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## **Maine Department of Transportation : Customer Survey, April 4, 2014**

Maine Department of Transportation

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**Maine Department of Transportation**  
*Multimodal Planning & Operations*  
*Outreach Division, Bureau of Planning*  
**Customer Survey**

**Introduction:**

Purpose: The purpose of this survey is to assess the services and activities of the Maine Department of Transportation *Multimodal Planning & Operations, Outreach Division, Bureau of Planning* to help guide future activities.

Survey Process: You will not be associated with your survey in any way. All surveys will remain anonymous. Peter Schauer Associates will be responsible for tabulating and analyzing this survey. If you have questions or comments about this survey please contact Peter Schauer at:

Peter Schauer Associates  
25220 Highland School Road Boonville, MO 65233  
Voice: 660-882-7388 Fax: 520-842-6655  
e-mail: peter@peterschauer.com

General Directions:

1. The transit manager or MainedOT funded project manager should complete the survey. If there is more than one person at your project that has contact with MainedOT everyone who has regular or periodic contact with MainedOT should complete the survey.
2. Return the survey(s) in the pre-addressed envelope by May 15, 2014.
3. **Please indicate your agency's name and address on the outside of the envelope. The envelope is separated from the survey by a survey technician before entering survey data and your agency name is requested only to insure that all Maine transit services have an opportunity to respond to the survey.**

**Thank you!**

1. What is your job title? \_\_\_\_\_
  
2. Which statement below best describes your organization and its relationship to the Multimodal Planning & Operations, Outreach Division, Bureau of Planning?  
Check all categories that apply to you.
  - A. Grant Recipient
    1. A recipient of Section 5311 funds (“Section 18”)
    2. A recipient of Section 5310 funds (“Section 16”)
    3. A recipient of Section 5307 funds (“Section 9”)
    4. A recipient of Section 5309 funds (“Section 3”)
    5. A recipient of JARC
    6. A recipient of New Freedom
  
  - B. What type of organization are you?
    7. A public agency
    8. Private nonprofit organization
    9. Private for profit organization
    10. Other (Please describe): \_\_\_\_\_
  
3. Which best describes your population grouping for the area you serve?
  - A. Primarily serve an urbanized area (over 50,000 population)
  - B. Primarily serve a non-urbanized area (under 50,000 population)
  
4. Are you a member of the: (please circle)
 

A. Maine Transit Association (MTA)?	Yes	No
B. American Public Transportation Association (APTA)?	Yes	No
C. Community Transportation Association of America (CTAA)?	Yes	No

5. Approximately how often do you have *personal* contact with the Multimodal Planning & Operations, Outreach Division, Bureau of Planning?
- A. Once a week or more
  - B. Once a month
  - C. 6-10 times/year
  - D. 1 times/year
  - E. Never
  - F. Comments: \_\_\_\_\_
6. Approximately how often do you have *phone* contact with the Multimodal Planning & Operations, Outreach Division, Bureau of Planning?
- A. Once a week or more
  - B. Once a month
  - C. 6-10 times/year
  - D. 1-5 times/year
  - E. Never
  - F. Comments: \_\_\_\_\_
7. Approximately how often do you have *e-mail* contact with the Multimodal Planning & Operations, Outreach Division, Bureau of Planning?
- A. Once a week or more
  - B. Once a month
  - C. 6-10 times/year
  - D. 1-5 times/year
  - E. Never
  - F. Comments: \_\_\_\_\_
8. Approximately how often do you have *personal* contact with one or more of the Multimodal Planning & Operations, Outreach Division, Bureau of Planning consultants?
- A. Once a week or more
  - B. Once a month
  - C. 6-10 times/year
  - D. 1 times/year
  - E. Never
  - F. Comments: \_\_\_\_\_

9. Approximately how often do you have *phone* contact with one or more of the Multimodal Planning & Operations, Outreach Division, Bureau of Planning consultants?
- A. Once a week or more
  - B. Once a month
  - C. 6-10 times/year
  - D. 1-5 times/year
  - E. Never
  - F. Comments: \_\_\_\_\_
10. Approximately how often do you have *e-mail* contact one or more of the Multimodal Planning & Operations, Outreach Division, Bureau of Planning consultants?
- A. Once a week or more
  - B. Once a month
  - C. 6-10 times/year
  - D. 1-5 times/year
  - E. Never
  - F. Comments: \_\_\_\_\_
11. How often do you contact individual staff members or the department's consultants?

Insert Name(s) that You Contact	Frequently (weekly)	Sometimes (monthly)	Seldom (Periodically)	Never
Name:				
Name:				
Name:				
Name:				
Name:				
Name:				
Name:				
Name:				
Name:				

12. Listed below are statements representing opposite viewpoints about the Multimodal Planning & Operations, Outreach Division, Bureau of Planning.

**Directions: Please circle the number on the scale that best represents your feelings about the Multimodal Planning & Operations, Outreach Division, Bureau of Planning. Circle “1” if you believe the statement on the left is correct; circle “5” if you believe the statement on the right is more correct. If you feel neutral on the statements, circle “3.”**

A. They are not helpful.	1	2	3	4	5	They are very willing to help
B. They are not knowledgeable about transit.	1	2	3	4	5	They are very knowledgeable about transit.
C. They are not knowledgeable about federal regulations.	1	2	3	4	5	They are very knowledgeable about federal regulations.
D. I wish they would leave us alone.	1	2	3	4	5	I wish they would help more.
E. They send out useless information.	1	2	3	4	5	They send out very useful information.
F. Answers from different staff members often conflict.	1	2	3	4	5	Answers from different staff members are very consistent.
G. Phone calls are frequently returned late or never.	1	2	3	4	5	Phone calls are consistently returned with very little delay.
H. Emails are frequently answered late or never.	1	2	3	4	5	Emails are consistently returned with very little delay.
I. Staff members seem very rigid.	1	2	3	4	5	Staff members seem very flexible.
J. They are very abrasive.	1	2	3	4	5	They are very pleasant.
K. They never listen to us; they make decisions independently, without asking for input.	1	2	3	4	5	They are always receptive to our input and don't make decisions in a vacuum.
L. They won't make commitments.	1	2	3	4	5	They are willing to make commitments.
M. They don't follow up on the commitments they do make	1	2	3	4	5	They follow up on their commitments.
N. They seem to show favoritism in making grant	1	2	3	4	5	They seem to be very fair and objective in

awards.						making grant awards.
O. Their grant evaluation process places too much emphasis on coordination.	1	2	3	4	5	Their grant evaluation process places an appropriate level of emphasis on coordination.
P. The grant application process is unnecessarily complex.	1	2	3	4	5	The grant application process is reasonably simple.
Q. They are indifferent to our problems.	1	2	3	4	5	They really care about our problems.
R. Grantees are required to report an unreasonable amount of information.	1	2	3	4	5	The amount of information required of grantees Is very reasonable.
S. The on-site review field visit for FTA compliance is of little value.	1	2	3	4	5	The on-site review field visit for FTA compliance process is helpful.
T. Reimbursements are made very late or with great difficulty.	1	2	3	4	5	Reimbursements are made on a timely basis with no problems.
U. There are frequently errors in the reimbursements.	1	2	3	4	5	Reimbursements are always correct.
V. They do not have a clear direction for their program.	1	2	3	4	5	They have a clear direction for their program.
W. They are not willing to make difficult or controversial decisions.	1	2	3	4	5	They are willing to make difficult or controversial decisions.
X. They seem unable to relate to those of us at the local level; they operate in an “ivory tower.”	1	2	3	4	5	They relate well to those of us at the local level.
Y. They do not adequately publicize the availability of their funds and services.	1	2	3	4	5	They adequately publicize the availability of their funds and services.

Z. They do not provide accurate information.	1	2	3	4	5	They provide accurate information.
AA. Beyond administering grants, they do not serve a useful function within the transit community.	1	2	3	4	5	They serve a useful function within the transit community beyond administering grants.
BB. They have little knowledge of vehicle specifications.	1	2	3	4	5	They have excellent knowledge of vehicle specifications.
CC. The vehicle procurement process does not work smoothly for grantees.	1	2	3	4	5	The vehicle procurement process works very smoothly for grantees.
DD. They do not make the responsibilities of grantees clear.	1	2	3	4	5	Responsibilities of grantees are made very clear.
EE. They are only experienced in grant administration; they provide little or no help with non-grant matters.	1	2	3	4	5	They have expertise in non-grant issues and have provided assistance with those issues.
FF. They have been an advocate only for their grantees.	1	2	3	4	5	They have been a strong advocate for all Maine public transportation.
GG. My overall opinion of the Office's performance is unfavorable.	1	2	3	4	5	My overall opinion of the Office's performance is favorable.

Comments on any of the above statements.

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13. This question is about the content on the website ExploreMaine.org. How do you feel about the website?

- |   | (-) |   | (+) |   |   |   |
|---|-----|---|-----|---|---|---|
| A. The website is not helpful.                              | 1   | 2 | 3   | 4 | 5 | The website is very helpful.                          |
| B. The website has generated no inquiries about our system. | 1   | 2 | 3   | 4 | 5 | The website has generated inquiries about our system. |
| C. The website does not generate ridership for our system.  | 1   | 2 | 3   | 4 | 5 | The website generates ridership for our system.       |

D. Please share any other thoughts or ideas you have concerning the website or anything about marketing and promotion of public transportation in Maine.

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14. This question is about the Rural Transit Assistance Program (RTAP):

A. If you have used or participated in RTAP training or other services, was it useful? Did it meet your expectations? (Mark your response on the scale)

- |                                       | (-) |   | (+) |   |   |                               |
|---------------------------------------|-----|---|-----|---|---|-------------------------------|
| Not useful, did not meet expectations | 1   | 2 | 3   | 4 | 5 | Very useful, met expectations |

B. Do you have any suggestions for training or services that you think should be offered that are not currently offered? Please describe.

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C. What training needs does your organization have? Please describe.

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15. This question is about the Multimodal Planning & Operations, Outreach Division, Bureau of Planning Biannual Operations Plan Statistical Report (BOPSR) now called the Locally Coordinated Plan (LCP).

A. Are you familiar with the BOPSR/LCP?                      Yes            No

B. If yes, do you use it for any purpose?                      Yes    No

C. What do you use it for? Please describe.

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D. If no, would you like to receive a copy?                      Yes    No

E. Is there anything you would change about the BOPSR/LCP or the process of developing it? Please describe.

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16. The Multimodal Planning & Operations, Outreach Division, Bureau of Planning works with a variety of issues and service providers in the state. Please indicate whether you believe the Multimodal Planning & Operations, Outreach Division, Bureau of Planning has devoted too much, too little or an appropriate amount of its time, effort, and/or resources to the particular factors listed below.

	Too Much		Appropriate Amount		Too Little
A. Coordination					
B. Capital Projects and Replacement					
C. Transportation in rural areas	1	2	3	4	5
D. Transportation in urbanized areas	1	2	3	4	5
E. Transportation for elderly persons	1	2	3	4	5
F. Transportation for persons with disabilities	1	2	3	4	5
G. Urbanized, fixed route transit	1	2	3	4	5
H. Technical and management assistance	1	2	3	4	5
I. Statewide advocacy for all public transportation	1	2	3	4	5
J. Coordination of Services					
K. Capital Projects and Vehicle Replacement					
L. Other (What?) _____					

17. What do you like best about the Multimodal Planning & Operations, Outreach Division, Bureau of Planning?

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