



In August of 2011, the Colorado Department of Transportation requested its research firm, Corona Insights, to conduct a survey of Colorado residents' opinions with respect to various aspects of the department. The key statewide findings are discussed below, grouped by survey topic including overall satisfaction, priorities, and roles and responsibilities. The margin of error at the statewide level is 2 percent.

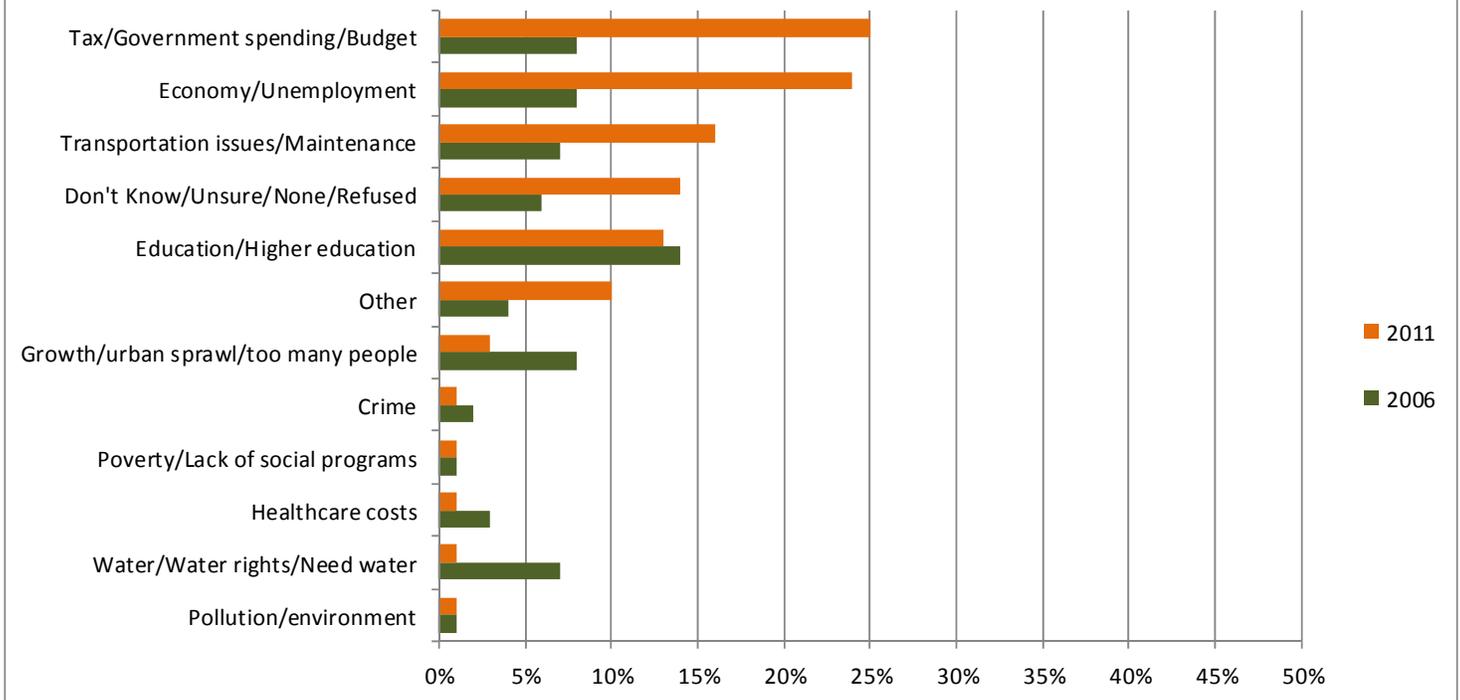
OVERALL SATISFACTION

- **In general, respondents expressed a high degree of approval of the job CDOT is doing.** Across all respondents, 78 percent stated that they approve of the job CDOT is doing.
- **A large majority of respondents reported having a favorable impression of CDOT.** Overall, 81 percent of respondents reported that their impression of CDOT is favorable.
- **Trust in CDOT is generally high.** Across all regions, 79 percent of respondents stated that they either strongly agree or somewhat agree with the statement, "I trust CDOT to do what is best for the public."
- **Respondents believe CDOT and the Colorado State Government use tax dollars efficiently.** Overall, the majority of respondents either somewhat or strongly agree that both CDOT and the Colorado State government efficiently use tax payer dollars (71 percent for CDOT; 60 percent for the State government). In general, however, respondents did not agree that the Federal government uses tax dollars efficiently (up to three-fourths of respondents in all regions reported that they disagree either strongly or somewhat).
- **Compared with other State of Colorado agencies, CDOT is generally perceived to be the same or better.** In overall quality of job done, more than half of respondents reported that CDOT is about the same as other State agencies, while an additional 38 percent reported that CDOT is better. Only 4 percent felt that CDOT is worse.
- **Respondents believed that motor fuel tax is CDOT's largest source of funding.** Overall, there was little consensus in respondents' beliefs about CDOT's largest source of funding; however three of the listed options were selected more often than others. The largest proportion of respondents (28 percent) selected Motor fuel tax, while 23 percent selected Federal funds, and another 18 percent believed that State income tax is CDOT's largest source of funding.
- **Respondents would prefer that CDOT perform construction at night.** The majority of respondents (66 percent) reported a preference that more money be spent in order for construction to be done at night, leaving more lanes open during the day, versus keeping construction costs lower by working during the day. This is within two percent of 2006's results, when 68 percent of respondents said they preferred nighttime construction.

PRIORITIES

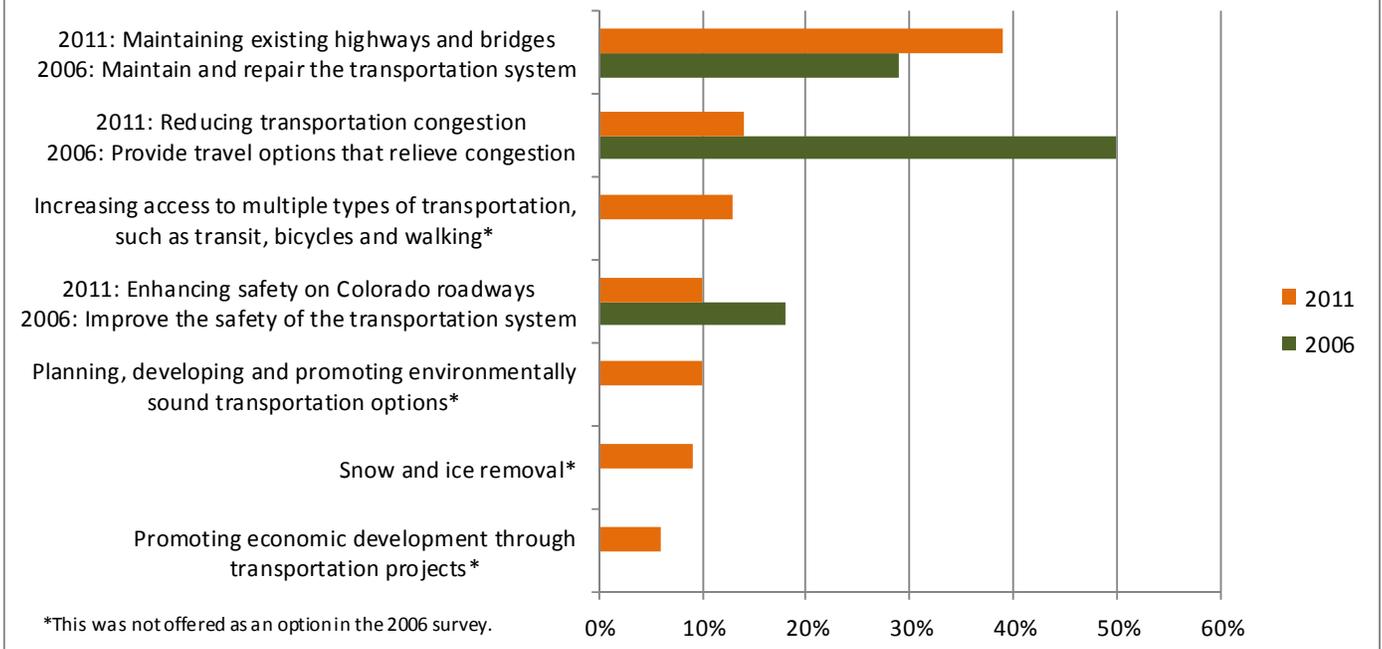
- **Economic issues were considered to be the most important problems Colorado faces.** The largest proportion of respondents (across regions) selected two issues as the most important – "Taxes/Government spending/Budget" (25 percent of respondents) and "Economy/Unemployment" (24 percent). "Transportation issues/Maintenance" was the next most commonly cited issue – reported by 16 percent of all respondents. The graph below compares significant results from a 2006 citizen survey conducted by a different consultant.

Importance of State Priorities Comparing 2011 to 2006



➔ **“Maintaining existing highways and bridges”** was considered to be CDOT’s most important priority. Highway and bridge maintenance was reported to be the most important priority by 39 percent of respondents overall, and was (by far) the most common response among residents of all regions. “Reducing transportation congestion” and “Increasing access to multiple types of transportation” were also reported by 14 percent and 13 percent of respondents, respectively.

Importance of CDOT Priorities Comparing 2011 to 2006



ROLES AND RESPONSIBILITIES

- ➔ **Respondents predominantly approved of CDOT's performance in many areas.** Over three-fourths of respondents rated CDOT's performance as either Acceptable or Great for the following tasks/issues:
 - ⇒ Roadway signage and striping (83 percent Acceptable or Great).
 - ⇒ Snow and ice removal on roadways (80 percent).
 - ⇒ Communicating traffic information to the public (76 percent).
 - ⇒ Designing roads and bridges (76 percent)
 - ⇒ Managing road construction work (78 percent).

- ➔ **Approval was lower for other aspects of CDOT's operations.** Though it was rarely the case that a majority of respondents disapproved of CDOT's performance, a fairly large proportion of respondents did report a Need for Improvement on the following tasks:
 - ⇒ Pavement repair including potholes (41 percent Needs Improvement).
 - ⇒ Bicycle and pedestrian facilities on highways (35 percent).
 - ⇒ Traffic light synchronization (32 percent).
 - ⇒ Bridge repair and replacement (30 percent).

- ➔ A small proportion of respondents reported that certain CDOT tasks were not CDOT's responsibility.
 - ⇒ Conducting driver education and safety programs (27 percent NOT CDOT).
 - ⇒ Processing motor vehicle registrations (23 percent).
 - ⇒ Clearing accidents from the interstate (21 percent).
 - ⇒ Traffic light synchronization (13 percent).
 - ⇒ Maintaining roadside landscaping (13 percent).

- ➔ Conversely, a large proportion of respondents reported that certain non-CDOT tasks were CDOT's responsibility.
 - ⇒ Issuing state drivers licenses (73 percent CDOT).
 - ⇒ Providing regional transit services (70 percent).