

Federal Highway Administration

Region 9

Manager Report

FHWA Survey of Transportation Agencies Rating Processes With Resource Agencies

May 2007

THE GALLUP ORGANIZATION

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The following pages provide a summary of responses to the Gallup/FHWA Survey of Transportation Agencies. Respondents were asked to rate a recent project with a Resource agency, so the data reflect the views of Transportation agencies toward those projects with Resource agencies. The survey statements were generally rated on a scale which required a response from among six response categories:

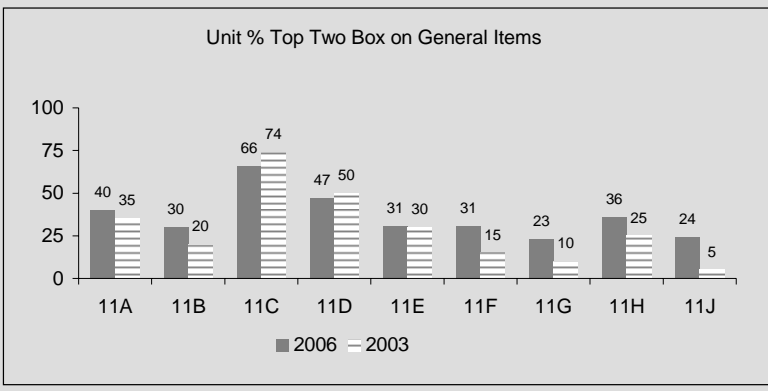
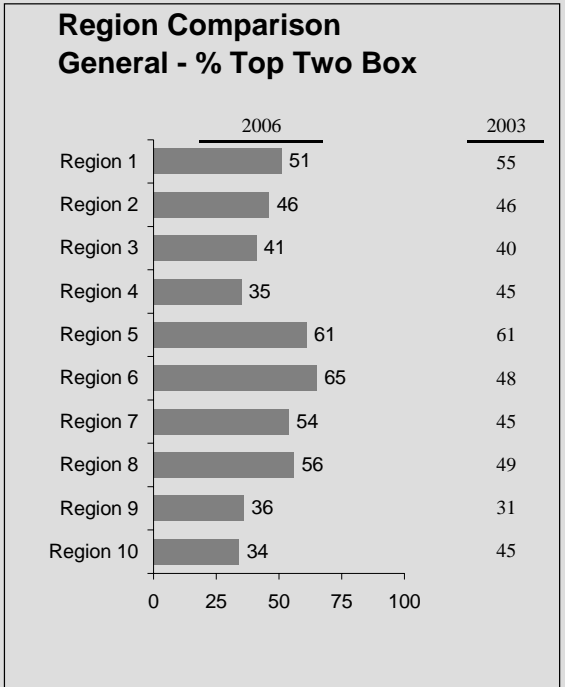
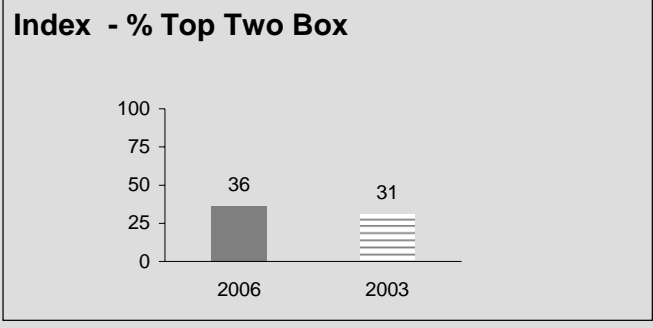
5	Strongly Agree	Extremely Satisfied	Excellent
4			
3			
2			
1	Strongly Disagree	Extremely Dissatisfied	Poor
Does Not Apply or Don't Know			

The statement or dimension averages are based on a 5-point scale, with "1" being the lowest possible average and "5" being the highest average. "Does Not Apply" or "Don't Know" responses are not scored.

The FHWA Transportation Agency Scorecard provides feedback on how the region is doing with regards to NEPA processes as compared to the "best practice" or highest scoring region for each survey item. Note the following term definitions:

- Index** The average top two box response percentages for statements measuring each category of survey items (Relationship, Communication, Timeliness, Performance, General, and Problems)
- Top Two Box** The percentage of "5" and "4" responses.
- Best Practice Region** The region with the highest percentage of top two box responses.
- Region 1** Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
- Region 2** New Jersey, New York
- Region 3** Delaware, Washington D.C., Maryland, Pennsylvania, Virginia, West Virginia
- Region 4** Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee
- Region 5** Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin
- Region 6** Arkansas, Louisiana, New Mexico, Oklahoma, Texas
- Region 7** Iowa, Kansas, Missouri, Nebraska
- Region 8** Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming
- Region 9** Arizona, California, Hawaii, Nevada
- Region 10** Alaska, Idaho, Oregon, Washington

The lists of transportation and resource reviewers for both 2003 and 2006 were generated by Gallup based on information that existed at the time the surveys were undertaken. It is understood that although they may not represent the entire population of transportation and resource reviewers, they both represent the best list of reviewers that could be constructed. In the absence of any other lists to represent these populations, these lists were treated as the target population for this study. Results based on the data presented in this report, therefore, relate to these lists only and may not be generalizable to any other population of transportation and resource reviewers. For further details on list construction and methodology used for this study, please refer to Technical Notes in the Final Report.



Item	Description	Sample Size	Gotten Worse / Poor . . . Excellent / Improved					Best Practice Region	Mean Scores	
			% 1	% 2	% 3	% 4	% 5		2006	2003
11A	Understands your agency's mission.	35	9	20	31	17	23	6	3.26	3.05
		30	0	3	20	47	30		4.03	
11B	Cares about your agency's mission.	33	18	27	24	21	9	6	2.76	2.45
		29	7	7	31	31	24		3.59	
11C	Is committed to doing quality work.	35	0	17	17	49	17	5	3.66	3.68
		47	2	2	2	60	34		4.21	
11D	Has competent staff.	36	3	6	44	31	17	6	3.53	3.40
		29	0	7	10	48	34		4.10	
11E	There is a sufficient level of trust between your two agencies.	35	14	20	34	17	14	6	2.97	2.90
		30	0	10	20	47	23		3.83	
11F	Is committed to making the environmental review process run efficiently.	36	11	28	31	17	14	5	2.94	2.65
		48	4	4	23	46	23		3.79	
11G	Is willing to compromise.	35	20	29	29	23	0	6	2.54	2.60
		28	0	18	32	43	7		3.39	
11H	There is a sufficient level of communication between your two agencies.	36	6	25	33	19	17	6	3.17	2.85
		29	0	7	21	55	17		3.83	
11J	Is committed to transportation improvements.	34	21	35	21	12	12	7	2.59	2.25
		27	7	30	22	22	19		3.15	

Top Line: Region 9
Bottom Line: Best Practice

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12 Over the past three years, has your agency's overall relationship improved, stayed the same, or gotten worse?

Sample Size	% Stayed		
	% Gotten Worse	% The Same	% Improved
33	6	52	42

13 In general, how would you rate the overall relationship between your agency and the resource agency?

Sample Size	Poor Excellent					Mean Scores	
	% 1	% 2	% 3	% 4	% 5	2006	2003
35	3	14	46	26	11	3.29	2.95

Top Line: Region 9