

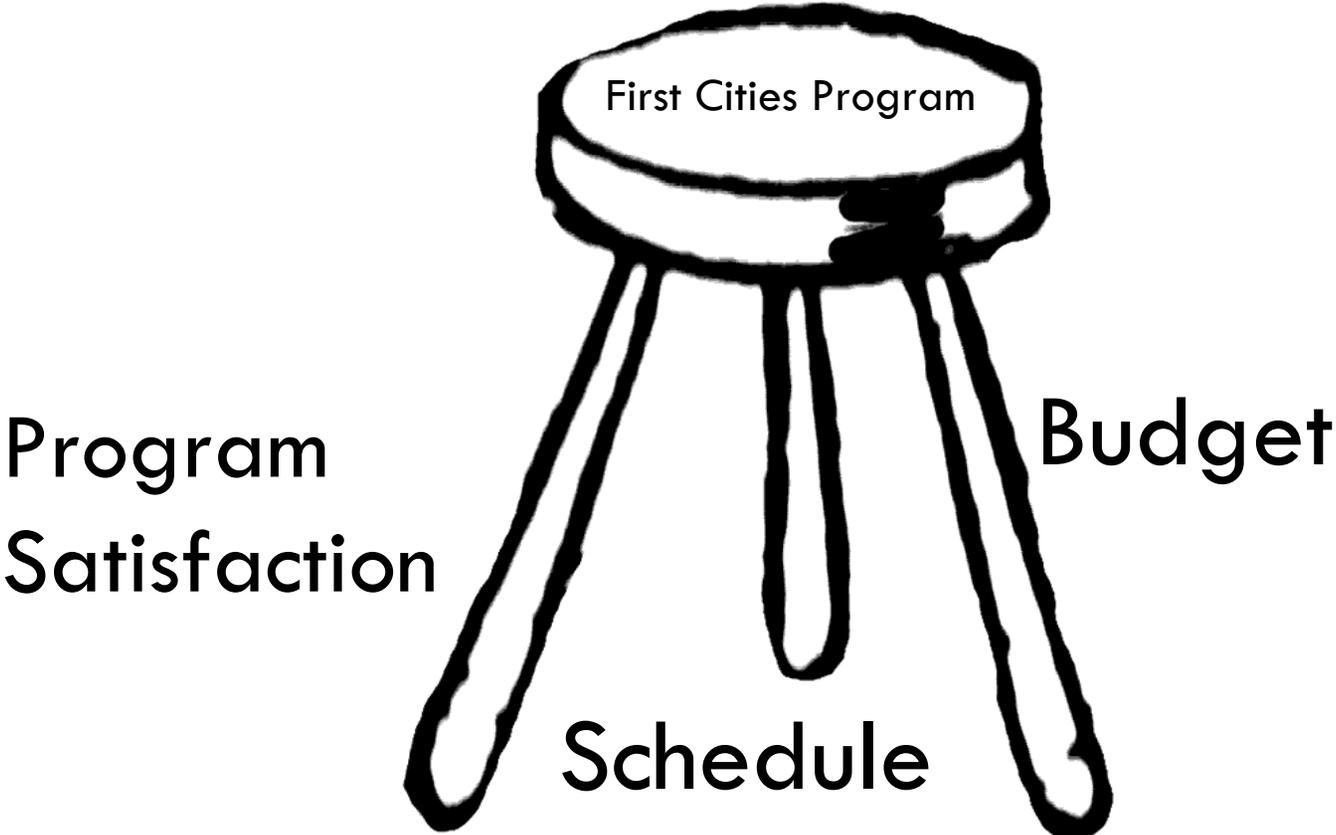


SATISFACTION SURVEY RESULTS

Annual Meeting: Hampton
July 28, 2011



Three-legged stool



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
- Survey results indicated:
 - ▣ program successes
 - ▣ areas for improvement
 - ▣ common ground between VDOT and localities

Locality Results



- Responses trending downward from previous year
 - Overall satisfaction with communication and information from VDOT has dropped by 41.2%
 - Confidence that certification is the right direction dropped 2.6%
 - Perception that UCI involvement improves project delivery has dropped 3.8%
 - Perception regarding the availability of VDOT staff has dropped 20%

VDOT Results



- Similar findings as from localities
 - ▣ Responses from VDOT staff dropped by 20%
 - ▣ 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%

Certification Program



- Certification movement was prioritized based on 2011 satisfaction survey
- Is your locality pursuing certification?
 - ▣ Yes – 35.3%
 - ▣ No – 23.5%
 - ▣ Maybe – 41.2%

What does it mean?



- Budgetary realities at state and local levels
- Significant changes at VDOT
- Program lull after successful year in 08-09

- Good communication is still occurring between VDOT and localities

Where to go from here?



- ▣ Individual locality goals = program goals
- ▣ Consider increasing training opportunities in specific areas
 - civil rights
 - program management
 - materials requirements
 - general federal aid requirements
- ▣ Take advantage of group achievements
 - Encourage and support localities that are moving forward with certification



Questions?