



WYDOT Customer Satisfaction Survey, 2016

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ABOUT THIS REPORT

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Contents

Contents	3
Executive Summary	4
Background	5
Methods	6
Questionnaire Development	6
Sampling Frame and Sample Size	6
Survey Administration.....	7
Response Rate and Margins of Error.....	7
Data Compilation and Analysis.....	7
Weighting of the Data	8
Findings	10
Overall Satisfaction.....	10
Satisfaction with Highways & General Maintenance	11
Satisfaction with Construction.....	14
Rest Areas.....	16
Airports & Air Travel	17
WYDOT Services.....	18
Driver’s License Offices	18
Wyoming Highway Patrol Personnel.....	19
WYDOT Communication.....	23
Survey Results.....	24
Appendix A	43

Executive Summary

In the fall of 2016 the Wyoming Survey & Analysis Center (WYSAC) at the University of Wyoming and the Wyoming Department of Transportation (WYDOT) contracted to conduct a customer satisfaction survey of adults in Wyoming. Administered biennially since 2002, this iteration represents the 8th time WYSAC has administered this telephone survey of Wyoming residents. While the questionnaire content remained fairly stable over time, substantial changes were made for the 2012 iteration in an effort to reduce survey length. The questionnaire was only slightly updated for the current iteration of the survey. Most questions remain unchanged to enable measuring change over time. As has been the case since 2010, the landline telephone sample was augmented with a cellphone subsample to address the rapidly growing number of cellphone-only and cellphone-mostly households. Fielded in November of 2016, by close of data collection 952 interviews were completed with Wyoming residents.

Survey Facts

Start and End Dates

November 10th - November 30th 2016

Completed Surveys by Phone Type

952 Completed Surveys
252 Completions on Landline (26.5%)
700 Completions on Cellular (73.5%)

Response Rates

Total Sample – 20.0%
RDD Landline – 21.3%
RDD Cellular – 19.5%

Average Interview Length

13 minutes 14 seconds

Margin of Error

Overall: ±3.2 Percentage Points at 95% Confidence

The WYDOT customer satisfaction surveys provide the citizens of Wyoming an opportunity to express their opinions and perceptions about the services provided by WYDOT. Additionally, they supply WYDOT with valuable end-user perspective to help inform policy decisions. Survey information is gathered to provide a snapshot of the current status, as well as to measure changes over time.

Background

In the fall of 2016 the Wyoming Survey & Analysis Center (WYSAC) at the University of Wyoming and the Wyoming Department of Transportation (WYDOT) contracted to conduct a customer satisfaction survey of adults in Wyoming. Administered biennially since 2002, this iteration represents the 8th time WYSAC has administered this telephone survey of Wyoming residents. While the questionnaire content remained fairly stable over time (addition/deletion of questions, refinement of question wordings) substantial changes were made for the 2012 iteration. Much of the same content remained, but in an effort to reduce survey length, a significant number of questions (identified as less relevant or showing little variability across iterations) were eliminated. There were very few changes to the questionnaire for this iteration of the survey. Based on the analysis of data collected in previous iterations of the survey, a few open-ended type questions were converted to close-ended questions to enhance quantitative analysis of the results on those items. As has been the case since 2010 the landline telephone sample was augmented with a cellphone subsample to address the rapidly growing number of cellphone-only and cellphone-mostly households. At close of data collection 952 interviews were completed with Wyoming adults.

Methods

Questionnaire Development

In 2012 a major overhaul of the questionnaire length and content was made. In an effort to streamline the questionnaire and reduce overall length, WYDOT advised WYSAC which questions to eliminate from the survey instrument, as well as on changes to the wordings of particular questions.

Additionally, WYDOT requested that 5-point agreement and satisfaction response scales be reduced to 3-point scales in an effort to reduce survey length (e.g. “Strongly Disagree, Somewhat Disagree, Neutral, Somewhat Agree, and Strongly Agree” became “Disagree, Neutral, Agree”). Very few changes were introduced to the questionnaire for the 2016 iteration of the survey. Previous iterations of the survey included a random split of respondents being asked different subsets of questions in the survey in order to reduce interview length. For 2016, this random split was removed to increase the statistical power of all survey questions. The finalized questionnaire was programmed for WYSAC’s Computer Assisted Telephone Interviewing (CATI) software. The programmed questionnaire was tested by WYSAC personnel for skip logic and proper question flow before it was officially fielded.

Sampling Frame and Sample Size

As was the case all survey iterations since 2010, a dual sampling frame was used. It consisted of RDD (random digit dialing) landline telephone numbers, and RDD cell phone numbers believed to belong to Wyoming residents. As a result of this design, every potential phone number in Wyoming has nearly the same probability of selection and inclusion in the sample, regardless of whether that number is a landline or cell phone number or if that number is listed or unlisted. The telephone sample was purchased from the Marketing Systems Group (Genesys), a leading national vendor specializing in the generation of scientific samples.

According to recent federal statistics, an estimated 58.5% of Wyoming households are now cellphone-only households, with an additional 15.4% of households identified as cellphone-mostly. This translates to roughly three quarters of Wyoming’s adult population being reachable solely or primarily by cellphone.¹ The sample for this survey was specifically designed to achieve over two-thirds of all completions on cellphones. Achieving an appropriate ratio of cellphone completions to landline completions aids in reaching younger households, and as a result significantly reduces the amount of data weighting required to bring the sample population in line with the true known distribution of key demographic variables in the Wyoming population.

¹ Ganesh N, et al. Wireless substitution: State-level estimates from the National Health Interview Survey, 2015. National Health Interview Survey Early Release Program.

Survey Administration

The survey was administered from November 10th through November 30th, 2016, using the telephone interview mode of data collection. During this period skilled WYSAC interviewers called respondents from Sunday through Thursday between 5pm and 9pm, and on Friday and Saturday afternoons. Occasionally, respondents were called on *all* weekdays during the afternoon. Each respondent was appropriately screened as being 18 years old or older and living in a Wyoming household. Survey protocol dictated that phone numbers be attempted up to 12 times in an effort to secure a completion (if previous attempts did not result in a completed survey, an irate refusal, or an otherwise ineligible number). A few numbers were attempted as many as 14 times. Soft refusals (non-irate, simple refusals) were attempted a second time in an effort to secure a completion. Over 50,000 attempts were made on 10,386 phone numbers. Of all 952 completions, 182 completions were the result of the refusal conversion effort. On average, it took 13 minutes and 14 seconds to complete an interview.

Response Rate and Margins of Error

A total of 952 interviews were completed with Wyoming residents, consisting of 700 on cellphones (73.5% of all completions) with the remaining 252 completed on landline telephones. Of all eligible phone numbers, the overall response rate was 20.0%. For the landline sample alone, the response rate was 21.3%, while the response rate for the cell phone sample was 19.5%.

Random samples of this size yield margins of error of about ± 3.2 percentage points with 95% confidence.

Data Compilation and Analysis

Upon completion of the data collection, the data set was exported from the WinCati system into a data set for analysis in the IBM SPSS statistics package. The data set was then cleaned and prepared for merging with the data set from the 2012 and 2014 iterations of the survey. The data was weighted on age, gender, and county population distribution within the state to bring the sample distribution of these demographic characteristics in line with their actual distribution in the Wyoming population. Using weighted data during analysis is essential for generalizing findings from the survey respondents to the overall Wyoming population.

Data from the three most recent iterations of the survey (2012, 2014, and 2016) are presented side-by-side. Significance tests were performed to identify any statistically significant differences observed between the 2012, 2014, and 2016 data. For all items included in the 2016 survey instrument, cross-tabulations were performed by gender and age group to identify statistically significant differences and linear-by-linear trends between subgroups. Using weighted data, significance tests were performed and statistically significant differences are indicated in the discussion of results. In the survey results

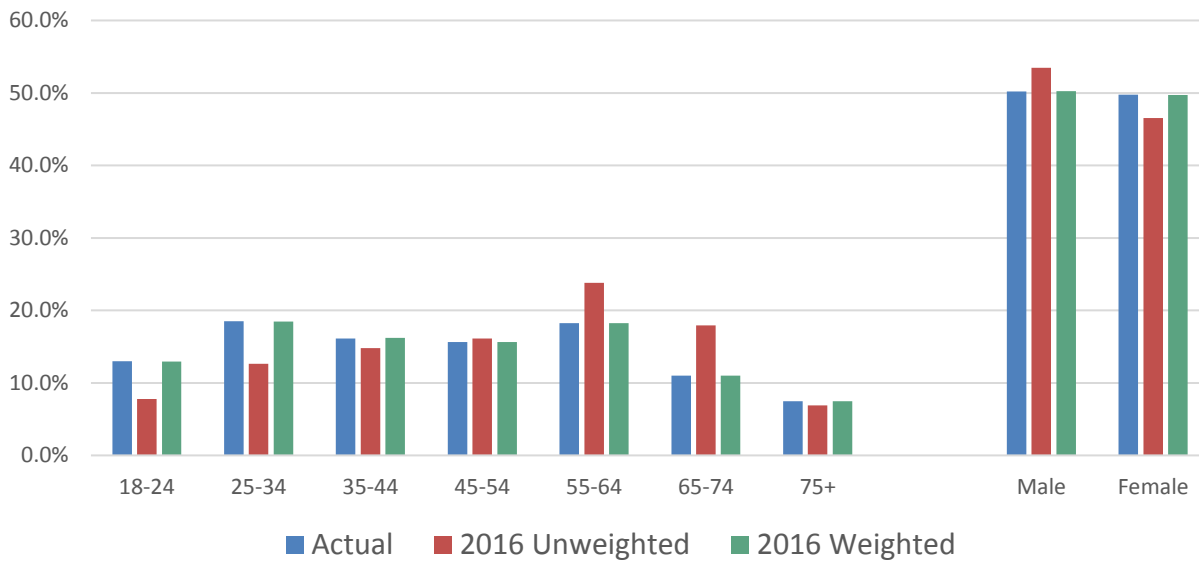
section, significant differences observed between the 2012, 2014, and 2016 data are noted using asterisks (* or **) to indicate a significant chi-square test for independence, and a dagger (+ or †) to indicate a significant linear-by-linear association ($p < .05$ or $p < .001$).

Weighting of the Data

The 2016 data was weighted on age, gender, and county population to bring the sample distribution of these demographic characteristics in line with their actual distribution in the Wyoming population (utilizing U.S. Census Bureau population estimates for 2015, the most recent estimates available). Using weighted data during analysis is essential in generalizing findings from the survey respondents to the overall Wyoming population. The 2016 sample was very representative of the Wyoming population and the data required minimal weighting. (See Figure 1.)

Figure 1

2016 Survey Demographic and Weighting Figures



Source: WYDOT Customer Satisfaction Survey, 2016.
 WYOMING SURVEY & ANALYSIS CENTER

Age Distribution	Unweighted Count	Unweighted %	Final Weighted %	2015 Census Est. % ²
18-24	72	7.8	13.0	13.0
25-34	117	12.6	18.5	18.5
35-44	137	14.8	16.1	16.1
45-54	149	16.1	15.6	15.6
55-64	220	23.8	18.2	18.2
65-74	166	17.9	11.0	11.0
75+	64	6.9	7.5	7.5
Valid Total	925	100.0	13.0	100.0
8. (Don't know/Not sure)	0			
9. (No answer/Refused)	27			
Total	952			

Gender Distribution	Unweighted Count	Unweighted %	Final Weighted %	2015 Census Est. % ³
Male	507	53.5	50.2	50.2
Female	441	46.5	49.8	49.8
Valid Total	948	100.0	100.0	100.0
(Unknown)	4			
Total	952			

County Distribution	Unweighted Count	Unweighted %	Final Weighted %	2016 Census Est. % ⁴
Albany	43	4.5	6.5	6.5
Big Horn	24	2.5	2.1	2.1
Campbell	70	7.4	8.4	8.4
Carbon	25	2.6	2.7	2.7
Converse	30	3.2	2.4	2.4
Crook	9	.9	1.3	1.3
Fremont	68	7.1	6.9	6.9
Goshen	23	2.4	2.3	2.3
Hot Springs	7	.7	.8	0.8
Johnson	23	2.4	1.5	1.5
Laramie	176	18.5	16.6	16.6
Lincoln	31	3.3	3.2	3.2
Natrona	135	14.2	14.0	14.0
Niobrara	5	.5	.4	0.4
Park	48	5.0	5.0	5.0
Platte	10	1.1	1.5	1.5
Sheridan	51	5.4	5.1	5.1
Sublette	15	1.6	1.7	1.7
Sweetwater	64	6.7	7.6	7.6
Teton	29	3.0	3.9	3.9
Uinta	30	3.2	3.6	3.6
Washakie	21	2.2	1.4	1.4
Weston	15	1.6	1.2	1.2
Total	952	100.0	100.0	100.0

² Source: Source: U.S. Census Bureau, 2015 American Community Survey 1-Year Estimates.

³ (See note 2 above.)

⁴ Table 1. Annual Estimates of the Resident Population for Counties of Wyoming: April 1, 2010 to July 1, 2016. Source: U.S. Census Bureau, Population Division

Findings

This section contains a discussion of findings from the 2016 survey along with visual presentations of results, where appropriate. Results from the 2012 and 2014 surveys are also discussed and presented alongside 2016 data for ease of comparison. For complete frequency counts and weighted percentage distributions of responses to all items on the survey, see the Survey Results section.

For the first question of the survey all respondents were asked if they have a driver's license. As in previous years nearly all (98%) of respondents reported that they do, similar to the 97% in 2014 and 96% 2012. Additionally, almost all (97%) Wyoming residents report having driven on Wyoming highways or having been a passenger for highway travel within Wyoming in the past two years. All respondents who reported that they have not travelled on any highway within Wyoming in the past two years were not asked any of the subsequent highway-specific questions. (See Table 2 & Table 3.)

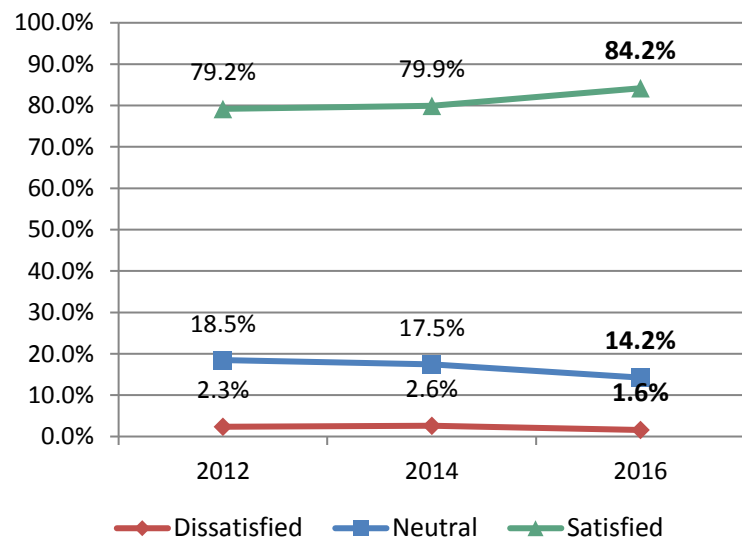
Overall Satisfaction

When asked to rate their overall satisfaction with WYDOT's **stewardship** of the statewide transportation system, 84% of respondents said that they are satisfied, while 2% said they are dissatisfied. This represents a statistically significant improvement in satisfaction from 80% satisfied in 2014. There was no statistically significant difference between males and females or between age groups for this item. (See Figure 2 & Table 34.)

Satisfaction with how WYDOT communicates with the public remains high. In 2016, 83% of Wyoming residents report they are *satisfied* with how WYDOT communicates with the public, a slight decrease from 84% in 2012, although the decrease is not statistically significant. (See Table 33.)

Figure 2

Overall satisfaction with WYDOT's stewardship of the statewide transportation system



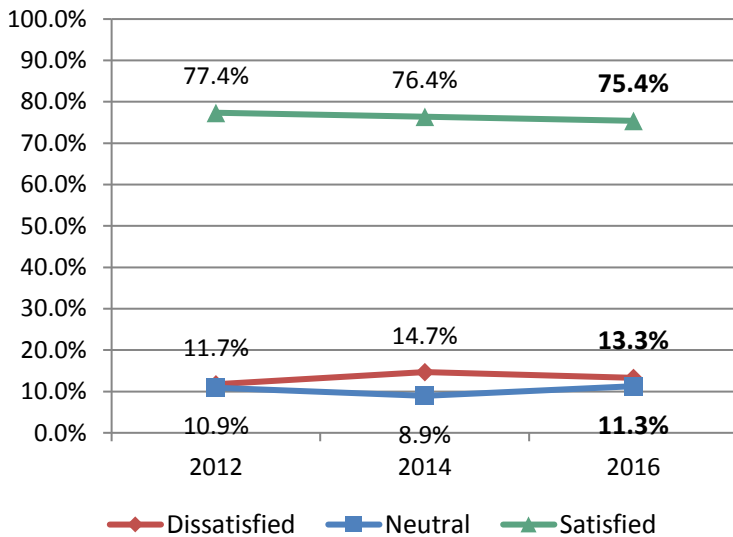
Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

Satisfaction with Highways & General Maintenance

Respondents were asked a number of questions regarding their satisfaction with the condition and general maintenance of Wyoming highways.

Figure 3

Satisfaction that highway surfaces provide a smooth ride.

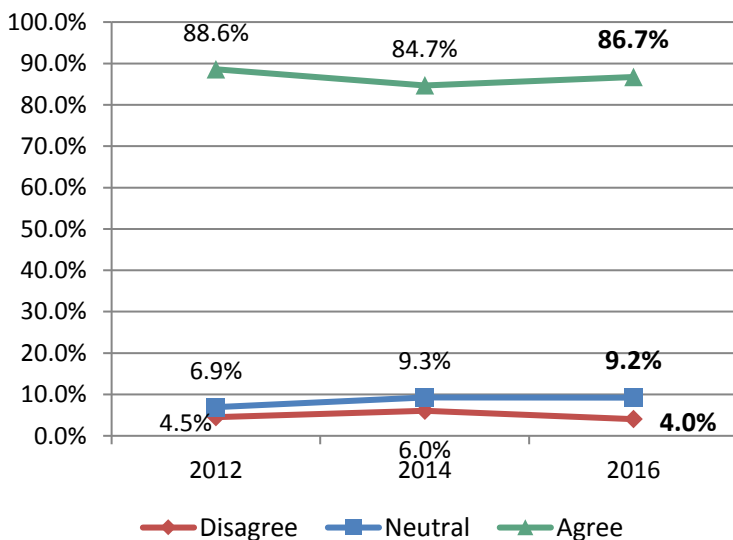


Respondents were asked if they were satisfied or dissatisfied that the highway surfaces provide a smooth ride, considering only the state highways and Interstates near where they live. The results from 2016 indicate that 75% of Wyoming residents are *satisfied* that the highway surfaces provide a smooth ride, similar to the 76% in 2014. This change was not found to be statistically significant. (See Figure 3 & Table 9.)

Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

Figure 4

Subtitle of this chart, maybe a survey question or something.



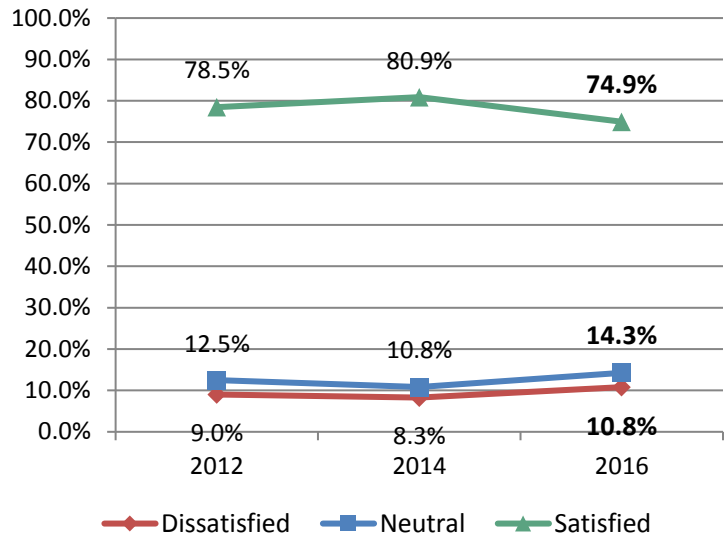
A majority of Wyoming residents (87%) *agree* that “state highways and interstates usually permit travel between destinations with only minimal delay.” This represents an increase from 2014, when 85% of Wyoming residents said that they *agree* with that statement, although the change is not statistically significant. (See Figure 4 & Table 6.)

Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

Overall, 75% of respondents indicate that they are *satisfied* with the maintenance of Wyoming’s highways, such as guard rails, pot holes, and things of that nature. This represents a roughly 6 percentage point decrease from 2014 (81%), although the observed change is not statistically significant. (See Figure 5 & Table 8)

Figure 5

Satisfaction with maintenance of Wyoming’s highways.

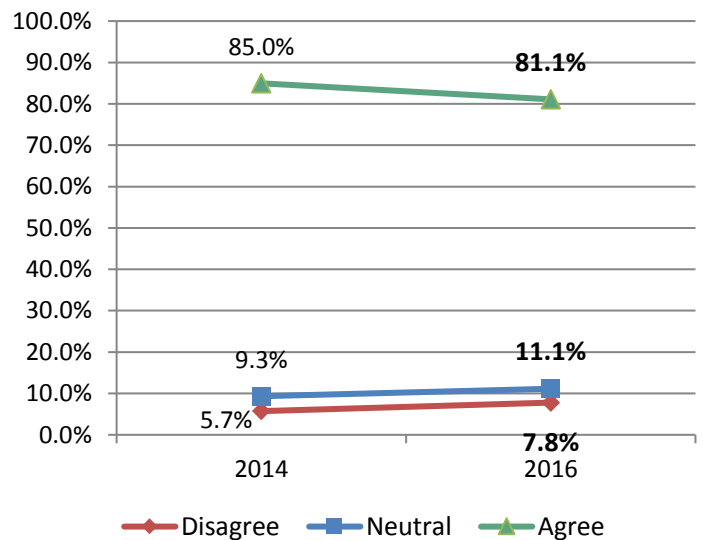


Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

For the second consecutive iteration, respondents were asked if they *agree* or *disagree* with the statement “WYDOT does a good job of keeping litter and debris cleaned up along state highways and the interstates.” A majority (81%) of Wyoming residents express agreement with this statement, while just over 11% are *neutral* and 8% *disagree* with the statement. This represents a slight decrease in agreement from 85% in 2014, although the change is not statistically significant. (See Figure 6 & Table 10.)

Figure 6

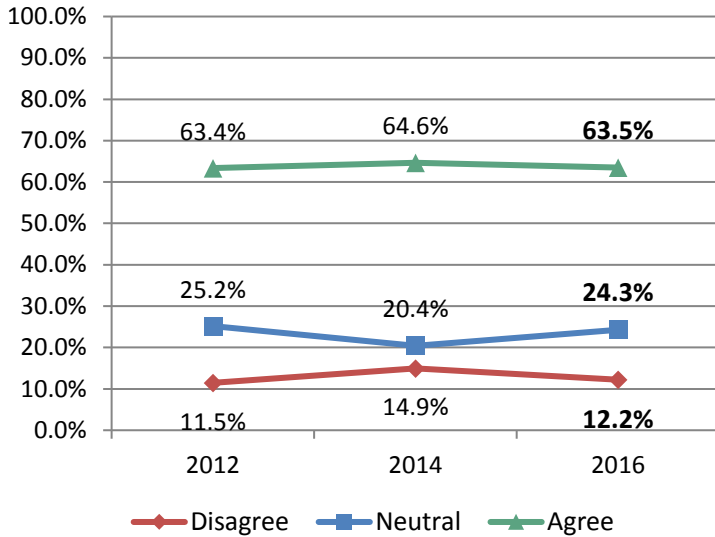
Satisfaction with litter and debris cleanup.



Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

Figure 7

Agreement that the condition of state highways has improved in the past two years

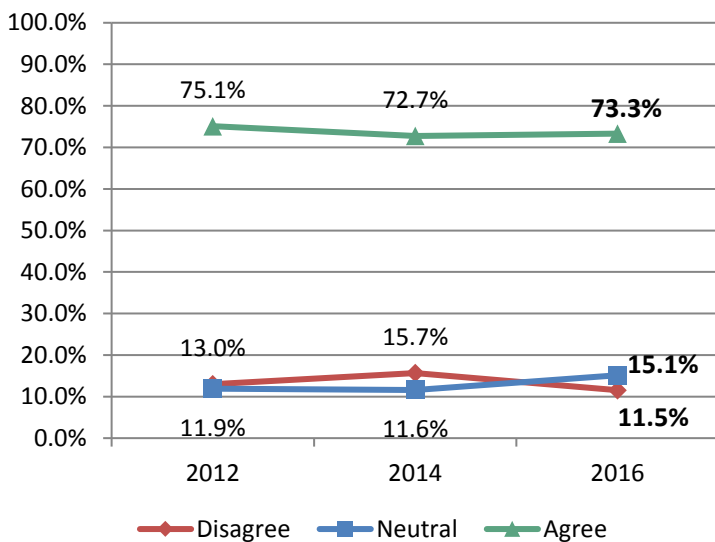


Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

When asked if they *agree* or *disagree* with the statement “in my experience, the condition of state highways in Wyoming has improved in the last two years,” fewer Wyoming residents *agree* (64%) with the statement than they did in 2014 (65%), although the decline is not significant. The proportion of residents who *disagree* with the statement also fell from 15% to 12% in 2016, with the increase coming in the *neutral* category. (See Figure 7 & Table 5.)

Figure 8

Agreement that the main highways are plowed promptly when it snows.



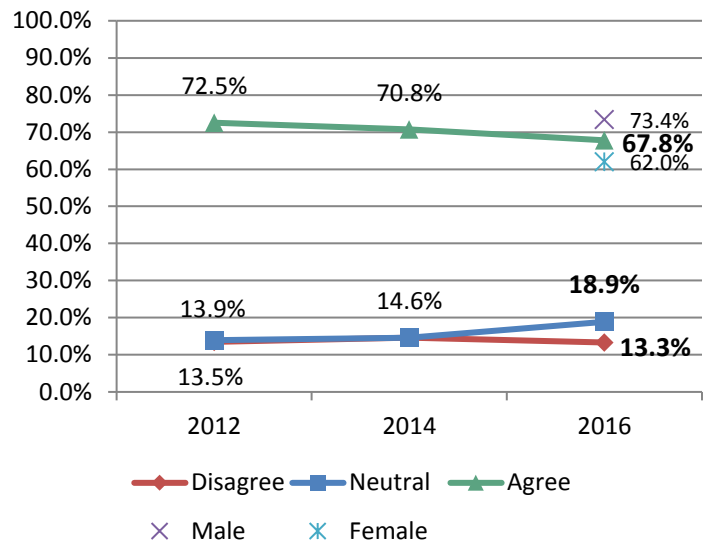
Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

A majority (73%) of Wyoming residents *agree* that “the main highways are plowed promptly when it snows,” the same as in 2014. The percentage of residents who *disagree* with this (12%) decreased from 16% in 2014. The observed differences from 2014 to 2016 were not statistically significant. As was the case in 2012 and 2014, there is significant linear relationship between age groups in Wyoming, with agreement tending to increase with age (and conversely, disagreement decreasing with age). For example, 16% of those 18-24 years old *disagree*, compared to 7% of those aged 75 and older. (See Figure 8 & Table 11.)

When asked if they *agree* or *disagree* that plowing and sanding of the main highways is done thoroughly, 68% of Wyoming respondents say they *agree*, while 19% are *neutral* and 13% *disagree*. While this change from 2014 is not statistically significant, there is a difference observed between gender groups on this item. Men in Wyoming are more likely to *agree* with this statement than are women in Wyoming, with 73% of men agreeing compared to 62% of women. (See Figure 9 & Table 12.)

Figure 9

Agreement that plowing and sanding of the main highways is done thoroughly.



Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

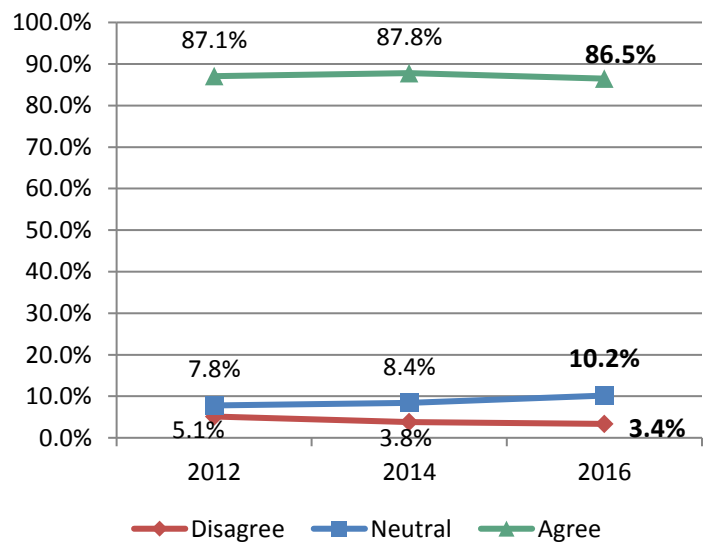
Satisfaction with Construction

A number of questions on the survey address the satisfaction of Wyoming residents with different aspects of construction on Wyoming highways, from the level of improvement after a project is completed, to construction delays, to satisfaction with construction zones identification and project completion date signs.

Respondents were asked if they *agree* or *disagree* with the statement “after a highway construction project is completed in Wyoming, I am usually satisfied with the amount of improvement in the road.” A large majority (87%) of Wyoming residents *agree* with this statement, compared to 3% who *disagree*. These

Figure 10

Agreement with the statement “I am usually satisfied with the amount of improvement in the road.”



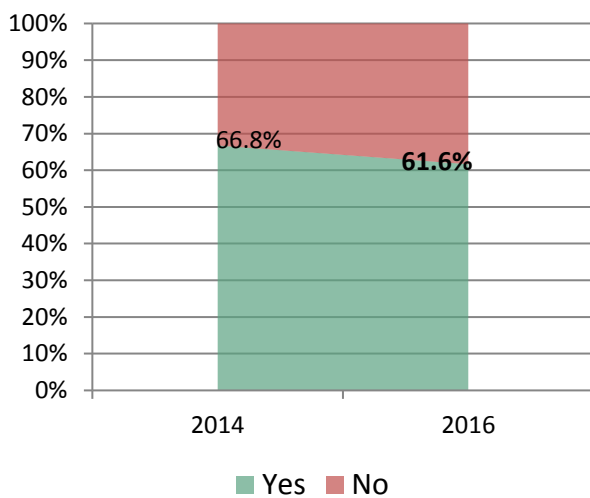
Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

results are similar to findings in both the 2014 and 2012 iterations of the survey. (See Figure 10 & Table 4)

Respondents were informed that WYDOT has started posting project completion dates at major highway construction sites, and asked if they had seen any of these signs in the past two years. A majority of Wyoming residents (62%) indicated that they had seen one of these signs in the past two years, a statistically significant decrease from 2014. All who indicated to have seen such a sign, were asked “when you saw the project completion date sign, had the date already past, or was it in the future?” In a majority of cases (81%) the project completion date sign that was seen was in the future, a significant decrease from 2014. From the 19% who saw a project completion date sign where the date was in the past, 56% said that there was still construction activity going on after the posted completion date. (See Figure 12, Figure 11, Table 14 & Table 15.)

Figure 12

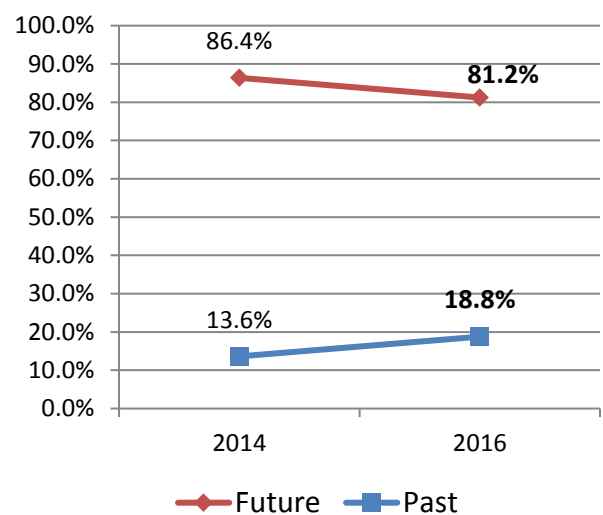
“WYDOT has started posting project completion dates at major hwy construction sites. During the past two years, have you seen any of these signs?”



Source: WYDOT Customer Satisfaction Survey, 2016. WYOMING SURVEY & ANALYSIS CENTER

Figure 11

“When you saw the project completion date sign, had the date already past, or was it in the future?”



Source: WYDOT Customer Satisfaction Survey, 2016. WYOMING SURVEY & ANALYSIS CENTER

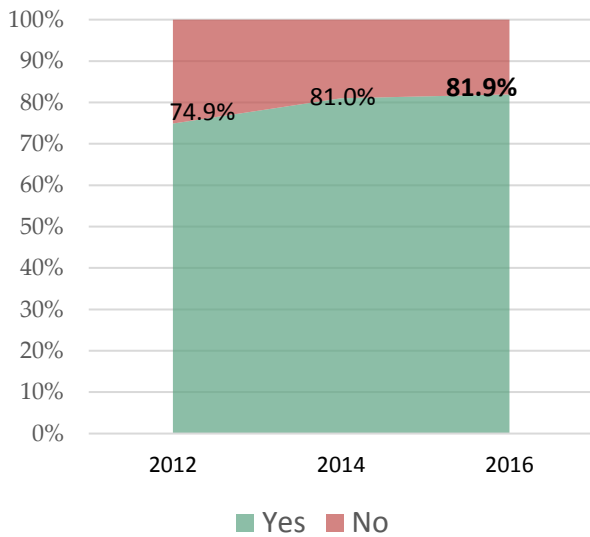
New in 2016, Wyoming residents were asked their agreement or disagreement with the statement “Wyoming's construction zones are properly identified and easy to navigate.” A large majority (84%) of residents say they *agree* with this statement, while 8% *disagree*. (See Table 7.)

Rest Areas

A majority of respondents (82%) indicate they have used a rest area along the highway in Wyoming in the past two years. All respondents who had used a Wyoming highway rest area in the past 2 years were asked to rate their satisfaction with the cleanliness of Wyoming’s highway rest areas. Similar to results from 2012 and 2014, a large majority of those who had visited a rest area were *satisfied* with the cleanliness (93%). Men in Wyoming are significantly more likely to say they are *satisfied* with the cleanliness (95%), compared to women (90%), although both levels of agreement are high. (See Figure 13, Figure 14, Table 17 & Table 19.)

Figure 13

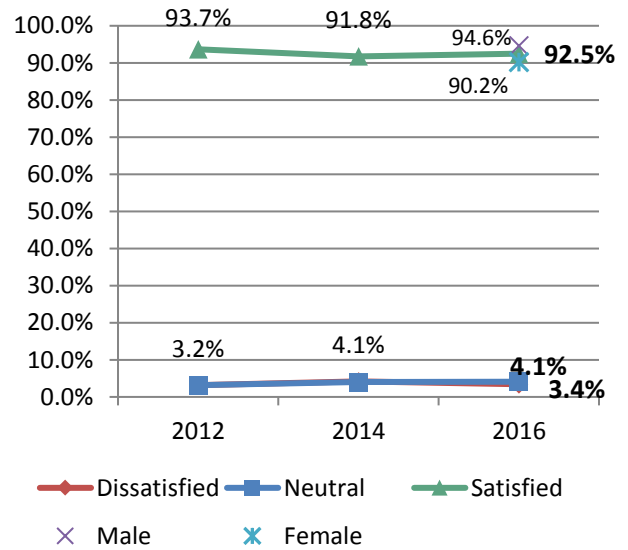
“In the PAST TWO YEARS, have you used any of the rest areas along the highways?”



Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

Figure 14

“Overall, are you satisfied or dissatisfied with the cleanliness of Wyoming’s highway rest areas?”



Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

Airports & Air Travel

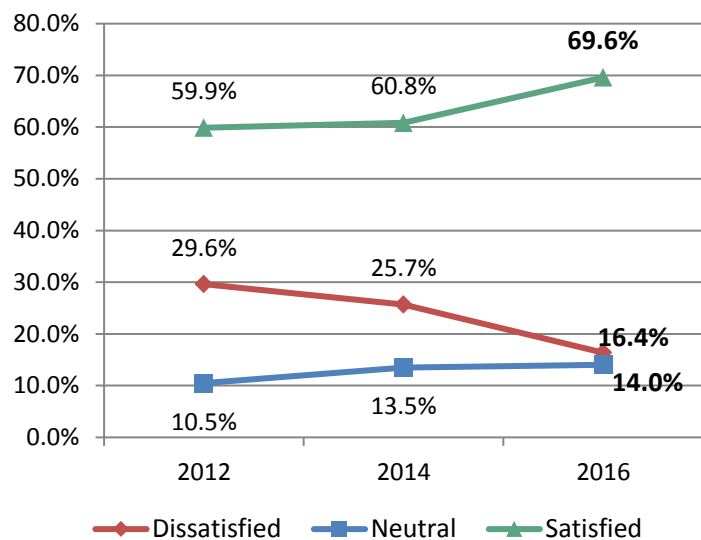
All respondents, regardless of whether they had personally utilized commercial air service in Wyoming, were asked to rate their satisfaction with the overall facilities of the airport they have visited most often within the past two years. This question was further qualified to include any visits to a Wyoming airport not only for travel, but to drop off or pick someone up. Just over 64% of Wyoming residents indicate to have been to a Wyoming airport for any reason in the last two years. Of those who had been to a Wyoming airport in the past two years, 78% express satisfaction with the overall facilities at the airport they had visited most often, similar to the 80% who said this in 2014. (See Table 20 & Table 23.)

Nearly one-third of Wyoming residents report that they have flown into or out of a Wyoming airport in the past two years. Specifically, 35% of residents have traveled on commercial airlines (where flight began or ended in an airport in Wyoming). Nearly a quarter (25%) of residents say they have taken two or more trips in the last two years. Of all who have commercially flown to or from a Wyoming airport in the past two years, 70% are *satisfied* with Wyoming's commercial air service while 16% are *dissatisfied*. This represents a statistically significant improvement from 2014, where 61% of residents said they were *satisfied* and 26% said they were *dissatisfied*. (See Figure 15, Table 20 & Table 21.)

Of the 16% of Wyoming residents who are *dissatisfied* with Wyoming commercial air service, 61% cited *High cost*, 61% cited *Lack of choices or options* and 47% cited *Unreliable service* as the reason of their dissatisfaction. (See Table 22.)

Figure 15

Satisfaction with commercial air service in Wyoming (of those that have flown).



Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

WYDOT Services

A number of survey questions sought to address the satisfaction of Wyoming residents with different types of WYDOT services and personnel. As in previous survey iterations, respondents were asked questions specifically aimed at satisfaction with Wyoming driver’s license offices and Wyoming Highway Patrol personnel.

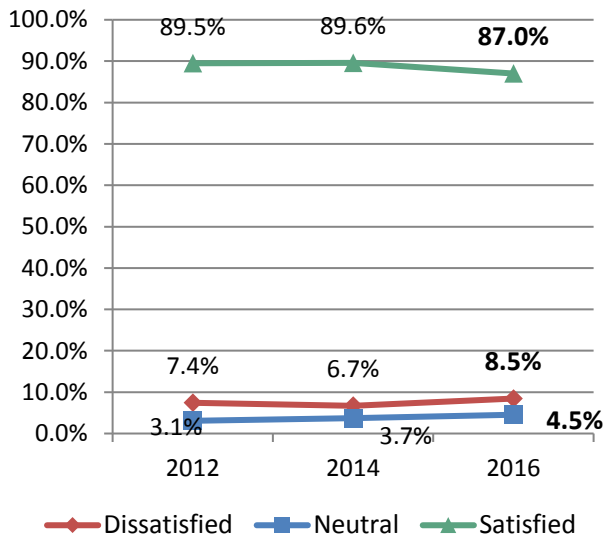
DRIVER’S LICENSE OFFICES

As was the case in 2014, just over two-thirds (67%) of Wyoming residents have conducted business at all with a drivers’ license office in Wyoming in the past two years. (See Table 24.)

All respondents who had been to a Wyoming driver’s license office in the previous two years were asked two follow-up questions to rate their satisfaction with the **courtesy** and **promptness** of the staff. Specifically, regarding their last visit to a Wyoming driver’s license office, respondents were asked to rate how *satisfied* or *dissatisfied* they were with the **courtesy** of the staff there. A majority (87%) say they were *satisfied*, while 9% say they were *dissatisfied*. Satisfaction with the courtesy of the driver’s license office staff has remained stable since 2012. When asked to rate their satisfaction with how **promptly** the staff handled things, 79% indicate that they were *satisfied*, while 15% were *dissatisfied*. This compares closely with the results from 2014 (78% and 17%, respectively). (See Figure 17, Figure 16, Table 25 & Table 26)

Figure 17

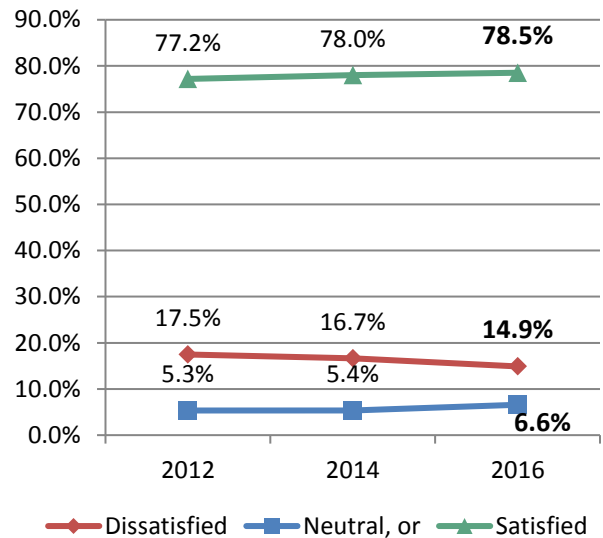
Satisfaction with courtesy driver’s license office staff.



Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

Figure 16

Satisfaction with how promptly the staff handled things.



Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

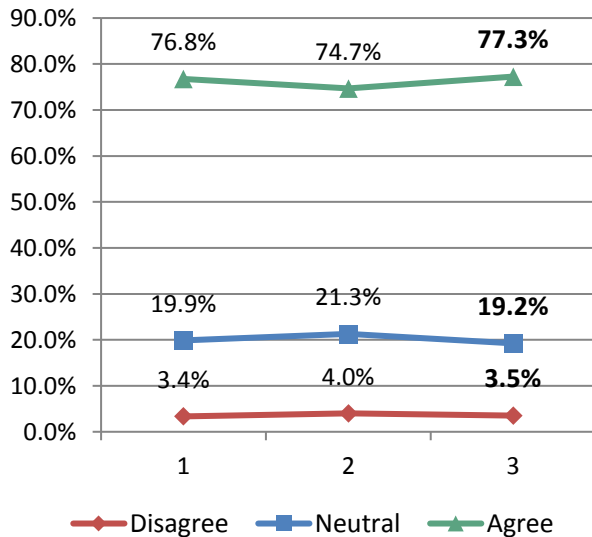
WYOMING HIGHWAY PATROL PERSONNEL

In order to help respondents properly identify the state employees of interest in the questions below, interviewers instructed them that “the Wyoming Highway Patrol (WHP) includes State Troopers, Port of Entry Officers and Dispatchers, as well as other personnel.” When asked how much direct contact or experience of any kind they have had with Highway Patrol personnel in the past two years, 42% indicated that they had had some sort of contact or experience with WHP. As was the case in 2014 and 2012, men are more likely to have had contact with WHP personnel (48%) than are women (36%). (See Table 27.)

All respondents were asked their agreement with three statements regarding the performance of Wyoming Highway Patrol personnel. First, respondents were asked whether they *agree* or *disagree* with the statement “I believe Wyoming Highway Patrol personnel treat people with courtesy.” Just over 77% of Wyoming residents agree with this statement, while 4% *disagree*. Next, just over 79% of residents *agree* with the statement “I believe Highway Patrol personnel respond to situations in an appropriate manner,” a statistically significant increase from 2014. (See Figure 18, Figure 19, Table 28 &

Figure 18

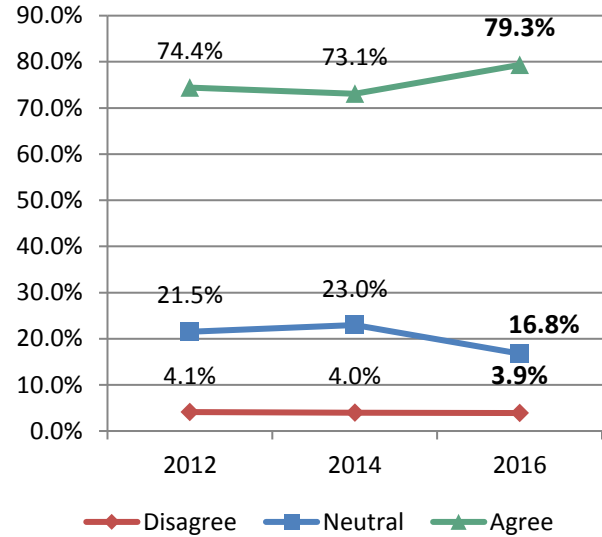
“I believe Highway Patrol personnel treat people with courtesy and respect.”



Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

Figure 19

“I believe Highway Patrol personnel respond to situations in an appropriate manner.”



Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

Table 29.)

Significantly more respondents in 2016 said they *agree* with the statement “overall, the Wyoming Highway Patrol meets the expectations I have for our highway patrol” than did in 2014, an increase from 78% to 83%. For the same item, the percentage of respondents who *disagree* with this statement remained constant at roughly 5% per year, while there was an decrease in the percentage of those who are *neutral* (18% to 13%). (See Figure 20 & Table 30.)

Additional analysis was performed to determine if there was any statistically significant difference for the previous 3 items between those who had reported having any direct contact or experience of any kind with Highway Patrol personnel (42% or residents) and those who had none in the past two years (58%).

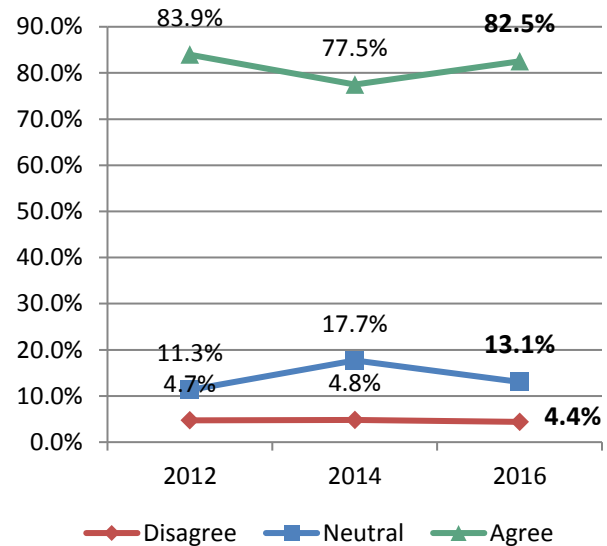
First, when asked to *agree* or *disagree* with the statement “I believe Wyoming Highway Patrol personnel treat people with courtesy,” 71% of those with no contact in the previous two years say they *agree*, while 85% of those who had contact of any kind say they *agree*, a difference of 14 percentage points. A much larger percentage of those with no contact say they are *neutral* (27%) than those with who had some contact (10%). Very few of those with no contact *disagree* (2%), compared to 5% of those who had some contact. (See Figure 21.)

Similarly, Wyoming residents who had contact with WHP personnel in the last two years were significantly more likely to *agree* with the statement “I believe Highway Patrol personnel respond to situations in an appropriate manner” (83%) than those with no contact (76%), a difference of 7 percentage points. (See Figure 21.)

Finally, 84% of Wyoming residents who had some contact with WHP *agree* with the statement “overall, the Wyoming Highway Patrol meets the expectations I have for our highway patrol,” compared to 81% of those with no contact in the past two years. (See Figure 21.)

Figure 20

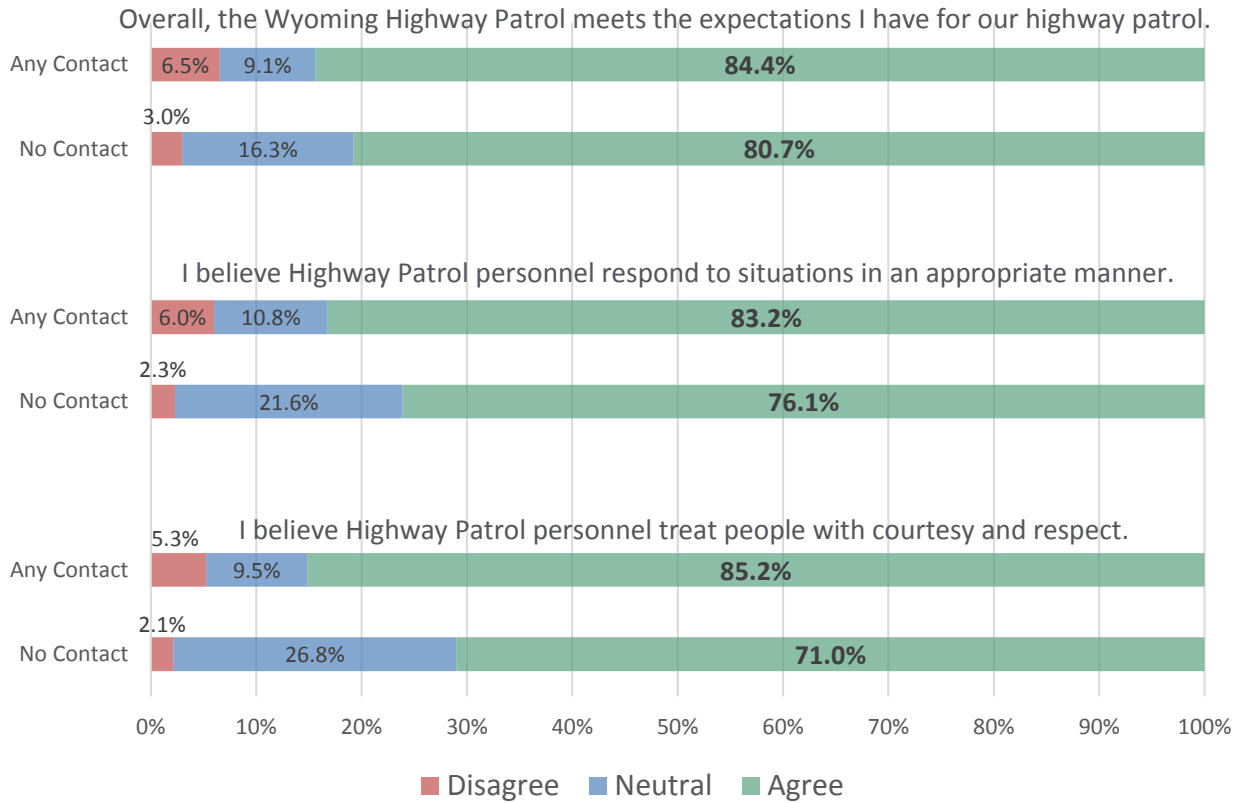
“Overall, the Wyoming Highway Patrol meets the expectations I have for our highway patrol.”



Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

Figure 21

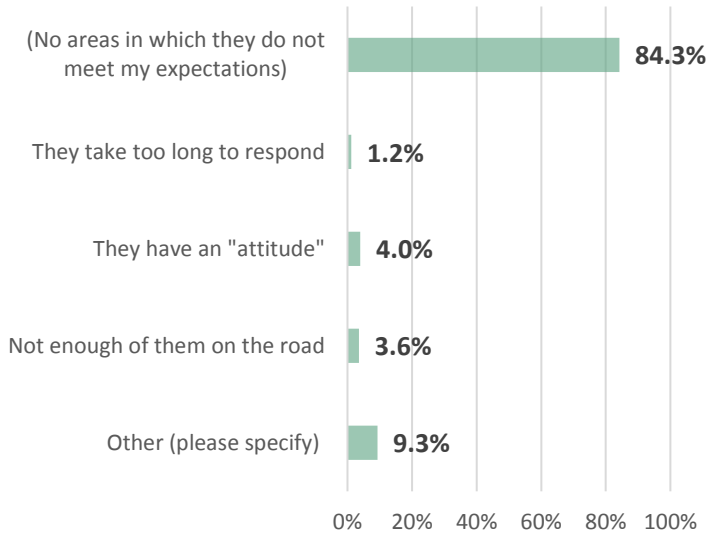
Differences based on contact vs. no contact with Wyoming Highway Patrol in the previous two years.



Source: WYDOT Customer Satisfaction Survey, 2016.
 WYOMING SURVEY & ANALYSIS CENTER

Figure 22

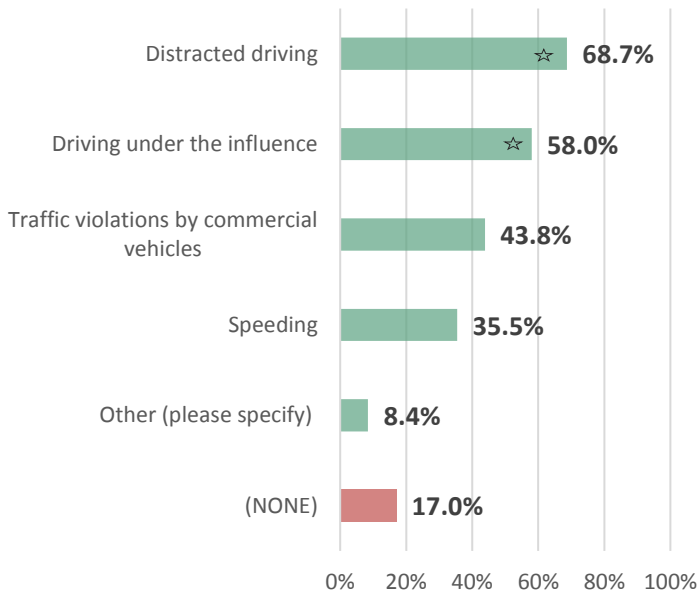
“Are there any areas you can think of in which the highway patrol does not meet your expectations?”



Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

Figure 23

“Is there a specific area in which you would like to see enforcement increased in Wyoming?”



☆ Stat. sig. difference observed (female>male)

Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

For the 2016 iteration, all survey respondents were asked “are there any areas you can think of in which the highway patrol does not meet your expectations?” Respondents were not probed with categories, and interviewers coded all responses into the appropriate categories. A large majority of residents (84%) say that there are no areas in which the highway patrol does not meet their expectations. Other responses included “They have an attitude” or similar (4%), and “not enough of them on the road” or similar (4%). (See Figure 22 & Table 31.)

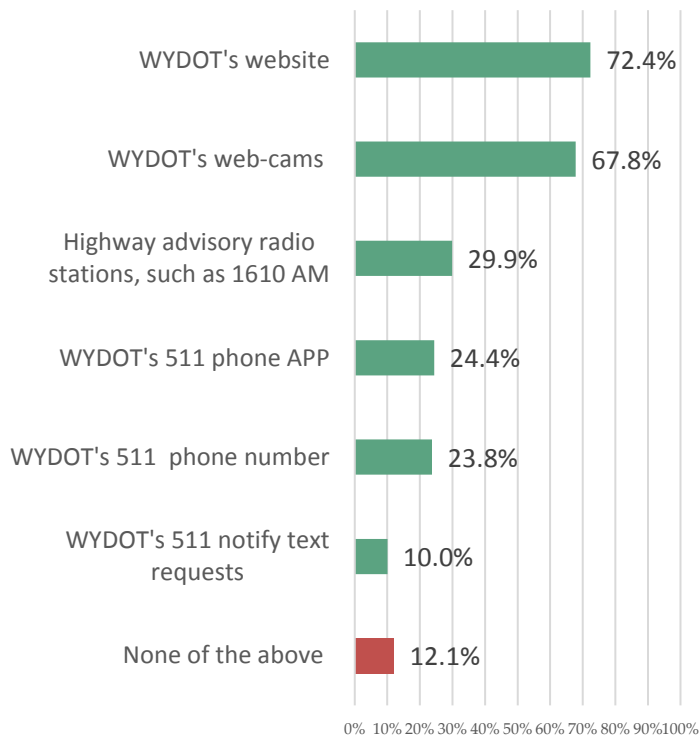
Finally, all respondents were asked “is there a specific area in which you would like to see enforcement increased in Wyoming?” Interviewers read a list of options, and the respondent indicated “yes” or “no” if they would like enforcement increased from present levels for that item. Over two-thirds (69%) of residents would like to see increased *distracted driving enforcement*, followed by over half (58%) who would like to see increased *DUI enforcement*. For both of these items, women in Wyoming were more likely than men to say that yes, they would like to see increased enforcement. Nearly 44 percent of residents say they would like to see increased enforcement in *traffic violations by commercial vehicles*. Finally, just over a third (36%) say they would like to see increased enforcement of *speeding violations*. (See Figure 23 & Table 32.)

WYDOT COMMUNICATION

As previously mentioned, overall a large majority (83%) of Wyoming residents say they are *satisfied* with how WYDOT communicates with the public. Dissatisfaction has remained consistently low since 2012 at roughly 3%. New in 2016, all respondents were asked “Which of the following resources have you used to obtain road and driving conditions within the past two years?” A majority of Wyoming residents say they utilize WYDOT’s *website* (72%) and WYDOT’s *webcams* (68%). Nearly a third (30%) say they have used *highway advisory radio stations, such as 1610 AM*, a quarter (24%) say they have used WYDOT’s *phone app*, 24% say they have used WYDOT’s *phone number*, and 10% say they have used WYDOT’s *511 notify text requests*. Overall, only 12% of Wyoming residents say they have not used any of the mentioned sources to obtain road and driving conditions within the past two years. (See Figure 24, Table 13 & Table 33.)

Figure 24

“Which of the following resources have you used to obtain road and driving conditions within the past 2 years?”



Source: WYDOT Customer Satisfaction Survey, 2016.
WYOMING SURVEY & ANALYSIS CENTER

Survey Results

In the following tables, weighted percentage distributions and unweighted frequency counts from the 2016 survey are presented alongside the weighted percentage distributions from the 2012 and 2014 iterations of the survey. If an item is new to the 2016 survey, or wording was significantly changed from previous iterations, only 2016 data is contained in the respective table. If an item was used in 2016 and 2014, but not in 2012, only data for these two iteration is contained in the respective table.

Asterisks (* or **) indicate a significant chi-square test for independence ($p < .05$ or $p < .001$).

Daggers (+ or †) indicate a significant linear-by-linear association ($p < .05$ or $p < .001$).

Sex. Respondent's Sex. Code without asking.

Table 1. Respondent's Sex

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. (Male)	507	50.2%	51.0%	49.7%
2. (Female)	441	49.8%	49.0%	50.3%
Valid Total	948	100.0%	100.0%	100.0%
8. (Can't tell)	4			
9. (No answer/Refused)	0			
System missing	0			
Total missing	4			
Total	952			

DL. Now, I have a few questions about your own travel. Do you have a driver's license?

Table 2. Have driver's license

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. (Yes)	934	97.7%	97.2%	95.8%
2. (No)	18	2.3%	2.8%	4.2%
Valid Total	952	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	0			
9. (No answer/Refused)	0			
System missing	0			
Total missing	0			
Total	952			

TRIP1. In the PAST TWO YEARS, did you drive or were you a passenger for any highway travel within Wyoming?

If needed: I'm asking about any trip that involved driving on Wyoming's highways or Interstates, even if you did not do the driving yourself.

Table 3. Highway travel past 2 years

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. (Yes)	929	97.4%	97.3%	97.4%
2. (No)	23	2.6%	2.7%	2.6%
Valid Total	952	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	0			
9. (No answer/Refused)	0			
System missing	0			
Total missing	0			
Total	952			

Next are some questions about highway construction. As we go through these questions, I want you to think about the highways within Wyoming, both two-lane and four-lane, including the Interstates, but NOT including residential streets or county roads. Do you understand what I mean?

With that in mind, I'm going to read some statements and I'd like you to tell me whether you agree or disagree with them. There are no right or wrong answers. We're just interested in your general opinions. Here's the first statement:

Q5. "After a highway construction project is completed in Wyoming, I am usually satisfied with the amount of improvement in the road."

In general, do you agree or disagree with this statement, or are you neutral?

Table 4. Satisfied with construction improvement

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Disagree	32	3.3%	3.9%	5.2%
2. Neutral	86	10.1%	8.4%	7.8%
3. Agree	809	86.5%	87.8%	87.0%
Valid Total	927	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	0			
System missing	23			
Total missing	25			
Total	952			

Q7. "In my experience, the condition of state highways in Wyoming has improved in the PAST TWO YEARS." Would you say you...

Table 5. State highways have improved past 2 years

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Disagree	122	12.2%	14.9%	11.5%
2. are Neutral	223	24.3%	20.4%	25.2%
3. Agree	575	63.4%	64.7%	63.3%
Valid Total	920	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	8			
9. (No answer/Refused)	1			
System missing	23			
Total missing	32			
Total	952			

Q8. How about “State highways and Interstates usually permit travel between destinations with only minimal delays.”

Table 6. Permit travel with minimal delays

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Disagree	39	4.1%	6.1%	4.5%
2. Neutral	76	9.3%	9.3%	6.9%
3. Agree	806	86.6%	84.6%	88.6%
Valid Total	921	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	8			
9. (No answer/Refused)	0			
System missing	23			
Total missing	31			
Total	952			

Q10. “Wyoming’s construction zones are properly identified and easy to navigate.”

Note: Question was changed in 2016 for better comprehension.

Table 7. Construction zones easy to navigate

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Disagree	77	8.2%	-	-
2. Neutral	72	8.0%	-	-
3. Agree	777	83.8%	-	-
Valid Total	926	100.0%	-	-
8. (Don't know/Not sure)	3			
9. (No answer/Refused)	0			
System missing	23			
Total missing	26			
Total	952			

Next I'd like you to rate your satisfaction with some things about Wyoming's state highways, including the Interstates.

Q12. Overall, are you satisfied or dissatisfied with the maintenance of Wyoming's highways, such as guard rails, pot holes, and things like this? Are you...

Table 8. Satisfied with maintenance of highways

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Dissatisfied	104	10.8%	8.2%	9.0%
2. Neutral	129	14.3%	10.9%	12.5%
3. Satisfied	696	75.0%	80.9%	78.5%
Valid Total	929	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	0			
9. (No answer/Refused)	0			
System missing	23			
Total missing	23			
Total	952			

Q17. Thinking only about the state highways and Interstates near where you live, are you satisfied or dissatisfied that the highway surfaces provide a smooth ride?

Table 9. Highway provides smooth ride

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Dissatisfied	133	13.4%	14.6%	11.7%
2. Neutral	105	11.3%	9.0%	10.9%
3. Satisfied	688	75.4%	76.4%	77.4%
Valid Total	926	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	1			
System missing	23			
Total missing	26			
Total	952			

Q18. In general, do you agree or disagree with the following statement?

“WYDOT does a good job of keeping litter and debris cleaned up along state highways and the interstates.” Would you say you...

Table 10. Agree litter and debris cleaned up

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Disagree	70	7.8%	5.8%	-
2. are Neutral	96	11.2%	9.2%	-
3. Agree	762	81.1%	85.0%	-
Valid Total	928	100.0%	100.0%	-
8. (Don't know/Not sure)	1			
9. (No answer/Refused)	0			
System missing	23			
Total missing	24			
Total	952			

Q19. What about “The main highways are plowed promptly when it snows.” Would you say you...

Table 11. Highways plowed promptly in snow

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Disagree	102	11.6%	15.6%	12.9%
2. are Neutral	134	15.1%	11.7%	11.9%
3. Agree	684	73.3%	72.8%	75.2%
Valid Total	920	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	9			
9. (No answer/Refused)	0			
System missing	23			
Total missing	32			
Total	952			

**Q20. What about “Plowing and sanding of the main highways is done thoroughly.”
Would you say you...**

Table 12. Plowing and sanding done thoroughly

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Disagree	116	13.3%	14.6%	13.5%
2. are Neutral	163	18.9%	14.7%	13.9%
3. Agree	639	67.8%	70.7%	72.6%
Valid Total	918	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	11			
9. (No answer/Refused)	0			
System missing	23			
Total missing	34			
Total	952			

Q14. Which of the following resources have you used to obtain road and driving conditions within the past 2 years?

Table 13. Resources for road and driving conditions past 2 years

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. WYDOT'S 511 phone app	237	24.4%	-	-
2. WYDOT'S 511 phone number	235	23.8%	-	-
3. WYDOT'S 511 notify text requests	98	10.1%	-	-
4. WYDOT'S website	664	72.4%	-	-
5. WYDOT'S web-cams	636	67.8%	-	-
6. Highway advisory radio stations, such as 1610 AM	290	29.9%	-	-
7. None of the above	108	12.1%	-	-
Valid Total	929		-	-
8. (Don't know/Not sure)	0			
9. (No answer/Refused)	0			
System missing	23			
Total missing	0			
Total	952			

Q6. WYDOT has started posting project completion dates at major highway construction sites. During the past two years, have you seen any of these signs?

Table 14. Seen project completion date signs past two years

*	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Yes	555	61.7%	66.8%	-
2. No	341	38.3%	33.2%	-
Valid Total	896	100.0%	100.0%	-
8. (Don't know/Not sure)	32			
9. (No answer/Refused)	1			
System missing	23			
Total missing	56			
Total	952			

*Significant chi-square test for independence. (p<.05)

Q6a. When you saw the project completion date sign, had the date on the sign already passed, or was it in the future?

Table 15. Date in past or future

*	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Future	388	81.2%	86.4%	-
2. Past	84	18.8%	13.6%	-
Valid Total	472	100.0%	100.0%	-
8. (Don't know/Not sure)	82			
9. (No answer/Refused)	1			
System missing	397			
Total missing	480			
Total	952			

*Significant chi-square test for independence. (p<.05)

Q6b. Was construction activity still going on after the posted completion date?

Table 16. Construction going on after posted date

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Yes	42	56.1%	62.8%	-
2. No	37	43.9%	37.2%	-
Valid Total	79	100.0%	100.0%	-
8. (Don't know/Not sure)	5			
9. (No answer/Refused)	0			
System missing	868			
Total missing	873			
Total	952			

REST. The Wyoming Department of Transportation maintains the rest areas on Wyoming's state highways and Interstates.

In the PAST TWO YEARS, have you used any of the rest areas along the highways?

Table 17. Maintains rest areas

**	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. (Yes)	768	81.9%	81.0%	74.9%
2. (No)	159	18.1%	19.0%	25.1%
Valid Total	927	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	0			
System missing	23			
Total missing	25			
Total	952			

**Significant chi-square test for independence. (p<.001)

Q17. Thinking only about the state highways and Interstates near where you live, are you satisfied or dissatisfied that the highway surfaces provide a smooth ride?

Table 18. Highways near you provide smooth ride

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Dissatisfied	133	13.4%	14.6%	11.7%
2. Neutral	105	11.3%	9.0%	10.9%
3. Satisfied	688	75.4%	76.4%	77.4%
Valid Total	926	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	1			
System missing	23			
Total missing	26			
Total	952			

Q26. Overall, are you satisfied or dissatisfied with the cleanliness of Wyoming's highway rest areas? Are you...

Table 19. Satisfied with cleanliness of rest areas

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Dissatisfied	22	3.4%	4.2%	3.2%
2. Neutral	27	4.1%	4.0%	3.2%
3. Satisfied	719	92.5%	91.8%	93.6%
Valid Total	768	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	0			
9. (No answer/Refused)	0			
System missing	184			
Total missing	184			
Total	952			

AIR. We also need to know about travel on commercial airlines such as United and Delta airlines. In the PAST TWO YEARS, about how many trips have you taken on commercial airlines where you began or ended your flight at an airport IN WYOMING?

If needed: If you took a round trip, or changed planes during a trip, please count the whole round trip as one flight, not each separate leg.

Table 20. How many commercial airline trips past two years

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
None	610	65.4%	64.1%	65.8%
One	97	10.4%	12.5%	12.0%
Two	76	8.1%	6.6%	7.5%
Three	38	4.1%	3.6%	3.8%
Four	28	3.0%	3.9%	3.8%
Five	17	1.8%	1.5%	1.8%
Six or more times	67	7.2%	7.8%	5.5%
Valid Total	933	100.0%	100.0%	100.0%
98. (Don't know/Not sure)	9			
99. (No answer/Refused)	10			
System missing	0			
Total missing	19			
Total	952			

AIR3. Overall, are you satisfied or dissatisfied with Wyoming commercial air service? Are you...

Table 21. Satisfied with Wyoming commercial air service

**‡	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Dissatisfied	59	16.4%	25.6%	29.7%
2. Neutral	46	14.1%	13.6%	10.6%
3. Satisfied	231	69.4%	60.8%	59.7%
Valid Total	336	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	5			
9. (No answer/Refused)	1			
System missing	610			
Total missing	616			
Total	952			

**Significant chi-square test for independence. (p<.001)

‡Significant linear-by-linear association 2012-2016. (p<.001)

AIR3a. For which of the following reasons were you dissatisfied? Was it...

Table 22. Dissatisfied for what reasons

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. High cost	37	61.4%	64.2%	-
2. Unreliable service	30	47.2%	43.1%	-
3. Lack of choices or options	39	61.3%	46.8%	-
4. Baggage lost or damages	6	8.0%	7.7%	-
5. Other (please specify)	19	33.4%	26.8%	-
6. (None of the above)	0	0.0%	0.0%	-
Valid Total	59			
7. (Don't know/Not sure)	0			
8. (No answer/Refused)	0			
System missing	893			
Total missing	893			
Total	952			

Q65a. Thinking about the Wyoming airport you have visited most often within the PAST TWO YEARS, are you satisfied or dissatisfied with the overall facilities in that airport such as the condition of the building, the waiting area and the restroom? Would you say you are...

If needed: This includes everyone who visited the airport not only for travel, but to drop off or pick someone up. If they haven't been in the past 2 years, mark (4) Not applicable.

Table 23. Satisfied with airport facilities past two years

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Dissatisfied	25	4.1%	4.8%	4.5%
2. Neutral	111	18.0%	15.4%	14.8%
3. Satisfied	479	77.9%	79.8%	80.7%
Valid Total	948	100.0%	100.0%	100.0%
4. (Not Applicable)	333	(35.1%)	(36.5%)	(32.8%)
8. (Don't know/Not sure)	4			
9. (No answer/Refused)	0			
System missing	0			
Total missing	4			
Total	952			

Q71. Next I need to ask some questions about various state offices that deal with transportation. In the PAST TWO YEARS, have you conducted any business at all with a drivers' license office in Wyoming, for yourself or someone else?

Table 24. Conducted business with drivers' license office past two years

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. (Yes)	644	67.5%	67.4%	65.1%
2. (No)	306	32.5%	32.6%	34.9%
Valid Total	950	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	0			
System missing	0			
Total missing	2			
Total	952			

Q72. Were you satisfied or dissatisfied with how promptly the staff handles things? Were you...

Table 25. Satisfied with how promptly staff

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Dissatisfied	98	14.9%	16.7%	17.5%
2. Neutral	40	6.6%	5.4%	5.4%
3. Satisfied	503	78.5%	77.9%	77.1%
Valid Total	641	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	3			
9. (No answer/Refused)	0			
System missing	308			
Total missing	311			
Total	952			

Q73. The last time you had any contact with the drivers' license office, were you satisfied or dissatisfied with the courtesy of the staff there? Were you...

Table 26. Satisfied with courtesy of staff

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Dissatisfied	50	8.5%	6.6%	7.4%
2. Neutral	27	4.6%	3.8%	3.1%
3. Satisfied	565	86.9%	89.6%	89.5%
Valid Total	642	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	0			
System missing	308			
Total missing	310			
Total	952			

The Wyoming Highway Patrol includes State Troopers, Port of Entry Officers and Dispatchers, as well as other personnel.

Q74. During the past two years, how much DIRECT contact or experience of any kind have you had with Highway Patrol personnel? Would you say...

Table 27. Direct contact with Highway Patrol personnel

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. None	558	57.9%	64.1%	60.7%
2. Once	144	15.9%	15.2%	16.0%
3. Twice	100	10.7%	9.0%	9.1%
4. Three times	31	3.2%	2.4%	3.8%
5. Four or more times	117	12.3%	9.3%	10.3%
Valid Total	950	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	0			
System missing	0			
Total missing	2			
Total	952			
None/No Contact with WHP	*	57.9%	64.0%	60.8%
Contact once or more		42.1%	36.0%	39.2%

*Significant chi-square test for independence. (p<.05)

We’re also interested in your opinions on the following statements about the Wyoming Highway Patrol. Please keep in mind the Wyoming Highway Patrol includes State Troopers, Port of Entry Officers and Dispatchers, as well as other personnel.

Please indicate if you agree or disagree with the following statements, or if you are neutral.

Q75. “I believe Highway Patrol personnel treat people with courtesy and respect.” Would you say you...

Table 28. Highway Patrol treat people with courtesy

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Disagree	29	3.5%	4.0%	3.4%
2. are Neutral	170	19.2%	21.3%	19.9%
3. Agree	718	77.2%	74.7%	76.7%
Valid Total	917	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	33			
9. (No answer/Refused)	2			
System missing	0			
Total missing	35			
Total	952			

Q76. “I believe Highway Patrol personnel respond to situations in an appropriate manner.” Would you say you...

Table 29. Highway Patrol respond in an appropriate manner

*	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Disagree	29	3.9%	4.0%	4.1%
2. are Neutral	149	16.8%	22.9%	21.5%
3. Agree	745	79.3%	73.1%	74.4%
Valid Total	923	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	28			
9. (No answer/Refused)	1			
System missing	0			
Total missing	29			
Total	952			

*Significant chi-square test for independence. (p<.05)

Q77. How about “Overall, the Wyoming Highway Patrol meets the expectations I have for our highway patrol.”

Table 30. Highway Patrol meets my expectations

*	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Disagree	36	4.4%	4.8%	4.7%
2. Neutral	120	13.1%	17.7%	11.3%
3. Agree	777	82.5%	77.5%	84.0%
Valid Total	933	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	18			
9. (No answer/Refused)	1			
System missing	0			
Total missing	19			
Total	952			

*Significant chi-square test for independence. (p<.05)

Q77a. Are there any areas you can think of in which the highway patrol does not meet your expectations?

(DO NOT READ TO RESPONDENT OR PROBE. Code the respondents answer the best you can.)

Table 31. Any reasons they don't meet my expectations

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Not enough of them on the road	41	3.6%	-	-
2. They have an “attitude”	33	4.0%	-	-
3. They take too long to respond	9	1.2%	-	-
4. Other (please specify)	85	9.3%	-	-
5. (No areas in which they do not meet my expectations)	783	84.2%	-	-
Valid Total	929			
6. (Don't know/Not sure)	20			
7. (No answer/Refused)	3			
System missing	0			
Total missing	23			
Total	952			

Q77b. Is there a specific area in which you would like to see enforcement increased in Wyoming? I'm going to read a list. For each, please tell me if you would like enforcement INCREASED from present levels.

Table 32. Areas like to see enforcement increased

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Driving under the influence	545	58.0%	-	-
2. Speeding	350	35.5%	-	-
3. Distracted driving	649	68.8%	-	-
4. Traffic violations by commercial vehicles	407	43.8%	-	-
5. Other (please specify)	82	8.4%	-	-
6. (NONE)	157	17.1%	-	-
Valid Total	939			
8. (Don't know/Not sure)	11			
9. (No answer/Refused)	2			
System missing	0			
Total missing	13			
Total	952			

To communicate with the people of Wyoming, WYDOT conducts public meetings, has a toll-free phone number, has a website on the Internet, and also provides information through newspapers, television, and radio.

Q79. Overall, are you satisfied or dissatisfied with how WYDOT communicates with the public? Are you...

Table 33. Satisfied with WYDOT communication with public

	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Dissatisfied	26	3.1%	3.7%	2.9%
2. Neutral	132	13.9%	12.0%	11.3%
3. Satisfied	783	83.0%	84.2%	85.8%
Valid Total	941	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	10			
9. (No answer/Refused)	1			
System missing	0			
Total missing	11			
Total	952			

Q120. In this survey we have asked about many of the different things that WYDOT does. Please rate your overall satisfaction with WYDOT’s stewardship of the statewide transportation system. Are you...

Table 34. Overall satisfaction with WYDOT

*	2016 Frequency	2016 Wtd. Percent	2014 Wtd. Percent	2012 Wtd. Percent
1. Dissatisfied	15	1.6%	2.6%	2.3%
2. Neutral	125	14.2%	17.4%	18.4%
3. Satisfied	809	84.2%	79.9%	79.3%
Valid Total	949	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	3			
9. (No answer/Refused)	0			
System missing	0			
Total missing	3			
Total	952			

*Significant chi-square test for independence. (p<.05)

We have come to the end of our survey. For research purposes only, we would like to get some information about you. Remember, all your answers will be kept strictly confidential.

Born. In what year were you born?

Year: _____

Panel4. We are asking everyone we contact if they would like to be added to our new probability panel of Wyoming residents called WyoSpeaks. If you agree, we will contact you via email no more than a few times a year to complete an online survey about issues affecting Wyoming citizens. For some surveys there may be a monetary incentive to complete the survey, or a chance at winning a prize like an iPad. Would you be interested in participating in this panel?

Table 35. WyoSpeaks panel

(Unweighted)	2016 Frequency	2016 Percent	2014 Percent	2012 Percent
1. (Yes)	354	37.2%	30.7%	29.3%
2. (No)	597	62.8%	69.3%	70.7%
Valid Total	951	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	0			
9. (No answer/Refused)	1			
System missing	0			
Total missing	1			
Total	952			

Panel5. Thank you for volunteering to join WyoSpeaks. Your participation in any future surveys will be completely voluntary. All contact information that you provide now will be completely voluntary. All contact information that you provide now will be completely separated from the results of the survey you just completed. Would you be willing to provide your name or nickname along with your email address to be added to our list?

What is your preferred first name?

Email3. What is your preferred email?

Email: _____

That is the end of our survey. Thank you so much for participating.

Appendix A

This section presents the open-ended responses provided by respondents.

AIR3a. For which of the following reasons were you dissatisfied? Was it...

(Other, Specify:)

- They are just not coordinated with their own internal efforts.
- cancelations at a whim
- cancelled flight
- crop duster, loud, thought pilot drunk
- Delayed for a week. Planes were delay.
- Delays causing missed connections.
- direct flights to and from Sheridan or other WY
- Flight attendant was rude
- had to drive to county to catch the airplane
- lack of flights
- length of time to check in
- Local airport wasn't clear on who should board.
- long lines; too much security
- never on time always delayed esp. united
- no consistency
- no direction as to where to go lack pf signs
- shut down Worland and bad service
- taken away some flights w/Delta
- Timing - delayed flights
- very unorganized, low scale to bigger airports

Q77a. Are there any areas you can think of in which the highway patrol does not meet your expectations?

(DO NOT READ TO RESPONDENT OR PROBE. Code the respondents answer the best you can.)

(Other responses not coded into categories)

- Need more money for their service because they put their lives on the line for the public.
- 911 dispatch were clueless, I was disgusted
- administration
- AFTER ACCIDENT CLEAN UP
- all ways there when I make a mistake but nobody
- Almost all of the state.
- availability in the late hours
- be more courteous
- Being over eager.
- Cheyenne Area
- City takes care of city and county takes care
- Courtesy
- crook county
- Daily mileage reduced, too much area to cover
- Dishonest officer, just the one
- Don't spend enough time on the interstate.
- Evanston, Wyoming. Uinta County.
- Excessive and unnecessary citations
- excessive ticket giving.
- Getting to be too many of them.
- help people on the side of the road more
- Highway Patrol failed to move rock obstruction
- I don't like the cars I can't see
- In one state was stopped and rewarded for safety
- leave the truckers alone
- less speeding tickets
- More highway patrol personal
- More needed on Highway 9
- more partnership with local fire dept.
- more support from government- stretched thin
- no respect; falsifying incidents
- not as many on the highway as town
- not at the right places
- not doing their job
- Not enough enforcement of excessive speeding.

- Not enough troopers on the roads
- Not following up on reports made by drivers.
- not park a mile from the exit of a closed road
- officer bad behavior
- Officers should stay after wildlife accidents.
- one female state trooper has bad attitude
- over reaction to a small issues, out of control
- port of entry
- port of entry
- Port of Entry officers too picky.
- Port of Entry, Differences
- Profiling
- PULLING OVER PEOPLE TO REACH THEIR QUOTA
- ROAD KILL REMOVED
- See a lot of speeding, called HP but nothing done
- should close roads w/ bad conditions more often
- Some of them are to get you
- some troopers do criminal things
- talk less when called
- the way they target people, speeding or not
- They are not helpful. They think we are lying.
- They are rude
- they don't stop when people breakdown
- They have a racial prejudice for African Americans
- They're too much hurry on the road
- too many in the highways
- Too many on road; training inadequate; focus
- Too many on the road, too trigger happy
- Training
- Travel off the highway, too wide open in Wyoming
- Underpaid officers
- used excessive speed by officer post occurrence
- Uses his badge to harass me, he's my neighbor.
- using lights when unnecessary for job
- we need stop light at intersection state hwy
- WHP needs to begin listening to civilians.
- Will the bring extra fuel or help change/tire
- Write more out-of-state-tickets
- You would like to see more prepass at ports.

Q77b. Is there a specific area in which you would like to see enforcement increased in Wyoming? I'm going to read a list. For each, please tell me if you would like enforcement INCREASED from present levels.

(Other, specify:)

- a little more attention to safety problems
- accidents
- borders letting things in
- cell phone use
- Cell phone use
- Cellphones
- child safety restraints
- commercial vehicle safety checks
- construction, let you know about it sooner
- driving under influence of marijuana
- driving under the influence of marijuana
- drug control
- drug interdiction
- Drug trafficking
- drug trafficking
- Drug transportation and sex trafficking
- drugs and alcohol on the road
- exit btwn Casper and Glenrock
- get after big trucks for traveling in left lane
- highway patrol action
- hire more law enforcement
- increased general presence on highways
- keep the wheelers respecting truckers
- laws enforced and maximum punishment enforced
- main roads not enough cops
- minor traffic violations at intersections
- more troopers
- more attn. to unsecured loads
- More DoT regulations
- more enforcement outside city/town limits (half
- more enforcement between rock springs to Casper
- More night inspections on commercial vehicles
- More police
- More presence between Rawlins and Muddy Gap
- need more deer and animal crossings
- New highway patrolmen should be mentored by old

- no truck driving schools. must have skill
- on and off ramps not yielding & excessive speed
- Out of state plates for contractors need enforce laws
- passing on double line
- patrol area between Muddy Gap and Lander
- pedestrian protection no parking crosswalks etc.
- People falling asleep/not enough rest
- people on drugs
- people that avoid port of entry
- reckless drivers, rubbernecking
- Require more signs indicating deer crossing.
- Rock haulers break windows too often.
- running red lights, no blinkers
- Rural highways
- SCHOOL ZONES ON STATE HIGHWAYS
- Seatbelt
- seatbelt
- Seatbelts
- Slow drivers in left hand lane impeding traffic
- speed limit dropped
- speed limit on trucks in bad weather
- Speed traps set reducing speed in small towns.
- speeding by commercial vehicles
- tailgating
- Texting
- Texting and driving
- texting and driving
- texting and driving and more seatbelt
- Texting and not using hand free systems of phone
- texting while driving
- Things are over enforced
- too slow drivers
- tourist confusion on roads make unwise decisions
- traffic violations in general like right of way
- Truck drivers running yellow lights
- TURN SIGNAL VIOLATIONS
- Uncovered gravel trucks
- Variable speed limit for trucks
- we do not live on a major highway bypass
- weather related crazy driving

- Wind River Canyon, passing on double lines
- winter conditions: excess of speed
- reckless drivers