



WYDOT Customer Satisfaction Survey, 2018

Final Report

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ABOUT THIS REPORT

This publication was produced for:

Wyoming Department of Transportation (WYDOT)

5300 Bishop Boulevard

Cheyenne, WY 82009

CITATION

WYSAC. (2019). *WYDOT Customer Satisfaction Survey, 2018*, by B. Harnisch & B. Anatchkova. (WYSAC Technical Report No. SRC-1901). Laramie, WY: Wyoming Survey & Analysis Center, University of Wyoming.

Short Reference: WYSAC (2019), WYDOT Customer Satisfaction Survey, 2018.

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Executive Summary

In the fall of 2018, 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 9th 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 for the current iteration is identical to the one used in 2016. 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. By the close of data collection 900 interviews were completed with Wyoming residents.

Survey Facts

Start and End Dates

December 6th 2018 -- January 12th 2019

Completed Surveys by Phone Type

900 Completed Surveys
180 Completions on Landline (20%)
720 Completions on Cellular (80%)

Response Rates

Total Sample – 19.8%
RDD Landline – 16.6%
RDD Cellular – 21.0%

Average Interview Length

13 minutes 40 seconds

Margin of Error

Overall: ±3.3 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 2018, 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 9th 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 no changes to the questionnaire for this iteration of the survey as compared to the 2016 questionnaire. 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 the close of data collection 900 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 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. For 2016, this random split was removed to increase the statistical power of all survey questions. No changes were introduced to the questionnaire for the 2018 iteration of the survey as compared to the questionnaire used in 2016. 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.

Sampling Frame and Sample Size

As was the case in 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 60.7% of Wyoming households are now cellphone-only households, with an additional 12.1% of households identified as cellphone-mostly. This translates to nearly 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.

Survey Administration

The survey was administered from December 6th, 2018 through January 12th, 2019, using the telephone interview mode of data collection. 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 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 36,700 attempts were made on 11,764 phone numbers. Of all 900 completions, 134 completions were the result of the refusal conversion effort. On average, it took 13 minutes and 40 seconds to complete an interview.

Response Rate and Margins of Error

A total of 900 interviews were completed with Wyoming residents, consisting of 720 on cellphones (80% of all completions) with the remaining 180 completed on landline telephones. Of all eligible phone numbers, the overall response rate was 19.8%. For the landline sample alone, the response rate was 16.6%, while the response rate for the cell phone sample was 21.0%.

¹ Ganesh N, et al. Wireless substitution: State-level estimates from the National Health Interview Survey, 2017. National Health Interview Survey Early Release Program.

Random samples of this size yield margins of error of about ± 3.3 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 2014 and 2016 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.

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 (2014, 2016, and 2018).

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 2014, 2016, and 2018 results 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 $p < .001$).

In the *Findings* section of this report, data from the three most recent iterations of the survey is presented, along with data from 2012 if available. If significant differences between the years were established these are noted and discussed.

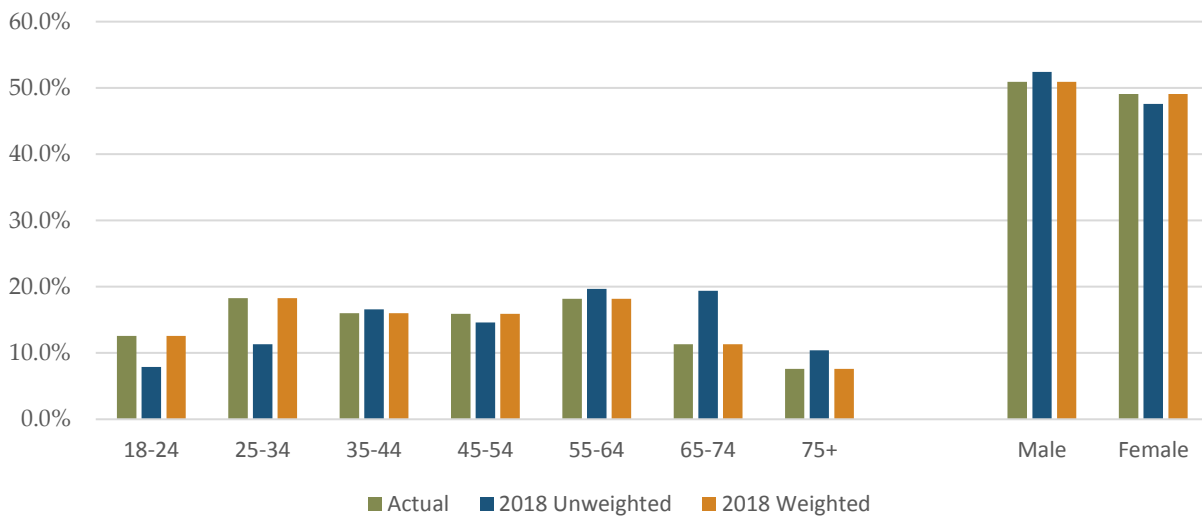
For all items included in the 2018 survey instrument, cross-tabulations using weighted data were performed by gender and age group to identify statistically significant differences and linear-by-linear trends between subgroups. If statistically significant differences were found, these are indicated in the *Findings* section of this report.

Weighting of the Data

The 2018 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 population (utilizing U.S. Census Bureau population estimates for 2017, 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 2018 sample was very representative of the Wyoming population, and the data required minimal weighting. (See Figure 1 and the three tables that follow.)

Figure 1

2018 Survey Demographic and Weighting Figures



Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

Age Distribution	Unweighted Count	Unweighted %	Final Weighted %	2017 Census Est. % ²
18-24	69	7.9	12.6	12.6
25-34	98	11.3	18.3	18.3
35-44	145	16.6	16.0	16.0
45-54	127	14.6	15.9	15.9
55-64	172	19.7	18.2	18.2
65-74	169	19.4	11.3	11.3
75+	91	10.4	7.6	7.6
Valid Total	871	100.0	100.0	100.0
9. (No answer/Refused)	29			
Total	900			

Gender Distribution	Unweighted Count	Unweighted %	Final Weighted %	2017 Census Est. % ³
Male	472	52.4	50.9	50.9
Female	428	47.6	49.1	49.1
Valid Total	900	100.0	100.0	100.0

County Distribution	Unweighted Count	Unweighted %	Final Weighted %	2017 Census Est. % ⁴
Albany	47	5.2	6.6	6.6
Big Horn	28	3.1	2.0	2.1
Campbell	69	7.7	8.0	8.0
Carbon	26	2.9	2.6	2.6
Converse	21	2.3	2.4	2.4
Crook	17	1.9	1.3	1.3
Fremont	60	6.7	6.9	6.9
Goshen	19	2.1	2.3	2.3
Hot Springs	10	1.1	0.8	0.8
Johnson	20	2.2	1.4	1.5
Laramie	135	15.0	17.0	17.0
Lincoln	15	1.7	3.4	3.3
Natrona	141	15.7	13.7	13.7
Niobrara	3	0.3	0.4	0.4
Park	53	5.9	5.1	5.1
Platte	19	2.1	1.4	1.5
Sheridan	48	5.3	5.3	5.2
Sublette	15	1.7	1.7	1.7
Sweetwater	76	8.4	7.5	7.5
Teton	18	2.0	4.0	4.0
Uinta	30	3.3	3.6	3.5
Washakie	14	1.6	1.4	1.4
Weston	16	1.8	1.2	1.2
Total	900	100.0	100.0	6.6

² Source: Source: U.S. Census Bureau, 2017 American Community Survey 5-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, 2017. Source: U.S. Census Bureau, Population Division

Findings

This section contains a discussion of findings from the 2018 survey and the two previous iterations of the survey, along with visual presentations of results. For complete frequency counts and weighted percentage distributions of responses to all items on the survey, see the *Survey Results* section of this report. In this section of the report, for all items for which we have data from 2012 we have included these results in the visual presentations in addition to the 2014, 2016, and 2018 results.

The first question of the survey asked all respondents if they have a driver's license. Nearly all (98%) of respondents reported that they do have a driver's license. This number has remained steady over the years. Additionally, almost all (98%) Wyoming residents report having driven on Wyoming highways or having been a passenger for highway travel within Wyoming in the past two years. As was the case in previous iterations, all respondents who reported that they have not traveled 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.)

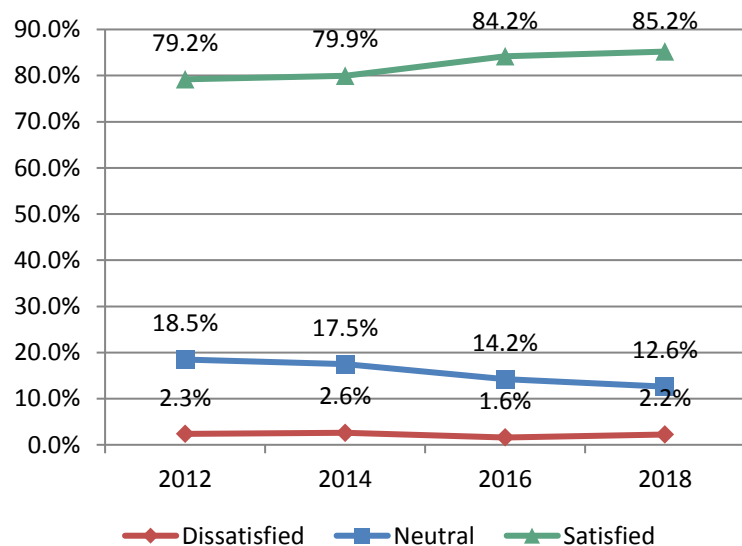
Overall Satisfaction

When asked to rate their overall satisfaction with WYDOT's **stewardship** of the statewide transportation system, 85% of respondents said that they are satisfied, while only 2% said they are dissatisfied. This finding is nearly identical to the results from 2016, which was a statistically significant improvement from the 80% satisfied in 2014. (See Figure 2 & Table 33.)

When comparing results since 2014, we see a statistically significant trend over time.

Figure 2

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

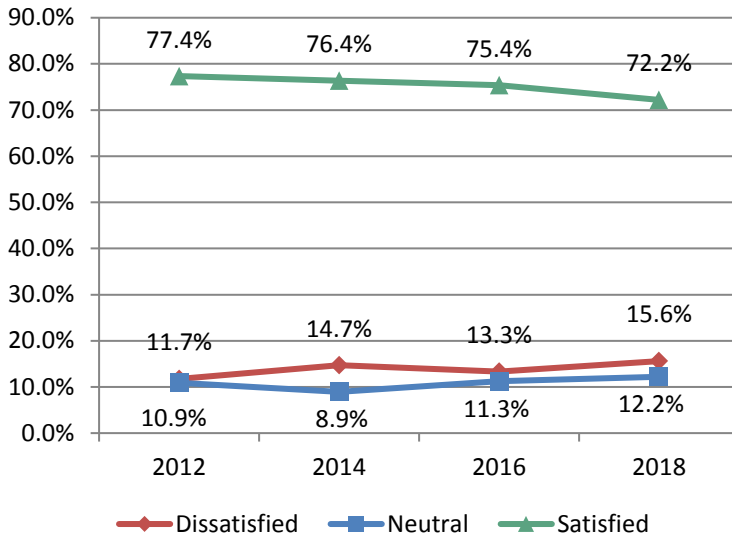


Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

Satisfaction with how WYDOT communicates with the public remains high. In 2018, 82% of Wyoming residents say they are *satisfied* with how WYDOT communicates with the public, similar to 83% in 2016 and 84% in 2014. (See Table 32.)

Figure 3

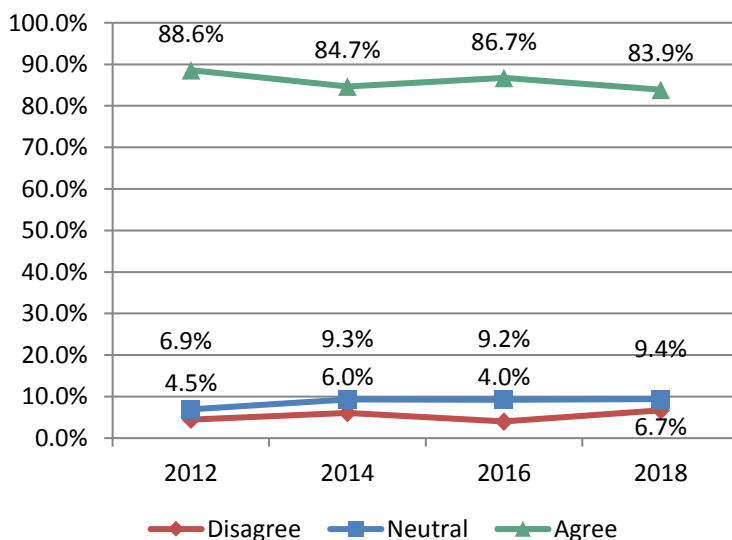
Satisfaction that highway surfaces provide a smooth ride.



Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

Figure 4

Satisfaction that highways and interstates permit travel with only minimal delay.



Source: WYDOT Customer Satisfaction Survey, 2018.
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.

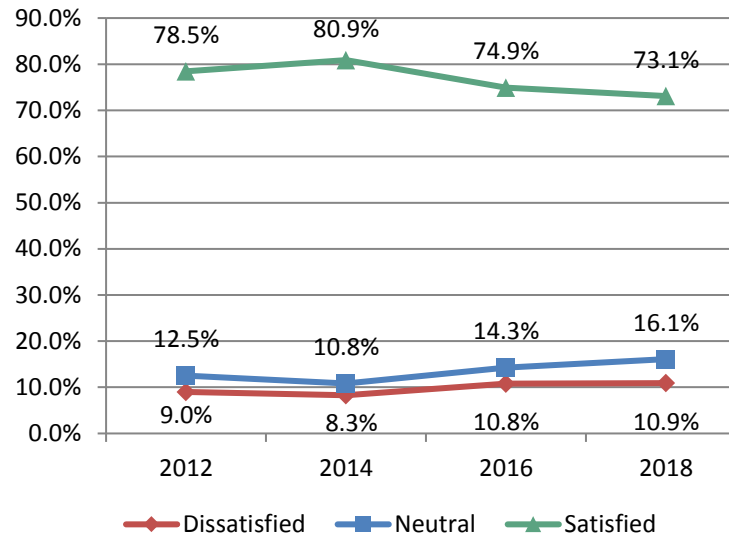
Respondents were asked if they were satisfied or dissatisfied that the highway surfaces provide a smooth ride, considering only the state highways and Interstates near where they live. In 2018, 72% of respondents said they are *satisfied*, similar to the 75% that answered the same in 2016. (See Figure 3 & Table 9.)

A majority of Wyoming residents (84%) *agree* that “state highways and interstates usually permit travel between destinations with only minimal delay.” This represents a slight decrease in satisfaction from 2016 when 86% of Wyoming residents said that they *agree* with that statement, although the change is not statistically significant. (See Figure 4 & Table 6.)

Overall, 73% of respondents indicate that they are *satisfied* with the maintenance of Wyoming’s highways, such as guard rails, potholes, and things of that nature. While this change is not a statistically significant decrease from 2016 (75%), it does indicate a statistically significant downward linear trend since 2014 (81%). (See Figure 5 & Table 8)

Figure 5

Satisfaction with maintenance of Wyoming’s highways.

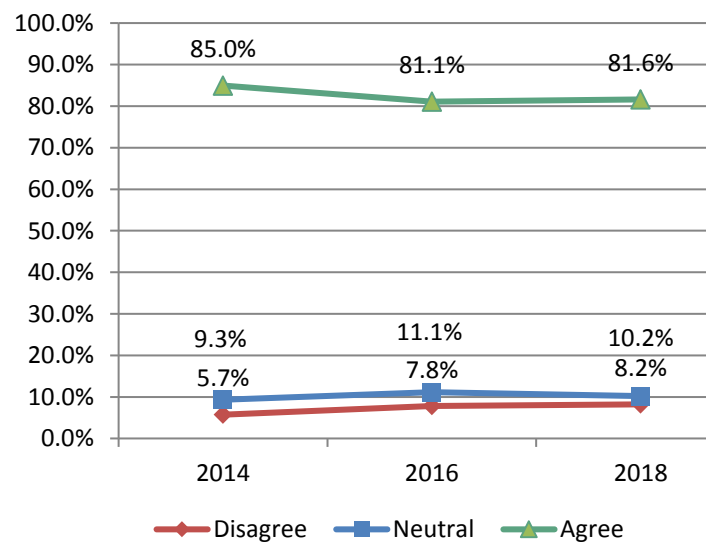


Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

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 (82%) of Wyoming residents agree with this statement, while just over 10% are *neutral* and 8% *disagree* with the statement. These results are nearly identical to those from 2016. (See Figure 6 & Table 10.)

Figure 6

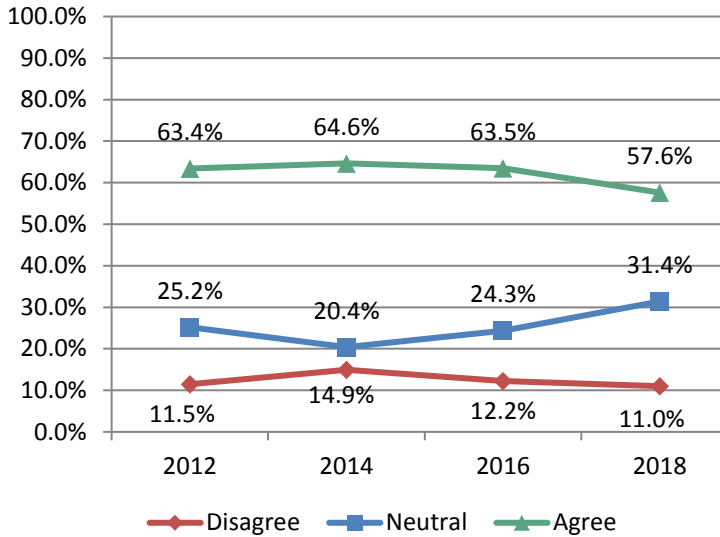
Satisfaction with litter and debris cleanup.



Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

Figure 7

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

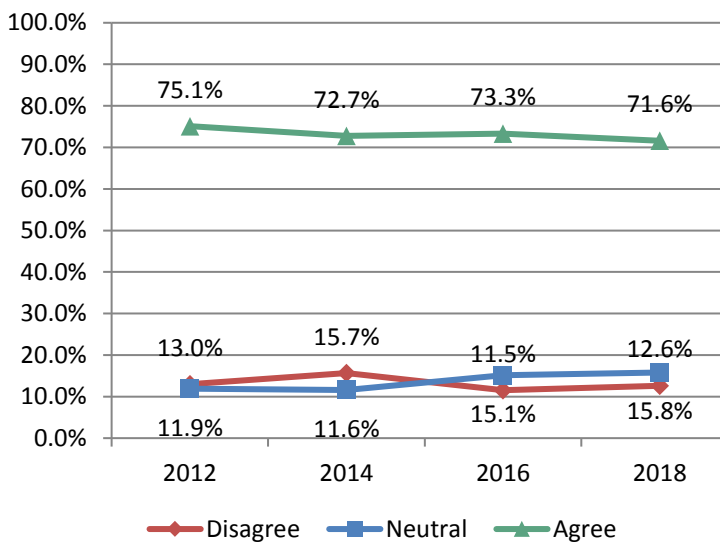


Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

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,” 58% of Wyoming residents say they *agree*. Since 2014, there has been an increase in *neutral* responses while a decrease in *disagree* and *agree* is observed – a statistically significant linear trend since 2014. (See Figure 7 & Table 5.)

Figure 8

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



Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

A majority (72%) of Wyoming residents *agree* that “the main highways are plowed promptly when it snows,” nearly the same as in 2016 and 2014 (73%). The percentage of residents who *disagree* with this (13%) increased from 12% in 2016. (See Figure 8 & Table 11.)

As was the case in 2012, 2014, and 2016, there is a significant linear relationship between age groups, with agreement tending to increase with age (and conversely, disagreement decreasing with age). For example, 20% of those 25-34 years old *disagree*, compared to 6% of those aged 75 and older.

When asked if they *agree* or *disagree* that plowing and sanding of the main highways is done thoroughly, 69% of respondents say they *agree*, while 19% are *neutral* and 13% *disagree*. (See Figure 9 & Table 12.)

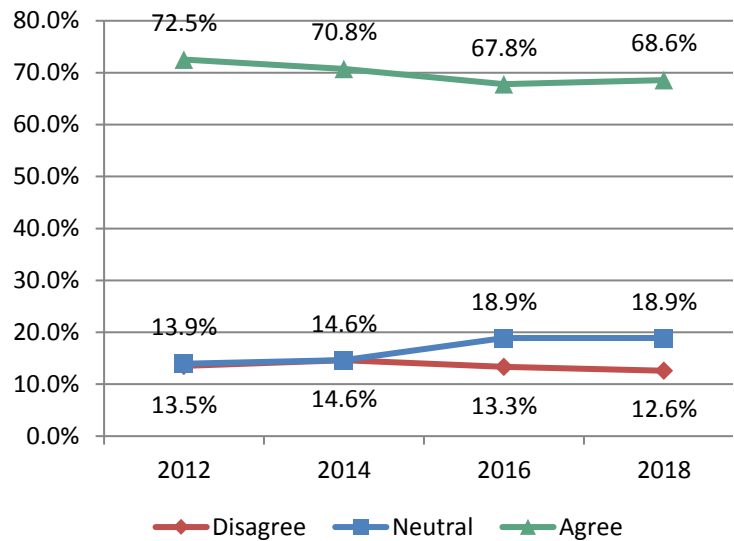
Satisfaction with Construction

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 (84%) of Wyoming residents *agree* with this statement, compared to 5% who *disagree*. These results are similar to findings in both the 2016 and 2014 iterations of the survey. (See Figure 10 & Table 4)

Figure 9

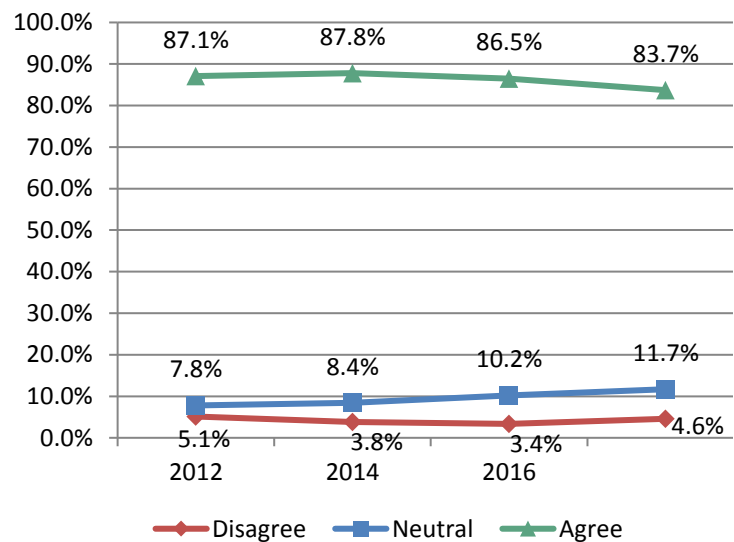
Agreement that plowing and sanding of the main highways is done thoroughly.



Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

Figure 10

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

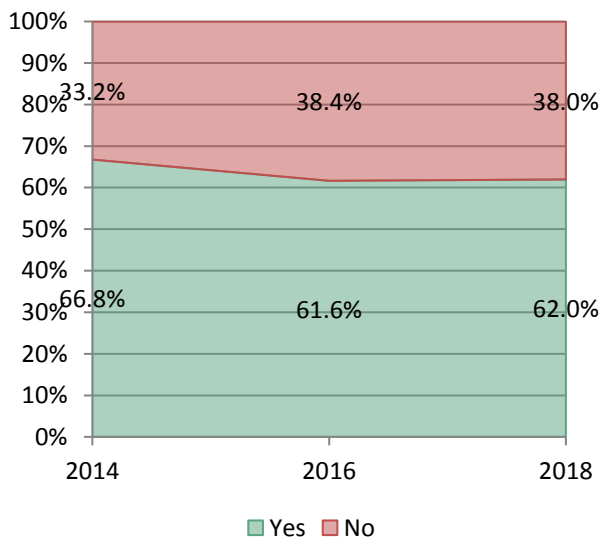


Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

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%) indicate that they had seen one of these signs in the past two years, the same as the percent who indicated that in 2016. All who reported to have seen such a sign, were asked: “when you saw the project completion date sign, had the date already passed, or was it in the future?” In a majority of cases (82%) the project completion date sign that was seen was in the future, similar to the 81% in 2016. From the 18% who saw a project completion date sign where the date was in the past, 72% said that there was still construction activity going on after the posted completion date, a significant increase from the 56% that answered that way in 2016. (See Figure 12, Figure 11, Table 14, Table 15, & Table 16.)

Figure 12

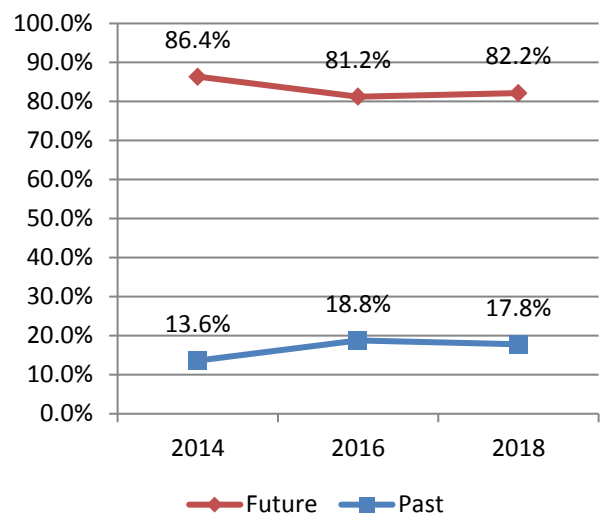
“WYDOT has started posting project completion dates at major hwy construction sites. During the past two years, have you seen any of these signs?”



Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

Figure 11

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



Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

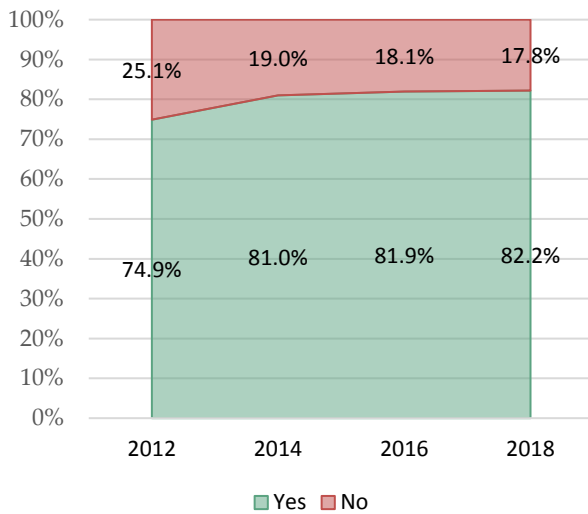
Respondents were asked their agreement or disagreement with the statement “Wyoming’s construction zones are properly identified and easy to navigate.” A large majority (81%) of Wyoming residents agree with this statement, while 8% disagree. These are similar to the results from 2016 (84% and 8%, respectively). (See Table 7.)

Rest Areas

A majority of Wyoming residents (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 two years were asked to rate their satisfaction with the cleanliness of Wyoming’s highway rest areas. A majority of those who had visited a rest area were *satisfied* with the cleanliness of the rest area (89%), although this represents a statistically significant decrease in satisfaction from 2016 (93%). The significant difference between men and women in this issue observed in 2016, did not carry over into 2018. (See Figure 13, Figure 14, Table 17 & Table 18.)

Figure 13

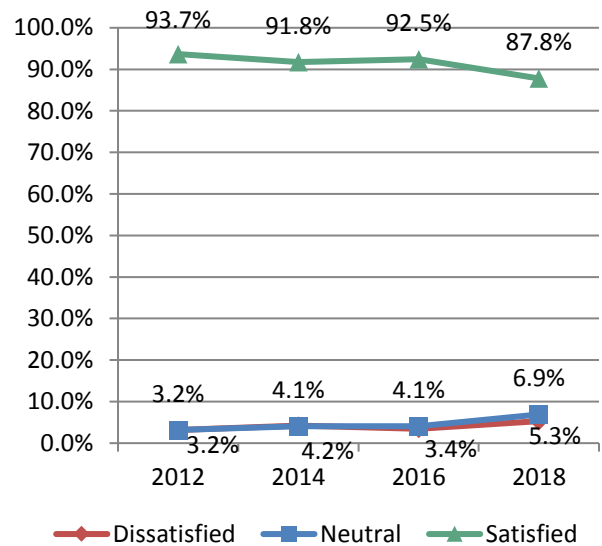
“In the PAST TWO YEARS, have you used any of the rest areas along the highways?”



Source: WYDOT Customer Satisfaction Survey, 2018.
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, 2018.
WYOMING SURVEY & ANALYSIS CENTER

Airports & Air Travel

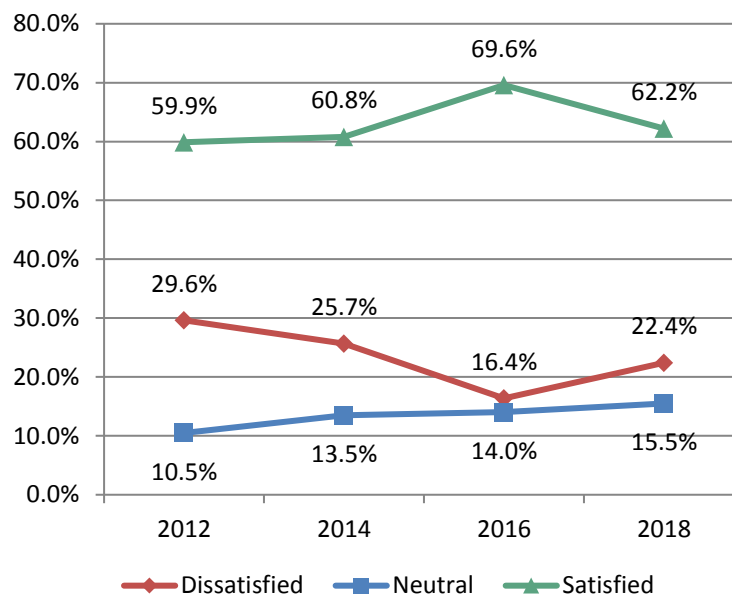
All respondents, regardless of whether they had personally utilized commercial air service in Wyoming, were asked to rate their satisfaction with the overall facilities of the airport they had visited most often within the past two years, whether for travel or to drop off or pick someone up. Just over 57% 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, 80% express satisfaction with the overall facilities at the airport they had visited most often, similar to the 78% in 2016. (See Table 19 & Table 22.)

Just under one-third of Wyoming residents report that they have flown into or out of a Wyoming airport in the past two years. Specifically, 30% have traveled on commercial airlines (where the flight began or ended in an airport in Wyoming), a statistically significant decrease from the 35% who reported the same in 2016. Of all who have commercially flown to or from a Wyoming airport in the past two years, 62% are *satisfied* with Wyoming’s commercial air service while 22% are *dissatisfied*. While this decrease from 2016 should be noted, the change is not statistically significant. (See Figure 15, Table 19 & Table 20.)

Of the 22% of Wyoming residents who are *dissatisfied* with Wyoming commercial air service, 76% cited *lack of choices or options* as a reason for dissatisfaction. This represents a statistically significant linear trend in the increase in dissatisfaction for this reason since 2014 and 2016 (47% and 61%, respectively). *High cost* was also cited by 73% of respondents, an increase from 61% in 2016, although the change is not statistically significant. (See Table 21.)

Figure 15

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



Source: WYDOT Customer Satisfaction Survey, 2018.
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.

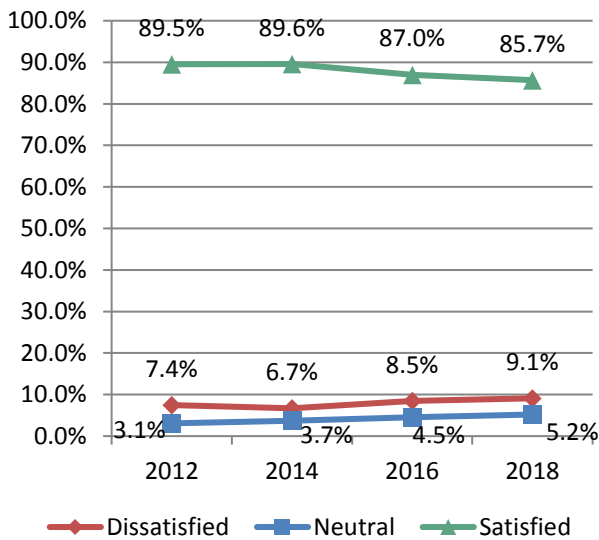
DRIVER’S LICENSE OFFICES

More than two-thirds (70%) of Wyoming residents have conducted business with a driver’s license office in Wyoming in the past two years. (See Table 23.)

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 (86%) say they were *satisfied*, while 9% say they were *dissatisfied*. Satisfaction with the courtesy of the driver’s license office staff has remained very stable since 2012. When asked to rate their satisfaction with how **promptly** the staff handled things, 78% indicate that they were *satisfied*, while 13% were *dissatisfied*. This compares closely with the results from 2016 (79% and 15%, respectively). (See Figure 17, Figure 16, Table 24 & Table 25)

Figure 17

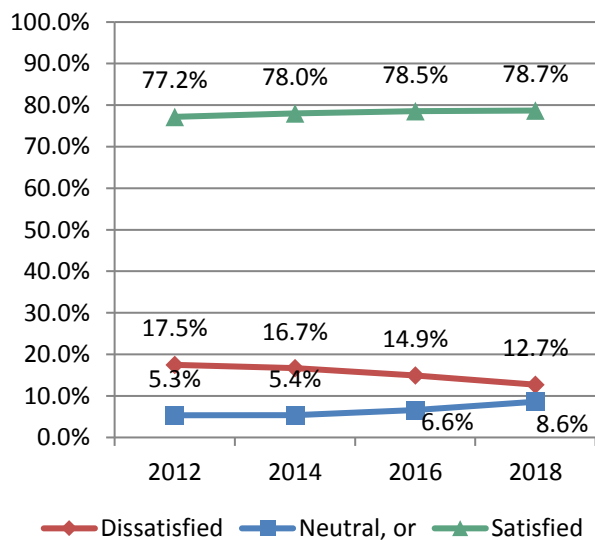
Satisfaction with courtesy driver’s license office staff.



Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

Figure 16

Satisfaction with how promptly the staff handled things.



Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

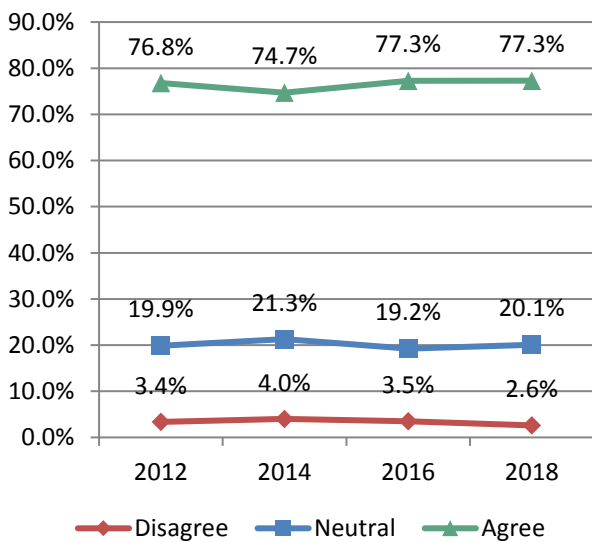
WYOMING HIGHWAY PATROL PERSONNEL

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 had with Highway Patrol personnel in the past two years, 48% indicated that they had had some sort of contact or experience with WHP. As was the case in 2012, 2014, and 2016, men are more likely to have had contact with WHP personnel (44%) than are women (32%). (See Table 26.)

All respondents were asked about 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 3% *disagree*. Next, 79% of residents *agree* with the statement “I believe Highway Patrol personnel respond to situations in an appropriate manner,” the same as in 2016 (when a significant increase from 73% in 2014 was observed). (See Figure 19, Figure 18, Table 27 & Table 28.)

Figure 19

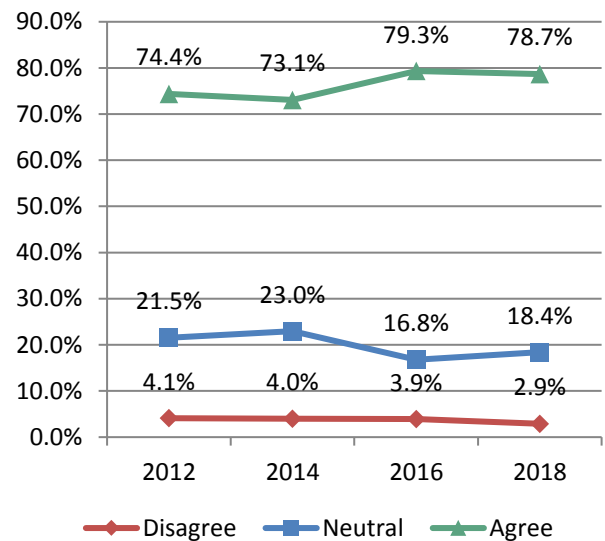
“I believe Highway Patrol personnel treat people with courtesy and respect.”



Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

Figure 18

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



Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

When asked if they *agree* or *disagree* with the statement “overall, the Wyoming Highway Patrol meets the expectations I have for our highway patrol,” 84% of respondents say they *agree*. (See Figure 20 & Table 29.)

Additional analysis was performed to determine if there is any statistically significant difference for the previous three items between those who reported having had any direct contact or experience of any kind with Highway Patrol personnel (38% of residents) and those who had none in the past two years (62%).

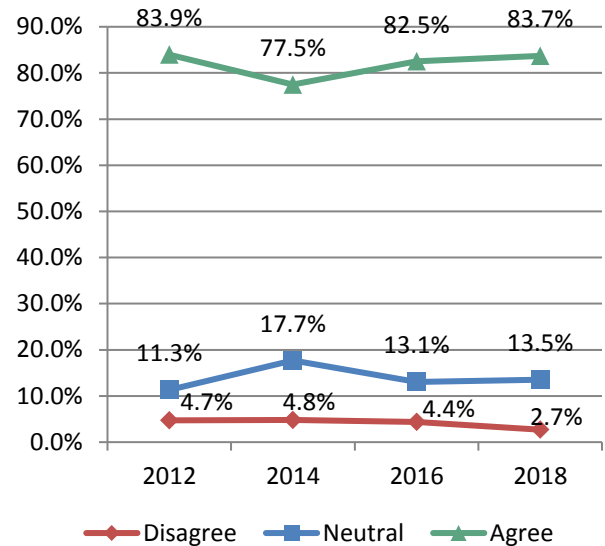
First, when asked to *agree* or *disagree* with the statement “I believe Wyoming Highway Patrol personnel treat people with courtesy,” 72% of those with no contact in the previous two years say they *agree*, while 85% of those who had contact of any kind say they *agree*, a difference of 13 percentage points – this is nearly identical to the observed difference in 2016. A much larger percentage of those with no contact say they are *neutral* (27%) than those who had some contact (10%). Very few of those with no contact *disagree* (1%), 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” (82%) than those with no contact in the past two years (76%), a difference of 6 percentage points. (See Figure 21.)

Finally, 88% 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

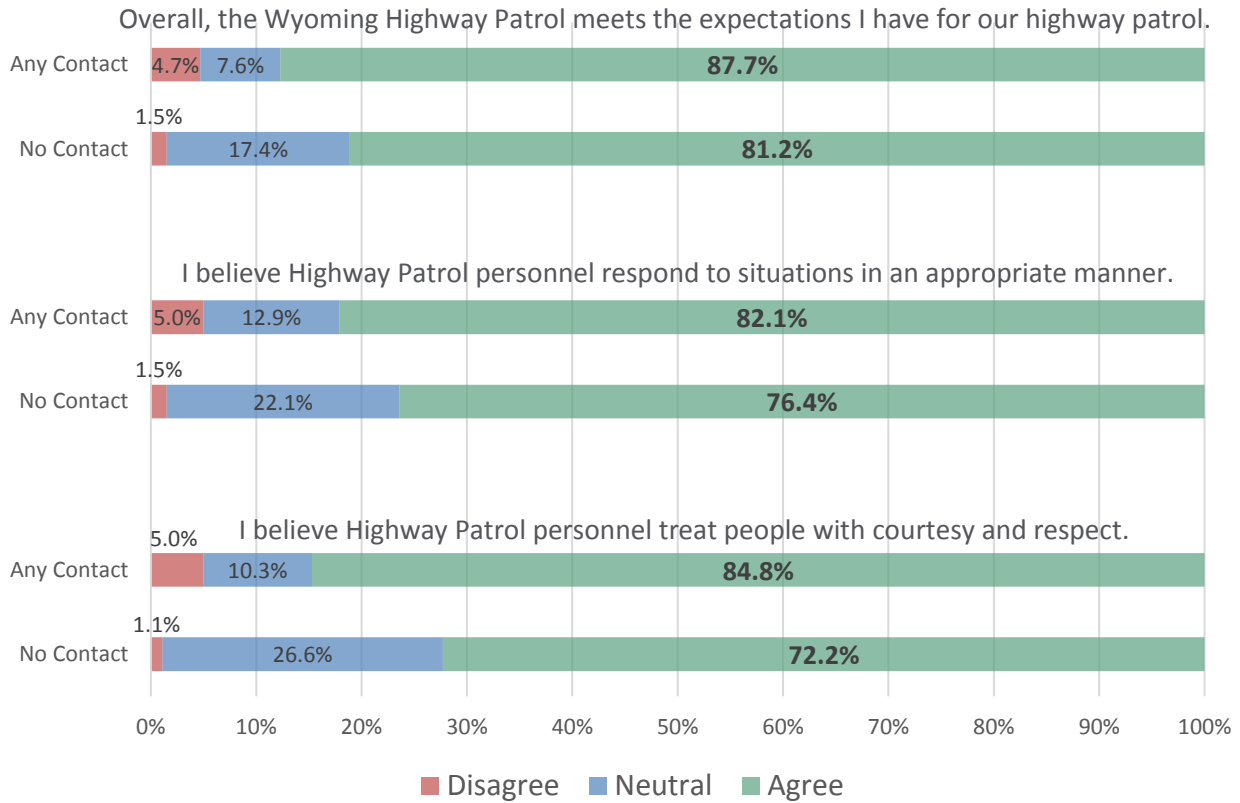
“Overall, the Wyoming Highway Patrol meets the expectations I have for our highway patrol.”



Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

Figure 21

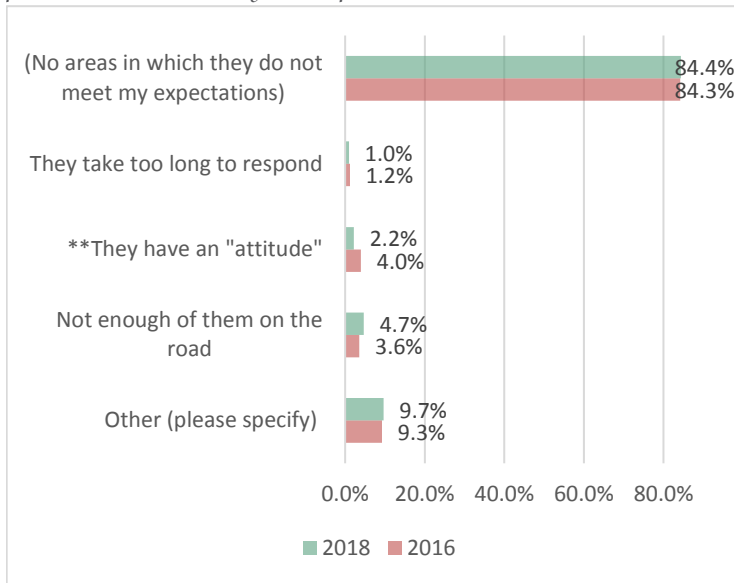
Differences based on contact vs. no contact with Wyoming Highway Patrol in the previous two years.



Source: WYDOT Customer Satisfaction Survey, 2018.
 WYOMING SURVEY & ANALYSIS CENTER

Figure 22

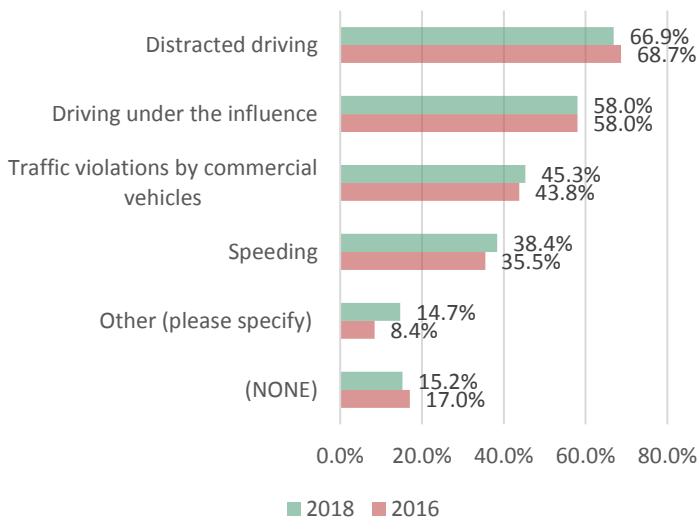
“Are there any areas you can think of in which the highway patrol does not meet your expectations?”



Source: WYDOT Customer Satisfaction Survey, 2018.
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 (male>female)

Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

Since 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 – identical to the results observed in 2016. Only 2% mentioned “They have an attitude,” a statistically significant decrease from 4% in 2016. (See Figure 22 & Table 30.)

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 (67%) of residents would like to see increased *distracted driving enforcement*, followed by over half (58%) who would like to see increased *DUI enforcement* – nearly identical to the results in 2016. For *distracted driving enforcement*, men in Wyoming were more likely than women to say that yes, they would like to see increased enforcement. Nearly 46% of residents would like to see increased enforcement in *traffic violations by commercial vehicles*. Finally, just over 38% would like to see increased enforcement of *speeding violations*. (See Figure 23 & Table 31.)

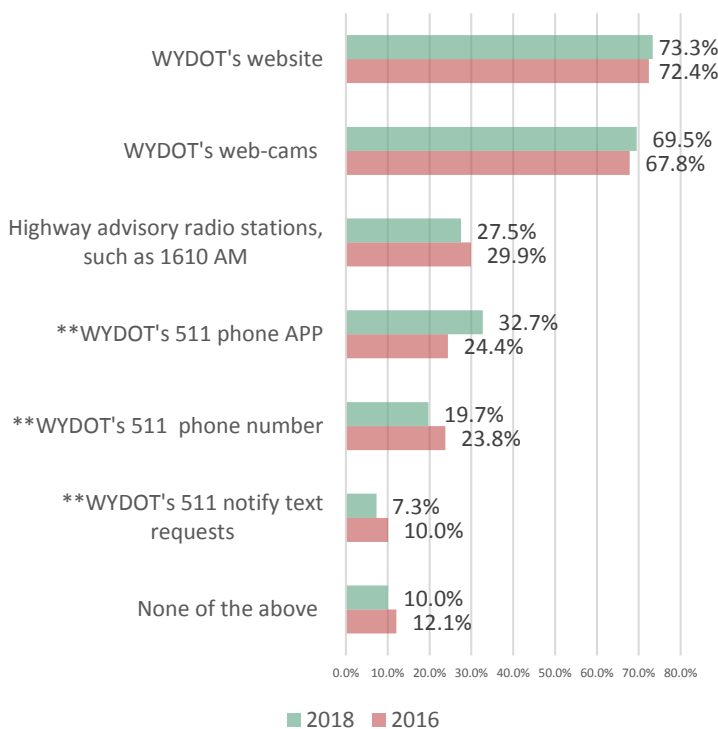
WYDOT COMMUNICATION

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 2%-3%.

Starting 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 utilize

Figure 24

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



WYDOT's website (73%) and WYDOT's webcams (70%). Nearly a third (30%) have used highway advisory radio stations, such as 1610 AM. A statistically significant increase was observed since 2016 in the number of those who have used WYDOT's phone app (33% in 2018, and 24%, in 2016). A statistically significant decrease was observed from 2016 in the use of WYDOT's phone number (20% and 24%, respectively), and WYDOT's 511 notify text requests (7% and 10%, respectively). Overall, only 10% of Wyoming residents have not used any of the mentioned sources to obtain road and driving conditions within the past two years. Women in Wyoming are more likely than men to report that they use WYDOT's webcams (73% of women compared to 66% of men). Alternatively, men in Wyoming are more likely to utilize highway advisory radio stations (33%) than are women in Wyoming (22%). (See Figure 24, Table 13 & Table 32.)

Source: WYDOT Customer Satisfaction Survey, 2018.
WYOMING SURVEY & ANALYSIS CENTER

Survey Results

In the following tables, weighted percentage distributions and unweighted frequency counts from the 2018 survey are presented alongside the weighted percentage distributions from the 2016 and 2014 iterations of the survey. For results before 2014, please reference the previous reports.

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

Daggers (\dagger or \ddagger) indicate a significant linear-by-linear association ($p < .05$ or $p < .001$).

Sex. Respondent's Sex. Code without asking.

Table 1. Respondent's Sex

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. (Male)	472	50.9%	50.2%	51.0%
2. (Female)	428	49.1%	49.8%	49.0%
Valid Total	900	100.0%	100.0%	100.0%
8. (Can't tell)	0			
9. (No answer/Refused)	0			
System missing	0			
Total missing	0			
Total	900			

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

Table 2. Have driver's license

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. (Yes)	878	97.8%	97.7%	97.2%
2. (No)	22	2.2%	2.3%	2.8%
Valid Total	900	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	900			

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. (Yes)	879	97.5%	97.4%	97.3%
2. (No)	21	2.5%	2.6%	2.7%
Valid Total	900	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	900			

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Disagree	39	4.6%	3.3%	3.9%
2. Neutral	91	11.7%	10.1%	8.4%
3. Agree	749	83.7%	86.5%	87.8%
Valid Total	879	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	0			
9. (No answer/Refused)	0			
System missing	21			
Total missing	21			
Total	900			

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

**	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Disagree	98	11.0%	12.2%	14.9%
2. are Neutral	274	31.4%	24.3%	20.4%
3. Agree	501	57.6%	63.4%	64.7%
Valid Total	873	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	6			
9. (No answer/Refused)	0			
System missing	21			
Total missing	27			
Total	900			

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

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

Table 6. Permit travel with minimal delays

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Disagree	52	6.7%	4.1%	6.1%
2. Neutral	79	9.4%	9.3%	9.3%
3. Agree	746	83.9%	86.6%	84.6%
Valid Total	877	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	1			
9. (No answer/Refused)	1			
System missing	21			
Total missing	23			
Total	900			

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Disagree	74	8.8%	8.2%	-
2. Neutral	88	10.2%	8.0%	-
3. Agree	714	81.0%	83.8%	-
Valid Total	876	100.0%	100.0%	-
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	1			
System missing	21			
Total missing	24			
Total	900			

Litter

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

†	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Dissatisfied	99	10.9%	10.8%	8.2%
2. Neutral	128	16.1%	14.3%	10.9%
3. Satisfied	651	73.1%	75.0%	80.9%
Valid Total	878	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	1			
9. (No answer/Refused)	0			
System missing	21			
Total missing	22			
Total	900			

†Significant linear-by-linear association 2014-2018. (p<.05)

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Dissatisfied	135	15.6%	13.4%	14.6%
2. Neutral	105	12.2%	11.3%	9.0%
3. Satisfied	638	72.2%	75.4%	76.4%
Valid Total	878	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	1			
9. (No answer/Refused)	0			
System missing	21			
Total missing	22			
Total	900			

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Disagree	74	8.2%	7.8%	5.8%
2. are Neutral	87	10.2%	11.2%	9.2%
3. Agree	715	81.6%	81.1%	85.0%
Valid Total	876	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	1			
9. (No answer/Refused)	2			
System missing	21			
Total missing	24			
Total	900			

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

Table 11. Highways plowed promptly in snow

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Disagree	107	12.6%	11.6%	15.6%
2. are Neutral	134	15.8%	15.1%	11.7%
3. Agree	624	71.6%	73.3%	72.8%
Valid Total	865	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	13			
9. (No answer/Refused)	1			
System missing	21			
Total missing	35			
Total	900			

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

Would you say you...

Table 12. Plowing and sanding done thoroughly

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Disagree	113	12.6%	13.3%	14.6%
2. are Neutral	162	18.9%	18.9%	14.7%
3. Agree	596	68.6%	67.8%	70.7%
Valid Total	871	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	7			
9. (No answer/Refused)	1			
System missing	21			
Total missing	29			
Total	900			

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. WYDOT'S 511 phone app*	285	32.7%	24.4%	-
2. WYDOT'S 511 phone number*	185	19.7%	23.8%	-
3. WYDOT'S 511 notify text requests*	62	7.3%	10.1%	-
4. WYDOT'S website	620	73.3%	72.4%	-
5. WYDOT'S web-cams	599	69.5%	67.8%	-
6. Highway advisory radio stations, such as 1610 AM	247	27.5%	29.9%	-
7. WYDOT's twitter account	13	1.7%	-	-
8. (None of the above)	98	10.0%	12.1%	-
Valid Total	876	100.0%		-
8. (Don't know/Not sure)	3			
9. (No answer/Refused)	0			
System missing	21			
Total missing	24			
Total	900			

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

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Yes	530	62.0%	61.7%	66.8%
2. No	314	38.0%	38.3%	33.2%
Valid Total	844	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	35			
9. (No answer/Refused)	0			
System missing	21			
Total missing	56			
Total	900			

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Future	365	82.2%	81.2%	86.4%
2. Past	76	17.8%	18.8%	13.6%
Valid Total	441	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	86			
9. (No answer/Refused)	3			
System missing	370			
Total missing	459			
Total	900			

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

Table 16. Construction going on after posted date

*	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Yes	49	72.4%	56.1%	62.8%
2. No	25	27.6%	43.9%	37.2%
Valid Total	74	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	0			
System missing	824			
Total missing	826			
Total	900			

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

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. (Yes)	724	82.2%	81.9%	81.0%
2. (No)	153	17.8%	18.1%	19.0%
Valid Total	877	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	0			
System missing	21			
Total missing	23			
Total	900			

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

Table 18. Satisfied with cleanliness of rest areas

*	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Dissatisfied	35	5.3%	3.4%	4.2%
2. Neutral	39	6.9%	4.1%	4.0%
3. Satisfied	650	87.8%	92.5%	91.8%
Valid Total	724	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	0			
9. (No answer/Refused)	0			
System missing	176			
Total missing	176			
Total	900			

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

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. How many commercial airline trips past two years

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
None	627	70.0%	65.4%	64.1%
One	77	8.0%	10.4%	12.5%
Two	63	6.6%	8.1%	6.6%
Three	25	2.8%	4.1%	3.6%
Four	31	3.4%	3.0%	3.9%
Five	19	2.4%	1.8%	1.5%
Six or more times	54	6.8%	7.2%	7.8%
Valid Total	896	100.0%	100.0%	100.0%
98. (Don't know/Not sure)	1			
99. (No answer/Refused)	3			
System missing	0			
Total missing	4			
Total	900			

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

Table 20. Satisfied with Wyoming commercial air service

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Dissatisfied	62	22.4%	16.4%	25.6%
2. Neutral	43	15.5%	14.1%	13.6%
3. Satisfied	165	62.2%	69.4%	60.8%
Valid Total	270	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	1			
System missing	627			
Total missing	630			
Total	900			

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

Table 21. Dissatisfied for what reasons

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. High cost	44	72.5%	61.4%	64.2%
2. Unreliable service	23	40.2%	47.2%	43.1%
3. Lack of choices or options‡	47	76.1%	61.3%	46.8%
4. Baggage lost or damages	5	9.8%	8.0%	7.7%
5. Other (please specify)	20	29.3%	33.4%	26.8%
6. (None of the above)	0	0.0%	0.0%	0.0%
Valid Total	62	100.0%		
7. (Don't know/Not sure)	0			
8. (No answer/Refused)	0			
System missing	0			
Total missing	0			
Total	62			

‡Significant linear-by-linear association 2014-2018. (p<.001)

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. Satisfied with airport facilities past two years

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Dissatisfied	20	3.7%	4.1%	4.8%
2. Neutral	77	19.0%	18.0%	15.4%
3. Satisfied	418	77.3%	77.9%	79.8%
Valid Total	383	100.0%	100.0%	100.0%
4. (Not Applicable)	898	(42.8%)	(35.1%)	(36.5%)
8. (Don't know/Not sure)	1			
9. (No answer/Refused)	1			
System missing	2			
Total missing	900			
Total	20			

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. (Yes)	613	69.5%	67.5%	67.4%
2. (No)	284	30.5%	32.5%	32.6%
Valid Total	897	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	900			

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

Table 24. Satisfied with how promptly staff

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Dissatisfied	71	12.7%	14.9%	16.7%
2. Neutral	51	8.6%	6.6%	5.4%
3. Satisfied	489	78.7%	78.5%	77.9%
Valid Total	611	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	1			
9. (No answer/Refused)	1			
System missing	287			
Total missing	289			
Total	900			

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. Satisfied with courtesy of staff

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Dissatisfied	51	9.1%	8.5%	6.6%
2. Neutral	30	5.2%	4.6%	3.8%
3. Satisfied	530	85.7%	86.9%	89.6%
Valid Total	611	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	0			
9. (No answer/Refused)	2			
System missing	287			
Total missing	289			
Total	900			

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. None	574	62.1%	57.9%	64.1%
2. Once	131	15.6%	15.9%	15.2%
3. Twice	52	6.2%	10.7%	9.0%
4. Three times	28	3.7%	3.2%	2.4%
5. Four or more times	112	12.5%	12.3%	9.3%
Valid Total	897	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	1			
System missing	0			
Total missing	3			
Total	900			
None/No Contact with WHP		62.0%	57.9%	64.0%
Contact once or more		38.0%	42.1%	36.0%

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Disagree	22	2.6%	3.5%	4.0%
2. are Neutral	172	20.1%	19.2%	21.3%
3. Agree	677	77.3%	77.2%	74.7%
Valid Total	871	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	27			
9. (No answer/Refused)	2			
System missing	0			
Total missing	29			
Total	900			

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Disagree	23	2.9%	3.9%	4.0%
2. are Neutral	155	18.4%	16.8%	22.9%
3. Agree	690	78.7%	79.3%	73.1%
Valid Total	868	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	32			
9. (No answer/Refused)	0			
System missing	0			
Total missing	32			
Total	900			

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

Table 29. Highway Patrol meets my expectations

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Disagree	21	2.7%	4.4%	4.8%
2. Neutral	117	13.5%	13.1%	17.7%
3. Agree	743	83.7%	82.5%	77.5%
Valid Total	881	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	19			
9. (No answer/Refused)	0			
System missing	0			
Total missing	19			
Total	900			

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 30. Any reasons they don't meet my expectations

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Not enough of them on the road	43	4.7%	3.6%	-
2. They have an “attitude” *	19	2.2%	4.0%	-
3. They take too long to respond	10	1.0%	1.2%	-
4. Other (please specify)	82	9.7%	9.3%	-
5. (No areas in which they do not meet my expectations)	737	84.4%	84.2%	-
Valid Total	873	100.0%		
6. (Don't know/Not sure)	21			
7. (No answer/Refused)	6			
System missing	0			
Total missing	27			
Total	900			

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

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

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Driving under the influence	526	58.4%	58.0%	-
2. Speeding	365	38.7%	35.5%	-
3. Distracted driving	608	67.3%	68.8%	-
4. Traffic violations by commercial vehicles	401	45.7%	43.8%	-
5. Other (please specify)	126	14.8%	8.4%	-
6. (NONE)	134	15.3%	17.1%	-
Valid Total	891	100.0%		
8. (Don't know/Not sure)	6			
9. (No answer/Refused)	3			
System missing	0			
Total missing	9			
Total	900			

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 32. Satisfied with WYDOT communication with public

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Dissatisfied	21	2.4%	3.1%	3.7%
2. Neutral	141	15.6%	13.9%	12.0%
3. Satisfied	716	82.1%	83.0%	84.2%
Valid Total	878	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	20			
9. (No answer/Refused)	2			
System missing	0			
Total missing	22			
Total	900			

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 33. Overall satisfaction with WYDOT

	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. Dissatisfied	20	2.2%	1.6%	2.6%
2. Neutral	112	12.6%	14.2%	17.4%
3. Satisfied	763	85.2%	84.2%	79.9%
Valid Total	895	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	3			
9. (No answer/Refused)	2			
System missing	0			
Total missing	5			

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 34. WyoSpeaks panel

(Unweighted)	2018 Frequency	2018 Wtd. Percent	2016 Wtd. Percent	2014 Wtd. Percent
1. (Yes)	371	43.2%	37.2%	30.7%
2. (No)	527	56.8%	62.8%	69.3%
Valid Total	989	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	1			
9. (No answer/Refused)	1			
System missing	0			
Total missing	2			
Total	900			

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:)

- Availability timeframes
- cheaper to drive to CO
- Cost exorbitant; can't make connecting flights
- Get more airlines and alternative destination
- Heard that United is a bad experience
- I am disappointed that Allegiant left Casper.
- I can't risk it anymore. I was coming in, it was too late, I couldn't get on until 10 p.m. on the following day. My flight was delayed coming in, I missed my flight and I wouldn't have been able to get on another one. Not enough flights.
- I prefer to drive.
- It's very expensive, even to go from Casper to Denver, and I would like to see southwest airlines in Wyoming as well
- Layovers @ WY airports are too long!
- More airports used for travel.
- more flights out of Cody
- not enough direct flights
- Not enough service to smaller towns
- not many major flights coming out of Wyoming
- number of flights are limited and destinations
- People are rude delays, you feel trapped, crappy food bad vending machines. They overpolite you when you are going through the gates they act like Barney Fife you can go to an international airport and they aren't as rude.
- Pilot overshoot the runway. Was a scary experience.
- Poor connections cause me extra expense.
- Poor landing and unqualified pilot.
- POOR SERVICE FROM THE AIRLINE
- Schedules do not match Denver; long waits
- Service
- the change of flights
- the flights from Denver to Rock Springs gets cancelled and some of the reasons they give are a bit of a head scratch; frustrating
- the number of flights available
- unhelpful customer service
- very few flights

- Wish we had more options than just United 2 times a day. More carriers and more flights.

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)

- Abusing use of the K-nines
- accident investigation
- accident investigation
- BE MORE PROMPT IN ROAD CLOSURES IN CASES OF WEATLAND
- Black cars are hard to see.
- calling and asking for their charity campaign
- Can WYDOT do something with transportation? For example, a bus that travels out of Laramie could pick me up and transport me to Dialysis. The University and Epsom Center do not have enough coverage.
- CITING DRIVERS THAT SIT ON CLOSED ROADS
- Clearing roadkill on interstates AND highways.
- closure during lunch hours
- courtesy
- courtesy, highway patrol ignore those in trouble
- didn't respond when hit a deer, needed help
- DIFFERENT VEHICLE FOR SNOWY CONDITIONS
- Discrimination
- Dispatch blew me off
- disrespectful in other situations
- don't pull over enough people who speed
- The laws are different in the towns.
- DURING AN ACCIDENT, AN OFFICER DID NOT RESPOND
- education about lights in the officers cars
- Especially not enough on secondary highways
- Fail to reach ot re: child service issues
- focus on other areas and not too many on same r
- friendliness
- give tickets for going 2 mph over limit
- Given the circumstance (Blizzard in rural area), lots of accidents that day
- highway 16, takes forever to get to
- HP passed, speeding, and later seen at coffee shop
- hwy 59 would like more patrol officers
- HWY Patrol add to concerns rather than alleviate them
- if the county was in charge of road maintenance
- I'm from a long line of law enforcement. I pretty much agree with what they do. It's a tough job.
- information about road condition could be faster

- jurisdiction issues
- Lack of response to calls.
- lack of semi speed enforcement
- more concerned with money, than real issues
- More interested in raising money for the state than citations
- more patrols on non-Interstate highways
- need more patrol Lander and Riverton
- Need more troopers esp. on I25 up to Casper
- Not allowed to ride bike on roadways.
- not enough of them
- NOT IMPRESSED WITH THE PORT OF ENTRY
- Not visible enough, not at the right place at t
- Not patrolling trucks, truck drivers out of control
- Once in a blue moon there is a bad apple
- one episode with one particular fellow did not
- One poor interaction with officer over lane issues
- Only when they give me a ticket
- OVER REACTING TO MINOR INFRACTIONS
- Parking in obscure areas, no lights
- Patrol highway 59 more
- Patrol Hwy between Gillette and Douglas more.
- Pay them better
- personalities of officers around Newcastle
- port of entry officers
- Reporting to dispatch, too many prelim question
- see prior note
- several years ago didn't respond to DD
- should be more involved out in the reservations
- Sometimes they're a little bit one-sided
- Speeding ticket dispute
- take too long in the Saratoga Coffee shop
- Targeting out of state license plates
- The command staff could use better leadership
- the port of entry needs to be open 24/7 exit 16
- The port of entry personnel have too much ego.
- the road to the Midwest
- There's nobody there anymore
- they are looking for drugs and other things are
- They can be too overzealous
- They could use more funding for building maintenance
- They harass by waiting by the side of the road
- They leave people in the problems
- They need more highway patrol

- they seem harassing they are like super cops
- they should control speeding
- they were going out of their way to ticket some
- they're corrupt, all in Sweetwater county
- They're not too good at rounding up cattle.
- thin in Casper
- Too many on the road. Over stepping their bound.
- Traffic control for cattle crossing.
- Usually calls day before and gives them all information about scheduling and location of cattle crossing and they only show up 30-50% of the time.
- we don't have cell service so i worry needing on
- we spend to much on port of entry

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:)

- 1. Especially, increase monitoring of people under the influence of marijuana who are traveling up from Colorado. 4. They are too aggressive with commercial vehicles. District attorney has agreed with me and corrected the ticket situations. They should resume the test weights.
- 18-wheelers, they need to put more force on them
- Albany County Sheriff's use foul language and disrespect people. One sheriff needs to be fired or something.
- All these include the police officers also.
- A lot of times I drive between Casper and Gillette and the drivers from those big trucks do not stop when they come from a dirt road to the highway.
- better patrol or more lanes on HWY 59 Con to ca
- checking out these semis
- child sex trafficking
- children without seatbelts
- COMMERCIAL TRUCKS SPEEDING
- commercial vehicles on hwy 59 put a port entry
- Don't like WHP pulling people over in cities.
- Driving for conditions.
- Driving recklessly in hazardous conditions
- Driving too fast in bad weather conditions
- driving under the influence of other drugs
- DRIVING UNDERAGE, WITHOUT A LICENSE
- driving with high beams
- drug detection and stuff like that

- drug traffic
- Drug trafficking
- Drug trafficking
- drug transportation
- Drug transportation
- DRUGS
- drugs
- Drugs coming out of Colorado
- drugs user
- DUI with marijuana, right on the border of Colorado; distracted driving with people on their phones.
- DUIs should be the top priority. There should be consideration for speeding in an emergency, such as driving to hospital or clinic.
- enforcement of seatbelt law
- Failure to use turn signals and stopping dist.
- Farm equipment on the road. Tractors on hwys.
- follow school buses more
- General patrolling
- GET SLOW PEOPLE OUT OF FAST LANE
- getting passed on yellow lines and hills
- Hi profile vehicles during high wind
- High profile vehicles during windy weather
- Highway 220 from Rawlins to Casper needs to be widened from a two lane highway with passing zones to a four lane highway.
- human trafficking
- Hwy 59 out of Gillette-commercial trucks cause
- I drive a 27 mile stretch of I-80 and pick up passengers and I count 139 trucks along the way. It gets to the point where you can't even see the road but for the semis in both lanes. They are side by side going up hills. It impedes the flow of traffic.
- i find recreational vehicles to be dangerous
- I have seen them looking at their phones.
- I think that they're doing a good job. I don't think that asking if you want them increased isn't a good question.
- illegal vehicles (illegals in vehicle)
- I'm sure we could use more people out there
- In Fremont: drug, car seat violations
- increase drug enforcement
- increased signage near construction sites
- increased vehicle inspections
- Increasingly enforce the seatbelt laws

- enforcing trailer laws blow over risks
- Jurisdiction has an effect here, which can avoid racial profiling and other discrimination.
- keep the drugs from crossing the border
- Keeping traffic safe on the overpass
- kids driving around not paying attention
- littering
- littering
- Littering, including cigarettes
- Little roads: dealing with deer crossings
- Minor traffic violation from public in general.
- MMORE PRESENCE ON THE RESERVATION
- MORE ENFORCEMENT ON CLOSURE FOR HIGH PROFILE
- More patrol officers.
- more patrol/presence by construction zones
- more road assistance
- Moving over law - include tow trucks
- mufflers from pickups and cars
- need more enforcement on two lane road
- negligent or dangerous driving
- Not so many deer getting hit by the college.
- oil field drivers need to be monitored more
- OVERSIZE LOADS NEED RESTRICTED TO CERTAIN TIMES
- OVERSIZE LOADS NEED TO BE RESTRICTED TO TRAVEL DURING TIMES WHEN THERE IS LESS TRAFFIC.
- Passing dangerously
- passing school busses
- PASSING SCHOOL BUSES, BEING SAFE AROUND BUSES
- Patrol not around when violations occur. They usually know where the patrol is, if they know there's a police officer, sheriffs or highway patrol in the area where they're traveling they make sure they obey all the traffic laws where they're traveling.
- pedestrians jaywalking
- People going too slow in left lane
- People who run road blocks
- protect illegal immigrants
- Reckless driving, abrupt lane changes, etc.
- Reckless driving.
- red lights
- Reduce the fine/enforcement for talking
- REFLECTORS ON OUTFITS PEOPLE ARE WEARING
- Regular people harassing commercial drivers.

- road closures
- road rage weaving in and out
- Running stop signs
- safety around snow plows
- SCHOOL ZONES
- Seat belt enforcement.
- See additional note
- Semi-trucks on I 80 are more aggressive in the last two years especially in bad weather. They are still trying to make "time".
- slow down on construction
- Specifically, school zones.
- speed limit for trucks enforced on interstate
- Speeding depends upon emergency or not.
- Speeding in town and through school zones is especially dangerous.
- sporadic driving,
- stolen vehicles
- Stop drugs from coming into the state.
- stopping illegals that are here
- Stricter law enforcement for all
- take more control over drug trafficking
- Taking measures earlier to lower the speed limit in poor weather conditions. I think sometimes the 18-wheelers (or 16-wheelers--big trucks) don't realize lower vehicles are in the stormy places and the semis keep going fast.
- Taking measures to lower speed earlier/weather
- teach truck drivers not to pull out in front of cars on HWY 59 when they are only 150 feet away
- teach truck drivers not to pull out in front of
- Texting
- Texting and cell phone users
- TEXTING AND DRIVING
- Texting and driving.
- texting while driving
- Texting while driving
- texting while driving
- The moving-over law
- the parking of patrolmen without their parking lights on
- The texting and driving is the main
- they closed most of the rest areas
- They should not increase the speed limit! A lower speed limit would result in slower speeds, even for people who drive faster than posted speed limits.
- tougher enforcement of recreational drugs like

- tougher penalties for phone use
- tarping the loads
- Travel between Rock Springs and Green River.
- Travels hwy between Rock Springs and Green River frequently and semi's need their own lanes!
- turn signals
- Understand Tribal Law
- unsafe equipment on road
- use of cellphones while driving
- Vehicle maintenance citations (headlights etc.)
- Vehicular safety features
- watch the truckers
- weekend dispatch availability
- when have time pop into the schools

Other Comments offered by respondents (Question where comment was offered is indicated):

Question	Comment
End	<ul style="list-style-type: none"> • Buffalo desperately needs a bypass. They need two, one on the north and one on the south. During the summer the traffic is terrible and dangerous. Casper is the same way.
End	<ul style="list-style-type: none"> • I am an attorney and find the command staff an impediment to long-distance carriers. The department has admitted that they feel their job is to intimidate the carriers. This is anti-business and unfair.
End	<ul style="list-style-type: none"> • I have attempted to contact WYDOT with two phone calls and have written two letters regarding conditions near me. Then, I phoned. The person who answered the phone did not know how to help. The next person took my telephone number. I have not received any response.
End	<ul style="list-style-type: none"> • I travel a lot to other states and I drive everywhere. WYDOT's website is super easy to navigate compared to other states. They have a very nicely set up website--it's easy to access, easy to access on your phone, easily accessible webcams, etc. We also have some of the best rest stops that I have seen.
End	<ul style="list-style-type: none"> • On the united and delta. I want delta in the airport in Cody. Using sky west to get to Cody is not available. Someone should fix that. We enjoy the airport but without sky west we have to drive to billings.
End	<ul style="list-style-type: none"> • Re: construction; Respondent would like to see a limit on how many miles construction can be done on all at once -- sometimes construction zones are quick and others can take a half hour or so to get through; not consistent.
End	<ul style="list-style-type: none"> • Said was a resident for 6+ months of the year.
End	<ul style="list-style-type: none"> • she said she thinks they do a very good job, she appreciates the officers, and they should be commended
End	<ul style="list-style-type: none"> • the highway patrol is severely underpaid there is a lot of turn over because of that
End	<ul style="list-style-type: none"> • WYDOTs budget is way too large, need to sub contract out a lot the roadwork that they take on, stop spending money to justify their budget, like how they get a new fleet of vehicles every year.

- Q10 • have run into one site that did not make sense
- Q10 • Not at all the time easy to navigate, especially close to towns
- Q10 • There have been times, especially at night, where construction zones are not always labelled well enough for us to tell where to go
- Q10 • They are properly identified, but sometimes they can be confusing as to where the lanes are going.
- Q10 • Weather permitting
- Q10 • You're not given enough time sometimes
- Q12 • Companies they use are low quality companies, seems to go bad pretty quickly
- Q12 • Dissatisfied with the two-lanes
- Q12 • highway 59 is unsafe it is too narrow it needs to be widened from wright to Douglas is the worst
- Q12 • I-80 could use some work
- Q12 • I'm in southeast Wyoming mainly and I don't travel in the north part of the state, and I know it's worse up there. For me, between here and Cheyenne it's okay.
- Q12 • overkill
- Q120 • Along 220 as well as the interstate increase the number of digital variable speed limit signs between Rawlins and Casper. Actually the entire I80 corridor. Places where they've been introduced have seen death tolls dramatically decreased.
- Q120 • on the reservation, they should still maintain the roads that tax payers are paying for so the reservation can have better roads.
- Q120 • Construction safety: The flaggers or the site isn't marked clearly enough and are creating a potentially dangerous situation.
- Q120 • During the winter, they should use a mixture that contains more salt along with the sand.
- Q120 • I see a high number of WYDOT vehicles on the road with one person; used to be we would see maybe one in a 100 mile trip, now we see 6 or 7. They're probably all going different places, but it seems like they could carpool a little bit.
- Q120 • R thinks that rest areas along interstates where there is heavy truck traffic there could be more accommodations for the truckers particularly at the parking areas.
- Q120 • their planning of I-25 and polar because it caused problems for my drivers to get our trucks places too much at time
- Q120 • There's always room for improvement.
- Q120 • They don't listen much when you have a concern. Like on my road they speed limit needs drop to 45 and the road isn't very good and has a bridge and they say they can't do that.
- Q120 • We have high gas taxes and therefore high fuels and Wyo is not good stewards of the money. Ex.1 big marquees on interstates, ex. 2 built big mega brick shops for parking equipment. 3. Replace dilapidated snow fence but highway road surfaces are still poor.
- Q120 • Would like WYDOT to salt the roads
- Q14 • I CHECK WITH WYDOT'S OFFICE
- Q14 • I use the highway map on the computer.
- Q14 • Some radio but not that specific station.
- Q14 • They need to work on the new website. That thing is not real user friendly.

- Q14 • Watch television; they put road closure reports on the television
- Q14 • when the billboards give notices they are not updated at all on more than one occasion
- Q14 • WHY DOES NEW CASTLE NOT HAVE A WEB-CAM? ALONG 85 IN PARTICULAR
- Q14 • Would use the notify text requests if it was advertised better. I'd sign up. I didn't know it was available. Also tried to use the 1610 AM but it wasn't up-to-date with driving conditions. On the 511 apps, Wyoming's is much better than the Colorado ones.
- Q14 • WYDOT's YouTube videos
- Q17 • 585 MIGHT NEED SOME ATTENTION; SPECIFICALLY BETWEEN NEW CASTLE AND SUNDANCE.
- Q17 • Between Cody and Thermopolis the highway is in a less than satisfactory condition.
- Q17 • I RECOGNIZE THEY'RE TRYING TO MAKE IMPROVEMENTS, BUT STILL SOME SERIOUS CONCERNS
- Q17 • If it's not a construction area, I'm satisfied with the road surface.
- Q17 • Kind of not applicable for where I live
- Q17 • new pavement over the old bridges
- Q17 • THE STATE HIGHWAYS ARE GOOD, BUT INTERSTATES ARE A VERY BUMPY RIDE
- Q17 • There is a pothole on 59 which is on my route. It is becoming worse.
- Q18 • I don't think that it's the state's problem--it's the local people's problem.
- Q18 • need more rest areas
- Q18 • Often it is done by volunteers
- Q18 • Road kill is sometimes there, but it's not interfered with my driving.
- Q18 • The 'adopt a highway program' could be better run. Identify the volunteers on the sign. It would encourage more groups of volunteers to participate.
- Q18 • volunteers do a lot of the cleanup
- Q19 • A lot of times it depends upon the county or the maintenance people there. I live in Lincoln County, I go to Evanston and usually the Kemmerer side is better plowed than the Evanston side.
- Q19 • Because of the changing conditions, they can't keep up with it. Sometimes it can be rain and then snow. And then turns to ice and they're right back where they started from. Because of our wonderful, wonderful wind.
- Q19 • I HAVE TO AGREE THAT THEY'RE THERE BUT IN A MINING COMMUNITY TIMING IS IMPORTANT THERE ARE TIMES WHEN THERE ARE A LOT OF PEOPLE ON THE ROAD, THEY NEED TO BE THERE BEFORE WE GET THERE, SOME PEOPLE TRY TO PASS AND IT IS CREATING A DANGEROUS SITUATION.. THEY NEED TO PULL OVER AND LET PEOPLE PASS BECAUSE PEOPLE ARE ITCHING TO GET PAST YOU.
- Q19 • LIGHTS ARE TOO BRIGHT ON PLOWTRUCKS
- Q19 • The higher traffic areas probably get more attention than some of the other roads.
- Q19 • There's certain ones that could use improvement.
- Q19 • We're here in the Bighorn Basin so it's all two-lane roads so it seems like it takes them a lot of time to get to them. Lots of roads and few people probably.

- Q19 • WYDOT does a great job with this, but the city doesn't do a good job. The city puts salt down instead of using blades. The salt makes the road surfaces slushy. I am satisfied with WYDOT but not with the city.
- Q20 • Agree overall, but Natrona is terrible about plowing and sanding
- Q20 • Almost the same comment as previous
- Q20 • I have noticed a big difference in state highways between different areas. The regions on the south end are much better than the north end. There was an inconsistency between the highways.
- Q20 • Interstates are pretty good, but highway 30 and any service roads seem to take longer to plow or sand than they should.
- Q20 • leaves the salt
- Q20 • Sometimes I think they plow when they don't need to.
- Q20 • Sometimes the exit ramps aren't done in a timely manner, like at the bottom of the ramps, it might be pretty slippery. Just last week someone spun out in front of me on the entry ramp, during the New Year holiday.
- Q20 • There's areas that could use improvement. I just wish Wyoming would use salt on the roads. It would make it so much easier, not so slick.
- Q20 • THINK ABOUT ADDING SALT TO THE SAND, FROM SOMEWHERE LIKE UTAH. I MEAN IT.
- Q26 • awful lot of tattered American Flags especially the one east of rock springs
- Q26 • COULD BE BETTER
- Q26 • I am satisfied, overall, with one exception. Mule Creel Junction facility is without water and has a strong odor due to its composting system.
- Q26 • I'M HAPPY THAT THEY'RE OPEN YEAR-ROUND
- Q26 • It's just that a lot of them are closed anymore.
- Q26 • Lusk is pretty bad
- Q26 • MULECRECK JUNCTION IS DIRTY
- Q26 • people are throwing trash out but the facilities are good
- Q26 • r states that sometimes they are not open
- Q26 • The rest area by Laramie west bound (east bound side of I 80) is always closed.
- Q26 • They are far off the highways and add to travel time.
- Q26 • they need to increase the rest areas for the semis in the winter months on I-80 when the highways are closed i was stuck behind semis when the roads were closed and i was only a mile from home
- Q26 • tip: have dog poop bags handy
- Q26 • WAGONHOUD ROUND RD OFF OF I-80 IS OFTEN CLOSED AND HAS WATER ISSUES, AND IT'S DIRTY.
- Q5 • DEPENDS ON THE HIGHWAY CONSTRUCTION PROJECT, ON A CASE-BY-CASE BASIS.
- Q5 • They could do more, but they don't have the money to do more.
- Q5 • They do a good job, but there could be some improvements at bridges.
- Q65a • I think this is a misleading question. There's probably a lot of people who go outside of the state because of the limited number of Wyoming airports.
- Q65a • The restroom was very unclean, but this might have been 3 years ago instead of 2 years ago. I avoid using it.
- Q65a • THEY'RE TOO NICE I THINK THE MONEY CAN BE BETTER SPENT

- Q6a • both
- Q6a • Both
- Q6a • Both in different areas
- Q6a • Both.
- Q6a • Caller has indicated that the projects he has seen run late. Says he believes it is the biggest waste of money in the State.
- Q6a • have seen both 50 50
- Q6a • I saw on date in the past and one in the future.
- Q6a • I've seen signs that have passed, but most of the time they're still in the future
- Q6a • One that I've seen was in the past, but the others have been in the future
- Q6a • Sometimes in the past and sometimes in the future.
- Q6b • Other signs that have been out of date have had ongoing construction still happening.
- Q72 • It's fine, if I can catch them on the days that they're open. But I never know when they're going to be open. If I catch them at the right time, they're great, otherwise it's BS.
- Q72 • It's not the staff, but the amount of customers makes it so that you have to wait. They're doing the best they can with the people they have
- Q72 • respondent would like the hours to be more flexible
- Q72 • The one in Gillette very unsatisfied and the one in Sundance I was very satisfied
- Q72 • They make you jump through a lot of hoops.
- Q73 • Their answering service didn't seem to direct me to where I needed to go the last time I called the drivers' license office.
- Q73 • THEY WERE GREAT
- Q74 • Because he is truck driver
- Q75 • Highway patrol=good staff, Port of Entry=Bad staff. Gillette and Sundance specifically are extremely overbearing with their authority.
- Q75 • The port of entry needs a little work on being courteous and treating others with respect, especially with people with accents or English as a second language.
- Q76 • I live on the Reservation. What they can do here is not much.
- Q76 • I witnessed an accident: Dangerous driver that kept driving. I gave an exact description of the location vehicle make model driver and they had to call back to get clarification about the location and I was unable to answer so it was frustrating
- Q76 • I've only seen them stopped along the highway. I've never anything bad but I don't know.
- Q76 • Never had any occasion to make any contact.
- Q77 • Because they are way understaffed. Not because of the individual troopers, but they've cut staff so drastically that there's nobody to respond now. My part of the state is being definitely underserved by the Wyoming Highway Patrol.
- Q77 • They are shorthanded so the coverage is not as good as before.
- q79 • Only thing is we don't get anything on the radio, we don't get a newspaper here, and I'm not on the internet.
- q79 • Satisfied only because he uses the website, otherwise he would be dissatisfied.
- q79 • The maps on the website could be better
- q79 • Wyoming does better than other states

- Q8 • DEPENDS ON THE SEASON; THE WINTER IS TREACHEROUS.
- Q8 • Other than construction season
- Q8 • THERE'S A SECTION OF I-90 THAT'S EXTREMELY BUMPY; A 10 MILE STRETCH OVER BY BEULLA, AND THE UNEVEN SURFACE OCCURED AFTER CONSTRUCTION.
- REST • Another complaint: the first rest stop as you travel south from Laramie to Ft. Collins is always closed! It would be helpful for people who are stranded to be able to use this facility.
- REST • There aren't enough of them