

## **PennDOT's Northwest Region Customer Survey Results**

The following charts and graphs show the results of the online customer survey conducted by the northwest region of the Pennsylvania Department of Transportation (PennDOT).

In all, 848 customers participated in the survey for PennDOT District 1's six-county service area, which consists of Crawford, Erie, Forest, Mercer, Venango, and Warren counties.

While the survey is anonymous, PennDOT offered customers the opportunity to leave their name and contact information if they wished to speak to a senior manager regarding any comments, issues or questions they might have. The option was chosen by more than 142 customers.

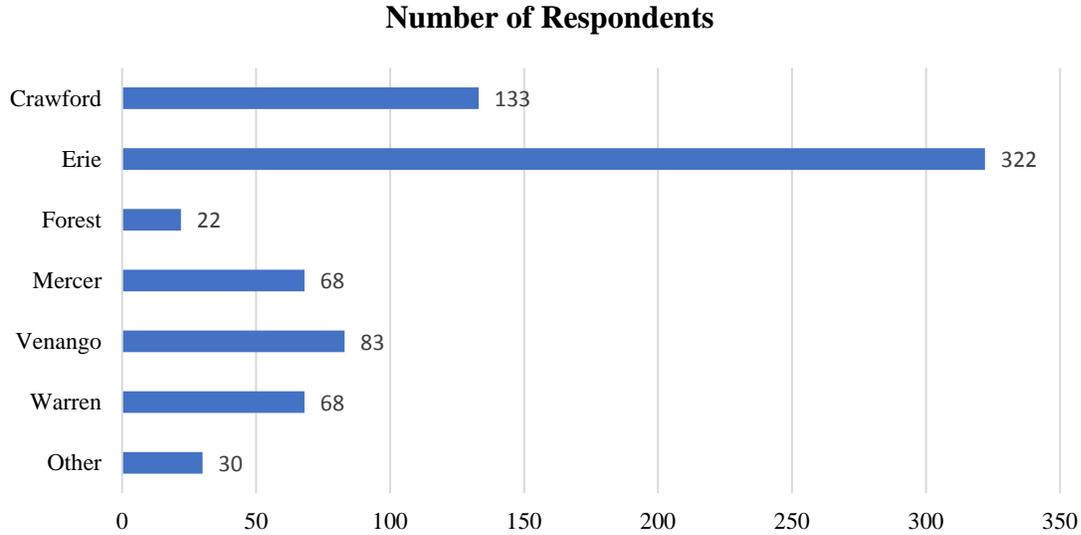
Additional areas of the survey allowed for individuals to leave comments. Concerns expressed in those portions of the survey ranged from routine maintenance tasks for certain roadways to larger policy and long-range planning decisions. Because of the open-ended nature of those questions, the answers are not included in the graphs below.

In the other portions of the survey, PennDOT asked customers to rank a variety of transportation priorities, such as road smoothness, traffic flow, construction, safety, and communications; and rate how PennDOT is performing in those areas.

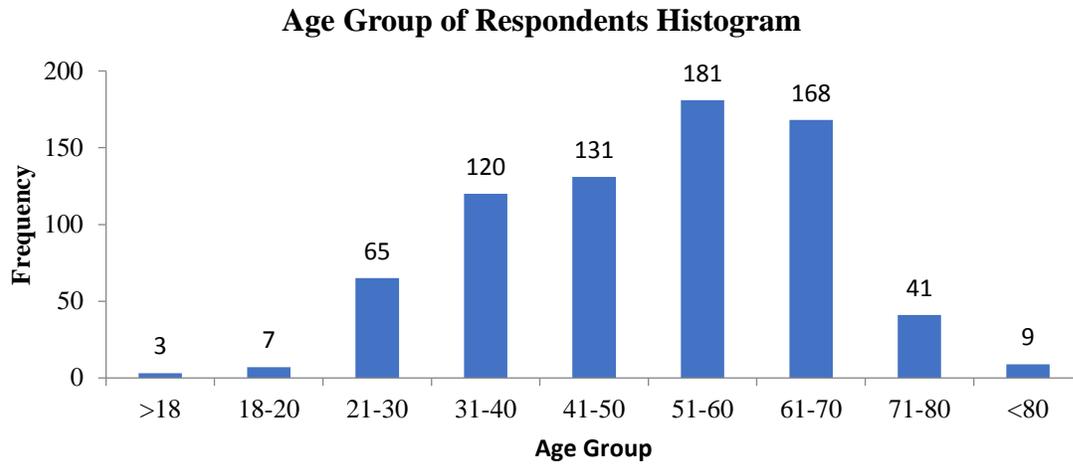
The survey was available from December 17, 2018, until February 4, 2019. It was prepared and conducted in-house, primarily through District 1's Information and Data Management Unit, as part of ongoing efforts by PennDOT to improve service to its customers.

# External Customer Survey

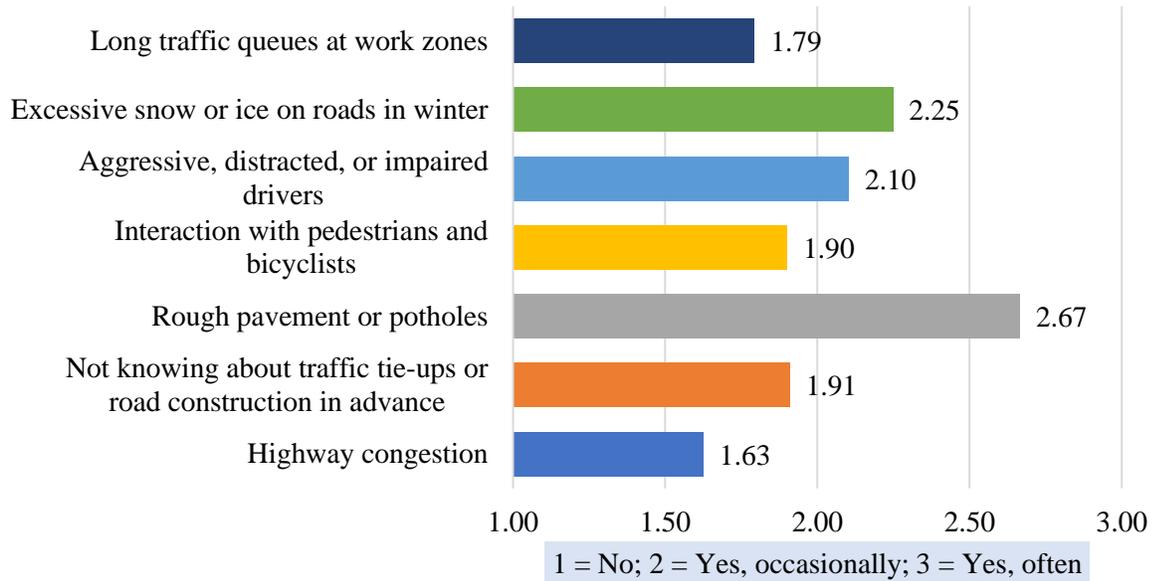
**Question 1:** In which county do you primarily live, work, or travel?



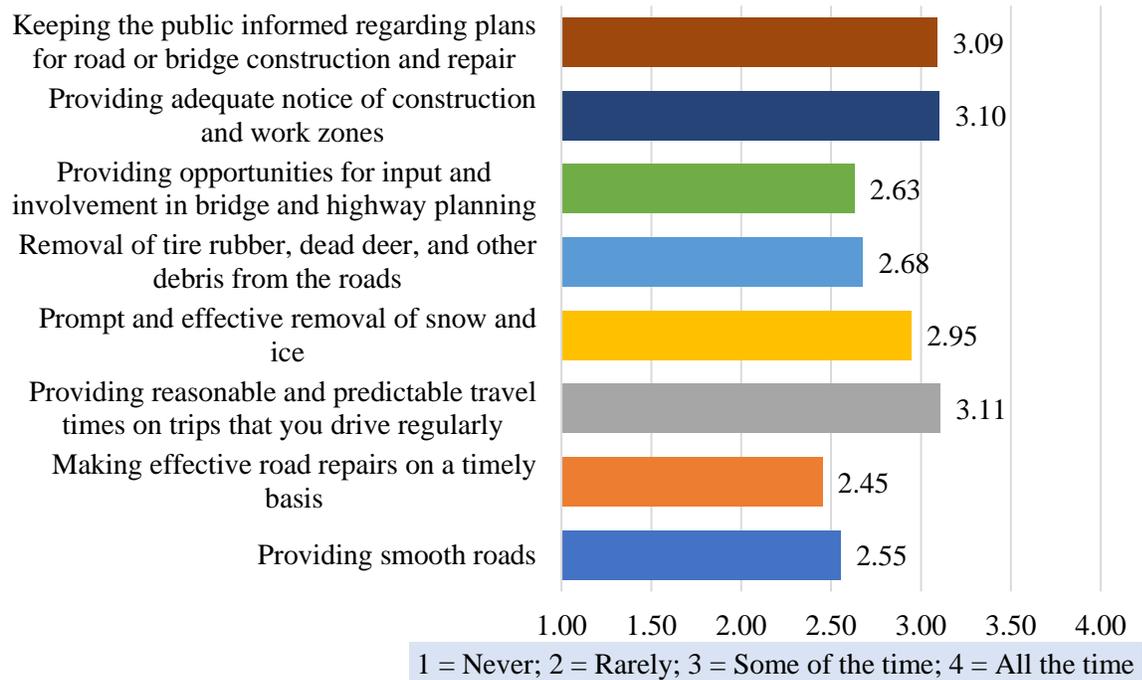
**Question 2:** Please indicate your age by selecting one of the following:



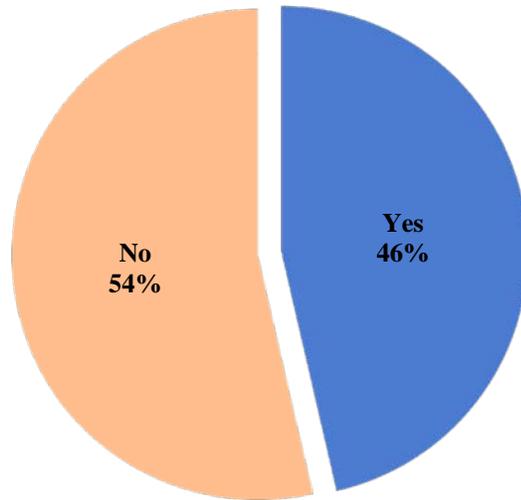
**Question 3:** In your daily travel, do you encounter any of the following:



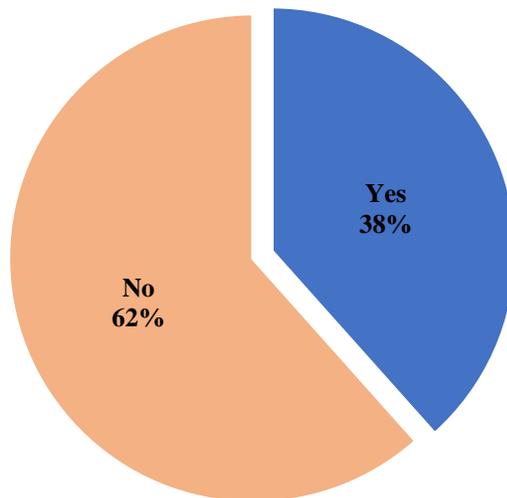
**Question 4:** How often does PennDOT meet or exceed your expectations in each of the following areas?



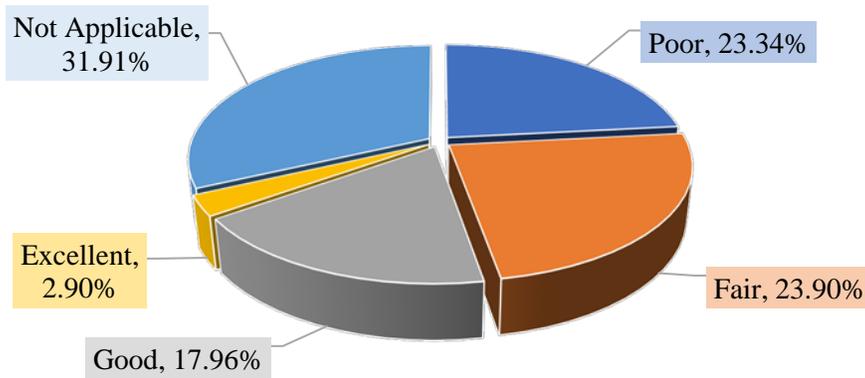
**Question 5:** Does PennDOT provide easy ways for customers to ask questions or file comments and complaints?



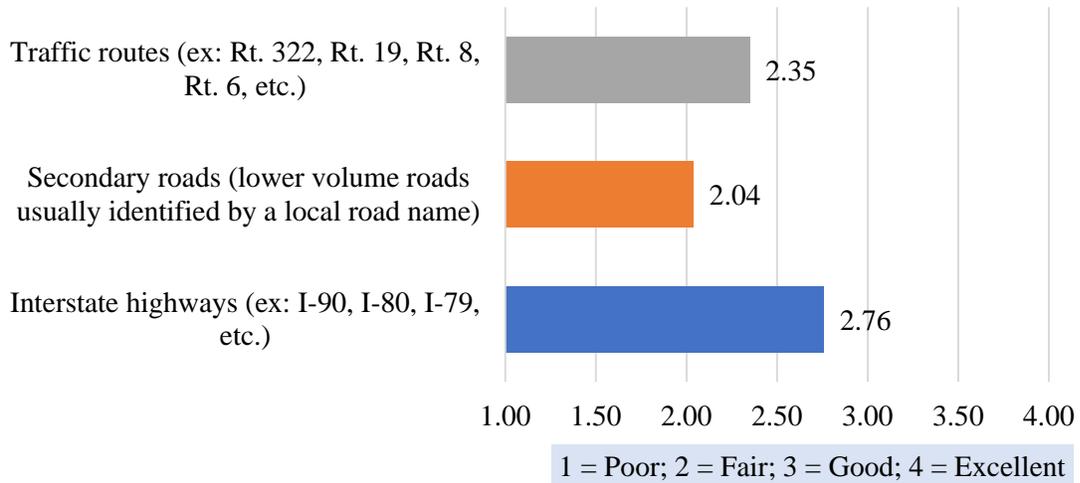
**Question 6:** Have you ever used PennDOT's Customer Care Center to submit a roadway concern? (<https://www.dot.state.pa.us/Internet/Web.nsf/contactusCCC?OpenForm>)



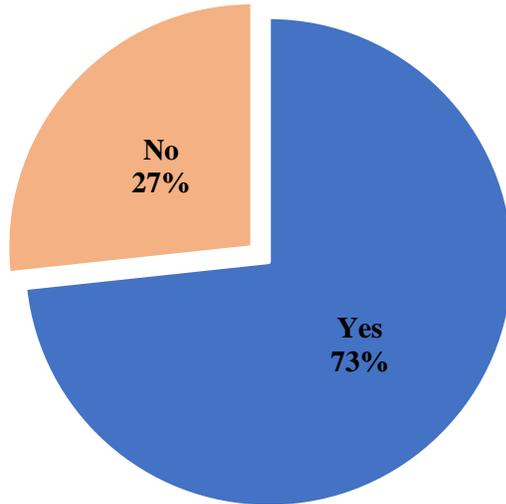
**Question 7:** How would you rate PennDOT's performance in working with customers to resolve issues, address concerns, and solve problems?



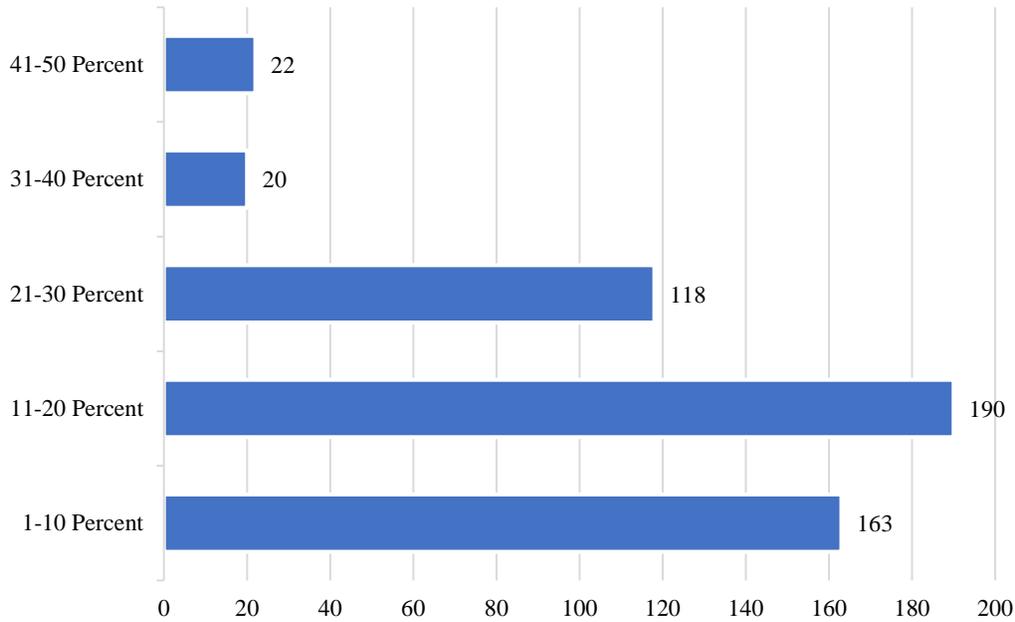
**Question 9:** How would you rate PennDOT's performance in maintaining the following?



**Question 10:** 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?

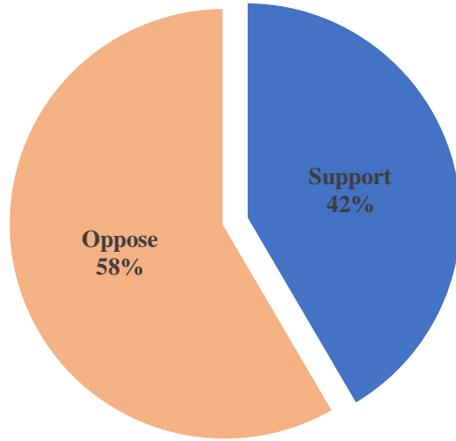


**Question 11:** How much extra would you be willing to have PennDOT pay to have work on roads or bridges done at night?



\*Note: Only respondents who answered “Yes” to Question 10 were prompted to answer Question 11.

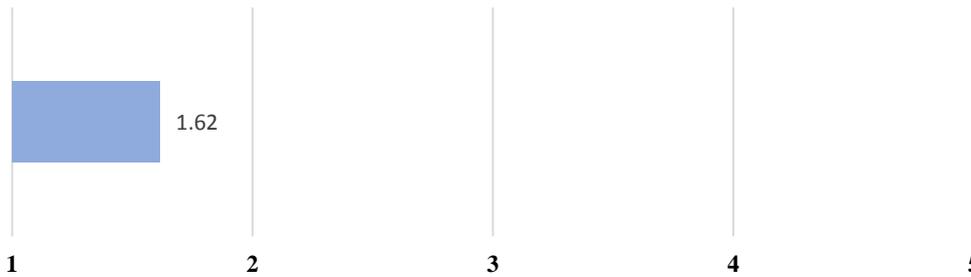
**Question 12:** Would you support improvements to sidewalks, pedestrian access, and/or bicycle lanes, even if it meant taking funding from some highway or bridge projects?



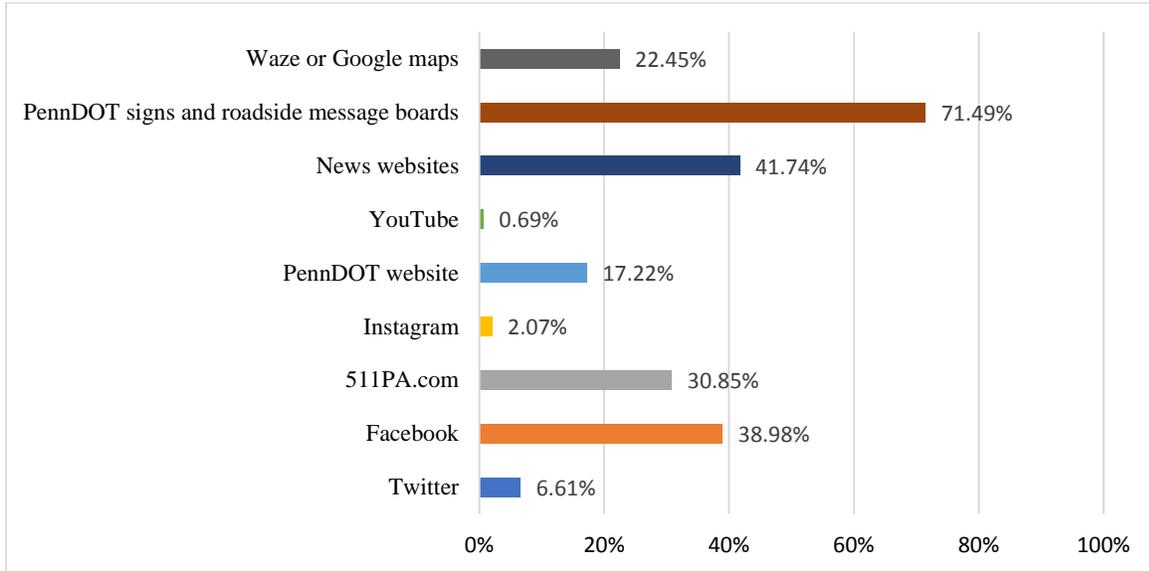
**Question 13:** On a scale of 1 (least safe) to 5 (most safe), please indicate how safe you feel as a pedestrian:



**Question 14:** 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:



**Question 15:** 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.



\*Note: we are not able to determine which category respondents chose first, second, or third. Therefore, the information is a total of all respondents in each category.

**Question 16:** 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.

**Average budget allocations for all respondents were as follows:**

| <b>District 1 Ranking</b>   |          |
|---|----------|
| Plowing and salting roads in winter   | \$ 18.05 |
| Summer road maintenance work (fixing potholes, drainage, crack-sealing roads)       | \$ 13.30 |
| Paving traffic routes (Example: Route 322, Route 19, Route 8, Route 6, etc.)        | \$ 13.06 |
| Paving interstate highways (Example: I-90, I-80, I-79, etc.)                        | \$ 12.29 |
| Replacing or repairing structurally deficient bridges                               | \$ 12.26 |
| Paving secondary roads (lower volume roads usually identified by a local road name) | \$ 10.35 |
| Signage and painted traffic lines on highways                                       | \$ 5.65  |
| Removing tire rubber, dead deer and other debris from highways                      | \$ 4.26  |
| Planning and designing highway projects   | \$ 4.13  |
| Providing sidewalks and access for pedestrians                                      | \$ 3.88  |
| Intermodal transportation efforts (aviation, railways, ports and waterways)         | \$ 2.77  |

A breakdown of answers given by respondents from individual counties were as follows:

**Crawford County Ranking**

|   |          |
|---|----------|
| Plowing and salting roads in winter   | \$ 16.68 |
| Paving traffic routes (Example: Route 322, Route 19, Route 8, Route 6, etc.)        | \$ 13.02 |
| Paving interstate highways (Example: I-90, I-80, I-79, etc.)                        | \$ 12.64 |
| Summer road maintenance work (fixing potholes, drainage, crack-sealing roads        | \$ 12.50 |
| Replacing or repairing structurally deficient bridges                               | \$ 12.26 |
| Paving secondary roads (lower volume roads usually identified by a local road name) | \$ 12.05 |
| Signage and painted traffic lines on highways                                       | \$ 5.57  |
| Planning and designing highway projects   | \$ 4.48  |
| Removing tire rubber, dead deer and other debris from highways                      | \$ 4.48  |
| Providing sidewalks and access for pedestrians                                      | \$ 3.57  |
| Intermodal transportation efforts (aviation, railways, ports and waterways)         | \$ 2.75  |

**Erie County Ranking**

|   |          |
|---|----------|
| Plowing and salting roads in winter   | \$ 17.40 |
| Summer road maintenance work (fixing potholes, drainage, crack-sealing roads        | \$ 13.96 |
| Paving interstate highways (Example: I-90, I-80, I-79, etc.)                        | \$ 12.74 |
| Replacing or repairing structurally deficient bridges                               | \$ 12.16 |
| Paving traffic routes (Example: Route 322, Route 19, Route 8, Route 6, etc.)        | \$ 11.62 |
| Paving secondary roads (lower volume roads usually identified by a local road name) | \$ 9.15  |
| Signage and painted traffic lines on highways                                       | \$ 6.20  |
| Providing sidewalks and access for pedestrians                                      | \$ 4.79  |
| Planning and designing highway projects   | \$ 4.37  |
| Intermodal transportation efforts (aviation, railways, ports and waterways)         | \$ 4.34  |
| Removing tire rubber, dead deer and other debris from highways                      | \$ 3.27  |

**Forest County Ranking**

|   |          |
|---|----------|
| Plowing and salting roads in winter   | \$ 28.77 |
| Summer road maintenance work (fixing potholes, drainage, crack-sealing roads        | \$ 13.86 |
| Paving traffic routes (Example: Route 322, Route 19, Route 8, Route 6, etc.)        | \$ 13.18 |
| Paving interstate highways (Example: I-90, I-80, I-79, etc.)                        | \$ 11.45 |
| Paving secondary roads (lower volume roads usually identified by a local road name) | \$ 10.23 |
| Replacing or repairing structurally deficient bridges                               | \$ 7.95  |
| Planning and designing highway projects   | \$ 4.18  |
| Removing tire rubber, dead deer and other debris from highways                      | \$ 3.73  |
| Providing sidewalks and access for pedestrians                                      | \$ 3.05  |
| Signage and painted traffic lines on highways                                       | \$ 2.59  |
| Intermodal transportation efforts (aviation, railways, ports and waterways)         | \$ 1.00  |

### **Mercer County Ranking**

|   |          |
|---|----------|
| Plowing and salting roads in winter   | \$ 20.12 |
| Replacing or repairing structurally deficient bridges                               | \$ 13.78 |
| Paving secondary roads (lower volume roads usually identified by a local road name) | \$ 12.42 |
| Paving traffic routes (Example: Route 322, Route 19, Route 8, Route 6, etc.)        | \$ 11.37 |
| Paving interstate highways (Example: I-90, I-80, I-79, etc.)                        | \$ 11.20 |
| Summer road maintenance work (fixing potholes, drainage, crack-sealing roads)       | \$ 11.20 |
| Signage and painted traffic lines on highways                                       | \$ 4.86  |
| Planning and designing highway projects   | \$ 4.37  |
| Providing sidewalks and access for pedestrians                                      | \$ 4.32  |
| Removing tire rubber, dead deer and other debris from highways                      | \$ 3.94  |
| Intermodal transportation efforts (aviation, railways, ports and waterways)         | \$ 2.42  |

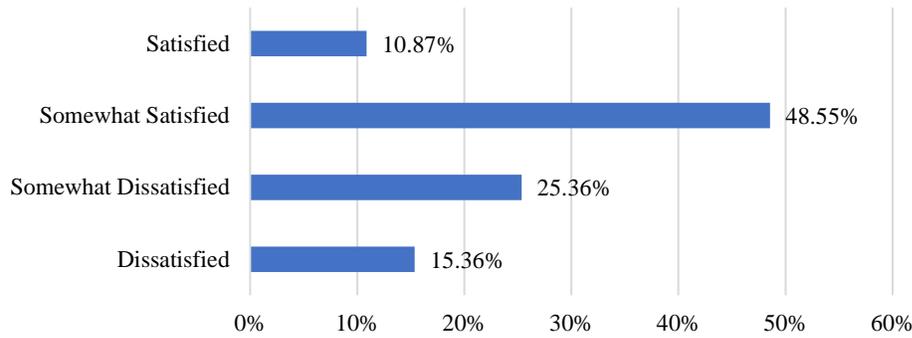
### **Venango County Ranking**

|   |          |
|---|----------|
| Plowing and salting roads in winter   | \$ 17.24 |
| Paving traffic routes (Example: Route 322, Route 19, Route 8, Route 6, etc.)        | \$ 15.47 |
| Replacing or repairing structurally deficient bridges                               | \$ 13.46 |
| Paving interstate highways (Example: I-90, I-80, I-79, etc.)                        | \$ 13.40 |
| Summer road maintenance work (fixing potholes, drainage, crack-sealing roads)       | \$ 12.78 |
| Paving secondary roads (lower volume roads usually identified by a local road name) | \$ 9.62  |
| Signage and painted traffic lines on highways                                       | \$ 4.78  |
| Removing tire rubber, dead deer and other debris from highways                      | \$ 4.67  |
| Planning and designing highway projects   | \$ 3.79  |
| Providing sidewalks and access for pedestrians                                      | \$ 2.49  |
| Intermodal transportation efforts (aviation, railways, ports and waterways)         | \$ 2.29  |

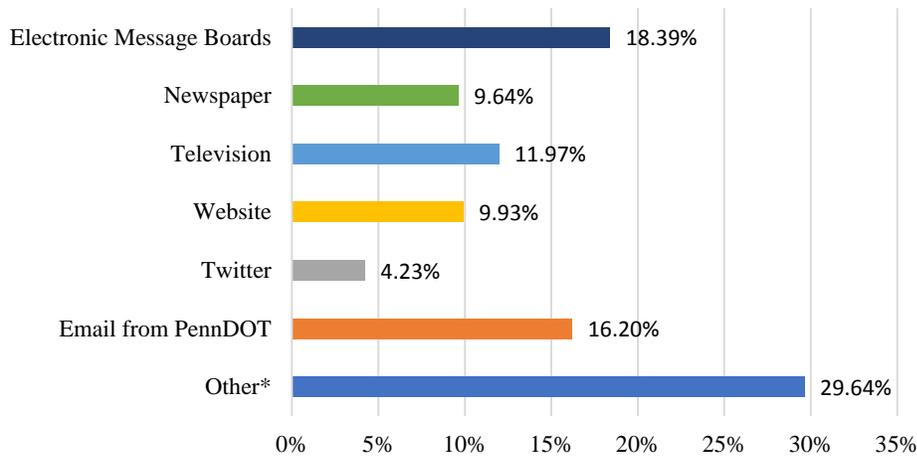
### **Warren County Ranking**

|   |          |
|---|----------|
| Paving traffic routes (Example: Route 322, Route 19, Route 8, Route 6, etc.)        | \$ 19.48 |
| Plowing and salting roads in winter   | \$ 18.72 |
| Summer road maintenance work (fixing potholes, drainage, crack-sealing roads)       | \$ 15.34 |
| Replacing or repairing structurally deficient bridges                               | \$ 11.46 |
| Paving secondary roads (lower volume roads usually identified by a local road name) | \$ 10.18 |
| Paving interstate highways (Example: I-90, I-80, I-79, etc.)                        | \$ 8.94  |
| Signage and painted traffic lines on highways                                       | \$ 5.36  |
| Removing tire rubber, dead deer and other debris from highways                      | \$ 3.76  |
| Planning and designing highway projects   | \$ 2.55  |
| Providing sidewalks and access for pedestrians                                      | \$ 2.22  |
| Intermodal transportation efforts (aviation, railways, ports and waterways)         | \$ 1.99  |

**Question 17: How would you rate your overall satisfaction with PennDOT?**



**Question 20: How did you become aware of the link for this survey?**



\*Note: Other category included respondent entered responses, such as Google, Facebook other than PennDOT, online news sources, radio, emails other than PennDOT, Chamber of Commerce, and Representative offices.