



Satisfaction Survey Results

Annual Meeting, July 18th

The Urban Construction Initiative



Satisfaction Survey



- Survey Goal: measure qualitative program success
 - ▣ Two surveys developed for locality and VDOT
 - ▣ Both focus on:
 - communication
 - process/program
 - flexibility
 - achieving transportation goals
 - UCI Direction and Progress

Satisfaction Survey (con't)



- Survey distributed to approximately 60 members; received 30 responses, 15 Local, 15 VDOT
- New questions in this year's survey
- Survey results indicated:
 - ▣ program successes
 - ▣ areas for improvement
 - ▣ common ground between VDOT and localities

Locality Results

- Responses consistent with 2012 results
- **Is UCI on the right path? 80% agree**
- Highlights:
 - ▣ Nearly half of respondents have more than 5 years of UCI experience.
 - ▣ Localities indicated that they would benefit from more flexibility in Revenue Sharing and Environmental Requirements.
 - ▣ Funding and Staffing issues are limiting Localities from pursuing UCI Certification.
 - ▣ Federal Aid and Streamlining Measures are areas that Localities indicate need more training in order for the UCI to be successful.
 - ▣ Consider a bi-annual UCI Meeting opposed to tri-annual.
 - ▣ Involvement in UCI is not as beneficial as it once was

Locality Results



- Survey included new questions about UCI involvement and the Certification process
 - ▣ Roles in Project Delivery under UCI
 - ▣ Experience with UCI Projects
 - ▣ VDOT Flexibility/ Areas of Improvement
 - ▣ Attendance at VDOT Training
 - ▣ Locality Project/Program Limitations
 - ▣ Locality Certification Process
 - ▣ Local Programs Workshop Attendance

New Questions



- ❑ Staff role in delivering projects?
- ❑ Experience working with UCI projects?
- ❑ Adjust meeting format?
- ❑ What areas could VDOT provide more flexibility?
- ❑ What is limiting your locality in pursuing certification?
- ❑ Interest in Local Program Workshop?
- ❑ Additional Training focus and availability?

Locality Results



- Staff role in delivering projects?
 - ▣ 60% program or project managers
 - ▣ 40% municipal leadership (e.g., Town/City manager, Public Works Director, etc.)
- Experience working with UCI projects?
 - ▣ 60% have 3+ years
 - ▣ 40% has 3 years or less
- Adjust meeting format?
 - ▣ Tri-annual to bi-annual; 53.3%

Locality Results



- What is limiting your locality in pursuing certification?
 - ▣ Funding and staffing primary reasons (93.4%)
 - ▣ Application process (6.7%)

- What areas could VDOT provide more flexibility?
 - ▣ Top five areas:
 - Civil Rights
 - Program Management
 - Financial/Billing
 - Pre-award audit
 - Revenue Sharing

Locality Results



- Interest in Local Program Workshop?
 - 53% did not or were not aware of the program last year
 - 92% planning or considering attending this fall

VDOT Results



- Similar findings as from localities
 - Responses from VDOT staff remained fairly consistent (15 responses)
 - Confidence that certification is the right direction dropped by 5.7%
 - Belief that UCI program and processes to streamline project delivery increased by 15.3%

New Questions



- Role managing/coordinating project?
- Experience coordinating projects?
- Number of UCI projects coordinated?
- Familiarity with UCI process?
- Meeting format?
- Is certification a good “fit” for localities?

VDOT Results



- Role managing/coordinating project?
 - ▣ 67% project sponsor/coordinator/liasion
 - ▣ 33% district/functional area leader
- Experience coordinating UCI projects?
 - ▣ 53% have 1-3 years experience
 - ▣ 33% have 3-10 years experience
 - ▣ 13% have 10+ experience
- Familiarity with UCI process?
 - ▣ 80% have intermediate to advanced understanding

VDOT Results



- Number of projects coordinated:
 - 0-80+: 66% managing 40+ projects
- Experience with UCI projects:
 - 50% have had at least 1.5 years (same as 2012)
- Meeting format?
 - 67% bi-annual; 33% tri-annual
- Is certification a good “fit” for localities?

Certification Program



- Localities: do you feel certification process as presented will assist in project delivery?
 - 2012: 3.54
 - 2013: 2.93 (12% decrease)
- Agree that certification will assist in local project delivery (VDOT):
 - 2012: 87.5 %
 - 2013: 73.3%

What does it mean?



- Budgetary realities at state and local levels
 - ▣ additional funding for new projects
- New interest in UCI – it is still relevant?
 - ▣ New member localities
- Organizational challenges
 - ▣ VDOT project workload and experience
- Communication is still occurring between VDOT and localities, but room for improvement
- Certification not intended for all localities

Where to go from here?



- ▣ Individual locality goals = program goals
- ▣ Go to bi-annual meeting format
- ▣ Consider increasing training opportunities in specific areas
 - civil rights
 - program and construction management
 - environmental requirements
 - general federal aid requirements
- ▣ Continue development of “12 Month Goals”
 - Evaluation of our business plan(s)
 - Incorporating All methodologies into the LAP Manual!



Questions?