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CUSTOMER SATISFACTION SURVEY 2009**

**PRESENTED BY:
THE CENTER FOR RESEARCH DESIGN AND ANALYSIS
UNIVERSITY OF NEVADA, RENO**

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Statewide • Worldwide



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Executive Summary

The Center for Research Design and Analysis (CRDA) at the University of Nevada, Reno conducted a customer satisfaction RDD (Random Digit Dialing) telephone survey of Nevada drivers on behalf of the Nevada Department of Transportation (NDOT) Maintenance Office. Data collection took place between October 2008 and August 2009.

Nevada household residents were randomly selected to participate in the survey and were screened to determine their eligibility to participate. All respondents were over the age of 18 and must have *driven* a motor vehicle in the past month. Bicyclists, pedestrians, and those who took only public transportation within the past month at the time of their interview were not eligible for the study. There were 151 Nevada residents contacted that were deemed ineligible because they were not at least 18 years old or because they were not recent drivers of a motor vehicle. A total of 1,013 interviews (985 complete and 28 partial) were completed. The survey achieved an overall cooperation rate of 35%.

Post-stratification weighting was used to make the responses from the sample better reflect the entire population of Nevada adults. During analyses, weights were applied so that the responses from each group (i.e., district, age, gender) were represented in the overall results, in proportion to their real size in Nevada's population (see Appendix A).

The survey instrument was developed by CRDA in conjunction with NDOT, and consisted of six sections: assessment of NDOT Maintenance activities, customer service use and satisfaction, local area congestion, truck driver's experiences, rest area use and satisfaction, and demographics (see Appendix B). The average length of each interview was 11.8 minutes in total.

A website was created by CRDA that provided general information about NDOT Maintenance and CRDA and provided answers to frequently asked questions (FAQs) by the Nevada public (see Appendix C).

Figures are located within the text of the report, and all Tables not located in the body of the text are located in Appendix D.

All major and most frequently traveled highways and roads maintained by NDOT within each district were selected as the target roads and highways of interest for this study. Please see Appendix E and F, respectively, for a map of NDOT maintenance districts and highways and roads located within each district.

The vast majority of Nevada adults (73%) reside in NDOT District 1 (i.e., Clark, Esmeralda, Nye, and Lincoln counties), with smaller numbers (24%) residing in District 2 (i.e., Carson City and Washoe, Churchill, Douglas, Lyon, Pershing, Mineral, and Storey counties) and District 3

(3%; i.e., Elko, Humboldt, Lander, Eureka, and White Pine). Additionally, the vast majority of Nevada adults reside in either Clark (66%) or Washoe counties (15%). Roughly equal numbers of men (51%) and women (49%) reside in Nevada and the largest percentage of adults are between the ages of 25 and 44 (39%).

Nevadans in District 1 reported travelling most frequently on US 95 (55%) and Interstate 15 (32%). In District 2, Nevadans travelled US 395 (56%) and Interstate 80 (18%) most frequently, while in District 3, Nevadans traveled Interstate 80 (48%) and State Route 227 (Lamoille Highway; 16%) most often.

Respondents were asked several questions to assess their opinions of the performance of NDOT in maintaining the Nevada State Highway or road that they traveled on *most often* on a *monthly* basis. Overall, the majority of Nevadans indicated that NDOT's performance of maintenance activities was good or excellent.

For the following maintenance activities, Nevadans reported NDOT's performance as good or excellent: 1) landscaping at interchanges and bridges (75%); 2) removal of graffiti (73%); 3) removal of debris, including litter and garbage (71%); and 4) snow removal and ice control from the roadways (70%).

Although almost two-thirds of Nevadans reported NDOT's performance as good or excellent with respect to maintenance of visible lane lines on the pavement and the roadway surface they were a little less positive about these two activities compared to those above. While just over 65% indicated that NDOT's maintenance of the visible lane lines was good or excellent, almost one-fourth (24%) also indicated that it was only fair, and 10% indicated that it was poor. Similarly, just over 65% of Nevadans reported that NDOT's performance in maintaining the roadway surface of the state highway or road that they traveled on most often was good or excellent, but 27% indicated that it was only fair, and 7% indicated it was poor.

A very small percentage of Nevada adults (3%) have contacted or attempted to contact an NDOT employee either in person, by letter, telephone or email, and Nevadans in District 3 were more likely than those in District 1 or 2 to have contacted or attempted to contact an NDOT employee. However, 89% of those who did contact or attempted to contact NDOT were able to get the information that they needed, and 96% of these individuals reported that they received the needed information in a timely manner.

While Nevada residents in all three districts preferred to see electronic message boards as a means of notification for current roadway conditions, those in Districts 1 and 2 chose TV as their second option while those in District 3 chose a toll-free phone number as their second preferred method of communication for roadway conditions.

Respondents were asked what *one* thing NDOT can do to improve its level of customer

service. Common responses included: 1) improving communication with users/customers and 2) be more accessible to the public. Many Nevadans responded to this question by suggesting ways in which NDOT could improve road construction or help customers directly.

While most questions on the survey asked respondents about the highway or road they traveled *most often*, they also were asked a few questions about their opinions regarding the factors that contribute to delayed travel times on *any* Nevada street or highway they travel on in their city or town. Nevadans indicated that the three biggest contributors to delayed travel times in their city or town were: 1) construction (35%); 2) poor signal timing on local roads (21%); and 3) not enough travel lanes to accommodate traffic (19%).

District 1 indicated that construction was the biggest contributor to delayed travel times (42%), whereas 30% of Nevadans in District 2 stated that it was poor signal timing. In contrast, 26% of Nevadans in District 3 blamed the winter and stormy conditions most for the delays.

Only 5% of Nevada drivers are truck drivers or professional long-distance drivers. Of these, 46% spend 6-7 days a week on Nevada highways and 41% travel Nevada highways one to five days a week.

Only 28% of Nevadans reported using a Nevada Highway rest area in the past year and of those 71% that have not stopped in the past year, the most frequent responses as to why they did not include: 1) a preference for stopping where food or gas can be purchased (68%); 2) no rest area along their route (47%); 3) not feeling safe (26%); and 4) a belief that the facilities were not clean or well kept (23%).

The top three maintenance activities that should be the highest priority for NDOT, according to Nevada residents in all three districts, are: 1) maintenance of the roadway surface (39%); 2) maintenance of visible lane lines on the pavement (20%); and 3) removal of litter and garbage along the roadways (14%). However, these priorities also varied by district.

Nevadans in District 1 indicated that maintaining roadway surfaces (39%) and maintaining visible lane lines on the pavement (22%) should be NDOT's number one and two priorities, respectively. In comparison, those who reside in District 2 indicated that maintaining roadway surfaces (42%) and snow removal and ice control (24%) should be the number one and two priorities, respectively. In contrast, Nevadans in District 3 indicated that snow removal and ice control (44%) and maintaining roadway surfaces (34%) should be the number one and two priorities, respectively.

Introduction

A telephone survey was conducted by the Center for Research Design and Analysis (herein referred to as the “Center” or “CRDA”) to assess customer satisfaction with the services provided by the Nevada Department of Transportation Maintenance Office (herein referred to as “NDOT Maintenance”). Data collection began in October, 2008 and ended in August, 2009.

Methodology

Sample

Nevada household residents were randomly selected to participate in the telephone survey and were screened to determine their eligibility to participate. All respondents were over the age of 18 and must have *driven* a motor vehicle in the past month. Bicyclists, pedestrians, and those who took only public transportation within the past month at the time of their interview were not eligible for the study. There were 151 Nevada residents contacted that were deemed ineligible because they were not at least 18 years old or because they were not recent drivers of a motor vehicle. Another 24 residents were unable to participate due to a language barrier. Of the 10,567 numbers in the original sampling frame, 5,252 were not released for calling because they were pre-identified as nonworking or nonresidential or were numbers that were previously placed on an internal do not call list. Of the 5,315 phone numbers that were called, 2,249 were never reached (e.g., answering machine, ring-no-answer, busy) or were ineligible. Therefore, 2,886 phone numbers out of 5,315 were actually reached, and of those 2886, 1,161 refused to participate and 1,725 initially cooperated. Of those 1,725, 707 were contacted but never agreed nor refused to participate by the time data collection concluded, and 1,018 agreed to participate. Of the 1,018 that agreed to participate, five participants were dropped from the study because they answered fewer than five questions, while the 1,013 who answered five or more questions were retained for data analysis. Of the 1,013 respondents who answered at least five questions, 985 gave complete interviews and 28 gave partial interviews. Thus, an overall cooperation rate of 35% was achieved (1013/2886).

Instrument

The survey instrument consisted of six sections: assessment of NDOT Maintenance activities, customer service use and satisfaction, local area congestion, truck driver’s experiences, rest area use and satisfaction, and demographics (see Appendix B). The survey instrument was developed conjointly by NDOT Maintenance and CRDA. The average length of each interview was 11.8 minutes in total.

Data Collection Procedures

Interviews were administered from CRDA's survey research lab located at the University of Nevada, Reno (UNR), via a computer assisted telephone interviewing (CATI) system. Interviews were only conducted in English. Experienced telephone interviewers were trained on how to administer the survey instrument prior to data collection. In the course of a CATI interview, the interviewer read questions verbatim from a computer screen and recorded respondent's responses via keyboard entry. The CATI system automatically stores data on CRDA's secure server. Data was also securely stored on one of UNR's Computer Information System servers.

Each sampled respondent was contacted by CRDA on up to eight occasions, until the interview was completed or until the respondent gave two "soft" refusals or one "hard" refusal (i.e., respondent strongly refused to participate)¹. On the 4th and 8th call attempts, interviewers left messages on answering machines with the Center's 1-800 number along with a website address <http://www.crda.unr.edu/NDOTstudy/>. The CRDA phone number was given so that respondents could complete the interview at a time more convenient for them. The CRDA website was given so that respondents could review the purpose of the study and answers to frequently asked questions. The website also provided general information about NDOT Maintenance and CRDA (see Appendix C).

Refusal conversion strategies included the following: (1) use of a standardized, detailed description of the importance of the study; (2) an appeal to the respondent regarding the importance of participation as means of preserving the reliability of the data being collected, including the importance of their needs being recognized and represented; (3) an effort to establish the personal benefit which will accrue to respondent based on participation; (4) a clear reassurance of respondent confidentiality; and (5) an explanation of how they were selected for the study. Our attempts to avoid refusals included leaving messages on answering machines as stated above and preprogrammed scheduling of re-call attempts for "ring no answers".

Weighting Methodology

Post-stratification weighting was used to make the responses from the sample better reflect the entire population of Nevada adults. During analyses, weights were applied so that the responses from each group (i.e., district, age, gender) were represented in the overall results,

¹A "soft" refusal is considered one in which the informant (the person that answered the phone) or the respondent, seemed interested in participating but the interviewer just called at an inconvenient time (e.g., "We're in the middle of dinner," "I was just running out the door.") A "hard" refusal is a call where the informant or the respondent is rude to the interviewer, uses profanity, or says something like, "Take me off your list!" or "Don't ever call back!"

in proportion with their real size in the population. This strategy corrects for inaccurate conclusions that can be drawn if the survey over-represented some groups, while under-representing others. Detailed information regarding the weighting methodology is provided in Appendix A. All tables listed in the report indicate confidence intervals (C.I.), the unweighted sample response frequency (“N”), and the weighted prevalence rates in percentages (%)². Throughout the text of this report, all results mentioned refer to the weighted analyses, unless otherwise stated.

All figures are located within the text of the report, and all tables referenced that are not located within the main body of the report are located in Appendix D.

²For all tables:

- C.I. = Confidence Interval. The points (range) between which the true population parameter (population estimate) will fall 95% of the time, if statistical assumptions regarding sampling are met. Essentially, this means that 95% of the time, true scores will fall within this range. See Appendix A for a more detailed description of confidence intervals.
- “N”= sample response frequency (unweighted)
- “%”= weighted prevalence rates

Results

All results are illustrated in tables in Appendix D of this report. It is suggested that the reader consult the tables for further detail or clarification. As stated previously, all results mentioned in this section of the text refer to the weighted analyses and can be used to generalize to the entire Nevada adult population.

Respondent Characteristics

The vast majority of Nevada adults (73%) reside in NDOT District 1 (i.e., Clark, Esmeralda, Nye, and Lincoln counties), with smaller numbers (24%) residing in District 2 (i.e., Carson City and Washoe, Churchill, Douglas, Lyon, Pershing, Mineral, and Storey counties) and District 3 (3%; i.e., Elko, Humboldt, Lander, Eureka, and White Pine). See Figure 1, Table A [p. 43] in Appendix D, and NDOT District Map in Appendix E. Additionally, the vast majority of Nevada adults reside in either Clark (66%) or Washoe counties (15%; see Figure 2 and Table A). Roughly equal numbers of men (51%) and women (49%) reside in Nevada and the largest percentage of adults are between the ages of 25 and 44 (39%). See Table 1 on the next page or Table B in Appendix D for a complete listing of the distribution of district, gender, and age for both the Nevada adult population and respondent sample.

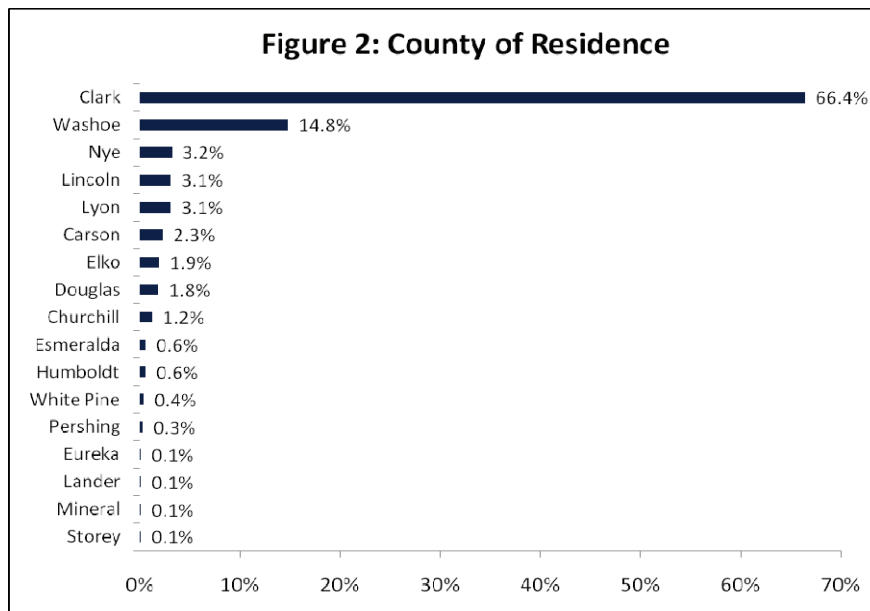
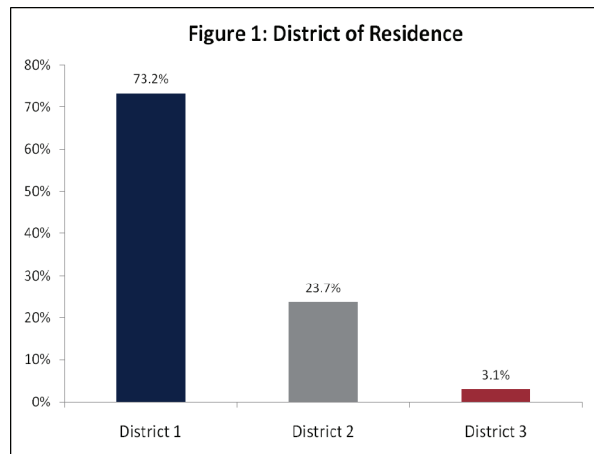


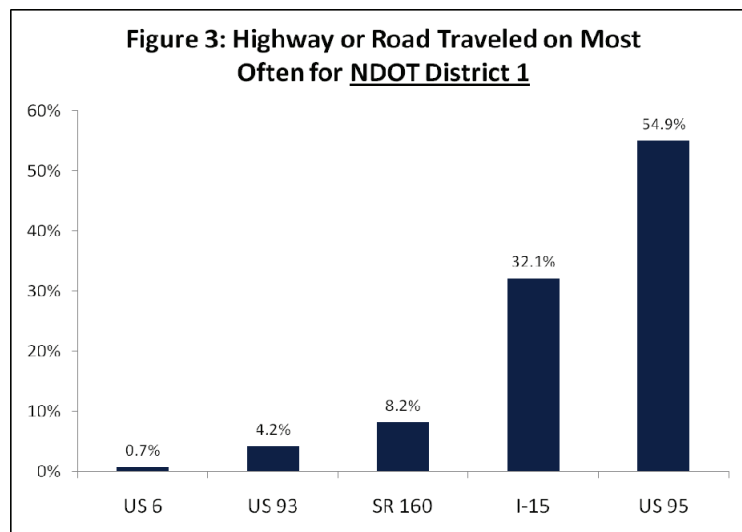
Table 1: District, Gender, and Age Characteristics of the Adult Nevada Population and Respondent Sample

			NV Adult Population		NDOT Sample			Weighted Sample	
District	Gender	Age	Frequency N	Percent %	Frequency N	Adjusted Frequency N	Adjusted Percent %	Frequency N	Percent %
1	Male	Missing			4				
		18-24	96,765	13.9%	10	10	8.2%	96,765	13.9%
		25-44	290,437	41.7%	30	31	24.6%	290,437	41.7%
		45-64	214,189	30.8%	53	55	43.4%	214,189	30.8%
		65+	94,830	13.6%	29	30	23.8%	94,830	13.6%
		Total	696,221	100.0%	126	126	100.0%	696,221	100.0%
1	Female	Missing			7				
		18-24	89,360	13.2%	2	2	1.4%	89,360	13.2%
		25-44	265,392	39.1%	45	47	31.3%	265,392	39.1%
		45-64	214,613	31.6%	58	61	40.3%	214,613	31.6%
		65+	109,119	16.1%	39	41	27.1%	109,119	16.1%
		Total	678,484	100.0%	151	151	100.0%	678,484	100.0%
2	Male	Missing			9			-	
		18-24	31,098	13.9%	8	8	4.5%	31,098	13.9%
		25-44	83,117	37.3%	40	42	22.3%	83,117	37.3%
		45-64	76,668	34.4%	82	86	45.8%	76,668	34.4%
		65+	32,052	14.4%	49	52	27.4%	32,052	14.4%
		Total	222,935	100.0%	188	188	100.0%	222,935	100.0%
2	Female	Missing			11				
		18-24	28,711	13.0%	9	9	3.6%	28,711	13.0%
		25-44	78,770	35.6%	56	59	22.4%	78,770	35.6%
		45-64	76,248	34.5%	124	129	49.6%	76,248	34.5%
		65+	37,404	16.9%	61	64	24.4%	37,404	16.9%
		Total	221,133	100.0%	261	261	100.0%	221,133	100.0%

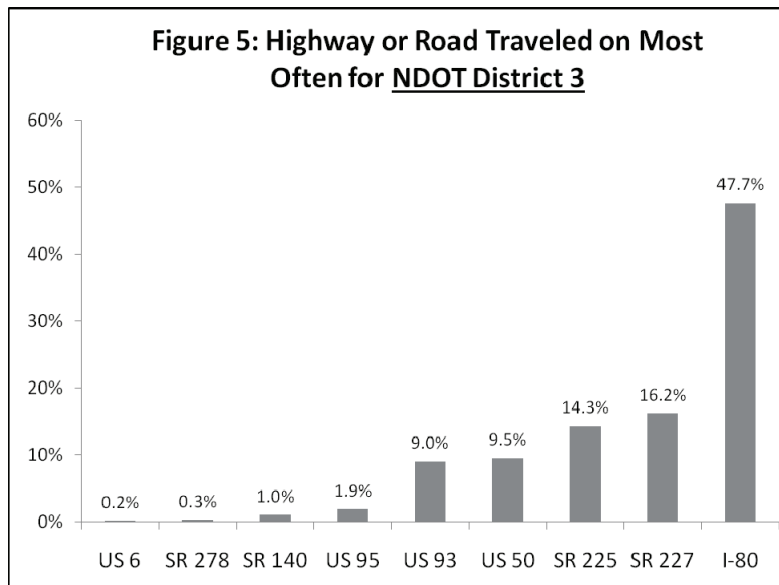
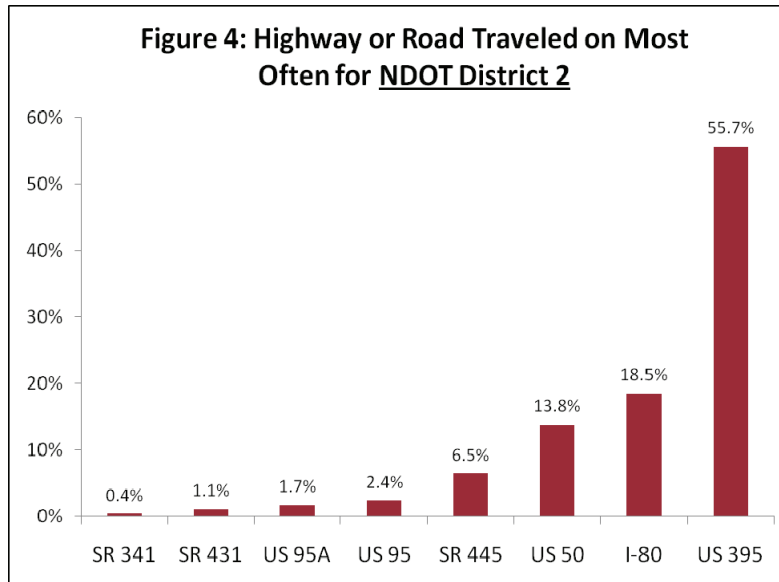
Table 1, continued: District, Gender, and Age Characteristics of the Adult Nevada Population and Respondent Sample

			NV Adult Population		NDOT Sample			Weighted Sample	
			Frequency	Percent	Frequency	Adjusted Frequency	Adjusted Percent	Frequency	Percent
District	Gender	Age	N	%	N	N	%	N	%
3	Male	Missing			4				
		18-24	4,729	15.6%	4	4	3.0%	4,729	15.6%
		25-44	11,322	37.4%	36	37	27.1%	11,322	37.4%
		45-64	10,739	35.4%	67	69	50.4%	10,739	35.4%
		65+	3,514	11.6%	26	27	19.5%	3,514	11.6%
		Total	30,304	100.0%	137	137	100.0%	30,304	100.0%
3	Female	Missing			3				
		18-24	4,203	14.9%	4	4	2.7%	4,203	14.9%
		25-44	10,316	36.6%	48	49	32.7%	10,316	36.6%
		45-64	10,004	35.5%	66	67	44.9%	10,004	35.5%
		65+	3,661	13.0%	29	30	19.7%	3,661	13.0%
		Total	28,184	100.0%	150	150	100.0%	28,184	100.0%
	Total		1,877,261		1,013	2,026		1,877,261	

Respondents were given a list of Nevada State Highways or roads and were asked which highway or road they travel on most often on a monthly basis (see Table C). Highway and road response options varied by District of residence (see Appendix F) and were specifically selected by NDOT and CRDA based on traffic volume in each NDOT District. Of the highways provided to respondents, Nevadans in District 1 reported travelling most frequently on US 95 (55%) and Interstate 15 (32%; see Figure 3 and Table D). In District 2, Nevadans travelled US 395 (56%) and Interstate 80 (19%) most frequently (see Figure 4 on next page and Table E). In District 3, Nevadans traveled Interstate 80 (48%) and State Route



227 (Lamoille Highway; 16%) most often (see Figure 5 and Table F).

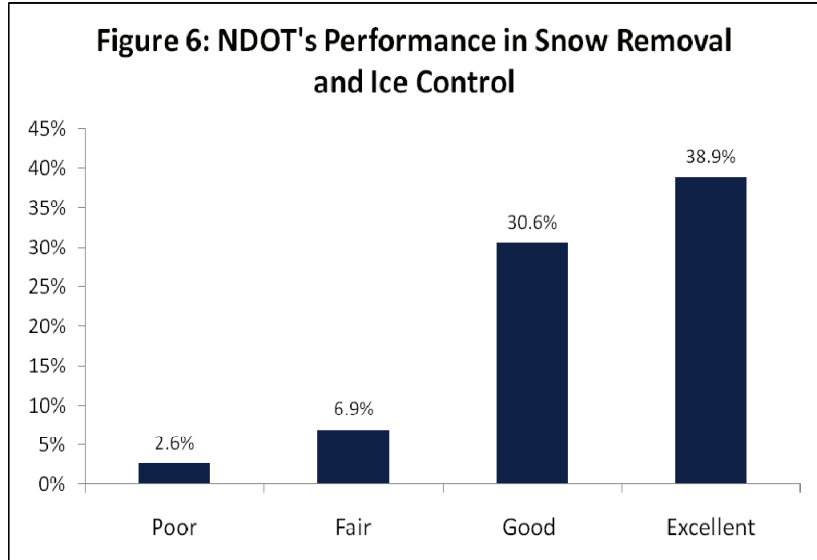


Assessment of NDOT's Performance of Maintenance Activities

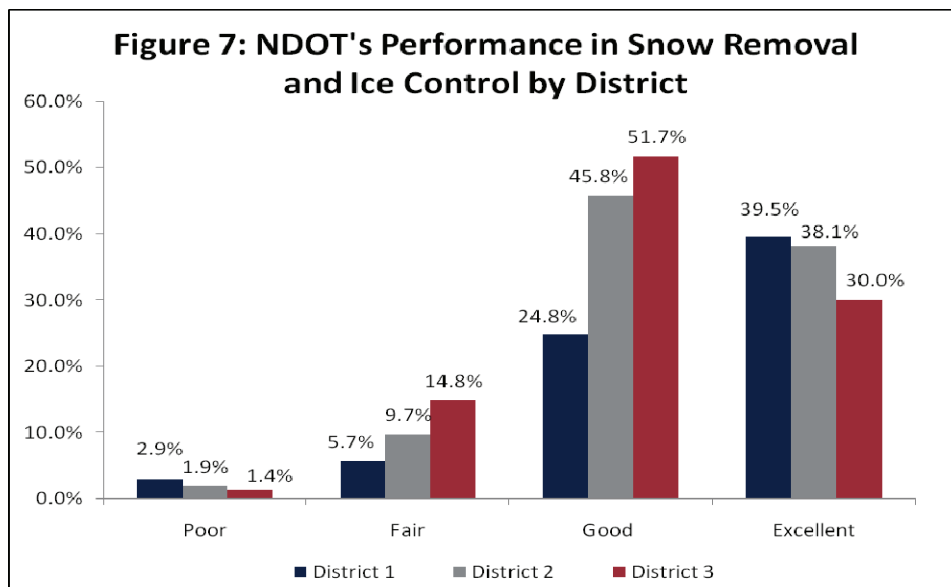
Respondents were asked several questions to assess their opinions of the performance of NDOT in maintaining the Nevada State Highway or road that they traveled on *most often* on a *monthly* basis. Overall, the majority of Nevadans indicated that NDOT's performance of maintenance activities was good or excellent.

Snow Removal and Ice Control

Nearly 70% of Nevadans reported that NDOT's performance in snow removal and ice control was good or excellent, while 7% indicated that it was fair, and 3% indicated it was poor (see Figure 6 and Table C01Q01¹). A noticeable number of Nevadans (21%) indicated that they did not know or refused to answer this question. Moreover, Nevadans in District 1 were more likely to not provide a rating on this maintenance activity possibly due to a lack of experience with weather conditions that necessitate snow removal and ice control.



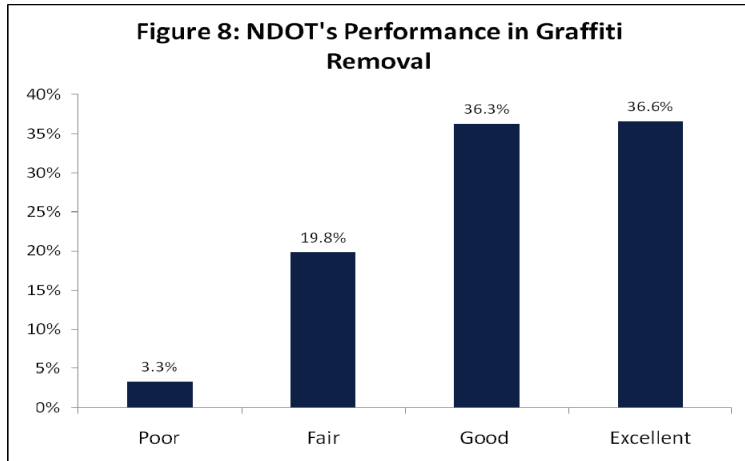
In comparison to Nevadans in District 2 (46%) and 3 (52%), Nevadans in District 1 (25%) were less likely to report that NDOT did a good job with snow removal and ice control. Nevadans in District 1 (6%) were also less likely to report that NDOT did a fair job in performing this maintenance task in comparison to those who reside in District 3 (15%). See Figure 7 for a complete break down of responses to this maintenance activity by District.



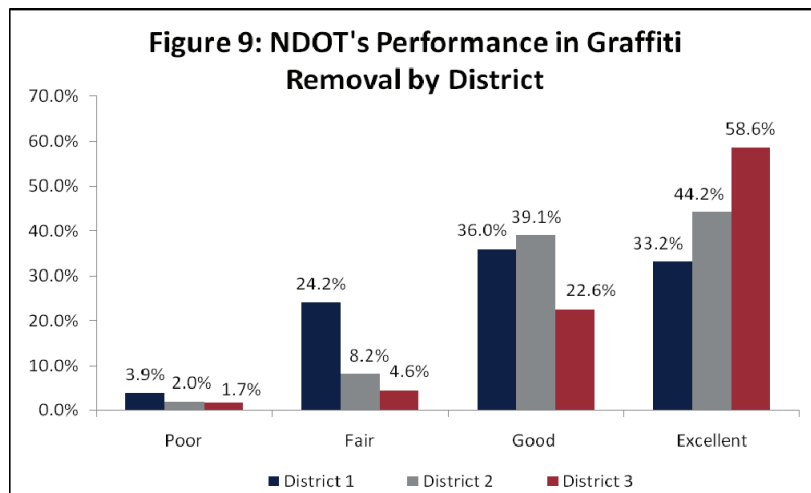
¹These tables follow the numbering system used in the questionnaire (e.g., Table C01Q01 is question number C01Q01 in Appendix B).

Graffiti Removal

Nevadans were equally positive regarding NDOT's performance of the removal of graffiti; 73% indicated that the performance of this maintenance activity was good or excellent (see Figure 8 and Table C01Q02). However, a large percentage of Nevadans (20%) indicated that NDOT was only doing a fair job of performing this maintenance activity.



In comparison to Nevadans in District 1 (33%) and 2 (44%), Nevadans in District 3 (59%) were more likely to report that NDOT was doing an excellent job in removing graffiti. In contrast, Nevadans in District 1 (24%) were more likely to indicate that NDOT was doing a fair job of performing this task, in comparison to those who reside in District 2 (8%) and District 3 (5%; see Figure 9).

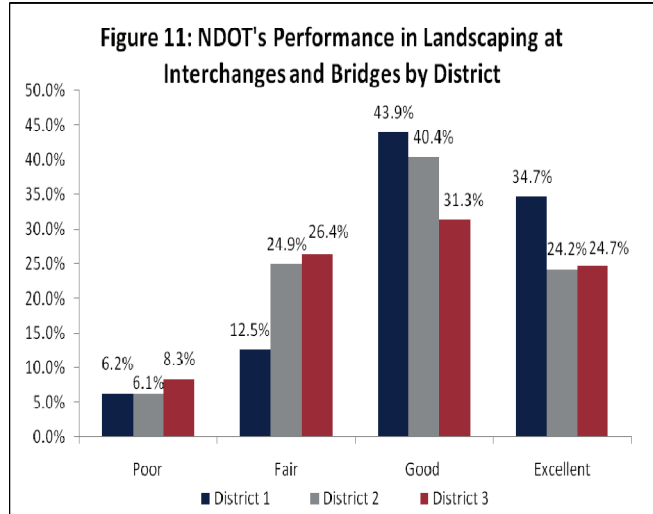
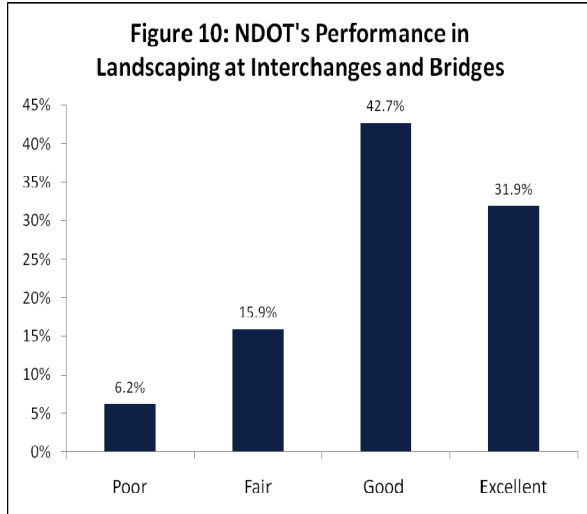


Landscaping at Interchanges and Bridges

When asked how well NDOT has performed in landscaping at interchanges and bridges, 75% of Nevadans reported that NDOT's performance was good or excellent, while 16% indicated it was fair and 6% indicated it was poor (see Figure 10 on next page and Table C01Q03).

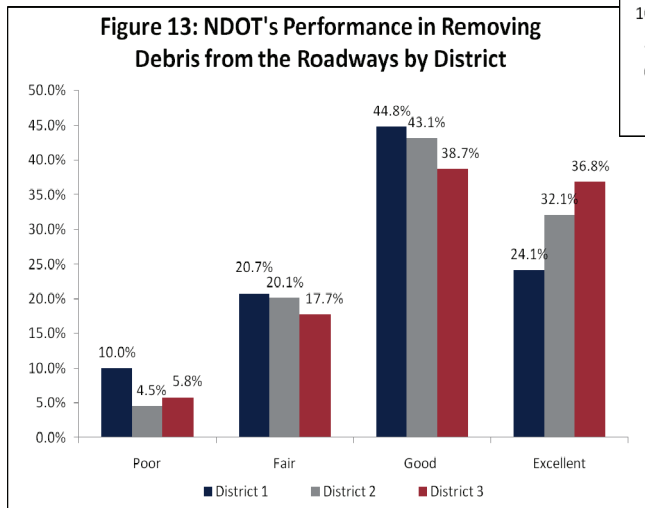
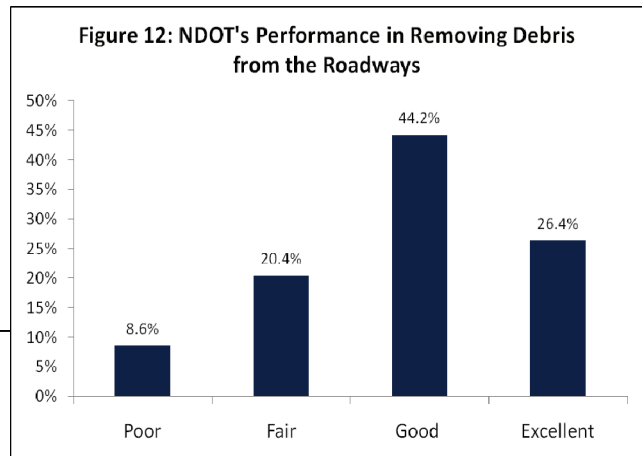
Views of the performance of this maintenance activity did not vary greatly across Districts except that Nevadans in District 2 (25%) and District 3 (26%) were more likely than

Nevadans in District 1 (13%) to indicate that NDOT did a fair job of landscaping at interchanges and bridges (see Figure 11).



Removal of Debris

Nevadans had similar views of NDOT's performance of the removal of debris, including litter and garbage, from the roadways with 71% indicating that the performance of this maintenance activity was good or excellent, 20% indicating that it was fair, and 9% indicating it was poor (see Figure 12 and Table C01Q04).

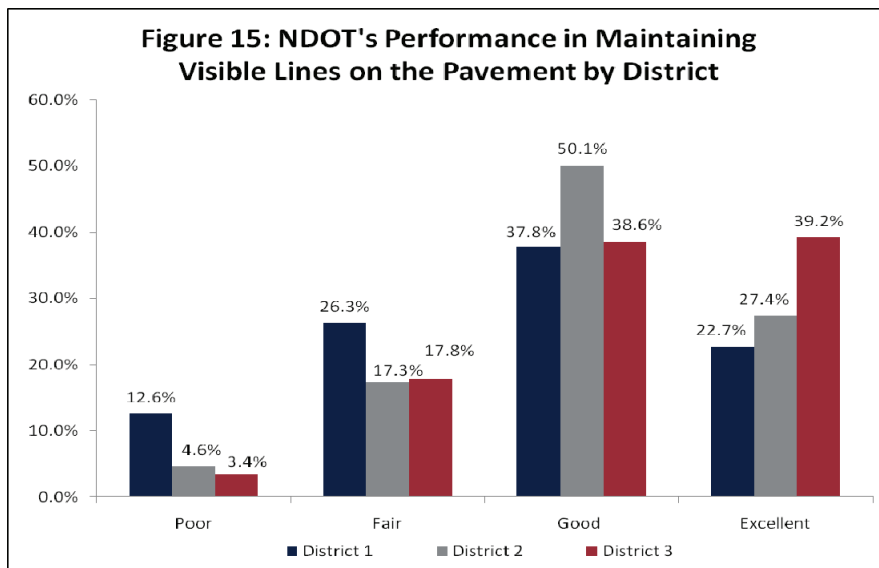
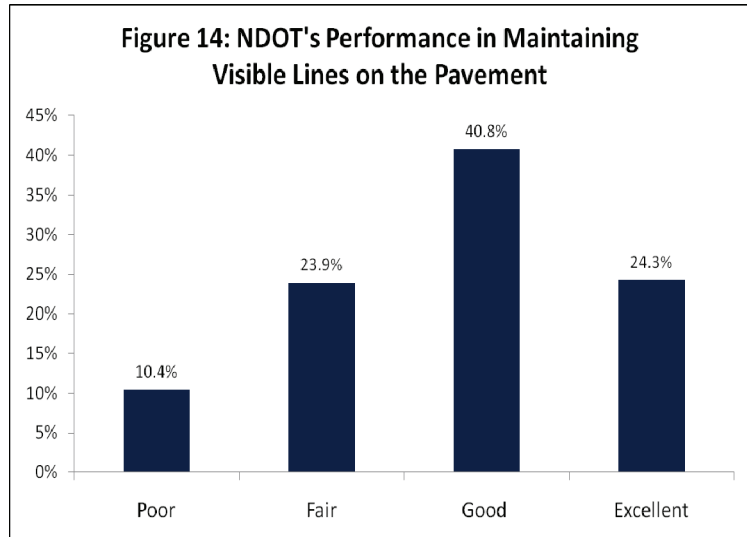


Perceptions of NDOT's performance in removing debris from the roadways did not vary significantly across Districts (see Figure 13).

Maintaining Visible Lane Lines

Nevadans were less positive about NDOT's performance in maintaining visible lane lines on the pavement and the roadway surface. Just over 65% of Nevadans reported that NDOT's performance in maintaining visible lane lines was good or excellent, while 24% indicated that it was fair, and 10% indicated it was poor (see Figure 14 and Table C01Q05).

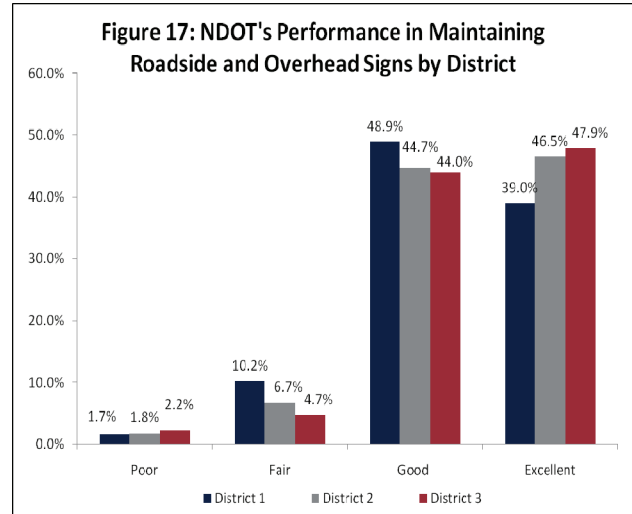
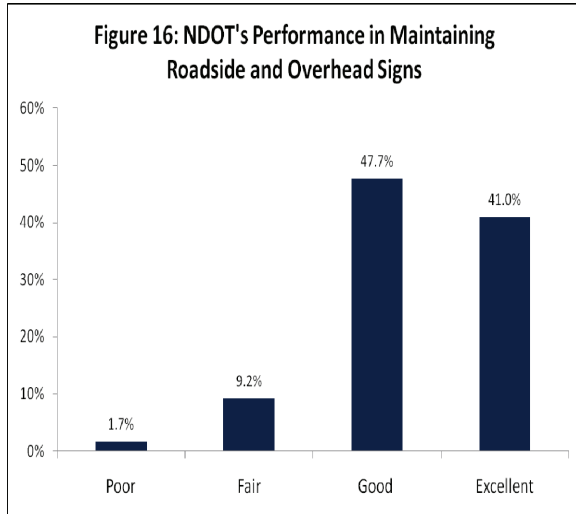
Nevadans in District 3 (39%) were most likely to state that NDOT performed an excellent job of maintaining visible lane lines on the pavement. In contrast, Nevadans in District 1 (13%) were most likely to indicate that NDOT performed poorly or fairly (26%) with this maintenance activity (see Figure 15).



Maintaining Roadside and Overhead Signs

Nevadans were most positive about NDOT's performance in maintaining roadside and overhead signs. Nearly 89% of Nevadans indicated that NDOT is doing an excellent or good job with this maintenance activity. A little more than 9% reported that NDOT is doing a fair job and 2% felt that NDOT is doing a poor job maintaining roadside and overhead signs (see

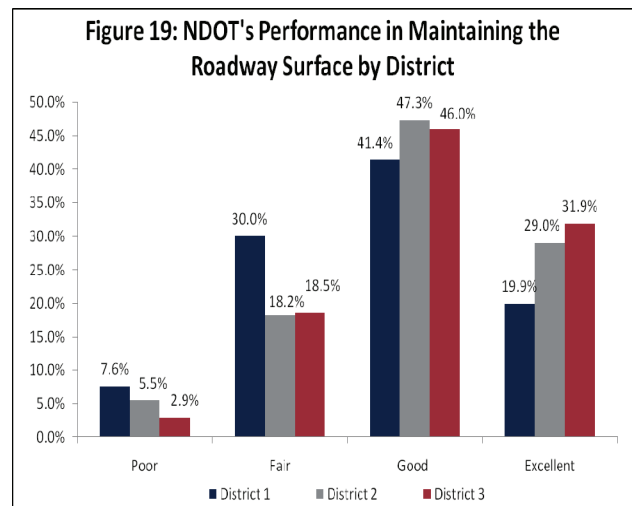
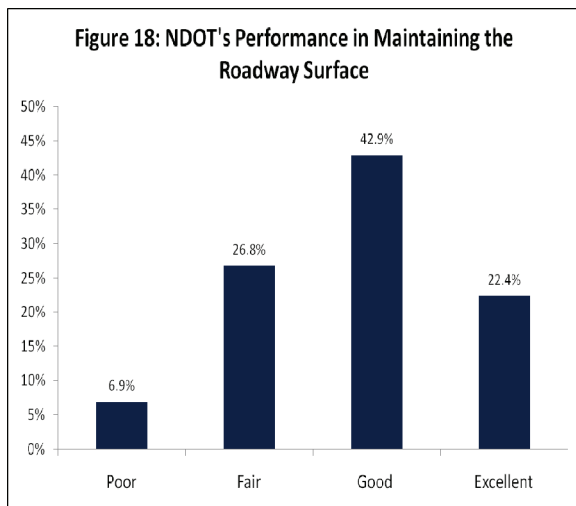
Figure 16 and Table C01Q06). Perceptions of NDOT's performance in maintaining roadside and overhead signs did not vary significantly by District (see Figure 17).



Maintaining Roadway Surface

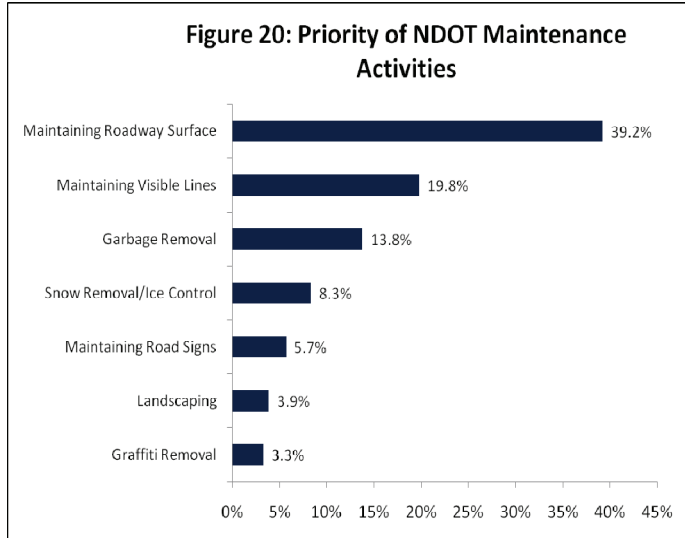
Just over 65% of Nevadans reported that NDOT's performance in maintaining the roadway surface of the state highway or road that they traveled on most often was good or excellent, while 27% indicated that it was fair, and 7% indicated it was poor (see Figure 18 and Table C01Q07).

Responses to Question C01Q07 did not vary tremendously by District, except that Nevadans in District 1 (30%) were more likely to indicate that NDOT has done only a fair job of maintaining the roadway surface than Nevadans in District 2 (18%; see Figure 19).

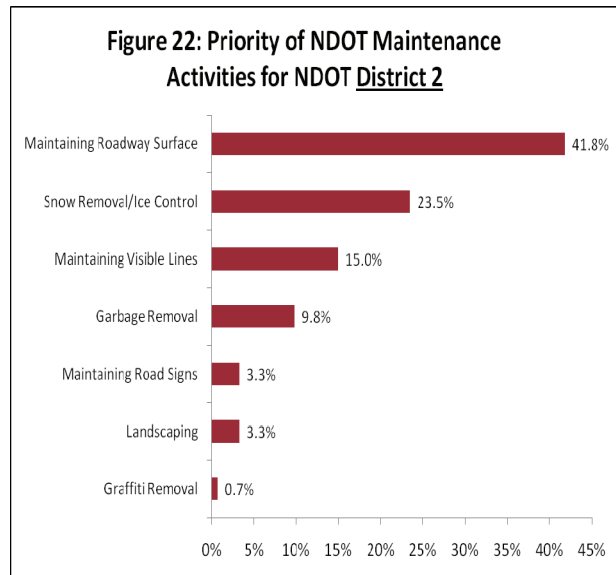
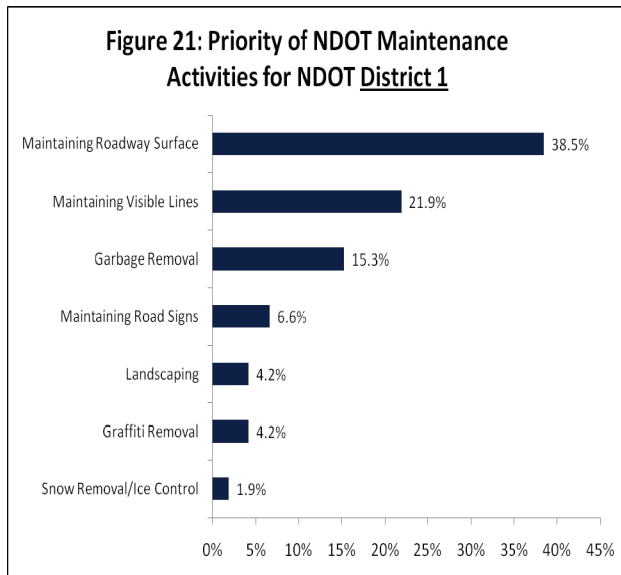


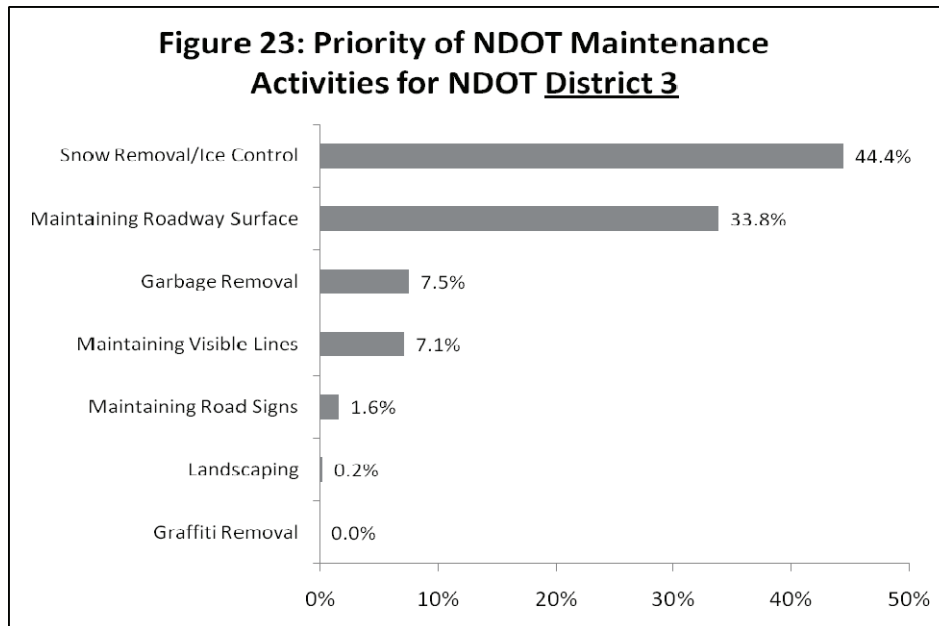
Priority of NDOT Maintenance Activities

In regard to NDOT maintenance activities, Nevadans were given a list of tasks and asked what activity should be the highest priority for NDOT in maintaining the state highway or road they travel on most often. The three most popular responses for all three Districts combined were: 1) maintaining the roadway surface (39%); 2) maintaining visible lane lines on the pavement (20%); and 3) removing litter and garbage along the roadways (14%; see Figure 20 and Table C01Q08).



Priorities for NDOT Maintenance activities varied by District. Nevadans in District 1 indicated that maintaining roadway surfaces (39%) and maintaining visible lane lines on the pavement (22%) should be NDOT's number one and two priorities, respectively (see Figure 21). In comparison, those who reside in District 2 indicated that maintaining roadway surfaces (42%) and snow removal and ice control (24%) should be the number one and two priorities, respectively (see Figure 22). Nevadans in District 3 indicated that snow removal and ice control (44%) and maintaining roadway surfaces (34%) should be the number one and two priorities, respectively, for NDOT (see Figure 23 on next page).





Highway Maintenance Improvement Suggestions

Respondents were asked an open-ended question, “What is the *one* thing NDOT can do to improve its highway maintenance services?” The most common responses fell into the following categories: 1) maintaining roadway surface (e.g., fix potholes, smoother surface, more timely maintenance); 2) maintaining surface lines (e.g., clear lines; more visibility of lines during night, rain, and snow; keeping them painted more often); 3) garbage removal (e.g., more cleanup crews, remove litter, garbage, debris; clearing off ramp walls and fences); 4) snow/ice control (e.g., quicker response to snow removal; more plowing; getting out earlier in morning); 5) landscaping (e.g., beautification, plant more greenery); 6) graffiti (graffiti removal); and 7) congestion.

Congestion was subdivided further into the following subcategories: a) construction of new lanes (e.g., widen freeways, add more lanes, build more roads and freeways); b) poor signal timing/more signs (e.g., more traffic lights and signs; stoplight instead of roundabouts; improve timing of the street lights); and c) construction causing traffic (e.g., construction cone confusion, speed up construction projects, don’t block off so much of the road, warn drivers sooner).

Other suggestions were offered that did not fall into any particular category. Examples of such suggestions include: more railings, increase financing, respond to problems more quickly, hire more employees, plan better, and provide more driver assistance on the roads (e.g., flat tire assistance, emergency assistance; see Appendix G). A complete list was provided to NDOT in a separate file.

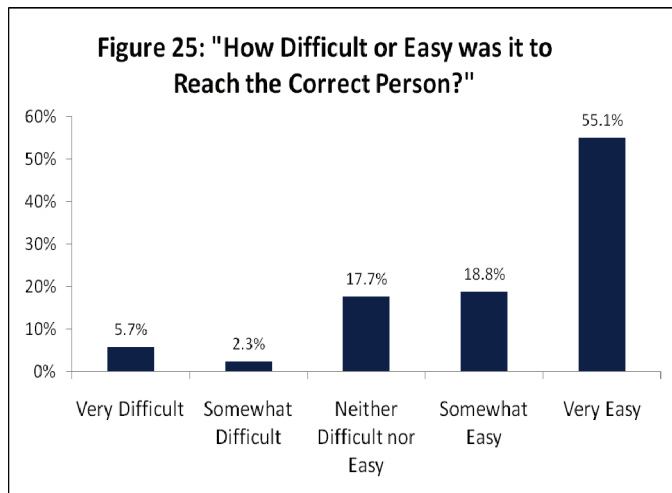
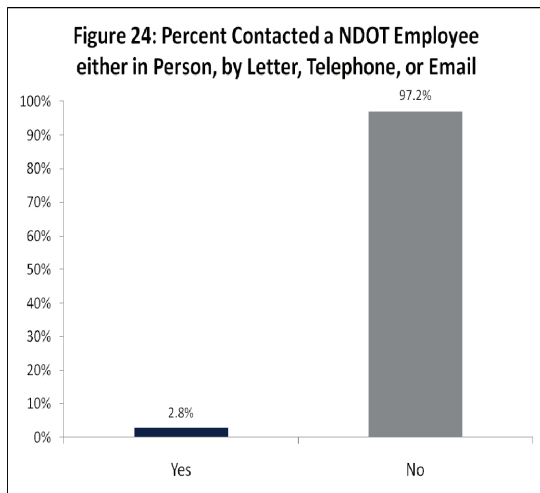
Experiences with NDOT Customer Service

Participants were asked a number of questions regarding opportunities for and the level of customer service provided by NDOT Maintenance within the last year.

Employee Contact Experiences

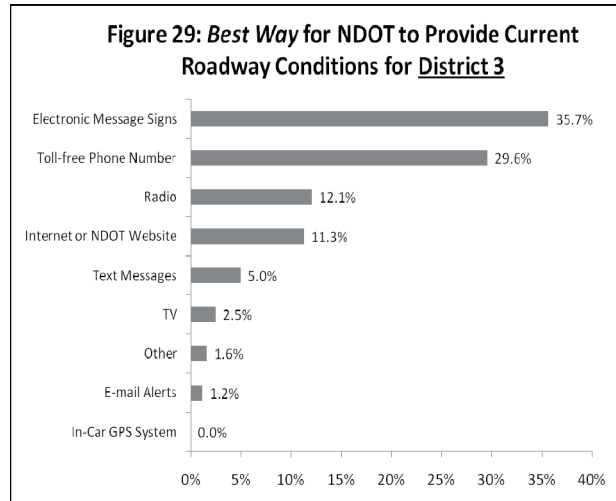
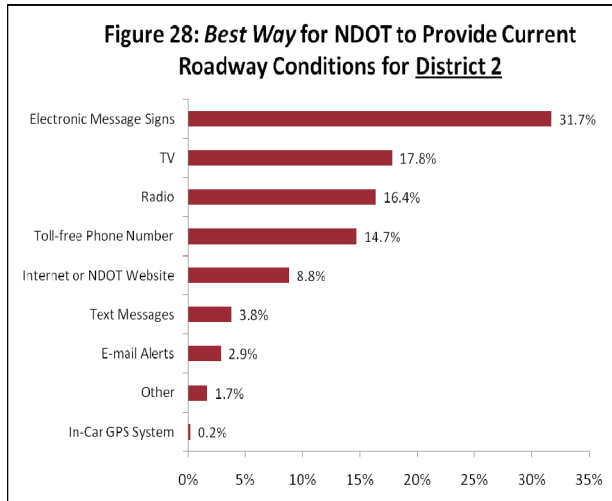
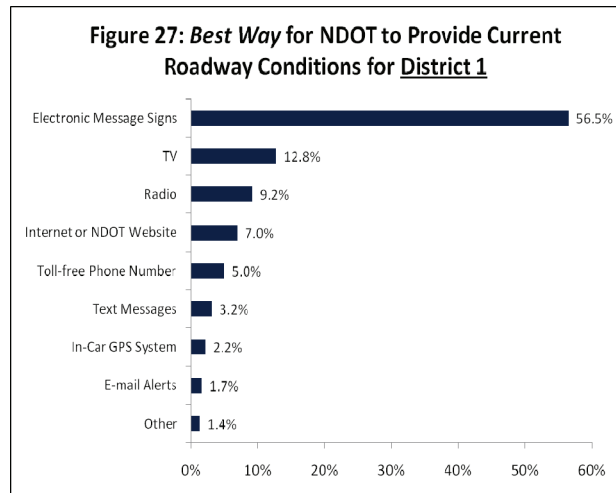
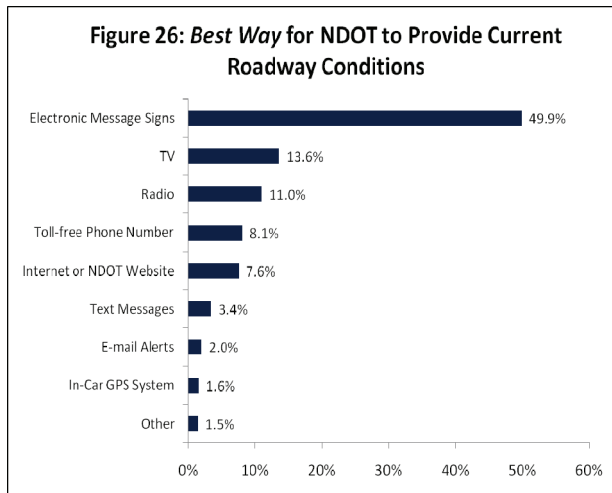
A very small percentage of Nevada adults (3%) have contacted or attempted to contact an employee at NDOT either in person, by letter, telephone or email. Nevadans in District 3 (11%) were more likely than those in District 1 (2%) or 2 (4%) to have contacted or attempted to contact an employee (see Figure 24 and Table C02Q01).

Of the 3% of Nevadans who contacted or attempted to contact an NDOT employee, 74% indicated that it was somewhat or very easy to reach the correct person, while 18% indicated that it was neither difficult nor easy and 8% reported and it was somewhat or very difficult (see Figure 25 and Table C02Q02a). However, the vast majority of Nevadans who contacted or attempted to contact an NDOT employee was able to get the information that they needed (89%; see Table C02Q02b). Further, 96% of these individuals reported that they received the needed information in a timely manner (see Table C02Q02c).



Preferred Method of NDOT Information Dissemination

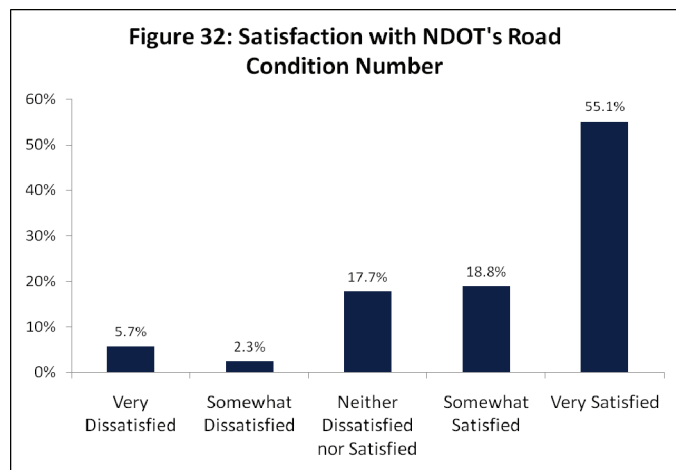
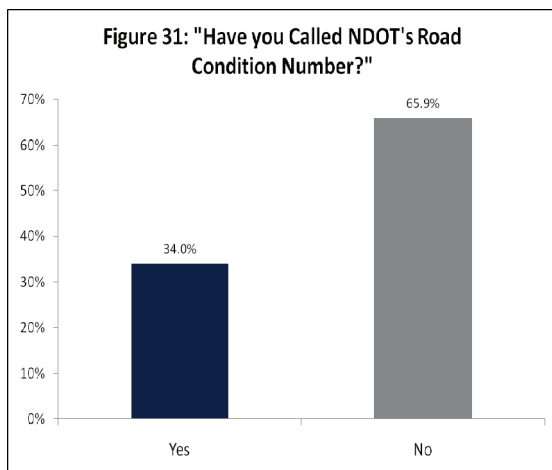
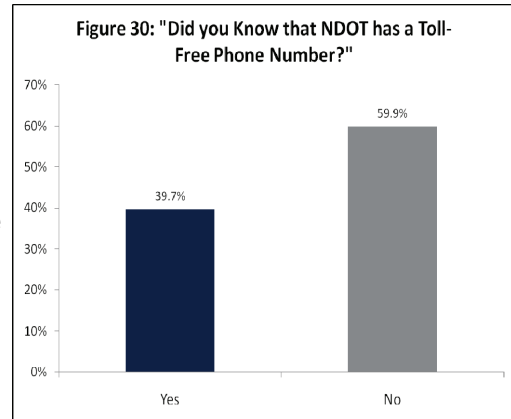
When presented with a list of dissemination options for current NDOT roadway conditions, 50% of all Nevadans indicated that they would prefer to receive information via electronic message signs. Other popular options included TV (14%), radio (11%), toll-free phone number (8%), and internet or NDOT website (8%; see Figure 26 on following page and Table C02Q03).



The preferred method of current NDOT roadway condition information dissemination varied slightly by District (see Figures 27-29). Although Nevadans in all three Districts indicated that electronic message signs were the best way to get them current roadway information (50%), a larger percentage of residents in District 1 (57%) indicated that this was their preferred method of obtaining information. Obtaining information via TV was the second most endorsed method of obtaining information for individuals residing in District 1 (13%) and 2 (18%). However, only 3% of residents in District 3 indicated that this would be the best way for them to receive current NDOT roadway information. Instead, 30% of residents of District 3 endorsed a toll-free phone number as their second preferred option of obtaining information. It is also interesting to note that Nevadans in District 2 (15%) and 3 (30%) were more likely than those in District 1 (5%) to indicate that a toll-free phone number was the best way to disseminate information to them.

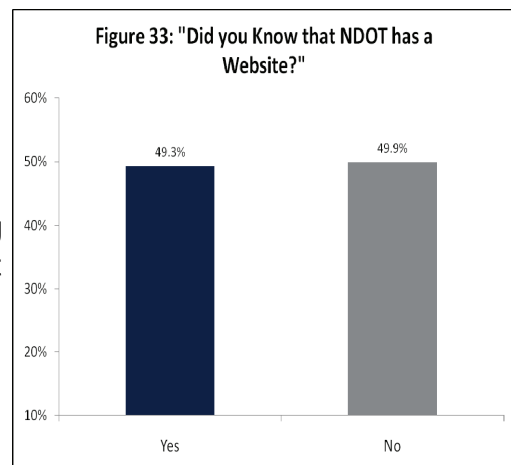
NDOT's Toll-Free Phone Number

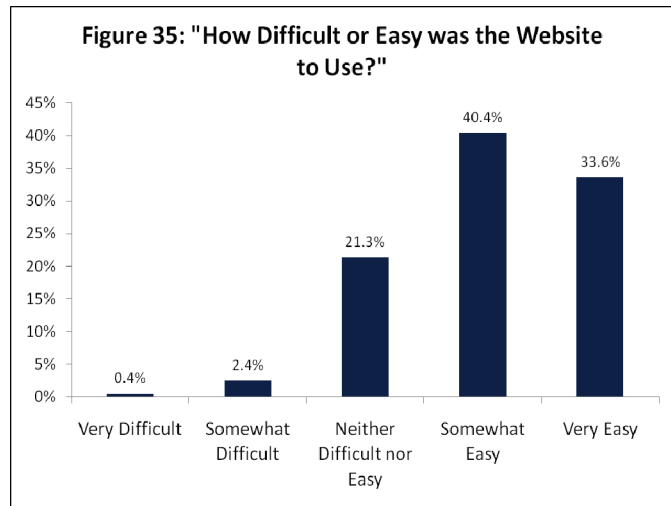
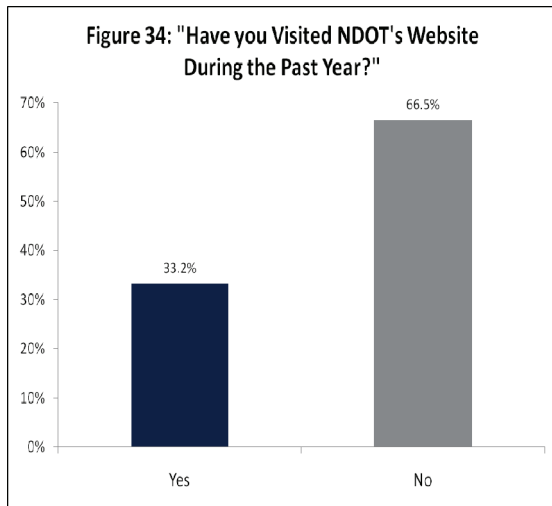
Nearly 40% of Nevadans reported that they knew that NDOT has a toll-free road condition number (i.e., 511 or 1-877-NV-ROADS), while 60% reported that they were not aware of the toll-free phone number (see Figure 30 and Table C02Q04a). When compared to Nevadans in District 2 (76%) and 3 (80%), individuals who reside in District 1 (27%) were least likely to report that they knew about NDOT's toll-free phone number. Of those who were aware of the toll-free road condition number, only 34% reported having called the number during the past year, (see Figure 31 and Table C02Q04b) and of those, the vast majority (81%) reported that they were somewhat or very satisfied with the number (see Figure 32 and Table C02Q04c).



NDOT's Website

A higher percentage of Nevadans (49%) reported that they knew that NDOT has a website (i.e., www.NevadaDOT.com; see Figure 33 and Table C02Q05a). Of those who were aware of NDOT's website, only 32% reported that they had visited the website during the past year (see Figure 34 on following page and Table C02Q05b); of those, 74% indicated that it was somewhat or very easy to use, 21% indicated that it was neither difficult nor easy to use, and 3% indicated that it was somewhat or very difficult to use (see Figure 35 on following page and Table C02Q05c).

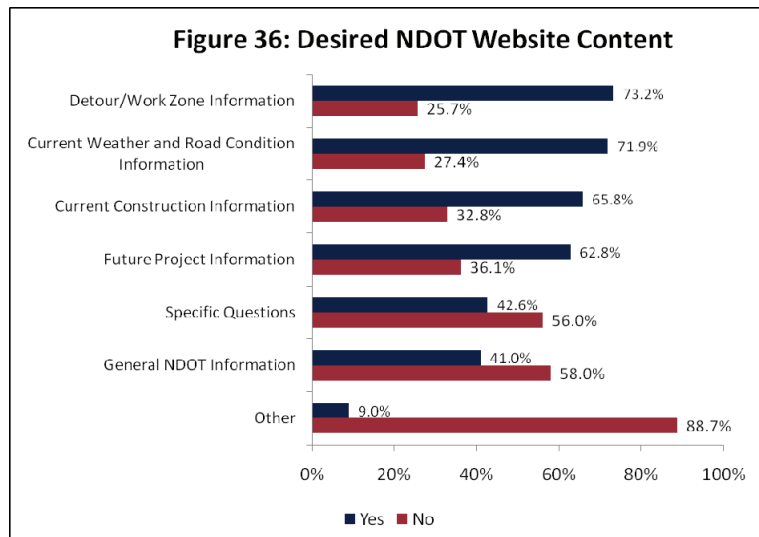




Once again, Nevadans in District 1 (46%) were less likely to indicate that they knew that NDOT has a website, in comparison to those in District 2 (60%) and 3 (58%; see Table C02Q05a). Additionally, in comparison to those in District 2 (46%), a smaller percentage of the Nevadans in District 1 (27%) who knew about NDOT’s website, had visited the website (see Table C02Q05b).

Respondents were asked if there was anything that NDOT could do to make the website easier to use. Common responses included: 1) ensuring that website information is updated regularly (weather, road conditions, accidents); 2) changing the website interface to make it more user-friendly (e.g., “Make the website less complex,” “Increase the font size”) and visually appealing (e.g., “Add more graphics,”); 3) better contact information (more widely disseminated and more clear on website); and 4) more information about specific roads and highways (e.g., links to information about specific roads and highways). Respondents also were interested in subscribing to NDOT for email alerts informing them about road construction and closed traffic. See Appendix G for a more detailed list of responses to this question.

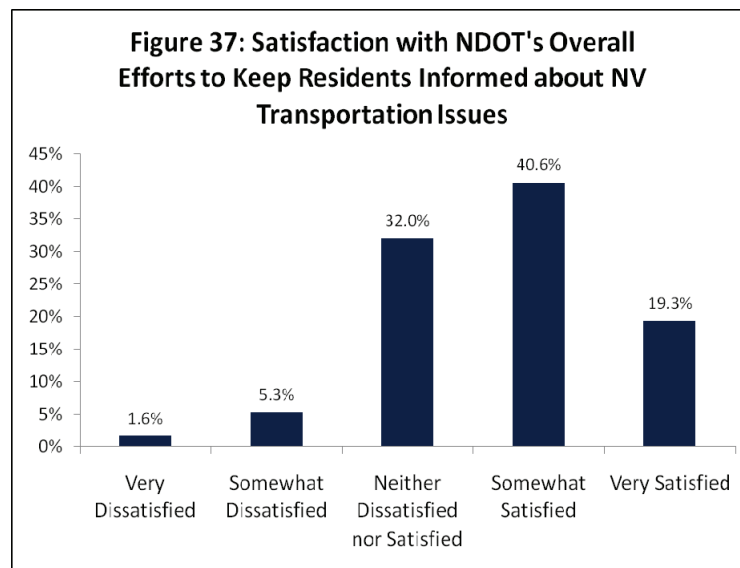
Respondents were presented with a list of items and asked to indicate if they would be interested in using NDOT’s website to obtain more information about each item (see Figure 36 and Table C02Q06a). The majority of Nevadans reported that they would like to use NDOT’s website to access information about



detour or work zones (73%), current weather and road conditions (72%), current construction projects (66%), and future project planning (63%). The majority of Nevadans indicated that they were not interested in using NDOT's website to obtain general information about NDOT (58%) or answers to a specific question or concern they might have (56%).

NDOT Effort Rating

Respondents were also asked to rate NDOT's overall efforts to keep residents informed about transportation related issues. The majority of Nevadans (60%) indicated that they were somewhat or very satisfied with NDOT's efforts, while a small minority (7%) indicated that they were somewhat or very dissatisfied (see Figure 37 and Table C02Q07).



Customer Service Improvement Suggestions

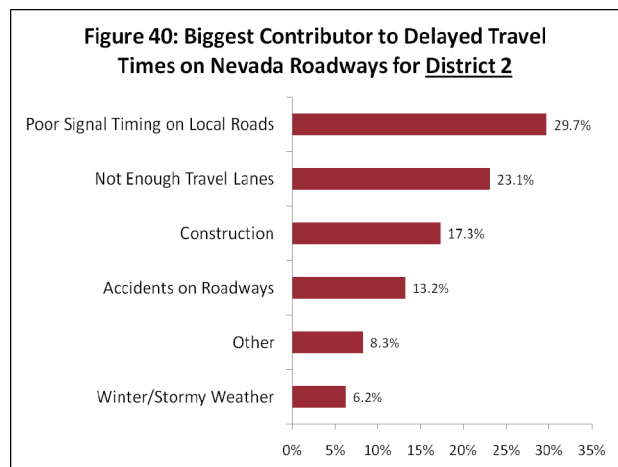
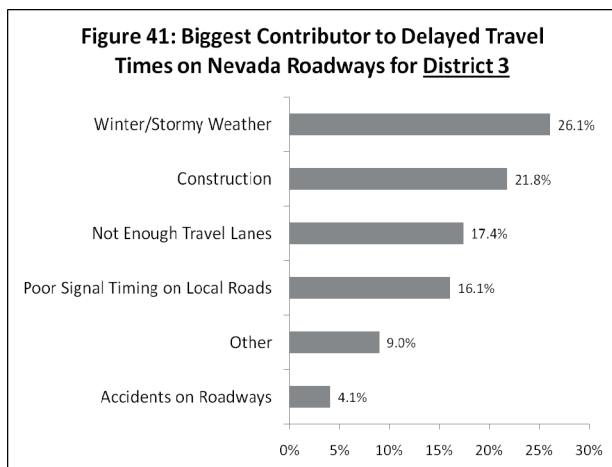
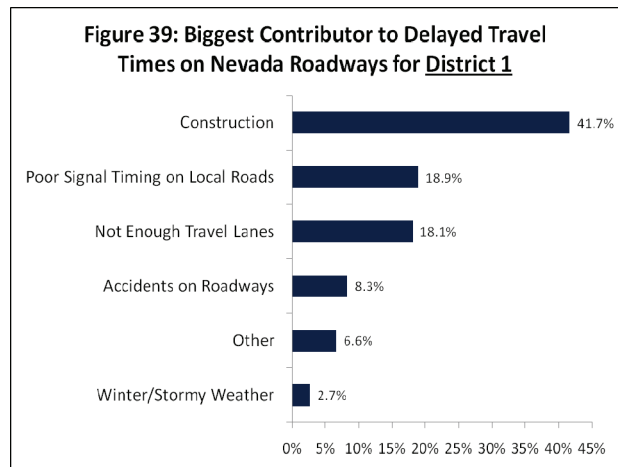
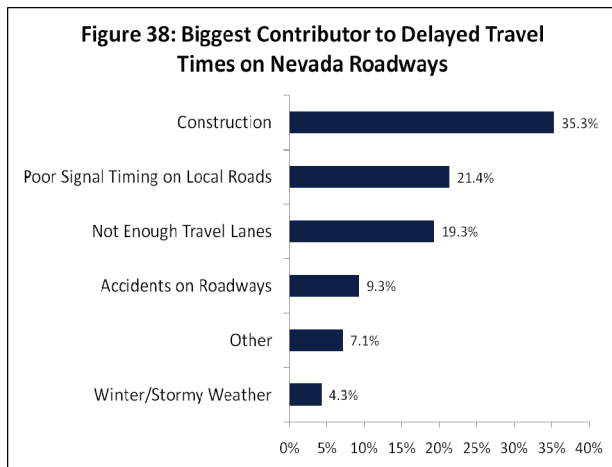
Respondents were asked what *one* thing NDOT can do to improve its level of customer service. Common responses included: 1) improving communication with users/customers (e.g., "Get the word out more on what they're doing and why," "Keep website information current," "Keep messages on toll-free number updated"); and 2) be more accessible to the public (e.g., "Be more visible on local news stations/commercials," "Advertise their telephone number for road conditions"). Many Nevadans responded to this question by suggesting ways in which NDOT could improve road construction (e.g., "Fix potholes," "Expand highways") or helping customers directly, "Create more emergency roadside service." A complete list of raw responses was provided to NDOT in a separate file.

Nevada Roadway Congestion

Next, respondents were asked about their opinions regarding the biggest factor that contributes to delayed travel times on *any* Nevada street or highway they travel on in their city

or town. Overall, Nevadans indicated that the three biggest contributors to delayed travel times in their city or town were construction (35%), poor signal timing on local roads (21%), and not enough travel lanes to accommodate traffic (19%; see Figure 38 and Table C03Q01).

Perceptions of the biggest contributor to delayed travel times on any Nevada street or highway that they travel on in their city or town varied by District (see Figures 39-41). Nearly 42% of Nevadans who reside in District 1 indicated that construction was the biggest contributor to delayed travel times, whereas only 17% of residents of District 2 and 22% of residents of District 3 indicated that this was the biggest contributor. Approximately 30% of Nevadans in District 2 reported that poor signal timing on local roads was the biggest contributor to delayed travel times. In comparison, only 19% of those in District 1 and 16% of those in District 3 indicated that this was the biggest contributor to delayed travel times in their districts. Just over 26% of Nevadans in District 3 reported that winter or stormy weather was the biggest contributor to delayed travel times on their city or town roadways. However, only 6% of those in District 2 and 3% of those in District 1 indicated that this was the biggest contributor to delayed travel times in their districts.

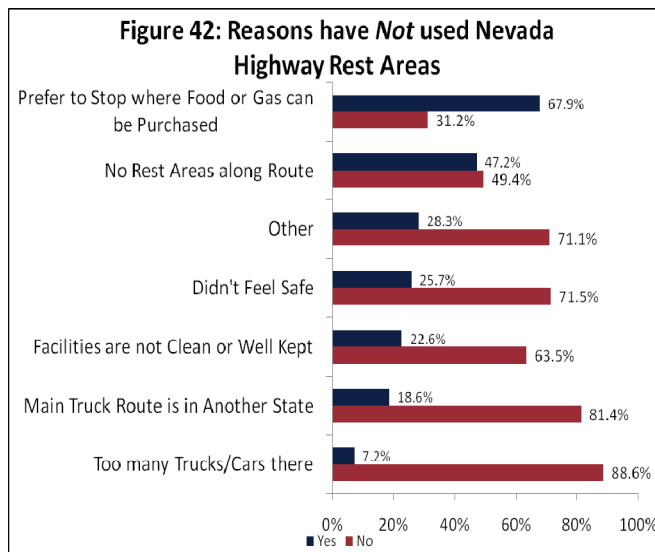


Truck Drivers' Experiences

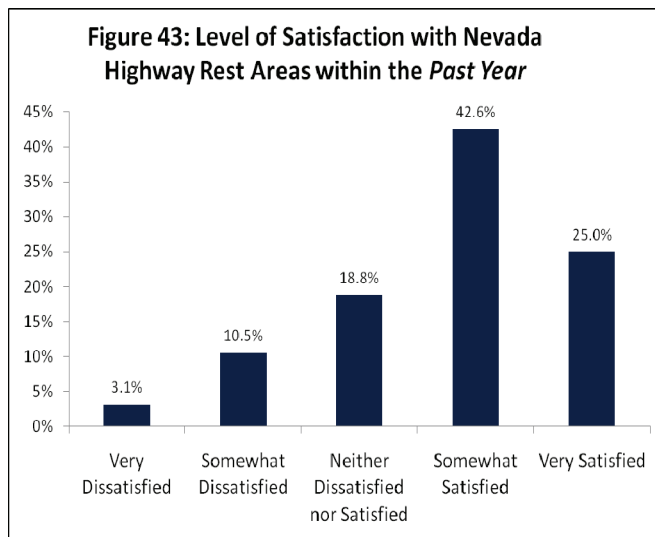
A small percentage (5%) of Nevadans are truck drivers or professional long-distance drivers (see Table C04Q01). The majority (46%) of these drivers, spend either six to seven days traveling on Nevada State Highways, while nearly 41% drive on Nevada State Highways one to five days a week (see Table C04Q02).

Nevada Highway Rest Areas Use and Satisfaction

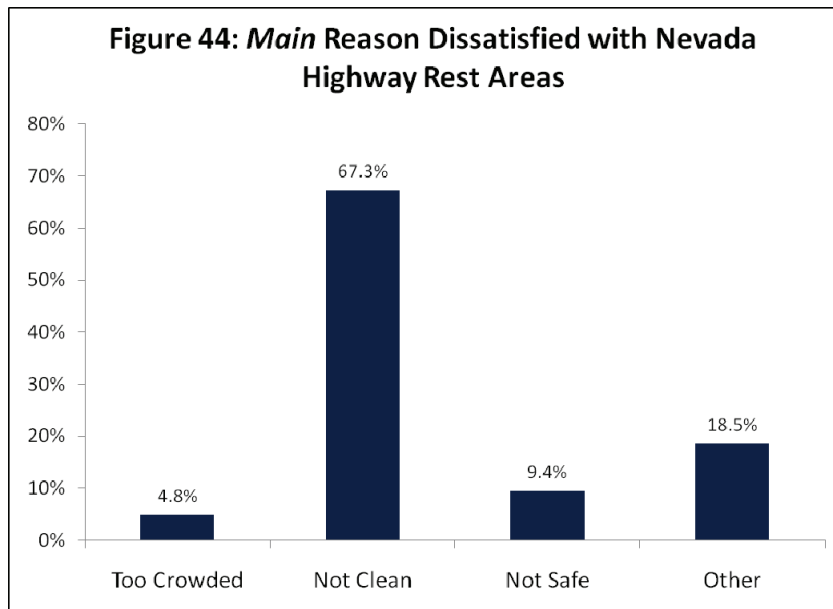
A small percentage of Nevadans (28%) reported using at least one Nevada Highway Rest Area in the past year. Nevadans in District 3 (60%) were more likely than those in Districts 1 (23%) and 2 (39%) to have used any Nevada Highway Rest Area in the past year (see Table C04Q03). Respondents who had not used any Nevada Highway Rest Area in the past year were asked to indicate why they had not done so (see Figure 42 and Tables C04Q04a-C04Q04g). The most popular reasons for not having used a Nevada Rest Area include a preference to stop where food or gas can be purchased (68%) and no rest areas along the drivers route (47%). A smaller percentage of Nevadans reported that they did not use rest areas in Nevada in the past year because they did not feel safe (26%), they believe facilities are not clean or well kept (23%), or because of another reason not listed.



Within the past year, the majority of Nevadans (61%) were satisfied (either somewhat or very) with Nevada Highway Rest Areas (see Figure 43 and Table C04Q05). Nearly 19% were neither dissatisfied nor satisfied and 14% were somewhat or very dissatisfied. Those Nevadans who indicated that they were dissatisfied with rest areas in Nevada were asked for the main reason they were unsatisfied. The vast majority of Nevadans (67%) indicated that they were



dissatisfied because the rest areas were unclean (see Figure 44 and Table C04Q06). Additionally, females (87%) were more likely than males (46%) to report that unclean rest areas were the main reason why they were not satisfied with the Highway Rest Areas (see Table C04Q06).



Appendix A: Post-Weighting and Confidence Interval Information

Post-Weighting Methodology

Surveys are conducted to obtain a representative sample of the population. However, due to the nature of any sampling process, over-sampling some categories and under-sampling others is more likely to occur. In other words, the way a certain characteristic (such as district, sex, age etc.) of the sample is distributed may differ from the way it is distributed in the population which introduces bias into any estimate you may obtain from the sample data. To correct for these biases mathematically and to restore the population's district, sex and age distribution in the sample, post-stratification weighting must be conducted. The post-stratification adjustment forces the sampling weights within each post stratum (district, sex and age in the respondent sample) to the known population distribution for the state of Nevada. Post-stratification improves the precision of the sample estimators and serves as a correction for non-response and under-coverage error, which consequently induces a relative reduction in bias.

Un-weighted rates from the survey are not influenced by the district, sex, and age distributions in the population. In particular, by using un-weighted rates, it is assumed implicitly, that every single person in the survey represents one and only one person in the whole population (which is not the case!). For example, if people of the age 18-24 were underrepresented in the survey, after adjusting for stratum, sex and age, these people of the age 18-24 years old will be granted a higher weight in order to overcome such under representation in the survey to account for differing distributions of district, sex and age within the entire population. So, to compensate for over-representation and/or under-representation in the sample, *weighted rates* must be used.

$$W = \frac{P_p}{P_s}$$

The formula for the weights is: $W = \frac{P_p}{P_s}$ where P_p is the population proportion, and P_s is the sample proportion. The formula was used on the cell proportion from tables indicating the size of particular subpopulations based on known demographic characteristics (e.g., males aged 18 – 24 living in district #1). After post-stratification, the weighting assured that the representation of certain subpopulations corresponded to figures from the population as shown in Table B in Appendix D.

Confidence Interval Information

Confidence intervals provide a way to report an estimate of a population parameter (such as a mean μ or a proportion p) along with some information about the estimate's precision. Although different settings lead to different formulas for computing confidence intervals, the basic interpretation is always the same. The weighted prevalence and the 95% confidence intervals (CI) in this report were obtained using the SURVEYFREQ procedures of SAS. PROC SURVEYFREQ computes confidence limits for the proportions in the frequency and cross tabulation tables.

For the proportion in table cell (r, c) , the confidence limits are computed as:

$$\hat{P}_{rc} \pm \left(t_{df, \alpha/2} \times \text{StdErr}(\hat{P}_{rc}) \right)$$

where \hat{P}_{rc} is the estimate of the proportion in table cell (r, c) , $\text{StdErr}(\hat{P}_{rc})$ is the standard error of the estimate, and $t_{df, \alpha/2}$ is the $100(1 - \alpha/2)$ th percentile of the t distribution. The confidence limits for row proportions and column proportions are computed similarly to the confidence limits for table cell proportions. The 95% confidence intervals are a measure of how precise an estimated effect is. The interval would contain the true effect 95% of the time if the study were repeated multiple times. The range of a CI is dependent on the number of observations.

Appendix B: NDOT Maintenance Questionnaire

Introduction

Hello, my name is [name] and I'm calling from the University of Nevada, Reno. I am not calling to ask for donations or to sell you anything. I am calling on behalf of the Nevada Department of Transportation (NDOT) to learn more about public perceptions and attitudes concerning customer service and maintenance of highways in the State of Nevada. Would you mind helping us out by answering some questions?

1. Correct Number (Proceed to next question) [goto Private Residence]
2. Number is not the same

Wrong Number

Thank you very much, but I seem to have dialed the wrong number. It's possible that your number may be called at a later time.

1. Return to **Introduction**

Private Residence

Is this a private residence?

1. Yes, continue [goto Is Cell]
2. No, Non-Residential [goto Non-Residence]

Non-Residence

Thank you very much, but we are only interviewing private residences. [end interview]

Is Cell

Is this a cellular telephone?

Read only if necessary: By cellular telephone we mean a telephone that is mobile and usable outside of your neighborhood.

1. No, not a cellular telephone, continue. [goto Adults]
2. Yes, a cellular telephone [goto Cell Yes]

Cell Yes

Thank you very much, but we are only interviewing land line phones in private residences. [end interview]

Adults

I need to randomly select one adult who lives in your household to be interviewed. How many members of your household, including yourself, are 18 years of age or older and have DRIVEN a motor vehicle in the past month?

NOTE: Motor vehicle includes motorcycles and buses as long as you are the driver. Do not include bicyclists, pedestrians, or public transportation.

___ Enter the number of adults [if answer = 1 goto One Adult]

Men

How many of these adults are men?

___ Enter Number of Men

Women

How many of these adults are women?

___ Enter Number of Women

Selected

The person in your household I need to speak with is the _____.

Are you the _____?

1. Yes [goto Selected Speaking]
2. No [goto Get New Adult]

One Adult

Are you the adult?

Note: Ask Gender if necessary.

1. Yes and the respondent is a male. [goto Selected Speaking]
2. Yes and the respondent is a female. [goto Selected Speaking]
3. No [goto Ask Gender]

Ask Gender

Is the Adult a man or a woman?

1. Male
2. Female

Get Adult

May I speak with _____?

1. Yes, Adult is coming to the phone [goto New Adult]
2. No, go to next screen, schedule a call-back [goto New Adult]

Selected Speaking

Then you are the person I need to speak with.

1. Person interested, continue [goto Intro Screen]
2. Go Back to Adults Question. [goto Adults]

Get New Adult

May I speak with the _____?

1. Yes, Selected Respondent coming to the phone [goto New Adult]
2. No, go to next screen, schedule a call-back [goto New Adult]
3. Go Back to Adults Question. [goto Adults]

New Adult

Hello, my name is [name] and I'm calling from the University of Nevada, Reno. I am not calling to ask for donations or to sell you anything. I am calling on behalf of the Nevada Department of Transportation (NDOT) to learn more about public perceptions and attitudes concerning customer service and maintenance of highways in the State of Nevada. Would you mind helping us out by answering some questions?

1. Person interested, continue [goto Intro Screen]
2. Go Back to Adults Question. [goto Adults]

Intro Screen

All answers will be kept completely confidential, and you may skip any question you choose not to answer.

1. Person interested, continue [goto County]
2. Go Back to Adults Question. [goto Adults]

County

What county do you live in?

- | | |
|-----------------|-------------------------|
| 01. Carson City | 11. Lyon |
| 02. Churchill | 12. Mineral |
| 03. Clark | 13. Nye |
| 04. Douglas | 14. Pershing |
| 05. Elko | 15. Storey |
| 06. Esmeralda | 16. Washoe |
| 07. Eureka | 17. White Pine |
| 08. Humboldt | 77. Don't know/not sure |
| 09. Lander | 99. Refused |
| 10. Lincoln | |

[if answer = 01 goto Highway]

[if answer ≠ 12 & answer ≠ 14 goto City Other]

City Mineral/Pershing

What city or town do you live in?

Interviewer: Please read ONLY the highlighted options.

1. Hawthorne [if County = 12 highlight]
2. Schurz [if County = 12 highlight]
3. Mina [if County = 12 highlight]
4. Walker River [if County = 12 highlight]
5. Lovelock [if County = 14 highlight]
6. Imlay [if County = 14 highlight]
8. Other (specify)

[if answer ≠ 8 goto Highway]

City Other

What city or town do you live in?

Highway

As you may know, NDOT is responsible for the maintenance of Freeways, US Highways, and other State Routes. On a MONTHLY basis, which Nevada State Highway or road would you say you travel on MOST OFTEN? Please allow me to read the entire list before answering and then choose ONLY ONE response.

If respondent tells you a name of a highway NOT LISTED AT ALL, say: "For the purpose of this study we are only interested in the roadways I just read. So, aside from the road you travel most often, which of THESE roads would you say you travel the most?"

If the respondent answers with I-215, say: "For the purpose of this study we are not interested in I-215"

INTERVIEWER: Please read ONLY the highlighted options. When provided, read nickname instead of official name.

- | | |
|-------------------------------|--|
| 01. I-15 | 11. US 95A |
| 02. US 95 | 12. US 50 |
| 03. US 93 | 13. SR 227 (Lamoille Highway) |
| 04. SR 160 (Blue Diamond Rd) | 14. SR 225 (Mountain City Highway) |
| 05. US 6 | 15. SR 305 (Austin/Battle Mountain Rd) |
| 06. SR 445 (Pyramid Highway) | 16. SR 278 (Eureka/Carlin Rd) |
| 07. SR 431 (Mt. Rose Highway) | 17. SR 140 (Denio/Adel Oregon Rd) |
| 08. I-80 | 77. Don't know/not sure |
| 09. US 395 | 99. Refused |
| 10. SR 341 (Geiger Grade) | |

[if County = 03 highlight 01, 02, 04]

[if County = 06 | County = 10 | County = 13 highlight 02, 03, 04, 05]

[if County = 16 highlight 06, 07, 08, 09]

[if County = 01 | County = 02 | County = 04 | County = 11 | County = 12 | County = 14 | County = 15 highlight 02, 05, 09, 10, 11, 12]
[if County = 05 | County = 07 | County = 08 | County = 09 | County = 17 highlight 03, 08, 12, 13, 14, 15, 16, 17]

[if answer ≠ 77 & answer ≠ 99 goto C01Q01]

Ineligible

Thank you very much, but we are only interviewing people who report traveling on one of the Nevada State Highways or roads I listed. Thank you for your time. [end interview]

Section 1 - Maintenance Activities

C01Q01

The first set of questions will ask you about your opinions of the PERFORMANCE of NDOT in maintaining the State Highway or road that you reported traveling on most often on a monthly basis.

Please rate NDOT's performance WITHIN THE PAST YEAR, on a scale of one to four where ONE is poor, TWO is fair, THREE is good, and FOUR is excellent on each of the following questions. Please keep in mind the road or highway you reported traveling on most often.

Overall, how well do you think NDOT has PERFORMED in snow removal and ice control?

Read only if necessary:

1. Poor
2. Fair
3. Good
4. Excellent
7. Don't know/not sure
9. Refused

C01Q02

Please rate NDOT's performance WITHIN THE PAST YEAR, on a scale of one to four where ONE is poor, TWO is fair, THREE is good, and FOUR is excellent on each of the following questions. Please keep in mind the road or highway you reported traveling on most often.

Overall, how well do you think NDOT has PERFORMED in the removal of graffiti?

Read only if necessary:

1. Poor
2. Fair
3. Good
4. Excellent
7. Don't know/not sure
9. Refused

C01Q03

Please rate NDOT's performance **WITHIN THE PAST YEAR**, on a scale of one to four where **ONE** is poor, **TWO** is fair, **THREE** is good, and **FOUR** is excellent on each of the following questions. Please keep in mind the road or highway you reported traveling on most often.

Overall, how well do you think NDOT has **PERFORMED** in landscaping at interchanges and bridges?

NOTE: By landscaping, we mean to improve the appearance of an area of land, a highway, etc. by methods such as planting trees, shrubs, or grass.

Read only if necessary:

1. Poor
2. Fair
3. Good
4. Excellent
7. Don't know/not sure
9. Refused

C01Q04

Please rate NDOT's performance **WITHIN THE PAST YEAR**, on a scale of one to four where **ONE** is poor, **TWO** is fair, **THREE** is good, and **FOUR** is excellent on each of the following questions. Please keep in mind the road or highway you reported traveling on most often.

Overall, how well do you think NDOT has **PERFORMED** in removing debris, including litter and garbage, from the roadways?

Read only if necessary:

1. Poor
2. Fair
3. Good
4. Excellent
7. Don't know/not sure
9. Refused

C01Q05

Please rate NDOT's performance **WITHIN THE PAST YEAR**, on a scale of one to four where **ONE** is poor, **TWO** is fair, **THREE** is good, and **FOUR** is excellent on each of the following questions. Please keep in mind the road or highway you reported traveling on most often.

Overall, how well do you think NDOT has **PERFORMED** in maintaining visible lane lines on the pavement?

If they ask what visible lane lines refer to, say: "for example, painted lane stripes on roadway"

Read only if necessary:

1. Poor
2. Fair
3. Good
4. Excellent
7. Don't know/not sure
9. Refused

C01Q06

Please rate NDOT's performance WITHIN THE PAST YEAR, on a scale of one to four where ONE is poor, TWO is fair, THREE is good, and FOUR is excellent on each of the following questions. Please keep in mind the road or highway you reported traveling on most often.

Overall, how well do you think NDOT has PERFORMED in maintaining roadside and overhead signs?

If they ask what road signs refer to, say: "for example, speed limit signs, interchange exits, directional signs, and exit signs"

Read only if necessary:

1. Poor
2. Fair
3. Good
4. Excellent
7. Don't know/not sure
9. Refused

C01Q07

Please rate NDOT's performance WITHIN THE PAST YEAR, on a scale of one to four where ONE is poor, TWO is fair, THREE is good, and FOUR is excellent on each of the following questions. Please keep in mind the road or highway you reported traveling on most often.

Overall, how well do you think NDOT has PERFORMED in maintaining the roadway surface?

If they ask what maintaining the roadway surface refers to, say: "for example, filling cracks and potholes"

Read only if necessary:

1. Poor
2. Fair
3. Good
4. Excellent
7. Don't know/not sure
9. Refused

C01Q08

What do you think should be the HIGHEST PRIORITY for NDOT in maintaining the State Highway or road that you travel on most often? Please allow me to read the entire list before answering and then choose ONLY ONE response.

If they ask what visible lane lines refer to, say: "for example, painted lane stripes on roadway"

If they ask what road signs refer to, say: "for example, speed limit signs, interchange exits, directional signs, and exit signs"

If they ask what maintaining the roadway surface refers to, say: "for example, filling cracks and potholes"

01. Snow removal and ice control
02. The removal of graffiti
03. Landscaping at interchanges and bridges
04. Removing litter and garbage along the roadways
05. Maintaining visible lane lines on the pavement
06. Maintaining road signs
07. Maintaining the roadway surface
08. Other (specify)
77. Don't know/not sure
99. Refused

C01Q09

What is ONE thing NDOT can do to improve its highway maintenance services?

Section 2 - Customer Service

C02Q01

The next set of questions asks about the level of customer service provided by NDOT WITHIN THE PAST YEAR.

During the past YEAR, have you contacted or attempted to contact a NDOT employee either in person, by letter, telephone, or e-mail?

If necessary, say: "Please answer with a simple 'yes' or 'no'"

1. Yes
2. No [goto C02Q03]
7. Don't know/not sure [goto C02Q03]
9. Refused [goto C02Q03]

C02Q02a

I am going to ask you a series of questions about the LAST TIME that you attempted to contact NDOT.

During the last attempt you made to contact NDOT, how difficult or easy was it for you to reach the CORRECT person? Would you say it was ONE, very difficult, TWO, somewhat difficult, THREE, neither difficult nor easy, FOUR, somewhat easy, or FIVE, very easy?

1. Very difficult
2. Somewhat difficult
3. Neither difficult nor easy
4. Somewhat easy
5. Very easy
7. Don't know/not sure
9. Refused

C02Q02b

Were you able to get the information that you needed?

1. Yes
2. No [goto C02Q03]
7. Don't know/not sure [goto C02Q03]
9. Refused [goto C02Q03]

C02Q02c

Did you receive the information that you needed in what you consider to be a timely manner?

1. Yes
2. No
7. Don't know/not sure
9. Refused

C02Q03

Which of the following is the best way for the Nevada Department of Transportation to provide you with current NDOT roadway conditions? Please allow me to read the entire list before answering and then choose ONLY ONE response.

01. Electronic message signs along freeways and State Highways
02. Radio
03. TV
04. E-mail alerts
05. Internet or NDOT Website
06. Toll-free phone number about current road conditions
07. In-Car GPS system
08. Text messages sent to your cell phone
09. Other (specify)

- 77. Don't know/not sure
- 99. Refused

C02Q04a

Did you know that NDOT has a toll-free road condition number, 511 or 1-877-NV-ROADS (SAY N-V-Roads, not Nevada Roads; phone number if asked: 1-877-687-6237), that provides information about road conditions on State Highways?

- 1. Yes
- 2. No [goto C02Q05a]
- 7. Don't know/not sure [goto C02Q05a]
- 9. Refused [goto C02Q05a]

C02Q04b

Have you called NDOT's road condition number, either 511 or 1-877-NV-ROADS (1-877-687-6237), during the past year?

- 1. Yes
- 2. No [goto C02Q05a]
- 7. Don't know/not sure [goto C02Q05a]
- 9. Refused [goto C02Q05a]

C02Q04c

Overall, how dissatisfied or satisfied are you with NDOT's road condition number? Would you say you are ONE, very dissatisfied, TWO, somewhat dissatisfied, THREE, neither dissatisfied nor satisfied, FOUR, somewhat satisfied, or FIVE, very satisfied?

- 1. Very dissatisfied
- 2. Somewhat dissatisfied
- 3. Neither dissatisfied nor satisfied
- 4. Somewhat satisfied
- 5. Very satisfied
- 7. Don't know/not sure
- 9. Refused

C02Q05a

Did you know that NDOT has a website, W-W-W "dot" Nevada D-O-T "dot" com? And Nevada is spelled out?

- 1. Yes
- 2. No [goto C02Q06a]
- 7. Don't know/not sure [goto C02Q06a]
- 9. Refused [goto C02Q06a]

C02Q05b

Have you visited NDOT's website during the past year?

1. Yes
2. No [goto C02Q06a]
7. Don't know/not sure [goto C02Q06a]
9. Refused [goto C02Q06a]

C02Q05c

How difficult or easy was the website to use? Would you say it was ONE, very difficult, TWO, somewhat difficult, THREE, neither difficult nor easy, FOUR, somewhat easy, or FIVE, very easy?

1. Very difficult
2. Somewhat difficult
3. Neither difficult nor easy
4. Somewhat easy
5. Very easy
7. Don't know/not sure
9. Refused

C02Q05d

Is there anything that NDOT could do to make the website easier to use?

C02Q06a

I am going to read a list of items. After each item, please indicate with a simple "yes" or "no" whether or not you would be interested in using NDOT's website to obtain more information about that item.

Current construction project information

1. Yes
2. No
7. Don't know/not sure
9. Refused

C02Q06b

I am going to read a list of items. After each item, please indicate with a simple "yes" or "no" whether or not you would be interested in using NDOT's website to obtain more information about that item.

Future project planning information

1. Yes
2. No
7. Don't know/not sure

9. Refused

C02Q06c

I am going to read a list of items. After each item, please indicate with a simple "yes" or "no" whether or not you would be interested in using NDOT's website to obtain more information about that item.

Current weather and road condition information

1. Yes
2. No
7. Don't know/not sure
9. Refused

C02Q06d

I am going to read a list of items. After each item, please indicate with a simple "yes" or "no" whether or not you would be interested in using NDOT's website to obtain more information about that item.

Detour or work zone information

1. Yes
2. No
7. Don't know/not sure
9. Refused

C02Q06e

I am going to read a list of items. After each item, please indicate with a simple "yes" or "no" whether or not you would be interested in using NDOT's website to obtain more information about that item.

General information about NDOT

1. Yes
2. No
7. Don't know/not sure
9. Refused

C02Q06f

I am going to read a list of items. After each item, please indicate with a simple "yes" or "no" whether or not you would be interested in using NDOT's website to obtain more information about that item.

A specific question or concern you may have

1. Yes

2. No
7. Don't know/not sure
9. Refused

C02Q06g

I am going to read a list of items. After each item, please indicate with a simple "yes" or "no" whether or not you would be interested in using NDOT's website to obtain more information about that item.

Is there anything else that you would like to see on NDOT's website that was not already mentioned? (specify)

1. Yes
2. No
7. Don't know/not sure
9. Refused

C02Q07

How dissatisfied or satisfied are you with NDOT's overall efforts to keep residents informed about transportation-related issues in Nevada? Would you say you are ONE, very dissatisfied, TWO, somewhat dissatisfied, THREE, neither dissatisfied nor satisfied, FOUR, somewhat satisfied, or FIVE, very satisfied?

1. Very dissatisfied
2. Somewhat dissatisfied
3. Neither dissatisfied nor satisfied
4. Somewhat satisfied
5. Very satisfied
7. Don't know/not sure
9. Refused

C02Q08

What is ONE thing NDOT can do to improve its level of customer service?

Section 3 - Congestion

C03Q01

The previous questions asked about your most frequently traveled highway. The next questions ask about ANY Nevada street or highway you travel on in your city or town.

What do you feel is the biggest contributor to delayed travel times on Nevada Roadways? Please allow me to read the entire list of options before answering and choose only one response.

1. Poor signal timing on local roads
2. Not enough travel lanes to accommodate traffic

3. Construction
4. Winter or stormy weather
5. Accidents on the roadways
6. Other (specify)
7. Don't know/not sure
9. Refused

Section 4A - Truck Driver Questions

C04Q01

Are you a truck driver or a professional long-distance driver?

NOTE: If person asks for the meaning of professional long-distance driver, say: "someone who drives long distances on a regular basis and is paid for their work"

NOTE: If person asks what long distance is, say: "whatever it means to you"

1. Yes
2. No [goto C04Q03]
7. Don't know/not sure [goto C04Q03]
9. Refused [goto C04Q03]

C04Q02

The next set of questions will ask you about your experience as a truck driver or a professional long-distance driver in Nevada.

Approximately how many days PER WEEK do you travel on Nevada State Highways?

- ____ Enter number days
88. None
 77. Don't know/not sure
 99. Refused

Section 4B - Rest Area Questions

C04Q03

Have you used any NEVADA Highway Rest Areas in THE PAST YEAR?

1. Yes [goto C04Q05]
2. No
7. Don't know/not sure [goto C05Q01]
9. Refused [goto C05Q01]

NOTE: Include answers such as "too crowded"

1. Yes
2. No
7. Don't know/not sure
9. Refused

C04Q04e

I am going to read a list of reasons why you may NOT have used NEVADA State Highway Rest Areas in the past year. After each item, please indicate with simple "yes" or "no" whether or not the reason explains why you have not used Nevada Highway Rest Areas.

There were no rest areas along my route

1. Yes
2. No
7. Don't know/not sure
9. Refused

C04Q04f

I am going to read a list of reasons why you may NOT have used NEVADA State Highway Rest Areas in the past year. After each item, please indicate with simple "yes" or "no" whether or not the reason explains why you have not used Nevada Highway Rest Areas. 1

Facilities are not clean or well kept. This includes vandalism and graffiti.

1. Yes
2. No
7. Don't know/not sure
9. Refused

C04Q04g

I am going to read a list of reasons why you may NOT have used NEVADA State Highway Rest Areas in the past year. After each item, please indicate with simple "yes" or "no" whether or not the reason explains why you have not used Nevada Highway Rest Areas.

Are there any other reasons why you have not used highway rest areas that I didn't mention?
(specify)

1. Yes
2. No
7. Don't know/not sure
9. Refused

[goto C05Q01]

C04Q04a

I am going to read a list of reasons why you may NOT have used NEVADA State Highway Rest Areas in the past year. After each item, please indicate with simple "yes" or "no" whether or not the reason explains why you have not used Nevada Highway Rest Areas.

I prefer to stop where food or gas can be purchased

1. Yes
2. No
7. Don't know/not sure
9. Refused

[if C04Q01 ≠ 1 goto C04Q04c]

C04Q04b

I am going to read a list of reasons why you may NOT have used NEVADA State Highway Rest Areas in the past year. After each item, please indicate with simple "yes" or "no" whether or not the reason explains why you have not used Nevada Highway Rest Areas.

My main truck route is in another state

1. Yes
2. No
7. Don't know/not sure
9. Refused

C04Q04c

I am going to read a list of reasons why you may NOT have used NEVADA State Highway Rest Areas in the past year. After each item, please indicate with simple "yes" or "no" whether or not the reason explains why you have not used Nevada Highway Rest Areas.

I didn't feel safe

NOTE: Include answers such as not well-lit, not enough lighting

1. Yes
2. No
7. Don't know/not sure
9. Refused

C04Q04d

I am going to read a list of reasons why you may NOT have used NEVADA State Highway Rest Areas in the past year. After each item, please indicate with simple "yes" or "no" whether or not the reason explains why you have not used Nevada Highway Rest Areas.

There were too many trucks or cars at the rest areas

C04Q05

Within the past year, what has your level of dissatisfaction or satisfaction been with NEVADA Highway Rest Areas? Would you say you were ONE, very dissatisfied, TWO, somewhat dissatisfied, THREE, neither dissatisfied nor satisfied, FOUR, somewhat satisfied, or FIVE, very satisfied?

1. Very dissatisfied
2. Somewhat dissatisfied
3. Neither dissatisfied nor satisfied [goto C05Q01]
4. Somewhat satisfied [goto C05Q01]
5. Very satisfied [goto C05Q01]
7. Don't know/not sure [goto C05Q01]
9. Refused [goto C05Q01]

C04Q06

What is the MAIN reason why were you not satisfied with the Highway Rest Areas? Please allow me to read all options before answering, and choose only ONE response.

NOTE: For option 3, include answers such as not well-lit, not enough lighting

1. They are too crowded or there are too many trucks and cars
2. The rest areas were unclean (this includes vandalism and graffiti)
3. They didn't seem safe
4. Other (specify)
7. Don't know/not sure
9. Refused

Section 5 - Demographics

C05Q01

And the last question is...

What is your age?

- ____ Enter age in years
7. Don't know/not sure
 9. Refused

Closing

Everyone's answers will be combined to give us information about public perceptions and attitudes concerning customer service and maintenance of highways in the State of Nevada. Thank you very much for your time and cooperation. [end interview]

Appendix C: Website Information about Study



Nevada Department of Transportation Maintenance Study

Frequently Asked Questions:

• What is the NDOT Maintenance survey about?

NDOT is interested in your opinions about how well they are doing maintaining NDOT roadways and highways in your county and how they are doing with respect to their customer service. Your opinions are very important as NDOT would like to improve their services based on the information they receive from the Nevada public.

• How long is it?

It takes about 10 minutes depending on your answers.

• How will this help?

Your answers will be combined with others and given to NDOT to help them improve their maintenance service and customer service in Nevada, particularly in your county.

• Who is in charge of the project?

CRDA (Center for Research Design and Analysis) is conducting this study on behalf of NDOT (Nevada Department of Transportation).

• What kinds of questions will you ask?

The survey is a combination of open and close ended questions, which assess client satisfaction with NDOT services. No identifying information will be collected.

• Who are you conducting the survey for?

The study is being conducted for NDOT (Nevada Department of Transportation).

• Who is funding the project?

This project is funded by NDOT (Nevada Department of Transportation).

• How can I verify that?

You may contact:

Bill Hoffman
Chief Maintenance & Operations Engineer
Nevada Dept. of Transportation
1263 S. Stewart St. Carson City, NV 89712
(775) 888-7050

• How will these data be used?

Your answers will be combined with others and given to NDOT to help them improve their maintenance service and customer service in Nevada, particularly in your county.

- Will the results be published?

The results will be disseminated through the Nevada Department of Transportation. The results will not be publicly published.

- Where did you get my name and phone number?

We use a system called random digit dialing (RDD) in which the computer randomly chooses the last four digits of your phone number, so we don't know your name or anything confidential about you.

- Why are you asking me to participate in this study?

You are being invited to participate in this research project because you are a resident and taxpayer in Nevada.

- How did you pick me?

We use a system called Random Digit Dialing in which the computer randomly chooses the last 4 digits of your phone number. You were randomly chosen from the adult members of your household so that we can get an equal representation from all Nevada residents. Your opinion is important in order for us to improve Nevada Roads.

- Will it be possible to identify me by inference?

All the information you provide us will only be used in summary or aggregate form. No individual responses will be reported.

- Who will see my name or have access to my responses?

Survey data, code sheets, and identifying information will be stored separately in secure file cabinets for five years. Access to the data will be restricted to project personnel at the Center for Research Design and Analysis, and the Nevada Department of Transportation. CRDA and NDOT will not be able to identify your personal responses.

About CRDA

The Center for Research Design and Analysis (CRDA) is an academically-based, multidisciplinary research institute under the Vice President of Research at the University of Nevada, Reno. The institution, that was formerly known as Senator Alan Bible Center for Applied Research (SABCAR) and is now known as the Center for Research Design and Analysis (CRDA) was originally established in 1959 as the Bureau of Governmental Research. The Center's mission is to provide the most valid and reliable data possible across a broad spectrum of data collection protocols and analysis activities. Since 1959 we have completed hundreds of random digit dial survey research projects ranging from sample sizes of 600 to 6000+ interviews.

CRDA utilizes a wide range of data collection techniques for telephone, mail, and internet surveys. These techniques include a state-of-the-art computer-assisted telephone interview (CATI) system and computer-assisted personal interview (CAPI) systems. In addition, the center uses TELEFORM, a sophisticated questionnaire design software used to fully automate large scale questionnaire mail-out projects. The Center's staff provide expertise in survey research, psychometrics, univariate and multivariate statistical analysis, research design, sampling, mathematical modeling, and program evaluation. Many of the Center's research projects are aimed at solving problems and providing data and information to state and federal agencies for use in program planning and resource allocation. The Center also provides in-house research support to

faculty, students, and community-based groups. Over the past ten years the Center has attracted in excess of \$5 million in external grants and contracts.

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Last Modified: December 19, 2008

Appendix D: Data Tables

Table A: What county do you live in?

What county do you live in?	Carson			Churchill			Clark			Douglas			Elko			Esmeralda		
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	41	2.3%	(1.4-3.1)	24	1.2%	(0.6-1.8)	248	66.4%	(61.9-70.8)	41	1.8%	(1.2-2.5)	166	1.9%	(1.4-2.3)	3	0.8%	(0.0-1.4)
Gender																		
Male	18	2.3%	(1.0-3.6)	8	1.0%	(0.2-1.8)	116	67.8%	(62.0-73.7)	16	1.7%	(0.7-2.6)	81	2.0%	(1.3-2.6)	0	.	(-)
Female	23	2.2%	(1.1-3.4)	16	1.4%	(0.5-2.3)	132	64.9%	(58.1-71.6)	25	2.0%	(1.0-3.0)	85	1.7%	(1.2-2.3)	3	1.3%	(0.0-2.8)
Total	41	2.3%	(1.4-3.1)	24	1.2%	(0.6-1.8)	248	66.4%	(61.9-70.8)	41	1.8%	(1.2-2.5)	166	1.9%	(1.4-2.3)	3	0.8%	(0.0-1.4)
Age Group																		
Age 18 to 24	2	2.8%	(0.0-6.8)	1	1.3%	(0.0-3.8)	10	65.4%	(44.5-86.4)	1	1.3%	(0.0-3.8)	5	2.2%	(0.0-4.5)	0	.	(-)
Age 25 to 44	10	2.2%	(0.8-3.5)	4	1.0%	(0.0-2.0)	70	68.6%	(61.7-75.4)	5	1.2%	(0.1-2.2)	54	1.8%	(1.2-2.4)	1	0.8%	(0.0-2.3)
Age 45 to 64	15	1.8%	(0.9-2.8)	14	1.5%	(0.7-2.3)	108	66.4%	(61.1-71.7)	22	2.5%	(1.4-3.6)	82	2.1%	(1.6-2.6)	1	0.6%	(0.0-1.7)
Age 65 or older	14	3.0%	(1.4-4.6)	5	1.1%	(0.1-2.0)	60	61.4%	(53.5-69.2)	13	2.8%	(1.2-4.3)	25	1.1%	(0.6-1.6)	1	0.9%	(0.0-2.8)
Total	41	2.3%	(1.4-3.1)	24	1.2%	(0.6-1.8)	248	66.4%	(61.9-70.8)	41	1.8%	(1.2-2.5)	166	1.9%	(1.4-2.3)	3	0.6%	(0.0-1.4)
District																		
One	0	.	(-)	0	.	(-)	248	90.6%	(86.9-94.3)	0	.	(-)	0	.	(-)	3	0.9%	(0.0-1.9)
Two	41	9.5%	(6.2-12.9)	24	5.1%	(2.7-7.5)	0	.	(-)	41	7.8%	(5.1-10.6)	0	.	(-)	0	.	(-)
Three	0	.	(-)	0	.	(-)	0	.	(-)	0	.	(-)	166	59.5%	(62.2-66.7)	0	.	(-)
Total	41	2.3%	(1.4-3.1)	24	1.2%	(0.6-1.8)	248	66.4%	(61.9-70.8)	41	1.8%	(1.2-2.5)	166	1.9%	(1.4-2.3)	3	0.6%	(0.0-1.4)
Professional Truck Driver																		
Yes	1	1.1%	(0.0-3.3)	1	1.1%	(0.0-3.3)	8	52.0%	(28.9-75.1)	0	.	(-)	9	3.2%	(0.0-6.5)	0	.	(-)
No	40	2.4%	(1.5-3.3)	23	1.3%	(0.6-1.9)	230	66.8%	(62.2-71.4)	38	1.9%	(1.2-2.6)	157	1.9%	(1.4-2.3)	3	0.7%	(0.0-1.5)
Total	41	2.3%	(1.4-3.2)	24	1.2%	(0.6-1.9)	240	66.2%	(61.7-70.8)	38	1.8%	(1.1-2.5)	166	1.9%	(1.5-2.3)	3	0.6%	(0.0-1.4)

Table A, continued: What county do you live in?

	Eureka			Humboldt			Lander			Lincoln			Lyon			Mineral		
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	2	0.1%	(0.0-0.2)	65	0.6%	(0.4-0.8)	12	0.1%	(0.0-0.2)	12	3.1%	(1.2-4.9)	55	3.1%	(2.1-4.1)	3	0.1%	(0.0-0.2)
Gender																		
Male	0	.	(-)	35	0.8%	(0.4-1.2)	7	0.1%	(0.0-0.3)	3	1.7%	(0.0-3.9)	28	3.9%	(2.1-5.6)	1	0.1%	(0.0-0.2)
Female	2	0.1%	(0.0-0.4)	30	0.5%	(0.3-0.7)	5	0.1%	(0.0-0.1)	9	4.5%	(1.5-7.5)	27	2.3%	(1.3-3.3)	2	0.1%	(0.0-0.3)
Total	2	0.1%	(0.0-0.2)	65	0.6%	(0.4-0.8)	12	0.1%	(0.0-0.2)	12	3.1%	(1.2-4.9)	55	3.1%	(2.1-4.1)	3	0.1%	(0.0-0.2)
Age Group																		
Age 18 to 24	1	0.4%	(0.0-1.2)	1	0.5%	(0.0-1.4)	0	.	(-)	1	3.8%	(0.0-11.3)	2	3.1%	(0.0-7.5)	0	.	(-)
Age 25 to 44	0	.	(-)	15	0.5%	(0.2-0.8)	2	0.1%	(0.0-0.2)	5	3.8%	(0.5-7.1)	14	3.1%	(1.4-4.9)	0	.	(-)
Age 45 to 64	0	.	(-)	26	0.7%	(0.4-0.9)	9	0.2%	(0.1-0.4)	3	1.8%	(0.0-3.7)	18	2.4%	(1.2-3.5)	1	0.1%	(0.0-0.3)
Age 65 or older	1	0.0%	(0.0-0.1)	23	1.0%	(0.6-1.5)	1	0.0%	(0.0-0.1)	3	3.2%	(0.0-6.8)	21	4.5%	(2.5-6.4)	2	0.4%	(0.0-1.0)
Total	2	0.1%	(0.0-0.2)	65	0.6%	(0.4-0.8)	12	0.1%	(0.0-0.2)	12	3.1%	(1.2-4.9)	55	3.1%	(2.1-4.1)	3	0.1%	(0.0-0.2)
District																		
One	0	.	(-)	0	.	(-)	0	.	(-)	12	4.2%	(1.7-6.7)	0	.	(-)	0	.	(-)
Two	0	.	(-)	0	.	(-)	0	.	(-)	0	.	(-)	55	13.0%	(9.1-16.9)	3	0.4%	(0.0-0.9)
Three	2	2.0%	(0.0-5.5)	65	20.6%	(14.9-26.3)	12	3.6%	(1.5-5.8)	0	.	(-)	0	.	(-)	0	.	(-)
Total	2	0.1%	(0.0-0.2)	65	0.6%	(0.4-0.8)	12	0.1%	(0.0-0.2)	12	3.1%	(1.2-4.9)	55	3.1%	(2.1-4.1)	3	0.1%	(0.0-0.2)
Professional Truck Driver																		
Yes	0	.	(-)	4	1.3%	(0.0-2.7)	1	0.4%	(0.0-1.1)	1	6.9%	(0.0-20.0)	6	6.9%	(0.3-13.5)	0	.	(-)
No	2	0.1%	(0.0-0.2)	58	0.6%	(0.4-0.8)	10	0.1%	(0.0-0.2)	11	3.0%	(1.1-4.9)	47	2.9%	(1.8-3.9)	3	0.1%	(0.0-0.2)
Total	2	0.1%	(0.0-0.2)	63	0.6%	(0.4-0.9)	11	0.1%	(0.0-0.2)	12	3.1%	(1.3-5.0)	53	3.1%	(2.0-4.1)	3	0.1%	(0.0-0.2)

Table A, continued: What county do you live in?

	What county do you live in?				Nye				Pershing				Storey				Washoe				White Pine				Total			
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	
Overall Total	14	3.2%	(1.3-5.0)	4	0.3%	(0.0-0.5)	4	0.1%	(0.0-0.2)	277	14.8%	(12.4-17.2)	42	0.4%	(0.3-0.6)	1013	100.0%	(-)										
Gender																												
Male	7	3.8%	(0.7-7.0)	2	0.3%	(0.0-0.8)	0	.	(-)	115	14.3%	(10.9-17.6)	14	0.3%	(0.1-0.4)	451	50.6%	(44.8-56.3)										
Female	7	2.5%	(0.6-4.5)	2	0.2%	(0.0-0.5)	4	0.3%	(0.0-0.5)	162	15.3%	(11.8-18.9)	28	0.6%	(0.3-0.9)	562	49.4%	(43.7-55.2)										
Total	14	3.2%	(1.3-5.0)	4	0.3%	(0.0-0.5)	4	0.1%	(0.0-0.2)	277	14.8%	(12.4-17.2)	42	0.4%	(0.3-0.6)	1013	100.0%	(-)										
Age Group																												
Age 18 to 24	1	3.8%	(0.0-11.3)	0	.	(-)	0	.	(-)	11	15.1%	(3.9-26.4)	1	0.4%	(0.0-1.2)	37	13.6%	(7.0-20.2)										
Age 25 to 44	2	2.0%	(0.0-4.9)	2	0.4%	(0.0-1.1)	0	.	(-)	66	14.0%	(10.2-17.9)	15	0.5%	(0.2-0.7)	265	39.4%	(33.8-44.9)										
Age 45 to 64	4	2.5%	(0.1-4.8)	2	0.2%	(0.0-0.6)	3	0.3%	(0.0-0.6)	140	16.5%	(13.3-19.7)	19	0.5%	(0.3-0.7)	467	32.1%	(27.6-36.6)										
Age 65 or older	7	7.2%	(2.1-12.3)	0	.	(-)	1	0.2%	(0.0-0.6)	60	12.8%	(9.2-16.4)	7	0.3%	(0.1-0.6)	244	14.9%	(12.2-17.7)										
Total	14	3.2%	(1.3-5.0)	4	0.3%	(0.0-0.5)	4	0.1%	(0.0-0.2)	277	14.8%	(12.4-17.2)	42	0.4%	(0.3-0.6)	1013	100.0%	(-)										
District																												
One	14	4.3%	(1.8-6.9)	0	.	(-)	0	.	(-)	0	.	(-)	0	.	(-)	277	73.2%	(69.7-76.8)										
Two	0	.	(-)	4	1.1%	(0.0-2.2)	4	0.5%	(0.0-1.1)	277	62.5%	(57.2-67.9)	0	.	(-)	449	23.7%	(20.3-27.0)										
Three	0	.	(-)	0	.	(-)	0	.	(-)	0	.	(-)	42	14.3%	(9.3-19.3)	287	3.1%	(2.5-3.7)										
Total	14	3.2%	(1.3-5.0)	4	0.3%	(0.0-0.5)	4	0.1%	(0.0-0.2)	277	14.8%	(12.4-17.2)	42	0.4%	(0.3-0.6)	1013	100.0%	(-)										
Professional Truck Driver																												
Yes	1	6.9%	(0.0-20.0)	0	.	(-)	0	.	(-)	10	19.6%	(5.3-34.0)	3	0.6%	(0.0-1.4)	45	4.5%	(2.4-6.5)										
No	12	2.9%	(1.0-4.8)	4	0.3%	(0.0-0.6)	4	0.1%	(0.0-0.3)	259	14.6%	(12.1-17.2)	37	0.4%	(0.3-0.6)	938	95.1%	(92.9-97.2)										
Total	13	3.1%	(1.2-4.9)	4	0.3%	(0.0-0.5)	4	0.1%	(0.0-0.3)	270	14.9%	(12.4-17.3)	40	0.4%	(0.3-0.6)	987	100.0%	(-)										

Table B: District, gender, and age characteristics of the adult Nevada population and respondent sample

			NV Adult Population		NDOT Sample			Weighted Sample	
District	Gender	Age	Frequency N	Percent %	Frequency N	Adjusted Frequency N	Adjusted Percent %	Frequency N	Percent %
1	Male	Missing			4				
		18-24	96,765	13.9%	10	10	8.2%	96,765	13.9%
		25-44	290,437	41.7%	30	31	24.6%	290,437	41.7%
		45-64	214,189	30.8%	53	55	43.4%	214,189	30.8%
		65+	94,830	13.6%	29	30	23.8%	94,830	13.6%
		Total	696,221	100.0%	126	126	100.0%	696,221	100.0%
1	Female	Missing			7				
		18-24	89,360	13.2%	2	2	1.4%	89,360	13.2%
		25-44	265,392	39.1%	45	47	31.3%	265,392	39.1%
		45-64	214,613	31.6%	58	61	40.3%	214,613	31.6%
		65+	109,119	16.1%	39	41	27.1%	109,119	16.1%
		Total	678,484	100.0%	151	151	100.0%	678,484	100.0%
2	Male	Missing			9			-	
		18-24	31,098	13.9%	8	8	4.5%	31,098	13.9%
		25-44	83,117	37.3%	40	42	22.3%	83,117	37.3%
		45-64	76,668	34.4%	82	86	45.8%	76,668	34.4%
		65+	32,052	14.4%	49	52	27.4%	32,052	14.4%
		Total	222,935	100.0%	188	188	100.0%	222,935	100.0%
2	Female	Missing			11				
		18-24	28,711	13.0%	9	9	3.6%	28,711	13.0%
		25-44	78,770	35.6%	56	59	22.4%	78,770	35.6%
		45-64	76,248	34.5%	124	129	49.6%	76,248	34.5%
		65+	37,404	16.9%	61	64	24.4%	37,404	16.9%
		Total	221,133	100.0%	261	261	100.0%	221,133	100.0%

Table B, continued: District, gender, and age characteristics of the adult Nevada population and respondent sample

			NV Adult Population		NDOT Sample			Weighted Sample	
District	Gender	Age	Frequency N	Per- cent %	Frequency N	Adjusted Frequency N	Adjusted Percent %	Frequency N	Percent %
3	Male	Missing			4				
		18-24	4,729	15.6%	4	4	3.0%	4,729	15.6%
		25-44	11,322	37.4%	36	37	27.1%	11,322	37.4%
		45-64	10,739	35.4%	67	69	50.4%	10,739	35.4%
		65+	3,514	11.6%	26	27	19.5%	3,514	11.6%
		Total	30,304	100.0%	137	137	100.0%	30,304	100.0%
3	Female	Missing			3				
		18-24	4,203	14.9%	4	4	2.7%	4,203	14.9%
		25-44	10,316	36.6%	48	49	32.7%	10,316	36.6%
		45-64	10,004	35.5%	66	67	44.9%	10,004	35.5%
		65+	3,661	13.0%	29	30	19.7%	3,661	13.0%
		Total	28,184	100.0%	150	150	100.0%	28,184	100.0%
	Total		1,877,261		1,013	2,026		1,877,261	

Table C: On a MONTHLY basis, which Nevada State Highway or road would you say you travel on MOST OFTEN?

On a MONTHLY basis, which Nevada State Highway or road would you say you travel on MOST OFTEN?		I-15		US 95		US 93		SR 160		US 6		SR 445		SR 431								
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)						
Overall Total	Total	98	23.5%	(18.9-28.1)	159	40.8%	(34.7-47.0)	37	3.3%	(1.5-5.2)	24	6.0%	(3.4-8.6)	3	0.5%	(0.0-1.2)	34	1.5%	(0.9-2.1)	6	0.3%	(0.0-0.5)
Gender	Male	43	23.8%	(17.1-30.6)	76	41.4%	(33.8-49.0)	14	1.9%	(0.0-4.1)	13	7.3%	(3.0-11.6)	0	.	(-)	9	0.8%	(0.2-1.5)	4	0.4%	(0.0-0.7)
	Female	55	23.1%	(17.0-29.3)	83	40.3%	(30.6-50.0)	23	4.8%	(1.8-7.8)	11	4.6%	(1.7-7.5)	3	1.0%	(0.0-2.4)	25	2.2%	(1.2-3.2)	2	0.1%	(0.0-0.3)
	Total	98	23.5%	(18.9-28.1)	159	40.8%	(34.7-47.0)	37	3.3%	(1.5-5.2)	24	6.0%	(3.4-8.6)	3	0.5%	(0.0-1.2)	34	1.5%	(0.9-2.1)	6	0.3%	(0.0-0.5)
Age Group	Age 18 to 24	2	7.6%	(0.0-18.2)	8	57.8%	(33.4-82.3)	2	4.2%	(0.0-11.8)	1	3.8%	(0.0-11.3)	0	.	(-)	0	.	(-)	0	.	(-)
	Age 25 to 44	26	24.9%	(16.6-33.2)	43	39.5%	(30.3-48.6)	12	4.1%	(0.8-7.4)	7	6.9%	(1.8-11.9)	1	0.8%	(0.0-2.3)	9	1.7%	(0.6-2.9)	0	.	(-)
	Age 45 to 64	45	27.6%	(21.0-34.2)	70	38.3%	(31.4-45.2)	14	2.0%	(0.1-4.0)	6	3.8%	(0.8-6.7)	1	0.6%	(0.0-1.7)	14	1.6%	(0.7-2.4)	6	0.8%	(0.1-1.4)
	Age 65 or older	25	25.5%	(17.2-33.8)	38	34.5%	(25.7-43.4)	9	3.5%	(0.0-7.0)	10	10.4%	(4.3-16.4)	1	0.0%	(0.0-0.1)	11	2.3%	(0.9-3.7)	0	.	(-)
	Total	98	23.5%	(18.9-28.1)	159	40.8%	(34.7-47.0)	37	3.3%	(1.5-5.2)	24	6.0%	(3.4-8.6)	3	0.5%	(0.0-1.2)	34	1.5%	(0.9-2.1)	6	0.3%	(0.0-0.5)
District	One	98	32.1%	(25.7-38.5)	141	54.9%	(47.6-62.2)	12	4.2%	(1.7-6.7)	24	8.2%	(4.6-11.7)	2	0.7%	(0.0-1.6)	0	.	(-)	0	.	(-)
	Two	0	.	(-)	12	2.4%	(0.9-4.0)	0	.	(-)	0	.	(-)	0	.	(-)	34	6.5%	(4.1-8.8)	6	1.1%	(0.2-1.9)
	Three	0	.	(-)	6	1.9%	(0.3-3.4)	25	9.0%	(4.6-13.4)	0	.	(-)	1	0.2%	(0.0-0.6)	0	.	(-)	0	.	(-)
	Total	98	23.5%	(18.9-28.1)	159	40.8%	(34.7-47.0)	37	3.3%	(1.5-5.2)	24	6.0%	(3.4-8.6)	3	0.5%	(0.0-1.2)	34	1.5%	(0.9-2.1)	6	0.3%	(0.0-0.5)
Professional Truck Driver	Yes	4	25.8%	(3.0-48.6)	6	29.4%	(6.3-52.5)	3	7.6%	(0.0-20.6)	1	6.9%	(0.0-20.0)	0	.	(-)	0	.	(-)	0	.	(-)
	No	88	22.7%	(18.0-27.4)	148	41.7%	(35.3-48.2)	34	3.3%	(1.4-5.2)	22	5.9%	(3.2-8.6)	3	0.5%	(0.0-1.3)	33	1.6%	(1.0-2.2)	6	0.3%	(0.0-0.5)
	Total	94	23.1%	(18.5-27.8)	154	41.0%	(34.7-47.2)	37	3.4%	(1.5-5.3)	23	5.9%	(3.3-8.6)	3	0.5%	(0.0-1.2)	33	1.5%	(0.9-2.1)	6	0.3%	(0.0-0.5)

Table C, continued: On a MONTHLY basis, which Nevada State Highway or road would you say you travel on MOST OFTEN?

On a MONTHLY basis, which Nevada State Highway or road would you say you travel on MOST OFTEN?		I-80		US 395		SR 341		US 95A		US 50		SR 227		SR 225								
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)						
Overall Total	Total	225	5.9%	(4.6-7.1)	242	13.2%	(10.9-15.5)	3	0.1%	(0.0-0.2)	11	0.4%	(0.2-0.7)	85	3.6%	(2.5-4.6)	50	0.5%	(0.3-0.7)	31	0.4%	(0.2-0.7)
Gender	Male	117	6.4%	(4.5-8.3)	99	13.0%	(9.7-16.3)	0	.	(-)	5	0.4%	(0.0-0.8)	33	3.5%	(1.9-5.1)	22	0.5%	(0.2-0.8)	13	0.4%	(0.1-0.8)
	Female	108	5.3%	(3.6-6.9)	143	13.3%	(10.1-16.6)	3	0.2%	(0.0-0.4)	6	0.4%	(0.1-0.7)	52	3.6%	(2.2-5.1)	28	0.5%	(0.3-0.7)	18	0.4%	(0.2-0.7)
	Total	225	5.9%	(4.6-7.1)	242	13.2%	(10.9-15.5)	3	0.1%	(0.0-0.2)	11	0.4%	(0.2-0.7)	85	3.6%	(2.5-4.6)	50	0.5%	(0.3-0.7)	31	0.4%	(0.2-0.7)
	Age Group	Age 18 to 24	5	4.1%	(0.0-8.7)	12	16.7%	(4.6-28.7)	0	.	(-)	0	.	(-)	4	4.4%	(0.0-9.5)	1	0.5%	(0.0-1.4)	2	0.9%
	Age 25 to 44	59	5.8%	(3.7-8.0)	55	11.9%	(8.4-15.5)	0	.	(-)	0	.	(-)	22	3.5%	(1.7-5.3)	13	0.4%	(0.2-0.6)	18	0.6%	(0.3-0.9)
	Age 45 to 64	107	6.5%	(4.8-8.2)	117	13.6%	(10.8-16.4)	3	0.3%	(0.0-0.6)	6	0.8%	(0.1-1.4)	40	3.3%	(2.1-4.5)	28	0.7%	(0.4-1.0)	7	0.2%	(0.0-0.3)
	Age 65 or older	54	6.1%	(4.0-8.3)	58	12.4%	(8.9-15.9)	0	.	(-)	5	1.1%	(0.1-2.0)	19	3.5%	(1.8-5.3)	8	0.4%	(0.1-0.6)	4	0.2%	(0.0-0.3)
	Total	225	5.9%	(4.6-7.1)	242	13.2%	(10.9-15.5)	3	0.1%	(0.0-0.2)	11	0.4%	(0.2-0.7)	85	3.6%	(2.5-4.6)	50	0.5%	(0.3-0.7)	31	0.4%	(0.2-0.7)
District	One	0	.	(-)	0	.	(-)	0	.	(-)	0	.	(-)	0	.	(-)	0	.	(-)	0	.	(-)
	Two	83	18.5%	(14.2-22.7)	242	55.7%	(50.2-61.2)	3	0.4%	(0.0-0.9)	11	1.7%	(0.7-2.8)	58	13.8%	(9.8-17.8)	0	.	(-)	0	.	(-)
	Three	142	47.7%	(40.3-55.1)	0	.	(-)	0	.	(-)	0	.	(-)	27	9.5%	(5.1-14.0)	50	16.2%	(10.9-21.5)	31	14.3%	(8.3-20.3)
	Total	225	5.9%	(4.6-7.1)	242	13.2%	(10.9-15.5)	3	0.1%	(0.0-0.2)	11	0.4%	(0.2-0.7)	85	3.6%	(2.5-4.6)	50	0.5%	(0.3-0.7)	31	0.4%	(0.2-0.7)
Professional Truck Driver	Yes	17	13.9%	(4.0-23.8)	5	11.5%	(0.0-23.2)	0	.	(-)	2	2.2%	(0.0-5.3)	4	2.2%	(0.0-5.0)	2	0.4%	(0.0-0.9)	1	0.2%	(0.0-0.6)
	No	203	5.6%	(4.3-6.9)	228	13.2%	(10.8-15.6)	3	0.1%	(0.0-0.2)	9	0.3%	(0.1-0.6)	78	3.6%	(2.5-4.8)	48	0.5%	(0.3-0.7)	30	0.5%	(0.2-0.7)
	Total	221	6.0%	(4.7-7.3)	234	13.1%	(10.8-15.5)	3	0.1%	(0.0-0.2)	11	0.4%	(0.2-0.7)	82	3.6%	(2.5-4.7)	50	0.5%	(0.3-0.7)	31	0.5%	(0.2-0.7)

Table C, continued: On a MONTHLY basis, which Nevada State Highway or road would you say you travel on MOST OFTEN?

On a MONTHLY basis, which Nevada State Highway or road would you say you travel on MOST OFTEN?		SR 278			SR 140			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	1	0.0%	(0.0-0.0)	4	0.0%	(0.0-0.1)	1013	100.0%	(-)
Gender	Male	1	0.0%	(0.0-0.0)	2	0.0%	(0.0-0.1)	451	50.6%	(44.8-56.3)
	Female	0	.	(-)	2	0.0%	(0.0-0.1)	562	49.4%	(43.7-55.2)
	Total	1	0.0%	(0.0-0.0)	4	0.0%	(0.0-0.1)	1013	100.0%	(-)
	Age Group	Age 18 to 24	0	.	(-)	0	.	(-)	37	13.6%
	Age 25 to 44	0	.	(-)	0	.	(-)	265	39.4%	(33.8-44.9)
	Age 45 to 64	1	0.0%	(0.0-0.1)	2	0.1%	(0.0-0.1)	467	32.1%	(27.6-36.6)
	Age 65 or older	0	.	(-)	2	0.1%	(0.0-0.2)	244	14.9%	(12.2-17.7)
	Total	1	0.0%	(0.0-0.0)	4	0.0%	(0.0-0.1)	1013	100.0%	(-)
District	One	0	.	(-)	0	.	(-)	277	73.2%	(69.7-76.8)
	Two	0	.	(-)	0	.	(-)	449	23.7%	(20.3-27.0)
	Three	1	0.3%	(0.0-0.8)	4	1.0%	(0.0-1.9)	287	3.1%	(2.5-3.7)
	Total	1	0.0%	(0.0-0.0)	4	0.0%	(0.0-0.1)	1013	100.0%	(-)
Professional Truck Driver	Yes	0	.	(-)	0	.	(-)	45	4.5%	(2.4-6.5)
	No	1	0.0%	(0.0-0.0)	4	0.0%	(0.0-0.1)	938	95.1%	(92.9-97.2)
	Total	1	0.0%	(0.0-0.0)	4	0.0%	(0.0-0.1)	987	100.0%	(-)

Table D: Highway used most often in District 1

Table of district by HIGHWAY						
District	HIGHWAY	Frequency	Weighted Frequency	Percent	95% Confidence Limits for Percent	
1	US 95	141	754857	54.9105	47.5417	62.2793
	I-15	98	441139	32.0897	25.6339	38.5456
	SR 160	24	112096	8.1542	4.5713	11.7371
	US 93	12	57448	4.1789	1.6509	6.7069
	US 6	2	9165	0.6667	0.0000	1.6202
	Total	277	1374705	100.000		

Table E: Highway used most often in District 2

Table of district by HIGHWAY						
District	HIGHWAY	Frequency	Weighted Frequency	Percent	95% Confidence Limits for Percent	
2	US 395	242	247268	55.6825	50.1763	61.1886
	I-80	83	81943	18.4529	14.2254	22.6804
	US 50	58	61133	13.7666	9.7646	17.7686
	SR 445	34	28693	6.4614	4.1294	8.7933
	US 95	12	10807	2.4337	0.8693	3.9981
	US 95A	11	7702	1.7345	0.6841	2.7848
	SR 431	6	4748	1.0692	0.1979	1.9406
	SR 341	3	1773	0.3993	0.0000	0.8533
	Total	449	444068	100.000		

Table F: Highway used most often in District 3

Table of district by HIGHWAY						
District	HIGHWAY	Frequency	Weighted Frequency	Percent	95% Confidence Limits for Percent	
3	I-80	142	27909	47.7174	40.2662	55.1687
	SR 227	50	9484	16.2146	10.9077	21.5215
	SR 225	31	8345	14.2678	8.2364	20.2991
	US 50	27	5578	9.5366	5.0676	14.0056
	US 93	25	5245	8.9678	4.5358	13.3997
	US 95	6	1093	1.8685	0.2863	3.4506
	SR 140	4	557.13260	0.9526	0.0072	1.8980
	SR 278	1	155.63768	0.2661	0.0000	0.7909
	US 6	1	122.03333	0.2086	0.0000	0.6204
	Total	287	58488	100.000		

Table C01Q01: Overall, how well do you think NDOT has PERFORMED in snow removal and ice control?

Overall, how well do you think NDOT has PERFORMED in snow removal and ice control?		Poor			Fair			Good			Excellent			UNK/Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	
Overall Total	Total	24	2.6%	(1.0-4.3)	93	6.9%	(4.7-9.1)	428	30.6%	(25.2-36.0)	349	38.9%	(33.1-44.6)	119	21.0%	(16.7-25.3)	1013	100.0%	(-)
Gender	Male	9	3.1%	(0.2-6.0)	51	7.5%	(4.3-10.6)	186	29.5%	(23.1-35.9)	160	41.2%	(33.8-48.7)	45	18.7%	(12.5-24.8)	451	50.6%	(44.8-56.3)
	Female	15	2.1%	(0.6-3.6)	42	6.3%	(3.2-9.4)	242	31.7%	(23.1-40.3)	189	36.4%	(27.6-45.3)	74	23.4%	(17.3-29.5)	562	49.4%	(43.7-55.2)
	Total	24	2.6%	(1.0-4.3)	93	6.9%	(4.7-9.1)	428	30.6%	(25.2-36.0)	349	38.9%	(33.1-44.6)	119	21.0%	(16.7-25.3)	1013	100.0%	(-)
	Total	24	2.6%	(1.0-4.3)	93	6.9%	(4.7-9.1)	428	30.6%	(25.2-36.0)	349	38.9%	(33.1-44.6)	119	21.0%	(16.7-25.3)	1013	100.0%	(-)
Age Group	Age 18 to 24	0	.	(-)	4	3.7%	(0.0-8.1)	13	31.9%	(4.0-59.8)	17	53.1%	(25.4-80.7)	3	11.4%	(0.0-24.4)	37	13.6%	(7.0-20.2)
	Age 25 to 44	5	2.9%	(0.0-6.4)	28	7.5%	(3.2-11.7)	104	27.7%	(20.1-35.4)	103	43.3%	(34.4-52.1)	25	18.6%	(11.3-25.9)	265	39.4%	(33.8-44.9)
	Age 45 to 64	13	3.9%	(1.2-6.5)	44	7.2%	(3.9-10.4)	206	30.9%	(25.0-36.8)	154	34.7%	(28.2-41.1)	50	23.4%	(17.3-29.6)	467	32.1%	(27.6-36.6)
	Age 65 or older	6	1.5%	(0.0-3.5)	17	7.9%	(3.0-12.8)	105	36.4%	(28.0-44.7)	75	23.5%	(16.4-30.5)	41	30.8%	(22.3-39.3)	244	14.9%	(12.2-17.7)
	Total	24	2.6%	(1.0-4.3)	93	6.9%	(4.7-9.1)	428	30.6%	(25.2-36.0)	349	38.9%	(33.1-44.6)	119	21.0%	(16.7-25.3)	1013	100.0%	(-)
District	One	8	2.9%	(0.7-5.1)	18	5.7%	(2.9-8.5)	68	24.8%	(17.6-31.9)	96	39.5%	(31.9-47.1)	87	27.1%	(21.2-33.1)	277	73.2%	(69.7-76.8)
	Two	11	1.9%	(0.7-3.2)	40	9.7%	(6.2-13.1)	213	45.8%	(40.3-51.4)	161	38.1%	(32.5-43.6)	24	4.5%	(2.5-6.5)	449	23.7%	(20.3-27.0)
	Three	5	1.4%	(0.1-2.8)	35	14.8%	(8.8-20.8)	147	51.7%	(44.2-59.1)	92	30.0%	(23.7-36.4)	8	2.1%	(0.6-3.6)	287	3.1%	(2.5-3.7)
	Total	24	2.6%	(1.0-4.3)	93	6.9%	(4.7-9.1)	428	30.6%	(25.2-36.0)	349	38.9%	(33.1-44.6)	119	21.0%	(16.7-25.3)	1013	100.0%	(-)
Professional Truck Driver	Yes	0	.	(-)	6	10.0%	(0.0-20.8)	23	49.3%	(25.8-72.8)	13	26.4%	(4.5-48.3)	3	14.3%	(0.0-29.6)	45	4.5%	(2.4-6.5)
	No	23	2.6%	(0.9-4.4)	83	6.9%	(4.5-9.2)	389	29.6%	(24.0-35.2)	332	39.9%	(33.9-46.0)	111	21.0%	(16.5-25.4)	938	95.1%	(92.9-97.2)
	Total	23	2.5%	(0.8-4.2)	91	7.1%	(4.8-9.3)	412	30.3%	(24.9-35.8)	345	39.1%	(33.3-45.0)	116	20.9%	(16.6-25.3)	987	100.0%	(-)

Table C01Q02: Overall, how well do you think NDOT has PERFORMED in the removal of graffiti?

Overall, how well do you think NDOT has PERFORMED in the removal of graffiti?	Poor			Fair			Good			Excellent			UNK/Refused/Missing			Total			
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	
Overall Total	27	3.3%	(1.6-5.0)	113	19.8%	(14.3-25.3)	348	36.3%	(30.7-41.9)	434	36.6%	(31.5-41.8)	91	3.9%	(2.6-5.3)	1013	100.0%	(-)	
Gender																			
Male	12	3.5%	(0.8-6.1)	46	19.4%	(12.8-26.0)	163	36.0%	(29.0-43.0)	195	38.3%	(31.1-45.4)	35	2.9%	(1.4-4.4)	451	50.6%	(44.8-56.3)	
Female	15	3.2%	(1.1-5.3)	67	20.2%	(11.3-29.1)	185	36.7%	(27.9-45.5)	239	34.9%	(27.7-42.1)	56	4.9%	(2.7-7.2)	562	49.4%	(43.7-55.2)	
Total	27	3.3%	(1.6-5.0)	113	19.8%	(14.3-25.3)	348	36.3%	(30.7-41.9)	434	36.6%	(31.5-41.8)	91	3.9%	(2.6-5.3)	1013	100.0%	(-)	
Age Group																			
Age 18 to 24	1	1.3%	(0.0-3.8)	5	30.2%	(1.6-58.7)	11	38.8%	(10.9-66.6)	20	29.8%	(10.1-49.5)	0	.	(-)	37	13.6%	(7.0-20.2)	
Age 25 to 44	3	2.3%	(0.0-5.2)	32	20.8%	(13.0-28.6)	85	33.5%	(25.2-41.8)	126	41.2%	(32.5-49.8)	19	2.2%	(0.4-4.0)	265	39.4%	(33.8-44.9)	
Age 45 to 64	17	5.6%	(2.2-9.0)	51	15.5%	(10.4-20.6)	165	38.0%	(31.5-44.6)	191	35.9%	(29.5-42.3)	43	5.0%	(2.5-7.5)	467	32.1%	(27.6-36.6)	
Age 65 or older	6	3.1%	(0.0-6.3)	25	16.9%	(9.8-24.0)	87	37.9%	(29.3-46.4)	97	32.4%	(24.4-40.5)	29	9.6%	(4.7-14.6)	244	14.9%	(12.2-17.7)	
Total	27	3.3%	(1.6-5.0)	113	19.8%	(14.3-25.3)	348	36.3%	(30.7-41.9)	434	36.6%	(31.5-41.8)	91	3.9%	(2.6-5.3)	1013	100.0%	(-)	
District																			
One	13	3.9%	(1.6-6.1)	58	24.2%	(16.9-31.5)	101	36.0%	(28.6-43.5)	94	33.2%	(26.6-39.8)	11	2.7%	(1.0-4.3)	277	73.2%	(69.7-76.8)	
Two	7	2.0%	(0.2-3.7)	39	8.2%	(5.4-11.0)	172	39.1%	(33.6-44.5)	192	44.2%	(38.7-49.8)	39	6.5%	(4.3-8.8)	449	23.7%	(20.3-27.0)	
Three	7	1.7%	(0.4-3.0)	16	4.6%	(2.2-6.9)	75	22.6%	(17.4-27.8)	148	58.6%	(51.7-65.4)	41	12.5%	(8.6-16.5)	287	3.1%	(2.5-3.7)	
Total	27	3.3%	(1.6-5.0)	113	19.8%	(14.3-25.3)	348	36.3%	(30.7-41.9)	434	36.6%	(31.5-41.8)	91	3.9%	(2.6-5.3)	1013	100.0%	(-)	
Professional Truck Driver																			
Yes	1	4.8%	(0.0-14.0)	3	20.8%	(0.0-43.5)	17	20.8%	(5.7-36.0)	22	53.0%	(29.5-76.4)	2	0.6%	(0.0-1.4)	45	4.5%	(2.4-6.5)	
No	24	3.1%	(1.4-4.9)	104	19.4%	(13.5-25.2)	318	37.3%	(31.3-43.2)	403	36.0%	(30.7-41.4)	89	4.2%	(2.7-5.7)	938	95.1%	(92.9-97.2)	
Total	25	3.2%	(1.5-4.9)	109	19.6%	(13.9-25.2)	337	36.6%	(30.9-42.3)	425	36.6%	(31.4-41.8)	91	4.0%	(2.6-5.4)	987	100.0%	(-)	

Table C01Q03: Overall, how well do you think NDOT has PERFORMED in landscaping at interchanges and bridges?

Overall, how well do you think NDOT has PERFORMED in landscaping at interchanges and bridges?		Poor		Fair		Good		Excellent		UNK/Refused/Missing		Total	
		N	%	N	%	N	%	N	%	N	%	N	%
Overall Total	Total	73	6.2%	225	15.9%	405	42.7%	252	31.9%	58	3.3%	1013	100.0%
Gender	Male	35	6.6%	108	18.3%	177	41.8%	107	29.7%	24	3.5%	451	50.6%
	Female	38	5.8%	117	13.4%	228	43.6%	145	34.1%	34	3.1%	562	49.4%
	Total	73	6.2%	225	15.9%	405	42.7%	252	31.9%	58	3.3%	1013	100.0%
Age Group	Age 18 to 24	3	6.6%	4	5.8%	8	29.0%	20	57.0%	2	1.7%	37	13.6%
	Age 25 to 44	15	6.4%	69	18.4%	106	45.6%	64	26.9%	11	2.7%	265	39.4%
	Age 45 to 64	42	7.1%	110	16.5%	188	43.5%	98	28.2%	29	4.7%	467	32.1%
	Age 65 or older	13	3.6%	42	17.2%	103	45.8%	70	30.2%	16	3.2%	244	14.9%
	Total	73	6.2%	225	15.9%	405	42.7%	252	31.9%	58	3.3%	1013	100.0%
District	One	17	6.2%	37	12.5%	123	43.9%	92	34.7%	8	2.7%	277	73.2%
	Two	25	6.1%	108	24.9%	192	40.4%	101	24.2%	23	4.3%	449	23.7%
	Three	31	8.3%	80	26.4%	90	31.3%	59	24.7%	27	9.3%	287	3.1%
	Total	73	6.2%	225	15.9%	405	42.7%	252	31.9%	58	3.3%	1013	100.0%
Professional Truck Driver	Yes	4	6.3%	8	5.8%	15	36.5%	16	43.7%	2	7.7%	45	4.5%
	No	66	6.3%	210	15.9%	381	43.6%	229	31.3%	52	2.8%	938	95.1%
	Total	71	6.4%	219	15.6%	397	43.1%	245	31.8%	55	3.2%	987	100.0%

Table C01Q04: Overall, how well do you think NDOT has PERFORMED in removing debris, including litter and garbage, from the roadways?

Overall, how well do you think NDOT has PERFORMED in removing debris, including litter and garbage, from the roadways?		Poor			Fair			Good			Excellent			UNK/Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	
Overall Total	Total	71	8.6%	(5.6-11.5)	206	20.4%	(16.4-24.5)	439	44.2%	(38.4-50.1)	289	28.4%	(21.7-31.0)	8	0.4%	(0.0-0.8)	1013	100.0%	(-)
Gender	Male	36	11.1%	(6.1-16.1)	92	21.0%	(15.0-27.0)	191	38.1%	(31.1-45.2)	130	29.8%	(22.8-36.8)	2	0.0%	(0.0-0.1)	451	50.6%	(44.8-56.3)
	Female	35	6.0%	(3.2-8.9)	114	19.9%	(14.4-25.4)	248	50.5%	(41.8-59.2)	159	22.9%	(17.1-28.6)	6	0.7%	(0.0-1.6)	562	49.4%	(43.7-55.2)
	Total	71	8.6%	(5.6-11.5)	206	20.4%	(16.4-24.5)	439	44.2%	(38.4-50.1)	289	28.4%	(21.7-31.0)	8	0.4%	(0.0-0.8)	1013	100.0%	(-)
Age Group	Age 18 to 24	0	.	(-)	5	11.6%	(0.0-23.6)	14	62.0%	(39.0-85.0)	18	26.4%	(8.4-44.4)	0	.	(-)	37	13.6%	(7.0-20.2)
	Age 25 to 44	17	10.2%	(4.1-16.3)	58	23.0%	(15.6-30.4)	111	33.7%	(25.6-41.9)	79	33.0%	(24.5-41.5)	0	.	(-)	265	39.4%	(33.8-44.9)
	Age 45 to 64	37	9.4%	(5.3-13.5)	105	22.5%	(16.9-28.1)	202	47.2%	(40.5-53.9)	121	20.8%	(15.5-26.0)	2	0.1%	(0.0-0.3)	467	32.1%	(27.6-36.6)
	Age 65 or older	17	10.2%	(4.6-15.9)	38	17.2%	(10.2-24.2)	112	49.3%	(40.5-58.1)	71	21.0%	(14.2-27.7)	6	2.2%	(0.0-4.9)	244	14.9%	(12.2-17.7)
	Total	71	8.6%	(5.6-11.5)	206	20.4%	(16.4-24.5)	439	44.2%	(38.4-50.1)	289	28.4%	(21.7-31.0)	8	0.4%	(0.0-0.8)	1013	100.0%	(-)
District	One	29	10.0%	(6.0-14.0)	60	20.7%	(15.3-26.1)	125	44.8%	(37.0-52.6)	61	24.1%	(18.1-30.1)	2	0.4%	(0.0-0.9)	277	73.2%	(69.7-76.8)
	Two	23	4.5%	(2.5-6.5)	87	20.1%	(15.6-24.5)	202	43.1%	(37.6-48.6)	135	32.1%	(26.7-37.4)	2	0.3%	(0.0-0.6)	449	23.7%	(20.3-27.0)
	Three	19	5.8%	(3.1-8.6)	59	17.7%	(13.1-22.4)	112	38.7%	(31.7-45.8)	93	36.8%	(29.0-44.6)	4	0.9%	(0.0-1.8)	287	3.1%	(2.5-3.7)
	Total	71	8.6%	(5.6-11.5)	206	20.4%	(16.4-24.5)	439	44.2%	(38.4-50.1)	289	28.4%	(21.7-31.0)	8	0.4%	(0.0-0.8)	1013	100.0%	(-)
Professional Truck Driver	Yes	3	9.8%	(0.0-22.6)	9	17.3%	(0.9-33.6)	20	35.8%	(12.8-58.8)	13	37.1%	(14.2-60.0)	0	.	(-)	45	4.5%	(2.4-6.5)
	No	64	8.4%	(5.3-11.5)	190	20.7%	(16.3-25.0)	407	45.1%	(38.9-51.3)	269	25.5%	(20.7-30.2)	8	0.4%	(0.0-0.8)	938	95.1%	(92.9-97.2)
	Total	68	8.6%	(5.6-11.6)	200	20.5%	(16.3-24.6)	429	44.7%	(38.7-50.7)	282	25.9%	(21.2-30.5)	8	0.4%	(0.0-0.8)	987	100.0%	(-)

Table C01Q05: Overall, how well do you think NDOT has PERFORMED in maintaining visible lane lines on the pavement?

Overall, how well do you think NDOT has PERFORMED in maintaining visible lane lines on the pavement?		Poor		Fair		Good		Excellent		UNK/Refused/Missing		Total							
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)						
Overall Total	Total	70	10.4%	(7.2-13.7)	197	23.9%	(18.5-29.3)	466	40.8%	(35.1-46.4)	272	24.3%	(19.8-28.8)	8	0.6%	(0.0-1.3)	1013	100.0%	(-)
Gender	Male	36	13.1%	(7.8-18.3)	79	22.2%	(15.9-28.5)	208	37.0%	(30.0-43.9)	124	27.5%	(20.6-34.4)	4	0.2%	(0.0-0.5)	451	50.6%	(44.8-56.3)
	Female	34	7.8%	(4.2-11.3)	118	25.6%	(16.8-34.5)	258	44.6%	(35.9-53.3)	148	21.0%	(15.5-26.5)	4	1.0%	(0.0-2.4)	562	49.4%	(43.7-55.2)
	Total	70	10.4%	(7.2-13.7)	197	23.9%	(18.5-29.3)	466	40.8%	(35.1-46.4)	272	24.3%	(19.8-28.8)	8	0.6%	(0.0-1.3)	1013	100.0%	(-)
	Age Group	Age 18 to 24	0	.	(-)	9	25.8%	(0.0-54.1)	10	39.5%	(11.6-67.4)	18	34.6%	(12.6-56.7)	0	.	(-)	37	13.6%
	Age 25 to 44	20	12.5%	(6.0-19.0)	41	22.3%	(14.4-30.2)	118	37.4%	(29.1-45.7)	83	27.0%	(19.2-34.8)	3	0.8%	(0.0-2.3)	265	39.4%	(33.8-44.9)
	Age 45 to 64	39	13.7%	(8.8-18.7)	91	20.8%	(15.3-26.3)	235	48.2%	(41.5-54.9)	100	17.1%	(12.1-22.0)	2	0.2%	(0.0-0.6)	467	32.1%	(27.6-36.6)
	Age 65 or older	11	7.5%	(2.5-12.5)	56	33.0%	(24.4-41.6)	103	34.8%	(26.7-42.8)	71	23.4%	(16.1-30.7)	3	1.4%	(0.0-3.3)	244	14.9%	(12.2-17.7)
	Total	70	10.4%	(7.2-13.7)	197	23.9%	(18.5-29.3)	466	40.8%	(35.1-46.4)	272	24.3%	(19.8-28.8)	8	0.6%	(0.0-1.3)	1013	100.0%	(-)
District	One	36	12.6%	(8.3-17.0)	73	26.3%	(19.1-33.5)	107	37.8%	(30.4-45.3)	59	22.7%	(16.8-28.5)	2	0.6%	(0.0-1.5)	277	73.2%	(69.7-76.8)
	Two	24	4.6%	(2.6-6.7)	77	17.3%	(12.9-21.7)	231	50.1%	(44.5-55.7)	113	27.4%	(22.2-32.6)	4	0.6%	(0.0-1.2)	449	23.7%	(20.3-27.0)
	Three	10	3.4%	(1.2-5.6)	47	17.8%	(11.4-24.2)	128	38.6%	(31.9-45.2)	100	39.2%	(31.5-46.8)	2	1.0%	(0.0-2.5)	287	3.1%	(2.5-3.7)
	Total	70	10.4%	(7.2-13.7)	197	23.9%	(18.5-29.3)	466	40.8%	(35.1-46.4)	272	24.3%	(19.8-28.8)	8	0.6%	(0.0-1.3)	1013	100.0%	(-)
Professional Truck Driver	Yes	4	10.1%	(0.0-22.9)	7	23.4%	(4.3-42.4)	22	42.8%	(19.5-66.2)	12	23.7%	(2.8-44.6)	0	.	(-)	45	4.5%	(2.4-6.5)
	No	59	9.5%	(6.3-12.8)	185	24.2%	(18.4-30.0)	431	41.1%	(35.2-47.1)	255	24.4%	(19.7-29.1)	8	0.7%	(0.0-1.4)	938	95.1%	(92.9-97.2)
	Total	66	10.0%	(6.8-13.1)	192	24.1%	(18.5-29.6)	454	41.0%	(35.3-46.8)	267	24.3%	(19.7-28.9)	8	0.6%	(0.0-1.3)	987	100.0%	(-)

Table C01Q06: Overall, how well do you think NDOT has PERFORMED in maintaining roadside and overhead signs?

Overall, how well do you think NDOT has PERFORMED in maintaining roadside and overhead signs?		Poor			Fair			Good			Excellent			UNK/Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	21	1.7%	(0.7-2.7)	80	9.2%	(6.2-12.3)	471	47.7%	(42.0-53.5)	433	41.0%	(35.3-46.8)	6	0.3%	(0.0-0.6)	1011	100.0%	(-)
Gender	Male	13	2.6%	(0.8-4.4)	39	13.1%	(7.7-18.4)	194	38.9%	(31.7-46.1)	201	45.4%	(37.9-52.8)	2	0.0%	(0.0-0.1)	449	50.4%	(44.7-56.2)
	Female	8	0.9%	(0.0-1.7)	41	5.3%	(2.8-7.8)	277	56.8%	(48.1-65.5)	232	36.6%	(27.9-45.3)	4	0.5%	(0.0-1.1)	562	49.6%	(43.8-55.3)
	Total	21	1.7%	(0.7-2.7)	80	9.2%	(6.2-12.3)	471	47.7%	(42.0-53.5)	433	41.0%	(35.3-46.8)	6	0.3%	(0.0-0.6)	1011	100.0%	(-)
			0		(-)	0		(-)	15	43.3%	(15.5-71.0)	22	56.7%	(29.0-84.5)	0		(-)	37	13.6%
Age Group	Age 18 to 24	5	0.6%	(0.0-1.4)	19	10.9%	(4.5-17.2)	126	47.3%	(38.4-56.2)	112	41.0%	(32.2-49.7)	2	0.2%	(0.0-0.6)	264	39.4%	(33.8-44.9)
	Age 25 to 44	9	2.5%	(0.3-4.7)	40	9.3%	(5.4-13.1)	222	51.2%	(44.5-58.0)	194	37.0%	(30.5-43.4)	2	0.1%	(0.0-0.1)	467	32.2%	(27.7-36.7)
	Age 45 to 64	7	4.7%	(0.6-8.7)	21	13.3%	(6.9-19.6)	108	45.4%	(36.6-54.2)	105	35.8%	(27.3-43.9)	2	1.0%	(0.0-2.9)	243	14.8%	(12.0-17.6)
	Total	21	1.7%	(0.7-2.7)	80	9.2%	(6.2-12.3)	471	47.7%	(42.0-53.5)	433	41.0%	(35.3-46.8)	6	0.3%	(0.0-0.6)	1011	100.0%	(-)
District	One	7	1.7%	(0.4-3.0)	29	10.2%	(6.1-14.3)	141	48.9%	(41.3-56.5)	98	39.0%	(31.4-46.6)	1	0.2%	(0.0-0.6)	276	73.3%	(69.7-76.8)
	Two	8	1.8%	(0.4-3.3)	36	6.7%	(4.3-9.1)	199	44.7%	(39.2-50.3)	204	46.5%	(40.9-52.1)	1	0.3%	(0.0-0.9)	448	23.6%	(20.3-26.9)
	Three	6	2.2%	(0.3-4.0)	15	4.7%	(2.2-7.1)	131	44.0%	(36.7-51.3)	131	47.9%	(40.4-55.4)	4	1.3%	(0.0-2.6)	287	3.1%	(2.5-3.7)
	Total	21	1.7%	(0.7-2.7)	80	9.2%	(6.2-12.3)	471	47.7%	(42.0-53.5)	433	41.0%	(35.3-46.8)	6	0.3%	(0.0-0.6)	1011	100.0%	(-)
Professional Truck Driver	Yes	2	5.2%	(0.0-14.4)	2	5.0%	(0.0-14.2)	20	45.0%	(21.4-68.6)	20	44.5%	(21.3-67.8)	1	0.4%	(0.0-1.1)	45	4.5%	(2.4-6.5)
	No	17	1.6%	(0.6-2.6)	72	8.7%	(5.7-11.8)	437	47.9%	(41.9-53.9)	407	41.5%	(35.5-47.5)	5	0.3%	(0.0-0.6)	938	95.1%	(92.9-97.2)
	Total	19	1.7%	(0.7-2.7)	76	8.8%	(5.8-11.7)	459	47.8%	(42.0-53.6)	427	41.5%	(35.6-47.3)	6	0.3%	(0.0-0.6)	987	100.0%	(-)

Table C01Q07: Overall, how well do you think NDOT has PERFORMED in maintaining the roadway surface?

Overall, how well do you think NDOT has PERFORMED in maintaining the roadway surface?		Poor		Fair		Good		Excellent		UNK/Refused/Missing		Total							
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)						
Overall Total	Total	59	6.9%	(4.4-9.5)	215	26.8%	(21.3-32.4)	473	42.9%	(37.3-48.6)	256	22.4%	(18.1-26.7)	6	0.9%	(0.0-1.7)	1009	100.0%	(-)
Gender	Male	30	7.8%	(3.8-11.8)	85	21.2%	(14.9-27.5)	207	43.5%	(36.2-50.9)	123	27.0%	(20.3-33.7)	3	0.5%	(0.0-1.3)	448	50.4%	(44.7-56.2)
	Female	29	6.0%	(3.1-9.0)	130	32.6%	(23.7-41.5)	266	42.4%	(33.7-51.1)	133	17.7%	(12.7-22.7)	3	1.3%	(0.0-2.8)	561	49.6%	(43.8-55.3)
	Total	59	6.9%	(4.4-9.5)	215	26.8%	(21.3-32.4)	473	42.9%	(37.3-48.6)	256	22.4%	(18.1-26.7)	6	0.9%	(0.0-1.7)	1009	100.0%	(-)
Age Group	Age 18 to 24	1	3.8%	(0.0-11.3)	7	27.0%	(0.0-55.4)	16	46.6%	(19.0-74.3)	13	22.5%	(5.9-39.2)	0	.	(-)	37	13.6%	(7.0-20.2)
	Age 25 to 44	13	5.9%	(1.6-10.3)	62	29.9%	(21.6-38.2)	111	36.9%	(28.4-45.4)	76	26.5%	(18.6-34.3)	2	0.8%	(0.0-2.3)	264	39.4%	(33.9-45.0)
	Age 45 to 64	35	10.1%	(5.9-14.2)	99	24.4%	(18.4-30.3)	216	43.6%	(36.9-50.2)	113	20.7%	(15.4-26.1)	2	1.2%	(0.0-2.9)	465	32.1%	(27.6-36.6)
	Age 65 or older	10	5.7%	(1.4-10.0)	47	23.8%	(16.1-31.5)	130	54.3%	(45.5-63.1)	54	15.2%	(9.4-21.0)	2	1.0%	(0.0-2.9)	243	14.8%	(12.1-17.6)
	Total	59	6.9%	(4.4-9.5)	215	26.8%	(21.3-32.4)	473	42.9%	(37.3-48.6)	256	22.4%	(18.1-26.7)	6	0.9%	(0.0-1.7)	1009	100.0%	(-)
District	One	23	7.6%	(4.2-10.9)	80	30.0%	(22.6-37.3)	118	41.4%	(33.9-49.0)	51	19.9%	(14.3-25.5)	4	1.1%	(0.0-2.3)	276	73.3%	(69.8-76.9)
	Two	27	5.5%	(3.3-7.7)	79	18.2%	(13.8-22.6)	222	47.3%	(41.7-52.9)	118	29.0%	(23.7-34.3)	0	.	(-)	446	23.6%	(20.2-26.9)
	Three	9	2.9%	(0.9-4.9)	56	18.5%	(13.2-23.9)	133	46.0%	(38.5-53.4)	87	31.9%	(24.8-38.9)	2	0.7%	(0.0-1.9)	287	3.1%	(2.6-3.7)
	Total	59	6.9%	(4.4-9.5)	215	26.8%	(21.3-32.4)	473	42.9%	(37.3-48.6)	256	22.4%	(18.1-26.7)	6	0.9%	(0.0-1.7)	1009	100.0%	(-)
Professional Truck Driver	Yes	3	8.3%	(0.0-18.9)	11	27.1%	(6.6-47.7)	24	45.4%	(22.1-68.7)	7	19.2%	(0.0-39.9)	0	.	(-)	45	4.5%	(2.4-6.5)
	No	51	6.6%	(4.0-9.2)	197	26.9%	(21.1-32.8)	436	42.3%	(36.4-48.3)	248	23.2%	(18.7-27.8)	6	0.9%	(0.0-1.9)	938	95.1%	(92.9-97.2)
	Total	56	6.9%	(4.3-9.4)	209	26.8%	(21.2-32.5)	461	42.5%	(36.7-48.3)	255	22.9%	(18.5-27.3)	6	0.9%	(0.0-1.8)	987	100.0%	(-)

Table C01Q08: What do you think should be the HIGHEST PRIORITY for NDOT in maintaining the State Highway or road that you travel on most often?

What do you think should be the HIGHEST PRIORITY for NDOT in maintaining the State Highway or road that you travel on most often?	Snow removal			Graffiti removal			Landscaping			Garbage removal			Maintaining visible lane lines on the pavement		
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	226	8.3%	(6.3-10.2)	16	3.3%	(1.3-5.2)	18	3.9%	(0.0-8.6)	88	13.8%	(8.5-19.0)	154	19.8%	(15.7-23.9)
Gender															
Male	87	6.6%	(4.4-8.9)	8	3.8%	(0.6-6.9)	8	1.9%	(0.0-4.1)	41	12.1%	(6.9-17.4)	63	20.6%	(14.3-26.8)
Female	139	9.9%	(6.7-13.0)	8	2.8%	(0.6-5.0)	10	5.9%	(0.0-14.9)	47	15.4%	(6.4-24.4)	91	19.0%	(13.7-24.3)
Total	226	8.3%	(6.3-10.2)	16	3.3%	(1.3-5.2)	18	3.9%	(0.0-8.6)	88	13.8%	(8.5-19.0)	154	19.8%	(15.7-23.9)
Age Group															
Age 18 to 24	10	10.6%	(2.0-19.3)	1	3.8%	(0.0-11.3)	3	22.6%	(0.0-51.6)	8	28.9%	(0.7-57.1)	3	3.5%	(0.0-8.0)
Age 25 to 44	61	7.9%	(4.8-11.1)	3	2.8%	(0.0-6.1)	3	0.6%	(0.0-1.4)	23	11.7%	(5.6-17.9)	39	21.8%	(14.0-29.6)
Age 45 to 64	120	9.3%	(6.4-12.2)	9	3.6%	(0.9-6.3)	6	0.7%	(0.1-1.3)	34	11.5%	(6.9-16.1)	59	19.9%	(14.2-25.6)
Age 65 or older	35	4.5%	(2.6-6.4)	3	3.3%	(0.0-7.0)	6	2.1%	(0.0-4.5)	23	10.1%	(4.7-15.5)	53	29.5%	(21.2-37.8)
Total	226	8.3%	(6.3-10.2)	16	3.3%	(1.3-5.2)	18	3.9%	(0.0-8.6)	88	13.8%	(8.5-19.0)	154	19.8%	(15.7-23.9)
District															
One	6	1.9%	(0.3-3.4)	12	4.2%	(1.6-6.9)	3	4.2%	(0.0-10.6)	35	15.3%	(8.3-22.2)	67	21.9%	(16.4-27.4)
Two	90	23.5%	(18.4-28.6)	4	0.7%	(0.0-1.4)	14	3.3%	(1.2-5.4)	34	9.8%	(5.8-13.8)	70	15.0%	(11.0-19.0)
Three	130	44.4%	(37.0-51.9)	0	.	(-.-)	1	0.2%	(0.0-0.7)	19	7.5%	(3.0-12.1)	17	7.1%	(2.8-11.4)
Total	226	8.3%	(6.3-10.2)	16	3.3%	(1.3-5.2)	18	3.9%	(0.0-8.6)	88	13.8%	(8.5-19.0)	154	19.8%	(15.7-23.9)
Professional Truck Driver															
Yes	19	28.9%	(10.2-47.5)	0	.	(-.-)	1	1.1%	(0.0-3.3)	2	5.9%	(0.0-15.3)	7	18.7%	(1.2-36.3)
No	202	7.4%	(5.6-9.2)	16	3.5%	(1.4-5.6)	17	4.1%	(0.0-9.2)	82	14.0%	(8.5-19.6)	142	19.5%	(15.3-23.7)
Total	222	8.3%	(6.4-10.3)	16	3.3%	(1.4-5.3)	18	4.0%	(0.0-8.8)	85	13.8%	(8.4-19.1)	149	19.4%	(15.3-23.5)

Table C01Q08, continued: What do you think should be the HIGHEST PRIORITY for NDOT in maintaining the State Highway or road that you travel on most often?

	What do you think should be the HIGHEST PRIORITY for NDOT in maintaining the State Highway or road that you travel on most often?						Maintaining roadway surface			UNK/Refused/Other			Total			
	Maintaining road signs		Maintaining roadway surface		UNK/Refused/Other		Total		Maintaining road signs		Maintaining roadway surface		UNK/Refused/Other		Total	
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	
Overall Total	40	5.7%	(3.3-8.1)	395	39.2%	(33.8-44.5)	55	6.2%	(3.5-8.8)	992	100.0%	(-,-)				
Gender																
Male	20	5.5%	(1.8-9.2)	179	39.7%	(32.4-47.1)	31	9.7%	(4.9-14.5)	437	50.1%	(44.3-55.9)				
Female	20	5.9%	(2.8-9.0)	216	38.6%	(30.9-46.3)	24	2.6%	(1.0-4.2)	555	49.9%	(44.1-55.7)				
Total	40	5.7%	(3.3-8.1)	395	39.2%	(33.8-44.5)	55	6.2%	(3.5-8.8)	992	100.0%	(-,-)				
Age Group																
Age 18 to 24	1	3.8%	(0.0-11.3)	10	23.0%	(5.1-41.0)	1	3.8%	(0.0-11.3)	37	13.8%	(7.1-20.5)				
Age 25 to 44	10	6.3%	(1.7-10.8)	113	43.5%	(34.7-52.4)	7	5.3%	(0.4-10.1)	259	39.5%	(33.9-45.2)				
Age 45 to 64	17	5.5%	(2.3-8.7)	183	41.6%	(34.9-48.2)	32	7.9%	(4.1-11.8)	460	32.0%	(27.4-36.5)				
Age 65 or older	12	6.3%	(2.0-10.6)	89	37.2%	(28.6-45.9)	15	7.0%	(2.2-11.7)	236	14.7%	(11.9-17.5)				
Total	40	5.7%	(3.3-8.1)	395	39.2%	(33.8-44.5)	55	6.2%	(3.5-8.8)	992	100.0%	(-,-)				
District																
One	19	6.6%	(3.4-9.9)	111	38.5%	(31.5-45.5)	20	7.3%	(3.8-10.9)	273	73.6%	(70.0-77.2)				
Two	17	3.3%	(1.5-5.0)	190	41.8%	(36.3-47.3)	17	2.5%	(1.3-3.8)	436	23.3%	(20.0-26.6)				
Three	4	1.6%	(0.0-3.2)	94	33.8%	(26.6-40.9)	18	5.4%	(2.8-8.0)	283	3.1%	(2.5-3.7)				
Total	40	5.7%	(3.3-8.1)	395	39.2%	(33.8-44.5)	55	6.2%	(3.5-8.8)	992	100.0%	(-,-)				
Professional Truck Driver																
Yes	2	5.2%	(0.0-14.4)	13	28.8%	(6.3-51.3)	1	11.5%	(0.0-32.0)	45	4.5%	(2.4-6.6)				
No	36	5.5%	(3.0-8.0)	377	39.9%	(34.3-45.5)	54	6.1%	(3.5-8.7)	926	95.0%	(92.9-97.2)				
Total	38	5.5%	(3.1-7.9)	392	39.4%	(34.0-44.9)	55	6.3%	(3.6-9.0)	975	100.0%	(-,-)				

Table C02Q01: During the past YEAR, have you contacted or attempted to contact a NDOT employee either in person, by letter, telephone, or e-mail?

	During the past YEAR, have you contacted or attempted to contact a NDOT employee either in person, by letter, telephone, or e-mail?						Yes			No			Don't know/Not sure			Refused			Total		
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	56	2.8%	(1.4-4.1)	942	97.2%	(95.8-98.5)	3	0.0%	(0.0-0.1)	1	0.0%	(0.0-0.1)	1002	100.0%	(-)						
Gender																					
Male	28	3.6%	(1.1-6.1)	416	96.4%	(93.9-98.9)	1	0.0%	(0.0-0.0)	0		(-)	445	50.4%	(44.6-56.2)						
Female	28	1.9%	(0.7-3.0)	526	98.0%	(96.8-99.1)	2	0.1%	(0.0-0.2)	1	0.1%	(0.0-0.2)	557	49.6%	(43.8-55.4)						
Total	56	2.8%	(1.4-4.1)	942	97.2%	(95.8-98.5)	3	0.0%	(0.0-0.1)	1	0.0%	(0.0-0.1)	1002	100.0%	(-)						
Age Group																					
Age 18 to 24	1	0.4%	(0.0-1.2)	36	99.6%	(98.8-100.0)	0		(-)	0		(-)	37	13.7%	(7.1-20.4)						
Age 25 to 44	15	2.6%	(0.0-5.2)	247	97.4%	(94.8-100.0)	0		(-)	0		(-)	262	39.4%	(33.8-45.0)						
Age 45 to 64	31	4.0%	(1.7-6.3)	429	95.8%	(93.4-98.1)	2	0.1%	(0.0-0.3)	1	0.1%	(0.0-0.3)	463	32.0%	(27.5-36.5)						
Age 65 or older	9	2.8%	(0.0-5.7)	230	97.2%	(94.2-100.0)	1	0.0%	(0.0-0.1)	0		(-)	240	14.9%	(12.1-17.7)						
Total	56	2.8%	(1.4-4.1)	942	97.2%	(95.8-98.5)	3	0.0%	(0.0-0.1)	1	0.0%	(0.0-0.1)	1002	100.0%	(-)						
District																					
One	6	2.0%	(0.2-3.7)	267	98.0%	(96.3-99.8)	0		(-)	0		(-)	273	73.2%	(69.6-76.8)						
Two	20	4.1%	(2.2-6.1)	421	95.6%	(93.6-97.6)	1	0.1%	(0.0-0.4)	1	0.1%	(0.0-0.4)	443	23.6%	(20.3-27.0)						
Three	30	11.1%	(6.4-15.9)	254	88.4%	(83.6-93.2)	2	0.5%	(0.0-1.1)	0		(-)	286	3.1%	(2.6-3.7)						
Total	56	2.8%	(1.4-4.1)	942	97.2%	(95.8-98.5)	3	0.0%	(0.0-0.1)	1	0.0%	(0.0-0.1)	1002	100.0%	(-)						
Professional Truck Driver																					
Yes	1	4.8%	(0.0-14.0)	44	95.2%	(86.0-100.0)	0		(-)			(-)	45	4.5%	(2.4-6.5)						
No	54	2.7%	(1.3-4.1)	881	97.2%	(95.8-98.6)	3	0.1%	(0.0-0.1)			(-)	938	95.1%	(92.9-97.2)						
Total	55	2.8%	(1.4-4.2)	929	97.2%	(95.8-98.6)	3	0.0%	(0.0-0.1)			(-)	987	100.0%	(-)						

Table C02Q02a: During the last attempt you made to contact NDOT, how difficult or easy was it for you to reach the CORRECT person?

During the last attempt you made to contact NDOT, how difficult or easy was it for you to reach the CORRECT person?	Very difficult			Somewhat difficult			Neither difficult nor easy			Somewhat easy			Very easy			Not sure/Refused/Missing			Total		
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	
Overall Total	4	5.7%	(0.0-12.8)	4	2.3%	(0.0-5.3)	1	17.7%	(0.6-34.9)	13	18.8%	(2.6-35.0)	23	55.1%	(30.6-79.6)	1	0.3%	(0.0-0.9)	56	100.0%	(-)
Gender																					
Male	1	2.6%	(0.0-8.2)	2	1.4%	(0.0-3.6)	5	5.4%	(0.0-12.3)	4	18.3%	(0.0-40.8)	15	71.9%	(46.0-97.7)	1	0.5%	(0.0-1.4)	28	65.9%	(44.8-87.0)
Female	3	11.7%	(0.0-28.2)	2	4.2%	(0.0-11.4)	6	41.5%	(8.5-74.6)	9	19.7%	(0.8-38.6)	8	22.8%	(3.2-42.4)	0	.	(-)	28	34.1%	(13.0-55.2)
Total	4	5.7%	(0.0-12.8)	4	2.3%	(0.0-5.3)	1	17.7%	(0.6-34.9)	13	18.8%	(2.6-35.0)	23	55.1%	(30.6-79.6)	1	0.3%	(0.0-0.9)	56	100.0%	(-)
Age Group																					
Age 18 to 24	0	.	(-)	0	.	(-)	0	.	(-)	0	.	(-)	1	100.0%	(100.0-100.0)	0	.	(-)	1	2.1%	(0.0-6.3)
Age 25 to 44	1	7.1%	(0.0-22.6)	1	1.6%	(0.0-5.3)	3	4.4%	(0.0-11.3)	3	18.9%	(0.0-47.8)	7	67.9%	(28.8-100.0)	0	.	(-)	15	36.5%	(8.7-64.3)
Age 45 to 64	2	6.2%	(0.0-15.5)	2	1.3%	(0.0-3.2)	6	22.9%	(0.0-49.8)	6	8.7%	(0.0-18.8)	14	60.2%	(31.6-88.8)	1	0.7%	(0.0-2.0)	31	46.6%	(21.5-71.7)
Age 65 or older	1	1.6%	(0.0-5.3)	1	7.7%	(0.0-24.3)	2	36.5%	(0.0-91.5)	4	52.5%	(0.0-100.0)	1	1.7%	(0.0-5.6)	0	.	(-)	9	14.9%	(0.0-30.8)
Total	4	5.7%	(0.0-12.8)	4	2.3%	(0.0-5.3)	1	17.7%	(0.6-34.9)	13	18.8%	(2.6-35.0)	23	55.1%	(30.6-79.6)	1	0.3%	(0.0-0.9)	56	100.0%	(-)
District																					
One	0	.	(-)	0	.	(-)	2	23.3%	(0.0-56.1)	1	11.9%	(0.0-35.7)	3	64.7%	(25.1-100.0)	0	.	(-)	6	51.8%	(26.7-76.9)
Two	3	15.5%	(0.0-33.1)	1	3.2%	(0.0-9.7)	2	8.2%	(0.0-19.8)	5	29.6%	(5.5-53.7)	9	43.5%	(18.9-68.2)	0	.	(-)	20	35.5%	(14.9-56.2)
Three	1	1.9%	(0.0-5.7)	3	9.4%	(0.0-20.8)	7	21.7%	(5.0-38.3)	7	16.3%	(3.4-29.2)	11	48.3%	(24.6-72.0)	1	2.4%	(0.0-7.3)	30	12.7%	(4.4-21.0)
Total	4	5.7%	(0.0-12.8)	4	2.3%	(0.0-5.3)	1	17.7%	(0.6-34.9)	13	18.8%	(2.6-35.0)	23	55.1%	(30.6-79.6)	1	0.3%	(0.0-0.9)	56	100.0%	(-)
Professional Truck Driver																					
Yes	0	.	(-)	0	.	(-)	0	.	(-)	0	.	(-)	1	100.0%	(100.0-100.0)	0	.	(-)	1	7.6%	(0.0-22.4)
No	4	6.2%	(0.0-13.9)	4	2.5%	(0.0-5.7)	1	18.8%	(0.3-37.3)	13	20.4%	(2.8-38.0)	22	51.7%	(25.3-78.0)	1	0.3%	(0.0-1.0)	54	92.4%	(77.6-100.0)
Total	4	5.8%	(0.0-12.8)	4	2.3%	(0.0-5.3)	1	17.4%	(0.2-34.6)	13	18.8%	(2.6-35.1)	23	55.4%	(30.8-79.9)	1	0.3%	(0.0-0.9)	55	100.0%	(-)

Table C02Q02b: Were you able to get the information that you needed?

		Were you able to get the information that you needed?			Yes			No			Don't know/Not sure			Refused			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	50	88.7%	(76.3-100.0)	4	5.7%	(0.0-12.8)	1	5.2%	(0.0-15.5)	1	0.3%	(0.0-0.9)	56	100.0%	(-)			(-)
Gender	Male	26	96.9%	(91.2-100.0)	1	2.6%	(0.0-8.2)	0	.	(-)	1	0.5%	(0.0-1.4)	28	65.9%	(44.8-87.0)			
	Female	24	73.0%	(44.0-100.0)	3	11.7%	(0.0-28.2)	1	15.2%	(0.0-42.6)	0	.	(-)	28	34.1%	(13.0-55.2)			
	Total	50	88.7%	(76.3-100.0)	4	5.7%	(0.0-12.8)	1	5.2%	(0.0-15.5)	1	0.3%	(0.0-0.9)	56	100.0%	(-)			
	Age Group	Age 18 to 24	1	100.0%	(100.0-100.0)	0	.	(-)	0	.	(-)	0	.	(-)	1	2.1%	(0.0-6.3)		
	Age 25 to 44	14	92.9%	(77.4-100.0)	1	7.1%	(0.0-22.6)	0	.	(-)	0	.	(-)	15	36.5%	(8.7-64.3)			
	Age 45 to 64	28	93.1%	(83.6-100.0)	2	6.2%	(0.0-15.5)	0	.	(-)	1	0.7%	(0.0-2.0)	31	46.6%	(21.5-71.7)			
	Age 65 or older	7	63.5%	(8.5-100.0)	1	1.6%	(0.0-5.3)	1	34.9%	(0.0-90.1)	0	.	(-)	9	14.9%	(0.0-30.8)			
	Total	50	88.7%	(76.3-100.0)	4	5.7%	(0.0-12.8)	1	5.2%	(0.0-15.5)	1	0.3%	(0.0-0.9)	56	100.0%	(-)			
District	One	5	90.0%	(69.6-100.0)	0	.	(-)	1	10.0%	(0.0-30.4)	0	.	(-)	6	51.8%	(26.7-76.9)			
	Two	17	84.5%	(66.9-100.0)	3	15.5%	(0.0-33.1)	0	.	(-)	0	.	(-)	20	35.5%	(14.9-56.2)			
	Three	28	95.7%	(89.5-100.0)	1	1.9%	(0.0-5.7)	0	.	(-)	1	2.4%	(0.0-7.3)	30	12.7%	(4.4-21.0)			
	Total	50	88.7%	(76.3-100.0)	4	5.7%	(0.0-12.8)	1	5.2%	(0.0-15.5)	1	0.3%	(0.0-0.9)	56	100.0%	(-)			
Professional Truck Driver	Yes	1	100.0%	(100.0-100.0)	0	.	(-)	0	.	(-)	0	.	(-)	1	7.6%	(0.0-22.4)			
	No	48	87.8%	(74.2-100.0)	4	6.2%	(0.0-13.9)	1	5.7%	(0.0-16.8)	1	0.3%	(0.0-1.0)	54	92.4%	(77.6-100.0)			
	Total	49	88.7%	(76.2-100.0)	4	5.8%	(0.0-12.8)	1	5.2%	(0.0-15.6)	1	0.3%	(0.0-0.9)	55	100.0%	(-)			

Table C02Q02c: Did you receive the information that you needed in what you consider to be a timely manner?

Did you receive the information that you needed in what you consider to be a timely manner?		Yes			No			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	45	96.1%	(91.6-100.0)	5	3.9%	(0.0-8.4)	50	100.0%	(-)
Gender	Male	24	98.6%	(96.2-100.0)	2	1.4%	(0.0-3.8)	26	71.9%	(51.6-92.2)
	Female	21	89.6%	(75.7-100.0)	3	10.4%	(0.0-24.3)	24	28.1%	(7.8-48.4)
	Total	45	96.1%	(91.6-100.0)	5	3.9%	(0.0-8.4)	50	100.0%	(-)
Age Group	Age 18 to 24	1	100.0%	(100.0-100.0)	0	.	(-)	1	2.3%	(0.0-7.1)
	Age 25 to 44	13	98.2%	(94.2-100.0)	1	1.8%	(0.0-5.8)	14	38.2%	(7.7-68.7)
	Age 45 to 64	25	96.0%	(89.9-100.0)	3	4.0%	(0.0-10.1)	28	48.9%	(20.8-76.9)
	Age 65 or older	6	87.9%	(60.8-100.0)	1	12.1%	(0.0-39.2)	7	10.6%	(0.0-25.0)
	Total	45	96.1%	(91.6-100.0)	5	3.9%	(0.0-8.4)	50	100.0%	(-)
District	One	5	100.0%	(100.0-100.0)	0	.	(-)	5	52.5%	(25.3-79.7)
	Two	15	92.3%	(81.4-100.0)	2	7.7%	(0.0-18.6)	17	33.8%	(12.0-55.6)
	Three	25	90.2%	(78.2-100.0)	3	9.8%	(0.0-21.8)	28	13.7%	(4.1-23.3)
	Total	45	96.1%	(91.6-100.0)	5	3.9%	(0.0-8.4)	50	100.0%	(-)
Professional Truck Driver	Yes	1	100.0%	(100.0-100.0)	0	.	(-)	1	8.6%	(0.0-25.3)
	No	43	95.7%	(90.7-100.0)	5	4.3%	(0.0-9.3)	48	91.4%	(74.7-100.0)
	Total	44	96.0%	(91.5-100.0)	5	4.0%	(0.0-8.5)	49	100.0%	(-)

Table C02Q03: Which of the following is the best way for the Nevada Department of Transportation to provide you with current NDOT roadway conditions?

Which of the following is the best way for the Nevada Department of Transportation to provide you with current NDOT roadway conditions?	Electronic message signs along freeways			Radio			TV			E-mail alerts			Internet or NDOT Web-site			Toll-free phone number about current road condition			In-Car GPS system			
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	
	Overall Total	Total		Total			Total			Total			Total			Total			Total			
Gender																						
	362	49.9%	(44.1-55.8)	130	11.0%	(7.9-14.1)	124	13.6%	(10.3-17.0)	21	2.0%	(0.8-3.1)	90	7.6%	(5.1-10.1)	191	8.1%	(6.1-10.1)	5	1.6%	(0.0-3.2)	
Male	149	50.2%	(42.6-57.8)	72	13.1%	(8.1-18.1)	52	12.5%	(7.9-17.2)	9	1.7%	(0.3-3.0)	44	7.9%	(4.2-11.6)	83	6.8%	(4.4-9.2)	4	2.6%	(0.0-5.5)	
Female	213	49.7%	(40.7-58.7)	58	8.9%	(5.4-12.3)	72	14.8%	(10.0-19.6)	12	2.3%	(0.5-4.1)	46	7.2%	(3.8-10.6)	108	9.4%	(6.2-12.6)	1	0.6%	(0.0-1.9)	
Total	362	49.9%	(44.1-55.8)	130	11.0%	(7.9-14.1)	124	13.6%	(10.3-17.0)	21	2.0%	(0.8-3.1)	90	7.6%	(5.1-10.1)	191	8.1%	(6.1-10.1)	5	1.6%	(0.0-3.2)	
Age Group																						
Age 18 to 24	17	62.3%	(39.3-85.2)	8	18.2%	(3.0-33.4)	5	6.8%	(0.1-13.5)	0		(-)	1	3.8%	(0.0-11.3)	2	1.7%	(0.0-4.4)	1	3.8%	(0.0-11.3)	
Age 25 to 44	102	51.8%	(42.9-60.8)	28	8.2%	(3.6-12.8)	28	14.8%	(8.5-21.0)	7	1.9%	(0.0-3.7)	32	8.8%	(4.3-13.2)	39	4.1%	(1.9-6.3)	2	2.1%	(0.0-5.0)	
Age 45 to 64	168	45.5%	(38.6-52.4)	60	10.9%	(6.8-15.0)	55	14.1%	(9.3-18.9)	12	2.8%	(0.6-5.1)	43	8.9%	(4.9-12.8)	93	12.7%	(8.6-16.9)	2	0.8%	(0.0-2.2)	
Age 65 or older	75	42.6%	(33.6-51.7)	34	11.9%	(6.4-17.4)	36	16.3%	(9.8-22.8)	2	2.2%	(0.0-5.2)	14	5.1%	(1.2-9.1)	57	15.0%	(9.1-20.9)	0		(-)	
Total	362	49.9%	(44.1-55.8)	130	11.0%	(7.9-14.1)	124	13.6%	(10.3-17.0)	21	2.0%	(0.8-3.1)	90	7.6%	(5.1-10.1)	191	8.1%	(6.1-10.1)	5	1.6%	(0.0-3.2)	
District																						
One	137	56.5%	(49.1-63.9)	25	9.2%	(5.2-13.1)	38	12.8%	(8.5-17.0)	6	1.7%	(0.3-3.1)	20	7.0%	(3.8-10.3)	19	5.0%	(2.7-7.3)	4	2.2%	(0.0-4.4)	
Two	141	31.7%	(26.5-36.9)	64	16.4%	(12.0-20.9)	77	17.8%	(13.3-22.3)	12	2.9%	(1.1-4.8)	35	8.8%	(5.6-11.9)	78	14.7%	(11.1-18.2)	1	0.2%	(0.0-0.6)	
Three	84	35.7%	(27.8-43.6)	41	12.1%	(8.3-15.9)	9	2.5%	(0.8-4.3)	3	1.2%	(0.0-2.5)	35	11.3%	(7.4-15.1)	94	29.6%	(23.3-35.8)	0		(-)	
Total	362	49.9%	(44.1-55.8)	130	11.0%	(7.9-14.1)	124	13.6%	(10.3-17.0)	21	2.0%	(0.8-3.1)	90	7.6%	(5.1-10.1)	191	8.1%	(6.1-10.1)	5	1.6%	(0.0-3.2)	
Professional Truck Driver																						
Yes	18	40.1%	(16.8-63.3)	5	24.9%	(2.3-47.5)	7	19.4%	(3.1-35.6)	2	1.5%	(0.0-3.8)	3	9.1%	(0.0-22.4)	8	2.5%	(0.2-4.7)	0		(-)	
No	337	49.9%	(43.8-56.0)	125	10.5%	(7.5-13.6)	115	13.6%	(10.1-17.0)	18	2.0%	(0.8-3.2)	86	7.4%	(4.9-10.0)	181	8.4%	(6.3-10.6)	5	1.7%	(0.0-3.4)	
Total	358	49.5%	(43.6-55.5)	130	11.2%	(8.0-14.3)	122	13.8%	(10.4-17.2)	20	2.0%	(0.8-3.1)	89	7.5%	(5.0-10.0)	189	8.2%	(6.1-10.2)	5	1.6%	(0.0-3.3)	

Table C02Q03, continued: Which of the following is the best way for the Nevada Department of Transportation to provide you with

		Text messages sent to cell phone			Other			UNK/Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	29	3.4%	(1.5-5.4)	13	1.5%	(0.3-2.6)	22	1.3%	(0.5-2.0)	987	100.0%	(-)
Gender	Male	15	3.8%	(0.7-6.9)	5	0.6%	(0.0-1.5)	6	0.8%	(0.0-1.8)	439	50.5%	(44.6-56.4)
	Female	14	3.0%	(0.7-5.4)	8	2.3%	(0.3-4.4)	16	1.8%	(0.6-3.0)	548	49.5%	(43.6-55.4)
	Total	29	3.4%	(1.5-5.4)	13	1.5%	(0.3-2.6)	22	1.3%	(0.5-2.0)	987	100.0%	(-)
Age Group	Age 18 to 24	2	1.9%	(0.0-5.2)	1	1.5%	(0.0-4.6)	0	.	(-)	37	14.0%	(7.2-20.8)
	Age 25 to 44	15	6.2%	(1.8-10.6)	5	1.8%	(0.0-4.0)	2	0.4%	(0.0-0.9)	260	39.7%	(34.1-45.4)
	Age 45 to 64	11	2.2%	(0.3-4.1)	7	1.6%	(0.0-3.4)	6	0.5%	(0.1-0.9)	457	31.7%	(27.1-36.2)
	Age 65 or older	1	0.0%	(0.0-0.1)	0	.	(-)	14	6.9%	(2.2-11.5)	233	14.6%	(11.8-17.4)
	Total	29	3.4%	(1.5-5.4)	13	1.5%	(0.3-2.6)	22	1.3%	(0.5-2.0)	987	100.0%	(-)
District	One	7	3.2%	(0.7-5.8)	4	1.4%	(0.0-2.8)	5	1.1%	(0.1-2.0)	265	73.0%	(69.3-76.6)
	Two	12	3.8%	(1.3-6.3)	5	1.7%	(0.0-3.6)	12	2.0%	(0.8-3.2)	437	23.8%	(20.4-27.2)
	Three	10	5.0%	(1.0-9.0)	4	1.6%	(0.0-3.2)	5	1.2%	(0.1-2.2)	285	3.2%	(2.6-3.8)
	Total	29	3.4%	(1.5-5.4)	13	1.5%	(0.3-2.6)	22	1.3%	(0.5-2.0)	987	100.0%	(-)
Professional Truck Driver	Yes	1	2.4%	(0.0-7.2)	0	.	(-)	1	0.2%	(0.0-0.5)	45	4.5%	(2.4-6.6)
	No	26	3.5%	(1.5-5.6)	13	1.6%	(0.4-2.7)	21	1.4%	(0.6-2.2)	927	95.2%	(93.1-97.3)
	Total	27	3.5%	(1.5-5.4)	13	1.5%	(0.3-2.6)	22	1.3%	(0.5-2.1)	975	100.0%	(-)

Table C02Q04a: Did you know that NDOT has a toll-free road condition number, 511 or 1-877-NV-ROADS that provides information about road conditions on State Highways?

Did you know that NDOT has a toll-free road condition number, 511 or 1-877-NV-ROADS that provides information about road conditions on State Highways?		Yes			No			Don't know/Not sure			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	654	39.7%	(34.6-44.9)	340	59.9%	(54.7-65.0)	6	0.4%	(0.0-0.9)	1000	100.0%	(-)
Gender	Male	294	42.7%	(35.5-49.8)	149	57.2%	(50.0-64.4)	2	0.2%	(0.0-0.4)	445	50.5%	(44.7-56.2)
	Female	360	36.7%	(29.5-43.9)	191	62.6%	(55.3-69.8)	4	0.7%	(0.0-1.5)	555	49.5%	(43.8-55.3)
	Total	654	39.7%	(34.6-44.9)	340	59.9%	(54.7-65.0)	6	0.4%	(0.0-0.9)	1000	100.0%	(-)
Age Group	Age 18 to 24	17	20.0%	(5.8-34.2)	20	80.0%	(65.8-94.2)	0	.	(-)	37	13.8%	(7.1-20.4)
	Age 25 to 44	165	38.7%	(30.3-47.0)	97	61.3%	(53.0-69.7)	0	.	(-)	262	39.4%	(33.8-45.0)
	Age 45 to 64	310	46.0%	(39.4-52.7)	150	53.8%	(47.1-60.5)	1	0.2%	(0.0-0.4)	461	31.9%	(27.4-36.5)
	Age 65 or older	162	47.1%	(38.3-55.8)	73	50.4%	(41.5-59.2)	5	2.6%	(0.0-5.3)	240	14.9%	(12.1-17.7)
	Total	654	39.7%	(34.6-44.9)	340	59.9%	(54.7-65.0)	6	0.4%	(0.0-0.9)	1000	100.0%	(-)
District	One	81	26.5%	(20.5-32.4)	190	73.2%	(67.2-79.1)	2	0.4%	(0.0-0.9)	273	73.3%	(69.7-76.9)
	Two	344	75.6%	(70.4-80.7)	93	23.8%	(18.7-28.9)	4	0.6%	(0.0-1.2)	441	23.6%	(20.2-26.9)
	Three	229	80.0%	(73.7-86.2)	57	20.0%	(13.8-26.3)	0	.	(-)	286	3.1%	(2.6-3.7)
	Total	654	39.7%	(34.6-44.9)	340	59.9%	(54.7-65.0)	6	0.4%	(0.0-0.9)	1000	100.0%	(-)
Professional Truck Driver	Yes	30	50.9%	(27.3-74.4)	14	48.4%	(24.9-71.9)	1	0.8%	(0.0-2.3)	45	4.5%	(2.4-6.5)
	No	612	39.0%	(33.7-44.3)	321	60.5%	(55.2-65.9)	5	0.4%	(0.0-0.9)	938	95.1%	(92.9-97.2)
	Total	645	39.8%	(34.6-45.0)	336	59.8%	(54.5-65.0)	6	0.4%	(0.0-0.9)	987	100.0%	(-)

Table C02Q04b: Have you called NDOT's road condition number, either 511 or 1-877-NV-ROADS (1-877-687-6237), during the past year?

Have you called NDOT's road condition number, either 511 or 1-877-NV-ROADS (1-877-687-6237), during the past year?		Yes			No			Don't know/Not sure			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	309	34.0%	(28.2-39.7)	343	65.9%	(60.1-71.6)	2	0.2%	(0.0-0.4)	654	100.0%	(-)
Gender	Male	134	32.3%	(23.9-40.8)	159	67.5%	(59.1-76.0)	1	0.2%	(0.0-0.5)	294	54.2%	(47.8-60.6)
	Female	175	35.9%	(28.4-43.4)	184	63.9%	(56.4-71.5)	1	0.2%	(0.0-0.5)	360	45.8%	(39.4-52.2)
	Total	309	34.0%	(28.2-39.7)	343	65.9%	(60.1-71.6)	2	0.2%	(0.0-0.4)	654	100.0%	(-)
Age Group	Age 18 to 24	3	10.6%	(0.0-24.3)	14	89.4%	(75.7-100.0)	0	.	(-.)	17	6.9%	(3.1-10.7)
	Age 25 to 44	78	37.3%	(25.6-48.9)	87	62.7%	(51.1-74.4)	0	.	(-.)	165	38.4%	(31.5-45.2)
	Age 45 to 64	169	39.3%	(31.1-47.6)	140	60.4%	(52.2-68.7)	1	0.2%	(0.0-0.6)	310	37.0%	(31.1-42.9)
	Age 65 or older	59	24.6%	(16.1-33.0)	102	75.0%	(66.4-83.5)	1	0.5%	(0.0-1.4)	162	17.7%	(13.7-21.7)
	Total	309	34.0%	(28.2-39.7)	343	65.9%	(60.1-71.6)	2	0.2%	(0.0-0.4)	654	100.0%	(-)
District	One	15	19.9%	(10.2-29.7)	66	80.1%	(70.3-89.8)	0	.	(-.)	81	48.8%	(42.2-55.4)
	Two	174	46.9%	(40.6-53.1)	168	52.8%	(46.5-59.0)	2	0.4%	(0.0-0.9)	344	44.9%	(38.7-51.0)
	Three	120	50.4%	(42.2-58.6)	109	49.6%	(41.4-57.8)	0	.	(-.)	229	6.3%	(5.1-7.6)
	Total	309	34.0%	(28.2-39.7)	343	65.9%	(60.1-71.6)	2	0.2%	(0.0-0.4)	654	100.0%	(-)
Professional Truck Driver	Yes	19	42.9%	(12.2-73.5)	11	57.1%	(26.5-87.8)	0	.	(-.)	30	5.7%	(2.2-9.3)
	No	287	34.1%	(28.2-40.1)	323	65.7%	(59.7-71.6)	2	0.2%	(0.0-0.4)	612	93.3%	(89.5-97.0)
	Total	306	34.3%	(28.5-40.1)	337	65.6%	(59.7-71.4)	2	0.2%	(0.0-0.4)	645	100.0%	(-)

Table C02Q04c: Overall, how dissatisfied or satisfied are you with NDOT's road condition number?

	Very dissatisfied		Somewhat dissatisfied		Neither dissatisfied nor satisfied		Somewhat satisfied		Very satisfied		Not sure/Refused/Missing		Total	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Overall	14	6.4%	14	5.0%	29	7.5%	131	50.8%	120	30.0%	1	0.2%	309	100.0%
Gender														
Male	9	6.9%	3	2.9%	13	8.9%	56	54.9%	53	26.4%	0	-	134	51.6%
Female	5	5.9%	11	7.3%	16	6.1%	75	46.4%	67	33.9%	1	0.5%	175	48.4%
Total	14	6.4%	14	5.0%	29	7.5%	131	50.8%	120	30.0%	1	0.2%	309	100.0%
Age Group														
Age 18 to 24	0	-	0	-	0	-	1	58.8%	2	41.2%	0	-	3	2.2%
Age 25 to 44	2	7.2%	2	3.1%	10	7.2%	39	59.5%	25	22.9%	0	-	78	42.1%
Age 45 to 64	10	7.1%	9	7.0%	15	9.6%	72	45.5%	63	30.7%	0	-	169	42.9%
Age 65 or older	2	2.3%	3	5.5%	4	3.1%	19	38.2%	30	49.0%	1	1.8%	59	12.8%
Total	14	6.4%	14	5.0%	29	7.5%	131	50.8%	120	30.0%	1	0.2%	309	100.0%
District														
One	2	13.3%	1	4.9%	1	5.4%	9	63.5%	2	12.8%	0	-	15	28.7%
Two	6	3.6%	10	5.6%	12	7.7%	75	47.1%	70	35.6%	1	0.4%	174	61.9%
Three	6	3.8%	3	1.9%	16	12.7%	47	36.0%	48	45.6%	0	-	120	9.4%
Total	14	6.4%	14	5.0%	29	7.5%	131	50.8%	120	30.0%	1	0.2%	309	100.0%
Professional Truck Driver														
Yes	1	0.9%	0	-	3	7.5%	5	60.5%	10	31.2%	0	-	19	7.1%
No	12	6.6%	14	5.4%	25	7.5%	125	50.2%	110	30.0%	1	0.3%	287	92.9%
Total	13	6.2%	14	5.1%	28	7.5%	130	50.9%	120	30.1%	1	0.2%	306	100.0%

Table C02Q05a: Did you know that NDOT has a website, WWW.NevadaDOT.com?

Did you know that NDOT has a website, WWW.NevadaDOT.com?		Yes			No			Don't know/Not sure			Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	526	49.3%	(43.5-55.1)	459	49.9%	(44.1-55.7)	14	0.8%	(0.1-1.5)	1	0.0	(0.0-0.0)	1000	100.0%	(-)
Gender	Male	243	55.8%	(48.4-63.3)	194	43.7%	(36.2-51.1)	7	0.5%	(0.0-1.0)	1	0.0	(0.0-0.0)	445	50.5%	(44.7-56.2)
	Female	283	42.6%	(33.8-51.4)	265	56.2%	(47.5-65.0)	7	1.2%	(0.0-2.5)	0	.	(-)	555	49.5%	(43.8-55.3)
	Total	526	49.3%	(43.5-55.1)	459	49.9%	(44.1-55.7)	14	0.8%	(0.1-1.5)	1	0.0	(0.0-0.0)	1000	100.0%	(-)
Age Group	Age 18 to 24	20	45.4%	(17.8-73.0)	17	54.6%	(27.0-82.2)	0	.	(-)	0	.	(-)	37	13.8%	(7.1-20.4)
	Age 25 to 44	146	56.5%	(47.6-65.3)	112	42.4%	(33.6-51.2)	4	1.1%	(0.0-2.7)	0	.	(-)	262	39.4%	(33.8-45.0)
	Age 45 to 64	253	45.2%	(38.5-51.9)	203	54.5%	(47.8-61.2)	4	0.3%	(0.0-0.7)	1	0.0	(0.0-0.1)	461	31.9%	(27.4-36.5)
	Age 65 or older	107	42.5%	(33.7-51.2)	127	55.7%	(46.9-64.4)	6	1.9%	(0.0-3.9)	0	.	(-)	240	14.9%	(12.1-17.7)
	Total	526	49.3%	(43.5-55.1)	459	49.9%	(44.1-55.7)	14	0.8%	(0.1-1.5)	1	0.0	(0.0-0.0)	1000	100.0%	(-)
District	One	115	45.6%	(37.9-53.2)	156	53.8%	(46.1-61.5)	2	0.6%	(0.0-1.5)	0	.	(-)	273	73.3%	(69.7-76.9)
	Two	252	59.7%	(54.2-65.1)	182	39.0%	(33.6-44.5)	7	1.3%	(0.2-2.5)	0	.	(-)	441	23.6%	(20.2-26.9)
	Three	159	58.2%	(51.0-65.3)	121	39.8%	(32.7-46.9)	5	1.8%	(0.1-3.5)	1	0.3	(0.0-0.8)	286	3.1%	(2.6-3.7)
	Total	526	49.3%	(43.5-55.1)	459	49.9%	(44.1-55.7)	14	0.8%	(0.1-1.5)	1	0.0	(0.0-0.0)	1000	100.0%	(-)
Professional Truck Driver	Yes	30	58.2%	(34.9-81.5)	14	41.4%	(18.1-64.7)	1	0.4%	(0.0-1.1)	0	.	(-)	45	4.5%	(2.4-6.5)
	No	490	49.4%	(43.4-55.4)	435	50.1%	(44.1-56.1)	12	0.5%	(0.1-1.0)	1	0.0	(0.0-0.0)	938	95.1%	(92.9-97.2)
	Total	521	49.7%	(43.9-55.6)	452	49.7%	(43.9-55.6)	13	0.5%	(0.1-0.9)	1	0.0	(0.0-0.0)	987	100.0%	(-)

Table C02Q05b: Have you visited NDOT's website during the past year?

Have you visited NDOT's website during the past year?		Yes			No			Don't know/Not sure			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	204	33.2%	(26.0-40.3)	315	66.5%	(59.4-73.7)	7	0.3%	(0.0-0.6)	526	100.0%	(-)
Gender	Male	101	36.7%	(27.0-46.3)	139	63.1%	(53.4-72.8)	3	0.3%	(0.0-0.6)	243	57.2%	(48.7-65.6)
	Female	103	28.5%	(18.6-38.4)	176	71.1%	(61.1-81.1)	4	0.4%	(0.0-0.8)	283	42.8%	(34.4-51.3)
	Total	204	33.2%	(26.0-40.3)	315	66.5%	(59.4-73.7)	7	0.3%	(0.0-0.6)	526	100.0%	(-)
Age Group	Age 18 to 24	6	16.0%	(0.0-33.3)	14	84.0%	(66.7-100.0)	0	.	(-.)	20	12.7%	(3.3-22.1)
	Age 25 to 44	68	41.7%	(29.8-53.6)	77	58.2%	(46.3-70.2)	1	0.1%	(0.0-0.2)	146	45.2%	(36.9-53.4)
	Age 45 to 64	102	35.0%	(26.1-43.9)	146	64.1%	(55.2-73.1)	5	0.9%	(0.0-1.8)	253	29.3%	(23.2-35.4)
	Age 65 or older	28	15.9%	(7.2-24.6)	78	84.0%	(75.3-92.7)	1	0.1%	(0.0-0.3)	107	12.8%	(9.2-16.5)
	Total	204	33.2%	(26.0-40.3)	315	66.5%	(59.4-73.7)	7	0.3%	(0.0-0.6)	526	100.0%	(-)
District	One	30	27.3%	(17.6-37.0)	85	72.7%	(63.0-82.4)	0	.	(-.)	115	67.7%	(61.8-73.7)
	Two	110	46.4%	(39.0-53.9)	139	52.8%	(45.4-60.2)	3	0.8%	(0.0-1.7)	252	28.5%	(23.0-34.0)
	Three	64	38.1%	(28.5-47.8)	91	59.7%	(49.9-69.5)	4	2.2%	(0.0-4.4)	159	3.7%	(2.7-4.7)
	Total	204	33.2%	(26.0-40.3)	315	66.5%	(59.4-73.7)	7	0.3%	(0.0-0.6)	526	100.0%	(-)
Professional Truck Driver	Yes	14	47.5%	(17.5-77.6)	16	52.5%	(22.4-82.5)	0	.	(-.)	30	5.2%	(2.1-8.4)
	No	190	32.7%	(25.3-40.1)	293	67.0%	(59.6-74.4)	7	0.3%	(0.0-0.6)	490	94.4%	(91.2-97.6)
	Total	204	33.4%	(26.2-40.5)	310	66.3%	(59.1-73.5)	7	0.3%	(0.0-0.6)	521	100.0%	(-)

Table C02Q05c: How difficult or easy was the website to use?

How difficult or easy was the website to use?	Very difficult			Somewhat difficult			Neither difficult nor easy			Somewhat easy			Very easy			Not sure/Refused/Missing			Total			
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%		
	Overall Total	2	0.4%	(0.0-1.0)	8	2.4%	(0.4-4.4)	40	21.3%	(11.5-31.1)	72	40.4%	(28.7-52.1)	78	33.6%	(22.3-44.8)	4	2.0%	(0.0-4.6)	204	100.0%	(-)
Gender	Male	2	0.6%	(0.0-1.6)	5	2.1%	(0.0-4.5)	21	22.2%	(8.5-36.0)	35	35.0%	(19.5-50.6)	36	37.5%	(21.8-53.3)	2	2.5%	(0.0-6.6)	101	63.2%	(52.5-73.9)
	Female	0	.	(-)	3	2.9%	(0.0-6.5)	19	19.7%	(7.5-32.0)	37	49.6%	(33.4-65.8)	42	26.7%	(13.0-40.4)	2	1.0%	(0.0-2.5)	103	36.8%	(26.1-47.5)
	Total	2	0.4%	(0.0-1.0)	8	2.4%	(0.4-4.4)	40	21.3%	(11.5-31.1)	72	40.4%	(28.7-52.1)	78	33.6%	(22.3-44.8)	4	2.0%	(0.0-4.6)	204	100.0%	(-)
	Total	2	0.4%	(0.0-1.0)	8	2.4%	(0.4-4.4)	40	21.3%	(11.5-31.1)	72	40.4%	(28.7-52.1)	78	33.6%	(22.3-44.8)	4	2.0%	(0.0-4.6)	204	100.0%	(-)
Age Group	Age 18 to 24	0	.	(-)	0	.	(-)	1	17.2%	(0.0-48.3)	3	55.4%	(13.8-97.1)	2	27.4%	(0.0-64.5)	0	.	(-)	6	6.1%	(1.1-11.2)
	Age 25 to 44	1	0.2%	(0.0-0.5)	4	2.9%	(0.0-6.1)	11	21.7%	(6.3-37.0)	27	41.9%	(23.8-59.9)	25	33.4%	(15.9-50.9)	0	.	(-)	68	56.8%	(45.7-67.8)
	Age 45 to 64	1	1.0%	(0.0-2.8)	3	1.7%	(0.0-4.1)	25	22.1%	(10.2-34.0)	33	36.3%	(21.4-51.3)	38	33.8%	(19.3-48.2)	2	5.1%	(0.0-13.2)	102	30.9%	(21.6-40.3)
	Age 65 or older	0	.	(-)	1	3.3%	(0.0-9.9)	3	18.3%	(0.0-43.6)	9	32.1%	(5.7-58.5)	13	40.1%	(11.7-68.5)	2	6.3%	(0.0-15.2)	28	6.2%	(2.5-9.8)
	Total	2	0.4%	(0.0-1.0)	8	2.4%	(0.4-4.4)	40	21.3%	(11.5-31.1)	72	40.4%	(28.7-52.1)	78	33.6%	(22.3-44.8)	4	2.0%	(0.0-4.6)	204	100.0%	(-)
	Total	2	0.4%	(0.0-1.0)	8	2.4%	(0.4-4.4)	40	21.3%	(11.5-31.1)	72	40.4%	(28.7-52.1)	78	33.6%	(22.3-44.8)	4	2.0%	(0.0-4.6)	204	100.0%	(-)
District	One	0	.	(-)	0	.	(-)	6	20.6%	(4.4-36.8)	13	42.7%	(23.3-62.0)	10	34.4%	(15.6-53.2)	1	2.3%	(0.0-6.8)	30	55.8%	(44.9-66.7)
	Two	1	0.7%	(0.0-2.2)	6	5.6%	(0.8-10.4)	27	23.6%	(14.2-32.9)	37	38.1%	(27.0-49.3)	36	30.3%	(20.1-40.4)	3	1.7%	(0.0-3.7)	110	39.9%	(29.7-50.2)
	Three	1	2.4%	(0.0-7.0)	2	3.6%	(0.0-8.7)	7	9.3%	(2.2-16.5)	22	31.8%	(19.0-44.6)	32	52.9%	(38.2-67.6)	0	.	(-)	64	4.3%	(2.7-5.9)
	Total	2	0.4%	(0.0-1.0)	8	2.4%	(0.4-4.4)	40	21.3%	(11.5-31.1)	72	40.4%	(28.7-52.1)	78	33.6%	(22.3-44.8)	4	2.0%	(0.0-4.6)	204	100.0%	(-)
Professional Truck Driver	Yes	0	.	(-)	1	1.4%	(0.0-4.2)	1	1.4%	(0.0-4.2)	5	48.3%	(8.5-88.1)	7	49.0%	(9.6-88.4)	0	.	(-)	14	7.4%	(1.7-13.2)
	No	2	0.4%	(0.0-1.1)	7	2.5%	(0.3-4.6)	39	22.9%	(12.5-33.4)	67	39.8%	(27.6-51.9)	71	32.3%	(20.5-44.1)	4	2.1%	(0.0-5.0)	190	92.6%	(86.8-98.3)
	Total	2	0.4%	(0.0-1.0)	8	2.4%	(0.4-4.4)	40	21.3%	(11.5-31.1)	72	40.4%	(28.7-52.1)	78	33.6%	(22.3-44.8)	4	2.0%	(0.0-4.6)	204	100.0%	(-)

Table C02Q06a: Would you be interested in using NDOT's website to obtain more information about current construction project information?

Current construction project information		Yes			No			Don't know/Not sure			Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	627	65.8%	(60.1-71.4)	359	32.8%	(27.2-38.4)	10	1.3%	(0.1-2.5)	2	0.2%	(0.0-0.4)	998	100.0%	(-)
Gender	Male	280	67.7%	(60.8-74.7)	162	30.5%	(23.7-37.3)	3	1.8%	(0.0-4.1)	0	.	(-)	445	50.6%	(44.8-56.4)
	Female	347	63.8%	(54.9-72.6)	197	35.1%	(26.3-44.0)	7	0.8%	(0.0-1.8)	2	0.3%	(0.0-0.9)	553	49.4%	(43.6-55.2)
	Total	627	65.8%	(60.1-71.4)	359	32.8%	(27.2-38.4)	10	1.3%	(0.1-2.5)	2	0.2%	(0.0-0.4)	998	100.0%	(-)
Age Group	Age 18 to 24	25	62.1%	(34.3-90.0)	11	34.1%	(6.1-62.0)	1	3.8%	(0.0-11.3)	0	.	(-)	37	13.8%	(7.1-20.5)
	Age 25 to 44	183	71.0%	(62.8-79.1)	77	29.0%	(20.9-37.2)	1	0.0%	(0.0-0.1)	0	.	(-)	261	39.4%	(33.8-45.1)
	Age 45 to 64	293	67.1%	(60.7-73.4)	164	31.6%	(25.4-37.9)	3	1.3%	(0.0-3.0)	0	.	(-)	460	31.8%	(27.3-36.4)
	Age 65 or older	126	52.6%	(43.7-61.5)	107	44.0%	(35.2-52.8)	5	2.4%	(0.0-5.3)	2	1.0%	(0.0-2.9)	240	14.9%	(12.1-17.7)
	Total	627	65.8%	(60.1-71.4)	359	32.8%	(27.2-38.4)	10	1.3%	(0.1-2.5)	2	0.2%	(0.0-0.4)	998	100.0%	(-)
District	One	176	66.0%	(58.5-73.5)	90	32.1%	(24.7-39.5)	5	1.7%	(0.0-3.4)	1	0.2%	(0.0-0.6)	272	73.3%	(69.7-76.9)
	Two	279	65.2%	(59.9-70.5)	160	34.7%	(29.3-40.0)	1	0.1%	(0.0-0.4)	0	.	(-)	440	23.6%	(20.2-26.9)
	Three	172	64.5%	(57.6-71.3)	109	34.3%	(27.5-41.1)	4	1.0%	(0.0-2.1)	1	0.2%	(0.0-0.6)	286	3.2%	(2.6-3.7)
	Total	627	65.8%	(60.1-71.4)	359	32.8%	(27.2-38.4)	10	1.3%	(0.1-2.5)	2	0.2%	(0.0-0.4)	998	100.0%	(-)
	Professional Truck Driver	Yes	27	47.7%	(24.2-71.1)	18	52.3%	(28.9-75.8)	0	.	(-)	0	.	(-)	45	4.5%
No		592	67.2%	(61.3-73.0)	335	31.5%	(25.7-37.3)	9	1.2%	(0.0-2.5)	2	0.2%	(0.0-0.5)	938	95.1%	(92.9-97.2)
Total		621	66.0%	(60.4-71.7)	354	32.5%	(26.9-38.1)	10	1.3%	(0.1-2.6)	2	0.2%	(0.0-0.4)	987	100.0%	(-)

Table C02Q06b: Would you be interested in using NDOT's website to obtain more information about future project planning information?

Future project planning information		Yes			No			Don't know/Not sure			Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	516	62.8%	(57.7-67.9)	464	36.1%	(31.1-41.1)	15	0.9%	(0.2-1.7)	2	0.2%	(0.0-0.4)	997	100.0%	(-)
Gender	Male	246	66.6%	(59.9-73.3)	192	32.7%	(26.0-39.4)	6	0.7%	(0.0-1.4)	0	.	(-)	444	50.6%	(44.8-56.4)
	Female	270	58.9%	(51.0-66.8)	272	39.6%	(31.8-47.3)	9	1.2%	(0.0-2.6)	2	0.3%	(0.0-0.9)	553	49.4%	(43.6-55.2)
	Total	516	62.8%	(57.7-67.9)	464	36.1%	(31.1-41.1)	15	0.9%	(0.2-1.7)	2	0.2%	(0.0-0.4)	997	100.0%	(-)
Age Group	Age 18 to 24	26	84.1%	(70.8-97.4)	11	15.9%	(2.6-29.2)	0	.	(-)	0	.	(-)	37	13.8%	(7.1-20.5)
	Age 25 to 44	154	68.7%	(60.6-76.8)	105	30.5%	(22.5-38.5)	2	0.8%	(0.0-2.3)	0	.	(-)	261	39.4%	(33.8-45.1)
	Age 45 to 64	248	58.5%	(51.8-65.2)	206	40.8%	(34.2-47.5)	6	0.6%	(0.1-1.2)	0	.	(-)	460	31.8%	(27.3-36.4)
	Age 65 or older	88	36.8%	(28.3-45.2)	142	59.4%	(50.7-68.1)	7	2.9%	(0.0-5.8)	2	1.0%	(0.0-2.9)	239	14.9%	(12.1-17.7)
	Total	516	62.8%	(57.7-67.9)	464	36.1%	(31.1-41.1)	15	0.9%	(0.2-1.7)	2	0.2%	(0.0-0.4)	997	100.0%	(-)
District	One	152	63.9%	(57.2-70.5)	116	35.1%	(28.5-41.7)	3	0.8%	(0.0-1.9)	1	0.2%	(0.0-0.6)	272	73.3%	(69.7-76.9)
	Two	251	62.4%	(57.1-67.7)	181	36.4%	(31.1-41.7)	8	1.2%	(0.4-2.1)	0	.	(-)	440	23.6%	(20.2-26.9)
	Three	113	41.8%	(34.4-49.3)	167	56.7%	(49.3-64.2)	4	1.2%	(0.0-2.5)	1	0.2%	(0.0-0.6)	285	3.2%	(2.6-3.7)
	Total	516	62.8%	(57.7-67.9)	464	36.1%	(31.1-41.1)	15	0.9%	(0.2-1.7)	2	0.2%	(0.0-0.4)	997	100.0%	(-)
	Professional Truck Driver	Yes	25	52.0%	(28.7-75.3)	19	41.1%	(18.8-63.3)	1	6.9%	(0.0-20.0)	0	.	(-)	45	4.5%
No		485	63.8%	(58.6-69.0)	439	35.5%	(30.4-40.7)	12	0.5%	(0.1-0.9)	2	0.2%	(0.0-0.5)	938	95.1%	(92.9-97.2)
Total		511	63.1%	(58.0-68.2)	459	35.8%	(30.8-40.9)	15	1.0%	(0.2-1.7)	2	0.2%	(0.0-0.4)	987	100.0%	(-)

Table C02Q06c: Would you be interested in using NDOT's website to obtain more information about current weather and road condition information?

Current weather and road condition information		Yes			No			Don't know/Not sure			Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	785	71.9%	(66.9-76.8)	205	27.4%	(22.5-32.3)	4	0.1%	(0.0-0.2)	3	0.7%	(0.0-1.7)	997	100.0%	(-)
Gender	Male	335	65.4%	(57.9-72.8)	106	33.6%	(26.1-41.0)	2	0.1%	(0.0-0.2)	1	1.0%	(0.0-3.0)	444	50.6%	(44.8-56.4)
	Female	450	78.5%	(72.9-84.1)	99	21.1%	(15.5-26.7)	2	0.1%	(0.0-0.2)	2	0.3%	(0.0-0.9)	553	49.4%	(43.6-55.2)
	Total	785	71.9%	(66.9-76.8)	205	27.4%	(22.5-32.3)	4	0.1%	(0.0-0.2)	3	0.7%	(0.0-1.7)	997	100.0%	(-)
Age Group	Age 18 to 24	32	85.6%	(71.6-99.5)	5	14.4%	(0.5-28.4)	0	.	(-)	0	.	(-)	37	13.8%	(7.1-20.5)
	Age 25 to 44	216	69.9%	(61.0-78.7)	44	28.8%	(20.1-37.6)	0	.	(-)	1	1.3%	(0.0-3.8)	261	39.4%	(33.8-45.1)
	Age 45 to 64	367	72.6%	(66.2-78.9)	92	27.4%	(21.1-33.7)	1	0.0%	(0.0-0.1)	0	.	(-)	460	31.8%	(27.3-36.4)
	Age 65 or older	170	62.8%	(54.1-71.6)	64	35.7%	(27.0-44.4)	3	0.5%	(0.0-1.1)	2	1.0%	(0.0-2.9)	239	14.9%	(12.1-17.7)
	Total	785	71.9%	(66.9-76.8)	205	27.4%	(22.5-32.3)	4	0.1%	(0.0-0.2)	3	0.7%	(0.0-1.7)	997	100.0%	(-)
District	One	178	67.1%	(60.4-73.8)	92	32.0%	(25.4-38.6)	0	.	(-)	2	0.9%	(0.0-2.3)	272	73.3%	(69.7-76.9)
	Two	369	84.7%	(80.7-88.7)	69	15.0%	(11.0-19.0)	2	0.3%	(0.0-0.7)	0	.	(-)	440	23.6%	(20.2-26.9)
	Three	238	86.8%	(82.9-90.7)	44	12.5%	(8.7-16.3)	2	0.5%	(0.0-1.1)	1	0.2%	(0.0-0.6)	285	3.2%	(2.6-3.7)
	Total	785	71.9%	(66.9-76.8)	205	27.4%	(22.5-32.3)	4	0.1%	(0.0-0.2)	3	0.7%	(0.0-1.7)	997	100.0%	(-)
Professional Truck Driver	Yes	35	67.1%	(44.3-89.9)	10	32.9%	(10.1-55.7)	0	.	(-)	0	.	(-)	45	4.5%	(2.4-6.5)
	No	738	72.1%	(67.1-77.2)	194	27.6%	(22.6-32.7)	4	0.1%	(0.0-0.2)	2	0.2%	(0.0-0.5)	938	95.1%	(92.9-97.2)
	Total	777	72.0%	(67.1-77.0)	204	27.7%	(22.8-32.7)	4	0.1%	(0.0-0.2)	2	0.2%	(0.0-0.4)	987	100.0%	(-)

Table C02Q06d: Would you be interested in using NDOT's website to obtain more information about detour or work zone information?

Detour or work zone information		Yes			No			Don't know/Not sure			Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	707	73.2%	(67.7-78.6)	280	25.7%	(20.2-31.1)	7	0.5%	(0.0-1.1)	3	0.7%	(0.0-1.7)	997	100.0%	(-)
Gender	Male	310	74.7%	(68.3-81.1)	129	23.4%	(17.2-29.6)	4	0.9%	(0.0-2.0)	1	1.0%	(0.0-3.0)	444	50.6%	(44.8-56.4)
	Female	397	71.6%	(62.7-80.4)	151	28.0%	(19.1-36.9)	3	0.1%	(0.0-0.2)	2	0.3%	(0.0-0.9)	553	49.4%	(43.6-55.2)
	Total	707	73.2%	(67.7-78.6)	280	25.7%	(20.2-31.1)	7	0.5%	(0.0-1.1)	3	0.7%	(0.0-1.7)	997	100.0%	(-)
Age Group	Age 18 to 24	28	67.3%	(39.2-95.4)	9	32.7%	(4.6-60.8)	0	.	(-)	0	.	(-)	37	13.8%	(7.1-20.5)
	Age 25 to 44	205	78.2%	(70.7-85.6)	55	20.5%	(13.3-27.8)	0	.	(-)	1	1.3%	(0.0-3.8)	261	39.4%	(33.8-45.1)
	Age 45 to 64	322	73.5%	(67.6-79.4)	135	25.7%	(19.8-31.5)	3	0.8%	(0.0-2.2)	0	.	(-)	460	31.8%	(27.3-36.4)
	Age 65 or older	152	64.6%	(56.1-73.1)	81	32.8%	(24.5-41.1)	4	1.6%	(0.0-3.9)	2	1.0%	(0.0-2.9)	239	14.9%	(12.1-17.7)
	Total	707	73.2%	(67.7-78.6)	280	25.7%	(20.2-31.1)	7	0.5%	(0.0-1.1)	3	0.7%	(0.0-1.7)	997	100.0%	(-)
District	One	199	73.4%	(66.1-80.6)	69	25.2%	(18.0-32.5)	2	0.5%	(0.0-1.2)	2	0.9%	(0.0-2.3)	272	73.3%	(69.7-76.9)
	Two	311	72.6%	(67.6-77.5)	126	27.0%	(22.0-31.9)	3	0.5%	(0.0-1.0)	0	.	(-)	440	23.6%	(20.2-26.9)
	Three	197	73.0%	(66.9-79.1)	85	26.3%	(20.2-32.4)	2	0.5%	(0.0-1.1)	1	0.2%	(0.0-0.6)	285	3.2%	(2.6-3.7)
	Total	707	73.2%	(67.7-78.6)	280	25.7%	(20.2-31.1)	7	0.5%	(0.0-1.1)	3	0.7%	(0.0-1.7)	997	100.0%	(-)
Professional Truck Driver	Yes	29	66.9%	(46.0-87.8)	16	33.1%	(12.2-54.0)	0	.	(-)	0	.	(-)	45	4.5%	(2.4-6.5)
	No	670	73.9%	(68.2-79.6)	260	25.6%	(19.9-31.3)	6	0.4%	(0.0-0.8)	2	0.2%	(0.0-0.5)	938	95.1%	(92.9-97.2)
	Total	702	73.5%	(68.1-79.0)	276	25.8%	(20.3-31.3)	7	0.5%	(0.0-1.1)	2	0.2%	(0.0-0.4)	987	100.0%	(-)

Table C02Q06e: Would you be interested in using NDOT's website to obtain more information about general information?

General Information about NDOT		Yes			No			Don't know/Not sure			Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	361	41.0%	(35.2-46.8)	612	58.0%	(52.3-63.8)	22	0.8%	(0.3-1.4)	2	0.2%	(0.0-0.4)	997	100.0%	(-)
Gender	Male	168	39.8%	(32.4-47.1)	268	59.2%	(51.8-66.6)	8	1.0%	(0.0-2.0)	0	.	(-)	444	50.6%	(44.8-56.4)
	Female	193	42.3%	(33.4-51.1)	344	56.8%	(48.0-65.7)	14	0.6%	(0.2-1.0)	2	0.3%	(0.0-0.9)	553	49.4%	(43.6-55.2)
	Total	361	41.0%	(35.2-46.8)	612	58.0%	(52.3-63.8)	22	0.8%	(0.3-1.4)	2	0.2%	(0.0-0.4)	997	100.0%	(-)
Age Group	Age 18 to 24	19	48.4%	(20.8-76.0)	18	51.6%	(24.0-79.2)	0	.	(-)	0	.	(-)	37	13.8%	(7.1-20.5)
	Age 25 to 44	109	44.9%	(36.0-53.8)	150	55.0%	(46.1-63.9)	2	0.1%	(0.0-0.2)	0	.	(-)	261	39.4%	(33.8-45.1)
	Age 45 to 64	171	40.2%	(33.5-46.9)	279	58.9%	(52.2-65.5)	10	0.9%	(0.3-1.6)	0	.	(-)	460	31.8%	(27.3-36.4)
	Age 65 or older	62	25.5%	(17.9-33.2)	165	70.1%	(62.0-78.2)	10	3.3%	(0.1-6.5)	2	1.0%	(0.0-2.9)	239	14.9%	(12.1-17.7)
	Total	361	41.0%	(35.2-46.8)	612	58.0%	(52.3-63.8)	22	0.8%	(0.3-1.4)	2	0.2%	(0.0-0.4)	997	100.0%	(-)
District	One	103	40.2%	(32.5-47.8)	166	59.2%	(51.5-66.8)	2	0.5%	(0.0-1.1)	1	0.2%	(0.0-0.6)	272	73.3%	(69.7-76.9)
	Two	173	44.7%	(39.0-50.3)	256	53.6%	(48.0-59.3)	11	1.7%	(0.7-2.7)	0	.	(-)	440	23.6%	(20.2-26.9)
	Three	85	32.7%	(25.2-40.2)	190	64.6%	(57.1-72.0)	9	2.5%	(0.8-4.3)	1	0.2%	(0.0-0.6)	285	3.2%	(2.6-3.7)
Total	361	41.0%	(35.2-46.8)	612	58.0%	(52.3-63.8)	22	0.8%	(0.3-1.4)	2	0.2%	(0.0-0.4)	997	100.0%	(-)	
Professional Truck Driver	Yes	20	40.4%	(17.2-63.6)	25	59.6%	(36.4-82.8)	0	.	(-)	0	.	(-)	45	4.5%	(2.4-6.5)
	No	336	41.4%	(35.4-47.4)	579	57.8%	(51.8-63.8)	21	0.7%	(0.2-1.1)	2	0.2%	(0.0-0.5)	938	95.1%	(92.9-97.2)
	Total	357	41.2%	(35.4-47.0)	606	57.8%	(52.0-63.6)	22	0.8%	(0.3-1.4)	2	0.2%	(0.0-0.4)	987	100.0%	(-)

Table C02Q06f: Would you be interested in using NDOT's website to obtain more information about a specific question or concern you may have?

A specific question or concern you may have	Yes			No			Don't know/Not sure			Refused/Missing			Total		
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	441	42.6%	(37.1-48.1)	539	56.0%	(50.4-61.5)	15	1.3%	(0.4-2.2)	2	0.2%	(0.0-0.4)	997	100.0%	(-,-)
Gender															
Male	176	37.6%	(30.4-44.8)	261	60.3%	(53.0-67.5)	7	2.1%	(0.3-3.8)	0	.	(-,-)	444	50.6%	(44.8-56.4)
Female	265	47.7%	(39.0-56.3)	278	51.6%	(42.9-60.3)	8	0.5%	(0.1-0.8)	2	0.3%	(0.0-0.9)	553	49.4%	(43.6-55.2)
Total	441	42.6%	(37.1-48.1)	539	56.0%	(50.4-61.5)	15	1.3%	(0.4-2.2)	2	0.2%	(0.0-0.4)	997	100.0%	(-,-)
Age Group															
Age 18 to 24	15	25.4%	(7.6-43.1)	22	74.6%	(56.9-92.4)	0	.	(-,-)	0	.	(-,-)	37	13.8%	(7.1-20.5)
Age 25 to 44	134	49.8%	(40.8-58.8)	125	50.0%	(41.0-58.9)	2	0.2%	(0.0-0.6)	0	.	(-,-)	261	39.4%	(33.8-45.1)
Age 45 to 64	215	46.4%	(39.6-53.2)	238	50.8%	(44.0-57.6)	7	2.8%	(0.2-5.4)	0	.	(-,-)	460	31.8%	(27.3-36.4)
Age 65 or older	77	31.2%	(23.1-39.4)	154	65.7%	(57.4-74.1)	6	2.0%	(0.0-4.4)	2	1.0%	(0.0-2.9)	239	14.9%	(12.1-17.7)
Total	441	42.6%	(37.1-48.1)	539	56.0%	(50.4-61.5)	15	1.3%	(0.4-2.2)	2	0.2%	(0.0-0.4)	997	100.0%	(-,-)
District															
One	115	40.0%	(32.9-47.1)	151	58.4%	(51.2-65.6)	5	1.4%	(0.2-2.6)	1	0.2%	(0.0-0.6)	272	73.3%	(69.7-76.9)
Two	214	51.0%	(45.3-56.6)	220	48.0%	(42.4-53.7)	6	1.0%	(0.1-1.8)	0	.	(-,-)	440	23.6%	(20.2-26.9)
Three	112	40.5%	(33.2-47.9)	168	58.2%	(50.8-65.5)	4	1.1%	(0.0-2.2)	1	0.2%	(0.0-0.6)	285	3.2%	(2.6-3.7)
Total	441	42.6%	(37.1-48.1)	539	56.0%	(50.4-61.5)	15	1.3%	(0.4-2.2)	2	0.2%	(0.0-0.4)	997	100.0%	(-,-)
Professional Truck Driver															
Yes	12	30.0%	(10.0-50.1)	33	70.0%	(49.9-90.0)	0	.	(-,-)	0	.	(-,-)	45	4.5%	(2.4-6.5)
No	424	43.8%	(38.0-49.5)	498	54.9%	(49.1-60.7)	14	1.2%	(0.3-2.1)	2	0.2%	(0.0-0.5)	938	95.1%	(92.9-97.2)
Total	438	43.0%	(37.5-48.6)	532	55.5%	(49.9-61.1)	15	1.3%	(0.4-2.2)	2	0.2%	(0.0-0.4)	987	100.0%	(-,-)

Table C02Q06g: Is there anything else that you would like to see on NDOTs website that was not already mentioned?

	Is there anything else that you would like to see on NDOTs website that was not already mentioned?						Yes			No			Don't know/Not sure			Refused/Missing			Total			
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	
Overall Total	83	9.0%	(6.2-11.7)	890	88.7%	(85.6-91.8)	18	1.3%	(0.5-2.2)	3	1.0%	(0.0-2.2)	994	100.0%	(-)							
Gender																						
Male	39	9.3%	(5.1-13.4)	395	88.4%	(83.7-93.0)	7	1.4%	(0.1-2.6)	1	1.0%	(0.0-3.0)	442	50.5%	(44.7-56.3)							
Female	44	8.7%	(5.1-12.2)	495	89.1%	(85.1-93.1)	11	1.3%	(0.2-2.4)	2	0.9%	(0.0-2.3)	552	49.5%	(43.7-55.3)							
Total	83	9.0%	(6.2-11.7)	890	88.7%	(85.6-91.8)	18	1.3%	(0.5-2.2)	3	1.0%	(0.0-2.2)	994	100.0%	(-)							
Age Group																						
Age 18 to 24	0	.	(-)	36	99.5%	(98.6-100.0)	1	0.5%	(0.0-1.4)	0	.	(-)	37	13.9%	(7.1-20.6)							
Age 25 to 44	28	10.2%	(4.9-15.5)	225	87.3%	(81.3-93.2)	5	0.5%	(0.0-1.0)	2	2.1%	(0.0-5.0)	260	39.5%	(33.9-45.2)							
Age 45 to 64	38	11.9%	(7.3-16.6)	414	86.5%	(81.6-91.3)	6	1.6%	(0.0-3.4)	0	.	(-)	458	31.6%	(27.1-36.1)							
Age 65 or older	17	7.8%	(3.0-12.7)	215	87.3%	(81.2-93.4)	6	3.9%	(0.2-7.6)	1	1.0%	(0.0-2.8)	239	15.0%	(12.2-17.8)							
Total	83	9.0%	(6.2-11.7)	890	88.7%	(85.6-91.8)	18	1.3%	(0.5-2.2)	3	1.0%	(0.0-2.2)	994	100.0%	(-)							
District																						
One	28	9.1%	(5.5-12.8)	234	88.3%	(84.3-92.4)	5	1.2%	(0.1-2.3)	3	1.3%	(0.0-2.9)	270	73.3%	(69.6-76.9)							
Two	37	8.9%	(5.8-11.9)	394	89.7%	(86.5-92.9)	8	1.4%	(0.4-2.5)	0	.	(-)	439	23.6%	(20.2-26.9)							
Three	18	6.0%	(3.1-8.9)	262	90.3%	(85.4-95.2)	5	3.7%	(0.0-7.9)	0	.	(-)	285	3.2%	(2.6-3.8)							
Total	83	9.0%	(6.2-11.7)	890	88.7%	(85.6-91.8)	18	1.3%	(0.5-2.2)	3	1.0%	(0.0-2.2)	994	100.0%	(-)							
Professional Truck Driver																						
Yes	2	8.0%	(0.0-21.2)	43	92.0%	(78.8-100.0)	0	.	(-)	0	.	(-)	45	4.5%	(2.4-6.6)							
No	81	9.2%	(6.3-12.0)	836	89.1%	(86.0-92.2)	16	1.2%	(0.4-2.1)	2	0.5%	(0.0-1.2)	935	95.1%	(92.9-97.2)							
Total	83	9.1%	(6.3-11.9)	881	89.1%	(86.1-92.1)	18	1.4%	(0.5-2.2)	2	0.5%	(0.0-1.1)	984	100.0%	(-)							

Table C02Q07: How dissatisfied or satisfied are you with NDOTs overall efforts to keep residents informed about transportation-related issues in Nevada?

	How dissatisfied or satisfied are you with NDOTs overall efforts to keep residents informed about transportation-related issues in Nevada?						Neither dissatisfied nor satisfied						Somewhat satisfied						Very satisfied						Not sure/Refused/ Missing						Total	
	Very dissatisfied		Somewhat dissatisfied		Neither dissatisfied nor satisfied		Somewhat satisfied		Very satisfied		Not sure/Refused/ Missing		Total		Very dissatisfied		Somewhat dissatisfied		Neither dissatisfied nor satisfied		Somewhat satisfied		Very satisfied		Not sure/Refused/ Missing		Total					
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)					
Overall Total	19	1.6%	(0.6-2.7)	45	5.3%	(3.1-7.5)	301	32.0%	(26.9-37.0)	396	40.6%	(34.6-46.7)	223	19.3%	(15.2-23.3)	12	1.2%	(0.3-2.1)	996	100.0%	(-)											
Gender																																
Male	11	1.3%	(0.1-2.5)	20	5.2%	(1.9-8.5)	132	35.4%	(28.0-42.7)	177	35.7%	(28.6-42.7)	97	21.1%	(14.7-27.6)	6	1.4%	(0.0-2.7)	443	50.3%	(44.5-56.1)											
Female	8	2.0%	(0.2-3.8)	25	5.4%	(2.5-8.3)	169	28.5%	(21.9-35.1)	219	45.6%	(36.4-54.9)	126	17.3%	(12.6-22.1)	6	1.1%	(0.0-2.2)	553	49.7%	(43.9-55.5)											
Total	19	1.6%	(0.6-2.7)	45	5.3%	(3.1-7.5)	301	32.0%	(26.9-37.0)	396	40.6%	(34.6-46.7)	223	19.3%	(15.2-23.3)	12	1.2%	(0.3-2.1)	996	100.0%	(-)											
Age Group																																
Age 18 to 24	0	.	(-)	1	1.5%	(0.0-4.6)	9	18.9%	(3.5-34.4)	16	60.1%	(36.1-84.0)	11	19.5%	(4.0-35.0)	0	.	(-)	37	13.9%	(7.1-20.6)											
Age 25 to 44	3	1.0%	(0.0-2.6)	9	5.7%	(1.3-10.1)	93	35.9%	(27.1-44.7)	101	38.3%	(29.8-46.9)	53	19.0%	(11.8-26.3)	1	0.0%	(0.0-0.1)	260	39.1%	(33.5-44.7)											
Age 45 to 64	11	3.7%	(1.0-6.5)	23	6.2%	(2.8-9.7)	151	34.7%	(28.1-41.2)	178	36.3%	(29.9-42.8)	91	16.8%	(12.0-21.7)	6	2.2%	(0.0-4.4)	460	32.0%	(27.5-36.5)											
Age 65 or older	5	0.4%	(0.0-0.9)	12	5.6%	(1.6-9.6)	48	28.0%	(19.7-36.3)	101	37.8%	(29.2-46.3)	68	24.9%	(17.5-32.3)	5	3.3%	(0.0-6.8)	239	15.0%	(12.2-17.8)											
Total	19	1.6%	(0.6-2.7)	45	5.3%	(3.1-7.5)	301	32.0%	(26.9-37.0)	396	40.6%	(34.6-46.7)	223	19.3%	(15.2-23.3)	12	1.2%	(0.3-2.1)	996	100.0%	(-)											
District																																
One	6	1.8%	(0.3-3.2)	17	5.7%	(2.7-8.6)	96	33.9%	(27.2-40.7)	98	39.8%	(31.7-47.9)	48	17.3%	(12.1-22.6)	6	1.5%	(0.3-2.7)	271	73.1%	(69.5-76.8)											
Two	6	1.2%	(0.2-2.2)	20	4.6%	(2.1-7.1)	105	25.6%	(20.5-30.7)	195	43.6%	(38.0-49.1)	111	24.5%	(19.7-29.4)	3	0.5%	(0.0-1.0)	440	23.7%	(20.3-27.0)											
Three	7	1.8%	(0.4-3.1)	8	2.1%	(0.6-3.6)	100	34.1%	(27.4-40.8)	103	36.8%	(29.4-44.2)	64	24.2%	(17.4-31.0)	3	1.0%	(0.0-2.2)	285	3.2%	(2.6-3.8)											
Total	19	1.6%	(0.6-2.7)	45	5.3%	(3.1-7.5)	301	32.0%	(26.9-37.0)	396	40.6%	(34.6-46.7)	223	19.3%	(15.2-23.3)	12	1.2%	(0.3-2.1)	996	100.0%	(-)											
Professional Truck Driver																																
Yes	0	.	(-)	2	5.5%	(0.0-14.9)	13	29.0%	(6.1-52.0)	19	32.7%	(12.8-52.7)	10	27.9%	(5.4-50.4)	1	4.8%	(0.0-14.0)	45	4.5%	(2.4-6.5)											
No	18	1.7%	(0.6-2.9)	42	5.1%	(2.9-7.4)	286	32.5%	(27.2-37.7)	371	40.8%	(34.5-47.1)	211	19.0%	(14.9-23.2)	10	0.9%	(0.1-1.6)	938	95.1%	(92.9-97.2)											
Total	18	1.6%	(0.5-2.7)	45	5.3%	(3.1-7.6)	299	32.2%	(27.1-37.3)	392	40.3%	(34.2-46.4)	221	19.3%	(15.3-23.4)	12	1.2%	(0.3-2.1)	987	100.0%	(-)											

Table C03Q01: What do you feel is the biggest contributor to delayed travel times on Nevada Roadways?

What do you feel is the biggest contributor to delayed travel times on Nevada Roadways?		Poor signal timing on local roads			Not enough travel lanes to accommodate traffic			Construction			Winter or stormy weather		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	224	21.4%	(17.3-25.4)	191	19.3%	(15.1-23.4)	224	35.3%	(28.8-41.7)	116	4.3%	(2.7-5.8)
Gender	Male	97	21.9%	(16.0-27.8)	86	21.9%	(15.5-28.3)	97	31.8%	(24.4-39.2)	55	2.6%	(1.5-3.6)
	Female	127	20.8%	(15.4-26.3)	105	16.5%	(11.6-21.4)	127	38.8%	(28.6-49.0)	61	6.0%	(3.0-9.0)
	Total	224	21.4%	(17.3-25.4)	191	19.3%	(15.1-23.4)	224	35.3%	(28.8-41.7)	116	4.3%	(2.7-5.8)
	Age Group												
	Age 18 to 24	7	7.5%	(0.6-14.3)	8	12.9%	(0.6-25.2)	11	55.1%	(29.3-80.9)	1	0.4%	(0.0-1.3)
	Age 25 to 44	53	20.4%	(13.3-27.6)	50	22.1%	(14.3-29.8)	72	37.4%	(28.4-46.5)	34	5.0%	(1.8-8.3)
	Age 45 to 64	114	27.2%	(21.1-33.3)	94	19.6%	(14.4-24.8)	92	27.8%	(21.3-34.2)	58	5.2%	(2.8-7.5)
	Age 65 or older	50	24.4%	(16.6-32.3)	39	17.1%	(10.3-23.8)	49	26.8%	(18.4-35.1)	23	3.9%	(1.4-6.4)
	Total	224	21.4%	(17.3-25.4)	191	19.3%	(15.1-23.4)	224	35.3%	(28.8-41.7)	116	4.3%	(2.7-5.8)
District	One	58	18.9%	(13.7-24.0)	47	18.1%	(12.7-23.5)	96	41.7%	(33.5-49.9)	8	2.7%	(0.8-4.7)
	Two	126	29.7%	(24.5-34.9)	105	23.1%	(18.5-27.8)	61	17.3%	(12.4-22.1)	32	6.2%	(3.9-8.5)
	Three	40	16.1%	(9.7-22.4)	39	17.4%	(10.6-24.2)	67	21.8%	(16.5-27.2)	76	26.1%	(19.9-32.2)
	Total	224	21.4%	(17.3-25.4)	191	19.3%	(15.1-23.4)	224	35.3%	(28.8-41.7)	116	4.3%	(2.7-5.8)
Professional Truck Driver	Yes	10	14.0%	(0.5-27.5)	7	17.3%	(0.0-37.8)	14	36.9%	(15.4-58.4)	7	12.4%	(0.0-26.5)
	No	213	21.6%	(17.5-25.8)	182	19.2%	(15.0-23.4)	210	35.3%	(28.7-42.0)	108	3.9%	(2.4-5.4)
	Total	224	21.4%	(17.3-25.4)	191	19.3%	(15.1-23.4)	224	35.3%	(28.8-41.7)	116	4.3%	(2.7-5.8)

Table C03Q01, continued: What do you feel is the biggest contributor to delayed travel times on Nevada Roadways?

What do you feel is the biggest contributor to delayed travel times on Nevada Roadways?		Accidents on the roadways			Other			Not sure/Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	92	9.3%	(6.4-12.2)	77	7.1%	(4.6-9.6)	43	3.4%	(1.7-5.2)	967	100.0%	(-)
Gender	Male	43	10.7%	(6.1-15.3)	33	7.7%	(3.6-11.7)	20	3.5%	(0.9-6.1)	431	50.7%	(44.8-56.6)
	Female	49	7.9%	(4.6-11.2)	44	6.5%	(3.6-9.3)	23	3.4%	(1.1-5.7)	536	49.3%	(43.4-55.2)
	Total	92	9.3%	(6.4-12.2)	77	7.1%	(4.6-9.6)	43	3.4%	(1.7-5.2)	967	100.0%	(-)
Age Group	Age 18 to 24	5	14.2%	(0.3-28.0)	4	6.2%	(0.0-14.5)	1	3.8%	(0.0-11.3)	37	14.2%	(7.3-21.0)
	Age 25 to 44	21	6.9%	(2.9-10.9)	15	6.1%	(1.7-10.4)	8	2.1%	(0.0-4.4)	253	39.2%	(33.5-44.9)
	Age 45 to 64	43	9.5%	(5.7-13.3)	35	8.0%	(4.3-11.8)	13	2.7%	(0.4-4.9)	449	32.3%	(27.7-36.9)
	Age 65 or older	23	10.7%	(5.0-16.5)	23	8.6%	(3.8-13.3)	21	8.6%	(3.4-13.7)	228	14.4%	(11.6-17.2)
	Total	92	9.3%	(6.4-12.2)	77	7.1%	(4.6-9.6)	43	3.4%	(1.7-5.2)	967	100.0%	(-)
District	One	23	8.3%	(4.6-12.0)	19	6.6%	(3.3-9.9)	12	3.7%	(1.4-6.1)	263	73.1%	(69.4-76.8)
	Two	56	13.2%	(9.3-17.0)	39	8.3%	(5.3-11.3)	13	2.3%	(0.9-3.6)	432	23.8%	(20.4-27.2)
	Three	13	4.1%	(1.7-6.4)	19	9.0%	(3.3-14.7)	18	5.5%	(2.8-8.3)	272	3.1%	(2.5-3.7)
	Total	92	9.3%	(6.4-12.2)	77	7.1%	(4.6-9.6)	43	3.4%	(1.7-5.2)	967	100.0%	(-)
Professional Truck Driver	Yes	3	7.0%	(0.0-16.7)	2	12.1%	(0.0-33.2)	1	0.4%	(0.0-1.1)	44	4.5%	(2.4-6.6)
	No	89	9.5%	(6.5-12.5)	75	6.9%	(4.5-9.3)	42	3.6%	(1.8-5.4)	919	95.0%	(92.9-97.2)
	Total	92	9.3%	(6.4-12.2)	77	7.1%	(4.6-9.6)	43	3.4%	(1.7-5.2)	967	100.0%	(-)

Table C04Q01: Are you a truck driver or a professional long-distance driver?

Are you a truck driver or a professional long-distance driver?		Yes			No			Don't know/Not sure			Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	45	4.5%	(2.4-6.5)	938	95.1%	(92.9-97.2)	3	0.4%	(0.0-0.9)	1	0.0%	(0.0-0.1)	987	100.0%	(-)
Gender	Male	40	7.5%	(3.9-11.2)	397	91.6%	(87.8-95.4)	3	0.8%	(0.0-1.9)	1	0.1%	(0.0-0.3)	441	50.7%	(44.8-56.5)
	Female	5	1.3%	(0.0-3.0)	541	98.7%	(97.0-100.0)	0	.	(-)	0	.	(-)	546	49.3%	(43.5-55.2)
	Total	45	4.5%	(2.4-6.5)	938	95.1%	(92.9-97.2)	3	0.4%	(0.0-0.9)	1	0.0%	(0.0-0.1)	987	100.0%	(-)
Age Group	Age 18 to 24	3	5.8%	(0.0-14.0)	34	94.2%	(86.0-100.0)	0	.	(-)	0	.	(-)	37	14.0%	(7.2-20.7)
	Age 25 to 44	14	4.5%	(1.0-8.1)	243	95.4%	(91.9-99.0)	1	0.0%	(0.0-0.1)	0	.	(-)	258	39.1%	(33.5-44.7)
	Age 45 to 64	23	5.4%	(2.2-8.6)	432	93.8%	(90.3-97.2)	1	0.7%	(0.0-2.0)	1	0.2%	(0.0-0.4)	457	32.2%	(27.6-36.8)
	Age 65 or older	5	1.0%	(0.1-1.9)	229	97.9%	(95.4-100.0)	1	1.2%	(0.0-3.5)	0	.	(-)	235	14.8%	(11.9-17.6)
	Total	45	4.5%	(2.4-6.5)	938	95.1%	(92.9-97.2)	3	0.4%	(0.0-0.9)	1	0.0%	(0.0-0.1)	987	100.0%	(-)
District	One	10	4.0%	(1.4-6.7)	256	95.4%	(92.7-98.2)	2	0.5%	(0.0-1.3)	0	.	(-)	268	73.1%	(69.4-76.7)
	Two	18	5.4%	(2.5-8.2)	418	94.4%	(91.5-97.3)	0	.	(-)	1	0.2%	(0.0-0.6)	437	23.8%	(20.4-27.1)
	Three	17	7.7%	(3.0-12.4)	264	91.8%	(87.0-96.6)	1	0.5%	(0.0-1.6)	0	.	(-)	282	3.2%	(2.6-3.8)
	Total	45	4.5%	(2.4-6.5)	938	95.1%	(92.9-97.2)	3	0.4%	(0.0-0.9)	1	0.0%	(0.0-0.1)	987	100.0%	(-)
Professional Truck Driver	Yes	45	100.0%	(100.0-100.0)	0	.	(-)	0	.	(-)	0	.	(-)	45	4.5%	(2.4-6.5)
	No	0	.	(-)	938	100.0%	(100.0-100.0)	0	.	(-)	0	.	(-)	938	95.1%	(92.9-97.2)
	Total	45	4.5%	(2.4-6.5)	938	95.1%	(92.9-97.2)	3	0.4%	(0.0-0.9)	1	0.0%	(0.0-0.1)	987	100.0%	(-)

Table C04Q02: Approximately how many days PER WEEK do you travel on Nevada State Highways?

Approximately how many days PER WEEK do you travel on Nevada State Highways?		5 days or less			6-7 days			0 day			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	29	40.7%	(18.3-63.2)	14	46.3%	(21.8-70.8)	2	13.0%	(0.0-34.8)	45	100.0%	(-)
Gender	Male	26	39.0%	(16.0-62.0)	12	45.8%	(19.7-72.0)	2	15.2%	(0.0-40.1)	40	85.5%	(67.3-100.0)
	Female	3	50.9%	(0.0-100.0)	2	49.1%	(0.0-100.0)	0	.	(-)	5	14.5%	(0.0-32.7)
	Total	29	40.7%	(18.3-63.2)	14	46.3%	(21.8-70.8)	2	13.0%	(0.0-34.8)	45	100.0%	(-)
Age Group	Age 18 to 24	1	8.0%	(0.0-27.0)	1	26.4%	(0.0-79.5)	1	65.6%	(6.7-100.0)	3	18.1%	(0.0-40.8)
	Age 25 to 44	9	35.1%	(0.0-71.5)	5	64.9%	(28.5-100.0)	0	.	(-)	14	39.6%	(15.2-64.0)
	Age 45 to 64	15	58.6%	(26.9-90.4)	7	38.6%	(6.7-70.5)	1	2.8%	(0.0-8.6)	23	39.1%	(16.8-61.4)
	Age 65 or older	4	76.3%	(34.3-100.0)	1	23.7%	(0.0-65.7)	0	.	(-)	5	3.2%	(0.0-6.6)
	Total	29	40.7%	(18.3-63.2)	14	46.3%	(21.8-70.8)	2	13.0%	(0.0-34.8)	45	100.0%	(-)
District	One	4	32.3%	(2.3-62.3)	5	49.7%	(14.9-84.5)	1	18.0%	(0.0-50.0)	10	65.9%	(46.7-85.0)
	Two	12	51.5%	(22.8-80.3)	5	44.7%	(15.2-74.1)	1	3.8%	(0.0-11.6)	18	28.7%	(11.1-46.3)
	Three	13	86.1%	(70.9-100.0)	4	13.9%	(0.0-29.1)	0	.	(-)	17	5.4%	(1.1-9.8)
	Total	29	40.7%	(18.3-63.2)	14	46.3%	(21.8-70.8)	2	13.0%	(0.0-34.8)	45	100.0%	(-)
Professional Truck Driver	Yes	29	40.7%	(18.3-63.2)	14	46.3%	(21.8-70.8)	2	13.0%	(0.0-34.8)	45	100.0%	(-)

Table C04Q03: Have you used any NEVADA Highway Rest Areas in THE PAST YEAR?

Have you used any NEVADA Highway Rest Areas in THE PAST YEAR?		Yes			No			Don't know/Not sure			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	420	28.3%	(23.7-32.8)	561	71.3%	(66.7-75.9)	6	0.4%	(0.0-0.9)	987	100.0%	(-)
Gender	Male	199	31.7%	(25.0-38.5)	240	68.1%	(61.3-74.9)	2	0.2%	(0.0-0.4)	441	50.7%	(44.8-56.5)
	Female	221	24.7%	(18.9-30.5)	321	74.6%	(68.6-80.5)	4	0.7%	(0.0-1.7)	546	49.3%	(43.5-55.2)
	Total	420	28.3%	(23.7-32.8)	561	71.3%	(66.7-75.9)	6	0.4%	(0.0-0.9)	987	100.0%	(-)
Age Group	Age 18 to 24	12	21.1%	(5.0-37.2)	23	77.2%	(60.5-93.9)	2	1.7%	(0.0-4.5)	37	14.0%	(7.2-20.7)
	Age 25 to 44	105	25.2%	(17.7-32.7)	151	74.8%	(67.3-82.3)	2	0.1%	(0.0-0.2)	258	39.1%	(33.5-44.7)
	Age 45 to 64	210	35.7%	(29.3-42.1)	246	64.2%	(57.8-70.6)	1	0.1%	(0.0-0.3)	457	32.2%	(27.6-36.8)
	Age 65 or older	93	27.1%	(19.5-34.6)	141	71.9%	(64.2-79.6)	1	1.0%	(0.0-2.9)	235	14.8%	(11.9-17.6)
	Total	420	28.3%	(23.7-32.8)	561	71.3%	(66.7-75.9)	6	0.4%	(0.0-0.9)	987	100.0%	(-)
District	One	68	23.4%	(17.6-29.1)	199	76.4%	(70.6-82.2)	1	0.2%	(0.0-0.6)	268	73.1%	(69.4-76.7)
	Two	174	39.1%	(33.6-44.6)	261	60.1%	(54.5-65.6)	2	0.9%	(0.0-2.3)	437	23.8%	(20.4-27.1)
	Three	178	60.1%	(52.5-67.8)	101	36.9%	(29.5-44.3)	3	2.9%	(0.0-7.1)	282	3.2%	(2.6-3.8)
	Total	420	28.3%	(23.7-32.8)	561	71.3%	(66.7-75.9)	6	0.4%	(0.0-0.9)	987	100.0%	(-)
Professional Truck Driver	Yes	19	28.5%	(6.9-50.1)	25	71.1%	(49.5-92.7)	1	0.4%	(0.0-1.1)	45	4.5%	(2.4-6.5)
	No	399	28.1%	(23.5-32.8)	534	71.4%	(66.7-76.1)	5	0.5%	(0.0-0.9)	938	95.1%	(92.9-97.2)
	Total	420	28.3%	(23.7-32.8)	561	71.3%	(66.7-75.9)	6	0.4%	(0.0-0.9)	987	100.0%	(-)

Table C04Q04a: I have not used a rest area because I prefer to stop where food or gas can be purchased

I prefer to stop where food or gas can be purchased		Yes			No			Don't know/Not sure			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	362	67.9%	(61.8-74.0)	192	31.2%	(25.2-37.3)	6	0.8%	(0.0-1.6)	560	100.0%	(-)
Gender	Male	157	66.4%	(57.8-75.0)	82	33.6%	(25.0-42.2)	0	.	(-)	239	48.3%	(40.9-55.7)
	Female	205	69.4%	(60.9-77.9)	110	29.0%	(20.8-37.2)	6	1.6%	(0.0-3.2)	321	51.7%	(44.3-59.1)
	Total	362	67.9%	(61.8-74.0)	192	31.2%	(25.2-37.3)	6	0.8%	(0.0-1.6)	560	100.0%	(-)
Age Group	Age 18 to 24	16	82.4%	(65.1-99.8)	7	17.6%	(0.2-34.9)	0	.	(-)	23	15.1%	(6.1-24.1)
	Age 25 to 44	111	75.1%	(66.0-84.2)	39	24.6%	(15.5-33.7)	1	0.3%	(0.0-0.7)	151	41.0%	(33.9-48.2)
	Age 45 to 64	148	55.9%	(47.2-64.5)	96	43.2%	(34.6-51.8)	1	0.9%	(0.0-2.8)	245	28.9%	(23.5-34.4)
	Age 65 or older	87	56.9%	(46.0-67.8)	50	40.0%	(29.2-50.9)	4	3.1%	(0.0-6.9)	141	14.9%	(11.4-18.4)
	Total	362	67.9%	(61.8-74.0)	192	31.2%	(25.2-37.3)	6	0.8%	(0.0-1.6)	560	100.0%	(-)
District	One	123	68.4%	(60.9-76.0)	73	30.7%	(23.3-38.2)	3	0.9%	(0.0-1.9)	199	78.4%	(74.5-82.3)
	Two	167	65.6%	(58.7-72.6)	91	33.6%	(26.7-40.6)	2	0.7%	(0.0-1.8)	260	20.0%	(16.2-23.7)
	Three	72	73.9%	(62.8-84.9)	28	25.6%	(14.5-36.6)	1	0.6%	(0.0-1.7)	101	1.6%	(1.2-2.1)
	Total	362	67.9%	(61.8-74.0)	192	31.2%	(25.2-37.3)	6	0.8%	(0.0-1.6)	560	100.0%	(-)
Professional Truck Driver	Yes	19	61.3%	(32.6-89.9)	6	38.7%	(10.1-67.4)	0	.	(-)	25	4.5%	(2.0-6.9)
	No	342	68.4%	(62.2-74.6)	185	30.7%	(24.6-36.9)	6	0.9%	(0.0-1.7)	533	95.2%	(92.7-97.7)
	Total	362	67.9%	(61.8-74.0)	192	31.2%	(25.2-37.3)	6	0.8%	(0.0-1.6)	560	100.0%	(-)

Table C04Q04b: I have not used a rest area because my main truck route is in another state

My main truck route is in another state		Yes			No			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	7	18.6%	(0.0-38.4)	18	81.4%	(61.6-100.0)	25	100.0%	(-)
Gender	Male	7	23.2%	(0.0-47.3)	15	76.8%	(52.7-100.0)	22	80.2%	(54.7-100.0)
	Female	0	.	(-)	3	100.0%	(100.0-100.0)	3	19.8%	(0.0-45.3)
	Total	7	18.6%	(0.0-38.4)	18	81.4%	(61.6-100.0)	25	100.0%	(-)
Age Group	Age 18 to 24	1	28.7%	(0.0-89.6)	1	71.3%	(10.4-100.0)	2	23.4%	(0.0-54.3)
	Age 25 to 44	2	3.4%	(0.0-9.4)	6	96.6%	(90.6-100.0)	8	31.1%	(4.4-57.9)
	Age 45 to 64	3	22.6%	(0.0-53.2)	10	77.4%	(46.8-100.0)	13	43.3%	(15.0-71.6)
	Age 65 or older	1	50.0%	(0.0-100.0)	1	50.0%	(0.0-100.0)	2	2.1%	(0.0-5.5)
	Total	7	18.6%	(0.0-38.4)	18	81.4%	(61.6-100.0)	25	100.0%	(-)
District	One	1	9.6%	(0.0-29.4)	7	90.4%	(70.6-100.0)	8	69.7%	(47.6-91.9)
	Two	4	38.3%	(0.3-76.3)	8	61.7%	(23.7-99.7)	12	28.3%	(6.7-49.9)
	Three	2	54.0%	(6.0-100.0)	3	46.0%	(0.0-94.0)	5	2.0%	(0.0-4.2)
	Total	7	18.6%	(0.0-38.4)	18	81.4%	(61.6-100.0)	25	100.0%	(-)
Professional Truck Driver	Yes	7	18.6%	(0.0-38.4)	18	81.4%	(61.6-100.0)	25	100.0%	(-)

Table C04Q04c: I have not used a rest area because I didn't feel safe

		Yes			No			Don't know/Not sure			Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	Total	118	25.7%	(18.5-33.0)	420	71.5%	(64.2-78.7)	17	2.6%	(1.0-4.1)	4	0.2%	(0.0-0.5)	559	100.0%	(-)
Gender	Male	29	16.5%	(9.1-23.9)	198	81.0%	(73.5-88.5)	8	2.1%	(0.3-4.0)	3	0.4%	(0.0-0.8)	238	48.3%	(40.9-55.7)
	Female	89	34.3%	(22.8-45.9)	222	62.6%	(51.0-74.1)	9	3.0%	(0.5-5.5)	1	0.1%	(0.0-0.3)	321	51.7%	(44.3-59.1)
	Total	118	25.7%	(18.5-33.0)	420	71.5%	(64.2-78.7)	17	2.6%	(1.0-4.1)	4	0.2%	(0.0-0.5)	559	100.0%	(-)
Age Group	Age 18 to 24	8	37.0%	(2.2-71.8)	15	63.0%	(28.2-97.8)	0	.	(-)	0	.	(-)	23	15.1%	(6.1-24.2)
	Age 25 to 44	42	28.1%	(18.6-37.7)	105	69.8%	(60.2-79.5)	4	2.1%	(0.0-4.4)	0	.	(-)	151	41.1%	(33.9-48.2)
	Age 45 to 64	45	22.5%	(15.0-30.0)	191	73.7%	(65.9-81.6)	5	3.2%	(0.0-6.5)	3	0.6%	(0.0-1.4)	244	28.9%	(23.5-34.3)
	Age 65 or older	23	14.1%	(6.8-21.4)	109	80.2%	(71.7-88.6)	8	5.4%	(0.5-10.4)	1	0.3%	(0.0-0.9)	141	14.9%	(11.4-18.4)
	Total	118	25.7%	(18.5-33.0)	420	71.5%	(64.2-78.7)	17	2.6%	(1.0-4.1)	4	0.2%	(0.0-0.5)	559	100.0%	(-)
District	One	48	26.7%	(17.7-35.8)	144	70.8%	(61.8-79.9)	7	2.5%	(0.6-4.4)	0	.	(-)	199	78.5%	(74.5-82.4)
	Two	49	22.2%	(15.6-28.9)	199	73.5%	(66.6-80.4)	7	3.1%	(0.6-5.6)	4	1.2%	(0.0-2.3)	259	19.9%	(16.2-23.6)
	Three	21	20.6%	(10.0-31.2)	77	77.5%	(66.8-88.3)	3	1.9%	(0.0-4.0)	0	.	(-)	101	1.6%	(1.2-2.1)
	Total	118	25.7%	(18.5-33.0)	420	71.5%	(64.2-78.7)	17	2.6%	(1.0-4.1)	4	0.2%	(0.0-0.5)	559	100.0%	(-)
Professional Truck Driver	Yes	4	6.4%	(0.0-14.4)	21	93.6%	(85.6-100.0)	0	.	(-)	0	.	(-)	25	4.5%	(2.0-6.9)
	No	113	26.5%	(18.9-34.0)	398	70.6%	(63.0-78.1)	17	2.7%	(1.0-4.4)	4	0.2%	(0.0-0.5)	532	95.2%	(92.7-97.7)
	Total	118	25.7%	(18.5-33.0)	420	71.5%	(64.2-78.7)	17	2.6%	(1.0-4.1)	4	0.2%	(0.0-0.5)	559	100.0%	(-)

* For those who have not used any NEVADA Highway Rest Areas in THE PAST YEAR

Table C04Q04d: I have not used a rest area because there were too many trucks or cars at the rest areas

		Yes			No			Don't know/Not sure			Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total		44	7.2%	(4.2-10.2)	495	88.6%	(85.0-92.2)	17	3.9%	(1.9-5.9)	3	0.3%	(0.0-0.8)	559	100.0%	(-)
Gender																
	Male	18	6.2%	(2.1-10.3)	212	90.9%	(86.2-95.6)	6	2.7%	(0.4-5.0)	2	0.2%	(0.0-0.6)	238	48.3%	(40.9-55.7)
	Female	26	8.1%	(3.7-12.5)	283	86.5%	(80.9-92.1)	11	5.0%	(1.8-8.2)	1	0.4%	(0.0-1.2)	321	51.7%	(44.3-59.1)
	Total	44	7.2%	(4.2-10.2)	495	88.6%	(85.0-92.2)	17	3.9%	(1.9-5.9)	3	0.3%	(0.0-0.8)	559	100.0%	(-)
Age Group																
	Age 18 to 24	3	5.9%	(0.0-13.4)	20	94.1%	(86.6-100.0)	0	.	(-)	0	.	(-)	23	15.1%	(6.1-24.2)
	Age 25 to 44	16	8.7%	(3.0-14.3)	133	89.9%	(83.9-96.0)	2	1.4%	(0.0-3.6)	0	.	(-)	151	41.1%	(33.9-48.2)
	Age 45 to 64	12	5.9%	(1.7-10.2)	225	88.0%	(82.0-94.0)	6	5.8%	(1.3-10.3)	1	0.2%	(0.0-0.7)	244	28.9%	(23.5-34.3)
	Age 65 or older	13	7.0%	(1.9-12.1)	117	80.6%	(71.9-89.2)	9	10.7%	(3.6-17.9)	2	1.7%	(0.0-4.4)	141	14.9%	(11.4-18.4)
	Total	44	7.2%	(4.2-10.2)	495	88.6%	(85.0-92.2)	17	3.9%	(1.9-5.9)	3	0.3%	(0.0-0.8)	559	100.0%	(-)
District																
	One	14	6.3%	(2.8-9.8)	170	88.8%	(84.4-93.2)	14	4.6%	(2.1-7.1)	1	0.3%	(0.0-0.8)	199	78.5%	(74.5-82.4)
	Two	21	10.6%	(5.0-16.1)	233	87.6%	(81.9-93.3)	3	1.2%	(0.0-2.9)	2	0.6%	(0.0-1.4)	259	19.9%	(16.2-23.6)
	Three	9	8.5%	(2.7-14.2)	92	91.5%	(85.8-97.3)	0	.	(-)	0	.	(-)	101	1.6%	(1.2-2.1)
	Total	44	7.2%	(4.2-10.2)	495	88.6%	(85.0-92.2)	17	3.9%	(1.9-5.9)	3	0.3%	(0.0-0.8)	559	100.0%	(-)
Professional Truck Driver																
	Yes	4	9.4%	(0.0-22.7)	21	90.6%	(77.3-100.0)	0	.	(-)	0	.	(-)	25	4.5%	(2.0-6.9)
	No	40	7.1%	(4.0-10.2)	472	88.5%	(84.7-92.2)	17	4.1%	(2.0-6.2)	3	0.3%	(0.0-0.8)	532	95.2%	(92.7-97.7)
	Total	44	7.2%	(4.2-10.2)	495	88.6%	(85.0-92.2)	17	3.9%	(1.9-5.9)	3	0.3%	(0.0-0.8)	559	100.0%	(-)

* For those who have not used any NEVADA Highway Rest Areas in THE PAST YEAR

Table C04Q04e: I have not used a rest area because there were no rest areas along my route

There were no rest areas along my route		Yes			No			Don't know/Not sure			Refused/Missing			Total		
		N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total		239	47.2%	(39.8-54.7)	301	49.4%	(41.9-56.8)	18	3.3%	(1.3-5.4)	1	0.1%	(0.0-0.2)	559	100.0%	(-)
Gender																
	Male	109	51.2%	(41.7-60.6)	116	43.9%	(34.6-53.3)	12	4.7%	(1.0-8.5)	1	0.1%	(0.0-0.4)	238	48.3%	(40.9-55.7)
	Female	130	43.5%	(32.1-55.0)	185	54.4%	(43.0-65.9)	6	2.0%	(0.2-3.9)	0	.	(-)	321	51.7%	(44.3-59.1)
	Total	239	47.2%	(39.8-54.7)	301	49.4%	(41.9-56.8)	18	3.3%	(1.3-5.4)	1	0.1%	(0.0-0.2)	559	100.0%	(-)
Age Group																
	Age 18 to 24	10	47.2%	(12.6-81.7)	12	47.9%	(13.4-82.5)	1	4.9%	(0.0-14.7)	0	.	(-)	23	15.1%	(6.1-24.2)
	Age 25 to 44	67	50.1%	(39.4-60.9)	83	49.5%	(38.8-60.2)	1	0.4%	(0.0-1.1)	0	.	(-)	151	41.1%	(33.9-48.2)
	Age 45 to 64	108	46.8%	(38.1-55.5)	128	48.5%	(39.8-57.2)	7	4.5%	(0.7-8.3)	1	0.2%	(0.0-0.7)	244	28.9%	(23.5-34.3)
	Age 65 or older	54	40.1%	(29.4-50.8)	78	52.3%	(41.4-63.2)	9	7.6%	(1.8-13.5)	0	.	(-)	141	14.9%	(11.4-18.4)
	Total	239	47.2%	(39.8-54.7)	301	49.4%	(41.9-56.8)	18	3.3%	(1.3-5.4)	1	0.1%	(0.0-0.2)	559	100.0%	(-)
District																
	One	93	48.8%	(39.4-58.1)	97	47.7%	(38.4-57.0)	9	3.5%	(0.9-6.1)	0	.	(-)	199	78.5%	(74.5-82.4)
	Two	108	42.0%	(34.7-49.3)	141	54.9%	(47.5-62.2)	9	2.8%	(0.7-4.8)	1	0.3%	(0.0-1.0)	259	19.9%	(16.2-23.6)
	Three	38	36.4%	(24.3-48.5)	63	63.6%	(51.5-75.7)	0	.	(-)	0	.	(-)	101	1.6%	(1.2-2.1)
	Total	239	47.2%	(39.8-54.7)	301	49.4%	(41.9-56.8)	18	3.3%	(1.3-5.4)	1	0.1%	(0.0-0.2)	559	100.0%	(-)
Professional Truck Driver																
	Yes	10	43.3%	(16.7-69.8)	14	55.7%	(29.0-82.4)	1	1.1%	(0.0-3.2)	0	.	(-)	25	4.5%	(2.0-6.9)
	No	228	47.5%	(39.8-55.2)	287	49.2%	(41.5-57.0)	16	3.2%	(1.1-5.3)	1	0.1%	(0.0-0.2)	532	95.2%	(92.7-97.7)
	Total	239	47.2%	(39.8-54.7)	301	49.4%	(41.9-56.8)	18	3.3%	(1.3-5.4)	1	0.1%	(0.0-0.2)	559	100.0%	(-)

* For those who have not used any NEVADA Highway Rest Areas in THE PAST YEAR

Table C04Q04f: I have not used a rest area because facilities are not clean or well kept. This includes vandalism and graffiti.

	Yes			No			Don't know/Not sure			Refused/Missing			Total		
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	97	22.6%	(15.3-29.8)	392	63.5%	(56.1-71.0)	67	13.7%	(9.3-18.2)	3	0.2%	(0.0-0.4)	559	100.0%	(-)
Gender															
Male	36	19.5%	(11.6-27.4)	173	65.0%	(55.7-74.3)	26	15.2%	(7.9-22.4)	3	0.4%	(0.0-0.8)	238	48.3%	(40.9-55.7)
Female	61	25.4%	(13.7-37.1)	219	62.2%	(50.7-73.7)	41	12.4%	(7.2-17.6)	0	.	(-)	321	51.7%	(44.3-59.1)
Total	97	22.6%	(15.3-29.8)	392	63.5%	(56.1-71.0)	67	13.7%	(9.3-18.2)	3	0.2%	(0.0-0.4)	559	100.0%	(-)
Age Group															
Age 18 to 24	10	45.3%	(10.8-79.8)	13	54.7%	(20.2-89.2)	0	.	(-)	0	.	(-)	23	15.1%	(6.1-24.2)
Age 25 to 44	33	21.5%	(12.6-30.4)	99	61.2%	(50.6-71.9)	19	17.3%	(8.6-26.0)	0	.	(-)	151	41.1%	(33.9-48.2)
Age 45 to 64	34	15.7%	(9.2-22.1)	187	71.6%	(63.5-79.6)	21	12.3%	(6.3-18.3)	2	0.5%	(0.0-1.1)	244	28.9%	(23.5-34.3)
Age 65 or older	20	15.8%	(7.7-23.9)	93	63.3%	(52.8-73.9)	27	20.6%	(11.7-29.5)	1	0.3%	(0.0-0.9)	141	14.9%	(11.4-18.4)
Total	97	22.6%	(15.3-29.8)	392	63.5%	(56.1-71.0)	67	13.7%	(9.3-18.2)	3	0.2%	(0.0-0.4)	559	100.0%	(-)
District															
One	39	23.0%	(14.0-32.1)	127	61.6%	(52.3-70.9)	33	15.3%	(9.7-21.0)	0	.	(-)	199	78.5%	(74.5-82.4)
Two	40	21.2%	(14.1-28.3)	190	69.9%	(62.6-77.1)	26	8.0%	(4.7-11.3)	3	0.9%	(0.0-2.0)	259	19.9%	(16.2-23.6)
Three	18	16.3%	(8.5-24.0)	75	77.5%	(68.6-86.4)	8	6.2%	(1.8-10.6)	0	.	(-)	101	1.6%	(1.2-2.1)
Total	97	22.6%	(15.3-29.8)	392	63.5%	(56.1-71.0)	67	13.7%	(9.3-18.2)	3	0.2%	(0.0-0.4)	559	100.0%	(-)
Professional Truck Driver															
Yes	7	20.3%	(1.1-39.5)	16	71.9%	(49.6-94.2)	2	7.8%	(0.0-20.8)	0	.	(-)	25	4.5%	(2.0-6.9)
No	89	22.5%	(14.9-30.0)	375	63.3%	(55.5-71.0)	65	14.1%	(9.4-18.7)	3	0.2%	(0.0-0.4)	532	95.2%	(92.7-97.7)
Total	97	22.6%	(15.3-29.8)	392	63.5%	(56.1-71.0)	67	13.7%	(9.3-18.2)	3	0.2%	(0.0-0.4)	559	100.0%	(-)

* For those who have not used any NEVADA Highway Rest Areas in THE PAST YEAR

Table C04Q04g: Are there any other reasons why you have not used highway rest areas that I didn't mention?

	Yes			No			Don't know/Not sure			Refused/Missing			Total		
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	167	28.3%	(22.5-34.2)	385	71.1%	(65.2-77.0)	4	0.5%	(0.0-1.1)	1	0.1%	(0.0-0.2)	557	100.0%	(-)
Gender															
Male	69	27.1%	(18.9-35.3)	167	72.3%	(64.0-80.5)	1	0.5%	(0.0-1.5)	1	0.1%	(0.0-0.4)	238	48.4%	(41.0-55.9)
Female	98	29.5%	(21.1-37.9)	218	70.0%	(61.6-78.5)	3	0.5%	(0.0-1.3)	0	.	(-)	319	51.6%	(44.1-59.0)
Total	167	28.3%	(22.5-34.2)	385	71.1%	(65.2-77.0)	4	0.5%	(0.0-1.1)	1	0.1%	(0.0-0.2)	557	100.0%	(-)
Age Group															
Age 18 to 24	2	5.5%	(0.0-15.4)	21	94.5%	(84.6-100.0)	0	.	(-)	0	.	(-)	23	15.2%	(6.1-24.2)
Age 25 to 44	42	27.9%	(18.4-37.4)	109	72.1%	(62.6-81.6)	0	.	(-)	0	.	(-)	151	41.2%	(34.0-48.3)
Age 45 to 64	81	39.2%	(30.6-47.8)	161	60.6%	(52.0-69.2)	0	.	(-)	1	0.2%	(0.0-0.7)	243	28.9%	(23.5-34.3)
Age 65 or older	42	31.8%	(21.6-42.0)	94	64.8%	(54.3-75.2)	4	3.4%	(0.0-7.6)	0	.	(-)	140	14.7%	(11.2-18.2)
Total	167	28.3%	(22.5-34.2)	385	71.1%	(65.2-77.0)	4	0.5%	(0.0-1.1)	1	0.1%	(0.0-0.2)	557	100.0%	(-)
District															
One	66	28.2%	(21.0-35.5)	130	71.2%	(63.9-78.5)	2	0.6%	(0.0-1.4)	0	.	(-)	198	78.4%	(74.5-82.4)
Two	81	29.4%	(23.1-35.7)	175	70.0%	(63.7-76.4)	1	0.2%	(0.0-0.7)	1	0.3%	(0.0-1.0)	258	19.9%	(16.2-23.7)
Three	20	20.0%	(9.3-30.7)	80	79.4%	(68.7-90.1)	1	0.6%	(0.0-1.7)	0	.	(-)	101	1.6%	(1.2-2.1)
Total	167	28.3%	(22.5-34.2)	385	71.1%	(65.2-77.0)	4	0.5%	(0.0-1.1)	1	0.1%	(0.0-0.2)	557	100.0%	(-)
Professional Truck Driver															
Yes	7	42.3%	(14.0-70.6)	18	57.7%	(29.4-86.0)	0	.	(-)	0	.	(-)	25	4.5%	(2.0-6.9)
No	159	27.5%	(21.6-33.4)	366	71.9%	(66.0-77.8)	4	0.5%	(0.0-1.2)	1	0.1%	(0.0-0.2)	530	95.2%	(92.7-97.7)
Total	167	28.3%	(22.5-34.2)	385	71.1%	(65.2-77.0)	4	0.5%	(0.0-1.1)	1	0.1%	(0.0-0.2)	557	100.0%	(-)

* For those who have not used any NEVADA Highway Rest Areas in THE PAST YEAR

Table C04Q05: Within the past year, what has your level of dissatisfaction or satisfaction been with NEVADA Highway Rest Areas?

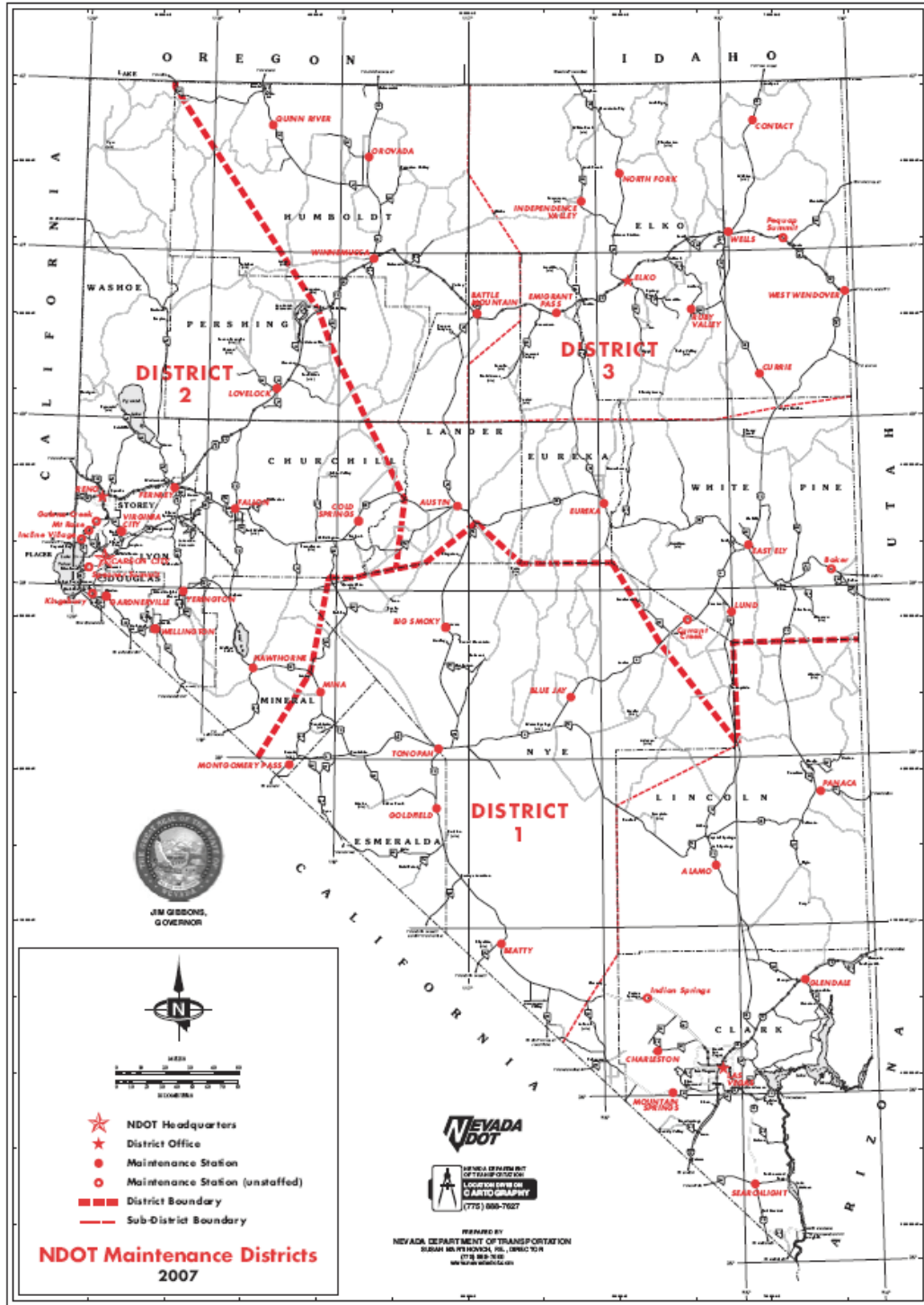
	Very dissatisfied			Somewhat dissatisfied			Neither dissatisfied nor satisfied			Somewhat satisfied			Very satisfied			Total		
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	12	3.1%	(0.8-5.5)	53	10.5%	(5.5-15.4)	73	18.8%	(11.7-25.9)	182	42.6%	(34.1-51.1)	100	25.0%	(18.0-32.0)	420	100.0%	(-)
Gender																		
Male	8	3.2%	(0.1-6.4)	24	9.3%	(2.1-16.5)	27	15.9%	(5.5-26.3)	91	47.8%	(35.3-60.2)	49	23.8%	(14.1-33.6)	199	56.9%	(48.8-65.0)
Female	4	3.0%	(0.0-6.6)	29	12.0%	(5.5-18.5)	46	22.6%	(13.4-31.8)	91	35.8%	(25.4-46.3)	51	26.5%	(16.7-36.4)	221	43.1%	(35.0-51.2)
Total	12	3.1%	(0.8-5.5)	53	10.5%	(5.5-15.4)	73	18.8%	(11.7-25.9)	182	42.6%	(34.1-51.1)	100	25.0%	(18.0-32.0)	420	100.0%	(-)
Age Group																		
Age 18 to 24	1	7.2%	(0.0-21.4)	1	2.2%	(0.0-6.7)	1	18.0%	(0.0-49.1)	5	49.9%	(15.1-84.7)	4	22.6%	(0.0-46.2)	12	10.4%	(3.7-17.1)
Age 25 to 44	3	2.6%	(0.0-5.6)	13	9.7%	(0.0-20.0)	27	25.9%	(10.9-41.0)	38	40.2%	(23.6-56.9)	24	21.5%	(8.3-34.7)	105	34.8%	(26.1-43.6)
Age 45 to 64	7	3.4%	(0.0-7.0)	25	11.7%	(4.4-19.1)	34	15.7%	(8.2-23.3)	95	45.4%	(34.4-56.5)	49	23.7%	(14.3-33.1)	210	40.6%	(32.7-48.6)
Age 65 or older	1	0.8%	(0.0-2.5)	14	14.6%	(4.1-25.0)	11	10.6%	(2.3-18.9)	44	35.0%	(20.8-49.1)	23	39.0%	(22.6-55.4)	93	14.1%	(9.7-18.6)
Total	12	3.1%	(0.8-5.5)	53	10.5%	(5.5-15.4)	73	18.8%	(11.7-25.9)	182	42.6%	(34.1-51.1)	100	25.0%	(18.0-32.0)	420	100.0%	(-)
District																		
One	1	1.1%	(0.0-3.3)	8	10.6%	(2.8-18.4)	11	19.3%	(8.2-30.5)	28	44.0%	(30.9-57.2)	20	24.9%	(14.3-35.5)	68	60.4%	(53.2-67.7)
Two	9	7.3%	(1.7-12.9)	18	8.8%	(4.4-13.2)	37	18.7%	(12.5-25.0)	73	40.1%	(31.4-48.7)	37	25.1%	(16.6-33.5)	174	32.8%	(26.3-39.4)
Three	2	0.9%	(0.0-2.1)	27	17.2%	(9.5-25.0)	25	14.0%	(8.6-19.5)	81	42.2%	(33.5-50.9)	43	25.6%	(17.4-33.9)	178	6.7%	(5.1-8.3)
Total	12	3.1%	(0.8-5.5)	53	10.5%	(5.5-15.4)	73	18.8%	(11.7-25.9)	182	42.6%	(34.1-51.1)	100	25.0%	(18.0-32.0)	420	100.0%	(-)
Professional Truck Driver																		
Yes	0	.	(-)	4	5.8%	(0.0-15.0)	4	11.1%	(0.0-29.1)	8	52.7%	(8.7-96.8)	3	30.4%	(0.0-66.9)	19	4.5%	(0.5-8.5)
No	12	3.3%	(0.9-5.8)	49	10.8%	(5.5-16.0)	69	19.3%	(11.9-26.7)	172	41.6%	(33.0-50.3)	97	25.0%	(17.8-32.1)	399	94.7%	(90.5-98.9)
Total	12	3.1%	(0.8-5.5)	53	10.5%	(5.5-15.4)	73	18.8%	(11.7-25.9)	182	42.6%	(34.1-51.1)	100	25.0%	(18.0-32.0)	420	100.0%	(-)

* For those who have had used any NEVADA Highway Rest Areas in THE PAST YEAR

Table C04Q06: What is the MAIN reason why were you not satisfied with the Highway Rest Areas?

	What is the MAIN reason why were you not satisfied with the Highway Rest Areas?						Too Crowded			Not clean			Not safe			Other			Total		
	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)	N	%	C.I.(95%)
Overall Total	3	4.8%	(0.0-12.6)	43	67.3%	(49.1-85.5)	7	9.4%	(0.2-18.6)	12	18.5%	(3.8-33.1)	65	100.0%	(-)						
Gender																					
Male	1	0.4%	(0.0-1.3)	24	86.9%	(74.4-99.5)	1	1.7%	(0.0-5.2)	6	11.0%	(0.0-22.4)	32	52.4%	(31.2-73.6)						
Female	2	9.7%	(0.0-25.3)	19	45.7%	(19.7-71.8)	6	17.9%	(0.0-35.8)	6	26.7%	(1.5-51.8)	33	47.6%	(26.4-68.8)						
Total	3	4.8%	(0.0-12.6)	43	67.3%	(49.1-85.5)	7	9.4%	(0.2-18.6)	12	18.5%	(3.8-33.1)	65	100.0%	(-)						
Age Group																					
Age 18 to 24	0		(-)	2	100.0%	(100.0-100.0)	0		(-)	0		(-)	2	7.2%	(0.0-18.4)						
Age 25 to 44	0		(-)	13	91.6%	(77.8-100.0)	2	7.0%	(0.0-20.1)	1	1.4%	(0.0-4.4)	16	31.6%	(9.1-54.0)						
Age 45 to 64	1	0.5%	(0.0-1.5)	19	56.3%	(27.8-84.8)	3	5.6%	(0.0-12.5)	9	37.6%	(9.8-65.5)	32	45.2%	(24.1-66.3)						
Age 65 or older	2	28.9%	(0.0-67.2)	9	35.7%	(5.4-66.1)	2	29.1%	(0.0-67.5)	2	6.3%	(0.0-17.3)	15	16.0%	(4.0-28.1)						
Total	3	4.8%	(0.0-12.6)	43	67.3%	(49.1-85.5)	7	9.4%	(0.2-18.6)	12	18.5%	(3.8-33.1)	65	100.0%	(-)						
District																					
One	1	7.3%	(0.0-21.9)	5	66.2%	(34.4-98.0)	1	7.3%	(0.0-21.9)	2	19.2%	(0.0-45.1)	9	52.1%	(31.1-73.1)						
Two	1	2.1%	(0.0-6.5)	14	64.8%	(44.8-84.7)	5	13.6%	(0.7-26.6)	7	19.5%	(4.5-34.4)	27	39.0%	(20.1-57.8)						
Three	1	2.5%	(0.0-7.5)	24	84.9%	(70.7-99.1)	1	3.3%	(0.0-10.1)	3	9.3%	(0.0-20.8)	29	9.0%	(3.4-14.6)						
Total	3	4.8%	(0.0-12.6)	43	67.3%	(49.1-85.5)	7	9.4%	(0.2-18.6)	12	18.5%	(3.8-33.1)	65	100.0%	(-)						
Professional Truck Driver																					
Yes	1	11.5%	(0.0-37.2)	2	22.9%	(0.0-62.6)	0		(-)	1	65.6%	(13.2-100.0)	4	1.9%	(0.0-4.7)						
No	2	4.7%	(0.0-12.6)	41	68.2%	(49.8-86.6)	7	9.6%	(0.1-19.0)	11	17.5%	(2.8-32.2)	61	98.1%	(95.3-100.0)						
Total	3	4.8%	(0.0-12.6)	43	67.3%	(49.1-85.5)	7	9.4%	(0.2-18.6)	12	18.5%	(3.8-33.1)	65	100.0%	(-)						

Appendix E: NDOT District Map



Appendix F: Highway or Road Options Provided to Respondents by District

DISTRICT 1: Clark County:

***I-215 was not asked**

I-15

US 95 (a section of 95 is also I-515 and US 93)

SR 160 (Blue Diamond Road)

DISTRICT 1: SOUTHERN RURALS Esmeralda (Goldfield), Nye (Tonopah, Beatty, Gabbs, Scotty' s Junction), Lincoln (Pioche, Panaca, Caliente, Ash Springs, Rachel, Hiko)

US 95

US 93

SR 160 (Blue Diamond Road)

US 6

DISTRICT 2: Washoe County (cities: Reno, Sparks)

SR 445 (Pyramid Highway)

SR 431 (Mt. Rose Highway)

I-80

US 395

DISTRICT 2: NORTHWEST RURALS (cities: Fernley, Fallon, Carson, Gardnerville, Minden, Douglas, Lovelock, Hawthorne, Virginia City) Counties: Carson City, Churchill, Douglas, Lyon, Pershing, Mineral, Storey

US 95

US 6

US 395

SR 341 (Geiger Grade)

US 95A (Fernley/SilverSprings/Yerington)

US 50

DISTRICT 3: Elko County (Spring Creek, Carlin, Wells, West Wendover); and Humboldt (Winnemucca); Lander (Battle Mountain, Austin); Eureka (Eureka); White Pine (Ely, Ruth, Lund, Baker)

US 93

I-80

US 50

State Route 227 (Lamoille Highway)

State Route 225 (Mountain City Highway)

SR 305 (Austin/Battle Mountain Road)

SR 278 (Eureka/Carlin Road)

SR 140 (Denio/Adel Oregon Road)

Appendix G: Open-Ended Responses

Q: C02Q05D-Is there anything NDOT could do to make the website easier to use?

Update Website Regularly

- update it frequently (weather, repairs, road conditions)
- map of emergency incidents

Make it More User Friendly

- make the site page not so complex
- some of their reports are difficult to find
- more point and click
- easier navigation
- some older folks might find small font problematic
- so much information that it is almost confusing; divide the information into more pages
- need to improve the usability
- needs to be streamlined
- more colors
- make it more user friendly, be able to choose the area
- better menus (clearer)
- quicker hot links

Better Contact Information

- make contact information more widely disseminated, not advertized well at all
- directory for contacts isn't clear

Better Communication via Website about Specific Roads and Highways

- create links to information about specific roads and highways
- a link to the road conditions on the home page
- road construction and closed traffic lanes through emails sent to people subscribed on website
- improve the website for road conditions; they [NDOT] just put mile markers and nobody knows where the mile markers are so it doesn't really help
- make it where you can select the Highway number
- more specific to all the towns that are in Nevada that the highways run through
- a map of directions for the roads

Other

- consider all questions above [in the survey] and improve on it
- look at what Oregon has
- go back three years

Q: C01Q09-What is ONE thing NDOT can do to improve its highway maintenance services?

Maintaining Roadway Surface

- fix the potholes
- make sure roads are flat, bring up material up at the end of the road so it won't break
- reflectors along road need to be replaced
- maintain road resurfacing to prevent potholes and uneven roadways
- old highway so improve patching and grinding, filing, and chipping
- smooth out pavement
- keeping the surface of the roads mended
- more timely maintenance
- they should get better quality and make tighter standards on the roads

Maintaining Surface Lines

- clear lines
- make the pedestrian crosswalks more visible
- make sure the lane lines are visible so you know where the curbing begins and when to turn, especially at night
- work more on lane lines make them clearer
- paint the lines on the highway
- to make sure to maintain travel lane lines
- reflective paint when raining for the lane lines
- maintain the lane lines a little better
- use a better grade of paint on the highway surfaces
- when it rains make the lines more visible
- make sure that the lane lines are always painted and visible

Garbage Removal

- more cleanup crews
- remove litter and garbage
- have somebody travel the well traveled areas
- make sure there is not debris on the road
- trash and debris such as tire pieces and other hazards in the road
- removal of carcasses and debris on the road
- find small stones or gravel annoying on highways, clean up debris not necessarily trash
- all the litter and garbage is pretty bad; piled up against the off ramp walls and fences
- what about the issue of poor design; when it rains the litter washes up on the bike lanes
- lots of nails and people are getting a lot of flat tires
- keep them clean, swept

Snow and Ice Removal

- quicker response to snow removal
- instead of using rocks on road for snow can use other material that wont chip windows
- start removing ice and snow faster
- more snow trucks
- get to little towns as early as they can when it snows
- snow removal on the off ramps
- probably get the snow trucks out sooner
- plow at earlier times
- plow more often

Landscaping

- they could dress up the interchanges, the grass is old and yucky
- plant greenery alongside and keep them clean
- Improve landscaping, a lot of weed growth
- beautification
- the rocks they're putting along the road for landscaping are dangerous
- it would be nice to see more landscaping
- making the highway landscaping more pleasant instead of sagebrush
- more landscaping to reduce dust hazards
- cutting the brushes and willows back further because the animals can easily get into the roadway because the willows are so close to the roadway
- a lot of times there are trees falling on the road, so those need to be kept clear on windy days

Graffiti

- graffiti removal
- keep up on the graffiti

Congestion: Construction of New Lanes

- make a bypass around Boulder City going to the new bridge
- continue to add lanes to help with traffic
- more passing lanes and guard rails for safety reasons
- add left turn lanes
- widen freeways
- add more lanes to freeway
- more pull over lanes for disabled vehicles to be out of the way
- widen the roads due excessive traffic
- build a freeway
- build more roads

Congestion: Poor Signal Timing/More Signs

- put in more traffic lights
- improve the timing of the street lights
- more signs
- could improve the road signs, there aren't many that could be improved upon, advanced notice of exits
- maintaining the signs
- stop light instead of roundabout
- more yield signs; the flow of traffic at certain times of day on freeway is source of frustration
- traffic lights along the freeway go out or won't turn on sometimes

Congestion: Construction Causing Traffic

- there are constructions problems each month, so speed up the maintenance, always working during peak hours and times of the year, inconveniencing the travelers
- construction cone confusion
- not to do road work on a lot of the same parallel roads at the same time because it's hard to get around construction
- construction makes everything really congested; there are cones on the highway, but then there is no construction going on; the lanes are way open and it makes congestion really bad; understand congestion but they are not appropriately utilizing their space when there is nothing going on and traffic is backed up
- make repairs in an orderly fashion; such as when they close off lanes in one of the highways to do construction but then also close off lanes to do construction in the alternate route, so either way will be slowed down

Congestion: Construction Causing Traffic, continued

- make the construction sites safer; they are poor to the point they are dangerous
- when they're doing construction, the way they mark the road is difficult to follow; hard to tell where you're supposed to go at times
- when they have all those barrels out and there's like 20 miles before you get to a construction zone, you're going through barrels and there's nothing going on
- when construction is being performed a lot of the time they block off too much of the road which wastes people's time who are driving past construction; they should only block off the parts of the road that they need to have blocked off
- when they are planning to do construction they should let more people know when it is going to happen instead of just putting up a sign about a mile before you hit the construction which still leaves you unprepared
- work faster on the construction projects
- flow of construction
- make sure that detours are clearly marked when doing construction
- when under constructions make more signs and let people know before
- work at nighttime, traffic during day

Other:

- better engineering of what they build in the first place
- select roadway contractors for performance rather than low cost
- respond to problems more quickly
- get more money would allow them to do better
- get it done faster-repairs
- more emergency sideways for flat tires and emergency use
- get mass transportation, like trains
- stop tearing it up right after they put it in; I would say better forward planning
- solicit public opinion more frequently
- not put in roundabout and put in stop light instead
- more work on the back roads that aren't freeways
- sell some of their loaders and fix the road
- force supervisors to put more into crews
- the approaches need to be improved
- maximize safety measures
- improve access onto and off of the interstate
- more railings

Other, continued

- plan their on and off ramps better because they are too short
- shoulder work might be a good idea; some places the shoulders are roundish and if it could be more level that would be better
- better planning of the roads, some roads just end
- the emergency vehicles are a great thing
- driver assistance, help with things like flat tire on the road
- need to hire more people, labor is the key; the more people they have the more work they can do on the roads
- quit mag chloride
- some of the off ramps need better lighting
- better planning, includes financial
- more proactive
- give out the jobs to private contractors
- maintain the signs around the highway
- stay on the contractor doing the pavement on the freeways
- there are too many barriers when they are not doing work, like barrels, etc.