Wyoming Survey & Analysis Center
UNIVERSITY OF WYOMING

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WYDOT Customer Satisfaction Survey, 2024

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Executive Summary

In the fall of 2024, 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 12th time WYSAC has administered this survey of Wyoming adults. While the questionnaire content remained fairly stable over time, substantial changes were made in 2012 in an effort to reduce survey length. For the 2024 iteration, a series of questions were eliminated from the previous questionnaire, with two new blocks of questions added.

As has been the case since 2010, the landline telephone sample was augmented with a cellphone subsample to address the rapidly growing number of cellphone-only and cellphone-mostly households. In 2023 and again in 2024, invitation letters were sent to all generated phone numbers where an address could be matched to invite them to participate on the web. New in 2024 was the introduction of email invites being sent to those records where a valid email could be successfully matched to the sampled household through proprietary consumer databases. By the close of data collection 997 surveys were completed by Wyoming residents.

Survey Facts

Start and End Dates

Nov. 6, 2024 – Dec. 17, 2024

Completed Surveys by Phone Type

997

594 Completions on Web (59.6%)
31 Completions on Landline (3.1%)
372 Completions on Cellular (37.3%)

Response Rate

Total Sample – 17.8%

Average Interview Length (Phone)

14 minutes 41 seconds

Margin of Error

Overall: ±3.1 Percentage Points at 95% Confidence

The WYDOT customer satisfaction survey provides the citizens of Wyoming an opportunity to express their opinions and perceptions about the services provided by WYDOT. Additionally, the survey supplies WYDOT with valuable end-user perspective to help inform policy decisions. Survey

information is gathered to provide a snapshot of the current status, as well as to measure changes over time.

Background

In the fall of 2024, 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 12th time WYSAC has administered this survey of Wyoming adults. While the questionnaire content remained fairly stable over time, substantial changes were made in 2012 in an effort to reduce survey length. For the 2024 iteration, a series of questions were eliminated from the previous questionnaire, with two new blocks of questions added.

As has been the case since 2010, the landline telephone sample was augmented with a cellphone subsample to address the rapidly growing number of cellphone-only and cellphone-mostly households. In 2023 and again in 2024, invitation letters were sent to all generated phone numbers where an address could be matched to invite them to participate on the web. New in 2024 was the introduction of email invites being sent to those records where a valid email could be successfully matched to the sampled household through proprietary consumer databases. By the close of data collection 997 surveys were completed by Wyoming residents.

Methods

Questionnaire Development

In 2012 a major overhaul of the questionnaire length and content was made. In an effort to streamline the questionnaire and reduce overall length, WYDOT advised WYSAC which questions to eliminate from the survey instrument, as well as on changes to the wording of particular questions. Additionally, WYDOT requested that 5-point agreement and satisfaction response scales be reduced to 3-point scales in an effort to reduce survey length (e.g., "Strongly Disagree, Somewhat Disagree, Neutral, Somewhat Agree, and Strongly Agree" became "Disagree, Neutral, Agree"). Previous iterations of the survey included a random split of respondents being asked different subsets of questions in order to reduce interview length. In 2016, this random split was removed to increase the statistical power of all survey questions. A few changes were introduced to the questionnaire for the 2020 iteration of the survey, and the survey remained unchanged for the 2023 iteration. For this 2024 iteration, a number of questions were eliminated from the instrument, while two new blocks of

questions were added to measure satisfaction with services and WYDOT informational products using mean scores. Additional changes were made in 2024 to improve the presentation and comparability of data collected on the web vs. phone modes.

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. The survey was also programmed into our web survey software for those that choose to complete the survey online in response to our email or paper invitations.

Sampling Frame and Sample Size

As was the case in all survey iterations since 2010, a dual sampling frame was used. It consisted of listed landline telephone numbers, and RDD cell phone numbers believed to belong to Wyoming residents. As a result of this design, every potential phone number in Wyoming has nearly the same probability of selection and inclusion in the sample, regardless of whether that number is a landline or cell phone number or if that number is listed or unlisted. This frame also includes phone numbers issued out of state that are believed to now reside in Wyoming. The telephone sample was purchased from the Marketing Systems Group (MSG), a leading national vendor specializing in the generation of scientific samples. For all randomly drawn phone numbers, MSG attempted to append known email and mailing addresses from their proprietary consumer database matching service to be used in the email and letter invitation effort.

According to recent federal statistics, an estimated 77.1% of Wyoming households are now cellphone-only households, with an additional 13.5% of households identified as cellphone-mostly. This translates to roughly 90% of Wyoming's adult population being reachable solely or primarily by cellphone.[1] The sample for this survey was specifically designed to achieve roughly 90% of our completions of all completions on cellphones or on the web from the cellular frame. 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 6th, 2024 through December 17th, 2024. Sample members with valid email addresses were sent an email invitation with a direct link to the web survey. Two

[1] Ganesh N, et al. Wireless substitution: State-level estimates from the National Health Interview Survey, 2022. National Health Interview Survey Early Release Program.

weeks later, all sample members with mailing addresses who had not responded via web were first sent an invitation letter directing them to the web survey (using both a printed URL and QR Code for direct access), with the phone mode of data collection going live on December 5th, 2024. During this period skilled WYSAC interviewers called respondents from Sunday through Thursday between 5 pm and 9 pm, and on Friday and Saturday afternoons. Occasionally, respondents were called on *all* weekdays during the afternoon. Each respondent was appropriately screened as being 18 years old or older and living in a Wyoming household. Survey protocol dictated that phone numbers be attempted up to 9 times in an effort to secure a completion (if previous attempts did not result in a completed survey, an irate refusal, or an otherwise ineligible number) with the purpose of reducing early response and non-response bias. A few numbers were attempted as many as 8 times. Soft refusals (non-irate, simple refusals) were attempted a second time in an effort to secure a completion. Over 20,900 attempts were made on 8,898 phone numbers. On average, it took 14 minutes and 41 seconds to complete a telephone interview.

Response Rate and Margins of Error

A total of 997 interviews were completed with Wyoming residents, consisting of 372 on cellphones (37.3% of all completions) with 31 completed on landline telephones (3.1%), and 594 completions on the web (59.6%). Overall, 88% of the completions came from the cellular frame – in line with the target of 90%. Of all eligible records, the overall response rate was 17.8%.

Random samples of 997 yield overall margins of error of about ±3.1 percentage points with 95% confidence.

Data Compilation and Analysis

Upon completion of the data collection, the data set was exported from the WinCATI system, as well as from the web survey platform, into a data set for analysis in the IBM SPSS statistics package. The data from each mode were merged into a single data set. The data were 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.

For this iteration, significance tests have not been performed to compare against previous iterations due to the significant changes with the fielding approach and mode changes (email and letter invitations). It would be difficult to determine if observed differences were due to the changes in the population itself, or as a result of the changes to the questionnaire, fielding, and modes offered. It is recommended to re-establish these signficance tests moving forward from 2024.

Weighting of the Data

The 2024 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 2022, the most recent estimates available). Using weighted data during analysis is essential in generalizing findings from the survey to the population of interest. The 2024 sample was representative of the Wyoming adult population, and the data required minimal weighting.

Age Distribution	Unweighted Count	Unweighted %	Final Weighted %	2020 Census Est. %[2]
18-24	39	3.9	**8.8**	**12.0**
25-34	86	8.6	**16.6**	**16.2**
35-44	158	15.8	**17.9**	**17.2**
45-54	150	15.0	**15.0**	**14.4**
55-64	189	19.0	**16.8**	**16.2**
65-74	248	24.9	**15.5**	**14.9**
75+	127	12.7	**9.4**	**9.1**
Valid Total	997	100.0	**100.0**	**100.0**
9. (No answer/Refused)	0			
Total	997			

[2] 2023 County Profiles, Wyoming. Data Source: U.S. Census Bureau, Population Division, 2022

Gender Distribution	Unweighted Count	Unweighted %	Final Weighted %	2020 Census Est. %[3]
Male	538	54.0	**51.4**	**51.2**
Female	459	46.0	**48.6**	**48.8**
Valid Total	997	100.0	**100.0**	**100.0**
9. (No answer/Refused)	0			
Valid Total	997			
County Distribution	**Unweighted Count**	**Unweighted %**	**Final Weighted %**	**2021 Census Est. %[4]**
Albany	64	6.4	**7.0**	**7.1**
Big Horn	18	1.8	**2.0**	**2.0**
Campbell	67	6.7	**7.6**	**7.7**
Carbon	31	3.1	**2.6**	**2.5**
Converse	27	2.7	**2.3**	**2.3**
Crook	18	1.8	**1.4**	**1.2**
Fremont	75	7.5	**6.9**	**6.6**
Goshen	20	2.0	**2.3**	**2.2**
Hot Springs	9	0.9	**0.8**	**0.8**
Johnson	16	1.6	**1.5**	**1.5**
Laramie	194	19.5	**17.4**	**17.3**
Lincoln	31	3.1	**3.4**	**3.4**
Natrona	135	13.5	**13.6**	**13.5**
Niobrara	3	0.3	**0.4**	**0.4**
Park	51	5.1	**5.5**	**5.4**
Platte	17	1.7	**1.6**	**1.5**
Sheridan	48	4.8	**5.3**	**5.6**
Sublette	15	1.5	**1.6**	**1.5**
Sweetwater	65	6.5	**7.0**	**6.9**
Teton	31	3.1	**3.7**	**4.3**
Uinta	42	4.2	**3.5**	**3.4**
Washakie	8	0.8	**1.3**	**1.4**
Weston	12	1.2	**1.3**	**1.2**
Valid Total	997	100.0	**100.0**	**100.00**
98. (Don't know/No answer)	0			
99. (No answer/Refused)	0			
Total	997			

[3] 2023 County Profiles, Wyoming. Data Source: U.S. Census Bureau, Population Division, 2022

[4] 2023 County Profiles, Wyoming. Data Source: U.S. Census Bureau, Population Division, 2022

Survey Results

In the following tables, weighted percentage distributions and unweighted frequency counts from the 2024 survey are presented alongside the weighted percentage distributions from the 2023, 2020, 2018 and 2016 iterations of the survey. For results before 2016, please reference the previous reports.

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

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

Table 1. Respondent's Sex

	2024 Frequency	**2024 Wtd. Percent**	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. (Male)	538	**51.4**	*51.5%*	*51.1%*	*97.5%*	*97.4%*
2. (Female)	459	**48.6**	*48.5%*	*48.9%*	*2.5%*	*2.6%*
Valid Total	997	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Can't tell)						
9. (No answer/Refused)						
System missing						
Total missing						
Total						

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

Table 2. Have driver's license

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. (Yes)	973	**97.2**	*97.9%*	*97.9%*	97.8%	*97.7%*
2. (No)	23	**2.8**	*2.1%*	*2.1%*	2.2%	*2.3%*
Valid Total	996	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	1					
9. (No answer/Refused)	0					
System missing	0					
Total missing	1					
Total	997					

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

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. (Yes)	985	**98.6**	*97.9%*	*97.8%*	*97.5%*	*97.4%*
2. (No)	11	**1.4**	*2.1%*	*2.2%*	*2.5%*	*2.6%*
Valid Total	996	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	1					
9. (No answer/Refused)	0					
System missing	0					
Total missing	1					
Total	997					

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.

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

	2024 Frequency	**2024 Wtd. Percent**	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Disagree	57	**5.6**	*4.4%*	*4.7%*	*4.6%*	*3.3%*
2. Neutral	147	**16.6**	*14.1%*	*10.7%*	*11.7%*	*10.1%*
3. Agree	775	**77.7**	*81.5%*	*84.6%*	*83.7%*	*86.5%*
Valid Total	979	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	7					
9. (No answer/Refused)	0					
System missing	11					
Total missing	18					
Total	997					

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

	2024 Frequency	**2024 Wtd. Percent**	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Disagree	162	**16.9**	*18.7%*	*14.1%*	*11.0%*	*12.2%*
2. are Neutral	323	**33.5**	*39.2%*	*36.0%*	*31.4%*	*24.3%*
3. Agree	468	**49.6**	*42.1%*	*49.9%*	*57.6%*	*63.4%*
Valid Total	953	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	32					
9. (No answer/Refused)	1					
System missing	11					
Total missing	44					
Total	997					

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

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Disagree	72	**7.9**	*10.4%*	*6.7%*	*6.7%*	*4.1%*
2. Neutral	127	**14.1**	*10.9%*	*10.0%*	*9.4%*	*9.3%*
3. Agree	776	**78.0**	*78.7%*	*83.4%*	*83.9%*	*86.6%*
Valid Total	975	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	10					
9. (No answer/Refused)	1					
System missing	11					
Total missing	22					
Total	997					

Q10. **"Wyoming's construction zones are properly identified and easy to navigate."**

Table 7. Construction zones easy to navigate

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Disagree	82	**8.1**	*5.9%*	*7.3%*	*8.8%*	*8.2%*
2. Neutral	130	**13.4**	*9.7%*	*6.4%*	*10.2%*	*8.0%*
3. Agree	769	**78.5**	*84.4%*	*86.3%*	*81.0%*	*83.8%*
Valid Total	981	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	4					
9. (No answer/Refused)	1					
System missing	11					
Total missing	16					
Total	997					

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

Serv. **Please rate your satisfaction with WYDOT's overall level of service in the following categories using a rating scale from 1-5, with '1' being Very Dissatisfied and '5' being Very Satisfied.**

Table 8. Satisfaction with overall level of service in…

Category	Valid Resp.	Mean	Std. Deviation	(Don't Know/Not Sure)
Highway Surfaces and Pavement Quality	**982**	3.65	0.990	*3*
Snow Removal	**963**	3.68	1.138	*19*
Bridges	**944**	3.76	1.031	*35*
Visibility of Markings and Signs on the roads	**981**	4.08	1.046	*4*
Guardrail	**951**	4.18	0.901	*30*
Traffic Signals and Warning Signs	**978**	4.17	0.920	*5*
Rest Areas	**917**	3.82	1.130	63

Q14. **The following are WYDOT's resources that can be used to obtain road condition information. On a scale from 1-5, '1' being Very Dissatisfied to '5' being Very Satisfied, please rate each resource.**

If you don't know, or if you haven't used the resource in the past two years, please select *Don't know/not sure*.

Table 9. Satisfaction with WYDOT's resources…

Resource	Valid Resp.	*Implied Use***	Mean	Std. Deviation	(Don't Know/Not Sure)
WYDOT's 511 phone APP	**561**	*56.3%*	4.29	0.976	*419*
WYDOT's 511 phone number	**317**	*31.8%*	4.10	1.057	*656*
WYDOT's 511 notify text requests	**326**	*32.7%*	4.07	1.058	*650*
WYDOT's website	**734**	*73.6%*	4.13	0.975	*246*
WYDOT's web-cams	**827**	*82.9%*	4.12	0.993	*154*
Highway advisory radio stations, such as 1610 AM	**364**	*36.5%*	3.87	1.089	612

**Implied use as a result of offering as satisfaction rating for this item, as opposed to those who selected Don't know/Not sure.

(web) If you have not heard of any of these resources, you can find more information on the WYDOT Webpage. *(Opens in new window.)*

AIR. **We also need to know about travel on commercial airlines such as United, Delta, American, etc. 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. If you are not sure how many, please make your best guess.

Table 10. Number of commercial airline trips past two years

	2024 Frequency	**2024 Wtd. Percent**	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
None	587	**58.6**	*61.6%*	*69.0%*	*70.0%*	*65.4%*
One	87	**9.1**	*11.8%*	*10.0%*	*8.0%*	*10.4%*
Two	92	**10.2**	*8.8%*	*6.3%*	*6.6%*	*8.1%*
Three	47	**5.0**	*4.6%*	*3.0%*	*2.8%*	*4.1%*
Four	52	**5.4**	*3.1%*	*3.7%*	*3.4%*	*3.0%*
Five	38	**3.9**	*2.2%*	*1.3%*	*2.4%*	*1.8%*
Six or more times	75	**7.8**	*7.9%*	*6.7%*	*6.8%*	*7.2%*
Valid Total	978	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
98. (Don't know/Not sure)	8					
99. (No answer/Refused)	9					
System missing	2					
Total missing	19					
Total	997					

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

Table 11. Satisfaction with Wyoming commercial air service

	2024 Frequency	**2024 Wtd. Percent**	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Dissatisfied	83	**19.6**	*19.4%*	*16.9%*	*22.4%*	*16.4%*
2. Neutral	100	**23.4**	*18.5%*	*15.2%*	*15.5%*	*14.1%*
3. Satisfied	214	**57.0**	*62.1%*	*67.9%*	*62.2%*	*69.4%*
Valid Total	397	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	12					
9. (No answer/Refused)	1					
System missing	587					
Total missing	600					
Total	997					

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

Table 12. Reasons for dissatisfied with Wyoming commercial air service

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. High cost	57	**71.6**	*59.4%*	*56.3%*	*72.5%*	*61.4%*
2. Unreliable service	42	**51.5**	*38.4%*	*30.6%*	*40.2%*	*47.2%*
3. Lack of choices or options	58	**68.4**	*79.3%*	*69.4%*	*76.1%*	*61.3%*
4. Baggage lost or damages	4	**4.2**	*3.6%*	*6.3%*	*9.8%*	*8.0%*
5. Other (please specify)**	14	**16.6**	*37.3%*	*35.4%*	*29.3%*	*33.4%*
6. (None of the above)	0	**0.0**	*0.0%*	*0.0%*	*0.0%*	*0.0%*
7. (Don't know/Not sure)	1	**0.6**				

** Other (Specify) responses have been categorized into themes and presented in their entirety in Appendix A.

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 13. Satisfaction with airport facilities past two years

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Dissatisfied	33	**5.5**	*3.0%*	*3.8%*	*4.1%*	*3.7%*
2. Neutral	75	**13.1**	*19.1%*	*16.9%*	*18.0%*	*19.0%*
3. Satisfied	495	**81.4**	*77.9%*	*79.2%*	*77.9%*	*77.3%*
Valid Total	603	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
4. (Not Applicable)	340	(34.1)	*(33.1%)*		*(35.1%)*	*(42.8%)*
8. (Don't know/Not sure)	52					
9. (No answer/Refused)	0					
System missing	1					
Total missing	394					
Total	997					

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 14. Conducted business with drivers' license office past two years

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. (Yes)	593	**61.2**	*66.5%*	*69.3%*	*69.5%*	*67.5%*
2. (No)	389	**38.8**	*33.5%*	*30.7%*	*30.5%*	*32.5%*
Valid Total	982	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	15					
9. (No answer/Refused)	0					
System missing	0					
Total missing	15					
Total	997					

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

Table 15. Satisfaction with how promptly staff handled thing

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Dissatisfied	78	**13.9**	*13.4%*	*10.0%*	*12.7%*	*14.9%*
2. Neutral	75	**14.2**	*10.5%*	*8.4%*	*8.6%*	*6.6%*
3. Satisfied	437	**71.9**	*76.1%*	*81.5%*	*78.7%*	*78.5%*
Valid Total	590	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	3					
9. (No answer/Refused)	0					
System missing	404					
Total missing	407					
Total	997					

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 16. Satisfaction with courtesy of staff

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Dissatisfied	53	**9.8**	*6.8%*	*7.1%*	*9.1%*	*8.5%*
2. Neutral	62	**11.1**	*8.7%*	*4.4%*	*5.2%*	*4.6%*
3. Satisfied	478	**79.1**	*84.5%*	*88.5%*	*85.7%*	*86.9%*
Valid Total	593	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	0					
9. (No answer/Refused)	0					
System missing	404					
Total missing	404					
Total	997					

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 17. Direct contact with Highway Patrol personnel

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. None	663	**65.7**	*62.9%*	*64.9%*	*62.1%*	*57.9%*
2. Once	146	**15.5**	*15.4%*	*14.8%*	*15.6%*	*15.9%*
3. Twice	74	**8.6**	*7.8%*	*6.8%*	*6.2%*	*10.7%*
4. Three times	24	**2.4**	*3.1%*	*3.5%*	*3.7%*	*3.2%*
5. Four or more times	73	**7.8**	*10.8%*	*10.0%*	*12.5%*	*12.3%*
Valid Total	980	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	17					
9. (No answer/Refused)	0					
System missing	0					
Total missing	17					
Total	997					
None/No Contact with WHP	663	**65.7**	*62.9%*	*64.9%*	*62.0%*	*57.9%*
Contact once or more	317	**34.3**	*37.1%*	*35.1%*	*38.0%*	*42.1%*

We're also interested in your opinions on the following statements about the Wyoming Highway Patrol.

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 18. Highway Patrol treat people with courtesy and respect

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Disagree	42	**5.5**	*2.5%*	*2.9%*	*2.6%*	*3.5%*
2. are Neutral	175	**23.4**	*20.2%*	*22.8%*	*20.1%*	*19.2%*
3. Agree	623	**71.1**	*77.4%*	*74.3%*	*77.3%*	*77.2%*
Valid Total	840	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	156					
9. (No answer/Refused)	0					
System missing	1					
Total missing	157					
Total	997					

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

Table 19. Highway Patrol respond in an appropriate manner

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Disagree	30	**4.0**	*3.3%*	*2.7%*	*2.9%*	*3.9%*
2. are Neutral	142	**19.1**	*17.5%*	*19.6%*	*18.4%*	*16.8%*
3. Agree	662	**76.9**	*79.2%*	*77.7%*	*78.7%*	*79.3%*
Valid Total	834	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	162					
9. (No answer/Refused)	1					
System missing	0					
Total missing	163					
Total	997					

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

Table 20. Highway Patrol meets my expectations

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Disagree	41	**4.7**	*4.0%*	*3.7%*	*2.7%*	*4.4%*
2. Neutral	150	**19.1**	*15.0%*	*14.1%*	*13.5%*	*13.1%*
3. Agree	694	**76.2**	*81.0%*	*82.2%*	*83.7%*	*82.5%*
Valid Total	885	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	108					
9. (No answer/Refused)	2					
System missing	2					
Total missing	112					
Total	997					

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

***NOTE**: A significant change was made in 2024 where all response choices were presented to all telephone respondents in order to be comparable with web respondents, who see the list of all options. Previously, respondents were not offered this list and interviewers coded any response provided into the appropriate category. As such, these results are not at all comparable to previous iterations.*

Table 21. Reasons highway patrol don't meet expectations

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Not enough of them on the road	304	**28.3**	*11.9%*	*6.4%*	*4.7%*	*3.6%*
2. They have an "attitude"	92	**11.0**	*4.7%*	*2.7%*	*2.2%*	*4.0%*
3. They take too long to respond	55	**6.4**	*1.2%*	*1.8%*	*1.0%*	*1.2%*
4. Other (please specify)**	73	**7.7**	*8.8%*	*10.0%*	*9.7%*	*9.3%*
5. (No areas in which they do not meet my expectations)	364	**36.7**	*61.2%*	*82.1%*	*84.4%*	*84.2%*
6. (Don't know/Not sure)	204	**20.4**				
7. (No answer/Refused)	13	**3.5**				

** Other (Specify) responses have been categorized into themes and presented in their entirety in Appendix A.

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 22. Areas like to see enforcement increased

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Driving under the influence	419	**44.2**	*48.4%*	*49.8%*	*58.4%*	*58.0%*
2. Speeding	332	**31.3**	*35.6%*	*37.1%*	*38.7%*	*35.5%*
3. Distracted driving	480	**47.2**	*54.1%*	*58.5%*	*67.3%*	*68.8%*
4. Traffic violations by commercial vehicles	375	**37.5**	*42.1%*	*41.7%*	*45.7%*	*43.8%*
5. Other (please specify)**	115	**11.1**	*10.4%*	*10.9%*	*14.8%*	*8.4%*
6. (NONE)	142	**15.2**	*18.5%*	*19.5%*	*15.3%*	*17.1%*

** Other (Specify) responses have been categorized into themes and presented in their entirety in Appendix A.

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 you have not interacted with Port of Entry Officers please mark Don't know/Not sure)

Table 23. Satisfaction with Port of Entry Officers

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*
1. Dissatisfied	15	**3.9**	*1.9%*	*2.0%*
2. Neutral	156	**39.5**	*47.8%*	*42.4%*
3. Satisfied	217	**56.6**	*50.3%*	*55.6%*
Valid Total	388	**100.0**	*100.0%*	*100.0%*
8. (Don't know/Not sure)	608			
9. (No answer/Refused)	1			
System missing	0			
Total missing	609			
Total	997			

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 24. Satisfaction with WYDOT communication with public

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Dissatisfied	42	**5.5**	*2.6%*	*4.1%*	*2.4%*	*3.1%*
2. Neutral	214	**25.4**	*19.1%*	*15.5%*	*15.6%*	*13.9%*
3. Satisfied	602	**69.1**	*78.3%*	*80.4%*	*82.1%*	*83.0%*
Valid Total	858	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	136					
9. (No answer/Refused)	0					
System missing	3					
Total missing	139					
Total	997					

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 25. Overall satisfaction with WYDOT

	2024 Frequency	2024 Wtd. Percent	*2023 Wtd.*	*2020 Wtd.*	*2018 Wtd.*	*2016 Wtd.*
1. Dissatisfied	44	**4.3**	*3.3%*	*2.0%*	*2.2%*	*1.6%*
2. Neutral	227	**25.2**	*18.5%*	*18.3%*	*12.6%*	*14.2%*
3. Satisfied	681	**70.4**	*78.3%*	*79.7%*	*85.2%*	*84.2%*
Valid Total	952	**100.0**	*100.0%*	*100.0%*	*100.0%*	*100.0%*
8. (Don't know/Not sure)	40					
9. (No answer/Refused)	1					
System missing	4					
Total missing	45					
Total	997					

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.

Additional Open-End Analysis: For each of the following questions, "Other" responses were categorized into themes. Identified themes from the original list of response choices are shaded. Responses may be coded into more than one theme. When a responses has been coded into a theme that existed in the original list of choices, those **have not** been added back into that questions percentage distributions as the respondent may have chosen that option in addition to the "other" selection.

AIR3a. **For which of the following reasons were you dissatisfied? Was it…**
(Other, Specify:)

For which of the following reasons were you dissatisfied (with Air Service in Wyoming)?
Other (specify) responses.

Theme	Number of Responses	Percentages
Unreliable service	6	42.86%
Lack of choices or options	3	21.43%
High cost	1	7.14%
Other	5	35.71%
Total non-empty "Other" responses	**14**	**100%**

- Accessiblity
- Always delays
- cancelled flight (united)
- Constant delays
- ended up being stranded in denver
- Flight was cancelled for weather however there was not a problem with weather
- Lack of service - Only 1 airline in Cody
- overall management of laramie regional airport
- pilot qualifications
- Schedule too limited
- Seat upcharges, baggage charges, no customer service
- Time of departure is only early or late.
- We need more regional airports for our small towns. I have to drive to Denver or Billings in some cases. Usually I am driving to Nebraska to catch a flight .
- weather forecast system in cheyenne and Laramie

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

Are there any areas you can think of in which the highway patrol does not meet your expectations?
Other (specify) responses.

Theme	Number of Responses	Percentages
They have an "attitude"	14	20.59%
Not enough of them on the road	12	17.65%
Inconsistent Enforcement	10	14.71%
Officer Conduct	6	8.82%
Inadequate Road Maintenance	4	5.88%
They take too long to respond	2	2.94%
Misuse of Resources	2	2.94%
Other	12	17.65%
No Comment	7	10.29%
Total non-empty "Other" responses	**68**	**100%**

- Actually listen & not act like they are superior
- All answers in reference to DOT officers, waving non-English speakers thru, harassing local drivers
- As security guards in the Capital building their training and expectations as peace officers is a waste of a valuable resource. Security guards is not what I expect of a HP
- burlington take longer to respond there
- consistency in general across the board
- Don't assume everyone is a criminal. Don't lie.
- DOT need to know the laws
- Drive fast at an emergency scene
- drive the speed limit when they aren't patroling
- everything good, mot very professional.
- game and fish and wildlife
- Having more would reduce many other issues cause and effect
- heavy on more officers
- I appreciate all the law enforcement in WY .
- I believe the front-line highway patrol persons are overworked and underpaid.
- I believe the troopers are restricted in providing sufficient "policing/protect and serve" duties. By administration and governor.
- I don't like the change of colors on cars
- I got pulled over because my windows were too dark
- I have requested their presence on Hwy-30, to try and get some of these old leaking belly dumps shut down , but have never seen them there. 4 broken windshields later I've still not seen them.

- I know they’re short staffed, but the Troopers I worked with were very good at their job(s)
- I know you can't catch them all, but it feels like every time I'm on the interstate it feels like I'm passed by an out of state plate like I'm standing still.
- I think the number of them is adequate
- I think they are good.
- imrpove honesty and inegrity
- Incredibly rude—I filed a complaint with no response
- Light infraction, DUI
- Need more presence on 59 South of Gillette
- Need to have togatee pass plowed earlier.
- Need to patrol more along 80 can't believe the semi drivers are allowed to drive the way they do, I drive an explosive truck and truckers can't drive been the lines
- no cell service during accident
- oversteping boundies of enforment
- Pay increase
- PHONE CALLS DIFFICULT
- Previous Trooper and Law Enforcement. So likely biased.
- Profiling
- put more salt and brine down opposed to plowing
- Reporting road conditions
- Rude!! Unprofessional!Don't call them!!
- Seem to be too short handed to patrol construction zones and respond when asked for assistance
- Shortage is placing plenty of pressure on the HP you have.
- Should be a little more relaxed on the speeds
- Some have an attitude, but most do a good job.
- Stretched to thin and not enough employees
- Take too much frederal money.Are not useful.
- They are too aggressive with commercial vehicle drivers
- They block lanes during the winter.
- They close roads too late
- they did not respond to incident that I reported
- They do not enforce law on commercial drivers.
- They do not lead with empathy.
- They don't seem to know policies/what to ticket
- They go above and beyond.
- They need to write more tickets for exceeding the 80 mph speed limit this fast driving has gotten ridiculous and is out of control
- They often drive way too fast in towns. Sometimes they don't follow traffic laws when they are not using emergency lights like proper lane changes and signaling.

- They refuse to effectively enforce trailer and weight limit laws on Teton Pass. Otherwise, good job.
- they tell you what law you've broken before any
- They tend to speed or go below the speed limit and then that bogs traffic because they are to scared to pass them
- think we need more highway patrol men
- Treat the WRIR different. Have a Hayday when they patrol the reservation. Sure dont see them doing this in the border towns.
- unfair targeting of certain vehicles
- unmarked vehicles
- US85 speed enforcement
- variable speed limits
- Very Smug.
- way too many semis speeding or distracted on phones
- When I drive from Alpine to Jackson daily, I see multiple WHP units. When I drive throughout the state, I often see no WHP units for hours, if at all.
- While I believe that most HPs are courteous and professional, there are some whom have a pompousness that is very off putting.
- You hire unemployable people in any other field with superiority complexes.

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:)

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) responses:

Theme	Number of Responses	Percentages
Traffic violations by commercial vehicles	22	19.64%
General Road Safety Education	11	9.82%
Speeding	10	8.93%
Distracted driving	10	8.93%
Improper Lane Usage	10	8.93%
Drug Trafficking	8	7.14%
Infrastructure and Signage Issues	6	5.36%
Aggressive and Reckless Driving	5	4.46%
Highway Patrol Conduct	4	3.57%
Support for Vulnerable Road Users	3	2.68%
Driving under the influence	2	1.79%
Wildlife and Environmental Concerns	1	0.89%
Other	19	16.96%
No Comment	3	2.68%
Total non-empty responses	**112**	**100%**

- Aggressive and distracted drivers on the interstate. Most should probably be deported.
- Aggressive driving
- Aggressive/Reckless Driving
- All areas should be watched closly
- All of the above
- Better enforcement of Seatbelt laws.
- bridge transitions on I90
- Cell phone usage while driving
- commercial trucks camped on ramps and litter
- Commercial vehicles driving while tired (logbook violations).
- Commercial vehicles in compliance with laws
- Commercial vehicles using all 3 lanes coming up Sherman Hill.
- Construction speed limits enforced. Keep an eye

- CONSTRUCTION WORK ZONES
- Continually driving on the left side, when not passing.
- Crack down by Rawlins - drug enforcement needed
- Daytime driving light law
- Deal with slow drivers
- Distracted driving (for emphasis)/ reckless driving by motorcyclists
- Doesnt appear to be enough of them.
- Double emphasis for distracted driving and people texting while driving. It is so dangerous
- Driver's cutting to short on their passing cars
- driving in left lane and wont get over
- Driving in the fast lane at a slow pace.
- Drug and sex trafficking
- drug trafficing
- Drug trafficking
- Drug trafficking
- Drugs
- drugs
- Elderly should re-take driving test
- Enforce move over for emergency vehicles!!!
- engine brake coming into towns.
- Failing to stop at lights and stop signs
- Failure to stop or yield, discourteous driving
- Failure to yield to Pedestrians
- Faulty lights
- fire depatment
- For stranded travellers
- Foreign commercial drivers that don't know laws
- Fuckin Cell Phone Usage while driving
- Go to public schools and talk to the students.
- handle violations as reported, saftey of people
- hanging out in the left/passing lane. Impeding traffic.
- high risk warrants outside of towns
- illegal merge at i-80 and SB287 Vehicle darting across 2 lanes and or stopping in merge lane
- I'm beginning to wonder if these people are getting their driving skills and drivers license out of a cracker jack box it is getting so bad in every state that I drive in
- Improper passing.
- Inattentive driving in construction zones
- increase more in small towns/communities
- Keep right except to pass enforcement.
- keeping commercial vehicles out of left lane.

- Left hand lane runners daily mostly Colorado and Texas drivers
- like regular traffic in interstate. 80 miles
- Look for bad situations, rather than minor ones
- Marawana drivers from Colorado
- moorecroft to sundance- no cops/speed too much.
- more done for accidents
- more fish and wildlife control
- more patoling around schools
- more proactive on stopping drug traficing.inwy
- More tickets for people driving 'Slow' in faster lane
- more visibility
- Officers be aware of what they are saying?
- on two lane roads// dimming headlights
- Out of state drivers Disregard for speed limit & some local drivers.
- Patrol breaks more laws than anyone and acts like they're the mafia.
- People driving in the passing lane and not staying to the right
- People driving miles in the passing lane
- People ignoring construction speed signs.
- People on their cellphone
- People running the stop sign at the TA at Hillsdale, not stopping even though through traffic doesn't stop
- Phone use while driving
- Reckless Driving
- reckless driving
- refocus aproch to reduce terry stops
- ROAD CONSTRUCTION SIGNS CAN BE CONFUSING
- Road Rage
- road rage aggressive driving
- RUNNING RED LIGHTS
- running red lights
- seatbelt use enforcement
- Seatbelts- In nearly all auto related fatalities I read about, the deceased were not wearing a seatbelt. It's incredibly dangerous for not only the non seatbelt wearer, but others that person may be in the vehicle with them.
- Semi trucks traveling over the Bighorns . Google maps sends them,drivers die.
- Someone to take care of the semis pulling onto HWY 59 without stopping and running people off the road with careless driving
- speed limits on the highways and the town
- speeding in construction zones
- Speeding in unsafe road conditions, ie., SNOW AND ICE!

- STATE PATROL NEEDS THEIR OWN INVESTIGATIVE BURU
- Stay off WRIR. There will be a day when this is reversed.
- Tail gating
- Teton Pass is a joke. The trailer and weight limit law would be easy to enforce. Yes, with an additional officer, salary easily paid for by fines and confiscations of trailer/weight limit violators. And I rarely drive the pass. It's insulting, the lack of enforcement.
- Texting or looking at their cell phones.
- These oil field water trucks are a real problem.
- They do a fine job. I have seen them helping people many times
- tourist driving
- Tractor trailers exceeding the speed limit
- traffic violations
- Truck drivers are a big thing specially along the on and off ramps along 80
- Truck drivers are usually very aggressive during the week sometimes they don’t follow the rules of the road
- truck drivers in general
- Unbelievable how many truck drivers are on there phones
- US85
- Variable speed limits enforcement!!!!!!!!!
- Vehicle Safety Issues - there are cars that should not be on the road.
- waiting stations
- Want seatbelt law revoked.Cops get off phones.
- We are reminded continuously about seat belts, but there is no continuing PSAs etc about general driving rules. For example, turning into appropriate lane, right of way at uncontrolled intersections. A campaign about general road rules like we do for seatbelts would be helpful.
- We are short As far as state troopers go We'd like to see more hired Just a sheer number of presence on the interstate would be great Rifle
- When an individual is arrested for DWI or DUI our Lincoln County prosecutor does nothing to enforce the law. He will not do his job after LEO's have done their job.
- when people are walking on the highway; worried
- winter time truck violations