

*Section 8:*  
***Focus Group***  
***Summary Report***

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# Summary of Focus Groups and Resident Interviews

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Conducted for

**The Tennessee Department  
of Transportation**

by  
**ETC Institute**

November 30, 2005

# Executive Summary

ETC Institute conducted four focus groups with transportation stakeholders and completed 102 interviews with a randomly selected group of residents during November 2005. The purpose of the focus groups and interviews was to gather input from the community to develop questions for a statewide customer satisfaction survey that will be administered by TDOT during the spring of 2006. The major topics that were discussed included:

- Overall perceptions of the State's transportation system
- Perceptions of TDOT
- Issues related to highway maintenance and design
- Public transportation issues
- Issues related to other non-highway modes of transportation, such as air, rail, and biking facilities
- Issues related to public information and communication
- Funding related issues

Selected findings from the focus groups and interviews are listed below:

## **Findings from the Stakeholder Focus Groups**

- 15% of stakeholders rated the State's transportation system as "excellent", 68% rated it as "good", and 17% rated it as "average". None (0%) rated it as "poor".
- 52% of stakeholders felt that TDOT is a customer-oriented organization, 39% thought TDOT is not customer-oriented, and 9% did not have an opinion.
- 29% of stakeholders rated the maintenance of State highways as "excellent", 43% rated it as "good", and 28% rated it as "average". None (0%) rated it as "poor".
- 78% of stakeholders thought that TDOT had gotten "better" at informing residents about transportation issues over the past three years; 22% thought TDOT had stayed "about the same," and none (0%) thought that TDOT had gotten "worse" at informing residents about transportation issues.
- 84% of stakeholders felt that TDOT generally provides good value for the transportation taxes that are paid by residents; 16% felt that TDOT does not provide good value.

## **Findings from the Resident Interviews**

- 12% of residents rated the State's transportation system as "excellent", 40% rated it as "good", 36% rated it as "average", and 12% rated it as "poor".
- 57% of residents felt that TDOT is a customer-oriented organization, 23% felt TDOT is not customer-oriented, and 20% did not have an opinion.
- 20% of residents rated maintenance of State highways as "excellent", 46% rated it as "good", 25% rated it as "average", and 9% rated it as "poor".
- 31% of residents thought that TDOT had gotten "better" at informing residents about transportation issues; 47% thought TDOT had stayed "about the same", 4% thought TDOT had gotten "worse", and 18% did not have an opinion.
- 50% of residents felt that TDOT generally provides good value for the transportation taxes that are paid by residents; 19% felt that TDOT does not provide good value, and 31% did not have an opinion.

# Contents

Overview .....	1
TOPIC #1: Perceptions of the State’s Transportation System.....	2
TOPIC #2: Positive and Negative Experiences with TDOT .....	7
TOPIC #3: Perceptions of TDOT as a Customer-Oriented Organization .....	10
TOPIC #4: Highway Maintenance Issues .....	14
TOPIC #5: Issues Related to the Design of State Highways.....	18
TOPIC #6: Quality of Public Transportation in Tennessee .....	22
TOPIC #7: Priority that Should Be Place on Public Transportation .....	26
TOPIC #8: Perceptions of Other Non-Highway Modes of Transportation.....	29
TOPIC #9: How Well TDOT Keeps the Public Informed.....	33
TOPIC #10: How Stakeholders and Residents Thought TDOT’s Efforts to Keep Residents Informed Have Changed.....	36
TOPIC #11: Funding Related Issues .....	39
FINAL THOUGHTS .....	43

## *Summary of Focus Groups and Open-Ended Interviews*

### **Overview**

During November 2005, ETC Institute conducted focus groups and open-ended interviews with community leaders and residents across the State of Tennessee. The purpose of these activities was to gather input from the community to develop questions for a statewide customer satisfaction survey that will be administered by TDOT during the spring of 2006. Some of the specific topics that were discussed during the focus groups and open-ended interviews included:

- Perceptions of the State's transportation system
- Perceptions of TDOT
- Issues related to highway maintenance and design
- Public transportation issues
- Issues related to other non-highway modes of transportation, such as air, rail, and biking facilities
- Issues related to public information and communication
- Funding related issues

A total of 42 transportation stakeholders attended four groups during the week of November 7-10, 2005. Focus group participants included local elected officials, city/county staff, business leaders, transit operators, chamber officials, airport managers, utility representatives, representatives of non-profit organizations, and others. Participants were selected at random from a list of more than 200 community leaders that had participated in meetings related to TDOT's Long Range Plan. One focus group was held in each of TDOT's four regions. The actual locations and dates of the focus groups are provided below.

- Nashville, Nov 7, 2005
- Chattanooga, Nov 8, 2005
- Knoxville, Nov 9, 2005
- Jackson, Nov 10, 2005

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## *Summary of Focus Groups and Resident Interviews*

ETC Institute also conducted open-ended interviews by phone with 102 randomly selected residents throughout the State during November 2005. At least 25 interviews were completed in each of the four TDOT regions. Residents participating in the open-ended interviews were asked the same basic set of questions that were asked during the focus groups.

The following pages list comments that were provided by those who participated in the focus groups and open-ended interviews. Since the primary purpose of the focus groups and interviews was to identify a full range of issues that could be addressed in the statewide customer satisfaction survey, the comments have not been summarized.

### **TOPIC #1: Perceptions of the State's Transportation System**

Stakeholders and residents were each asked to rate the overall quality of the State's transportation system as either "excellent", "good", "average", or "poor".

Fifteen percent (15%) of *stakeholders* rated the transportation system as "excellent", 68% rated it as "good", and 17% rated it as "average". None of the stakeholders rated the transportation system as "poor".

Twelve percent (12%) of *residents* rated the transportation system as "excellent", 40% rated it as "good", 36% rated it as "average", and 12% rated it as "poor".

Listed below are some of the comments that were provided on this topic by stakeholders and residents.

#### *Perceptions that STAKEHOLDERS had of the State's Transportation System*

- It is a great Interstate system.
- The roads are great.
- My boss came in from North Carolina and he said the roads were very good.
- The public transportation is good.
- Roads are typically well paved.
- There has been an increase in quality and accessibility, especially in Nashville.
- Public transportation could use more accessibility.
- There is a lack of funding for public transportation.
- Mass transit between towns is needed.

## *Summary of Focus Groups and Resident Interviews*

- The system seems biased towards roads over public transportation.
- The roads are excellent throughout the state, and transit is at least somewhat available in both urban and rural areas.
- The roads are excellent, but the public transit is average.
- The roads are great, but we are behind in other modes of travel, such as walking and biking trails.
- I don't really know what's available in regards to public transit. It really needs to be promoted more.
- There is a big lack of sidewalks. The sidewalk system has been ignored for a long time.
- Highway construction is good.
- The quality of the infrastructure is good.
- They built the new roads the right size in regards to number of lanes for the traffic.
- The general condition of the roads is excellent. I would rate Tennessee as one of the top five in the United States.
- Tennessee is one of the few states that have public transportation in every county of the state.
- Roads are excellent in every corner of the state; it is easily one of the top states in the United States.
- Airport funding is good, especially in the more rural areas.
- Car accidents cause a bottleneck that sometimes blocks up the highway for a long time.
- Public transportation is non-existent in inner cities.
- Roads are excellent, but public transportation is poor in the cities. The airport also needs help.
- Roads are very well maintained compared to other states in the region.
- I have been here for more than 20 years and the transportation system has been steadily improving during that time.
- The pavement conditions are very good.

## *Summary of Focus Groups and Resident Interviews*

- I like the “pay as you go” philosophy; it’s nice to have a government organization that is fiscally responsible.
- There is a lot of lag time in the projects from beginning to end. They could expedite the process.
- Some communities lack viable transportation options.
- There is a lack of connectivity between communities.
- There is limited investment in alternative modes of travel like air, water, and rail.
- There is congestion due to truck traffic in the urban areas.
- There needs to be a more formal linkage between transportation and economic development. There should be quicker response and more commitment to building new industrial roads.
- We have the best road system in the Country. Alternative modes of transportation could be better, but the main focus of TDOT should be the roads.
- The roads are great compared to other states I have been in.
- I often hear people from other states talk about how great our roads are.
- If you travel to other states, it won’t take long to realize how great Tennessee’s roads are.
- There are too many trucks on the highways.
- The highways are excellent. The maintenance programs for highways are very good.
- I don’t leave Tennessee too much, but our roads seem good compared to roads in the few states I’ve been too.
- Our roads are very good for the most part. It just takes a while sometimes to make repairs.

### *Perceptions that **RESIDENTS** had of the State’s Transportation System*

- I feel like the highways are safe.
- Compared to other places, the roads are great.
- Compared to other states, we have pretty good highways.
- You can get to where you need to go easily.

## ***Summary of Focus Groups and Resident Interviews***

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- The pavement on the roads is good.
- I travel on the highways often and I'm very happy with them.
- The roads are normally in good shape and well maintained.
- I've traveled to other states, and I think Tennessee has the best highways.
- I do not have any complaints.
- I don't see many problems while I am driving.
- I have had no problems with the transportation system.
- I think it could be better, but it also could be worse.
- The roads are in pretty good shape.
- I think the roads are generally in pretty good shape, but there is always road construction going on.
- Most of the roads are in good condition.
- Most of the time I don't have trouble getting around.
- I move along with no problems; I think the roads are in good shape.
- Other than the roads not having directional signs, they are in good condition.
- Some of the roads do need some work, but it is not as bad as other states I've been to.
- The interstate system is good.
- The roads are nice and clean and safe to drive on.
- The roads are pretty well maintained and it's easy to get around.
- Road maintenance is kept up pretty well.
- I think that the roads are wide enough and the speed limits are appropriate.
- The transportation system is very good overall.
- I used to live up north and I think the roads there are in good shape.
- The roads will be excellent when the construction is completed.

## *Summary of Focus Groups and Resident Interviews*

- I think there are a lot of problems with the roads.
- Some of the roads are good and some are bad.
- I believe the secondary roads do not meet the State's high quality of transportation.
- Compared to other cities, our highways are more congested.
- I don't hear any complaints about the roads.
- The highways are very crowded; there is a lot of stop and go traffic.
- Highways are being redone, but the money is being spent poorly.
- I live by a road that still is not paved.
- There are a lot of potholes.
- More lanes should be added to the interstates.
- There should be regulations forcing 18-wheelers to drive in the right lane only.
- The roads are no better or worse than in other states.
- There are not enough roads for the traffic we have.
- I think the amount of road construction is bad. It seems like there is constantly construction on major roads.
- Some of the roads are good, but some are rough.
- The roads seem wide enough.
- There is always construction.
- There are a lot of cars and heavy traffic on the roads.
- They could do more road work; the old roads especially need more attention.
- They have been in the process of rebuilding the highways for years.
- Roads are under construction all the time.
- There are a lot of barrels in the roads.

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## *Summary of Focus Groups and Resident Interviews*

- The construction never ends.
- Transportation is just a funding mess involving a lot of politics.
- It is hard to find public transportation for the disabled.
- There is a lack of control of the heavy trucking equipment.
- Roads are bad during hazardous weather conditions.
- The trucks that drive in the passing lanes when going uphill are bad.
- We need a rapid transit system.
- We do not drive on the interstates because of all the trucks on them.

### **TOPIC #2: Positive and Negative Experiences with TDOT**

All (100%) of the stakeholders that participated in the focus groups had interacted with TDOT during the past 2 years, but only fourteen percent (14%) of residents who were interviewed indicated that they had interacted with TDOT over the past 2 years.

Listed below are some of the positive and negative experiences that were described by stakeholders and residents.

#### **Positive Experiences with TDOT**

##### *Reasons **STAKEHOLDERS** described their experiences with TDOT as being “positive”*

- They understand the importance of rural roads. They have a good knowledge of how new businesses and changes will affect road use.
- They spend a lot of time planning & involving the public.
- They are more interested in getting public input than they used to be.
- TDOT is continuously improving and striving to get better.
- They build new roads well and they manage construction contracts well.
- Maintenance department employees in small communities throughout the state are excellent. They do an especially great job of clearing snow from rural roads.
- They are spending a lot of money and bringing in great consultants.

## *Summary of Focus Groups and Resident Interviews*

- There is a more professional approach overall.
- They are getting contracts and reimbursements out sooner than they used to.
- They have put more focus on professionalism in long term planning over the past couple of years.
- The regional office is excellent, but the state office is bureaucratic.
- TDOT has been very flexible, which is terrific.
- The people setting up the rural transportation organization have been excellent. They are constantly in touch with us by e-mail or calls. They are great communicators.
- The DBE Department and the Planning Department have been great. They are very responsive and have good communication.
- The Trolley Department people are great to work with in getting grants.
- They are always very customer oriented. I may not always agree with them, but they are courteous and customer friendly.
- The TDOT staff is always courteous.
- They are trying to change public perception by getting more involved with the public.
- At the last public meeting, I went to TDOT was more receptive to ideas and provided more information than they had in the past. They explained things better and were more friendly and open to the future.
- There is definitely a cultural change across the board at TDOT to be more customer-oriented.
- It gets more bureaucratic as you get closer to Nashville, but they are still very good overall.
- They haven't been good about providing us with data on car accidents.
- We worked with a person on a project that would only do it his way.
- TDOT representatives have actually come out to our area and were very approachable and informative when they were here.
- They've been incredibly helpful in regards to Highway I-69 and any other questions we've had for them.
- The new regime has been much more customer friendly and open to communicating with the public and other organizations.

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## ***Summary of Focus Groups and Resident Interviews***

### ***Reasons RESIDENTS described their experiences with TDOT as being “positive”***

- My daughter broke down and TDOT came out and helped her.
- They do an excellent job keeping up with repairs.
- They always keep the highways in good condition.
- I like the fact that TDOT is trying to add more lanes on overcrowded highways.
- I like that TDOT always seems to be working to improve the transportation system.
- I had a flat tire on my car and they came right away to help.
- I was in an accident and they did traffic control and protected me from traffic.
- They responded to me promptly when I called in for help.
- They worked fast & proficiently to fix the streets in my area.
- They are usually quick to respond to clean up requests.

### **Negative Experiences with TDOT**

#### ***Reasons STAKEHOLDERS described their experiences with TDOT as being “negative”***

- They are burdened with lots of projects and not enough staff, resources or money.
- The “pay as you go” philosophy is not good. They use all cash and don’t do bonds. This policy causes a lot of money to pass by TDOT.
- They are great with the roads, but bad on other modes of transportation.
- Some areas are dangerous in my community and it takes a long time to get it fixed due to a lack of staff, resources and money.
- They should finish projects before starting a new one. There are too many unfinished road construction projects throughout the State.
- The paperwork for some programs takes up too much time.
- There is a huge bureaucracy, and it takes a lot of effort to cut through it to get work accomplished. They are changing, but it just takes time. They are moving in the right direction though.

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## ***Summary of Focus Groups and Resident Interviews***

- The rural transportation organization is a good idea, but I think they came in a little heavy-handed. Although, I think they did start to listen more once they got started.
- TDOT doesn't finish projects when they say they will. They hesitate to tell the public when a project is supposed to be done.
- Communication with the upper levels of TDOT has been very poor. It is frustrating to have to navigate through all the bureaucracies to get things done with them.
- They had a public meeting in our area about upcoming road construction and didn't really listen to the public's ideas. There are lots of problems now.
- There is a huge design backlog so they may need to hire more help.
- Work zones seem to cover a lot more distance than is necessary. Barrels especially seem to be put out much sooner than they need to be.
- There are some dangerous spots along I-40. There have been a couple of accidents in these spots that I told TDOT about and they didn't respond.
- Signage issues are too political as to which communities get signs and why.

### ***Reasons RESIDENTS described their experiences with TDOT as being "negative"***

- I feel that they just don't care sometimes.
- They need to finish highway 65.
- It takes too long to complete a lot of projects.
- There was no response to the problem I called about, which pertained to erratic trucker drivers.
- They are non-yielding on their views.
- It takes too long for them to finish projects.
- They put a new road through my yard, and I couldn't do anything to stop it.

### **TOPIC #3: Perceptions of TDOT as a Customer-Oriented Organization**

Stakeholders and residents were asked if they felt that TDOT is a customer-oriented organization.

Fifty-two percent (52%) of *stakeholders* felt that TDOT is a customer-oriented organization, 39% felt TDOT is not customer-oriented, and 9% did not have an opinion.

## *Summary of Focus Groups and Resident Interviews*

Fifty-seven percent (57%) of *residents* felt that TDOT is a customer-oriented organization, 23% felt TDOT is not customer-oriented, and 20% did not have an opinion.

Listed below are some of the comments that were provided on this topic by stakeholders and residents.

### *Perceptions that STAKEHOLDERS had of TDOT*

- The top end is improving, but sometimes the front line is not coordinated with the new changes at the top.
- It takes years to close out a project and there is a lot of inertia to work through, but they are investing a lot of time in customer feedback, awareness, and planning so that is good.
- Improving simple procedures would make things more efficient, easier, and quicker for the customer. Departments don't even share the same databases, so they have to transfer you around for simple problems and questions.
- They have become a lot more customer-oriented over the past couple of years. They no longer have a "my way or the high way" attitude, but they still have a ways to go.
- They were very flexible and creative in working on a project with us.
- The new administration has reached out more. They are willing to ask our opinions.
- Regionally they do a great job, but at the state level they say they're listening to us but when they leave our area we never hear from them again and nothing happens.
- They might listen to people now, but it still doesn't mean they will do anything about your request.
- For the most part they're more customer-oriented, but some of the old guard still sticks to the old ways.
- I like that they are willing to listen, but they've almost gone too far. They get tons of feedback, but they never seem to follow up and act on it. It all gets bogged down in bureaucracy.
- I'm not sure they know who their customers are. They used to be much more helpful on projects.
- Their plans are laid in concrete; they will listen but won't change anything.
- They are very backlogged. They have said yes to too many people over the years and many projects are backlogged.

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## ***Summary of Focus Groups and Resident Interviews***

- It is so much better now; the previous regime was extremely difficult to interact with.
- They are much more open and informative now.

### ***Perceptions that RESIDENTS had of TDOT***

- They really seem to be there for the customer.
- They have good people at TDOT.
- The contact I have had with them has been pleasant, and they appeared to care.
- They need to crack down on 18-wheelers – they're everywhere.
- They are easy to get a hold of and talk to.
- They fix things when they need to be fixed.
- From what I have seen and heard they seem to be customer-oriented.
- The roads are good.
- They handle business well.
- I have not heard anything bad about them.
- I haven't interacted with TDOT too much, but I've heard only good things about them.
- Customer service is provided well.
- Just from observation, they are very visible.
- I have no problems with TDOT.
- I know some seniors who have had good experiences with them.
- They helped my daughter when her car broke down.
- They have responded quickly in past years.
- I think they do their best.
- They seem to try to take care of the traffic and problems.
- Since someone else took over they have been much more customer-oriented.

## ***Summary of Focus Groups and Resident Interviews***

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- They are advising the public of changes in construction.
- They are friendly.
- I think they try to take care of our roads.
- They are flexible and do things to help with your problems.
- They are trying to make the system better.
- I think they do a good job in being customer-oriented.
- Most TDOT employees seem to work for the people and not for themselves, which is great.
- They helped me out when my car broke down.
- They make a good effort.
- They do a good job of responding to people with car trouble on the highway.
- They seem to be there when you need them if your car breaks down.
- I think TDOT tries to be helpful towards us as customers.
- I like that they take the time to explain how the bus system works.
- They try to be customer-oriented.
- They truly seem to work for the people.
- We have been having some roadwork down here and they are doing good.
- They try to help communities by providing the best service they can.
- It is a government agency so they have to be customer-oriented.
- I have been hearing a lot about how much time it takes to complete jobs.
- I feel the customer service is poor around here.
- I went to register my vehicle and they would not help me.
- No one has been willing to help us in any way.
- They are not responsive to complaints.

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## ***Summary of Focus Groups and Resident Interviews***

- The people who actually work there don't care and don't answer questions.
- It takes too long when you call with a complaint.
- There is no transportation if you don't have a car.
- There is too much money put into other issues.
- They are stubborn and don't take suggestions.
- They do road work at rush hour times.
- To know what is going on you have to see it on the news. They won't tell you anything if you ask questions.
- They are too political.

### **TOPIC #4: Highway Maintenance Issues**

Stakeholders and residents were each asked to rate the maintenance of State highways in Tennessee as either “excellent”, “good”, “average”, or “poor”.

Twenty-nine percent (29%) of *stakeholders* rated maintenance of State highways as “excellent”, 43% rated it as “good”, and 28% rated it as “average”. None of the stakeholders rated maintenance of State highways as “poor”.

Twenty percent (20%) of *residents* rated maintenance of State highways as “excellent”, 46% rated it as “good”, 25% rated it as “average”, and 9% rated it as “poor”.

Listed below are some of the comments that were provided on this topic by stakeholders and residents.

#### ***Perceptions that STAKEHOLDERS had about Highway Maintenance***

- The pavement is smooth.
- Other states are much, much worse. TDOT is well beyond the minimum.
- There are no potholes.
- Sometimes they repave a new road when other roads are in much worse condition.
- They are a little behind in connectivity between communities and in other transportation modes like walking and biking.

## *Summary of Focus Groups and Resident Interviews*

- Sometimes there is an overabundance of maintenance. They sometimes resurface roads six months after they repair them. The resources could be better used elsewhere, possibly in public transportation.
- They do great on maintenance.
- They do a good job on the highway maintenance, but it comes at the expense of the secondary roads.
- They don't mow the grass along the highways enough.
- The road surface is good, but they lack in other parts of maintenance like cleaning the shoulders and mowing the grass.
- Some areas need better lighting.
- They are difficult to work with in regards to the stoplights.
- I came from North Carolina and I think the wild flowers here are not good at all. I think it's a waste of money.
- The money spent on the wild flowers is a waste, especially considering our limited resources.
- The maintenance on state roads in our area isn't great. The road might look good, but they ignore drainage issues and are slow to make repairs.
- There are some dangerous, narrow, curvy roads that need to be addressed.
- There is a lack of coordination between TDOT, contractors, and sub-contractors.
- Sometimes I wonder why I'm in a work zone when I see nobody working and the roads look fine.

### *Perceptions that **RESIDENTS** had about Highway Maintenance*

- Cannon County does an excellent job on snow removal.
- Compared to other states they do an excellent job.
- They are excellent from what I have seen.
- I think the roads are well maintained overall.
- The roads are great compared to other States.

## *Summary of Focus Groups and Resident Interviews*

- They do an excellent job.
- I travel a lot and our highways seem a lot better than in other States.
- They are keeping up with road maintenance well.
- I know when I am driving in Tennessee because the highways are better.
- The roads are smooth.
- TDOT got to my daughter in no time when she needed them.
- They keep working on the roads to make them better.
- When repairs need to be made, they are done promptly.
- They are a little slow on the maintenance.
- There is always a lot of road construction going on.
- A lot of the roads are smooth.
- I think we are in good shape maintenance-wise.
- They do a good job overall. People need to just accept that problems will occur from time to time.
- I hardly ever see potholes.
- I feel they do as good as they can.
- I haven't noticed a lot wrong with the roads.
- The roads are fine. I very rarely see potholes.
- I never have to worry about potholes messing up my car.
- The roads are always clean.
- I think they keep the state highways in good shape.
- I have never had any bad experiences with the maintenance.
- The main highway roads are well maintained and clean and well kept.

## ***Summary of Focus Groups and Resident Interviews***

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- There are no potholes in my area.
- The roads are good.
- It seems like there is always some sort of construction.
- The roads are smooth.
- Snow removal is good and there are no potholes in my area.
- Some areas are taken care of and some areas are never fixed.
- Some of the streets are in bad shape. Especially the smaller roads.
- The general condition of the roads in our area is good.
- There are a few potholes that really need some work.
- There are too many potholes.
- It seems they're always ready to fix the roads.
- The highways are better than the county roads.
- The roads are paved, clean and don't have a lot of potholes.
- The roads are smooth enough to drive on.
- They are working on the roads all the time and that is a good thing.
- I think the roads could be cleaned up some.
- They have good maintenance on state highways.
- Overall I think they keep the roads clean.
- The roads seem to be ok. I have no problems with them.
- I think the maintenance here is better than in a lot of other states that I have seen.
- It seems like they're always doing construction.
- I don't have much to compare them to, but they do have problems.
- I can not get them to touch the highway in my area.

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## ***Summary of Focus Groups and Resident Interviews***

- I think there are a lot of roads that can use some work.
- The highways could be better.
- The highways are usually maintained well.
- I think the major roads are good, but the secondary roads need a little improvement.
- The roads are no better or worse than other states.
- Sometimes the roads get bad after big storms.
- The state highways need to be fixed. They are dangerous and congested.
- Most of the roads are not bad, and they are in the process of rebuilding the few that are.
- They do a job only half way and not all at one time.
- They do what they can as far as I can see.
- There are too many potholes and the maintenance is not performed as needed.
- We do a lot of road travel nationwide and in comparison our roads are fairly bad.
- The road construction never ends and is not safe.
- The roadwork takes too long.
- The maintenance never ends.
- There are potholes and grooves in the new highways.
- They are working on highways constantly and they have a lot of traffic jams.

### **TOPIC #5: Issues Related to the Design of State Highways**

Stakeholders and residents were asked to rate the design of State highways in Tennessee with regard to safety and traffic flow as either “excellent”, “good”, “average”, or “poor”.

Nine percent (9%) of *stakeholders* rated the design of State highways as “excellent”, 21% rated it as “good”, 58% rated it as “average”, and 12% rated it as “poor”.

Fifteen percent (15%) of *residents* rated design of State highways as “excellent”, 42% rated it as “good”, 30% rated it as “average”, 12% rated it as “poor”, and 1% did not have an opinion.

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## ***Summary of Focus Groups and Resident Interviews***

Listed below are some of the comments that were provided on this topic by stakeholders and residents.

### *Perceptions that STAKEHOLDERS had about the Design of State Highways*

- The design is better than in a lot of other states. There is a good transition from four to eight lanes, two to four, and four to two, etc.
- They could be better aesthetically.
- We need more pedestrian friendly roads. It is hard to get from our house to the public transit due to a lack of walkways.
- The roads haven't been designed to match the traffic in our area.
- The focus is only on driving, not walking. It is dangerous to cross many streets.
- Public transit depends on a good sidewalk system, which we do not have at all.
- Highway 60 should be widened. Exit 20 has major safety issues.
- Sometimes it seems like exit and entrance ramps just merge into each other.
- Projects seem short-sighted; they will build a two-lane bridge when they will need a four-lane in the near future.
- They need to pay more attention to drainage. Some areas are not leveled off right.

### *Perceptions that RESIDENTS had about the Design of State Highways*

- I have not had any problems.
- I can get around easily.
- The roads are safe. That's really the most important thing.
- I can get to where I need to go well.
- Signage is very good; there are enough signs to caution drivers.
- I feel safe on the highways.
- I really like the way you can go around Nashville to avoid the traffic.

## *Summary of Focus Groups and Resident Interviews*

- They seem to be moving in the right direction.
- I think they are improving the problem areas.
- The highways seem to be very safe and I've have never had a problem before.
- I have never been in a wreck on the highways and don't see too many.
- They have done a great job in the design of the highways.
- I feel safe on the highways.
- I can get around pretty well without trouble.
- The highways are easy to get to and the designs are fine.
- I feel safe when riding on the highways.
- The traffic flows well during rush hour.
- I can get around easily.
- They seem pretty safe to me.
- I have no problem getting from one place to another.
- I can't think of any place that I have had a bad experience.
- Knoxville to Memphis is a smooth run.
- I can usually travel easily.
- I feel pretty safe on the state highways, even though they can be congested.
- The roads are banked nicely and they are marked well.
- I have never had any problems and don't hear about many accidents.
- I think the design is fine, but people on cell phones are a problem.
- Traffic flow has improved over the years.
- We need more lanes on interstates.
- The roads seem to handle traffic well.



















































