



# WYDOT Customer Satisfaction Survey, 2023

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# Executive Summary

In the fall of 2022, 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 11th time WYSAC has administered this survey of Wyoming adults. While the questionnaire content remained fairly stable over time, substantial changes were made in 2012 in an effort to reduce survey length. A few changes were introduced to the questionnaire for the 2020 iteration of the survey, but the instrument remained unchanged for the 2023 iteration. 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. In 2023, for the first time, invitation letters were sent to all generated phone numbers where an address could be matched to invite them to participate on the web. By the close of data collection 1004 interviews were completed with Wyoming residents.

## Survey Facts

### Start and End Dates

Feb. 2<sup>nd</sup>, 2023 – March 1<sup>st</sup>, 2023

### Completed Surveys by Phone Type

1004

521 Completions on Web (52%)

134 Completions on Landline (13%)

349 Completions on Cellular (35%)

### Response Rate

Total Sample – 10.6%

### Average Interview Length

13 minutes 32 seconds

### Margin of Error

Overall: ±3.1 Percentage Points at 95% Confidence

The WYDOT customer satisfaction survey provides the citizens of Wyoming an opportunity to express their opinions and perceptions about the services provided by WYDOT. Additionally, the survey supplies 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 2022, 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 11<sup>th</sup> 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. A few changes were introduced to the questionnaire for the 2020 iteration of the survey, and the survey remained unchanged for the 2023 iteration. In 2023, for the first time, invitation letters were sent to all generated phone numbers where an address could be matched to invite them to participate on the web. By the close of data collection 1004 interviews were completed with Wyoming residents.

# 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 wording 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”). Previous iterations of the survey included a random split of respondents being asked different subsets of questions in order to reduce interview length. In 2016, this random split was removed to increase the statistical power of all survey questions. A few changes were introduced to the questionnaire for the 2020 iteration of the survey, and the survey remains unchanged for the 2023 iteration. The finalized questionnaire was programmed for WYSAC’s Computer Assisted Telephone Interviewing (CATI) software. The programmed questionnaire was re-tested by WYSAC personnel for skip logic and proper question flow before it was officially fielded. Additionally, for 2023 the survey was programmed into our web survey software for those that choose to complete the survey online in response to our invitation letter.

## *Sampling Frame and Sample Size*

As was the case in all survey iterations since 2010, a dual sampling frame was used. It consisted of listed 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 (MSG), a leading national vendor specializing in the generation of scientific samples. For all randomly drawn phone numbers, MSG attempted to append known addresses from their proprietary consumer database matching service to be used in the letter invitation effort.

According to recent federal statistics, an estimated 77.3% of Wyoming households are now cellphone-only households, with an additional 12.4% of households identified as cellphone-mostly. This translates to over three quarters of Wyoming's adult population being reachable solely or primarily by cellphone.<sup>1</sup> The sample for this survey was specifically designed to achieve roughly three-quarters 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.

## *Survey Administration*

The survey was administered from February 2<sup>nd</sup>, 2023 through March 1<sup>st</sup>, 2023. Sample members with mailing addresses were first sent an invitation letter directing them to the web survey, with the phone mode of data collection going live on February 13<sup>th</sup>, 2023. During this period skilled WYSAC interviewers called respondents from Sunday through Thursday between 5 pm and 9 pm, 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 9 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) with the purpose of reducing early response and non-response bias. A few numbers were attempted as many as 9 times. Soft refusals (non-irate, simple refusals) were attempted a second time in an effort to secure a completion. Over 19452 attempts were made on 14124 phone numbers. On average, it took 13 minutes and 32 seconds to complete an interview.

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<sup>1</sup> Ganesh N, et al. Wireless substitution: State-level estimates from the National Health Interview Survey, 2020. National Health Interview Survey Early Release Program.

## *Response Rate and Margins of Error*

A total of 1004 interviews were completed with Wyoming residents, consisting of 349 on cellphones (35% of all completions) with 134 completed on landline telephones, and 521 completions on the web. Of all eligible records, the overall response rate was 10.6%.

Random samples of 1004 yield overall margins of error of about  $\pm 3.1$  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 sets from the 2016 through 2020 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 adult population. Using weighted data during analysis is essential for generalizing findings from the survey to the general population of interest.

Using weighted data, significance tests were performed to identify any statistically significant differences observed between the results from the three most recent iterations of the survey (2018, 2020, and 2023) to identify any linear trends, and between the most two recent iterations (2020 and 2023) to identify significant changes from the previous iteration.

In the *Survey Results* section of this report, data from the three most recent iterations of the survey are presented side-by-side in tables. Significant differences observed between the 2020 and 2023 results are noted using asterisks (\* or \*\*) to indicate statistical significance based on the chi-square test for independence, and a dagger (+ or †) to indicate a statistically significant linear-by-linear association for the past three iterations ( $p < .05$  or  $p < .001$ ).

## *Weighting of the Data*

The 2023 data were 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 adult population (utilizing U.S. Census Bureau population estimates for 2020 and 2021, the most recent estimates available). Using weighted data during analysis is essential in generalizing findings from the survey to the population of interest. The 2023 sample was representative of the Wyoming adult population, and the data required minimal weighting. (See Figure 1 and the three tables that follow.)

Age Distribution	Unweighted Count	Unweighted %	Final Weighted %	2020 Census Est. % <sup>2</sup>
18-24	32	3.3	10.3	12.0%
25-34	55	5.6	16.5	17.6%
35-44	100	10.2	17.1	16.4%
45-54	148	15.1	15.4	14.9%
55-64	223	22.7	18.4	17.7%
65-74	279	28.4	13.7	13.1%
75+	146	14.9	8.6	8.3%
<b>Valid Total</b>	983	100.0	100.0	100.0%
9. (No answer/Refused)	19			
<b>Total</b>	1004			
Gender Distribution	Unweighted Count	Unweighted %	Final Weighted %	2020 Census Est. % <sup>3</sup>
Male	552	55.5	51.5	50.8%
Female	442	44.5	48.5	49.2%
<b>Valid Total</b>	994	100.0	100.0	50.8%
9. (No answer/Refused)	10			
<b>Valid Total</b>	1004			
County Distribution	Unweighted Count	Unweighted %	Final Weighted %	2021 Census Est. % <sup>4</sup>
Albany	47	4.7	5.8	6.5%
Big Horn	21	2.1	2.0	2.0%
Campbell	50	5.0	7.2	8.0%
Carbon	29	2.9	2.6	2.5%
Converse	24	2.4	2.4	2.4%
Crook	14	1.4	1.3	1.3%
Fremont	68	6.8	6.9	6.8%
Goshen	19	1.9	2.2	2.2%
Hot Springs	12	1.2	0.8	0.8%
Johnson	19	1.9	1.5	1.5%
Laramie	186	18.6	17.8	17.4%
Lincoln	33	3.3	3.5	3.5%
Natrona	155	15.5	14.2	13.7%
Niobrara	4	0.4	0.4	0.4%
Park	72	7.2	5.4	5.2%
Platte	13	1.3	1.4	1.5%
Sheridan	76	7.6	5.7	5.5%
Sublette	12	1.2	1.6	1.5%
Sweetwater	63	6.3	7.2	7.2%
Teton	29	2.9	3.9	4.1%
Uinta	33	3.3	3.6	3.6%
Washakie	9	0.9	1.3	1.3%
Weston	12	1.2	1.2	1.2%
<b>Valid Total</b>	1000	100.0	100.0	100.0%
98. (Don't know/No answer)	3			
99. (No answer/Refused)	1			
<b>Total</b>	1004			

<sup>2</sup> Source: Source: U.S. Census Bureau, 2020 American Community Survey 5-Year Estimates.

<sup>3</sup> (See note 2 above.)

<sup>4</sup> Table 1. Annual Estimates of the Resident Population for Counties of Wyoming: April 1, 2010 to July 1, 2021. Source: U.S. Census Bureau, Population Division



# Survey Results

In the following tables, weighted percentage distributions and unweighted frequency counts from the 2023 survey are presented alongside the weighted percentage distributions from the 2020, 2018 and 2016 iterations of the survey. For results before 2016, please reference the previous reports.

*Don't know* and *No answer/Refused* responses are excluded from the Valid percent calculations. On *Check all that apply* items the percentages may total more than 100%.

Asterisks (\* or \*\*) indicate a significant chi-square test for independence ( $p < .05$  or  $p < .001$ ) between 2020 and 2023.

Daggers (+ or †) indicate a significant linear-by-linear association ( $p < .05$  or  $p < .001$ ) from 2018 to 2023.

## Sex. Respondent's Sex. Code without asking.

**Table 1. Respondent's Sex**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. (Male)	552	51.5	51.1%	97.5%	97.4%
2. (Female)	442	48.5	48.9%	2.5%	2.6%
<b>Valid Total</b>	994	100.0	100.0%	100.0%	100.0%
8. (Can't tell)	0				
9. (No answer/Refused)	10				
System missing	0				
Total missing	10				
<b>Total</b>	1004				

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

**Table 2. Have driver's license**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. (Yes)	986	97.9	97.9%	97.8%	97.7%
2. (No)	17	2.1	2.1%	2.2%	2.3%
<b>Valid Total</b>	1003	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	1				
9. (No answer/Refused)	0				
System missing	0				
Total missing	1				
<b>Total</b>	1004				

**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**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. (Yes)	981	97.9	97.8%	97.5%	97.4%
2. (No)	20	2.1	2.2%	2.5%	2.6%
<b>Valid Total</b>	1001	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	3				
9. (No answer/Refused)	0				
System missing	0				
Total missing	3				
<b>Total</b>	1004				

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 improvement on the road**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	39	4.4	4.7%	4.6%	3.3%
2. Neutral	108	14.1	10.7%	11.7%	10.1%
3. Agree	828	81.5	84.6%	83.7%	86.5%
<b>Valid Total</b>	975	100.0	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	9				
9. (No answer/Refused)	0				
System missing	20				
Total missing	29				
<b>Total</b>	1004				

**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**

**‡	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	168	18.7	14.1%	11.0%	12.2%
2. are Neutral	353	39.2	36.0%	31.4%	24.3%
3. Agree	402	42.1	49.9%	57.6%	63.4%
<b>Valid Total</b>	923	100.0	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	61				
9. (No answer/Refused)	0				
System missing	20				
Total missing	81				
<b>Total</b>	1004				

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

**Table 6. State highways permit travel with minimal delays**

*†	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	79	<b>10.4</b>	6.7%	6.7%	4.1%
2. Neutral	99	<b>10.9</b>	10.0%	9.4%	9.3%
3. Agree	791	<b>78.7</b>	83.4%	83.9%	86.6%
<b>Valid Total</b>	969	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	13				
9. (No answer/Refused)	2				
System missing	20				
Total missing	35				
<b>Total</b>	1004				

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

**Table 7. Construction zones easy to navigate**

*†	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	56	<b>5.9</b>	7.3%	8.8%	8.2%
2. Neutral	101	<b>9.7</b>	6.4%	10.2%	8.0%
3. Agree	819	<b>84.4</b>	86.3%	81.0%	83.8%
<b>Valid Total</b>	976	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	8				
9. (No answer/Refused)	0				
System missing	20				
Total missing	28				
<b>Total</b>	1004				

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. Satisfaction with maintenance of highways**

**‡	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	166	<b>18.7</b>	15.3%	10.9%	10.8%
2. Neutral	196	<b>22.3</b>	16.1%	16.1%	14.3%
3. Satisfied	610	<b>59.0</b>	68.6%	73.1%	75.0%
<b>Valid Total</b>	972	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	11				
9. (No answer/Refused)	1				
System missing	20				
Total missing	32				
<b>Total</b>	1004				

**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. Satisfied that highway surfaces provide smooth ride**

**‡	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	198	<b>21.2</b>	17.7%	15.6%	13.4%
2. Neutral	131	<b>15.2</b>	9.8%	12.2%	11.3%
3. Satisfied	649	<b>63.6</b>	72.4%	72.2%	75.4%
<b>Valid Total</b>	978	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	6				
9. (No answer/Refused)	0				
System missing	20				
Total missing	26				
<b>Total</b>	1004				

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. Litter and debris cleaned up**

†	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	102	11.2	11.6%	8.2%	7.8%
2. are Neutral	113	13.2	11.1%	10.2%	11.2%
3. Agree	760	75.6	77.3%	81.6%	81.1%
<b>Valid Total</b>	975	100.0	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	9				
9. (No answer/Refused)	0				
System missing	20				
Total missing	29				
<b>Total</b>	1004				

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

**Table 11. Highways plowed promptly in snow**

**‡	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	163	19.1	12.8%	12.6%	11.6%
2. are Neutral	168	18.5	18.1%	15.8%	15.1%
3. Agree	627	62.4	69.1%	71.6%	73.3%
<b>Valid Total</b>	958	100.0	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	26				
9. (No answer/Refused)	0				
System missing	20				
Total missing	46				
<b>Total</b>	1004				

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

**Would you say you...**

**Table 12. Plowing and sanding done thoroughly**

**‡	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	161	<b>18.4</b>	15.2%	12.6%	13.3%
2. are Neutral	215	<b>24.0</b>	17.1%	18.9%	18.9%
3. Agree	579	<b>57.5</b>	67.7%	68.6%	67.8%
<b>Valid Total</b>	955	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	29				
9. (No answer/Refused)	0				
System missing	20				
Total missing	49				
<b>Total</b>	1004				

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

**Table 13. Resources used about information about road and driving conditions past 2 years**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent
1. WYDOT'S 511 phone app**‡	438	<b>46.5</b>	37.5%	32.7%
2. WYDOT'S 511 phone number‡	121	<b>10.8</b>	13.6%	19.7%
3. WYDOT'S 511 notify text requests	96	<b>10.3</b>	11.6%	7.3%
4. WYDOT'S website**†	732	<b>76.8</b>	68.1%	73.3%
5. WYDOT'S web-cams	708	<b>72.7</b>	68.9%	69.5%
6. Highway advisory radio stations, such as 1610 AM**‡	135	<b>13.6</b>	25.4%	27.5%
7. WYDOT's twitter account	19	<b>2.6</b>	2.5%	1.7%
8. (None of the above)**	67	<b>5.7</b>	9.7%	10.0%

**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**

†	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Yes	607	<b>68.7</b>	64.6%	62.0%	61.7%
2. No	285	<b>31.3</b>	35.4%	38.0%	38.3%
<b>Valid Total</b>	892	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	92				
9. (No answer/Refused)	0				
System missing	20				
Total missing	112				
<b>Total</b>	1004				

**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. Project completion date in past or future**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Future	429	<b>83.0</b>	82.0%	82.2%	81.2%
2. Past	81	<b>17.0</b>	18.0%	17.8%	18.8%
<b>Valid Total</b>	510	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	96				
9. (No answer/Refused)	1				
System missing	397				
Total missing	494				
<b>Total</b>	1004				



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

**Table 16. Construction going on after posted date**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Yes	44	<b>67.8</b>	54.7%	72.4%	56.1%
2. No	26	<b>32.2</b>	45.3%	27.6%	43.9%
<b>Valid Total</b>	70	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	11				
9. (No answer/Refused)	0				
System missing	923				
Total missing	934				
<b>Total</b>	1004				

**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. Use of rest areas**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. (Yes)	763	<b>78.6</b>	77.0%	82.2%	81.9%
2. (No)	217	<b>21.4</b>	23.0%	17.8%	18.1%
<b>Valid Total</b>	980	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	4				
9. (No answer/Refused)	0				
System missing	20				
Total missing	24				
<b>Total</b>	1004				

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

**Table 18. Satisfaction with cleanliness of rest areas**

*	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	33	<b>5.9</b>	2.5%	5.3%	3.4%
2. Neutral	64	<b>8.8</b>	6.7%	6.9%	4.1%
3. Satisfied	665	<b>85.2</b>	90.7%	87.8%	92.5%
<b>Valid Total</b>	762	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	1				
9. (No answer/Refused)	0				
System missing	241				
Total missing	242				
<b>Total</b>	1004				

**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 19. Number of commercial airline trips past two years**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
None	615	61.6	69.0%	70.0%	65.4%
One	98	11.8	10.0%	8.0%	10.4%
Two	84	8.8	6.3%	6.6%	8.1%
Three	40	4.6	3.0%	2.8%	4.1%
Four	30	3.1	3.7%	3.4%	3.0%
Five	18	2.2	1.3%	2.4%	1.8%
Six or more times	73	7.9	6.7%	6.8%	7.2%
<b>Valid Total</b>	958	100.0	100.0%	100.0%	100.0%
98. (Don't know/Not sure)	34				
99. (No answer/Refused)	12				
System missing	0				
Total missing	46				
<b>Total</b>	1004				

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

**Table 20. Satisfaction with Wyoming commercial air service**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	73	19.4	16.9%	22.4%	16.4%
2. Neutral	73	18.5	15.2%	15.5%	14.1%
3. Satisfied	227	62.1	67.9%	62.2%	69.4%
<b>Valid Total</b>	373	100.0	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	15				
9. (No answer/Refused)	1				
System missing	615				
Total missing	631				
<b>Total</b>	1004				

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

**Table 21. Reasons for dissatisfied with Wyoming commercial air service**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. High cost	47	59.4	56.3%	72.5%	61.4%
2. Unreliable service	29	38.4	30.6%	40.2%	47.2%
3. Lack of choices or options	61	79.3	69.4%	76.1%	61.3%
4. Baggage lost or damages	3	3.6	6.3%	9.8%	8.0%
5. Other (please specify)	20	37.3	35.4%	29.3%	33.4%
6. (None of the above)	0	0.0	0.0%	0.0%	0.0%

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 22. Satisfaction with airport facilities past two years**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	15	3.0	3.8%	4.1%	3.7%
2. Neutral	109	19.1	16.9%	18.0%	19.0%
3. Satisfied	505	77.9	79.2%	77.9%	77.3%
<b>Valid Total</b>	629	100.0	100.0%	100.0%	100.0%
4. (Not Applicable)	353	(33.1)		(35.1%)	(42.8%)
8. (Don't know/Not sure)	19				
9. (No answer/Refused)	3				
System missing	0				
Total missing	22				
<b>Total</b>	1004				

**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 23. Conducted business with drivers' license office past two years**

	<b>2023 Frequency</b>	<b>2023 Wtd. Percent</b>	<b>2020 Wtd. Percent</b>	<b>2018 Wtd. Percent</b>	<b>2016 Wtd. Percent</b>
1. (Yes)	641	<b>66.5</b>	69.3%	69.5%	67.5%
2. (No)	352	<b>33.5</b>	30.7%	30.5%	32.5%
<b>Valid Total</b>	993	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	11				
9. (No answer/Refused)	0				
System missing	0				
Total missing	11				
<b>Total</b>	1004				

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

**Table 24. Satisfaction with how promptly staff handled thing**

	<b>2023 Frequency</b>	<b>2023 Wtd. Percent</b>	<b>2020 Wtd. Percent</b>	<b>2018 Wtd. Percent</b>	<b>2016 Wtd. Percent</b>
1. Dissatisfied	86	<b>13.4</b>	10.0%	12.7%	14.9%
2. Neutral	66	<b>10.5</b>	8.4%	8.6%	6.6%
3. Satisfied	488	<b>76.1</b>	81.5%	78.7%	78.5%
<b>Valid Total</b>	640	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	1				
9. (No answer/Refused)	0				
System missing	363				
Total missing	364				
<b>Total</b>	1004				

**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 25. Satisfaction with courtesy of staff**

*	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	37	<b>6.8</b>	7.1%	9.1%	8.5%
2. Neutral	49	<b>8.7</b>	4.4%	5.2%	4.6%
3. Satisfied	555	<b>84.5</b>	88.5%	85.7%	86.9%
<b>Valid Total</b>	641	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	0				
9. (No answer/Refused)	0				
System missing	363				
Total missing	363				
<b>Total</b>	1004				

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 26. Direct contact with Highway Patrol personnel**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. None	696	<b>62.9</b>	64.9%	62.1%	57.9%
2. Once	123	<b>15.4</b>	14.8%	15.6%	15.9%
3. Twice	61	<b>7.8</b>	6.8%	6.2%	10.7%
4. Three times	21	<b>3.1</b>	3.5%	3.7%	3.2%
5. Four or more times	94	<b>10.8</b>	10.0%	12.5%	12.3%
<b>Valid Total</b>	995	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	8				
9. (No answer/Refused)	1				
System missing	0				
Total missing	9				
<b>Total</b>	1004				
<b>None/No Contact with WHP*†</b>	696	<b>62.9</b>	64.9%	62.0%	57.9%
<b>Contact once or more*†</b>	299	<b>37.1</b>	35.1%	38.0%	42.1%

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 27. Highway Patrol treat people with courtesy**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	20	2.5	2.9%	2.6%	3.5%
2. are Neutral	173	20.2	22.8%	20.1%	19.2%
3. Agree	670	77.4	74.3%	77.3%	77.2%
<b>Valid Total</b>	863	100.0	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	140				
9. (No answer/Refused)	1				
System missing	141				
Total missing	142				
<b>Total</b>	1004				

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

**Table 28. Highway Patrol respond in an appropriate manner**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	29	3.3	2.7%	2.9%	3.9%
2. are Neutral	150	17.5	19.6%	18.4%	16.8%
3. Agree	685	79.2	77.7%	78.7%	79.3%
<b>Valid Total</b>	864	100.0	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	140				
9. (No answer/Refused)	0				
System missing	0				
Total missing	140				
<b>Total</b>	1004				

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

**Table 29. Highway Patrol meets my expectations**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	36	4.0	3.7%	2.7%	4.4%
2. Neutral	133	15.0	14.1%	13.5%	13.1%
3. Agree	738	81.0	82.2%	83.7%	82.5%
<b>Valid Total</b>	907	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	97				
9. (No answer/Refused)	0				
System missing	0				
Total missing	97				
<b>Total</b>	1004				

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

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

Web: (Answer choices presented to respondent)

**Table 30. Reasons highway patrol don't meet expectations**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Not enough of them on the road**†	153	11.9	6.4%	4.7%	3.6%
2. They have an “attitude” *†	41	4.7	2.7%	2.2%	4.0%
3. They take too long to respond	16	1.2	1.8%	1.0%	1.2%
4. Other (please specify)	81	8.8	10.0%	9.7%	9.3%
5. (No areas in which they do not meet my expectations)* †	571	61.2	82.1%	84.4%	84.2%



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 31. Areas like to see enforcement increased**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Driving under the influence*‡	454	48.4	49.8%	58.4%	58.0%
2. Speeding	375	35.6	37.1%	38.7%	35.5%
3. Distracted driving*‡	535	54.1	58.5%	67.3%	68.8%
4. Traffic violations by commercial vehicles	400	42.1	41.7%	45.7%	43.8%
5. Other (please specify)	113	10.4	10.9%	14.8%	8.4%
6. (NONE)	182	18.5	19.5%	15.3%	17.1%

Q78. Are you satisfied or dissatisfied with the Wyoming Highway Patrol Port of Entry Officers acting in a professional and honorable manner?

Are you

If the respondent says they have not interacted with Port of Entry Officers or has a similar response about not knowing or not sure, code as "Don't know"

**Table 32. Satisfaction with Port of Entry Officers**

	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent
1. Dissatisfied	14	1.9	2.0%
2. Neutral	241	47.8	42.4%
3. Satisfied	249	50.3	55.6%
<b>Valid Total</b>	504	100.0	100.0%
8. (Don't know/Not sure)	499		
9. (No answer/Refused)	1		
System missing	0		
Total missing	500		
<b>Total</b>	1004		

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. Satisfaction with WYDOT communication with public**

*	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	23	<b>2.6</b>	4.1%	2.4%	3.1%
2. Neutral	174	<b>19.1</b>	15.5%	15.6%	13.9%
3. Satisfied	716	<b>78.3</b>	80.4%	82.1%	83.0%
<b>Valid Total</b>	913	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	91				
9. (No answer/Refused)	0				
System missing	0				
Total missing	91				
<b>Total</b>	1004				

**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**

‡	2023 Frequency	2023 Wtd. Percent	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	32	<b>3.3</b>	2.0%	2.2%	1.6%
2. Neutral	168	<b>18.5</b>	18.3%	12.6%	14.2%
3. Satisfied	787	<b>78.3</b>	79.7%	85.2%	84.2%
<b>Valid Total</b>	987	<b>100.0</b>	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	17				
9. (No answer/Refused)	0				
System missing	0				
Total missing	17				
<b>Total</b>	1004				

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: \_\_\_\_\_

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

# Appendix A

This section presents the responses provided by survey participants to the open-ended question included in the survey.

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

(Other, Specify:)

- Airline performance
- airport closed
- Can only fly into/out of Riverton
- Connections
- Cost! And times of day to travel are difficult
- CYS runway frequently closed for work
- Delays
- Delays
- Delays, ability to land
- flight only one and it is really bad timing
- Just need more flights.
- keeps having foreclosures
- Lack of choice and options in regards to ai
- LACK OF OPTIONS, NEED MORE FLIGHTS
- limited destinations
- NOT RUMMAGING THRU BAGGAGE NEED ANOTHER WAY
- scheduling
- Seems like flights get cancelled too often
- to arrive in time to catch the next flight
- took too long

## 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)

- Alive at 2class was more about HWP and how fast they drive
- Already looked at as a criminal.
- Being in Jackson
- Better enforce various speed limits that I see.
- Better updates on road conditions, and addressing safety concerns on state hwy that have been reported
- courtesy
- COURTESY OF OFFICERS

- don't help roadside people stranded
- don't patrol enough between rawlins and casper.
- He'd like to see the truckers fined more
- Helping stranded motorist
- highway needs before the accident not after
- Hwy 230 they speed
- I called to report I had hit an elk and the dispatcher was rude, provided the officer with the wrong phone #, the incorrect address of my residence, and had the site of incident 7miles away from what I had reported. If I had needed assistance that night outside, I would have frozen to death or died from injuries. The officer, however, was very professional and helpful once he figured out how to reach me (not in Maine!) and find my home.
- I don't know if I could specify that or not.
- I had a really good encounter with a female trooper where I received a ticket she was very nice and respectful and did a great job. My second experience was with a trooper close to an accident site and he was not very respectful.
- I see speeder on I-80 between Laramie & Cheyenne all the time and no highway patrol.
- I think there are enough.
- i wish they would aprended speed
- incorrect responses to situations, unfocused
- increasing the speed limit from 6to 75
- Investigation of non-traffic related crime
- It boyhers me that they are in danger. They han
- It is not the troopers. It is DOT Administration. They think they are above the law.
- Keeping the highways open in winter.
- Lack of funding
- lights are too bright
- More law enforcement for out-of-state drivers speeding on I-80 in southwest WY
- more medical services on the roads
- more officers on the road
- More transparency
- mostly interstate
- need more personal
- neither
- Never sees any action when they are called
- No expectations
- no problem
- no problem with higheay patrol.
- No. they do a good job
- none
- none
- not clear on rules
- Not enough personnel available to do the things necessary to complete jobs in both roads and POEs.

- Not that respectful. But I understand that most are the same way to them.
- Noted in the notes
- natural
- Patrolling highway for wreckless driving.
- Port of Entry Officers.
- Port officials being very "sticky" with weight
- SOME ARE NICE SOME HAVE ATTITUDES IN POE
- Some have an attitude
- some individuals are not good not the whole
- Some profiling occurs
- sometimes lack of courtesy and professionalism
- speeding, no lights on, irresponsibility
- staffing numbers
- stop pulling over in code
- take too long
- The port of entry
- There are too many of them and I question their priorities on drug interdiction.
- THERE IS RACISM IN MY EXPERIENCE
- They are awesome and I work with them as a first responder and they have to deal with a lot and do the best they can.
- THEY ARE GOOD
- They are probably understaffed.
- They don't always know how to handle unexpected situations
- they don't abide by the constitution
- They left me out on the highway by myself
- They need to be paid better.
- They need to run frequent speed patrols on Hwy 130 in Centennial
- TICKET EXPIRED TAGS
- too many people speeding and not being pulled over
- Truckers break the laws
- Unfortunately, too shorthanded
- unreasonable
- was informed road was closed and wasn't by a hi
- We have been passed by several patrol officers when they were in excess of speed with no lights or sirens which creates a hazard for all
- We need more troopers. They risk their lives for Wyoming.
- WHP fails to appropriately utilize emergency lights when they are traveling at high speeds.

**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 lot of people drive reckless and do not follow the rules of the road. They have forgot what they learned to get their driver's license!
- aggressive drivers zipping in and out
- agricultural enfrocment
- Bringing drugs into Wyomin
- Cell phone usage
- cell phone use by drivers of big trucks
- cellphone abuse
- Checking for more drugs.
- COMM. DRIVERS DISTRACTED NOT PAYING ATTENTION
- compitent driving of elderly
- Construcion vehicles, with gravel, speeding
- Crosswalks
- Discourteous drivers, road rage
- Do not see how that could increase unless more officers are hired. Then there would be complaints for the tax dollars need to pay salaries. Lose lose situation : (
- Do something with the port employees.
- Dristacted drivers who are driving semis.
- Drivers who can't speak English and read signs have no clue being out on the highways, also it would be nice when there was an accident that drivers of all vehicles were trained to try and keep one lane open for troopers and first responders. And during the winter lower the speeds for big rigs.
- Driving to fast for conditions
- driving under hazordus road conditions
- Driving while on the phone
- Drug dealers
- Drug enforcement
- drug trafficking
- DRUG TRAFFICKING THROUGH WYOMING
- DRUGS
- Drugs
- enforce commercial drivers to speak english
- enforce or increase the amount of exposure of
- Enforce variable speed zones
- Enforcement of semis in the wind and weather.
- enforcement of speeding at night

- Enforcing the move over law for emergency vehicles and giving out failure to yield to emergency vehicles tickets
- english speaking truck drivers
- following to close
- Helping drivers on the side of the road.
- higher presence of state troopers in Rawlins
- highway 130 to wycott to snowy range to 230.
- human and drug trafficking
- Hyw 59 between Wright and Douglas
- I 80 and I2south of Cheyenne
- I 80 speed limits and commercial trucks
- i DON'T KNOW HOW IT COULD BE ANY MORE CLEARLY STATED BUT THERE SURE SEEM TO BE ALOT OF SEMI TRAILER TRUCKS THAT STILL HEAD UP TETON PASS AND GET STUCK.
- I think the cars should be many colors
- I80 X I2sees alot of truckers on phone
- I-80, out of control truck drivers
- In front of my house
- just in numbers
- keep the semi trucks in the right lane
- Kids not buckled
- Left lane travel rather than passing!
- lightweight/high profile vehicles on roads closed to them
- Livestock and Port of Entry
- Making road conditions more safe during winter
- More cleanup of road kill
- More enforcement in bad weather
- more officeraround alcova during hunting seaso
- need more
- Need to slow down the 18 wheelers
- no
- Non resident oil field workers are extremely dangerous on hey 85. One example is that I had one flashing an extremely bright LED light from the back of his truck at me at night because he was mad that I was driving the speed limit.
- officers to block big trucks off the pass
- oil tankers need checked
- On the interstate highways you're always in defensive mode as there are ALWAYS distracted drives crossing into your lane while driving. Majority are truckers attempting to find a phone signal, I suspect. With spotty coverage throughout our state I see this as a huge concern. Out of state driver's are unaware how fast situations can change. Weather - wind, snow, slick spots, wildlife etc.



- Out of State speeders
- out of state speeding
- PARKING ON SIDE OF ROAD ON OFF RAMPS
- passing in a no passing zone
- Passing school buses with red flashing lights
- Patrol the utility worksites.
- People driving and talking on cellular phones.
- People from Colorado flaunt speed limits
- People on their phones.
- People staying in the left lane on the interstate
- reckless driving
- Responding and following thru with calls, reports
- road closed when it is dangerous
- Road rage idiots on the hwy AND in town, as well as following too closely, riding your bumper.
- RUNNING STOPLIGHTS/SIGNS
- School bus Stop Arms violations.
- semi drivers
- semi speed threw construction zones
- Semi's speeding on I-80 in winter.
- Slow down and pay attention
- Slow truck drivers down on I80.
- Snow removal.
- Speed patrol on Hwy 130 in Centennial WY
- speeding enforcement in low visibility areas
- Speeding on I-80, for commercial and personal in bad weather
- stiffers penaltys for distracted driving with
- stop lights
- Stop sign/ROW/passing violations
- Tailgating!
- texting while driving I see drivers doing a lot, and a lot of commercial drivers (semi) drivers.
- THE SHERIFF AND POLICE DEPT PAY ATTENTION WELL
- Their discretion
- They are doing a very good job
- They don't look for nothing, they just go.
- they need a raise
- Traffic law violations by regular vehicles.
- Truck drivers that are blown over need to be fined or jailed.
- truckers not using chains when required
- trucks on 22 over Teton Pass
- Trucks on I-80

- Trucks pulling into left lane slowing traffic.
- Trucks with trailers on Hwy 22, Teton Pass
- unsafe vehicles
- When there's an accident, need more officers.