



WYDOT Customer Satisfaction Survey, 2020

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ABOUT THIS REPORT

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Executive Summary

In the fall of 2020, 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 10th time WYSAC has administered this telephone 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 couple of changes were introduced to the questionnaire for the 2020 iteration of the survey. 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 913 interviews were completed with Wyoming residents.

Survey Facts

Start and End Dates

November 25th 2020 -- January 9th 2021

Completed Surveys by Phone Type

913 Completed Surveys
180 Completions on Landline (19.7%)
733 Completions on Cellular (80.3%)

Response Rates

Total Sample – 11.9%
RDD Landline – 13.4%
RDD Cellular – 11.6%

Average Interview Length

14 minutes 45 seconds

Margin of Error

Overall: ±3.2 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 2020, 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 10th 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. 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 913 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. In 2016, this random split was removed to increase the statistical power of all survey questions. . A couple of changes were introduced to the questionnaire for the 2020 iteration of the survey. 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 69.5% of Wyoming households are now cellphone-only households, with an additional 8.5% of households identified as cellphone-mostly. This translates to over 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 November 25th, 2020 through January 9, 2021, 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) with the purpose of reducing early response and non-response bias. 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 52,489 attempts were made on 11,192 phone numbers. Of all 913 completions, 132 completions were the result of the refusal conversion effort. On average, it took 14 minutes and 45 seconds to complete an interview.

Response Rate and Margins of Error

A total of 913 interviews were completed with Wyoming residents, consisting of 733 on cellphones (80.3% of all completions) with the remaining 180 completed on landline telephones. Of all eligible phone numbers, the overall response rate was 11.9%. For the landline sample alone, the response rate was 13.4%, while the response rate for the cell phone sample was 11.6%.

¹ Ganesh N, et al. Wireless substitution: State-level estimates from the National Health Interview Survey, 2019. National Health Interview Survey Early Release Program.

Random samples of 900 yield overall margins of error of about ± 3.2 percentage points with 95% confidence.

Data Compilation and Analysis

Upon completion of the data collection, the data set was exported from the WinCATI system into a data set for analysis in the IBM SPSS statistics package. The data set was then cleaned and prepared for merging with the data sets from the 2012 through 2018 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 (2016, 2018, and 2020).

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 2016, 2018, and 2020 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 ($p < .05$ or $p < .001$).

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

For all items included in the 2020 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 2020 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 2019, the most recent estimates available). Using weighted data during analysis is essential in generalizing findings from the survey to the population of interest. The 2020 sample was very 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 %	2019 Census Est. % ²
18-24	81	9.2	12.5	12.3%
25-34	79	9.0	16.7	18.1%
35-44	137	15.6	16.3	16.1%
45-54	161	18.3	15.8	15.5%
55-64	157	17.8	18.4	18.2%
65-74	168	19.1	12.3	11.9%
75+	98	11.1	8.0	7.9%
Valid Total	881	100.0	100.0	100.0%
9. (No answer/Refused)	32			
Total	913			

Gender Distribution	Unweighted Count	Unweighted %	Final Weighted %	2019 Census Est. % ³
Male	473	52.0	51.1	50.9%
Female	437	48.0	48.9	49.1%
Valid Total	910	100.0	100.0	100.0%

County Distribution	Unweighted Count	Unweighted %	Final Weighted %	2019 Census Est. % ⁴
Albany	48	5.3	6.7	6.7%
Big Horn	28	3.1	2.1	2.0%
Campbell	67	7.3	8.0	8.0%
Carbon	17	1.9	2.6	2.6%
Converse	29	3.2	2.4	2.4%
Crook	17	1.9	1.3	1.3%
Fremont	60	6.6	6.8	6.8%
Goshen	18	2.0	2.3	2.3%
Hot Springs	12	1.3	0.9	0.8%
Johnson	23	2.5	1.5	1.5%
Laramie	189	20.7	17.5	17.2%
Lincoln	18	2.0	3.3	3.4%
Natrona	125	13.7	13.9	13.8%
Niobrara	6	0.7	0.4	0.4%
Park	54	5.9	5.1	5.0%
Platte	16	1.8	1.5	1.5%
Sheridan	51	5.6	5.4	5.3%
Sublette	15	1.6	1.7	1.7%
Sweetwater	53	5.8	7.1	7.3%
Teton	23	2.5	3.8	4.1%
Uinta	17	1.9	3.1	3.5%
Washakie	13	1.4	1.4	1.3%
Weston	14	1.5	1.2	1.2%
Total	913	100.0	100.0	100.0%

² Source: Source: U.S. Census Bureau, 2019 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, 2019. Source: U.S. Census Bureau, Population Division

Survey Results

In the following tables, weighted percentage distributions and unweighted frequency counts from the 2020 survey are presented alongside the weighted percentage distributions from the 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 $p < .001$).

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

Sex. Respondent's Sex. Code without asking.

Table 1. Respondent's Sex

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. (Male)	473	51.1%	97.5%	97.4%
2. (Female)	437	48.9%	2.5%	2.6%
Valid Total	910	100.0%	100.0%	100.0%
8. (Can't tell)	2			
9. (No answer/Refused)	1			
System missing	0			
Total missing	3			
Total	913			

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

Table 2. Have driver's license

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. (Yes)	891	97.9%	97.8%	97.7%
2. (No)	22	2.1%	2.2%	2.3%
Valid Total	913	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	913			

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

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. (Yes)	891	97.8%	97.5%	97.4%
2. (No)	22	2.2%	2.5%	2.6%
Valid Total	913	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	913			

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

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	39	4.7%	4.6%	3.3%
2. Neutral	91	10.7%	11.7%	10.1%
3. Agree	761	84.6%	83.7%	86.5%
Valid Total	891	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	0			
9. (No answer/Refused)	0			
System missing	22			
Total missing	22			
Total	913			

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

**‡	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	135	14.1%	11.0%	12.2%
2. are Neutral	294	36.0%	31.4%	24.3%
3. Agree	456	49.9%	57.6%	63.4%
Valid Total	885	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	6			
9. (No answer/Refused)	0			
System missing	22			
Total missing	28			
Total	913			

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

†	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	61	6.7%	6.7%	4.1%
2. Neutral	89	10.0%	9.4%	9.3%
3. Agree	735	83.4%	83.9%	86.6%
Valid Total	885	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	5			
9. (No answer/Refused)	1			
System missing	22			
Total missing	28			
Total	913			

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

*	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	68	7.3%	8.8%	8.2%
2. Neutral	58	6.4%	10.2%	8.0%
3. Agree	762	86.3%	81.0%	83.8%
Valid Total	888	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	3			
9. (No answer/Refused)	22			
System missing	25			
Total missing	913			
Total	68			

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

*†	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	138	15.3%	10.9%	10.8%
2. Neutral	125	16.1%	16.1%	14.3%
3. Satisfied	628	68.6%	73.1%	75.0%
Valid Total	891	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	0			
9. (No answer/Refused)	0			
System missing	22			
Total missing	22			
Total	913			

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

†	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	157	17.7%	15.6%	13.4%
2. Neutral	88	9.8%	12.2%	11.3%
3. Satisfied	644	72.4%	72.2%	75.4%
Valid Total	889	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	0			
System missing	22			
Total missing	24			
Total	913			

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

*†	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	100	11.6%	8.2%	7.8%
2. are Neutral	92	11.1%	10.2%	11.2%
3. Agree	699	77.3%	81.6%	81.1%
Valid Total	891	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	0			
9. (No answer/Refused)	0			
System missing	22			
Total missing	22			
Total	913			

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

Table 11. Highways plowed promptly in snow

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	113	12.8%	12.6%	11.6%
2. are Neutral	146	18.1%	15.8%	15.1%
3. Agree	620	69.1%	71.6%	73.3%
Valid Total	879	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	12			
9. (No answer/Refused)	0			
System missing	22			
Total missing	34			
Total	913			

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

Would you say you...

Table 12. Plowing and sanding done thoroughly

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	131	15.2%	12.6%	13.3%
2. are Neutral	144	17.1%	18.9%	18.9%
3. Agree	609	67.7%	68.6%	67.8%
Valid Total	884	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	7			
9. (No answer/Refused)	0			
System missing	22			
Total missing	29			
Total	913			

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

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. WYDOT'S 511 phone app**‡	333	37.5%	32.7%	24.4%
2. WYDOT'S 511 phone number**‡	134	13.6%	19.7%	23.8%
3. WYDOT'S 511 notify text requests*	101	11.6%	7.3%	10.1%
4. WYDOT'S website*	598	68.1%	73.3%	72.4%
5. WYDOT'S web-cams	608	68.9%	69.5%	67.8%
6. Highway advisory radio stations, such as 1610 AM†	224	25.4%	27.5%	29.9%
7. WYDOT's twitter account	21	2.5%	1.7%	-
8. (None of the above)	91	9.7%	10.0%	12.1%
Valid Total	891			
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	2			
System missing	22			
Total missing	26			
Total	913			

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

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Yes	556	64.6%	62.0%	61.7%
2. No	299	35.4%	38.0%	38.3%
Valid Total	855	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	36			
9. (No answer/Refused)	0			
System missing	22			
Total missing	58			
Total	913			

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

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Future	378	82.0%	82.2%	81.2%
2. Past	78	18.0%	17.8%	18.8%
Valid Total	456	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	96			
9. (No answer/Refused)	4			
System missing	357			
Total missing	457			
Total	913			

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

Table 16. Construction going on after posted date

*	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Yes	39	54.7%	72.4%	56.1%
2. No	33	45.3%	27.6%	43.9%
Valid Total	72	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	6			
9. (No answer/Refused)	0			
System missing	835			
Total missing	841			
Total	913			

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

*	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. (Yes)	684	77.0%	82.2%	81.9%
2. (No)	200	23.0%	17.8%	18.1%
Valid Total	884	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	6			
9. (No answer/Refused)	1			
System missing	22			
Total missing	29			
Total	913			

**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

*	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	15	2.5%	5.3%	3.4%
2. Neutral	42	6.7%	6.9%	4.1%
3. Satisfied	626	90.7%	87.8%	92.5%
Valid Total	683	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	1			
9. (No answer/Refused)	0			
System missing	229			
Total missing	230			
Total	913			

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

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
None	611	69.0%	70.0%	65.4%
One	83	10.0%	8.0%	10.4%
Two	55	6.3%	6.6%	8.1%
Three	28	3.0%	2.8%	4.1%
Four	32	3.7%	3.4%	3.0%
Five	12	1.3%	2.4%	1.8%
Six or more times	59	6.7%	6.8%	7.2%
Valid Total	880	100.0%	100.0%	100.0%
98. (Don't know/Not sure)	20			
99. (No answer/Refused)	13			
System missing	0			
Total missing	33			
Total	913			

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

Table 20. Satisfaction with Wyoming commercial air service

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	54	16.9%	22.4%	16.4%
2. Neutral	45	15.2%	15.5%	14.1%
3. Satisfied	190	67.9%	62.2%	69.4%
Valid Total	289	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	10			
9. (No answer/Refused)	3			
System missing	611			
Total missing	624			
Total	913			

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

Table 21. Reasons for dissatisfied with Wyoming commercial air service

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. High cost	31	56.3%	72.5%	61.4%
2. Unreliable service	16	30.6%	40.2%	47.2%
3. Lack of choices or options	39	69.4%	76.1%	61.3%
4. Baggage lost or damages	3	6.3%	9.8%	8.0%
5. Other (please specify)	17	35.4%	29.3%	33.4%
6. (None of the above)	0	0.0%	0.0%	0.0%
Valid Total	54			
7. (Don't know/Not sure)	0			
8. (No answer/Refused)	0			
System missing	859			
Total missing	859			
Total	913			

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

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	21	3.8%	4.1%	3.7%
2. Neutral	84	16.9%	18.0%	19.0%
3. Satisfied	430	79.2%	77.9%	77.3%
Valid Total	535	100.0%	100.0%	100.0%
4. (Not Applicable)	354		(35.1%)	(42.8%)
8. (Don't know/Not sure)	17			
9. (No answer/Refused)	7			
System missing	0			
Total missing	378			
Total	913			

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

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. (Yes)	628	69.3%	69.5%	67.5%
2. (No)	278	30.7%	30.5%	32.5%
Valid Total	906	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	7			
9. (No answer/Refused)	0			
System missing	0			
Total missing	7			
Total	913			

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

Table 24. Satisfaction with how promptly staff handled thing

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	66	10.0%	12.7%	14.9%
2. Neutral	51	8.4%	8.6%	6.6%
3. Satisfied	510	81.5%	78.7%	78.5%
Valid Total	627	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	1			
9. (No answer/Refused)	0			
System missing	285			
Total missing	286			
Total	913			

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

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	47	7.1%	9.1%	8.5%
2. Neutral	24	4.4%	5.2%	4.6%
3. Satisfied	555	88.5%	85.7%	86.9%
Valid Total	626	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	0			
System missing	285			
Total missing	287			
Total	913			

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

*†	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. None	602	64.9%	62.1%	57.9%
2. Once	125	14.8%	15.6%	15.9%
3. Twice	62	6.8%	6.2%	10.7%
4. Three times	28	3.5%	3.7%	3.2%
5. Four or more times	91	10.0%	12.5%	12.3%
Valid Total	908	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	2			
9. (No answer/Refused)	2			
System missing	1			
Total missing	5			
Total	913			
None/No Contact with WHP*†	602	64.9%	62.0%	57.9%
Contact once or more*†	306	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

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	25	2.9%	2.6%	3.5%
2. are Neutral	191	22.8%	20.1%	19.2%
3. Agree	670	74.3%	77.3%	77.2%
Valid Total	886	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	26			
9. (No answer/Refused)	1			
System missing	0			
Total missing	27			
Total	913			

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

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	21	2.7%	2.9%	3.9%
2. are Neutral	165	19.6%	18.4%	16.8%
3. Agree	700	77.7%	78.7%	79.3%
Valid Total	886	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	26			
9. (No answer/Refused)	1			
System missing	0			
Total missing	27			
Total	913			

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

Table 29. Highway Patrol meets my expectations

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Disagree	32	3.7%	2.7%	4.4%
2. Neutral	115	14.1%	13.5%	13.1%
3. Agree	753	82.2%	83.7%	82.5%
Valid Total	900	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	13			
9. (No answer/Refused)	0			
System missing	0			
Total missing	13			
Total	913			

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. Reasons highway patrol don't meet expectations

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Not enough of them on the road	57	6.4%	4.7%	3.6%
2. They have an “attitude” *	25	2.7%	2.2%	4.0%
3. They take too long to respond	14	1.8%	1.0%	1.2%
4. Other (please specify)	86	10.0%	9.7%	9.3%
5. (No areas in which they do not meet my expectations)	721	82.1%	84.4%	84.2%
Valid Total	879			
6. (Don't know/Not sure)	21			
7. (No answer/Refused)	13			
System missing	34			
Total missing	34			
Total	913			

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

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Driving under the influence*	450	49.8%	58.4%	58.0%
2. Speeding	339	37.1%	38.7%	35.5%
3. Distracted driving*	533	58.5%	67.3%	68.8%
4. Traffic violations by commercial vehicles	370	41.7%	45.7%	43.8%
5. Other (please specify)	102	10.9%	14.8%	8.4%
6. (NONE)	173	19.5%	15.3%	17.1%
Valid Total	888			
8. (Don't know/Not sure)	21			
9. (No answer/Refused)	4			
System missing	0			
Total missing	25			
Total	913			

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

	2020 Frequency	2020 Wtd. Percent
1. Dissatisfied	13	2.0%
2. Neutral	269	42.4%
3. Satisfied	374	55.6%
Valid Total	656	100.0%
8. (Don't know/Not sure)	247	
9. (No answer/Refused)	10	
System missing	0	
Total missing	257	
Total	913	

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

	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	34	4.1%	2.4%	3.1%
2. Neutral	138	15.5%	15.6%	13.9%
3. Satisfied	721	80.4%	82.1%	83.0%
Valid Total	893	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	17			
9. (No answer/Refused)	3			
System missing				
Total missing	20			
Total	913			

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

*†	2020 Frequency	2020 Wtd. Percent	2018 Wtd. Percent	2016 Wtd. Percent
1. Dissatisfied	19	2.0%	2.2%	1.6%
2. Neutral	152	18.3%	12.6%	14.2%
3. Satisfied	734	79.7%	85.2%	84.2%
Valid Total	905	100.0%	100.0%	100.0%
8. (Don't know/Not sure)	7			
9. (No answer/Refused)	1			
System missing	0			
Total missing	8			
Total	913			

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:)

- TIMING (took longer to get where they were going)
- Timeliness never on time
- They pulled me aside but didn't tell me why.
- They couldn't land in rock springs --> Denver
- size of the aircraft seating
- Quality of service
- my time wasted in security lines being treated
- mechanical issues in Cody due to door
- Laramie is serviced by older, smaller aircraft
- Lack of experience from TSA
- Flights were rescheduled or canceled.
- Flights cancelled all the time
- Easy to get stuck in Denver
- availability
- American airlines discounted
- (in other states) more reliable and effective

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)

- A lot of our back-roads are not patrolled.
- All over Jackson
- better gravel trucks, less damage to be done
- between cody and Yellowstone lots of speeders
- biased towards people of race
- bust more drug deals and hard drugs
- cant talk to dispatchers
- Check all stranded vehicles
- Could have not given me a ticket.
- dangerous curve that needs to be bettered
- Different system than shutting down i-80
- discriminating between drivers speeding and non
- Does coordinate well with local and federal

- Don't always catch people who speed.
- Don't stop truckers/ enough
- Excessive over livestock checks overdoing it see
- Enforcement on Teton pass, fine level.
- frequency of patrol on secondary highway
- friend was given a ticket over an unmarked clos
- getting SNOW CLEANED UP ASAP
- Having boat checked going to Lake Powell.
- hp IS NOT AS PRUDENT AS THEY COULD BE IN THEIR
- human trafficking and drug interdiction
- I think they need to have a handle on the truck
- I would describe them as overzealous in enforce
- Improve staffing
- In Sundance one officer had a bit of attitude
- Inappropriate seatbelt law is used.
- in schools
- It seems like they are setting up speed traps.
- jumping to false conclusions
- Lack of education on the port of entry.
- Lack of personality
- lights way too bright
- meet everything
- More manpower
- more ways
- need more of them
- Need more troopers/personnel on the road.
- Need payed more.
- need to patrol outside of town not just inside
- need to remove dead animals from road more
- Negligent Reporting
- Not focusing on prevent crime
- not treated well from them
- online over weight profile for trucks
- patrol more on state highways
- police culture:/fear/think they're God
- Port of entry
- Pulling people over outside the jurisdiction
- racial profiling of specific officer
- Relaying information about the death of a loved
- respond to other roads beside the interstate
- responding to drunk driving calls in a timely m
- Response time, maintaining open roads
- Rude and did not know the area well.

- since he is a minority get decimated
- slant their car into the road, getting in way
- Some of DOT regulations seem unnecessary
- Speed traps not cool
- Speed Traps are annoying
- speed traps on exit ramps
- speeders on the interstate 1-25
- Speeding ticket in construction zone no slow time
- the patrol didn't help a friend that was stranded
- There should be more
- they called and didn't go after the person
- they create traffic hazards where they park sometimes
- They need to accept the fact that hemp is good
- They need to be payed more.
- They pull people over to shake them down.
- To check roads before closing them during winter
- TO DO MORE LIVESTOCK CHECKS, TO DO MORE DOT
- To many patrol in one small town
- To much unpatrolled area
- Too many of them at one time.
- took too long at port of entry
- Trailer traffic and Teton pass need more
- vehicle animal collisions
- Way too much power in some places.
- Wind River Reservation; check notes

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:)

- Aggressive driving.
- a lot of left lane traffic unnecessary
- Anything involved with motorcycles disobeying
- aren't where they need to be
- big trucks on i80 going faster than they should
- Cell phone use
- clean up right of ways so you can see the deer
- Commercial violation
- Construction zone
- driving all over the place
- driving too fast for poor weather conditions
- drug addiction, human trafficking interdiction
- DRUG ENFORCEMENT
- Drug enforcement
- drug enforcement
- drug trafficking
- drug trafficking and people trafficking
- Drug/Human Trafficking Enforcement
- during poor weather and speeds
- emergency response to major accidents
- Enforcing semi's being on the hwy in high win
- fish and game
- Go after the equipment manufacturer not drive
- Hammer down on Texting and driving.
- hazardous vehicles
- highway patrol should be fully visible to us
- highways
- Human trafficking
- I-80 enforcement
- I-80 needs more enforcement
- IN A SCHOOL ZONE
- in schools
- In town - crack down on running red lights
- inattention. cell PHONE USE.
- interstate drugs coming in and out state drivers
- Just leave people alone

- kids not in there car seats
- littering out the window.
- Littering
- Mandatory checks from surrounding states.
- More patrol needs to be out
- more people out when roads are closed
- more wildlife signs
- Move over laws
- need patrol cars on highways all night long
- Neutral
- overzealous
- old people who need to learn how to drive
- other cops
- Out of state drivers
- parking on ramps and off ramp at truck stops
- passing in a no passing zone in front of my h
- pay closer attention to break ins
- People are driving way too fast-on icy roads
- people following school buses dont stop when
- People need to abide by the speed limit
- people run in the road closures
- People using their directional, stopping at
- policing truck driving speed
- put cameras on snow plows to catch people
- Reckless driving
- reckless driving
- reckless driving
- red lights along highways; lots of accidents
- Removal of road kill
- Road Rage Incidents
- road rage, improper use of the road signs
- running red lights
- running red lights
- rural areas if they had the personnel
- rural highway coverage
- rural school areas
- School bus safety
- school zones, people drive too fast.
- See the note
- semi cars need to be enforced better

- Semi-trucks are over-speed and don't use chain
- sign to keep trucks out of the left lane on I
- slow drivers
- Speed commercial vehicles in bad conditions
- Speed limits in residential areas
- Stop people from running yellow lights
- Stop the drug traffickers. Bust them.
- Tailgating
- The current speed limit on highways is too fast
- the way people drive around school buses
- tourist in driving in this area
- traffic violation by truck drivers
- Truckers will run me off the road
- trucks on windy conditions
- Un-tarped loads. Absence of proper mud flaps.
- use of phones
- using turn signals, and traffic signals
- using turn signals, using the correct lane
- Vehicle Safety
- Winter driving
- women driving without tops on, wildlife signs
- wrong way drivers