

Summary of Survey Results

Thank you to all sponsors that participated in the Transportation Enhancement survey that was conducted in April 2002. We appreciate your input and have used your feedback to begin streamlining our current process and procedures. We want to share some of the results from the survey with you. There will be a follow-up survey coming out around January 2003. Please continue to provide your feedback so that we can continue to make improvements to the TE program.

Background:

A survey was sent to each Sponsor asking for input on the TE program and available resources in April. Survey responses were sent back in and compiled by the local RDC's and the TE Program Coordinator. Survey results have been compiled and are as follows:

- 150 surveys were mailed out
- 138 surveys responses were received
- 92% return rate

Scale:

The scale used for the survey is as follows:

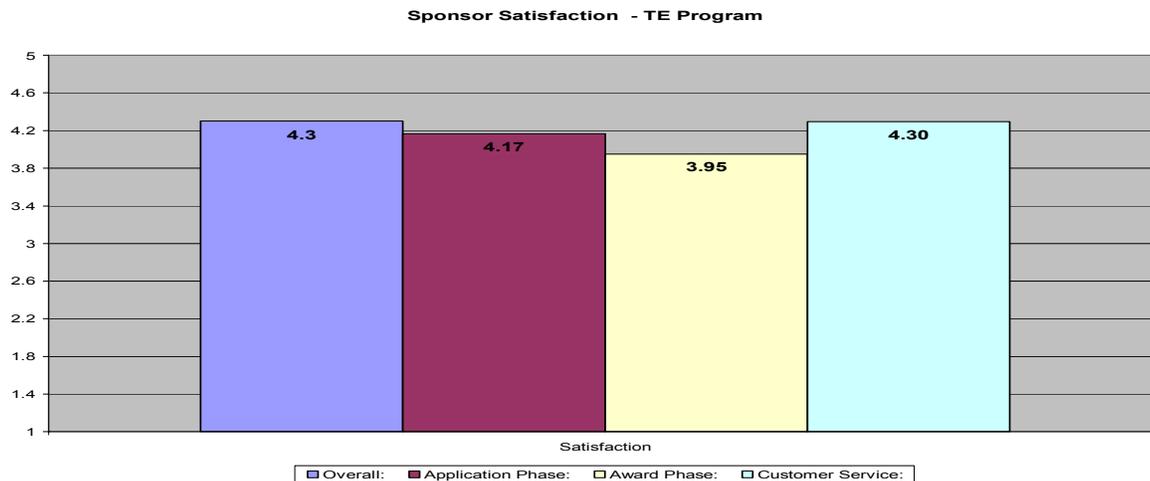
5 Extremely Satisfied 4 Very Satisfied 3 Satisfied 2 Dissatisfied 1 Very Dissatisfied

Sponsor survey responses indicate the TE Program is performing very well overall. As shown below, the average for each category is indicated as well as each item in the category.

Overall:	4.3
Overall Satisfaction with the TE Program:	4.3
Application Phase:	4.17
Satisfaction with the Application form/process:	4.2
Satisfaction with Pre-application Workshops:	4.1
Satisfaction with RDC/ MPO assistance:	4.2
Award Phase:	3.96
Satisfaction with Post-award Workshops:	4.0
Usefulness of the Road to Success Manual:	4.2
Usefulness of the TE Website:	3.9
Ease of Project Implementation:	3.7
Customer Service:	4.30
Satisfaction with GDOT Staff:	4.29
Satisfaction with GDOT Project Manager:	4.36

Satisfaction with TE Program Coordinator:	4.39
Satisfaction with District Personnel:	4.28
Satisfaction with Area Engineer Office:	4.29
Satisfaction with the RDC assistance:	4.16

Graphic view of the category summary is shown below.



Comments were also received from the Sponsors. Below is a summary of suggestions, issues and general comments that were received.

Comments:

Suggestions:

- Include a glossary of terms and acronyms
- Discussions on how to estimate cost for construction & materials in the application
- Monthly or Quarterly update meetings with sponsors regarding status and next steps
- Make application available on-line, make more user-friendly
- Streamline the permitting process or provide better guidance on Right-of-way acquisition
- Provide more frequent workshops:
 - Case studies on how to deal with slow consultants
 - Environmental process
 - Right-of-Way process
 - Administrative process
- Discussion on the role of the MPO's (Metropolitan Planning Organizations)
- Streamline the process
- More examples of successful projects
- Simplify paperwork

Issues:

- Environmental process & paperwork
- Overall process and paperwork cumbersome and slow, extremely time consuming
- Process / requirements are not clear or easy to understand
- Final payment very slow, delays in proper forms and processing
- Engineering firms / consultants hired by cities are slow to administer
- Too many hoops to jump through between agencies & coordination
- Manual is not as precise as it needs to be
- Complex process, extremely tedious and redundant, too many regulations
- Difficulty in coordinating between CMAQ & TE projects. Project implementation is very difficult to work together

General Comments:

- Project is aesthetically pleasing, attracted people to downtown, improving business
- One only has to visit Decatur to experience the tremendous improvement in the pedestrian environment
- Aesthetic aspects of the area have increased property values
- Improvement in the Quality of Life
- Project has improved appearance to motoring public and provided greater level of safety for pedestrians
- First project won the Liz Lyon Award, since then citizens have come together and formed clean up crews and they are getting involved.
- Increase in awareness of community offerings to tourists especially by local patrons
- Downtown revitalization is greatly enhanced
- Added significant community interest in downtown areas
- Communities using trails for recreational and commuting purposes
- MAAI consultants have been very helpful. Project management by MAAI is working better.

Summary:

In summary; the rating shows the TE Program is performing well overall. The comments indicate that there are areas that should be considered and addressed as we continue to improve the overall process and program. Many of the suggestions and problems will be taken into consideration as we prepare for the next round of applications in late 2003. We will use the data to continue our efforts to streamline our processes and improve the program overall.