Three-legged stool

Program Satisfaction

First Cities Program

Schedule

Budget
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
Satisfaction Survey (con’t)

- Survey distributed to approximately 60 members; received 29 responses
- Survey results indicated:
  - program successes
  - areas for improvement
  - common ground between VDOT and localities
Locality Results

- Responses trending downward from previous year
  - Overall satisfaction with communication and information from VDOT has dropped by 41.2%
  - Confidence that certification is the right direction dropped 2.6%
  - Perception that UCI involvement improves project delivery has dropped 3.8%
  - Perception regarding the availability of VDOT staff has dropped 20%
VDOT Results

- Similar findings as from localities
  - Responses from VDOT staff dropped by 20%
  - 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%
Certification Program

- Certification movement was prioritized based on 2011 satisfaction survey
- Is your locality pursuing certification?
  - Yes – 35.3%
  - No – 23.5%
  - Maybe – 41.2%
What does it mean?

- Budgetary realities at state and local levels
- Significant changes at VDOT
- Program lull after successful year in 08-09

- Good communication is still occurring between VDOT and localities
Where to go from here?

- Individual locality goals = program goals
- Consider increasing training opportunities in specific areas
  - civil rights
  - program management
  - materials requirements
  - general federal aid requirements
- Take advantage of group achievements
  - Encourage and support localities that are moving forward with certification
Questions?