Customer Satisfaction Survey Conducted for the Texas Department of Transportation

Texas Legislative Council
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Table of Contents

Introduction 1
Summary of Findings 3
Discussion of Survey Results 7
[Q9]. Overall Satisfaction With TxDOT 7
[Q8]. Satisfaction With the TxDOT District Office Interacted With Most Frequently 8
[Q1]. Satisfaction With TxDOT Staff 9
[Q2]. Satisfaction With TxDOT's Handling of Complaints 10
[Q3]. Satisfaction With Communicating With TxDOT Staff 11
[Q4]. Satisfaction With TxDOT's Primary Internet Site 12
[Q5]. Satisfaction With TxDOT's Timeliness of Service 14
[Q6]. Satisfaction With TxDOT's Offices 15
[Q7]. Satisfaction With TxDOT's Printed Information 16
[Q10]. Customers' Comments Regarding How TxDOT Can Improve Its Services 17
Limitations of the Study 19
Appendix A. Methodology 21
Appendix B. Tabular Summary of Survey Data by Question 25
Appendix C. Graphical Summary of Survey Results by Customer Group 65
Appendix D. Survey Instrument 87
Notes 93

List of Figures

Figure 1. Overall Satisfaction With TxDOT 8
Figure 2. Satisfaction With the TxDOT Office Interacted With Most Frequently 8
Figure 3. Satisfaction With TxDOT Staff 9
Figure 4. Satisfaction With TxDOT's Handling of Complaints 10
Figure 5. Satisfaction With Communicating With TxDOT Staff 12
Figure 6. Satisfaction With TxDOT's Primary Internet Site 13
Figure 7. Satisfaction With TxDOT's Timeliness of Service 14
Figure 8. Satisfaction With TxDOT's Offices 16
Figure 9. Satisfaction With TxDOT's Printed Information 17

List of Tables

Table 1. Percent Satisfaction With TxDOT's Services 4
Table 2. Count of Comments by Customer Group and Theme 18

Introduction

Under Section 2056.002, Texas Government Code, each agency in the State of Texas is required to submit a strategic plan that outlines specific and detailed elements for its operations. Section 2114.002(b), Texas Government Code, requires each executive agency to evaluate the quality of the agency's customer service and authorizes the Governor's Office of Budget, Planning and Policy and the Legislative Budget Board to specify the information that must be requested.

In August 2013, the Texas Department of Transportation (TxDOT) requested the research division of the Texas Legislative Council (TLC) to evaluate the agency's customer service and to produce a report to satisfy the requirements of its strategic plan. TxDOT requested that TLC evaluate the following seven areas of customer service: staff, the complaint handling process, communications, the Internet site, timeliness of service, facilities, and brochures or other printed information. In response to this request, TLC statistical research staff designed and conducted a scientific survey of individuals who were identified by TxDOT as having been customers of at least one of 19 customer groups during the six months immediately before the survey started. The 19 customer groups included:

- Aviation
- Bridge
- Crash Records
- Disadvantaged Business Enterprise / Historically Underutilized Business / Small Business Enterprise (DBE / HUB / SBE)
- Design / Engineering Procurement
- Environmental Affairs
- Federal / International Affairs
- Finance
- Legal
- Letting Management
- Procurement
- Public Transportation
- Railroad
- Right of Way
- State Legislative Affairs
- Traffic Safety Grant
- Transportation Planning / Local Government
- Travel Information (i.e., *Texas Highways* magazine)
- Travel Information Centers

This report summarizes the results of the customer satisfaction surveys that TLC received between October 10, 2013, and January 24, 2014. Based on commonly accepted survey standards, the survey response rates achieved in this study were sufficient to provide statistically

valid results.[1] The combined survey response rate for all customer groups was 54 percent. Response rates ranged from 25 percent for Legal to 86 percent for Aviation. The percent of respondents who refused to participate in the survey ranged from 4 percent for Aviation to 22 percent for Travel Information. The overall refusal rate for the survey was 12 percent. (For additional detail regarding methodology and response rates, see Appendix A and Table A-1.)

In this report, the summary of findings presents an overview of results and a discussion of general patterns observed across all seven required measures of customer satisfaction. The discussion of survey results details overall satisfaction with TxDOT and with each of the seven measures of service, and it concludes with an analysis of respondents' written comments. Survey methodology is described in Appendix A. Appendix B presents tabulated responses to each survey question (note that the appendix tables are numbered to correspond to the questions on the survey instrument). Appendix C presents graphical summaries of survey results by customer group with each graph depicting satisfaction by customer service area arranged in descending order of satisfaction. The survey instrument, originally in electronic and booklet form, is reproduced in Appendix D.

Summary of Findings

Customers were asked to rate their level of satisfaction with service provided by TxDOT in the seven areas outlined in Section 2114.002(b), Texas Government Code. These areas include staff, the complaint handling process, communications, the Internet site, timeliness of service, facilities, and brochures or other printed information. Additionally, customers were asked to rate their overall level of satisfaction with TxDOT and to rate their level of satisfaction with the TxDOT district office that they interacted with most frequently. Customers were also asked to suggest how TxDOT could improve its services.

Table 1 below summarizes customers' satisfaction by customer group for each of these customer service areas. The "All Customer Groups Combined" responses that are reported in this and subsequent tables are weighted estimates* that are used to compensate for the unequal sampling proportions of different customer groups. (See Appendix A for a more detailed discussion of the sampling methodology used.) Therefore, in all instances where the averages are calculated from combined customer groups, a weighted average is used.

** To calculate a combined average among groups of different sample sizes relative to the population, a weighted average should be used because the results from each sampled group of different sizes do not contribute equally to the composite average. The weighted composite average of the results is calculated by factoring in the sample size with the response from each group to restore balance so overrepresented samples will contribute less and underrepresented samples will contribute more to the composite average.*

Table 1. Percent Satisfaction With TxDOT's Services

Customer Group	Overall Satisfaction TxDOT	Overall Satisfaction District Office	Staff	Complaint Handling	Communi-cations	Internet Site	Timeliness	Offices	Publications
All Customer Groups Combined*	**92**	**93**	**94**	**80**	**93**	**83**	**91**	**90**	**94**
Aviation	95	94	97	83	96	81	94	86	91
Bridge	86	88	90	61	86	58	81	90	83
Crash Records	78	83	85	73	78	74	79	84	80
DBE / HUB / SBE	82	82	85	65	81	73	80	80	83
Design / Engineering Procurement	74	83	83	43	75	60	77	89	81
Environmental Affairs	80	88	88	66	82	73	84	85	89
Federal / International Affairs	89	93	93	70	87	72	83	81	91
Finance	78	81	81	52	76	62	74	83	78
Legal	84	89	91	88	86	80	83	83	94
Letting Management	72	81	85	55	74	63	74	83	78
Procurement	88	90	91	79	88	74	86	88	86
Public Transportation	87	90	90	77	86	69	88	88	87
Railroad	84	88	92	77	85	68	83	80	82
Right of Way	76	77	83	63	77	68	77	77	80
State Legislative Affairs	80	90	91	73	88	66	90	81	86
Traffic Safety Grant	85	91	92	73	90	66	85	89	89
Transportation Planning / Local Government	79	83	90	71	86	72	81	85	84
Travel Information	92	93	92	71	92	83	89	85	94
Travel Information Centers	99	97	98	93	99	90	97	96	99

**Weighted estimate*

Each dimension of customer service is discussed in detail in the body of this report, but some of the notable findings are summarized below:

- The overall level of satisfaction with TxDOT was 92 percent, while 6 percent of customers were neutral in their assessment of the agency and 2 percent were dissatisfied.
- Across customer service areas, customers expressed the most satisfaction with TxDOT staff and publications (both 94 percent). Customers expressed the least satisfaction with TxDOT's Internet site (83 percent) and TxDOT's handling of complaints (80 percent).
- Travel Information Centers customers and Aviation customers expressed the highest overall levels of satisfaction with TxDOT's service (99 percent and 95 percent, respectively).
- The two customer groups with the lowest overall levels of satisfaction were Letting Management and Design / Engineering Procurement (72 percent and 74 percent, respectively).
- Among those who offered suggestions for how TxDOT can improve its customer services, the two most common themes were improving staff training and improving contracting and project procedures.

Discussion of Survey Results

The discussion of survey results begins with an analysis of the overall levels of satisfaction with TxDOT and with the TxDOT district offices customers interacted with most frequently, followed by discussion of the seven areas of customer service mandated in Section 2114.002(b), Texas Government Code. In each service area, we explain how the questions that appeared in the TxDOT Customer Satisfaction Survey are related to the sample questions recommended by the Governor's Office of Budget, Planning and Policy and the Legislative Budget Board[2] or suggested in the statute.

Responses from each component question that comprise the service area were combined to derive a weighted composite level of satisfaction within a service area by customer group. Throughout this report, the weighted composite average is referred to as the "overall average" and the weighted component average is referred to as the "component average." Although several questions on the survey required customers to specify their level of agreement, the following text and graphs assume that agreement with these questions indicates satisfaction. However, the tables in Appendix B are labeled with the agree / disagree responses as they originally appeared in the survey. Composite satisfaction levels are shown graphically for all customer groups combined and for the two most satisfied and the two least satisfied customer groups (due to rounding, the percentages in a horizontal bar may not sum to 100 percent; where the percent number does not fit in a "neutral" segment, it is moved to the left of the segment, and similarly, the number is moved to the right of a "dissatisfied" segment if it does not fit). In the figures, the percent of customers who gave an opinion on a topic is shown in parentheses next to the label for the customer group, and the bars in the figures exclude respondents who did not give an opinion. For overall satisfaction with TxDOT and for each of the seven customer service areas, we discuss customer groups that exhibited a difference of at least 15 percentage points between their satisfaction level and the overall average satisfaction for the service area. We also discuss customer groups that exhibited a difference of at least 15 percentage points between their satisfaction level and the component average satisfaction within the service area. As the two most satisfied and two least satisfied customer groups often exhibited such differences, we restrict discussion of the differences to customer groups not highlighted in the overall average for the service area.

Finally, free response comments are summarized, and the limitations of the study are discussed.

[Q9]. Overall Satisfaction With TxDOT

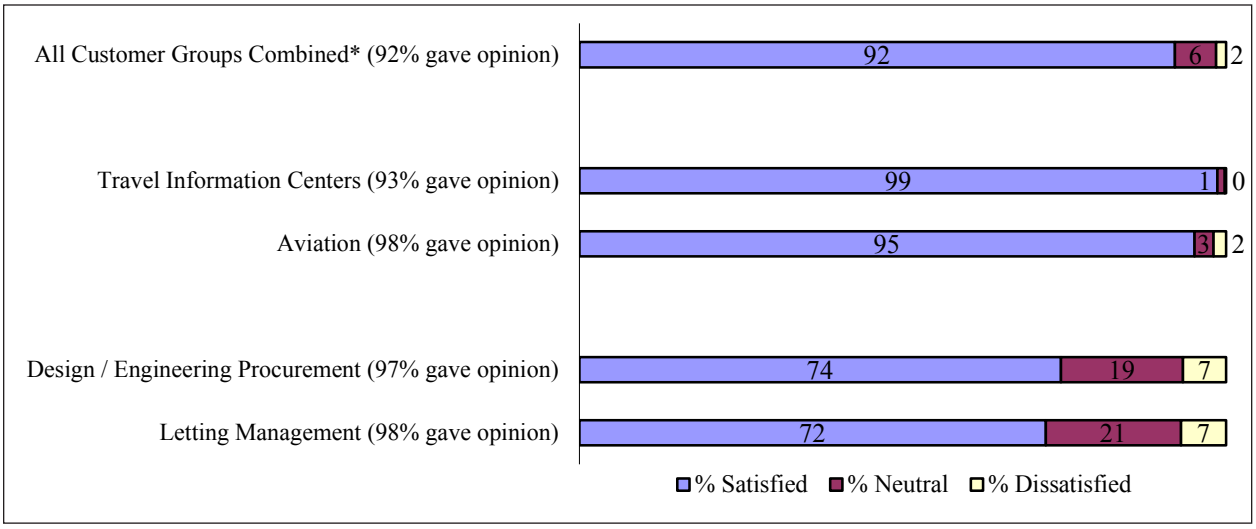
Instructions for Preparing and Submitting Agency Strategic Plans, Fiscal Years 2013-2017[3] provides examples of questions to assess general and overall customer satisfaction with an agency:

- Overall, customers were satisfied with the services they received
- If customers had other options, they would still choose to get services from the agency
- Overall, customers were satisfied with their experiences

Based on these suggestions, a question on the survey asked customers to rate their overall level of satisfaction with TxDOT. As illustrated in Figure 1 below, 92 percent of customers who responded were satisfied with the service they received from TxDOT. Travel Information Centers and Aviation customers expressed the highest levels of satisfaction. Design / Engineering

Procurement and Letting Management customers were the least satisfied. Right of Way (76 percent) was the only other customer group with satisfaction at least 15 percentage points less than the overall average. (See Appendix B, Table B-9, for detailed data related to this section.)

Figure 1. Overall Satisfaction With TxDOT

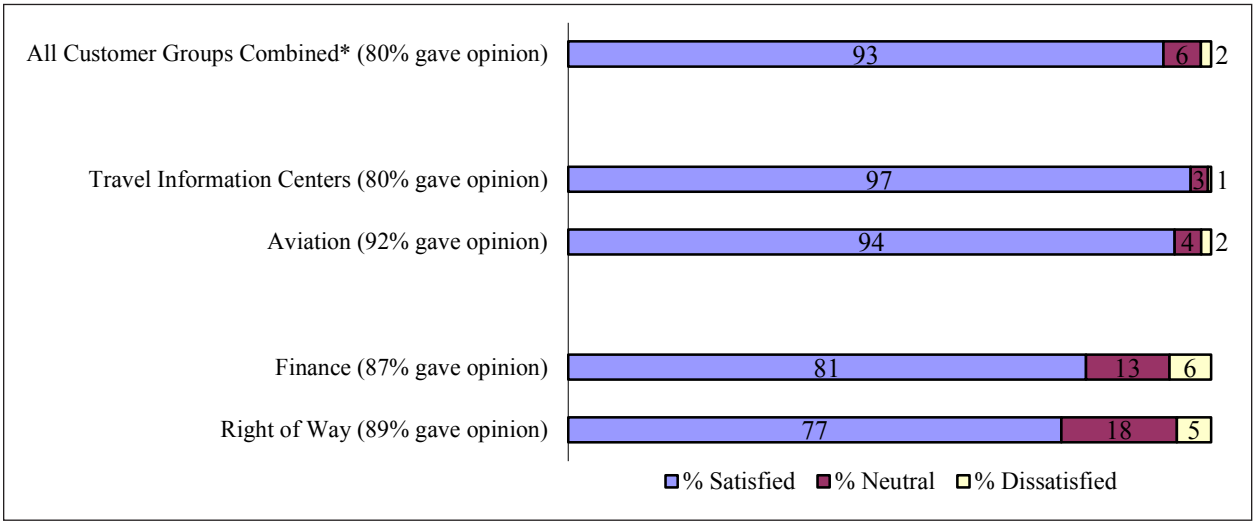


**Weighted estimate*

[Q8]. Satisfaction With the TxDOT District Office Interacted With Most Frequently

TxDOT requested that a question be included on the survey to assess the overall level of satisfaction with the TxDOT district office that customers interacted with most. As shown in Figure 2 below, 93 percent of customers who responded were satisfied with the service they received from the TxDOT district office they interacted with most frequently. Right of Way (77 percent) was the only customer group with satisfaction at least 15 percentage points less than the overall average. (See Appendix B, Table B-8, for detailed data related to this section.)

Figure 2. Satisfaction With the TxDOT Office Interacted With Most Frequently



**Weighted estimate*

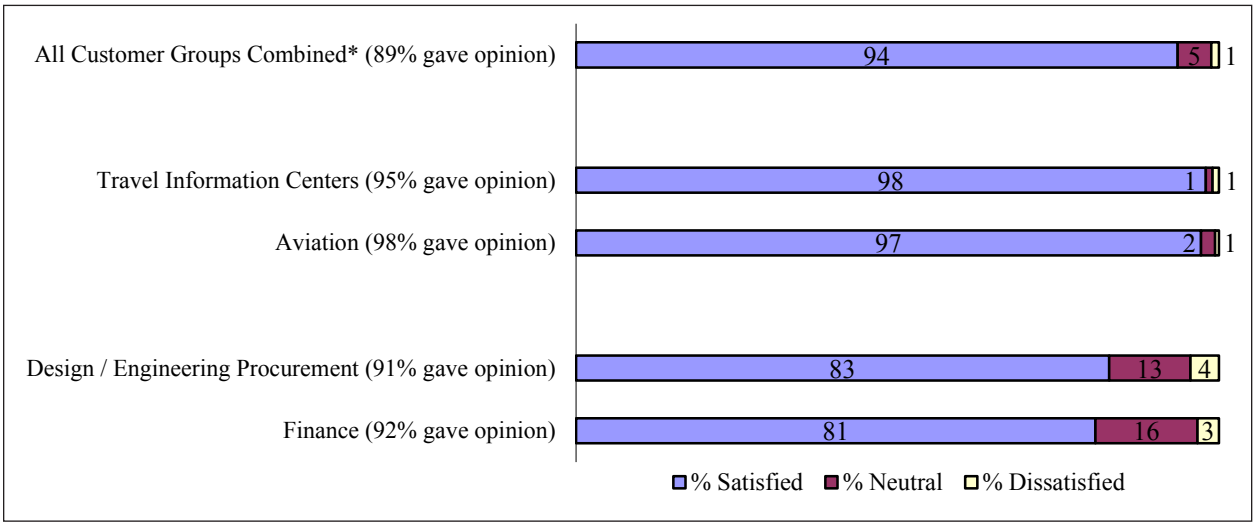
[Q1]. Satisfaction With TxDOT Staff

Instructions for Preparing and Submitting Agency Strategic Plans, Fiscal Years 2013-2017[4] recommends that agencies use questions regarding the following measures to gauge customer satisfaction with agency staff:

- Staff members were able to answer customers' questions
- Staff members were courteous
- Staff members were knowledgeable and helpful
- Staff members were knowledgeable and demonstrated a willingness to assist
- Staff members identified themselves or wore name tags

These suggestions formed the basis for a set of four survey questions that asked customers whether TxDOT staff were courteous, helpful, and knowledgeable about services offered by TxDOT and whether staff identified themselves. The overall satisfaction with TxDOT's staff is estimated from the responses to these four individual component questions. As shown in Figure 3, there is 94 percent satisfaction with TxDOT's agency staff. (See Appendix B, Table B-1 and Tables B-1a through B-1d, for detailed data related to this section.)

Figure 3. Satisfaction With TxDOT Staff



**Weighted estimate*

Analyzing percent satisfaction across all customer groups on the individual component questions, the results show that on the average, customers are:

- 95 percent satisfied that staff are courteous
- 94 percent satisfied that staff are helpful
- 94 percent satisfied that staff are knowledgeable about services offered by TxDOT
- 91 percent satisfied that staff identify themselves by stating their names or using name tags or plates

Additional examination of the data shows that compared to the component averages of individual questions:

- Letting Management customers were 18 percentage points less satisfied that staff were knowledgeable about services offered by TxDOT (76 percent)
- Right of Way customers were 15 percentage points less satisfied that TxDOT staff were helpful (79 percent)

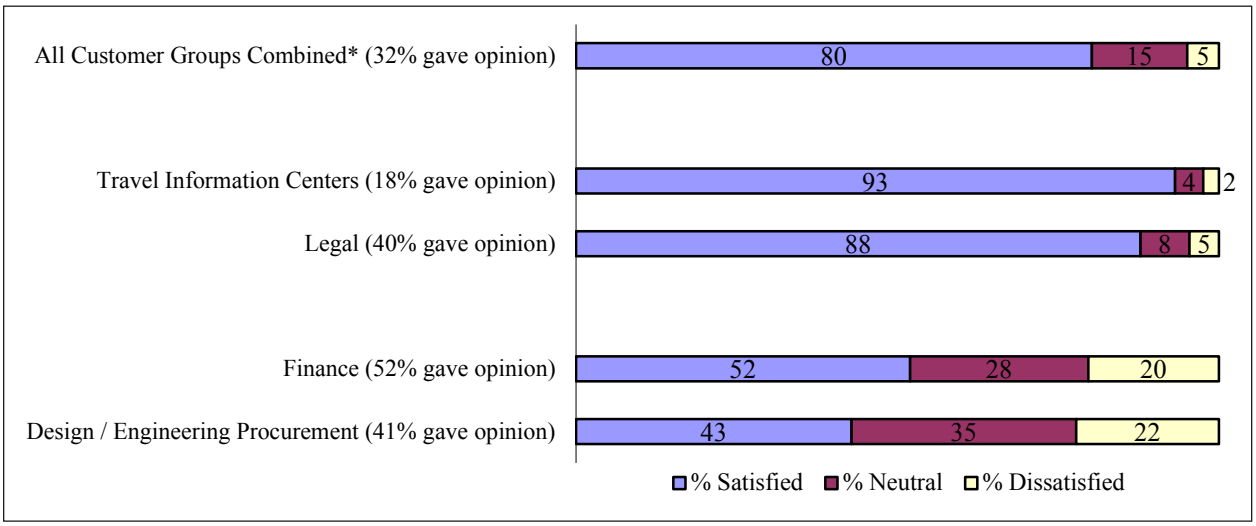
[Q2]. Satisfaction With TxDOT's Handling of Complaints

Instructions for Preparing and Submitting Agency Strategic Plans, Fiscal Years 2013-2017[5] recommends that agencies use questions regarding the following measures to gauge customer satisfaction with the agency's process for handling complaints about the agency:

- Customers knew how to make a complaint regarding services at this agency
- If customers complained, customers believed the complaints would be addressed in a reasonable manner

These suggestions formed the basis for five survey questions that asked customers whether complaints about TxDOT were easy to file, responses to complaints were timely, complaints were handled effectively, updates were provided on the progress of complaints, and TxDOT notified customers about outcomes of complaints. The overall satisfaction with TxDOT's handling of complaints is estimated from responses to these five individual component questions. As shown in Figure 4 below, there is about 80 percent satisfaction with the agency's complaint-handling process. (See Appendix B, Table B-2 and Tables B-2a through B-2e, for detailed data related to this section.) In addition to the two least satisfied customer groups, the Letting Management, Bridge, and Right of Way customer groups exhibited satisfaction at least 15 percentage points less than the overall average with complaint handling (55 percent, 61 percent, and 63 percent, respectively).

Figure 4. Satisfaction With TxDOT's Handling of Complaints



**Weighted estimate*

Analyzing percent satisfaction across all customer groups on the individual component questions, the results show that on the average, customers are:

- 80 percent satisfied that complaints about TxDOT were easy to file
- 82 percent satisfied that responses to complaints were timely
- 82 percent satisfied that complaints were handled effectively
- 78 percent satisfied that updates were provided on the progress of complaints
- 79 percent satisfied that TxDOT notified customers about outcomes of complaints

Satisfaction relating to the Letting Management and Bridge groups was at least 15 percentage points less than the component average for each of the five survey questions; satisfaction relating to the Right of Way group was 15 percentage points less than the component average for all questions except whether TxDOT provided an easy method for customers to file complaints about its services.

Other customer groups that had satisfaction at least 15 percentage points less than the component average for individual questions include:

- Environmental Affairs customers, who were less satisfied that TxDOT provided an easy method for customers to file complaints about its services (64 percent), handled complaints effectively (66 percent), and provided updates on the progress of complaints (62 percent)
- DBE / HUB / SBE customers, who were less satisfied that TxDOT responded to complaints in a timely manner (65 percent) or handled complaints effectively (65 percent)

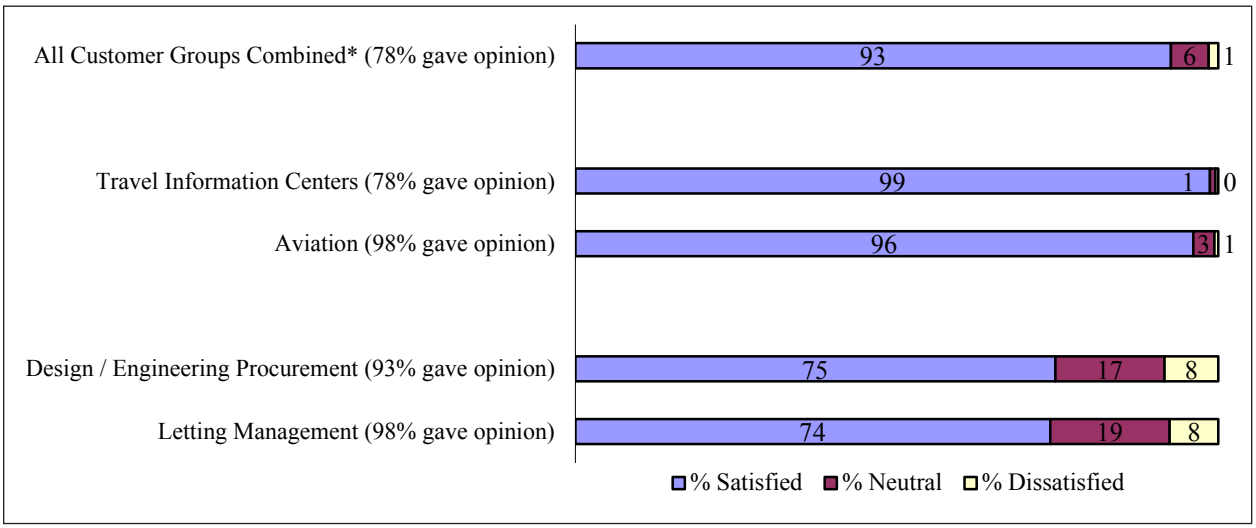
[Q3]. Satisfaction With Communicating With TxDOT Staff

Instructions for Preparing and Submitting Agency Strategic Plans, Fiscal Years 2013–2017[6] recommends the following examples of questions to assess customer satisfaction with communications:

- Customers received the information they needed to obtain services
- Customers were given clear explanations about available services
- Customers were given clear explanations about the materials needed to receive services
- Customers' telephone calls, e-mails, or letters were routed to the proper person

These suggestions formed the basis for four survey questions that asked customers whether, in their communications with the agency, TxDOT staff provided sufficient information, understandable information, and helpful information and whether calls, e-mails, or letters were routed to the proper person. The overall satisfaction with communicating with TxDOT staff is estimated from responses to these four individual component questions. As shown in Figure 5 below, there is 93 percent satisfaction with communicating with TxDOT staff. (See Appendix B, Table B-3 and Tables B-3a through B-3d, for detailed data related to this section.) Along with the two least satisfied customer groups, two groups (Finance and Right of Way) exhibited satisfaction of at least 15 percentage points less than the overall average in their communication with TxDOT staff (76 percent and 77 percent, respectively).

Figure 5. Satisfaction With Communicating With TxDOT Staff



**Weighted estimate*

Analyzing percent satisfaction across all customer groups on the individual component questions, the results show that on the average, customers are:

- 93 percent satisfied that TxDOT staff provided sufficient information
- 93 percent satisfied that TxDOT staff provided understandable information
- 93 percent satisfied that TxDOT staff provided helpful information
- 91 percent satisfied that TxDOT staff routed calls, e-mails, or letters to the proper person

The Finance customer group's satisfaction was at least 15 percentage points less than the component average for all but one of the individual questions (the exception being that TxDOT staff provided understandable information). The Right of Way customer group was 17 percentage points less satisfied than the component average for TxDOT staff routing their telephone calls, e-mails, or letters to the proper person (74 percent). The data also show that the Crash Records customer group was at least 15 percentage points less satisfied than the component averages for the questions about whether TxDOT staff provided understandable (77 percent) and helpful (78 percent) information.

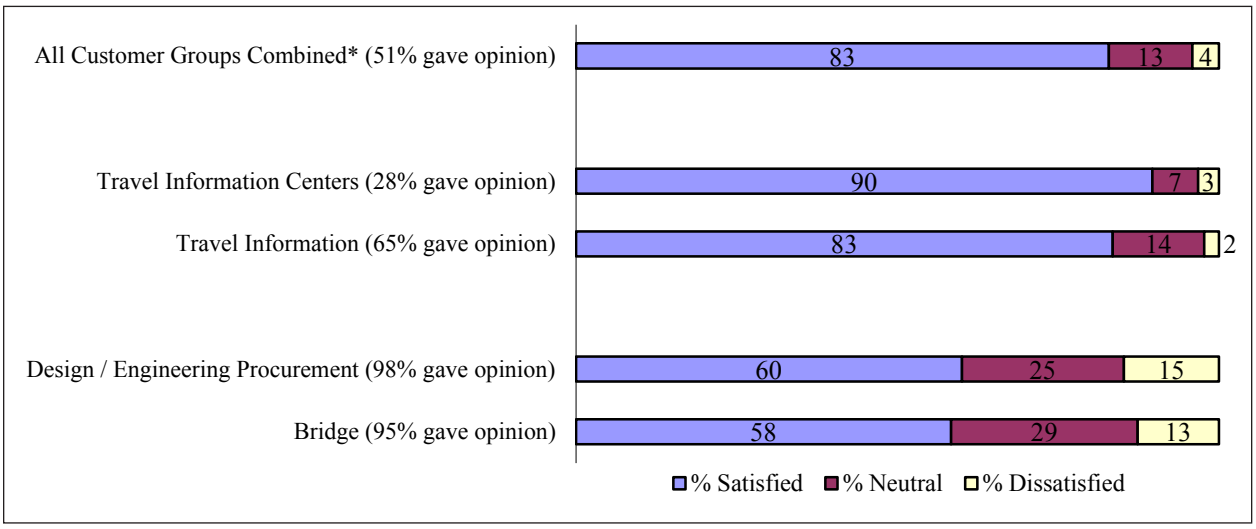
[Q4]. Satisfaction With TxDOT's Primary Internet Site

Instructions for Preparing and Submitting Agency Strategic Plans, Fiscal Years 2013-2017[7] recommends that agencies use questions regarding the following measures to gauge customer satisfaction with the agency's Internet sites:

- Customers were able to access information about services needed using the internet
- The website was easy to use and well organized
- The website contained clear and accurate information on events, services, and contact information

These suggestions formed the basis for four survey questions that asked customers whether TxDOT's primary Internet site (www.txdot.gov) was easy to navigate, was well organized, clearly explained services offered, and provided sufficient information. The overall satisfaction with TxDOT's primary Internet site is estimated from responses to these four individual component questions. As shown in Figure 6 below, there is 83 percent satisfaction with the agency's Internet site. (See Appendix B, Table B-4 and Tables B-4a through B-4d, for detailed data related to this section.) Along with the two least satisfied customer groups, six groups exhibited satisfaction at least 15 percentage points less than the overall average for TxDOT's primary Internet site: Finance (62 percent), State Legislative Affairs (66 percent), Traffic Safety Grant (66 percent), Letting Management (63 percent), Railroad (68 percent), and Right of Way (68 percent).

Figure 6. Satisfaction With TxDOT's Primary Internet Site



**Weighted estimate*

Analyzing percent satisfaction across all customer groups on the individual component questions, the results show that on the average, customers are:

- 83 percent satisfied that TxDOT's primary Internet site was easy to navigate
- 83 percent satisfied that the Internet site is well organized
- 82 percent satisfied that the Internet site clearly explained services offered
- 84 percent satisfied that the Internet site provided sufficient information

Three groups (Finance, State Legislative Affairs, and Traffic Safety Grant) exhibited satisfaction at least 15 percentage points less than the component average for each of the four survey questions regarding the site.

In addition to the results mentioned above, customer groups that had satisfaction at least 15 percentage points less than the component average for individual questions include:

- Letting Management customers, who were less satisfied that TxDOT's primary Internet site was easy to navigate (61 percent), well organized (56 percent), and clearly explained services offered (64 percent)

- Public Transportation customers, who were less satisfied that TxDOT's primary Internet site was easy to navigate (67 percent) and well organized (65 percent)
- Railroad customers, who were less satisfied that TxDOT's primary Internet site clearly explained services offered (65 percent) and provided sufficient information (67 percent)
- Right of Way customers, who were less satisfied that TxDOT's primary Internet site was easy to navigate (66 percent) and clearly explained services offered (67 percent)

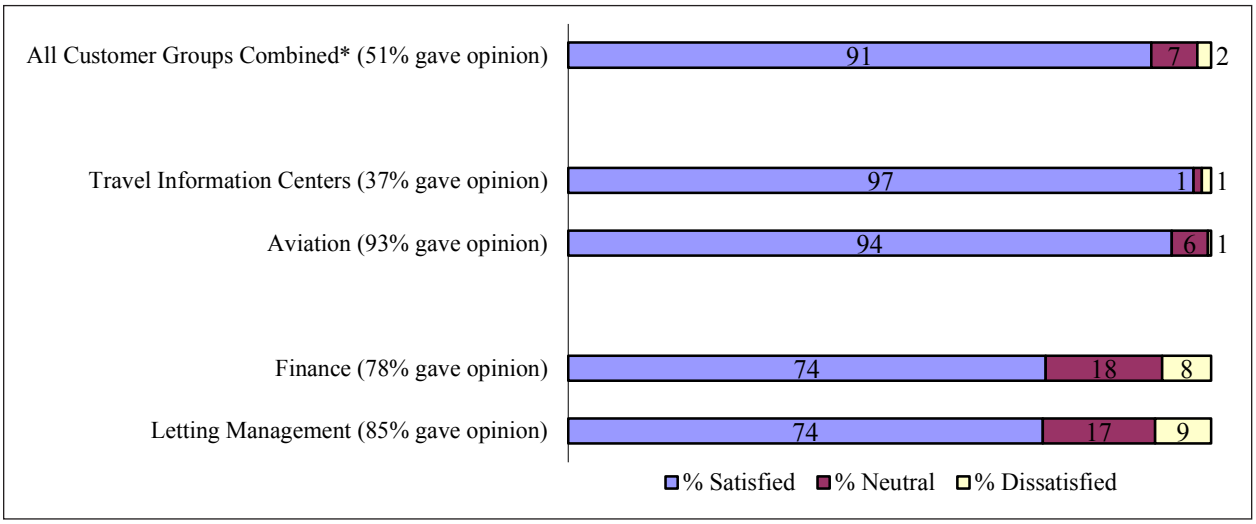
[Q5]. Satisfaction With TxDOT's Timeliness of Service

Instructions for Preparing and Submitting Agency Strategic Plans, Fiscal Years 2013-2017[8] recommends that agencies use questions regarding the following measures to gauge customer satisfaction with the timeliness of an agency's service:

- Customers' telephone, letter, or e-mail inquiries were answered in a reasonable amount of time
- The time customers waited to receive services was reasonable
- The time customers waited for concerns or questions to be addressed, whether by phone, in person, or by letter, was reasonable

These suggestions formed the basis for four survey questions that asked customers whether they received timely service from TxDOT when contacting the agency in person, by telephone, by mail, or by e-mail. The overall satisfaction with TxDOT's timeliness of service is estimated from responses to these four individual component questions. As shown in Figure 7 below, there is 91 percent satisfaction with the agency's timeliness of service delivered. (See Appendix B, Table B-5 and Tables B-5a through B-5d, for detailed data related to this section.)

Figure 7. Satisfaction With TxDOT's Timeliness of Service



**Weighted estimate*

Analyzing percent satisfaction across all customer groups on the individual component questions, the results show that on the average, customers are:

- 93 percent satisfied that they received timely service from TxDOT when contacting the agency in person
- 89 percent satisfied that they received timely service when contacting the agency by telephone
- 88 percent satisfied that they received timely service when contacting the agency by mail
- 90 percent satisfied that they received timely service when contacting the agency by e-mail

Satisfaction with TxDOT's timeliness of service by mail was 56 percent for the Design / Engineering Procurement customer group, and satisfaction for the Bridge customer group on this measure was 73 percent. Satisfaction with TxDOT's timeliness of service by e-mail was 16 percentage points lower than the component average for the Right of Way customer group (74 percent).

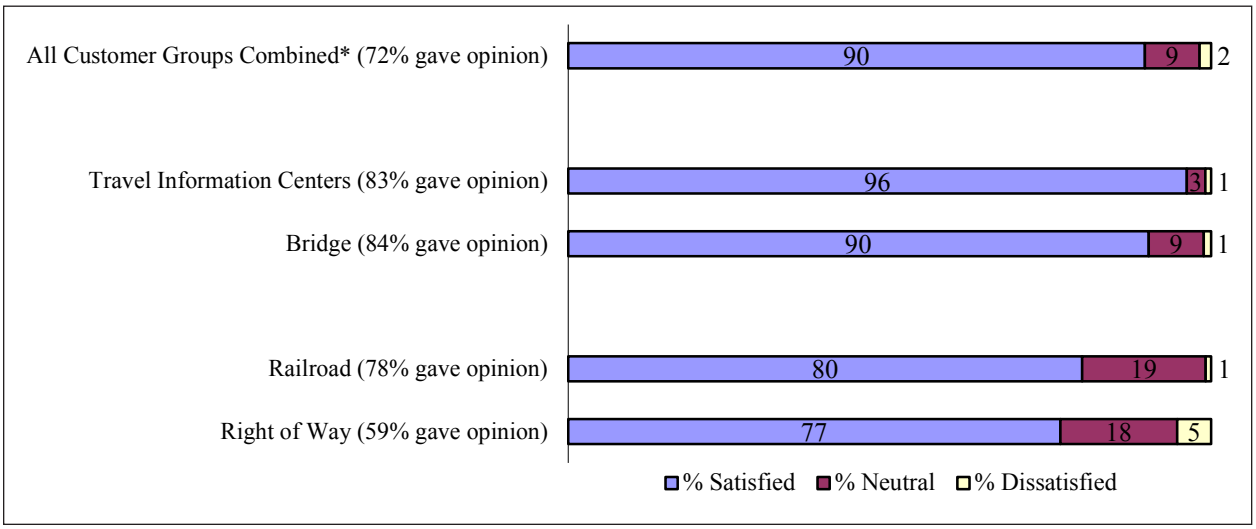
[Q6]. Satisfaction With TxDOT's Offices

Instructions for Preparing and Submitting Agency Strategic Plans, Fiscal Years 2013-2017[9] recommends that agencies use questions regarding the following measures to assess customer satisfaction with an agency's facilities:

- Locations of services were convenient (parking, public transportation, distance, etc.)
- Facilities were clean and orderly and customers could easily find their way around in them
- Facilities were open during reasonable hours

These recommendations were implemented on the survey by asking customers whether TxDOT's offices were accessible, conveniently located, clearly identified with signs, and clean and whether offices were open during reasonable hours. The overall satisfaction with TxDOT's offices is estimated from responses to these five individual component questions. As shown in Figure 8 below, there is 90 percent satisfaction with the agency's offices. (See Appendix B, Table B-6 and Tables B-6a through B-6e, for detailed data related to this section.)

Figure 8. Satisfaction With TxDOT's Offices



**Weighted estimate*

Analyzing percent satisfaction across all customer groups on the individual component questions, the results show that on the average, customers are:

- 91 percent satisfied that TxDOT's offices were accessible
- 86 percent satisfied that TxDOT's offices were conveniently located
- 86 percent satisfied that TxDOT's offices were clearly identified with signs
- 93 percent satisfied that TxDOT's offices were clean
- 93 percent satisfied that TxDOT's offices were open during reasonable hours

The Letting Management customer group exhibited 69 percent satisfaction that TxDOT's offices were conveniently located. Satisfaction that TxDOT's offices were open during reasonable hours was 75 percent for the Legal customer group.

[Q7]. Satisfaction With TxDOT's Printed Information

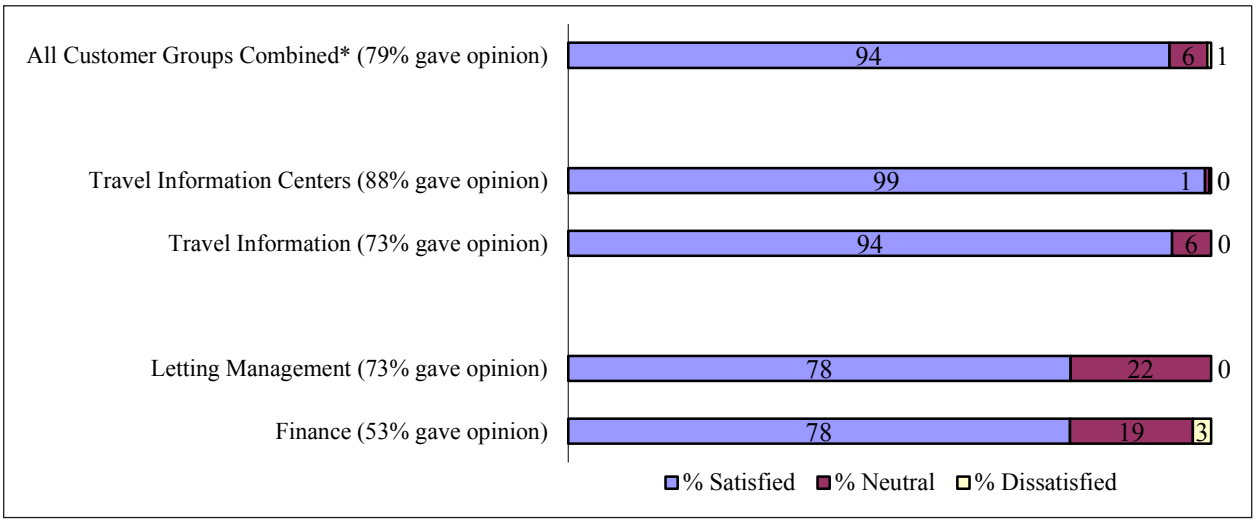
Instructions for Preparing and Submitting Agency Strategic Plans, Fiscal Years 2013-2017[10] recommends that agencies use questions regarding the following measures to gauge customer satisfaction with the agency's printed information:

- Customers received printed information (such as brochures, handouts, books, etc.) explaining the services available
- Printed information was clear and understandable
- Printed brochures or written material provided thorough and accurate information

These suggestions formed the basis for three survey questions that asked customers whether TxDOT's brochures, publications, and other printed information were accurate, understandable, and useful. The overall satisfaction with TxDOT's printed information is estimated from responses to these three individual component questions. As shown in Figure 9 below, there is 94 percent

satisfaction with the agency's printed information. (See Appendix B, Table B-7 and Tables B-7a through B-7c, for detailed data related to this section.)

Figure 9. Satisfaction With TxDOT's Printed Information



**Weighted estimate*

Analyzing percent satisfaction across all customer groups on the individual component questions, the results show that on the average, customers are:

- 94 percent satisfied that TxDOT's brochures, publications, and other printed information were accurate
- 93 percent satisfied that TxDOT's brochures, publications, and other printed information were understandable
- 93 percent satisfied that TxDOT's brochures, publications, and other printed information were useful

Satisfaction with the usefulness of TxDOT's printed information was 77 percent for the Right of Way customer group.

[Q10]. Customers' Comments Regarding How TxDOT Can Improve Its Services

The final question of the survey asked customers to suggest ways in which TxDOT could improve its services. As shown in Table 2, a large proportion of those who answered the question (36 percent of the open-ended responses) expressed unsolicited praise for TxDOT in general, its staff, or other services the agency provided. In addition, some customers (14 percent of the open-ended responses) provided a non-substantive comment such as that no improvement was necessary or that they could not think of any way that service could be improved. The most common suggestion for improvement was to improve staff training, and the second most common suggestion was to improve contracting and project procedures. A substantial number of responses (25 percent of the open-ended responses) could not be categorized into a common theme and were classified as miscellaneous or infrequently mentioned.

Table 2. Count of Comments by Customer Group and Theme

	Texas Department of Transportation Customer Group*																			
Comment Theme	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**	**17**	**18**	**19**	**Total**
General praise for TxDOT	18	8	10	7	3	8	2	2	2	1	15	4	6	7	4	3	7	11	**35**	153
Praise for staff	19	4	4	3	2	6	4	5	1	0	4	9	0	8	12	7	3	3	**37**	131
Improve staff training	3	6	5	2	2	4	3	2	2	2	0	4	1	**8**	4	0	4	1	2	55
Improve contracting and project procedures	1	8	1	**16**	8	4	0	4	0	3	2	0	0	3	0	2	0	0	0	52
Reduce bureaucracy, complexity, and red tape	3	0	8	2	3	1	1	1	0	0	1	1	2	8	0	3	**10**	0	0	44
Improve communications with contractors and collaborating agencies	1	1	5	2	5	3	2	0	0	1	1	1	1	3	**6**	2	2	0	0	36
Improve roads and signs	3	1	2	1	0	**9**	1	2	0	0	0	0	0	7	1	0	7	6	2	42
Improve public website	2	**7**	1	2	4	3	2	1	1	2	1	4	1	0	3	1	0	2	0	37
Praise for other / miscellaneous services	7	4	1	6	3	3	5	1	1	1	0	3	0	8	2	1	2	8	**21**	77
Improve other / miscellaneous services	13	15	12	15	20	13	11	6	4	6	14	19	5	**27**	11	16	16	18	8	249
Non-substantive comment	16	3	9	15	0	14	2	3	2	1	10	1	1	13	1	5	11	13	**18**	138
Total	86	57	58	71	50	68	33	27	13	17	48	46	17	92	44	40	62	62	**123**	1,014

***Key to TxDOT Customer Groups**

1. Aviation
2. Bridge
3. Crash Records
4. DBE / HUB / SBE
5. Design / Engineering Procurement
6. Environmental Affairs
7. Federal / International Affairs
8. Finance
9. Legal
10. Letting Management
11. Procurement
12. Public Transportation
13. Railroad
14. Right of Way
15. State Legislative Affairs
16. Traffic Safety Grant
17. Transportation Planning / Local Government
18. Travel Information
19. Travel Information Centers

Limitations of the Study

TxDOT provides numerous services to a variety of customers. The divisions within TxDOT were asked to provide the TLC with contact information for the customers they served in the six months prior to survey implementation. The results from this survey are limited to the perspectives of the customers in the 19 customer groups listed in the introduction. Caution should be exercised when generalizing the results of this survey to other customer groups.

Due to the time constraints involved in the data collection phase of the survey process, the TLC was unable to obtain a complete list of TxDOT customers. The accuracy and completeness of the customer lists provided by the divisions within TxDOT varied and may have affected response rates and the generalizability of the resulting estimates. The universes of the Crash Records, Design / Engineering Procurement, Finance, Letting Management, and Transportation Planning / Local Government customer groups were formed differently from some of the other customer groups. Therefore, the estimates for these groups may not be generalized to all customers receiving these services.* Additionally, estimates from responses to questions with low response rates should be interpreted with caution.

** Crash Records customers were sampled from sheriffs, police, and constables in Texas. Because of small sample sizes, customers receiving Design and Professional Engineering Procurement services were combined into one group. Finance customers were sampled from the 200 largest TxDOT vendors. The Letting Management customer list is a subset of the Finance customer list. Transportation Planning and Programming and Local Government Projects customers were also combined into one group.*

Appendix A.
Methodology

The TxDOT Customer Satisfaction Survey was prepared by TLC statistical research staff according to established guidelines for scientific surveys.[11,12] The survey questions addressed the seven areas of customer service detailed in Section 2114.002(b), Texas Government Code, and two questions assessed overall satisfaction with TxDOT and with the TxDOT district office that the respondent interacted with most frequently. TLC staff obtained comments and suggestions from representatives of TxDOT to ensure content accuracy, thoroughness, and readability of the survey instrument.

The surveys were fielded in two phases between September 2013 and January 2014. An online survey was conducted during the months of September and October 2013 and was directed to customers who had provided TxDOT with an e-mail address. A subsequent paper survey was directed to recipients who did not provide an e-mail address to TxDOT and to recipients who did not respond to the online survey. In accordance with commonly accepted standards, survey recipients were contacted with up to four separate e-mails and five separate mailings in different formats to obtain the highest possible response.[13,14]

The travel information center surveys were administered to customers by center staff in October and November 2013. TLC printed 547 surveys and mailed to each of the 12 centers a proportional number of surveys based on the number of travel parties that visited each center in September and October 2012. The travel center staffs were sent instructions on how to randomly select customers. The completed surveys were mailed back to TLC.

Each of the participating divisions at TxDOT sent TLC a list of customers who had received services from them within the past six months. TLC staff then selected a separate sample from each of these divisions. These samples were drawn using probability-based random sampling to ensure that the resulting estimates are precise and impartial. Duplicate records were removed so that the same customer was not represented in more than one sample. TLC selected a total of 6,207 customers to participate in the survey. Seven customer groups (Aviation, Federal / International Affairs, Design / Engineering Procurement, Legal, Public Transportation, Railroad, and Traffic Safety Grant) had populations small enough to require surveying all of their customers.

The overall response rate was 54 percent. The customer groups with the highest response rates were Aviation and Travel Information Centers (86 percent and 85 percent, respectively). Response rates were greater than 50 percent for 10 of the 19 customer groups. The groups with the lowest response rates were Legal and State Legislative Affairs (25 percent and 37 percent, respectively). The final survey response rates were sufficiently large to produce statistically valid results with 90 percent confidence and an overall margin of error of 4.7 percent. The overall refusal rate was 12.1 percent. (See Table A-1 for a summary of survey responses, and see Appendix D for a copy of the survey instrument.)

Table A-1. Summary of Survey Responses

Customer Group	Number in Initial Mailing	Number Undeliverable	Number of Surveys Delivered	Number Responding	Response Rate	Number Refusing to Participate*	Refusal Rate	Margin of Error
All Customer Groups Combined**	**6,207**	**78**	**6,129**	**3,294**	**53.7%**	**741**	**12.1%**	**4.7%**
Aviation	245	0	245	210	85.7%	9	3.7%	2.3%
Bridge	322	10	312	164	52.6%	32	10.3%	4.9%
Crash Records	472	6	466	266	57.1%	79	17.0%	4.7%
DBE / HUB / SBE	512	9	503	209	41.6%	54	10.7%	5.6%
Design / Engineering Procurement	148	0	148	93	62.8%	12	8.1%	5.2%
Environmental Affairs	406	5	401	193	48.1%	85	21.2%	5.2%
Federal / International Affairs	237	3	234	111	47.4%	14	6.0%	5.7%
Finance	167	2	165	89	53.9%	25	15.2%	7.1%
Legal	261	5	256	65	25.4%	27	10.5%	8.9%
Letting Management	94	3	91	44	48.4%	4	4.4%	10.9%
Procurement	514	7	507	270	53.3%	52	10.3%	4.9%
Public Transportation	161	1	160	129	80.6%	8	5.0%	3.3%
Railroad	139	7	132	60	45.5%	9	6.8%	8.1%
Right of Way	474	12	462	232	50.2%	54	11.7%	5.1%
State Legislative Affairs	314	1	313	115	36.7%	17	5.4%	6.4%
Traffic Safety Grant	138	3	135	111	82.2%	6	4.4%	3.5%
Transportation Planning / Local Government	518	4	514	235	45.7%	56	10.9%	5.3%
Travel Information	538	0	538	232	43.1%	117	21.7%	5.4%
Travel Information Centers	547	0	547	466	85.2%	81	14.8%	3.8%

** The number refusing to participate is the total of individuals who opted out and individuals who identified themselves as incorrect persons.*
*** Weighted estimate*

Appendix B.
Tabular Summary of Survey Data by Question

Table B-1. TxDOT Staff - Composite

Customer Group	Gave Opinion Percent	Responses: Strongly Agree Percent	Agree Percent	Neutral Percent	Disagree Percent	Strongly Disagree Percent	Total Percent
All Customer Groups Combined* (n = 3,294)	**88.8**	**74.4**	**19.2**	**5.2**	**0.7**	**0.5**	**100.0**
Aviation (n = 210)	98.5	72.9	24.3	2.2	0.5	0.1	100.0
Bridge (n = 164)	90.7	49.1	40.8	8.7	1.2	0.2	100.0
Crash Records (n = 266)	90.5	52.6	32.3	12.3	2.0	0.8	100.0
DBE / HUB / SBE (n = 209)	86.4	55.4	29.6	12.2	1.4	1.4	100.0
Design / Engineering Procurement (n = 93)	91.1	41.3	41.6	12.7	4.1	0.3	100.0
Environmental Affairs (n = 193)	88.2	52.6	35.4	10.6	0.7	0.7	100.0
Federal / International Affairs (n = 111)	98.6	48.6	44.1	7.1	0.2	0.0	100.0
Finance (n = 89)	92.1	48.8	32.0	15.9	3.0	0.3	100.0
Legal (n = 65)	88.1	62.0	29.3	7.4	1.3	0.0	100.0
Letting Management (n = 44)	97.2	54.4	30.4	12.3	1.8	1.2	100.0
Procurement (n = 270)	93.8	67.6	23.8	7.0	0.9	0.7	100.0
Public Transportation (n = 129)	98.3	61.1	29.2	7.9	0.8	1.0	100.0
Railroad (n = 60)	98.3	49.2	43.2	7.2	0.4	0.0	100.0
Right of Way (n = 232)	90.5	52.0	31.4	12.6	2.9	1.1	100.0
State Legislative Affairs (n = 115)	97.0	61.0	30.3	6.5	2.0	0.2	100.0
Traffic Safety Grant (n = 111)	97.3	62.5	29.9	6.7	0.9	0.0	100.0
Transportation Planning / Local Government (n = 235)	94.4	53.2	37.0	8.0	1.7	0.1	100.0
Travel Information (n = 232)	76.7	62.8	29.2	7.3	0.6	0.1	100.0
Travel Information Centers (n = 466)	95.5	93.5	4.4	1.1	0.3	0.7	100.0

**Weighted estimate*

Table B-1a. TxDOT Staff Are Courteous

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**92.0**	**(NA)**	**77.1**	**(NA)**	**18.2**	**(NA)**	**3.9**	**(NA)**	**0.5**	**(NA)**	**0.3**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	99.5	(209)	76.6	(160)	21.5	(45)	1.9	(4)	0.0	(0)	0.0	(0)	100.0	(209)
Bridge (n = 164)	92.7	(152)	52.6	(80)	40.8	(62)	5.3	(8)	1.3	(2)	0.0	(0)	100.0	(152)
Crash Records (n = 266)	92.1	(245)	53.1	(130)	32.7	(80)	11.8	(29)	1.6	(4)	0.8	(2)	100.0	(245)
DBE / HUB / SBE (n = 209)	87.6	(183)	57.4	(105)	27.9	(51)	12.0	(22)	2.2	(4)	0.5	(1)	100.0	(183)
Design / Engineering Procurement (n = 93)	95.7	(89)	46.1	(41)	41.6	(37)	9.0	(8)	3.4	(3)	0.0	(0)	100.0	(89)
Environmental Affairs (n = 193)	90.7	(175)	54.3	(95)	37.7	(66)	7.4	(13)	0.0	(0)	0.6	(1)	100.0	(175)
Federal / International Affairs (n = 111)	99.1	(110)	54.5	(60)	40.9	(45)	4.5	(5)	0.0	(0)	0.0	(0)	100.0	(110)
Finance (n = 89)	96.6	(86)	52.3	(45)	31.4	(27)	15.1	(13)	1.2	(1)	0.0	(0)	100.0	(86)
Legal (n = 65)	92.3	(60)	63.3	(38)	28.3	(17)	8.3	(5)	0.0	(0)	0.0	(0)	100.0	(60)
Letting Management (n = 44)	100.0	(44)	52.3	(23)	40.9	(18)	6.8	(3)	0.0	(0)	0.0	(0)	100.0	(44)
Procurement (n = 270)	98.1	(265)	68.3	(181)	24.5	(65)	5.7	(15)	0.8	(2)	0.8	(2)	100.0	(265)
Public Transportation (n = 129)	100.0	(129)	64.3	(83)	30.2	(39)	3.9	(5)	0.0	(0)	1.6	(2)	100.0	(129)
Railroad (n = 60)	100.0	(60)	51.7	(31)	45.0	(27)	3.3	(2)	0.0	(0)	0.0	(0)	100.0	(60)
Right of Way (n = 232)	93.1	(216)	53.2	(115)	32.9	(71)	12.5	(27)	1.4	(3)	0.0	(0)	100.0	(216)
State Legislative Affairs (n = 115)	100.0	(115)	65.2	(75)	27.8	(32)	4.3	(5)	1.7	(2)	0.9	(1)	100.0	(115)
Traffic Safety Grant (n = 111)	98.2	(109)	67.0	(73)	27.5	(30)	4.6	(5)	0.9	(1)	0.0	(0)	100.0	(109)
Transportation Planning / Local Government (n = 235)	95.7	(225)	54.7	(123)	37.3	(84)	6.7	(15)	1.3	(3)	0.0	(0)	100.0	(225)
Travel Information (n = 232)	79.3	(184)	64.7	(119)	29.3	(54)	5.4	(10)	0.5	(1)	0.0	(0)	100.0	(184)
Travel Information Centers (n = 466)	99.6	(464)	97.6	(453)	1.7	(8)	0.2	(1)	0.0	(0)	0.4	(2)	100.0	(464)

**Weighted estimate*

Table B-1b. TxDOT Staff Are Helpful

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**91.6**	**(NA)**	**75.6**	**(NA)**	**18.6**	**(NA)**	**4.7**	**(NA)**	**0.7**	**(NA)**	**0.4**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	99.5	(209)	72.7	(152)	23.9	(50)	1.9	(4)	1.4	(3)	0.0	(0)	100.0	(209)
Bridge (n = 164)	92.7	(152)	47.4	(72)	41.4	(63)	9.2	(14)	2.0	(3)	0.0	(0)	100.0	(152)
Crash Records (n = 266)	92.1	(245)	51.8	(127)	29.8	(73)	14.7	(36)	2.4	(6)	1.2	(3)	100.0	(245)
DBE / HUB / SBE (n = 209)	88.5	(185)	54.6	(101)	31.4	(58)	11.4	(21)	1.1	(2)	1.6	(3)	100.0	(185)
Design / Engineering Procurement (n = 93)	94.6	(88)	36.4	(32)	39.8	(35)	15.9	(14)	6.8	(6)	1.1	(1)	100.0	(88)
Environmental Affairs (n = 193)	90.7	(175)	52.0	(91)	34.9	(61)	9.7	(17)	1.7	(3)	1.7	(3)	100.0	(175)
Federal / International Affairs (n = 111)	99.1	(110)	49.1	(54)	44.5	(49)	6.4	(7)	0.0	(0)	0.0	(0)	100.0	(110)
Finance (n = 89)	96.6	(86)	45.3	(39)	33.7	(29)	15.1	(13)	4.7	(4)	1.2	(1)	100.0	(86)
Legal (n = 65)	92.3	(60)	55.0	(33)	35.0	(21)	8.3	(5)	1.7	(1)	0.0	(0)	100.0	(60)
Letting Management (n = 44)	100.0	(44)	52.3	(23)	31.8	(14)	13.6	(6)	2.3	(1)	0.0	(0)	100.0	(44)
Procurement (n = 270)	95.9	(259)	66.0	(171)	24.7	(64)	7.3	(19)	1.2	(3)	0.8	(2)	100.0	(259)
Public Transportation (n = 129)	97.7	(126)	59.5	(75)	27.8	(35)	9.5	(12)	2.4	(3)	0.8	(1)	100.0	(126)
Railroad (n = 60)	100.0	(60)	46.7	(28)	46.7	(28)	5.0	(3)	1.7	(1)	0.0	(0)	100.0	(60)
Right of Way (n = 232)	94.0	(218)	47.7	(104)	31.2	(68)	14.2	(31)	3.7	(8)	3.2	(7)	100.0	(218)
State Legislative Affairs (n = 115)	100.0	(115)	57.4	(66)	32.2	(37)	8.7	(10)	1.7	(2)	0.0	(0)	100.0	(115)
Traffic Safety Grant (n = 111)	98.2	(109)	61.5	(67)	30.3	(33)	7.3	(8)	0.9	(1)	0.0	(0)	100.0	(109)
Transportation Planning / Local Government (n = 235)	96.2	(226)	50.9	(115)	37.6	(85)	8.4	(19)	2.7	(6)	0.4	(1)	100.0	(226)
Travel Information (n = 232)	78.4	(182)	63.2	(115)	29.7	(54)	6.6	(12)	0.5	(1)	0.0	(0)	100.0	(182)
Travel Information Centers (n = 466)	99.4	(463)	97.2	(450)	2.2	(10)	0.2	(1)	0.0	(0)	0.4	(2)	100.0	(463)

**Weighted estimate*

Table B-1c. TxDOT Staff Are Knowledgeable About Services Offered by TxDOT

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**87.9**	**(NA)**	**73.6**	**(NA)**	**20.3**	**(NA)**	**4.9**	**(NA)**	**0.6**	**(NA)**	**0.6**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	99.5	(209)	73.7	(154)	23.4	(49)	2.4	(5)	0.5	(1)	0.0	(0)	100.0	(209)
Bridge (n = 164)	90.9	(149)	47.0	(70)	43.0	(64)	8.7	(13)	1.3	(2)	0.0	(0)	100.0	(149)
Crash Records (n = 266)	91.0	(242)	50.4	(122)	36.0	(87)	10.7	(26)	2.1	(5)	0.8	(2)	100.0	(242)
DBE / HUB / SBE (n = 209)	86.1	(180)	53.9	(97)	31.1	(56)	11.7	(21)	1.7	(3)	1.7	(3)	100.0	(180)
Design / Engineering Procurement (n = 93)	94.6	(88)	37.5	(33)	43.2	(38)	14.8	(13)	4.5	(4)	0.0	(0)	100.0	(88)
Environmental Affairs (n = 193)	87.6	(169)	51.5	(87)	36.1	(61)	11.8	(20)	0.6	(1)	0.0	(0)	100.0	(169)
Federal / International Affairs (n = 111)	100.0	(111)	45.9	(51)	47.7	(53)	6.3	(7)	0.0	(0)	0.0	(0)	100.0	(111)
Finance (n = 89)	89.9	(80)	45.0	(36)	31.3	(25)	17.5	(14)	6.3	(5)	0.0	(0)	100.0	(80)
Legal (n = 65)	89.2	(58)	63.8	(37)	25.9	(15)	8.6	(5)	1.7	(1)	0.0	(0)	100.0	(58)
Letting Management (n = 44)	95.5	(42)	54.8	(23)	21.4	(9)	16.7	(7)	2.4	(1)	4.8	(2)	100.0	(42)
Procurement (n = 270)	88.9	(240)	65.4	(157)	24.6	(59)	8.8	(21)	0.8	(2)	0.4	(1)	100.0	(240)
Public Transportation (n = 129)	96.9	(125)	56.8	(71)	30.4	(38)	11.2	(14)	0.0	(0)	1.6	(2)	100.0	(125)
Railroad (n = 60)	96.7	(58)	48.3	(28)	39.7	(23)	12.1	(7)	0.0	(0)	0.0	(0)	100.0	(58)
Right of Way (n = 232)	88.8	(206)	46.6	(96)	33.0	(68)	15.0	(31)	4.4	(9)	1.0	(2)	100.0	(206)
State Legislative Affairs (n = 115)	99.1	(114)	55.3	(63)	35.1	(40)	8.8	(10)	0.9	(1)	0.0	(0)	100.0	(114)
Traffic Safety Grant (n = 111)	98.2	(109)	55.0	(60)	35.8	(39)	7.3	(8)	1.8	(2)	0.0	(0)	100.0	(109)
Transportation Planning / Local Government (n = 235)	94.5	(222)	51.4	(114)	38.3	(85)	9.5	(21)	0.9	(2)	0.0	(0)	100.0	(222)
Travel Information (n = 232)	76.3	(177)	61.6	(109)	31.1	(55)	6.2	(11)	0.6	(1)	0.6	(1)	100.0	(177)
Travel Information Centers (n = 466)	94.2	(439)	94.1	(413)	5.0	(22)	0.5	(2)	0.0	(0)	0.5	(2)	100.0	(439)

**Weighted estimate*

Table B-1d. TxDOT Staff Identify Themselves

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Responses: Agree Percent (Count)		Responses: Neutral Percent (Count)		Responses: Disagree Percent (Count)		Responses: Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**83.9**	**(NA)**	**70.7**	**(NA)**	**19.9**	**(NA)**	**7.5**	**(NA)**	**1.0**	**(NA)**	**0.9**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	95.2	(200)	68.5	(137)	28.5	(57)	2.5	(5)	0.0	(0)	0.5	(1)	100.0	(200)
Bridge (n = 164)	86.6	(142)	49.3	(70)	38.0	(54)	12.0	(17)	0.0	(0)	0.7	(1)	100.0	(142)
Crash Records (n = 266)	86.8	(231)	55.4	(128)	30.7	(71)	11.7	(27)	1.7	(4)	0.4	(1)	100.0	(231)
DBE / HUB / SBE (n = 209)	83.3	(174)	55.7	(97)	28.2	(49)	13.8	(24)	0.6	(1)	1.7	(3)	100.0	(174)
Design / Engineering Procurement (n = 93)	79.6	(74)	45.9	(34)	41.9	(31)	10.8	(8)	1.4	(1)	0.0	(0)	100.0	(74)
Environmental Affairs (n = 193)	83.9	(162)	52.5	(85)	32.7	(53)	13.6	(22)	0.6	(1)	0.6	(1)	100.0	(162)
Federal / International Affairs (n = 111)	96.4	(107)	44.9	(48)	43.0	(46)	11.2	(12)	0.9	(1)	0.0	(0)	100.0	(107)
Finance (n = 89)	85.4	(76)	52.6	(40)	31.6	(24)	15.8	(12)	0.0	(0)	0.0	(0)	100.0	(76)
Legal (n = 65)	78.5	(51)	66.7	(34)	27.5	(14)	3.9	(2)	2.0	(1)	0.0	(0)	100.0	(51)
Letting Management (n = 44)	93.2	(41)	58.5	(24)	26.8	(11)	12.2	(5)	2.4	(1)	0.0	(0)	100.0	(41)
Procurement (n = 270)	92.2	(249)	70.7	(176)	21.3	(53)	6.4	(16)	0.8	(2)	0.8	(2)	100.0	(249)
Public Transportation (n = 129)	98.4	(127)	63.8	(81)	28.3	(36)	7.1	(9)	0.8	(1)	0.0	(0)	100.0	(127)
Railroad (n = 60)	96.7	(58)	50.0	(29)	41.4	(24)	8.6	(5)	0.0	(0)	0.0	(0)	100.0	(58)
Right of Way (n = 232)	86.2	(200)	61.0	(122)	28.5	(57)	8.5	(17)	2.0	(4)	0.0	(0)	100.0	(200)
State Legislative Affairs (n = 115)	88.7	(102)	66.7	(68)	25.5	(26)	3.9	(4)	3.9	(4)	0.0	(0)	100.0	(102)
Traffic Safety Grant (n = 111)	94.6	(105)	66.7	(70)	25.7	(27)	7.6	(8)	0.0	(0)	0.0	(0)	100.0	(105)
Transportation Planning / Local Government (n = 235)	91.1	(214)	56.1	(120)	34.6	(74)	7.5	(16)	1.9	(4)	0.0	(0)	100.0	(214)
Travel Information (n = 232)	72.8	(169)	61.5	(104)	26.6	(45)	11.2	(19)	0.6	(1)	0.0	(0)	100.0	(169)
Travel Information Centers (n = 466)	88.8	(414)	84.3	(349)	9.2	(38)	3.6	(15)	1.2	(5)	1.7	(7)	100.0	(414)

**Weighted estimate*

Table B-2. TxDOT's Handling of Complaints - Composite

Customer Group	Gave Opinion Percent	Responses: Strongly Agree Percent	Agree Percent	Neutral Percent	Disagree Percent	Strongly Disagree Percent	Total Percent
All Customer Groups Combined* (n = 3,294)	**31.6**	**54.4**	**25.8**	**14.8**	**2.7**	**2.3**	**100.0**
Aviation (n = 210)	53.5	51.6	31.9	13.9	1.8	0.9	100.0
Bridge (n = 164)	37.6	36.7	24.7	22.7	10.7	5.2	100.0
Crash Records (n = 266)	62.7	35.9	36.7	20.1	3.7	3.6	100.0
DBE / HUB / SBE (n = 209)	43.5	40.4	24.8	22.9	5.9	5.9	100.0
Design / Engineering Procurement (n = 93)	40.6	16.4	26.5	34.9	16.4	5.8	100.0
Environmental Affairs (n = 193)	48.4	30.4	35.1	23.6	8.1	2.8	100.0
Federal / International Affairs (n = 111)	70.8	28.0	42.0	25.2	4.3	0.5	100.0
Finance (n = 89)	51.9	28.1	23.8	27.7	14.3	6.1	100.0
Legal (n = 65)	40.3	51.9	35.9	7.6	3.1	1.5	100.0
Letting Management (n = 44)	53.6	29.7	25.4	27.1	10.2	7.6	100.0
Procurement (n = 270)	49.5	54.3	24.7	16.8	3.0	1.2	100.0
Public Transportation (n = 129)	55.7	43.5	34.0	18.1	0.8	3.6	100.0
Railroad (n = 60)	70.7	27.4	49.5	18.4	3.8	0.9	100.0
Right of Way (n = 232)	47.7	30.9	31.6	23.5	5.8	8.1	100.0
State Legislative Affairs (n = 115)	80.9	42.8	30.1	21.5	4.5	1.1	100.0
Traffic Safety Grant (n = 111)	46.5	38.8	34.5	18.6	6.6	1.6	100.0
Transportation Planning / Local Government (n = 235)	67.9	33.0	38.0	18.2	6.1	4.8	100.0
Travel Information (n = 232)	31.9	32.4	38.6	24.6	2.2	2.2	100.0
Travel Information Centers (n = 466)	17.6	79.8	13.4	4.4	1.2	1.2	100.0

**Weighted estimate*

Table B-2a. TxDOT Provides an Easy Method for Customers to File Complaints About Its Service

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Responses: Agree Percent (Count)		Responses: Neutral Percent (Count)		Responses: Disagree Percent (Count)		Responses: Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**33.2**	**(NA)**	**53.0**	**(NA)**	**27.4**	**(NA)**	**15.3**	**(NA)**	**2.0**	**(NA)**	**2.3**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	53.8	(113)	49.6	(56)	34.5	(39)	13.3	(15)	1.8	(2)	0.9	(1)	100.0	(113)
Bridge (n = 164)	37.8	(62)	35.5	(22)	27.4	(17)	21.0	(13)	8.1	(5)	8.1	(5)	100.0	(62)
Crash Records (n = 266)	64.3	(171)	34.5	(59)	39.2	(67)	20.5	(35)	2.9	(5)	2.9	(5)	100.0	(171)
DBE / HUB / SBE (n = 209)	44.0	(92)	39.1	(36)	27.2	(25)	23.9	(22)	3.3	(3)	6.5	(6)	100.0	(92)
Design / Engineering Procurement (n = 93)	45.2	(42)	14.3	(6)	26.2	(11)	31.0	(13)	16.7	(7)	11.9	(5)	100.0	(42)
Environmental Affairs (n = 193)	49.7	(96)	29.2	(28)	34.4	(33)	26.0	(25)	7.3	(7)	3.1	(3)	100.0	(96)
Federal / International Affairs (n = 111)	70.3	(78)	30.8	(24)	38.5	(30)	29.5	(23)	1.3	(1)	0.0	(0)	100.0	(78)
Finance (n = 89)	50.6	(45)	28.9	(13)	20.0	(9)	33.3	(15)	11.1	(5)	6.7	(3)	100.0	(45)
Legal (n = 65)	43.1	(28)	46.4	(13)	35.7	(10)	10.7	(3)	3.6	(1)	3.6	(1)	100.0	(28)
Letting Management (n = 44)	52.3	(23)	26.1	(6)	39.1	(9)	21.7	(5)	4.3	(1)	8.7	(2)	100.0	(23)
Procurement (n = 270)	48.9	(132)	51.5	(68)	25.8	(34)	18.2	(24)	3.0	(4)	1.5	(2)	100.0	(132)
Public Transportation (n = 129)	58.1	(75)	44.0	(33)	33.3	(25)	17.3	(13)	1.3	(1)	4.0	(3)	100.0	(75)
Railroad (n = 60)	68.3	(41)	26.8	(11)	53.7	(22)	14.6	(6)	4.9	(2)	0.0	(0)	100.0	(41)
Right of Way (n = 232)	49.1	(114)	31.6	(36)	36.8	(42)	20.2	(23)	7.0	(8)	4.4	(5)	100.0	(114)
State Legislative Affairs (n = 115)	70.4	(81)	44.4	(36)	27.2	(22)	22.2	(18)	4.9	(4)	1.2	(1)	100.0	(81)
Traffic Safety Grant (n = 111)	45.0	(50)	38.0	(19)	32.0	(16)	20.0	(10)	8.0	(4)	2.0	(1)	100.0	(50)
Transportation Planning / Local Government (n = 235)	67.7	(159)	28.9	(46)	43.4	(69)	19.5	(31)	3.8	(6)	4.4	(7)	100.0	(159)
Travel Information (n = 232)	34.1	(79)	31.6	(25)	40.5	(32)	24.1	(19)	1.3	(1)	2.5	(2)	100.0	(79)
Travel Information Centers (n = 466)	19.7	(92)	78.3	(72)	14.1	(13)	5.4	(5)	1.1	(1)	1.1	(1)	100.0	(92)

**Weighted estimate*

Table B-2b. TxDOT Responds to Complaints About Its Service in a Timely Manner

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Responses: Agree Percent (Count)		Responses: Neutral Percent (Count)		Responses: Disagree Percent (Count)		Responses: Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**32.0**	**(NA)**	**55.8**	**(NA)**	**25.8**	**(NA)**	**14.4**	**(NA)**	**2.1**	**(NA)**	**1.8**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	53.8	(113)	53.1	(60)	29.2	(33)	14.2	(16)	3.5	(4)	0.0	(0)	100.0	(113)
Bridge (n = 164)	37.8	(62)	38.7	(24)	22.6	(14)	22.6	(14)	11.3	(7)	4.8	(3)	100.0	(62)
Crash Records (n = 266)	63.5	(169)	36.7	(62)	35.5	(60)	20.1	(34)	4.7	(8)	3.0	(5)	100.0	(169)
DBE / HUB / SBE (n = 209)	43.5	(91)	42.9	(39)	22.0	(20)	24.2	(22)	7.7	(7)	3.3	(3)	100.0	(91)
Design / Engineering Procurement (n = 93)	40.9	(38)	15.8	(6)	28.9	(11)	39.5	(15)	13.2	(5)	2.6	(1)	100.0	(38)
Environmental Affairs (n = 193)	50.8	(98)	30.6	(30)	36.7	(36)	24.5	(24)	6.1	(6)	2.0	(2)	100.0	(98)
Federal / International Affairs (n = 111)	71.2	(79)	27.8	(22)	44.3	(35)	21.5	(17)	6.3	(5)	0.0	(0)	100.0	(79)
Finance (n = 89)	52.8	(47)	29.8	(14)	29.8	(14)	21.3	(10)	14.9	(7)	4.3	(2)	100.0	(47)
Legal (n = 65)	43.1	(28)	50.0	(14)	39.3	(11)	3.6	(1)	3.6	(1)	3.6	(1)	100.0	(28)
Letting Management (n = 44)	54.5	(24)	29.2	(7)	29.2	(7)	20.8	(5)	12.5	(3)	8.3	(2)	100.0	(24)
Procurement (n = 270)	50.4	(136)	53.7	(73)	25.0	(34)	17.6	(24)	2.2	(3)	1.5	(2)	100.0	(136)
Public Transportation (n = 129)	55.0	(71)	43.7	(31)	36.6	(26)	16.9	(12)	0.0	(0)	2.8	(2)	100.0	(71)
Railroad (n = 60)	71.7	(43)	27.9	(12)	51.2	(22)	16.3	(7)	4.7	(2)	0.0	(0)	100.0	(43)
Right of Way (n = 232)	47.4	(110)	31.8	(35)	33.6	(37)	18.2	(20)	8.2	(9)	8.2	(9)	100.0	(110)
State Legislative Affairs (n = 115)	83.5	(96)	42.7	(41)	30.2	(29)	22.9	(22)	3.1	(3)	1.0	(1)	100.0	(96)
Traffic Safety Grant (n = 111)	47.7	(53)	41.5	(22)	26.4	(14)	26.4	(14)	5.7	(3)	0.0	(0)	100.0	(53)
Transportation Planning / Local Government (n = 235)	69.8	(164)	32.3	(53)	37.8	(62)	18.9	(31)	6.7	(11)	4.3	(7)	100.0	(164)
Travel Information (n = 232)	31.9	(74)	35.1	(26)	40.5	(30)	23.0	(17)	0.0	(0)	1.4	(1)	100.0	(74)
Travel Information Centers (n = 466)	18.0	(84)	81.0	(68)	11.9	(10)	4.8	(4)	1.2	(1)	1.2	(1)	100.0	(84)

**Weighted estimate*

Table B-2c. TxDOT Handles Complaints Effectively

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**31.9**	**(NA)**	**53.5**	**(NA)**	**28.6**	**(NA)**	**13.2**	**(NA)**	**2.3**	**(NA)**	**2.4**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	53.3	(112)	55.4	(62)	29.5	(33)	13.4	(15)	0.9	(1)	0.9	(1)	100.0	(112)
Bridge (n = 164)	38.4	(63)	36.5	(23)	25.4	(16)	20.6	(13)	12.7	(8)	4.8	(3)	100.0	(63)
Crash Records (n = 266)	64.3	(171)	40.4	(69)	33.9	(58)	19.9	(34)	2.9	(5)	2.9	(5)	100.0	(171)
DBE / HUB / SBE (n = 209)	44.0	(92)	41.3	(38)	23.9	(22)	23.9	(22)	6.5	(6)	4.3	(4)	100.0	(92)
Design / Engineering Procurement (n = 93)	40.9	(38)	18.4	(7)	26.3	(10)	34.2	(13)	15.8	(6)	5.3	(2)	100.0	(38)
Environmental Affairs (n = 193)	49.2	(95)	30.5	(29)	35.8	(34)	22.1	(21)	9.5	(9)	2.1	(2)	100.0	(95)
Federal / International Affairs (n = 111)	70.3	(78)	28.2	(22)	44.9	(35)	25.6	(20)	1.3	(1)	0.0	(0)	100.0	(78)
Finance (n = 89)	52.8	(47)	27.7	(13)	25.5	(12)	27.7	(13)	14.9	(7)	4.3	(2)	100.0	(47)
Legal (n = 65)	41.5	(27)	55.6	(15)	33.3	(9)	7.4	(2)	3.7	(1)	0.0	(0)	100.0	(27)
Letting Management (n = 44)	56.8	(25)	32.0	(8)	24.0	(6)	28.0	(7)	4.0	(1)	12.0	(3)	100.0	(25)
Procurement (n = 270)	50.7	(137)	56.2	(77)	24.8	(34)	14.6	(20)	3.6	(5)	0.7	(1)	100.0	(137)
Public Transportation (n = 129)	56.6	(73)	42.5	(31)	32.9	(24)	20.5	(15)	0.0	(0)	4.1	(3)	100.0	(73)
Railroad (n = 60)	73.3	(44)	25.0	(11)	54.5	(24)	15.9	(7)	2.3	(1)	2.3	(1)	100.0	(44)
Right of Way (n = 232)	47.8	(111)	31.5	(35)	31.5	(35)	22.5	(25)	4.5	(5)	9.9	(11)	100.0	(111)
State Legislative Affairs (n = 115)	86.1	(99)	39.4	(39)	31.3	(31)	23.2	(23)	5.1	(5)	1.0	(1)	100.0	(99)
Traffic Safety Grant (n = 111)	47.7	(53)	34.0	(18)	43.4	(23)	13.2	(7)	7.5	(4)	1.9	(1)	100.0	(53)
Transportation Planning / Local Government (n = 235)	69.4	(163)	37.4	(61)	38.0	(62)	15.3	(25)	4.3	(7)	4.9	(8)	100.0	(163)
Travel Information (n = 232)	31.9	(74)	27.0	(20)	45.9	(34)	23.0	(17)	1.4	(1)	2.7	(2)	100.0	(74)
Travel Information Centers (n = 466)	17.6	(82)	80.5	(66)	14.6	(12)	2.4	(2)	1.2	(1)	1.2	(1)	100.0	(82)

**Weighted estimate*

Table B-2d. TxDOT Provides Updates on the Progress of Complaints

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Responses: Agree Percent (Count)		Responses: Neutral Percent (Count)		Responses: Disagree Percent (Count)		Responses: Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**30.4**	**(NA)**	**54.3**	**(NA)**	**23.6**	**(NA)**	**15.9**	**(NA)**	**4.0**	**(NA)**	**2.2**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	53.3	(112)	50.0	(56)	33.0	(37)	14.3	(16)	0.9	(1)	1.8	(2)	100.0	(112)
Bridge (n = 164)	36.6	(60)	38.3	(23)	20.0	(12)	25.0	(15)	11.7	(7)	5.0	(3)	100.0	(60)
Crash Records (n = 266)	61.3	(163)	33.1	(54)	38.0	(62)	20.9	(34)	3.7	(6)	4.3	(7)	100.0	(163)
DBE / HUB / SBE (n = 209)	42.6	(89)	38.2	(34)	25.8	(23)	23.6	(21)	6.7	(6)	5.6	(5)	100.0	(89)
Design / Engineering Procurement (n = 93)	36.6	(34)	17.6	(6)	20.6	(7)	32.4	(11)	26.5	(9)	2.9	(1)	100.0	(34)
Environmental Affairs (n = 193)	46.6	(90)	30.0	(27)	32.2	(29)	24.4	(22)	10.0	(9)	3.3	(3)	100.0	(90)
Federal / International Affairs (n = 111)	71.2	(79)	22.8	(18)	44.3	(35)	25.3	(20)	6.3	(5)	1.3	(1)	100.0	(79)
Finance (n = 89)	51.7	(46)	26.1	(12)	21.7	(10)	26.1	(12)	17.4	(8)	8.7	(4)	100.0	(46)
Legal (n = 65)	36.9	(24)	54.2	(13)	33.3	(8)	8.3	(2)	4.2	(1)	0.0	(0)	100.0	(24)
Letting Management (n = 44)	52.3	(23)	30.4	(7)	8.7	(2)	43.5	(10)	8.7	(2)	8.7	(2)	100.0	(23)
Procurement (n = 270)	48.5	(131)	55.0	(72)	23.7	(31)	16.8	(22)	3.1	(4)	1.5	(2)	100.0	(131)
Public Transportation (n = 129)	55.0	(71)	43.7	(31)	32.4	(23)	18.3	(13)	1.4	(1)	4.2	(3)	100.0	(71)
Railroad (n = 60)	70.0	(42)	28.6	(12)	40.5	(17)	26.2	(11)	4.8	(2)	0.0	(0)	100.0	(42)
Right of Way (n = 232)	47.4	(110)	30.9	(34)	26.4	(29)	28.2	(31)	4.5	(5)	10.0	(11)	100.0	(110)
State Legislative Affairs (n = 115)	82.6	(95)	40.0	(38)	30.5	(29)	23.2	(22)	5.3	(5)	1.1	(1)	100.0	(95)
Traffic Safety Grant (n = 111)	45.9	(51)	35.3	(18)	39.2	(20)	17.6	(9)	5.9	(3)	2.0	(1)	100.0	(51)
Transportation Planning / Local Government (n = 235)	66.4	(156)	32.7	(51)	34.0	(53)	20.5	(32)	7.7	(12)	5.1	(8)	100.0	(156)
Travel Information (n = 232)	30.6	(71)	33.8	(24)	33.8	(24)	25.4	(18)	5.6	(4)	1.4	(1)	100.0	(71)
Travel Information Centers (n = 466)	16.3	(76)	78.9	(60)	13.2	(10)	5.3	(4)	1.3	(1)	1.3	(1)	100.0	(76)

**Weighted estimate*

Table B-2e. TxDOT Provides Notification of the Outcomes of Complaints

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Responses: Agree Percent (Count)		Responses: Neutral Percent (Count)		Responses: Disagree Percent (Count)		Responses: Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**30.6**	**(NA)**	**55.5**	**(NA)**	**23.5**	**(NA)**	**15.4**	**(NA)**	**3.1**	**(NA)**	**2.6**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	53.3	(112)	50.0	(56)	33.0	(37)	14.3	(16)	1.8	(2)	0.9	(1)	100.0	(112)
Bridge (n = 164)	37.2	(61)	34.4	(21)	27.9	(17)	24.6	(15)	9.8	(6)	3.3	(2)	100.0	(61)
Crash Records (n = 266)	60.2	(160)	34.4	(55)	36.9	(59)	19.4	(31)	4.4	(7)	5.0	(8)	100.0	(160)
DBE / HUB / SBE (n = 209)	43.5	(91)	40.7	(37)	25.3	(23)	18.7	(17)	5.5	(5)	9.9	(9)	100.0	(91)
Design / Engineering Procurement (n = 93)	39.8	(37)	16.2	(6)	29.7	(11)	37.8	(14)	10.8	(4)	5.4	(2)	100.0	(37)
Environmental Affairs (n = 193)	45.6	(88)	31.8	(28)	36.4	(32)	20.5	(18)	8.0	(7)	3.4	(3)	100.0	(88)
Federal / International Affairs (n = 111)	71.2	(79)	30.4	(24)	38.0	(30)	24.1	(19)	6.3	(5)	1.3	(1)	100.0	(79)
Finance (n = 89)	51.7	(46)	28.3	(13)	21.7	(10)	30.4	(14)	13.0	(6)	6.5	(3)	100.0	(46)
Legal (n = 65)	36.9	(24)	54.2	(13)	37.5	(9)	8.3	(2)	0.0	(0)	0.0	(0)	100.0	(24)
Letting Management (n = 44)	52.3	(23)	30.4	(7)	26.1	(6)	21.7	(5)	21.7	(5)	0.0	(0)	100.0	(23)
Procurement (n = 270)	48.9	(132)	55.3	(73)	24.2	(32)	16.7	(22)	3.0	(4)	0.8	(1)	100.0	(132)
Public Transportation (n = 129)	53.5	(69)	43.5	(30)	34.8	(24)	17.4	(12)	1.4	(1)	2.9	(2)	100.0	(69)
Railroad (n = 60)	70.0	(42)	28.6	(12)	47.6	(20)	19.0	(8)	2.4	(1)	2.4	(1)	100.0	(42)
Right of Way (n = 232)	46.6	(108)	28.7	(31)	29.6	(32)	28.7	(31)	4.6	(5)	8.3	(9)	100.0	(108)
State Legislative Affairs (n = 115)	81.7	(94)	47.9	(45)	30.9	(29)	16.0	(15)	4.3	(4)	1.1	(1)	100.0	(94)
Traffic Safety Grant (n = 111)	45.9	(51)	45.1	(23)	31.4	(16)	15.7	(8)	5.9	(3)	2.0	(1)	100.0	(51)
Transportation Planning / Local Government (n = 235)	66.4	(156)	33.3	(52)	36.5	(57)	16.7	(26)	8.3	(13)	5.1	(8)	100.0	(156)
Travel Information (n = 232)	31.0	(72)	34.7	(25)	31.9	(23)	27.8	(20)	2.8	(2)	2.8	(2)	100.0	(72)
Travel Information Centers (n = 466)	16.5	(77)	80.5	(62)	13.0	(10)	3.9	(3)	1.3	(1)	1.3	(1)	100.0	(77)

**Weighted estimate*

Table B-3. Communicating With TxDOT Staff - Composite

Customer Group	Gave Opinion Percent	Responses: Strongly Agree Percent	Agree Percent	Neutral Percent	Disagree Percent	Strongly Disagree Percent	Total Percent
All Customer Groups Combined* (n = 3,294)	**77.7**	**70.2**	**22.4**	**5.9**	**0.9**	**0.6**	**100.0**
Aviation (n = 210)	97.6	68.5	27.6	3.3	0.6	0.0	100.0
Bridge (n = 164)	90.7	42.7	42.9	12.1	1.8	0.5	100.0
Crash Records (n = 266)	86.5	46.0	32.0	17.9	3.4	0.8	100.0
DBE / HUB / SBE (n = 209)	83.5	49.3	31.9	14.2	1.6	3.0	100.0
Design / Engineering Procurement (n = 93)	93.3	33.7	40.9	17.0	7.5	0.9	100.0
Environmental Affairs (n = 193)	84.3	45.9	36.1	14.7	1.8	1.4	100.0
Federal / International Affairs (n = 111)	96.8	43.5	44.0	11.2	1.4	0.0	100.0
Finance (n = 89)	89.3	44.3	32.1	17.6	4.4	1.6	100.0
Legal (n = 65)	88.1	59.4	26.2	13.1	0.4	0.9	100.0
Letting Management (n = 44)	97.7	51.7	22.1	18.6	5.8	1.7	100.0
Procurement (n = 270)	90.7	61.0	27.0	9.8	1.6	0.5	100.0
Public Transportation (n = 129)	95.9	48.3	37.8	9.3	3.6	1.0	100.0
Railroad (n = 60)	93.8	36.4	48.9	12.9	1.8	0.0	100.0
Right of Way (n = 232)	86.7	44.1	33.3	17.3	4.0	1.4	100.0
State Legislative Affairs (n = 115)	96.7	49.9	38.4	9.7	2.0	0.0	100.0
Traffic Safety Grant (n = 111)	96.4	51.6	38.8	8.4	0.7	0.5	100.0
Transportation Planning / Local Government (n = 235)	92.1	45.6	40.0	11.2	2.5	0.7	100.0
Travel Information (n = 232)	67.5	58.0	33.9	7.0	0.5	0.6	100.0
Travel Information Centers (n = 466)	77.9	91.5	7.2	0.8	0.1	0.3	100.0

**Weighted estimate*

Table B-3a. In Communicating With TxDOT, Staff Provide Sufficient Information

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**85.1**	**(NA)**	**69.4**	**(NA)**	**23.7**	**(NA)**	**5.4**	**(NA)**	**0.9**	**(NA)**	**0.6**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	98.1	(206)	67.5	(139)	29.1	(60)	2.9	(6)	0.5	(1)	0.0	(0)	100.0	(206)
Bridge (n = 164)	92.1	(151)	43.0	(65)	41.1	(62)	13.9	(21)	1.3	(2)	0.7	(1)	100.0	(151)
Crash Records (n = 266)	88.0	(234)	45.3	(106)	33.3	(78)	17.9	(42)	2.6	(6)	0.9	(2)	100.0	(234)
DBE / HUB / SBE (n = 209)	84.2	(176)	51.1	(90)	32.4	(57)	11.9	(21)	1.1	(2)	3.4	(6)	100.0	(176)
Design / Engineering Procurement (n = 93)	95.7	(89)	36.0	(32)	38.2	(34)	18.0	(16)	6.7	(6)	1.1	(1)	100.0	(89)
Environmental Affairs (n = 193)	86.0	(166)	44.6	(74)	37.3	(62)	14.5	(24)	1.8	(3)	1.8	(3)	100.0	(166)
Federal / International Affairs (n = 111)	97.3	(108)	42.6	(46)	46.3	(50)	10.2	(11)	0.9	(1)	0.0	(0)	100.0	(108)
Finance (n = 89)	91.0	(81)	44.4	(36)	33.3	(27)	16.0	(13)	4.9	(4)	1.2	(1)	100.0	(81)
Legal (n = 65)	90.8	(59)	59.3	(35)	23.7	(14)	16.9	(10)	0.0	(0)	0.0	(0)	100.0	(59)
Letting Management (n = 44)	97.7	(43)	53.5	(23)	25.6	(11)	11.6	(5)	7.0	(3)	2.3	(1)	100.0	(43)
Procurement (n = 270)	92.6	(250)	59.6	(149)	28.8	(72)	9.6	(24)	1.6	(4)	0.4	(1)	100.0	(250)
Public Transportation (n = 129)	96.9	(125)	45.6	(57)	40.8	(51)	8.8	(11)	4.0	(5)	0.8	(1)	100.0	(125)
Railroad (n = 60)	95.0	(57)	35.1	(20)	50.9	(29)	12.3	(7)	1.8	(1)	0.0	(0)	100.0	(57)
Right of Way (n = 232)	89.2	(207)	44.4	(92)	34.8	(72)	15.5	(32)	4.3	(9)	1.0	(2)	100.0	(207)
State Legislative Affairs (n = 115)	97.4	(112)	45.5	(51)	39.3	(44)	11.6	(13)	3.6	(4)	0.0	(0)	100.0	(112)
Traffic Safety Grant (n = 111)	97.3	(108)	51.9	(56)	38.9	(42)	7.4	(8)	1.9	(2)	0.0	(0)	100.0	(108)
Transportation Planning / Local Government (n = 235)	94.0	(221)	44.3	(98)	41.2	(91)	11.3	(25)	2.7	(6)	0.5	(1)	100.0	(221)
Travel Information (n = 232)	72.4	(168)	57.1	(96)	35.1	(59)	6.5	(11)	0.6	(1)	0.6	(1)	100.0	(168)
Travel Information Centers (n = 466)	90.6	(422)	90.5	(382)	8.5	(36)	0.5	(2)	0.2	(1)	0.2	(1)	100.0	(422)

**Weighted estimate*

Table B-3b. In Communicating With TxDOT, Staff Provide Understandable Information

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Responses: Agree Percent (Count)		Responses: Neutral Percent (Count)		Responses: Disagree Percent (Count)		Responses: Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**84.8**	**(NA)**	**70.6**	**(NA)**	**22.1**	**(NA)**	**5.7**	**(NA)**	**1.0**	**(NA)**	**0.6**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	98.1	(206)	67.5	(139)	28.2	(58)	4.4	(9)	0.0	(0)	0.0	(0)	100.0	(206)
Bridge (n = 164)	92.1	(151)	41.7	(63)	44.4	(67)	11.9	(18)	1.3	(2)	0.7	(1)	100.0	(151)
Crash Records (n = 266)	87.6	(233)	43.3	(101)	33.9	(79)	17.2	(40)	5.2	(12)	0.4	(1)	100.0	(233)
DBE / HUB / SBE (n = 209)	84.7	(177)	47.5	(84)	32.8	(58)	15.8	(28)	1.1	(2)	2.8	(5)	100.0	(177)
Design / Engineering Procurement (n = 93)	94.6	(88)	30.7	(27)	48.9	(43)	11.4	(10)	8.0	(7)	1.1	(1)	100.0	(88)
Environmental Affairs (n = 193)	86.0	(166)	47.6	(79)	36.1	(60)	13.3	(22)	1.8	(3)	1.2	(2)	100.0	(166)
Federal / International Affairs (n = 111)	97.3	(108)	41.7	(45)	46.3	(50)	11.1	(12)	0.9	(1)	0.0	(0)	100.0	(108)
Finance (n = 89)	91.0	(81)	45.7	(37)	32.1	(26)	16.0	(13)	3.7	(3)	2.5	(2)	100.0	(81)
Legal (n = 65)	89.2	(58)	58.6	(34)	29.3	(17)	12.1	(7)	0.0	(0)	0.0	(0)	100.0	(58)
Letting Management (n = 44)	97.7	(43)	53.5	(23)	25.6	(11)	14.0	(6)	7.0	(3)	0.0	(0)	100.0	(43)
Procurement (n = 270)	91.9	(248)	60.5	(150)	27.0	(67)	10.5	(26)	1.2	(3)	0.8	(2)	100.0	(248)
Public Transportation (n = 129)	96.1	(124)	46.8	(58)	37.9	(47)	8.9	(11)	4.8	(6)	1.6	(2)	100.0	(124)
Railroad (n = 60)	93.3	(56)	35.7	(20)	51.8	(29)	10.7	(6)	1.8	(1)	0.0	(0)	100.0	(56)
Right of Way (n = 232)	88.8	(206)	45.1	(93)	33.0	(68)	16.5	(34)	4.4	(9)	1.0	(2)	100.0	(206)
State Legislative Affairs (n = 115)	97.4	(112)	47.3	(53)	40.2	(45)	10.7	(12)	1.8	(2)	0.0	(0)	100.0	(112)
Traffic Safety Grant (n = 111)	97.3	(108)	51.9	(56)	38.0	(41)	8.3	(9)	0.9	(1)	0.9	(1)	100.0	(108)
Transportation Planning / Local Government (n = 235)	93.2	(219)	46.6	(102)	39.3	(86)	11.9	(26)	1.8	(4)	0.5	(1)	100.0	(219)
Travel Information (n = 232)	72.8	(169)	59.2	(100)	32.5	(55)	6.5	(11)	1.2	(2)	0.6	(1)	100.0	(169)
Travel Information Centers (n = 466)	89.7	(418)	91.9	(384)	7.2	(30)	0.7	(3)	0.0	(0)	0.2	(1)	100.0	(418)

**Weighted estimate*

Table B-3c. In Communicating With TxDOT, Staff Provide Helpful Information

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**84.3**	**(NA)**	**71.5**	**(NA)**	**21.7**	**(NA)**	**5.4**	**(NA)**	**0.5**	**(NA)**	**0.8**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	98.1	(206)	69.4	(143)	27.2	(56)	2.9	(6)	0.5	(1)	0.0	(0)	100.0	(206)
Bridge (n = 164)	92.1	(151)	43.0	(65)	41.7	(63)	13.2	(20)	1.3	(2)	0.7	(1)	100.0	(151)
Crash Records (n = 266)	87.6	(233)	46.8	(109)	31.3	(73)	17.6	(41)	3.0	(7)	1.3	(3)	100.0	(233)
DBE / HUB / SBE (n = 209)	84.7	(177)	49.2	(87)	31.1	(55)	15.3	(27)	1.1	(2)	3.4	(6)	100.0	(177)
Design / Engineering Procurement (n = 93)	93.5	(87)	32.2	(28)	40.2	(35)	17.2	(15)	10.3	(9)	0.0	(0)	100.0	(87)
Environmental Affairs (n = 193)	85.0	(164)	45.1	(74)	37.8	(62)	13.4	(22)	2.4	(4)	1.2	(2)	100.0	(164)
Federal / International Affairs (n = 111)	98.2	(109)	42.2	(46)	45.0	(49)	11.9	(13)	0.9	(1)	0.0	(0)	100.0	(109)
Finance (n = 89)	91.0	(81)	42.0	(34)	35.8	(29)	16.0	(13)	4.9	(4)	1.2	(1)	100.0	(81)
Legal (n = 65)	89.2	(58)	60.3	(35)	25.9	(15)	13.8	(8)	0.0	(0)	0.0	(0)	100.0	(58)
Letting Management (n = 44)	97.7	(43)	48.8	(21)	16.3	(7)	30.2	(13)	2.3	(1)	2.3	(1)	100.0	(43)
Procurement (n = 270)	91.5	(247)	59.5	(147)	30.0	(74)	8.5	(21)	1.2	(3)	0.8	(2)	100.0	(247)
Public Transportation (n = 129)	96.1	(124)	49.2	(61)	34.7	(43)	12.1	(15)	3.2	(4)	0.8	(1)	100.0	(124)
Railroad (n = 60)	93.3	(56)	33.9	(19)	51.8	(29)	10.7	(6)	3.6	(2)	0.0	(0)	100.0	(56)
Right of Way (n = 232)	87.1	(202)	44.6	(90)	33.7	(68)	15.8	(32)	4.5	(9)	1.5	(3)	100.0	(202)
State Legislative Affairs (n = 115)	97.4	(112)	45.5	(51)	43.8	(49)	8.9	(10)	1.8	(2)	0.0	(0)	100.0	(112)
Traffic Safety Grant (n = 111)	96.4	(107)	50.5	(54)	42.1	(45)	6.5	(7)	0.0	(0)	0.9	(1)	100.0	(107)
Transportation Planning / Local Government (n = 235)	92.8	(218)	44.5	(97)	40.4	(88)	12.4	(27)	1.8	(4)	0.9	(2)	100.0	(218)
Travel Information (n = 232)	72.4	(168)	60.7	(102)	32.7	(55)	5.4	(9)	0.0	(0)	1.2	(2)	100.0	(168)
Travel Information Centers (n = 466)	89.1	(415)	93.0	(386)	6.0	(25)	0.7	(3)	0.0	(0)	0.2	(1)	100.0	(415)

**Weighted estimate*

Table B-3d. In Communicating With TxDOT, Staff Route Calls, E-mails, or Letters to the Proper Person

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**56.8**	**(NA)**	**68.6**	**(NA)**	**22.0**	**(NA)**	**7.7**	**(NA)**	**1.0**	**(NA)**	**0.7**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	96.2	(202)	69.8	(141)	25.7	(52)	3.0	(6)	1.5	(3)	0.0	(0)	100.0	(202)
Bridge (n = 164)	86.6	(142)	43.0	(61)	44.4	(63)	9.2	(13)	3.5	(5)	0.0	(0)	100.0	(142)
Crash Records (n = 266)	82.7	(220)	48.6	(107)	29.1	(64)	19.1	(42)	2.7	(6)	0.5	(1)	100.0	(220)
DBE / HUB / SBE (n = 209)	80.4	(168)	49.4	(83)	31.5	(53)	13.7	(23)	3.0	(5)	2.4	(4)	100.0	(168)
Design / Engineering Procurement (n = 93)	89.2	(83)	36.1	(30)	36.1	(30)	21.7	(18)	4.8	(4)	1.2	(1)	100.0	(83)
Environmental Affairs (n = 193)	80.3	(155)	46.5	(72)	32.9	(51)	18.1	(28)	1.3	(2)	1.3	(2)	100.0	(155)
Federal / International Affairs (n = 111)	94.6	(105)	47.6	(50)	38.1	(40)	11.4	(12)	2.9	(3)	0.0	(0)	100.0	(105)
Finance (n = 89)	84.3	(75)	45.3	(34)	26.7	(20)	22.7	(17)	4.0	(3)	1.3	(1)	100.0	(75)
Legal (n = 65)	83.1	(54)	59.3	(32)	25.9	(14)	9.3	(5)	1.9	(1)	3.7	(2)	100.0	(54)
Letting Management (n = 44)	97.7	(43)	51.2	(22)	20.9	(9)	18.6	(8)	7.0	(3)	2.3	(1)	100.0	(43)
Procurement (n = 270)	87.0	(235)	64.7	(152)	22.1	(52)	10.6	(25)	2.6	(6)	0.0	(0)	100.0	(235)
Public Transportation (n = 129)	94.6	(122)	51.6	(63)	37.7	(46)	7.4	(9)	2.5	(3)	0.8	(1)	100.0	(122)
Railroad (n = 60)	93.3	(56)	41.1	(23)	41.1	(23)	17.9	(10)	0.0	(0)	0.0	(0)	100.0	(56)
Right of Way (n = 232)	81.9	(190)	42.1	(80)	31.6	(60)	21.6	(41)	2.6	(5)	2.1	(4)	100.0	(190)
State Legislative Affairs (n = 115)	94.8	(109)	61.5	(67)	30.3	(33)	7.3	(8)	0.9	(1)	0.0	(0)	100.0	(109)
Traffic Safety Grant (n = 111)	94.6	(105)	52.4	(55)	36.2	(38)	11.4	(12)	0.0	(0)	0.0	(0)	100.0	(105)
Transportation Planning / Local Government (n = 235)	88.5	(208)	47.1	(98)	38.9	(81)	9.1	(19)	3.8	(8)	1.0	(2)	100.0	(208)
Travel Information (n = 232)	52.2	(121)	53.7	(65)	35.5	(43)	10.7	(13)	0.0	(0)	0.0	(0)	100.0	(121)
Travel Information Centers (n = 466)	42.3	(197)	89.8	(177)	6.6	(13)	2.0	(4)	0.5	(1)	1.0	(2)	100.0	(197)

**Weighted estimate*

Table B-4. TxDOT's Primary Internet Site - Composite

Customer Group	Gave Opinion Percent	Responses: Strongly Agree Percent	Agree Percent	Neutral Percent	Disagree Percent	Strongly Disagree Percent	Total Percent
All Customer Groups Combined* (n = 3,294)	**50.7**	**57.7**	**25.1**	**13.0**	**3.0**	**1.1**	**100.0**
Aviation (n = 210)	80.4	33.8	47.0	17.5	1.5	0.3	100.0
Bridge (n = 164)	95.1	24.2	34.1	29.0	9.5	3.2	100.0
Crash Records (n = 266)	69.6	33.2	40.9	22.7	2.3	0.9	100.0
DBE / HUB / SBE (n = 209)	82.9	38.0	35.1	18.8	5.2	3.0	100.0
Design / Engineering Procurement (n = 93)	98.1	22.7	37.3	25.2	11.2	3.6	100.0
Environmental Affairs (n = 193)	54.9	26.2	46.9	21.5	4.2	1.2	100.0
Federal / International Affairs (n = 111)	82.0	24.5	47.5	23.6	2.7	1.6	100.0
Finance (n = 89)	70.5	20.3	41.4	25.9	10.8	1.6	100.0
Legal (n = 65)	62.3	42.6	37.7	16.0	3.7	0.0	100.0
Letting Management (n = 44)	81.8	36.1	26.4	25.7	8.3	3.5	100.0
Procurement (n = 270)	58.3	41.3	32.5	18.7	5.6	1.9	100.0
Public Transportation (n = 129)	82.8	27.6	41.2	22.0	5.9	3.3	100.0
Railroad (n = 60)	71.3	22.2	45.6	25.1	6.4	0.6	100.0
Right of Way (n = 232)	50.8	27.8	39.9	23.1	4.7	4.5	100.0
State Legislative Affairs (n = 115)	73.3	33.2	32.6	29.1	5.0	0.0	100.0
Traffic Safety Grant (n = 111)	89.6	21.9	43.7	27.4	4.8	2.3	100.0
Transportation Planning / Local Government (n = 235)	71.7	29.4	42.3	20.2	6.8	1.3	100.0
Travel Information (n = 232)	65.2	46.4	37.0	14.2	1.5	0.8	100.0
Travel Information Centers (n = 466)	28.0	81.0	8.6	7.1	2.5	0.8	100.0

**Weighted estimate*

Table B-4a. TxDOT's Internet Site Is Easy to Navigate

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**50.9**	**(NA)**	**57.9**	**(NA)**	**24.7**	**(NA)**	**13.1**	**(NA)**	**3.0**	**(NA)**	**1.2**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	80.5	(169)	32.0	(54)	50.3	(85)	15.4	(26)	2.4	(4)	0.0	(0)	100.0	(169)
Bridge (n = 164)	96.3	(158)	22.8	(36)	29.7	(47)	30.4	(48)	10.8	(17)	6.3	(10)	100.0	(158)
Crash Records (n = 266)	70.3	(187)	31.6	(59)	40.1	(75)	25.1	(47)	2.7	(5)	0.5	(1)	100.0	(187)
DBE / HUB / SBE (n = 209)	83.3	(174)	36.8	(64)	37.4	(65)	16.1	(28)	7.5	(13)	2.3	(4)	100.0	(174)
Design / Engineering Procurement (n = 93)	98.9	(92)	19.6	(18)	34.8	(32)	26.1	(24)	14.1	(13)	5.4	(5)	100.0	(92)
Environmental Affairs (n = 193)	55.4	(107)	22.4	(24)	48.6	(52)	23.4	(25)	3.7	(4)	1.9	(2)	100.0	(107)
Federal / International Affairs (n = 111)	82.0	(91)	23.1	(21)	52.7	(48)	19.8	(18)	3.3	(3)	1.1	(1)	100.0	(91)
Finance (n = 89)	70.8	(63)	19.0	(12)	42.9	(27)	22.2	(14)	14.3	(9)	1.6	(1)	100.0	(63)
Legal (n = 65)	63.1	(41)	43.9	(18)	39.0	(16)	14.6	(6)	2.4	(1)	0.0	(0)	100.0	(41)
Letting Management (n = 44)	81.8	(36)	38.9	(14)	22.2	(8)	22.2	(8)	11.1	(4)	5.6	(2)	100.0	(36)
Procurement (n = 270)	59.6	(161)	40.4	(65)	32.9	(53)	19.9	(32)	3.1	(5)	3.7	(6)	100.0	(161)
Public Transportation (n = 129)	83.7	(108)	27.8	(30)	38.9	(42)	21.3	(23)	7.4	(8)	4.6	(5)	100.0	(108)
Railroad (n = 60)	71.7	(43)	20.9	(9)	48.8	(21)	23.3	(10)	7.0	(3)	0.0	(0)	100.0	(43)
Right of Way (n = 232)	51.3	(119)	26.9	(32)	38.7	(46)	23.5	(28)	6.7	(8)	4.2	(5)	100.0	(119)
State Legislative Affairs (n = 115)	73.9	(85)	35.3	(30)	29.4	(25)	29.4	(25)	5.9	(5)	0.0	(0)	100.0	(85)
Traffic Safety Grant (n = 111)	90.1	(100)	20.0	(20)	44.0	(44)	29.0	(29)	4.0	(4)	3.0	(3)	100.0	(100)
Transportation Planning / Local Government (n = 235)	71.9	(169)	27.8	(47)	42.6	(72)	18.3	(31)	9.5	(16)	1.8	(3)	100.0	(169)
Travel Information (n = 232)	65.1	(151)	47.0	(71)	35.8	(54)	14.6	(22)	2.0	(3)	0.7	(1)	100.0	(151)
Travel Information Centers (n = 466)	28.1	(131)	81.7	(107)	8.4	(11)	7.6	(10)	1.5	(2)	0.8	(1)	100.0	(131)

**Weighted estimate*

Table B-4b. TxDOT's Internet Site Is Well Organized

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**50.8**	**(NA)**	**57.7**	**(NA)**	**25.4**	**(NA)**	**12.6**	**(NA)**	**3.2**	**(NA)**	**1.1**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	80.5	(169)	32.5	(55)	47.9	(81)	17.8	(30)	1.2	(2)	0.6	(1)	100.0	(169)
Bridge (n = 164)	95.1	(156)	22.4	(35)	34.0	(53)	29.5	(46)	10.9	(17)	3.2	(5)	100.0	(156)
Crash Records (n = 266)	69.9	(186)	31.7	(59)	40.3	(75)	25.3	(47)	2.2	(4)	0.5	(1)	100.0	(186)
DBE / HUB / SBE (n = 209)	83.3	(174)	37.9	(66)	35.1	(61)	19.5	(34)	4.0	(7)	3.4	(6)	100.0	(174)
Design / Engineering Procurement (n = 93)	97.8	(91)	23.1	(21)	30.8	(28)	27.5	(25)	16.5	(15)	2.2	(2)	100.0	(91)
Environmental Affairs (n = 193)	54.9	(106)	26.4	(28)	48.1	(51)	18.9	(20)	5.7	(6)	0.9	(1)	100.0	(106)
Federal / International Affairs (n = 111)	82.0	(91)	25.3	(23)	45.1	(41)	25.3	(23)	3.3	(3)	1.1	(1)	100.0	(91)
Finance (n = 89)	70.8	(63)	19.0	(12)	41.3	(26)	25.4	(16)	12.7	(8)	1.6	(1)	100.0	(63)
Legal (n = 65)	63.1	(41)	41.5	(17)	39.0	(16)	17.1	(7)	2.4	(1)	0.0	(0)	100.0	(41)
Letting Management (n = 44)	81.8	(36)	36.1	(13)	19.4	(7)	27.8	(10)	13.9	(5)	2.8	(1)	100.0	(36)
Procurement (n = 270)	58.9	(159)	40.9	(65)	33.3	(53)	18.9	(30)	5.0	(8)	1.9	(3)	100.0	(159)
Public Transportation (n = 129)	81.4	(105)	27.6	(29)	37.1	(39)	26.7	(28)	5.7	(6)	2.9	(3)	100.0	(105)
Railroad (n = 60)	71.7	(43)	20.9	(9)	48.8	(21)	23.3	(10)	7.0	(3)	0.0	(0)	100.0	(43)
Right of Way (n = 232)	51.3	(119)	26.9	(32)	42.9	(51)	21.8	(26)	4.2	(5)	4.2	(5)	100.0	(119)
State Legislative Affairs (n = 115)	73.0	(84)	32.1	(27)	34.5	(29)	29.8	(25)	3.6	(3)	0.0	(0)	100.0	(84)
Traffic Safety Grant (n = 111)	90.1	(100)	22.0	(22)	45.0	(45)	27.0	(27)	3.0	(3)	3.0	(3)	100.0	(100)
Transportation Planning / Local Government (n = 235)	71.5	(168)	29.8	(50)	41.7	(70)	20.2	(34)	6.5	(11)	1.8	(3)	100.0	(168)
Travel Information (n = 232)	65.1	(151)	45.7	(69)	37.1	(56)	15.2	(23)	1.3	(2)	0.7	(1)	100.0	(151)
Travel Information Centers (n = 466)	28.1	(131)	81.7	(107)	9.2	(12)	5.3	(7)	3.1	(4)	0.8	(1)	100.0	(131)

**Weighted estimate*

Table B-4c. TxDOT's Internet Site Clearly Explains Services Offered by TxDOT

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**50.6**	**(NA)**	**58.2**	**(NA)**	**23.8**	**(NA)**	**13.8**	**(NA)**	**3.2**	**(NA)**	**1.0**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	80.0	(168)	34.5	(58)	44.6	(75)	19.0	(32)	1.8	(3)	0.0	(0)	100.0	(168)
Bridge (n = 164)	94.5	(155)	25.2	(39)	36.8	(57)	28.4	(44)	7.7	(12)	1.9	(3)	100.0	(155)
Crash Records (n = 266)	69.2	(184)	34.2	(63)	42.4	(78)	20.1	(37)	1.6	(3)	1.6	(3)	100.0	(184)
DBE / HUB / SBE (n = 209)	82.3	(172)	39.0	(67)	32.6	(56)	20.3	(35)	5.2	(9)	2.9	(5)	100.0	(172)
Design / Engineering Procurement (n = 93)	97.8	(91)	23.1	(21)	41.8	(38)	24.2	(22)	8.8	(8)	2.2	(2)	100.0	(91)
Environmental Affairs (n = 193)	54.4	(105)	27.6	(29)	47.6	(50)	20.0	(21)	3.8	(4)	1.0	(1)	100.0	(105)
Federal / International Affairs (n = 111)	82.0	(91)	25.3	(23)	47.3	(43)	23.1	(21)	2.2	(2)	2.2	(2)	100.0	(91)
Finance (n = 89)	69.7	(62)	21.0	(13)	40.3	(25)	30.6	(19)	6.5	(4)	1.6	(1)	100.0	(62)
Legal (n = 65)	61.5	(40)	42.5	(17)	40.0	(16)	12.5	(5)	5.0	(2)	0.0	(0)	100.0	(40)
Letting Management (n = 44)	81.8	(36)	27.8	(10)	36.1	(13)	27.8	(10)	5.6	(2)	2.8	(1)	100.0	(36)
Procurement (n = 270)	56.7	(153)	42.5	(65)	29.4	(45)	19.0	(29)	8.5	(13)	0.7	(1)	100.0	(153)
Public Transportation (n = 129)	82.9	(107)	27.1	(29)	43.0	(46)	21.5	(23)	5.6	(6)	2.8	(3)	100.0	(107)
Railroad (n = 60)	71.7	(43)	23.3	(10)	41.9	(18)	30.2	(13)	4.7	(2)	0.0	(0)	100.0	(43)
Right of Way (n = 232)	50.4	(117)	29.9	(35)	36.8	(43)	23.9	(28)	5.1	(6)	4.3	(5)	100.0	(117)
State Legislative Affairs (n = 115)	72.2	(83)	32.5	(27)	33.7	(28)	28.9	(24)	4.8	(4)	0.0	(0)	100.0	(83)
Traffic Safety Grant (n = 111)	88.3	(98)	22.4	(22)	41.8	(41)	27.6	(27)	7.1	(7)	1.0	(1)	100.0	(98)
Transportation Planning / Local Government (n = 235)	71.5	(168)	31.5	(53)	39.9	(67)	19.6	(33)	7.7	(13)	1.2	(2)	100.0	(168)
Travel Information (n = 232)	65.5	(152)	48.7	(74)	34.9	(53)	13.8	(21)	2.0	(3)	0.7	(1)	100.0	(152)
Travel Information Centers (n = 466)	27.9	(130)	80.0	(104)	7.7	(10)	9.2	(12)	2.3	(3)	0.8	(1)	100.0	(130)

**Weighted estimate*

Table B-4d. TxDOT's Internet Site Provides Sufficient Information

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**50.6**	**(NA)**	**57.1**	**(NA)**	**26.7**	**(NA)**	**12.3**	**(NA)**	**2.7**	**(NA)**	**1.2**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	80.5	(169)	36.1	(61)	45.0	(76)	17.8	(30)	0.6	(1)	0.6	(1)	100.0	(169)
Bridge (n = 164)	94.5	(155)	26.5	(41)	36.1	(56)	27.7	(43)	8.4	(13)	1.3	(2)	100.0	(155)
Crash Records (n = 266)	69.2	(184)	35.3	(65)	40.8	(75)	20.1	(37)	2.7	(5)	1.1	(2)	100.0	(184)
DBE / HUB / SBE (n = 209)	82.8	(173)	38.2	(66)	35.3	(61)	19.1	(33)	4.0	(7)	3.5	(6)	100.0	(173)
Design / Engineering Procurement (n = 93)	97.8	(91)	25.3	(23)	41.8	(38)	23.1	(21)	5.5	(5)	4.4	(4)	100.0	(91)
Environmental Affairs (n = 193)	54.9	(106)	28.3	(30)	43.4	(46)	23.6	(25)	3.8	(4)	0.9	(1)	100.0	(106)
Federal / International Affairs (n = 111)	82.0	(91)	24.2	(22)	45.1	(41)	26.4	(24)	2.2	(2)	2.2	(2)	100.0	(91)
Finance (n = 89)	70.8	(63)	22.2	(14)	41.3	(26)	25.4	(16)	9.5	(6)	1.6	(1)	100.0	(63)
Legal (n = 65)	61.5	(40)	42.5	(17)	32.5	(13)	20.0	(8)	5.0	(2)	0.0	(0)	100.0	(40)
Letting Management (n = 44)	81.8	(36)	41.7	(15)	27.8	(10)	25.0	(9)	2.8	(1)	2.8	(1)	100.0	(36)
Procurement (n = 270)	58.1	(157)	41.4	(65)	34.4	(54)	17.2	(27)	5.7	(9)	1.3	(2)	100.0	(157)
Public Transportation (n = 129)	82.9	(107)	28.0	(30)	45.8	(49)	18.7	(20)	4.7	(5)	2.8	(3)	100.0	(107)
Railroad (n = 60)	70.0	(42)	23.8	(10)	42.9	(18)	23.8	(10)	7.1	(3)	2.4	(1)	100.0	(42)
Right of Way (n = 232)	50.0	(116)	27.6	(32)	41.4	(48)	23.3	(27)	2.6	(3)	5.2	(6)	100.0	(116)
State Legislative Affairs (n = 115)	73.9	(85)	32.9	(28)	32.9	(28)	28.2	(24)	5.9	(5)	0.0	(0)	100.0	(85)
Traffic Safety Grant (n = 111)	90.1	(100)	23.0	(23)	44.0	(44)	26.0	(26)	5.0	(5)	2.0	(2)	100.0	(100)
Transportation Planning / Local Government (n = 235)	71.9	(169)	28.4	(48)	45.0	(76)	22.5	(38)	3.6	(6)	0.6	(1)	100.0	(169)
Travel Information (n = 232)	65.1	(151)	44.4	(67)	40.4	(61)	13.2	(20)	0.7	(1)	1.3	(2)	100.0	(151)
Travel Information Centers (n = 466)	27.9	(130)	80.8	(105)	9.2	(12)	6.2	(8)	3.1	(4)	0.8	(1)	100.0	(130)

**Weighted estimate*

Table B-5. TxDOT's Timeliness of Service - Composite

Customer Group	Gave Opinion Percent	Responses: Very Satisfied Percent	Satisfied Percent	Neutral Percent	Dissatisfied Percent	Very Dissatisfied Percent	Total Percent
All Customer Groups Combined* (n = 3,294)	**50.7**	**69.8**	**20.9**	**7.2**	**1.2**	**1.0**	**100.0**
Aviation (n = 210)	93.0	69.1	24.7	5.6	0.4	0.1	100.0
Bridge (n = 164)	80.0	38.3	42.9	14.5	4.4	0.0	100.0
Crash Records (n = 266)	69.2	44.3	34.5	17.1	2.4	1.6	100.0
DBE / HUB / SBE (n = 209)	71.9	45.8	34.6	13.5	3.5	2.7	100.0
Design / Engineering Procurement (n = 93)	80.1	34.2	42.3	17.8	4.4	1.3	100.0
Environmental Affairs (n = 193)	65.5	42.9	41.1	10.7	3.8	1.6	100.0
Federal / International Affairs (n = 111)	85.6	41.6	41.6	15.8	1.1	0.0	100.0
Finance (n = 89)	77.5	40.9	33.3	18.1	5.8	1.8	100.0
Legal (n = 65)	68.8	54.2	28.5	14.5	2.2	0.6	100.0
Letting Management (n = 44)	84.7	49.0	24.8	17.4	4.7	4.0	100.0
Procurement (n = 270)	71.1	60.5	25.8	11.1	2.0	0.7	100.0
Public Transportation (n = 129)	90.9	58.0	30.1	8.7	2.1	1.1	100.0
Railroad (n = 60)	90.8	38.1	45.4	13.8	1.8	0.9	100.0
Right of Way (n = 232)	73.3	44.3	32.4	16.0	5.4	1.9	100.0
State Legislative Affairs (n = 115)	85.2	57.1	32.7	7.1	3.1	0.0	100.0
Traffic Safety Grant (n = 111)	86.9	49.7	35.0	12.4	1.8	1.0	100.0
Transportation Planning / Local Government (n = 235)	78.5	40.9	39.8	14.0	3.8	1.5	100.0
Travel Information (n = 232)	48.5	57.1	32.0	10.0	0.4	0.4	100.0
Travel Information Centers (n = 466)	37.2	92.4	4.9	1.3	0.4	1.0	100.0

**Weighted estimate*

Table B-5a. Timeliness of Service Received From TxDOT in Person

Customer Group	Gave Opinion Percent (Count)		Responses: Very Satisfied Percent (Count)		Satisfied Percent (Count)		Neutral Percent (Count)		Dissatisfied Percent (Count)		Very Dissatisfied Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**72.1**	**(NA)**	**74.7**	**(NA)**	**18.6**	**(NA)**	**5.3**	**(NA)**	**0.7**	**(NA)**	**0.7**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	89.5	(188)	73.9	(139)	20.7	(39)	4.8	(9)	0.0	(0)	0.5	(1)	100.0	(188)
Bridge (n = 164)	79.9	(131)	43.5	(57)	44.3	(58)	11.5	(15)	0.8	(1)	0.0	(0)	100.0	(131)
Crash Records (n = 266)	65.0	(173)	54.3	(94)	28.9	(50)	14.5	(25)	1.2	(2)	1.2	(2)	100.0	(173)
DBE / HUB / SBE (n = 209)	62.7	(131)	44.3	(58)	34.4	(45)	16.0	(21)	3.1	(4)	2.3	(3)	100.0	(131)
Design / Engineering Procurement (n = 93)	78.5	(73)	34.2	(25)	54.8	(40)	8.2	(6)	1.4	(1)	1.4	(1)	100.0	(73)
Environmental Affairs (n = 193)	67.9	(131)	51.1	(67)	38.2	(50)	7.6	(10)	3.1	(4)	0.0	(0)	100.0	(131)
Federal / International Affairs (n = 111)	89.2	(99)	50.5	(50)	40.4	(40)	9.1	(9)	0.0	(0)	0.0	(0)	100.0	(99)
Finance (n = 89)	71.9	(64)	45.3	(29)	32.8	(21)	14.1	(9)	7.8	(5)	0.0	(0)	100.0	(64)
Legal (n = 65)	53.8	(35)	54.3	(19)	31.4	(11)	11.4	(4)	2.9	(1)	0.0	(0)	100.0	(35)
Letting Management (n = 44)	77.3	(34)	52.9	(18)	29.4	(10)	11.8	(4)	2.9	(1)	2.9	(1)	100.0	(34)
Procurement (n = 270)	63.7	(172)	66.9	(115)	24.4	(42)	7.0	(12)	1.2	(2)	0.6	(1)	100.0	(172)
Public Transportation (n = 129)	94.6	(122)	63.9	(78)	26.2	(32)	7.4	(9)	1.6	(2)	0.8	(1)	100.0	(122)
Railroad (n = 60)	90.0	(54)	42.6	(23)	46.3	(25)	9.3	(5)	0.0	(0)	1.9	(1)	100.0	(54)
Right of Way (n = 232)	65.9	(153)	47.1	(72)	32.7	(50)	17.0	(26)	2.6	(4)	0.7	(1)	100.0	(153)
State Legislative Affairs (n = 115)	81.7	(94)	60.6	(57)	29.8	(28)	7.4	(7)	2.1	(2)	0.0	(0)	100.0	(94)
Traffic Safety Grant (n = 111)	88.3	(98)	55.1	(54)	32.7	(32)	10.2	(10)	1.0	(1)	1.0	(1)	100.0	(98)
Transportation Planning / Local Government (n = 235)	81.7	(192)	43.2	(83)	40.6	(78)	10.9	(21)	3.1	(6)	2.1	(4)	100.0	(192)
Travel Information (n = 232)	53.0	(123)	65.0	(80)	26.8	(33)	7.3	(9)	0.0	(0)	0.8	(1)	100.0	(123)
Travel Information Centers (n = 466)	86.1	(401)	95.8	(384)	3.5	(14)	0.2	(1)	0.2	(1)	0.2	(1)	100.0	(401)

**Weighted estimate*

Table B-5b. Timeliness of Service Received From TxDOT by Telephone

Customer Group	Gave Opinion Percent (Count)		Responses: Very Satisfied Percent (Count)		Satisfied Percent (Count)		Neutral Percent (Count)		Dissatisfied Percent (Count)		Very Dissatisfied Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**46.8**	**(NA)**	**66.1**	**(NA)**	**22.6**	**(NA)**	**7.9**	**(NA)**	**2.0**	**(NA)**	**1.5**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	96.2	(202)	69.3	(140)	24.3	(49)	5.4	(11)	1.0	(2)	0.0	(0)	100.0	(202)
Bridge (n = 164)	87.8	(144)	35.4	(51)	45.8	(66)	13.9	(20)	4.9	(7)	0.0	(0)	100.0	(144)
Crash Records (n = 266)	85.0	(226)	43.8	(99)	35.0	(79)	16.8	(38)	2.7	(6)	1.8	(4)	100.0	(226)
DBE / HUB / SBE (n = 209)	80.4	(168)	46.4	(78)	32.7	(55)	14.3	(24)	3.6	(6)	3.0	(5)	100.0	(168)
Design / Engineering Procurement (n = 93)	91.4	(85)	34.1	(29)	45.9	(39)	14.1	(12)	4.7	(4)	1.2	(1)	100.0	(85)
Environmental Affairs (n = 193)	77.2	(149)	45.0	(67)	36.2	(54)	16.1	(24)	1.3	(2)	1.3	(2)	100.0	(149)
Federal / International Affairs (n = 111)	91.9	(102)	41.2	(42)	45.1	(46)	13.7	(14)	0.0	(0)	0.0	(0)	100.0	(102)
Finance (n = 89)	87.6	(78)	37.2	(29)	33.3	(26)	20.5	(16)	7.7	(6)	1.3	(1)	100.0	(78)
Legal (n = 65)	81.5	(53)	54.7	(29)	30.2	(16)	11.3	(6)	3.8	(2)	0.0	(0)	100.0	(53)
Letting Management (n = 44)	90.9	(40)	45.0	(18)	20.0	(8)	27.5	(11)	2.5	(1)	5.0	(2)	100.0	(40)
Procurement (n = 270)	82.6	(223)	61.0	(136)	26.0	(58)	9.9	(22)	2.2	(5)	0.9	(2)	100.0	(223)
Public Transportation (n = 129)	96.1	(124)	54.0	(67)	33.9	(42)	8.9	(11)	2.4	(3)	0.8	(1)	100.0	(124)
Railroad (n = 60)	93.3	(56)	35.7	(20)	48.2	(27)	12.5	(7)	3.6	(2)	0.0	(0)	100.0	(56)
Right of Way (n = 232)	87.5	(203)	44.3	(90)	34.5	(70)	13.8	(28)	6.4	(13)	1.0	(2)	100.0	(203)
State Legislative Affairs (n = 115)	93.9	(108)	54.6	(59)	38.0	(41)	4.6	(5)	2.8	(3)	0.0	(0)	100.0	(108)
Traffic Safety Grant (n = 111)	95.5	(106)	50.9	(54)	34.9	(37)	11.3	(12)	1.9	(2)	0.9	(1)	100.0	(106)
Transportation Planning / Local Government (n = 235)	87.7	(206)	40.3	(83)	39.8	(82)	14.1	(29)	4.4	(9)	1.5	(3)	100.0	(206)
Travel Information (n = 232)	45.7	(106)	54.7	(58)	33.0	(35)	10.4	(11)	0.9	(1)	0.9	(1)	100.0	(106)
Travel Information Centers (n = 466)	24.0	(112)	85.7	(96)	8.0	(9)	2.7	(3)	1.8	(2)	1.8	(2)	100.0	(112)

**Weighted estimate*

Table B-5c. Timeliness of Service Received From TxDOT by Mail

Customer Group	Gave Opinion Percent (Count)		Responses: Very Satisfied Percent (Count)		Satisfied Percent (Count)		Neutral Percent (Count)		Dissatisfied Percent (Count)		Very Dissatisfied Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**39.5**	**(NA)**	**65.2**	**(NA)**	**22.9**	**(NA)**	**9.4**	**(NA)**	**1.2**	**(NA)**	**1.4**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	91.9	(193)	64.8	(125)	28.0	(54)	6.7	(13)	0.5	(1)	0.0	(0)	100.0	(193)
Bridge (n = 164)	61.0	(100)	33.0	(33)	40.0	(40)	18.0	(18)	9.0	(9)	0.0	(0)	100.0	(100)
Crash Records (n = 266)	63.2	(168)	38.7	(65)	35.1	(59)	20.8	(35)	3.0	(5)	2.4	(4)	100.0	(168)
DBE / HUB / SBE (n = 209)	67.0	(140)	42.9	(60)	35.7	(50)	15.0	(21)	4.3	(6)	2.1	(3)	100.0	(140)
Design / Engineering Procurement (n = 93)	59.1	(55)	29.1	(16)	27.3	(15)	36.4	(20)	5.5	(3)	1.8	(1)	100.0	(55)
Environmental Affairs (n = 193)	57.0	(110)	32.7	(36)	44.5	(49)	10.9	(12)	7.3	(8)	4.5	(5)	100.0	(110)
Federal / International Affairs (n = 111)	73.0	(81)	34.6	(28)	40.7	(33)	23.5	(19)	1.2	(1)	0.0	(0)	100.0	(81)
Finance (n = 89)	62.9	(56)	37.5	(21)	33.9	(19)	23.2	(13)	1.8	(1)	3.6	(2)	100.0	(56)
Legal (n = 65)	83.1	(54)	53.7	(29)	20.4	(11)	22.2	(12)	1.9	(1)	1.9	(1)	100.0	(54)
Letting Management (n = 44)	79.5	(35)	42.9	(15)	25.7	(9)	17.1	(6)	8.6	(3)	5.7	(2)	100.0	(35)
Procurement (n = 270)	64.4	(174)	55.7	(97)	25.9	(45)	13.8	(24)	4.0	(7)	0.6	(1)	100.0	(174)
Public Transportation (n = 129)	80.6	(104)	53.8	(56)	31.7	(33)	10.6	(11)	1.9	(2)	1.9	(2)	100.0	(104)
Railroad (n = 60)	88.3	(53)	35.8	(19)	43.4	(23)	18.9	(10)	0.0	(0)	1.9	(1)	100.0	(53)
Right of Way (n = 232)	76.7	(178)	42.1	(75)	31.5	(56)	18.0	(32)	6.2	(11)	2.2	(4)	100.0	(178)
State Legislative Affairs (n = 115)	69.6	(80)	51.3	(41)	32.5	(26)	12.5	(10)	3.8	(3)	0.0	(0)	100.0	(80)
Traffic Safety Grant (n = 111)	67.6	(75)	40.0	(30)	40.0	(30)	16.0	(12)	2.7	(2)	1.3	(1)	100.0	(75)
Transportation Planning / Local Government (n = 235)	66.0	(155)	35.5	(55)	39.4	(61)	18.7	(29)	5.2	(8)	1.3	(2)	100.0	(155)
Travel Information (n = 232)	43.5	(101)	52.5	(53)	34.7	(35)	12.9	(13)	0.0	(0)	0.0	(0)	100.0	(101)
Travel Information Centers (n = 466)	19.3	(90)	87.8	(79)	7.8	(7)	2.2	(2)	0.0	(0)	2.2	(2)	100.0	(90)

**Weighted estimate*

Table B-5d. Timeliness of Service Received From TxDOT by E-mail

Customer Group	Gave Opinion Percent (Count)		Responses: Very Satisfied Percent (Count)		Satisfied Percent (Count)		Neutral Percent (Count)		Dissatisfied Percent (Count)		Very Dissatisfied Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**44.5**	**(NA)**	**68.4**	**(NA)**	**21.5**	**(NA)**	**7.8**	**(NA)**	**1.0**	**(NA)**	**1.3**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	94.3	(198)	68.7	(136)	25.8	(51)	5.6	(11)	0.0	(0)	0.0	(0)	100.0	(198)
Bridge (n = 164)	91.5	(150)	40.0	(60)	40.7	(61)	15.3	(23)	4.0	(6)	0.0	(0)	100.0	(150)
Crash Records (n = 266)	63.5	(169)	40.2	(68)	39.1	(66)	16.6	(28)	3.0	(5)	1.2	(2)	100.0	(169)
DBE / HUB / SBE (n = 209)	77.5	(162)	48.8	(79)	35.8	(58)	9.3	(15)	3.1	(5)	3.1	(5)	100.0	(162)
Design / Engineering Procurement (n = 93)	91.4	(85)	37.6	(32)	37.6	(32)	17.6	(15)	5.9	(5)	1.2	(1)	100.0	(85)
Environmental Affairs (n = 193)	60.1	(116)	40.5	(47)	47.4	(55)	6.9	(8)	4.3	(5)	0.9	(1)	100.0	(116)
Federal / International Affairs (n = 111)	88.3	(98)	38.8	(38)	39.8	(39)	18.4	(18)	3.1	(3)	0.0	(0)	100.0	(98)
Finance (n = 89)	87.6	(78)	43.6	(34)	33.3	(26)	15.4	(12)	5.1	(4)	2.6	(2)	100.0	(78)
Legal (n = 65)	56.9	(37)	54.1	(20)	35.1	(13)	10.8	(4)	0.0	(0)	0.0	(0)	100.0	(37)
Letting Management (n = 44)	90.9	(40)	55.0	(22)	25.0	(10)	12.5	(5)	5.0	(2)	2.5	(1)	100.0	(40)
Procurement (n = 270)	73.7	(199)	58.8	(117)	26.6	(53)	13.6	(27)	0.5	(1)	0.5	(1)	100.0	(199)
Public Transportation (n = 129)	92.2	(119)	59.7	(71)	28.6	(34)	8.4	(10)	2.5	(3)	0.8	(1)	100.0	(119)
Railroad (n = 60)	91.7	(55)	38.2	(21)	43.6	(24)	14.5	(8)	3.6	(2)	0.0	(0)	100.0	(55)
Right of Way (n = 232)	62.9	(146)	43.8	(64)	30.1	(44)	15.8	(23)	6.2	(9)	4.1	(6)	100.0	(146)
State Legislative Affairs (n = 115)	95.7	(110)	60.9	(67)	30.0	(33)	5.5	(6)	3.6	(4)	0.0	(0)	100.0	(110)
Traffic Safety Grant (n = 111)	96.4	(107)	50.5	(54)	33.6	(36)	13.1	(14)	1.9	(2)	0.9	(1)	100.0	(107)
Transportation Planning / Local Government (n = 235)	78.7	(185)	43.8	(81)	39.5	(73)	13.0	(24)	2.7	(5)	1.1	(2)	100.0	(185)
Travel Information (n = 232)	51.7	(120)	55.0	(66)	34.2	(41)	10.0	(12)	0.8	(1)	0.0	(0)	100.0	(120)
Travel Information Centers (n = 466)	19.5	(91)	90.1	(82)	4.4	(4)	3.3	(3)	0.0	(0)	2.2	(2)	100.0	(91)

**Weighted estimate*

Table B-6. TxDOT's Offices - Composite

Customer Group	Gave Opinion Percent	Responses: Strongly Agree Percent	Agree Percent	Neutral Percent	Disagree Percent	Strongly Disagree Percent	Total Percent
All Customer Groups Combined* (n = 3,294)	**72.4**	**66.7**	**23.0**	**8.5**	**1.2**	**0.6**	**100.0**
Aviation (n = 210)	79.5	49.9	36.5	12.9	0.5	0.1	100.0
Bridge (n = 164)	83.9	45.2	45.1	8.6	0.9	0.3	100.0
Crash Records (n = 266)	72.0	49.1	35.2	14.7	0.7	0.2	100.0
DBE / HUB / SBE (n = 209)	62.2	46.2	34.0	15.2	2.2	2.5	100.0
Design / Engineering Procurement (n = 93)	86.7	38.0	51.4	9.4	1.2	0.0	100.0
Environmental Affairs (n = 193)	76.1	43.7	41.7	11.3	2.3	1.0	100.0
Federal / International Affairs (n = 111)	79.8	41.8	39.7	17.8	0.7	0.0	100.0
Finance (n = 89)	71.7	46.7	36.4	14.4	1.3	1.3	100.0
Legal (n = 65)	44.9	50.7	32.2	9.6	6.2	1.4	100.0
Letting Management (n = 44)	78.6	54.3	28.3	15.0	1.2	1.2	100.0
Procurement (n = 270)	64.7	63.3	25.2	8.6	2.2	0.8	100.0
Public Transportation (n = 129)	88.4	49.5	38.2	10.0	1.6	0.7	100.0
Railroad (n = 60)	78.0	36.8	43.2	19.2	0.4	0.4	100.0
Right of Way (n = 232)	58.8	44.1	32.4	18.2	2.8	2.5	100.0
State Legislative Affairs (n = 115)	61.4	54.4	26.3	16.1	2.5	0.6	100.0
Traffic Safety Grant (n = 111)	85.2	46.7	42.7	8.5	1.5	0.6	100.0
Transportation Planning / Local Government (n = 235)	82.1	45.4	40.0	11.6	1.3	1.7	100.0
Travel Information (n = 232)	58.4	55.1	30.3	12.7	1.8	0.1	100.0
Travel Information Centers (n = 466)	83.2	85.6	10.6	2.9	0.5	0.4	100.0

**Weighted estimate*

Table B-6a. TxDOT's Offices Are Accessible

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**72.8**	**(NA)**	**66.3**	**(NA)**	**24.2**	**(NA)**	**8.1**	**(NA)**	**0.9**	**(NA)**	**0.5**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	81.4	(171)	49.7	(85)	35.7	(61)	14.6	(25)	0.0	(0)	0.0	(0)	100.0	(171)
Bridge (n = 164)	83.5	(137)	45.3	(62)	46.7	(64)	6.6	(9)	0.7	(1)	0.7	(1)	100.0	(137)
Crash Records (n = 266)	73.3	(195)	49.7	(97)	33.3	(65)	15.9	(31)	1.0	(2)	0.0	(0)	100.0	(195)
DBE / HUB / SBE (n = 209)	64.1	(134)	44.0	(59)	34.3	(46)	16.4	(22)	3.0	(4)	2.2	(3)	100.0	(134)
Design / Engineering Procurement (n = 93)	88.2	(82)	36.6	(30)	52.4	(43)	9.8	(8)	1.2	(1)	0.0	(0)	100.0	(82)
Environmental Affairs (n = 193)	77.2	(149)	43.0	(64)	44.3	(66)	8.7	(13)	2.0	(3)	2.0	(3)	100.0	(149)
Federal / International Affairs (n = 111)	81.1	(90)	40.0	(36)	42.2	(38)	17.8	(16)	0.0	(0)	0.0	(0)	100.0	(90)
Finance (n = 89)	73.0	(65)	44.6	(29)	41.5	(27)	12.3	(8)	0.0	(0)	1.5	(1)	100.0	(65)
Legal (n = 65)	47.7	(31)	48.4	(15)	32.3	(10)	9.7	(3)	6.5	(2)	3.2	(1)	100.0	(31)
Letting Management (n = 44)	81.8	(36)	55.6	(20)	33.3	(12)	8.3	(3)	0.0	(0)	2.8	(1)	100.0	(36)
Procurement (n = 270)	65.9	(178)	59.6	(106)	29.2	(52)	7.3	(13)	2.8	(5)	1.1	(2)	100.0	(178)
Public Transportation (n = 129)	89.1	(115)	51.3	(59)	33.9	(39)	13.0	(15)	1.7	(2)	0.0	(0)	100.0	(115)
Railroad (n = 60)	80.0	(48)	43.8	(21)	41.7	(20)	14.6	(7)	0.0	(0)	0.0	(0)	100.0	(48)
Right of Way (n = 232)	61.6	(143)	43.4	(62)	29.4	(42)	19.6	(28)	2.8	(4)	4.9	(7)	100.0	(143)
State Legislative Affairs (n = 115)	62.6	(72)	51.4	(37)	29.2	(21)	16.7	(12)	1.4	(1)	1.4	(1)	100.0	(72)
Traffic Safety Grant (n = 111)	86.5	(96)	43.8	(42)	44.8	(43)	9.4	(9)	1.0	(1)	1.0	(1)	100.0	(96)
Transportation Planning / Local Government (n = 235)	82.6	(194)	45.4	(88)	38.1	(74)	12.4	(24)	2.6	(5)	1.5	(3)	100.0	(194)
Travel Information (n = 232)	58.2	(135)	57.8	(78)	30.4	(41)	11.1	(15)	0.7	(1)	0.0	(0)	100.0	(135)
Travel Information Centers (n = 466)	83.5	(389)	83.3	(324)	13.1	(51)	3.1	(12)	0.3	(1)	0.3	(1)	100.0	(389)

**Weighted estimate*

Table B-6b. TxDOT's Offices Are Conveniently Located

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**72.7**	**(NA)**	**61.9**	**(NA)**	**23.9**	**(NA)**	**11.2**	**(NA)**	**2.3**	**(NA)**	**0.7**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	81.0	(170)	46.5	(79)	34.7	(59)	17.6	(30)	1.2	(2)	0.0	(0)	100.0	(170)
Bridge (n = 164)	84.8	(139)	43.2	(60)	41.0	(57)	12.9	(18)	2.2	(3)	0.7	(1)	100.0	(139)
Crash Records (n = 266)	73.3	(195)	44.1	(86)	36.4	(71)	17.4	(34)	2.1	(4)	0.0	(0)	100.0	(195)
DBE / HUB / SBE (n = 209)	63.2	(132)	39.4	(52)	33.3	(44)	22.0	(29)	0.8	(1)	4.5	(6)	100.0	(132)
Design / Engineering Procurement (n = 93)	87.1	(81)	33.3	(27)	49.4	(40)	14.8	(12)	2.5	(2)	0.0	(0)	100.0	(81)
Environmental Affairs (n = 193)	77.7	(150)	40.7	(61)	36.7	(55)	16.7	(25)	4.7	(7)	1.3	(2)	100.0	(150)
Federal / International Affairs (n = 111)	81.1	(90)	37.8	(34)	35.6	(32)	25.6	(23)	1.1	(1)	0.0	(0)	100.0	(90)
Finance (n = 89)	71.9	(64)	42.2	(27)	39.1	(25)	15.6	(10)	1.6	(1)	1.6	(1)	100.0	(64)
Legal (n = 65)	46.2	(30)	50.0	(15)	30.0	(9)	10.0	(3)	10.0	(3)	0.0	(0)	100.0	(30)
Letting Management (n = 44)	79.5	(35)	40.0	(14)	28.6	(10)	22.9	(8)	5.7	(2)	2.9	(1)	100.0	(35)
Procurement (n = 270)	65.6	(177)	57.6	(102)	27.7	(49)	10.7	(19)	3.4	(6)	0.6	(1)	100.0	(177)
Public Transportation (n = 129)	87.6	(113)	37.2	(42)	41.6	(47)	12.4	(14)	6.2	(7)	2.7	(3)	100.0	(113)
Railroad (n = 60)	76.7	(46)	37.0	(17)	43.5	(20)	19.6	(9)	0.0	(0)	0.0	(0)	100.0	(46)
Right of Way (n = 232)	60.8	(141)	38.3	(54)	29.8	(42)	22.0	(31)	5.0	(7)	5.0	(7)	100.0	(141)
State Legislative Affairs (n = 115)	61.7	(71)	52.1	(37)	23.9	(17)	19.7	(14)	2.8	(2)	1.4	(1)	100.0	(71)
Traffic Safety Grant (n = 111)	86.5	(96)	41.7	(40)	36.5	(35)	18.8	(18)	3.1	(3)	0.0	(0)	100.0	(96)
Transportation Planning / Local Government (n = 235)	83.4	(196)	37.2	(73)	39.8	(78)	17.9	(35)	1.5	(3)	3.6	(7)	100.0	(196)
Travel Information (n = 232)	59.1	(137)	49.6	(68)	30.7	(42)	16.1	(22)	3.6	(5)	0.0	(0)	100.0	(137)
Travel Information Centers (n = 466)	82.8	(386)	82.1	(317)	12.7	(49)	3.9	(15)	1.0	(4)	0.3	(1)	100.0	(386)

**Weighted estimate*

Table B-6c. TxDOT's Offices Are Clearly Identified With Signs

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**72.4**	**(NA)**	**63.9**	**(NA)**	**22.4**	**(NA)**	**11.1**	**(NA)**	**1.8**	**(NA)**	**0.8**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	78.1	(164)	44.5	(73)	38.4	(63)	15.9	(26)	1.2	(2)	0.0	(0)	100.0	(164)
Bridge (n = 164)	84.1	(138)	49.3	(68)	39.9	(55)	10.1	(14)	0.7	(1)	0.0	(0)	100.0	(138)
Crash Records (n = 266)	71.8	(191)	47.6	(91)	37.2	(71)	14.7	(28)	0.0	(0)	0.5	(1)	100.0	(191)
DBE / HUB / SBE (n = 209)	62.2	(130)	48.5	(63)	30.8	(40)	13.8	(18)	3.8	(5)	3.1	(4)	100.0	(130)
Design / Engineering Procurement (n = 93)	87.1	(81)	38.3	(31)	51.9	(42)	8.6	(7)	1.2	(1)	0.0	(0)	100.0	(81)
Environmental Affairs (n = 193)	77.7	(150)	42.0	(63)	42.7	(64)	12.0	(18)	3.3	(5)	0.0	(0)	100.0	(150)
Federal / International Affairs (n = 111)	80.2	(89)	42.7	(38)	37.1	(33)	19.1	(17)	1.1	(1)	0.0	(0)	100.0	(89)
Finance (n = 89)	71.9	(64)	40.6	(26)	37.5	(24)	18.8	(12)	3.1	(2)	0.0	(0)	100.0	(64)
Legal (n = 65)	46.2	(30)	50.0	(15)	40.0	(12)	3.3	(1)	6.7	(2)	0.0	(0)	100.0	(30)
Letting Management (n = 44)	77.3	(34)	58.8	(20)	17.6	(6)	23.5	(8)	0.0	(0)	0.0	(0)	100.0	(34)
Procurement (n = 270)	65.2	(176)	66.5	(117)	21.6	(38)	9.7	(17)	1.1	(2)	1.1	(2)	100.0	(176)
Public Transportation (n = 129)	88.4	(114)	50.0	(57)	39.5	(45)	9.6	(11)	0.0	(0)	0.9	(1)	100.0	(114)
Railroad (n = 60)	78.3	(47)	34.0	(16)	38.3	(18)	27.7	(13)	0.0	(0)	0.0	(0)	100.0	(47)
Right of Way (n = 232)	59.9	(139)	42.4	(59)	33.8	(47)	19.4	(27)	2.9	(4)	1.4	(2)	100.0	(139)
State Legislative Affairs (n = 115)	63.5	(73)	49.3	(36)	28.8	(21)	17.8	(13)	4.1	(3)	0.0	(0)	100.0	(73)
Traffic Safety Grant (n = 111)	85.6	(95)	45.3	(43)	43.2	(41)	6.3	(6)	3.2	(3)	2.1	(2)	100.0	(95)
Transportation Planning / Local Government (n = 235)	81.7	(192)	46.9	(90)	40.1	(77)	9.9	(19)	0.5	(1)	2.6	(5)	100.0	(192)
Travel Information (n = 232)	58.6	(136)	51.5	(70)	28.7	(39)	16.9	(23)	2.9	(4)	0.0	(0)	100.0	(136)
Travel Information Centers (n = 466)	83.0	(387)	81.1	(314)	11.1	(43)	5.7	(22)	1.0	(4)	1.0	(4)	100.0	(387)

**Weighted estimate*

Table B-6d. TxDOT's Offices Are Clean

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**72.0**	**(NA)**	**71.7**	**(NA)**	**21.5**	**(NA)**	**5.9**	**(NA)**	**0.4**	**(NA)**	**0.5**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	78.6	(165)	54.5	(90)	35.8	(59)	9.1	(15)	0.0	(0)	0.6	(1)	100.0	(165)
Bridge (n = 164)	82.9	(136)	44.1	(60)	47.1	(64)	8.1	(11)	0.7	(1)	0.0	(0)	100.0	(136)
Crash Records (n = 266)	69.2	(184)	52.7	(97)	35.9	(66)	11.4	(21)	0.0	(0)	0.0	(0)	100.0	(184)
DBE / HUB / SBE (n = 209)	60.8	(127)	48.0	(61)	36.2	(46)	13.4	(17)	1.6	(2)	0.8	(1)	100.0	(127)
Design / Engineering Procurement (n = 93)	86.0	(80)	40.0	(32)	52.5	(42)	6.3	(5)	1.3	(1)	0.0	(0)	100.0	(80)
Environmental Affairs (n = 193)	72.0	(139)	46.8	(65)	43.2	(60)	8.6	(12)	0.7	(1)	0.7	(1)	100.0	(139)
Federal / International Affairs (n = 111)	78.4	(87)	46.0	(40)	39.1	(34)	14.9	(13)	0.0	(0)	0.0	(0)	100.0	(87)
Finance (n = 89)	69.7	(62)	53.2	(33)	32.3	(20)	11.3	(7)	1.6	(1)	1.6	(1)	100.0	(62)
Legal (n = 65)	41.5	(27)	55.6	(15)	33.3	(9)	7.4	(2)	3.7	(1)	0.0	(0)	100.0	(27)
Letting Management (n = 44)	77.3	(34)	58.8	(20)	32.4	(11)	8.8	(3)	0.0	(0)	0.0	(0)	100.0	(34)
Procurement (n = 270)	62.2	(168)	67.9	(114)	23.2	(39)	6.0	(10)	2.4	(4)	0.6	(1)	100.0	(168)
Public Transportation (n = 129)	88.4	(114)	55.3	(63)	37.7	(43)	7.0	(8)	0.0	(0)	0.0	(0)	100.0	(114)
Railroad (n = 60)	76.7	(46)	37.0	(17)	43.5	(20)	17.4	(8)	2.2	(1)	0.0	(0)	100.0	(46)
Right of Way (n = 232)	55.2	(128)	49.2	(63)	35.9	(46)	12.5	(16)	1.6	(2)	0.8	(1)	100.0	(128)
State Legislative Affairs (n = 115)	58.3	(67)	58.2	(39)	23.9	(16)	16.4	(11)	1.5	(1)	0.0	(0)	100.0	(67)
Traffic Safety Grant (n = 111)	82.0	(91)	52.7	(48)	42.9	(39)	4.4	(4)	0.0	(0)	0.0	(0)	100.0	(91)
Transportation Planning / Local Government (n = 235)	80.9	(190)	49.5	(94)	41.1	(78)	8.4	(16)	0.5	(1)	0.5	(1)	100.0	(190)
Travel Information (n = 232)	57.3	(133)	57.1	(76)	31.6	(42)	10.5	(14)	0.0	(0)	0.8	(1)	100.0	(133)
Travel Information Centers (n = 466)	84.3	(393)	93.4	(367)	5.9	(23)	0.3	(1)	0.3	(1)	0.3	(1)	100.0	(393)

**Weighted estimate*

Table B-6e. TxDOT's Offices Are Open During Reasonable Hours

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**71.9**	**(NA)**	**69.9**	**(NA)**	**22.9**	**(NA)**	**6.2**	**(NA)**	**0.8**	**(NA)**	**0.3**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	78.6	(165)	54.5	(90)	38.2	(63)	7.3	(12)	0.0	(0)	0.0	(0)	100.0	(165)
Bridge (n = 164)	84.1	(138)	44.2	(61)	50.7	(70)	5.1	(7)	0.0	(0)	0.0	(0)	100.0	(138)
Crash Records (n = 266)	72.2	(192)	51.6	(99)	33.3	(64)	14.1	(27)	0.5	(1)	0.5	(1)	100.0	(192)
DBE / HUB / SBE (n = 209)	60.8	(127)	51.2	(65)	35.4	(45)	10.2	(13)	1.6	(2)	1.6	(2)	100.0	(127)
Design / Engineering Procurement (n = 93)	84.9	(79)	41.8	(33)	50.6	(40)	7.6	(6)	0.0	(0)	0.0	(0)	100.0	(79)
Environmental Affairs (n = 193)	75.6	(146)	46.6	(68)	41.8	(61)	10.3	(15)	0.7	(1)	0.7	(1)	100.0	(146)
Federal / International Affairs (n = 111)	78.4	(87)	42.5	(37)	44.8	(39)	11.5	(10)	1.1	(1)	0.0	(0)	100.0	(87)
Finance (n = 89)	71.9	(64)	53.1	(34)	31.3	(20)	14.1	(9)	0.0	(0)	1.6	(1)	100.0	(64)
Legal (n = 65)	43.1	(28)	50.0	(14)	25.0	(7)	17.9	(5)	3.6	(1)	3.6	(1)	100.0	(28)
Letting Management (n = 44)	77.3	(34)	58.8	(20)	29.4	(10)	11.8	(4)	0.0	(0)	0.0	(0)	100.0	(34)
Procurement (n = 270)	64.8	(175)	65.1	(114)	24.0	(42)	9.1	(16)	1.1	(2)	0.6	(1)	100.0	(175)
Public Transportation (n = 129)	88.4	(114)	53.5	(61)	38.6	(44)	7.9	(9)	0.0	(0)	0.0	(0)	100.0	(114)
Railroad (n = 60)	78.3	(47)	31.9	(15)	48.9	(23)	17.0	(8)	0.0	(0)	2.1	(1)	100.0	(47)
Right of Way (n = 232)	56.5	(131)	48.1	(63)	33.6	(44)	16.8	(22)	1.5	(2)	0.0	(0)	100.0	(131)
State Legislative Affairs (n = 115)	60.9	(70)	61.4	(43)	25.7	(18)	10.0	(7)	2.9	(2)	0.0	(0)	100.0	(70)
Traffic Safety Grant (n = 111)	85.6	(95)	50.5	(48)	46.3	(44)	3.2	(3)	0.0	(0)	0.0	(0)	100.0	(95)
Transportation Planning / Local Government (n = 235)	82.1	(193)	48.2	(93)	40.9	(79)	9.3	(18)	1.6	(3)	0.0	(0)	100.0	(193)
Travel Information (n = 232)	58.6	(136)	59.6	(81)	30.1	(41)	8.8	(12)	1.5	(2)	0.0	(0)	100.0	(136)
Travel Information Centers (n = 466)	82.2	(383)	88.0	(337)	10.2	(39)	1.6	(6)	0.0	(0)	0.3	(1)	100.0	(383)

**Weighted estimate*

Table B-7. TxDOT's Brochures, Publications, and Other Printed Information - Composite

Customer Group	Gave Opinion Percent	Responses: Strongly Agree Percent	Agree Percent	Neutral Percent	Disagree Percent	Strongly Disagree Percent	Total Percent
All Customer Groups Combined* (n = 3,294)	**79.2**	**69.4**	**24.1**	**5.9**	**0.4**	**0.3**	**100.0**
Aviation (n = 210)	90.3	49.0	42.2	8.6	0.2	0.0	100.0
Bridge (n = 164)	85.4	39.3	44.0	15.7	0.5	0.5	100.0
Crash Records (n = 266)	77.8	42.5	37.5	18.4	1.0	0.6	100.0
DBE / HUB / SBE (n = 209)	77.5	47.9	35.4	13.8	1.2	1.6	100.0
Design / Engineering Procurement (n = 93)	81.7	36.4	44.7	17.5	1.3	0.0	100.0
Environmental Affairs (n = 193)	68.2	40.0	48.6	10.1	1.0	0.3	100.0
Federal / International Affairs (n = 111)	87.7	39.0	51.7	9.2	0.0	0.0	100.0
Finance (n = 89)	52.8	37.6	40.4	19.1	2.8	0.0	100.0
Legal (n = 65)	41.0	53.8	40.0	6.3	0.0	0.0	100.0
Letting Management (n = 44)	72.7	41.7	36.5	21.9	0.0	0.0	100.0
Procurement (n = 270)	58.3	55.5	30.9	11.2	1.7	0.6	100.0
Public Transportation (n = 129)	85.8	38.9	48.2	13.0	0.0	0.0	100.0
Railroad (n = 60)	78.3	27.7	53.9	18.4	0.0	0.0	100.0
Right of Way (n = 232)	67.8	38.8	41.5	15.5	2.8	1.5	100.0
State Legislative Affairs (n = 115)	74.2	45.3	40.6	13.7	0.4	0.0	100.0
Traffic Safety Grant (n = 111)	86.8	42.2	46.4	10.7	0.7	0.0	100.0
Transportation Planning / Local Government (n = 235)	78.7	45.0	38.7	14.4	1.8	0.0	100.0
Travel Information (n = 232)	73.0	61.0	32.9	6.1	0.0	0.0	100.0
Travel Information Centers (n = 466)	87.8	89.9	9.1	0.7	0.0	0.2	100.0

**Weighted estimate*

Table B-7a. TxDOT's Brochures, Publications, and Other Printed Information Are Accurate

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**79.0**	**(NA)**	**69.4**	**(NA)**	**24.9**	**(NA)**	**5.2**	**(NA)**	**0.3**	**(NA)**	**0.2**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	90.5	(190)	50.5	(96)	41.1	(78)	7.9	(15)	0.5	(1)	0.0	(0)	100.0	(190)
Bridge (n = 164)	84.8	(139)	41.0	(57)	42.4	(59)	15.8	(22)	0.7	(1)	0.0	(0)	100.0	(139)
Crash Records (n = 266)	77.8	(207)	43.5	(90)	36.7	(76)	18.8	(39)	0.5	(1)	0.5	(1)	100.0	(207)
DBE / HUB / SBE (n = 209)	77.5	(162)	47.5	(77)	37.0	(60)	13.0	(21)	1.2	(2)	1.2	(2)	100.0	(162)
Design / Engineering Procurement (n = 93)	81.7	(76)	38.2	(29)	46.1	(35)	15.8	(12)	0.0	(0)	0.0	(0)	100.0	(76)
Environmental Affairs (n = 193)	67.4	(130)	39.2	(51)	51.5	(67)	8.5	(11)	0.8	(1)	0.0	(0)	100.0	(130)
Federal / International Affairs (n = 111)	87.4	(97)	39.2	(38)	52.6	(51)	8.2	(8)	0.0	(0)	0.0	(0)	100.0	(97)
Finance (n = 89)	52.8	(47)	38.3	(18)	42.6	(20)	14.9	(7)	4.3	(2)	0.0	(0)	100.0	(47)
Legal (n = 65)	40.0	(26)	53.8	(14)	42.3	(11)	3.8	(1)	0.0	(0)	0.0	(0)	100.0	(26)
Letting Management (n = 44)	72.7	(32)	43.8	(14)	40.6	(13)	15.6	(5)	0.0	(0)	0.0	(0)	100.0	(32)
Procurement (n = 270)	57.8	(156)	56.4	(88)	33.3	(52)	9.0	(14)	0.6	(1)	0.6	(1)	100.0	(156)
Public Transportation (n = 129)	86.8	(112)	42.0	(47)	45.5	(51)	12.5	(14)	0.0	(0)	0.0	(0)	100.0	(112)
Railroad (n = 60)	78.3	(47)	27.7	(13)	55.3	(26)	17.0	(8)	0.0	(0)	0.0	(0)	100.0	(47)
Right of Way (n = 232)	66.4	(154)	41.6	(64)	41.6	(64)	13.0	(20)	2.6	(4)	1.3	(2)	100.0	(154)
State Legislative Affairs (n = 115)	71.3	(82)	47.6	(39)	40.2	(33)	12.2	(10)	0.0	(0)	0.0	(0)	100.0	(82)
Traffic Safety Grant (n = 111)	87.4	(97)	43.3	(42)	47.4	(46)	9.3	(9)	0.0	(0)	0.0	(0)	100.0	(97)
Transportation Planning / Local Government (n = 235)	78.3	(184)	44.6	(82)	40.8	(75)	13.0	(24)	1.6	(3)	0.0	(0)	100.0	(184)
Travel Information (n = 232)	72.8	(169)	62.1	(105)	32.5	(55)	5.3	(9)	0.0	(0)	0.0	(0)	100.0	(169)
Travel Information Centers (n = 466)	87.8	(409)	88.8	(363)	10.3	(42)	0.7	(3)	0.0	(0)	0.2	(1)	100.0	(409)

**Weighted estimate*

Table B-7b. TxDOT's Brochures, Publications, and Other Printed Information Are Understandable

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**79.3**	**(NA)**	**69.0**	**(NA)**	**24.4**	**(NA)**	**6.0**	**(NA)**	**0.3**	**(NA)**	**0.3**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	90.5	(190)	48.4	(92)	43.2	(82)	8.4	(16)	0.0	(0)	0.0	(0)	100.0	(190)
Bridge (n = 164)	86.0	(141)	37.6	(53)	46.8	(66)	14.2	(20)	0.7	(1)	0.7	(1)	100.0	(141)
Crash Records (n = 266)	77.8	(207)	42.0	(87)	38.6	(80)	17.9	(37)	1.0	(2)	0.5	(1)	100.0	(207)
DBE / HUB / SBE (n = 209)	77.0	(161)	50.3	(81)	34.2	(55)	13.0	(21)	0.6	(1)	1.9	(3)	100.0	(161)
Design / Engineering Procurement (n = 93)	81.7	(76)	35.5	(27)	44.7	(34)	17.1	(13)	2.6	(2)	0.0	(0)	100.0	(76)
Environmental Affairs (n = 193)	67.4	(130)	41.5	(54)	46.9	(61)	10.8	(14)	0.8	(1)	0.0	(0)	100.0	(130)
Federal / International Affairs (n = 111)	88.3	(98)	37.8	(37)	51.0	(50)	11.2	(11)	0.0	(0)	0.0	(0)	100.0	(98)
Finance (n = 89)	52.8	(47)	38.3	(18)	40.4	(19)	17.0	(8)	4.3	(2)	0.0	(0)	100.0	(47)
Legal (n = 65)	41.5	(27)	55.6	(15)	37.0	(10)	7.4	(2)	0.0	(0)	0.0	(0)	100.0	(27)
Letting Management (n = 44)	72.7	(32)	40.6	(13)	37.5	(12)	21.9	(7)	0.0	(0)	0.0	(0)	100.0	(32)
Procurement (n = 270)	58.9	(159)	54.7	(87)	29.6	(47)	12.6	(20)	2.5	(4)	0.6	(1)	100.0	(159)
Public Transportation (n = 129)	86.0	(111)	37.8	(42)	50.5	(56)	11.7	(13)	0.0	(0)	0.0	(0)	100.0	(111)
Railroad (n = 60)	78.3	(47)	25.5	(12)	55.3	(26)	19.1	(9)	0.0	(0)	0.0	(0)	100.0	(47)
Right of Way (n = 232)	69.4	(161)	37.3	(60)	43.5	(70)	14.9	(24)	2.5	(4)	1.9	(3)	100.0	(161)
State Legislative Affairs (n = 115)	75.7	(87)	43.7	(38)	41.4	(36)	14.9	(13)	0.0	(0)	0.0	(0)	100.0	(87)
Traffic Safety Grant (n = 111)	87.4	(97)	43.3	(42)	45.4	(44)	10.3	(10)	1.0	(1)	0.0	(0)	100.0	(97)
Transportation Planning / Local Government (n = 235)	79.6	(187)	45.5	(85)	38.0	(71)	15.5	(29)	1.1	(2)	0.0	(0)	100.0	(187)
Travel Information (n = 232)	73.3	(170)	60.0	(102)	34.1	(58)	5.9	(10)	0.0	(0)	0.0	(0)	100.0	(170)
Travel Information Centers (n = 466)	87.6	(408)	89.7	(366)	9.1	(37)	1.0	(4)	0.0	(0)	0.2	(1)	100.0	(408)

**Weighted estimate*

Table B-7c. TxDOT's Brochures, Publications, and Other Printed Information Are Useful

Customer Group	Gave Opinion Percent (Count)		Responses: Strongly Agree Percent (Count)		Agree Percent (Count)		Neutral Percent (Count)		Disagree Percent (Count)		Strongly Disagree Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**79.3**	**(NA)**	**69.8**	**(NA)**	**23.1**	**(NA)**	**6.4**	**(NA)**	**0.4**	**(NA)**	**0.3**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	90.0	(189)	48.1	(91)	42.3	(80)	9.5	(18)	0.0	(0)	0.0	(0)	100.0	(189)
Bridge (n = 164)	85.4	(140)	39.3	(55)	42.9	(60)	17.1	(24)	0.0	(0)	0.7	(1)	100.0	(140)
Crash Records (n = 266)	77.8	(207)	42.0	(87)	37.2	(77)	18.4	(38)	1.4	(3)	1.0	(2)	100.0	(207)
DBE / HUB / SBE (n = 209)	78.0	(163)	46.0	(75)	35.0	(57)	15.3	(25)	1.8	(3)	1.8	(3)	100.0	(163)
Design / Engineering Procurement (n = 93)	81.7	(76)	35.5	(27)	43.4	(33)	19.7	(15)	1.3	(1)	0.0	(0)	100.0	(76)
Environmental Affairs (n = 193)	69.9	(135)	39.3	(53)	47.4	(64)	11.1	(15)	1.5	(2)	0.7	(1)	100.0	(135)
Federal / International Affairs (n = 111)	87.4	(97)	40.2	(39)	51.5	(50)	8.2	(8)	0.0	(0)	0.0	(0)	100.0	(97)
Finance (n = 89)	52.8	(47)	36.2	(17)	38.3	(18)	25.5	(12)	0.0	(0)	0.0	(0)	100.0	(47)
Legal (n = 65)	41.5	(27)	51.9	(14)	40.7	(11)	7.4	(2)	0.0	(0)	0.0	(0)	100.0	(27)
Letting Management (n = 44)	72.7	(32)	40.6	(13)	31.3	(10)	28.1	(9)	0.0	(0)	0.0	(0)	100.0	(32)
Procurement (n = 270)	58.1	(157)	55.4	(87)	29.9	(47)	12.1	(19)	1.9	(3)	0.6	(1)	100.0	(157)
Public Transportation (n = 129)	84.5	(109)	36.7	(40)	48.6	(53)	14.7	(16)	0.0	(0)	0.0	(0)	100.0	(109)
Railroad (n = 60)	78.3	(47)	29.8	(14)	51.1	(24)	19.1	(9)	0.0	(0)	0.0	(0)	100.0	(47)
Right of Way (n = 232)	67.7	(157)	37.6	(59)	39.5	(62)	18.5	(29)	3.2	(5)	1.3	(2)	100.0	(157)
State Legislative Affairs (n = 115)	75.7	(87)	44.8	(39)	40.2	(35)	13.8	(12)	1.1	(1)	0.0	(0)	100.0	(87)
Traffic Safety Grant (n = 111)	85.6	(95)	40.0	(38)	46.3	(44)	12.6	(12)	1.1	(1)	0.0	(0)	100.0	(95)
Transportation Planning / Local Government (n = 235)	78.3	(184)	45.1	(83)	37.5	(69)	14.7	(27)	2.7	(5)	0.0	(0)	100.0	(184)
Travel Information (n = 232)	72.8	(169)	60.9	(103)	32.0	(54)	7.1	(12)	0.0	(0)	0.0	(0)	100.0	(169)
Travel Information Centers (n = 466)	88.2	(411)	91.2	(375)	8.0	(33)	0.5	(2)	0.0	(0)	0.2	(1)	100.0	(411)

**Weighted estimate*

Table B-8. Satisfaction With the TxDOT District Office Interacted With Most Frequently

Customer Group	Gave Opinion Percent (Count)		Responses: Very Satisfied Percent (Count)		Satisfied Percent (Count)		Neutral Percent (Count)		Dissatisfied Percent (Count)		Very Dissatisfied Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**79.6**	**(NA)**	**71.0**	**(NA)**	**21.6**	**(NA)**	**5.8**	**(NA)**	**1.0**	**(NA)**	**0.6**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	92.4	(194)	66.5	(129)	27.8	(54)	4.1	(8)	1.5	(3)	0.0	(0)	100.0	(194)
Bridge (n = 164)	94.5	(155)	44.5	(69)	43.9	(68)	8.4	(13)	3.2	(5)	0.0	(0)	100.0	(155)
Crash Records (n = 266)	87.2	(232)	49.6	(115)	33.2	(77)	15.1	(35)	2.2	(5)	0.0	(0)	100.0	(232)
DBE / HUB / SBE (n = 209)	81.3	(170)	44.7	(76)	37.1	(63)	14.1	(24)	1.2	(2)	2.9	(5)	100.0	(170)
Design / Engineering Procurement (n = 93)	93.5	(87)	39.1	(34)	43.7	(38)	13.8	(12)	2.3	(2)	1.1	(1)	100.0	(87)
Environmental Affairs (n = 193)	88.6	(171)	48.0	(82)	40.4	(69)	8.2	(14)	2.3	(4)	1.2	(2)	100.0	(171)
Federal / International Affairs (n = 111)	96.4	(107)	45.8	(49)	46.7	(50)	6.5	(7)	0.0	(0)	0.9	(1)	100.0	(107)
Finance (n = 89)	86.5	(77)	42.9	(33)	37.7	(29)	13.0	(10)	5.2	(4)	1.3	(1)	100.0	(77)
Legal (n = 65)	83.1	(54)	55.6	(30)	33.3	(18)	11.1	(6)	0.0	(0)	0.0	(0)	100.0	(54)
Letting Management (n = 44)	95.5	(42)	54.8	(23)	26.2	(11)	16.7	(7)	2.4	(1)	0.0	(0)	100.0	(42)
Procurement (n = 270)	88.5	(239)	66.9	(160)	23.0	(55)	7.9	(19)	1.3	(3)	0.8	(2)	100.0	(239)
Public Transportation (n = 129)	96.1	(124)	61.3	(76)	29.0	(36)	7.3	(9)	1.6	(2)	0.8	(1)	100.0	(124)
Railroad (n = 60)	95.0	(57)	36.8	(21)	50.9	(29)	8.8	(5)	1.8	(1)	1.8	(1)	100.0	(57)
Right of Way (n = 232)	88.8	(206)	43.7	(90)	33.0	(68)	18.0	(37)	3.9	(8)	1.5	(3)	100.0	(206)
State Legislative Affairs (n = 115)	86.1	(99)	47.5	(47)	42.4	(42)	10.1	(10)	0.0	(0)	0.0	(0)	100.0	(99)
Traffic Safety Grant (n = 111)	95.5	(106)	53.8	(57)	36.8	(39)	7.5	(8)	0.9	(1)	0.9	(1)	100.0	(106)
Transportation Planning / Local Government (n = 235)	94.5	(222)	46.4	(103)	36.5	(81)	14.0	(31)	2.7	(6)	0.5	(1)	100.0	(222)
Travel Information (n = 232)	70.7	(164)	58.5	(96)	34.8	(57)	4.9	(8)	1.2	(2)	0.6	(1)	100.0	(164)
Travel Information Centers (n = 466)	80.0	(373)	92.2	(344)	4.6	(17)	2.7	(10)	0.3	(1)	0.3	(1)	100.0	(373)

**Weighted estimate*

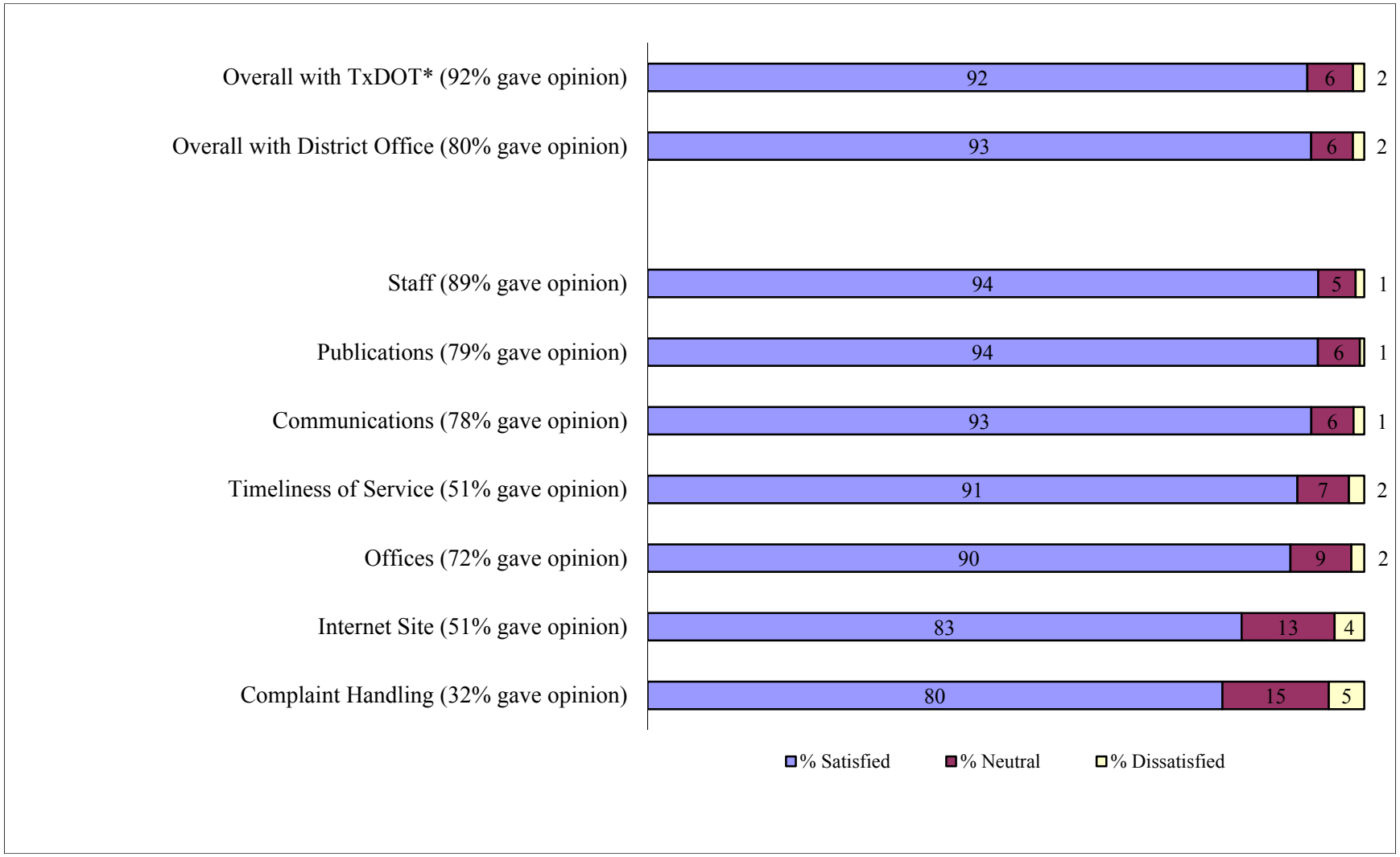
Table B-9. Overall Satisfaction With TxDOT

Customer Group	Gave Opinion Percent (Count)		Responses: Very Satisfied Percent (Count)		Satisfied Percent (Count)		Neutral Percent (Count)		Dissatisfied Percent (Count)		Very Dissatisfied Percent (Count)		Total Percent (Count)	
All Customer Groups Combined* (n = 3,294)	**92.0**	**(NA)**	**66.5**	**(NA)**	**25.6**	**(NA)**	**6.4**	**(NA)**	**1.1**	**(NA)**	**0.5**	**(NA)**	**100.0**	**(NA)**
Aviation (n = 210)	97.6	(205)	61.5	(126)	33.7	(69)	2.9	(6)	2.0	(4)	0.0	(0)	100.0	(205)
Bridge (n = 164)	97.6	(160)	35.6	(57)	50.6	(81)	10.0	(16)	3.8	(6)	0.0	(0)	100.0	(160)
Crash Records (n = 266)	94.4	(251)	44.2	(111)	33.5	(84)	16.7	(42)	4.4	(11)	1.2	(3)	100.0	(251)
DBE / HUB / SBE (n = 209)	91.4	(191)	42.9	(82)	38.7	(74)	12.6	(24)	3.7	(7)	2.1	(4)	100.0	(191)
Design / Engineering Procurement (n = 93)	96.8	(90)	27.8	(25)	46.7	(42)	18.9	(17)	5.6	(5)	1.1	(1)	100.0	(90)
Environmental Affairs (n = 193)	94.3	(182)	40.1	(73)	40.1	(73)	12.6	(23)	3.8	(7)	3.3	(6)	100.0	(182)
Federal / International Affairs (n = 111)	97.3	(108)	38.9	(42)	50.0	(54)	11.1	(12)	0.0	(0)	0.0	(0)	100.0	(108)
Finance (n = 89)	95.5	(85)	38.8	(33)	38.8	(33)	14.1	(12)	7.1	(6)	1.2	(1)	100.0	(85)
Legal (n = 65)	93.8	(61)	52.5	(32)	31.1	(19)	16.4	(10)	0.0	(0)	0.0	(0)	100.0	(61)
Letting Management (n = 44)	97.7	(43)	41.9	(18)	30.2	(13)	20.9	(9)	4.7	(2)	2.3	(1)	100.0	(43)
Procurement (n = 270)	92.6	(250)	59.6	(149)	28.8	(72)	10.4	(26)	0.4	(1)	0.8	(2)	100.0	(250)
Public Transportation (n = 129)	97.7	(126)	53.2	(67)	33.3	(42)	11.1	(14)	1.6	(2)	0.8	(1)	100.0	(126)
Railroad (n = 60)	96.7	(58)	36.2	(21)	48.3	(28)	12.1	(7)	3.4	(2)	0.0	(0)	100.0	(58)
Right of Way (n = 232)	96.6	(224)	40.2	(90)	36.2	(81)	15.6	(35)	6.3	(14)	1.8	(4)	100.0	(224)
State Legislative Affairs (n = 115)	95.7	(110)	38.2	(42)	41.8	(46)	17.3	(19)	2.7	(3)	0.0	(0)	100.0	(110)
Traffic Safety Grant (n = 111)	99.1	(110)	41.8	(46)	43.6	(48)	12.7	(14)	0.9	(1)	0.9	(1)	100.0	(110)
Transportation Planning / Local Government (n = 235)	96.6	(227)	39.6	(90)	39.2	(89)	16.3	(37)	3.1	(7)	1.8	(4)	100.0	(227)
Travel Information (n = 232)	87.9	(204)	53.4	(109)	38.2	(78)	7.4	(15)	1.0	(2)	0.0	(0)	100.0	(204)
Travel Information Centers (n = 466)	93.3	(435)	89.0	(387)	9.7	(42)	1.1	(5)	0.0	(0)	0.2	(1)	100.0	(435)

**Weighted estimate*

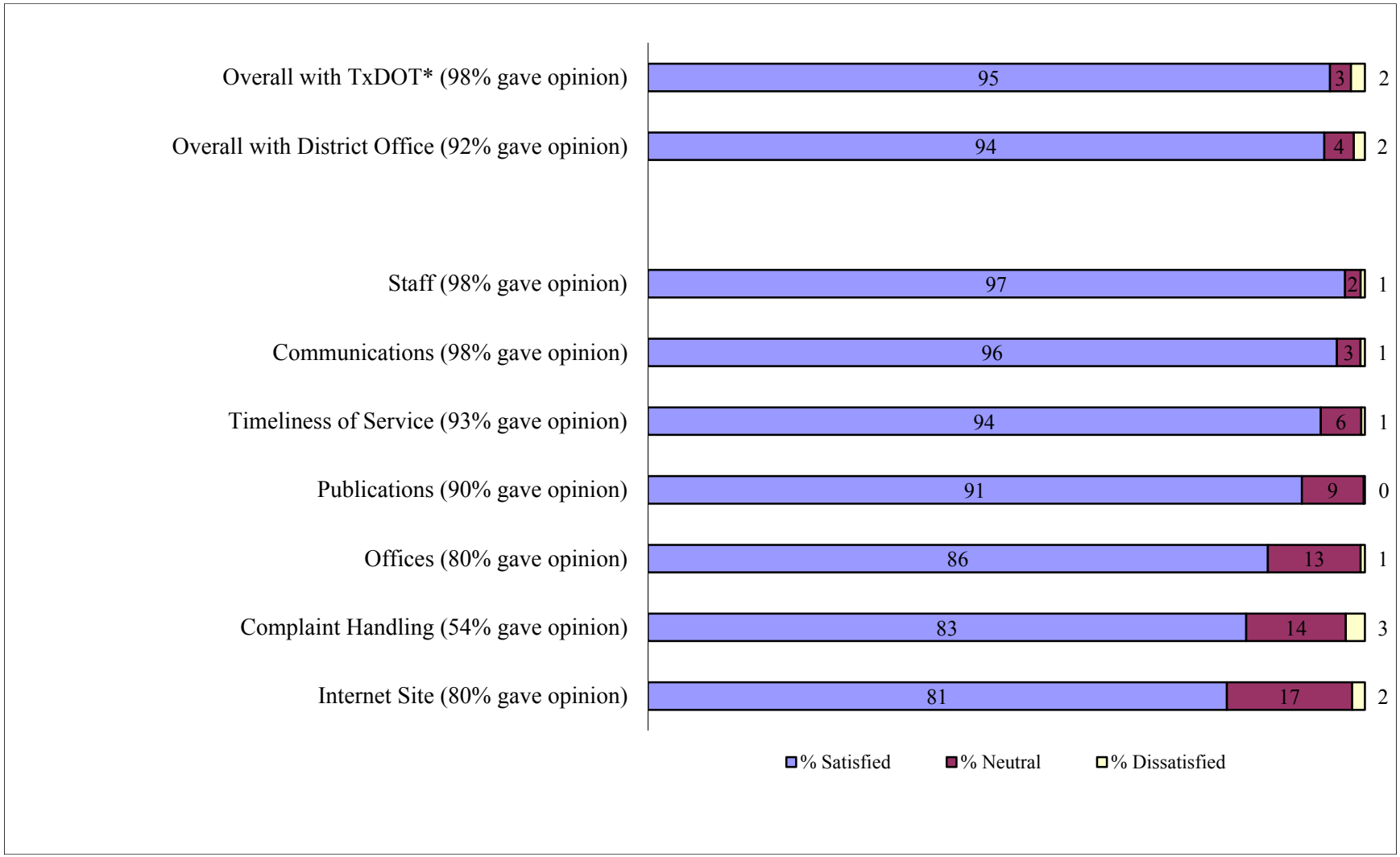
Appendix C.
Graphical Summary of Survey Results by Customer Group

Figure C-1. Customer Satisfaction: All Customer Groups Combined*



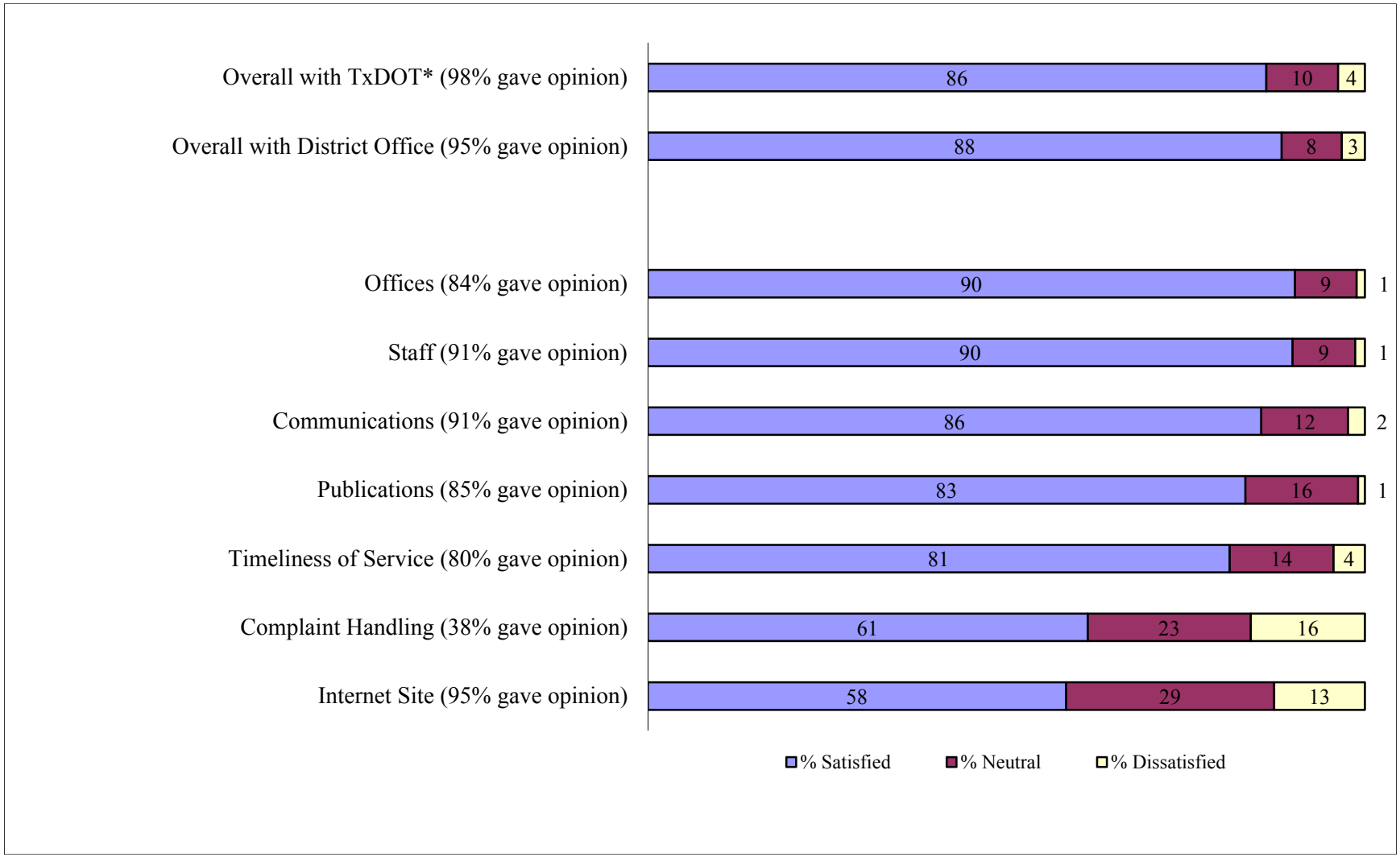
**Weighted estimate*

Figure C-2. Customer Satisfaction: Aviation



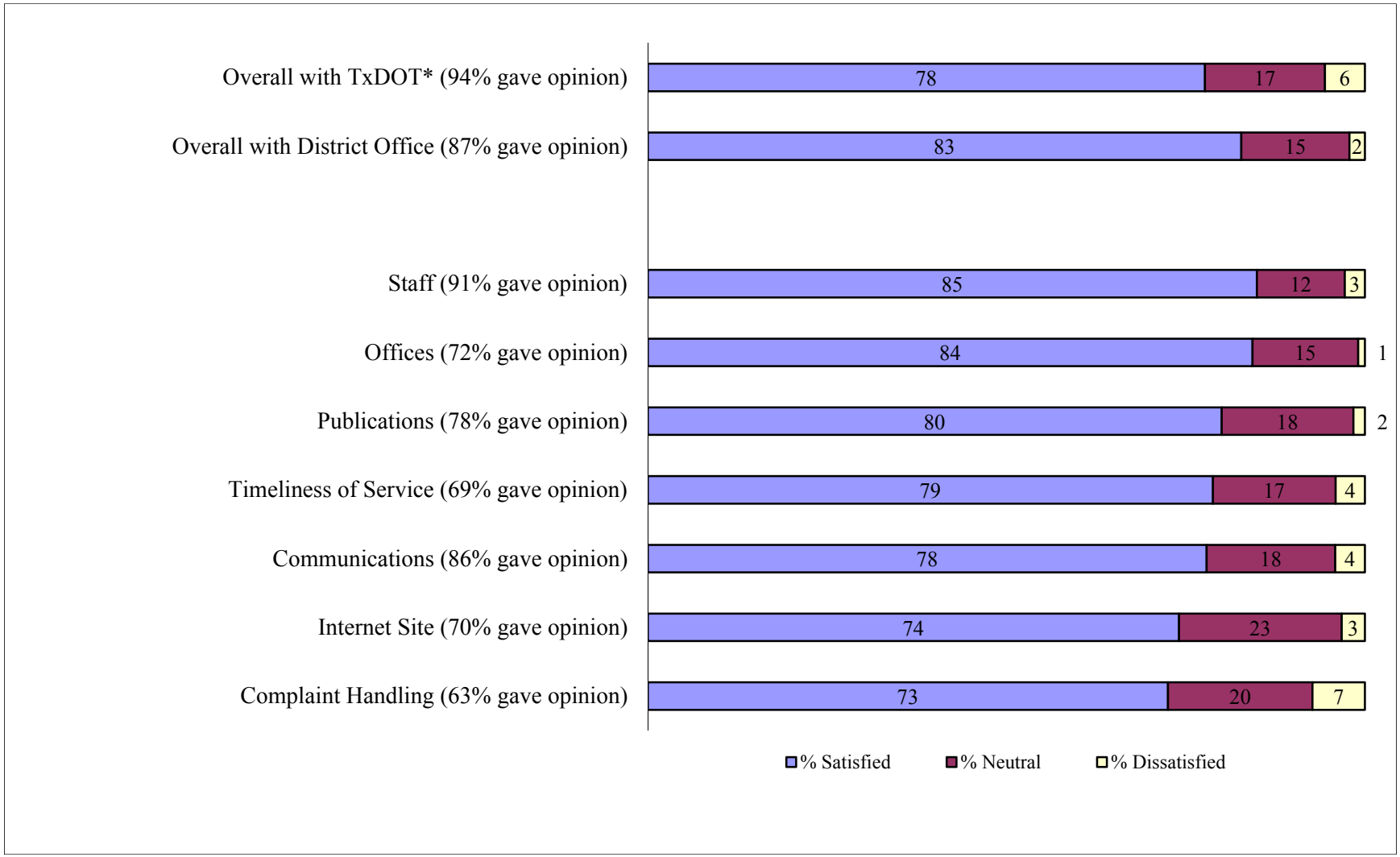
**Weighted estimate*

Figure C-3. Customer Satisfaction: Bridge



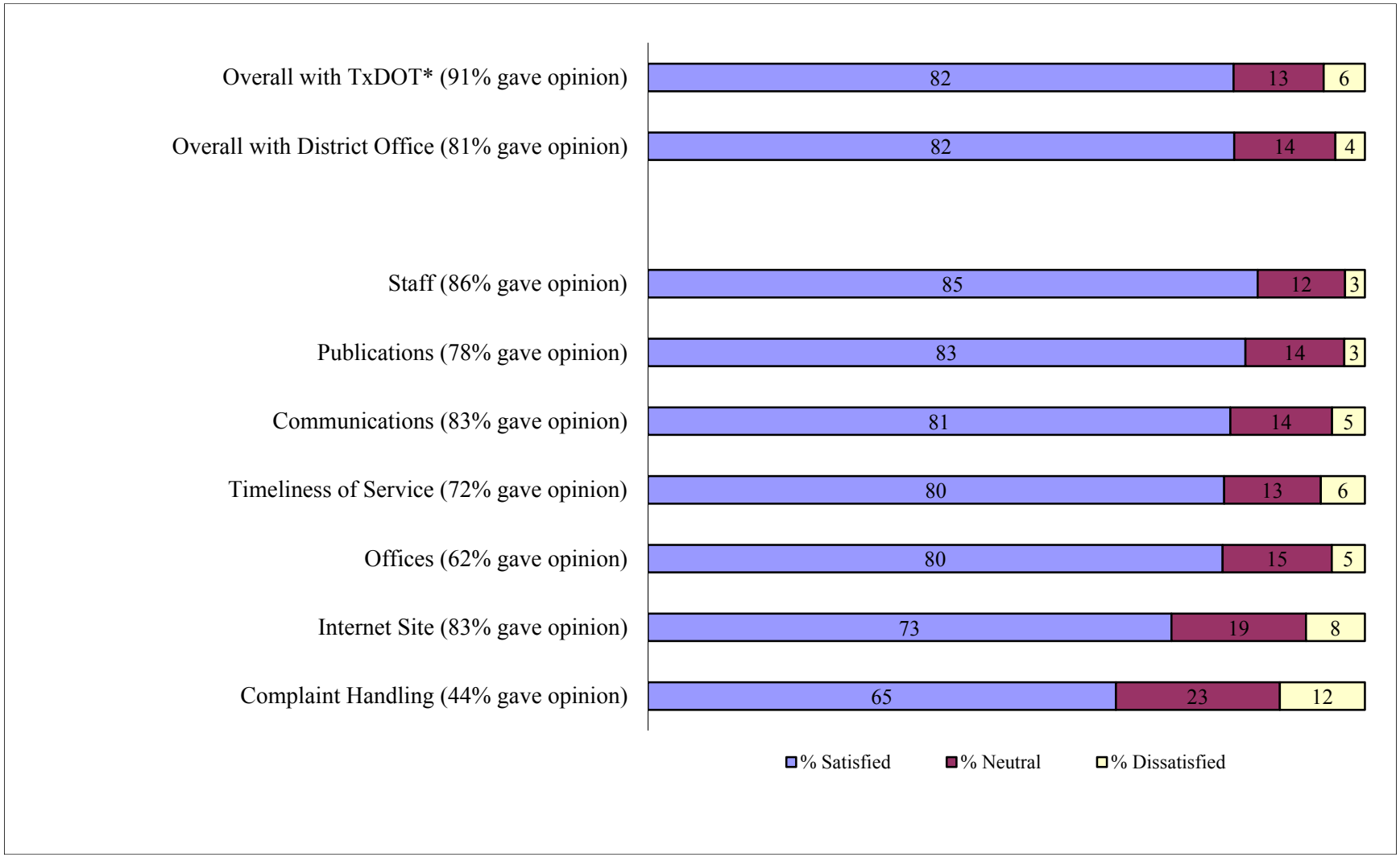
**Weighted estimate*

Figure C-4. Customer Satisfaction: Crash Records



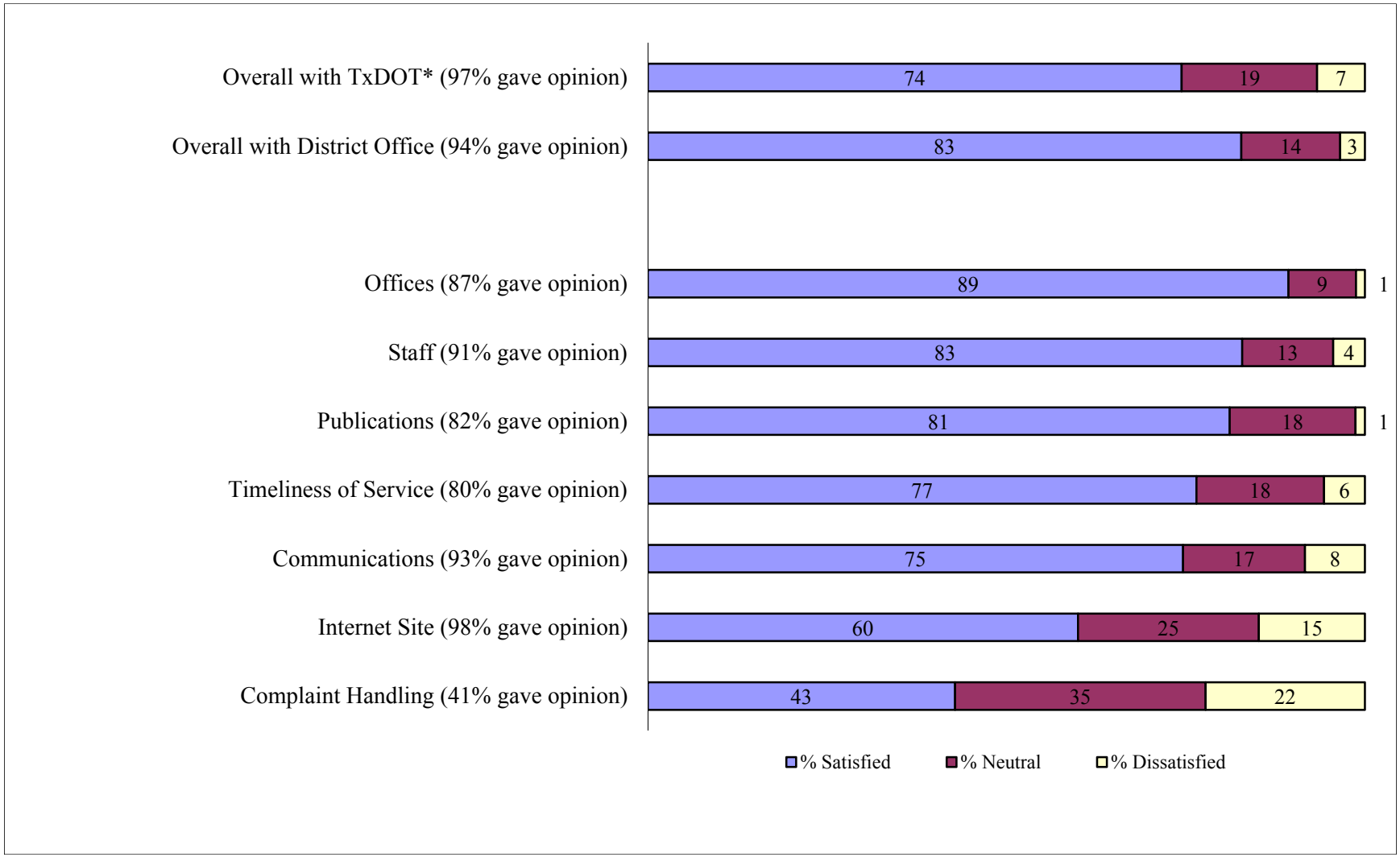
**Weighted estimate*

Figure C-5. Customer Satisfaction: DBE / HUB / SBE



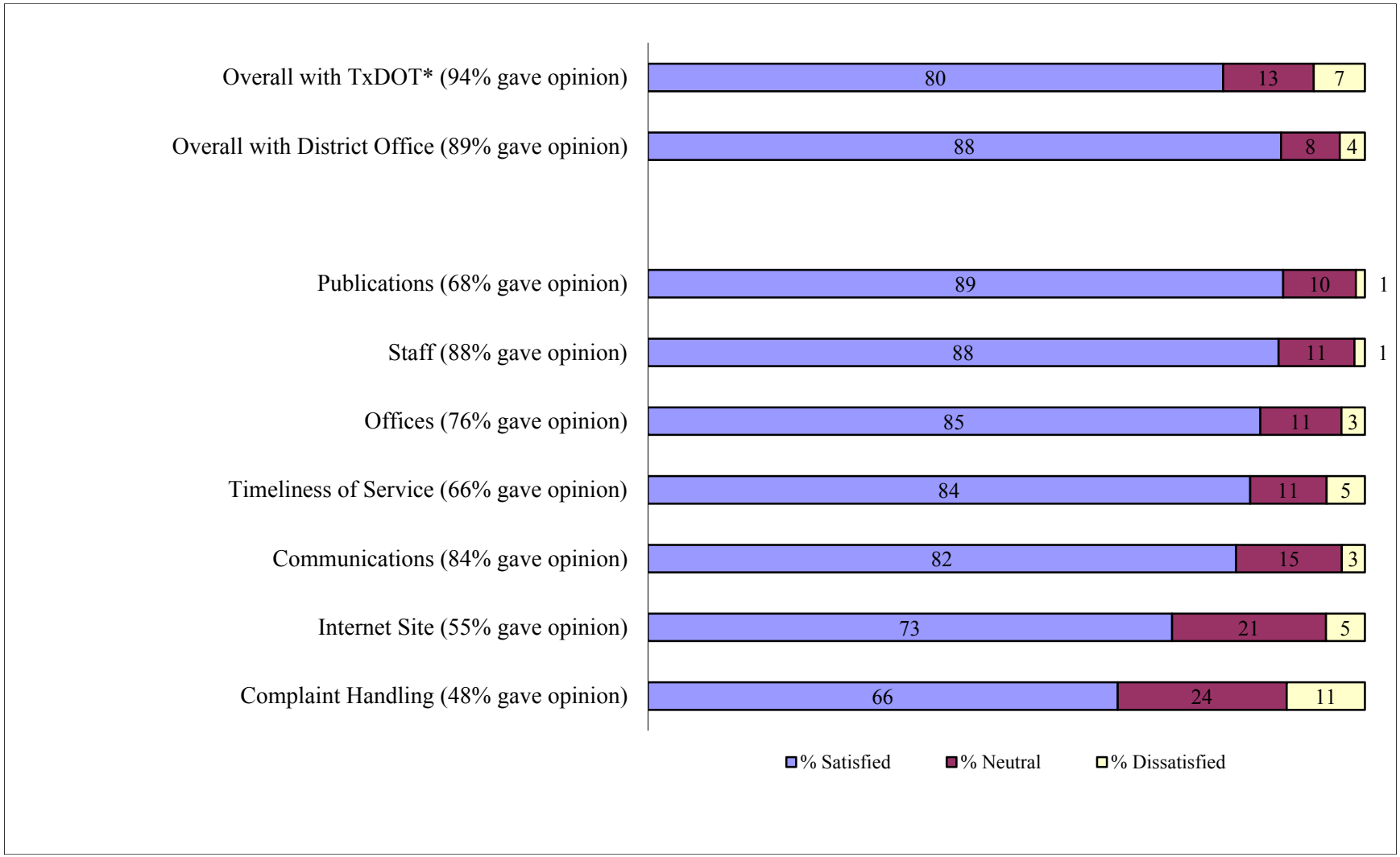
**Weighted estimate*

Figure C-6. Customer Satisfaction: Design / Engineering Procurement



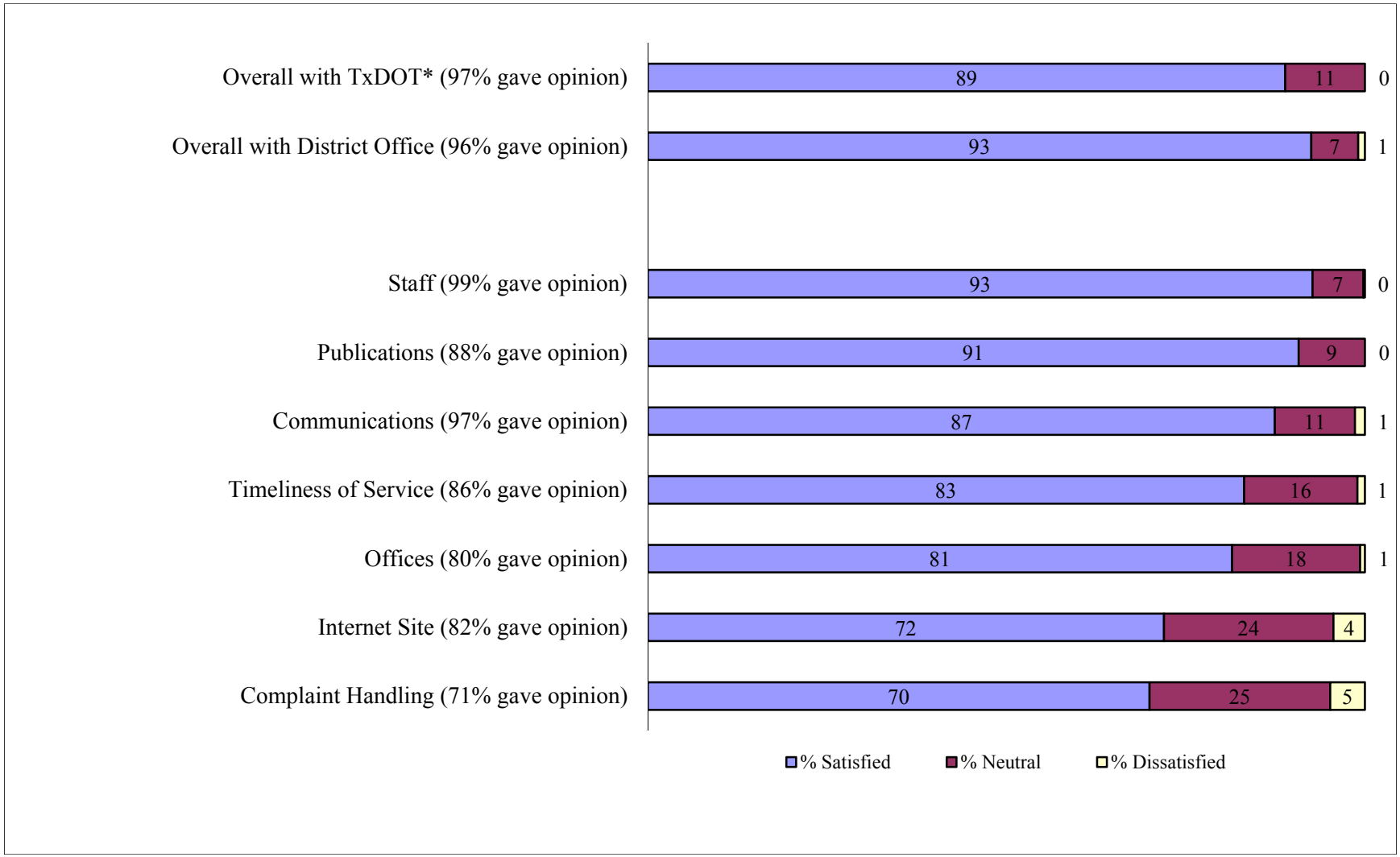
**Weighted estimate*

Figure C-7. Customer Satisfaction: Environmental Affairs



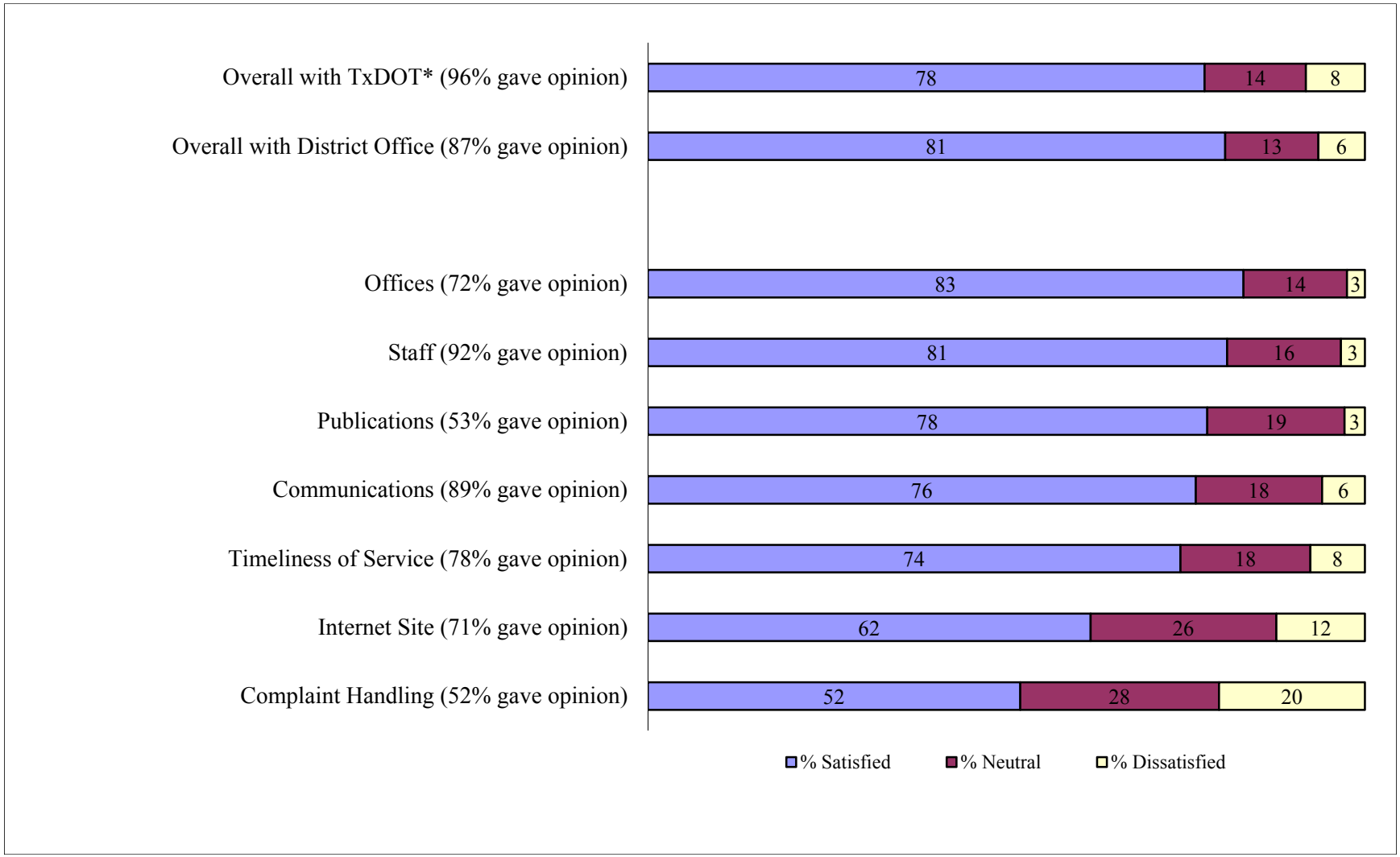
**Weighted estimate*

Figure C-8. Customer Satisfaction: Federal / International Affairs



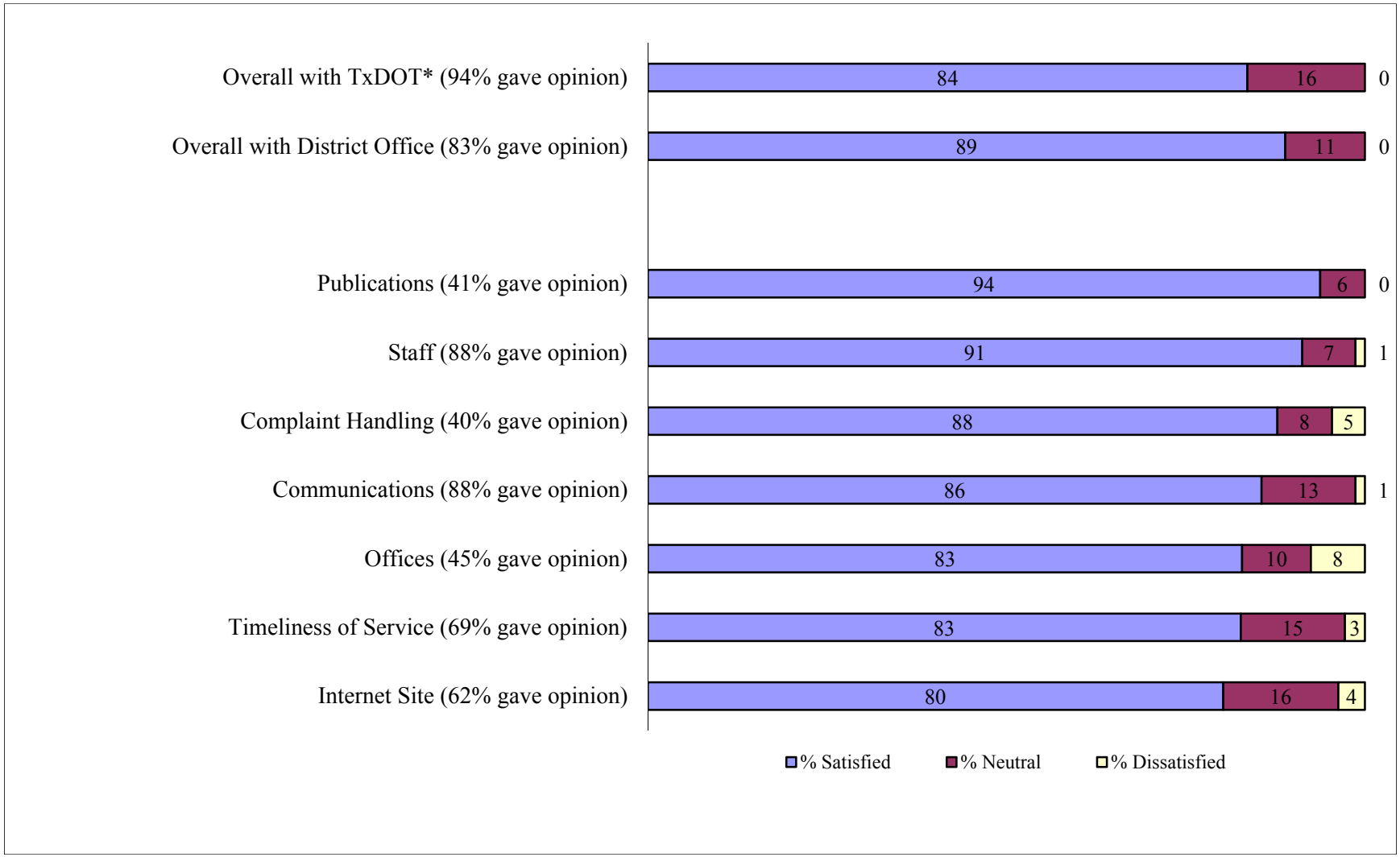
**Weighted estimate*

Figure C-9. Customer Satisfaction: Finance



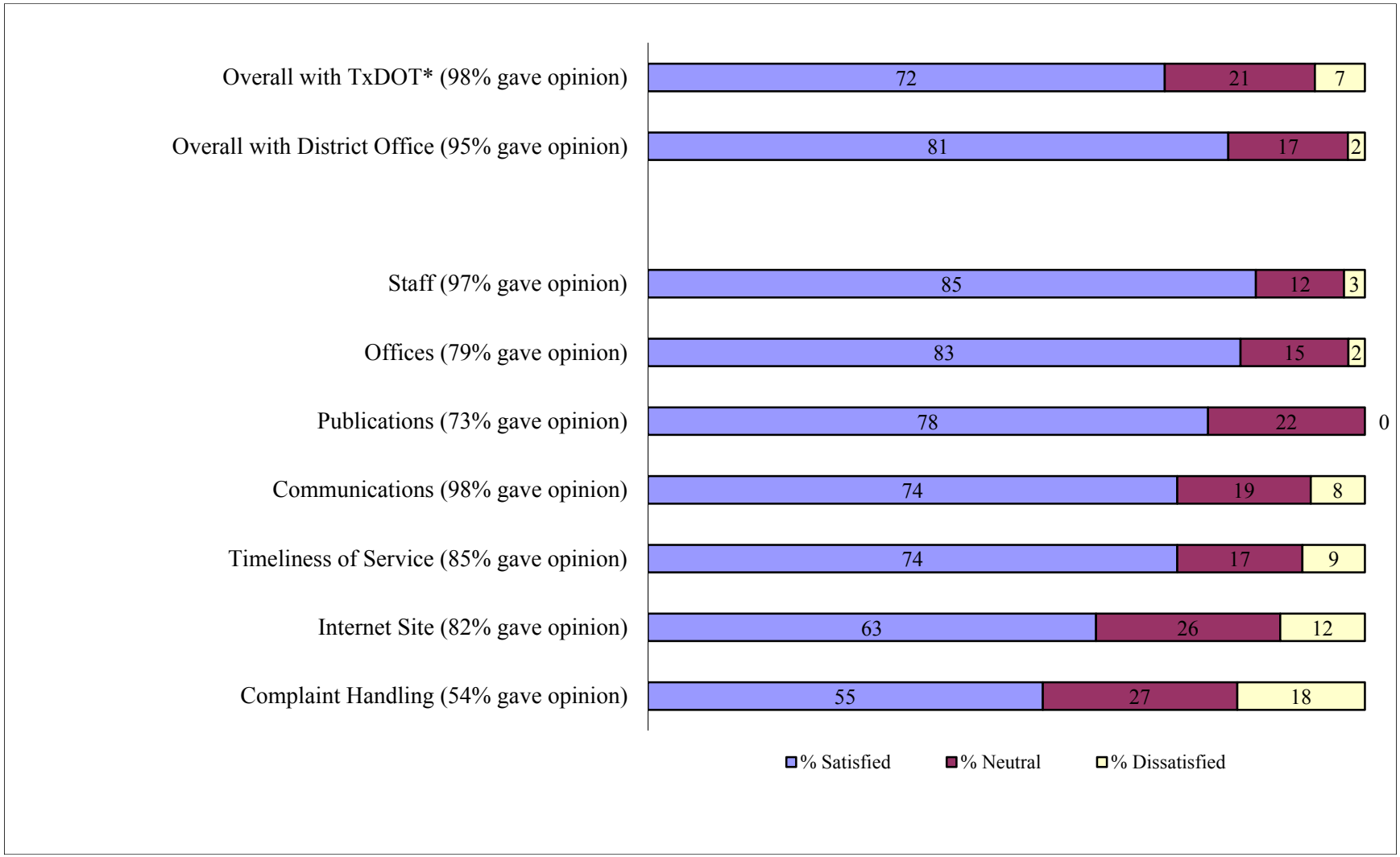
**Weighted estimate*

Figure C-10. Customer Satisfaction: Legal



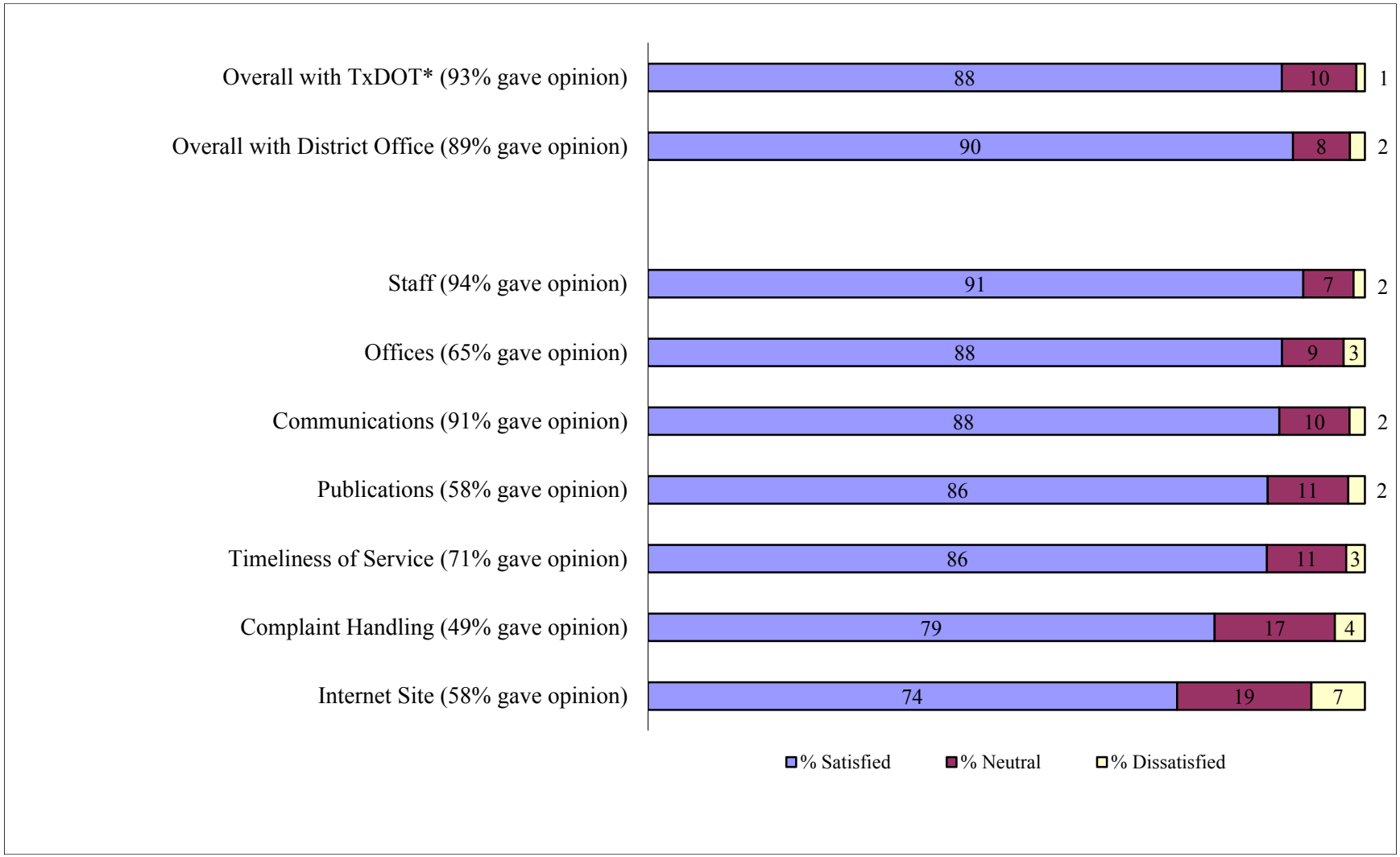
**Weighted estimate*

Figure C-11. Customer Satisfaction: Letting Management



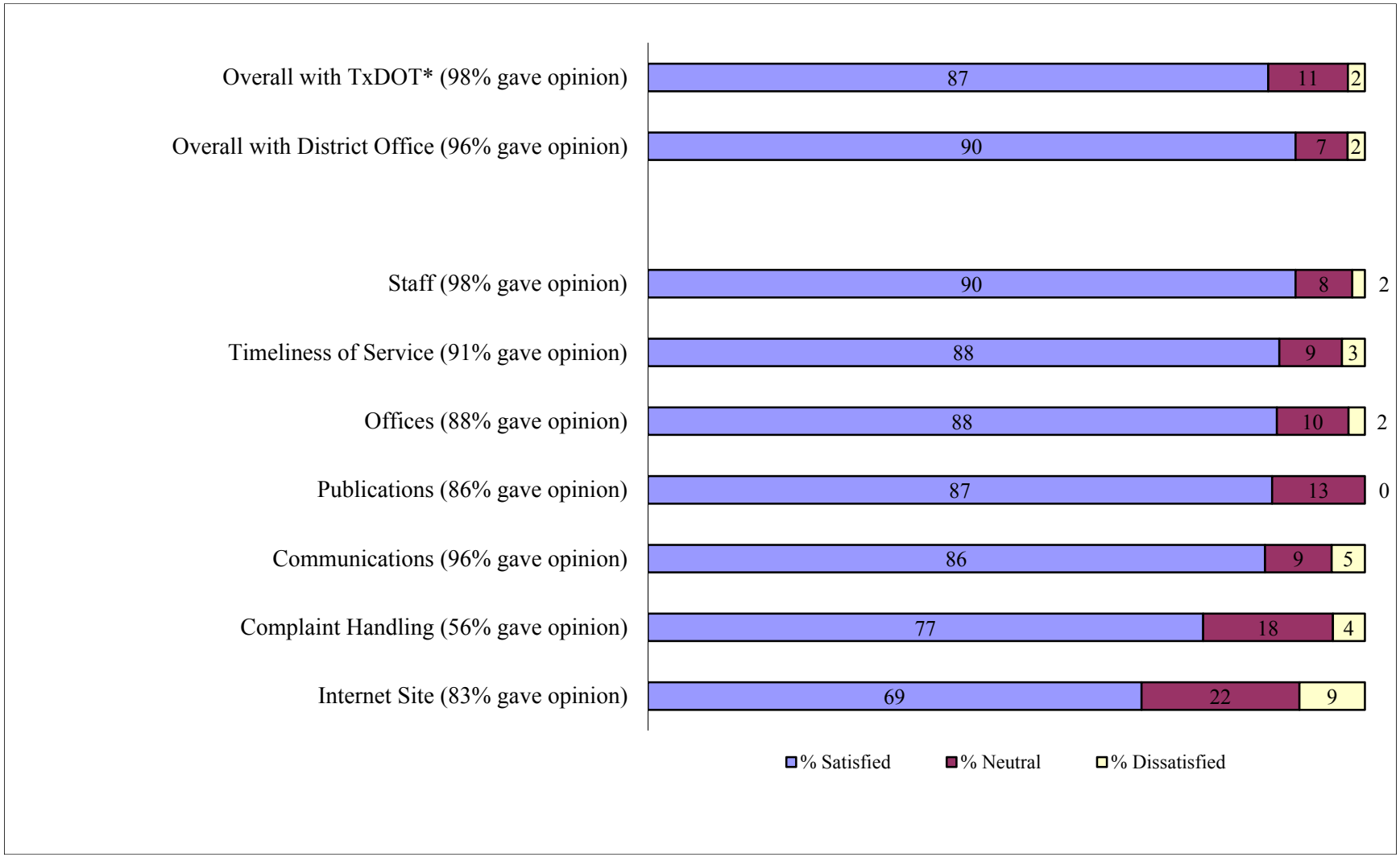
**Weighted estimate*

Figure C-12. Customer Satisfaction: Procurement



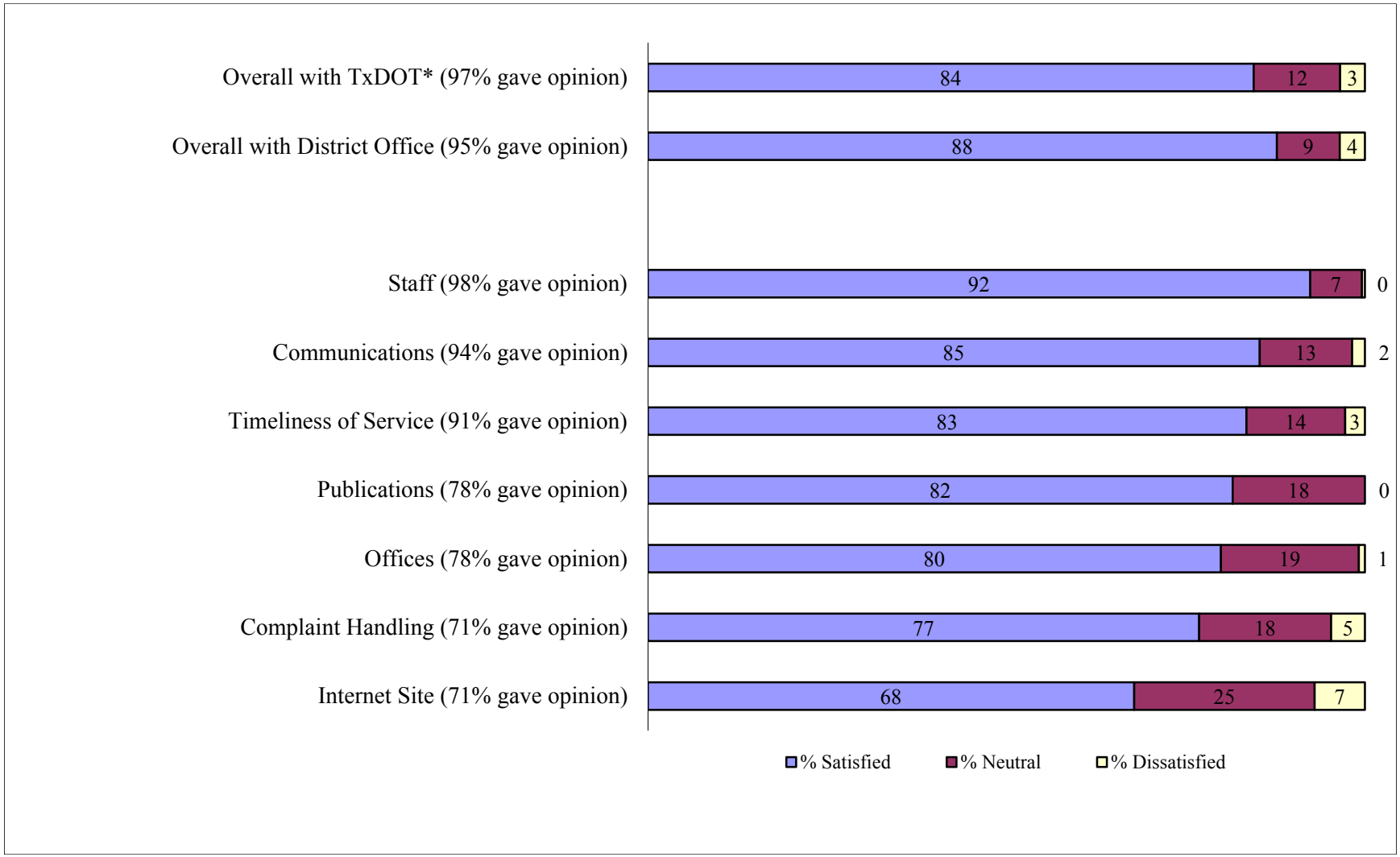
**Weighted estimate*

Figure C-13. Customer Satisfaction: Public Transportation



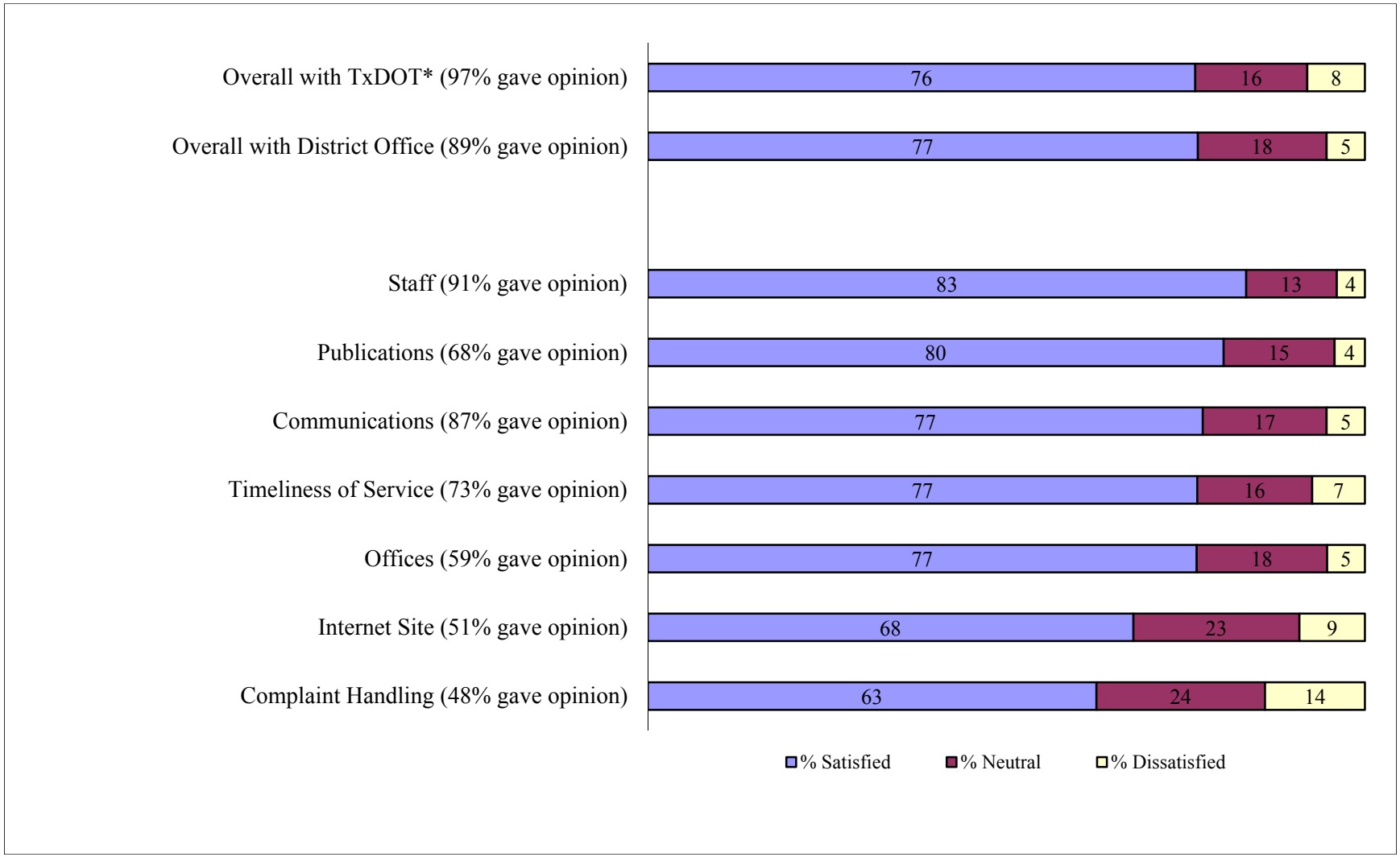
**Weighted estimate*

Figure C-14. Customer Satisfaction: Railroad



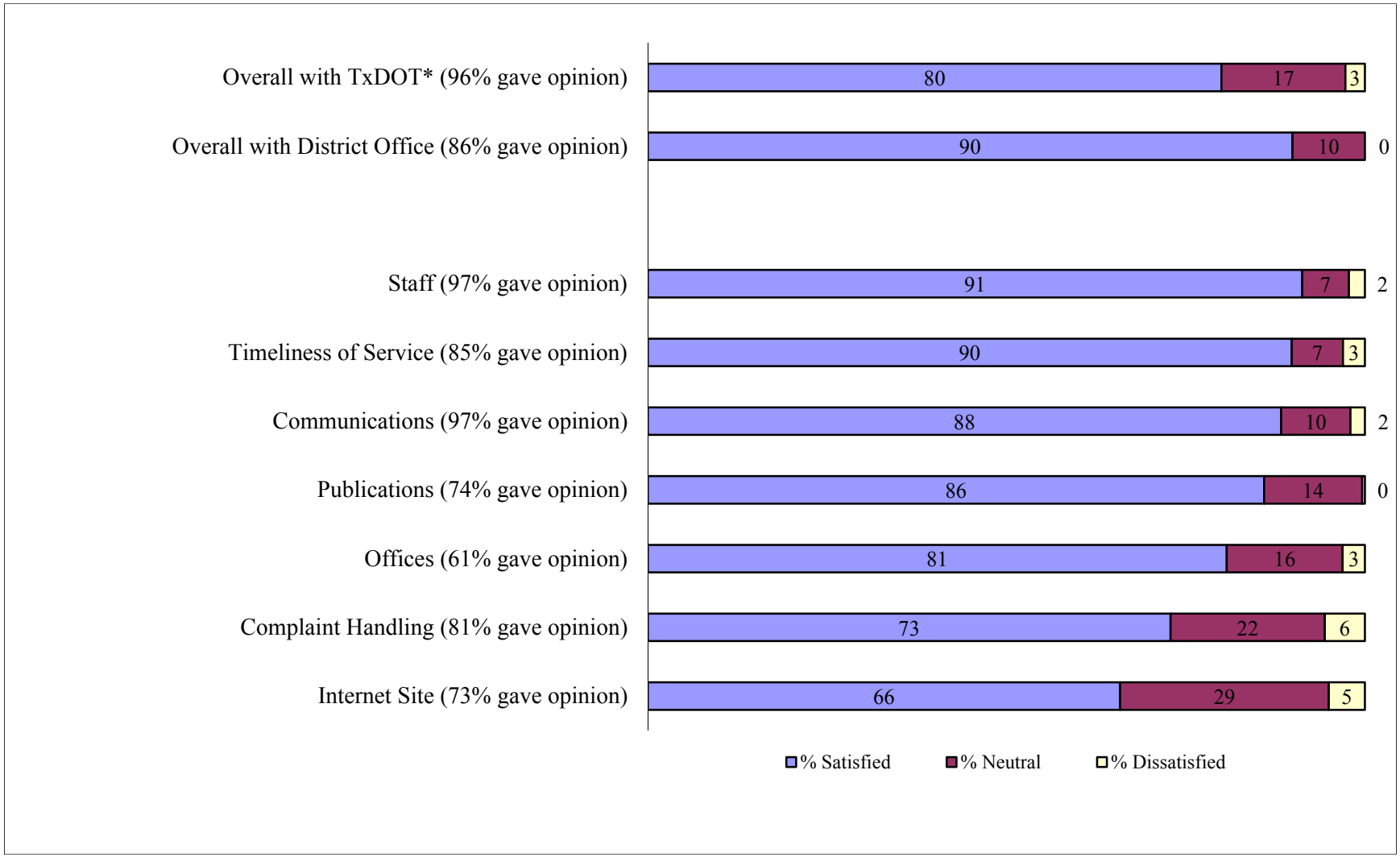
**Weighted estimate*

Figure C-15. Customer Satisfaction: Right of Way



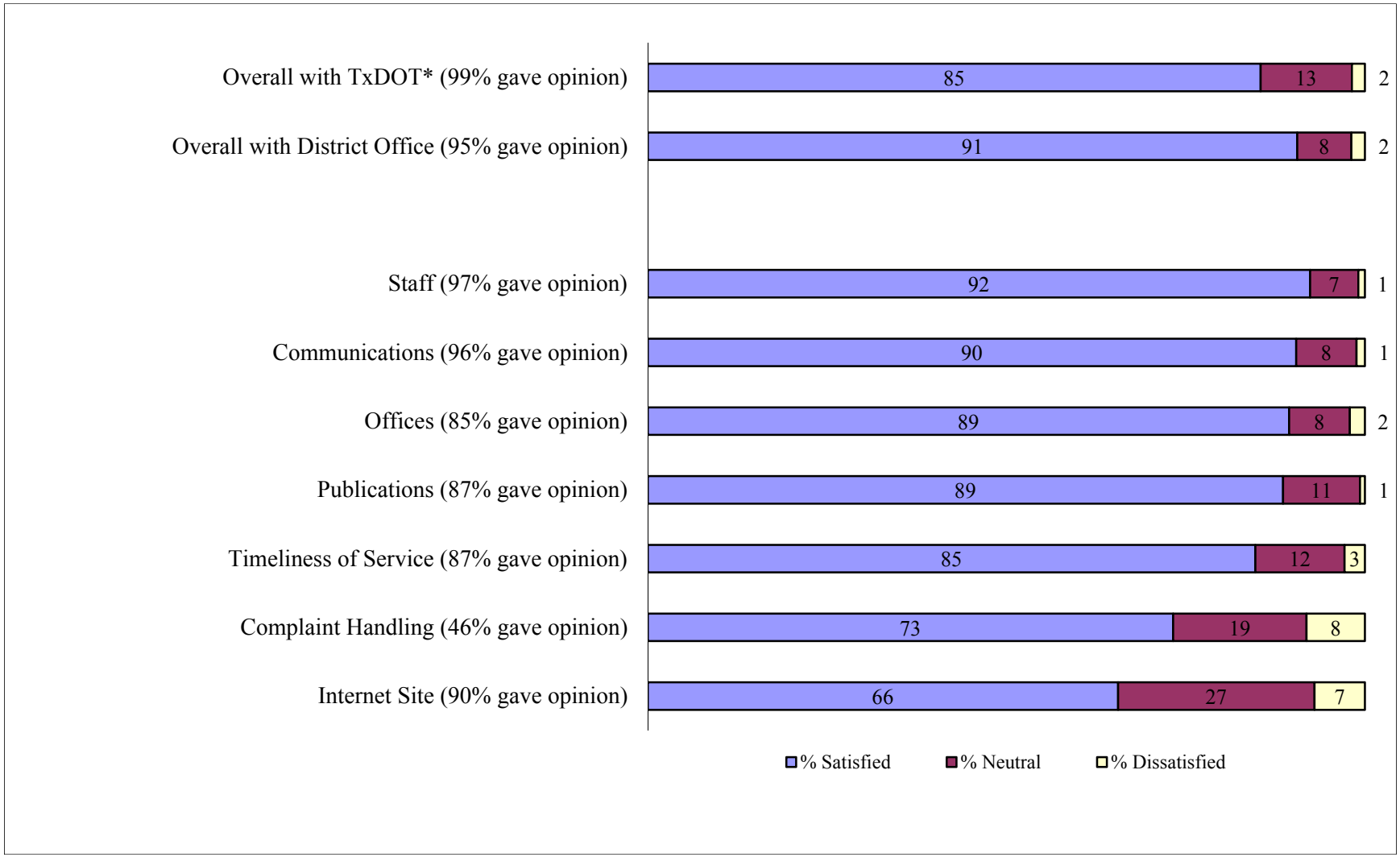
**Weighted estimate*

Figure C-16. Customer Satisfaction: State Legislative Affairs



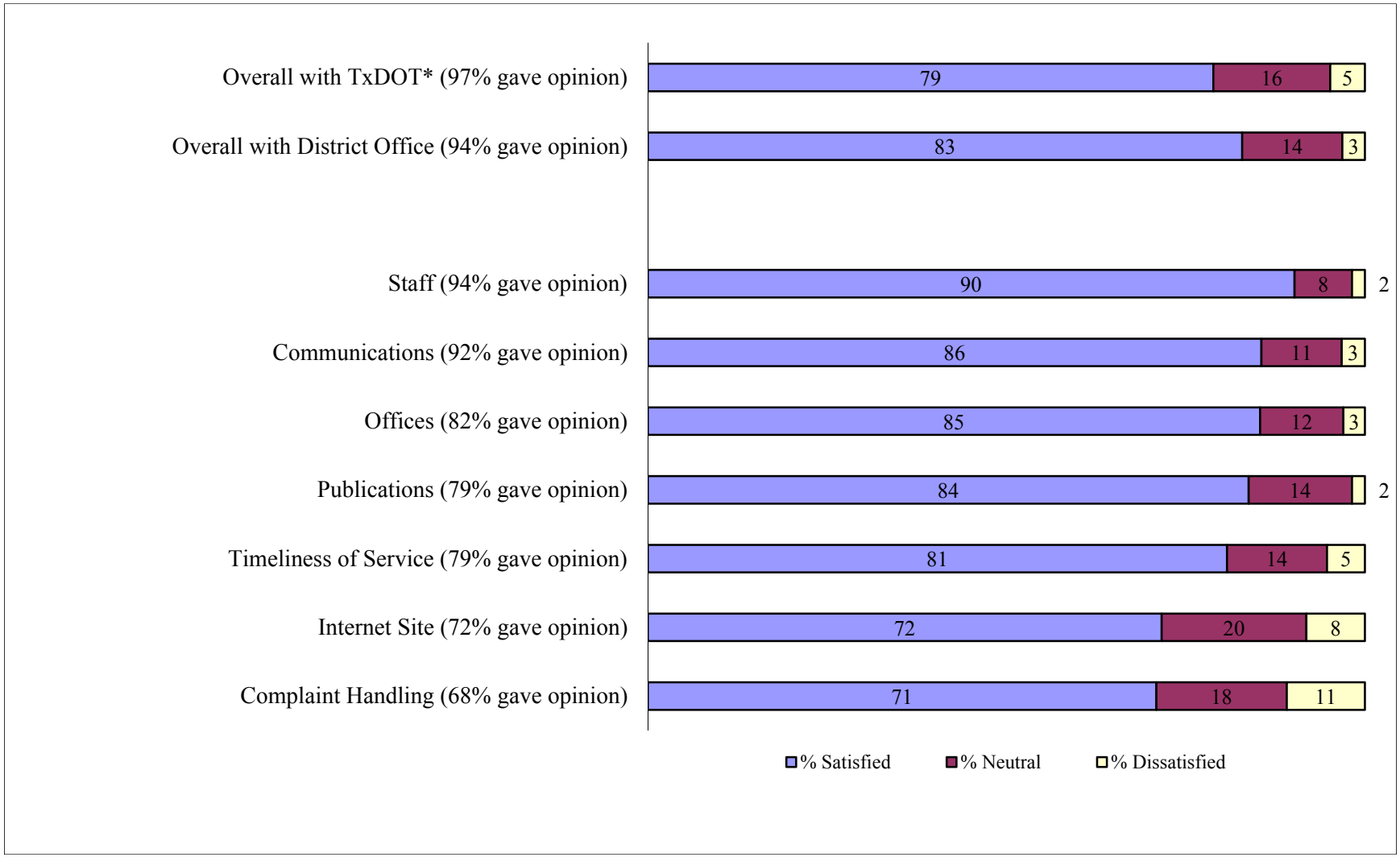
**Weighted estimate*

Figure C-17. Customer Satisfaction: Traffic Safety Grant



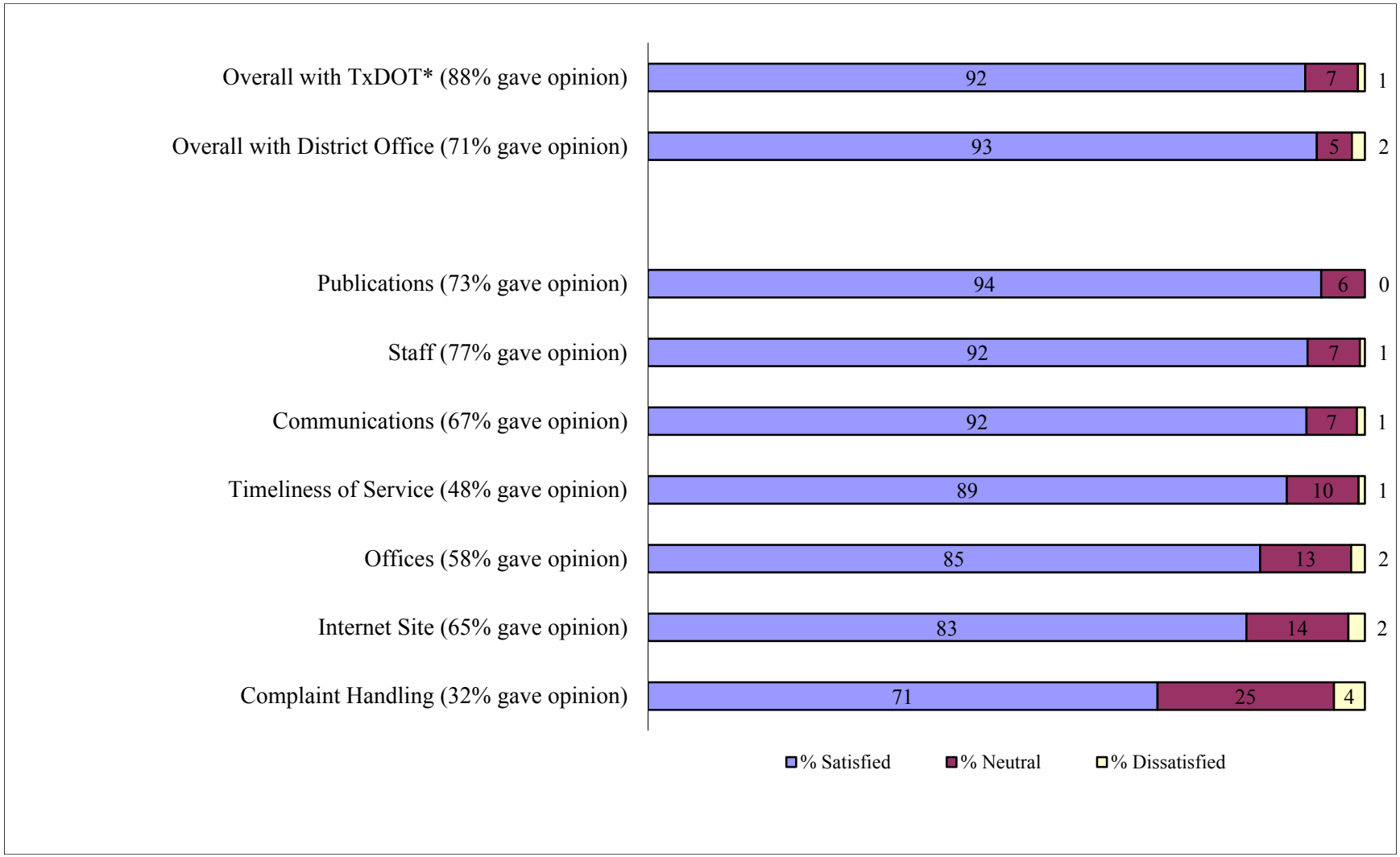
**Weighted estimate*

Figure C-18. Customer Satisfaction: Transportation Planning / Local Government



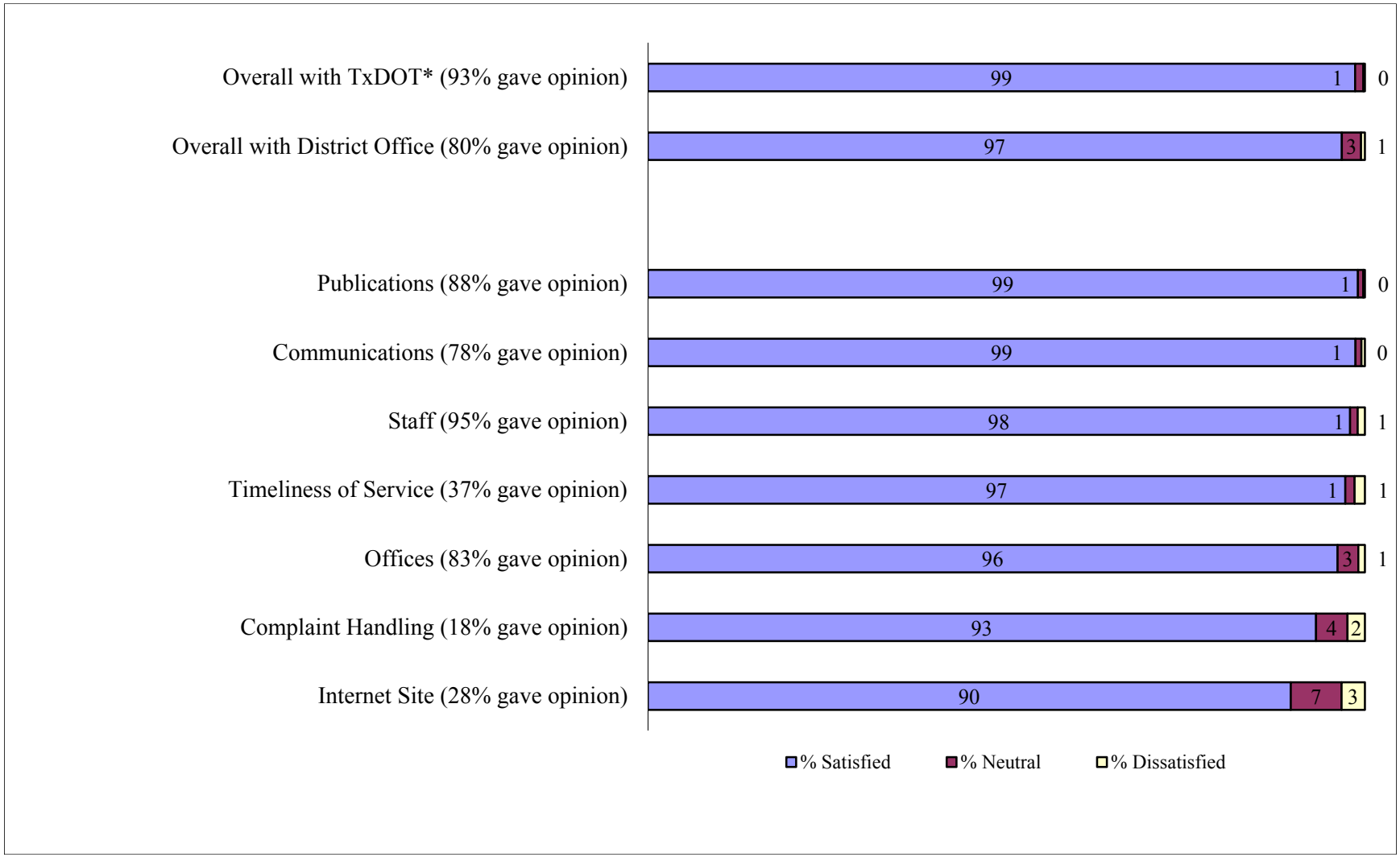
**Weighted estimate*

Figure C-19. Customer Satisfaction: Travel Information



**Weighted estimate*

Figure C-20. Customer Satisfaction: Travel Information Centers



**Weighted estimate*

Appendix D.
Survey Instrument

The Texas Department of Transportation

Customer Satisfaction Survey

A Project of the Texas Legislative Council

Please complete this survey with regard to your experience with <*Program Name*> services provided by the Texas Department of Transportation (TxDOT), and return it in the enclosed envelope. Circle one number in each row. If you never had contact with the TxDOT program in the manner described or if you do not have an opinion, circle "9".

1. The TxDOT staff . . .

	Strongly Agree				Strongly Disagree	NA
are courteous.	5	4	3	2	1	9
are helpful.	5	4	3	2	1	9
are knowledgeable about services offered by TxDOT.	5	4	3	2	1	9
identify themselves by stating their names or using name tags or plates.	5	4	3	2	1	9

2. When handling complaints, TxDOT . . .

	Strongly Agree				Strongly Disagree	NA
provides an easy method for customers to file the complaints about TxDOT's service.	5	4	3	2	1	9
responds to complaints about TxDOT's service in a timely manner.	5	4	3	2	1	9
handles complaints effectively.	5	4	3	2	1	9
provides updates on the progress of complaints.	5	4	3	2	1	9
provides notification of the outcome of complaints.	5	4	3	2	1	9

3. In communicating with TxDOT, the TxDOT staff . . .

	Strongly Agree				Strongly Disagree	NA
provide sufficient information.	5	4	3	2	1	9
provide understandable information.	5	4	3	2	1	9
provide helpful information.	5	4	3	2	1	9
route your calls, e-mails, or letters to the proper person.	5	4	3	2	1	9

TxDOT maintains the following Internet site: www.txdot.gov

4. TxDOT's Internet site . . .

	Strongly Agree				Strongly Disagree	NA
is easy to navigate.	5	4	3	2	1	9
is well organized.	5	4	3	2	1	9
clearly explains services offered by TxDOT.	5	4	3	2	1	9
provides sufficient information.	5	4	3	2	1	9

5. Rate your level of satisfaction with the timeliness of service you receive from TxDOT . . .

	Very Satisfied				Very Dissatisfied	NA
in person.	5	4	3	2	1	9
by telephone.	5	4	3	2	1	9
by mail.	5	4	3	2	1	9
by e-mail.	5	4	3	2	1	9

6. TxDOT's offices are . . .

	Strongly Agree				Strongly Disagree	NA
accessible.	5	4	3	2	1	9
conveniently located.	5	4	3	2	1	9
clearly identified with signs.	5	4	3	2	1	9
clean.	5	4	3	2	1	9
open during reasonable hours.	5	4	3	2	1	9

7. TxDOT's brochures, publications, and other printed information are . . .

	Strongly Agree				Strongly Disagree	NA
accurate.	5	4	3	2	1	9
understandable.	5	4	3	2	1	9
useful.	5	4	3	2	1	9

8. Rate your overall level of satisfaction with the TxDOT district office that you interact with most frequently.

Very Satisfied				Very Dissatisfied	NA
5	4	3	2	1	9

9. Rate your overall level of satisfaction with TxDOT.

Very Satisfied				Very Dissatisfied	NA
5	4	3	2	1	9

10. How can TxDOT improve its services?

Thank you. Please return your completed survey in the envelope provided. For assistance, please contact us at 1-855-841-1566 or TXDOT.Survey@tlc.state.tx.us.

Notes

[1] Don A. Dillman, *Mail and Telephone Surveys: The Total Design Method* (New York: John Wiley and Sons, Inc., 1978).

[2] Governor's Office of Budget, Planning and Policy and Legislative Budget Board, *Instructions for Preparing and Submitting Agency Strategic Plans, Fiscal Years 2013-2017*, March 2012, p. 53.

[3] Ibid.

[4] Ibid.

[5] Ibid.

[6] Ibid.

[7] Ibid.

[8] Ibid.

[9] Ibid.

[10] Ibid.

[11] Dillman, *Mail and Telephone Surveys*.

[12] Don A. Dillman, *Mail and Internet Surveys: The Tailored Design Method, Second Edition* (New York: John Wiley and Sons, Inc., 2007).

[13] Dillman, *Mail and Telephone Surveys*.

[14] Dillman, *Mail and Internet Surveys*.