

## FHWA SURVEY ABSTRACTS

### THE GENERAL PUBLIC

#### 1. Measuring the Safety of Shared Use Paths

The Office of Safety (HSA) will conduct a survey of people who use non-motorized transportation facilities (such as shared use paths). The information gathered will be used to measure and help improve the safety of these facilities for all users. The general public, specifically, people who use shared-use-paths (pedestrians, joggers, rollerbladers, bicyclists, etc.) will be surveyed. Estimated number of respondents is 5,000 at 15 minutes.

#### 2. Customer Satisfaction with Pedestrian and Bicycle Safety Products

The Office of Safety (HSA) will conduct a customer satisfaction survey of those who have ordered various FHWA's Pedestrian and Bicycle Safety Program materials (brochures, CD Roms, Manuals, web-based programs, etc) produced for FHWA Division Offices, State and local DOT's, and the general public. The information gathered will be used to measure the usefulness and effectiveness of these materials and to help us develop other useful products in the future. The respondents will include a sampling of customers who have ordered the materials from FHWA. The number of respondents will be approximately 5,000 at 30 minutes each.

#### 3. Eisenhower End of the Year Survey

The Office of Professional and Corporate Development (HPC) will conduct a survey to track the Eisenhower Fellowship Recipients' progression through the transportation education pipeline and into the transportation workforce. The information will be used to evaluate the effectiveness of the fellowship program in attracting qualified students to the fields of transportation education and research, and the percentage of recipients entering transportation careers. Respondents include students pursuing undergraduate and graduate degrees at U.S. accredited colleges and universities. The number of respondents will be 200 at 10 minutes per respondent.

#### 4. Traveler Opinion and Perception (TOP) Survey

The Federal Highway Administration (FHWA) will conduct a national survey to determine the level of public satisfaction with characteristics of the nation's roads and highways. The purpose of the survey is to gain a better understanding of transportation system performance from the user perspective. The information obtained from the survey will be used in the development of future improvement initiatives. Highway users (including drivers and passengers) will be surveyed. 2,500 respondents will be surveyed at 30 minutes each.

#### 5. Environmental Review Toolkit website

The Office of Environment, Planning, and Realty (HEP) will use a web-based survey to obtain customer satisfaction feedback from customers visiting this Environmental Review Toolkit's public website. This information will be used to improve the effectiveness of the site to users who include FHWA, State DOTs, resource agencies, consultants, and the public. It is estimated that 300 respondents will respond at 5 minutes per respondent.

**6. Public User Survey for Federal Lands**

The Office of Federal lands Highway (HFL) will conduct a survey for feedback on the condition of Federal Lands Highway roads. This information will be used by FHWA and partner Federal Lands management Agencies to gauge the condition of transportation assets. It is estimated that 100,000 public users of Federal Lands will respond at 2 minutes per respondent.

**7. Public Roads Magazine Readers Satisfaction Survey**

The Office of Research, Development and Technology, (HRT), will conduct a nationwide survey by mail of “Public Roads” readers to gauge overall reader satisfaction and solicit feedback for improvements on the quality and content of the magazine. Approximately 2,000 “Public Roads” readers will be surveyed at 15 minutes per survey.

**STATE/LOCAL GOVERNMENTS AND NON-GOVERNMENT AGENCIES/GENERAL PUBLIC**

**8. National Trails System User Satisfaction Survey**

The Office of Planning, Environment, and Realty, (HEP) in conjunction with the Bureau of Land Management, National Park Service, Fish and Wildlife Service, USDA Forest Service, and the Army Corps of Engineers will conduct a survey to determine the level of service and customer satisfaction with the National Scenic and Historic Trails System. The information obtained from the surveys will be used to evaluate strategic trail plan deployment, customer needs, partnerships, service delivery and processes and would benefit National Scenic and Historic Trails. This survey will obtain input from Federal, State, local, and tribal governments, nonprofit organizations, and individuals interested in National Scenic and Historic Trails, and possibly include visitors to trail-related visitor centers. We expect 2,000 respondents with 15 minutes per survey for the web based survey and 200 respondents at 30 minutes for the telephone survey.

**9. LTPP Customer Support Service Customer Satisfaction Questionnaire**

The Office of Research, Development and Technology, (HRT), will conduct the Long Term Pavement Performance, (LTPP) survey. Respondents include transportation agencies and the public. The information from this web based survey will be used to determine our customers’ satisfaction with our service and to assist the FHWA in evaluating service delivery and processes. We expect approximately 1 respondent per month at 3 minutes per response.

**10. Resource Center Technical Service Team Customer Satisfaction Surveys**

The FHWA Resource Center (HRC) will use an electronic, web-based customer survey to be made accessible to primary customers of FHWA Resource Center (i.e., state departments of transportation, FHWA division offices and headquarters, metropolitan planning organizations, transportation-related academia, and transportation organizations). The information collected will be used by the Resource Center to obtain customer feedback on the quality and effectiveness of the

products and services offered to its customers. 5000 respondents will be surveyed at 10 minutes each.

**11. Resource Center “Level III” Training Evaluations**

The FHWA Resource Center (HRC) will conduct a web based partner/customer satisfaction survey to obtain information on the effectiveness of training and technical assistance initiatives to determine if those interactions with customers have had long-term impact. The feedback will be used to determine the effectiveness of technical training and technical assistance services provided to customers and partners. 3000 respondents will be surveyed at 10 minutes each.

**12. Resource Center 360o Feedback/Customer Satisfaction Surveys**

The FHWA Resource Center (HRC) will conduct the 360o feedback/customer satisfaction survey. This survey will be web based as well as paper based. The gathered information will provide feedback on the effectiveness, efficiency, and leadership skills of employee’s work and interactions with customers. This feedback will be used to determine the individual developmental and coaching needs of employees as well. An estimated 4000 respondents will be surveyed at 10 minutes each.

**13. Idaho Division State and Local Partner Satisfaction Survey**

The Idaho Division Office will conduct a web based survey that will document the current level of customer satisfaction with the service provided by the Idaho Division and identify areas we can improve. The respondents are not yet defined. It is estimated to survey 100 total respondents at 15 minutes per respondent.

**14. Highway Statistics**

The Office of Policy and Governmental Affairs, (HPL) will conduct a web based survey of visitors to the Office of Highway Policy Information’s web site on *Highway Statistics*. The purpose of the survey is to obtain feedback on the provided data, format, and organization of the *Highway Statistics* web site. *Highway Statistics* is the primary means of sharing data collected by the Office of Highway Policy Information with internal (within FHWA) and external customers. The feedback from this survey will play a critical role in ensuring that *Highway Statistics* and the Office of Highway Policy Information continue to meet the evolving needs of our customers. Respondents will likely include FHWA, U.S DOT, representatives from other federal agencies, States, academia, and the private sector. The total number of respondents is likely not to exceed 6,000 with 3 minutes for each respondent.

**15. State and Local Partner Satisfaction Survey**

The Office of Professional and Corporate Development, (HPC) will conduct a web based national survey of State departments of transportation and metropolitan planning organizations to determine customer satisfaction with the quality of services and products we provide. The information obtained from the survey will be used to evaluate strategic plan deployment, customers' needs, relationships, service delivery and processes and to initiate improvement activities. There will be 7800 respondents at 15 minutes per respondent.

**16. Local/Tribal Technical Assistance Program – Customer Satisfaction Survey**

The Office of Professional and Corporate Development (HPC) will conduct a web based survey to determine the current level of service and customer satisfaction on the quality of products and services provided by the Local Technical Assistance Program Centers (LTAP) and the Tribal Technical Assistance Program Centers (TTAP) to Local, State, and Tribal Governments. The information will be used to evaluate current products and services, overall program direction, and also used to develop future products and services. State, Local Governments, and Tribal Governments will be surveyed. There will be 2,900 respondents (50 for each LTAP/TTAP Center) 15 minutes per survey.

**17. FHWA Web-based Communities of Practice Customer Satisfaction Feedback**

FHWA will add a few questions to various FHWA Web-based community of practice sites to obtain customer satisfaction feedback. The purpose of the survey is to allow FHWA program offices to plan and continually improve their Web-based communications and outreach. Respondents include FHWA’s customers and stakeholder groups in the highway community. Depending on the community of practice site, the survey may include up to 1500 respondents at less than 5 minutes each.

**18. NHI Technical Training Customer Survey**

The National Highway Institute Technical Training Customer Survey – The Office of Professional and Corporate Development (HPC) will conduct a web based survey to determine current level of service and customer satisfaction with the program and products. The information will be used to evaluate the products and services and overall program direction, and to develop future products and services.

Representatives of the major customer focus areas, i.e. State DOT training coordinators, metropolitan planning organizations and a representative sampling of private sector organizations will be surveyed. It is estimated that there will be 200 respondents at 10 minutes each.

**19. Customer Satisfaction Survey of Work Zone Program Products**

The Office of Operations, (HOP) will conduct a web based survey associated with the Work Zone Safety and Mobility Final Rule issued on September 9, 2004. The effective date for this rule is October 12, 2007. HOP has developed a number of products and conducted a number of outreach efforts for its partners to help them implement this rule. The purpose of the survey is to solicit feedback from State and local transportation agencies to determine their satisfaction with the quality of the services, products, and effectiveness of the rule. The information obtained from the survey will be used to shape the program plan and effect future activities. 1,000 respondents will be surveyed with 15 minutes per respondent.

**20. Partner Satisfaction Survey of Road Weather Management Products**

The Office of Operations (HOP) will conduct a survey associated with the Road Weather Management program. HOP has developed a number of products and conducted a number of outreach efforts for its partners related to this program. Products range from prototype software to “RoadShows”, deployment guides, training courses, reports and flyers. The purpose of this web based survey is to solicit

feedback from our partners to determine their satisfaction with the quality of the services and products. The respondents include State and local transportation agencies, road weather information providers, users of the road weather information products, academia and transportation and weather organizations. The information obtained from the survey will be used to shape the program plan and effect future technology transfer activities. 2,500 respondents will be surveyed at 15 minutes per respondent.

**21. Stakeholder Satisfaction Survey of Manual on Uniform Traffic Control Devices (MUTCD).**

The Office of Operations (HOP) will conduct a survey associated with the new edition of the MUTCD which is currently under development. This new edition of the MUTCD is scheduled to be released in 2009. The purpose of the web based survey is to solicit feedback from State and local transportation agencies to determine their satisfaction with the quality of the product. The information obtained from the survey will be used to shape the program plan and effect future activities. 1,000 respondents will be surveyed with 15 minutes per respondent.

**22. TELUS Survey**

The Office of Planning, Environment, and Realty, (HEP) is continuing the partnership with the New Jersey Institute of Technology (NJIT) in the development and deployment of the Transportation Economic Land Use System (TELUS) and will conduct a national survey by telephone of State Departments of Transportation, Metropolitan Planning Organizations, and local planning organizations to determine customer satisfaction with the quality of services and products provided through the TELUS program. The survey results will be used to inform FHWA and NJIT about customer experiences with the TELUS products and to provide guidance and identify direction for the future TELUS development. 500 respondents will be surveyed at 30 minutes each.

**23. Methodology for Verifying Quarterly RASPS payments used in the Grant Accrual Process**

The Chief Financial Officers Act of 1990 calls for greater accountability through the timely submission of financial statements and more accurate financial data. In accordance with this act, FHWA has developed an auditable and modular grant accrual methodology that accurately computes the accrual figures of any reporting period (monthly, quarterly, or annually). FHWA is responsible for computing and recording the grant accruals for both the Federal-Aid Highway Program as well as Federal Lands Highway Program. The current grant methodology is valid until June 30, 2010 when the CFO will conduct a comprehensive review of the process. In September of each year, a “look-back survey” will be sent to the original sampled states and information obtained will be used to evaluate the current methodology. This survey will be provided to 25 States at 30 minutes each. Beginning in June, 2010, and every three years thereafter a validation survey will be performed with 25 States at 1hour each. The surveys will be administered by use of email with telephone follow-up.

**24. Project Development Survey**

The Office of Federal Lands Highway (HFL) will conduct a web based survey to collect information on customer satisfaction at the end of the final design phase of a construction project. It focuses on project design and development elements as well as Federal Lands Highway's (FLH) management practices that lead to a final design. Its purpose is to check alignment of the project development process with customer expectations at the completion of the PS&E package. The results will be used to increase customer and partner satisfaction. Respondents include partner agencies such as Park Service, Forest Service, Fish & Wildlife, and local government agencies. 250 respondents will be surveyed at 10 minutes per respondent.

**25. Completed Project Survey**

The Office of Federal Lands Highway (HFL) will conduct a web based customer satisfaction survey to gather data at the completion of the construction phase of a project. It allows FLH project managers to assess overall management as well as FLH technical performance from the viewpoint of the customer. It is used to check alignment of the construction contract administration process with customer expectations at the completion of the constructed project. Respondents include partner agencies such as Park Service, Forest Service, Fish & Wildlife, and local government agencies. The results are used to increase customer and partner satisfaction. 250 respondents will be surveyed at 10 minutes per respondent.

**26. Environmental Collaboration Survey**

The Office of Federal Lands Highway (HFL) will conduct a web based customer satisfaction survey to determine how well the needs of FLH partners, regulatory agencies, and interest groups are being met by the environmental compliance services delivered by FLH. The survey measures degree of satisfaction in 5 categories: 1) Project Collaboration, 2) Collaboration Practices, 3) Adequacy of National Environmental Policy Act (NEPA) Documents, 4) Permit Compliance and 5) Mitigation. The results provide useful information for planning future improvement strategies in the 5 categories assessed. Respondents include Federal land management, Federal and State regulatory agencies, and national environmental interest groups. 350 respondents will be surveyed at 15 minutes per respondent.

**27. Indian Reservation Roads Survey**

The Office of Federal Lands Highway (HFL) will conduct an administration survey through the web or e-mail of tribal government agencies working under an IRR Program Agreement with FHWA to gather feedback on their level of satisfaction with the Indian Reservation Roads Program. The survey will be provided to approximately 30 respondents at 30 minutes each.

**28. Program Administration Survey**

The Office of Federal Lands Highway (HFL) will conduct a web based customer satisfaction survey to determine to what extent the program needs of FLH partner agencies and field Divisions are being met by the administrative practices of FLH. This survey measures degree of satisfaction and importance in 5 categories: 1) Program Strategy, 2) Program of Projects, 3) Funding, 4) Scope of Work, and 5) Program Support. The results of this survey provide useful information for planning

future improvement strategies in the 5 categories assessed. Survey participants include partner agencies such as Park Service, Forest Service, Fish & Wildlife, and local governments. 100 respondents will be surveyed at 10 minutes per respondents.

**29. National Trails Training User Satisfaction Survey**

The Federal Interagency Council on Trails (a partnership of the Bureau of Land Management, National Park Service, Fish and Wildlife Service, Forest Service, Army Corps of Engineers, and the FHWA Office of Planning, Environment, and Realty (HEP) will conduct a survey to determine the level of service and customer satisfaction of national training related to trails. The information obtained will be used to evaluate current trail training programs, partnerships, and training delivery and processes; to ask for input on trail training needed, quality, providers, and availability; and to initiate training improvements. Respondents will include Federal, State, local, and tribal governments, nonprofit organizations, training providers, and individuals interested in trail training. The web based survey will be provided to 2,000 respondents at 30 minutes each. In addition there will be a phone survey provided to 200 respondents at 30 minutes each.

**30. Pathways Across America Readers Survey**

The Partnership for the National Trails System (operating under cooperative agreements funded by the FHWA Office of Planning, Environment, and Realty (HEP), Bureau of Land Management, National Park Service, US Fish and Wildlife Service, and USDA Forest Service), will conduct a nationwide survey of its *Pathways Across America* readers to gauge overall reader satisfaction and solicit feedback for improvements on the quality and content of the magazine. Respondents include Federal, State, and local trail managers, nonprofit organizations involved with these trails, and interested individuals. The survey will be web based and also available for mail-in or fax from a page in the magazine. It also could be sent via email for interested people to reply. The survey will be provided to 1,000 respondents at 15 minutes each.

**31. Realty – State and Local Partners Satisfaction Survey**

The Office of Environment, Planning, and Realty,(HEP) will conduct a national survey to determine customer satisfaction with the quality of services and products we provide in the area of realty. The information obtained from the web based survey will be used to evaluate strategic planning needs, research needs, customers' needs, relationships, service delivery and processes and to initiate improvement activities. Respondents will include State DOTs, MPOs, and various state, local and private organizations. The survey will be provided to 250 respondents at 15 minutes each.

**32. Outdoor Advertising Control – State and Local Partner Satisfaction Survey**

The Office of Environment, Planning, and Realty, (HEP) will conduct a national survey to determine customer satisfaction with the quality of services and products we provide in the area of outdoor advertising control. The information obtained from the survey will be used to evaluate strategic planning needs, research needs, customers' needs, relationships, service delivery and processes and to initiate

improvement activities. Respondents will include State DOTs, MPOs, and various state, local and private organizations. The web based survey will be provided to 250 respondents at 15 minutes each.

**33. Corporate Research, Technology, and Innovation Web Site Satisfaction Survey**

The Office of Research, Development and Technology, (HRT), will add a few questions to various FHWA/Turner-Fairbank Highway Research Center research and deployment web pages and web-enabled resources to obtain customer satisfaction feedback. For example, the Corporate Research and Technology web site will use a web-based survey targeting customers visiting the public web site to ensure they are finding the information they need and to solicit ideas for improving the web site and the research and deployment program. In addition, there will be approximately 20 similar voluntary feedback web pages in specific research and deployment program areas on other FHWA/Turner-Fairbank Highway Research Center research and deployment web pages. Respondents will be transportation agencies and the general public. The web based survey will be provided to an estimated 6,000 respondents at 5 minutes per respondent.

**34. Corporate Research, Technology and Innovation Communications and Marketing Message Survey**

The Office of Research, Development and Technology, (HRT), Federal Highway Administration/Turner-Fairbank Highway Research Center will conduct a customer-focused web based survey to identify and develop appropriate research messages, media outlets, and delivery channels based on customer needs to enable FHWA to target information and research dissemination more effectively. Respondents will include contractors, states, universities, consulting firms, Ltap centers, other stakeholders, and the general public. The estimate is for 10,000 respondents to be surveyed at 15 minutes per survey.

**35. Technology Transfer and Innovation Delivery Satisfaction Survey**

The Office of Research, Development and Technology, (HRT), will conduct a web based nationwide survey of state DOTs to identify needs and determine the best channels to deploy innovations. The information will be used to evaluate current technology transfer/deployment strategies, mechanisms, and methodologies and to initiate improvements. The respondents will be the 52 State DOTs at 15 minutes per respondent.

**36. Highway Safety Information System (HSIS) Customer Satisfaction Survey**

The Office of Research, Development and Technology, (HRT), will conduct an e-mail survey to determine customer satisfaction with the quality of services and products are provided relative to the Highway Safety Information System. The results will be used in planning modifications and additions to the HSIS database, services, or the manner in which this office interacts with customers. Respondents will include transportation agencies and their research contractors at State, Federal, and local levels who have requested and received any data or assistance from HSIS. The estimate is for 80 respondents at 15 minutes each.