

Nebraska Department of Roads



2008 Nebraska Resident Satisfaction Survey Results

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Introduction/Executive Summary Tables

In 2008, a survey was conducted of Nebraska residents, Department of Road's (NDOR's) customers, to determine customer attitudes in a number of areas. These areas include the safety, condition and maintenance of Nebraska highways, gasoline tax structure and expenditures, satisfaction with the Department's employees, and satisfaction with Nebraska rest areas. The goal stated in the NDOR Performance Measures is to reach 90% satisfaction overall, which was met in the 2008 survey (see table shown on page 4).

The telephone survey was completed by Bureau of Sociological Research at University of Nebraska-Lincoln. The sample was drawn from a population consisting of adult, non-institutionalized persons in households with telephones who resided in the State of Nebraska during the survey period of February 4 to August 3, 2008. The sample, selected from a directory-list of Nebraska telephone numbers, which was targeted to be 1,800 respondents, resulted in a total of 1,811 responses. *As a result of this large sample, the statistical margin of error for the full sample of 1,811 is $\pm 2.3\%$, at the 95% confidence interval.*

The table below illustrates the geographical representation of the sample, as well as the margin of error, in each of the eight NDOR districts. The sample's percent of all respondents is compared to the actual

District	Number of Respondents	Sample's % of All Respondents	2007 Population ¹	% of Nebraska Population	Margin of Error (plus or minus...)
1	421	23.2%	408,332	23.0%	4.8%
2	722	39.9%	720,967	40.6%	3.7%
3	187	10.4%	178,619	10.1%	7.2%
4	220	12.2%	216,290	12.2%	6.6%
5	90	5.0%	86,072	4.9%	10.3%
6	72	4.0%	83,117	4.7%	11.5%
7	65	3.6%	54,922	3.1%	12.2%
8	34	1.9%	26,252	1.5%	16.8%
Total NDOR	1,811	100.0%	1,774,571	100.0%	2.3%

¹ According to the 2007 US Census Population Estimates

population. As seen in the table, the sample drawn for this survey is representative of the actual population of Nebraska. The sample has a moderate under-representation of young adults for a number of reasons: 1) young adults are more difficult to reach at home despite attempts on various days of the week and at various times of the day; 2) those ages 19 to 24 may be away at college; and 3) cell phone-only use is becoming increasingly popular with this age group. There is also a small over-representation of females, which is

common in telephone survey research.

The report begins with two "executive summary" tables showing the percent "positive" responses for each question; one table comparing the results of the 2008 survey to those conducted in 1997, 2001, and 2004 (page 4) and a second table detailing these responses by district (page 5). Detailed results and analysis of survey questions follow on page 6, comparing the 2008 responses to the results of the 2004 survey where possible. Selected demographical profiles can be found on page 24. The report closes with a copy of the survey instrument.

Nebraska Resident Satisfaction Survey Results 1997-2008
"Positive" Rating Shown

Question	1997	2001	2004	2008	% Change from 2004
Thinking about the highways in the state of Nebraska, how satisfied are you with the "condition" of these roads? (% Satisfied Shown)	78%	77%	79%	78%	-1%
Thinking of just the major highway routes of the state, how satisfied are you with snow and ice removal by the Department of Roads? (% Satisfied Shown)	89%	85%	89%	90%	1%
Thinking only of the employees of the Department of Roads, not those of highway contractors, the county, or the city, what is your overall impression of the employees of the Department of Roads? (% Favorable Shown)	90%	92%	93%	95%	2%
Have you had contact with an employee of the Department of Roads within the past year? (% "Yes" Shown)	22%	26%	28%	22%	-6%
Would you say the employee was very courteous, somewhat courteous, not very courteous, or not at all courteous? (% Courteous Shown)	92%	95%	95%	95%	-0.5%
The Department of Roads is doing a good job of building and maintaining the state highway system. (% Agree/Strongly Agree Shown)	86%	88%	85%	84%	-1%
All revenues collected from motor fuel taxes should be spent for transportation-related highway improvements and maintenance. (% Agree/Strongly Agree Shown)	95%	93%	88%	89%	1%
Would you support higher gasoline taxes to "maintain" the condition of the existing highway system? (% "Yes" Shown)	53%	40%	44%	34%	-10%
Would you support higher gasoline taxes to "improve" the condition of the state highway system? (% "Yes" Shown)	59%	48%	47%	35%	-12%
Thinking only of state highways, how satisfied are you with the Department of Roads in providing you with a safe transportation system? (% Satisfied Shown)	N/A	93%	95%	93%	-2%
How safe do you feel when you have to drive through a construction work zone on Nebraska highways? (% Very/Somewhat Safe Shown)	N/A	83%	80%	86%	6%
In the past 12 months, have you stopped at one of Nebraska's I-80 rest areas? (% "Yes" Shown)	N/A	65%	60%	53%	-7%
How safe do you feel when using one of Nebraska's I-80 rest areas? (% Very/Somewhat Safe Shown)	N/A	91%	90%	94%	4%
While visiting Nebraska I-80 rest areas, have you used the video display that provides weather and road condition information? (% "Yes" Shown)	N/A	31%	40%	39%	-1%
How useful was the video display to you? (% Very/Somewhat Useful Shown)	N/A	95%	96%	92%	-4%
Overall, how would you compare Nebraska's I-80 rest areas to rest areas in other states? (% Equal To or Better Than Other States Shown)	N/A	92%	93%	91%	-2%
Overall, would you say your feelings about the Department of Roads are generally very positive, somewhat positive, somewhat negative, or very negative? (% Positive Shown)	N/A	93%	92%	94%	2%
NDOR Performance Measure Satisfaction Score (average positive score among relevant survey questions)	87%	89%	90%	90%	0%
<i>Total Number of Respondents to Survey</i>	<i>1,775</i>	<i>1,857</i>	<i>1,820</i>	<i>1,811</i>	

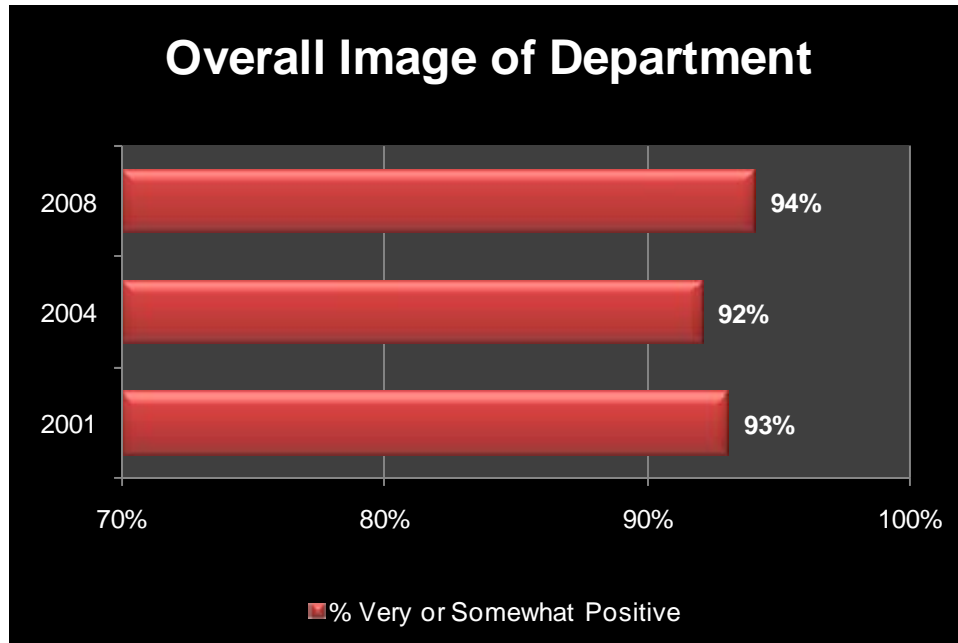
**2008 Nebraska Resident Satisfaction Survey Results
"Positive" Rating Shown**

Question	NDOR Overall	D-1	D-2	D-3	D-4	D-5	D-6	D-7	D-8
Thinking about the highways in the state of Nebraska, how satisfied are you with the "condition" of these roads? (% Satisfied Shown)	78%	78%	81%	75%	74%	76%	74%	88%	73%
Thinking of just the major highway routes of the state, how satisfied are you with snow and ice removal by the Department of Roads? (% Satisfied Shown)	90%	87%	93%	94%	88%	81%	93%	94%	86%
Thinking only of the employees of the Department of Roads, not those of highway contractors, the county, or the city, what is your overall impression of the employees of the Department of Roads? (% Favorable Shown)	95%	94%	97%	94%	95%	85%	94%	98%	97%
Have you had contact with an employee of the Department of Roads within the past year? (% "Yes" Shown)	22%	24%	12%	26%	34%	31%	34%	28%	50%
Would you say the employee was very courteous, somewhat courteous, not very courteous, or not at all courteous? (% Courteous Shown)	95%	91%	91%	98%	95%	100%	100%	100%	100%
The Department of Roads is doing a good job of building and maintaining the state highway system. (% Agree/Strongly Agree Shown)	84%	83%	86%	79%	80%	83%	82%	91%	88%
All revenues collected from motor fuel taxes should be spent for transportation-related highway improvements and maintenance. (% Agree/Strongly Agree Shown)	89%	90%	88%	91%	91%	92%	87%	87%	94%
Would you support higher gasoline taxes to "maintain" the condition of the existing highway system? (% "Yes" Shown)	34%	41%	28%	39%	35%	32%	33%	58%	18%
Would you support higher gasoline taxes to "improve" the condition of the state highway system? (% "Yes" Shown)	35%	39%	31%	43%	40%	33%	30%	51%	18%
Thinking only of state highways, how satisfied are you with the Department of Roads in providing you with a safe transportation system? (% Satisfied Shown)	93%	93%	92%	95%	89%	92%	89%	97%	97%
How safe do you feel when you have to drive through a construction work zone on Nebraska highways? (% Very/Somewhat Safe Shown)	86%	82%	85%	93%	86%	89%	85%	95%	91%
In the past 12 months, have you stopped at one of Nebraska's I-80 rest areas? (% "Yes" Shown)	53%	55%	52%	35%	62%	57%	70%	62%	38%
How safe do you feel when using one of Nebraska's I-80 rest areas? (% Very/Somewhat Safe Shown)	94%	94%	94%	95%	93%	94%	88%	93%	100%
While visiting Nebraska I-80 rest areas, have you used the video display that provides weather and road condition information? (% "Yes" Shown)	39%	40%	40%	29%	42%	26%	46%	36%	54%
How useful was the video display to you? (% Very/Somewhat Useful Shown)	92%	94%	90%	100%	93%	79%	96%	87%	100%
Overall, how would you compare Nebraska's I-80 rest areas to rest areas in other states? (% Equal To or Better Than Other States Shown)	91%	91%	87%	93%	94%	95%	97%	98%	88%
Overall, would you say your feelings about the Department of Roads are generally very positive, somewhat positive, somewhat negative, or very negative? (% Positive Shown)	94%	95%	93%	95%	95%	94%	96%	88%	91%
<i>Total Number of Respondents to Survey</i>	1,811	421	722	187	220	90	72	65	34

Detailed Results and Analysis

Overall Image of the Department

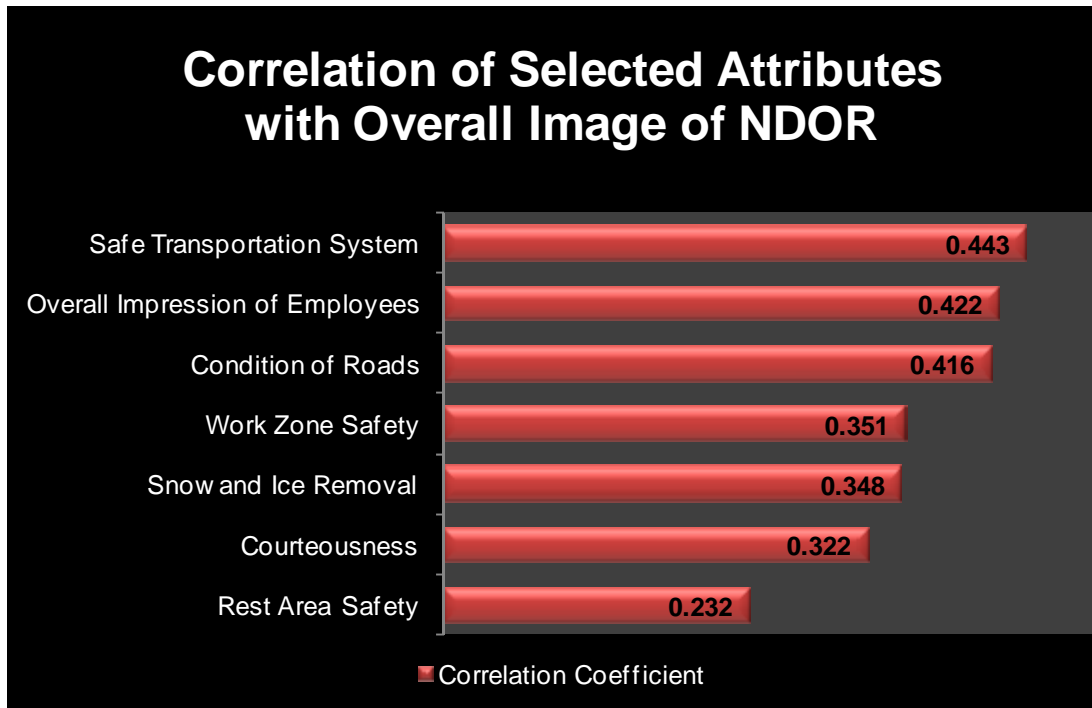
Q. Overall, would you say your feelings about the Department of Roads are generally very positive, somewhat positive, somewhat negative, or very negative?



- Ninety-four percent of the Nebraska residents felt very or somewhat positive towards the Department, up slightly from the two previous surveys.
- The table below compares the responses for respondents in each of the eight NDOR districts.

District	Very Positive	Somewhat Positive	Somewhat Negative	Very Negative	n=	% Positive 2008	% Positive 2004
1	27.5%	67.9%	4.1%	0.5%	418	95%	92%
2	22.2%	71.0%	5.5%	1.3%	715	93%	92%
3	22.2%	73.0%	4.3%	0.5%	185	95%	92%
4	28.0%	67.0%	4.6%	0.5%	218	95%	95%
5	21.1%	73.3%	5.6%	0.0%	90	94%	92%
6	31.4%	64.3%	2.9%	1.4%	70	96%	94%
7	36.9%	50.8%	12.3%	0.0%	65	88%	94%
8	17.6%	73.5%	2.9%	5.9%	34	91%	85%
Total NDOR	25.0%	69.2%	5.0%	0.9%	1,797	94%	92%

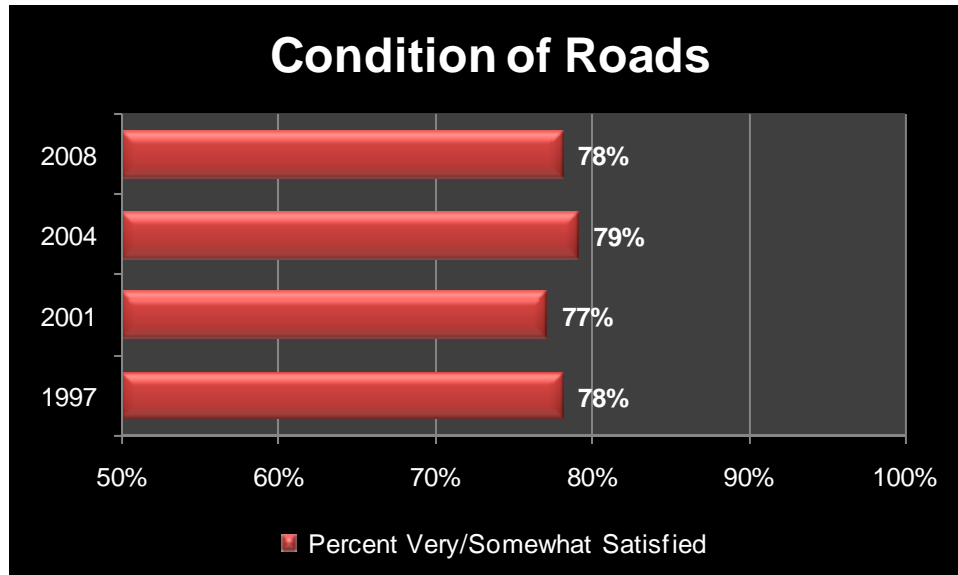
Improving the Overall Image of Department



- The graph above shows the correlation coefficient analysis when seven of the survey questions are correlated against the “Overall Image of the Department”. Correlation analysis is meant to illustrate whether there is a relationship between a resident’s response to a question and the Department’s overall rating, as well as the strength of this relationship. The higher the number, the greater the strength of the relationship. If the Overall Image question was correlated against itself, a perfect score of 1.0 would be received in the analysis. The graph shows the correlations in order of strength (from strongest to weakest).
- The Correlation Analysis resulted in all positive correlations, which means that as the score on the question increases, the score on the overall level of satisfaction also increases. In other words, if the Department were to improve their score of providing a safe transportation system they should expect to see improvement in their overall image. The Department can use this information to see which questions have the largest effect on improving the overall image. For instance, a safe transportation system, the impressions of Department employees, and the condition of roads have a much larger effect on the Department’s image than “safe” rest areas. However, it is important to note that *all* correlation coefficients were deemed statistically significant at the 99% confidence interval level by this analysis.

Satisfaction with Condition of Roads

Q. Thinking about the highways in the state of Nebraska, how satisfied are you with the "condition" of these roads?

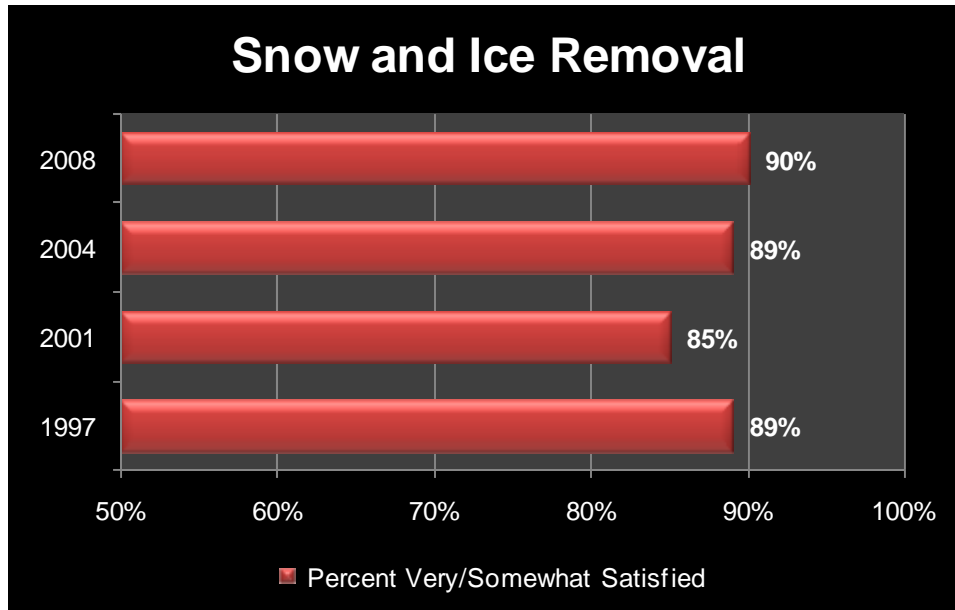


- Seventy-eight percent of the respondents were very or somewhat satisfied with the condition of roads in the state highway system. This percentage has remained virtually unchanged over the past four surveys.
- The table below compares the responses for respondents in each of the eight NDOR districts.

District	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	n=	% Satisfied 2008	% Satisfied 2004
1	20.6%	57.8%	17.0%	4.6%	417	78%	79%
2	19.5%	61.8%	15.5%	3.2%	714	81%	77%
3	10.8%	64.5%	19.9%	4.8%	186	75%	77%
4	14.2%	59.4%	22.4%	4.1%	219	74%	81%
5	13.3%	62.2%	20.0%	4.4%	90	76%	78%
6	14.5%	59.4%	18.8%	7.2%	69	74%	80%
7	15.4%	72.3%	10.8%	1.5%	65	88%	77%
8	18.2%	54.5%	27.3%	0.0%	33	73%	80%
Total NDOR	17.5%	60.9%	17.5%	4.0%	1,796	78%	79%

Satisfaction with Snow & Ice Removal

Q. Thinking of just the major highway routes of the state, how satisfied are you with snow and ice removal by the Department of Roads?

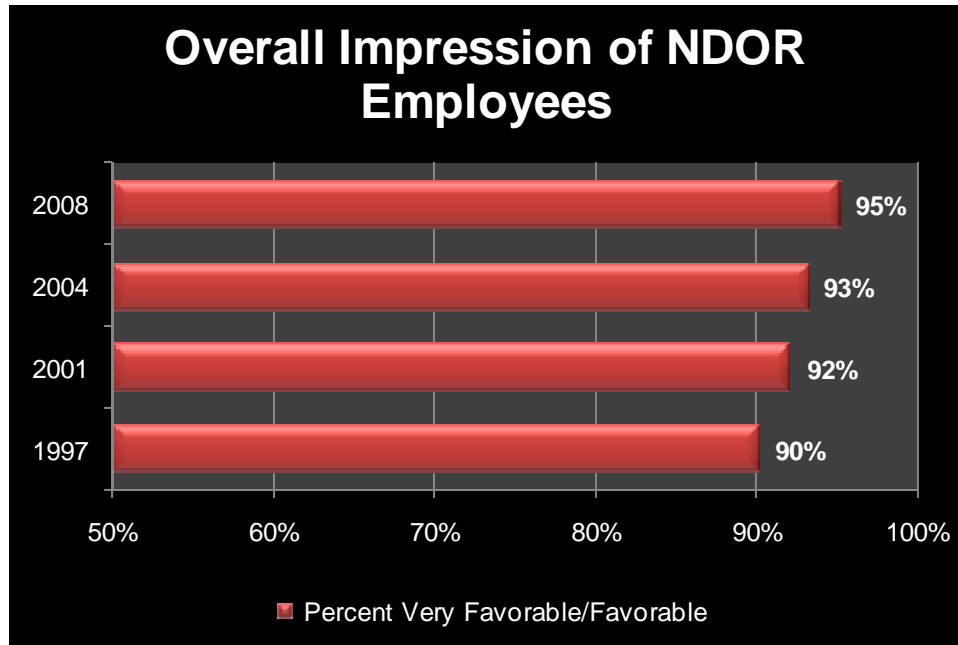


- Ninety percent of the Nebraska residents were very or somewhat satisfied with the snow and ice removal by the Department of Roads, 35% were very satisfied.
- The table below compares the responses for respondents in each of the eight NDOR districts.

District	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	n=	% Satisfied 2008	% Satisfied 2004
1	32.5%	54.5%	12.5%	0.5%	409	87%	88%
2	35.9%	57.2%	6.0%	0.9%	696	93%	90%
3	40.5%	53.0%	5.9%	0.5%	185	94%	90%
4	37.6%	50.5%	11.5%	0.5%	218	88%	92%
5	28.4%	52.3%	18.2%	1.1%	88	81%	88%
6	40.0%	52.9%	5.7%	1.4%	70	93%	92%
7	25.0%	68.8%	6.2%	0.0%	64	94%	82%
8	37.1%	48.6%	11.4%	2.9%	35	86%	85%
Total NDOR	35.2%	55.1%	8.9%	0.8%	1,764	90%	89%

Overall Impression of NDOR Employees

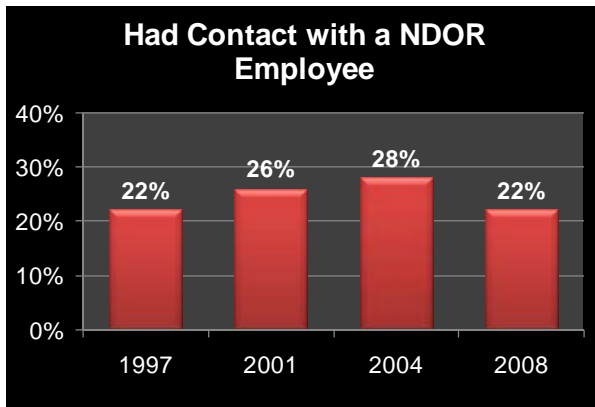
Q. Thinking only of the employees of the Department of Roads, not those of highway contractors, the county, or the city, what is your overall impression of the employees of the Department of Roads?



- Ninety-five percent of the respondents had a favorable or very favorable impression of NDOR employees. This percentage has steadily risen over time.
- The table below compares the responses for respondents in each of the eight NDOR districts.

District	Very Favorable	Favorable	Unfavorable	Very Unfavorable	n=	% Favorable 2008	% Favorable 2004
1	16.0%	77.7%	5.9%	0.5%	376	94%	93%
2	15.6%	81.2%	3.1%	0.2%	648	97%	93%
3	16.6%	77.7%	5.1%	0.6%	175	94%	94%
4	22.7%	71.9%	3.9%	1.5%	203	95%	94%
5	15.1%	69.8%	15.1%	0.0%	86	85%	93%
6	19.1%	75.0%	5.9%	0.0%	68	94%	93%
7	10.2%	88.1%	1.7%	0.0%	59	98%	94%
8	15.2%	81.8%	3.0%	0.0%	33	97%	94%
Total NDOR	16.5%	78.3%	4.8%	0.4%	1,648	95%	93%

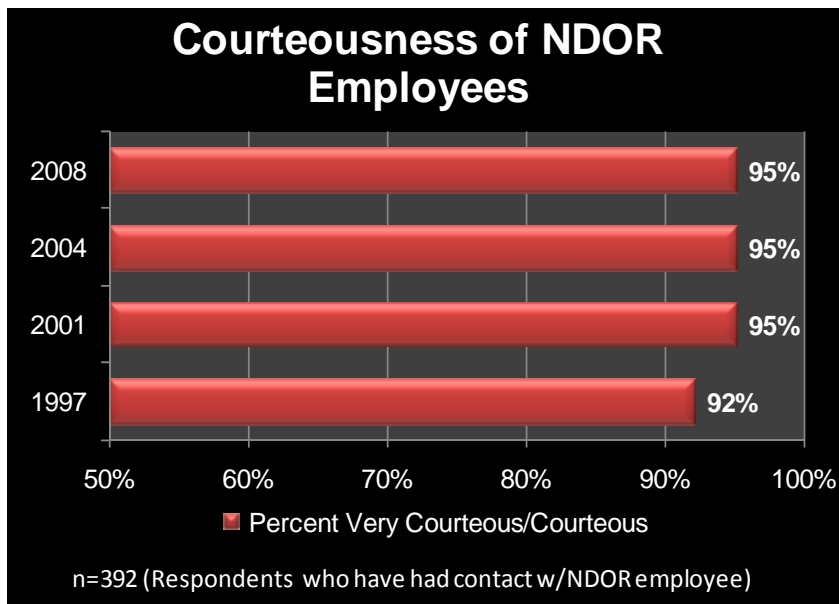
Courteousness of NDOR Employees



Q. Have you had contact with an employee of the Department of Roads within the past year?

- Twenty-two percent of the respondents had contact with an NDOR employee within the past year.

Q. Would you say the employee was very courteous, somewhat courteous, not very courteous, or not at all courteous?



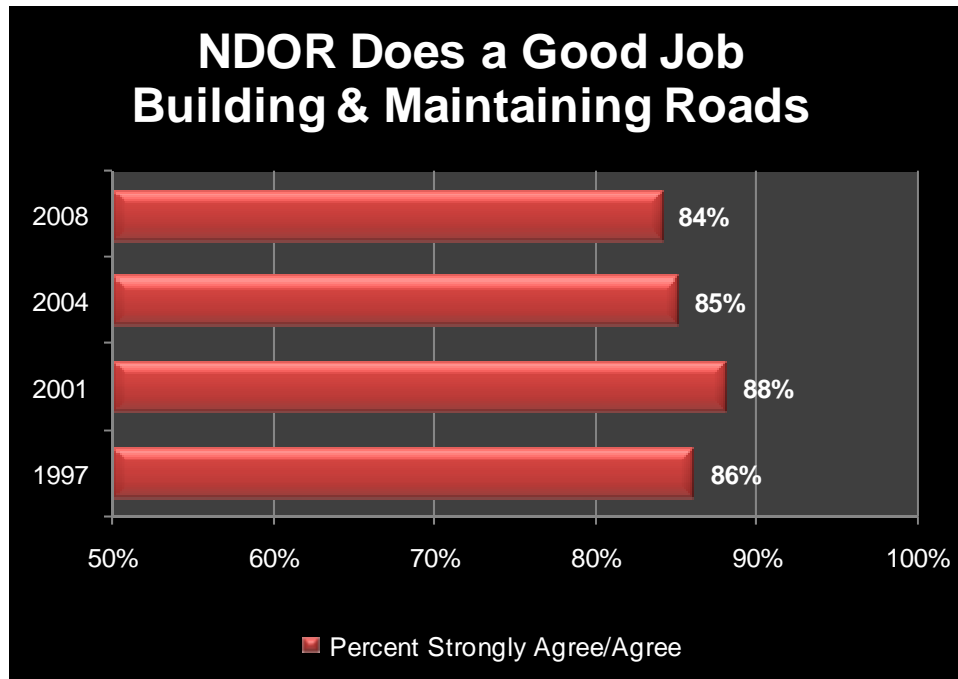
- Among those who had contact, 95% felt that NDOR employees were very or somewhat courteous.

• The table below compares the responses in each of the eight NDOR districts. Please note that districts 5-8 had very small sample sizes, resulting in a greater chance of statistical error. However, it should be noted that the percent *very courteous* varied considerably in districts 1-4.

District	Very Courteous	Courteous	Not Very Courteous	Not At All Courteous	n=	% Courteous 2008	% Courteous 2004
1	64.3%	26.5%	1.0%	8.2%	98	91%	97%
2	54.7%	36.0%	4.7%	4.7%	86	91%	94%
3	75.0%	22.9%	2.1%	0.0%	48	98%	94%
4	47.9%	46.6%	2.7%	2.7%	73	95%	99%
5	42.9%	57.1%	0.0%	0.0%	28	100%	91%
6	79.2%	20.8%	0.0%	0.0%	24	100%	95%
7	50.0%	50.0%	0.0%	0.0%	18	100%	90%
8	62.5%	37.5%	0.0%	0.0%	16	100%	100%
Total NDOR	59.0%	35.5%	2.0%	3.5%	392	95%	95%

Building & Maintaining the Highway System

Q. The Department of Roads is doing a good job of building and maintaining the state highway system.

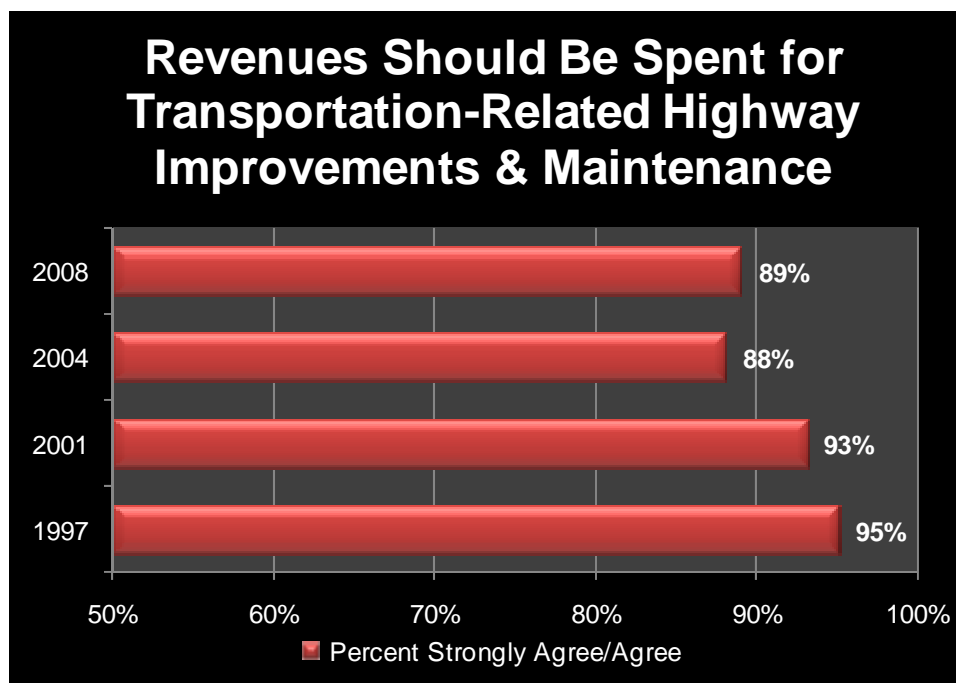


- Eighty-four percent of the Nebraska residents say that the Department is doing a good job building and maintaining the state highway system, down from a high of 88% in 2001.
- The table below compares the responses for respondents in each of the eight NDOR districts.

District	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	n=	% Strongly Agree/Agree 2008	% Strongly Agree/Agree 2004
1	13.2%	69.4%	1.4%	14.4%	1.7%	418	83%	86%
2	13.1%	72.9%	2.0%	10.8%	1.3%	715	86%	84%
3	13.4%	65.2%	4.3%	12.8%	4.3%	187	79%	83%
4	15.1%	64.4%	3.2%	16.4%	0.9%	219	80%	90%
5	9.1%	73.9%	2.3%	13.6%	1.1%	88	83%	82%
6	11.3%	70.4%	1.4%	15.5%	1.4%	71	82%	76%
7	7.8%	82.8%	0.0%	9.4%	0.0%	64	91%	83%
8	15.2%	72.7%	3.0%	9.1%	0.0%	33	88%	85%
Total NDOR	12.9%	70.6%	2.2%	12.8%	1.6%	1,794	84%	85%

Revenue Collection

Q. All revenues collected from motor fuel taxes should be spent for transportation-related highway improvements and maintenance.

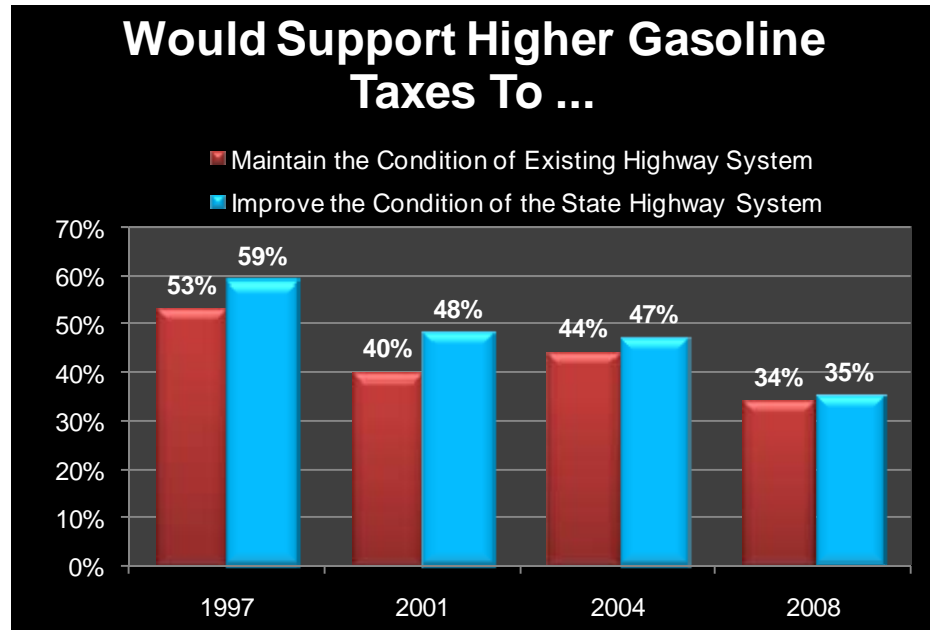


- Eighty-nine percent of the respondents believe that revenues should be spent for transportation-related highway improvements and maintenance, about the same as 2004 but down from the 1997 and 2001 surveys.
- The table below compares the responses for respondents in each of the eight NDOR districts.

District	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	n=	% Strongly Agree/Agree 2008	% Strongly Agree/Agree 2004
1	29.5%	60.0%	1.7%	8.8%	0.0%	410	90%	89%
2	31.9%	56.2%	2.1%	9.0%	0.9%	703	88%	88%
3	30.1%	60.8%	1.1%	7.5%	0.5%	186	91%	87%
4	29.2%	62.1%	1.4%	7.3%	0.0%	219	91%	90%
5	19.5%	72.4%	3.4%	4.6%	0.0%	87	92%	83%
6	14.3%	72.9%	2.9%	7.1%	2.9%	70	87%	91%
7	15.9%	71.4%	1.6%	11.1%	0.0%	63	87%	80%
8	32.4%	61.8%	0.0%	5.9%	0.0%	34	94%	95%
Total NDOR	29.0%	60.4%	1.8%	8.2%	0.6%	1,774	89%	88%

Gasoline Tax Support

- Q. Would you support higher gasoline taxes to "maintain" the condition of the existing highway system?
 Q. Would you support higher gasoline taxes to "improve" the condition of the state highway system?



- Nebraska residents were asked if they would support higher gasoline taxes to *maintain* the condition of the existing highway system. Only 34% said they would give their support in 2008, down sharply from the previous surveys. Survey respondents were also asked if they would support higher gasoline taxes to *improve* the condition of the state highway system. Thirty-five percent said they would support this issue, a significant drop from previous surveys.
- The table below compares the responses for respondents in each of the eight NDOR districts.

District	Maint/Imprv n=	% Support Higher Taxes to Maintain 2008	% Support Higher Taxes to Maintain 2004	% Support Higher Taxes to Improve 2008	% Support Higher Taxes to Improve 2004
1	409/410	41%	44%	39%	47%
2	718/717	28%	44%	31%	49%
3	183/182	39%	43%	43%	46%
4	219/218	35%	43%	40%	45%
5	89	32%	38%	33%	42%
6	69	33%	45%	30%	57%
7	64/63	58%	49%	51%	45%
8	33/34	18%	44%	18%	49%
Total NDOR	1,782/1,781	34%	44%	35%	47%

Gasoline Tax Support & Higher Gasoline Prices

Q. Would you support higher gasoline taxes to "maintain" the condition of the existing highway system?

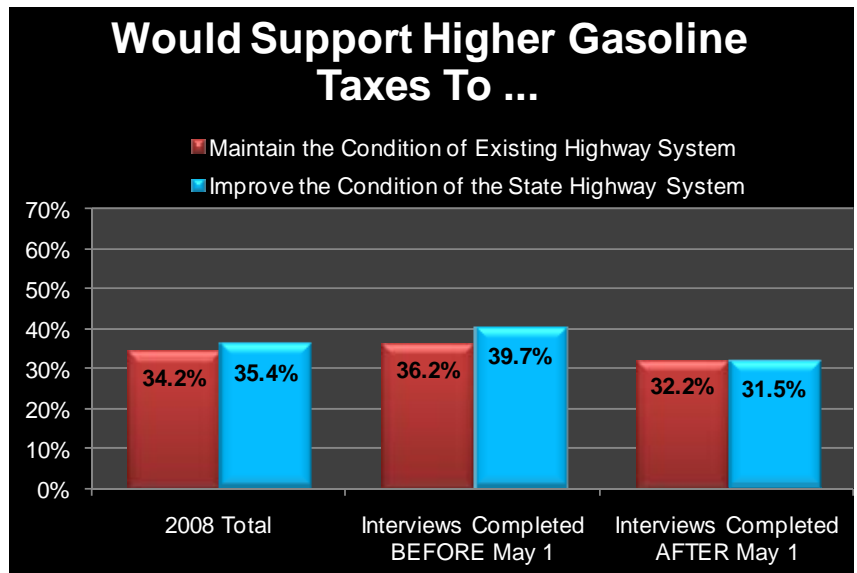
Q. Would you support higher gasoline taxes to "improve" the condition of the state highway system?

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Average Price for Regular Unleaded in Nebraska	\$3.04	\$3.07	\$3.24	\$3.41	\$3.73	\$3.96	\$4.00	\$3.72
Source Nebraska Energy Office								

- The table to the left shows the average price for regular unleaded gasoline for Nebraska during the period January to August 2008. The price of gasoline took a

significant jump in May. The graph below shows the support for higher gasoline taxes broken out by interviews completed before and after May 1, 2008.

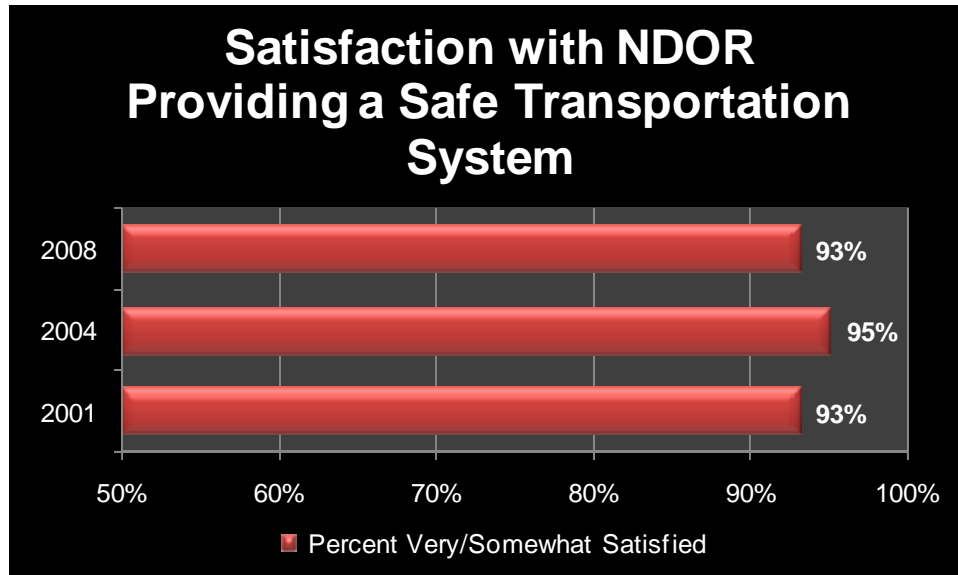
- In interviews prior to May 1st, 36% of the respondents said they would support higher gas taxes to *maintain* the condition of the existing highway system but this percentage dipped to 32% in interviews after May 1.
- In interviews prior to May 1st, 40% of the respondents said they would support higher gas taxes to *improve* the condition of the existing highway system but this percentage dropped below 32% in interviews after May 1.



- A Chi-Squared test was done to determine whether the difference before and after May 1 was statistically significant. For the maintain question, the Chi-Squared value computes to 3.148 and it would have needed a value of *at least* 3.841 to be statistically significant at the .05 alpha level (95% confidence interval). However, this value is statistically significant at the .08 alpha level (92% confidence interval). So, the percentage difference is still important to note. For the improve question, the Chi-Squared value computes to 13.211 and it would have needed a value of *at least* 2.706 to be statistically significant at the .05 alpha level (95% confidence interval). So, the percentage difference is *extremely* significant, not only at the .05 level but also at much higher levels (above the 99% confidence interval).
- Based on this data, one could conclude that the price of gasoline has a direct influence on a consumer's willingness to support higher gasoline taxes. Furthermore, the price of gasoline becomes even more important when a consumer is asked to support higher taxes to *improve* Nebraska highways. In other words, it is important to stress that a higher gas tax is needed to maintain highways (and not necessarily to improve highways) when trying to promote a gas tax increase to Nebraska residents during a period of high gasoline prices.

Safe Transportation System

Q. Thinking only of state highways, how satisfied are you with the Department of Roads in providing you with a safe transportation system?



- Ninety-three percent said they were very or somewhat satisfied with the Department providing a safe transportation system.
- The table below compares the responses for respondents in each of the eight NDOR districts.

District	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	n=	% Satisfied 2008	% Satisfied 2004
1	23.8%	69.2%	5.3%	1.7%	416	93%	95%
2	21.8%	70.4%	5.9%	2.0%	717	92%	94%
3	21.5%	73.1%	4.3%	1.1%	186	95%	96%
4	28.7%	60.6%	8.8%	1.9%	216	89%	95%
5	20.9%	71.4%	6.6%	1.1%	91	92%	93%
6	35.7%	52.9%	5.7%	5.7%	70	89%	92%
7	30.6%	66.1%	3.2%	0.0%	62	97%	94%
8	25.7%	71.4%	2.9%	0.0%	35	97%	97%
Total NDOR	23.9%	68.6%	5.7%	1.8%	1,789	93%	95%

Work Zone Safety

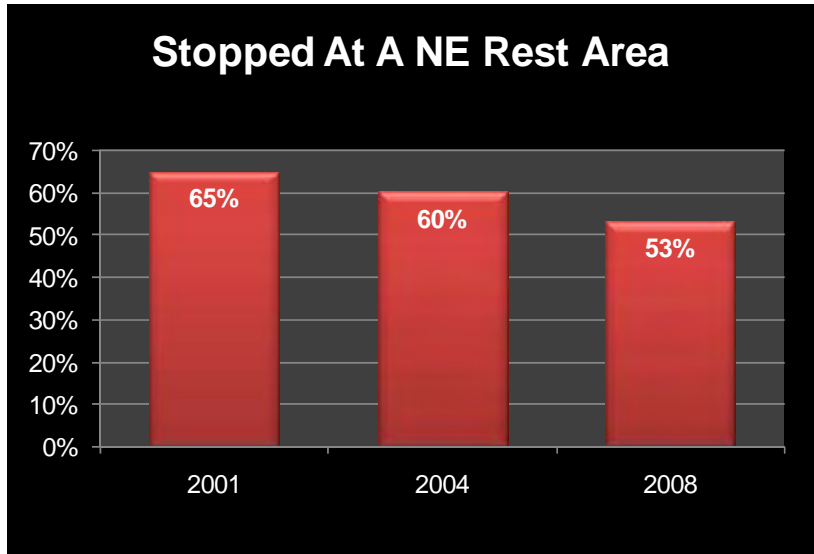
Q. How safe do you feel when you have to drive through a construction work zone on Nebraska highways?



- Eighty-six percent of the respondents indicated that they felt very or somewhat safe when driving through a construction work zone, up from the two previous surveys.
- The table below compares the responses for respondents in each of the eight NDOR districts.

District	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	n=	% Very/Somewhat Safe 2008	% Very/Somewhat Safe 2004
1	36.4%	45.7%	17.0%	1.0%	418	82%	85%
2	29.6%	55.8%	13.5%	1.1%	719	85%	78%
3	36.4%	56.7%	7.0%	0.0%	187	93%	79%
4	34.2%	52.1%	12.8%	0.9%	219	86%	80%
5	38.9%	50.0%	11.1%	0.0%	90	89%	74%
6	40.8%	43.7%	12.7%	2.8%	71	85%	75%
7	43.1%	52.3%	3.1%	1.5%	65	95%	81%
8	45.5%	45.5%	9.1%	0.0%	33	91%	83%
Total NDOR	34.2%	52.0%	12.9%	0.9%	1,802	86%	80%

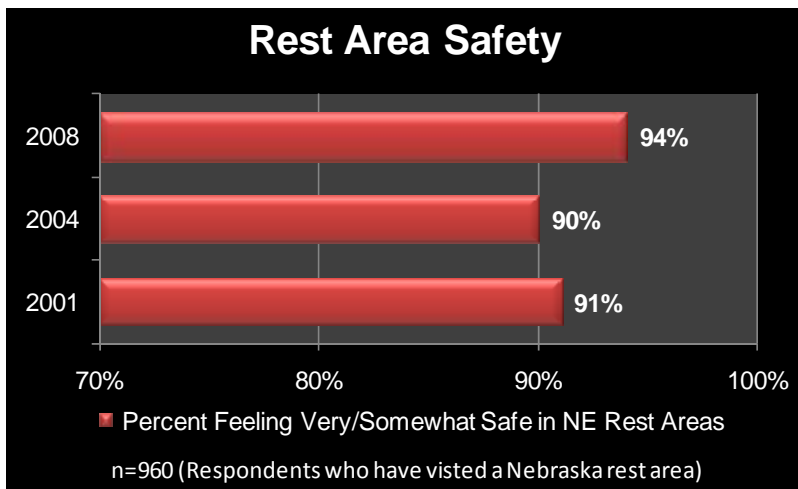
Rest Area Safety



Q. in the past 12 months, have you stopped at one of Nebraska's I-80 rest areas?

- Fifty-three percent of the respondents stopped at a Nebraska rest area in the past 12 months, down from the two previous surveys.

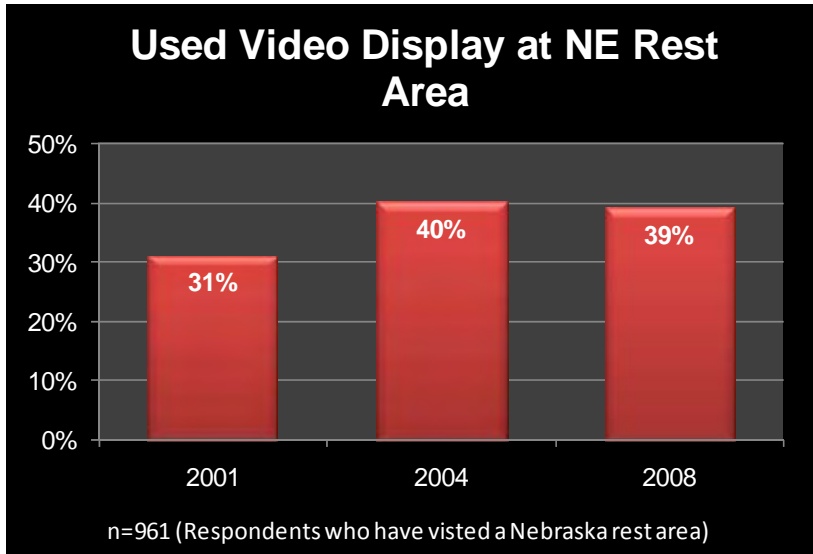
Q. How safe do you feel when using one of Nebraska's I-80 rest areas? Would you say you feel...?



Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	n=
49.9%	43.7%	4.5%	1.9%	960

- Among those who visited a Nebraska rest area, 94% said they feel very or somewhat safe. This is the highest score to date.

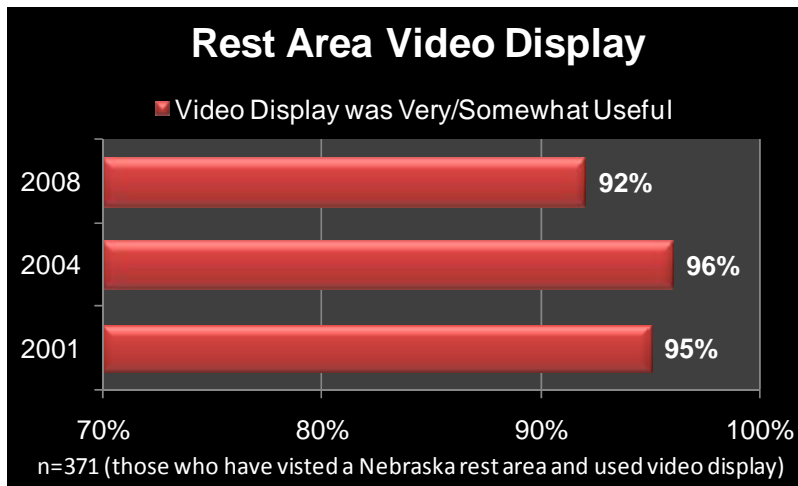
Rest Area Video Display



Q. While visiting Nebraska I-80 rest areas, have you used the video display that provides weather and road condition information?

- Among those who have visited a Nebraska rest area, 39% have used the video display.

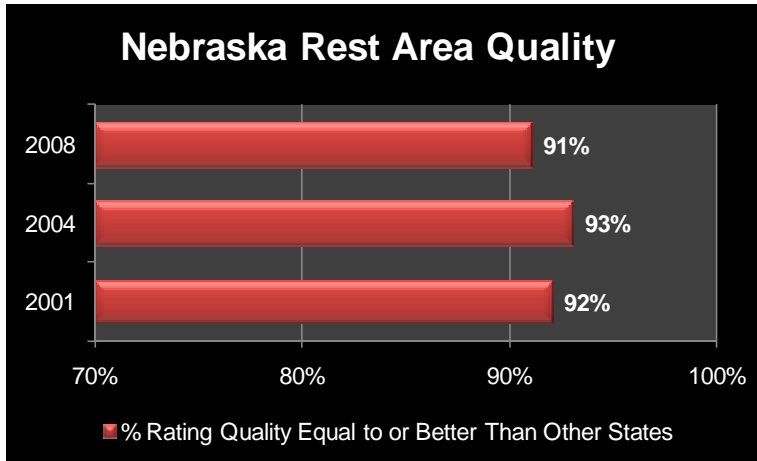
Q. How useful was the video display to you? Would you say...?



Very Useful	Somewhat Useful	Not Very Useful	Not At All Useful	n=
41.0%	51.0%	7.4%	0.6%	371

- Among those who have visited a Nebraska rest area and used the video display, 92% found the display to be very or somewhat useful.

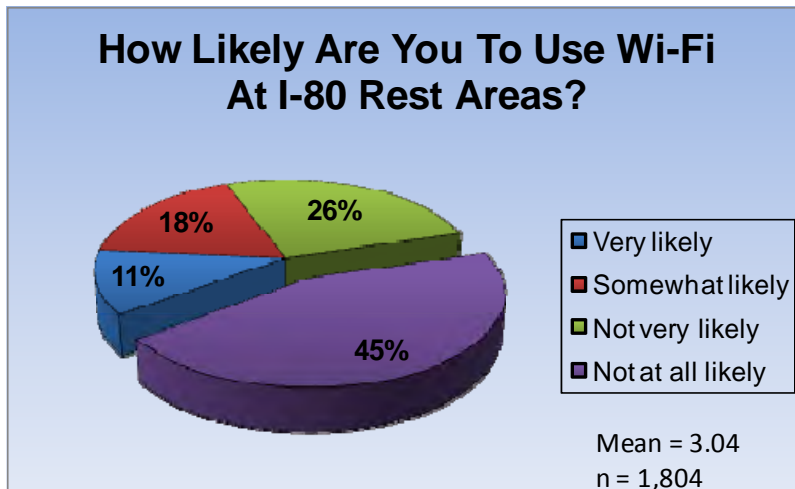
Rest Area Quality/Wi-Fi Use



*Q. Overall, how would you compare Nebraska's I-80 rest areas to rest areas in other states?
Would you say Nebraska's rest areas are...?*

Much Better	Somewhat Better	About the Same	Somewhat Worse	n=
12.0%	19.1%	59.5%	9.4%	1,605

- Ninety-one percent of the residents said that Nebraska rest areas are equal to or better than those in other states.



Q. Some states offer free Wi-Fi or Wireless Internet Access at their rest areas. If Nebraska were to provide this service at their rest areas, how likely would you be to use it?

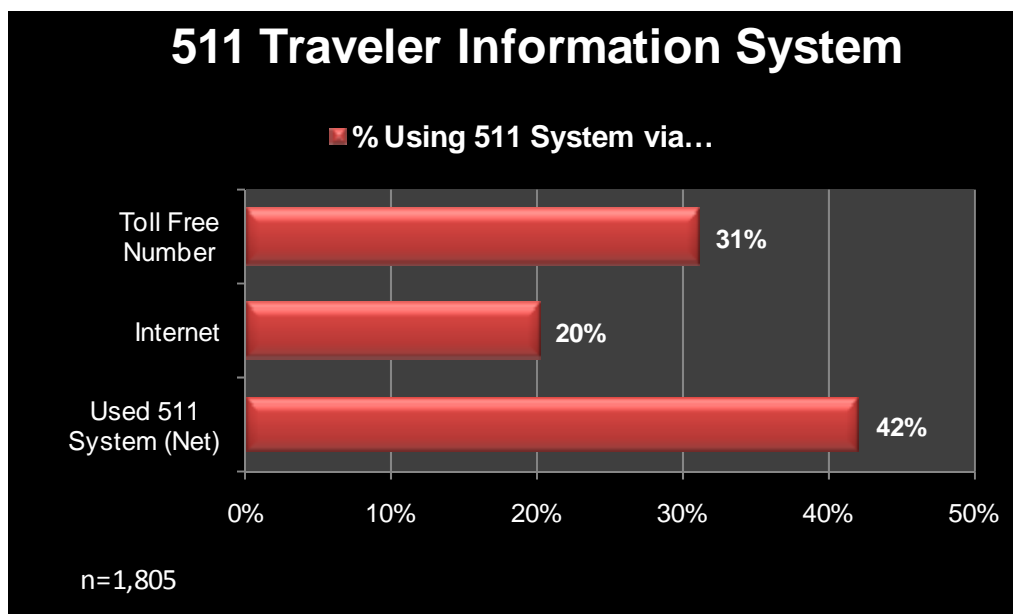
- Nebraska residents were asked how likely they would be to use free Wi-Fi or Wireless Internet access at Nebraska rest areas. Only 29% said they would be very or somewhat likely to utilize this service, while 45% said they were not at all likely to surf the web while at a rest area.

Nebraska's 511 Travelers Information System

Method of Access

Q. Nebraska's 511 Traveler Information System provides Statewide, up-to-date road and weather condition information via the Internet and Telephone.

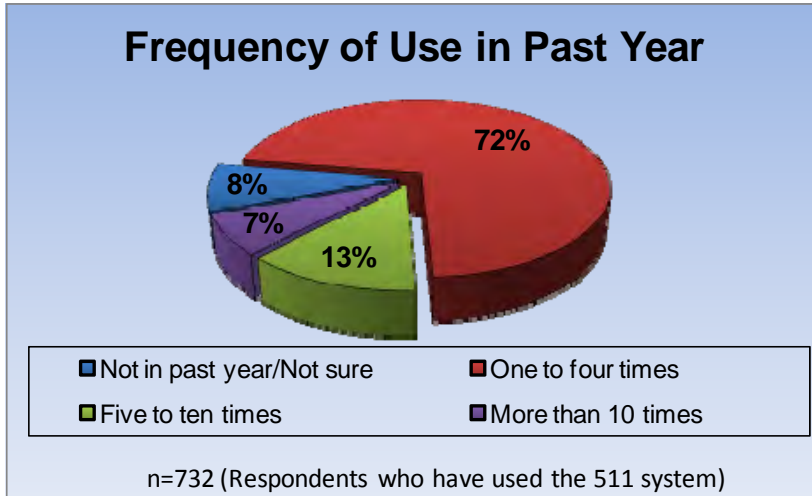
*Have you used this system via the Internet?
Have you used this system via the toll-free number?*



- Survey respondents were asked if they had used the 511 Traveler Information System which provides road and weather related information via the Internet and telephone. Twenty percent had accessed the 511 system via the internet, while 31% had accessed via NDOR's toll free number. Four in ten Nebraskans (42%) had used the 511 system via one of these two methods.

Nebraska's 511 Travelers Information System

Frequency & Usefulness

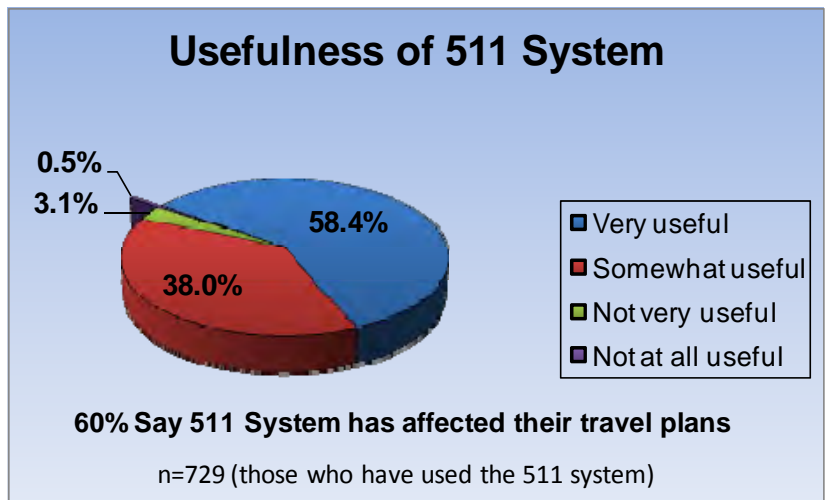


Q. How often have you used the system in the past year?

- Among those who had used the 511 system, the vast majority (72%) had accessed the information one to four times in the past year, while 13% used the system five to ten times and 7% more than ten times in the past year.

Q. How useful was the information you received from the 511 system?

Q. Has information from the 511 system ever affected your travel plans or caused you to change the route you took to get to your destination?



- Among those who had used the 511 system, 58% found the information very useful and 38% found it somewhat useful. Six in ten (60%) of the 511 users said the information received from the 511 system shaped their travel plans.

About the Respondent

- The tables below show the Demographics of those who responded to the survey.

	Number of Respondents	Percent
Gender		
Male	896	49.5%
Female	915	50.5%
Age		
19-24	215	12.0%
25-44	662	36.8%
45-64	611	34.0%
65 or more	309	17.2%
Income		
Under \$40,000	445	28.0%
\$40,000-\$74,999	591	37.2%
\$75,000 or more	551	34.7%
Education		
No Diploma	37	2.1%
HS Diploma	491	27.9%
Some College	279	15.8%
Two Year/Technical Degree	267	15.2%
Bachelors Degree	457	25.9%
Graduate Degree	231	13.1%
Where do you live?		
Farm	210	11.6%
Open Country (not a farm)	151	8.4%
Town or City	1,448	80.1%
Born In...		
Nebraska	1,159	64.0%
Another State	597	33.0%
Foreign Country	55	3.0%

Survey Instrument

- Q. R1: Next, I'd like to ask some questions about the Nebraska Department of Roads. Please keep in mind that I will be referring to the roads of the state highway system, not the roads of your city or county. Thinking about the highways in the state of Nebraska, how satisfied are you with the "condition" of these roads?
- Very satisfied
 - Somewhat satisfied
 - Somewhat dissatisfied
 - Very dissatisfied
- Q. R2: Thinking of just the major highway routes of the state, how satisfied are you with snow and ice removal by the Department of Roads?
- Very satisfied
 - Somewhat satisfied
 - Somewhat dissatisfied
 - Very dissatisfied
- Q. R3: Thinking only of the employees of the Department of Roads, not those of highway contractors, the county, or the city, what is your overall impression of the employees of the Department of Roads?
- Very favorable
 - Favorable
 - Unfavorable
 - Very unfavorable
- Q. R4: Have you had contact with an employee of the Department of Roads within the past year?
- Yes
 - No (If no, skip to question R6)
- Q. R5: Would you say the employee was very courteous, somewhat courteous, not very courteous, or not at all courteous?
- Very courteous
 - Courteous
 - Not very courteous
 - Not at all courteous

Q. R6: Next, I would like to read some statements about the Nebraska Department of Roads. Please tell me if you strongly agree, agree, disagree, or strongly disagree with each statement. The Department of Roads is doing a good job of building and maintaining the state highway system.

- Strongly agree
- Agree
- NEITHER AGREE OR DISAGREE/NEUTRAL
- Disagree
- Strongly Disagree

Q. R10: Next, I would like to read some statements about the Nebraska Department of Roads. Please tell me if you strongly agree, agree, disagree, or strongly disagree with each statement.

All revenues collected from motor fuel taxes should be spent for transportation-related highway improvements and maintenance.

- Strongly agree
- Agree
- NEITHER AGREE OR DISAGREE/NEUTRAL
- Disagree
- Strongly Disagree

Q. R11: Some people in the state support higher gasoline taxes for various reasons. For example, some would support higher taxes to "maintain" the condition of the existing state highway system. Others might support higher gasoline taxes to "improve" the condition of the state highway system. Would you support higher gasoline taxes to "maintain" the condition of the existing highway system?

- Yes
- No

Q. R12: Would you support higher gasoline taxes to "improve" the condition of the state highway system?

- Yes
- No

Q. RS3: Safety of the motoring public is a priority of the Department of Roads. Thinking only of state highways, how satisfied are you with the Department of Roads in providing you with a safe transportation system? Would you say you are?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

Q. RS2: How safe do you feel when you have to drive through a construction work zone on Nebraska highways? Would you say you feel?

- Very safe
- Somewhat safe
- Somewhat unsafe
- Very unsafe

Q. RA1: In the past 12 months, have you stopped at one of Nebraska's I-80 rest areas?

- Yes
- No (if no, skip to RA2)

Q. RA1a: How safe do you feel when using one of Nebraska's I-80 rest areas? Would you say you feel?

- Very safe
- Somewhat safe
- Somewhat unsafe
- Very unsafe

Q. RA1b: While visiting Nebraska I-80 rest areas, have you used the video display that provides weather and road condition information?

- Yes
- No (if no, skip to RA2)

Q.RA1b_a: How useful was the video display to you? Would you say...?

- Very useful
- Somewhat useful
- Not very useful
- Not at all useful

Q.RA2: Overall, how would you compare Nebraska's I-80 rest areas to rest areas in other states? Would you say Nebraska's rest areas are...?

- Much better
- Somewhat better
- About the same
- Somewhat worse

Q.RA3: Some states offer free Wi-Fi or Wireless Internet Access at their rest areas. If Nebraska were to provide this service at their rest areas, how likely would you be to use it?

- Very likely
- Somewhat likely
- Not very likely
- Not at all likely

Q.RA4a: Nebraska's 511 Traveler Information System provides Statewide, up-to-date road and weather condition information via the Internet and Telephone.

1. Have you used this system via the Internet?
2. Have you used this system via the toll-free number?
 - Yes
 - No (If no, to both questions skip to RI1)

Q.RA4b: How often have you used the system in the past year?

- One to four times
- Five to ten times
- More than 10 times

Q.RA4c: How useful was the information you received from the 511 system?

- Very useful
- Somewhat useful
- Not very useful
- Not at all useful

Q.RA4d: Has information from the 511 system ever affected your travel plans or caused you to change the route you took to get to your destination?

- Yes
- No

Q.RI1: Overall, would you say your feelings about the Department of Roads are generally very positive, somewhat positive, somewhat negative, or very negative?

- Very positive
- Somewhat positive
- Somewhat negative
- Very negative