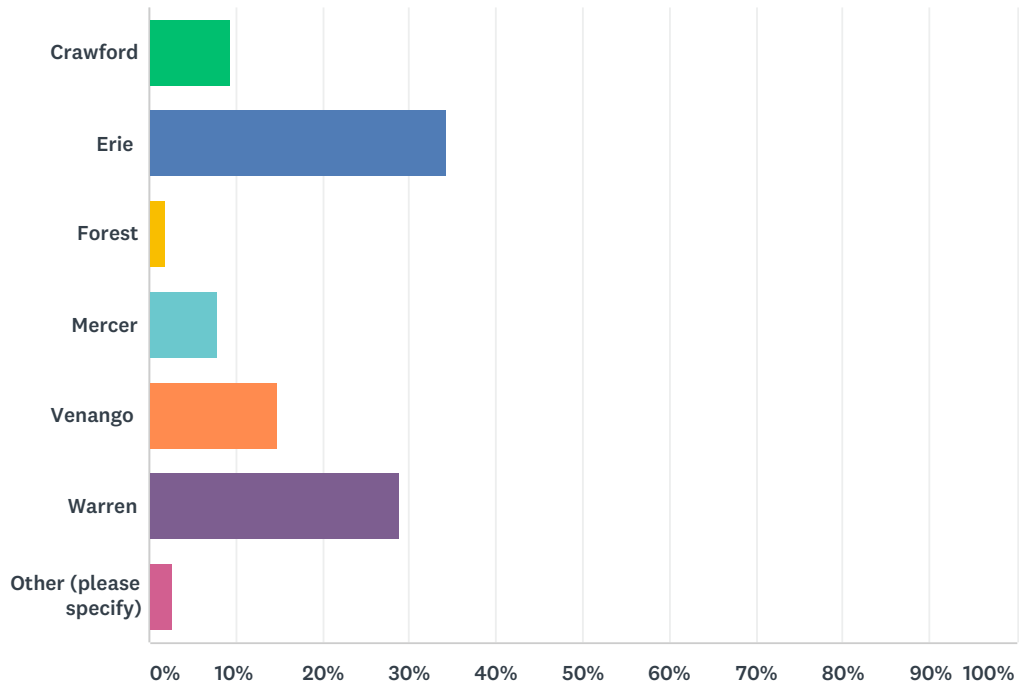


Q1 In which county do you primarily live, work, or travel?

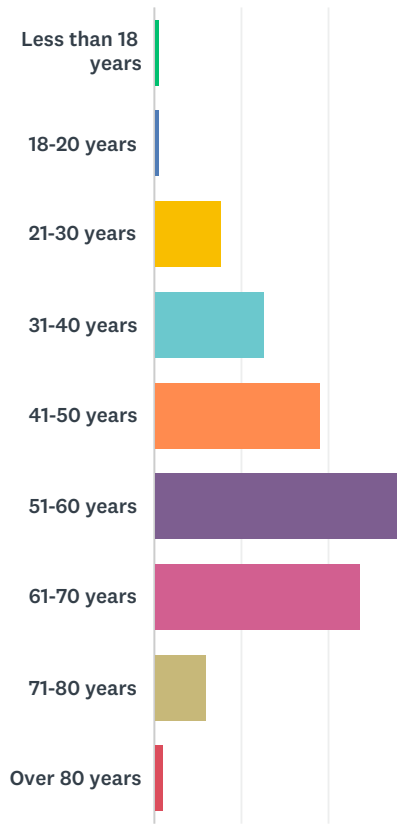
Answered: 715 Skipped: 0



ANSWER CHOICES	RESPONSES	
Crawford	9.51%	68
Erie	34.41%	246
Forest	1.82%	13
Mercer	7.97%	57
Venango	14.83%	106
Warren	28.81%	206
Other (please specify)	2.66%	19
TOTAL		715

Q2 Please indicate your age by selecting one of the following:

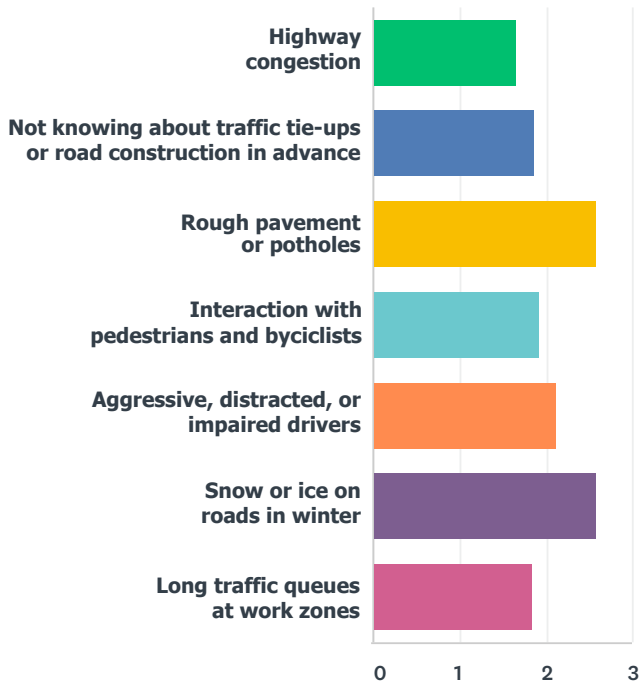
Answered: 715 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 18 years	0.56%	4
18-20 years	0.70%	5
21-30 years	7.69%	55
31-40 years	12.73%	91
41-50 years	19.30%	138
51-60 years	28.11%	201
61-70 years	23.78%	170
71-80 years	6.01%	43
Over 80 years	1.12%	8
TOTAL		715

Q3 In your daily travel, do you encounter any of the following:

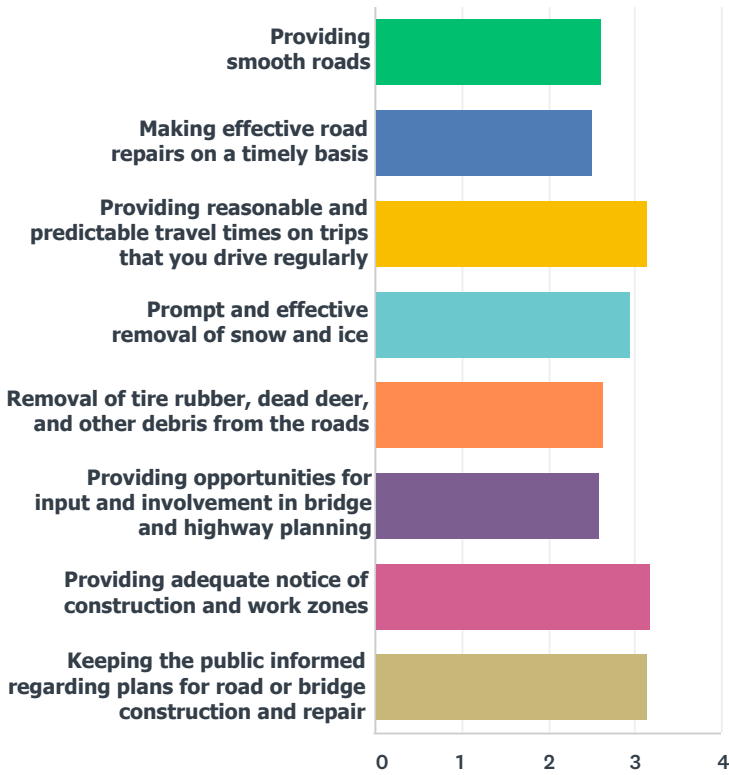
Answered: 715 Skipped: 0



	YES, OFTEN	YES, OCCASIONALLY	NO	TOTAL	WEIGHTED AVERAGE
Highway congestion	10.63% 76	43.92% 314	45.45% 325	715	1.65
Not knowing about traffic tie-ups or road construction in advance	17.34% 124	52.31% 374	30.35% 217	715	1.87
Rough pavement or potholes	61.40% 439	33.71% 241	4.90% 35	715	2.57
Interaction with pedestrians and bicyclists	19.30% 138	53.15% 380	27.55% 197	715	1.92
Aggressive, distracted, or impaired drivers	31.47% 225	48.95% 350	19.58% 140	715	2.12
Snow or ice on roads in winter	60.14% 430	36.78% 263	3.08% 22	715	2.57
Long traffic queues at work zones	16.36% 117	51.89% 371	31.75% 227	715	1.85

Q4 How often does PennDOT meet or exceed your expectations in each of the following areas:

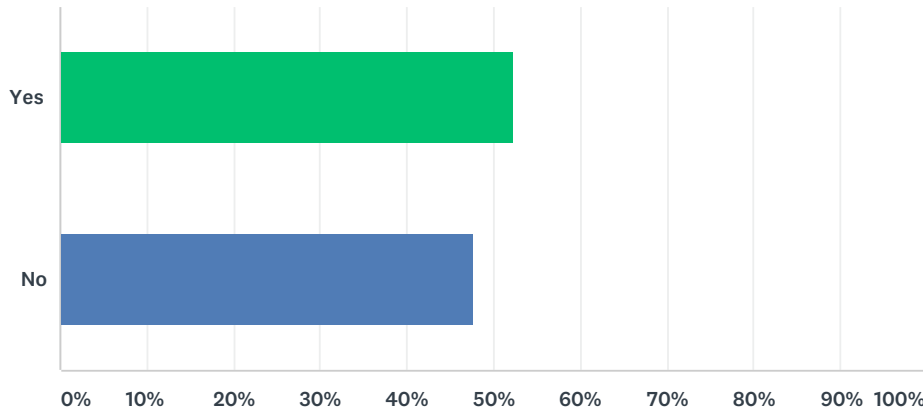
Answered: 715 Skipped: 0



	ALL OF THE TIME	SOME OF THE TIME	RARELY	NEVER	TOTAL	WEIGHTED AVERAGE
Providing smooth roads	5.17% 37	61.40% 439	23.50% 168	9.93% 71	715	2.62
Making effective road repairs on a timely basis	5.31% 38	50.91% 364	33.99% 243	9.79% 70	715	2.52
Providing reasonable and predictable travel times on trips that you drive regularly	26.85% 192	62.38% 446	7.55% 54	3.22% 23	715	3.13
Prompt and effective removal of snow and ice	18.32% 131	63.92% 457	13.43% 96	4.34% 31	715	2.96
Removal of tire rubber, dead deer, and other debris from the roads	13.01% 93	48.67% 348	27.97% 200	10.35% 74	715	2.64
Providing opportunities for input and involvement in bridge and highway planning	17.06% 122	38.32% 274	31.75% 227	12.87% 92	715	2.60
Providing adequate notice of construction and work zones	32.31% 231	53.99% 386	12.03% 86	1.68% 12	715	3.17
Keeping the public informed regarding plans for road or bridge construction and repair	31.89% 228	52.03% 372	13.57% 97	2.52% 18	715	3.13

Q5 Does PennDOT provide easy ways for customers to ask questions or file comments and complaints?

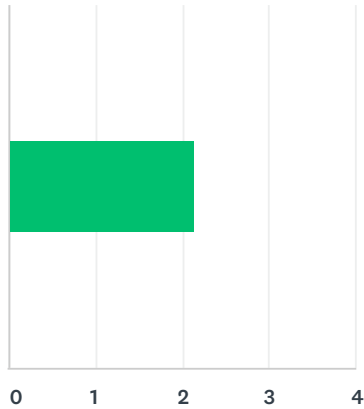
Answered: 693 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes	52.38%	363
No	47.62%	330
TOTAL		693

Q6 How would you rate PennDOT's performance in working with customers to resolve issues, address concerns, and solve problems?

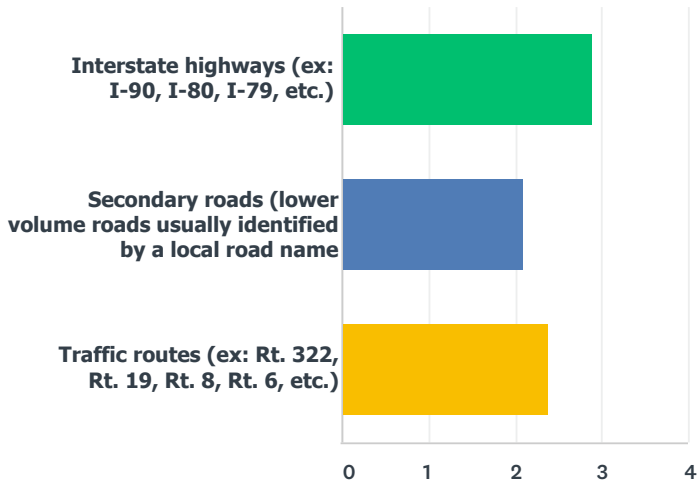
Answered: 693 Skipped: 22



	EXCELLENT	GOOD	FAIR	POOR	N/A	TOTAL	WEIGHTED AVERAGE
	5.05%	23.52%	32.61%	23.09%	15.73%		
	35	163	226	160	109	693	2.13

Q8 How would you rate PennDOT's performance in maintaining the following:

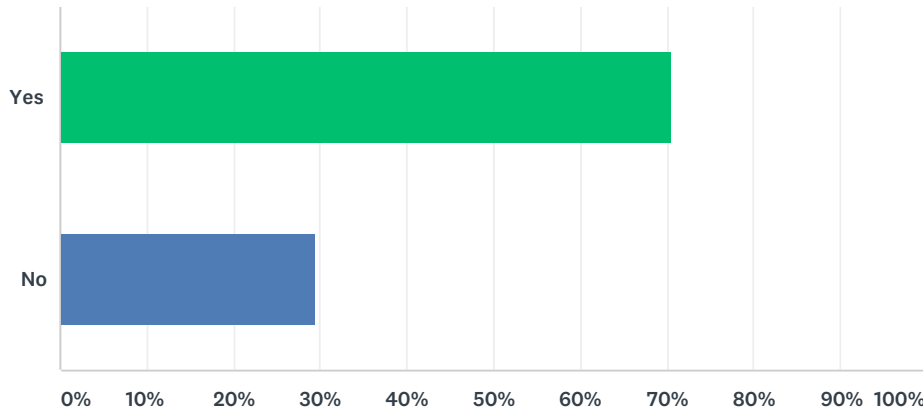
Answered: 686 Skipped: 29



	EXCELLENT	GOOD	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
Interstate highways (ex: I-90, I-80, I-79, etc.)	16.18% 111	58.31% 400	23.03% 158	2.48% 17	686	2.88
Secondary roads (lower volume roads usually identified by a local road name)	2.62% 18	30.47% 209	40.67% 279	26.24% 180	686	2.09
Traffic routes (ex: Rt. 322, Rt. 19, Rt. 8, Rt. 6, etc.)	6.27% 43	41.40% 284	36.30% 249	16.03% 110	686	2.38

Q9 In order to lessen the impact on high traffic volume roads, PennDOT sometimes can have roadwork done at night or accelerate the work schedule to have it done more quickly, although this usually requires higher labor and equipment costs and ultimately might result in fewer projects being completed each year. Should PennDOT pay additional costs to have contractors work at night or use accelerated construction schedules to complete construction projects faster on interstates and high traffic volume roads?

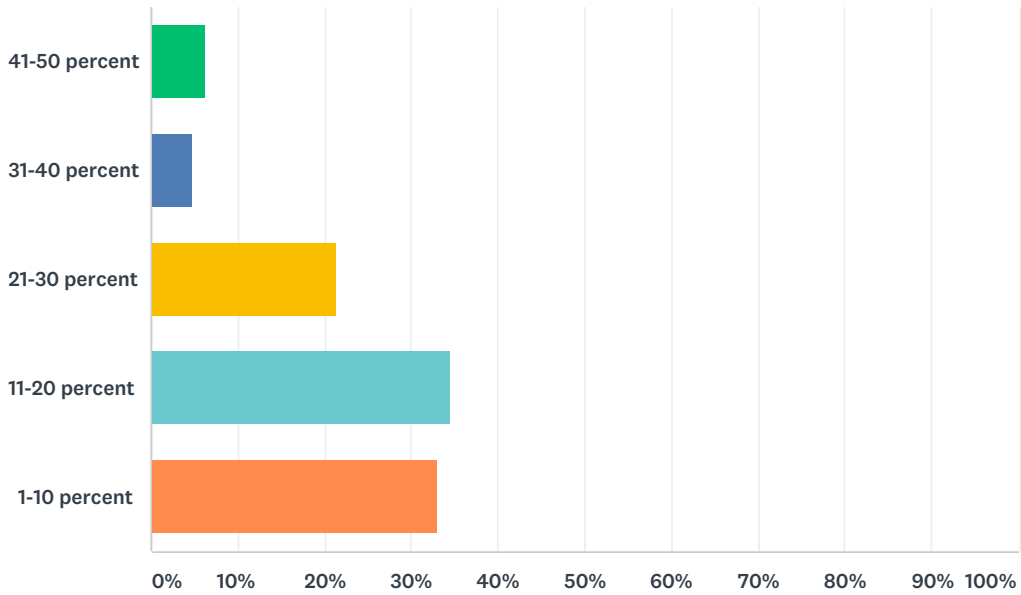
Answered: 686 Skipped: 29



ANSWER CHOICES	RESPONSES	
Yes	70.41%	483
No	29.59%	203
TOTAL		686

Q10 How much extra would you be willing to have PennDOT pay to have work on roads or bridges done at night?

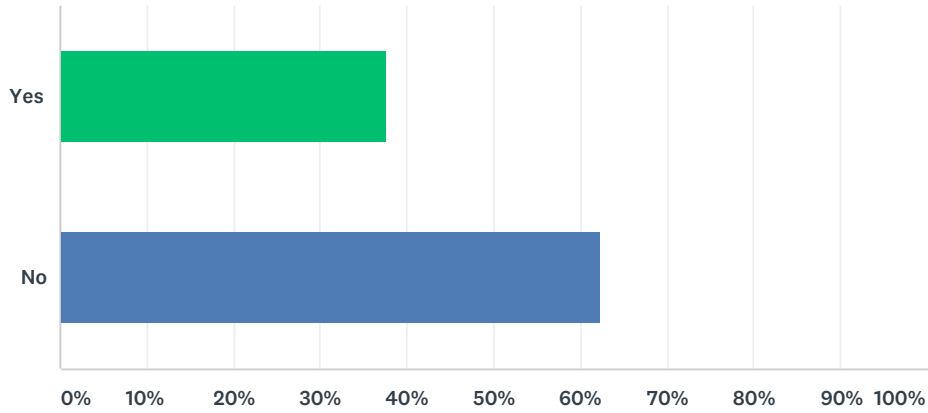
Answered: 483 Skipped: 232



ANSWER CHOICES	RESPONSES
41-50 percent	6.21% 30
31-40 percent	4.76% 23
21-30 percent	21.33% 103
11-20 percent	34.58% 167
1-10 percent	33.13% 160
TOTAL	483

Q11 Would you support improvements to sidewalks, pedestrian access, and/or bicycle lanes, even if it meant taking funding from some highway or bridge projects?

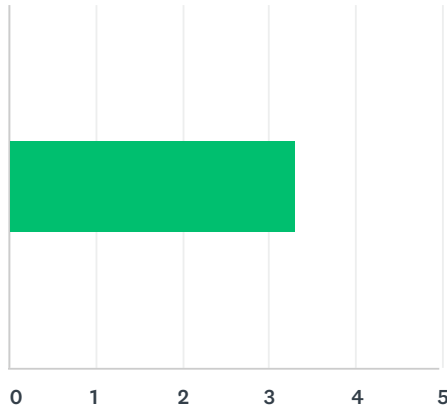
Answered: 679 Skipped: 36



ANSWER CHOICES	RESPONSES	
Yes	37.56%	255
No	62.44%	424
TOTAL		679

Q12 On a scale of 1 (least safe) to 5 (most safe), please indicate how safe you feel as a pedestrian:

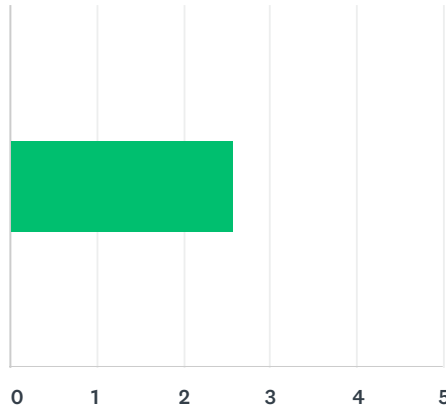
Answered: 679 Skipped: 36



	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
	6.48%	12.22%	26.95%	29.75%	11.34%	13.25%		
	44	83	183	202	77	90	679	3.31

Q13 On a scale of 1 (least safe) to 5 (most safe), please indicate how safe you feel as a bicyclist on roads in the region:

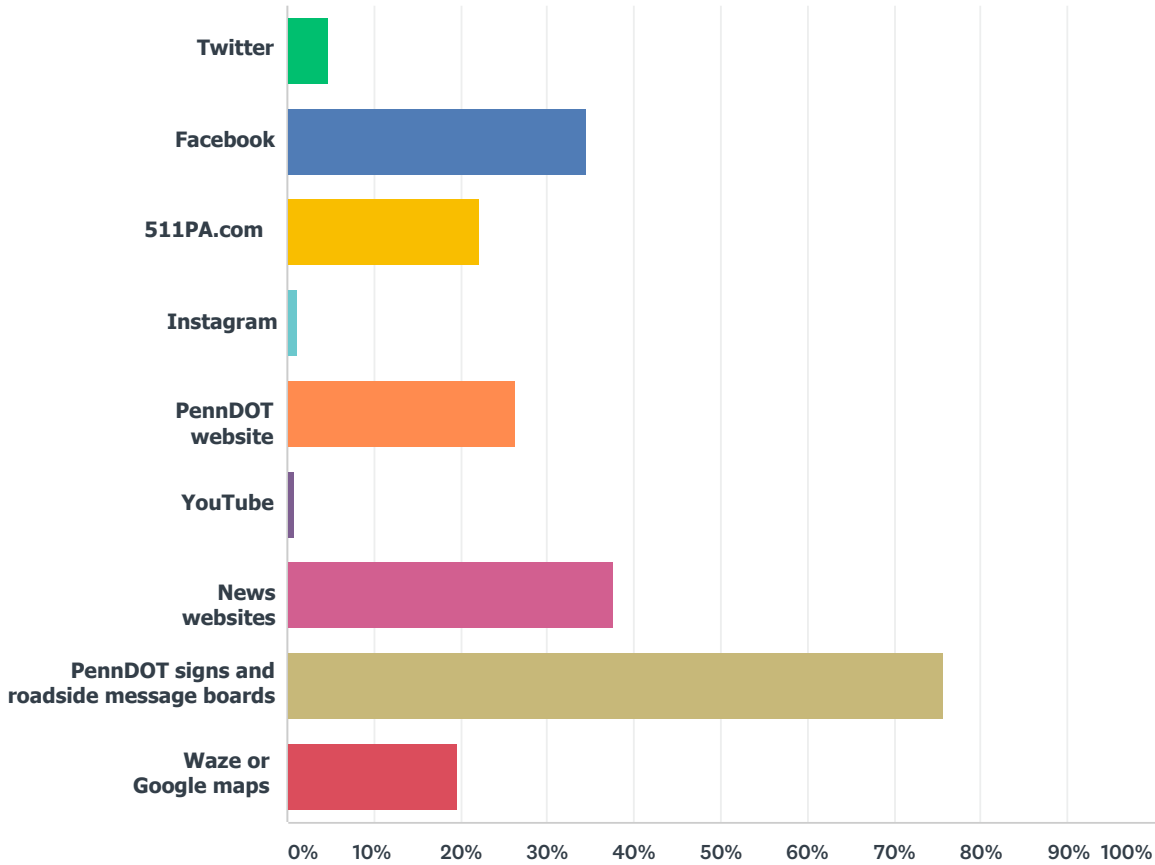
Answered: 679 Skipped: 36



	1	2	3	4	5	N/A	TOTAL	WEIGHTED AVERAGE
	12.37%	19.00%	20.47%	11.49%	2.36%	34.32%		
	84	129	139	78	16	233	679	2.58

Q14 In addition to radio, newspaper, and television, which of the following do you rely on as a source of PennDOT road and bridge information? Select only your top 3 choices from the list below.

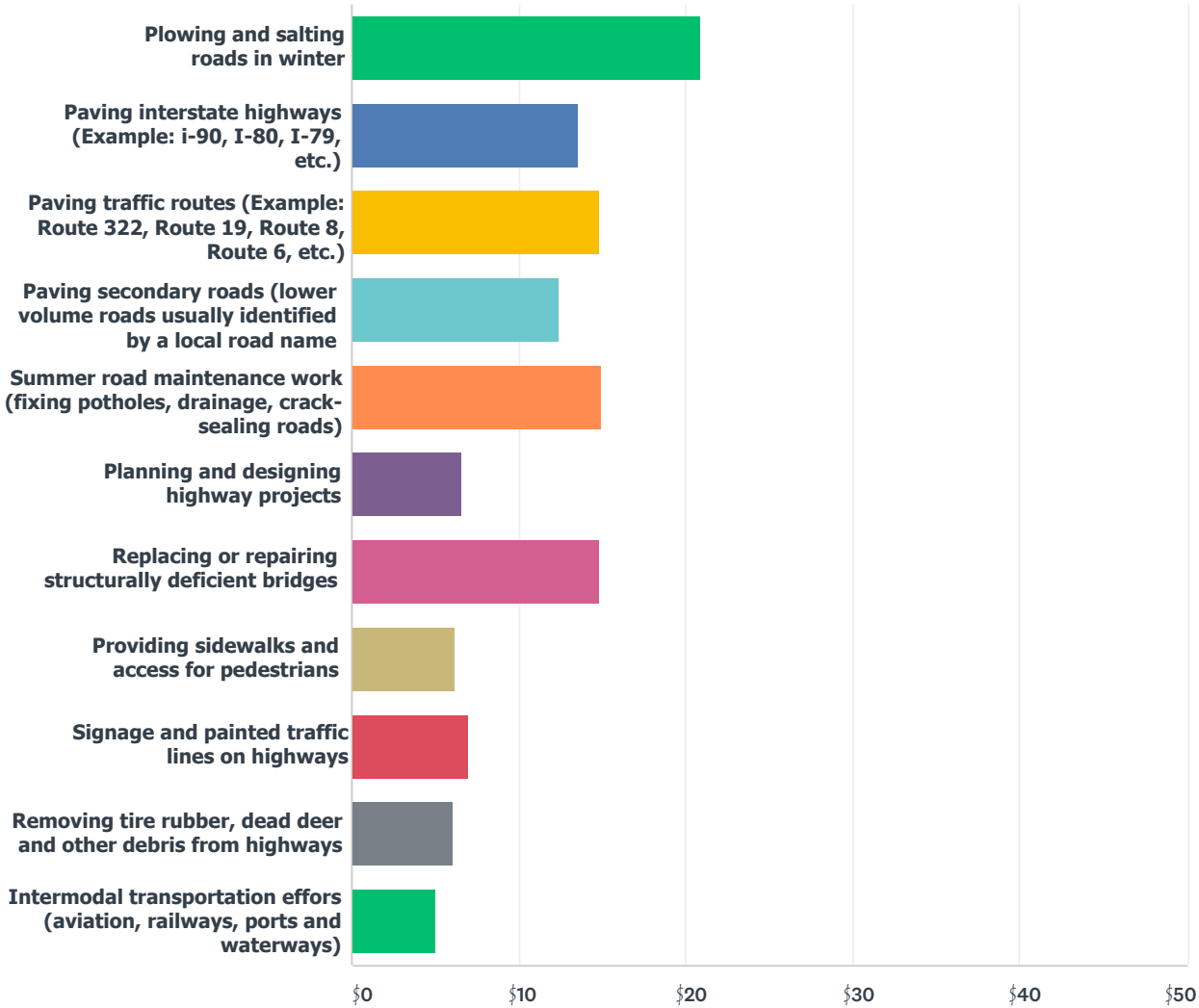
Answered: 679 Skipped: 36



ANSWER CHOICES	RESPONSES	
Twitter	4.86%	33
Facebook	34.46%	234
511PA.com	22.24%	151
Instagram	1.18%	8
PennDOT website	26.36%	179
YouTube	0.74%	5
News websites	37.56%	255
PennDOT signs and roadside message boards	75.70%	514
Waze or Google maps	19.73%	134
Total Respondents: 679		

Q15 PennDOT faces budget constraints and constantly must make decisions on spending to best meet our customers' needs and still stay within our budget. If \$100 represented the budget that PennDOT had to work with, how much would you recommend devoting to each of the following activities and services? The total must add up to \$100. If you would not devote money to a particular activity, leave that line blank.

Answered: 628 Skipped: 87



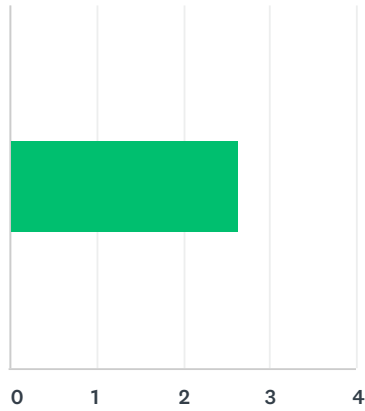
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Plowing and salting roads in winter	21	12,305	588
Paving interstate highways (Example: I-90, I-80, I-79, etc.)	14	7,029	515
Paving traffic routes (Example: Route 322, Route 19, Route 8, Route 6, etc.)	15	7,981	536
Paving secondary roads (lower volume roads usually identified by a local road name)	12	6,531	523

2017 PennDOT District 1 Customer Satisfaction Survey

Summer road maintenance work (fixing potholes, drainage, crack-sealing roads)	15	8,354	560
Planning and designing highway projects	7	2,657	401
Replacing or repairing structurally deficient bridges	15	7,679	517
Providing sidewalks and access for pedestrians	6	2,369	383
Signage and painted traffic lines on highways	7	3,319	471
Removing tire rubber, dead deer and other debris from highways	6	2,837	465
Intermodal transportation efforts (aviation, railways, ports and waterways)	5	1,739	344
Total Respondents: 628			

Q16 How would you rate your overall satisfaction with PennDOT?

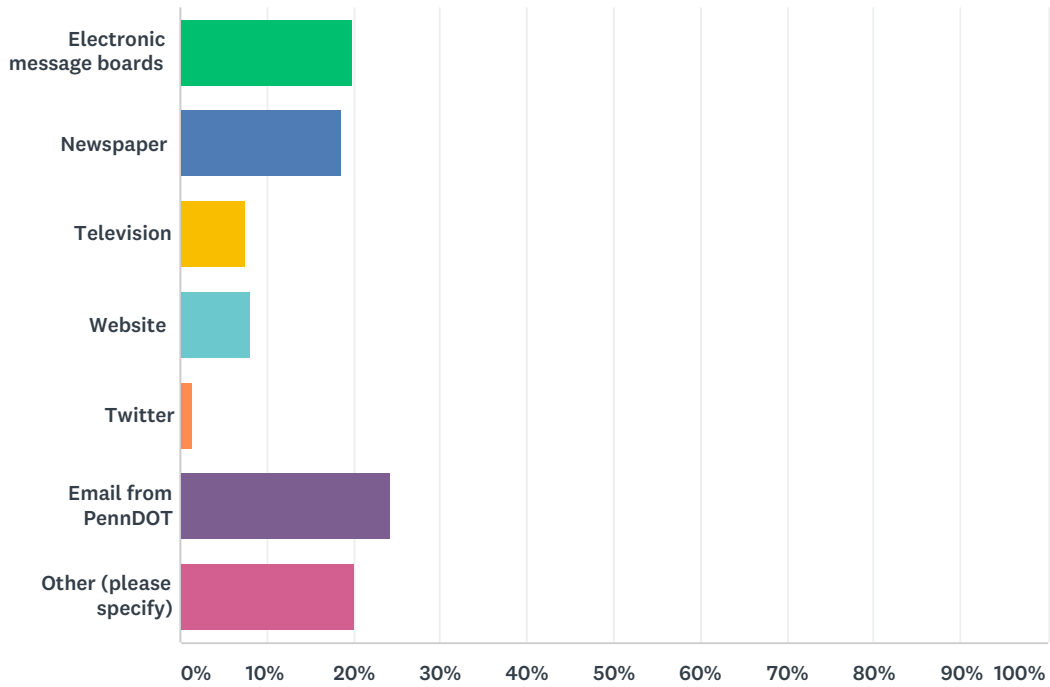
Answered: 627 Skipped: 88



	VERY SATISFIED	SOMEWHAT SATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
	12.76%	50.40%	25.04%	11.80%		
	80	316	157	74	627	2.64

Q19 How did you become aware of the link for this survey?

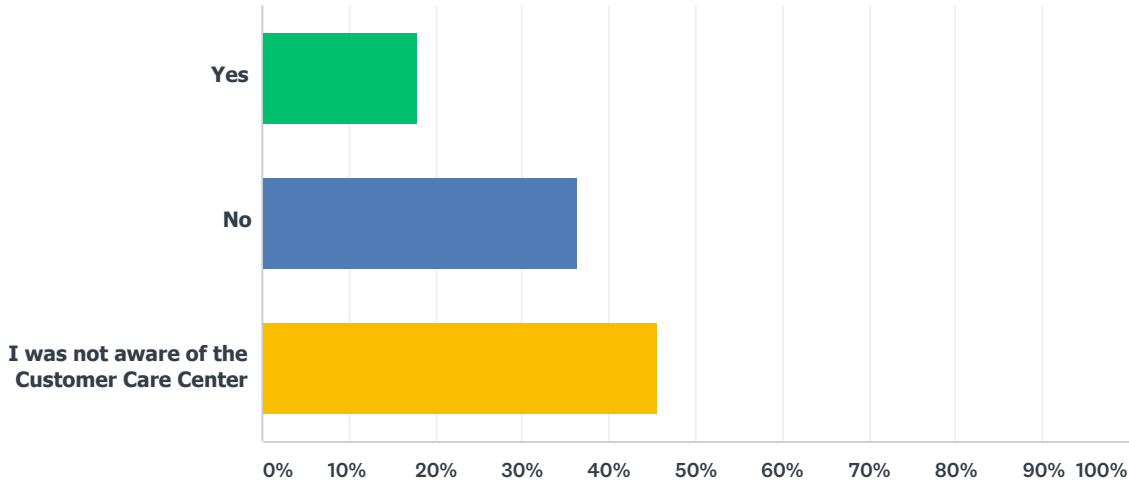
Answered: 617 Skipped: 98



ANSWER CHOICES	RESPONSES	
Electronic message boards	19.94%	123
Newspaper	18.64%	115
Television	7.46%	46
Website	8.10%	50
Twitter	1.46%	9
Email from PennDOT	24.31%	150
Other (please specify)	20.10%	124
TOTAL		617

Q20 Have you ever used PennDOT's Customer Care Center to submit a roadway concern? Customer Care Center Website

Answered: 613 Skipped: 102



ANSWER CHOICES	RESPONSES	
Yes	17.94%	110
No	36.38%	223
I was not aware of the Customer Care Center	45.68%	280
TOTAL		613