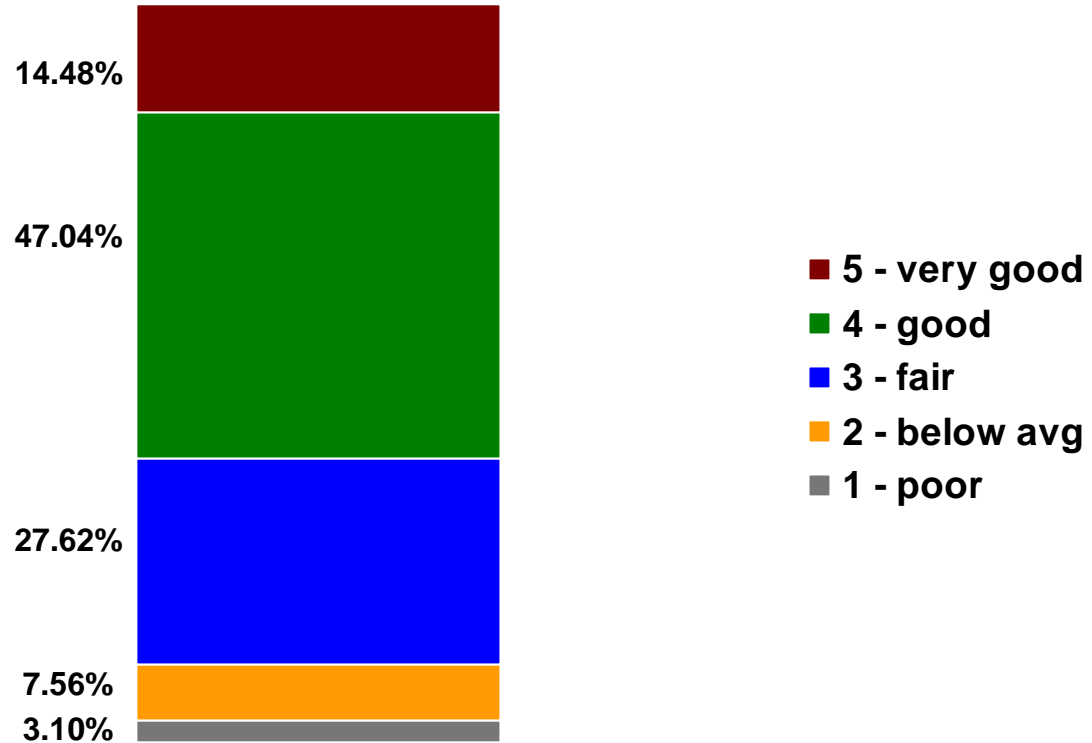


### How do you rate our drainage and erosion control?

Mean ( $\mu$ ): 3.62

Standard

Deviation ( $\sigma$ ): 0.94



\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
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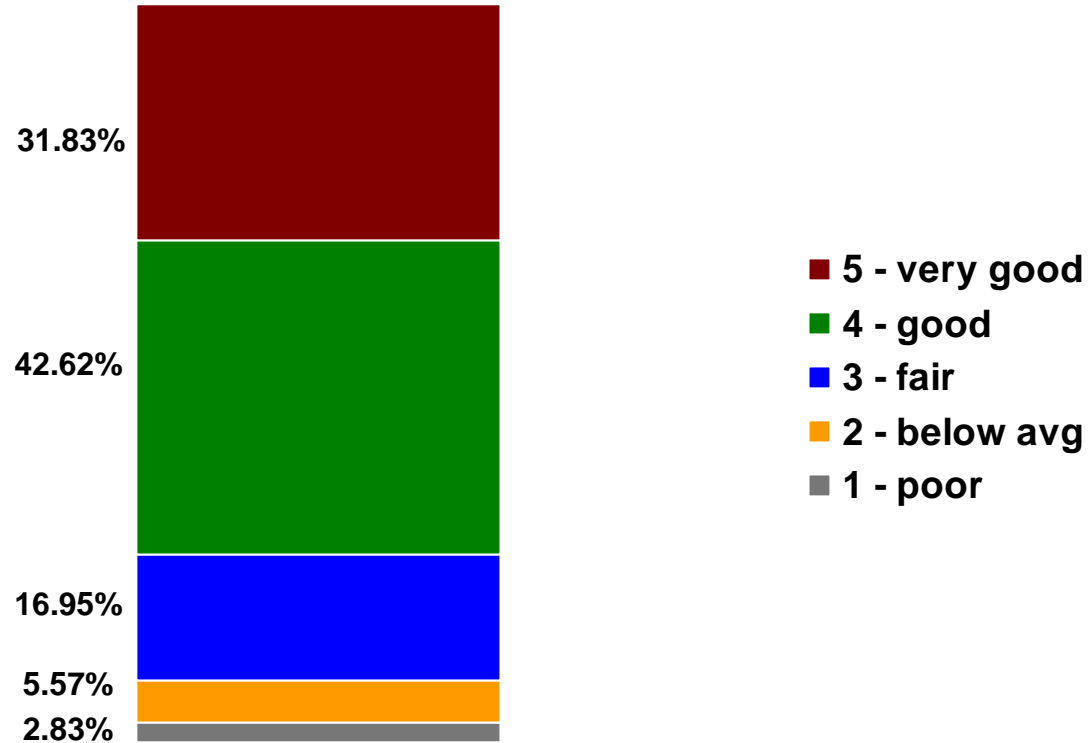


### How do you rate our snowplowing?

Mean ( $\mu$ ): 3.95

Standard

Deviation ( $\sigma$ ): 0.99



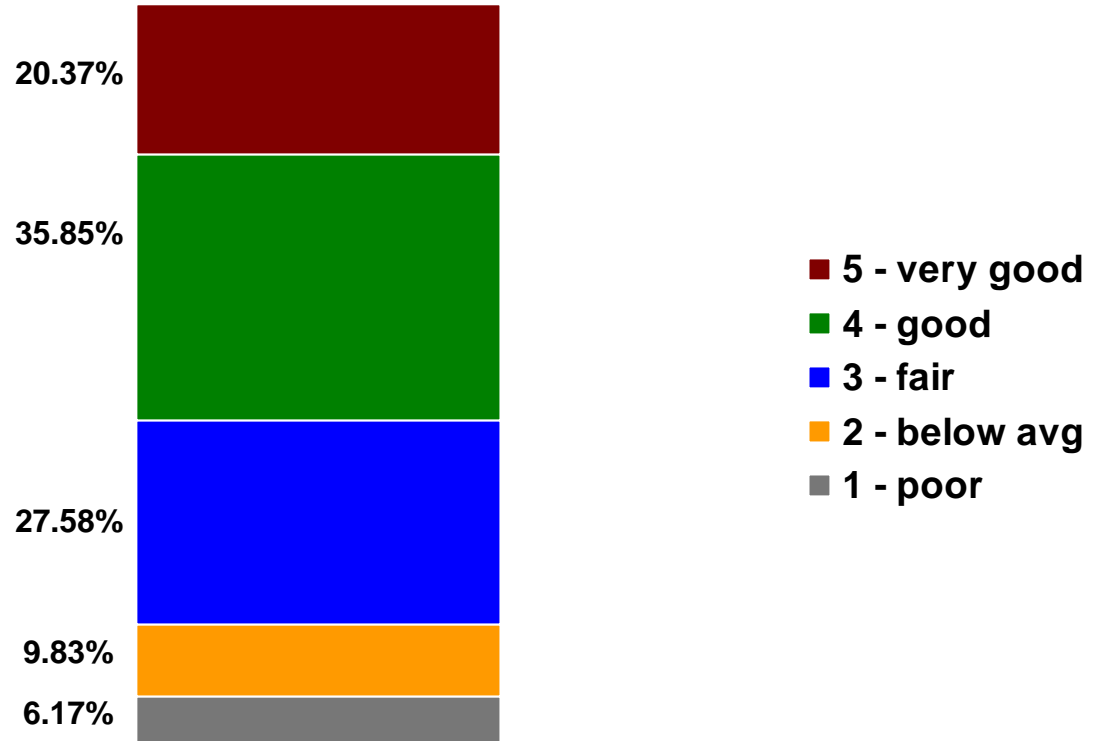
\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
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### How do you rate our traffic signals?

Mean ( $\mu$ ): 3.54

Standard  
Deviation ( $\sigma$ ): 1.11



\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
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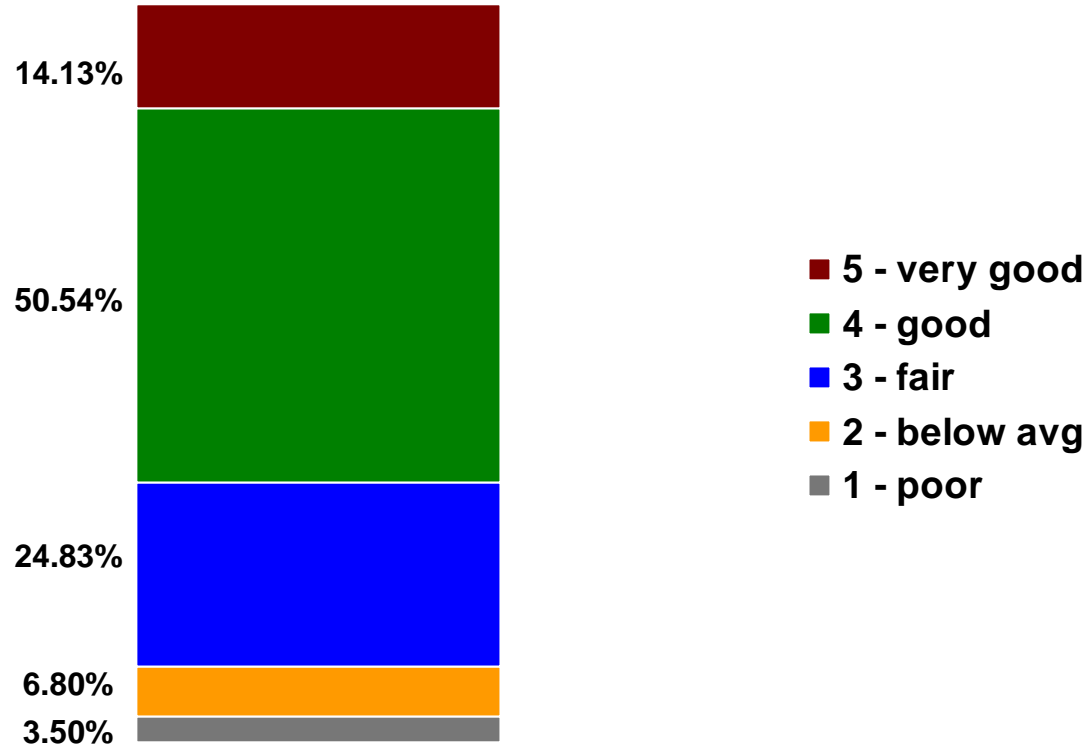


### As you are driving our state roads, how would you rate the overall safety of our roads?

Mean ( $\mu$ ): 3.65

Standard

Deviation ( $\sigma$ ): 0.94



\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
Standard deviations are calculated based on sample representations of the entire population.



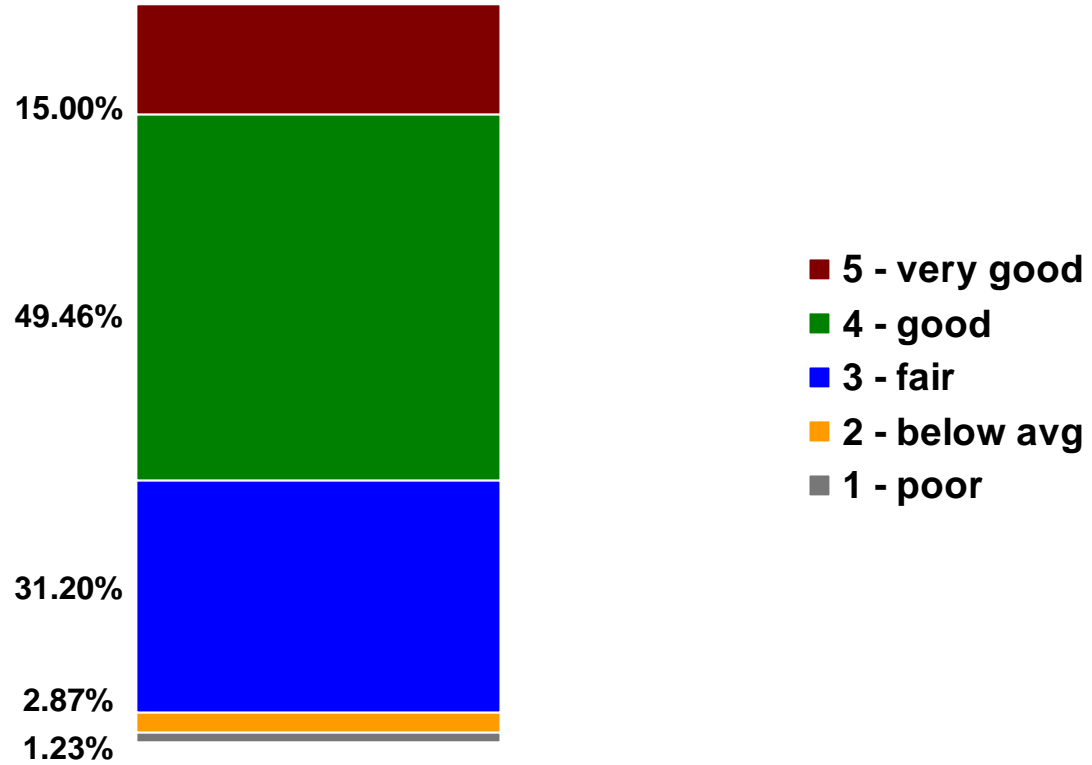


### How would you rate the overall reliability of our roads?

Mean ( $\mu$ ): 3.74

Standard

Deviation ( $\sigma$ ): 0.81

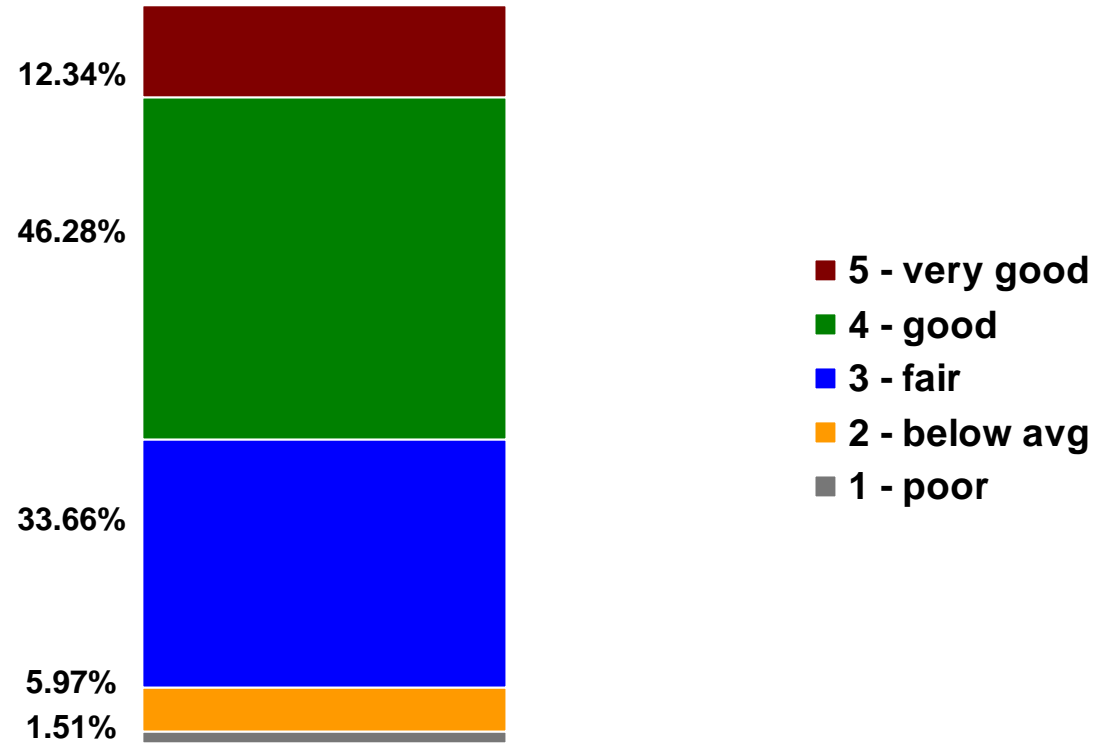


\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
Standard deviations are calculated based on sample representations of the entire population.



### As you are driving the state roads, how would you rate the overall aesthetics of our roads?

Mean ( $\mu$ ): 3.61  
Standard Deviation ( $\sigma$ ): 0.85



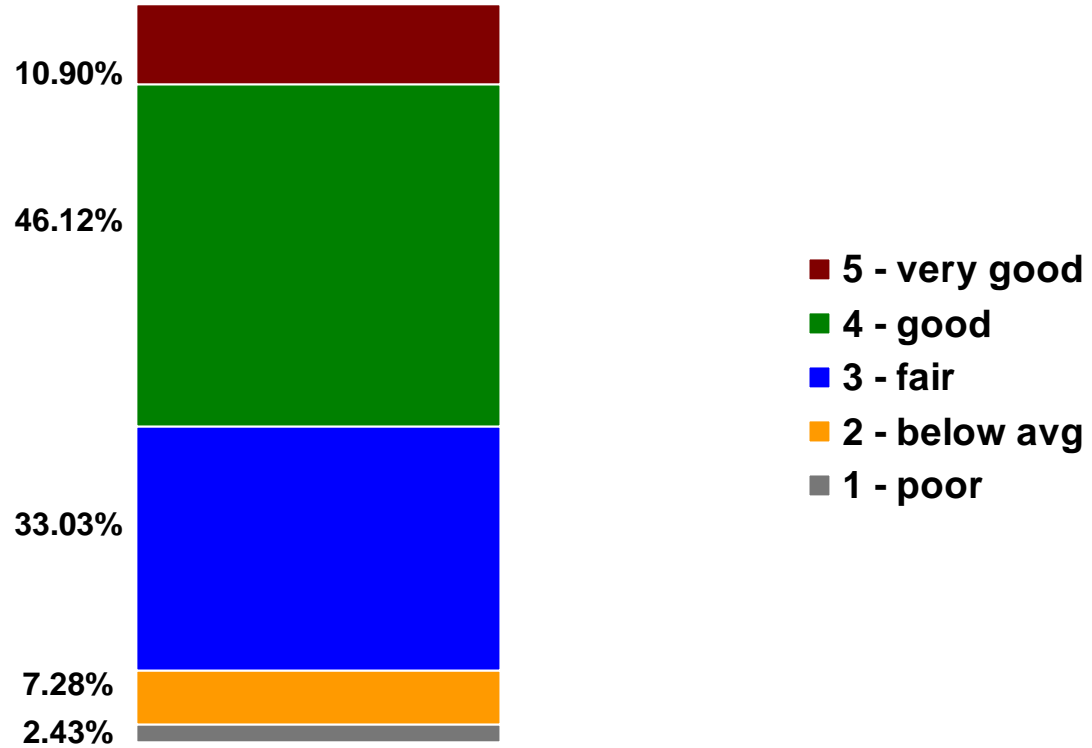
\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
Standard deviations are calculated based on sample representations of the entire population.



### How would you rate the overall comfort of our roads?

Mean ( $\mu$ ): 3.55

Standard  
Deviation ( $\sigma$ ): 0.88



\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
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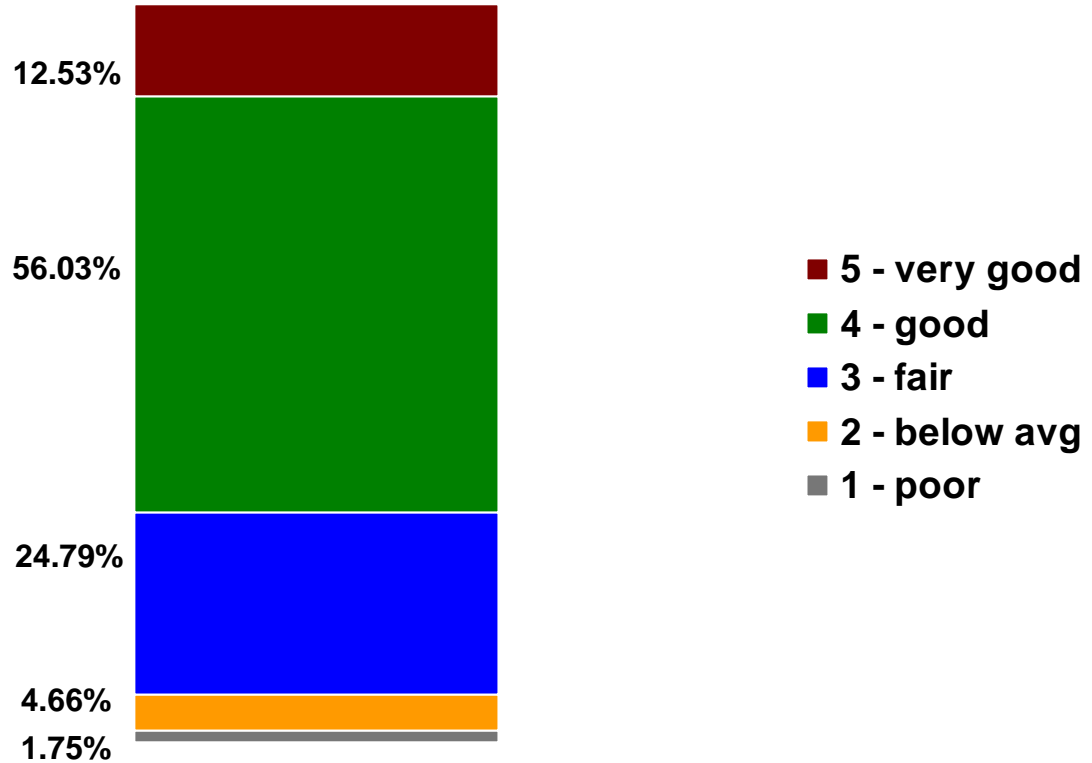


### How would you rate the overall maintenance of state highways (interstates, state routes, etc.)?

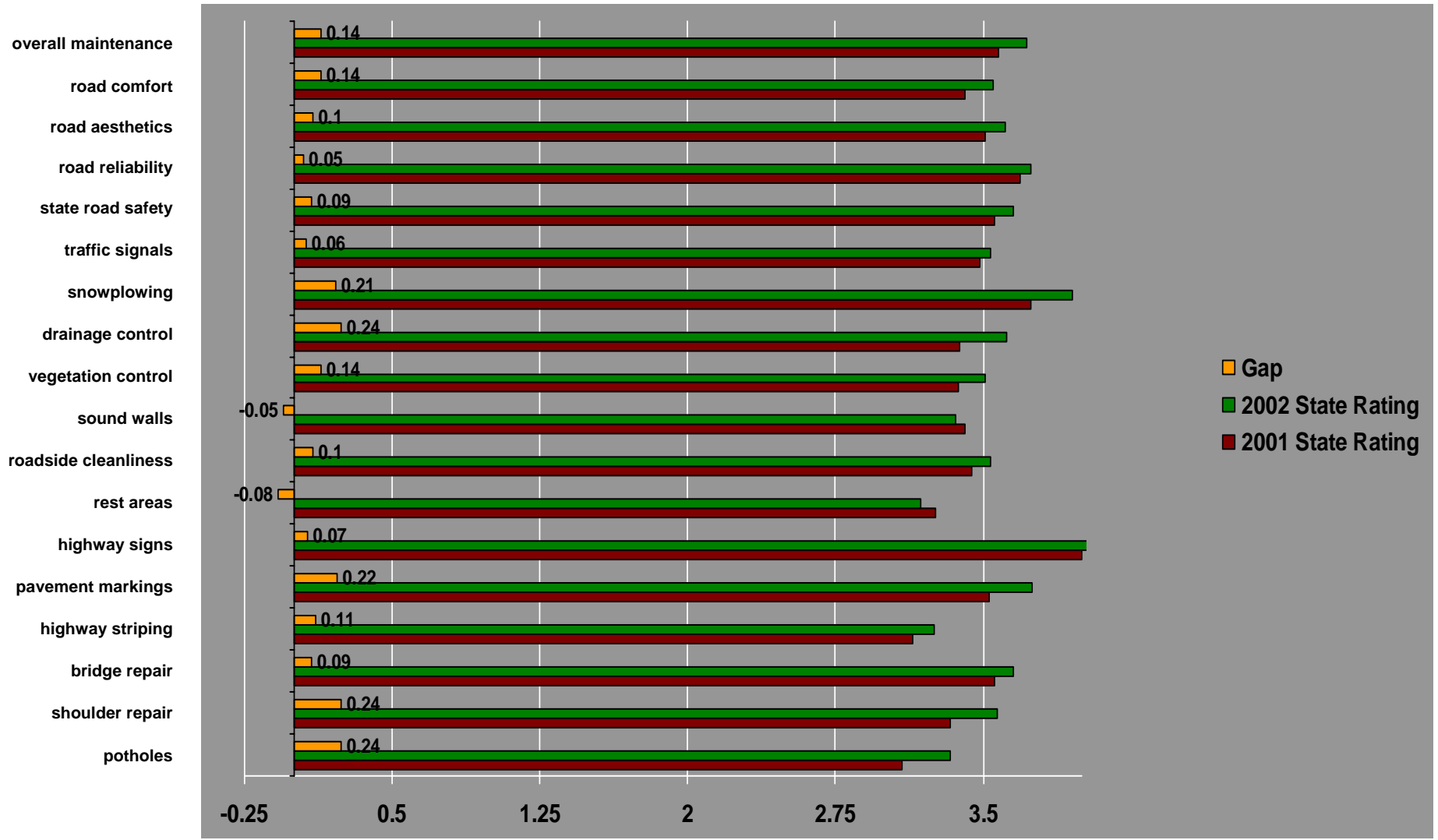
Mean ( $\mu$ ): 3.72

Standard

Deviation ( $\sigma$ ): 0.82



\*Percentages equal less than 100% due to not-applicable answers  
Mean calculations include only those who responded with a quantifiable answer.  
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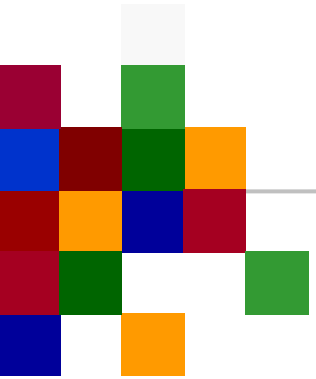


Changes in mean scores can occur because of two separate causes. The first is due to sampling procedures and the second is due to some variable driving a change in the score- we can thus discredit the null hypothesis. Typically, confidence levels of 95% or higher are required to draw a strong correlation coefficient between scores.

i.e. If FY 2003 scores are higher than FY 2002 scores and the confidence level is greater than 95%, it can be concluded that some outside factor (UDOT activities) caused the change

Question	FY 2002 Score	FY 2003 Score	Confidence Level
Potholes	3.09	3.33	99.9%
Shoulder Repair	3.33	3.57	99.9%
Bridge Repair	3.56	3.65	99.9%
Highway Striping	3.14	3.25	99.7%
Pavement Markings	3.53	3.75	99.9%
Highway Signs	4.00	4.07	99.6%
Rest Areas	3.26	3.18	96.9%
Roadside Cleanliness	3.44	3.54	99.1%
Sound Walls	3.41	3.36	89.6%

Question	FY 2002 Score	FY 2003 Score	Confidence Level
Vegetation Control	3.37	3.51	99.9%
Drainage Control	3.38	3.62	99.9%
Snowplowing	3.74	3.95	99.9%
Traffic Signs	3.48	3.54	91.5%
State Road Safety	3.56	3.65	98.0%
Road Reliability	3.69	3.74	87.1%
Road Aesthetics	3.51	3.61	99.5%
Road Comfort	3.41	3.55	99.9%
Overall Maintenance	3.58	3.72	99.9%



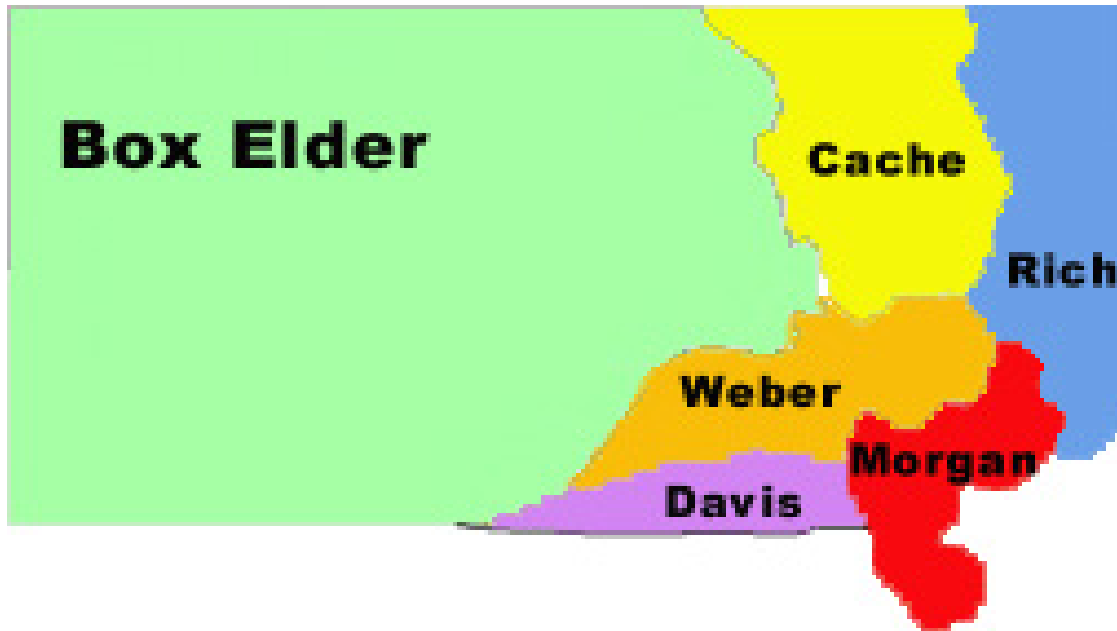
## > Regional Results Analysis

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Region One consists of residents in Box Elder, Davis [north], Weber, Morgan, Cache, and Rich counties. This region of the state represents roughly 20% of the total state population. As such, 534 surveys were conducted in this region.



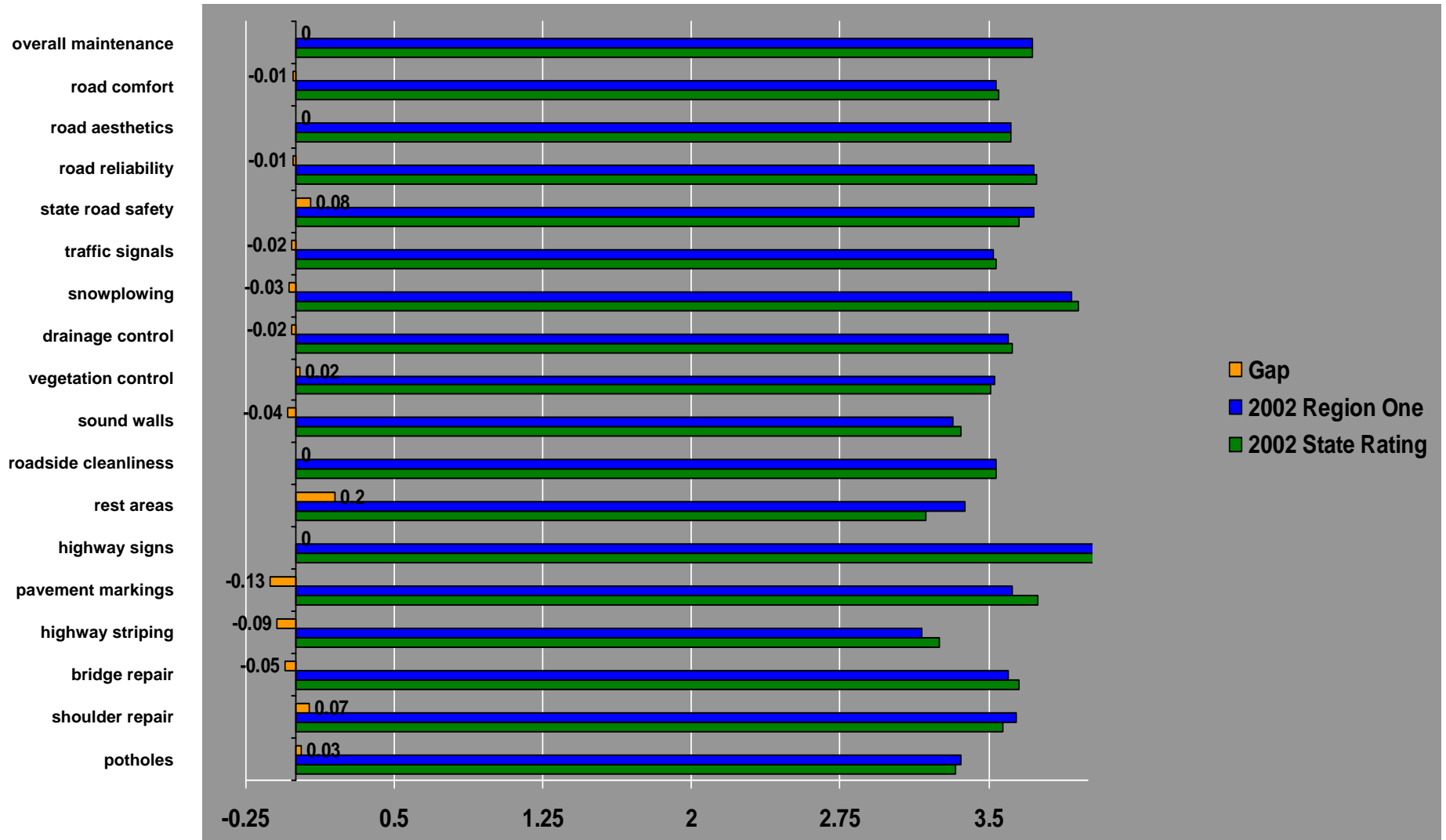




A gap analysis was performed by comparing regional scores in Region One with the mean scores that were obtained at the state level.

Region One had its most positive gap score in the question relating to rest areas (0.20) and its most negative gap score in the area related to current pavement marking activities (-0.13). A breakdown of gap scores is as follows:

Gap Score	Percentage at or Above Gap Score	Gap Score	Percentage at or Above Gap Score
-0.25	100%	0	27.7%
-0.20	100%	0.05	16.6%
-0.15	100%	0.10	5.6%
-0.10	94.4%	0.15	5.6%
-0.05	83.3%	0.20	5.6%





Changes in mean scores can occur because of two separate causes. The first is due to sampling procedures and the second is due to some variable driving a change in the score- we can thus discredit the null hypothesis. Typically, confidence levels of 95% or higher are required to draw a strong correlation coefficient between scores.

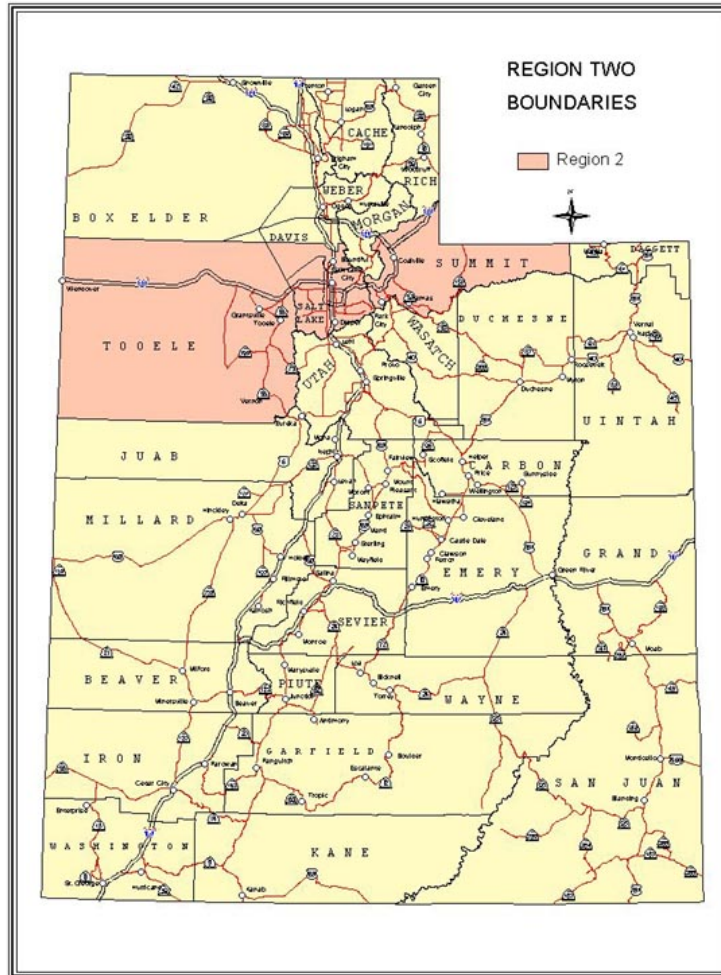
i.e. If FY 2003 scores are higher than FY 2002 scores and the confidence level is greater than 95%, it can be concluded that some outside factor (UDOT activities) caused the change

Question	FY 2002 Score	FY 2003 Score	Confidence Level
Potholes	3.17	3.33	99.9%
Shoulder Repair	3.30	3.64	99.9%
Bridge Repair	3.48	3.60	99.8%
Highway Striping	3.03	3.16	99.9%
Pavement Markings	3.42	3.62	99.9%
Highway Signs	3.98	4.07	98.7%
Rest Areas	3.36	3.38	68.8%
Roadside Cleanliness	3.41	3.54	99.9%
Sound Walls	3.37	3.32	85.5%

Question	FY 2002 Score	FY 2003 Score	Confidence Level
Vegetation Control	3.35	3.53	99.9%
Drainage Control	3.39	3.60	99.9%
Snowplowing	3.59	3.92	99.9%
Traffic Signs	3.42	3.52	99.0%
State Road Safety	3.56	3.73	99.9%
Road Reliability	3.62	3.73	99.6%
Road Aesthetics	3.42	3.61	99.9%
Road Comfort	3.34	3.54	99.9%
Overall Maintenance	3.56	3.72	99.9%



**Region Two consists of residents in Tooele, Salt Lake, Summit, and Davis [south] counties. This region of the state represents roughly 45% of the total state population. As such, 1132 surveys were conducted in this region.**

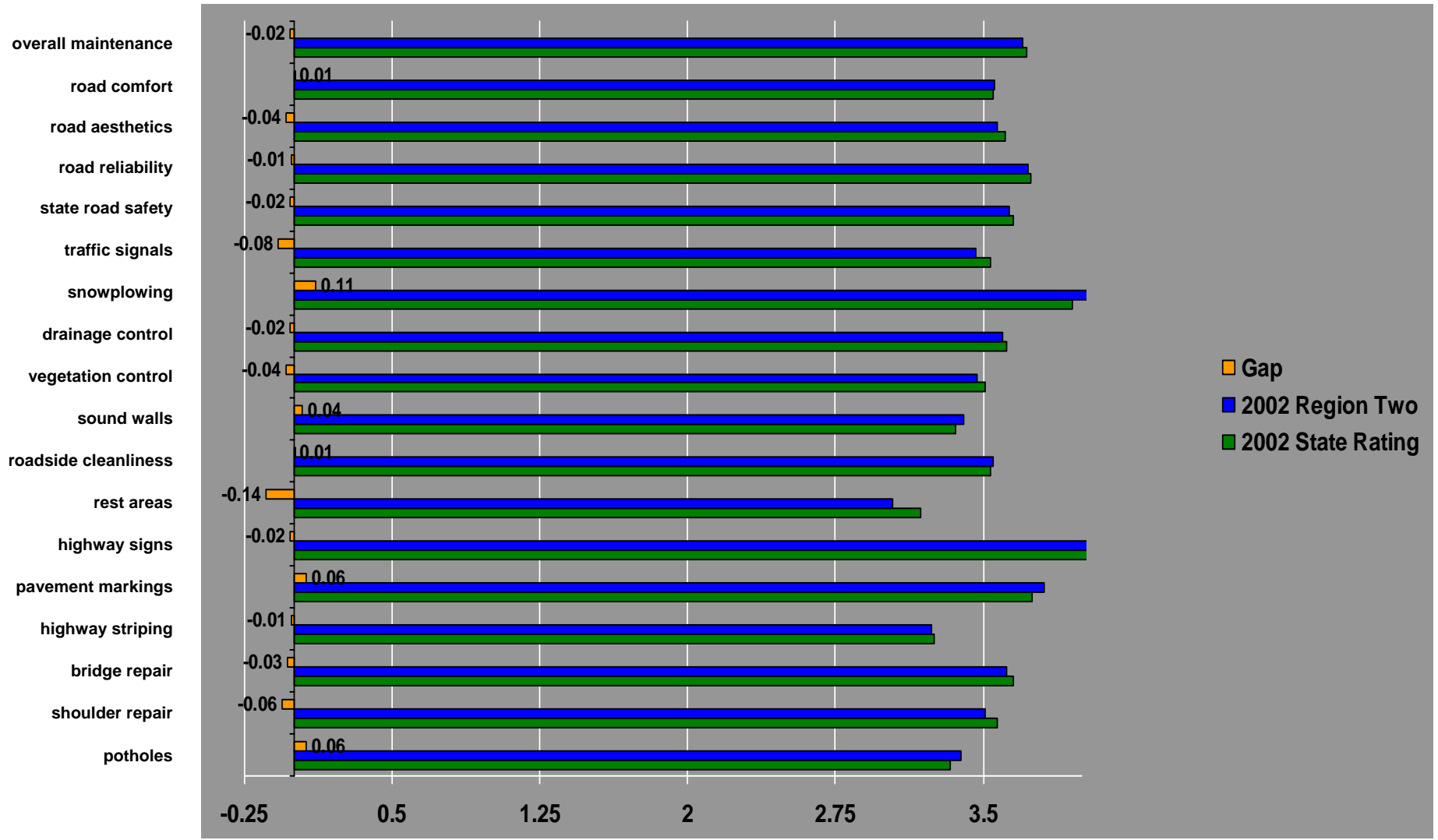




A gap analysis was performed by comparing regional scores in Region Two with the mean scores that were obtained at the state level.

Region Two had its most positive gap score in the question relating to snowplowing (0.11) and its most negative gap score in the area related to current rest areas (-0.14). A breakdown of gap scores is as follows:

Gap Score	Percentage at or Above Gap Score	Gap Score	Percentage at or Above Gap Score
-0.25	100%	0	33.3%
-0.20	100%	0.05	16.6%
-0.15	100%	0.10	5.6%
-0.10	94.4%	0.15	0%
-0.05	83.3%	0.20	0%





Due to the limited change in several scores, confidence levels were below the standard 95% in 9 of 18 questions. This means that the difference in scores is more likely to have occurred through sample variations rather than other means. Two important notes, however, are that Rest Areas and Sound Walls decreased in average with a high enough confidence level to suggest that these areas were adversely affected by UDOT activities.

Question	FY 2002 Score	FY 2003 Score	Confidence Level
Potholes	3.11	3.39	99.9%
Shoulder Repair	3.40	3.51	99.5%
Bridge Repair	3.64	3.62	71.4%
Highway Striping	3.25	3.24	54.6%
Pavement Markings	3.64	3.81	99.9%
Highway Signs	4.00	4.05	86.6%
Rest Areas	3.17	3.04	99.8%
Roadside Cleanliness	3.48	3.55	95.00%
Sound Walls	3.48	3.40	97.3%

Question	FY 2002 Score	FY 2003 Score	Confidence Level
Vegetation Control	3.38	3.47	98.7%
Drainage Control	3.37	3.60	99.9%
Snowplowing	3.83	4.06	99.9%
Traffic Signs	3.42	3.46	82.1%
State Road Safety	3.65	3.63	65.1%
Road Reliability	3.77	3.73	84.6%
Road Aesthetics	3.55	3.57	68.1%
Road Comfort	3.54	3.56	73.0%
Overall Maintenance	3.65	3.70	91.1%



Region Three consists of residents in Juab, Utah, Wasatch, Duchesne, Uintah, and Daggett counties. This region of the state represents roughly 20% of the total state population. As such, 508 surveys were conducted in this region.



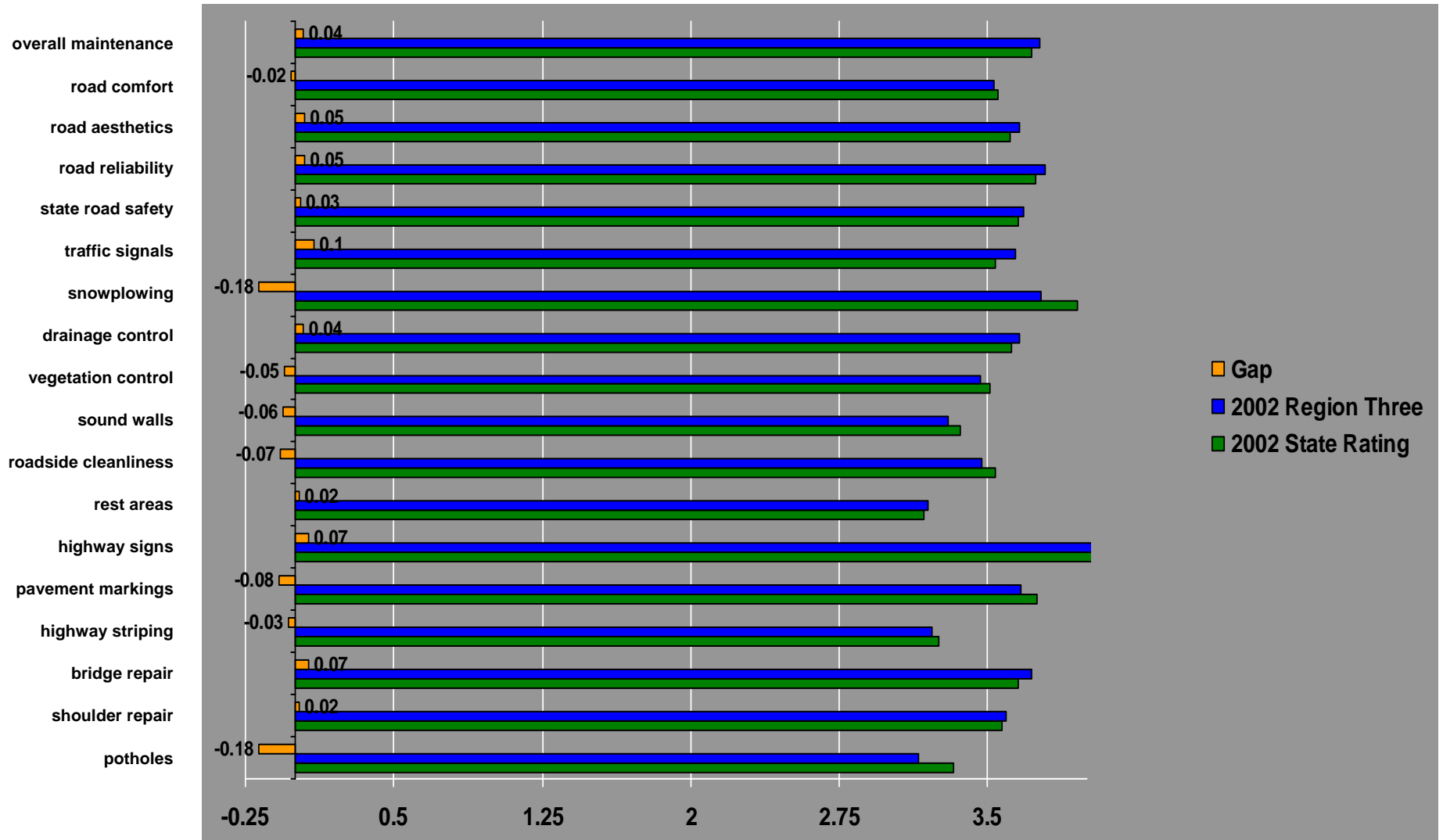




A gap analysis was performed by comparing regional scores in Region Three with the mean scores that were obtained at the state level.

Region Three had its most positive gap score in two areas bridge repair and highway signs (0.07) and two areas tied for the most negative gap score in the areas related to snowplowing and potholes (-0.18). A breakdown of gap scores is as follows:

Gap Score	Percentage at or Above Gap Score	Gap Score	Percentage at or Above Gap Score
-0.25	100%	0	55.6%
-0.20	100%	0.05	22.2%
-0.15	88.9%	0.10	0%
-0.10	88.9%	0.15	0%
-0.05	66.7%	0.20	0%





Again, it appears that the public perceives UDOT has taken less of an active role in the maintenance of Rest Areas. Two other areas with decreases in scores are most likely due to sample variance rather than actual changes in public perception (Sound Walls and Traffic Signs).

Question	FY 2002 Score	FY 2003 Score	Confidence Level
Potholes	2.99	3.15	99.9%
Shoulder Repair	3.25	3.59	99.9%
Bridge Repair	3.51	3.72	99.9%
Highway Striping	3.01	3.22	99.9%
Pavement Markings	3.46	3.67	99.9%
Highway Signs	4.05	4.14	98.8%
Rest Areas	3.31	3.20	99.1%
Roadside Cleanliness	3.40	3.47	95.2%
Sound Walls	3.34	3.30	84.6%

Question	FY 2002 Score	FY 2003 Score	Confidence Level
Vegetation Control	3.32	3.46	99.9%
Drainage Control	3.43	3.66	99.9%
Snowplowing	3.76	3.77	55.2%
Traffic Signs	3.67	3.64	76.9%
State Road Safety	3.57	3.68	99.6%
Road Reliability	3.65	3.79	99.9%
Road Aesthetics	3.55	3.66	99.6%
Road Comfort	3.34	3.53	99.9%
Overall Maintenance	3.58	3.76	99.9%



**Region Four consists of residents in Carbon, Emery, Grand, San Juan, Sanpete, Sevier, Piute, Wayne, Garfield, Kane, Millard, Iron, Beaver, and Washington counties. This region was further broken down into three separate districts depending on geographic location. District specific findings are reported compared to regional findings in the following pages. This region of the state represents roughly 15% of the total state population. As such, 339 surveys were conducted in this region.**

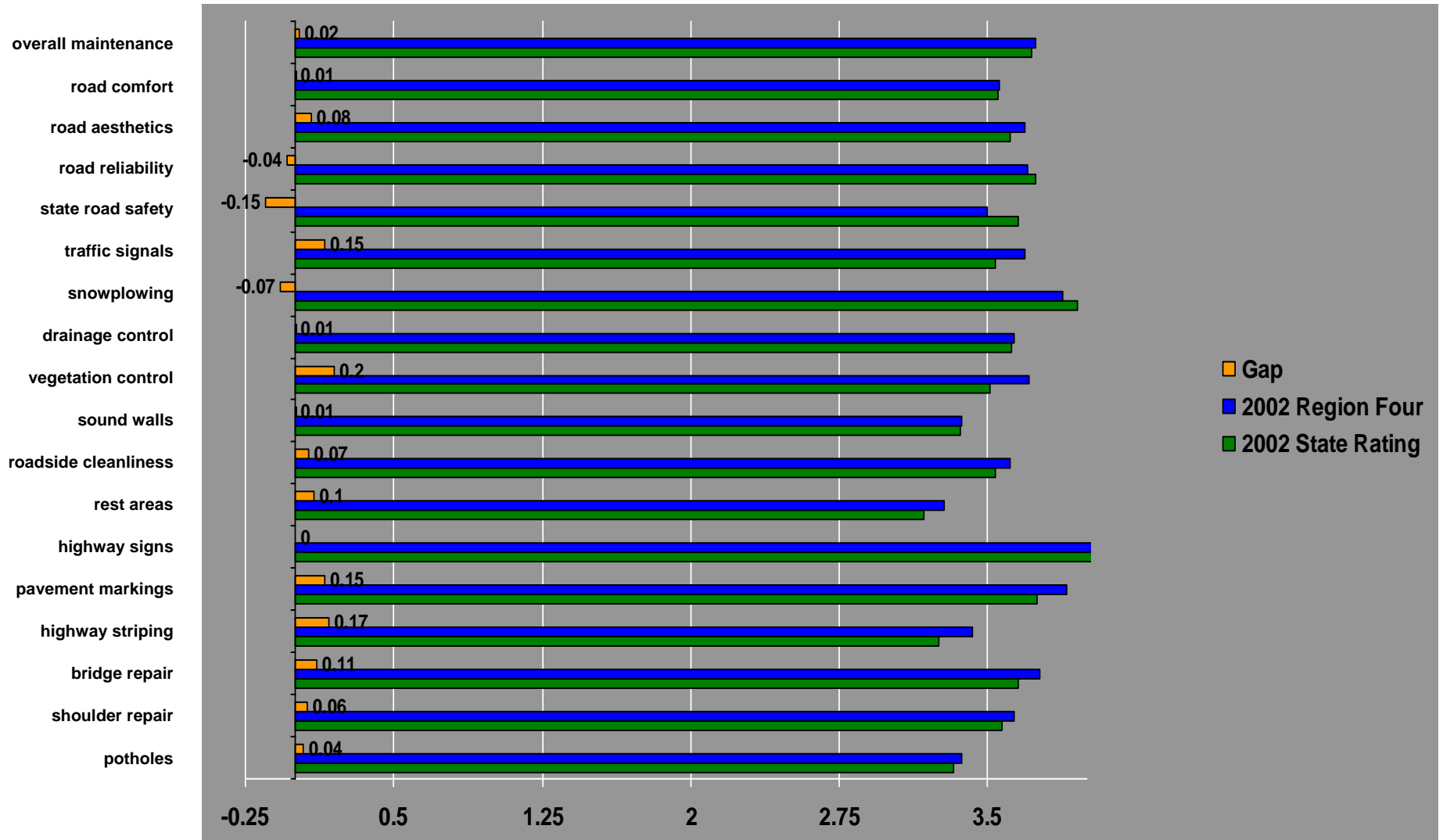




A gap analysis was performed by comparing regional scores in Region Four with the mean scores that were obtained at the state level. Only 3 of the 18 questions asked in Region 4 rated below state averages.

A breakdown of gap scores is as follows:

Gap Score	Percentage at or Above Gap Score	Gap Score	Percentage at or Above Gap Score
-0.25	100%	0	77.7%
-0.20	100%	0.05	50.0%
-0.15	94.4%	0.10	33.3%
-0.10	94.4%	0.15	22.2%
-0.05	88.9%	0.20	5.6%





Again, it appears that the public perceives UDOT has taken less of an active role in the maintenance of Rest Areas. This was the only area with a lower rating in FY 2003 when compared to FY 2002, although the confidence level for this statistic is just under 95%.

Question	FY 2002 Score	FY 2003 Score	Confidence Level
Potholes	3.03	3.37	99.9%
Shoulder Repair	3.23	3.63	99.9%
Bridge Repair	3.48	3.76	99.9%
Highway Striping	3.18	3.42	99.9%
Pavement Markings	3.46	3.90	99.9%
Highway Signs	3.96	4.07	99.7%
Rest Areas	3.35	3.28	94.4%
Roadside Cleanliness	3.37	3.61	99.9%
Sound Walls	3.33	3.37	81.3%

Question	FY 2002 Score	FY 2003 Score	Confidence Level
Vegetation Control	3.40	3.71	99.9%
Drainage Control	3.30	3.63	99.9%
Snowplowing	3.58	3.88	99.9%
Traffic Signs	3.50	3.69	99.9%
State Road Safety	3.24	3.50	99.9%
Road Reliability	3.55	3.70	99.9%
Road Aesthetics	3.45	3.69	99.9%
Road Comfort	3.18	3.56	99.9%
Overall Maintenance	3.41	3.74	99.9%



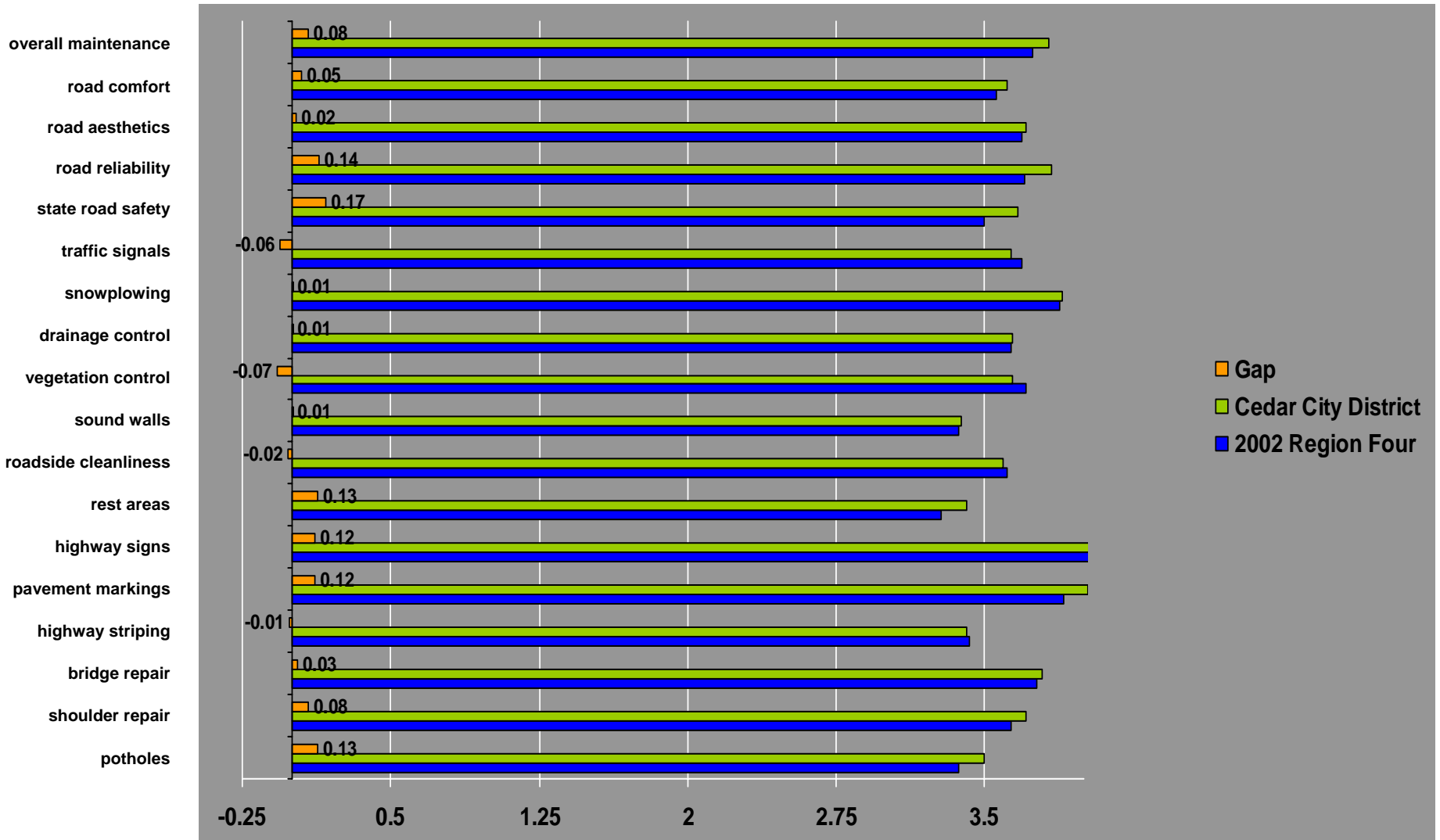
**Cedar City District consists of residents in Millard, Iron, Beaver, and Washington counties. Within Cedar City District, 135 surveys were completed.**

**A gap analysis was performed by comparing regional scores in Cedar City District with the mean scores that were obtained within Region Four.**

**Cedar City District had its most positive gap score in the question relating to state road safety (0.17) and its most negative gap score in the question related to vegetation control (-0.07). A breakdown of gap scores is as follows:**

Gap Score	Percentage at or Above Gap Score	Gap Score	Percentage at or Above Gap Score
-0.25	100%	0	77.7%
-0.20	100%	0.05	50.0%
-0.15	100%	0.10	33.3%
-0.10	100%	0.15	5.6%
-0.05	88.9%	0.20	0%





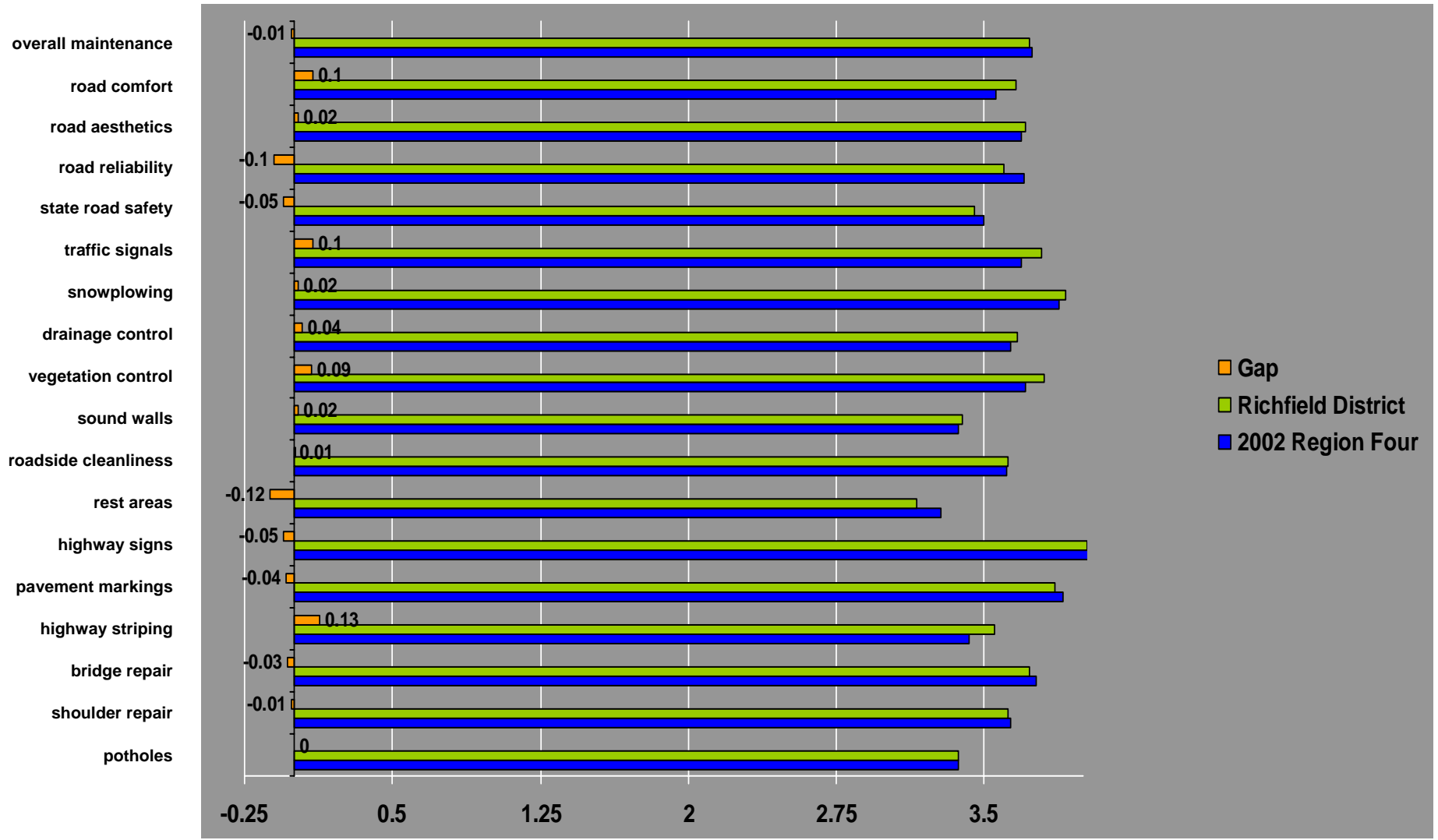


**Richfield District consists of residents in Sanpete, Sevier, Piute, Wayne, Garfield, and Kane counties. Within Richfield District, 166 surveys were completed.**

**A gap analysis was performed by comparing regional scores in Richfield District with the mean scores that were obtained within Region Four.**

**Richfield District had its most positive gap score in the question relating to highway striping (0.13) and its most negative gap score in the area related to current rest area activities (-0.12). A breakdown of gap scores is as follows:**

Gap Score	Percentage at or Above Gap Score	Gap Score	Percentage at or Above Gap Score
-0.25	100%	0	50.0%
-0.20	100%	0.05	22.2%
-0.15	100%	0.10	16.6%
-0.10	94.4%	0.15	0%
-0.05	77.7%	0.20	0%



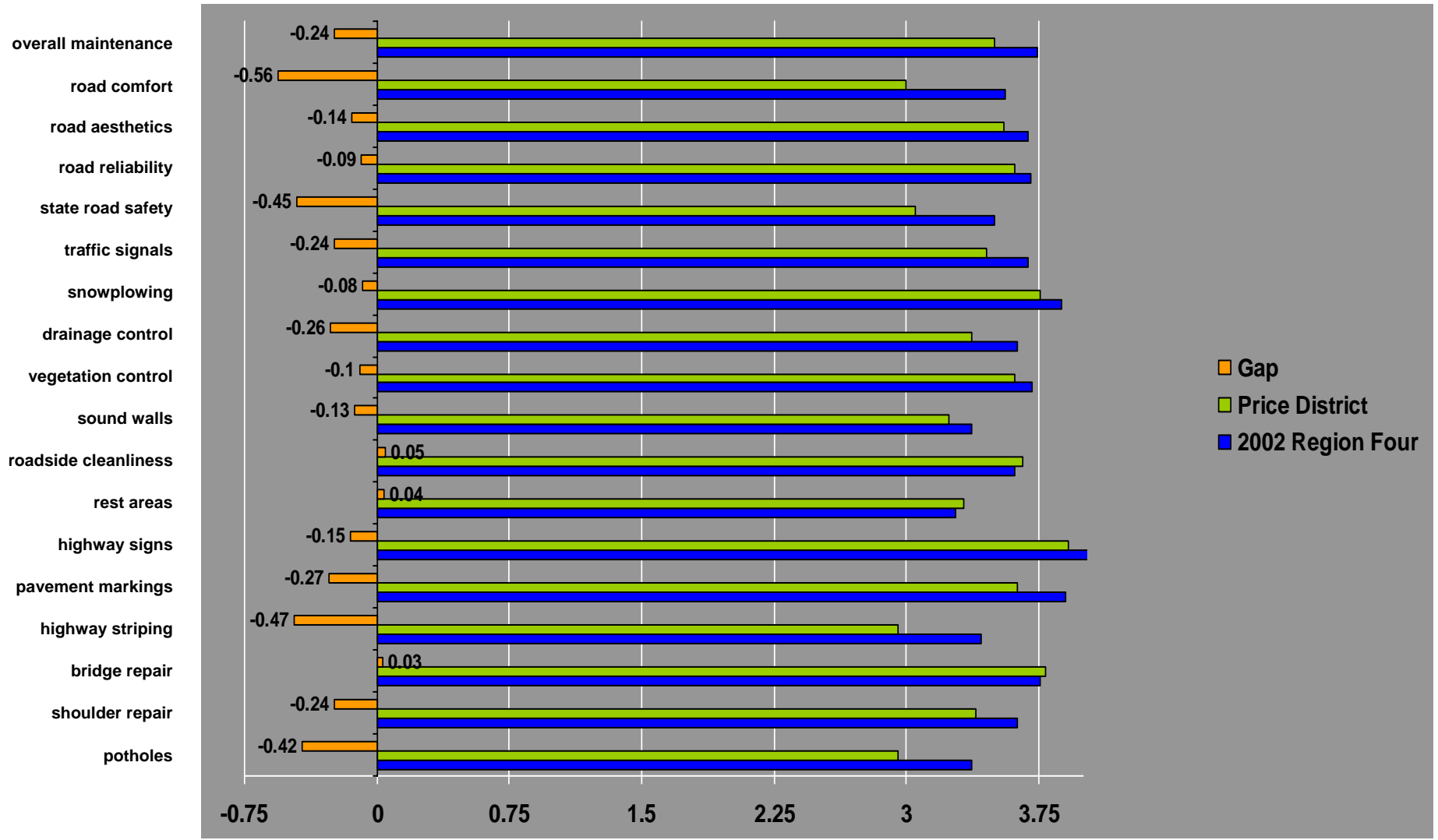


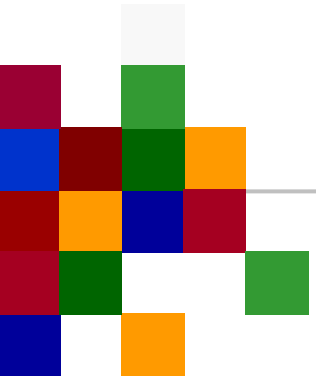
Price District consists of residents in Carbon, Emery, Grand, and San Juan counties. Within Price District, 38 surveys were completed.

A gap analysis was performed by comparing regional scores in Price District with the mean scores that were obtained within Region Four. Due to the low number of surveys taken in this district, gap scores were again dramatic.

Price District had only 3 positive gap scores. A breakdown of gap scores is as follows:

Gap Score	Percentage at or Above Gap Score	Gap Score	Percentage at or Above Gap Score
-0.25	77.7%	0	16.7%
-0.20	50.0%	0.05	5.6%
-0.15	94.4%	0.10	0%
-0.10	44.4%	0.15	0%
-0.05	16.7%	0.20	0%





## > Qualitative Results Summary

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Region One Comments in general referred to the quantity of potholes and the lack of attention that is given to them. Several comments referred to the lack of urgency to get these filled in a timely manner.

There were no comments given for individuals who rated pothole maintenance above a fair rating. Sample specific comments are included below-

- > Hwy 89 needs repair
- > Hwy 89 and 7900 S has several potholes
- > Hwy 89 and 2300 N in Roy
- > I-84 needs to be repaved, it has standing water and it often freezes
- > I-84 has problems with bridges and potholes
- > 4500 W and 700 S needs help
- > 6<sup>th</sup> S has several problems
- > Hwy 90 and 91 have several potholes
- > Wall Ave has several potholes
- > Hwy 13 going to Logan has several problem areas
- > 200 N in Clearfield needs some attention
- > Washington Blvd has not been addressed appropriately
- > I-15 N of Ogden, before Pleasantview is very rough and has several holes in it
- > The same areas are never filled and I have called the city several times
- > Several potholes take too long to get filled, how do I let someone know?



Region Two Comments in general referred to the quantity of potholes and the lack of attention that is given to them. Again, comments referred to the lack of urgency to get these filled in a timely manner.

There were no comments given for individuals who rated pothole maintenance above a fair rating. Sample specific comments are included below-

- > Grantsville to Tooele needs some attention very bad
- > 4<sup>th</sup> N and 100 E is in bad shape
- > Porter and 6<sup>th</sup> W Construction Work is not kept up. Construction Areas need to be maintained as well
- > Hwy 138 JCT to Grantsville
- > Main St is still torn up and is taking long to get fixed (Tooele)
- > Subdivisions are not maintained properly because our communities are too small
- > State Street from 7200 to 9000 S has terrible damage and manhole covers
- > 5<sup>th</sup> W between 3900 S and 4500 S
- > Foothill Dr has several problems
- > I-80 just before the 21<sup>st</sup> On and Off Ramp going East
- > 4500 S between 7<sup>th</sup> and 13<sup>th</sup> E has several
- > 700 S is always flooded
- > Main St. Magna is all potholes
- > 188<sup>th</sup> S has several potholes
- > Filler they put in potholes and cracks obscures the road markings
- > There are potholes on Union Park and 1300 E every year
- > It just takes too long





Region Three Comments in general referred to the quantity of potholes and the lack of attention that is given to them. Again, comments referred to the lack of urgency to get these filled in a timely manner.

There were no comments given for individuals who rated pothole maintenance above a fair rating. Sample specific comments are included below-

- > Road between Mona and Santaquin and also between Mona and Goshen
- > It isn't done properly, they fill it and it comes up again much later
- > Old Hwy 91 is really rutted and it throws you around when you drive
- > Mostly they are due to weather but it would be nice to be filled better
- > Several in Roosevelt
- > Hwy 40 has ruts from several large trucks
- > Where I live there's a lot of it. There is just spots that are bad. The road going from Bridgeland and Aoka Lane. The Revolla Dugway. It has major potholes with trees on both sides and deer jump out in front of you.



Region Four Comments in general referred to the quantity of potholes and the lack of attention that is given to them. Again, comments referred to the lack of urgency to get these filled in a timely manner.

There were no comments given for individuals who rated pothole maintenance above a fair rating. Sample specific comments are included below-

- > 4 miles S of Manti before Sterling is too smooth, there are several accidents
- > Hwy 10 is very poor
- > Hwy 191
- > Hwy 6
- > US 20 and Hwy 89
- > Hwy 18 and Pine Valley Road needs severe help
- > Main roads are great but branch roads are in poor shape
- > Between Beaver and Cedar City needs some attention
- > It doesn't get filled often enough



Comments for Highway Striping were similar across all regions. There were two major areas that had needs for improvement- fading and frequency of painting.

- > Striping needs to be darker, it is hard to see at night
- > It is too light and needs to be done more often
- > 1700 N Washington needs a light for safety, lots of kids cross there and the crosswalk isn't clearly marked
- > They are faded and need to be redone
- > Needs to be done more often
- > They wait until you can't see them anymore before they do it again
- > If the weather is bad, you can't see them at all
- > Too hard to see them anywhere, I just follow the ruts in the road and the cars ahead of me
- > You can't see the paint when the ground gets wet

There were no comments that related specifically to those who were pleased with the striping efforts.

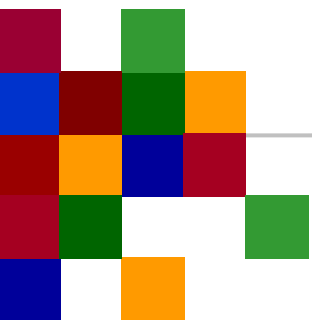


Again, similar comments reigned for each of the regions. Comments for needing improvement included:

- > Sound barriers are an eye sore
- > Tax the truckers on I-15 and I-80
- > Roads get torn up too fast
- > SR36 has tons of problems
- > We need more rest areas
- > Things are fixed that don't need it and are left uncared for when they need it
- > Construction is everywhere
- > Let's plan better

Positive comments included:

- > In Utah it is very good but other states not so good, the other states have too many drivers
- > I-80 is very safe
- > I love the idea of Legacy Hwy, please finish it



## > Appendix

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**Survey questions were developed to objectively measure current public perceptions.**

Highlight	Question Verbiage
Potholes	> How would you rate the maintenance of potholes and poor pavement?***
Shoulder Repair	> How would you rate our roadside shoulder repair?
Bridge Repair	> How would you rate our bridge repair
Highway Striping	> How would you rate our Highway striping (painted lines)?
Pavement Markings	> How would you rate other pavement markings such as school crossings, turn arrows, crosswalks, and others? ***
Highway Signs	> How do you rate out Highway signs?
Rest Areas	> How do you rate our rest areas?
Roadside Cleanliness	> How do you rate the cleanliness of our roadsides?
Sound Walls	> How do you rate our fencing and/or sound walls?

\*\*\* Individuals were asked why they gave their rating on this question.



**Survey questions were developed to objectively measure current public perceptions.**

Highlight	Question Verbiage
Vegetation Control	> How do you rate our vegetation control?
Drainage Control	> How do you rate our drainage and erosion control?
Snowplowing	> How do you rate our snowplowing?
Traffic Signals	> How do you rate our traffic signals?
State Road Safety	> As you are driving the state roads, how would you rate the overall safety of our roads?
Road Reliability	> How would you rate the reliability of our roads?
Road Aesthetics	> As you are driving the state roads, how would you rate the overall aesthetics of our roads?
Road Comfort	> How would you rate the overall comfort of our roads?
Overall Maintenance	> How would you rate the overall maintenance of state highways (Interstates, State Routes, etc.)? ***

\*\*\* Individuals were asked why they gave their rating on this question.



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