



Satisfaction Survey Results

Annual Meeting, July 12th

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 29 responses, 13 Local, 16 VDOT
- Survey results indicated:
 - ▣ program successes
 - ▣ areas for improvement
 - ▣ common ground between VDOT and localities

Locality Results

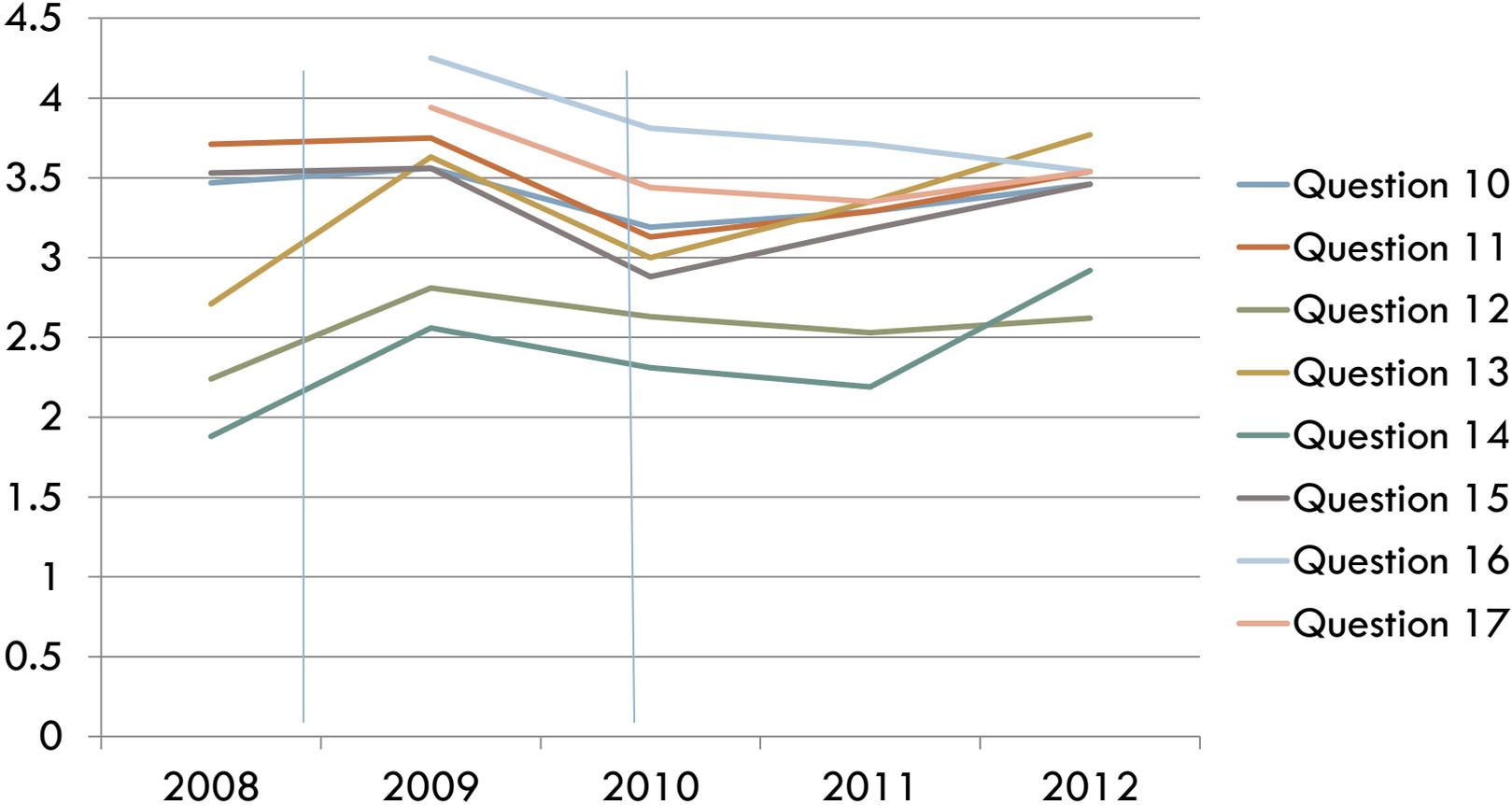
- Responses trending **upward** from 2011 results
- **Is UCI on the right path? 85% say it is**
- Highlights:
 - ▣ Perception of VDOT staff availability ↑ 31% from 2011
 - ▣ Understanding policies/procedures ↑ 9% from 2011
 - ▣ Belief that UCI provides flexibility ↑ 28% from 2011

Locality Results

- Survey included new questions about best ways communication can occur between localities and VDOT
 - ▣ Program/Project Coordination Meetings: Monthly/Quarterly
 - ▣ Short Seminars/Webinars: Quarterly
 - ▣ Phone calls and E-mails
 - ▣ Quarterly/Annual Meetings: Tri-Annually
 - ▣ Website: Monthly
 - ▣ Lessons Learned: Monthly/Quarterly
 - ▣ Newsletter Updates: Monthly/Quarterly

Locality Results

Questions 10-17 Results



VDOT Results

- Similar findings as from localities
 - ▣ Responses from VDOT staff increased by 33% (12-16)
 - ▣ 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%

VDOT Results

- New Questions
- Number of projects managed:
 - ▣ 0-1 20+; UCI comprises small number of projects
- Experience with UCI projects:
 - ▣ 50% have had at least 1.5 years

Certification Program

- Certification movement was prioritized based on 2011 satisfaction survey
- Is your locality pursuing certification?
 - ▣ Yes – 35.3%(6) in 2011; 7.7%(1) in 2012
 - ▣ No – 23.5%(4) in 2011; 76.9%(10) in 2012
 - ▣ Maybe – 41.2%(7) in 2011; 15.4%(2) in 2012

Certification Program

- Localities: certification will assist in project delivery (up 5.7% from 2011), but minority pursuing certification
- VDOT: 87.5 % agree that certification will assist in local project delivery

What does it mean?

- Budgetary realities at state and local levels
 - ▣ Uncertainty that the legislature is willing or able to develop sustainable revenue streams for transportation
 - ▣ Potential interest in UCI for localities
 - ▣ Frustration of local government with state governments
- Still feeling effects of the “blueprint”
 - ▣ VDOT Staff Training is desirable
- Communication is still occurring between VDOT and localities, but room for improvement

Where to go from here?

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



Questions?