

## Caltrans 2015 External Stakeholder Survey

In the fall of 2015, Caltrans invited its stakeholders to offer their feedback on how the department is doing as a transportation partner by launching an external stakeholder survey asking those we serve to measure our performance.

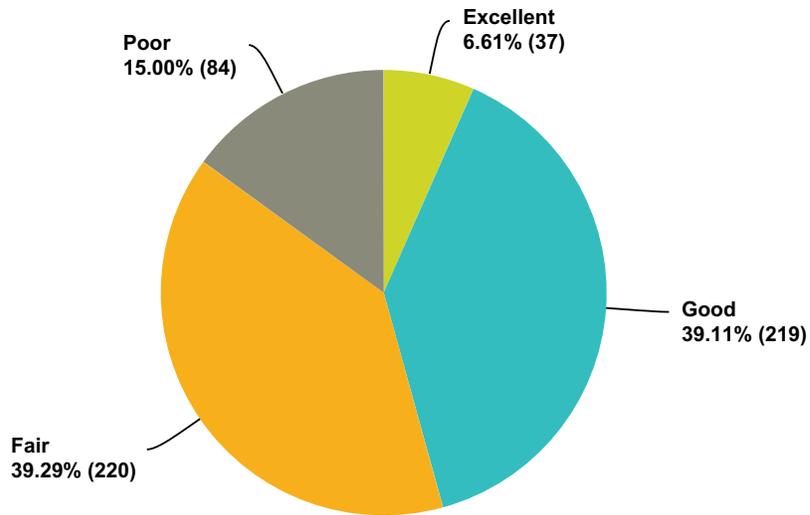
The online survey was sent to 5,000 stakeholders, including federal and state partners, Metropolitan Planning Organizations (MPOs), Regional Transportation Planning Agencies (RTPAs), local municipalities, Tribal governments, contractors and consultants, the general public, media, and legislative office. We received 571 responses.

In the survey, we asked our stakeholders eight main questions to gauge their perceptions of how well we are fulfilling our new mission, meeting their needs, performing, communicating, providing complete and accurate information, providing timely responses, and being a collaborative partner. We also asked them to rate The Mile Marker and for suggestions on reforms or efficiencies at Caltrans. Finally, we asked them what type of organization they represent, their county location, and if they wanted to leave contact information—13 questions in all.

We will use the survey data to report through the Mile Marker the trends of contrasting data from previous surveys for each of our organizational excellence objectives, and as a management tool to inform decisions for our continuous improvement process.

**Q1 Caltrans recently adopted a new Mission Statement: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability. How well is Caltrans doing in fulfilling its new mission?**

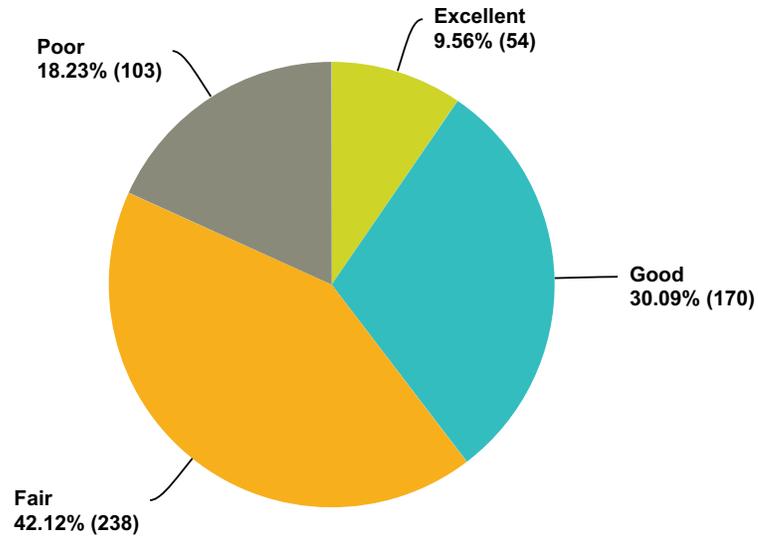
Answered: 560 Skipped: 11



	Excellent	Good	Fair	Poor	Total	Weighted Average
(no label)	6.61% 37	39.11% 219	39.29% 220	15.00% 84	560	0.00

## Q2 How well is Caltrans meeting your needs?

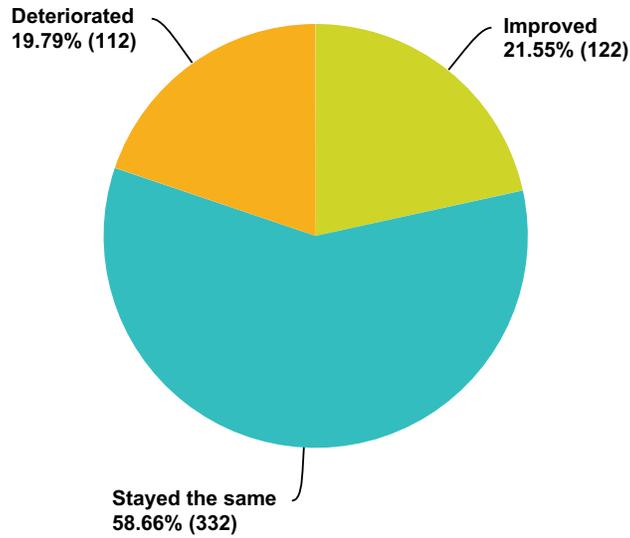
Answered: 565 Skipped: 6



	Excellent	Good	Fair	Poor	Total	Weighted Average
(no label)	9.56% 54	30.09% 170	42.12% 238	18.23% 103	565	0.00

### Q3 How would you rate Caltrans' performance over the past year?

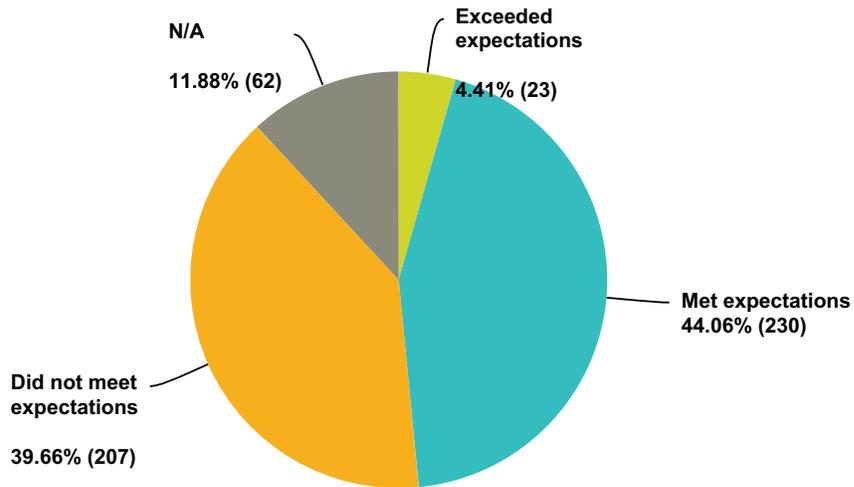
Answered: 566 Skipped: 5



	Improved	Stayed the same	Deteriorated	Total	Weighted Average
(no label)	21.55% 122	58.66% 332	19.79% 112	566	0.00

**Q4 Based on your current or previous contractual experiences with Caltrans, how well did the service and deliverables meet your expectations?**

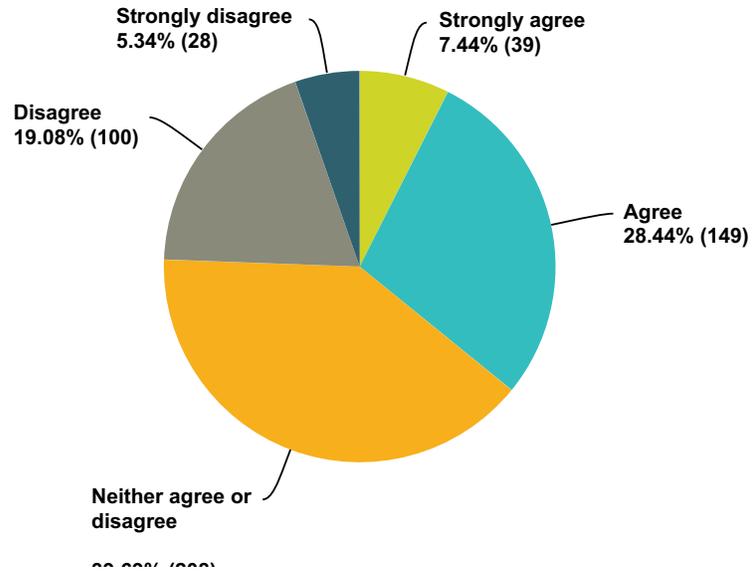
Answered: 522 Skipped: 49



	Exceeded expectations	Met expectations	Did not meet expectations	N/A	Total	Weighted Average
(no label)	4.41% 23	44.06% 230	39.66% 207	11.88% 62	522	0.00

**Q5 In the last year, Caltrans' external communication has improved.**

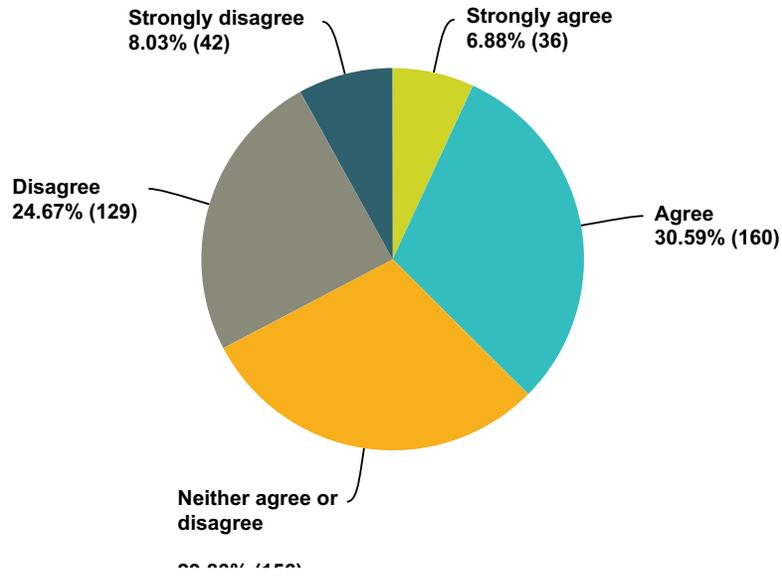
Answered: 524 Skipped: 47



	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Total	Weighted Average
(no label)	7.44%	28.44%	39.69%	19.08%	5.34%	524	0.00
	39	149	208	100	28		

**Q6 Over the past year, Caltrans' staff provided complete and accurate information.**

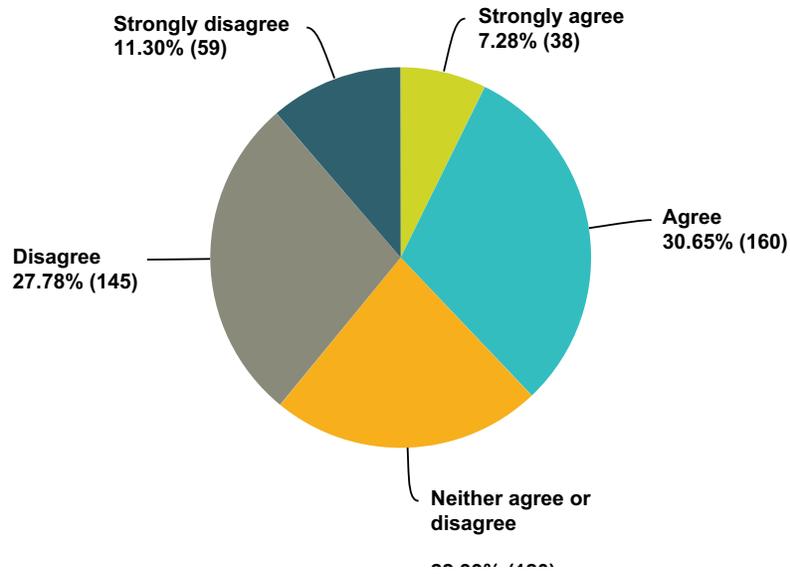
Answered: 523 Skipped: 48



	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Total	Weighted Average
(no label)	6.88% 36	30.59% 160	29.83% 156	24.67% 129	8.03% 42	523	0.00

### Q7 Caltrans' staff has provided timely responses over the past year.

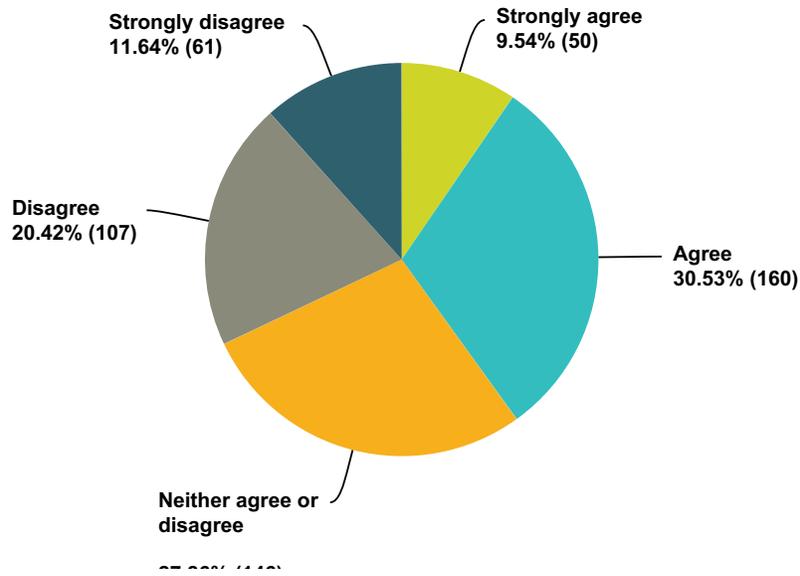
Answered: 522 Skipped: 49



	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Total	Weighted Average
(no label)	7.28% 38	30.65% 160	22.99% 120	27.78% 145	11.30% 59	522	0.00

**Q8 Based on your overall experience with Caltrans, Caltrans is a collaborative partner.**

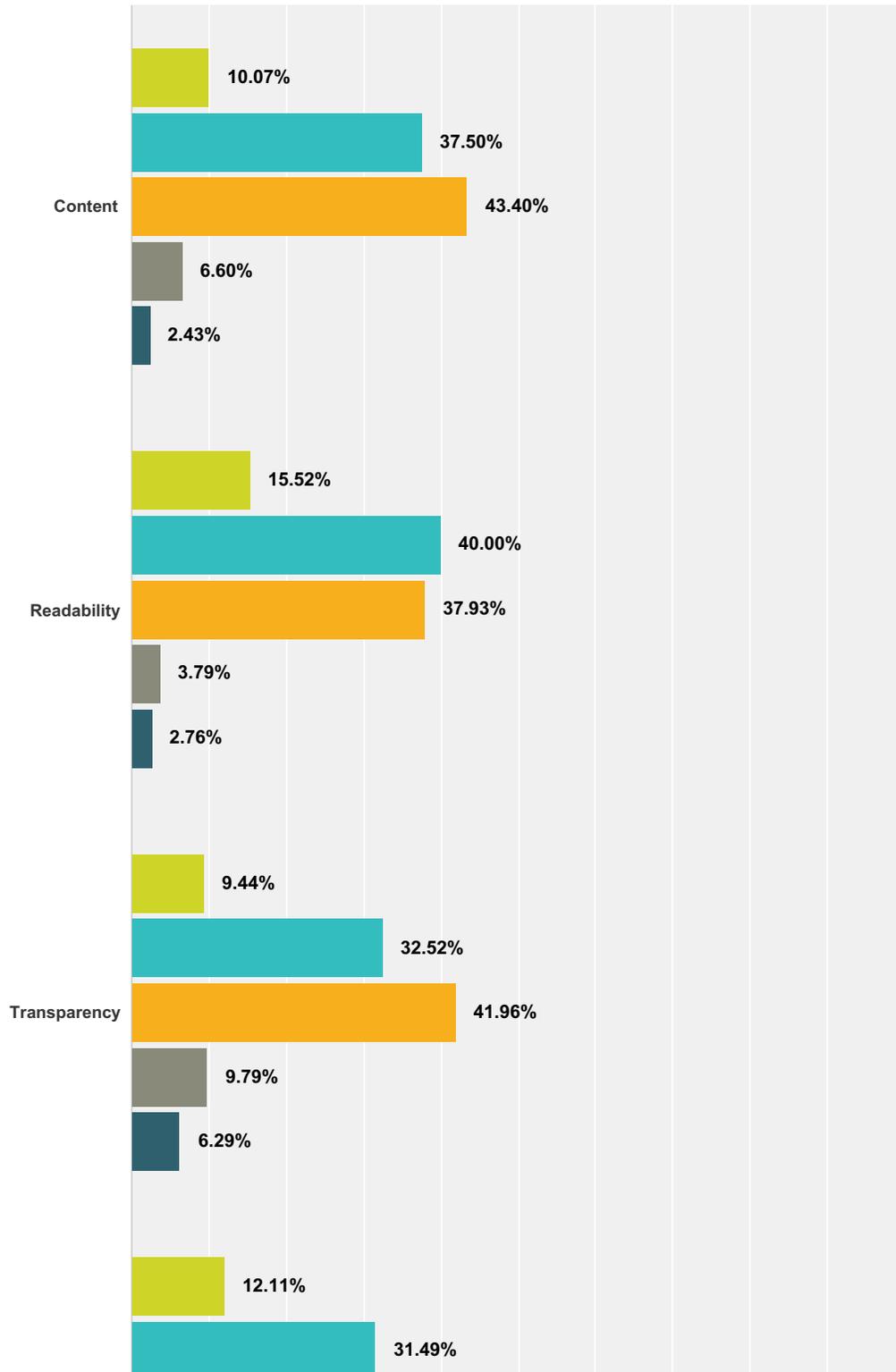
Answered: 524 Skipped: 47



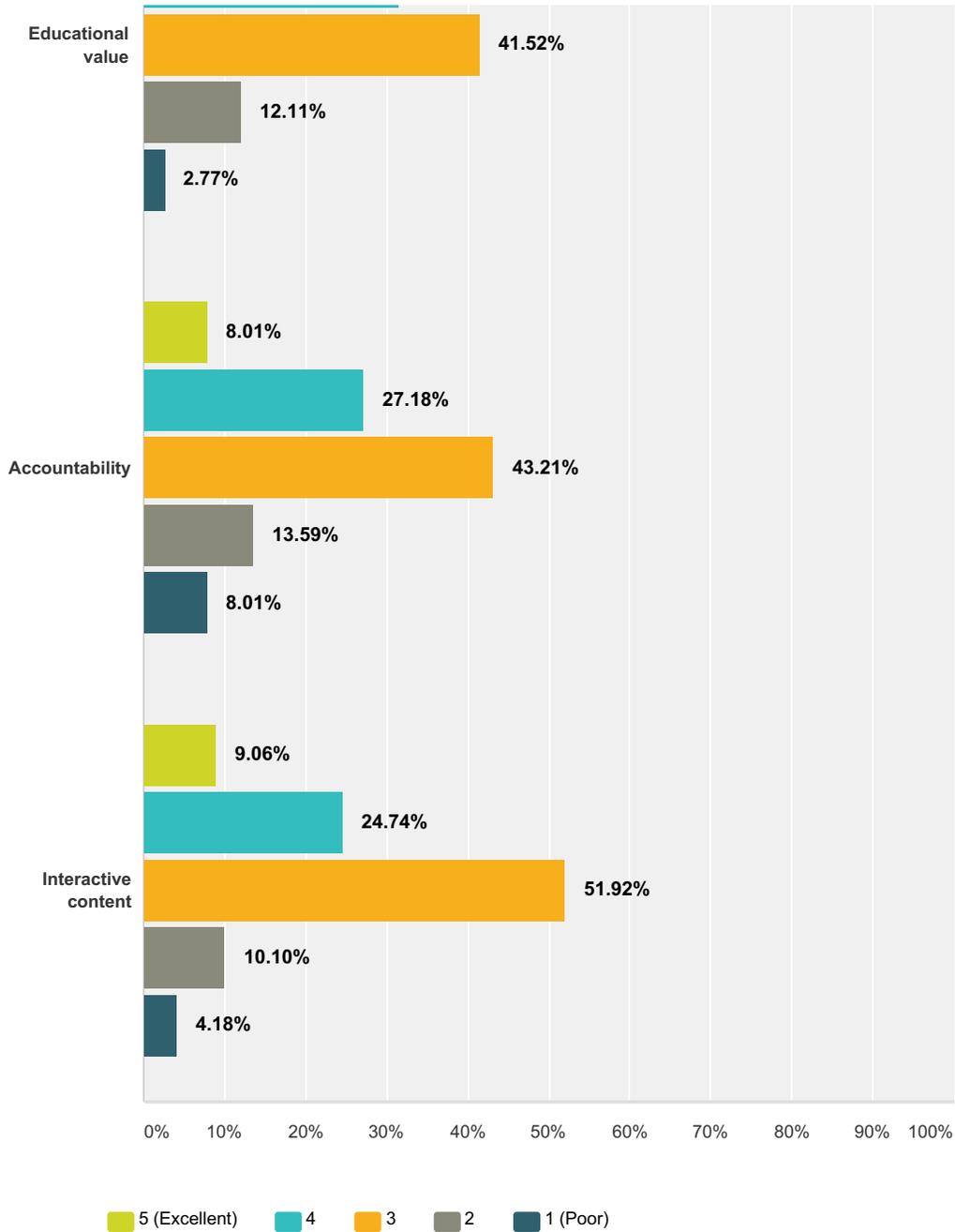
	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Total	Weighted Average
(no label)	9.54%	30.53%	27.86%	20.42%	11.64%	524	0.00
	50	160	146	107	61		

**Q9 This is the fifth issue of The Mile Marker. Have you read this or previous issues? On a scale of 1 to 5, with 5 being Excellent and 1 being Poor, please rate The Mile Marker on:**

Answered: 291 Skipped: 280



## 2015 Caltrans External Stakeholders Survey



	5 (Excellent)	4	3	2	1 (Poor)	Total
Content	10.07% 29	37.50% 108	43.40% 125	6.60% 19	2.43% 7	288
Readability	15.52% 45	40.00% 116	37.93% 110	3.79% 11	2.76% 8	290
Transparency	9.44% 27	32.52% 93	41.96% 120	9.79% 28	6.29% 18	286
Educational value	12.11% 35	31.49% 91	41.52% 120	12.11% 35	2.77% 8	289
Accountability	8.01% 23	27.18% 78	43.21% 124	13.59% 39	8.01% 23	287

## 2015 Caltrans External Stakeholders Survey

Interactive content	<b>9.06%</b> 26	<b>24.74%</b> 71	<b>51.92%</b> 149	<b>10.10%</b> 29	<b>4.18%</b> 12	287
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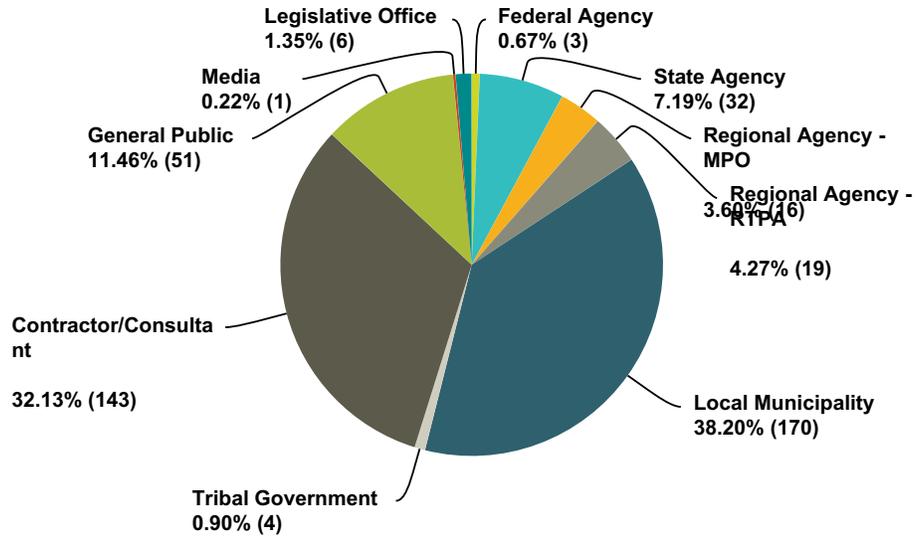
**Q10 If you would like to see reforms or efficiencies at Caltrans, please list your top three suggestions.**

Answered: 248 Skipped: 323

Answer Choices	Responses	
1.	100.00%	248
2.	79.03%	196
3.	59.27%	147

### Q11 What type of organization do you represent?

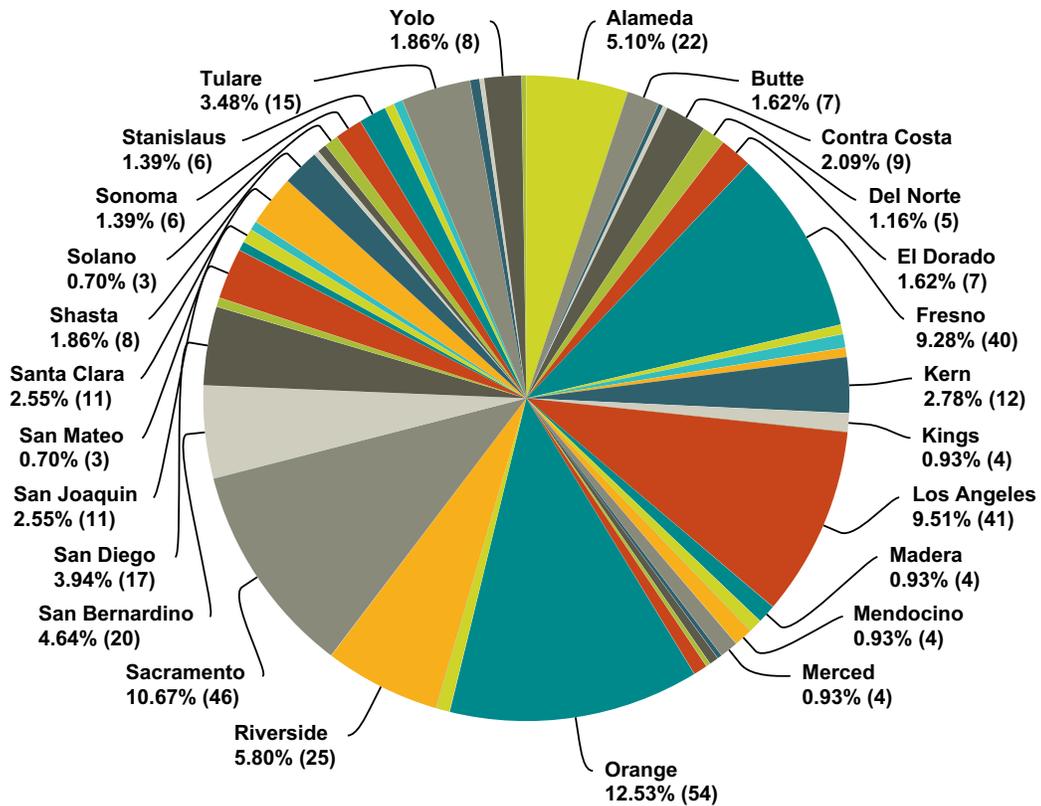
Answered: 445 Skipped: 126



Answer Choices	Responses
Federal Agency	0.67% 3
State Agency	7.19% 32
Regional Agency - MPO	3.60% 16
Regional Agency - RTPA	4.27% 19
Local Municipality	38.20% 170
Tribal Government	0.90% 4
Contractor/Consultant	32.13% 143
General Public	11.46% 51
Media	0.22% 1
Legislative Office	1.35% 6
<b>Total</b>	<b>445</b>

### Q12 Please specify the county in which you are located:

Answered: 431 Skipped: 140



## 2015 Caltrans External Stakeholders Survey

Answer Choices	Responses	
Alameda	5.10%	22
Alpine	0.00%	0
Amador	0.00%	0
Butte	1.62%	7
Calaveras	0.23%	1
Colusa	0.23%	1
Contra Costa	2.09%	9
Del Norte	1.16%	5
El Dorado	1.62%	7
Fresno	9.28%	40
Glenn	0.46%	2
Humboldt	0.70%	3
Imperial	0.46%	2
Inyo	0.00%	0
Kern	2.78%	12
Kings	0.93%	4
Lake	0.00%	0
Lassen	0.00%	0
Los Angeles	9.51%	41
Madera	0.93%	4
Marin	0.70%	3
Mariposa	0.00%	0
Mendocino	0.93%	4
Merced	0.93%	4
Modoc	0.23%	1
Mono	0.00%	0
Monterey	0.46%	2
Napa	0.23%	1

## 2015 Caltrans External Stakeholders Survey

Nevada	0.70%	3
Orange	12.53%	54
Placer	0.70%	3
Plumas	0.00%	0
Riverside	5.80%	25
Sacramento	10.67%	46
San Benito	0.00%	0
San Bernardino	4.64%	20
San Diego	3.94%	17
San Francisco	0.46%	2
San Joaquin	2.55%	11
San Luis Obispo	0.46%	2
San Mateo	0.70%	3
Santa Barbara	0.46%	2
Santa Clara	2.55%	11
Santa Cruz	0.00%	0
Shasta	1.86%	8
Sierra	0.23%	1
Siskiyou	0.46%	2
Solano	0.70%	3
Sonoma	1.39%	6
Stanislaus	1.39%	6
Sutter	0.46%	2
Tehama	0.46%	2
Trinity	0.00%	0
Tulare	3.48%	15
Tuolumne	0.46%	2
Ventura	0.23%	1
Yolo	1.86%	8
Yuba	0.23%	1
<b>Total</b>		<b>431</b>

**Q13 OPTIONAL: Your responses have been anonymous. You may leave your name and email if you like. We may follow up with questions.**

Answered: 71 Skipped: 500