Satisfaction Survey Results
Annual Meeting, July 18th
Satisfaction Survey

- Survey Goal: measure qualitative program success
  - Two surveys developed for locality and VDOT
  - Both focus on:
    - communication
    - process/program
    - flexibility
    - achieving transportation goals
    - UCI Direction and Progress
Survey distributed to approximately 60 members; received 30 responses, 15 Local, 15 VDOT

New questions in this year’s survey

Survey results indicated:

- program successes
- areas for improvement
- common ground between VDOT and localities
Locality Results

- Responses consistent with 2012 results
- *Is UCI on the right path? 80% agree*

**Highlights:**
- Nearly half of respondents have more than 5 years of UCI experience.
- Localities indicated that they would benefit from more flexibility in Revenue Sharing and Environmental Requirements.
- Funding and Staffing issues are limiting Localities from pursuing UCI Certification.
- Federal Aid and Streamlining Measures are areas that Localities indicate need more training in order for the UCI to be successful.
- Consider a bi-annual UCI Meeting opposed to tri-annual.
- Involvement in UCI is not as beneficial as it once was.
Locality Results

- Survey included new questions about UCI involvement and the Certification process
  - Roles in Project Delivery under UCI
  - Experience with UCI Projects
  - VDOT Flexibility/ Areas of Improvement
  - Attendance at VDOT Training
  - Locality Project/Program Limitations
  - Locality Certification Process
  - Local Programs Workshop Attendance
New Questions

- Staff role in delivering projects?
- Experience working with UCI projects?
- Adjust meeting format?
- What areas could VDOT provide more flexibility?
- What is limiting your locality in pursuing certification?
- Interest in Local Program Workshop?
- Additional Training focus and availability?
Locality Results

- **Staff role in delivering projects?**
  - 60% program or project managers
  - 40% municipal leadership (e.g., Town/City manager, Public Works Director, etc.)

- **Experience working with UCI projects?**
  - 60% have 3+ years
  - 40% has 3 years or less

- **Adjust meeting format?**
  - Tri-annual to bi-annual; 53.3%
Locality Results

- What is limiting your locality in pursuing certification?
  - Funding and staffing primary reasons (93.4%)
  - Application process (6.7%)

- What areas could VDOT provide more flexibility?
  - Top five areas:
    - Civil Rights
    - Program Management
    - Financial/Billing
    - Pre-award audit
    - Revenue Sharing
Locality Results

- Interest in Local Program Workshop?
  - 53% did not or were not aware of the program last year
  - 92% planning or considering attending this fall
VDOT Results

- Similar findings as from localities
  - Responses from VDOT staff remained fairly consistent (15 responses)
  - Confidence that certification is the right direction dropped by 5.7%
  - Belief that UCI program and processes to streamline project delivery increased by 15.3%
New Questions

- Role managing/coordinating project?
- Experience coordinating projects?
- Number of UCI projects coordinated?
- Familiarity with UCI process?
- Meeting format?
- Is certification a good “fit” for localities?
VDOT Results

- Role managing/coordinating project?
  - 67% project sponsor/Coordinator/liaison
  - 33% district/functional area leader

- Experience coordinating UCI projects?
  - 53% have 1-3 years experience
  - 33% have 3-10 years experience
  - 13% have 10+ experience

- Familiarity with UCI process?
  - 80% have intermediate to advanced understanding
VDOT Results

- Number of projects coordinated:
  - 0-80+: 66% managing 40+ projects

- Experience with UCI projects:
  - 50% have had at least 1.5 years (same as 2012)

- Meeting format?
  - 67% bi-annual; 33% tri-annual

- Is certification a good “fit” for localities?
Certification Program

- Localities: do you feel certification process as presented will assist in project delivery?
  - 2012: 3.54
  - 2013: 2.93 (12% decrease)

- Agree that certification will assist in local project delivery (VDOT):
  - 2012: 87.5 %
  - 2013: 73.3%
What does it mean?

- Budgetary realities at state and local levels
  - additional funding for new projects
- New interest in UCI – it is still relevant?
  - New member localities
- Organizational challenges
  - VDOT project workload and experience
- Communication is still occurring between VDOT and localities, but room for improvement
- Certification not intended for all localities
Where to go from here?

- Individual locality goals = program goals
- Go to bi-annual meeting format
- Consider increasing training opportunities in specific areas
  - civil rights
  - program and construction management
  - environmental requirements
  - general federal aid requirements
- Continue development of “12 Month Goals”
  - Evaluation of our business plan(s)
  - Incorporating All methodologies into the LAP Manual!
Questions?