

Final Report

Public Input to TxDOT Strategic Direction: Polling

prepared for

Texas Department of Transportation



prepared by

Cambridge Systematics, Inc.

September 2009

Table of Contents

Executive Summary	ES-1
Importance of Highway Travel in Texas	ES-1
Alignment with Public Priorities	ES-2
Priority Goal Areas	ES-2
Opportunities for Improvement	ES-2
1.0 Introduction	1-1
1.1 Poll Format and Respondent Demographics	1-1
1.2 Results Processing	1-4
1.3 Report Organization	1-5
2.0 Travel Behavior and Use of the Texas Transportation System	2-1
2.1 Registered Vehicles and Household VMT	2-1
2.2 Use of Texas' transportation facilities and services	2-3
2.3 Factors That Influence Travel Behavior	2-5
3.0 Impressions of Transportation in Texas and TxDOT Services	3-1
3.1 Condition of the State's Transportation system	3-1
3.2 Impressions of TxDOT	3-3
4.0 Prioritizing TxDOT Goals and Funding Allocation	4-1
4.1 Prioritizing TxDOT Values, Goals, and Strategies	4-1
4.2 Funding Allocation Priorities	4-4
5.0 Summary and Conclusions	5-1
Appendix A	
Survey Design and Implementation Plan	
Appendix B	
Polling: Geographic Stratification	
Appendix C	
Verbatim Poll Responses	

List of Tables

Table 4.1 TxDOT's Current Funding Allocation.....4-4

List of Figures

Figure 1.1 Geographic Distribution of Survey Respondents.....	1-2
Figure 1.2 Respondent Age Distribution.....	1-3
Figure 1.3 Respondent Gender Distribution.....	1-3
Figure 1.4 Respondent Job Status.....	1-4
Figure 1.5 Number of Years Living in Texas.....	1-4
Figure 2.1 Registered Vehicles per Household.....	2-1
Figure 2.2 Average Annual Household VMT.....	2-2
Figure 2.3 Anticipated Change in VMT over the Next 12 Months.....	2-2
Figure 2.4 Use of Texas' Transportation Facilities over the Past Year.....	2-3
Figure 2.5 Percent of Respondents Using the Transportation Service or Facility Daily or Almost Daily.....	2-4
Figure 2.6 Percent of Respondents Who Never Use the Service or Facility.....	2-4
Figure 2.7 Anticipated Change in Usage over the Next 10 Years.....	2-5
Figure 2.8 Reasons for Changing Travel Frequency or Mode.....	2-6
Figure 3.1 Importance of Government-Provided Transportation Services.....	3-1
Figure 3.2 Condition of the State's Transportation System Compared to Five Years Ago.....	3-2
Figure 3.3 Condition of the State's Transportation System Compared to Other States.....	3-3
Figure 3.4 Satisfaction with TxDOT-provided Services.....	3-4
Figure 3.5 Satisfaction with TxDOT Services Based on Experience or Word of Mouth.....	3-6
Figure 3.6 Overall Impression of TxDOT.....	3-6
Figure 4.1 TxDOT Values and Strategies.....	4-2
Figure 4.2 Importance of TxDOT Goals.....	4-3
Figure 4.3 Top Five Goal Priorities.....	4-4
Figure 4.4 Current vs. Proposed Funding Allocation.....	4-5

Executive Summary

The Texas Department of Transportation (TxDOT) Government and Public Affairs (GPA) Division commissioned Cambridge Systematics to conduct a statewide poll to obtain public input on transportation in Texas. The poll sampled Texas residents to identify public perceptions related to the following:

- Travel behavior and the use of the Texas transportation system;
- Impressions of transportation in Texas and TxDOT services; and
- Prioritization of TxDOT goals and allocation of funding.

Information gathered from the poll will provide input into the Department's strategic planning process and help the agency establish new measurable and attainable goals for inclusion in the 2011-2015 Strategic Plan.

Based on the findings of the statewide poll, several common themes and conclusions emerged:

- Highway travel is the predominant mode of transport in Texas.
- In general, TxDOT's highway focus aligns with public priorities.
- TxDOT's priority goals should focus on reducing congestion, preserving and maintaining the system, improving efficiency and reliability, and improving transportation safety.
- Opportunities for improvement include timely completion of transportation projects, increased responsiveness to public input, increased fiscal responsibility and accountability, and more consideration of alternative transportation modes.

The following sections highlight the key findings and supporting poll results to support each conclusion.

IMPORTANCE OF HIGHWAY TRAVEL IN TEXAS

Highway travel is the most common mode of transport in Texas. With 99 percent of Texas households having access to one or more vehicles, Texans rely considerably on highways and personal vehicles for their travel needs. Almost 75 percent of the respondents travel on the state's highways several times a week or more. Nearly half of the respondents indicated they use the highways daily or almost daily, far surpassing the usage frequency of all other modes. Similarly, looking ahead to the future, Texas residents anticipate little change on average in their travel behavior over the next 10 years. Given the predominance of highway travel in the state, maintaining the state's highways and bridges should remain a key focus area for TxDOT in the years ahead.

ALIGNMENT WITH PUBLIC PRIORITIES

In general, TxDOT's highway focus aligns with public priorities. Given the state's dependence on highways, Texas residents on average place greater emphasis on highway expenditures than investments in other modes and services. When asked to rate the importance of various government-provided transportation services, respondents identified highway-related services, such as bridge and pavement maintenance, safety programs, capacity expansion, and litter control, to be more important than non-highway modes.

When asked to rate how well TxDOT is accommodating the state's transportation needs, respondents generally agreed that TxDOT is satisfactorily maintaining the state's highways and bridges and keeping highways safe and clean. A majority of respondents (56 percent) consider Texas highways to be in better condition than highways in other states. As a result, 40 percent of respondents indicated that they were either satisfied or very satisfied with TxDOT's overall performance, while an additional 36 percent were neutral or did not have an opinion either way.

PRIORITY GOAL AREAS

While respondents indicated that a broad range of goals should be important to meet the state's transportation needs, four key focus areas emerged as priority goals for TxDOT:

- Reduce congestion;
- Preserve and maintain the system;
- Improve efficiency and reliability; and
- Improve transportation safety.

A majority of respondents listed these four goals among the top of their transportation priority lists. These goals closely align with TxDOT's current goals outlined in the 2009 to 2013 Strategic Plan: reduce congestion, enhance safety, expand economic opportunity, improve air quality, and preserve the value of transportation assets. Reaffirming these goals as clear priorities underscores their importance as TxDOT continues its on-going strategic planning process.

OPPORTUNITIES FOR IMPROVEMENT

Stressing the importance of fiscal responsibility and accountability, respondents identified several opportunity areas for TxDOT to improve overall customer satisfaction, such as completing highway projects on time, being more responsive to public input, and making better use of funding. Similarly, while Texas residents stress the importance of highway mobility and safety in the state, many also realize the importance of alternative transportation modes such

as transit and intercity passenger rail. Nearly 60 percent of respondents indicated that it is somewhat or extremely important for state government to provide transit and intercity passenger rail services. However, respondents were generally dissatisfied with the state's urban and rural transit services and a majority of respondents (59 percent) feel that Texas' intercity passenger rail system has fallen behind other states. The average rating for urban and rural public transit in Texas was slightly worse than systems in other states as well.

1.0 Introduction

The Texas Department of Transportation (TxDOT) Government and Public Affairs (GPA) Division commissioned Cambridge Systematics (CS) to conduct a statewide poll to obtain public input on transportation in Texas. Designed to help guide TxDOT's on-going strategic planning process, the polling activities were part of a larger public outreach initiative involving focus groups, town hall meetings, and stakeholder workgroups facilitated by other parties. Information gathered during the public outreach process will provide input to help the agency establish new measurable and attainable goals for inclusion in the 2011-2015 Public Strategic Plan.

The polling component of the public outreach initiative sampled Texas residents to identify public perceptions related to the following:

- Travel behavior and the use of the Texas transportation system;
- Impressions of transportation in Texas and TxDOT services; and
- Prioritization of TxDOT goals and allocation of funding.

The results of the public polling effort provide statewide insights into the public's expectations, views, and priorities for transportation in Texas.

1.1 POLL FORMAT AND RESPONDENT DEMOGRAPHICS

CS developed the poll content in coordination and collaboration with TxDOT and the other public outreach activities. The poll questions were designed primarily as specific, closed-ended questions asking respondents to agree/disagree, rate, or prioritize a series of given responses. The final survey questionnaire and implementation plan is included in Appendix A.

CS contracted with Harris Interactive Service Bureau (HISB), an Internet Panel polling service provider, to conduct the statewide poll. Using the Harris Poll Online database (comprised of panel members that have agreed to participate in periodic HISB online surveys), HISB distributed the poll via email to a sample of Texas residents with the goal to receive at least 1,200 completed surveys.¹ The poll was conducted in August 2009.

¹ For opt-in surveys and polls, it is important to note that respondents were not randomly selected from among the total population, but rather from among those who took the initiative or agreed to volunteer to be a respondent in an array of surveys. Thus, the potential survey respondents are not simply Spam email recipients—they are a controlled group of Internet users that have agreed to receive invitations to periodic surveys.

The intent of the poll was to summarize the opinions and priorities of the general public living in Texas. To capture the geographic diversity of the state’s population, the team distributed the survey equally among three geographic strata:

- Texas counties within large metropolitan statistical areas (MSAs) with populations greater than 500,000 (Dallas/Fort Worth Metroplex, Houston-Galveston, San Antonio, Austin-Round Rock, El Paso, and McAllen);
- Texas counties within MSAs with populations less than 500,000; and
- Non-metropolitan Texas counties.

Appendix B identifies the counties included in each of the three categories. We received over 400 completed surveys from each geographic category, exceeding our target of 1,200 total respondents. Figure 1.1 illustrates the geographic distribution of survey respondents throughout the state.

Figure 1.1 Geographic Distribution of Survey Respondents

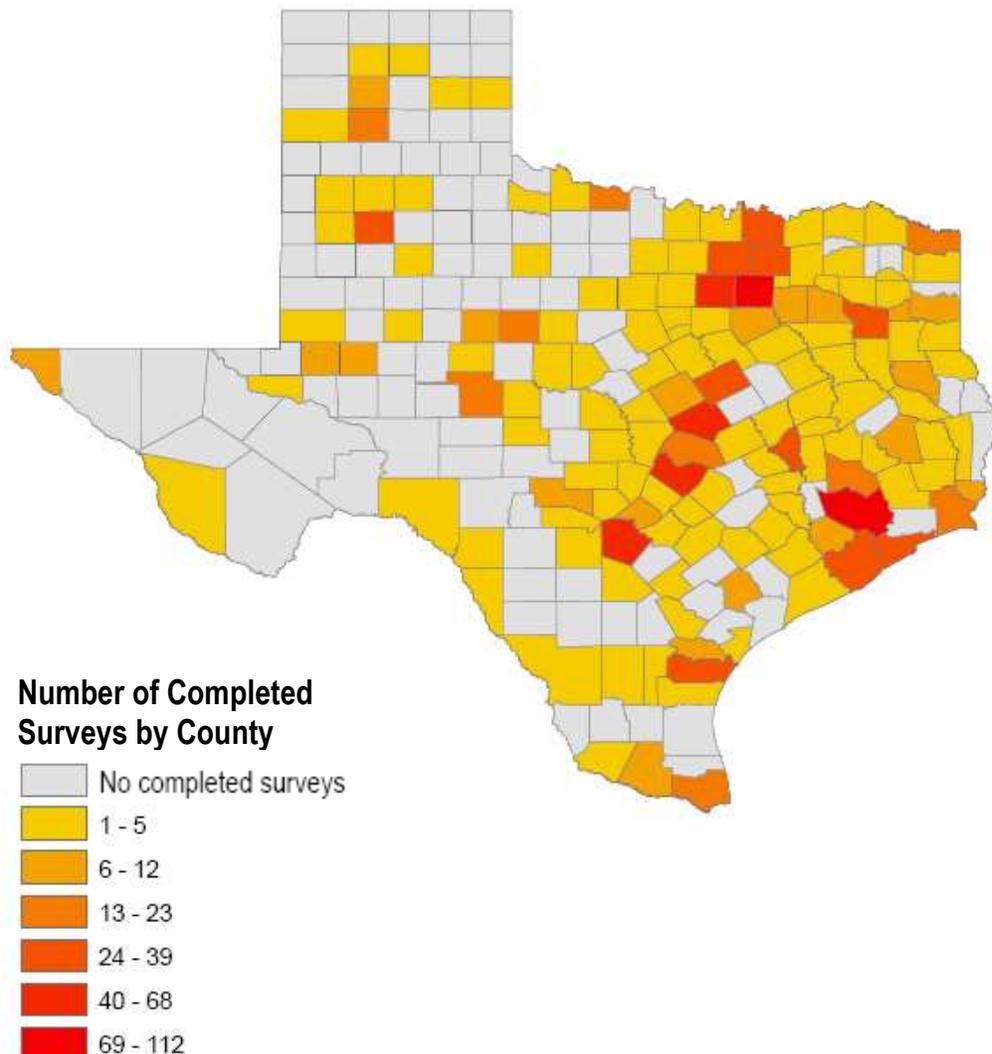


Figure 1.2 and 1.3 illustrate the age and gender distribution of the online poll respondents, respectively. The 60 to 69 age demographic had the highest response rate, accounting for 29 percent of the completed surveys. A slightly larger proportion of males (54 percent) participated in the survey than females (46 percent).

Figure 1.2 Respondent Age Distribution

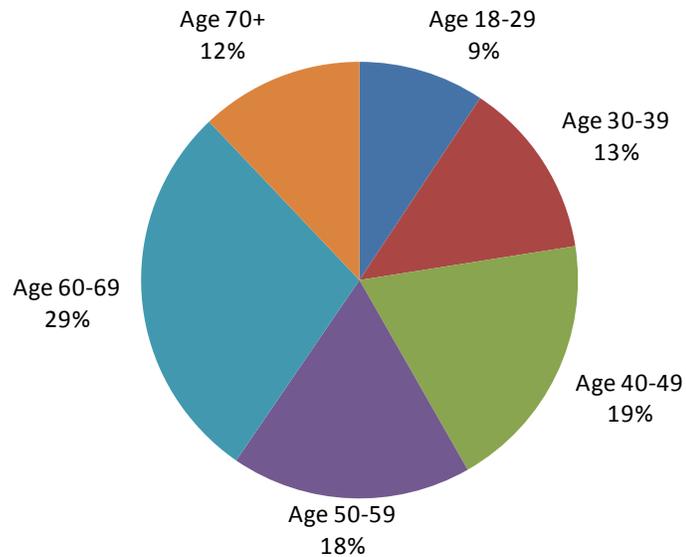
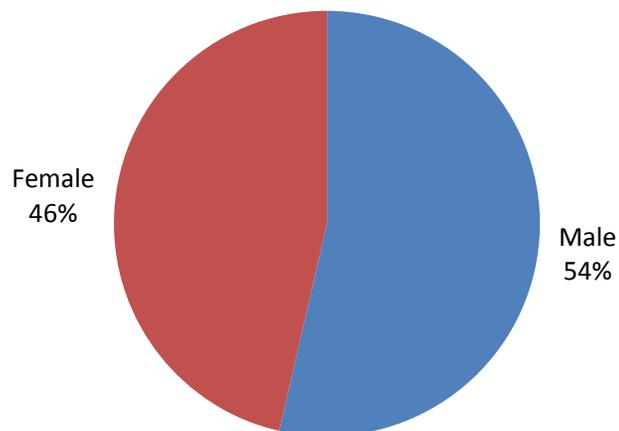


Figure 1.3 Respondent Gender Distribution



As shown in Figure 1.4, 47 percent of respondents were employed full time, while an additional eight percent were employed part time. Over one quarter of the respondents were retired and seven percent were unemployed.

Nearly three-fourths of the respondents (74 percent) have lived in Texas more than 20 years (Figure 1.5). While over one-third (38 percent) of the respondents

have lived in Texas more than 40 years, only five percent have lived in Texas less than five years.

Figure 1.4 Respondent Job Status

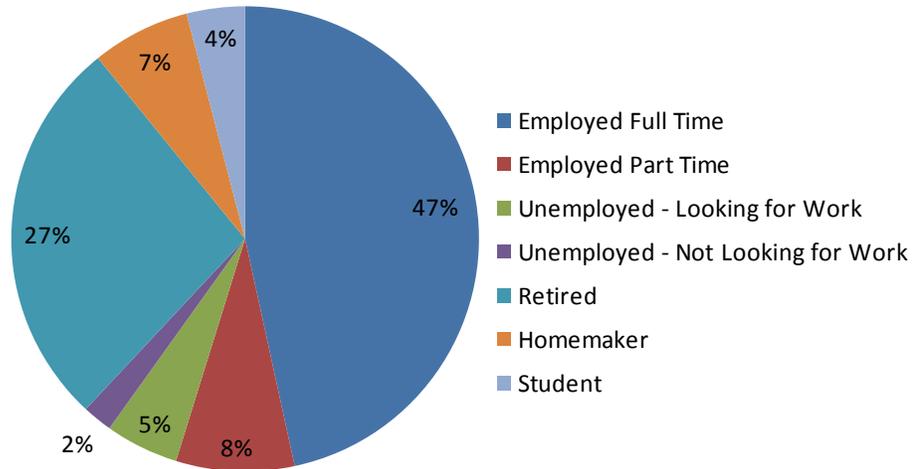
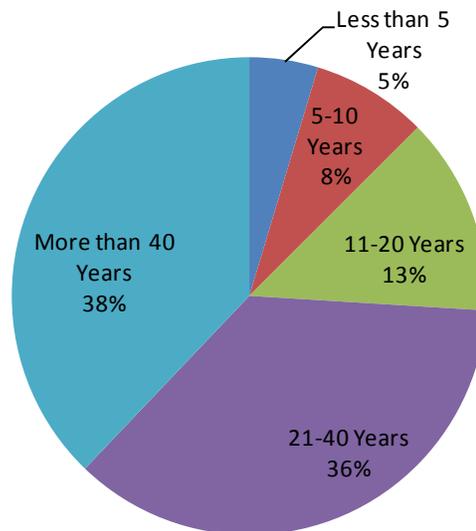


Figure 1.5 Number of Years Living in Texas



1.2 RESULTS PROCESSING

Upon completion of the poll, we scanned the survey results to identify any questionable or problematic records before synthesizing and analyzing the results. Polls that were completed too quickly to allow adequate time for the

respondent to read each question and provide a meaningful response were flagged and removed.² Similarly, we flagged and removed questionable records that maintained the same answer pattern for all rating questions and non-meaningful verbatim responses to open-ended questions. For response patterns such as these, it is likely that the respondent simply filled in the survey to get the incentive offered by HISB.³

After removing erroneous records from the dataset, we compared the demographic characteristics of our remaining sample to the overall demographic characteristics of the Texas population using statewide distributions for age, gender, and county populations, etc. We then weighted the survey responses appropriately to be representative of the general Texas population.

While most of the poll questions involved closed-ended responses to allow for quantitative analysis of the results, several of the poll questions solicited open-ended responses by inviting respondents to explain their views or provide additional comments. We categorized the responses according to common themes and have included the verbatim responses in Appendix C.

1.3 REPORT ORGANIZATION

This report summarizes the results of the online poll, organized as follows:

- **Section 2.0, Travel Behavior and the Use of the Texas Transportation System**, characterizes how Texans currently use the state's transportation facilities, including frequency and mode, and influences that could potentially change their travel behaviors in the future;
- **Section 3.0, Impressions of Transportation in Texas and TxDOT Services**, summarizes overall impressions of the condition of the Texas transportation system and how well TxDOT is meeting the state's transportation needs and expectations;
- **Section 4.0, Prioritizing TxDOT Goals and Funding Allocation**, rates the importance of numerous goal-oriented statements and funding categories to identify focus areas and priorities for the agency; and
- **Section 5.0, Summary and Conclusions**, identifies common themes from the poll responses.

² The average response time to complete poll was approximately 20 minutes, although poll durations varied from one minute to three hours. We found the minimum poll duration required to provide meaningful answers to each question to be eight minutes.

³ Harris Interactive uses a multi-pronged incentive strategy using various combinations and quantities of sweepstakes, cash, points, and instant access to non-proprietary research results. This approach appeals to a broad range of respondent motivations while decreasing the likelihood that incentives will affect data quality.

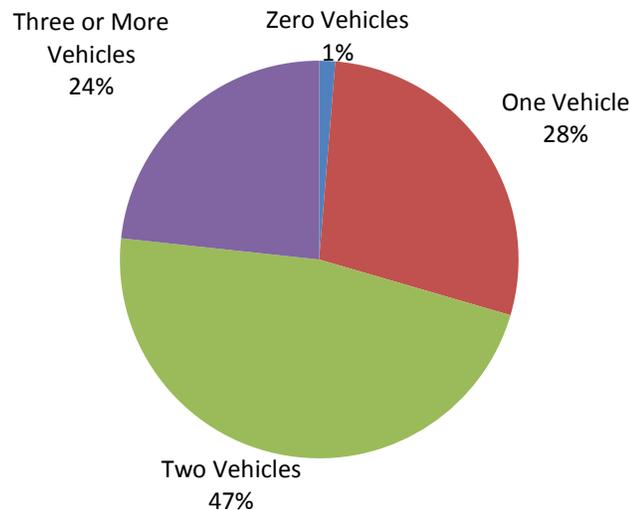
2.0 Travel Behavior and Use of the Texas Transportation System

This section describes vehicle ownership and annual usage, characterizes the extent to which state residents use various components of the state's transportation system, and identifies the degree to which potential factors would change how people travel in the future.

2.1 REGISTERED VEHICLES AND HOUSEHOLD VMT

The availability of personal vehicles within a household plays a large role in determining the way that people travel and the amount that they travel. In Texas, the poll found that 99 percent of Texas households have at least one registered vehicle (Figure 2.1). The one percent of Texas households without a vehicle is considerably lower than the nine percent national average.⁴ The high prevalence of vehicles among Texas households is a strong indicator of the importance of highway travel in the state.

Figure 2.1 Registered Vehicles per Household



Given Texas' large population, high vehicle availability, and large geographic area, Texas is second only to California in annual vehicle miles traveled (VMT).⁵

⁴ Bureau of Transportation Statistics, *Transportation Statistics Annual Report 2008*, http://www.bts.gov/publications/transportation_statistics_annual_report/.

⁵ Federal Highway Administration, *Highway Statistics 2007*, Table VM-2, October 2008.

Nationwide, the average licensed driver travels approximately 15,000 vehicle miles per year.⁶ Figure 2.2 illustrates the annual VMT of Texas households with access to a vehicle. While the poll found that 29 percent of Texas households drive less than 5,000 miles per vehicle per year, approximately 15 percent drive more than the national average. When asked to anticipate their change in total miles driven over the next 12 months, nearly three-fourths of the respondents expect VMT to remain the same (Figure 2.3).

Figure 2.2 Average Annual Household VMT

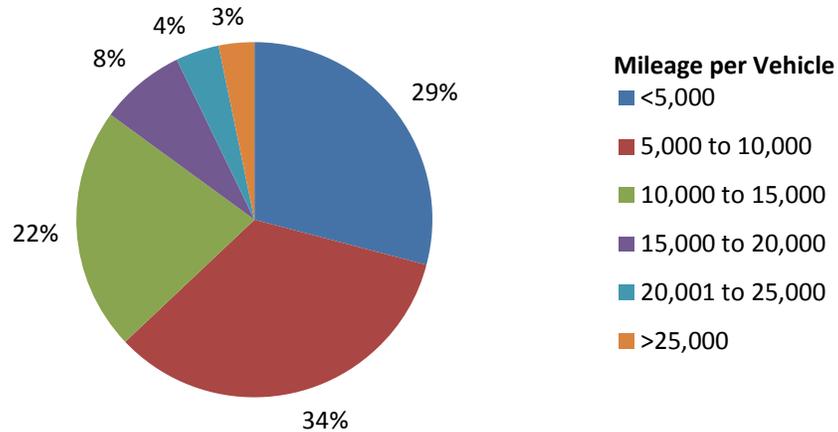
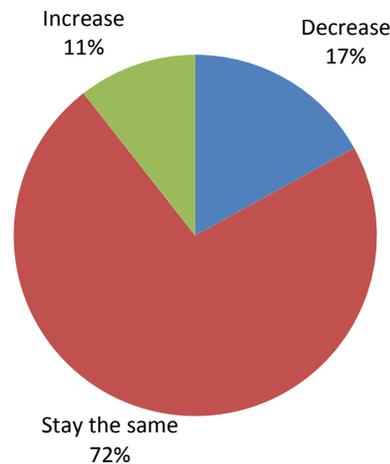


Figure 2.3 Anticipated Change in VMT over the Next 12 Months



⁶ Federal Highway Administration, *Our Nation's Highways: 2008*, <http://www.fhwa.dot.gov/policyinformation/pubs/pl08021/index.cfm>

2.2 USE OF TEXAS' TRANSPORTATION FACILITIES AND SERVICES

The poll asked respondents to indicate how frequently they personally use a variety of transportation facilities and services in Texas, including highways, airports, ferries, rail service, and transit. Highway travel is the most common mode of transport in Texas. When respondents were asked to rate their usage of various transportation modes and facilities over the past year, the frequency of highway usage (including Interstate, U.S., and state highways) far surpassed all other modes. As shown in Figure 2.4, almost 75 percent of the respondents travel on the state's highways several times a week or more. Nearly half of the respondents use the highways daily or almost daily (Figure 2.5), while only four percent indicated that they never use the highways (Figure 2.6). Facilities that connect to (or are adjacent to) the state's highways, such as toll roads, rest areas, and Travel Information Centers, were also among the most frequently used, although Texas residents use these facilities less than once a month on average. Commercial aviation, used by Texas residents an average of several times a year, was the most common alternative to passenger vehicle travel. Ninety percent or more of the respondents indicated that they never use intercity passenger rail (AMTRAK), general aviation airports, intercity bus service (Greyhound), rural public transit, or special dedicated bus or van service for senior citizens and the disabled.

Figure 2.4 Use of Texas' Transportation Facilities over the Past Year

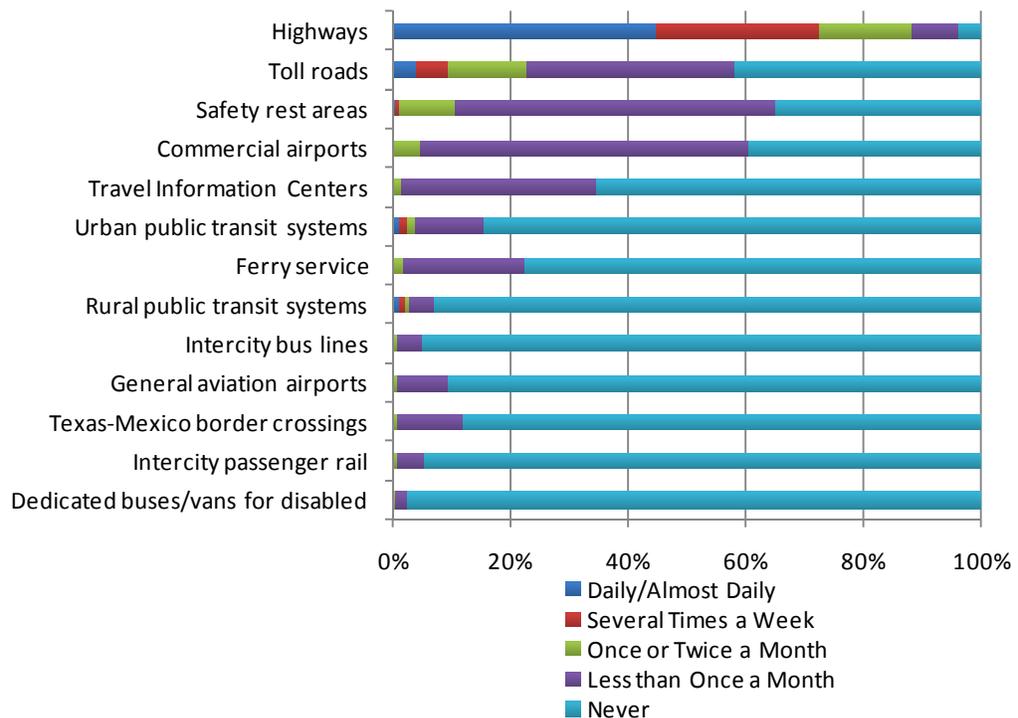


Figure 2.5 Percent of Respondents Using the Transportation Service or Facility Daily or Almost Daily

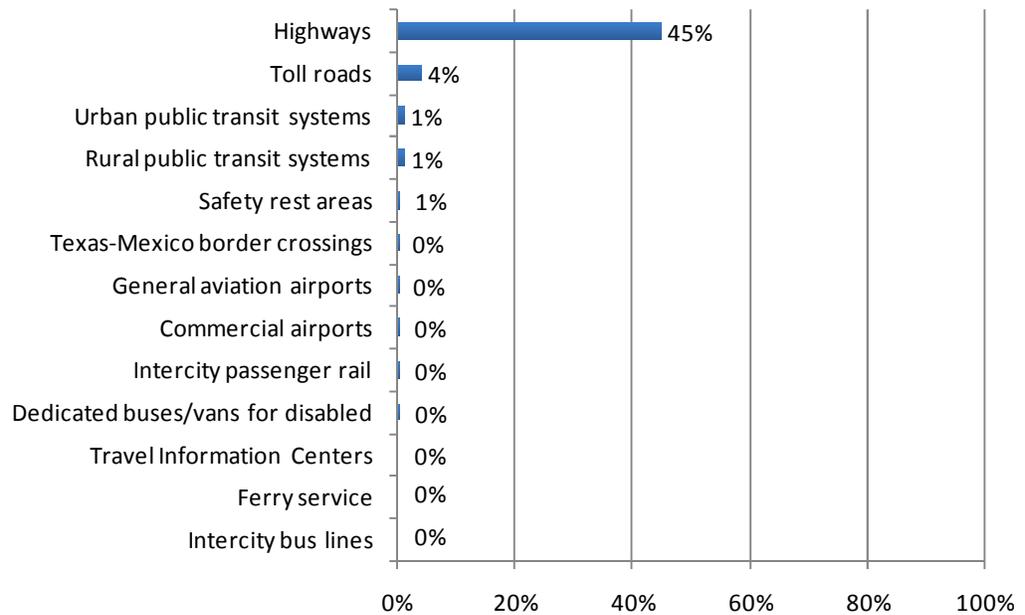
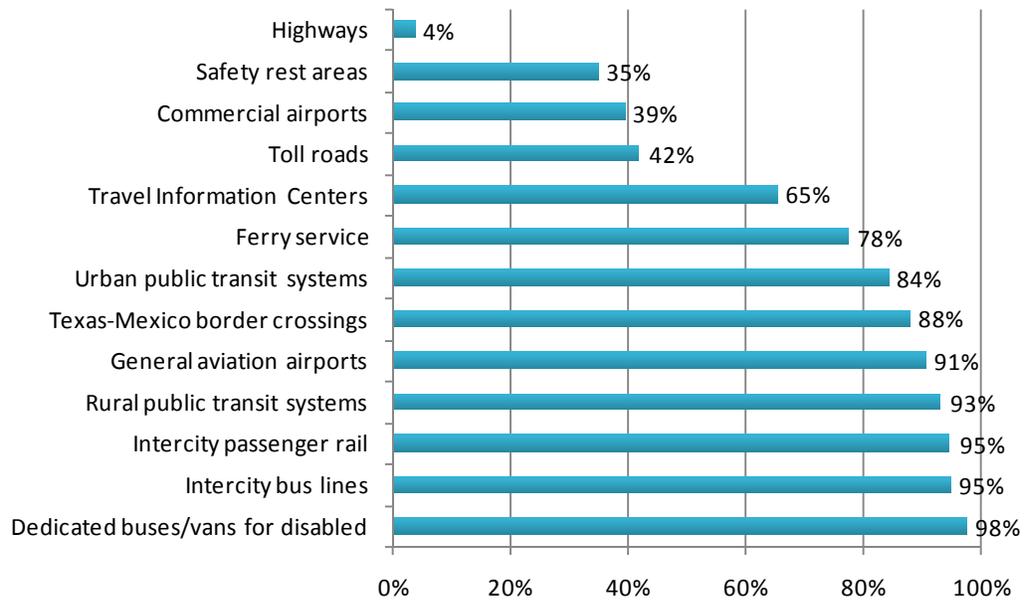
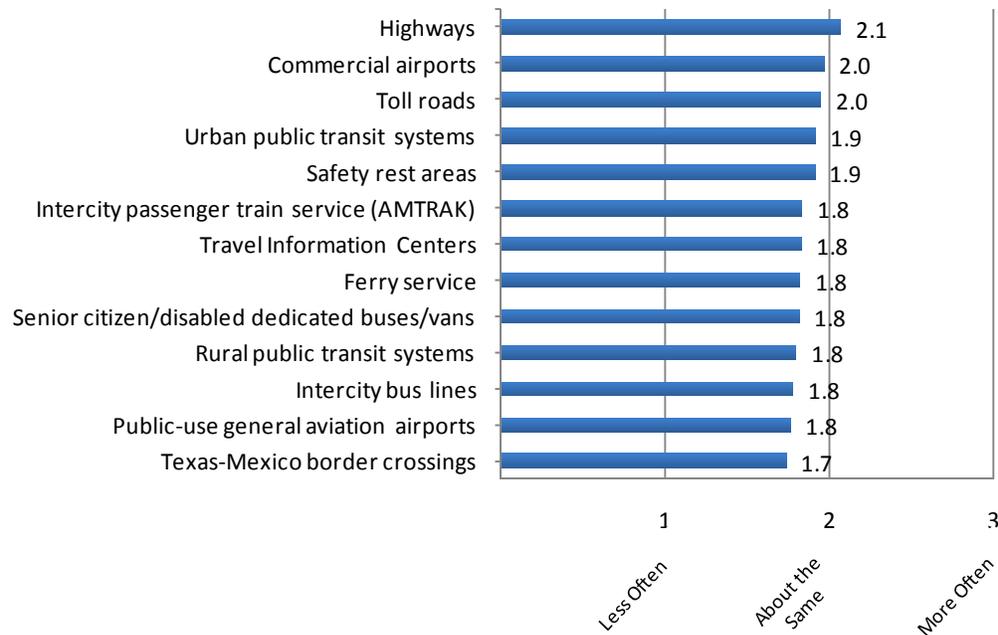


Figure 2.6 Percent of Respondents Who Never Use the Service or Facility



When asked to consider how their usage of the system may change over the next 10 years, the respondents anticipated little fluctuation. As shown in Figure 2.7, Texas residents expect to use highways slightly more over the next 10 years, with commercial aviation and toll road usage remaining about the same. Respondents also foresee a slight reduction in their use of all other modes and services, including transit, rail, ferries, and intercity bus service.

Figure 2.7 Anticipated Change in Usage over the Next 10 Years



Note: A value of 2.0 is the baseline representing the frequency of current usage. Ratings over 2.0 indicate that, on average, respondents expect to use the facility more in the next 10 years than present. Conversely, ratings under 2.0 indicate usage is expected to decline over the next 10 years.

2.3 FACTORS THAT INFLUENCE TRAVEL BEHAVIOR

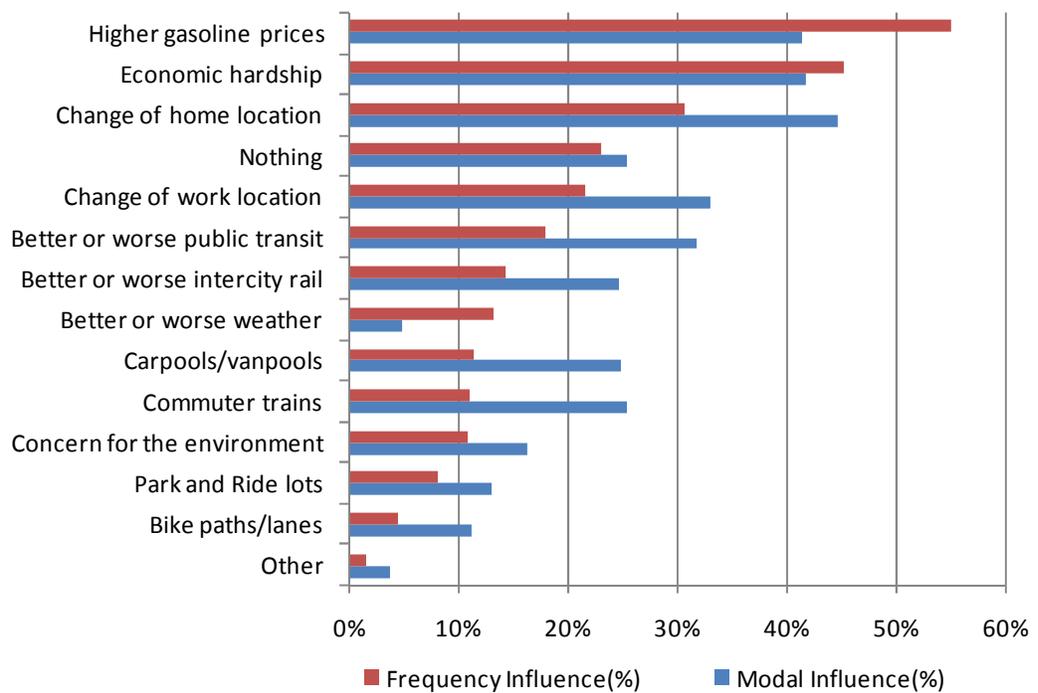
A variety of factors influence the decisions people make when selecting their mode of transportation. Home and work location, income, and availability of transportation alternatives all play a part. Some people may live in a remote location with limited transportation alternatives, while others simply cannot afford to buy a car and must rely on public transportation. Some people actively seek out alternative modes of transportation, such as bicycling, carpooling, or public transit, while others rely solely on their personal automobile for their day-to-day activities.

As described in the previous section, Texas residents rely considerably on highways and personal automobiles for their travel needs. The poll asked respondents to identify which conditions, if any, would change their preferred mode of transportation or how frequently they traveled from place to place. As shown in Figure 2.8, financial burdens such as higher gasoline prices or

economic hardship would have the biggest effect on how frequently people go places. Approximately 55 percent of people indicated that higher gasoline prices would encourage them to travel less frequently, while economic hardship would influence the travel behaviors of approximately 45 percent of respondents. The factors that would be least likely to change how frequently Texas residents travel include concern for the environment, availability of park-and-ride lots, and bike facilities.

In addition to influencing the frequency of travel, Figure 2.8 indicates that gasoline prices play an important part in determining which mode of transportation Texas residents select to use. Home and work locations are also influential. Topping the list of reasons that influence mode choice, 45 percent of respondents indicated that a change in home location could encourage them to shift to a different transportation mode. Similarly, modifications to public transit and intercity rail services would encourage approximately 32 percent and 25 percent of Texas residents, respectively, to consider changing modes.

Figure 2.8 Reasons for Changing Travel Frequency or Mode



Several respondents contributed additional categories for “other” that would influence their mode or frequency decisions. Common responses included:

- Disability or change in health;
- Availability of transit service in rural areas;
- Automobile availability or condition;
- Availability of alternative fuels; and

- Change in employment status (retirement, unemployment, or new employment).

Despite the potential changes listed in Figure 2.8, one in four respondents indicated that nothing would encourage them to change the mode or frequency of their travel. The travel behavior of these residents would likely remain the same despite any modifications to other modes or changing economic factors.

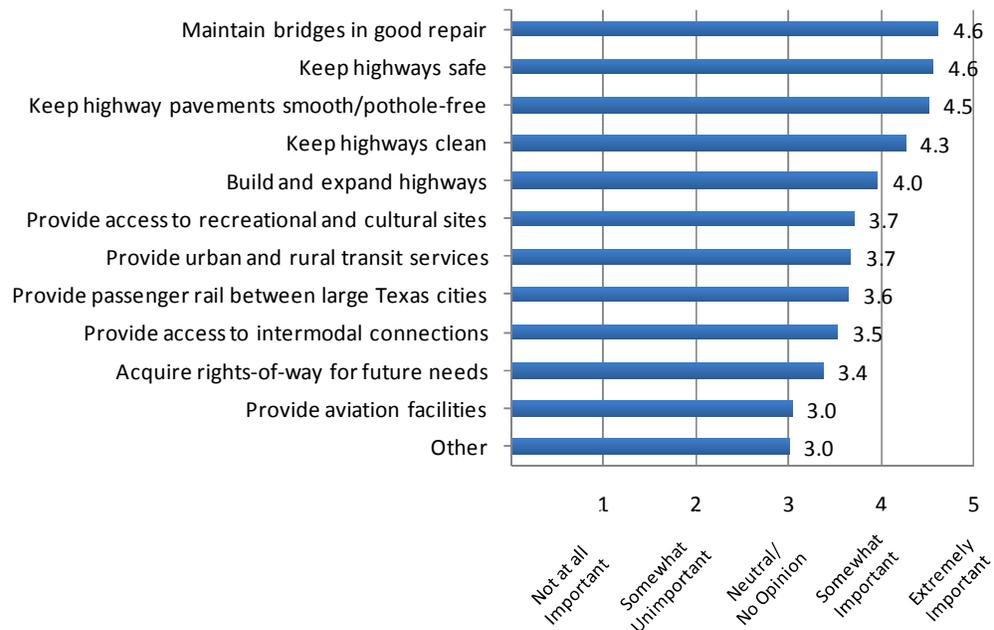
3.0 Impressions of Transportation in Texas and TxDOT Services

This section focuses on two distinct, but related topics: the condition of the state's transportation system in general and the performance of TxDOT in providing transportation services to the state, specifically.

3.1 CONDITION OF THE STATE'S TRANSPORTATION SYSTEM

This section of the poll began by asking respondents to identify which transportation services are important for state government to provide. Using a rating scale from one to five as shown in Figure 3.1, respondents identified bridge maintenance, highway safety, and pavement maintenance as the three most important government-provided transportation services. Following these top priorities, respondents indicated that keeping highways clean should be slightly more important than building and expanding highways. While still rated as important, respondents placed less emphasis on all of the non-highway transportation services, such as transit, intercity passenger rail, and aviation.

Figure 3.1 Importance of Government-Provided Transportation Services

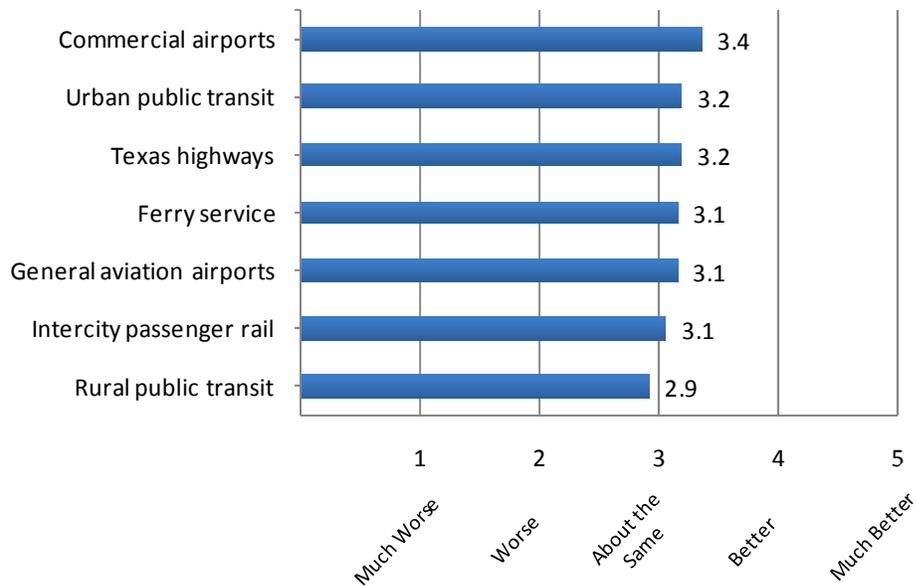


In addition to the list of services presented in Figure 3.1, several respondents identified suggestions for “other” transportation services that the state government should provide. These services include:

- Providing bicycle facilities;
- Encouraging smart growth and reducing sprawl; and
- Accommodating truck traffic by providing dedicated truck lanes and rest areas.

The poll went on to ask respondents to rate the current condition of the state’s transportation system compared to five years ago and compared to other states’ transportation systems they have experienced. If a respondent did not have experience with a particular mode, did not live in Texas five years ago to know how the condition had changed, or has not had experience with other states, they did not provide a rating. As a result, the sample size behind the rating for each mode in Figure 3.2 and Figure 3.3 will vary accordingly.⁷ For example, while nearly 97 percent of the survey respondents are familiar with the state’s highways, approximately half of the respondents indicated that they have not had experience with public-use general aviation airports or the ferries operating in Port Aransas and Galveston-Port Bolivar.

Figure 3.2 Condition of the State’s Transportation System Compared to Five Years Ago

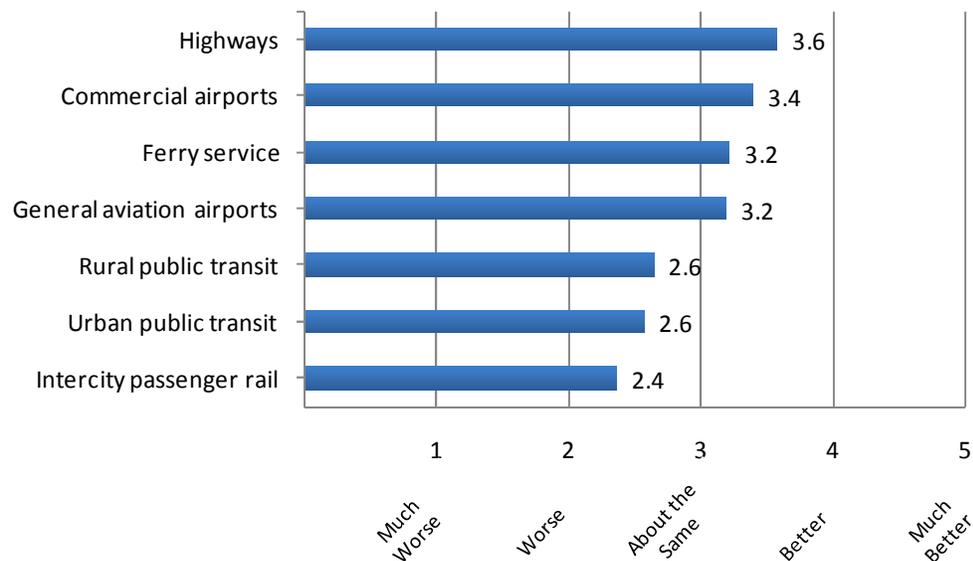


⁷ Given the variable sample sizes for each mode, the results in Figure 3.2 and Figure 3.3 are not weighted to reflect statewide estimates.

In general, the respondents that were familiar with each mode indicated that the condition of the system has not changed dramatically over the last five years. Using a one to five rating scale (Figure 3.2), respondents identified slight improvements on average in all modes except rural public transit. With nearly 40 percent of respondents indicating that the condition of commercial airports have improved over the last five years, commercial airports received the highest average improvement rating. Conversely, only 15 percent of respondents familiar with rural public transit felt that service conditions improved over the last five years. Two-thirds of the respondents thought that rural public transit is about the same now as it was five years ago.

When compared to other states, Texas highways fared the best (Figure 3.3). The majority of respondents (56 percent) consider the state's highways to be in better condition than highways in other states. In comparison, only 13 percent of respondents indicated that the state's intercity passenger rail is better than rail service in other states. Unlike highways, a majority of respondents (59 percent) feel that Texas' intercity passenger rail system has fallen behind. For the other modes, the condition of Texas' commercial airports, ferries (in Port Aransas and Galveston-Port Bolivar), and general aviation airports rated slightly better on average than other states, while public transit systems (both urban and rural) were rated slightly worse.

Figure 3.3 Condition of the State's Transportation System Compared to Other States



3.2 IMPRESSIONS OF TxDOT

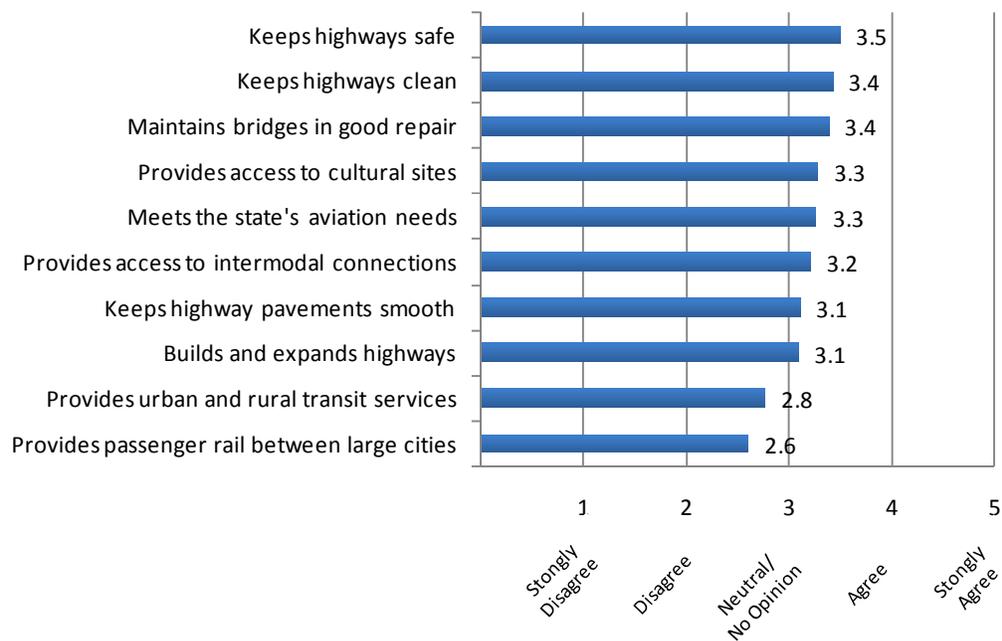
After asking about the condition of the state's transportation system in general, the poll asked respondents to provide their opinions about TxDOT specifically.

Figure 3.4 shows the weighted average of the respondents' agreement or disagreement with the following statements:

- TxDOT builds and expands highways as needed to keep pace with population growth and land development;
- TxDOT keeps highway pavements smooth and free of potholes;
- TxDOT maintains bridges in good repair;
- TxDOT keeps highways clean;
- TxDOT keeps highways safe;
- TxDOT meets the state's commercial and general aviation needs;
- TxDOT provides adequate access to intermodal connections, such as airports, truck-rail facilities, and marine terminals;
- TxDOT provides adequate access to recreational and cultural sites;
- TxDOT provides adequate urban and rural transit services; and
- TxDOT provides adequate intercity passenger rail between large Texas cities.

When averaged statewide, the level of agreement/disagreement for each statement remained close to the neutral axis. As shown in Figure 3.4, respondents most commonly agreed that TxDOT is performing well in the areas of highway safety, highway cleanliness, and bridge repair. Conversely, residents disagreed on average with the statements that TxDOT provides adequate transit and intercity passenger rail service.

Figure 3.4 Satisfaction with TxDOT-provided Services

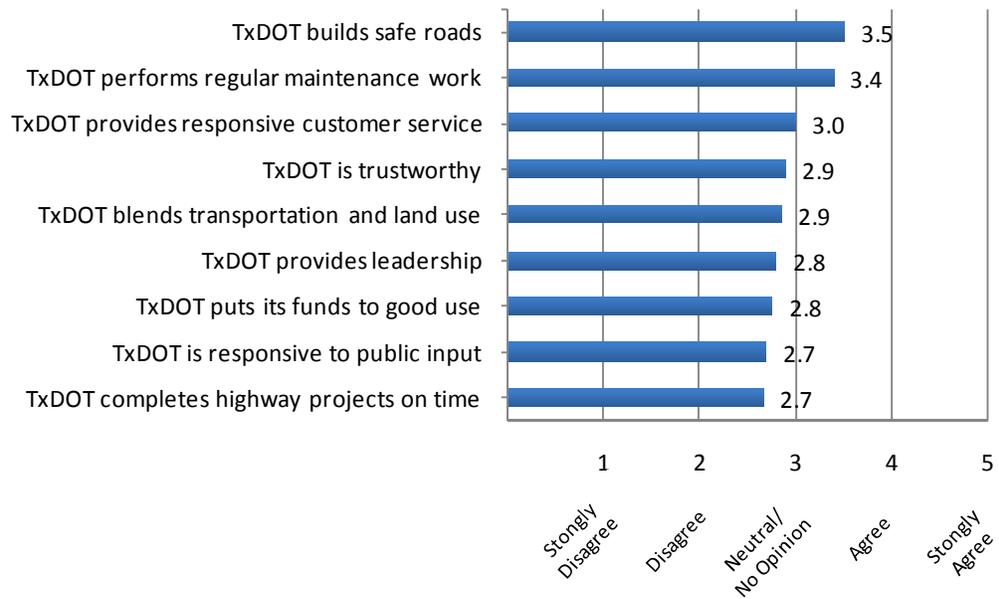


The poll also asked respondents to characterize their recent experience with TxDOT by indicating whether or not they have had any personal dealings with the Department or if they have heard or read anything about the agency recently. Approximately 60 percent of the respondents did not have experience with TxDOT by either means in recent memory. In comparison, seven percent of the respondents have had personal experience with the Department and 33 percent had read or heard something about them. Based on what the 40 percent sample had experienced or heard, the respondents were asked to rate their agreement or disagreement with the following statements:

- TxDOT is trustworthy.
- TxDOT puts its funds to good use.
- TxDOT builds safe roads.
- TxDOT performs regular maintenance work.
- TxDOT completes highway projects on time.
- TxDOT appreciates the relationship between transportation and land use planning.
- TxDOT provides leadership to move Texas forward.
- TxDOT is responsive to public input.
- TxDOT provides professional, responsive, and courteous customer service.

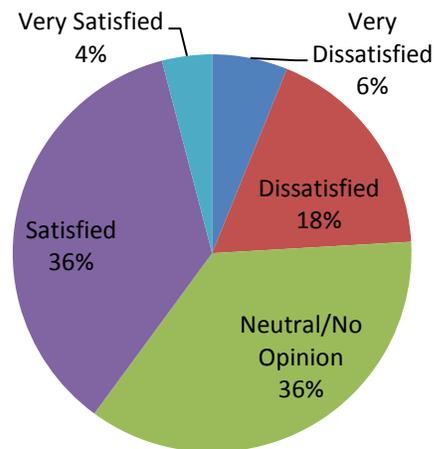
As shown in Figure 3.5 on a scale from one to five, highway safety and maintenance received the highest average rating. Approximately two-thirds of the respondents agreed that TxDOT builds safe roads and performs regular maintenance work. On the contrary, nearly half of the respondents (47 percent and 45 percent, respectively) disagree that TxDOT completes highway projects or is responsive to public input. Other areas for improvement as perceived by respondents include making better use of funding, providing leadership to move Texas forward, balancing the relationship between transportation and land use planning, and establishing trust with the public.

Figure 3.5 Satisfaction with TxDOT Services Based on Experience or Word of Mouth



All respondents, regardless of their level of previous experience with the Department, were asked to rate their overall satisfaction with TxDOT and provide a brief explanation to support their judgment. Overall, 40 percent of the respondents indicated that they are either satisfied or very satisfied with TxDOT’s performance, while an additional 36 percent were neutral or did not have an opinion either way (Figure 3.6). Approximately one-quarter of the respondents expressed some level of dissatisfaction.

Figure 3.6 Overall Impression of TxDOT



The respondents cited a wide range of factors to support their decisions, provided verbatim in Appendix C. However, several common themes emerged.

Most favorable reviews could be grouped into one or more of the following categories:

- **TxDOT maintains the highways in good condition** – *“TxDOT seems to do a good job of keeping the highways in good repair and clean.”*
- **The agency makes good use of available funds** – *“TxDOT does a good job given the funding constraints under which it must operate.”*
- **The Department is addressing the state’s transportation needs** – *“At the amazing rate that the Texas population is growing, I believe TxDOT is doing the best that they can to try to deal with the complex problems it faces.”*
- **TxDOT is responsive and conveys timely information** – *“Employees are always helpful when you require information. TxDOT also has a very informative website.”*

Commonly expressed reasons for discontent included:

- **TxDOT is unresponsive to public input** – *“They don’t seem concerned about the public’s opinion.”*
- **The Department is not held accountable for decisions** – *“The people making decisions are not affected by the bottom line or the quality of the decision.”*
- **TxDOT does not complete projects in a timely manner** – *“Everything that TxDOT does seems to take longer than projected.”*
- **TxDOT is not addressing the state’s transportation needs** – *“Transportation in Texas is sorely lacking. [This] may be due to under funding or misuse of funding or lack of leadership, but improvement is desperately needed.”*
- **The agency does not place enough focus on alternative modes of transportation** – *“TxDOT is a good agency. They are constantly keeping our roads safe. However, I feel that there is more that they can do in terms of public transportation. There is no public transit rail between the major cities, and in rural areas public transportation is non-existent.”*
- **Toll road opposition** – *“I used to be very pleased with the condition of Texas highways, but these days TxDOT seems more interested in building toll roads and a LOT less interested in maintaining the highways we already have.”*
- **TxDOT is too political and/or bureaucratic** – *“TxDOT does some things well and other things very poorly. They are often influenced by politics rather than the needs of the people of Texas.”*
- **TxDOT needs to be more proactive in planning for the future** – *“They’re constantly trying to catch up with the population growth/increased highway traffic. By the time they have new roads built and/or existing ones upgraded, the traffic has already increased so the new roads are as congested as the old ones. In other words, they’re too busy trying to meet today’s demands, and by the time they finish, they’ve only met yesterday’s demand. They should plan for the future!”*

4.0 Prioritizing TxDOT Goals and Funding Allocation

The last section of the poll asked respondents to identify priorities for the department for establishing goals and values and evaluate strategies to achieve those goals. Given finite financial resources, the poll also asked respondents to make tradeoff decisions by allocating money among a variety of TxDOT programs.

4.1 PRIORITIZING TxDOT VALUES, GOALS, AND STRATEGIES

The poll asked respondents to rate the importance of numerous goal-oriented statements to identify focus areas for the agency. For example, the poll asked respondents to rate the importance or unimportance of the following values and/or strategies for TxDOT:

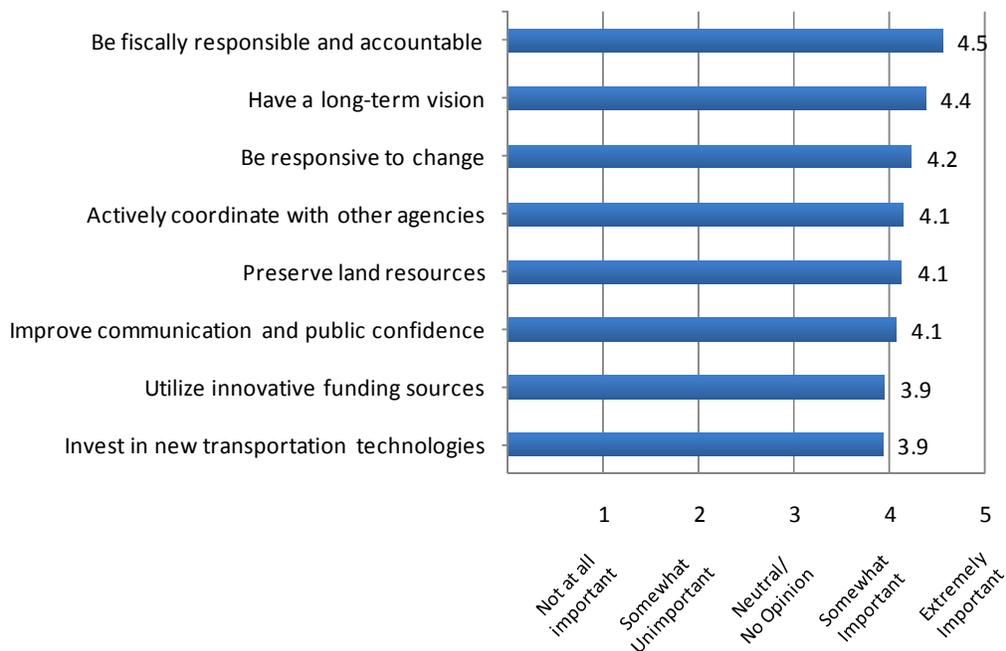
- Have a long-term vision;
- Improve communication customer service, and public confidence;
- Utilize innovative funding sources for transportation;
- Actively coordinate with and assist other agencies (federal, state, and local);
- Be fiscally responsible and accountable;
- Be responsive to change;
- Preserve open spaces, farmlands, forests, and other land resources; and
- Invest in new technologies, such as “smart” transportation systems that can provide real-time traffic information to travelers.

Respondents rated importance on a scale from one to five, where one indicates the value or strategy is not at all important and five indicates it is extremely important. Figure 4.1 presents the weighted statewide averages.

While the average response indicated that all of the listed items are important, fiscal responsibility and accountability emerged as the most important value. Almost 93 percent of the total survey respondents indicated fiscal responsibility and accountability to be somewhat or extremely important. Respondents also emphasized the importance of establishing a long-term vision and being responsive to change. Relative to the other options, TxDOT investment in new transportation technologies (such as ITS or other “smart” technologies) and utilization of innovative funding sources received the lowest importance ratings. While a majority of respondents consider these strategies to be important, approximately one quarter of the respondents had a neutral or contradictory

opinion regarding use of innovative funding options and investment in new technologies as TxDOT strategies.

Figure 4.1 TxDOT Values and Strategies



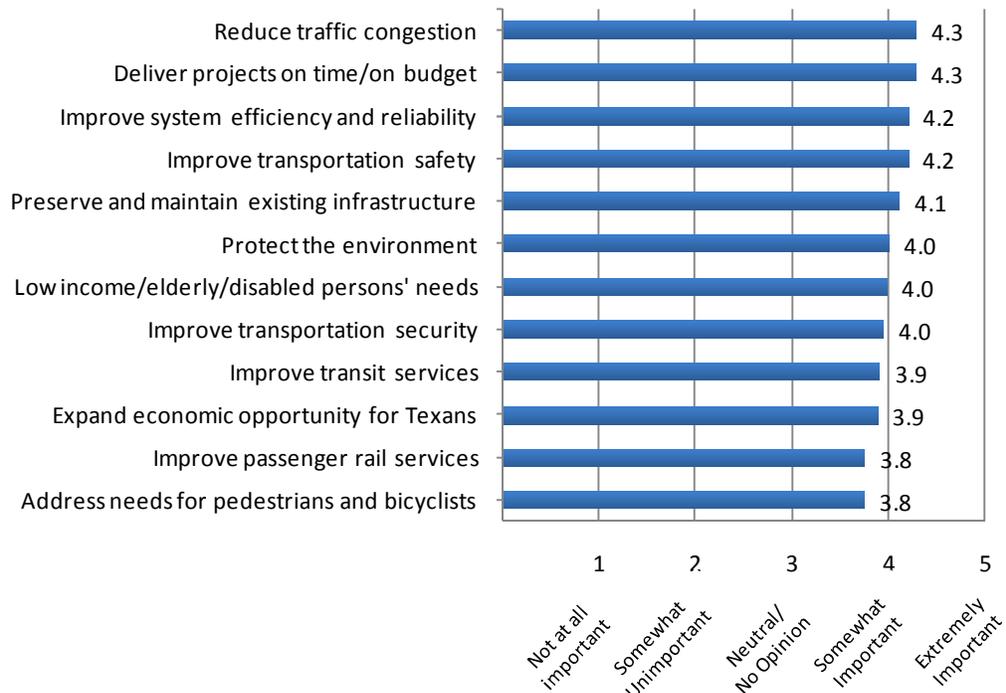
Similar to the value and strategy statements, the poll asked respondents to rate the importance or unimportance of the following TxDOT goals:

- Preserve and maintain the state’s existing transportation system;
- Improve the efficiency and reliability of the transportation system;
- Improve transportation safety;
- Reduce traffic congestion;
- Improve passenger rail services;
- Improve transportation security for the movement of people and goods;
- Protect the environment;
- Expand economic opportunity for Texans;
- Improve transit services;
- Make it easier for low income, elderly, and disabled persons to get around;
- Deliver transportation projects on time and within budget; and
- Make it easier for pedestrians and bicyclists to get around.

As shown in Figure 4.2, the goals of reducing traffic congestion and delivering transportation projects on time and within budget received the highest average importance rating (weighted statewide). Over 90 percent of the survey

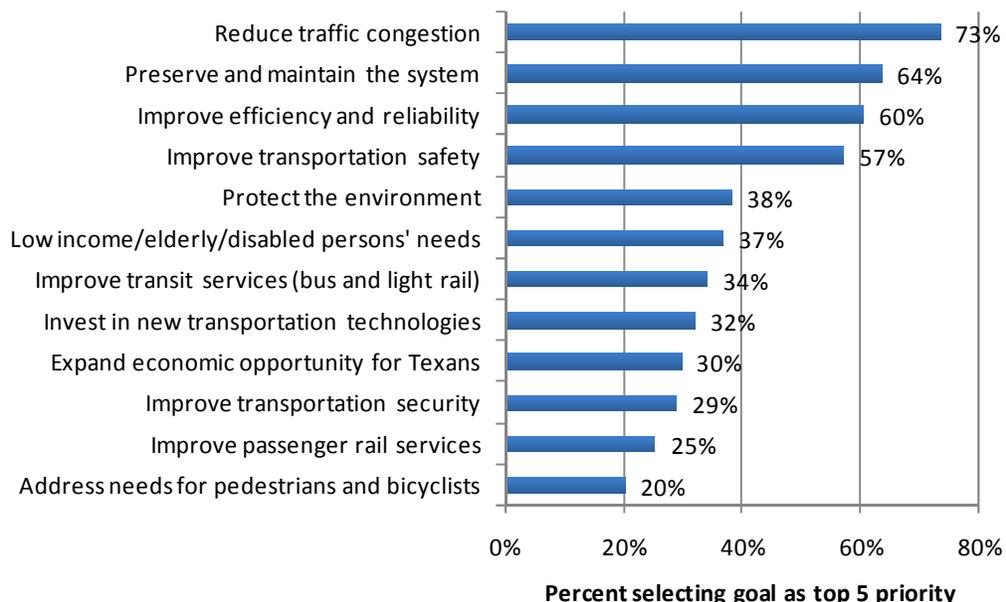
respondents indicated congestion reduction and on-time project delivery to be somewhat or extremely important. The other goals receiving the highest average importance ratings include improving transportation system efficiency and reliability, improving safety, and preserving and maintaining the state's transportation assets. Goals to improve passenger rail service and accommodations for pedestrians and bicyclists received the lowest average ratings. Regardless, nearly 60 percent of the survey respondents indicated that both of these goals should be important.

Figure 4.2 Importance of TxDOT Goals



The poll asked respondents to identify their views on the top five areas to prioritize funding based on the goal statements above. Nearly three-fourths of the respondents prioritized congestion reduction as one of the Department's top five goals (Figure 4.3), followed by system preservation and maintenance and improvements to system efficiency and reliability. Similarly, a majority of respondents agreed that improving transportation safety should also be among TxDOT's top five goals. Conversely, only one-quarter of the respondents listed improvements to passenger rail service as a top five goal, and 20 percent indicated that improvements to bicycle and pedestrian facilities should receive priority.

Figure 4.3 Top Five Goal Priorities



4.2 FUNDING ALLOCATION PRIORITIES

Table 4.1 shows how TxDOT currently divides its available funds among five operational categories. At present, the operational area receiving the most funds is the “Build It” category, which largely go toward highway construction (aviation services comprise less than one percent). The majority of the funding in second largest category, maintenance, goes toward contracted and routine maintenance, while a small portion (less than one percent) is allocated to the Gulf Intracoastal Waterway and the ferry system.

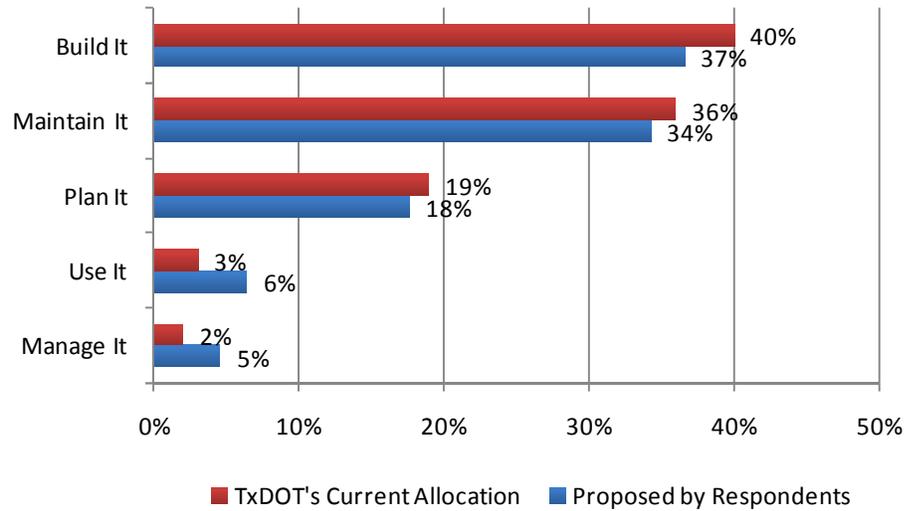
Table 4.1 TxDOT’s Current Funding Allocation

Operational Area	Description	Percent Allocation
Plan It	Includes all planning, design, and right-of-way acquisition for highways and other modes of transportation, as well as transportation research.	19%
Build It	Includes building highways, bridges, and airport improvements.	40%
Maintain It	Includes maintaining roadways, bridges, airports, the Gulf Intracoastal Waterway, and ferry systems.	36%
Use It	Includes managing public transportation, vehicle titles and registration, vehicle dealer regulation, motor carrier registration, traffic safety, travel information, and auto theft prevention.	3%
Manage It	Includes administering central and regional management, information resources, financial matters, and other support services.	2%

Source: Texas Department of Transportation, *Strategic Plan 2009 through 2013*, 2008.

The poll asked respondents how they would divide TxDOT's available funds if they were responsible for funding allocation decisions. As shown in Figure 4.4, respondents proposed slight funding reductions on average for building, maintaining, and planning purposes in favor of increases for the "Use It" (public transportation, traffic and rail safety, and traffic information) and "Manage It" categories.

Figure 4.4 Current vs. Proposed Funding Allocation



5.0 Summary and Conclusions

Results of the statewide poll reveal the opinions and priorities of Texas residents related to the state's transportation system. Several common themes and conclusions emerged.

Highway travel is the predominant mode of transport in Texas.

Highway travel is the most common mode of transport in Texas and the frequency of highway usage far surpasses all other modes. Texas is second only to California in terms of annual vehicle-miles traveled. With 99 percent of Texas households having access to one or more vehicles, Texans rely considerably on highways and personal vehicles for their travel needs. As follows, Texas residents anticipate little change on average in their travel behavior over the next 10 years. Given the predominance of highway travel in the state, maintaining the state's highways and bridges should remain a key focus area for TxDOT in the years ahead.

In general, TxDOT's highway focus aligns with public priorities.

Given the state's dependence on highways, Texas residents on average place greater emphasis on highway expenditures than investments in other modes and services. Respondents identified highway-related transportation services, such as bridge and pavement maintenance, safety programs, capacity expansion, and litter control, to be the most important government-provided transportation focus areas. When asked to rate how well TxDOT is accommodating the state's transportation needs, respondents generally agreed that TxDOT is satisfactorily maintaining the state's highways and bridges and keeping highways safe and clean. A majority of respondents (56 percent) consider Texas highways to be in better condition than highways in other states. As a result, 40 percent of respondents indicated that they were either satisfied or very satisfied with TxDOT's overall performance, while an additional 36 percent were neutral or did not have an opinion either way.

When prioritizing TxDOT goals, four key focus areas emerge.

While respondents indicated that a broad range of goals should be important to meet the state's transportation needs, four key focus areas emerged as priority goals for TxDOT:

- Reduce congestion;
- Preserve and maintain the system;
- Improve efficiency and reliability; and
- Improve transportation safety.

A majority of respondents listed these four goals among the top of their transportation priority lists. These goals closely align with TxDOT's current goals outlined in the 2009 to 2013 Strategic Plan: reduce congestion, enhance

safety, expand economic opportunity, improve air quality, and preserve the value of transportation assets. Reaffirming these goals as clear priorities underscores their importance as TxDOT continues its on-going strategic planning process.

However, respondents identified several potential areas of improvement.

Stressing the importance of fiscal responsibility and accountability, respondents identified several opportunity areas for TxDOT to improve overall customer satisfaction, such as completing highway projects on time, being more responsive to public input, and making better use of funding. Similarly, while Texas residents stress the importance of highway mobility and safety in the state, many also realize the importance of alternative transportation modes such as transit and intercity passenger rail. Nearly 60 percent of respondents indicated that it is somewhat or extremely important for state government to provide transit and intercity passenger rail services. However, respondents were generally dissatisfied with the state's urban and rural transit services and a majority of respondents (59 percent) feel that Texas' intercity passenger rail system has fallen behind other states. The average rating for urban and rural public transit in Texas was slightly worse than systems in other states as well.

Appendix A

Survey Design and Implementation Plan

Survey Design and Implementation Plan

Public Input to TxDOT Strategic Direction: Polling

prepared for

Texas Department of Transportation



prepared by

Cambridge Systematics, Inc.

July 2009

Table of Contents

1.0	Introduction	A-1
2.0	Implementation Plan.....	A-3
2.1	Poll Format and Distribution	A-3
2.2	Polling Participants and Sample Size	A-4
2.3	Timeline.....	A-4
3.0	Polling Instrument.....	A-5
3.1	Sample Screening.....	A-5
3.2	Travel Behavior and Use of the Texas Transportation System	A-6
3.3	Impressions of TxDOT and Transportation in Texas	A-8
3.4	Prioritizing TxDOT Goals and Funding Allocation.....	A-12
3.5	Respondent Classification Questions	A-15

1.0 Introduction

The Texas Department of Transportation (TxDOT) Government and Public Affairs (GPA) Division commissioned Cambridge Systematics, Inc. (CS) to collect, synthesize, and analyze public input on agency areas of focus and planning activities to help guide TxDOT's current strategic planning process. The polling activities described in this implementation plan are being developed in coordination with, and are being designed to complement, the parallel focus groups and town hall meetings that will be conducted by other parties to support TxDOT's strategic planning effort.

The ultimate objective of TxDOT's public outreach process will be to help the agency develop new measurable and attainable goals for inclusion in TxDOT's next Strategic Transportation Plan. The polling component of the public outreach initiative will target the general public living in Texas to identify public perceptions of TxDOT, current and future transportation needs in Texas, prioritization of TxDOT goals, and allocation of transportation funding. We have organized this implementation plan as follows:

- **Section 2.0, Implementation Plan**, describes the poll format and distribution method as well as the target sample size and process used to identify polling participants; and
- **Section 3.0, Polling Instrument**, lists the question topics to be included in the online poll and includes examples of specific survey questions.

2.0 Implementation Plan

We are contracting with Harris Interactive, an Internet Panel polling service provider, to conduct the statewide poll. The following sections provide details on the polling method and the selection of polling participants.

2.1 POLL FORMAT AND DISTRIBUTION

The Harris Online Poll Internet panel has more than six million members across more than 125 countries. The panel members have been recruited through online, telephone, mail, and in-person approaches to increase population coverage and enhance representativeness. All panel members have agreed to be invited to participate in online surveys through a confirmed “opt-in” approach. Thus, the potential survey respondents are not simply Spam email recipients—they are a controlled group of Internet users that have agreed to receive invitations to periodic surveys. For opt-in surveys and polls, it is important to note that respondents were not randomly selected from among the total population, but rather from among those who took the initiative or agreed to volunteer to be a respondent in an array of surveys.

Despite this limitation of the Internet Panel approach, there are several advantages to this survey method that led to its selection:

- Internet Panel surveys are less costly than telephone survey methods and can be completed more quickly than studies that rely on telephone or mail methods;
- The Internet Panel approach is more flexible and user-friendly than mail survey methods because customized questions can be programmed based on responses to previous questions;
- The Internet Panel approach provides a better means than the other methods to ask questions that involve tradeoffs, resource allocation, rankings, and presentation of graphics; and
- Internet Panel surveys offer advantages in capturing cell phone only households, frequent travelers, and those who work during the evenings and on weekends.

After TxDOT has approved the survey instrument, Harris Interactive will design and distribute the poll to online poll members that have recently indicated that they live in Texas. Selected participants will receive an email invitation from Harris Interactive that describes what the survey is about, the estimated survey duration in minutes, the member incentives that respondents will receive from Harris Interactive for completing the survey, and a password-protected link to the online poll. Following Harris Interactive protocols, selected participants that have not initiated or completed the poll within about seven days of the initial

email invitation will receive a second email from Harris Interactive reminding them of their opportunity to participate in the poll. The survey participation opportunity will continue for an additional two weeks.

2.2 POLLING PARTICIPANTS AND SAMPLE SIZE

The intent of the poll is to capture the characteristics and opinions of the general public living in Texas. In order to ensure that the geographic diversity of the state's population is captured, we propose to establish three equal-sized geographic quotas, such as:

- Counties within large metropolitan areas of populations greater than 500,000 (Dallas/Fort Worth Metroplex, Houston-Galveston, San Antonio, Austin, and El Paso);
- Counties within other large urban areas; and
- Counties with small cities and rural areas.

We will seek to complete 400 surveys from each of the strata, and to weight the survey results appropriately to develop statewide estimates.

Respondents will be qualified for the survey if they are 18 years old or more and their primary residence is within the State of Texas. The survey will be in English only.

2.3 TIMELINE

All of the polling activities, along with all analysis and reporting, must be completed by August 31, 2009. To meet this tight schedule, we have identified the following timeline of activities as follows:

- Submit this draft Implementation Plan to TxDOT for review and comment by July 17, 2009;
- Submit draft polling instrument to TxDOT and Harris International by July 21, 2009;
- Finalize Implementation Plan and questionnaire revisions by July 24, 2009;
- Program and test online survey instrument by July 31, 2009.
- Distribute email invitations to selected polling participants on August 1, 2009. We anticipate that the survey will be open from August 1 to August 22, 2009.

Compile and analyze results and submit draft polling report to TxDOT for review and comment by August 31, 2009.

3.0 Polling Instrument

The proposed structured polling instrument will consist mainly of specific, closed-ended questions that ask respondents to agree/disagree, rate, or prioritize a series of given responses. We have divided the polling instrument into three main sections, preceded by sample screening questions, and followed by respondent classification and demographic questions:

- **Travel Behavior and the Use of the Texas Transportation System** – Asks respondents to provide some information about how they currently use the state’s transportation facilities, including frequency and mode. It also asks them to identify conditions that could potentially change their travel behaviors.
- **Impressions of Transportation in Texas and TxDOT** – Asks respondents about their overall impression of Texas’ transportation system components in general followed by their opinions about TxDOT specifically, including which TxDOT responsibilities are most important to them and how the agency is meeting their expectations.
- **Prioritizing TxDOT Goals and Allocation of Funding** – Asks respondents to rate the importance of numerous goal-oriented statements and identify focus areas for the agency. It also lists TxDOT’s current funding allocation to five operational categories and asks respondents to consider how they would allocate funding differently among each category.

We describe the data elements for the survey in the following sections. These sections cover the expected survey content developed in consultation and coordination with TxDOT.

3.1 SAMPLE SCREENING

The first section of the survey will be used to confirm that the respondent qualifies for the survey. There will be only a few screening question elements:

- Respondent’s year of birth or confirmation that they are 18 years old or more; and
- Respondent’s primary residence state and zip code; and

Even though this information is attached to the panel database, these screening questions are commonly included in Harris Interactive online polls in order to ensure that the respondent’s status has not changed and to help to ensure that the respondent is in fact the panel participant that was invited to the survey effort. To address potential conflicts of interest, the sample screening questions will also include a question asking, “Does the respondent or anyone in their household work for a public agency that is involved with providing transportation services or with planning or designing transportation services?”

3.2 TRAVEL BEHAVIOR AND USE OF THE TEXAS TRANSPORTATION SYSTEM

The main part of the survey will begin with the collection of data on how the respondents currently use the Texas transportation system. We would begin by asking their frequency of usage of the different TxDOT related facilities, and then ask what motivates them to make their transportation choices. The following introductory text and questions will be included in the poll.

“The following seven questions ask about your current usage of the Texas transportation system and how you foresee your travel behavior changing in the coming years. This information will help transportation planners identify existing and future transportation needs in Texas.”

1. How many registered vehicles (passenger cars, pick-up trucks, sport utility vehicles, vans/minivans, and motorcycles) do you have in your household?
2. {if they have at least one vehicle} In total, during the last 12 months, about how many miles were those passenger cars, pick-up trucks, vans, minivans, sport utility vehicles and motorcycles driven?
3. {if they have at least one vehicle} In the next 12 months, do you expect the total miles driven by you and your household members to decrease, stay the same, or increase?

Decrease	Stay the Same	Increase
1	2	3

4. In the past year, how frequently have you personally used:

Never	Less than Once a Month	Once or Twice a Month	Several Times a Week	Daily/Almost Daily
1	2	3	4	5

- a. Interstate highways, US highways, and/or state highways in Texas?
- b. Intercity passenger train service, such as AMTRAK, within Texas?
- c. Ferry service at Port Aransas and/or Galveston-Port Bolivar?
- d. Commercial airports within Texas?
- e. Public-use general aviation airports within Texas (non-scheduled flights such as business jets, recreational flying, and agricultural use)?
- f. Safety rest areas along Texas Interstates, US highways, and/or state highways?
- g. Texas Travel Information Centers?
- h. Urban public transit systems within Texas?
- i. Rural public transit systems within Texas?

- j. Special dedicated bus or van service for senior citizens and the disabled within Texas?
 - k. Texas toll roads?
 - l. Intercity bus lines, such as Greyhound, within or from Texas?
 - m. Texas-Mexico border crossings?
5. Looking ahead 10 years from now, do you foresee using the following transportation options less often, about the same, or more often?

Less Often	About the Same	More Often
1	2	3

- a. Interstate highways, US highways, and/or state highways in Texas?
 - b. Intercity passenger train service, such as AMTRAK, within Texas?
 - c. Ferry service at Port Aransas and/or Galveston-Port Bolivar?
 - d. Commercial airports within Texas?
 - e. Public-use general aviation airports within Texas (non-scheduled flights such as business jets, recreational flying, and agricultural use)?
 - f. Safety rest areas along Texas Interstates, US highways, and/or state highways?
 - g. Texas Travel Information Centers?
 - h. Urban public transit systems within Texas?
 - i. Rural public transit systems within Texas?
 - j. Special dedicated bus or van service for senior citizens and the disabled within Texas?
 - k. Texas toll roads?
 - l. Intercity bus lines, such as Greyhound, within or from Texas?
 - m. Texas-Mexico border crossings?
6. Which of the following might cause or encourage you to change the **modes of transportation** you use now? (select all that apply)
- a. Nothing
 - b. Better or worse public transit
 - c. Convenient (more convenient) carpools/vanpools
 - d. Economic hardship
 - e. Higher gasoline prices
 - f. Park and Ride lots
 - g. Better or worse weather
 - h. Bike paths/lanes

- i. Change of home location
 - j. Change of work location
 - k. Commuter trains
 - l. Better or worse intercity rail connections
 - m. Concern for the environment
 - n. Other (write in)
7. Which of the following might cause or encourage you to change how **frequently** you go places? (select all that apply)
- a. Nothing
 - b. Better or worse public transit
 - c. Convenient (more convenient) carpools/vanpools
 - d. Economic hardship
 - e. Higher gasoline prices
 - f. Park and Ride lots
 - g. Better or worse weather
 - h. Bike paths/lanes
 - i. Change of home location
 - j. Change of work location
 - k. Commuter trains
 - l. Better or worse intercity rail connections
 - m. Concern for the environment
 - n. Other (write in)

3.3 IMPRESSIONS OF TxDOT AND TRANSPORTATION IN TEXAS

The next section of the survey will seek to measure respondents' satisfaction levels with transportation within Texas and TxDOT. These questions would include importance and satisfaction batteries.

“Transportation is provided by cities, counties, state agencies, and other entities. Transportation systems all over the world affect our quality of life. The following three questions ask you to identify the importance of government-provided transportation services and rate your impressions of Texas' transportation system in general. Keep in mind that we are **not** asking for ratings of how well your transportation service providers are doing. Instead, we are talking about your Texas transportation experience **in general**.”

8. In general, how important or unimportant is it to you for state government to do the following?

Not at all important	Somewhat Unimportant	Neutral/No Opinion	Somewhat Important	Extremely important
1	2	3	4	5

- a. Build and expand highways
- b. Keep highway pavements smooth and free of potholes
- c. Maintain bridges in good repair
- d. Keep highways clean
- e. Keep highways safe
- f. Acquire rights-of-way for future needs
- g. Provide aviation facilities for commercial service as well as non-scheduled flights, such as business jets, recreational flying, and agricultural use
- h. Provide access to intermodal connections, such as airports, truck-rail facilities, and marine terminals
- i. Provide access to recreational and cultural sites
- j. Provide urban and rural transit services
- k. Provide intercity passenger rail between large Texas cities

9. What other transportation services do you feel is important for state government to provide? (Type "None" if you don't want to add any.)

10. On a scale from 1 to 5, please rate the current condition of Texas's transportation system components compared to five years ago.

Much Worse	Worse	About the Same	Better	Much Better	Don't Know
1	2	3	4	5	0

(Did not live in Texas five years ago 9)

- a. Texas highways
- b. Intercity passenger rail
- c. Urban public transit
- d. Rural public transit
- e. Ferry service at Port Aransas and Galveston-Port Bolivar
- f. Commercial airports
- g. Public-use general aviation airports (non-scheduled flights such as business jets, recreational flying, and agricultural use)

11. Using the same 1 to 5 scale, please rate the overall current condition of Texas’ transportation system components compared to other states you have experience with.

Much Worse	Worse	About the Same	Better	Much Better	Don’t Know
1	2	3	4	5	0

(Do not have experience with other states 9)

- a. Highways
- b. Intercity passenger rail
- c. Urban public transit
- d. Rural public transit
- e. Ferry service
- f. Commercial airports
- g. Public-use general aviation airports (non-scheduled flights such as business jets, recreational flying, and agricultural use)

“The next five questions ask your opinion about the **Texas Department of Transportation (TxDOT)** specifically. TxDOT is the state agency responsible for planning, coordinating, and building the state’s transportation systems.”

12. How would you rate your agreement or disagreement with the following statements about the Texas Department of Transportation (TxDOT)?

Strongly Disagree	Disagree	Neutral/No Opinion	Agree	Strongly Agree
1	2	3	4	5

- a. TxDOT builds and expands highways as needed to keep pace with population growth and land development.
- b. TxDOT keeps highway pavements smooth and free of potholes.
- c. TxDOT maintains bridges in good repair.
- d. TxDOT keeps highways clean.
- e. TxDOT keeps highways safe.
- f. TxDOT meets the state’s commercial and general aviation needs.
- g. TxDOT provides adequate access to intermodal connections, such as airports, truck-rail facilities, and marine terminals.
- h. TxDOT provides adequate access to recreational and cultural sites.
- i. TxDOT provides adequate urban and rural transit services.
- j. TxDOT provides adequate intercity passenger rail between large Texas cities.

13. Have you had any personal dealings with the department lately? (select one)

Yes	No	Not Sure
1	2	3

14. {if they have had any personal dealings with the department} Based on your experiences with TxDOT, how would you rate your agreement or disagreement with the following statements:

Strongly Disagree	Disagree	Neutral/No Opinion	Agree	Strongly Agree
1	2	3	4	5

- TxDOT is trustworthy.
- TxDOT puts its funds to good use.
- TxDOT build safe roads.
- TxDOT performs regular maintenance work.
- TxDOT completes highway projects on time.
- TxDOT appreciates the relationship between transportation and land use planning.
- TxDOT provides leadership to move Texas forward.
- TxDOT is responsive to public input.
- TxDOT provides professional, responsive, and courteous customer service.

15. {if they have not had any personal dealings with the department lately} Which one of these statements best describes how much you have heard about TxDOT lately? (select one)

- I have not heard about TxDOT lately.
- I have heard something about TxDOT lately.
- I have heard a lot about TxDOT lately.

16. {if they have heard about TxDOT lately} Based on what you have seen or heard about TxDOT, how would you rate your agreement or disagreement with the following statements:

Strongly Disagree	Disagree	Neutral/No Opinion	Agree	Strongly Agree
1	2	3	4	5

- TxDOT is trustworthy.
- TxDOT puts its funds to good use.
- TxDOT build safe roads.
- TxDOT performs regular maintenance work.
- TxDOT completes highway projects on time.

- f. TxDOT appreciates the relationship between transportation and land use planning.
- g. TxDOT provides leadership to move Texas forward.
- h. TxDOT is responsive to public input.
- i. TxDOT provides professional, responsive, and courteous customer service.

17. How would you rate your overall impression of TxDOT? (select one)

Very Dissatisfied	Dissatisfied	Neutral/No Opinion	Satisfied	Very Satisfied
1	2	3	4	5

18. Please explain. (open-ended response)

3.4 PRIORITIZING TXDOT GOALS AND FUNDING ALLOCATION

The third main section of the survey would seek information to support TxDOT’s prioritization of goals and funding. Potential questions are shown below.

19. In general, how important or unimportant is it to you that TxDOT embrace the following values or strategies?

Not at all important	Somewhat Unimportant	Neutral/No Opinion	Somewhat Important	Extremely important
1	2	3	4	5

- a. Have a long-term vision
 - b. Improve communication, customer service, and public confidence
 - c. Utilize innovative funding sources for transportation
 - d. Actively coordinate with and assist other agencies (federal, state, and local)
 - e. Be fiscally responsible and accountable
 - f. Be responsive to change
 - g. Preserve open spaces, farmlands, forests, and other land resources
 - h. Invest in new transportation technologies, such as “smart” transportation systems that can provide real-time traffic information to travelers
 - i. Other (write in)
20. What other values and strategies should TxDOT embrace (Please type “None” if you do not want to add any.)

21. In general, how important or unimportant is it to you that TxDOT work towards the following goals:

Not at all important	Somewhat Unimportant	Neutral/No Opinion	Somewhat Important	Extremely important
1	2	3	4	5

- a. Preserve and maintain the state’s existing transportation system
 - b. Improve the efficiency and reliability of the transportation system
 - c. Improve transportation safety
 - d. Reduce traffic congestion
 - e. Improve passenger rail services
 - f. Improve transportation security for the movement of people and goods
 - g. Protect the environment
 - h. Expand economic opportunity for Texans
 - i. Improve transit services
 - j. Make it easier for low income, elderly, and disabled persons to get around
 - k. Deliver transportation projects on time and within budget
 - l. Make it easier for pedestrians and bicyclists to get around
 - m. Other (write in)
22. From the list of goals shown above, what do you think should be TxDOT’s top five areas to prioritize funding? Please rank your top 5 by putting a “1” next to what you think should be the highest priority, a “2” next to what you think should be the second priority, etc.
- a. Preserve and maintain the state’s existing transportation system
 - b. Improve the efficiency and reliability of the transportation system
 - c. Improve transportation safety
 - d. Reduce traffic congestion
 - e. Improve passenger rail services
 - f. Improve transportation security for the movement of people and goods
 - g. Protect the environment
 - h. Invest in new transportation technologies, such as “smart” transportation systems that can provide real-time traffic information to travelers
 - i. Expand economic opportunity for Texans

- j. Improve transit services (bus and light rail)
 - k. Make it easier for low income, elderly, and disabled persons to get around
 - l. Make it easier for pedestrians and bicyclists to get around
 - m. Other (write in)
23. If you were given a budget of \$100 to allocate to the top five priorities you identified in the previous question, how much money would you dedicate to each area?

Your Top 5 Priority Areas	Your Proposed Funding Allocation
1. {identified in Question 22}	\$
2. {identified in Question 22}	\$
3. {identified in Question 22}	\$
4. {identified in Question 22}	\$
5. {identified in Question 22}	\$
TOTAL BUDGET	\$100

24. The table below shows how TxDOT currently divides its available funds among five operational categories. For example, TxDOT currently spends about 40 percent of its available funds on building new highways, bridges, and airport improvements.

If you were responsible for allocating funding to each TxDOT category, how would you divide up the funds?

		TxDOT's Current Funding Allocation	Your Proposed Funding Allocation
Plan It	Includes all planning, design, and right-of-way acquisition for highways and other modes of transportation, as well as transportation research.	19%	%
Build It	Includes building highways, bridges, and airport improvements.	40%	%
Maintain It	Includes maintaining roadways, bridges, airports, the Gulf Intracoastal Waterway, and ferry systems.	36%	%
Use It	Includes managing public transportation, vehicle titles and registration, vehicle dealer regulation, motor carrier registration, traffic safety, travel information, and auto theft prevention.	3%	%
Manage It	Includes administering central and regional management, information resources, financial matters, and other support services.	2%	%
TOTAL		100%	100%

3.5 RESPONDENT CLASSIFICATION QUESTIONS

At the end of the survey, there would be a small number of questions about the respondents and their households. These would be used for classification purposes, weighting of the results to the overall state population, and market segmentation. In addition to the earlier questions on vehicle availability and usage and respondent age, the following data items could also be asked:

- What is the highest level of education that you have completed?
- What is your current job status?
- How many years have you lived at your present home?
- In total, how many years have you lived in Texas?
- Including yourself, how many people live in your household?
- How many people in your household are 18 years old or less?
- How many people in your household are 65 years old or more?
- How many disabled persons with special transportation needs do you have in your household?
- How many people in your household are employed full or part-time outside of the home?
- {selecting from a list of categories} What is your total annual household income before taxes?

Appendix B

Polling: Geographic Stratification

Polling: Geographic Stratification

As described in the implementation plan, we established three equal-sized polling quotas to capture equal responses from the following three geographic categories:

- Texas counties within large metropolitan statistical areas (MSAs) with total populations exceeding 500,000;
- Texas counties within all other MSAs; and
- Non-metropolitan Texas counties.

The following tables list the counties included in each geographic strata.

Table B.1 Strata 1 - Counties within MSAs with Populations Greater than 500,000

County	MSA / Metropolitan Division
ATASCOSA	San Antonio MSA
AUSTIN	Houston-Sugar Land-Baytown MSA
BANDERA	San Antonio MSA
BASTROP	Austin-Round Rock MSA
BEXAR	San Antonio MSA
BRAZORIA	Houston-Sugar Land-Baytown MSA
CALDWELL	Austin-Round Rock MSA
CHAMBERS	Houston-Sugar Land-Baytown MSA
COLLIN	Dallas-Plano-Irving MD
COMAL	San Antonio MSA
DALLAS	Dallas-Plano-Irving MD
DELTA	Dallas-Plano-Irving MD
DENTON	Dallas-Plano-Irving MD
ELLIS	Dallas-Plano-Irving MD
EL PASO	El Paso MSA
FORT BEND	Houston-Sugar Land-Baytown MSA
GALVESTON	Houston-Sugar Land-Baytown MSA
GUADALUPE	San Antonio MSA
HARRIS	Houston-Sugar Land-Baytown MSA
HAYS	Austin-Round Rock MSA
HIDALGO	McAllen-Edinburg-Mission MSA
HUNT	Dallas-Plano-Irving MD
JOHNSON	Fort Worth-Arlington MD
KAUFMAN	Dallas-Plano-Irving MD
KENDALL	San Antonio MSA
LIBERTY	Houston-Sugar Land-Baytown MSA
MEDINA	San Antonio MSA
MONTGOMERY	Houston-Sugar Land-Baytown MSA
PARKER	Fort Worth-Arlington MD
ROCKWALL	Dallas-Plano-Irving MD
SAN JACINTO	Houston-Sugar Land-Baytown MSA
TARRANT	Fort Worth-Arlington MD
TRAVIS	Austin-Round Rock MSA
WALLER	Houston-Sugar Land-Baytown MSA
WILLIAMSON	Austin-Round Rock MSA
WILSON	San Antonio MSA
WISE	Fort Worth-Arlington MD
TOTAL POPULATION	16.9 Million

Table B.2 Strata 2: Counties within MSAs with populations less than 500,000

County	MSA / Metropolitan Division
ARANSAS	Corpus Christi MSA
ARCHER	Wichita Falls MSA
ARMSTRONG	Amarillo MSA
BELL	Killeen-Temple-Fort Hood MSA
BOWIE	Texarkana MSA
BRAZOS	College Station-Bryan MSA
BURLESON	College Station-Bryan MSA
CALHOUN	Victoria MSA
CALLAHAN	Abilene MSA
CAMERON	Brownsville-Harlingen MSA
CARSON	Amarillo MSA
CLAY	Wichita Falls MSA
CORYELL	Killeen-Temple-Fort Hood MSA
CROSBY	Lubbock MSA
ECTOR	Odessa MSA
GOLIAD	Victoria MSA
GRAYSON	Sherman-Denison MSA
GREGG	Longview MSA
HARDIN	Beaumont-Port Arthur MSA
IRION	San Angelo MSA
JEFFERSON	Beaumont-Port Arthur MSA
JONES	Abilene MSA
LAMPASAS	Killeen-Temple-Fort Hood MSA
LUBBOCK	Lubbock MSA
MCLENNAN	Waco MSA
MIDLAND	Midland MSA
NUECES	Corpus Christi MSA
ORANGE	Beaumont-Port Arthur MSA
POTTER	Amarillo MSA
RANDALL	Amarillo MSA
ROBERTSON	College Station-Bryan MSA
RUSK	Longview MSA
SAN PATRICIO	Corpus Christi MSA
SMITH	Tyler MSA
TAYLOR	Abilene MSA
TOM GREEN	San Angelo MSA
UPSHUR	Longview MSA
VICTORIA	Victoria MSA
WEBB	Laredo MSA
WICHITA	Wichita Falls MSA
TOTAL POPULATION	4.16 Million

Table B.3 Strata 3: Non-Metropolitan Counties

County				
ANDERSON	DIMITT	HOUSTON	MAVERICK	SHACKELFORD
ANDREWS	DONLEY	HOWARD	MCCULLOCH	SHELBY
ANGELINA	DUVAL	HUDSPETH	MCMULLEN	SHERMAN
BAILEY	EASTLAND	HUTCHINSON	MENARD	SOMERVELL
BAYLOR	EDWARDS	JACK	MILAM	STARR
BEE	ERATH	JACKSON	MILLS	STEPHENS
BLANCO	FALLS	JASPER	MITCHELL	STERLING
BORDEN	FANNIN	JEFF DAVIS	MONTAGUE	STONEWALL
BOSQUE	FAYETTE	JIM HOGG	MOORE	SUTTON
BREWSTER	FISHER	JIM WELLS	MORRIS	SWISHER
BRISCOE	FLOYD	KARNES	MOTLEY	TERRELL
BROOKS	FOARD	KENEDY	NACOGDOCHES	TERRY
BROWN	FRANKLIN	KENT	NAVARRO	THROCKMORTON
BURNET	FREESTONE	KERR	NEWTON	TITUS
CAMP	FRIO	KIMBLE	NOLAN	TRINITY
CASS	GAINES	KING	OCHILTREE	TYLER
CASTRO	GARZA	KINNEY	OLDHAM	UPTON
CHEROKEE	GILLESPIE	KLEBERG	PALO PINTO	UVALDE
CHILDRESS	GLASSCOCK	KNOX	PANOLA	VAL VERDE
COCHRAN	GONZALES	LAMAR	PARMER	VAN ZANDT
COKE	GRAY	LAMB	PECOS	WALKER
COLEMAN	GRIMES	LA SALLE	POLK	WARD
COLLINGSWORTH	HALE	LAVACA	PRESIDIO	WASHINGTON
COLORADO	HALL	LEE	RAINS	WHARTON
COMANCHE	HAMILTON	LEON	REAGAN	WHEELER
CONCHO	HANSFORD	LIMESTONE	REAL	WILBARGER
COOKE	HARDEMAN	LIPSCOMB	RED RIVER	WILLACY
COTTLE	HARRISON	LIVE OAK	REEVES	WINKLER
CRANE	HARTLEY	LLANO	REFUGIO	WOOD
CROCKETT	HASKELL	LOVING	ROBERTS	YOAKUM
CULBERSON	HEMPHILL	LYNN	RUNNELS	YOUNG
DALLAM	HENDERSON	MADISON	SABINE	ZAPATA
DAWSON	HILL	MARION	SAN AUGUSTINE	ZAVALA
DEAF SMITH	HOCKLEY	MARTIN	SAN SABA	
DE WITT	HOOD	MASON	SCHLEICHER	
DICKENS	HOPKINS	MATAGORDA	SCURRY	
TOTAL POPULATION		3.02 Million		

Appendix C

Verbatim Poll Responses

Verbatim Poll Responses

**How would you rate your overall impression of TxDOT?
Please explain.**

Category 1: TxDOT Maintains the Highways in Good Condition

Compared to other states our roads are good see them quite often working

The roads are better than in most states.

Based on the roads in TX I am satisfied with them

Roads are in a reasonable state of repair.

SEEM TO BE WORKING TO MAINTAIN TEXAS HIWAYS. SOME THINGS COULD BE BETTER BUT OVERALL A GOOD JOB

Texas roads are far superior to most other states. I/we rarely travel any method other than driving our personal auto.

We have no MAJOR transportation problems within the state except for very heavy traffic in urban areas and on intercity highways.

They keep our roads and bridges up very well. We do not have much of a rail or bus system and I am not sure that TxDot should be the one responsible for one if we even had one but feel they would do a good job if it was there the responsible party.

The roads are good and seem to be expanded as needed. I do see a need for high speed rail between San Antonio Houston Dallas and Austin. Urban rail in Houston is almost non-existent there should be alot more.

The highways in our area are very well maintained safe and typically free of construction.

Roads & streets are well maintained in my city.

My grandmother lives in Wheeling WV and my aunt in Toledo OH. The roads in Texas are fantastic compared to the roads in those two cities.

I travel all over Texas and several of the surrounding states. The highways in Texas are definitely better maintained.

Roads are in great shape...their highway imporvements seem to work

The roads are clear and in good condition.

I have watched highway projects progress on I-35 I-45 and SH-6 and they seem to move forward not a lot of wasted time or severe closures as they do the work. And also sometimes they'll work at night to make it more convenient to commuters. The roads are expanded to meet projected needs and finished just as those needs are fully realized. We have shoulders stripes reflective markers and other safety features I have not seen on roads in some other states. And our roads are in fairly good repair free of potholes and other hazards.

The roads that I travel are for the most part in good shape.

Provide good roads and highways. Some projects seem lengthy and even unnecessary.

The roads work

I think they do a good job maintaining our highway system

They try to keep the roads safe and well maintanted.

TX Dot does good. The roads are repaved regularly maintained well and they go where the people want to go. I've heard rumors that things are different east of IH35 but out west they are good.

Road building and maintenance is completed in a timely manner something I appreciate as it cuts down on inconvenient detours.

Roads/highways are being improved on a regular basis.

They are always working on the highways every time I go somewhere. So I figure they are taking good care of the highways.

I think that Texas has the best highways period!

The roads I use regularly are pretty good. However I DO NOT like the new entry/exit ramps. It is ridiculous to spend so much time on a feeder road. It defeats the purpose of a freeway! Also more up-to-date info online etc would be great!

I am happy with their widening HWY 6 they are doing a great job and one can actually see daily improvement on it

They seem to be on top of needs for expanding traffic on the highways.

I guess they are doing a good job. The highways are maintained in a proper manner.

Texas overall has the best roads in the country

Texas has some of the best highways I have driven on compared to our neighboring states. All states have this problem but we need to check all bridges and update them as needed to make sure they are safe

Texas highways are the best in the nation so they must be doing a good job

They Keep roads cleaner and in better Shape then the roads in say North east thier roads are dirty and bad roads

Highways are clean and roads in decent condition compared to other states.

For the most part our Hiways are better than the other states I have traveled in lately. They are usually kept free of trash rubber tires that have blown out. I imagine they travel thier local hiways and try to keep them clean and clear as I have seen them cleaning up.

We have lived in Texas for 35yrs. and TxDot has always kept are highways in good shape. In the last few yrs. they have added a lot of art along with the well kept highways.

Toll Roads very efficient and well maintained.

They generally do an adequate job of maintaining highways and bridges.

Highways are in good condition. Toll roads are going up in record speed. I am not sure they belong to TxDot though.

Good roads

The road system works OK today.

THEY ARE EXPANDING ROADS NICELY AND TRYING TO MAINTAIN ROADS BETTER HERE IN GRAYSON COUNTY BUT HWY 82 FRM SHERMAN TX TO SADLER TX IS HORRIFYING IT HAS POTHOLES AND DIPS AND NEEDS RESURFACED AND EXPANDED BADLY BUT OVERALL TXDOT IS DOING WELL HERE IN GRAYSON COUNTY

Don't have any dealings with TxDOT but I think Texas roads are satisfactory.

Overall the highways seem safe and clean and if I wanted other mode they are available.

Highway systme is better than most states that I have been to.

having traveled many other states texas has consistently very good highway system in comparison to the other states.

See evidence of them repairing or building new highways constantly for improvemnet.

I think they do a pretty good job in keeping TX roads maintained to an extent.

I think our highways are awesome especially when I think of Louisiana's highways.

I travel a small amount of Texas Highways and really do not know the extent of the highways and their conditions. When construction is going on it is terrible no matter what but it has to be done for better roads. For the most part I think they do give ample warning and have signs posted accordingly to help you know what is ahead.

They keep up with the repair of the highways and bridges good.

Our highways are in better shape than alot of other states I have been in

Keeps our roads in good condition

TxDOT seems to do a good job of keeping the highways in good repair and clean.

they do their besst to maintain the upkeep of tx highways

I think they generally do an adequate job keeping up with road improvements etc.

Quality roads

After traveling to a few other states I feel TxDot does a good job of taking care of their roadways in comparison to the other states.

We have good roads to take me where I want to go.

When TxDOT has adequate funding the new construction and maintenance of highways is quite good.

Texas has one of the best if not the best maitained roads in the United States. They also have the texas wilf flower program. Mand of the interstates in texas are grand when the wild flowers start blooming. The blue bonnets are the best!!

Texas has some of the best highways in the nation as well as reststops....they should be proud

They do a good job of maintaining the roads and bridges

In general highways are in good condition

I use texas highways in my work. i am satisfied with all aspects of highways.

In general highways are well maintained as well as bridges.

I fell our roads are very maintained and safe to navigate

They do a satisfactory job taking care of the highways that I use on a daily basis.

They try real hard to maintain roads.

Continued upgrades of Texas Highways and Bridges.

The roads are normally very good

The roads are kept clean sometimes by the counties in my area of travel there is a great deal of construction going on and in the cities at night to lessen traffic congestion upcoming road construction is marked ahead of time to allow for time for lane changes

Texas has some of the best hiways in the US. But dealing with hiway improvment/repair could be improved.

I am satisfied with the roads in Tx in general

I believe that they provide a good basic service. They have better roads than some states that I have traveled in.

Highways are well maintained.

Texas highways are much better than other states I have traveled through.

The roads are mostly in good shape

They do amazingly well considering the number of miles of highways that they are responsible for. Most Texas Farm to Market roads are far superior to other States Federal and Interstate roads!!

Roads arein fairly good condition

Overall the highways are clean and safe.

Some of the best highways in country

Does an excellent job of maintaining roads.

Not able to keep roads perfect but doing good compared to the rate of growth of traffic for them to keep up.

I live in a rural town and travel to the city to work. I get to go over all types of roads. They are always working on the roads somewhere.

They've done a good job expanding the JFK causeway and repairing or adding on/off highway ramps

The roads are nice but the price is a little extream.

TXDOT makes and execute construction plans that have--for the most part--made sense. They have informed the public well ahead of time of any road closures and detours. They have added aesthetics to the considerations of new construction in addition to civil engineering. This has led to Texas highways not only being the most efficient in the country but also very beautiful.

Roads in Texas seems to be in good repair during the past years i have been here... they are contuing work right now.

Highways and ferries are safe

We have the best roads in The US

Roads are in good to excellant shape clean and safe in the Dallas area.

BEST HWY SYSTEM IN THE U.S. MAINTENANCE IS EXCELLENT. MAKES DRIVING IN TEXAS A PLEASURE. ROAD SIGNS ARE INFORMATIVE AND WELL MAINTAINED. I FEEL VERY SAFE ON TEXAS HWYS.

I think Texas has pretty good roads.

Hwy clean in good repaire

I think they do only a fair job of highway expansion.

I think they do a good job in keeping the roads which I drive in good condition.

Even with the environmental impact our highways must be able to move our population. txdot has done a fine job of maintaining and updating the major thoroughfares and tollroads in Houston.

TXDOT does adequete job of maintaining highways

Seem to be repaving roads more frequently

I am satisfied with my state highways

I like to drive on Tx roads. They are smooth and wide

For the most part TxDot has kept our highways clean and safe.

Our roads are much better than most states except maybe new jersey.

Texas has lots of good roads and they are generally well maintained.

Most of the roads seem in good shape

I live in a rural area but I travel and observe where the money gets spent. Overall Texas has better roads but county by county it's not equitable.

They do a very good job with our highways.

Our roads are maintained for driving safety.

The state roads are well kept with no potholes.

Having traveled in several states I know that TxDot provides better highways than anywhere I have been. Texas in general has better roads. Even side roads and country roads. Oklahoma has the absolute worst roads and bridges.

I think the areas of TxDOT control that I am aware do a good job of maintaining (highways roads etc). I am not sure of all of the areas under their responsibility so may not have an informed opinion of all aspects.

State taxes for road repairs and building to expand better road due to population growth is ongoing

Good roads

Texas roads are generally better than those of neighboring states

Texas roads are perhaps the best in the nation. I have lived all over the United States (East Coast West Coast Colorado)and I can say this without reservation.

Tx DOT works very hard to maintain our highways and byways and we have one of the best systems anywhere.

Roads are good.

Generally highways in Texas are quite acceptable and somewhat better than those of other states. There is usually a system of surface renewal in most public highways.

The roads are maintained in good repair in the rural area where I live.

They did a great job on the recent re-paving of one of our main thoroughfares.

Keeps most texas roadways in good condition

Compared to Louisiana (where I lived until two years ago) and the other states in which I travel Texas has divine highways.

TxDOT has done an excellent job with the rural roads and highways I travel. I can't speak as to how good of a job they've done in and around cities here in Texas.

The roads around us seem to be maintained and the highways continue to getting broadened to help growing traffic flow

The roadways I use seem to be generally in good repair.

Category 2: TxDOT Makes Good Use of Available Funds

They are doing the best to keep up the high cost of everything around

They are doing what they can with what little money they have.

I think they are trying to do a good job with the funds they have available

TxDOT does a good job when funding is assured

With the economy they way it is we can't expect a whole lot in keeping the hiways clear of potholes

They're doing as much as they can based on available resources and government interference.

I think that they are doing the best that they can with the amount of money they get and the number of people they have working for them

In light of the economy it is doing as much as it can.

I assume they are doing what they can with the budget they receive.

Good use of state money

Given the cheapskate nature of the Legislature TxDOT manages pretty well. Problems are the fault of the Republicans.

Do a good job for funds they have. Not as good as a few years ago but better than most states.

They appear to be doing a good job with the money that they have

TxDot does the bet job they can with the man power and finances avaiable to them .

They do what they can with the money they are given.

Basically they do what they can afford as texas doesnt like to spend any money and texans like to pay taxes even less

TxDOT does a pretty good job with the funds they have to work with.

I think TXDOT is doing about the best it can do with the resources at its disposal. Sure the highways could be better but where is the money coming from--higher taxes. Maybe if we get rid of Gov. Perry next election the whole state will be better off. I know certain parts will be.

TxDOT does a good job considering their budget

I think they do ok with the resources they have

They seem to do all they can with a restricted budget

Doing what they can do with their resources

It seems they do the best they can with what they have. I DO NOT LIKE TOLE ROADS.

Overall I think we have as good and probably the best Hwy system in the Nation. Given any budget restrictions and limitations I think TxDot does a super job. I would like to see more pressure and more supervision of the contractors it hires. Stay on their neck!

The agency does what it can with the funds available. I am opposed to converting highways built with public funds to toll roads.

THEY DO WHAT THEY CAN

Generally do a pretty good job without proper funding and quality employees.

They do the best they can with what they have to work with.

I just think they are trying within their means

I believe TxDot does the best it can with what it is provided fund wise. A busy nearby State Hwy had an unusually high number of fatalities over a year. TxDot listened to the people & are working hard to make it safer.

TXDOT does a good job given the funding constraints under which it must operate.

Do a good job for money received.

The size of the state and the lack of funds will make it difficult to do the work needed.

They seem to do about as good as they can with what they have to work with

They are doing a fairly good job with the economy the way it is today.

They do the best they can with the time and money they are given.

Textdot does a great job with the funds it has

Category 3: TxDOT is Addressing the State's Transportation Needs

They seem to be doing an overall good job.

Seem to do a good job.

I am satisfied

They do a decent job

Can't satisfy everyone

I believe TxDOT does an adequate job

They are good

They seem to stay abreast of the needs

I think that they are responsive to the needs. Where I live and travel growth is phenominal and it is hard to keep up with all areas of growth and maintenance of the roads. I definitely think that there should be fines for improperly secured loads and litter tht is left along the highways tht causes a hazard and looks really bad.

Adequate

I believe TxDOT does an more-than-adequate job but it could always be better.

Haven't had any problems with them nor have I heard of anything major.

They are doing their jobs.

Satisfied

I can get where I want to go when I want.

Great highway expansion in my area. Excellent Bolivar ferry service. Enjoy Texas rest areas. TxDOT successful keeping up with rapid population growth in my area.

They seem to be doing well in all areas that I know of.

Overall does a good job.

OK better than alot of states

They do a good job except keeping hwy. clean

I use the TxDot tag for a faster way to work around the new loop in tyler

Pretty good

OK

There is an overall satisfaction but there are still items that need to be addressed. Most roads in my area are maintained but an occasional side road that needs major work.

Given the attitude of Texas about public transportation and the importance of the automobile TxDOT does the best it can. It butts it's head against public opinion.

Things seem to be going well. I don't notice so they aren't messing up my life.

The roads aren't any worse than other places I have been. I haven't had to deal with TxDOT directly. I've never been overcharged on my toll tag.

Could be worse like new mexico

Texas has a good transsportation network and I credit TxDOT with that system.

Everything seems to be running ok

Texas seems to keep up better than some other states

They do a fairly good job.

Roads are good and the interstate bus lines age good

I get to where I'm going without much delay

They have a plan to make all state highways four lane. i see the small town bureacracies to be their biggest dilemma at this time.

I've only lived in Texas for 7mo but everything here seems fine. One really great thing is that construction on major streets is done in the evenings and nights where there is least traffic. I like that.

I believe they do a very good job.

My experiences have always been fine.

I have no complaints.

They seem to being an adequate job

It is OK

I think they've done what they supposed to do.

I have no complaint or exultation in regards to TxDOT. For the most part it is an effective and unobtrusive organization.

I have no real complaints.

Tries to keep ahead of the game

Satisfied

They seem to being doing their job

Works well with local Highway projects

Given the amount of money they have to work with I think they do a good job.

THEY DO WHAT THEY CAN I'M SURE

No problems

They seem to be doing fine.

I think they try to do a good job

I have no real complaints against TxDOT.

I think they are doing an overall good job

Seems to be keeping up with the needs.

Compared to other states.

I don't currently have any reason to be dissatisfied

Haven't had any dealings with them and from what I've seen they are doing their job

I have no complaints. They seem to be doing the job for which they are being paid.

I am not dissatisfied. My requirements are satisfied.

They do a pretty good job

Overall txdot is satisfactory

I feel like TX DoT is very concerned with safety.

Good

It's OK

I think TxDOT does a generally good job. Public transit in Texas sucks but that's because the state is so large and Texans want to drive not because TxDOT is doing anything wrong.

They do an okay job

Works for mee

Do an adequate job

They seem to be doing a good job in my part of the world

It's OK

From my personal experience dealing with road construction and such they do a fair job

The fact that I've had no need to interact with TxDOT tells me that they must be doing their job.

TxDOT has proved highway more highway lanes as well as bi-passes in my area. TxDOT has recently resurfaced existing roads in my area. TxDOD regular holds hearings and publishes information about area planning.

I haven't had any problems or complaints

They do good job around here

They do fine for the work they do. I would not like to see things changed in any way.

No problems

Satisfied

I guess they are doing the best they can I am not widely traveled so don't feel I can adequately judge them. If I rode the buses maybe I could give you a better answer. I do know that they accomadate the disabled and seem to be doing a very good job of that.

TxDot does a good job.

No major complains

TxDot is looking for another route over Lake Livingston

TxDot operates in my area in an efficient manner and within budget. They seem to take care of business in a timely manner.

They seem to do a decent job for the state compared to some other states I have been to.

I haven't had any reason to be dissatisfied with the TxDOT

They are ok a force to be reckoned with.

They are one step ahead and generally complete repairs and new roadways well in advance(sometimes years)of other states

I have enjoyed the electronic statements available through the Texas toll tag system that TxDOT runs.

They do a good job

It's O.K.

They do an okay job.

THEY DO A GOOD JOB

No complaints

Doing a good job

No reason to complain. Looks like TxDOT will be in the center of the political battle coming up in the Governor's race.

They seem to fulfill my needs to a fairly good extent.

They do just fine. When driving I feel the difference between highways the second I cross the state line. The ferry service at Port Aransas was in a lot better condition 2 years ago than it was in the 70s. I don't like the loss of the rest areas and picnic areas I am seeing. I use those to pull off and destress when driving. I don't like having to pull into an area so full of traffic that I can't relax.

Better than most states

I have no complaints

They do a good job

I have only had good experiences when I have called but I miss the highway update 800 number

They seem to be doing their job.

They do a fine job

OK i gues

Satisfied

At the amazing rate that the Texas population is growing I believe TxDOT is doing the best that they can to try to deal with the complex problems it faces.

I have no problems with TxDOT

No complaints

I think they are doing good work trying to keep up with our needs. Sometimes we get frustrated improvements don't move fast enough (for Highway 290 for example) but that's just how government entities work.

Seem to do a good job overall.

No complaints

Satisfied

I think they care about their responsibilities and take pride in their work. I believe that this attitude shows in the excellent quality of their work.

Always doing their best to keep us safe

TxDOT seems to do a good job.

I am a OTR Truck Driver and I feel that TXDOT does a fairly good job compared with what I see in other states.

It's good

They seem to do what is needed

No complaints.

In my opinion TxDOT has done a fine job in the past we'll wait and see what they do in the next few years.

Things seem to happen as needed without lengthy delays.

I am in my comfort zone in regards to how they are operationing at the moment in time.

I could wish for better maintenance but I don't want higher taxes. I AM happy that a road promised 25 years ago is finally being built.

Seem to be doing a good job

They are trying to meet the public needs.

They are doing many of the things expected of them. Are they doing all they report to doing considering these financial times we are experiencing???

I guess they do the best they can.

OK

They seem fine I guess. About what I expect from state government agencies.

In general i am pleased with the job TxDOT does. sometimes it seems that hiways are not even started until a major retail or residential area is already finished.

I don't have anything to complain about so I am satisfied.

They do a good job

They seem to keep everything under control and running smoothly and provide good public information as to road conditions etc.

Generally seem to do a good job of maintaining Texas transportation systems.

Satisfied

They have not hurt me

No problems.

They appear to be doing a good job

TxDOT has been satisfactory for the past but future opportunities will demand increased wisdom initiative better change management and operations management.

I have not heard anything negative so I assume they are doing a good job.

I don't have any complaints.

They are trying to better our system

Do not have any unresolved issues with txdot

When they do their jobs and no one hears about it they have done the jobs well

Seems fine. My dad works for ILDOT and I don't see much difference to me

I AM ABLE TO GET AROUND TEXAS

They work hard to keep changing with the times and keep our highways in much better shape than states that border Texas.

They seem to try very hard.

The roads are kept up pretty decent and the rest areas are safe and clean. There should be more rest areas for truckers to be able to park so they can get adequate rest and comply with the Federal Hours of Service regulations.

Does a through job timely and on schedule.

There has been no major developemnts that I am aware of that will change my perception of the TxDOT.

Adequate

Good services

My response is based on my travel across Texas.

Overall I am satisfied with the transportation system provided by TxDOT. There have been several highway expansion projects which have reduced commute time. Highways are kept clean and maintained regularly.

Satisfied

Good

Every thing I need to go where I want is in good state of repair.

They do a fair job

Have heard bad things but personally im fine

It's OK.

There doing the best they can

Compared to every other state with the possible exception of California Texas highways are by far the best in structure in maintenance and in convenience. We were in the military for 22 years and have lived in many states from Delaware to California to Hawaii east to west and from Illinois to the southern tip of Texas north to south not to mention the many states in between. So we have a great deal of experience with the modes of transportation in the US especially the highways.

They seem to be doing their job where I'm concerned.

Do a good job but we all see TxDOT workers being extremely lazy and just standing or sitting around.

The progress they make in providing transportation venues can be seen in the finished and on-going projects throughout the Houston area.

They are fine

For a govt entity they seem to stay on top of things and do their best in hurricane situations.

They do a good job but are slow to respond

OK

I haven't had any direct dealings with them. They seem to be doing their job just fine.

It's okay

They do a good job

I think they do a good job here in Texas.

They do alright. I was glad that the Texas Corridor was not implemented. It would disrupt in a very negative way the small town where I live. Texas was going to take large amounts of land by eminent domain. It would have devastated our economy.

I think they do a fine job

Looks like there the best thay can do

Generally I am satisfied w/ TXDOT. I'm not overly impressed with the 'feeder' road system.

No problems

They just seem to be doing their job

THEY DO A GOOD JOB OVERALL. LOCALLY IN SAN ANTONIO THE STATE AND FEDERAL ROADS ARE VERY GOOD! THERE IS A STRONG ANTI-TOLL ROAD LOBBY HERE BUT I DON'T AGREE WITH THEM!

The evidence of quality management is observed daily by me in my commute. I see the workers cleaning up the sides of the highway and I observe the diligence of the officers patrolling for the sake of safety

Seem to be doing good job

Competent agency

There seems to have been an increase in maintenance of the roads and the signs have improved. Also their overpasses are built to also be attractive. They have been paying attention to environmentalism

General impression

Okay

I've never had any problems. They did a good job changing over the toll system on the George Bush toll road in north Dallas.

I think TxDOT performs better than most state transportation departments.

Overall the TxDOT manages a massive road system in a large state where people love driving. the HWY system in Texas is very good. innercity transportation such as bussing and trains is not so good because TX cities are extremely large. you have to have a car to live in Texas. that being said there are a lot of cars and TxDOT deals with continued need for road expansion. I feel they see that need- at times they don't plan enough for the growth. Texas is growing fast- sprawling is common in every city. this is difficult to keep up with so i think they do well.

It's doing a fair job

They do a good job in keeping highways clean safe free of potholes and the men and women who serve us with TxDOT deserve much much more credit than they get. I give my thanks to them.

Department performs adequately.

They seem to be doing an alright job but I don't know for sure.

TxDOT stresses safety.

I have not seen anything to complain about. They are currently doing their job to make the roads safer and easier to navigate.

For such a large job I think they do OK.

Seem to be doing a good job.

think doing an ok job

I have no complaints

No immediate issues.

New toll roads in and around Austin TX are fantastic

Category 4: TxDOT is Responsive and Conveys Timely Information

Helpful

TxDOT keeps travelers informed about situations on the roads-- accidents etc.

After living in Texas for 14 years I can say that TexDot is reliably dependable.

They welcome public comments and input.

When I have called Re: fallen tree across road there was very quick response and hard workers to get it cleaned up.

Most locations are staffed by kind helpful people. the more rural locations are not staffed adequately

They listen to public opinion They keep highways safe

TxDOT seems to be very conscientious about doing things right.

Roadways are being worked on. You can usually get through the construction zones. They communicate well about closures. The message signs on the highway are helpful.

Pleasant and efficient when asking a question on the phone

The department personnel were professional and courteous as they should be.

I like that I can get on their website and check traffic and road closures even view cameras.

Due to expansion of I10 we had to move an office from a small apt. type unit and they were very helpful in our experience.

TxDOT workers have been courteous and helpful whenever contacted.

Employees are always helpful when you require information TxDOT also has a very informative web site.

TxDOT provides very useful information of all types on its website etc however the one project in Wichita Falls that has been in the news lately was of a project that was delayed by around a year and no one would take the blame for it.

Every time I have got near TxDOT they have been very respectful and usually they all wave at me.

TxDOT is responsive and conveys timely information

Category 5: TxDOT is Trying, But Has Opportunities for Improvement

They are doing okay but some improvement could happen

Not great; could be worse.

From what I gather TxDOT is similar to many agencies. It could do a lot better if more efficient.

They're trying but I think the job is too big for them

TxDOT does a good job - but traffic is out of hand between the major cities in TEXAS

They are trying to keep up with an impossible job.

I'm satisfied overall but there's always room for improvement in any operation.

Mixed bag. Good on existing infrastructure poor on needed nonexistent infrastructure.

Adequate compared to past work but not as good as most other states DOT

It's fine but could use work.

I have no complaints but I'm sure they could do better (as any government agency can).

They keep things running. I wish they could do a better job of keeping debris off the freeways.

But I strongly disagree with the plans for the Texas Corridor.

I think they do an ok job..Just sometimes small jobs seem to take a lot of tax payers money.

TxDOT does the minimum required to keep transportation flowing.

They are generally responsive to the public needs. They got hijacked with the 'HOV' lanes in Houston. Most cities have diamond lanes and therefore utilize them all the time. The HOV lanes are a big waste and severely underused due to their configuration.

Road closures for expansions are headaches . . . but I suppose if that didn't happen we would then be complaining about road expansion. so with no justifiable complaints I suppose I am satisfied with TxDOT.

They are getting better but we still have a lot of potholes on our highways.

Think they could do more

It's good but there is room for improvement

I wish there were more rest areas with bathrooms but other than that everything seems fine

Highways are generally safe. Takes time to fix some potholes in my commute. Cannot keep up with the expanding population

Projects I've seen have been handled well but often are undersized or underfunded.

The employees of TxDOT workers very satisfied - they do the best they can with what they are allotted. The Commission very dissatisfied - has been trying to take the state in directions that are not beneficial for the whole state but only for certain people in certain areas of the state and the 'reorganizations' have hurt many areas of the state.

Appear to be doing their job toll roads should be free after certain amount of time need to continue to be responsive to repairs - highways do take too long to build & expand

The toll issue is my hot button. I don't understand why a select group of travelers are charged to drive on highways that fund projects for other parts of the state. A gas tax would make much more sense. With a gas tax everyone who drives pays an equal amount compared to how much they drive. Also I have recently moved to East Texas and travel to Dallas a couple times per week. There is no decent method of public transportation back and forth from Dallas. On a positive note they do a fine job of keeping the roads in good shape.

Would be better except when doing road construction why do they not have proper flaggers?

They are doing okay but some improvement could happen

Not great; could be worse.

From what I gather TxDOT is similar to many agencies. It could do a lot better if more efficient.

There trying but I think the job is to big for them

TxDot does a good job - but traffic is out of hand between the major cities in TEXAS

They are trying to keep up with an impossible job.

I'm satisfied overall but there's always room for improvement in any operation.

Mixed bag. Good on existing infrastructure poor on needed nonexistent infrastructure.

Adequate compared to past work but not as good as most other states DOT

It's fine but could use work.

I have no complaints but I'm sure they could do better (as any government agency can).

They keep things running. I wish they could do a better job of keeping debris off the freeways.

But I strongly disagree with the plans for the Texas Corridor.

I think they do an ok job..Just sometimes small jobs seem to take alot of tax payers money.

TxDOT does the minimum required to keep transportation flowing.

They are generally responsive to the public needs. They got hijacked with the 'HOV' lanes in Houston. Most cities have diamond lanes and therefore utilize them all the time. The HOV lanes are a big waste and severly underused due to their configuration.

Road closures for expansions are headaches . . . but i suppose if that didnt happen we would then be complaining about road expansion. so with no justifiable complaints i suppose i am satisfied with txdot.

They are getting better but we still have a lot of potholes on our highways.

Think they could do more

It's good but there is room for improvement

I wish there were more rest areas with bathrooms but other than that everything seems fine

Highways are generally safe. Takes time to fix some pot holes in my commute. Cannot keep up with the expanding population

Projects i've seen have been handled well but often are undersized or underfunded.

The employees of TxDOT workers very satisfied - they do the best they can with what they are allotted. The Commission very dissatisfied - has been trying to take the state in directions that are not beneficial for the whole state but only for certain people in certain areas of the state and the 'reorganizations' have hurt many areas of the state.

Appear to be doing their job toll roads should be free after certain amount of time need to continue to be responsive to repairs - highways do take too long to build & expand

The toll issue is my hot button. I don't understand why a select group of travelers are charged to drive on highways that fund projects for other parts of the state. A gas tax would make much more sense. With a gas tax everyone who drives pays an equal amount compared to how much they drive. Also I have recently moved to East Texas and travel to Dallas a couple times per week. There is no decent method of public transportation back and forth from Dallas. On a positive note they do a fine job of keeping the roads in good shape.

Would be better except when doing road construction why do they not have proper flaggers?

Category 5: Toll Road Opposition

Even with roads greatly overused most are reasonably well maintained. there is WAY too much emphasis on 'corridors' and toll roads. there is too much concern for border crossing and not enough on keeping overloaded and unsafe foreign trucks off of the roads.

They are taking previously 'free' highways and making them into toll roads!!

Texas highways are usually adequate and nicely maintained. But the toll roads and authorities are out of control and should be limited. Corporate and special interests have too much say. And the North Dallas Tollway is not Dallas. It should be named North Texas Tollway.

Because of the toll road I'm very unhappy.

Their shady deals with contractors to build toll roads are incomprehensible and should be investigated. The Trans-Texas Corridor was a bust and a public-relations disaster.

They take too long to complete projects leaving the construction zones a hazardous place to drive. They don't adequately research and expand current roadways to accommodate increased traffic. Their answer is to put in toll roads instead of using our tax dollars to fix existing ones. Toll roads are NOT the answer. Good planning and management are what will keep our traffic moving. Toll roads would place an additional burden on families who are already experiencing financial difficulties in today's economy.

I think they have let too many companies build toll hwy's without building on the mass transit system. Hwy 121 is a prime example and would have been a great corridor for light rail across the metroplex but it doesn't seem that provisions for light rail were considered. TxDOT should have forced NTTA (or any other contractor) to build light rail if they want to build toll roads.

TxDot doesn't take care of current roads and pushes toll roads many of which are not needed. They pay little if any attention to public opinion.

Always has an excuse and behind on having the needed roads. I blame them for the increase in toll roads. We get tired of waiting and willing to accept paying tolls. It also seems toll roads can be built faster than a non-toll road.

Disagree with proposal to 'sell' toll roads to private entities

Have not seen any major activity other than dispute on who should operate toll ways.

THERE IS TOO MUCH OUTSIDE INFLUENCE TO PUT TOLL ROADS IN EVERYWHERE THERE IS GROWTH. CURRENT STATE GOVERNMENT IS ON THE TAKE.

TxDOT wants to build more and more tollways in the DFW metroplex and yet they are still running out of Money. They need to hire better management.

I don't agree with their handling of the toll road issues in san antonio but in general I am happy with the other work they do.

Was trapped on two toll roads in Austin without knowing then billed for the intrusions.

Doing some things well but show no real planning. I have concerns over increasing numbers of toll roads - tax dollars built those roads and I strongly object to having to pay to use them. Costs are not being controlled properly. Some engineering designs for traffic control make no sense and actually create bottlenecks that were not present before. Highway system between cities is great.

If you don't have a texas toll tag you are charged an extra \$1 each time you use the toll. This is stupid because they now take pictures of all cars and have no toll booths

TxDot makes toll roads out of roads we have already paid for and ruins Tyler and other cities with medians.

TxDot is worthless for complaints and non responsive to our opinions! TxDot SUCKS in Tyler especially! And you can fire Larry what's his name. Liar!

They could do better if they were less involved in making toll roads private.

TxDOT keeps pushing toll roads which limit access for citizens. Their plans put tolls on already build roads that have been paid for by gas taxes is like unto a criminal fraud.

Too many toll roads are built instead of freeways. Roads are getting in bad repair and have caused to my wheels.

It took way to long for them to build a better Katy Freeway and now the extra lanes are toll lanes. Why couldn't we just have more lanes? It's nice to have a faster communte but I don't think we should have to pay extra for it.

TxDOT promotes toll roads which are money takers.

Letting public roads turn into toll roads - bad idea!!

They rely too much on toll roads. They could better utilize the funds they have.

It is unclear as to which highways in entire state honor the TxDOT pass. Is it only usable in Houston or does it work throughout Texas?

I used to be very pleased with the condition of Texas highways but these days TXDOT seems more interested in building toll roads and a LOT less interested in maintaining the highways we already have. For the record I drive around ALL of the toll roads they have installed. I am FURIOUS to know my tax dollars are used to build roads that I am the expected to PAY to drive on!!! Also there is NO REASON why a simple lane expansion should take 3 to 4 years -- yet here in my area there has been just such a project and currently there seems to be no end to the construction debacle in sight. I used to brag about the conditions of the Texas roads... now they are infuriating.

TxDot is too willing to strike private partnerships for toll road construction instead of securing the future for all Texans.

Do not believe in toll roads and why they were created

Too many toll roads. Not enough roads in general.

Toll prices are high

I am tired of nearly all new roads especially in urban areas being toll roads.

Letting Toll Roads being built instead of TXDOT doing the job

Poor maintenance of roadway and bridges moving far too many roads to tolling the US 75 HOV lane in Dallas.

I realize that they never have enough funding but come on: street lights by on-ramps are a necessity not a luxury. They need to be replaced when they burn out (I-35 for an example). Also TOO MANY toll roads!

They use tax money to build roads then want us to pay to use them which is a form of double taxation. Consequently I refuse to use toll roads in Texas.

No toll roads!!especially those owned by foreign governments like Spain-Stop selling America or get a new Governor!!

Too many tollroads

All they want to do is build toll roads.

Trans Texas corridor

Too much emphasis on toll roads

Category 7: TxDOT is Too Political and/or Bureaucratic

TXDOT IS A POLITICAL ORGANIZATION INSTEAD OF JUST TAKING CARE OF TRANSPORTATION. THE NEW TEXAS INTERNATIONAL ROAD I CAN'T THINK OF THE NAME OF IT RIGHT NOW IS TOTALLY BOGUS. IT IS STEALLING PEOPLE'S LAND FOR A TOTALLY POLITICAL MOTIVE.

TXDot caters to business interests not the taxpayers of Texas

If the Governor would let the engineers do their job TxDOT would be fine.

TxDOT does some things well and other things very poorly. They are often influenced by politics rather than the needs of the people of Texas. The Republican governor and legislature is a JOKE when it comes to these issues.

Govt bureaucracy bloated never ending want for funding increases recent episode with TransTexasThroughway was terrible and should never have begun. Am glad it was finally cancelled

Don't listen to the little people just the big companys

Just a big beaurocracy

It is rather hard to rate TxDOT. Most of the time citizens in Austin come in to contact with TxDOT employees is through other boards that work with TxDOT and often muddy the waters. TxDOT is often hamstrung by the political agendas of many of the members of these boards

Victim of the politicians. We need more rail in texas. It's safer. I would visit more places in Texas if I could load my car onto a train and travel in comfort.

Another bureaucracy with lots of overpaid people who do what they want without regard for public wishes.

TxDOT is a typical govt agency

The work they do seems to be done well enough but there's isn't a shred of caring for doing anything that benefits people. TxDOT is completely in line with all the stupid Rick Perry-controlled organizations.

Politics and contracting very poor - miss handling of funds or not handling at all of funds.

I think that all governmental agencies state local or federal are for the most part administrative top heavy and incompetent.

TxDOT is way too political. They want more toll roads and the Trans-Texas Corridor they are pushing (against public will) is a complete boondoggle.

It is a government agency!

The projects which seem to be funded are not generally good for all Texans just the richest Texans.

Is becoming too much of a 'political entity'

It makes poor use of limited funds and in urban areas is more interested in helping developers than the general public.

Dumb ass government

It is another example of state bureacracy at work. It takes forever to move projects forward due to layers of red tape and inefficiency.

Cone crazy anyone who consorts with a Spanish company to allow them to take tolls for our roads is NOT trustworthy. they are too friendly with Rick Perry who does NOT have the best interests of Texas at heart!!!

Too politically influenced through the Governor's office.

TxDOT and the Governor are bowing to corporate interests they personally stand to profit from specifically in their dealings with foreign companies like Cintra in their attempt to establish a Trans-Texas Corridor project.

I would not say that I am dissatisfied but I would like to see TxDOT be more responsive to Texans' needs. I think TxDOT is too bureaucratic in the sense that the upper managment seem very self-serving.

TxDot is managed by appointed officials that are more concerned about keeping their political appointments than any concern they may have about public concerns.

They are a tool of the highway construction interests and republican politicians. They should be ashamed fo themselves for inane ideas like the Trans-Texas corridor which would take millions of acres of land from family farmers. They should be building high speed rail that connects the three biggest population centers DIRECTLY. Quit carrying water for special interests TxDOT!

The agency is virtually a fiefdom of the governor used to dispense major road projects as political plums to allies and business associates.

Does a job some times well and some times it drags its feet because of political influences and budgetary restraints

They do a fairly good job but waste too much money because of the governor who does not use the money right!

Too much politics...

Typical government agency...workers chatting while work needs to be done obvious lack of supervision and sense of urgency

The politics that are in the nature of TXDOT will kill the State of Texas. They can not see the trees from the forest and only have an interest in the next election and what party wins control.

Worthless bureaucracy bought and owned by big business and land developers! They should have raised the GAS TAX 20 years ago and had regular increases to keep up with traffic instead of letting private biz own our roads!

Category 8: TxDOT is Not Held Accountable for Decisions or Responsive to Public Input

It is a government agency the people making decisions are not affected by the bottom line or the quality of the decision

Don't consider people affected by their decisions and don't listen to citizen's opinions

On the whole they do a good job. There is lots of room for improvement. Sometimes it seems they forget who they are working for and tend to treat the public like our opinion doesn't count.

Meetings are generally held where people can voice their opinion but it is like any government entity They are going to do just what they want to do no matter what

They do some things well but are constantly behind in road completion schedules and pitiful in using the taxpayer's dollars wisely. They also have a long history of being unresponsive to public input. Once they have made up their minds about something and have their own engineers' blessing they take the attitude of 'My mind is made up. Don't confuse me with the facts. I'm going ahead with what I planned regardless of whether it is right or wrong.' Typical government operating principles!

I do not like some of the plans they have come up with but opposition doesn't get heard. They tend to keep up with some things and let others go.

TXDOT leadership does not tell the truth. Statements made today are routinely disregarded tomorrow. Public input is 're-education' for the masses because they do not agree with where TXDOT is going. The agency should be abolished and reconstituted with trustworthy and truthful leadership.

They don't seem concerned about the public's opinion.

Unresponsive to public input; too beholden to politicians and big developers

Many decisions that are made have no regard for property and business owners. My Church will be affected by a new road and TXDOT did not respond in a kindly manner.

Although TxDOT has announced several improvements to local roadways the project has been delayed or changed due to budget constraints. It must try to live within its means instead of making promises and then not delivering.

Rude and unprofessional

They refuse to listen to the public when they have the open forum on the future projects.

I do not trust that dept. They do NOT keep the public's interest at heart.

Just like most other big state agencies they are unresponsive to citizen enquiries and normally just give you the 'run around' if you have a specific question. I have always found myself having to go to other agencies such as Texas Parks and Wildlife and the State Land Office to get accurate information before I contact TX DOT with an issue. They never return calls and it is very difficult to get past the receptionist at any regional office.

TxDot is always complaining about lack of money but seems to waste millions on jobs locals don't want or need. They need to LISTEN to the public.

TXDOT seems to be in bad need of a complete make-over from the top down.

They refuse to listen. Wastful spending. trying to force us to pay tolls on roads built years ago. failure to explain contracts awarded to foreign entities.

Not always in tune with the public desires

Do not handle customer service as they should always passing the buck to someone else so they do not have to deal with the problems. Have been known to use funds for other than legal endeavors.

TxDOT starts too many projects and runs out of money before they are completed. 'Pretends' to consult the general public for input on new projects and then proceeds with its own agenda; ie: the HWY 69 project from Beaumont to Zavalla.

They are only looking to rip off the tax payer

Unresponsive to the public's needs; they only work quickly or efficiently for the large metroplexes and give the smaller areas only the scraps of what's left over.

They are know to be argoant and not willing to listen to the public. they are quick to call 'town hall' meeting and then close them before many even know that they have occurred.

A State agency that implements major projects with little or no input from the public.

Not responsive to public

I suggested a minor improvement that would cost almost nothing. I never heard back.

When TXDOT was going to change/modify transportation in my town they sent out a memo about it. However when we stopped by TXDOT to ask questions no one could answer them or seemed to know anything about the changes that were going to be made.

Superhighway issue was handled very poorly

It seems to move from one project to another without completing the one it was on first. Also the department does not seem to listen to landowners and Texas residents about needs and wants relating to travel and living in Texas.

Wastes \$ on illegal PR one-sided support for toll roads lost all trust with the public

Rude unhelpful employees.

At a public hearing on a planned highway improvement project it was obvious that TXDOT officials had already decided on the details and the hearing was held only as a legal requirement. Public input was discouraged though immediate negative responses.

Category 9: TxDOT is Not Addressing the State's Transportation Needs or Putting Money In the Right Place

Too many people standing around while a few work. this is seen at every road project that they have. misuse of flashing lights on co.own trucks that are not nere a work project.

Unprofessional work practices. A lot of standing with to many workers at a site. This does not work in the private sector. Cutting cost is is the key to success. Not everone needs a supervisor in a truck watching put him to work also.

TxDot employees stand around and watch other workers. They have an EASY job.

I see people getting paid by the hour that are lazy and not moving

They stink

I am dissatisfied with TxDOT.

I could go on all day about my distrust and satisfaction.

Observations

They keep building highways we don't need i.e. 'Texas Corridor' that disrupt flow for YEARS i.e. Vidor/Beaumont area. They use contract labor from Europe i.e. Spanish Corporation is building the TC using Mexican/Spanish labor and NOT Texan labor who are in desperate need of employment. They keep the highway building contracts going on for years when unnecessary to do so (they draw a project out forever in order to make profit). Meanwhile other roads are falling into disrepair and bridges are becoming unsafe to use--but those never get any attention until something bad happens. Counties and rural towns are all being sacrificed for this one big foolish project called the Texas Corridor and it will cost lives in the end. I am very disgusted with DOT and Rick Perry/Texas legislature.

Except for TTC and poor money management...TXDOT does a good job

We have ENOUGH highways

Waste money on projects that should never have been started. They ignore the public opinion until a city rises up and questions their motives. Then they listen sometimes.

A lot of unnecessary road constructions

TXDOT does not have the funds to do it's job. Money is not appropriated by the legislature. TXDOT also wastes a lot of money on non road items such as designs on concrete bridges and landscaping. It also recently spent a huge amount of money to build a road to TX Stadium when Jerry Jones should have used his money for that.

They're building too much and all of it is too stupid for words--badly designed and unfairly built. Seems blatantly corrupt. Their unnecessary and ill-planned projects are ruining everything fine and beautiful about the state.

They sell bonds for specific projects then try to use them for other things. Money does not seem to be managed very well but that is typical of most government agencies.

I think the millions of dollars spent on electronic signs along the highway was a waste of taxpayer money.

Pulled funding from improvement projects in West Texas.

Dissatisfied with current funding and efficient use of available funds.

They do not know how to spend their money. You can't just loose \$2 billion in one year.

WASTE MONEY DON'T LISTEN TO PUBLIC CONCERNS

Some of the things they do is back a__wards. They put in a new 1187 with only turn arounds at each end of a 2 mile stretch. Now they're putting in a turn around but is less than a 1/4 mile from one end and it's not at an area where there are NOT any streets and the area where a turn around or crossing is needed you have to drive a mile & 1/2 to go across the street to the school.

TxDOT has wasted tremendous funding on a very limited use light rail system in Houston while ignoring the most congested highways such as TX-290. Projects that do bring improvement often come only after massive population growth and construction times are extended by long periods of inactivity (in terms of no work being done for weeks or months after blocking off lanes etc.) in nearly every case.

Pave streets that dont need it and dont pave those that do need it

Not spending money wisely

Could put money to better use. Roads remain inadequate for growth in the area. Are pushing toll roads when majority of residents are against them. Do not listen to majority of users.

They spend too much.

They only work on high profile projects and generally screw things up. The 69-96 feeder roads at parkdale mall in Beaumont is one example. Another is the railroad crossing on highway 62 just south of Buna.

They do something over and over when they could fix other thing

Money spent irresponsibly. Not meeting the needs of expanding interstates such as I35. Should have been 6 lanes by this point in time.

I recent months TXDOT commissioned work in Troup TX. They have build dozens of access ramps at street corners. The problem is; most of those ramps do not lead to a sidewalk. Some of the projects removed kerbing and replaced it exactly as is was before. I complained to a local news station (KETK) who ran a short report on this. Once the show had aired all the work mysteriously stopped. In these hard economic times does it make any sense to use public money on projects that have no value or use?

Under estimates costs; Over spends.

Wrong method of funding new construction. New projects out of date when completed.

Seems like they get locked into an idea even if it's bad - like the poles on the HOV lane for Central Expy

Too much contracting out projects they should do themselves; total misuse of funds and talent constructing too many toll roads. There is ALWAYS so much trash on the highways the driving effort is more directed to avoiding the trash rather than concentrating on traffic; endless delays and NEVER finish projects particularly on IH 35 and IH 45.

Wasteful

Building roads where not needed.

Spending \$\$ on fancy project that are not needed like putting in highrise roadways at millions of extra dollars that are not needed. Taking out native trees to make room for these highrise roadways

With all the Tax money they collect in Texas they are doing a very very bad job. Need to shut down the agency and turn it over to private interprize.

Well let's see mismanagement of funds secretive about how funds are being used reporters asking for infomation under freedom of info act & not being allowed access to information i know of others etc.

Around C/S Texas they have put rural projects ahead of urban projects several times in the past couple of years without adequate explanations as to why?

Not enough roads/highways to meet the needs of the people in urban settings.

IF THEIR THE ONES WHO TEND TO CITY STREETS THEN I THINK THEY DO A HORRIBLE JOB !!

They always seem to be working to keep the highways running smoothly. In the cities we are needing roads and streets fixed. Very slow at getting to them.

During my travels throughout the state I have found the roads to be in relatively good shape however cities like Houston and other larger metropolitan areas are in need of more highways to accomodate the growth.

They don't keep up with the demands of the needs for expanded freeways for the growth in most of the cities where the traffic is the worst.

TxDot takes too long to address major freeway problems in urban areas. The agency waits until a freeway is in crisis before doing anything about doing expansions. Jammed freeways are bad for air pollution not to mention stress on drivers. And the agency is more concerned with expanding freeways than coming up with some kind of light rail between major cities or even within major cities. Yet it doesn't mind spending money in rural areas on roads that have very little traffic on them.

The way that the reconstruction in Longview loop 281 the deviders cause more hazards than help. To get where you want to go often causes you to have to make u turns that are a hazard!!!!!!

TxDOT has not address some major concerns such as the widening of IH35 through Waco.

Roads in our area are full of potholes. same part of highway has been resurfaced several times and other sections totally ignored.

The highway are in need of repaving

Some roads are not smooth at all and when they do get re-paved they aren't really any smoother.

Need to better prioritize projects ie Marble Falls 281 bridge

State hwy 3 Texas city-Dickinson need new signing.revauluate all weight limits on state roades

Some major roads need repairing for years but other than that they do a good job

Problems with the HOV lanes on Central Expwy and I-635 in Dallas

In Dallas/Ft. Worth roads need to be added more quickly.

They repaved Hwy 79 South right in front of our house and made it nice with asphalt. Then came and put rock over it and made it where when the pavement gets hot the rocks will slip and make holes just as they do every year. Why waste Tax Payers money like that. When you finish a good road leave it like it was. Don't mess it up by just throwing a little oil and rock on it. It Does NOT LAST PEOPLE

I think Texas highways are far superior to Louisiana's for the most part but for example Interstate 20 needs to be widened to three lanes throughout East Texas to accommodate the high numbers of vehicles and cut down on the fatal accidents. People are too impatient and with only two lanes for over 150 miles people tend to take too many risks in an effort to get ahead of the person slowing them down. With 3 lanes of traffic that would make it much safer for the people who decide to maintain the speed limit protecting them from the people whose business is much more important than everybody else's.

The highways and airports I use have been satisfactory but many surface streets seem poorly maintained.

'Fly-overs' at major highway intersections built in Austin over the past 5 yrs are yet to be complete. I-35 through downtown Austin TX is a JOKE and that's where TXDOT is based. If they don't see THAT every day THEY ARE BLIND

For years we have been trying to get TEXDOT to elevate Highway 3005 as it floods and is the only way off West Galveston Island

A FM road in our town was to be widened. The plans were bumped back and now is not on the drawing table. But another road is being widened but the planning of the use of that road is not correct. The dropped road will be the one everyone will use to get to the new college being built.

The roads in the DFW always seem to be under construction...some roads for 5-10 years. As for growth there is growth in some of the more suburban areas but within the cities certain roads are overcrowded and have been for 10+ years with no signs of helping to decrease or reroute the traffic.

Fails to keep up rural roads

If they are responsible for maintaining highways (like 380) I am very disappointed with the stretch between Princeton and Farmersville where the potholes and rough roads have caused me to need new tires.

TXDOT tends to ignore rural highways and small towns where they do not have a facility. I am located some 22 miles from Gonzales Texas. On the occasion that TXDOT does any work in this area it takes half the day to get equipment and materials in place they work an hour take a lunch break work three hours then leave in time to get off at five. I called TXDOT several years ago and asked that they add gravel to the approach to my driveway because water collects there. Nothing was ever done.

Although TXDOT has several good things going on I live in a rural area. We are about to lose our old fashioned trains due to budget cuts. The Texas State Railroad is in danger of shutting down our local heritage!!! If you will recall... Robby Kneivel jumping over 2 trains in Palestine TX... That's ME & my hometown. And besides that Adrian Peterson of the MN Vikings NFL was born & raised here. TXDOT needs to do something here!

They do what they can with the money they have but more attention needs to be paid to rural towns outside large city areas.

I rarely travel long distances mainly rural roads to watch my grandson play sports and the rural roads are not well maintained

I think they do ok but they need to complete one project before they start another. In bad weather they need to be out salting the roads BEFORE the traffic not at 7:00 a.m. when people need to be taking kids to school and going to work. That should be done during the night before so the roads are safer for drivers. Salt (or whatever they use) needs time to work on ice.

We need to expand highways

Tried to get an in place traffic light activated (for two hours a day) at the entrance and exit at my place of employment has been almost impossible. TXDOT agreed but it is still inactive. I guess someone has to get hurt or killed for action to be taken.

I think that the TxDot today is not as good of the TxDot of yesterday.

They have let the roads all over the state fall into a state of disrepair. They are using cheap materials to repair the roads which do not last very long. Too much reliance on toll roads when they should raise the gasoline tax and build more free roads.

I'm satisfied except for the condition of the roads. Pot holes rough etc.

Non-responsive to comments or complaints. Roads I use daily are in terrible shape. Roads that are under repair are out of use for months when no work is going on and barrels and parkers are left in place after work seems to be complete. Does not keep public informed of current construction schedule. No contingency plans for alternate routes when major construction is taking place. Commuter transit availability in my area is limited or non-existent. Bus services are terrible. Park & ride is so limited in most areas as to be useless to regular commuters. On ramps and off ramps on major highways create massive traffic congestion. Limited access HOV lanes create traffic congestion instead of alleviating it. Rest stops on major interstates are closed or in disrepair. Toll roads are way too expensive and only those with toll tags pay every time - others are mail billed and may never pay!

Congestion due to increased traffic in my area has not been addressed and no public transportation is available

TxDOT has their head in the sand. They are unresponsive to road needs except to make Toll Roads. They have a commuter train that was supposed to start several months ago in the Austin/Leander corridor and it is a BIG FIASCO. Still not up and running for anyone to use. Only their employees have had the pleasure!

Texas used to have state highways as good and any in the world but last 20-30 years TxDOT has given over its responsibilities to private proprietary companies and abandoned its public responsibilities and accountabilities.

Texas roads and highways are in very bad shape and need constant repair and maintenance

Too much flooding on new super freeways I-10

Highway construction and maintenance have fallen behind in Texas a state that once had a reputation for the best highways in the US

Several rules that the majority of people do not want. Always not enough money to upgrade roads and bridges.

Very inefficient.

Too many pot holes to count.

TxDOT has been very slow to respond to the needs of north Texas drivers in fixing and expanding our highways.

Intercity and intracity transportation needs to come to the forefront.

Needs to improve the roads more often and keep them up..

Traffic is bad on 35 in Fort Worth but even worse in San Antonio I-10 is bad in San Antonio also. I like that fact that the toll roads are not too prevalent.

I recently traveled over a portion of highway that has had the same debris on the roadway for five days.

The highway signs could be clearer more specific and better placed

There are several roadways which are in need of repair and/or expanding.

Texas roads are among the most poorly designed that I encounter. They are also woefully inadequate for the amount of traffic they bear.

TXDOT's contractors don't provide warning signs IAW their own requirements the roads are not safe because of that. project and road improvement is always behind schedule and they spend money on projects that benefit only a few people as opposed to spending funds on upgrades to highways that are used frequently. TXDOT is constantly looking for ways to avoid mitigating environmental impacts and doesn't complete required analysis and route for public review and comment. TXDOT will only implement storm water pollution prevention techniques and best management practices if the project is 'high viability' otherwise they just don't care what is going into our storm drains; which eventually leads to our drinking water resource.

In Dallas they are always trying to ship the blame when something goes wrong. The car computer lanes are an example

Roadways not maintained as they used to be

Side roads are not well maintained

Too much traffic for the size of the highways and not enough rest stops. Many smaller highways need repair

I have a very bad erosion problem that TXDOT created I have contacted the local office 3 times in the last three years; I have been told 1) they would do something when they had time (May 2007); 2) we need to do something I will talk with my boss and call you back (no call back); 3) I will put a bale of hay in the hole (still waiting for the hay)(6-09). I have disconnected my underground gutter drainage system put bags of cement rocks leaves shredded paper tree limbs anything that might stop the erosion into the hole that is bleeding my topsoil away. I have lost one large pine tree and in danger of losing another. The second tree had a root sticking out into thin air. We put railroad ties and filled in the hole last month the mowers came and tore that up. They department knew the railroad ties were there and that a tractor would roll if it tried to mow the hill but for the second time they tried. With this dry weather I will have more erosion when it rains. I can not afford to fix the hillside as it should have been fixed when they widened the road. They cut down the trees and did not try to regrass the hillside. The erosion is not just along my property but along both sides of the road. I am the only house in the area. This is also a road (FM 756) that has on the average about two wrecks a month. Several people have been killed because of a curve going up a hill above my place. I try to not come down down 756 from Tyler after 4 pm because I have to turn across the left lane to get into my driveway. I have already been hit from the rear once.

They don't maintain roads and upkeep with growing population. Road planning and designs are dangerous and very likely to cause accidents EASILY!!!! Numerous accounts personally about bad road designs and almost getting into a wreck. Traffic light design problems cause backup of waiting 5 minutes or more. Oncoming to interstate highways is terrible due to bad placement of entrances and exits. Maintenance of roads after floods is bad due to crews not coming out quick enough to fix them.

The number of roads/highways is fine but their quality is terrible. Despite what seems like never-ending construction the roads never seem to improve.

They don't fix roads they don't do anything but put up MORE toll roads that we've already paid for. WORST highway system in the USA

Reading about TXDOT leads me to believe that those in chg. are NOT doing all they can to carry out the stated responsibilities of their positions.

Highway signage is very inadequate and hard to follow and understand

I think to them it's a job and nothing more

One example would be the toll roads in the Austin area. They are allowing people who haven't paid their tolls a big break on their tolls. That seems really nice doesn't it? They don't have to pay as much. That punishes people who pay on time and rewards people who don't!! The people who pay on time have to pay MORE than the people who break the rules. That's absurd. The roads in the Greater Austin area are not in good condition. There are tons of potholes and 'almost' potholes that need repair which lead to faster wear on the tires of our cars. There are probably not enough funds for TXDOT to fix them all but it's a frustration.

Too many toll roads. Really bad road repair. No public transportation

Physical conditions of roads are horrible!

Our highways are in a state of disrepair and there are not enough lanes for the traffic nowhere in Texas

There seems to be not enough money to expand the road as fast as we would like but we also would not like toll roads either but our road are very grand they could save money by not building all those feeder roads. I have driven in South Carolina Louisiana California and Nevada. I could image all those feeders can confuse people from out of town. Also we need more notice of road/lane closures we need some alternative routes way before we hit the traffic. More people in town drive the freeway than in other states due to the effects of the feeder roads.

They aren't a good as canion tx their roads and streets and areas are clean and better

They don't maintain their roads the way they used to. We used to have the best road system but it has gone downhill over the past 20 years.

They have messed up the access roads by making them one way only.

It was better 10 years ago

Not very responsive to needs of ordinary citizens.

I feel like transportation is behind and will never catch up to the need for better roads.

Requested lowering highway speeds in some rural but developing areas. Not satisfied. Requested enforcement of noise regulations as to motorcycles and 'boom-box' car stereos. NOT SATISFIED with responses.

Not enough new highway construction and maintenance of existing highways.

Instituted a change in license format and underestimated how long turnaround would be

Improvements could be made to roads

TxDOT has done a very poor job of planning for highways inthe San Antonio area and has repeatedly done a poor job of responding to pubalic input

Agency has become more of a fund raiser than an agency that works for the good of tx residentd

Not enough road expansions new roads and maintainence of roads although I realize it is due to lack of funds.

Many highways roads need repair.

Road maintenance and repair is far below standard.

Hiways around me have become demolition derbys. Population keeps increasing but new hiways do not. Our roads were never designed to carry today's amount of traffic. Speed limits need to be lowered and enforced especially for large trucks and capacity of roads need to increase along with population.

I don't know who or how one gets a contract for highway or street maintenance but TxDOT does little to assure that there is quality in these roads

There are alot of road repairs that need to be done.... Construction takes forever...

I have lived in Texas for over 30 years. I have seen the roads decay and get worse over the years. The only roads that get repaired are the ones that effect the politicians. I have also seen aviation get worse. They don't have the public concern but serve their own.

I think they should concentrate on the highway systems not mass transit

It is my experience that most or all transportation services operate below par. It is due to many factors and creates a 'Catch 22' cycle.

I don't think they are very efficient while building a new road and the existing highways are usually very poorly maintained

In Austin the transpertation is horrible.

I am not happy that they push toll roads when taxes have already been paid to widen the appropriate roads. 281 in San Antonio. The state of Texas needs to stop taking money from TXDOT for other things so that TXDOT can do what it needs to. The traffic lights on 1604 are a joke. 1604 at one time was supposed to be a limited access highway. Now because of funds it has a traffic lights that back traffic up for miles thus contributing to the bad air quality. There should have been a huge push 20 years ago for a rail system between San Antonio Dallas Houston Austin. NOW is when we should be using it not talking about building it.

The roads are awful..no signs..no warnings whoever designed these roads all over Texas had their thumb up their ass. entrances and exits on major Interstate highways gives you about 3 seconds to get to your designated lane and avoid collisions..it is awful...they made no room for population increases...stupidity

Transportation in Texas is sorely lacking. May be due to under funding or misuse of funding or lack of leadership but improvement is desperately needed.

Slow response time to traffic light problems if they respond at all do not agree with their continued support of highway from Mexico to the north (illegal alley and drug dealer haven highway) also the use of mexico officials to register foreign vehicles safe for texas roads

Closing highways down to one lane during rush hour is ineffective. Better planning should be done.

All I know is the roads around here are awful. There is always a road being worked on but when it is finished it is no different and sometimes worse than before the work was done. Often the potholes need to be refilled just days after they have been filled.

While they are trying to improve Texas roads it seems by the time they get around to completing an improvement the area has already outgrown that improvement and is due for another. Also some of the improvements they have made in my area seem to be of lesser quality than what I am accustomed to seeing from TxDOT.

They should only repair highways at night during off-peak hours

TxDOT must coordinate road closings with municipalities affected; ex. closing I45 south during last weekend before school starts. Not good!! THINK

Based on recent construction projects and lack of needed highway construction.

Bridge repair expense and redirecting traffic etc hard when traffic so heavy. crews in our rural area seem to work fairly efficiently. Dallas area is scary with construction

I think that depending on what part of the state you reside the more money and resources is allocated to that part of the state.

They do not consider the citizens and access to the freeway when they are changing the ingress and egress. They just put them in very unusable places!

They do not seem to build roads fast enough. When building new homes like on Barker Cypress and Fry Roads they should build larger roads at the beginning to accommodate the traffic in future years.

TxDOT does not coordinate traffic flow of state highways with local community streets and traffic flow. For example; major highway interchange stop lights that are out of synch with community access routes stop lights and traffic flow controls.

Not doing enough to help the environment.

Roadways are not properly repaired

I think TxDot has the worst service of any government agency. Recently i ordered a driving license online. A month later i received a letter saying my renewal could not be processed and i must come into a location. After going to a location it took 6 weeks to get my license. Also the condition of roads on texas highways are unacceptable.

Category 10: TxDOT Does Not Complete Projects in a Timely Manner

Construction takes too long to complete. Work zones are often improperly/inadequately signed. Lane closed signs are inaccurate as often as not. A gentle change in lane levels may get warnings about uneven lanes while a tooth-rattling change is not signed at all. There seems to be no coherent plan for the future. The new freeways often have hazardous entrance and exit ramps that fail to allow for safe merges into high speed traffic or deceleration to exit. Public transit is a joke. In San Antonio it takes two to four times as long to get from Loop 1604 to downtown by bus as it does by car.

They have been working on one small section of IH-10 about 10miles for ten years and are still not finished and don't look like they will finish before having to repair the first parts they did I don't know if they are over farm to market roads but someone paid someone good money to resurface h.w. 1136 from the inter state to h.w.12 and it is must worse than before they did it.

They disrupt access to businesses and take too long on projects.

I don't know of any project that TxDOT finished on time.

I have not been proactive in making any requests and am therefore not an expert on TX-DOT's performance or decisions they make. If I were an activist I would like to see them complete the projects faster and at a lower cost.

MOST WORK IS DONE WELL BUT NOT NECESSARILY ON TIME

TxDOT road improvements take too long.

Although TxDOT has been immediately responsive to some of my concerns in the past I see the same problems occurring again among their subcontractors. I see many projects that are done shoddily and have to be repeated and although I'm not certain of 'timelines' I do see congested areas where construction can take years to be completed.

Always a day late and a dollar short

They seem to have some problems in getting some projects done in time

Our roads are bad and they are really slow with repairs

Upgrades to the roadways take too long and some overworked highways haven't been upgraded.

Let private companies build the roads they are built early and under budget. If TxDOT builds the road it will be over budget and years past the scheduled completion date. Inter city rail or between big cities forget it.....TxDOT is stuck in the 50's.....

Road work is constantly occurring. So they are constantly repairing any problem areas.

By the time TxDOT completes a project it is time to revamp. Projects last long and never seemed to be completed. Customer Service is terrible and the organizations is filled with folks who do not know how nor have the desire to satisfy the customer (taxpayer).

Other than how long construction takes sometimes I think txDot does a good job!

Finish road work in a more timely manner.

Take too long repairing streets

They start projects that will enhance our travel experience to work and play yet they always seem to run out of money due to over runs and leave the project uncompleted causing more traffic problems. Contracts should be required by TxDOT to include no cost over runs and if the bid is not correct then the bidder needs to pay the cost to complete the project.

Too slow quit giving out of country winning bids on toll ways

They are always working on the roads and the ones i do drive on are in bad shape

I see the work they are doing and hopefully someday it will get done.

Sometimes wish they were better at job completion at a good rate but otherwise satisfied

Takes yoo long inferior materials

Sometimes it takes them so long to do their highway projects. They are such an inconvenience.

TxDOT does a good job of expanding roads and keeping bridges and existing roads in good repair. However TxDOT probably isn't very efficient with its funds considering how long most of its projects take to complete. As for keeping roads clean promoting cultural sites etc- those things should not be TxDOT's job. TxDOT should concentrate on infrastructure

TxDOT starts a project and takes years to finish a project. Looks like maybe 5 people working on a 10 mile stretch of road.

Too much roadway work being done that takes too long to complete

Don't feel there job is taken care of in a timely manner

Roads are always under construction; HOV lanes are misused and unsafe or useless for many drivers because of limited access points.

From things i've heard and from the fact that new roads around my town have been under construction for a very very long time

The highways are generally clean but the repair/road-size-increases take too long

CLOSED ROADS NOT BEING WORKED ON.

TxDOT is way to slow in responding to needs or problems. I feel they tend to overplan way too much and study things which explains why the majority of their projects run behind. Districts that do not get projects completed under budget and on time should be closely evaluated and perhaps change in management / personnel initiated.

There is too much construction in too many places at one time. They need to limit their projects so as to complete them quicker and have less blocked lanes.

Nothing seems to ever be completed before the first portion done needs to be repaired and they are now wanting to put in an entire new system to further trade with Mexico and Canada.....we have enough truck traffic now - no need to encourage more.

They seem to do what they say they will do it just takes too long

road ways and improvements being made but sometimes the same area is under construction for years. Bad at night hard to see at construction sites sometime. no rural transportation.

They always seem to be working on the roads somewhere as evidenced by the traffic tie-ups it causes.

Roads are not well maintained in a timely manner.

Overall they do a satisfactory Job. Sometimes projects seem to go on forever and it seems that some waste is involved by poor planning.

It seems there is a lot of construction going on forever in need of completion in my area and in the Dallas metroplex.

They are good in some areas and bad in others. It seems like it takes forever to get anything done but when you are dealing with a large bureaucratic mess that is to be expected.

I think they do a good job within the limits set by the public hearing and approval process and the bidding requirements though they seem a bit slow.

Everything that TxDOT does seems to take longer than projected. They used some land for a staging area during a major road project and did not return it to the condition that it was in before the project began.

They do a great job of keeping roads clean and in good repair but are extremely slow in building new roads or converting roads- ie TX HWY 190 killeen to georgetown is a major through fare to austin and yet from the williamson county line it is still a small 2 lane highway that from that point to georgetown can take almost an hour to travel because if a car breaks down or is a farm vehicle you are stuck doing 45 mph or less on a 65 mph road.

Roads are always under construction with limited change. Lots of potholes/rough roads in cities.

Highway projects take too long to complete and often get delayed too long due to politics. The inter-city rail that has been discussed for years seems as though it will never happen.

I understand that while highways may be under construction it is not always possible to control the work schedule of any particular contractor which in turn creates significant detours delays major traffic jams and the like. I can't believe some of the reasons TXDOT closes highways like 281 N and S on a weekend so Incarnate Word University can have a contractor paint its name on a pedestrian bridge.

Road projects seem to drag on forever. Why can't they finish a project in a reasonable amount of time?

Roads always seem to be under construction. I HATE AUSTIN TRAFFIC!!!!!!

Road work is slow to start lots of delays and always goes over budget

They take WAAAAAY too long to build roads and bridges.

Too slow doing anything about the death trap called Jacksboro Highway in the Azle area...how many deaths occurred on this stretch of highway before anything was ever done? I think their motto should be 'a day late and a life cut short before we act'..they need to be pro active instead of re active. Why can't they finish one project before startig another? It seems like if they would put all efforts towards one project it would be completed before starting another so there are not a dozen construction zones to go through for 5 year stretch or perhaps this is the way the police departments add to thier coffers since construction zones have double the fine?

Only complaint is why do road repairs always seem to be begun in August just before school starts and inpedes school traffic?

Construction in my area is painfully slow.

I think that they take much too long to finish repairs on the hiways.

They are always closing roads for construction bt then not working on them. The close it off for months when it is a job that wold really only take weeks but they do eventually get the job done.

TXDot seems slow to respond to emergency situations such as the dangerous nature of Dallas HOV lanes. Road work often takes a long time to complete.

Take too long to do a job and spends money on projects that make no sense like building wheel chair ramps for sidewalks that don't exist.

It's almost impossible to find out who is in charge of various road projects in the area. When construction begins quite often the construction zones are dangerous and require multiple accidents and complaints before they are addressed. Appears that little thought is given to alternate routes particularly in more rural areas. Multiple projects under construction affecting the same drivers reducing alternate routes and all running over schedule.

They are constantly working on the highway and never seem to finish. A six lane highway is always 4 lanes due to constant upgrades or repair work.

Service could be faster.

A little slow with construction but nothing they can do about that.

TxDOT construction projects in our area have been going on for years with no end in sight. Why is that it takes three times as long to build an overpass in Texas than it does in Colorado?

Always construction on I45

Most TxDOT programs seem to be compleated Late

They stall at maintaining their roads keeping them clear of grass and debris. They also tend to wait a long time before starting a project. Our community has been waiting for over 10 years to get an approved bypass even started.

I believe some of the projects are SLOW but good when completed.

They do a good job but take forever to get it done.

They just never finish on time months and months extra to get anything done they are very lazy people in the State of Texas most have no education so they have a hard time reading and following directions.

Category 11: TxDOT Does Not Place Enough Focus on Alternative Modes of Transportation

Not enough recreational or communal

TxDOT concentrates entirely on planning highways and does nothing to promote other transportation: specifically rail.

Would like to see a much bigger budget and marketing effort invested in environmentally friendly mass transit systems in the cities--i.e. light rail

A total lack of rural passenger trains falling months and years behind on highway projects no rural transportation service other than southeast transportation service that TxDOT is now in charge of railroads instead of the railroad commission and that you cannot take a bus or train across Texas.

Our Urban Public Transit sucks

Need high-speed rail service between the large Texas cities

Except for public transit highways are maintained and expanded as needed.

In general Satisfied. I wish we had access to bus/train service to nearby bigger cities. In that regard I am dissatisfied.

Arlington and other 'midcities' do not have any public transportation and therefore cannot access intercity transportation without a car and if they have a car they don't need the intercity transportation.

They generally keep the roads in good condition but I would love to see some high speed trains connecting the major cities.

Need to provide public transportation for us older people.

I think public rail service throughout city & suburbs is needed. In high traffic areas - not to sports arenas. SW Hou and W Hou and N houston corridors.

Overall transportation services meet my needs but more options for bicyclists and better rail service would be nice.

We have good highways in Texas. I wish we had a better rail system between major cities.

They need to concentrate on more mass transportation services in the city to other cities and to airports.

We need more public transportation of all kinds and many many less toll roads (ideally - no toll roads).

TxDOT wants to build too much concrete little attention given to alternatives to highways. txdot solution is always to build wider and longer highways.

I wish there was expanded bus and rail service

The only rail service from San Antonio to Dallas/Forth Worth is Amtrak - which takes 10 1/2 hours!!!! Even San Antonio to Austin is 3 1/2 when it is a ONE hour drive. In addition the 281 - 1604 corridor should have been fixed YEARS ago and it is still in the EARLY planning stages!

TxDOT likes to build more highways and toll roads; need more rail service and public transportation in semi-rural areas like parts of California has.

Everything seems fine overall. I don't like the increased use of toll roads. I wish there was better public transportation.

Pushing for light rail Cost for light rail is toooo high should be looking at bus system

As a northeast transplant I like that the highways are well maintained. However the distances are so vast that a train system seems sensible but none are available. Common talk suggests that this idea is suggested yearly and is always rejected.

There's no functional alternative to the SOV. We desperately need rail and bike access!

I fell TxDOT needs to apply more efforts into mass transit for rural areas to city which will cut traffic on public roads and save both fuel and money to the people driving to and from work in the cities. More funding to areas--such as rail or public transit. Also more funding to rural area roads.

I have not traveled THAT much outside of Texas but I really enjoyed traveling in Washington D.C. with the train system I don't know if that system would work in Texas.

No rail traffic in rural Texas

I haven't read much recently. They should do intercity rail however.

Texas has good roads could use more passenger rail

For the number of large cities in TX public transportation is non-existent

The roads are fine but the train/rail/public transit is nonexistent even in a major city like Dallas. I tried to find a way to commute using public transportation and it was impossible.

(1)Public transportation and ACCESS to public transportation needs to be higher priority. (2)Loop 49 - public hearings are held - but no one listens and makes any changes to their already cut-and-dried proposals/plans. (3) much needed sidewalks on Hwy 31W - near fairgrounds in Tyler - just put in last year - already having to be repaired - and sidewalks too narrow!!! Just take a look!

There is so much more they could do for people without independent transportation.

We have literally no public transportation other than a small amount of light rail service in Dallas and between Dallas and Fort Worth.

I am a native born Texan. We need more public transportation between major cities and we NEED the I69 corridor linking Mexico and Canada. We MUST have that road. (in my opinion)We also need public buses and rail between rural areas. i.e. Lake Jackson to Houston.

Need better road maintenance and rail service.

Happy w road maintenance but behind in rail transportation

Texas has a good highway system which is extremely overcrowded. New tooways are improvements in some areas but not in San Antonio. I think the national interstate Highway system is great and I think that Texas rates among the best in providing good highway transportation infrastructure. However much more need to be done on alternate people moving solutions.

We need more public transportation in urban areas.

I don't drive much but I live in the largest city in the US without public transportation. I can't even get a bus ride to the nearest Trinity Railway Express station. Therefore I can't take advantage of other rail services without my car. I think it's pretty stupid.

I'm more concerned about the DART system specific to Dallas TX. It needs to be expanded which it is but I don't know how quick. We need more sidewalks along highway access roads to get from bus stop to bus stop.

Dont really lddal with them or travel that much but i believe they have negelected mass transit

There is no interstate rail in my city.

TxDOT is a good agency. They are constantly keeping our roads safe. However I feel that there is more that they can do in terms of public transportation. There is no public transit rail between the major cities and in rural areas public transportation is non-existent. As the state's top agency for transportation they could do a better job of helping cities and counties to improve their roads.

We need rapid transit to the airports and all over

They should build a better rail system

Other than a huge need for both intercity rail systems for major urban centers AND decent intracity rail systems (e.g. Houston's is a laugh) they are doing a good job.

Road/bridge/planning/maint./construction is good. Airport traffic is maxed state wide. Need a reliable/dependable pax rail system for normal/emergency transportation.

I know I've heard about adding a high speed rail system that connects the major cities in Texas but I think that it has taken awhile for TxDOT to figure out that Texas has needed that for a while now. The interstates are not pleasant to drive on once arrived at a major city.

I want better faster cleaner more efficient transit systems. I also want a sparkly pony I ain't gettin' that neither. I just want better unfortunately the conventional wisdom in this pisshole state is 'more bigger highways!'

Unable/unwilling to provide bike trails. Highways extremely unsafe for motorcycles especially off of interstates.

Can one imagine driving one of BO's new green cars across Texas???? It would take weeks if not months. We don't need any more damn roads; we need rapid rails across Texas. Go away TxDOT

We need a working rail system not toll roads

I would like to see more rail between the larger cities in Texas

I live in Arlington Texas this is a large city that has no transit system to Dallas/Fort Worth we have a new Cowboy stadium next to the Ranger stadium and Six Flags and no wide streets or highways to accomodate the trssfic here there is no dart there is no bus depo bus or anything to get around there alot more wrecks on our highways then 5 yrs ago roads arent sanded enough when it ices and if I had a dollar for every pothole I wouldnt need transit service I would have a limo service

There are not many alternatives to driving a car in my area

Dallas needs subway/rail service

I think they do a good overall job but would like to see more transit services outside of large urban areas

TxDOT seems nonplussed about the traffic congestion in many of the state's urban centers. Some mass transit options need to be implemented in these cities particularly Austin San Antonio and Houston.

There is alot of roads and bridges which seem to be taking care of readily. I would like to see if public transportation in the country areas.

Compared to other states (Louisiana etc.) Texas has good highways but the public transportation is not good.

Need to organize the rural transportation services to seniors and thoes with health problems.

I just think that they could do more that's environmently friendly. Like add more cities to Amtrak. Look into alternative road construction.

Need more public transportation

Category 12: TxDOT Needs To Be More Proactive in Planning for the Future

TxDot is doing their best in my opinion but they seem understaffed to compensate for the growing amount of traffic in the state of Texas.

I see TxDOT as a state agency that just can't seem to get its act together. It seems that TxDOT is always behind the curve on what Texas needs particularly in terms of highway construction and maintenance in the Greater Houston area.

Some things they do well but long term planning is not one of them

From what I have seen they are working trying to keep pace with growing communities but are still years behind of where they should be.

Lack of planning for needs of communities lack of planning for future road needs during development

They could use a little bit better planning.

I think their planning for urban highways is at least ten years behind the population growth

They seem to not do as well with things as CalTrans. There is always problems with congestion in the major cities and even in smaller cities. They don't appear to have accurate planning.

They are not pro-active. They are always playing 'catch up'

Not doing enough for the future -- no real plans for intercity rail and no real expansion of highway capacity

TxDOT does nothing to help future populations be less dependent on fossil fuels

TxDOT seems to be poorly organized and focuses more on upkeep and maintenance rather than focusing on future needs.

They never seem to anticipate correctly an area or towns growth when they build a road or highway.

Poor planning procedures. Wasteful.

I do not feel they look far enough into the future on the needs of the roads.

They're constantly trying to catch up with the population growth/increased highway traffic. By the time they have new roads built and/or existing ones upgraded the traffic has already increased so the new roads are as congested as the old ones. In other words they're too busy trying to meet today's demands and by the time they finish they've only met yesterday's demand. They should plan for the future!

Project such as the new loop in Del Rio and the continuing construction in San Antonio shows poor future planning on TXDOT part.

I do not think TxDOT plans wisely for the future they don't spend money on the most important project first nor do they plan enough time to complete a project or enough ways around a project for all the traffic.

Category 13: Other Concerns

Have some concern about imminent domain

Took my house to widen a road.

The semi's in Texas need to have a lower speed than passenger cars. They are too fast and are involved in too many fatal accidents. They may not cause them but can't avoid them due to their speed. Other states have lower limits for trucks etc. why can't Texas?

When using the local interstate it seems to me that a greater presence of county and state officials could increase

They demonstrate an overall lack of concern for public safety with regard to hurricane evacuations in that they flatly refuse to communicate with local services regardless of affiliation. I think they will cost people their lives.

HOV lane design is poor and leads to accidents.

I-35 between Waco and Hillsboro is very dangerous speeding trucks crazy drivers weaving in and out and you very seldom see troopers out. They tie it up for years rebuilding the highway it only lasts a few years and it's tearing up worse than it was. Poor quality paving compared with other parts of the state

During repair to a bridge in Abilene on I-20 over US 277 they allowed the contractor to leave rough places in the highway particularly a 'rumble strip' normally only found on the shoulder. I was East bound on my new Goldwing motorcycle and hit this rough spot that was wet and the motorcycle went down. Almost \$15 000 to the motorcycle and \$250 000 medical bills and 7 weeks hospital later I have learned they hate motorcycles or just don't care.

The HOV lanes in the Dallas area are extremely hazardous yet TXDOT refuses to accept culpability.

Roads especially in & around Houston & I-10 through Eastern Texas are deplorable & unsafe.

The I-35 construction needs something to cut down on the number of fatal accidents in recent weeks.

Two recent news stories pointed out hazardous situations blamed on TX DOT. One was the need for better safeguards to stop wrong-way drivers on Dallas North Tollway; the other was regarding Central Expwy in the Richardson area having inadequate safety margins in the size of HOV lane.

Category 14: No Opinion/Neutral

Don't have anything to say

No opinion

None

We all like to gripe.

NA

Have not heard much nor had any dealings with TxDOT

I am neutral.

Do what is expected and No more.

No opinion just like the box i checked

No Issues.

Don't know about them

NA

No comment

No opinion

I haven't had recent personal dealings with unless you call driving through construction zones a relationship. It seems I-35 is constantly under construction which is frustrating traveling. Media runs stories about unsafe bridges or trying to grab land but I have learned it mainly highlights the problems and rarely highlights the positive/proactive aspects of what's happening

None

Have not heard anything.

I don't know much about them.

Haven't dealt with them personally so I really have no opinion of them.

Little knowledge

No opinion

No reason

NA

No opinion

N/A

Not somethings that interests me

Do not know what they do

Have not delt with them so there is no opinion

None

I don't know

None

Pluses are comparable to the minuses

No

I am not really sure what and all contact i have experienced with txdot

Some areas are maintained while others are neglected so I can't say one way or the other

Does an OK job. Not good and not bad just OK.

X

I don't really travel outside the Sherman/Denison area so all I know about is the local conditions

x

None

I have heard a lot of negative about the organization but also some positive. I think toll roads are a way of the future and Texans need to get over their objections to them. The people that want to use them will pay to use them and those that don't won't. I'm not sure if some of the issues with TxDOT are actually caused by TxDOT or the state legislature or local governments.

N/A

N/A

N/A

No explanation needed

Don't have an opinion.

No response

N/A

Don't have enough information to form an opinion

Have had no reason

No interaction

We live in a rural area and don't have a handle on intercity interstate intrastate or such travel. We are retired and run a goat ranch.

No dealings with TxDOT

NA

I have little to say about it.

No experience

I haven't had much dealings with TXDOT so I would not be capable of giving a direct answer to the question.

NA

Never think about it

I don't care

Not very familiar

No response

None

As long as they leave Camp Allen (Navasota) alone!

No opinion

Nothing to add

Don't have enough information

No response.

NA

None

Only used a few times in my life and not recently

Nothing specific

kk

No comment

No idea.

No opinion

NA

Nothing is bad enough for me to complain about...

No response.

No opinion

NA

I don't know enough about it to rate it

N/A

N/A

I feel I can safely ignore them

Never heard of it

Nothing to say

A group of state employees who draw a salary and benefits.

cccccccccccccccc

Don't have an opinion of txdot

I have no personal reason to be dissatisfied

Have not had any contact wioth txdot.

Haven't really had enough contact to make an informed decision.

N/A

Unable to form objective opinion

I do not keep up with the news.

Nothing really bad or nothing really good

No opinion

No opinion

I have not had any occurencs or know much about TxDOT to have an opinion.

I have none

I don't see any problems or have heard of any lately so that would warrant a satisfied impression

The less I have to see you the better.

None

No answer

Killing grass 2 feet in from the crub

I have no contact with TxDOT

I see TxDOT trunks working on the roads but that's all I cn say.

Don't know enough

Things are normal

No opinion

I have not had any issues with TxDOT or heard of any problems and concerns.

I have no idea what that is.

Don't know

No comment

Nothing

N/A

Some of the things they do are good and some not - like the 75 HOV lanes.

None

N/A

A

I don't know what TxDOT is responsible for.

I haven't had any dealings with TxDOT.

I dont feel like I know enough about TxDot to comment

I haven't had to deal with TxDOT so I don't really have an opinion.

Not knowlegeable

Do not have much interaction

Not familiar with them

I see things they appear to do well like sand when the weather is bad and yet it seems that expanding certain roads takes forever so I have mixed feelings about their efficiency.

Not sure

Do not know enough

N/A

N/A

None

XXXXXXXXXXXXXXXXXXXX

Neutral

None

N/A

NA

Some right some bad

NA

??

I have no opinion

Don't know who they are.

No opimion

No opinion

Some of the roads are new and smooth while others are horribly uneven.

NOTHING

Really don't have an impression as I never had any dealings with them

Just is

I don't travel that much. I never go out of my relatively small city.

I really don't have much experience with TxDot

No reliable information

NA

On the sideline here

I really don't have any opinion one way or the other.

NA

None

Have no opinion

Neutral/No Opinion

Not sure

None

I don't travel very much and therefore don't feel my opinion would be very helpful

I have had no interaction.
NA
HAVENT HAD ANY PERSONAL DEALINGS WITH
Not really sure
N/A
Don't have experience dealing with TxDOT
NA
I haven't had reason to spend much time thinking about this.
No opinion.
Haven't spent any time researching them
I don't get out much to know.
Have had to deal with TxDOT so not sure
Don't travel so havent paid much attention to tem.
Don't know much about it
I dunno
NA
No opinion
Just not sure
Other than renewing my drivers liscense I have not had any dealings with TXDOT
Have some negative and some positive opinions which keep me vertually neutral
None
Have not had any dealings with them.
NA
I have not directly dealt with the TxDOT so I'm not sure how i feel.
No opinion
Have not opinion
N A
Don't know
I don't know much about TxDOT
None
None
Don't Know That Much About TxDot
No contact with them
x
I haven't had much experience with them.
No opinion
NA
I don't really have an opinion about them
'=
I'm not interested in TxDOT
None

NA

I DO NOT KNOW ENOUGH TO COMMENT.

N/A

No response

No opinion

Just use to it never really think about it

NA

Self explanatory

None

I only know about TxDOT from news sources and don't know how their version has been slanted for or against TxDOT.

Have not had personal experience with them

Neutral

I am neutral/have no opinion.

NA

I have no explanation.

I dont get on the main freeway I drive highways

I have seen good and bad from TXDOT. I think they even out and everything is in balance.

No comment

So not enough information to form an opinion

None

HAVE NOT DEALT WITH DOT.

I dont really care for it

I don't have any dealings with them.

No comment

I said I have no opinion. What is there to explain?

No contact lately to form an opinion by

No opinion

NA

Need to know more about the dept.

Have not read or heard about recently

Not sure why?

No comment. There are pluses and nimuses overall total about the same.

No response/no dealings

No comment

I don't have an opinion.

Since I have recently moved to the country I really haven't dealt with txdot lately

What is is.

NA

I have no opinion in particular

N/A

No tup to date with what there agenda is

I stay pretty close to home most of the time so I have no real opinion of the system.

Dk

I don't think much about roads or transportation unless something is wrong. Most of the time I do not notice any major problems when I am on the roadways or traveling within Texas so I am fairly neutral about TxDot.

Not much dealings with them.

I just driv eo the roads.

No Opinion

No contact with them for several years.

N/A

I have no opinion

No comment.

None

Do not know enough

No commet

Don't know

Don't have any real impression

Just don't really know

It is really hard for a govt agency to have stellar performance across all areas. TxDOT has flaws as well as strong points.

No response

Donnie Ekvall is the best!

No opinion

Have heard of TxDOT but have had no dealings with them

No opinion

I have no opinion

I have no opinion one way or the other

NONE.

No

I don't have any complaints since I don't deal that much with thme in my rural area.

N/A

I see their people and trucks picking up trash. I get my special VietNam veterans license plate from TxDOT

Same as always

No response

None

?

.

N/A

None

I don't have much dealings with txdot.

Why?

NA

mmmmm

I don't have anything to complain about but neither do I have anything to boast about them.

N/A

No Opinion

No opinion

Neutral/No Opinion

OK

I HAVENT HAD ANY DEALINGS WITH THEM SO I DONT REALLY HAVE AN OPINION

K

Just am.

No personal dealings with TxDOT

Both good and bad - they are stupid closing 45 during hurricane season. Need to widen more and sooner. Have the road done at least of a while by doing it once rather than always working on it and redoing.

I don't know much about it

Nothing has changed.

Am not totally familiar with the full range of TxDOT responsibilities.

NA

Haven't heard much about them at all

xxxxxxxxxxxxxx

Don't know

NA

Some points are good with TXdot and some are poor

NA

N/A

No opinion

None

Unsure

Nothing to say

Haven't dealt with them much.

Have seen minor changes over the years but no major change over the years.

No opinion

Don't know

Don't have an opinion

They are about the same as other states

N/A

TX Dot is about the same as any other states hwy system

None

Have not given it much thought outside my city

No opinion. Can't compare it to other states.

NA

Have had no run in's with dot

No comment

None

No comments

Don't know that much about it

NA

None

No opinion

Don't know enough about TxDot to give a fair opinion

I don't keep updated on the workings of the TxDOT.

Don't know much about them

N/A

I have no impression one way or another.

NA

I don't have an opinion I don't have any dealings other than drive/ride on the highways. They all seem to be in good condition or are in the process of improving.

They do some things very well and some things not so good

0

No opinion

N/A

Since i can't travel a lot i really don't know my opinion

N/A

Don't know enough about them to have an opinion.

No Opinion

I'm not even sure what it is. Have only heard the name once or twice.

N/A

I really do not pay much attention to what they are doing. I only notice when they do not fix things.

NA

Never dealt with him

NO OPINION

I dont deal with them

s

No response

N/A

I don't know enough about TxDOT

I am still learning about the state.

Don't really ever deal with them

No opinion

I personally dont know how to feel.

Don't have enough info to form a strong opinion

Nono

Don't know much about them

No comments.

I don't really know much about what they do to have an opinion about them.

I don't drive

v

Don't Care
