

Survey the Public to Assess Perception of the Performance of the South Carolina Department of Transportation

**Prepared for
The SC Department of Transportation**

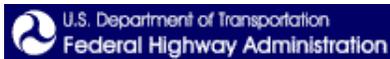


April 2006



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SUMMARY REPORT

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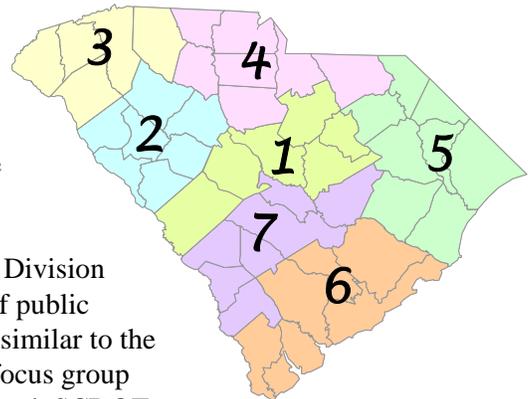
Executive Summary

A 2001 survey of South Carolina’s public (conducted by the University of South Carolina’s Moore School of Business) revealed that there was some confusion about the responsibilities of the South Carolina Department of Transportation (SCDOT) and its mission, though there was general satisfaction with the agency and its services. The primary objective of the current project was to elicit public opinion about the effectiveness of and satisfaction with SCDOT and agency responsibilities in 2005. Two secondary objectives are (i) to determine how the public’s opinions and attitudes have changed since the 2001 survey and (ii) to elicit the public’s recommendations for improvements that SCDOT may execute.

The Division of Research of the Darla Moore School of Business (“Division”), University of South Carolina, conducted research to address these issues. This report summarizes the results of the research.

The research was conducted from Summer 2005 through mid-April 2006. Results for the state as a whole as well as for each of SCDOT’s seven service districts (see figure) were developed.

SCDOT Engineering Districts



To achieve objectives, the Division conducted a mail survey of public using a survey instrument similar to the 2001 survey. In addition, focus group discussions, were held in each SCDOT service district to elicit in-depth information, particularly recommended improvements. The mail survey instrument focused on the respondent’s understanding of SCDOT’s responsibilities and its funding sources, assessing the importance of SCDOT’s activities, assigning a grade to the activities, and demographic information about the respondent. Focus group interviews were held in each district in the first and second quarters of 2006.

SCDOT’s initial concerns about the public’s confusion over SCDOT’s responsibilities remain confirmed by these results. In particular, the 2005 study shows that the public is still confusing responsibilities of

SCDOT with responsibilities of the South Carolina Department of Public Safety and the South Carolina Department of Motor Vehicles. In addition, the general public erroneously believes that SCDOT receives its funding from many sources, most prominently vehicle registration and drivers' licenses fees. Nevertheless, SCDOT should be pleased that the confusion has declined somewhat since the baseline study in 2001. A particular area of improvement is that most respondents know that property taxes are not a source of tax revenue for SCDOT. Also, even though the percentage of people believing that drivers' licenses are SCDOT's responsibility has risen since 2001, the percentages have declined for the other activities that are not SCDOT's responsibility and were included in the survey.

For the public's assessments, SCDOT has realized slight improvements in both overall rating and comparative rating. In terms of the public's grade assignments, all but three grades were up from the 2003 grade assignments. The three grades exhibiting slight declines were for rest areas—satisfactory appearance, staffing, and cleanliness. Importance ratings are virtually identical to the 2003 ratings.

Combining grades and importance to yield an impact potential rating shows that "safe highway" activities have the highest impact potential. Specifically, SCDOT efforts to improve patching potholes, smoothing irregularities, repaving roadways, leveling drop-offs, widening roadways, and replacing bridges will be more satisfactory to the South Carolina public than the other kinds of activities that SCDOT could devote attention to.

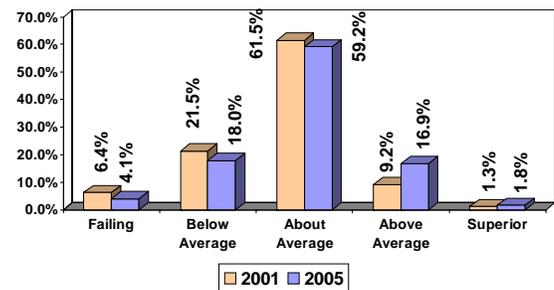
Focus group participants reinforce that "Safe roadways" are important. In all focus group discussions, the topic of potholes was a "hot" button that elicited many comments and heated discussion. Primarily, participants criticized the time it takes for potholes to be recognized as needing repair, the time it takes between recognizing the need and repairing the potholes, and the materials used in repairing potholes.

In terms of how to best spend its limited resources, the focus group discussions clearly state that making the highways safe is the first priority. This is reinforced by the potential impact assessment as many of the activities that could have high impact are activities that will make the highways safer.

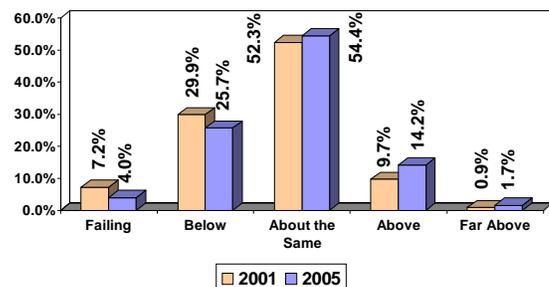
There are statistical differences in responses among the seven service districts. However, these are fewer than were evident in the 2001 survey. Further, the concept that one district may receive more roadway attention than another is widespread (evidenced by the focus group discussions). If SCDOT attention is devoted to one district over another (to take advantage of the statistical differences among districts), this would likely fuel the feelings that there is not a "fair" distribution of resources throughout the state.

Overall, the results of the 2005 research provide many ways in which SCDOT can continue to serve the South Carolina public.

Overall Rating of S.C. Department of Transportation



Comparison Rating of SCDOT to Other States



Survey the Public to Assess Perception of the Performance of the South Carolina Department of Transportation

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Survey the Public to Assess Perception of the Performance of the South Carolina Department of Transportation

Introduction

A 2001 survey of South Carolina’s public (conducted by the University of South Carolina’s Moore School of Business) revealed that there is some confusion about the responsibilities of the South Carolina Department of Transportation (SCDOT) and its mission, though there is general satisfaction with the agency and its services. In 2005, there are questions about whether the level of satisfaction has changed, what perceived progress may have been achieved by SCDOT, and what improvements would be recommended by South Carolina’s citizenry.

The primary objective of the project is to elicit public opinion about the effectiveness of and satisfaction with SCDOT and agency responsibilities. Two secondary objectives are (i) to determine how the public’s opinions and attitudes have changed since the 2001 survey and (ii) to elicit the public’s recommendations for improvements that SCDOT may execute.

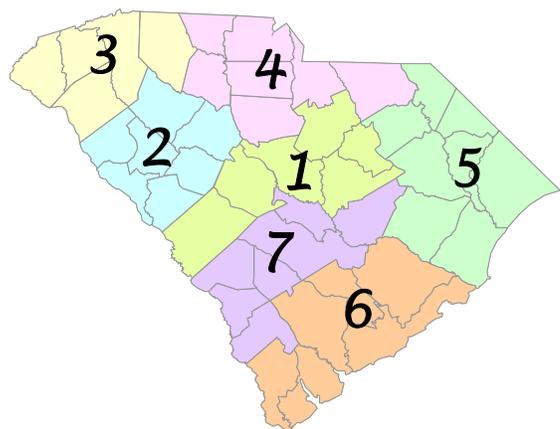
The 2001 survey was the benchmark effort to record the opinions and attitudes of the South Carolina public as they relate to the activities and responsibilities of SCDOT. The 2001 survey provided critical, in-depth information to SCDOT, serving as a preliminary guide for actions SCDOT could take to improve the public’s opinions. The year 2005 marks four years that SCDOT has responded to issues and concerns raised by the 2001 survey. Hence, it is prudent to determine whether SCDOT programs have had a desirable impact and what directions the public would most like to see SCDOT take.

The Division of Research of the Darla Moore School of Business (“Division”), University of South Carolina, conducted research to address these issues. This report summarizes the results of the research.

Methodology

The research was conducted from Summer 2005 through mid-April 2006. Early in the period, staff of the Division of Research met with staff of SCDOT to define the scope of the project. At that time, the group decided to develop results for the state as a whole as well as for each of SCDOT’s seven service districts (shown in Figure 1). All data analysis incorporated the regional concept.

Figure 1. SCDOT Engineering Districts



To achieve objectives, the Division conducted a mail survey of public using a survey instrument similar to the 2001 survey. The survey was

augmented to include a section on recommended improvements. In addition, focus group discussions, were held in each SCDOT service district to elicit in-depth information, particularly recommended improvements.

A survey instrument was designed with joint concurrence of the Division and SCDOT. The survey instrument, included as Appendix A, focused on the respondent's understanding of SCDOT's responsibilities and its funding sources, assessing the importance of SCDOT's activities, assigning a grade to the activities, and demographic information about the respondent.

Beginning in the summer of 2005, surveys were mailed to potential respondents, whose names were purchased from *InfoUSA*, a list company. The list of names were randomly selected from *InfoUSA*'s database. Respondents were given the choice to complete surveys online. The online survey was developed through *Zoomerang.com*, an online survey development provider.

To encourage a timely return of the surveys, respondents were offered the opportunity to participate in a drawing of three prizes—\$300 to the first draw, \$150 to the second draw, and \$75 to the third draw. The winners were in Gray Court (\$75), Fort Mill (\$150), and Lexington (\$300). Even so, a total of 752 completed surveys were returned and form the basis of this analysis.

As surveys were returned, Division staff processed, using standard verification techniques. Data analyses were conducted through *Zoomerang.com* as well as the *Statistical Package for the Social Sciences*. To develop statistics for the full sample, the service district results were weighted by the total population in that district versus the population of the state. The weights applied were:

21%	District 1
6%	District 2
25%	District 3

10%	District 4
14%	District 5
18%	District 6
5%	District 7

Focus group interviews were held in each district in the first and second quarters of 2006. Specific sites were:

- District 1 USC Sumter, Sumter
Aiken County Library, Aiken
A church, Columbia
- District 2 Greenwood County Library, Greenwood (1 large session)
- District 3 Greenville Technical College (3 sessions)
- District 4 Public Library, Rock Hill
Lancaster Public Library, Lancaster
- District 5 Williamsburg Public Library, Williamsburg
Francis Marion, Florence
- District 6 Beauford Public Library, Beaufort
A church, Walterboro
- District 7 Orangeburg County Public Library (2 sessions)

Focus group participants were paid \$50 for their discussion on: (i) awareness of the responsibilities of the South Carolina Department of Transportation; (ii) assessment of how well SCDOT is carrying out its responsibilities; (iii) communication issues; (iv) clarifying survey results; and (v) priorities for SCDOT to spend its budget.

Results

Mail Survey

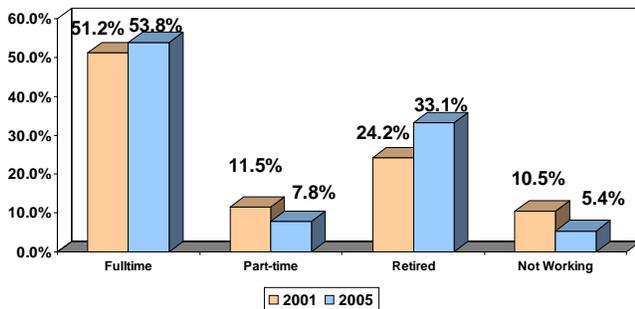
Respondents.

In the 2001 survey 60 percent of respondents identify their community as “rural”. In contrast, for the 2005 survey, 55 percent of respondents identify their community as “urban.” When districts are considered, the percentages identifying their communities as “urban” are:

85% District 1
 35% District 2
 59% District 3
 23% District 4
 55% District 5
 73% District 6
 17% District 7

Figure 2 shows respondents' employment status for the 2005 and 2001 surveys. A little more than half of respondents are employed fulltime, and slightly more are employed fulltime in 2005 than were employed fulltime in 2001. A positive note from Figure 2 is that unemployment is obviously lower more recently than it was in 2001.

Figure 2. Employment Status*

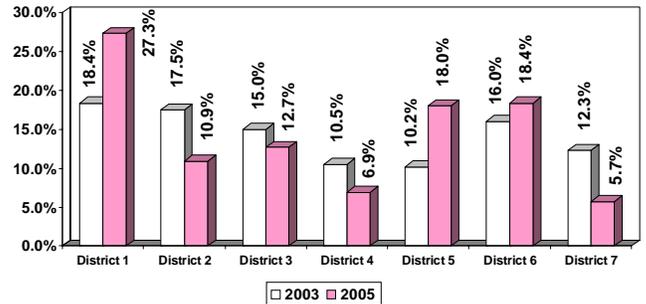


*Percentage indicating employment status.

For the 2001 project, the districts were those developed by the Division and thus are not directly comparable to the 2005 results. However, the SCDOT service districts were used for a 2003 project conducted by the Division for SCDOT. Figure 3 shows the difference between the 2005 distribution of respondents among the seven service districts compared to 2003 results. Here we see that Districts 1, 5, and 6 have a greater representation among the respondent group whereas Districts 2, 3, 4, and 7 have a lower representation among the respondent group.

On average, respondents travel 194 miles per week, down from the average of 200 reported in 2001. These values ranged from a low of fewer

Figure 3. Service District Region of Respondent



than 50 miles traveled in a week (35 percent) to 1,000 or more miles traveled in a week (2.1 percent). The average of 194 miles traveled in a week does *not* differ statistically by service district.

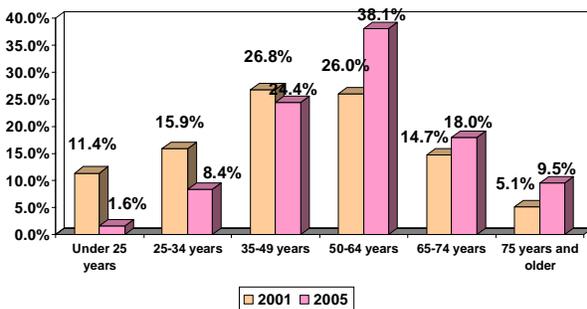
Respondents have lived in South Carolina an average of 34 years, with 3.6 percent in South Carolina a year or less and 1.5 percent in South Carolina 80 or more years. The table below shows the average number of years in South Carolina by service district.

Region	Mean Years in SC
District 1	35
District 2	38
District 3	35
District 4	36
District 5	31
District 6	28
District 7	41

Clearly, respondents from District 6 have been in South Carolina the least amount of time while respondents in the neighboring district (7) have been in South Carolina the greatest length of time. Respondents who have moved into the state have come from every state in the Union except seven—Alaska, Nevada, North & South Dakota, Oregon, Uta, and Wyoming. About 50 percent of those moving into South Carolina come from Virginia, North Carolina, New York, Georgia, and Florida.

In contrast to the 2001 survey, a majority of respondents (64%) are male. Households have, on average, 1.9 adults and 0.5 children. These statistics remain constant across districts. Figure 4 provides the breakdown by age, showing the results from 2005 as well as 2001. Note that the 2005 sample shows proportionately more older respondents and proportionately fewer younger

Figure 4. Respondent Age



respondents. The largest group is 50-to-64-year-old group. When age categories are examined by service district (Figure 5) we see that District 1 respondents are younger than respondents from other districts, and respondents from Districts 6 and 7 are seemingly older.

The greatest proportion of respondents report household incomes between \$40,000 and \$65,000 (see Figure 6). The income categories used in 2001 were different from those used in 2005, but the bulk of respondents are below \$65,000 for

Figure 5. Respondent's Age by Service District

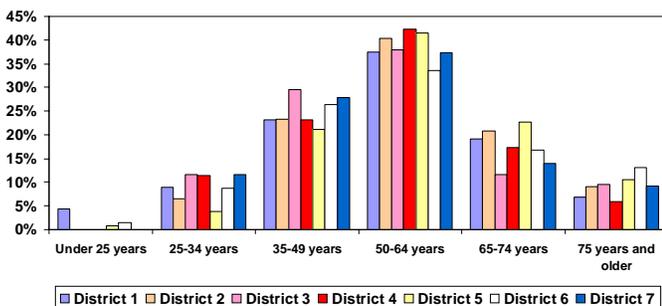
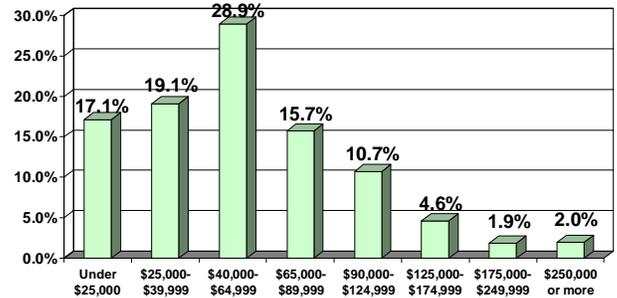
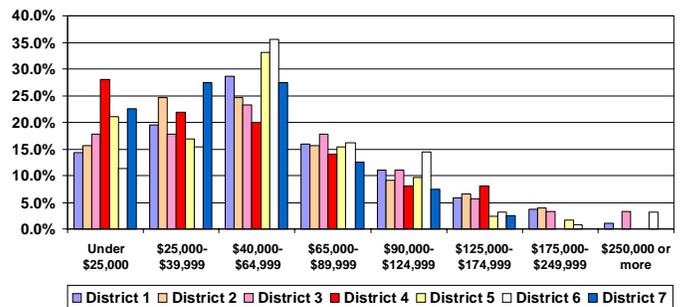


Figure 6. Respondent 2004 Household Income



both years. A small percentage of households report incomes \$250,000 or more. The distribution of household incomes by region is shown in Figure 7. From this figure, it appears that Districts 4, 7, and 2 have proportionately more households in the lower income categories, while Districts 3 and 6 have proportionately more households in the upper income categories.

Figure 7. Respondent 2004 Household Income by Service District



The final item concerning the respondent's household is whether the respondent or a close relative works for SCDOT: only 7 percent of respondents say "yes." This is the same across service districts in South Carolina.

Confusion

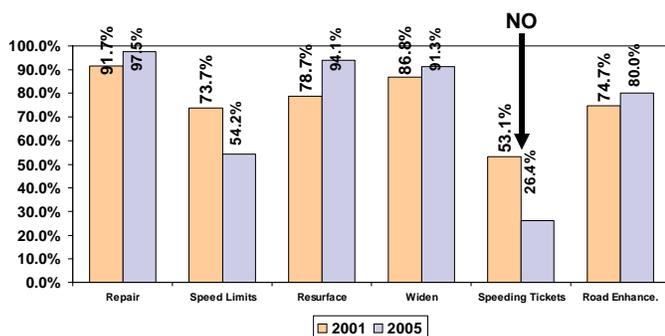
SCDOT wants to know whether confusion still exists concerning activities for which SCDOT is responsible and the sources of SCDOT's funding.

Two questions directed respondents to these issues. The first provided a variety of activities from the the respondent was to select activities that ARE SCDOT's responsibility. Figures 8 through 11 shows the percentage of respondents who report that SCDOT has responsibility for the activity listed. Activities that are not the responsibility of SCDOT are shown as "NO" and an arrow. Clearly, the public's knowledge about SCDOT activities has improved in almost all cases concerning erroneous assignments; that is, except for issuing drivers' licenses, the percentage of persons believing the "wrong" activities are SCDOT's responsibility has declines from the 2001 survey, and, for "improvements in hazardous waste disposal" and "EMS," the decline is dramatic. However, 20 percent more people still believe that

issuing drivers' licenses is an SCDOT responsibility.

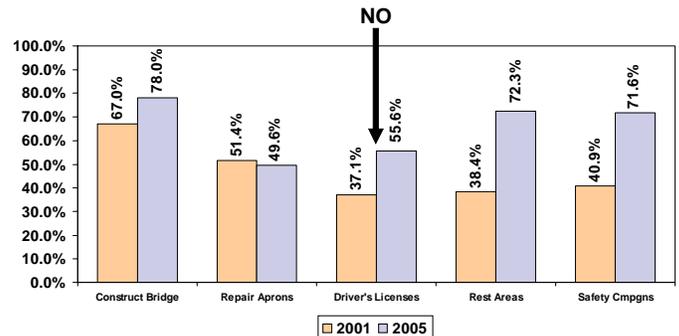
As is evident, there is no activity on the list that at least someone in South Carolina doesn't believe is a responsibility of SCDOT. It is also evident that the principal source of confusion rests with responsibilities of the South Carolina Department of Motor Vehicles and the South Carolina Department of Public Safety. Specifically, more than half of respondents believe issuance of driver's licenses and motor vehicle registrations are the responsibility of SCDOT. Fortunately, the percentage believing that SCDOT issues speeding tickets has dropped from more than 50 percent in 2001 to about 25 percent in 2005.

Figure 8. Respondents' Perceptions of SCDOT's Responsibilities, * page 1



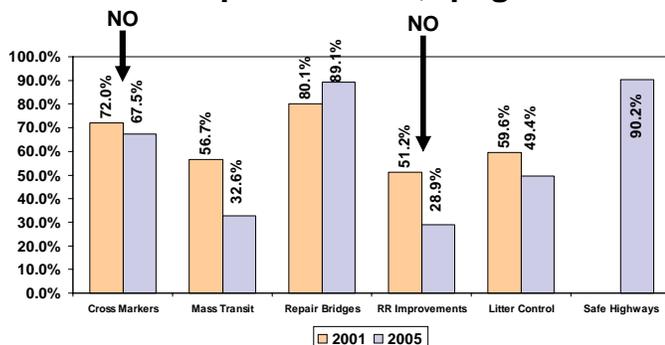
*Percentage indicating activity is responsibility of SCDOT.

Figure 10. Respondents' Perceptions of SCDOT's Responsibilities, * page 3



*Percentage indicating activity is responsibility of SCDOT.

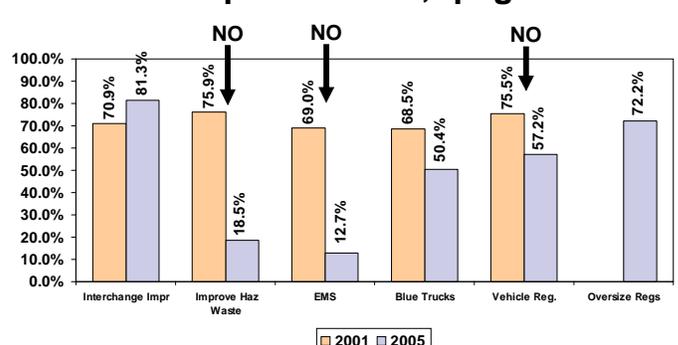
Figure 9. Respondents' Perceptions of SCDOT's Responsibilities, * page 2



*Percentage indicating activity is responsibility of SCDOT.

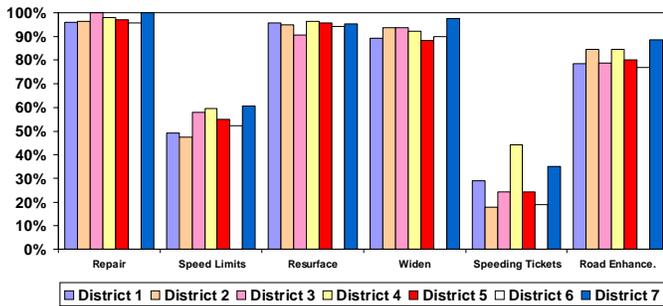
An examination of SCDOT responsibilities'

Figure 11. Respondents' Perceptions of SCDOT's Responsibilities, * page 4



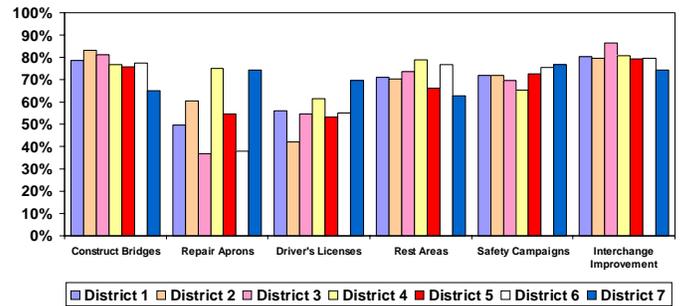
*Percentage indicating activity is responsibility of SCDOT.

Figure 12. Respondents' Perceptions of SCDOT's Responsibilities* by Service District, page 1



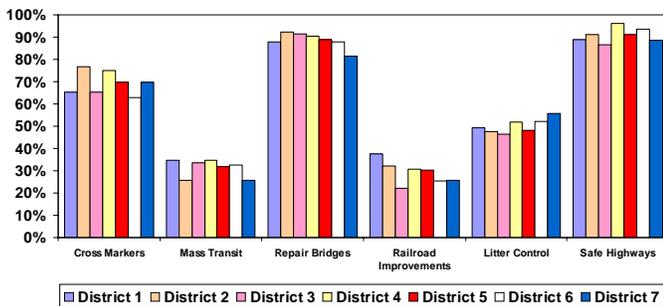
*Percentage indicating activity is responsibility of SCDOT.

Figure 14. Respondents' Perceptions of SCDOT's Responsibilities* by Service District, page 3



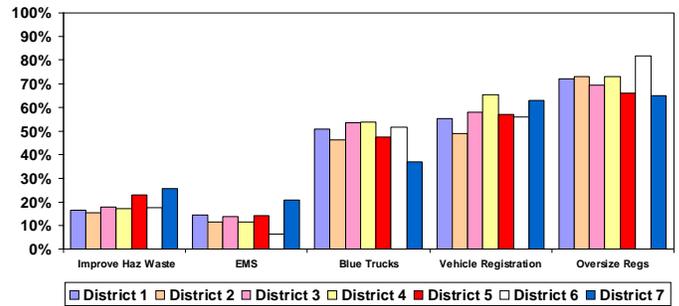
*Percentage indicating activity is responsibility of SCDOT.

Figure 13. Respondents' Perceptions of SCDOT's Responsibilities* by Service District, page 2



*Percentage indicating activity is responsibility of SCDOT.

Figure 15. Respondents' Perceptions of SCDOT's Responsibilities* by Service District, page 4



*Percentage indicating activity is responsibility of SCDOT.

responses (correct and incorrect assessments) by region provides more information. These results are found in Figures 12 through 15. While examining the figures, the reader should note that for the majority of activities there are *no* differences in responses by district.

The differences in responses by district follow.

Issuing Speeding Tickets. Proportionately more respondents from Districts 1, 4, and 7 believe this is a responsibility of SCDOT.

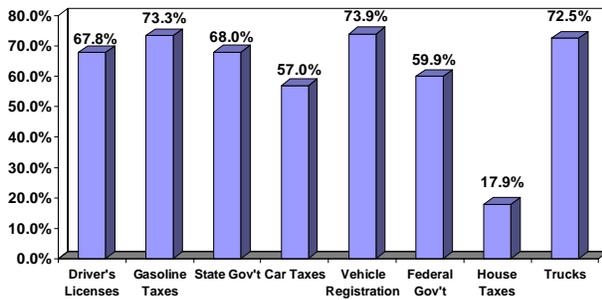
Repairing Driveway Entrances. Proportionately more respondents in Districts 2, 4, 5, and 7 agree this is SCDOT's responsibility

Issuing Drivers' Licenses. Proportionately more respondents in Districts 4 and 7 believe this is SCDOT's job.

Responses about the remaining activities do not differ by SCDOT service district.

Sources of funding is the second principal area of confusion of concern to SCDOT. The survey asked respondents to select from eight possible sources (driver's licenses, gasoline taxes, state government, property taxes on cars or homes, vehicle registration, Federal government, and taxes on trucks traveling in South Carolina) that are actually a source of revenue for SCDOT. Figure 16 gives the basic results, showing nearly

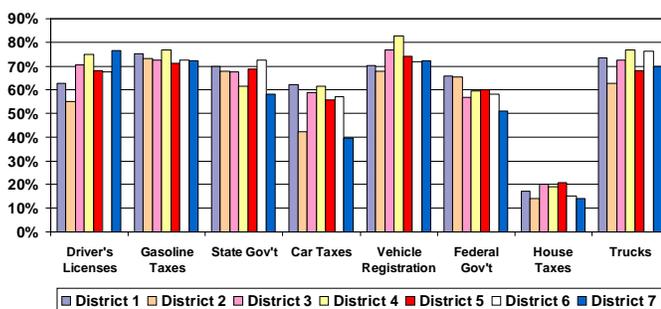
Figure 16. Revenue Source(s) for SCDOT*, 2005



*Percentage indicating SCDOT gets revenue from the stated source.

three-fourths of respondents believe revenue flows to SCDOT from gasoline taxes, vehicle registration, and taxes on trucks using the state's highway system. The question was addressed differently in 2001 so there is no direct comparison. However, the revenue source responses differ by service district (see Figure 17). The only statistically difference by service district in this grouping is *Property Taxes on Cars*—proportionately more respondents from District 1 believe this is a revenue source for SCDOT.

Figure 17. Revenue Source(s) for SCDOT* by Service District



*Percentage indicating SCDOT gets revenue from the stated source.

Overall, then, there is widespread misunderstanding about the sources of SCDOT's revenue.

Assessment

Respondents were asked to rate the S.C. Department of Transportation overall as well as against other states in general. In addition, respondents were asked to assign a letter grade (A, B, C, D, or F) to indicate how well SCDOT is accomplishing its tasks. In the instances where a grade of C, D, or F were assigned, respondents were asked to explain their rating. For many of the low grades, respondents either chose not to provide an explanation or indicated no specific reason for the low grade.

Figure 18 shows the overall rating for 2005 and 2001 and is "about average" for the SCDOT in both instances. Figure 19 shows the differences in responses by service district. In the overall category, District 2 gives the most positive evaluation while District 4 gives the most negative evaluation.

Figure 18. Overall Rating of S.C. Department of Transportation

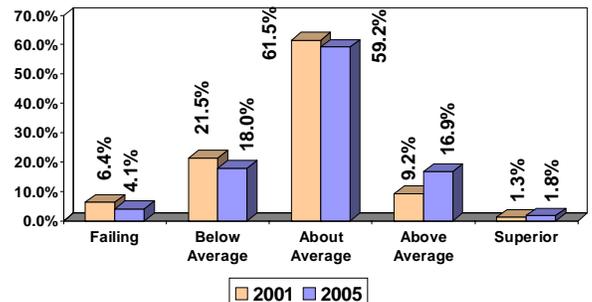
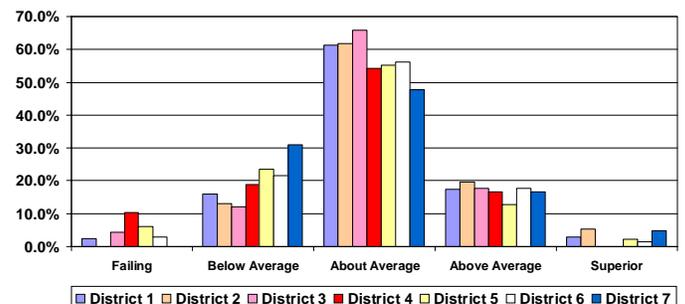


Figure 19. Overall Rating of S.C. Department of Transportation by Service District



Comparing Figure 18 to Figure 20, the reader will see that the responses are about the same; that is, 2005 respondents believe South Carolina's Department of Transportation is about the same as departments of transportation in other states. However, there has been slight improvement over 2001, as evidenced by the proportions of "above" and "far above" responses. And, the percentage of respondents believing SCDOT is failing at its job has dropped to under 5 percent in 2005 (down from 7 percent in 2001).

Figure 20. Comparison Rating of SCDOT to Other States

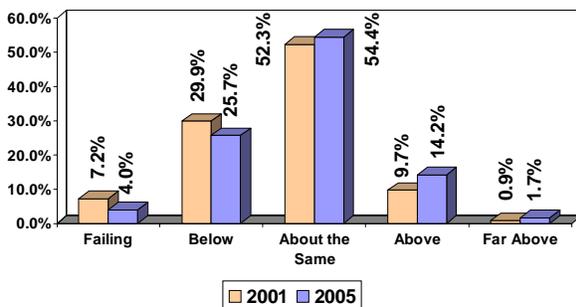
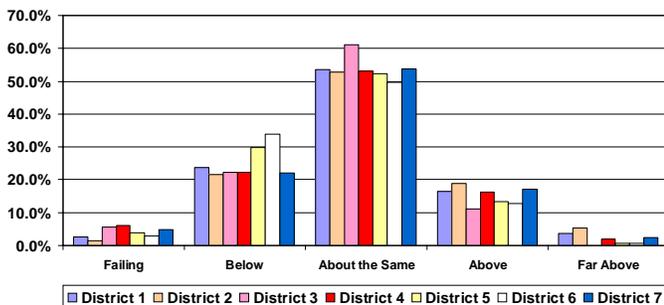


Figure 21 shows how the responses differ by service district. These differences are statistically significant. In particular, the most positive attitude is expressed by respondents from District 2, and the least positive attitude is expressed by respondents from District 6.

Figure 21. Comparison Rating of SCDOT to Other States by Service District



The mean grades for each activity (among respondents providing an answer) are shown in Figures 22 through 27. Where data are available, the mean grades for the activity for 2003 and 2001 are also shown. The highest grades are given for working signals, visibility of highway signs, the number of traffic signals, the number and visibility of markers, the number of signs, appearance and cleanliness of rest areas, and highway safety campaigns. In contrast, the lowest grades for leveling drop-offs, billboard regulations, and bridge replacement.

In looking at Figure 22 through 27, it is clear that the grades for most of the activities have improved over the 2001 and 2003 results. The grade for adequate signage and staffing at rest areas have slipped slightly. The grade for cleanliness of facilities has dropped more. Otherwise, all activities have higher grades in 2005 than in earlier years.

Figure 22. Grades for SCDOT's Activities,* page 1

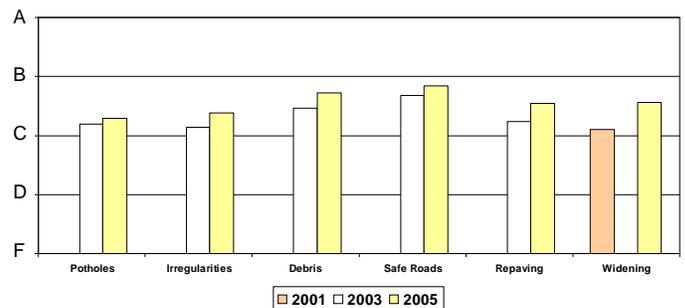


Figure 23. Grades for SCDOT's Activities,* page 2

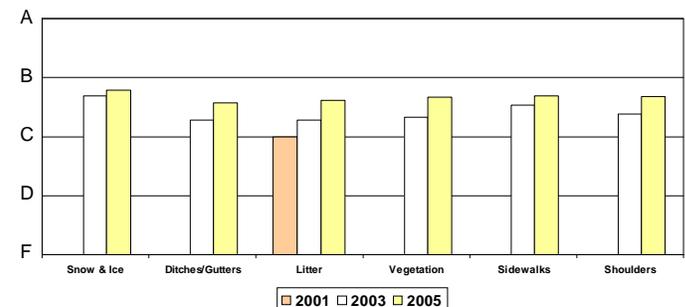


Figure 24. Grades for SCDOT's Activities, page 3

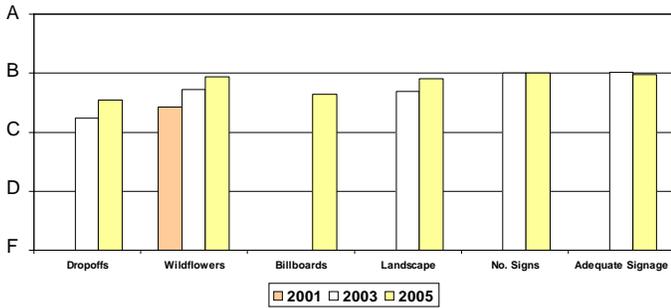
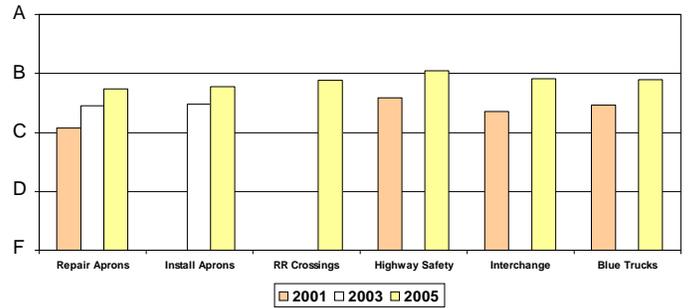
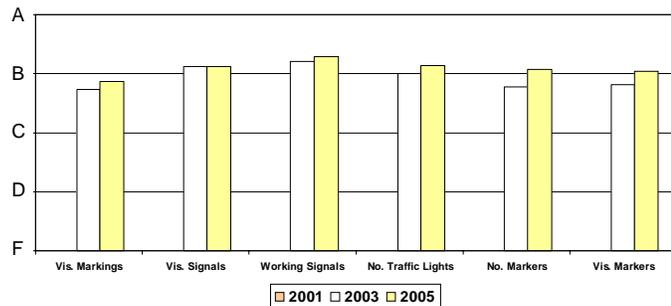


Figure 27. Grades for SCDOT's Activities, page 6



There are a multitude of reasons for the grades given to these activities. The reasons offered are included as Appendix B.

Figure 25. Grades for SCDOT's Activities, page 4



The mean grades given the activities by service district are shown in Figures 28 through 33. In reviewing these figures, the reader is cautioned that the differences in assigned grades are, for the most part, NOT statistically different. That is all districts assign approximately the same grade. The statistical differences are *Regulating Billboards* (highest grade in District 4, and lowest grade in District 5), *Adequate Number of Signs* (highest grade in District 7, and lowest grade in District 5), *Adequate Signage* (highest grade in District 7, and lowest grade in District 5), *Visibility of Pavement Markings* (highest grade in District 7, and lowest grade in District 6), *Keeping Bridges Repaired*

Figure 26. Grades for SCDOT's Activities, page 5

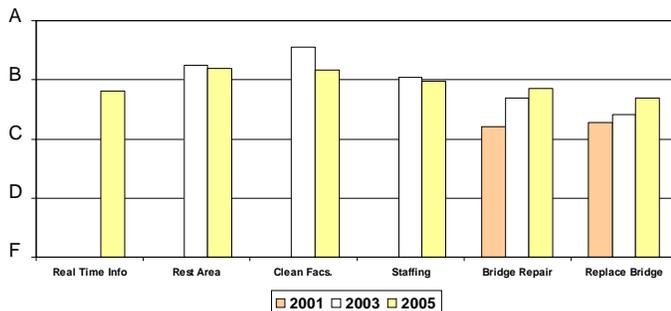


Figure 28. Grades for SCDOT's Activities by Service District, page 1

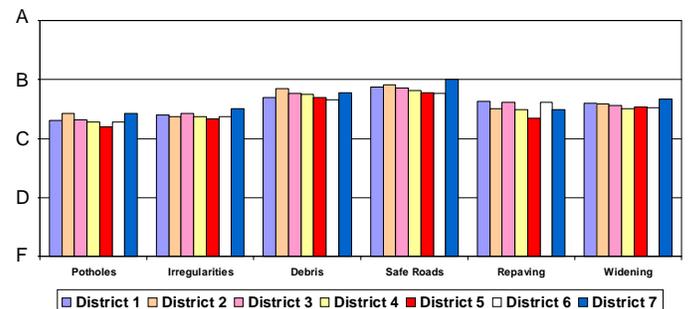


Figure 29. Grades for SCDOT's Activities by Service District, page 2

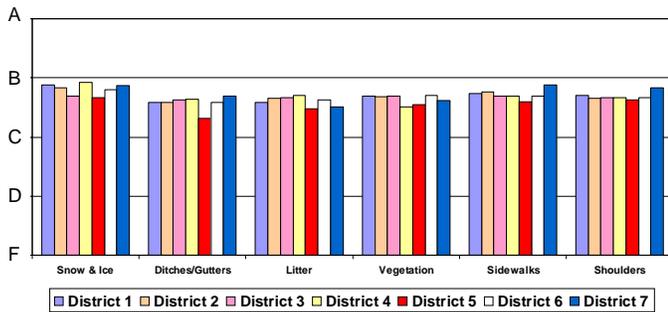


Figure 32. Grades for SCDOT's Activities by Service District, page 5

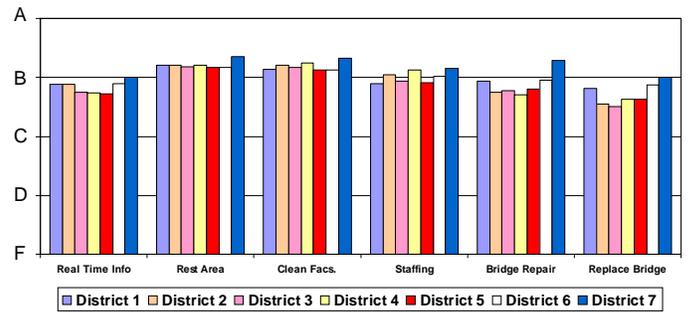


Figure 30. Grades for SCDOT's Activities by Service District, page 3

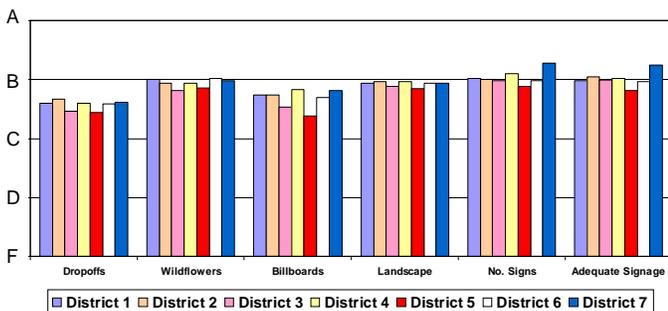


Figure 33. Grades for SCDOT's Activities by Service District, page 6

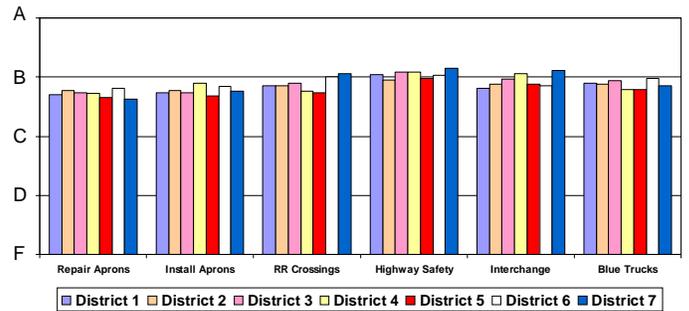
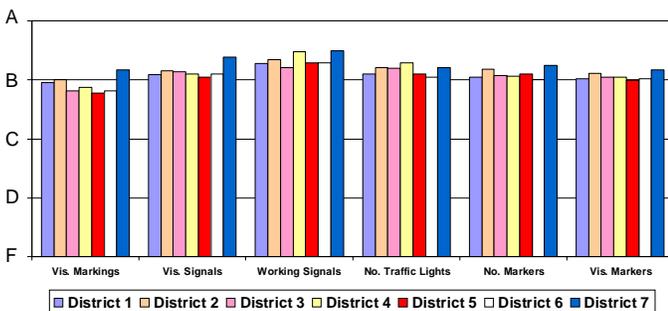


Figure 31. Grades for SCDOT's Activities by Service District, page 4



(highest grade in District 7, and lowest grade in District 4), and *Replacing Bridges in a Timely Manner* (highest grade in District 7, and lowest grade in District 2).

An importance rating was added to the 2005 survey to permit a numerical assessment of how

SCDOT can have the greatest impact in spending its budget; that is, how the spending will be most appreciated by the public. Figures 34 through 38 show the importance ratings given by 2005 respondents compared to that given by 2003 respondents. A glance at the figures shows that there has been little change in importance evaluations since 2003. Activities given highest importance ratings are patching potholes, providing safe highways, having visible markings and signals, as well as having working signals, and bridge repair and replacement. Lowest importance is given to wildflowers, billboards, and landscaping.

Figures 39 through 44 show the importance ratings by service districts. Only two activities are rated statistically different in importance by district. Regulating billboards is more important for respondents from District 6 and less important for respondents from District 4. Also, the impor-

Figure 34. Importance of SCDOT's Activities, page 1

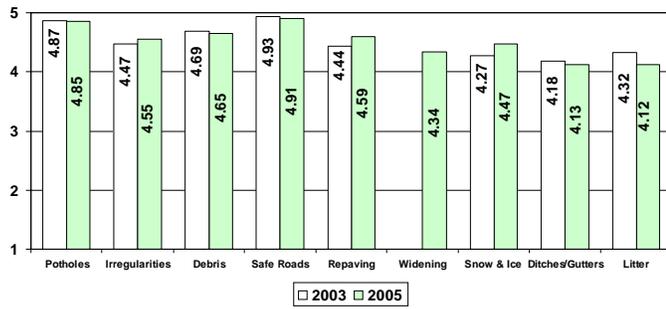


Figure 37. Importance of SCDOT's Activities, page 4

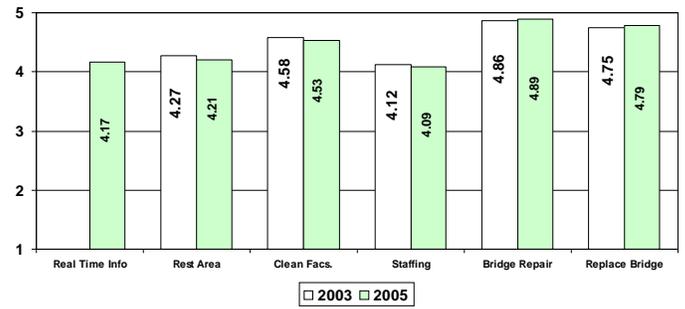


Figure 35. Importance of SCDOT's Activities, page 2

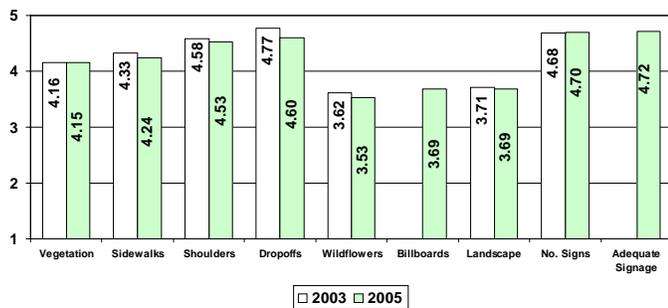


Figure 38. Importance of SCDOT's Activities, page 5

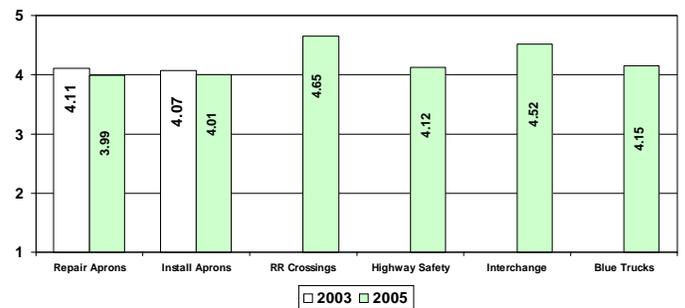


Figure 36. Importance of SCDOT's Activities, page 3

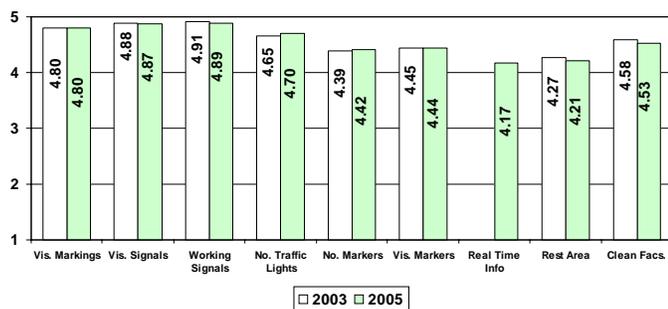


Figure 39. Importance of SCDOT's Activities by Service District, page 1

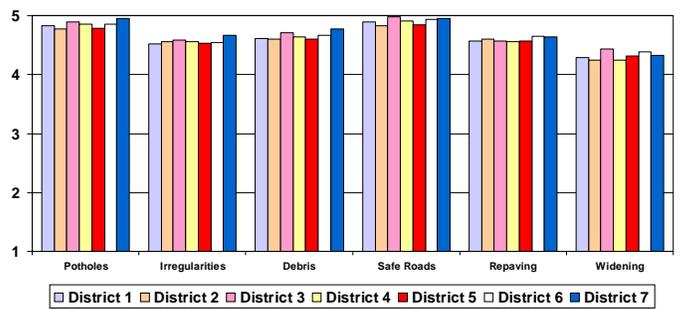


Figure 40. Importance of SCDOT's Activities by Service District, page 2

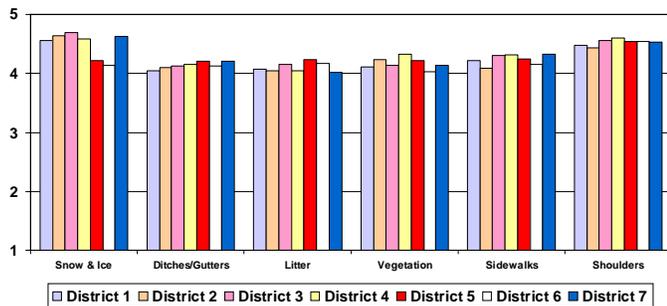


Figure 43. Importance of SCDOT's Activities by Service District, page 5

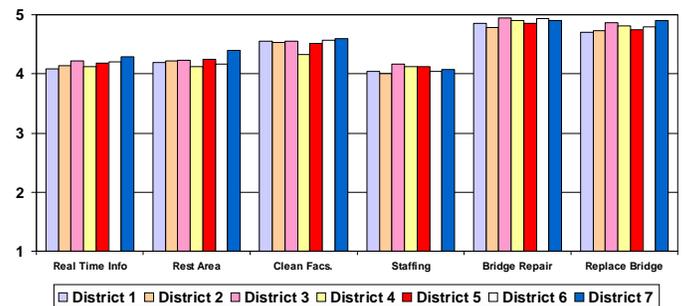


Figure 41. Importance of SCDOT's Activities by Service District, page 3

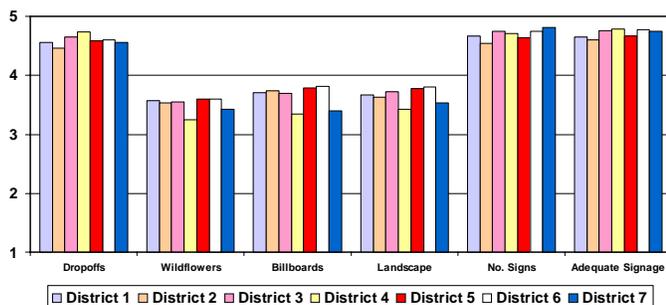


Figure 44. Importance of SCDOT's Activities by Service District, page 6

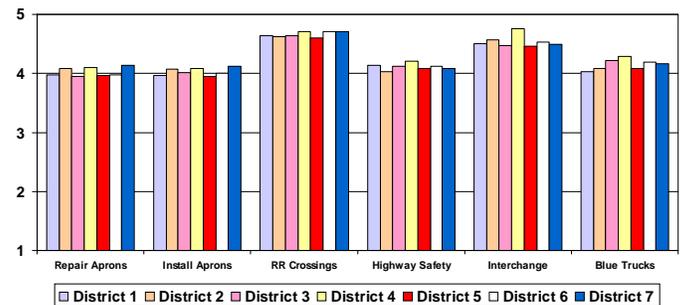
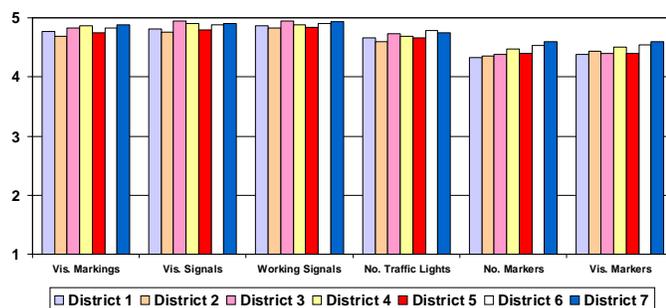


Figure 42. Importance of SCDOT's Activities by Service District, page 4



tance of the number of reflective markers is higher for respondents in District 7 and lower for respondents in District 1.

A relative impact number may be developed from the importance ratings and the grades given to each of the activities. In particular, if SCDOT improves in an activity that has a very important rating but a low grade, the public will be more positive about the results than if SCDOT improves on an activity with a very important rating and a very high grade or an activity with a relatively unimportant rating and a mediocre grade. Figures 45 through 47 present the results of this analysis. The clear “winner” among all the activities is “patching potholes.”* Second in impact would be smoothing out irregularities in the roadways. In the third tier (those with an impact of 6 or more)

*This is borne out by the focus group discussions to follow.

Figure 45. Impact Potential of SCDOT's Activities, page 1

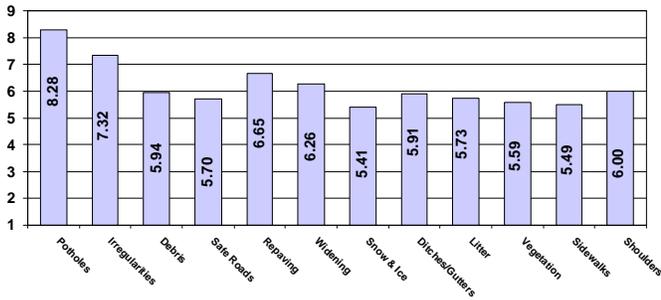


Figure 46. Impact Potential of SCDOT's Activities, page 2

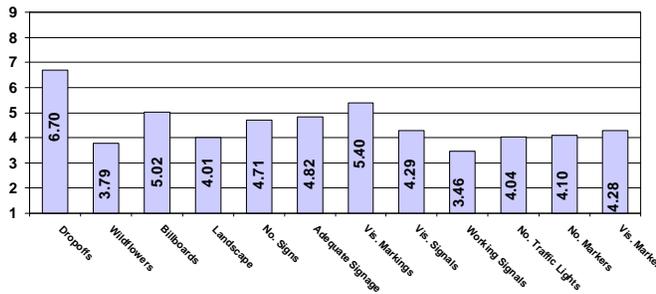
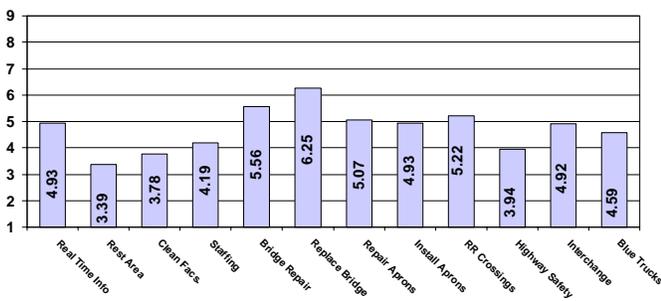


Figure 47. Impact Potential of SCDOT's Activities, page 3



are leveling drop-offs and replacing bridges. For SCDOT, this means greater effort should be paid to these activities. The impact potential also shows where the least effort could be expended and have a small impact on public opinion. In this category are wildflowers, working signals, appearance and cleanliness of rest areas, and highway safety campaigns. The impact is low for some of these

because the current grade is very high. For others, the importance is low.

Similar information by service district is provided in Figures 48 through 53. Looking through these figures shows that District 5 exhibits a greater impact potential than other districts for repaving, maintaining ditches and gutters, removing litter, billboard regulations, and adequate signage. District 4 exhibits a greater impact potential than other districts for removing debris, widening roadways, and the number of traffic lights and markers. District 3 exhibits a greater impact potential than other districts for leveling drop-offs, billboard regulations, visible markings, working signals, and replacing bridges. So SCDOT can vary the effort by service district to yield a greater positive impact among the consuming public.

Figure 48. Impact Potential of SCDOT's Activities by Service District, page 1

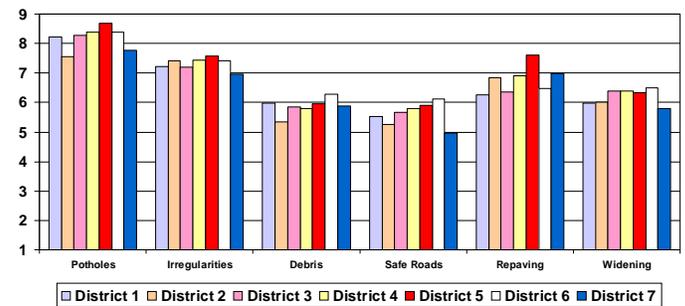


Figure 49. Impact Potential of SCDOT's Activities by Service District, page 2

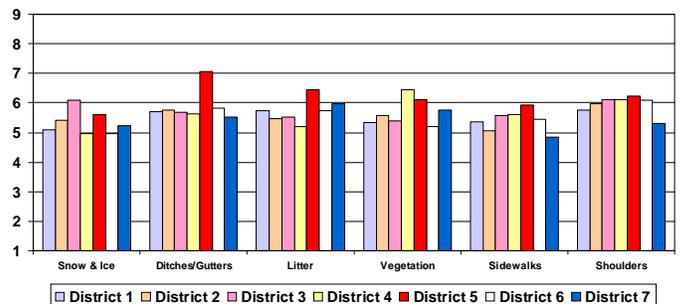


Figure 50. Impact Potential of SCDOT's Activities by Service District, page 3

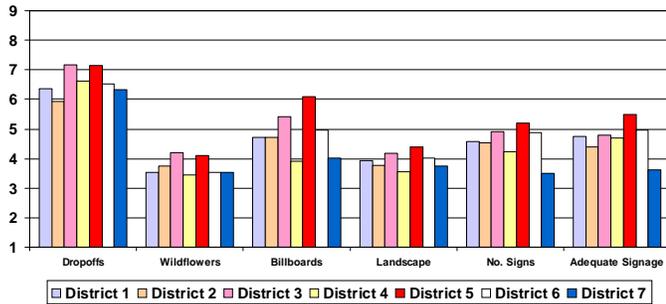


Figure 53. Impact Potential of SCDOT's Activities by Service District, page 6

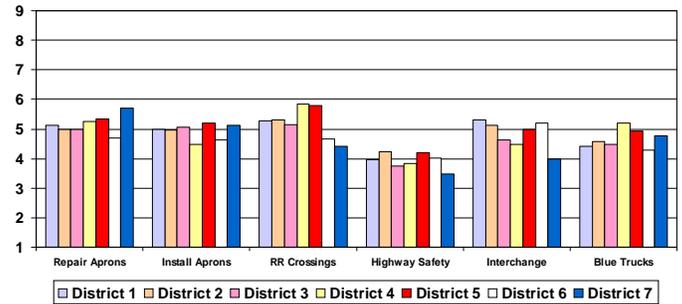


Figure 51. Impact Potential of SCDOT's Activities by Service District, page 4

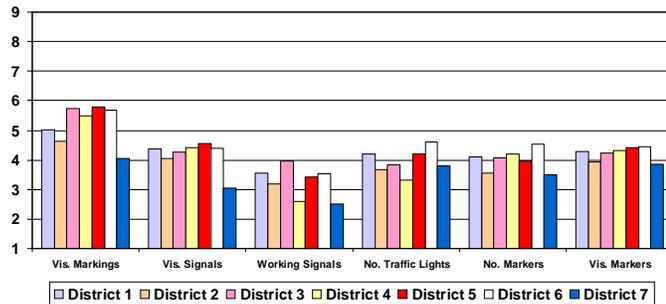
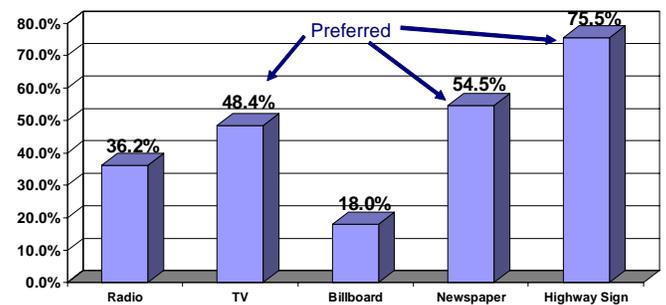


Figure 54. Ways Have Heard About SCDOT Activity in Region*



*Percentage indicating SCDOT gets revenue from the stated source.

Figure 52. Impact Potential of SCDOT's Activities by Service District, page 5

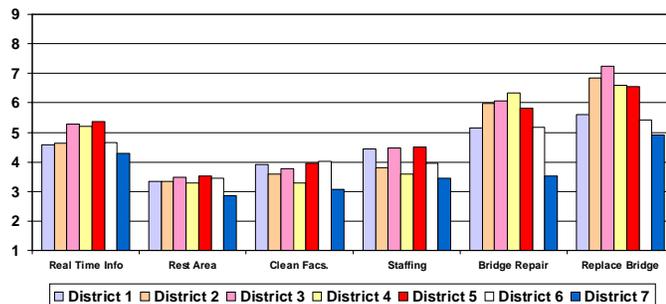


Figure 54 shows the percentage of respondents who have heard about SCDOT activity in the area from selected sources. In 2001, the newspaper was the most commonly used source of information about SCDOT activity. That has changed to highway signs in the 2005 survey. In terms of the

source of information most preferred, three stand out—highway sign, television, and newspaper.

Respondents were asked how much notice time they usually get concerning construction or highway work activity in their area. On average, respondents report they get 71 days notice, but only require 39 days notice. The following table shows these values by service district.

	Get now	Should get
District 1	52	27
District 2	44	22
District 3	95	49
District 4	64	31
District 5	57	35
District 6	88	48
District 7	54	55

On average, respondents report their lives are interrupted by SCDOT activities about 10 percent of the time (up from 3 percent in 2001). Breaking these responses down by service district (following table), we see that District 3 reports the greatest percentage of time disrupted by construction or highway activity and District 7 reports the least percentage of time.

	% time disrupted
District 1	12.11
District 2	5.89
District 3	14.1
District 4	9.37
District 5	6.23
District 6	9.02
District 7	5.76

Explanations for this and other comments are found in Appendix B.

About one-fourth of respondents have contacted SCDOT for one reason or another. Respondents were asked to describe in some detail their contact with SCDOT. Of those having contact, 61 percent recall that the contact was made by telephone, and 64 percent of respondents having contact were satisfied with the results. Figure 56 shows that the greatest proportion of respondents recall a contact in the most recent year. The reasons for the contacts ranged from getting a driveway apron repaired to having debris removed from the

roadway. The complete list of reasons for the contact is in Appendix B.

Final Comments

Respondents were given an opportunity, at the end of the survey, to make comments, suggestions, or otherwise communicate anonymously with SCDOT. These comments are included in Appendix B.

Focus Group Interviews

As noted in the Methodology section, focus group discussions were held in each of the seven service districts. The primary purpose for the focus group discussions was to clarify some of the survey results. As expected, the discussions quickly converged to the same issues and concerns. Summaries of the focus group discussions by service district are included as Appendix C.

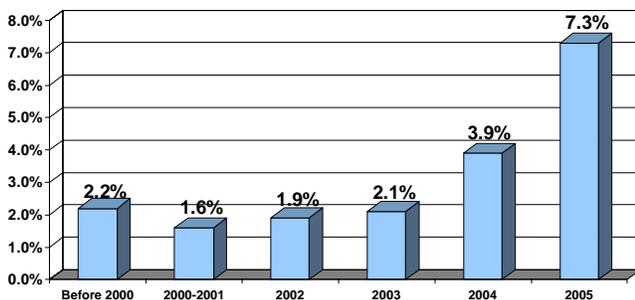
Focus group participants represent all lifestyles and types. Many ethnicities were represented, and young and old alike participated. Some participants drove few miles in an average week and some drove sales and truck routes. Participants also represented all income groups.

One issue addressed during the focus group discussions was the confusion among the public about activities that are the responsibility of SCDOT and sources of revenue. To that end, the topic of improved communication was discussed. Included in this topic was not only how SCDOT could improve its communication with the public but also how the public's communication with SCDOT could be improved.

How can SCDOT improve communication with the public?

Participants believe that the SCDOT can improve communication with the public through town hall meetings, letters, television commercials, suggestion boxes at convenient locations, and newspaper articles and advertisements. Also,

Figure 55. Year Contacted SCDOT*



*Percentage indicating year of contact.

participants suggested that working with local churches to place inserts in the bulletins may also be effective in improving communication with the public. SCDOT should also initiate a media literacy campaign to include the target population and avoid using a 'blanket' message for everyone. Participants also had other ideas such as collaborating with the local retailers, movie theaters, and churches for indirect marketing and the message should be 'eye-catching'. It is also suggested that the SCDOT publish an annual budget for the public to review and comment. SCDOT use the Internet to improve public perception along with publicizing information in various locations of the United States Post Office. Faster responses to requests for assistance and establishing mutually beneficial partnerships would also greatly improve the public perception. Also, participants suggested that the SCDOT place inserts in monthly bills such as water or light bills to reach a wide audience.

Concerning the confusion about SCDOT's responsibilities, some participants felt that too much is being made of the confusion. In particular, since confusion is going to exist, SCDOT should simply adopt ways of dealing with it that put the public at ease [see the next section on the public contacting SCDOT].

How should problems or incidents be reported to SCDOT? How should the public contact SCDOT about anything?

Overwhelmingly, participants felt that incidents or problems or other contact should be by telephone—with a human (not computer or directory selection) response. The reporting process should be uniform and a tracking system should be employed. Many participants feel that it is important for SCDOT to either get the work done immediately or at least notify the caller of an approximate time frame. Some participants feel that the website is not helpful, but participants liked the idea of utilizing the Internet as an effective way to report incidents or problems to the SCDOT. SCDOT should use positive and

effective feedback to respond to the public regarding reported problems or incidents. One suggestion is that local newspapers should give the status of on-going projects on a regular basis and the SCDOT should respond more quickly.

A principal suggestion to SCDOT is to implement a call-in system similar to the ombudsman system in place in Richland County. In this system, the call is answered by a knowledgeable, human who knows where and how to direct the calls to another human who can deal with the situation at hand. To this end and considering the confusion issue, some participants suggest that DOT and DPS work jointly for such a call-in system. Further, the person who answers the call should know whether to direct the call to DOT personnel or to DPS personnel; thus, the issue becomes a non-issue as far as the public is concerned.

How much notice do you need for SCDOT projects and detours? How do you wish to get the notice?

Participants required from one week to two weeks notice of upcoming SCDOT projects and detours. Participants commented that notification by signage, newspaper inserts, letters and word of mouth were all acceptable forms of notification. Participants would prefer notice in the newspaper and the broadcast media. Some participants note that the broadcast stations selected for some public service and other announcements were stations that they (and their families and friends) don't listen to; so the suggestion was to choose the broadcast stations more wisely.

What can SCDOT do to improve its services?

The participants articulated that SCDOT could improve its services by doing more work at night instead of during the day when persons are commuting to and from work. SCDOT may also want to consider implementing a work-release program for non-violent inmates that will employ them after their release. This work-release program would build skills to make more

productive citizens, and this is cost-effective and may lower gasoline prices

The participants believe that SCDOT could improve its services by providing better public relations/information to the public and be more creative in securing other funding services.

Participants also noted that allowing citizens to perform labor for credit on their property taxes to clean ditches, roads, and cut overhanging trees in close proximity to their property. This will decrease the SCDOT workload and property taxes. For example: In Germany, trucking companies are responsible for fixing aprons on highways if they cause an accident and damage it. Another example noted was that on I-20 going into Florence, a sign post was knocked down and the participants felt that the people that were responsible for knocking the sign down should have to pay for it. An indirect cost or result is that car insurance goes up and this affects the general public. Participants feel that if SCDOT widens some roads this may decrease congestion and fatalities in specific areas. Increased building of neighborhoods throughout the district has increased congestion and fatalities, and the growth has not been matched by the roadways including the need for increased lighting along indirect roadways.

SCDOT can improve by offering more services to rural areas, not only soliciting opinions but also listening to their constituents, work more at night to relieve traffic congestion. When Town Hall meetings are held it needs to be publicized to everyone not select populations. Participants note that it would be helpful if the SCDOT would make their policies and practices very clear to the public. Also, a major concern of participants is the traffic congestion and resulting car accidents, some of this can be relieved by widening roadways.

Another cause for concern was the safety of bridges and drawbridge. In the instance of drawbridges, one suggestion is to create another access to the island and to insist that boaters

schedule drawbridge use around public interest. This congestion is attributed to rapid growth and the infrastructure not being able to grow as quickly the population

The SCDOT can improve its services by repairing roads and reducing the amount of patchwork, patchwork is seen as temporary and it is noted by participants that poor materials are being used.

Participants were highly concerned about the water retention that occurs during heavy rains that damages many homes and business and these are primarily in the lower-income areas.

Participants noted that more attention should be allotted to ensuring that drainage ditches are kept clean, potholes are consistently repaired, and “patch jobs” should be more infrequent and a better quality of materials should be used. Also, debris, truck tires, and dead animals need to be removed from the road way in a more consistent manner.

Finally, SCDOT should educate public on its policies and the direct result would be that more money is available to repair the roadways and develop a better marketing program.

Have you ever had any contact with SCDOT?

Many participants had contacted SCDOT at some time in the past. Many of these report poor results, mostly because of the delay in getting a resolution to the problems reported.

One issue addressed by the focus groups was the concept of “same treatment throughout the state.”

Is there a difference in the districts?

Many of the participants believe that districts that are less affluent and predominantly minority are less likely to receive quality service. Participants are also of the opinion that some persons are denied services afforded to other persons that are similarly situated. Also, participants commented that they are not often notified of public meetings and feel that influence and money gets results in

that many participants have requested that their driveways be paved but to no avail. Some participants acknowledge that perhaps the attention given to other districts is driven by the economic development in those districts.

The last issue addressed by the focus group discussions was prioritization of spending.

How should the funding for SCDOT be allocated?

Overwhelmingly, the first place that SCDOT should spend its budget is on keeping highways safe. Equally overwhelmingly, the last place that SCDOT should spend its budget is on beautification. Note that the latter was not accepted by all participants. In fact, one participant vehemently opposed that position as stated by her fellow participants.

Participants commented that the SCDOT should have several priorities in allocating spending such as repairing roads, street signs, and side walks. Further, participants felt that the SCDOT should eliminate or drastically reduce the number of patch jobs because they are temporary and of poor quality. Also, telephone lines that are hanging need to be repair as they are a safety hazard as well as the sidewalks that are in disrepair.

Conclusions

The SC Department of Transportation's initial concerns about the public's confusion over SCDOT's responsibilities remain confirmed by these results. In particular, the 2005 study shows that the public is still confusing responsibilities of SCDOT with responsibilities of the South Carolina Department of Public Safety and the South Carolina Department of Motor Vehicles. In addition, the general public erroneously believes that SCDOT receives its funding from many sources, most prominently vehicle registration and drivers' licenses fees. Nevertheless, SCDOT should be pleased that the confusion has declined somewhat since the baseline study in 2001. A particular area

of improvement is the knowledge that property taxes, in general, are not a source of tax revenue for SCDOT. Also, even though the percentage of people believing that drivers' licenses are SCDOT's responsibility has risen since 2001, the percentages have declined for the other activities that are not SCDOT's responsibility and were included in the survey.

For the public's assessments, SCDOT has realized slight improvements in both overall rating and comparative rating. In terms of the public's grade assignments, all but three grades were up from the 2003 grade assignments. The three grades exhibiting slight declines were for rest areas—satisfactory appearance, staffing, and cleanliness. Importance ratings are virtually identical to the 2003 ratings.

Combining grades and importance to yield an impact potential rating shows that "safe highway" activities have the highest impact potential. Specifically, SCDOT efforts to improve patching potholes, smoothing irregularities, repaving roadways, leveling drop-offs, widening roadways, and replacing bridges will be more satisfactory to the South Carolina public than the other kinds of activities that SCDOT could devote attention to.

Focus group participants reinforce that "Safe roadways" are important. In all focus group discussions, the topic of potholes was a "hot" button that elicited many comments and heated discussion. Primarily, participants criticized the time it takes for potholes to be recognized as needing repair, the time it takes between recognizing the need and repairing the potholes, and the materials used in repairing potholes.

In terms of how to best spend its limited resources, the focus group discussions clearly state that making the highways safe is the first priority. This is affirmed by the potential impact assessment as many of the activities that could have high impact are activities that will make the highways safer.

There are statistical differences in responses among the seven service districts. However, these are fewer than were evident in the 2001 survey. Further, the concept that one district may receive more roadways attention than another is widespread (evidenced by the focus group discussions). If SCDOT attention is devoted to one district over another (to take advantage of the statistical differ-

ences among districts), this would likely fuel the feelings that there is not a “fair” distribution of resources throughout the state.

Overall, the results of the 2005 research provide many ways in which SCDOT can continue to serve the South Carolina public.

Appendix A
Survey Instrument

My 4-digit id number is: |__|__|__|__|

Public Opinions about the South Carolina Department of Transportation

The South Carolina Department of Transportation (SCDOT) wants your opinions about highways in South Carolina. SCDOT has asked the Division of Research at the Moore School of Business, University of South Carolina, to obtain this information. The survey has several sections, and each answer is valuable to us. The survey should be completed by an adult member of the household to which the survey was mailed. If you choose, you may complete the survey online at <http://research.moore.sc.edu/scdot.htm>. If you complete the survey online, please do not forget to use the i.d. number on the outside envelope's address label. It is important that you include the number because it will be used in a drawing to be held on October 31th (see cover letter).

Even though we are tracking numbers, all responses will be kept strictly confidential, and any numbers associated with the survey will be discarded prior to data analysis and reporting. Please feel free to contact Sandra Teel (1-866-266-2319) if you have questions concerning this project.

1) Overall, how would you rate the S.C. Department of Transportation? Would you say that the S.C. Department of Transportation is . . .

failing below average about average above average superior

2) How does the S.C. Department of Transportation compare with transportation departments in other states? Would you say . . .

far below below about the same above far above

3) The S.C. Department of Transportation is responsible for many activities. Please check the box beside the activity (below) if you believe the activity is a responsibility of the S.C. Department of Transportation.

Repairing roadways	<input type="checkbox"/>	Yes	Constructing bridges	<input type="checkbox"/>	Yes
Setting speed limits	<input type="checkbox"/>		Repairing driveway entrances	<input type="checkbox"/>	
Resurfacing roadways	<input type="checkbox"/>		Issuing driver's licenses	<input type="checkbox"/>	
Widening roadways	<input type="checkbox"/>		Maintaining welcome centers and rest areas	<input type="checkbox"/>	
Speeding tickets	<input type="checkbox"/>		Highway safety campaigns	<input type="checkbox"/>	
Road enhancements	<input type="checkbox"/>		Interchange improvement	<input type="checkbox"/>	
Cross markers	<input type="checkbox"/>		Improvements in hazardous waste elimination	<input type="checkbox"/>	
Mass transit	<input type="checkbox"/>		Emergency medical services (ambulances)	<input type="checkbox"/>	
Repairing bridges	<input type="checkbox"/>		Incident Responders (Blue Trucks)	<input type="checkbox"/>	
Railroad improvements	<input type="checkbox"/>		Motor vehicle registration	<input type="checkbox"/>	

Litter control Oversize/overweight regulations
 Providing safe highways

4) 5) The activities you just read about have many parts to them. I want you to consider how important are the many activities carried out by the S.C. Department of Transportation. Specifically, please look over each of the activities listed below and indicate how important each activity is TO YOU by selecting the response closest to your opinion.

Work Activity	Very Important	Somewhat Important	Neither Important nor Unimportant	Somewhat Unimportant	Very Unimportant
Highway Surface Work					
Patching potholes in pavement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Removing dips, bumps, or irregularities in pavement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Removing debris from roadway (limbs, tire recaps)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping roads safe to drive on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Re-paving roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Widening roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Removing snow and ice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roadside Work					
Cleaning ditches and gutters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Removing litter (trash)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Controlling vegetation (like grass and weeds)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining sidewalks (includes handicapped ramps)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping road shoulders in good condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leveling drop-offs or ruts at edge of pavement and shoulder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Beautification/Attractiveness					
Maintaining wildflowers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regulating billboards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing satisfactory landscape appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage/Signals/Markers					
Providing adequate number of signs (like speed limit posting, stop sign, work zone)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining adequate signage (like speed limit posting, stop sign, work zone)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining visibility of pavement markings (like directional arrows, centerline, lane dividers) considering both daytime and nighttime appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping traffic signals clearly visible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping traffic signals working	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing adequate number of traffic lights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing adequate number of raised reflective pavement markers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining visibility of raised reflective pavement markers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing real-time traffic information (like congestion delays and accidents) on electronic signs along the highways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rest Area/Welcome Center Maintenance					
Providing satisfactory appearances (like buildings, sidewalks, parking areas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing clean rest & restroom facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staffing (having personnel present) rest areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Bridges

Keeping bridges repaired	<input type="radio"/>				
Replacing bridges in a timely manner	<input type="radio"/>				

Residential Driveways

Keeping driveway aprons repaired up to property line	<input type="radio"/>				
Installing aprons to driveways up to property line	<input type="radio"/>				

Safety

Maintaining and improving railroad crossings to federal guidelines	<input type="radio"/>				
<input type="radio"/>					
Creating effective highway safety campaigns	<input type="radio"/>				
Making interchange improvements (where needed)	<input type="radio"/>				
Providing enough Incident Responder (Blue) trucks	<input type="radio"/>				

6) This question asks you to assign grades to the activities of the S.C. Department of Transportation, using the following scale: F = failing; D = below average; C = average; B = above average; and A = Superior. "DK" would be used **only if you "don't know" or have absolutely no opinion** about the activity. If you give a "C", "D", or "F" rating, please tell us why in the following question. How would you rate . . .

Highway Surface Work

Patching potholes in pavement	DK	A	B	C1	D*	F*
Removing dips, bumps, or irregularities in pavement	DK	A	B	C*	D*	F*
Removing debris from roadway	DK	A	B	C*	D*	F*
Keeping roads safe to drive on	DK	A	B	C*	D*	F*
Re-paving roads	DK	A	B	C*	D*	F*
Widening roads	DK	A	B	C*	D*	F*
Removing snow and ice	DK	A	B	C*	D*	F*

Roadside Work

Cleaning ditches and gutters	DK	A	B	C*	D*	F*
Removing litter (trash)	DK	A	B	C*	D*	F*
Controlling vegetation	DK	A	B	C*	D*	F*
Maintaining sidewalks	DK	A	B	C*	D*	F*
Keeping road shoulders in good condition	DK	A	B	C*	D*	F*
Leveling drop-offs or ruts at edge of pavement and shoulder	DK	A	B	C*	D*	F*

Beautification/Attractiveness

Maintaining wildflowers	DK	A	B	C*	D*	F*
Regulating billboards	DK	A	B	C*	D*	F*
Providing satisfactory landscape appearance	DK	A	B	C*	D*	F*

Signage/Signals/Markers

Providing adequate number of signs	DK	A	B	C*	D*	F*
Maintaining adequate signage	DK	A	B	C*	D*	F*
Maintaining visibility of pavement markings	DK	A	B	C*	D*	F*
Keeping traffic signals clearly visible	DK	A	B	C*	D*	F*
Keeping traffic signals working	DK	A	B	C*	D*	F*
Providing adequate number of traffic lights	DK	A	B	C*	D*	F*
Providing adequate number of raised reflective pavement markers	DK	A	B	C*	D*	F*
Maintaining visibility of raised reflective pavement markers	DK	A	B	C*	D*	F*
Providing real-time traffic information on electronic signs along the highways	DK	A	B	C*	D*	F*

Rest Area/Welcome Center Maintenance

Providing satisfactory appearances	DK	A	B	C*	D*	F*
Providing clean rest & restroom facilities	DK	A	B	C*	D*	F*
Staffing (having personnel present) rest areas	DK	A	B	C*	D*	F*

Bridges

Keeping bridges repaired	DK	A	B	C*	D*	F*
Replacing bridges in a timely manner	DK	A	B	C*	D*	F*

Residential Driveways

Keeping driveway aprons repaired up to property line	DK	A	B	C*	D*	F*
Installing aprons to driveways up to property line	DK	A	B	C*	D*	F*

Safety

Maintaining and improving railroad crossings to federal guidelines	DK	A	B	C*	D*	F*
Creating effective highway safety campaigns	DK	A	B	C*	D*	F*
Making interchange improvements (where needed)	DK	A	B	C*	D*	F*
Providing enough Incident Responder (Blue) trucks	DK	A	B	C*	D*	F*

7) Please use the space below to explain any ratings of “C”, “D”, or “F” above. You may use the back of this page if you need more room.

8) Listed in the following table are a number of possible sources of revenue for the S.C. Department of Transportation. Please check any that you believe are actual sources for the S.C. Department of Transportation.

Driver’s licenses	<input type="checkbox"/>	Vehicle registration	<input type="checkbox"/>
Gasoline taxes	<input type="checkbox"/>	Federal government	<input type="checkbox"/>
State government	<input type="checkbox"/>	Property taxes: house	<input type="checkbox"/>
Property taxes: cars	<input type="checkbox"/>	Taxes on trucks traveling through state	<input type="checkbox"/>

9) When the S.C. Department of Transportation is working in a region, the public is notified of the kinds of activities to expect.

a) In what ways have you heard about the Department of Transportation’s activity in your area?

Radio	<input type="checkbox"/>	Newspaper	<input type="checkbox"/>
Television	<input type="checkbox"/>	Highway Sign	<input type="checkbox"/>
Billboard	<input type="checkbox"/>	Other: Specify _____	<input type="checkbox"/>

i) Which of these—radio, television, billboard, newspaper, highway sign—is the way you would most like to hear about Department of Transportation activities? Please indicate only one.

b) On average, how much time is there between your hearing about SCDOT coming to your area and SCDOT work actually starting? _____

i) How much time should you get? _____

c) How often in an average week would you say your normal routine is changed because of activities by the S.C. Department of Transportation? _____% of time

i) If the percent is greater than 35 percent, please explain why it is so much in the following blanks.

10) Have you ever had a reason to personally contact the S.C. Department of Transportation?

no ⇒ go to question 10

yes ⇒ Please fully describe the contact situation.

When was the contact made? _____ (month & year)

Why did you contact the S.C. Department of Transportation?

How did you make your contact?

letter phone stop by other (explain)

If you contacted S.C. Department of Transportation about a problem, did you get a satisfactory resolution of the problem? yes no – please explain

How could you have been served better?

Put any other comments about your contact with S.C. Department of Transportation in the blanks below.

11) The last set of questions concern you and your household. Please remember that all of your responses will be held strictly confidential.

a) In what county do you live? _____

i) What is your ZIP code? ____ _

b) Would you describe the community where you live as urban or rural?

c) Are you . . . employed full time (include self employed)
 employed part time
 retired
 other: please describe _____

d) If employed (full or part time), in what county do you work? _____

- e) How many miles do you travel in an average week? _____
- f) For how many years have you lived in South Carolina? Please give us a number like 61, rather than “all my life” _____
- i) From what state did you move to South Carolina? _____
- g) Are you . . . male female?
- h) How many adults live in your household? _____
- i) How many children under 18 live in your household? _____
- j) Which of the following categories contains your age:
- | | | |
|---|--------------------------------------|---|
| <input type="checkbox"/> Under 25 years | <input type="checkbox"/> 35-49 years | <input type="checkbox"/> 65-74 years |
| <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 50-64 years | <input type="checkbox"/> 75 years & older |
- k) If you are 65 year old and older, please use this space to indicate how SCDOT can better serve your transportation needs.” _____

- l) Do you or any close relatives work for the S.C. Department of Transportation?
 No Yes
- m) Which of the following categories contains *your household's* income last year (2004):
- | | | |
|--|--|--|
| <input type="checkbox"/> Under \$25,000 | <input type="checkbox"/> \$65,000-\$89,999 | <input type="checkbox"/> \$175,000-\$249,999 |
| <input type="checkbox"/> \$25,000-\$39,999 | <input type="checkbox"/> \$90,000-\$124,999 | <input type="checkbox"/> \$250,000 or more |
| <input type="checkbox"/> \$40,000-\$64,999 | <input type="checkbox"/> \$125,000-\$174,999 | |

That was hard work and thank you so much! That concludes our questions. We will be conducting discussions about these results and other topics related to the S.C. Department of Transportation. Would you be interested in participating in these discussions? No Yes

If you would like to make a final comment, I'll be glad to forward it anonymously to the South Carolina Department of Transportation.

DON'T FORGET! Copy your i.d. number from the label on the outside envelope to the first page of this survey. Return the completed survey to: Division of Research, Moore School of Business, University of South Carolina, 1705 College Street, Columbia SC 29208

Appendix B Open-Ended Responses

Verbatim Responses - District 1

Explanation of answers

	Frequency
Valid -Beautification is not bad but how much service are the tax payers willing to pay for? -We allow too many signs & billboards along our roadways in some areas; to me this is not good. -I consider signage to be something large enough to read without coming to a complete stop. -I was under the impression that the railroad was responsible for their crossings.	1
No explanation	85
5b3 - There seems too long of delay between cuttings, and lack of proper weed control in medians. 5d9 - The only that I am familiar with is on I-77S, by Ft Jackson and the information provided is a generic message "warning to trucks" about interchange from I77 - I26 5h1 - I don't know what the federal guidelines are, therefore unable to provide useful information on this topic.	1
5f2 - Taking too long	1
5h2 - I believe this should be the role of the Department of Public Safety.	1
"C" Rating - SC is about equal to bordering states. "F" Rating - when working on I385/SC291 bridge @ Greenville recently, there were no signs on 291 southbound lands stating that I385 south traffic had to turn from the left lane. For years that traffic used the right lane. As far as I know, there STILL are no signs directing traffic to left lane. This is just one example of dozens I see as I travel all over SC.	1
(1) Questions answered B are more than likely C, I just don't want to explain. (2) Surface work: C's I don't see much repaving or widening and as far as safety goes my biggest concern is that SC roads seem to collect water on the roadway during storms (not drained properly) Surface work: D's I've been driving over the unrepaired or poorly repaired potholes & dips for 16 years. (3) Signs: F's I've traveled in 49 of the 50 states & the signage in SC is the worst I've seen - if you get off the interstates you better know where you are going. (4) Rest areas: C's Our rest areas are just average. (5) Bridges: C's & D's We have some old bridges on our rural routes. (6) Safety: C's I don't think that we are any better than average on safety. Not necessarily all a DOT problem but poor road conditions, poor signage certain a factor.	1
(1) The roadsides & sidewalks are weedy & littered; probably most of what I see actually falls to the City of Columbia - lousy job. (2) Highways generally seem in fair shape - except I-20 in Columbia and I-95 everywhere (what a horrible road!) *Articles in WSJ and State suggest SC ranks among the WORST in backlog of bridge repair/replacement/bad bridges.	1
* Highway safety work = slow to respond & if they respond, work done shabbily/ "patch" only. * Roadside work = ditches: only when the ditch poses such an urgency does DOT respond. New bypass 302 in Aiken, sidewalks now overgrown and ill maintained. Aiken Co. below par to counties south. * Signage - only when markings are completely obliterated does SCDOT respond in Aiken County. * Safety - many folk wonder how many deaths must occur before improvements are made.	1
4c2 - Directions re interstates. 4c7 - aging population 5a5 - Now on I-26 & 126 out of Columbia. 5c2 - I don't believe you set the regs, lights and signs distracting. 5d1 - often times lane markings to access interstates aren't where you can read them 5d7&8 - Very important on dark rainy nights! 5f1 - I drove over the Perlman and Grace in July. The Grace was rightly named. WAY past due for removal. Who has the responsibility for Driver's education and the publication of training materials for new drivers and drivers coming into the state? People don't KNOW the rules of the road. (Some also don't obey the ones they know.) I think this is more of an overall need and better approach than safety campaigns.	1
5a1 - Wash out after next rain. 5a2 - Some overlooked. 5a3 - Sometimes done slowly. 5a4 - Response is slow. 5a6 - Project put off too long. 5a7 - DK 5b1 - Done usually after overflow. 5b2 - Slow response. 5b5 - Notice debris on interstate. 5b6 - Not sure what average is.	1
5a1 - Although the patch work is usually performed adequately, it seems that potholes exist for a long time before the work is done. Also, it takes a few phone calls when reporting potholes, as some roads are maintained by the state and some by the count 5a5 - Many roads seem to have lots of patches for a long time before repaving, while other roads seem to get repaved more often than needed. 5a7 - Not a frequent issue, but perhaps more plowing instead of just sanding could be performed. 5h1 - News reports of accidents at railroad crossings seem to occur too frequently. Not sure what the federal guidelines are, but perhaps all crossings should have gates.	1
5a1 - I-20 has had some unrepaired major holes - between I-26 and U.S. 1 exits.	1
5a1 - I have to traverse potholes every time I leave my house on Britton Rd and Planter Rd in Columbia, SC 5a2 - I have to traverse bumps and irregularities every time I leave my house on Britton Rd and Planter Rd in Columbia, SC	1

5a1 - I travel for a living and there are quite a few potholes on a number of the interstates in this state. 5a3 - I have found traveling that there are a number of retreads on 95, 26, 20. This is one area where I feel the DOT needs to step it up. 5a5 - Borderline 5b2 - Almost pitiful. NC and GA have our state beat hands down in this category. 5b4 - Borderline. I stay on the roadway, but those that waver occasionally, might find themselves in a pickle in areas. 5b6 - See above answer. 5d9 - GA has us beat in this category. 5h4 - Have seen a few, but not many in comparison to adjoining states. 1

5a1 - Some roads need repaired more than others but they only concentrate on a few. 5a3 - Tire recaps seem to be in excess in this area and I don't recall ever seeing a dot crew cleaning them up. They are such a pain. 5a4 - SC has considerably unsafe roadways in comparison w/ other states. 5a5 - SC DOT does try to re-pave roadways in many areas. 5a6 - SC seems to take quite a long time to get widening done. 5a7 - In the few ice storms we have had they have done a good job. But snow and ice is not a regular occurrence in this area. I do not know how they rate in the upstate. 5b3 - They do okay getting it done they just leave a mess afterwards. 5b4 - Shoulders around here are in rather bad condition. 5c1 - Some states are so pretty to drive through. Parts of ours are but I'd rather focus on safety before beauty. 5d2 - Some areas need more speed limit signs you can drive for miles and not see a sign or know the limit. 5d9 - Many states have taken advantage of this technology you don't see much of it in SC. 5g1 - My own personal driveway apron is badly in need of repair. I am going to call and complain I was just unsure what department to call. 1

5a1 - too slow to get to it 5a2 - slow to respond 5d1 - Int. 77 needs more speed limit signs 5d2 - stop sign in my neighborhood has been broken for a year or more 5d3 - this needs work especially where lanes end suddenly 5d5 - if the wind blows hard we loose traffic signals on garners ferry 5d6 - too many in some areas 5e1 - most seem very old and out dated 5e3 - need to have this to feel safe to stop 1

5a6-Some roads need more lanes for safety, especially turn lanes. 5b2-Some roads are not picked up - that's OK. 5c1-About the same as other states. 5c2-Let the people work. 5c3-About like other states. 5d3-Night, wet markings can't be seen. 5d6-Several areas need signals. 5d9-The few I have seen in work were WRONG. 5e1-OK 5e2-Some OK some very bad. 5h2-If there were effective laws like seat belt, would not be needed. 5h3-Most of the intersection improvements are 5 to 10 years behind need. Add signals, adequate lanes & turning lanes where needed. 1

5a6 - Actual construction seems to lag behind need by 5-10 years. With such rapid growth, plans should be implemented faster, e.g. Carolina Bays Parkway. 5d1 - Need more speed limit signs at intersections, so that motorists can know speed limit upon entering new road. 5d3 - Need more visible centerline reflective markers in general around the state. 5d7 - Need more in general. 5e1 - The older buildings look run-down and seem to need replacement. Compare to other states' facilities, and we come up short. 5f2 - Many bridges are well beyond their useful life, but I know that this is a nationwide problem. 1

5b1 - Lee State park Rd. 5b4 - no sidewalks 5e1 - Have never used one in SC. Lee State Park Rd. is a forgotten road. Trash, nowhere to walk. Truckers do not obey speed limit, so you can't be walking on the shoulders. 1

5d9 - Too few sources. Too few information sources provided. 1

5e2 - I never stop at rest areas. 5e3 - I never stop at rest areas. 1

All "C" need improvement. All "D" more should be done. 1

Beautification/attractiveness - wildflowers & other landscaping has improved but could still use some work. Real-time traffic info - I've never see one have correct info on it. 1

Blythewood Turkey Farm Rd - nails on street 3 flat tires in 1 month. 1

Chapin exit bridge at 26 is in constant repair - cement keeps breaking up and leaves pot holes - off ramp (semi) trucks have hard time making turn to cross over bridge. 1

Compared to other states, we have a lot of litter on the side of roads. 1

Confusion of paving aprons. County vs State pothole repair sporadic. Pay my alignment bill. 1

County roads not repaired to last. Pothole fixed today, back again tomorrow. Not enough attention on county roads (rural). Hallman Loop driveways have not been repaired or surfaced in 20 years. 1

Cutting Grass on right of ways. All RR crossings are rough and irregular. Weed along sidewalk on Nursery Hill Rd. are 4 to 5 ft. tall. 1

D - takes too long to fill the hole. D - Takes too long to remove them. F - Only when time for election. F - Only when time for election. 1

D - There seems to be entirely too much re-thread tires on highway. D - Some RR crossings are not up to standard. 1

Debris & trash - I can still tell when I cross into SC that roadside trash is worse here. Many lane markings are worn and impossible to see at dark or in rain. Reflective paint? Many roads have a deep drainage ditch which could literally swallow a car as well as creating a sudden stop when they fall in. Do not like cell phone drivers but unbelted drivers create grief and monetary expenses for everyone. 1

Enforce traffic laws esp DUI & reckless driving. Do not think the state put their money to good use. Too much pork in the state. Property taxes too high. 1

Entrance & exit ramps need to be longer in high traffic areas - granted DOT is beginning to do this one I-20. 1

F - Potholes - look around town there are many unpatched - also road edges - our SC roads do not meet other states' standards. D - Road repair - our roads are not being repaved in Columbia - lots of driveway aprons are

cracked. C - our roads just aren't generally in the same shape as other states. Potholes, dips, needs for repavement, widening, etc. but we spend a lot of money! 1

Have trouble seeing them (pavement markings) at night. Do not see many real-time traffic signs. 1

Heed reports of bridges needing replacement. Billboards, billboards, billboards! Many roads in disrepair and appear neglected. 1

Highway 76/378 between Sumter & Columbia was recently repaved and the road surface has a lot of standing water when it rains. The surface should not have large amounts of "standing" water. The railroad crossings on Pineview Rd. have been repaired numerous times and need repairing again. Fix it right the first time. The RR crossing in front of Shaw AFB is the right way to repair. 1

Highway surface work: generally OK but there seems to be too many potholes & roads needing repavement in the midlands. Bridges: I assume that the ones in SC are about the same as elsewhere - in need of repair but the repairs come slowly due to budgetary concerns. 1

Highway surface work: It does not seem that SCDOT actually goes out and monitors these things until someone has an accident. Signage/signals/markers: SCDOT has to have someone call this to their attention - that shouldn't be necessary. 1

I'm always seeing lots of tires & debris on roadways. We need more speed limit signs. A lot of pavement marking you can't see. Rest stop restrooms are always dirty & I never see anyone working there. 1

I've been trying to get a driveway apron installed for five years. 1

I've lived on the same road for 6 years. The road had holes & dips then and it still has not been repaired. As far as trash and vegetation, these crews should be on a more frequent schedule. 1

I-20 needed repairing for several years. From exit 1 to Columbia, there were enough potholes to keep alignment shops busy. They seem to be trying to improve this situation currently. 1

I can't believe you ever remove debris from the road. If so, why is there so much debris on shoulders and on the road? Seriously, does this state need thousands of billboards calling attention to crap like Cracker Barrel and South of the Border? Real time traffic info, right, whatever. Railroad crossings? Try driving down Assembly Street and then to the state fairgrounds, and thing about the awful state of those crossings. 1

I do a lot of driving in NC and I compared the SC road conditions to NC. On the DK response, I don't know if the SCDOT has the responsibility of building and maintaining sidewalks. 1

I do not think potholes & dips are repaired in a timely manner; this includes bridges. Recently interchange improvements were made at Hwy 6 and Old Two Notch in the Red Bank area. The turn arrows become red lights instead of allowing turns if there is no oncoming traffic. This has caused TREMENDOUS traffic back-up and irate drivers! The person responsible for this idiotic decision should be forced to sit twice daily in the mess he/she has created. 1

I don't tell them anymore. When I told the HEAD OF THE HWY DEPT as a legislator they made an "A" the legislature should (1) require impact study & statements for new developments. (2) Require lighting in rural areas (Hilton Head impossible) (3) Require electrical signals at railroad crossings. (4) Sitting for infirm at local highway departments the dept does not solicit wrongs that need to be addressed. When I was defeated, they danced in the halls of the hwy dept. 1

I don't think safety campaigns should be their responsibility. Some bridge repairs take too long and cause inconveniences. 1

I feel improvements can be made in all areas. Current configuration of interchanges (most) are dangerous; rest areas are maintained fairly well but security is minimal. Some road signs are difficult to read because of overgrown vegetation. I don't think throwing money at a problem is always a solution - band-aid therapy does not address root cause. 1

I feel most are average. Everything can always use improvement. 1

I feel our roads, especially secondary roads, are in poor condition. Our sales tax in Aiken co. was raised to 6% and I have seen little improvements. 1

I have lived in SC my entire life and Lexington County since 1968. I moved to my current home in 1984. The continued growth and relative lack of expansion of road infrastructure has created the traffic problems experienced on a daily basis. There needs to be a fast track to correct problems. Charleston, Greenville and Rock Hill have made progress. The Grand Strand needs better markings to use the new roads. Eliminate tolls on I-185 and it will be used. There's no way \$2.00 one way pays for the employees, much less the road. The secondary roads have little to no shoulder which causes washouts. Monitoring heavy use secondary road traffic conditions would help in wrecks and car repairs. Same thing applies to dips and bumps. How about use the existing crossovers on I20 and I26 for better traffic congestion within Richland & Lexington County. 1

I have noticed several pot holes are covered with gravel and that is knocked out shortly after by the vehicles going over the hole. When asphalt is used it is not done very smoothly, making it rough to drive over it. 1

I have opinion that you think when I'm driving down road 70 mph phone to ear half awake you want me to notice flowers "RIGHT" 1

I have traveled by highway over much of the southeast this year. The highways in SC are the poorest in quality of any state in the southeast, even Mississippi is better. Many SC interstates have cracks, pot holes, and low spots & bumps. The old US numbered highways are in even worse condition. SC is NOT keeping up with the repairs/ resurfacing needed. 1

I just feel that the roads in Sumter County could use a lot of improvement. 1

I see too many tire treads. 1

If I put C, D, or F that means you all are not doing the best you can do at the job and you need to do your job and improve. 1

In Aiken on Chesterfield Street (in the side of Aiken County Courthouse) there is about 4 or 5 potholes that need to be fixed. Also on Hwy 1 in Aiken, some of the ditches need cleaning and papers on the side of the roads. 1

Everything in other areas as far as I see is basically OK. Thank you, Tira Cooks 1

In general the roads are filled with potholes, especially the secondary routes. In general the secondary roads are neglected. Signage is not adequate and the road shoulders are not maintained. The interstate highways are in better condition. 1

In reference roadside work potholes damaged roads in neighborhoods are too frequent. The highways although is not excessive is still too much. Rest areas are average, and residential driveways are not repaired in a timely manner, depending on area you live in. 1

It seems to take a year for potholes to be repaired in residential area. 1

It takes too long to respond 1

Large amount of shredded tires, glass, etc. near center divider on sections of I-26 and I-20. Road widening has not caught up with many growing areas in Richland and Lexington counties—secondary roads. Road shoulders on secondary roads not maintained in same area. 1

Main waste of money I have seen 6-8 people watching while 2 people do the work. Saw 4 dump or service trucks & 1 truck pulling back hoe looking at each other figuring out what to do with dead deer on side of I-95 at 301 Santee area they all looked lost. 1

Many old bridges. Interstate 20 is rough - needs work. 1

Many potholes poorly repaired or not repaired at all. A lot of debris & trash in road & on the side of the road. 1

Many small signs are unnecessary and wasteful (i.e. deer crossings, slippery when wet etc.) Patching roads is ineffective. When a road starts to chip it should be resurfaced. Many rural roads are bad because of the weight of vehicles i.e. gravel trucks, logging trucks, using them. No strategy to replace “farm to market” roads built years ago. Don’t plant annuals. Do plant flowering shrubs that require less maintenance. Please stop planting crimson clover and other wildlife attractants as it leads to the needless slaughter of animals. Like almost every gov’t. program in SC there is no long range plan only crisis management. 1

More bicycle lanes would be nice (and eliminating debris from roads, paths) I am ashamed of the litter in SC - not SCDOT’s blame, think many South Carolinians are slobs, but roadside debris and litter is their responsibility (indirect safety issue) 1

More of the potholes need patching & maintained. 1

Most bridges in my area is in need of help or replace most of the driveway in my area is in need of repair when you can get a driveway put in it took about 4 calls or more to get a response. Need to put up more cross bars at RR crossings. 1

Most maintenance is not up to standards. 1

Most streets in Columbia have irregular patches, some potholes. Repaving is spotty and infrequent. Along rural routes the ditches are usually overgrown and full of trash. South Carolina is shamefully trashy - litter is everywhere, not often picked up and usually run over by road maintenance crews. Too many billboards on highways! The landscaper who though of the painted rocks should be jailed! Reflective markers are lacking. 1

My family and I are fairly new to the state of South Carolina. We have not physically encountered all avenues dealing with the Department of Transportation. 1

Paving - I don’t know technical requirements so do not know if good or bad thus avg. Trash/litter Other States use prison help routinely to follow mowers, etc. Inmates usually love to get out for a while, even to work. Why not? Beats using my old worn out body to do. Billboards average - I usually ignore. Wildflower programs(s) need a boost. Ask NC or VA for help/ideas. Pavement markings I am familiar with need (some at least) are almost unreadable. Varies. 1

Pot holes are not repaired in a timely manner. Driveways are not maintained and grass is not cut on the whole SC property (only one strip is cut), too many billboards. 1

Potholes never seem to be filled in or fixed in a timely manner. Need more traffic lights in NE Richland County. 1

Potholes, dips, and bumps remain in roadway, it seems, until they are called for repairs. More preventative maintenance needed. Likewise for sidewalks - seem to only respond after a call. 1

Pothole & irregularity repair is slowly done & poorly done. Seems to always be debris in the road. A lot of the roads being poorly patched would be better repaved. I see no widening which repaving would probably take care of. Ditches and gutters all look bad. Same as shoulders & pavement edge. I cross some bridges that are in terrible condition. Shady Grove & Koon Rds. 1

Potholes—way too many where I live and can go months without repair Debris—the treads have damaged 2 of my cars after dark in the past 2 yrs. Roads too narrow on many “back” roads. Too few speed limit signs on Interstate in Metro areas (need to be on both sides). Don’t know policy on “correct number of reflective markers” but hard to see lanes in some areas in the rain. Need better warnings that speed limit is changing (slowing down). 1

Potholes - Takes long time to repair. Dips - Takes long time to repair. Traffic lights - Difficult to enter main roads from residential. Raised reflective - Should use much more! 1

Potholes always come back - patches never hold! Ruff road - a lot. On repaving always make a big mess! Tar everywhere. What ditch - there some ditches or there none. Trash is everywhere/ only time clean is at the cup races in Camden SC. What side walk - try using them in wheelchair!!! No access to curb! Lots of rural roads have no marking in middle of the road. 1

Potholes never fixed correctly - same ones return. 1

Potholes remain entirely to long in effected area, and I'm dodging tires on the road all the time. There's no staff at roadside rest areas; we do need them. Billboards are too plentiful—need less. 1

Providing clean restrooms; maintaining and improving railroad crossing to federal guidelines. 1

Repair potholes in a speedier manner. Should have more personnel present at rest stops. 1

Road shoulders - Many secondary roads have no shoulders, probably insuff. right of way. Vehicles that run off pavement then fall into adjacent roadside ditches. Interchanges - Many have ramps and loops that are not designed for the speeds now existing on Interstates for trucks - they turn over. Insufficient deceleration and acceleration lanes at older interchanges. Ice & snow - Not effective - more use could be made of private contractors to rapidly respond as does Virginia. 1

Roads are not kept clean enough (tire casings, trash). Roads are not maintained adequately. Potholes - raised & unequal surfaces. Traffic lights to not provide for left turns - SC intersections dangerous. Repairs to roads & bridges inadequate. 1

Roads should be maintained better than they are now. 1

See John Sawyer letter. Highway Surface Work - Keeping roads safe to drive on, nearly one-third of South Carolina's primary and interstate highways are now in poor or mediocre condition. More than half of the state's secondary roads - considered to be in this failing condition. So there no safe or well maintained. Highway Surface Work - Re-paving roads, ill funded by SC by enlarging SCDOT agents to enforce laws and open truck inspection stations would help. Highway Surface Work - Removing debris from roadways, by putting patrolling trucks for roadway debris on a daily basis would help. Highway Surface Work - Removing snow and Ice, needs to be extended to secondary roads too. By sub-contracting trucks to clear the secondary roads, it works in Main. (farmers, construction companies) The other "C" answers in Highway Surface Work answered by the first answer. Roadside Work - partly solved by sub-contracting it out under bid contracts. Beautification/Attractiveness - Regulating billboards, change the law for the outdoor advertising company to keep up the billboards appearance to a given standard. Signage/Signals/Markers - maintaining adequate signage, let drivers have a contact person and number at SCDOT to report bad signs. Advertise that number and program. Signage/Signals/Markers - Providing real-time traffic information on electronic signs along the highways, inspection of all roadside information signs by highway personnel to one SCDOT office. Bridges - Keeping bridges repaired and replacing bridges in a timely manner, increase bridge inspectors and repair crews possibly by sub-contracting. Residential Driveways - Keeping driveway aprons repaired, have one SCDOT phone line to a dispatcher for service crews for home and business owners to report problems. Safety - Providing enough Incident Responder (Blue) truck, put on more trucks, and fund partly by vehicle owners at time of repairs. (Owners would have to pay for repairs else ware.) Safety - Making interchange improvements, classify hazardous and accident-prone interchanges to be on a short list for change. 1

Several holes in roadway. Removing bumps at bridges, some are very bad. 5a1 - several holes in roadway 5a2 - same 5c2 - do not see they are regulated 1

Signals/markers/signage - C1 - because I drive on Silver Bluff Rd every day, if you enter Silver Bluff from 278 and miss the 55 speed limit people think it is 45 mph. People enter from Storm Branch and Gray Mare Hollow and never see 55 mph. This is going to Aiken. C2 Some of the lights need turn signals, like the one at Wal-Mart/CVS. 1

Snow/ice - just doesn't happen quickly or effectively. Roadside - ditches where travel always have some trash and are overgrown w/ vegetation. Signals - C is average and is OK. Electronic traffic info is not readily available. Rest stop staffing - not staffed 24/7. Driveways - many, many not done. Safety RRX - recent incidents speak for themselves. 1

So people can be safe on the road will they driving. 1

Some of the roads are very rough, with lots of dips and bumps and holes. And they may try to fix them, but actually make it a lot worse and rougher than it was before. What it really needs is a complete new road. For example, Banks Mill Road and New Holland Road. Also the trees need to be cut back in New Holland. My husband drives an 18 wheeler and has to go in the other "oncoming lane" to miss the branches. 1

take too long to respond 1

Takes a long time to fix potholes on I-26. I-20 and I-95 need repaving work. Need to do a better job of maintaining sidewalks in residential areas. Need more speed limit signs. Need more personnel at rest areas. As far as driveway aprons are concerned, I have never seen DOT in a residential area. 1

The drop-offs on some roads in rural areas are unacceptable. Something needs to be done to improve this situation. Truck tires are littered on the highways on many occasions. These things are dangerous. 1

The interchanges at I-126 - I-26 - at Bush River Rd. is very dangerous, needs to be reworked immediately. 1

The last snow, the roads were unacceptable. The stop light by my house is not set right. (Mallard Lakes at 378 Lexington) Sometimes it stay red 3-4 cycles.	1
The need to remove debris from roadways is very important because of accidents on roadways. Potholes can cause accidents. Markings should be clearly visible.	1
The potholes & repairs in the area I am traveling on a day to day basis have been in the same condition for a long period of time. I agree they are heavily traveled, but all the more reason to give more attention to.	1
The roads maintained by the county are in such bad condition—you cannot drive a new car or you will destroy it. Where does the road fee go? Check out the houses and cars the top people live in—they pave roads that don't need it. They can't repair a pothole because they don't know how!	1
The roads that I drive on around the state are generally in terrible shape. DOT from my perspective is an ineffective, politically driven bureaucracy that needs to be overhauled.	1
The entrance to my church & my house has been in bad shape a long time. That would be at 2818 and 2827 Windham Dr. South Congaree 29170	1
There are many narrow roads in Lexington Co. There are many ditches & gutters in Lex Co. that I don't believe have ever been cleaned. The Cayce, Swansea exit off 77 has about an 18 inch drop off the shoulder. Billboards are an eyesore. Limiting or banning them would be a great improvement.	1
There are potholes that go unrepaired for over six months. I actually saw a car lose a tire. I see debris (large) in the highway all the time. My boyfriend wrecked his car avoiding some on I-77 four months ago. I never see real-time info on electric signs...what signs? There are unmarked railroads w/out cross bars all over SC. They are deadly accidents waiting to happen.	1
There are too many holes and bumps on roads & highways. There are many traffic lights that are down for at least 2 hours. Reflective markers are barely seen. I don't see many signs of safety just kids pictures saying that their dad works there slow down. Some safety improvement especially by Lexington Medical Center bridge where are the lines for turning? It's confusing.	1
Time wise on all C* needs to be improved.	1
Too many narrow 2 lane roads in Aiken County.	1
Too many potholes, many streets and roads have debris (leaves, dirt) encroaching onto roads, over grown vegetation i.e. kudzu vines obstructing right of way visibility. Road shoulder drop off are dangerous.	1
Too many vehicles, particularly timber trucks, have material flying off. I drive a convertible and it's dangerous. Have been hit as well as having to make quick steering adjustments to get around fallen obstacles.	1
too much truck tire parts on roadway & shoulder all along I-20. Has caused fatal wreck within last month.	1
Trash - ie tires, wood, rocks (had 3 cracked windshields in 2 years). Roadside work - no urgency by employees, always see sitting. Beautification project - great job - Georgia's better by far. Signs-markers - above average, well displayed. Rest areas - if not closed, still trashy in restrooms, rare to find water fountains working in or outside.	1
Safety - average markings, speeding an issue.	1
Using a common entrance & exit lane for the interstates is very short sighted. It may be less expensive but creates inefficiency & creates confusion.	1
We are from Vermont, where winter weather is severe and many inches (feet) of snow falls. Plows, salt and sand trucks are almost constantly on the road. It is hard - I'm sorry, almost funny - than an inch or two of snow or ice is so difficult and damaging in the South. The South becomes nearly paralyzed for a couple of days, while the same conditions would be rapidly salted and sanded and insignificant in the north.	1
We can do better.	1
We see a lot of litter on the roads/sides. Should be regulated where or when they are picked up & bagged (in orange bags) they need to be picked up before animals (undecipherable word) open & get all over the place again.	1
Well sometimes when they try to patch potholes or irregularities it just makes the road worse to drive on. They don't repave the roads that really need it fast enough the ditches are only cleaned out every 6 to 3 months. My husband and I went walking around the block a few times & we saw very trashy places and the grass looked like it hasn't be cut in months!	1
Total	205

other sources to hear about SCDOT activity

Valid	Frequency
	190
beside Newspaper - inconspicuously & then years pass before any work evident.	1
Have seen trucks, workers now and then.	1
I have seen	1
Individuals	1
internet	2
Internet web site	1
no answers	1

None - no work!	1
none	2
other motorists other motorist	1
Personally Observing	1
The magic traffic jam	1
Word of mouth	1
Total	205

Explain percentage of time disrupted answer

	Frequency
Valid	177
5 Points & Trenholm Road - I travel here every day to and from work.	1
Because of the job that you all (SCDOT) do.	1
currently downtown	1
dk	1
hardly ever	1
has not	1
Hwy # 6 & I-20 exit 55	1
I-20 & I-26 repairs	1
I am constantly being stopped by trains in rush hour traffic in Columbia.	1
I have moved to Gilbert and have to cross Hwy 6—All #6 under construction at crossings.	1
I live in country, not much going on here, thus little effect.	1
I travel Hwy 6 and I20, I26 daily; currently there is road work in all 3 locations.	1
In residential area there are no notices ahead of time of road work.	1
Lack of activities by DOT. Dot's inability to maintain & repair roads, particularly in rural areas, cause damage to vehicles and endangers lives.	1
Long stretch(?) of road being widened, bridge being repaired, interstate being resurfaced.	1
Lot's of work being done in my area Farrow Rd - Clemson Rd, Longtown Rd.	1
Multiple projects ongoing on main hwy to my work/home location.	1
never	1
no answer	3
not sure	2
Not very much	1
People don't want to move over when they see the flashing signs.	1
Road work in Columbia - fixing sewer/water lines.	1
The road leaving my neighborhood has been under a widening project for quite some time.	1
We live on Hwy 521 - enough said.	1
Total	205

Why contact was made

	Frequency
Valid	153
1-Discuss right of ways 2-Dead tree removal in right of way	1
14 years when I served in the legislature to convey constituents' needs.	1
2 weeks before my appointment.	1
About a road that needs pave but they just come spread dirt on it.	1
About drainage & driveways	1
About paving a driveway	1
About paving my street, cutting grass on side of road.	1
Applied for position	1
Because I cannot get around	1
Because of drainage/runoff from highway roadwork widened the road.	1
Because of my job, crane rental business	1
by letter	1
Called Richland County who contacted SCDOT (sign down).	1
Called to see how to replace driver's license.	1
check on traffic light functioning.	1
cut down tree	1
Dangerous unpaved county hwy.	1
dead battery	1
DOT regs for client of mine	1

drainage ditch at driveway needed digging out—water was running into my field	1
Driver license extension	1
filthy streets	1
get license tag	1
Have driveway apron & culvert installed.	1
I hit a pothole	1
Incorrect picture on renewal driver's license.	1
Incredible backup on I-77, NOT on website.	1
license renewal	1
no answer	1
Place an entrance to my commercial property.	1
poor paving of Crohler Rd.	1
pothole in street where I live.	1
protested payment of late fees after auto renewal notice was sent to my son in Charleston in error	1
Questions	1
registration/title	1
Renew driver's license.	1
renew license	1
Report potholes	1
Request a bush be cut back that was blocking view.	1
SC DOT closed the main road to my driveway (White Owl Road)	1
Speed limit sign down.	1
This is a waste of time.	1
To cut weeds along Nursery Hill Rd.	1
to fix pot holes and driveway	1
to get a driveway apron installed.	1
to get a job	1
To get assistance in cutting roadside shrubbery.	1
to trim tree branches that are low over the road!	1
Traffic lights in front of McIntyre Air Base	1
unsafe drop off on roadway in front of home.	1
vehicle ID wrong - didn't originate here.	1
Went to change to SC driver's license.	1
Total	205

Satisfaction with contact explained

	Frequency
Valid	183
because it did not come in the mail.	1
Before work began we were high ground, when worked ended our storm runoff was ruined & no storm sewer access was made.	1
Could not get in touch with the Department	1
Eventually - 6 mo? Dept. was in transition - somewhat of an incompetent void (unwilling to WORK?). When original (promoted) person was notified again the matter was handled immediately.	1
Gave me info I needed.	1
I was misinformed. The SCDOT informed me that the shrubbery in question on the side of the sidewalk belonged to the property owner.	1
I was told the contractor would be contacted. Nothing has been done and it has been 3 wks.	1
large truck got stuck on property, broke sprinkler system & cracked cement driveway apron. Truck left huge rut & DOT promised to repair but didn't. Homeowner repaired right of way & front lawn.	1
Never can get through.	1
no answer	2
no response	1
No response until I contacted Congressman.	1
Still have not corrected the problem to the date of this survey.	1
The complaint was in 2000 it's now 2005 and it's still a dirt road.	1
The road remained closed, I sued & lost.	1
the SCDOT came out a few weeks later and dug the roadside ditch out where the water could drain properly.	1
The tree branches are still low over the road. We have complained at least 3 times over the last year.	1
they redid the poor job.	1
They resurfaced the entire street.	1
Took 2 weeks to fill pothole.	1

tree 2 feet outside of right of way, so my problem, not state's.	1
Total	205

How improvements could be made

	Frequency
Valid	169
?	1
All okay, good service. May not have liked the answer, but fair and delivered well. No complaints.	1
always have to wait so long!!!!	1
Better coordination between DOT, Lexington and Charleston counties. Should be able to clear up problems on website.	1
Better phone service.	1
By doing what they said they would!	1
Call direct response center.	1
Could have gotten a job.	1
Couldn't!	1
enforce the handicap parking laws	1
Fix and repair problem without creating additional problems for homeowner.	1
Fix the problem with a storm sewer drain or French drain but nothing was done. Water runs toward our house now instead of away!	1
Get rid of the lazy and incompetent workers. For the most part this has been done. It's SO much better now.	1
I can be served better by letting the transportation department run every 10 min not every hour.	1
I pay property taxes and vehicle taxes. I think I deserve to ride on pave road.	1
I still need driveways fixed and drains cleaned out	1
I was pleased with the response.	1
I was satisfied with their answer and trimmed the shrubbery myself.	1
If done right the first time would not have to pay twice.	1
If I can find a way to get around to work.	1
If I didn't have to make so many calls.	1
If I had been notified before orders to close the road were issued to the Lex. County	1
List a single number in phonebook Blue Pages to report potholes instead of having to call a separate number for state vs county roads.	1
no	1
none - very good response.	1
None. they were very friendly and did the work in a timely manner.	1
Not sure, maybe could have done a better job.	1
Respond back.	1
Response to my initial contact.	1
Shorter wait time.	1
Still had to wait in line. Not enough staff, plenty of stalls.	1
They could have repaired the road apron w/o me calling - visible holes from roadway	1
They have improved GREATLY in the Shop Road location.	1
This road is only 1 mile long and there is only about 200 ft. in 3 different areas to cut.	1
very friendly & competent service	1
When I was a "princess" (SC state legislator) I was served.	1
Total	205

final comments about contact

	Frequency
Valid	180
About a month ago - 5 weeks? - I had to go home in the middle of the day and a DOT white pickup went out of Columbia ahead of me... lunch trash flying out of the bed of the truck. Not much, but a negative. I should have reported it. No excuse for that.	1
After I received this survey I called again. They said they would be out.	1
almost impossible to speak with a person!	1
Although my comment (above) is preceding a letter I will send about the "interchange improvement" at Hwy 6 and Old Two Notch in Red Bank.	1
Bad laws on handicap parking - not enough van accessible. No ramp to or on curbs at stores or mall for wheelchair accessible.	1
Because I'm from New York. And New York buses run all the time. They run 24 hours a day.	1

East Shop Rd. has just been resurfaced and already needs repaired. There is one huge bump in the eastbound lane, east of Atlas Road. Who is making the contractors responsible when work is inadequate?	1
Everyone was kind and courteous but the problem still exists. I still get water drainage flooding each entrance to my home.	1
Everyone was VERY nice & helpful AND I never got one single answering machine, just people. It was great.	1
Explain time frame and or priority and order things should take place.	1
from 8bu - Several years it seems. Only if the property owner is impacted does one be made aware.	1
Guys/gals met & talked with in Lee County ALL very gracious and informative.	1
I think SCDOT is professional organization.	1
I was very satisfied with how quickly the potholes were patches after I reported them.	1
If SCDOT is not responsible who is? Please let me (know) Phone 600-3066 or 755-3721	1
If they have contractors doing the work apparently they need to check on them because Nursery Hill Rd. has not been cut all summer.	1
Like to inspect propane trucks too much.	1
no	1
none	1
One way communication - county to SCDOT, no response to person who called, just hope they are working the problem.	1
Road I live on surveyed several times never paved.	1
Since establishing the number system - service is so much better!	1
The public should be informed of duties & responsibilities of Dept. Urged to contact & how to communicate with Dept. Telephone number in local telephone book. Public urged to communicate unsafe & dangerous situations.	1
Aiken city streets are very dangerous. City should remove bushes & trees that obstruct view. City should synchronize traffic lights.	1
The service has improved significantly since the new Governor made a restructuring. Before that the service was unacceptable.	1
There is no point in contacting SCDOT as they don't care.	1
Total	205

65 and older driving needs

	Frequency
Valid	165
A-OK so - keep up the good work.	1
A feature - a bus from country into city 3 times a day.	1
At present I am still capable of providing my needs. Facilities provided by SCDOT allow this to be so.	1
Better control speeding and tailgating - especially be trucks.	1
Better edges along roadways	1
City roads of Columbia are in desperate need of repair.	1
Continue to install the raised reflective pavement markers.	1
Could provide a patrolman more often to catch speeders. Our speed limit 35-40 - TRUCKS do 60 mph.	1
Cut down on wait for license renewal.	1
don't know	1
Fix driveway at road	1
Fix the "pot holes" interstate ramps.	1
Give more tickets for speeding & no signal in changing lanes.	1
Have no special needs.	1
I'm 84 stay out of my way.	1
Keep line on lanes clear - reflectors in place.	1
Keep roads in better condition.	1
Keep roads up to date to meet traffic needs.	1
Keep potholes repaired as I can't afford an alignment every few weeks.	1
Lower taxes for retirees	1
Make traffic signals and information as visible as possible.	1
Mass transp.	1
More signage	1
Most seniors claim to want public transit, but don't use it.	1
n/a	1
New road - Jake Eargle in Richland Cty with a load restriction on it.	1
No body	1
No suggestions.	1
Pave Harvestview Road south of Chapin. I petitioned Lexington county to pave the road 29 years ago.	1
Place street & hwy numbers overhead so they can be seen clearly.	1

Plan less congested roadways thru & around towns & cities.	1
Public information - regulation on use of right lane, regularly I keep out of left lane unless actively passing.	1
Reflective markers are excellent - need more. Yellow and white lines maintained better.	1
Repaving Interstate 20	1
Slow speeders (enforcement)	1
Telephone number into LOCAL Department public able to call & get immediate or reasonable response to safety needs visibility at intersections.	1
They are doing fine. Probably make the signs larger.	1
Timely repair of potholes and ruts on residential streets	1
When exiting highways to other roads - adequate turning lane	1
You all are doing OK	1
Total	205

Final comments

	Frequency
Valid	148
5 is not conducive to complete answers - you should require comments only on 'D' or 'F' responses. The way it is, people are going to put a 'B' so they don't have to take more time to explain.	1
A rest area is sorely needed on I-20 between North Augusta and Columbia.	1
As stated earlier - more maintenance w/o a telephone call - "repair or report" when seen by employees.	1
Budget cuts and legislature setting priorities hurts DOT. They probably do the best they can.	1
Car taxes too high & property taxes. (use lottery money) Let's see project start & completion signs (firm deadline)	1
SC government needs to get serious about funding, long term/short term planning to bring SCDOT out of dark ages.	1
Doing good job but need to improve.	1
Empathy to needs of public direct/communications by telephones directly to the Dept. The SC Legislature has the ultimate RESPONSIBILITY that the public is served.	1
Excellent survey.	1
Good job.	1
Help pave roads in Graniteville, SC. Breezy Hill Division zip 29829	1
I'm glad to see they want opinions! That's a GREAT start!	1
I am thankful that you have asked the public for their input. This shows your interest in better service.	1
I do not give out income information.	1
I do not think any of, or not many, really do know all that SCDOT is involved with.	1
I have property in 3 states & SC, especially Lexington County, is the absolute sorriest in road paving (secondary dirt roads)	1
I know population growth is a factor, but SC doesn't live up to the slogan "See The Best State On The Best Roads"	1
I remember this sign from my childhood.	1
I like your questions.	1
I lost the 4 digit ID number. My contact information is: Andrew J. Hart 200 Water Hickory Way Columbia, SC 29229	1
I think a lot of my grades (esp the B/C ones) actually belong to the City of Columbia, this just occurred to me (sorry).	1
I think the state of South Carolina is far above other states I have traveled concerning highway safety.	1
I think we are way behind on planning for future needs of roads. Development is allowed to close and when it needs widened it is too late and too costly.	1
I thought Georgia's highways were bad until I moved to South Carolina.	1
I would like to know if possible when Hwy #34 toward Bishopville, SC will be resurfaced.	1
If you want more revenue, nominally tax boat, contractor and private trailers. I'm not sure if these answers apply 100% as I don't know the exact responsibilities of DOT, county, and city.	1
Improve phone service.	1
Improve turn off lanes to other roads.	1
Keep up the good work than you for keeping this place clean and safe.	1
Keep up the good work.	1
Keep up the hard work.	1
new mail address is POB 2252 Camden, SC 29020	1
no	1
Note: I completed this survey in place of my father, who is 83 yo with Alzheimer's - Herman W. Water Jr. (spelling?)	1
Overall they do a decent job! Do not waste money on research. Use common sense. Do what is right. Be responsible.	1

Overall, I think SCDOT does a good job w/SC roadways. However, I do feel too many long lights cause major traffic delays.	1
Pinewood Road has been in need of repaving for 10 yrs. Pawula (Main Truck Rt.) needs to be repaved NOW.	1
Please cleanup the nails on Turkey Farm Road! I can't afford to keep repairing new TIRES!	1
Please come fix my driveway!!! Keep roads safe for my children!!! Thanks!!	1
Please get more funding to repair/resurface SC roads. Raise gas tax and fees if needed!!! Our roads are terrible. Please fix them!	1
Please lower property taxes for retired people.	1
Please please consider left turns as potentially lethal.	1
Please stop the rush hour trains through Columbia.	1
Please take pride in the work. Especially repair of pot-holes and broken pavement.	1
Proactive approaches to traffic growth would be great. The CMRPC is a joke. The planning for needs is horrible.	1
Question 2 - In some areas. Others above. Understand some shortage of funding inhibits really full service. Also - Use comments at end of question 9.	1
SC is a beautiful state with highways generally well maintained. I love the wildflowers.	1
SCDOT appears to have many problems, mostly associated to bad leadership.	1
SCDOT employees work hard, always a need for improvement!	1
Sick of congestion on roads in NE Columbia. I dread having to drive to work or try to drive home daily.	1
Speed limit signs should be posted on both sides of interstate.	1
Thank you for the excellent job of resurfacing 126 & I-26 out of Columbia!	1
Thanks for great & safe highways.	1
Thanks so much for all you do - and keep up the good work for SC.	1
The Highway Patrol does an outstanding job. And the people in the offices are always polite and answer all my questions.	1
They do a good job on these roads and get done the work and get it over with.	1
Try to do more to save human life on our highways. Thank you for all you do.	1
Very hard to see lines on interstates in rain.	1
You are doing a good job, but there is still a lot of work out there to do.	1
Total	205

Verbatim Responses - District 2

Explanation of answers

	Frequency
Valid - I find that in many areas around town there are potholes and irregularities that have went without repairs for too long now. - There should be staffing at rest area 24 hrs. a day. - There are high accident areas, due to a lack of turning signals.	1
No answer	34
5a5 - Repaving interstates during rush hour(s) makes me rate this lower 5e2 - Our rest areas are some of the best in the country 5f2 - We have some very old bridges that need replacement in rural areas	1
5a5 - Secondary roads don't get the emphasis of interstates. 5a7 - Outside urban areas, snow removal equipment (other than motor graders) and ice-salting equipment is pretty much non-existent. 5b1 - DOT does not take the time to properly clean trapezoidal ditches. They seem to take the quick and dirty approach and cut a new, square ditch. 5b2 - How about running some finger prints on beer cans?? 5b3 - Mowing was behind the need this summer, although the rain situation exacerbated the problem. 5b4 - Grade is "A," but it should probably be a "C." This is a place that DOT puts too much emphasis on. 5c2 - Better, but not yet good. 5d9 - Just not yet enough of these outside urban areas. 5f2 - Rural roads have problem bridges. 5h1 - Way too many unguarded crossings. 5h2 - Look at the statistics. 5h3 - See above. 5h4 - I have never seen one. What are they?	1
5b1 - Poorly kept 5b2 - Many rural roads look like a dump site 5b3 - grass growing onto rural roads 5b4 - see above answers 5b6 - see above 5c3 - On main highways 5f1 - Bridge in my area closed for long period of time - then given a weight restriction as opposed to upgrading 5h1 - Repair it right the first time. Repairs do not last	1
"C", "D", or "F" don't help SCDOT; we need safe roads around S.C.	1
(1) Salah Rd in Greenwood is in rough shape. (2) (see 1) (3) On widening roads it appears that rds like Trolley Rd in Summerville; where they are subcontracted out there is no penalty for not completing the project on time. The subs were very frequently observed not working on days that were clear & we had very dry weather proceeding on observed day. (4) It appears most work is completed by private sector. (5) Grass cutting appears to have no schedule. (6) Maintenance crews seem to cut down most of what is planted. (7) Billboard companies are known for paying individuals to cut trees to allow visibility to the signage.	1
(1) When potholes are patched it doesn't last but a few days if traffic is heavy. (2) Repaving - too many years between. (3) Repaint lines more often. There are too many old bridges that need replacing.	1

1) Highway safety - potholes in some roads have existed with no repair for months. I personally hit a pothole on I95 that knocked my cruise control off and front end out of alignment on a GMC 4wd p/u. 2) Dips - there is a BAD "dip" (bump) on SC101 and has been for years. 3(a) See above. (4) Roads that need repaving are to slow being done. Look at Ridge Drive in Laurens County, was repaved 2 years ago, is growing up in grass now, & no markers re-installed. Cleaning ditches - drive the side roads and see for yourself. Maintaining wild flowers - I've seen them planted on I26 but grasses took them over. I have seen shoulders bulldozed, cut grass pulled out onto the roadway by the bushhog and the paint truck paint white lines right over the grass or dead animal or whatever is in it's path. Perhaps turning the bushhog & trailer around would help keep lumps & clumps off the roadway, along with the tire caps, cans, bottles, & other debris. Note: These are my observations only. Not meant to be critical. I have driven between Laurens, SC & Seattle, WA 20 times, have taken about every route. Some roads are rough & some smooth as silk. When traveling on SC 252 towards Laurens, and at the intersection of 252 & US76, there is nothing to tell a person to reduce speed during "take in" and "let out" times at Laurens High School. There are yellow blinking lights on US76 to slow to 35 when flashing, but when you enter US76 from SC252 the 1st speed limit sign you see is 45mph. This has been this way for years. 1

5a1 - Slow to react to fix - (check) out Hwy 34/176 - Kitts Crossroads. Don't have equipment i.e. like Michigan. 1

5b1 - Lived on Hwy (Broad River Rd, Pomaria) for 17 yrs. 1st time side of road mowed back far enough to give drivers advantage over deer. (Thanks!) 5f1 - I think money is the driving factor for building new bridges. 5h1 - Railroad tracks on 773 near Hwy 76 used for Georgia Pacific have been in poor shape for as long as I can remember. Even have warnings posted concerning "Rough Track" 1

5a1 - There are too many 5a6 - Many of our 2 lane roads need to be 4. Hwy 34 between G'wood and Newberry for example. 5a7 - Need more equipment in smaller towns. 5b6 - Burst a tire due to this very problem recently. 1

5c1 - I see many more areas in other states. 5d9 - There are not many of these signs. 1

A lot of potholes go months without being fixed. A lot of dead deer on the road until they rot. Too much trash on sides of back roads. 1

After traveling in 8 southern states in the last month, SCDOT has the worst roads of all states. Pot holes, rough surfaces are the tops of the list. 1

C ratings are adequate - similar to other states. 1

California, Oregon, Florida, North Carolina, Virginia & Tennessee would receive higher grades in every "C" & "D"; Pennsylvania, Alabama, Mississippi, & Indiana would receive even lower grades. Georgia isn't uniform; some portions higher, others lower as in Maryland and New York. As a native South Carolinian that has lived in seven (7) other states, we are universally known as the "Most Rebellious" not the "most visionary" or "best" Paving SC is NOT visionary....so, please, just provide reasonable drivers "more visionary safety." 1

Controlling vegetation - state owned right-of-way along state roads is dreadfully overgrown. Shoulders of roads are not wide enough to pull a car onto in case of emergency. Drop-offs at edges of pavement and shoulder are dangerous. 1

EmcC note - from 8b: At least one week and notify sheriff and police chief through county council and mayor. 1

EMcC note - survey actually had "good" hand written beside each section, I interpreted as "B" 1

F - Ride around the state. C - Nothing above average - too many standing around watching others work. Seems as if every crew is this way. 1

Hwy Surface Work - probably caused by funding problems at DOT. And the sun is certainly more efficient than snow plows. Roadside Work - It would be nice to see the trash picked up ahead of the mowing crews. Chopping all the trash into small pieces does not create a good image. Beautification - Billboards are a joke in SC. Change the laws & control the lobbyists. Safety - Acceleration lanes are very inadequate in many places. 1

I've seen repaving done that was unnecessary. Too many potholes in roads and drive aprons. Litter excessive. Rough R.R. crossings. Bridges need replacing. Too many billboards. 1

I am very pleased with the rest area facilities I have frequented. Blue trucks I have used 1 time with good results on I-26 in Charleston. I think the Blue Truck is a good idea and should be extended out several more miles. 1

I can only answer these questions based on inadequate knowledge - just my own opinion of how S.C. compared to other states in these matters. 1

I travel in SC and often find myself looking at street signage that only identifies the cross street. If I am in a new city, I am not likely to remember the name of the road I am traveling on. This makes me nervous. 1

In our town there are a lot of small roads that need to be wider. Sidewalks have a lot of cracks. Most of the roadways have a large number of bumps that could cause damage to your vehicle if not avoided. 1

More people needed at rest areas to deter crime. Dips are just covered and turned into bumps. 1

Never see personnel at rest areas I go to. 1

No traffic info available in Greenwood. Bridges are in poor shape & many need replacing. Never seen any blue trucks around here. 1

Potholes-had to call several times. Dips - ignore. Debris - rarely. Safe - not in country (rural). Re-pave - slow. Widen - not enough. Snow - mostly in city. Ditches - never. Litter - never. Vegetation - 1 in 6 months. Sidewalks - don't keep clean or improved. Shoulders - no. Dropoffs - bad. Adequate number signs - not in country. Maintain signs - no. Visibility of pavement markings - covered by trees. Visible traffic signals - bent or knocked down. 1

Potholes are not patched as often as should. Because of traffic some dips & bumps can not be prepared often as needed. As far as debris from road side there are not enough workers to keep this done often as possible.

Widening of some roads are not widening due to traffic. Not enough workers are available to keep litter and trash off roads. Not enough space for the maintaining of some markers.	1
Potholes on secondary roads very poor. 2 new bridges were put on Long Road but the roads are in serious condition which can cause accidents.	1
Provide upcoming signs for crossroad before intersection. Larger signs for crossroads.	1
Putting tar & gravel on roads does not improve dips and bumps. It only ruins paint on a new vehicle. Dead animals are debris and they are never removed. Never seen anyone picking up litter. Vegetation obscures view of intersections while looking for oncoming traffic. Never seen stuff at rest areas. Saw 2 bridges build on same road by an independent company quicker than 1 bridge by SCDOT in Saluda County.	1
Roads mostly traveled by myself are located in McCormick County - Hwy 7 has some dangerous curves. The bridge on 378 near SLV is very narrow for amount of traffic it handles.	1
Rural roads in Georgia are generally wider than in South Carolina — it feels much safer to drive on those rural roads in Georgia.	1
SC has many bridges that need to be replaced or repaired because of age and safety concerns.	1
SC roads - below avg compared to neighboring states - too much patch work, too little repair/repave; landscaping etc. behind NC neighbors; old bridges in poor condition; stronger enforcement of litter laws; death brings attention to intersection needing traffic light	1
Take a look! N.C. excels in the "wildflower" department.	1
Takes too long to patch potholes. Roads are wide enough but need to make the side of roads wider & smoother - no room to pull off on side of road to change flats or for car trouble. Takes too long to clean ditches. Also some ditches need to slant from people yards so people can help keep ditches mowed & clean. Lets grass get too tall before it is cut. Shoulders need to be more level & wider. Too much drop offs on shoulders. There are a lot of driveways need improving & installed.	1
The areas of concern are when ditches are cleaned the homeowner in front of ditch has to clean mess left by DOT. Secondary roads don't get attention and ones that are in the country only get "resurfaced" w/ tar & rocks. Many rest areas have been closed.	1
The snow plows damaged the raised pavement markers. Bridges are old & need replaced all over SC & too slow to replace.	1
There are several potholes and irregularities in my neighborhood that have been there for over four months and the SCDOT have not repaired them yet. The SCDOT don't re-pave roads, they just tar and gravel them which causes damage to your car such as a cracked windshield from loose stones. There used to be a time when the SCDOT would pave your driveway apron and keep them up.	1
They don't fix the potholes, bumps or irregularities like they should. Removing trash, controlling vegetation, ditches & gutters I don't think that's their job. Visibility of markings a lot of them is missing. We have a lot of bridges need repairing the ones they repair they see there time doing them. Driveway repairs see there on time doing them.	1
They keep the traffic signals working regular; keep the grass cut on the road pretty much up to date. What every kind of work they are doing they have signal up to let the drivers know what to expect on the road.	1
Too many for individual response. Generally though Interstates get an A or B in all categories. Major state highway are B/C. Everything else is C or below. Left to counties who do, generally a lousy job. Kudzu encroaches on many SC highways. Bridges usually must be closed before funding is available to fix (non-I-state).	1
Too much debris is on roadways (pieces of tires) from all interstates. Potholes are everywhere in the state & patching done is not adequate it doesn't last. Repaving is slow & employees waste too much time standing on the side of the road watching traffic. Grasses get too high before cut, litter is not cleared on all roads & traffic signals bulbs are not changed until blown. Bridges aren't replaced until very old.	1
Wait too late to start removal. Should not have to remove litter (use inmates & more fines)	1
With all the Federal and State cuts it can do average.	1
You did not install my apron - made me do it on Hwy US 76. Also, would not repair my apron when it was cut by the cable company and the Nat. Gas Company. Still looks a mess after all these years!	1
Total	82

heard from another source

	Frequency
Valid	76
doctor	1
Neighbor	1
none	1
none often	1
Once served on County Transportation Committee	1
word of mouth	1
Total	82

Explain percentage answer

	Frequency
Valid	79
I travel all over the state - I-85 from Greenville thru Anderson has been under construction for 15 years! Ouch!	1
no answer	1
very little	1
Total	82

Why contact was made

	Frequency
Valid	62
After Mr. Self was run over at foot of hill, called and asked for stop light at Cobb Road/ HW 25.	1
Apron	1
Because of a dangerous intersection located at Simpsonville Heritage Park (head on traffic)	1
Blue truck	1
clean ditches	1
Curves to be placed in front of my apartments I own in Greenwood, SC to control heavy rains. Never did get any help on Anderson St. # 1107.	1
damage to vehicle due to tar and gravel on my road to a brand new vehicle.	1
ditches flooding	1
every month just about for hospital or doctor appointment.	1
Large growth of vegetation on side of road at signs.	1
no answer	1
Potholes	1
red light out	1
repair drainage ditch	1
road repair	1
They cut branches on my property to insure that they did not hit school buses. They cut branches 25 feet high.	1
Darn few buses reach 25 feet in height. Called to complain about the poor judgment used.	1
to ask about licenses	1
To find out why the patches on I-385 in Laurens County were so poorly installed.	1
to pick up a dead deer	1
To widen apron to my mother's (81) driveway to provide more safety for US Postage carrier stopping near limited visibility.	1
Total	82

Satisfaction with contact explained

	Frequency
Valid	73
Blue truck flat tire on I-26	1
I received an answer, not a resolution. The patches were roughly installed because part of the road was to be paved later.	1
I spoke directly to a DOT person who would check on it. Followed up 1 month later (8/05) - still no response	1
It was after my yard flooded.	1
nothing was done	1
SCDOT came out to look and also state senator Drummond. Reason - no money at the time to correct.	1
Stop light was installed.	1
They could not very well put the branches back on a 35 year-old tree. Duh-huh.....	1
They never picked the deer up.	1
Total	82

How improvements could be made

	Frequency
Valid	70
By contact before the fact, consultation before cutting, wound dressing after the fact, and cosmetic pruning to even up the trees.	1
By putting a 6" curve or an underground drain over driveway to drain line.	1
I asked to participate in a solution due to the fact it involves my employer. I also attempted to get the city involved - they referred me to DOT	1

I think travelers of our roads would be better served if repairs are made to a higher standard. Many months elapsed between the installation of the patches and the start of paving on the highway.	1
I thought response was good probably 25 min. could have been better but was well worth the wait	1
Install apron & repair apron.	1
Maintenance & repair of ditches s/b done routinely.	1
Our SC Dept. of Transportation provides excellent service.	1
Professional cleaning & tar removal from my vehicle or new paint job. No way to keep the tar off your car even at 5 mph.	1
Repave the road.	1
Widen entrance to Herman Road coming off Highway 14, many accidents occur here, too narrow.	1
Yes	1
Total	82

final comments about contact

	Frequency
Valid	69
Alabama highways - speed limit too slow	1
And every day of that interim period users of the road were forced to negotiate these rough and uneven patches. Some of the patches are not in the part of the road that will be paved, and I guess they will remain rough and uneven forever.	1
and I did give the gentleman a \$20.00 tip	1
Cover dated Sept 19, 2005, received on Oct. 15, 2005	1
good	1
Good Job	1
I am a state employee, but do not work with DOT.	1
I think the Department of Transportation is great for some people that do not have car.	1
I was surprised that the safety of mail carriers was so "ho-hum." (None of them are related or friends - they're hard working humans just like SCDOT employees)	1
Nothing good to say	1
Thank you for opportunity to share opinions	1
We have good roads thanks to Dept. of Transportation Commission (Marion P. Carnell (2008) Local)	1
Why? Just because you have a construction zone, it has no passing?? This is the only state that I drive don't do this, Hwy 72 west to GA. If you get behind a person driving 40 mph and the road would be OK if no Construction what would you do?	1
Total	82

65 and older driving needs

	Frequency
Valid	65
?	1
By doing the best they can on road maintenance with their funding limits.	1
By offering better directions for going to different parts of the state.	1
Clean ditches so rain water does not flood yards.	1
Completely satisfied with the transportation facilities provided by SCDOT.	1
DK	1
Fix roadway problems and not drive by them and pretend you don't see them.	1
I notice this excessive speed on I-26, I-20, I-85 and I-95. 10 mph is 102.67 feet per second. I find the mix of large trucks and cars at 70 mph to be dangerous as trucks move in and out of lanes and follow closer than 34 yards.	1
I would like to see something besides cable between the interstates - 26 and 85 - I do not drive out there at night just for that reason.	1
Keep litter out of roadways. Better control of speed limits.	1
Large print street signs above intersections. Side signs hard to read and see especially at night.	1
Less time in MV Dept lines. Talk to a person when calling.	1
no suggestions	1
none	1
Often the elderly don't read TV & radio help greatly.	1
The reflectors in the middle of the roads are great!	1
We love SC and your highways are real nice.	1
Total	82

Final comments

	Frequency
Valid	62
After moving from Michigan we feel SCDOT does one "hell of a job." We don't understand why people down here complain—they should live in Michigan to see the terrible roads.	1
Can we stop the trucks from crossing between the interstate highways???	1
Get better control (or take it) from county road maintenance.	1
Highly pleased with the South Carolina Highway system.	1
I realize the department has a great number of responsibilities & budget issues it has to face up to. And overall they do an average job - the challenge lies in the future growth of SC as well as aging roads - mostly old farm to market roads that will need to be not only replaced but upgraded to handle the burgeoning SC.	1
If possible provide transportation for ALL persons who are handicapped and are senior citizens.	1
It always baffles me when I see one highway employee working while 3 or 4 stand and observe him/her	1
Keep up the good work.	1
Local roads are in terrible shape. Money seems to be going to equip, Xtra people, cars everything but repairing my roads.	1
Mow more often, widen shoulders, clear all right-of-way.	1
No other comments	1
Please keep reminding drivers to slow down/obey speed limits when going through work areas! Thank you for this opportunity to express my opinion.	1
Potholes are poorly patched on our roads in Greenwood, and even when patched are sometimes as rough as the hole.	1
Safe roads for reasonable drivers are FOREMOST!! Spend every dollar available to achieve that end!! Spend any dollars left-over on dreams of making them better & more beautiful.	1
Saluda needs much improvement on maintaining the rural roads (vegetation growth & potholes from lumber trucks)	1
SCDOT should be more efficient in designing and constructing projects. Most projects take entirely too long to complete. And the barrier installation on the Interstates was totally over designed.	1
See Cover letter.	1
Tighten up on laws of DUI, both alcohol and narcotics, and enforce them.	1
We need 4 lane roads out of Greenwood to interstates.	1
Why do you always see 4-6 SCDOT trucks on a job when only one is being used? 1-2 employees working with 3-4 watching and when the Dept went to 4 10 hr days the crews would still stop @ 4 pm and waste till 6 on the side of the road (need to do a time study on employees to eliminate dead time) non value added.	1
Total	82

Verbatim Responses - District 3

Explanation of grades

	Frequency
Valid	31
- Most potholes are on back roads. - Seems we have more dips & bumps than most states. - I see a lot of debris on secondary roads.	1
5d9 - don't really see those much in this area 5h4 - I have never seen one — but not sure if it is because there are not enough. ??	1
* too many potholes and pavement irregularities. Especially on secondary and rural roads.	1
5a1 - not easy to keep up with, but make repairs effectively. don't do a slip shot job so that the pot hole comes back 5a3 - I have never seen someone on the interstate removing tire recaps 5a6 - too many rural roads have little or no shoulder. No safe place for pedestrians or bicyclists 5a7 - what can you do, this is the south and it doesn't snow much. can't justify the expense only if it might be used 5b4 - what shoulders????? oo many local streets have sharp drop offs 5c2 - hate billboards, especially along I 85 too many and most of them are NOT current 5d3 - markings are very faded and not easy to see at night and in the rain 5d7 - too many make driving confusing if you are not use to them. I am from the northeast and don't have them	1
5a2 - I'm not giving the grade I really think is deserved here because I don't want to have to explain an Average grade. 5a4 - In my area in the Upstate Work is not done in a timely manner. We're not proactive in widening roads. We're always trying to catch up after traffic patterns change instead of doing it earlier in the growth process. 5a5 - I'm not giving the grade I really think is deserved here because I don't want to have to explain an Average grade. 5a6 - Many roads in this area should have been widened years ago and now, due to extremely heavy traffic, if the roads are widened it is going to create the same havoc we had on I-85 through Greenville when it was finally widened. When Woodruff Road was widened 5b1 - I'm not giving the grade I really think is deserved here because I don't want to have to explain an Average grade. 5b2 - I'm not giving the grade I really think is deserved	1

here because I don't want to have to explain an Average grade. 5b3 - I'm not giving the grade I really think is deserved here because I don't want to have to explain an Average grade. 5b4 - I'm not giving the grade I really think is deserved here because I don't want to have to explain an Average grade. 5b6 - I'm not giving the grade I really think is deserved here because I don't want to have to explain an Average grade. 5c3 - I'm not giving the grade I really think is deserved here because I don't want to have to explain an Average grade. 5d1 - Not enough speed limit signs in the proper locations. 1

5a6 - many arteries in local areas are not able to handle the congestion 5b4 - often see drop offs that would be dangerous to a motorist who drops a wheel off of the road 5b6 - often see drop offs that would be dangerous to a motorist who drops a wheel off of the road 5d9 - little knowledge of these systems other than news radio or news broadcasts 5h2 - see some campaigns, do not know the effectiveness 1

All C's and D's relate to trash removal, controlling vegetation, sidewalks and billboards. (1) I would like to see less trash on highways, although I know it is difficult to keep pace w/ litterbugs. (2) Vegetation is marred only by excessive kudzu, otherwise, it would be a "B" (3) On my highway in Boiling Springs we don't have a sidewalk to get to stores. If we did, I could walk to stores. Otherwise it is not safe. 1

All my answers are based on other states vs. SC. Over all SCDOT does a great job. We all have room for improvement. 1

All of the "C"s are average compared with other states. Rest areas are usually somewhat dirty. I have seen more electronic signs on in other states - however I don't believe that more are needed in SC (save money). 1

Although I see many potholes repaired it's a shoddy job that usually needs repair again after several rains. Everywhere you go, everyday, you see debris & litter - this is not the sole responsibility of the DOT. I think that when the effort is made to widen a road, go ahead & widen it to at least 4 lanes. Plan for 20 years ahead - 3 lanes are a waste of time. If SC roads were maintained in a perfect world, there'd be no litter, drains would work unobstructed together to provide more water, sidewalks would be flat & smooth, and weeds would never grow. 1

As a sales person, I drive for a living - our roads are the worst I drive on during rain or bad weather. The reflectors DON'T reflect!! It's horrible - and for ice & snow I don't think we are even prepared. For you're a+ - I say the Blue Truck Guys! As a lady on the road - very helpful 1

As pavement markings age they are not visible and it takes several calls to have them redone. Economics makes replacement of bridges slow. 1

Bridges - Several bridges in our area, especially on rural roads are in need of repairs & having these repaved usually takes them longer than a month or two. Railroad crossing on Whitehall Rd. was repaired maybe 2 yrs ago & it's in need of repair once again, very rough crossing. 1

C - Average is not a bad grade. I don't believe we above average in many areas. Highway work seems to move too slowly. Orange cones are often left in areas where no one is working. 1

C - SC's DOT is operating only about Average level. D - Resurfacing & potholes remain major problems. Some bridge repairs are taking entirely too long to complete. More personnel are needed in the rest areas, especially to maintain cleanliness and security. 1

City streets above average - but country roads need a lot of improvements - uneven, potholes, too narrow, shoulders not level or grass has so much litter you're afraid to use them. Many county roads are missing street signs. Some county roads with hills and curves are so full of run off dirt you only have one lane to use - not safe! Road rules are not obeyed and no one seems to enforce them. Too much growth (kudzu etc.) at intersections - can't see oncoming traffic. 1

Comparable to other states. 1

D - seems bridge repair work is in arrears in our state. 1

Do not have enough equipment when there is ice or snow. Never set a plow or sander on our street. 1

During construction—could be kept smoother. Bridges on interstate get very rough before repair. 1

F - for patching potholes in pavement - very non effective not done well 2 weeks after it is patched they are two times bigger than they were before they were patched. F - the repaving of the off ramps on 385 has been very hazardous and damaging to our vehicles. F - widening of roads takes too long, is very hazardous the way it is done, and by the time it is accomplished the road is still not wide enough. C - there is road debris all along the inside shoulder of 85 all the time. D - the uneven pavement (ruts) along 85 especially around Laurens and Woodruff exits is very dangerous and has been there for at 6 mos. D - the signage for the construction on 385 gives you warning. There are no signs until you have to get over. C - the electronic signs on 85 cause traffic hazards, people have to slow down to read does not have good distance to see it so everyone starts putting on brakes to see what it says. F - never stopped at a rest area that had staffing. 1

Fix the problem that caused the problem. Many roads too narrow, this problem will always exist. Signs turn you toward a road, example "To Hwy 123" and don't direct you at the next intersection & you don't know which way to go. 1

For all questions that are rated "C", "D" or "F" - In the area where I have been living for 13 plus years. I've always had to complain about our streets. I had to constantly call to get any improvements done and it takes forever to get any response. The street vegetation grows to the point where you have to drive down the middle of the streets. Trees and limbs are never cut until I've had to call the DOT. Took forever to finally get the bad roads repaved. 1

Have run into many potholes in Greenville. 1

Hwy 81 (Anderson) - uneven pavement; widening delayed, job completion delayed; Hwy 19 (McCormick) - bridge out over a year; I-85 - needed resurfacing 3 years ago; Hwy 21 (Beaufort) - delayed bridge widening at Hunting Island 1

I encounter a lot of potholes in pavement. SC is slow to remove snow & ice as we don't have a lot of snow & ice. I live in what we call "country" and we're sometimes forgotten in patching & maintaining roads/shoulders. Also, as far as reflectors, that's a joke. You put them down on our roads and then come by and scrape up with snow plow. Don't waste time & effort putting them down. 1

I live on a dirt road that is poorly maintained. It is very dirty, dusty, has potholes, trees are down on road, ditches are filled in. It is state maintained (not county). I have talked endlessly to people about paving. This rd has a lot of traffic thus making it feasible for paving. I pick up litter by the trash bags full every week or so myself. Cars speed by way above speed limit causing dust clouds, making it impossible to take walks or enjoy the outdoors. I think overall the SCDOT does a very good job. The only complaint I really have is I don't feel they patch potholes in a timely manner. Part of that just might be they are unaware of them. I feel as though the SCDOT has spread itself too thin with all this roadwork they are trying to do all at one time. 1

I travel constantly to other states & feel the condition of roads in Greenville County is poor @ best. Road surface maintenance is lacking. Seems SCDOT is trying to keep up w/ growth & maintenance is falling behind. Hwy 25 to NC is in poor shape, asphalt patching is ineffective & most roads in town have potholes & waves/ruts that must be repaired. 1

In general I find SC roads to be too narrow without having shoulders making them unsafe. They are not angled properly to allow water runoff making them very unsafe during rain. I'm from the North and find it surprising that a little ice & snow shuts down the upstate. It's like they just wait until it melts and hope that they won't really have to clear the roads. I don't see where potholes, irregularities and drop-offs are repaired. I feel like I take my life in my hands trying to get through all the construction from the other side. They should get done with one thing before tearing some other road up. 1

It takes too long for them to get to repairs. It takes too long to do repairs. (widening roads etc.) Pothole repairs don't last long. They don't cut the grass on the side of the road enough. I have never seen any personnel at a rest area. 1

Lot of road need to fixed with potholes and uneven road, cleaned up highways. Lot of roads need to be widened and repaved. 1

Low ratings result from lack of funding from legislators. Raise taxes on cigarettes, alcohol, and gasoline. Put SCDOT under the governor for responsibility. Safety - work with legislators to require seat belt usage, primary offense, helmets for motorcycle riders, intensive education and training for 14-21 year old group. 1

Major highways get the most attention. Secondary roads and farm to market roads are the least maintained. Perhaps it has to be this way given the limited resources available. 1

Many of our roads need resurfacing and widening. Also, the shoulders are dangerous and not level enough. A lot of our sidewalks are overgrown with weeds and I am always seeing trash on the roadside. Many times signs are obscured by the limbs in residential areas. 1

More litter control, more wildflowers, bad drop-offs are dangerous, many bridges too narrow and old. 1

Mostly, I believe it's not an issue of not wanting to have higher ratings, but more an issue of ability to pay workers that interferes w/ being able to assign a higher than average score. 1

My greatest concern about the highways here is that on 85 there are lots of holes in the road surface; especially middle lane north bound. Sidewalks are not offered here in a great amount but it's a rural area. Usually ice is removed from major highways but sand doesn't melt ice it makes mud. There are too many bridges needing to be fixed and you have been aware of it. . . . 1

My opinion and that of many others - SC is covered with litter and litterbugs. Someone should be doing something! Road beautification, some stiff penalties, and educating the great unwashed would be a good way to start. Oftentimes, one has to be struck by a 2x4 before his attention focus changes from a lifetime of littering. 1

Need more electronic signs and need to increase speed of bridge repairs. 1

Never could get anyone to come put apron on my driveway 15 or 16 years ago. (Still need repairing) Had it done myself. 1

Never seen anyone @ rest area. 1

Patching potholes - Hwy 130 from Hwy 11 to NC state line (281) patching crews patch using material that falls apart the next day - why waste taxpayers' money for the time if you don't use good materials? Repaving & widening - start and finish one project at a time, doing so many at once puts chaos into the community and seems to take longer. Wildflowers - do not seem to be maintained, the start is nice but then they forget it. — NC does a better job. 1

Pot holes are fixed and fixed but never fixed. Road shoulders are poor on most state highways. Large drop offs that could cause terrible accidents if hit. 1

Pothole on a secondary road I travel for several weeks. Several streets need widening in Greenville & were scheduled but then nothing ever happened. 1

Potholes - poor workmanship when applied. Too slow on irregularities, debris. 1

Re-paving Roads - many roads - especially secondary roads need work. Controlling vegetation - see many overgrown areas. 1

Reflective Markers - Should be more. Some are knocked out of line & left there for long periods of time. Real time traffic info - needs to be more prolific - just started in Greenville. Bridges & their repair - or lack thereof: I believe is the biggest problem we have. We have many, many RR crossings that are dangerous & in need of repair. 1

Regulating billboards does not seem to be a great necessity to justify any expense to taxpayers. Drop off & ruts: I have seen a number of these on some major highways that appear quite dangerous. 1

SCDOT has to be one of the poor state organizations in the country when it comes to repair, maintenance & widening of streets. I have lived with orange cones for months & 90% of that time no one was working on the roadway. They take 15 times longer than necessary to get anything done. 1

Sidewalks - it seems that only good sidewalks are new ones and maintenance is not done to older ones unless in a commercial/retail area. I have noticed that during repaving the aprons are not repaved causing bumps/ridges. 1

The "C" ratings in my opinion are areas that are satisfactory, but need to be addressed on a more serious level. The "D" ratings show poor time management on the SCDOT's schedule. 1

The C grade given on some of these questions relates to the state hwy. on which I live. Hwy. 11 is said to be and is supposed to be a scenic hwy. However, commercial traffic is taking its toll on this road. As I have completed this survey they are now replacing a bridge a mile from my home, this bridge has been closed several times for repairs. This spring it was closed for 2 weeks. The potholes on this section were so numerous, they put down tar and gravel on many miles on this state hwy 11. What I feel should be done is restrict commercial traffic on this beautiful hwy, it is after all supposed to be a scenic hwy. This would help in matters such as roadside trash to bridge and road maintenance. 1

The crews that patch hole in my area don't do a very good job. Usually within a few weeks the hole is back and getting worse in some areas I've noticed repairs. There are too many billboards and they are distracting. Pavement markings on too many roads in my area are not visible at night and especially at night. I hardly ever see the trucks when traveling the interstate. 1

The school buses are my real problem, my kids are letting know that they are putting three to four to a seat and are always breaking down. 1

There are bridges in the county that are unsafe but are still used. The state is no worse than other states and in most cases no better. Time & wealth are great factors. Money could be used to wisely plant flowers could be done without and trees are maintenance draining budget. Some retaining barriers are pretty but too costly. 1

Too long to start, too slow when doing, & do with VERY POOR MATERIALS & TECHNIQUES, so the repair doesn't last long before it needs redone. Good example of WASTING money. 1

Too many people are killed at railroad crossings in SC. What is the problem? 1

Too many potholes and bumps. 1

Traffic lights need to be more of the same changing pattern, especially Wade Hampton Blvd. & Church St. If one stops you they all do, causes people to run red lights. Have only seen such sign used one time My mom has been trying for 3 months to get her apron on driveway repaired. Still not repaired. 1

Until billboards are limited, restricted, and hopefully eliminated, beautification of SC will be hampered. Unfortunately, we do not compare well with states like Maine & Vermont from whom we could learn a lot. 1

We had a close friend to die because of a huge drop-off on Farris Road in Greenville, with many phone calls still the drop-off is there and many accidents as a result. 1

Widening roads - DOT taking too long to complete jobs. Laurens Rd. (US276) Greenville - better known as "motor mile" is (was) a good example of this. Replacing bridges in timely fashion: Example is Exit 63 I-85 several years ago. They began building bridge just before BMW began building their plant. BMW finished their plant and built the first 4 cars BEFORE DOT finished the bridge at Exit 63. There is no excuse for this. Talk about milking the job for whatever you can get! Doesn't matter that they ALSO widened the road for a mile at this interchange #63. This was the biggest joke going on the CB radio for all the truckers at the time. 1

Total 95

heard from another source

	Frequency
Valid	83
bid requests for work	1
driving into it	1
friends/family	1
I make the call to DOT	1
internet	1
none	1
not at all	1
Personal	1
someone telling me	1
trucks in area	1
word of mouth	2
Total	95

Explain percentage answer

	Frequency
Valid	86
Because so many roads in my area of the state are being worked on.	1
I drive I-26 & Hwy 72 to work.	1
I travel 385 from downtown Greenville to Fountain Inn 5 days a week to work - I never know from one day to the next what is going to be different and how my route will be changed which is very frustrating.	1
I travel 85 and 385 every day	1
new roads on Hwy 176 @ I-85 at USC Upstate is on my way to and from work.	1
no answer	1
Redoing the Highway, resurfacing after putting in drain pipes. Closing lanes down to 2 lanes instead of the 4 lanes.	1
The bridge is closed on my street forcing me to go the long way around. Your bridge repairs are too long. Can rarely see anyone working hard.	1
TRUE!! Greenville County is growing and roads need changes.	1
Total	95

Why contact was made

	Frequency
Valid	75
“do not block roadways” was never enforced - couldn’t turn left @ Archer Road onto Boundary.	1
about my drivers license	1
about my vehicle tag not arriving.	1
Ask why roads are not closed so workers can work safely.	1
drivers license & reg info	1
driveway apron	1
driveway relocation	1
Every year since 1994, 7 & 8 month 2005. Streets overgrown, vegetation and trees, repavement	1
for help on the interstate SCDOT truck	1
lost license	1
Many contacts for business.	1
Needed information about a driver’s license.	1
Needed street sign for neighborhood.	1
Neighborhood sign after it was built; warning drivers of children present.	1
Registration of vehicle	1
right-of-way, encroachment permits, general information	1
To complain about the condition of my road.	1
To have them put skirt on my driveway (new home)	1
trash on side of highway	1
Working with fleet w/ app. Tags	1
Total	95

Satisfaction with contact explained

	Frequency
Valid	89
After about a week someone was finally sent to take care of the problem.	1
Never got a shirt; no response.	1
on hold - not the right person to ask.	1
The sign is there - no one to monitor it. Don’t see that a stop light would do any good because too close to existing light.	1
They think this road is maintained properly but unless you live on a dirt rd you have NO idea.	1
Took my comment.	1
Total	95

How improvements could be made

	Frequency
Valid	82

Better customer oriented - less "captured prisoner" approach **after all, none of us would be your customer - if we had a choice!	1
could have been even quicker	1
For the DOT to maintain our streets where I live without having to call every year to get them to keep up our streets.	1
I believe on this occasion it was served well.	1
I don't know... Maybe mass transit — naw, that is a radical idea!!	1
Identify the needed information and refer to decision making person.	1
If someone had come and resolved the problem.	1
Made to feel my needs were important and come up with a positive solution.	1
More contacts.	1
N/A he was great	1
no problem	1
requests have to go through many channels. Answers can take up to a week.	1
Someone could have come driven their own vehicles on this rd to see for themselves or come stand near rd. when a car flies by.	1
Total	95

final comments about contact

	Frequency
Valid	87
Drivers licenses need to be liberalized by the legislature - many loser of drivers licenses make no sense - for example, non driving offence result in loss of license.	1
Had to make several calls before reaching correct agency - city, county or state?	1
In the future DOT can maintain the streets where I live in a more timely fashion instead of 1 week to 2 weeks before any response.	1
It is a hard job keeping roads in good repair but this should be the main focus. Not more vegetation which need maintenance. Cost time and money. Leave to specialty groups.	1
My biggest question - is there a law that forbids detours? Close the roads, repair the roads, then open the road again.	1
Spend the \$ and get better reflectors!	1
The staff @ driver's license office are the rudest people I've ever had contact with in a public office.	1
With exception to my local driver's license/vehicle reg. office where the clerical/technical staff is always grumpy, my experiences with the fleet services in Columbia have always been pleasant - very confusing, but pleasant.	1
Total	95

65 and older driving needs

	Frequency
Valid	89
Check older drivers to ensure they are safe.	1
Important to keep the white lines well maintained. Reflectors are very helpful on major roads.	1
Insure funding is sought & provided to better maintain bridges & overpasses in SC	1
keep doing what they are doing	1
Re-test those of us over 65 before renewing license.	1
see question 6	1
Total	95

Final comments

	Frequency
Valid	71
Be more aware of areas that are in need of repairs, especially roads that are not as "visible" as main roads are. These are traveled on also.	1
D of T only works in the big city of Spartanburg, SC not outside or inside the city of Inman, SC.	1
DOT does a pretty good job!	1
Generally the DOT does an adequate job, but I think money spent on beautification (such as Hwy 123 in Clemson) is a waste.	1
Good luck with your survey! As I'm a marketing major I felt compelled to help you out. ;-)	1
Have a good plan, get in, get it done quickly and get out. Seems to take too long and too much rework.	1
Having driven 60-70K business miles "accident free" for 31 years, SCDOT needs to "rein in" your aggressive truckers. They're the worst anywhere I've driven.	1

I am a truck driver (18 wheeler). My observation is that bridge repairs are slow for the general public but if the bridge to be widened is sitting in front of the Greenville/Spartanburg airport or BMW plant then suddenly the bridges go up 4 times faster. It just proves what you can do when the WANT to.	1
I appreciate the SCDOT & realize that although not perfect that they do a very credible job.	1
I would expect that SC could at least keep up with NC!	1
I would like to see all roadway taxes consolidated into taxes on gasoline and diesel fuel.	1
It just seems to me that in 26 years funding would @ sometime come to pave remaining dirt roads, especially with the increase in taxes.	1
Let's push for mass transit. Start @ existing rail beds. So people resist at first - it will work!	1
my name is mennretta artison and i would like to understand why i have to pay a reinstatement fee for my license being suspended for not providing a insurance form when I didn't own a car	1
Overall, I know it's a thankless job, but I have noticed a more concentrated effort to improve SC roads over the last couple years. Thank you!	1
PLEASE clean up the trash & litter along the roads. I'm embarrassed for my out of state guests to see how trashy SC is - this includes parking lots.	1
Pleased with most SC roads. Widening of Rt. 130 & 183 most appreciated. Recommend widening 130 from Wachovia Bank to Salem because of logging trucks, big boats, etc.	1
Reroute n/s traffic on I-85 around toll road bypass.	1
SCDOT keep up the good work.	1
Thanks for asking.	1
The trucks on SC roads provide great safety hazards to the public driving in passenger cars. Speeding, ignoring lane restrictions, re-cap tires exploding (and resulting treads all over our roads) lead to many fatal accidents. What does SCDOT propose doing to control/eliminate this problem?	1
They need to do a better job maintaining the highways and less time backed up hiding under a shade tree instead of performing the job we the tax payers are paying them to do.	1
Work harder! Work smarter! Work faster!	1
Yes - provide driver's licenses to residents living in South Carolina for ten years.	1
Total	95

Verbatim Responses - District 4

Explanation of answers

	Frequency
Valid	22
5a3 - It is improving, but there are still a lot of recaps lying on the road systems—this creates safety issues. 5b4 - More handicap ramps and sidewalks. 5d7 - We need more. 5d9 - This is one area where we lag behind. N.C., Tn., and Ga. all do a better job. 5f1 - Some bridges in SC are scary to cross. One was the old Grace Memorial Bridge (Charleston) that took over thirty years to be replaced. 5f2 - See above! 5h4 - More are needed. #1 - Need regulations to reduce number of billboards and size. #2 - Repairs are not done timely. Inspections need to be more frequent. #3 - Improve #2 which will lead to fewer bridges needing to be replaced. To many delays due to political procrastinating. #4 - Insufficient drainage and steep grades. #5 - Gaps in pedestrian walkways too wide. Railroads should share more in responsibility. #6 - The best safety campaigns will fail if sufficient enforcement is missing.	1
(EMcC note - not quite sure what "#3" and "#5" mean, giving it my best guess) #3 Remove traffic islands - use right angle intersections. #5 No shoulders Sec 2 #5 What shoulders? Sec 5#1	1
5a1 - potholes - the gravel usually only fill for a couple of days.	1
5a1 - Very slow and don't seem to know what they are doing. Not very well supervised. 5a2 - Very slow in doing the work. 5a3 - Very slow in getting the work done. 5a4 - Not keeping up with repairs and right of way clearing. 5a5 - Very slow in getting the work done. 5a6 - Very slow in doing the work. 5a7 - Very slow in doing the work	
5b1 - Don't seem to know what they are doing. Not very well supervised. 5b2 - Very slow in doing the work. 5b3 - Very slow in doing the work. 5b4 - Very slow in doing the work. 5b4 - Don't seem to be doing the job. 5b6 - Very slow in doing the job	
5c1 - I do not think this is the DOT job. 5c2 - There are too many of them. 5c3 - Very slow in doing the work. 5d3 - Very slow in doing the job. 5d8 - Very slow in replacing missing markers. 5f1 - Very slow in doing the job. 5f2 - Very slow in doing the job. 5g1 - They say they don't the money to do the job properly. 5g2 - Don't have the money. 5h1 - Expect the railroad to do it.	1
5a5 - Arm roads in Chester are terrible. Gravel on road only hides problem instead of repaving. Road by my land lacks 2' being standard width. Tree limbs hang over the road cannot see to come out of driveway. 5c1 - Pave roads instead of planting flowers.	1
5a7 - Response time is too long. 5b6 - Too many roads still have dangerous drop offs after many years. 5c2, 5c3 - Don't understand why billboards on some highways are incorrectly located. 5g1 - Why are driveways on some property maintained and not on others.	1

Been trying to get road I live on widened for 5 yrs. No response. They must be waiting on someone to get killed to do something about it. When I ask why they say they are out of money for the year. 1

D on Highway Surface Work - our highways are in terrible shape especially the secondary roads. C on bridges - our bridges as a whole are in terrible shape compared to other states. 1

Hard to keep up with pot holes. 1

I do not see a concerted effort to grow wildflowers along I77 between Charlotte, N.C., and Rock Hill, S.C. Highway billboards should be limited to travel needs (i.e., food, lodging, motor vehicle maintenance). Raised reflective pavement markers to not have a long enough life span and cause tire punctures. I do not frequent S.C. rest areas. In my area, electronic signs (real-time) are overkill. 1

I feel that the larger cities (like Columbia) get better roads. We have lived beside a dirt road for 15 years. Every time we call to see when it will be paved they say we are on the list and it will be 6 years. They told us that 15 years ago. Where do my taxes go? 1

I feel that we fail on bridge replacement. In my home county (Cherokee) we have many bridges with load limits. (I drive a school bus & must find a way around these bridges) 1

I live in the country, we are the last to receive any service, and there are NO lines on Abingdon Rd. We have no clean up service, no speed limit signs, dead trees along the road, some already fell, some fixing to fall. They don't come & cut trees back. The grass is almost waist height before they cut it. When it does snow or ice we are the last ones to get them scraped or sand put on them. 1

I work for the Federal Department of Commerce and travel all over SC. I think our roads are a mess in rural areas, passable on interstates. 1

I would rate bumps and dips along with bridges pretty bad in this state. I travel the Pee Dee every day and there are lots of rough primary and secondary roads along with bridges alas. Railroad crossings on secondary roads could use some serious improvement. I had a dump truck crash because there were no lights or arms on a main secondary road near my residence. 1

In the course of my work as a general supt. for a construction company I cover the state, with most of my driving confined to an area north & west of I-95, east of US-25, and south of the North South Carolina state line, with occasional forays into North Carolina. 1) Interstates, US routes, SC roads, and farm to market roads seem to exceed the capacity of SCDOT to inspect & repair in a timely manner. The abilities of various maintenance sheds (counties) seem to vary widely, with roads in different counties being substantially different (same road, different county) 2) Ref ice & snow removal, see 1) above. 3) Interstates are generally good, US, state, & others trend downward. 4) See 1) above. 5) Pavement markings (paint) are either too light, not durable enough, or renewed too infrequently. 6) Too many roads with 3,4, or 5 stops/intersections w/o adequate lights. 7) See 1) above. 8) See 1) above, and insufficient funding. 9) Same as 8) 1

Needs to fix potholes & dips faster than they are. Bridges take too long to fix. 1

Potholes are severe, when patched, material is quickly moved by heavy traffic, traffic needs to be diverted until area is dry, billboards are not that important unless it's for safety matters, there is too few electronic signs and Incident Responder Trucks (Blue) 1

Potholes remain too long before repaired. Repairing depends on appropriations. Snow removal -v- slag distribution. Traffic signals often obscured by tree branches. 1

Repaving is not done in timely manner. 1

Roadside work - criminals can do this. Billboards - get rid of them. Too many billboards. Adequate signage - cut bushes/tress that hide stop sign. Have not seen a Blue truck. I don't like billboards except to play ABC game with grandchildren. Some railroad tracks I have to cross are very bumpy & haven't improved in 7 years. I like the flowers & special landscaping - I'm not sure it ought to be your job. 1

Something I can't answer because the state dept. in my town doesn't have a lot of these things. 1

The roads that I drive continue to have too many potholes. The roads that I drive have ditches full of trash and vegetation. 1

There are a lot of potholes, dips & bumps in pavement that have been there over 3 months & haven't been fixed therefore not keeps roads safe to drive on. There isn't enough equipment to keep the snow & ice off the roads. Ditches & gutters aren't kept clean to keep water from overflowing. White/yellow lines are fading and hard to see. Bridges have holes in pavement. I drove to Columbia for 3 years and have seen lots of people on side of road and never have seen Blue trucks. 1

There are potholes everywhere. Debris stays for hours. I travel a lot and see other states with better everything. 1

There is always room for improvement in cleanup. There are signs (new) that are not yet working in my area. 1

There is still a lot of room for improvement. 1

Too slow, too long to do the job, not the way it should be done. 1

You need to have more man and machine working to help keep the road and roadside clean-up so that it will be safe for everyone. The back road and a lot more need to be improved especially where I live on the Meansville Road. I feel a lot or more area around the county feel the same. 1

Total 52

Explain percentage answer

	Frequency
Valid	46
0 on average	1
Because my job requires that I travel all over SC.	1
Because of weather and road condition needing repair.	1
I have 7 trucks that haul for APAC	1
The road closing has not changed my normal routine other than driving around the sign.	1
very little	1
Total	52

Why contact was made

	Frequency
Valid	32
accident at intersection of Hwy 215 & 34	1
asked to put up side road entering highway it was put in in 1 week	1
Asking when road would be paved.	1
Board sticking up on railroad tracks on US 1 near McBee.	1
Condition of the roads	1
drainage	1
driver's license renewal	1
Driveway pipe was stopped up with dirt.	1
Maintenance Dept	1
no answer	1
put a traffic light at Catawba Church & Springdale Road	1
Report failure of asphalt roadway under traffic (freshly paved)	1
tag and all the things when buying a car	1
They cut down about 50 trees I had planted.	1
To fix potholes.	1
To get River Road repaved.	1
to get road widened	1
To repair apron on driveway.	1
Tree fell across road	1
trying to get dirt road paved.	1
Total	52

Satisfaction with contact explained

	Frequency
Valid	38
always "no money"	1
Had to contact Dept. 2 times before satisfactory resolution.	1
I got everything done. Chesterfield DMV is very slow!!	1
no answer	1
Not right away.	1
Road was paved.	1
somewhat - a flashing light; there have been 8 accidents since the light was put up.	1
Supervisor said it was an accident and he was sorry.	1
They did not fix the roads	1
they keep putting us off.	1
They said they couldn't locate it.	1
Took over 3 months to fix.	1
under consideration	1
When they cut the hill weeds down it continuously came back up	1
Total	52

How improvements could be made

	Frequency
Valid	37
Could have fixed pot holes in a more timely fashion.	1
do something about the problem	1
Done the job sooner.	1

Get the job done in a timely manner.	1
If DOT had observed their own rules and stuck to cutting the right of way.	1
If they had taken the time cutting the weed on the side of the road and continued doing it, then it would not come back so fast.	1
no answer	1
none	1
Pave Shadow Lakes Drive in York Co.	1
They need to set up like Lancaster Dept. They just have too much time to talk and play instead of making the customer pleased.	1
They should come & check the roads after severe storms.	1
This was a problem that had been noted for years.	1
To have paved River Road sooner and to state specs which was not done.	1
Took too long - 5 months.	1
Visibility at this intersection is poor.	1
Total	52

final comments about contact

	Frequency
Valid	46
I moved to York Co from NC. There roads there are a lot better. Relatives that visit criticize our roads and state.	1
none	1
SCDOT is more concerned about keeping shops in this county clean and spotless than they are about keeping roads in good condition.	1
The drainage ditches at my home are a mess. I cleaned on out personally & now it is a mess again.	1
There is too much goofing off by employees. There are 4 or 5 people standing around and 1 working. It takes 4 hrs to do a 1 hr job.	1
They just need more organized rules and someone to stay on them.	1
Total	52

65 and older driving needs

	Frequency
Valid	44
Am satisfied.	1
n.a.	1
Nothing beyond safety.	1
Post Road Work signs no sooner than one or two days prior.	1
Reduce taxes & registration for seniors.	1
They can quit wasting money and hire more troopers to enforce the laws which has gotten out of control.	1
They do very well.	1
Widen and repave more highways and secondary roads.	1
Total	52

Final comments

	Frequency
Valid	35
Construction projects take much too long. Welcome centers need to be more vibrant, "WOW" visitors. First impressions have greatest impact. Daniel D. Creger (864) 489-5273	1
I believe SCDOT should have (if not already) a division which deals in railroad affairs beyond crossing improvements.	1
I realize money or lack of is the problem in many states so use what you got! Wisely!	1
I think that everything you do is very important. With all you have to do, I think you do a wonderful job. I appreciate everything you do for us.	1
I think they do a very good job.	1
I thought SCDOT did a great job widening 77 from Rock Hill to Charlotte!	1
I would love to have better roads to drive on.	1
Just make sure the road stay safe and always get customer's concerns, because we live in a bad world and it helps to make things safe and run smooth as possible.	1
Need more & better supervision on work crews. People sleep in trucks & play ball instead of working.	1
On the whole, SCDOT does a very good job. The department just should never become content with this and assume they are always doing well.	1

Overall I feel S.C. is the best state to live in and work in. Keep up the good work - Remember no one is perfect, but we all can improve.	1
Please try and get us folk some help when needed.	1
Road work signs placed too early cause people to ignore signs when work is being done.	1
SCD should have kept the responsibility of mowing grass.	1
Use our taxes wisely.	1
We need better planning & supervision for those working on our roads. There is too much standing around.	1
When vehicles stall, it seems as it takes forever for a state trooper or cop to pass by, why don't they at least stop, ask if help is on the way.	1
Total	52

Verbatim Responses – District 5

Explanation of answers

	Frequency
Valid - I travel I-95 between Dillon and Florence every day. This stretch of road is absolutely terrible. - South Carolinians litter the highways. Worst state of three I have lived, PA, MD, & SC. - Go to Maryland to observe good hwy practice. - SC is a beautiful state. Suggest growing trees in center of major hwy's. - Need paved shoulders and bike friendly lanes. See California. - Need interchange at I-95 and 327.	1
- It seems most roads in need of repaving wait years before it is done. - There are deep ditches along my road that have never been fully cleared in 8 years. Maybe they get mowed down every 2 years but never totally cleaned out. (Whitehall Shores) - The bridge on my street was repaved but very poorly. It is as rough as before. Even after a complaint nothing was done. (Whitehall Shores)	1
- Patching of potholes on PeeDee Hwy & Jordanville Rd (Horry County) are great examples. Roads are so bad that vehicles have been damaged. - Our driveways have never been repaired. - The ditches are deeper than drainage pipe, if they ever clean them. - Trees growing over bridge railings on Hwy 378 - Marion County - Horry County area. - Little PeeDee River bridge has a rack in rail & looks lit its dropping.	1
	54
"Highway Surface Work" I live off Third Loop Road in Florence, SC which is heavy in traffic both in AM and PM. Road needs to be widen to accommodate the growth in this area, but all that is ever done is patching. I don't understand why and adjoining road was paved but the problems with Third Loop remain.	1
#5—in my hometown, potholes, etc. remain a long time before repair. When repaired, the repair doesn't seem to hold up very long. Quality of materials? White road edge lines are worn and barely visible at night. The apron to my driveway is in bad disrepair and has not been even looked at since buying this property upon my move from Atlanta 2 yrs ago. Roads were superb in Atlanta and coming from there to here (Chartsville, SC), there is a STARK contrast. Much room for improvement.	1
(1) Potholes exist for approx 2-3 months prior to repair. (2) There is no snow removal. Less than 1/4" will close schools. (3) Our street has been a dirt road for the 14 years that I have lived here. They have started many times and did all the streets around us. They are starting again and are 2 months past the time they were to finish.	1
(1) Takes too long - start stop start stop (start and complete it) (2) About average. (3) About average. (4) Need better signs for Rt. 9 before crossing Intra bridge. Sign for 90 OK, not good for Rt 9. (5) Hwy veg bad, needs cutting. (6) Hwy 90 bridge at 17: edges need filling both ends.	1
(1) Slow. (2) I don't remember seeing an incident responder truck.	1
1 - 52 & 151 Interchange. 2 - Lane direction hard to see in Darlington, Florence, & Hartsville. 3 - Do not see very many reflectors since last snow.	1
1 - because of tourism on interstate hways. 3k, 3f - some local help Removing dips, bumps, etc. - not always necessary. Leveling drop-offs & ruts - not always necessary. Regulating billboards - a lost cause. Real-time traffic info - expensive & not always necessary. Installing aprons - it's not your job. Creating safety campaigns - It's not your job.	1
1. Lack of lighting at major interchanges. 2. Failure to repave roads in timely manner. 3. Generally the DOT waits too long to clean and maintain ditches along major roadways. 4. Many outdated bridges — narrow, poor guard rails, rough bridge flooring.	1
17 Bypass Murrells Inlet - Surfside Road surface terrible ride in right lane, thus many use passing lane & create another hazard. Billboards are out of control on major highways (17, 501, 544) more being added all the time. Traffic signals - left turn lights often don't work, new lights put up at 17 & Willbrook Blvd then taken down?	1
4b1, 4b2 - Do not know who's responsibility that is. 4c1 - Please important! 4d3 - Please make it more easy to see in time. 4e3 - Protection. Patching potholes in pavement is fine but at some point the street needs resurfacing. (2) That what we have now from patching do the above pave roads. Signs are covered over & speed limit is not close enough. More lights in places hard to see & pavement markings. Cut down high foliage. I have never seen a blue truck I have been looking since I received this survey let the Public know.	1
5a - VERRY SLOW! VERRY SLOW. VERRY SLOW.	1

5a1 - Cannot level it when patched or it's knocked out next day. 5a5 - Cannot get back roads paved - just put loose gravel out. 5b1 Ditches here have not been cleaned in 34 years. The roads have too many bad bumps - cannot get back roads paved - they just scatter loose gravel on them to mess up vehicles. Ditches here have not been cleaned out in 35 years. Beaver problems cause ditches to stay backed up do to the stupid wildlife bringing them & placing them here. Causes flooding. Limbs & debris from Hugo is never been cleaned out. 1

5d3 - Slow to re do maintain 1

5h1 - I don't know fed guidelines. 1

All the questions are very much needed to be addressed. 1

Because some areas I drive need work done to it because it has a lot of damages that's why I pick © and if I pick (f) is because sometimes these different areas look destructive. 1

Billboards - too many - traffic hazard. 1

Debris removal should be done by the prison population along with the cleaning of ditches & gutters. Currently employees do the cutting of grass; maybe the inmate should do this as well. 1

Ditch in front of my business always overflow during hard rains. Trash is always along Highways. Weeds along road get so high before state cuts it I have to cut it so it is safe for customers to enter Highway from business. 1

Ditches & gutters in my area need to be cleaned out - water backs up - high grass along edges of road not mowed enough. Road shoulders have stumps & posts put in by residents that need to be removed. 1

Generally hwy maintenance is very poor. Interstates have way too many unrepaired pot holes. Roads in such condition are dangerous. 1

Georgetown County is the worst city I know with potholes everywhere. It's take forever seem like to me for repairs, and when it is done, it's done poorly and only last a few months, problem right back! 1

Glenn Bay Rd and Rt 707 need widening. The law regulating distance between Billboards actually increased the number. Since the left turn lane on 17 Bypass was lengthened it has created a backup on the north bound lane that sometimes is a half mile long. An interchange is needed there. Route 31 should be extended to bypass Georgetown, not terminate at 17 Bypass in Surfside. 1

Having lived in several states, I believe SCDOT could improve in many areas: the conditions of the state's highways are average at best. I live in a rural area with lots of truck traffic. Reflectors do not last long and unpatched potholes are the norm. None of our "driveway aprons" are anything special. Have you ever noticed the litter on SC highways? Ugly. 1

Highway Surface - These items in the city and where I stay are months and months before repatching or removing. Roadside work - When the ditches, gutters and vegetation are cleared the litter remains and is apparent for a long time. Bridges - Seems like they have to be falling apart. Residential Driveways - Certain residential driveways are done while others are not. 1

I've been snowed in more here than up north. I've saw some very bad shoulders. Pavement marking not kept up. I've never saw a real time sign working except in large cities. Some pretty bad RRX. There are some very dangerous intersection in this state, the road angel is -/- instead of + 1

I've seen some traffic lights sometimes not working. Some places need a traffic light. 1

I consider raised reflectors a waste of money. Reflective center line paint should be much cheaper. Drive I-95 from Florence to Manning and count the bumps and irregularities in the pavement. Most road taxes or property taxes are a slush fund for local politicians. 1

I feel that the areas that I rated as average to failing are so because they do not meet my standards. As a SC tax payer I feel that all areas of interest designated for the SCDOT should be superior. 1

I feel we pay all the money and we drive on roads that do damage to our automobiles so we have to get repairs that cost more money for hitting potholes and rough roads. We have some areas where people can hide that if we stopped at a crossing they could easily hi-jack us. 1

I work with Pepsi Cola (undecipherable) 30 years. I done a lot of traveling some of these people work a lot harder than they get credit for because I pay things attention. 1

Ice storms seem to overwhelm the ability of SCDOT to remove debris and keep roads clear. Roadside mowing has been done less recently leading to decreased visibility. Ditches become full of vegetation and garbage leading to water on the roadways. 1

In our area it seems that there are deep ruts on corners of roads where you are turning onto highway. These are mostly caused by trucks making the turn but some are so deep to be dangerous. 1

In this area there is no equipment that I have seen to remove snow/ice. In fact, I have seen SDOT workers throwing hay on ice from the back of a DOT truck. Numerous turn/straight arrows in Florence cty need to be remarked as well as overhead markers added. 1

Judging that no repair is done on activity for several months e.g. Holes, dips on major highway. 1

Keep roads safe = C because people drive too fast, even police. Regulating billboards = C because of strip club advertisements. Real time traffic = C because there are no signs for this. 1

Litter along side roads a major eyesore. Spilled cement left to harden - concrete companies should be held accountable. 1

Litter is a problem in SC. I would really increase (again) the fines. New construction litter is a big problem. 1

Many roadways have ruts at edges causing unsafe driving conditions. Shoulders on many roads are too narrow. Billboards are a visual blight and should be removed from major highways. 1

My answers are from very little real knowledge of the workings of DOT. I can only respond from the little I see. Wildflowers - there are non in my area. Billboards - too many. Landscaping - really don't see any landscaping here. Signage - signage especially for new roads have improved slightly lately, some OK others not. Traffic lights - some residential areas complain in letters to Editor. Real time information - very little here except when bikers come or storms approaching. Rest areas - OK if you clean up the one @ Little River which was awful 3 years ago. Blue truck - again have I seen them? 1

My experience shows average in most areas. Bridge repairing is very slow. 1

My opinion regarding patching potholes is the SCDOT does a terrible job. When they patch a pothole, the patching does not stay in the holes any longer than it takes them to repair the hole. Apparently the product they are using is poor quality. 1

n/a - I had no "C" "D" or "F" grades. 1

n/a 1

Need more traffic lights with left turn arrows. 1

Need to clear litter. 1

Need to improve on side roads - pot hole maint. - Sea Mt. Hwy is always being repaired for pot holes needs to be resurfaced. 1

On route 17 in Myrtle Beach quite a number of green lights are not replaced for some time, however, I have never counted the time period. 1

Our Hwy 385 has about a mile of just Patched Pothole. They get bigger and they just fix until next time semi's break pavement again. Our County has lots of ruts at edge of pavement (one at the end of street been there for 4 years.) A lot of Country Rds. Don't have reflectors. Bridge pretty bad here but are working on building new ones. Bridges shouldn't get that bad before being repaired or replaced. Blue responder trucks are helpful and there should be more of them. 1

Patching potholes rarely if ever works - problem always comes back. Repaving - looked at the roads in Myrtle Beach lately. Lost time on I-20 - there were a lot of "bad" spots. 1

Perhaps budgetary funding may be inadequate for maintenance etc. However, frequently work crews are seen with only a few working with most standing watching or leaning on shovels. Unfortunately, this "joke" seems to be largely true. Our states commercial signs on the roadways are tacky and excessive compared to many other areas. I don't know the best way to get it under control at this point, but we don't present ourselves well. 1

Poor patching & repair - especially in City of Florence & rural areas. Poor cleaning of roadside - especially in city. Too many billboards - especially @ I 95 & Hwy 52. Poor marking of pavement. No staff at rest areas. 1

Potholes and irregularities in pavement are sometimes, in fact most times, left unrepaired for much TOO long. I realize the shortage of employees is probably the main reason, but I feel for safety reasons this deserves prompt attention. 1

Potholes not kept up especially on rural roads. Signs down & gone from roads. Signs to let you know there is a road to left or right not up on a lot of roads. Signs on interstates down & have been down for a long time on I-95.1

Potholes remain for months, are filled and within weeks are washed out larger than before. Debris lays on roads until it decomposes. Glass from accidents also remains. These lead to unsafe roads. Widening is so slow that it is obsolete by time it's finished. Ditches are NOT cleaned often. Therefore flooding is a problem. Mowing is done, sloppily, twice a year. Wildflowers were planted for a short distance on Rte 17 - now all gone. Not enough CLEARLY UNDERSTANDABLE signage for tourists. Signs are confusing. 1

potholes/bumps - repair more quickly, use inmates; markings should be visible in bad weather; entry to bridges always a bad bump on I-20 1

Railroad crossings are in some area. Removing dips, bumps. Keeping road shoulders in good condition. 1

Cleaning ditches & gutters. 1

Repaving - delayed. Widening highway - ex. Seamtn Hwy worse than before project. Hwy 90 Bridges - in poor repair and life expectancy too high. Too old! Takes too long to repair them. 1

Road maintenance is very poor in some areas such as potholes and paving or repaving roads. It is hard to know who to talk to for results. 1

Safety - hire more highway patrolmen to enforce laws to improve safety that will in turn lower insurance rates. 1

SC does a horrible job with mowing and keeping weeds down along its highways. 1

See notes beside grade: 5a1 - Lots of potholes in Horry Ct. 5b2 - Horry roads are a disgrace. 5c2 - Too many. 5d3 - Lots of blind intersections. 1

Signs at Hwy 15, 34 & 403 took 6 wks after being completed to be installed. I talked to Kevin Williams 4 wks earlier. 1

Some areas very good, some not. Probably the same in most states. 1

Take too long to repave roads. Some roads still need paving after many years of being passed over. Need to work on widening more of our main roads, like Palmetto. Between Warley and I believe Sunset needs to be widened. Whenever it does snow here, they don't do a real good job at clearing the snow, to say we don't get a lot of it. 1

The cold tar compound & a pat with a shovel is not a pothole repair. Snow & ice is generally not removed - sand is added for God to hasten the melting - sand can be added as soon as the weather starts. 1

The DOT is average on most all jobs when it comes to grading: lot's of people have gotten kill or in an accident down in my area before they put up a speed limit sign & it takes people dying before they actually put up a 45 speed limit sign. Paved road not level after patching.	1
The items rated "C" reflect less than adequate quality in activities.	1
There seems to be a lot of "road kill" visible at times.	1
They need to have better lights, sounding of horns and let down gates to help autos see these RR crossings to make them safer.	1
They need to improve on there job performance.	1
Too many billboards.	1
Too many potholes - I ran into a huge pothole between Columbia and Augusta. Hole did not happen in a day. SC roads are getting in bad shape. Littering laws are not tough enough. Some of the pavement markings are worn out.	1
Too many stop signs - need ele gates. (EmcC note - I assume this means electric gates?)	1
Too slow Too many billboards—no standards of appearance Maybe nobody reports problem	1
We have horrible paved roads throughout Florence County & surrounding areas. - We need more reflective markers on the roads, some roads are so dark they are hazardous at night. - They take too long repairing bridges. - Driveways should always be a smooth transition from the road, so should the edges of all roadways. - Railroad crossings are what they are, we maintain them the best way for what you have to pave around to begin with.	1
When they repair a pot hole they don't repair it right. It doesn't last about a day. The don't cut grass but about one a year and that in the fall. If they would wait or week or two its frost would get you could save some money; it's taxpayer dollars.	1
Total	135

heard from another source

	Frequency
Valid	121
AAA Travel Services, Internet	1
CB radio	1
Construction signs	1
Council representative	1
don't ever hear	1
Flashing	1
no answer	1
none	1
none, I never hear.	1
on my way to work I would see Dept of Trans working	1
other	2
Roadside surveys	1
yes sometimes	1
Total	135

Explain percentage answer

	Frequency
Valid	125
at the present they are in my area.	1
don't know	1
I usually am at work when this activity takes place.	1
N/A	1
no answer	4
Poor choice of times to do repairs - other states do work before or after peak traffic times.	1
unk	1
Total	135

Why contact was made

	Frequency
Valid	112
"In God We Trust" car tags	1
2nd driveway access	1
About repainting parking spots in front of my store.	1

Beaver Dams I-95	1
Clarify a car insurance and driver's license mix-up.	1
Condition of Hwy 327 from Willow Creek to blinker.	1
Contractor for state didn't have flagman to direct traffic.	1
Delay in getting new license stickers for year.	1
Ditch line flooding	1
Ditches in front of business over running.	1
driveway	1
For traffic light installation issues & regulation of school bus issue in subdivision.	1
Job application	1
Keep ditches cut in right-a-way	1
Need driveway.	1
Poor repaving of bridge on Whitehall Shores.	1
Pothole in driveway.	1
Potholes in the highway.	1
renew license	1
Road patching	1
to ask for pothole repair	1
to clean out ditches	1
To correct a road sign - ambulance could not find correct address.	1
Total	135

Satisfaction with contact explained

	Frequency
Valid	125
came & looked - repaired 2 weeks later.	1
no job, no problem	1
No resolution	1
no response	1
Nothing has been done about the problem.	1
Nothing was ever done, bridge is still poorly paved.	1
Old law on school buses about entering subdivision on traffic lights took a long time & several deaths before one was placed.	1
Road condition still unacceptable - it needs resurfacing.	1
Said City was responsible (but state maintained hwy)	1
SCDOT denied request due to their guidelines. However, next door property owner has 2 driveways with almost the same road frontage.	1
Total	135

How improvements could be made

	Frequency
Valid	120
A return phone call telling what was to be done and action actually being taken to correct poor work.	1
Assessment of problem via SCDOT prior to my contact.	1
Better response - not blaming someone else.	1
Ditch should be fixed.	1
Followed up.	1
Have someone checking the highways.	1
I had to contact them about 3 times before someone responded. Getting a speedy reply.	1
I was charged \$10 for the tag even though my current tag did not run out for several months.	1
I was well pleased.	1
It's okay	1
Not passing the buck so much.	1
Service was or response was OK. Answer was not fair compared to next property owners driveway existence.	1
the ditches could have been cleaned out	1
With the use of electronics I think the problem should NOT have occurred.	1
Yes - taken care of problem.	1
Total	135

final comments about contact

	Frequency
Valid	123
Dead trees that are close highways need to be cut down, potholes in highways.	1
Felt like the department did not really care. A job had been done and if it was of poor quality too bad. Maybe it will be done better next time seemed to be the attitude.	1
Horry County did not bill me for car taxes when due. Coordinate the \$20 fee and car taxes when a partial tag fee is paid.	1
I had to pay a fee for an error that was not my problem or my fault to begin with.	1
I think it's a shame that South Carolina doesn't have toll roads into the state for additional funding. We have a large burden as locals & tourists could help South Carolina a lot.	1
It is my understanding that the DOT doesn't have enough employees or money to do all that is needed.	1
Mr. Borham wanted to get his complaint in so I allowed him to participate - he worked for the Dept. in NJ. His zip is 29541, rural	1
none	1
Pavement markings are not kept up. They fade and are totally invisible at night. Should be clear, neon-bright colors on roadside curbs, at turns, on lanes and on outside of each lane - especially critical for senior drivers at night.	1
Tax dollars spent more efficiently instead of 5 people standing around while one person works.	1
They should have at least returned my calls.	1
Very difficult to get in touch with an actual person.	1
Total	135

65 and older driving needs

	Frequency
Valid	108
Ask legislature to raise gasoline tax to benefit SCDOT. Also reinstate vehicle safety inspections.	1
Better curb painting, making improved nighttime visibility, also lines - white - on outside lanes to indicate berm or shoulder at night. Better shoulders - we are seeing small shoulders on Rte 17. Thanks.	1
better pavement markings	1
Better street lights at intersections.	1
Complete Carolina Bay Parkway & help get US 17 Bypass enlarged to 6 lanes in Horry County.	1
Emergency phones on highways.	1
Get rid of some bad pot holes and resurface the highway.	1
Have bushes removed at blind intersections - paint yellow lines at crossovers so people will know which side to be on.	1
Higher gas state tax to help pay for better roads.	1
I am 76 years old. I do not know what would be available - please put out more pavement lights, especially on divided areas.	1
Improve US52 from Darlington to Cheraw before I die. I'm 88 now and like to visit N.C.	1
Just try to stay ahead of the increase in population!	1
Keep vegetation from ditch; patching potholes; removing dips, bumps in pavement; controlling vegetation; installing aprons at driveways.	1
Left turn signals that work without having 4 or 5 vehicles turning.	1
less fees etc.	1
Lower the price of gasoline.	1
Make it easier at the highway dept. Tell them to leave bad attitude at home.	1
Need more time when Reg. License expires.	1
none	1
Public transportation.	1
Put stop light on rt. 544 and Big Block Rd.	1
Remove litter on bridges. Hold concrete companies liable for spills on road.	1
repair potholes in local streets, repaint edge of road lines, repair my driveway apron	1
Resurface Kings Highway - eliminate bumps when entering Kings Highway from some side streets. Add lights to ramps to 22, 31, from Harrelson Blvd to 17S. Add street lights to all urban streets. Enforce speeding (excess) by trucks & police cars sometimes	1
Slow down the 18 wheelers that are speeding most all the time.	1
Street lights at intersections.	1
Upkeep on roads & signs kept up.	1
Total	135

Final comments

Valid	'GOOD JOB'	Frequency
		1
		97
	After years of inadequate support or building new roads, our area has gotten many much needed roads. We appreciate it!	1
	Clearing ditches and installing aprons at driveways should be done everywhere in a neighborhood, not some or on one side.	1
	Confine very large trucks to right land. I know money is tight but seems like B & C always get what they request - and other large businesses.	1
	Each & every one of us should be proud of our transportation depts./highway depts. in our states. Travel to other countries and one would understand.	1
	Exclude developers such as B&C from the planning of roadways. If Carolina Bays Parkway is to terminate on 17 Bypass, the intersection of Bypass and Glens Bay Holmestown Rd need an interchange.	1
	Faced with overwhelming tasks and restrictive financial resources, they do a remarkably good job.	1
	Fix ditch in front of business been waiting for 20 years. Water still overflows across driveway when it rains.	1
	Have had the pleasure of living/driving in more than 4 states. SCDOT one of the more favorable. Weather helps!!!	1
	Horry County roads are in poor repair. Due to the amount of revenue that comes in from tourists that use our roads they should be the best roads in the state.	1
	I am embarrassed for tourists to see so many signs blown down by storms on I-95 from Dillon to Santee & left down so long.	1
	I feel road work is very important to protect us and our children daily when we are driving.	1
	I find it unbelievable that trailers are not licensed. With no license it is impossible to identify vehicles fleeing an accident, as the trailer blocks the tag on the towing vehicle.	1
	I had to have my truck tires rebalanced & lined up because of a pothole that I hit in the dark on 15/401 just outside of Society Hill.	1
	It's a lot better than it used to be, but can improve in some areas and stay within the budget.	1
	Keep up the good work. John W. Trilet	1
	Make sure road contractors remove lane change cones in a timely manner; they will tie up a lane for 3 miles ahead of the work site & slow traffic unnecessarily.	1
	Mass transit was ignored. There is a "bus" in our area that runs 5 days a week, every 2 hours, between 7 AM and 6 PM. This is unacceptable!	1
	Money/revenue is always an issue dealing with all the problems of our roads in SC. Question: Why can't toll stations be placed at North/South & West entrances to the Myrtle Beach area? I am sure this would generate revenue for SC.	1
	More road work at night. Can't never could. Instead of why ask why not - benchmark.	1
	Most of these comments pertain to Rtes 17, 31 in our area. We do appreciate the night time paving program, however Rte 17 already needs 3 lanes in each direction.	1
	none	1
	On a whole they do a good job.	1
	Overall they do a fairly good job.	1
	Pet peeve - posting of "Work Zone" warnings where nobody is working. (Its no wonder people speed thru them!)	1
	Plant flowers. Mow on holiday. Keep road clean. (Mr. Borham) Use sweeper for shoulders.	1
	Please try to do more about school zone speeding. I see it too much every day. Thank you.	1
	potholes need attention	1
	Residents & tourists are impressed with the condition of our highway system. My taxes are going to a good cause.	1
	Resurface roads - Hartsville to Timmons ville; Timmons ville to Florence, etc. I travel these roads regularly - my car is damaged by road conditions.	1
	Roads & highway are superior & better maintained than any other state I have seen on the East Coast.	1
	SCDOT probably does excellent work with the equipment and personnel allotted by regulation and government.	1
	South Carolina needs more law enforcement officers to insure speed limits are observed, and lights are turned on at dusk dark.	1
	Tailgating and speeding seem to be a local past-time. Not a DOT responsibility but a highway safety issue just the same. Hwy 17 in some areas is a disgrace. Ruts in the travel lanes are inexcusable.	1
	We need more dirt in our right of way to cover a drainage pipe. Dirt has washed away.	1
	We need more improvements on the Highways & in residential areas.	1
	yes I would be glad for it	1
	You can't satisfy everyone.	1
	Total	135

Verbatim Responses - District 6

Explanation of answers

	Frequency
Valid - Most services listed are average compared to other states I have traveled in. - SCDOT is too slow installing needed traffic lights and turn arrows. It seems that numerous accidents and fatalities must occur before traffic lights are installed. Same is true for turn arounds. - Rest areas could be improved at some locations. - Have seen excellent improvement in service at SCDOT for licenses/registration, etc.	1 46
5c1 - I believe that wildflowers are too high maintenance and SCDOT should not be involved with them. 5c3 - Landscaping should be left up to the local municipality if they choose to have it. SCDOT should not be involved in landscaping other than providing adequate sod cover to prevent erosion. 5e2 - This has got to be a nightmare for SCDOT. Good luck. 5e3 - Staffing should be minimal. 5f2 - Funding, funding, funding 5g1 - I didn't know SCDOT was responsible for this. 5g2 - Same as above. 5h1 - Why isn't the railroad responsible for this? 5h4 - What is this?	1 1
5h3 - Don't see much of this happening here in Charleston	1
* There are a lot of roads I travel that have a lot of potholes & pavement breaking up. * A lot of roads have deep ruts on the shoulders & where another road intersects. * Uses too many traffic signals. * don't have the money to repair bridges in a timely manner.	1
* Widening roads (c) - better coordination needed with local governments. * Landscape, vegetation and wildflowers - seems there's NO EFFORT TO CONTROL KUDZU. If it can't be eliminated, twice yearly cuttings at GROUND LEVEL should be started. Wildflowers: North Carolina is beautiful & well maintained, as is Georgia, etc. Our highways look straggly and not maintained. (some towns do their own exits & on-ramps)	1
1 & 2 Most repair crews do not seem to have the knowledge on how to efficiently make a smooth repair. 3 Bridges are rarely being replaced.	1
3 - separate department of transportation. All construction questions should be under a department of commerce or industry since the elected officials have to propose the building & provide the money. 4a1 - Shouldn't counties take care of their own. 4a3, 4a5, 4a7 - local 4b1, 4b2, 4b4, 4b5 - local 4b3 - where? 4g1 - homeowner 4g2 - Builder's job 4h4 - never saw one. 5a - I can't speak for the state Beaufort County is average. 5b4 - don't have any 5b6 - don't have 5d5 - HH1 is excellent (local) 5e3 - most don't have any. 5f1 - how would I know 5f2 - I haven't fallen in yet. C average means just that, about what you expect. 7a - This needs to upgrade older people need testing you could charge. 7b - raise it. 7c - not much 7f - Building roads. 7g - NO	1
5a1 - In certain residential areas it normally takes SCDOT up to a month to patch a pothole. 5a5 - SCDOT is very slow repaving roads in residential areas. 5a6 - My concern is for Highway 17-A Moncks Corner, when will the widening of this road continue. 5b1 - SCDOT does a very poor job of cleaning ditches in my residential area. I can not recall when they cleaned our ditch. We always hire someone to clean our ditches. 5b2 - I don't recall when SCDOT removed trash in our area. 5b3 - This is a concern especially when the weeds grow uncontrollably in the summer. 5d2 - There should be speed limit posting in residential areas around schools.	1
5a1 - In this environment you can't keep up with the demand but if you do not the road ruins vehicles. 5a2 - Treating these irregrs early prevents worse potholes. 5a3 - Keep them clean keep them safe. 5a5 - See first answer 5a6 - SCDOT can't keep up with the grow of the area. 5a7 - Snow down here? Southerners do not know how to handle the product. 5f1 - Another constant battle but it is improving. 5f2 - We will see when they intend to replace the Don Holt bridge. 5h4 - There could be more that have a greater distance.	1
5a1 - It takes a very long time for potholes to be filled. 5a2 - It take a long time to repair road issues that can be potentially dangerous. 5a5 - The re-paving process seems to have no logic. There are roads that are far worse than some and they never get repaired while others are re-paved multiple times. 5b3 - There are many areas that are not properly maintained and restrict visibility. 5d3 - Many markings are faded and not maintained. Makes it very difficult to drive on some roads. 5d5 - By changing the signals that have the multiple bulbs in the light is a great investment. I have noticed far less lights being completely out. 5d7 - It would help to have more especially for the wet roads down here on the coast. It enhances visibility. 5f1 - For the 12 years that I have lived in Charleston it has been a recent action to replace the states most dangerous bridges. For many years we have driven over very dangerous structured. 5f2 - For the 12 years that I have lived in Charleston it has been a recent action to replace the states most dangerous bridges. For many years we have driven over very dangerous structured. 5h1 - I am unsure of the federal guidelines but there are many crossings that are becoming increasingly dangerous.	1
5a1 - need to check streets more often for potholes or have a posted phone # to get repairs 5a2 - takes to long to get repairs close to my home 5a4 - I'm older and need all the help i can get 5a5 - Brigantine Drive Charleston has not been repaved after it was paved 1964-1965 5a6 - need a grader to cut back grass to edge of pavement on Brigantine Drive 5b1 - better in last few years but slope is wrong way on Brigantine Drive 5b3 - same as above widening roods 5b6 - called about ditch at corner of 5929 Sedgfield Drive Hanahan to date NO action 5c1 - looks ok but spend \$\$ more on roars 5c3 - same as flowers 5d3 - getting better 5e1 - I like the lighting 5e2 -	

only stopped at a few but looked ok 5f2 - It was a long time coming to Charleston 5g1 - mine was repaved after called 5h2 - great TV ads 1

5a1 - The potholes seem to take too long to be patched. Then once they are patched, the patch seems to fall out within a week. 5a3 - The tire recaps seem to breed on the roadside. There should be some way to get the trucking companies to clean up. 5a5 - Once the surface is prepared (ground down) it takes too many weeks before the road surface is actually repaved. 5c1 - Keep up the GOOD work!!! 5c2 - Someone regulates billboards!? There are so many that it is hard to believe they are regulated. 1

5a1 - There is a pothole at the corner of Markley Blvd. and Ayscough Rd. (Wescott Plantation), Summerville, SC that has been there before I moved there almost a year ago. I am uncertain as to whether this is the responsibility of the SCDOT or Wescott. 5h2 - There's a lot of things that the state of SC can do to improve safety on the roads. The first step would be to have a mandatory inspection - this would keep hazardous cars off the road and prevent a lot of breakdowns and accidents and subsequently traffic 1

5a1 - While improving on I95, there are still way too many potholes and we are way way behind on improving this major route to 6 lanes. 5a2 - Too Many statewide to provide better grade 5a4 - Too many unsafe highways and roads throughout the state to go higher 5a5 - If we continue to use the low cost bid approach and do the way we have to 40 years, it will not get better. we patch and then in 2-4 years it needs it again. We have the products and technology to put down much better roads upfront and not spend every 3 5a6 - Way behind in getting I95 and I26 plans to make them safer and up to the traffic counts that require 6 lanes.. Look to GA for an example of what can be done over the past 5 years.. on I75 and I95.. 5b3 - At times way overgrown 5b4 - The methods used are outdated. Dropping dirt and spreading it around is not the answer. 5b6 - See above answer 5c2 - Poor job in light control and placement Several lights in my experience are totally unsafe for drivers with a glare into the road. Specifically Ridgeland are on I95. 5d6 - Seems the wait time for needed lights is too long 5f2 - From the numbers in the state that are in need or replacement. This can't be good. 5h3 - Takes far too long to make these changes and improvements. 5h4 - Seems to be plenty of these for what they do in the major areas and roads served. 1

5a6 - Poor management - Ladson Rd. 5d3 - North Charleston pavement markings are horrible especially at night or in rain. 5d9 - I do not consent to electronic monitoring required for such activities - i.e. cameras along I-26 in Charleston area. 5e3 - Staff required only as necessary to maintain facilities and rest rooms. 1

61 needs to be 4 lanes how many lives are a few oak trees worth? 61 dangerous drop after 17-165 Hollywood needs work or it's a hazard. 1

A lot of potholes that are filled in are not holding up, must use a new solution for filling. 1

All my C, D ratings are based on my limited observations while driving in SC. 1

All of the C's & D's I rated, ALL can be answered the same. They are not being done in a timely manner. It is my opinion that when these problems are reported it seems it takes forever before they are corrected. 1

Although I believe DOT has tried, unfortunately trash along some of our I'state & H'ways are an eye sore. 1

Billboard - too many on I-26 - way too many spoils beautiful SC. Litter/ditches - hard to keep up w/ slob. Signage - new Ravenel bridge - not enough for bridge exit off I-26E. Rest areas - mostly good - some awful. 1

Blue trucks not a responsibility of DOT. 1

Bridges - too many old ones. 1

Bumps be in the roads potholes the size of a Big Pot. Roads be breaking up into a mountain. We should have a safety campaign meeting one day out of the week in Hollywood so that people won't drive recklessly in South Carolina. EMcC note - writer lives in Hollywood, SC in Charleston County. 1

C - Not their responsibility. 1

constant increase in billboards - appears to be no regulation 1

DOT needs to put more demands on the billboard companies about dressing up their billboard frontage. They are not prompt in repair pothole - particularly I-526 in Mt. Pleasant. 1

F for pavement markings. Secondary roads for hurricane rev. roads need better paint for seeing in the rain. North Carolina uses a better white paint for seeing markings in the rain. I have tried to notify The State through TV channel 422 in Charleston for better road marking. It would save lives. Hope you can do better! 1

For the Don Hold Bridge here in CHS on 526 or the Mack Clark, EVERY single drain vent is full of dirt and weeds. When it rains, there are traffic accidents, indirectly due to this. The same is true for I-26 coming out of downtown Charleston from around the Joseph Floyd Marion area, westward. Hwy 61 @ Sam Rittenburg in West Ashley, to the intersection has deep grooves which jar our vehicles every time we go east/west. 1

Highway surface needs major improvements, we all as tax payers provide sufficient amounts of money to improve highways and secondary roads. They definitely need to improve repairs of potholes on our roads driver on a daily basis. 1

Highway surface work—King St. is a disgrace! Downtown is littered with potholes, poor resurfacing, debris along the connector is so bad biking on the sides is dangerous. Many speed sign in Charleston are overgrown, traffic lights in spots like Cumberland and E Bay should have a light, other intersections don't need them. Traffic lights are poorly programmed and if 17 N was adjusted the lights would ease traffic flow. Debris removal is done at peak traffic instead of at night. 1

Hwy 61 needs a third lane (turning) badly. " (EmcC note - refers to Hwy 61) overgrown on shoulders. " (EmcC note - refers to Hwy 61) water puddling on side of roads throughout Chas Co. 1

Hwy Surface Work - Usually pretty good at keeping up but not always. Steed Creek Rd. comes to mind, also center lane I-26 E between Dorchester Rd & Rutledge. Removing debris comes to mind - truck retreads would get a D or F. If I was king, truckers would be ticketed for passing by retread debris in the road. Signage etc. - while info on electronic signs seems timely, more would be better - even prior to getting on a clogged highway to allow for taking an alternate route. Info seen on the highway itself can and often is too late. 1

I've been a SC resident for over 40 yrs. I have nothing to compare to. I give the average ratings as a "meets" the required guidelines. The wildflowers are usually over-run by weeds. 1

I've noticed debris along I-26 and though it was excessive. 1

I-26 has too many old tire treads. It is dangerous to drive on. Some roadways in SC are littered with trash. Very embarrassing. All the South of the Border signs on I-95 are ridiculous. 1

I 26 need work on potholes & dips. Too much litter. Vegetation blocks corners frequently. Paving & shoulder repair needs more attention. Need to eliminate ad billboards - interstates ugly. Too many faded pavement markings. Process to get traffic light takes too long. 1

I believe South Carolina does an average job of maintaining roadways. There's work to be done, but they are not worse or better than other states where I have lived. 1

I do not believe that SCDOT manages projects. Just look at 170 & 278. Why would you select a contractor what was band (EMcC note - banned?) in other states from doing road work? Why widen 278 to 3 lanes when it will end up at 2 lane bridges? 1

I drive several roads that have potholes all the time and are major traffic carrying roads but it takes 4 to 6 months to get potholes repaired. 1

I feel that our SCDOT is in most areas pretty close to being average on a daily basis. 1

I find that potholes on the interstate are rarely attended to. Dips and bumps on hwy 176 in Goose Creek and hwy 52 Rivers Ave are rarely taken care of. Pavement markings are needed badly on I-26 east bound close to Downtown Charleston. Raised reflective pavement markers are needed in that area. More electric signs are needed to direct traffic better. 1

I have lived in Chas. for many years. We are horribly lacking in roads with adequate shoulders, sidewalks etc. both in residential areas and otherwise. Chas. Has grown so much it has been impossible for DOT to maintain existing roads properly. Interstate maintenance has been greatly improved over the years however many interchanges need improving. Billboards & litter are horrible along SC hwy's. 1

I have seen the same potholes in pavement for almost a year. Too many billboards. Can't see street signs hard to figure out where you are for lack of signs. 1

I rated SCDOT as a "F" in the area of removing dips, bumps, or irregularities in pavement. My experience is that bumps & irregularities remain for an extended period of time, regardless of their effects on traffic safety. I rated "C" because snow & ice are not major problems in my local area. SCDOT put forth an OK effort to remove any ice we may have. 1

I think our roads look terrible. The grass is never cut. It is knee to waist high. I always wonder what tourists think. The litter in our town is also embarrassing. If you go to North Carolina the roads are so beautiful it makes me return every year. 1

I think rest areas are important but not as important as the other areas checked. Residential driveways should be on the lower priority. 1

In Charleston we have too many areas of neglect - particularly in downtown residential areas. 1

Infrequent speed limit signs - too far apart. Not enough signs telling you of turn-only lanes before and at stop lights. 1

Intersection lighting is almost nonexistent. Route 278 IS hazardous due to lack of road painting of lanes, reflective markers and intersection lighting. Intersection lighting is a big problem at night and in rain in this state. It must cause many accidents. 1

Interstate I 26 should copy the barriers used on I 16 in Georgia to more efficiently enable the reversal of lanes needed for hurricane evacuations. I have appreciated over the years (1) the addition of white lines on the edges of roads and (2) the addition of raised reflective lane markers and make use of them in rainy weather. Thanks! 1

It is unfortunate that we see so much debris & trash in ditches at almost all major intersections. High weeds & over growth along Hwy 61 & trees that have been "trimmed" by SCE&G. It is embarrassing to talk to tourist who expect a "scenic" route to various plantations. 1

Landscape appearance - mostly weeds, some bright spots here & there only. Highway beautification can be improved. 1

Live in area where roads need to be repaved, potholes filled, soft shoulders collapsed. It never snows enough for snow removal. 1

More work should be done on side roads especially. Work on the main roads takes too long and should be done faster. Shoulders on the roads are poorly done in this state. 1

My experience has been that road widening projects have been extremely slow in completion. Shoulders on SC roads are a disgrace and a very serious safety concern. 1

My grades are based on what I see being done or not being done. My answers and reasons for grades are based on assumptions, which is pretty worthless. How can I possible help if I have no information? IE what SCDOT IS responsible for, and where do they get their funds. Nonetheless, here it is... 1

My respond to my rating of C, D, F is that the repaired or not fast enough to solve the problem in a timely fashion that, what I see that is not being done. 1

Needs improvement in all areas receiving these marks. 1

Not sure who should be responsible, but I believe the litter problem needs to be addressed. Even on our brand new bridge, there's litter that remains for long periods of time and which becomes a hazard on the road. 1

On repairing potholes and irregularities in the pavement, the dept of transportation does a poor job. Our highways are heavily traveled by semis and other large trucks and the roads are damaged by falling debris and other things. My car has been damaged more than once by excessively large potholes. These potholes can cause tires to blowout, which in turn causes drivers to lose control and have accidents. Bridges are worn out to the last beam holding until they decide to replace it. 1

Patching - not often enough or not well done; traffic lights and widened roads - never proactive; seems to depend on # wrecks/deaths 1

Pothole - never fixed properly - back to same in 3 days. Debris - lingers entirely too long. Repaving - bad 1

Pothole patches don't last. The hole is bigger and deeper in a couple of months. Ditches along roads esp. Hwy 17 and I-26 are often full of trash, re-treads and road kill. Sidewalks are well maintained, but there are not enough of them. I would walk or ride my bike more if there were sidewalks in Charleston-West Ashley. 1

Potholes are filled but not made smooth - same for next question. Worst state I've ever been in overall - not counting some large cities. Hwy 17 from Chas. To Beaufort is example - poor design of improvements making short stretches of a four lane race track - stupid idea. Repaving - when done by local contractors has been sloppy & slow. Sidewalks - not enough of them - those that exist are dangerous. Shoulders - again Hwy 17 was prime example of how dangerous shoulders are (many killed). 1

Potholes everywhere, bad bumps, bad job to drive on. Remount Road good but Hanahan - River bad paving road over due. Wider yes some places. Lots of drop offs on River in N. Chas. 1

Potholes get fixed 3very 6-8 months. With dips, bumps, potholes, divots - how can roads be safe. Repaving - some stretches of road are baved 2-4 times when area just before or after that section need repairs. Is widening your decision? Do you oversee the highway department or green space? Why do road builders cut flowers? Your signage leaves much to be desired. Need more traffic lights. Why do we need raised high markers. Fireplug placement ok. Side stripes and center lines need to be addresses; Traffic info signs are useless in that you are in the mess by the time you can read a sign. Are rest areas, welcome centers your job? Maintaining bridges seems to be adequate; is replace your authority? Driveway access should belong to home owner. Aren't RR crossings the responsibility of the RR company? Highway safety campaigns? Interchange repair, maintenance okay. I agree there is need for roadside service but don't know if we need more. 1

Potholes in my neighborhood not patched very well. Constantly being done over. A lot of roads on James Island have uneven pavement. Shoulders get very little attention. Likewise drop-offs & ruts at edge of pavement. Lines on many highways/streets are faded out. 1

Potholes on Save Road reappear too soon after being patched and then are not re-patched for some time. Removing dips, bumps - Intersection of Hwy 7 and 61. Roadside work - after a ditch was placed across the front of my home against my will, it has never been cleaned by anyone but myself and my kids. 1

Potholes/irregularities stay forever on the roads I travel. 1

Probably can't keep up with litterbugs. Need to provide bright lines & reflectors more. 1

Response to get ice and snow removed when we do have these conditions is slow. The ditches and gutters are not being cleaned. Trash should be removed from roads more often. Controlling vegetation should be looked at closer. There are no electronic signs to provide traffic information. 1

SCDOT patches roads long after they should be repaved. Litter along roadsides is unbelievably bad - SC should be ashamed for not coming up with an on-going successful litter campaign. It truly is an embarrassment. In some cases, traffic lights are not allowed by SCDOT despite overwhelming evidence that the lights are needed. People should not have to die in auto accidents for a community to get a badly needed traffic light. 1

See a lot of old & torn billboards. Certain locations along busy roads need traffic lights. 1

Seems to me that when they patch a pothole they leave a bump. Roads are fairly safe but this falls back on the filling of potholes. I believe there are only 1 or 2 Incident Responder trucks in all of Beaufort County. 1

Shoulders need more upkeep. Aging bridges need to be repaired or replaced. Unsafe bridges need to be replaced sooner. 1

Surface work - (F) - Our roads are full of potholes, dips, bumps etc. We report them - might respond in months. Roadside Work (C&D) - Not enough being done, too much standing around and hiding out. Take a ride down Hwy 74 or 162 & look at drop-offs - there has been many tragic accidents due to this. Residential Driveways - This is very rarely done no matter how many times you call or write. 1

The most needed is toward the vegetation & overgrowth to the center roadways & sides of roads. I always see debris on roads for weeks that don't get removed. I visited Charlotte & was amazed at how beautiful the roads were kept & the landscaping were done. There was a landscaping company or someone cutting/edging grass on every street. 1

There are too many potholes in Berkeley county. Then they patch holes that only last for a couple of weeks. They need to repave the roads. When it storms the traffic lights go out. That's when we need it the most. 1

There is no need to explain the C's -F's. Anyone who drives can see the obvious. This was sent to my husband. He died. I filled it out.	1
There is too much trash on our roads, re-caps from big trucks, small logs & wood. Most roads do not have a shoulder let alone a good one. We have many bridges in the state that need to be replaced. Little is done to re-pave streets. Most SC roads have bad pavement markings when it rains you cannot see them.	1
Too many billboards and litter on roads/ditches.	1
Too many billboards in some areas. Traffic signals need to be "higher" impossible to see when following a SUV, semi, or truck.	1
Too many potholes & dips in some streets in city. Some sidewalks too uneven; trash left on sidewalks. Some billboards obscure vision. Some street signals obscured by tree limbs &/Or vegetation. Some restrooms not cleaned adequately	1
Too many potholes on 95 not repaired. Truck tire debris often on 95.	1
Too many potholes, dips, bumps, & irregular pavement - ownership of roads unknown, might not be under state maintenance. Too many blown 18 wheeler tires on interstates. Some older hwy's too narrow and dangerous.	1
Traffic signals in Charleston/Mt. Pleasant need to be coordinated to make a better flow of traffic. I feel there could be more reflective markers. Charleston area needs more improvements of intersections & more access roads to leave. Debris on bridges especially can stay there for long periods of time. It is terrible that people have to tolerate ditches that have not been maintained and are mosquito breeding areas.	1
Trucks need to drive slower.	1
We always seem to be planning & building 10 years behind the needs of the people. Maintenance should be ongoing & consistent in order to avoid serious deterioration of infrastructure. Thanks.	1
We travel a lot and comparing SC with NC & GA, Virginia, Penn. We are way way behind them - spend some money!! Please note we travel on Interstate mostly.	1
Widening road - 17, 170, 278 are good examples. Traffic light - 278 problems. Roadside - 46 is a good example.	1
Work not completed as soon as expected.	1
Total	138

heard from another source

	Frequency
Valid	130
By word of mouth	1
I'm a cop.	1
internet	1
neighborhood association	1
none	1
Observing	1
other	1
town council mtgs	1
Total	138

Explain percentage answer

	Frequency
Valid	125
?	1
don't know	1
I have to wait because traffic light system is not synchronized. The road widening I have to drive through is totally a waste of time and money.	1
I wish it was more, which would mean things are getting done!	1
Live in Beaufort County - Hwy 170 and US 278 always under some type of construction or alleged improvement.	1
Mt. Pleasant road widening.	1
Much work being done on my route to work each day.	1
no answer	2
road clutter	1
Their contractors start jobs (Callawassie Dr.) and don't finish for wks. 170 bridges are in a state of continuous patching.	1
This is only a percentage DURING the time of the work being done because lately its been on Hwy 17. I live in Awendaw, so in order to get ANYWHERE south of my home, Mt. Pleasant, downtown, 536 it's the ONLY route! There are a few small detours, rifle range for example, but its simply not enough! These changes are not being made up to date let alone seeing into the future.	1
Work crews barricade areas long before the work begins, and in many cases their crews park illegally. There are too many and too slow to do their jobs.	1

Total 138

Why contact was made

	Frequency
Valid	115
(EMcC Note - multiple dates - 3/2001, 6/2001, 8/01, 12/01) Pave apron on State Rd to our dirt rd. Also about cleaning ditches.	1
Callwassie Road was falling apart.	1
change address	1
DMV	1
encroachment permit	1
flat tire	1
for information on a friend's drivers license	1
I'm a deputy sheriff.	1
i-526 road problems in Mt. Pleasant area	1
I thought a traffic light was necessary at Folly Rd by Post Office & movie theater.	1
My wheelchair got stuck on/in dirt on sidewalk.	1
Obtain work permit	1
Parking of too many cars and oversize vehicles on cul-de-sac blocked vision upon entering street.	1
Potholes & plugged drainage ditches	1
questions - car taxes, DMV phone # & hrs of operation	1
Resurface N. Rhett Ave., N. Charleston	1
Stop light at Hwy 17S & Coming St. Chas. New median between Bridge exit & I26 exit makes it extremely dangerous to cross over from I26 to Rutledge Ave - need to cross 2 lanes within 1 block. Please please install a second stop light that way one for bridge traffic other for I-26. Or remove median (it wasn't there before.)	1
to determine who had placed a ditch across my front yard.	1
To get driver's license.	1
To get traffic calming devices in our neighborhood. For me, I don't know if the Charleston Traffic and Transportation Dept. is in this survey.	1
To see how to add someone to my registration card.	1
Traffic lights prohibiting the flow of traffic.	1
trying to get grass cut back on Brigantine Drive Charleston	1
Total	138

Satisfaction with contact explained

	Frequency
Valid	127
Got the devices, but they were placed in the wrong locations to resolve our problem.	1
had excellent results	1
I spoke to several people including Charleston & never got a response!	1
I was given the run-around.	1
It took way too long to get situation resolved.	1
The man I spoke to told me to go to a post office where I would not have to make a left turn to get out! Several months later a light was installed, however, he said he hadn't been consulted when they built the post office.	1
The surface was ground down & repaved!	1
They made necessary repair	1
They pass the buck to 5-6 people with no solution.	1
They said they would pave an apron due to a drastic drop off. Nothing has ever been done - ditches haven't been done either.	1
was told it would be taken care of..only been a week	1
Total	138

How improvements could be made

	Frequency
Valid	123
"We'll look into it" would have been a preferable response.	1
By someone who has knowledge of the problem, admitting there is a problem & communicating.	1
Definitely better communication and feedback from the Chas Transportation people - Howard Pena & Roland Somerville.	1
Don't think there is a solution.	1

For the work to be done. Its funny how they say they're so busy, but I'm always seeing them parked killing time or standing around doing nothing.	1
Having been given prior notice, given a chance to discuss the problem.	1
I couldn't have. Service given was excellent.	1
I little more personally maybe.	1
more info available at website; easy web address	1
Not - it was excellent service!	1
Quick response and resolution.	1
Since moving to Charleston/Mt. Pleasant & traveling the state I can see all the money goes to Columbia. This is the fastest growing area probably with the most money & we have few roads that go East to West or for that matter that go North to South.	1
The above traffic pattern is an accident waiting to happen; many people need to exit 17 onto Rutledge for hospitals & downtown.	1
They should have kept the road in repair instead of 3 layers of patches & should train their people on how to repair.	1
1	
Too long a wait. Superficial testing. All people over 80 should have driving test.	1
Total	138

final comments about contact

	Frequency
Valid	123
A ditch was placed in the front of my property to alleviate ONE person's drainage problem, which is against policy or code.	1
As you can see I am not very pleased with them at all. I see their trucks hauling ditch dirt to their personal property instead of asking the residents if they would like the dirt. They kill way too much time doing nothing and wasting taxpayers' money.	1
Contact me, I can tell you what has occurred.	1
I felt that the SC DOT should provide the work for the encroachment permit. I am left to (hopefully) find a contractor to do this, when it could all be done out of one office.	1
I would never call again with the response I got to a very legitimate concern. It was the most ridiculous answer for the problem. In fact, the man was so irate with me that I felt I did not want to experience that again! I do have concerns about lighting on Glenn McConnell Blvd. now. It is too dark.	1
My work permit was loaded down with all kinds of restrictions that didn't pertain to the work. Most were standard, some were not technically correct.	1
Need better real time system to announce accidents & tie-ups. Bridges are behind the curve.	1
Overall I think they do a good job - they need more budget to keep up with the demand.	1
Potholes have been repaired when I called in	1
Reports say more people are killed on SC roads than any other state. I have lost several friends from DRUNK driving. Team up with AA.	1
Service was given to me at the Ladson Dept. by Miss Erma Clark. She was polite, direct and awesome.	1
They should have the 170 bridge contractor replace the bridges without one more dime from tax payers.	1
Traffic signals are not integrated with any traffic flow - antiquated system causing stop & go conditions resulting in energy waste and accidents. Safety campaigns - more of them - it took years to get people buckled up!	1
Interchanges - very slow to react in making necessary safety improvements!	1
Vehicle trailers should be registered - most are used by construction & landscaping companies. They use the roads, make them pay!!	1
We have roads in our area that should have been paved years ago, but they are still dirt roads.	1
Total	138

65 and older driving needs

	Frequency
Valid	112
better control of speed and reckless drivers	1
Better enforcement of speed limits.	1
Bigger directions signs & repeat signs - the Ravenal Bridge is an excellent example.	1
Congestion on Dorchester Road	1
Do repair work at night.	1
don't know	1
Fix the streets & sidewalks around the Charleston area.	1
Improve unsafe highways	1
Improved speed limits (more thought!) Better driver education.	1

Keep potholes repaired	1
Keep roads paved & smooth - lines & shoulder markings crisp & clear.	1
Keep roads resurfaced as much as possible.	1
Keep trucks from speeding on the interstate! I-26.	1
Larger print on most signs.	1
listen to needs.	1
More signs at the start of flat low concrete divisors on 4 lane urban roads. In heavy rains they are easily visible.	1
Night lighting of roads at intersections is my big problem. You can see intersecting roads to make turn. Roads not painted showing lane.	1
No need(s) at present time	1
Not familiar with SCDOT at all.	1
Read signs - less symbols and more wording.	1
Relief on fees & tax break.	1
synchronize traffic lights	1
There are many people over 90 driving cars who have never been tested. They are better than teenagers, but should be TESTED. Public transportation. More buses for employees also for going to medical appointments.	1
We need a better mass transit system in Charleston! We need sidewalks in Charleston.	1
White lines painted on edge of highways making sure all lines are KEPT PAINTED.	1
Work with state & local law enforcement to enforce handicap parking.	1
Total	138

Final comments

	Frequency
Valid	99
2 stoplights at 17 & Coming St - Chas.	1
Although there is plenty of room for improvement, I think SCDOT has many much progress recently. It's all about \$\$ I'm sure!	1
Autos running stop signs & traffic lights are serious problems.	1
Come into the 20th century at least - we need mass transit - park & go in Charleston. Energy conservation needs to be a priority. I did not keep the outside envelope prior to filling this out. You may call me at 843-571-3896.	1
Congratulations - the new Ravenel Bridge is a marvelous example of teamwork!	1
Does not seem to be any pride in their work!	1
I am not sure who is responsible for traffic violations, but it needs to be enforced.	1
I appreciate that fact that there is an interest in the public opinion and how you can better serve the community.	1
I don't have outside envelope any more. My name is STUART RICHTER. MY ADDRESS is 43 HERON WALK, OKATIE, SC 29909. Please look up my assigned ID number and enter it in the proper spaces. Thank you.	1
(EMcC note - done)	1
I have seen significant amounts of trash & debris on the two 526 bridges, Dan Holt & Cooper.	1
I have traveled extensively through most of the states in the US (& Europe) & SC's roads & sidewalks are about the worst. No label. Do you mean FA11 printed on the envelope? Project No for your use? I see none anywhere.	1
I like the kid signs "Please slow down—my dad works here." I would like to see an extra bike lane added like in Mt. Pleasant Coleman Blvd.	1
I liked Ladson Rd. when it FINALLY was completed. It's sad that it took citizens in the local community to get SCDOT to terminate the unsatisfactorily performing contractor. The Ravenel Bridge seems to have been a complete turnaround. Kudos on that!	1
If you hire outside help to maintain your roads you can contact me at the SC address.	1
In CHS we like many cities are rapidly growing. The transportation system is the lifeline for us. Without working roadways we would face a tremendous uphill battle.	1
In many ways keep up the good work. On the negative Charleston County needs more roads East to West. Thank you.	1
keep roads and side of roads cleaner	1
Most of these questions seem rather silly & self explanatory - seems like a lot of work for nothing!	1
My only comment is the debris that is in the highway for weeks at a time.	1
No further comments.	1
Overall good job but roads are in bad shape in the North Charleston - Rivers Ave Hanahan area.	1
Please get better white paint for marking secondary roads—I drove them all over NC at night. I could see the roads.	1
Quit paying friends of friends to do work not necessary and start doing what is needed and necessary.	1
Roger D. Lemon does a great job for SCDOT. He has helped me over many yrs, if it's not in his department he will get me to the right person.	1

SCDOT is a generally good organization, but it could use some better interpersonal skills with people. I am a professional who works for a utility and would like to interact more with SCDOT, but it is too bureaucratic and they are not very open to ideas fr	1
SCDOT is doing a very good job.	1
SCDOT is perceived by the general public to be a huge bureaucracy who does what they like with little regard for public opinion. Apart from the SC DMV, they may be the most inaccessible division of state government.	1
See comment in #9	1
See K above - this makes night driving much safer (EMcC note - refers to 10k)	1
Something needs to be improved with your employees standing around doing nothing and also hiding out and sleeping in our trucks. They are very unproductive.	1
South Carolina needs to improve road shoulders throughout the state. Poor shoulder conditions contributes significantly to SC poor accident and death rate.	1
Survey received after 10/31 drawing for incentives	1
Thank you for seeking public opinion and striving to make SCDOT better.	1
The wait has improved greatly, and that is really to me also.	1
There's a lot of things that the state of SC can do to improve safety on the roads. The first step would be to have a mandatory inspection - this would keep hazardous cars off the road and prevent a lot of breakdowns and accidents and subsequently traffi	1
There is no 4 digit ID number on my envelope	1
Why do I see signs indicating road work ahead, then never see any indication of the actual road work? Signs should not be present if there is no work being done.	1
Wildflowers and Ads are fine but shouldn't we be much more concerned with SAFETY # 1? Everything from leveling drop-offs at pavement edges & shoulders; irregular pavement repairs left undone which DO cause accidents; proper signage (ACCIDENT DETERENT) and EXPANSION for future not just barely taking care of the present? If you must budget cut, lose the niceties flowers, residential driveways - things that aren't a matter of LIFE & DEATH! (PLEEEEEASE?)	1
You did not ask about pollution by cars. You should test emissions, brakes, vision of drivers, medication of drivers. /reading over your above questions it seems to me that SCDOT needs to concentrate more on it's TOURIST population who are increasingly elderly. They retire here at 65 or 70 and live 25 years. As they age they develop many vision problems but still have a driver's license. Also the elderly have transportation problems if they don't drive. More public transportation is needed (cheap taxis) more testing of drivers more supervision of car safety & pollution.	1
Total	138

Verbatim Responses - District 7

Explanation of answers

	Frequency
Valid	23
5a1 - needs to improve this in my area. 5a5 - Needs more area paved in community. 5b1 - This is something that the department needs to work on ASAP. 5b5 - Use some improvement. 5b6 - Do not level edges off after paving highway. 5c3 - Needs to improve in this area. 5g1 - This is done when reported by the household member. 5g2 - Needs to improve in Allendale. (1) I hope that the Department of Transportation would have interest in cleaning out the ditches in Allendale County because they are terrible. (2) Needs to keep the edges of the highway clean and attractive looking.	1
About the wildflowers, not enough time. Private clubs (garden clubs) could do this.	1
Don't have electronic signs in rural areas, I live in small town.	1
Go out and take a ride around the state, you don't need to ask me.	1
I live in a rural area and more money is probably needed.	1
I see many potholes in roads all over the state - there are many roads which need repaving.	1
I travel approximately 800-1000 miles per week throughout the state. In my travels I encounter numerous roads in bad disrepair. Potholes, poor surface and multiple areas where there is a dip on the shoulder. I have NEVER seen a DOT worker picking up trash on highways.	1
Ice removal is very slow. Still lots of litter and high weeds. The widening of many roads is TOTALLY unnecessary! Replacing bridges seems to take forever.	1
In South Carolina we don't have much snow and ice so when we get this SCDOT gets panicky. They need to be more prepared for this situation.	1
Maintaining wildflowers: Large flowers should be cut back at the end of the growing season.	1
Many highways in SC Hwy 70 & 78 through Aiken roads are like riding over railroad tracks. Repaving of roads is very slow. SC used to have best roads in SE, however, now I think they are the worse.	1
More roads need repaving.	1

Must provide paper seat covers in all areas. Pave dirt roads w/ more than one residence. Provide cut on Hwy @ each road i.e. Mott Rd has no cut on Rt. 301. Sales @ the auction completely blocks the road for Mott Rd. residents to get out.	1
No comment at this time.	1
Repaving roads - in each county the foreman of road maint. Should decide which roads need re-paving the most. I see roads being re-paved that don't need it while other roads that need re-paving are left out.	1
SCDOT should maintain better roadside in my community. Children wait for buses for school and the grass needs cutting. Snakes crawl in the summer and the roadsides are not safe for our school children.	1
There are just too many holes in roads. (undecipherable) so bad in our area you almost can't tell where road and vegetation (?) are.	1
Too many dead animals on roads for long periods of time w/ highway patrol riding past them Many roads need to be repaved. Widening road will save many lives. Many ditches stay clogged. Litter control could be better but the public should be more involved. Drop offs kill, one is too many.	1
Too many potholes in Bamberg County - poor repairs too. Bamberg County does tar & gravel for repaving rural roads, which does not last and is rough to ride on & UNSAFE to drive. Causes broken, chipped windshields and damage to car paint. Poor job in paving driveway aprons in Bamberg County.	1
We live off of a major highway. There's a lot of traffic down our street that turns into back roads. There's always fast food trash and beer cans and bottles thrown on the sides of the road. As for the traffic lights; it is mass confusion in front of the schools in our town during the drop-off and pick-up times. Traffic lights would be a great help!	1
Total	43

heard from another source

	Frequency
Valid	38
Flagger	1
no answer	1
none	2
work of mouth	1
Total	43

Explain percentage answer

	Frequency
Valid	35
n/a	1
N/A	1
Never informed	1
no answer	2
No work is done in this area.	1
Seem to be doing an awful lot of road widening that doesn't need to be done.	1
varies	1
Total	43

Why contact was made

	Frequency
Valid	29
Dirt road plowed blocked my driveway.	1
Driving book	1
for help	1
I needed the department to fill in some pot hole which was located outside of my property line.	1
Needed drive widened (more culvert in ditches)	1
New License	1
no answer	1
Requesting asphalt repairs for a friend's driveway.	1
Road ID signs down.	1
selling a car	1
Title transit	1
to report signs missing	1
Upgrade license to CDL	1
water was running through the yard and dog house ditch was close.	1

Total	43
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Satisfaction with contact explained

	Frequency
Valid	40
Each time the do the same thing again trainees on the plows.	1
Within a few months they put up 4 road ID signs at one location.	1
yes but it took 4 years.	1
Total	43

How improvements could be made

	Frequency
Valid	33
Better communications from county engineer	1
Couldn't have	1
I was pleased with the response that I received.	1
I was served very well - I have no comments.	1
It would be hard to catch the person knocking down the signs.	1
more info on paperwork before I went	1
None- very good at Orangeburg.	1
Sooner!	1
They did a great job.	1
Train employee on a different road. 12" ridge to jump to get in my drive	1
Total	43

final comments about contact

	Frequency
Valid	37
Bamberg County SCDOT office is staffed with courteous, helpful employees.	1
My county is good in responding to a complaint but needs to work on some of the problems that I stated earlier.	1
Pave residential roads less than 1 mile long, Mott Rd has 11 homes on this road we deserve hard roads and a cross over on Rt. 301.	1
Should contact about out of date speed limits in rapidly developing rural areas - trailers along highways expanding (that's all we can afford)	1
Some of our citizens make it hard for SCDOT such as road litter & tearing down signs.	1
The Dept. responded in a timely manner.	1
Total	43

Final comments

	Frequency
Valid	32
Hire by ABILITY NOT the good ol' boy system.	1
I appreciate the hard work of the SCDOT, but I also believe we need to improve our roads.	1
I DRIVE for hospital & office on aging in Bamberg. I see a lot of vehicles with no license tag, maybe one head light or one tail light, & no working brake light. We need to start vehicle inspection back again, charge a fee \$20/ yr & let DOT do inspection	1
I would like to see the roadsides in my town mowed in a more timely manner. Snakes are bad.	1
It is not good to see 1 person really working when you pas and 10 looking. I see workers use Hwy trucks etc. for person visits & use.	1
keep up the good work and be safe. Thanks!	1
N/A	1
On Hwy 278 coming out of Barnwell the speed limit is 55, but due to growth needs to be lowered. Thanks.	1
Overall the SCDOT is a very good agency but needs to work on some minor issues before they become major.	1
Please stop spending tax money on widening roads that no one wants widened.	1
Thanks for all you do!	1
Total	43

Appendix C Focus Group Summaries

Public Perception of SCDOT Study District 1

How can SCDOT improve communication with the public?

Participants offer a variety of ways in which SCDOT can communicate better with the public. One suggestion is to use employers to communicate to their employees. Another suggestion is better marketing such as better use of television (documentaries, PSAs like “let ‘em live”), consistent agency colors, and clear information in the telephone directory.

Participants provided a range of ideas that may improve the SCDOT communication with the public such as more advertising that provides information to the public in the form of billboards and church bulletins. Public Service Announcements may improve communication between SCDOT and the change the attitude of the public. SCDOT should also initiate a media literacy campaign to include target population and avoid using a ‘blanket’ message for everyone. Participants also had other ideas such as collaborating with the local retailers, movie theaters, and churches for indirect marketing and the message should be ‘eye-catching’. It is also suggested that the SCDOT publish an annual budget for the public to review and comment.

Finally, participants suggested that the SCDOT create a Rural and an Urban Division to assist in appropriately addressing issues that are specific to the area.

Participant Demographics

Most participants were in their sixties or seventies. About half were male and are in households earning \$40,000 to \$90,000 annually with two adults. The majority travel 100 miles in an average week. Many participants are retired, but travel time is not limited.

How do you know about SCDOT projects?

Participants are generally notified by SCDOT projects by several means such as flashing lights, news and media reports. Often participants will ‘run into’ construction and detours and stress that it is important to know about detours ahead of time. One participant noted that she had “received a letter in once notifying me of a SCDOT project but I didn’t know who sent it”.

How much notice do you need for SCDOT projects and detours?

Participants suggest that SCDOT notify the public of upcoming projects and detours by giving notice five days to thirty days in advance and blinking lights would be an effective way to draw attention to an upcoming project or detour.

What can SCDOT to improve its services?

The participants articulated that SCDOT could improve its services by doing more work at night instead of during the day when persons are commuting to and from work. SCDOT may also want to consider implementing a work-release program for non-violent inmates that will employ them after their release. This work-release program will build skills to make more productive citizens and this is cost-effective which may lower gasoline prices

The participants believe that SCDOT could improve their services by providing better public relations/information to the public and be more creative in securing other funding services.

Participants also noted that allowing citizens to perform labor for credit on their property taxes to clean ditches, roads, and cut overhanging trees in close proximity to their property. This will decrease the SCDOT workload and property taxes. For example: In Germany, trucking companies are responsible for fixing aprons on highways if they cause an accident and damage it. Another example noted was that on I-20 going into Florence, a sign post was knocked down and the participants felt that the people that were responsible for knocking the sign down should have to pay for it. An indirect cost or result is that car insurance goes up and this affects the general public. Participants feel that if SCDOT widens some roads this may decrease congestion and fatalities in specific areas. Increased building of neighborhoods throughout the district has increased congestion and fatalities and the growth has not been matched by the roadways including the need for increased lighting along indirect roadways.

Participants noted that more attention to should be allotted to ensuring that drainage ditches are kept clean, potholes are consistently repaired, and ‘patch jobs’ should be more infrequent and a better quality of materials should be used. Also,

debris, truck tires, and dead animals need to be removed from the road way in a more consistent manner.

SCDOT should educate public on policies and the direct result would be that more money is available to repair the roadways and develop a better marketing program.

Participants had strong opinions about potholes. In particular, participants note that patching the pothole simply doesn't work. Some participants point out that the underlying roadbed is likely part of the problem.

Although some participants express negative attitudes about the wildflower program, other participants showed strong support, indicating the effectiveness of the wildflowers in relieving boredom when driving along the roadways and the beauty of the roadways that makes South Carolina unique.

With respect to bridges, participants note that repair is not being done enough, that many bridges are unsafe. Participants note that they are referring to bridges of all types (overpasses as well as over waterways).

Participants believe that substantial damage is done to the roadways and bridges by heavy truck traffic. Participants also note that some of the current problems could have been avoided with better prior planning. Specifically, participants indicate that a 20-year planning horizon should be undertaken by SCDOT (if not done so already). The 20-year plan should consider forecasts for traffic volume and should be revised on a regular basis. A 20-year plan would permit better budgeting as well.

Roadway drainage was another topic of interest to participants. In particular, participants felt that there should be better maintenance of ditches which would then eliminate water standing on the roadways and being a hazard. One participant noted that maintenance personnel who clean using leaf blowers often blow the leaves into the drains which then clog the system to water.

Participants also ask that electronic highway signs be kept up-to-date so that, when an accident is announced, it is actually there. If the highway signs are inaccurate too often, then the public begins to ignore them.

Similarly, when roadway construction requires lighting, care should be taken that the lighting doesn't impair the visibility of drivers. One participant noted that a recent construction site had flood lights that were (inadvertently) directed into drivers' eyes.

Participants feel that the lane markings (for changing or merging lanes) are not well-placed. Some participants explain that the lane markings may indicate the lane is a turn lane with too little notification so the driver has to scramble to change lanes and continue straight ahead. In essence, longer prior notice would be preferred.

Participants feel that lighting for signage is sometimes inadequate. [Ed.: Note that the participants are more elderly than participants in other focus group discussions.] Also concerning signage, participants feel there are too many signs, providing clutter from which the driver has to extract useful information.

Participants feel that lane lines and lane markers could be more visible. The suggestion is that they be made reflective which should improve visibility.

One participant talked about temporary concrete barriers that somehow slip into the driving lane and present a hazard to the driver.

Participants would like SCDOT to address a number of items that block the drivers' view of the roadway. In particular, participants report construction barrels that have been moved to block the driver's view. Also, landscaping sometimes is allowed to grow enough to hinder visibility. Finally, some businesses and housing developments have signs ("monument" signs) that impede visibility. Participants want all of these impediments to visibility to be removed.

How should problems or incidents be reported to the SCDOT?

Participants like using the telephone to report to SCDOT. Participants want to make one phone call (no menu system) with a human operator who is knowledgeable enough to respond to the issue (either by getting the information to the correct person to deal with it or by transferring a call to the correct person). If a return phone call is required, participants believe the call back must be made in a timely manner (no specific time frame was given). One participant suggested an ombudsman system similar to that in place for Richland County services. Participants would like to see clearer information in the telephone

directory.

Participants would also like to be able to contact SCDOT by e-mail with access through SCDOT's website or an e-mail address published in the telephone directory. If contact is made by e-mail, participants would expect a return e-mail (response) within 24 hours. The information in the response should include an estimated timetable for dealing with the problem/incident reported and a responsible person (with phone number and e-mail address) that the participant can call in follow-up.

Participants believe it is their responsibility to report problems or incidents rather than wait for SCDOT to notice the problem/incident.

The reporting process should be uniform and a tracking system should be employed. Some participants feel that the website is not helpful. SCDOT should use positive and effective feedback to respond to the public regarding reported problems or incidents. One suggestion is that local newspapers should give the status of on-going projects on a regular basis and the SCDOT should respond more quickly.

Is there a difference in the districts?

Specifically, Lee County is the poorest County in the State and it is evident in the lack of consistent road maintenance. Participants have noted that more affluent neighborhoods have better maintenance. This may be attributed to the fact that people that are less knowledgeable may not know or be educated on SCDOT policies and procedures. It is noted that Highway 15 is well-maintained and general city limits are well-maintained, however vegetation in certain areas should be trimmed back more often so that you can see the road signs.

How should the funding for the SCDOT be allocated?

Participants were well-informed about sources of funding for SCDOT. Participants noted that the most important funding priorities should be road repair and resurfacing the roads.

Public Perception of SCDOT Study District 2 (Greenwood)

How can SCDOT improve communication with the public?

Participants have a relatively good grasp of the distinctions between SCDOT and SCDPS.

Participants like the concept of a town meeting that is regularly scheduled and is a dialogue between the public and SCDOT.

Participant Demographics

Participants in this focus group were mostly college-age students who attend Lander College. Many live in another county, so have good experience on South Carolina's roadways. Most live in households in the Under \$25,000 category and live with other adults but no children.

How do you know about SCDOT projects?

Not discussed.

How much notice do you need for SCDOT projects and detours?

Not discussed

What can SCDOT to improve its services?

Even though told that highway patrol are not SCDOT responsibility, some participants still want more troops on the highways. Participants want more attention to be given to setting speed limits. In this instance, participants are concerned about posting speed limit signs that are too close to each other. For example, on participant noted that on one of the roadways she travels there is a 45-speed limit, a 35-speed limit, and a 25-speed limit sign — all within 2 blocks. She advises that it is difficult for her to slow down that fast without seriously braking.

Participants believe that it takes too long to get repairs completed (Highway 72 in Clinton was an example). Participants also note that many of the roadways they use have water drainage issues that should be addressed. Because some repairs don't seem to last, participants believe tax dollars are being paid for work that is not completed.

Concerning construction lanes, participants note that, for some South Carolina roadways, construction lanes are no longer temporary. Further, many of the roadways with construction areas have very long “no passing” restrictions. Given that these are mostly two-lane highways (in the participants’ experience), SCDOT should concern itself with limiting these impediments to driving. One participant noted that this can (and does) lead to “road rage”).

Participants want more roadways made wider. And participants believe that repairs should last longer. When potholes are not immediately repaired, there should be warning signs/barrels or something set up.

How should problems or incidents be reported to the SCDOT?

Participants believe that it would be much too late for SCDOT to know about problems or incidents if SCDOT waits for participants to report them. In particular, participants believe it is SCDOT’s responsibility to know its own highways. But, participants are quick to point out that South Carolina’s roadways are dangerous. They note that often a death has to occur before changes are made in the roadways.

If communicating with SCDOT, participants would want an easy-to-find 800 number that is like a hot line, but not an emergency line. All participants want to talk to a person (not a menu-driven system), who is knowledgeable and can provide good information. Some participants want to have a response to the call in. Other participants suggest that there be a 3-digit number, like 411 (information) and 911 (emergency).

Is there a difference in the districts?

Participants see a distinction in the way roadways are repaired when urban is compared to rural, but not necessarily across service districts.

How should the funding for the SCDOT be allocated?

Although generally well informed about SCDOT responsibilities, participants had limited knowledge about the sources of funding for SCDOT. One participant even asked, “Is South Carolina low on money?” which led to a discussion of how money could be generated. Specifically, participants want visitors to pay more — they damage the roads, they should pay.

Participants believe that SCDOT “attention” is misdirected, noting that many speeding tickets given are unnecessary, and this leaves other problems unattended.

Top priority should be given to roadway repairs. Second would be activities that would relieve congestion (example of Highway 17 in Charleston). Third priority would be bridges, with special consideration for today’s vehicles. In this discussion, participants felt that bridges were too narrow for SUVs, trucks, and other more contemporary vehicles. Fourth priority was given to special needs areas such as areas around medical facilities and areas with a greater percentage of visitors. Lowest priority should be given to litter control; that is, SCDOT shouldn’t do the cleanup but citizens’ groups. Participants note that South Carolina has the worst roads with respect to litter.

Public Perception of SCDOT Study District 3 (Greenville)

How can SCDOT improve communication with the public?

Participants feel that SCDOT should embrace the differences with SCDPS and use to DOT’s advantage. Participants suggest that DOT and DPS work together with a coordinated communication system.

Participant Demographics

Participants ranged in age from thirties through fifties. About half of respondents travel under 100 miles in an average week while the other half traveled well over 200 miles per week. Most participants live in households earning less than \$25,000 in a year and have an average of 2 children. Two-thirds are female.

How do you know about SCDOT projects?

Participants will hear about SCDOT projects through television, radio, and newspapers. But participants point out that most often the stations selected are not those that the participant regularly listens to. Preferred radio stations are: 103.1, 107.3 and Power 800. On television screens, participants suggest the use of a ticket tape similar to weather reports.

How much notice do you need for SCDOT projects and detours?

Participants believe that notification often comes too late for the participant to avoid the construction. Many note that signs

giving the warning are regularly tipped over. Some participants even report getting tickets for trying to get around the construction in an unsafe manner. Participants would be happy to have one week's notice IF they see the notice. Otherwise, one month is preferred.

What can SCDOT to improve its services?

Participants were very vocal about ways that SCDOT could improve its services. As with many other focus groups, participants were dissatisfied with the ways that potholes are repaired. Other irritants are uneven payment and removing debris.

A long discussion ensued concerning construction activity. Complaints are that projects take too long to complete and are often done at the wrong time of day (creating traffic problems). A hot button for participants was the number of construction projects underway at the same time. Participants want SCDOT to devote full attention to one manageable stretch of roadway, complete that section, then move to another section. One participant notes that he has encountered delays of up to an hour because of construction. Some participants note that detours are often much longer than should be the case. A final note about the construction activity is that the area is sometimes not put back in order when the construction is over.

South Carolina highways need to be safe. They need to be clear of debris and vegetation. Markers and markings should be improved. Visibility should be unblocked, roadways should be repaired and widened.

SCDOT needs to pay attention to materials used for repairs. Mostly, repairs do not last and cars are damaged. And potholes take too long to repair.

Regarding bridges, often the bridges are closed and never repaired. If the bridge is unsafe, then close it. Otherwise, repair it.

Prior planning would be helpful to SCDOT, and there should be assessment teams with assigned orders.

Many participants believe that there may be too many employees. Participants report seeing workers standing idle by the side of the road while other may be working. This irritates participants.

How should problems or incidents be reported to the SCDOT?

Participants want to call a human who has knowledge about SCDOT issues and can do something about the call. Participants want a tracking system whereby return calls are made to report progress, timetable, contact name and number, and action that will be taken.

Participants suggest joint telephone service of DOT and DPS.

Is there a difference in the districts?

Not discussed.

How should the funding for the SCDOT be allocated?

Participants believe top priority should be given to repair of potholes and roadway irregularities. Second would be bridge repair. Third is widening roadways, followed by maintaining shoulders and leveling drop offs. At fifth position is paving roads (no more graded road3ways); Improving the highway markings and markers is in 6th position. Driveways take the next position, and beautification is last.

Public Perception of SCDOT Study District 4

How can SCDOT improve communication with the public?

Participants suggest that SCDOT should be forthcoming with information about itself. In particular, SCDOT can begin a communication strategy to help alleviate confusion problems and keep the public aware of issues affecting SCDOT. SCDOT can use public forums (like town meetings) to communicate and be willing to hear from the public at the same time. SCDOT should use billboards and regulate them. Flyers may also be utilized to improve the public perception of the SCDOT. Also, it was suggested that the SCDOT use the Internet to improve public perception along with publicizing information in various locations of the U.S. Post Office. Faster responses to requests for assistance and establishing mutually beneficial partnerships would also greatly improve the public perception.

Respondent Characteristics

Participants drive from 25 to 600 miles per week, and some participants are retired do not drive to work.

Participants ranged in age from 21 to 70, with most in the middle forties.

The highest income in this participant group was \$40,000-\$64,999.

Most participants have 2 adults in the household and no children. Two have 3 children, one had 1 child, and one has 4 children.

How do you know about SCDOT projects?

Generally participants responded that they were notified of pending or on-going SCDOT projects by road signs or by being rerouted, often at the last minute or the day the work begins.

How much notice do you need for SCDOT projects and detours?

Participants agreed that seven days is adequate notice of SCDOT projects and detours. Participants suggest that a longer lead time usually is too much, and they are likely to forget about the upcoming project before its time.

What can SCDOT to improve its services?

Some areas in this district have more rural roads than some other areas. Urban roads are better maintained because the urban areas have more capital, more industry, more funding, and more traffic. The SCDOT is doing a good job with maintaining the Welcome Center in and around Rock Hill. The secondary roads are not as well maintained as Interstate 26. However, trucks dominate the roads in both size and attitude. Participants suggested that the number of overweight stations needs to be increased to accommodate increased trucking traffic. And, in some cases where trucks dominate, the shoulders are poorly maintained so there is little opportunity to escape if it becomes necessary. Potholes are a major concern for participants, with many telling anecdotes about specific incidents. Debris and litter are also concerns for the participants and should be better controlled. SCDOT should increase the speed and quality of road repairs for consumers. Another issue for these participants is multiple projects underway at the same time. This leads to more delays and interruptions. Participants strongly suggest that SCDOT undertake one project, complete that one, then move on to the next.

There is a definite need for public transportation. The lack of public transportation from Rock Hill to Charlotte affects the economy in that volunteers or those persons who are willing to work are unable to get to work without public transportation. Finally, law enforcement patrols are viewed as positive should be continued at the Welcome Centers as well as the use of Responder Trucks.

How should problems or incidents be reported to the SCDOT?

Participants like the idea of an 800 number for contacting SCDOT. Participants stressed the need for a human answer for SCDOT as well as a system for keeping the caller informed with particulars about the contact. Things that participants would like to know is who will be the responsible person, how much time will be involved, and when will work begin. Participants also wanted more publicity about ways to contact SCDOT. Some noted that the telephone directory often has so many numbers (in the blue pages) that it is difficult to know which number to call. A single number to call in was the preferred method and some clear promotion about the number such as highway signs, postings in post offices and other public places, and so forth.

Have you ever had any contact with the SCDOT?

None of the participants had any contact with the SCDOT to report.

Is there a difference in the districts?

Participants agree that there is a difference in the maintenance of rural areas and more affluent areas. Although the issue of "fairness" was raised, participants did not seem overly concerned because they considered the need for some districts to receive more services to be warranted.

How should the funding for the SCDOT be allocated?

Participants noted that the most important funding priorities should be road repair and resurfacing the roads. In addition, participants noted that money for landscaping, wildflowers, and beautification could be better spent on improving the roadways.

Public Perception of SCDOT Study District 5

How can SCDOT improve communication with the public?

A number of suggestions were offered for ways to improve overall communication with the public. First, SCDOT could develop a brochure that explains in a clear manner what SCDOT wants to explain. SCDOT could also develop public service announcements (PSAs) for radio and television as well as billboard promotion. Participants believe that the SCDOT can improve communication with the public through town hall meetings, letters, television commercials, suggestion boxes at convenient locations, and newspaper articles and advertisements. Also, participants suggested that working with local churches to place inserts in the bulletins may also be effective in improving communication with the public.

In terms of notification about upcoming construction or roadway activity, SCDOT can use newspapers and work cooperatively with the news media to have segments on the 6 p.m. evening news. There could be special segments added to the web site. SCDOT could use the city channel on cable television. Participants note that although public meetings would permit a dialogue between the public and SCDOT, it is likely that there would be low attendance.

Information about ways to contact SCDOT should be very public such as on roadway signs or highway signs, on the web site.

Participants note that communication goes two ways, and SCDOT should be willing to listen to what the public is saying.

Participant Demographics

The participants ranged in age from 23 to 65, with more than half in their twenties. Most participants were females living in households earning under \$25,000 annually and having no children. Participant travel miles in an average week range from 100 to 600. Some participants are retired and drive only a little each week.

How much notice do you need for SCDOT projects and detours?

Participants required from one week to two weeks notice of upcoming SCDOT projects and detours. Participants commented that notification by signage, newspaper inserts, letters and word of mouth were all acceptable forms of notification.

What can SCDOT do to improve its services?

The participants articulated that SCDOT could improve its services by doing more work at night instead of during the day when persons are commuting to and from work.

Participants noted that more attention should be allotted to ensuring that drainage ditches are kept clean, potholes are consistently repaired, and 'patch jobs' should be more infrequent and a better quality of materials should be used. Also, debris, truck tires need to be removed from the road way in a more consistent manner.

In terms of construction activity, notification should be announced on the radio and television and in the newspaper. And construction should not be planned until statistics on traffic flow, accidents, and so forth are considered. Highways should be lit better, and signals and lane markings should be better. During construction, SCDOT personnel should pay attention to the cones to assure that the cones are blocking traffic or visibility.

How should problems or incidents be reported to the SCDOT?

To contact SCDOT, participants note that the blue pages of the telephone directory could be made a little clearer for the lay person to understand. Participants note that it would be good to have an 800 number as long as the service is not contracted out to India or other offshore provider. A local telephone number would be good. SCDOT should investigate the use of "DOT" for cell phones. Phone communication with SCDOT should have a human on the other end of the line, who is polite, and can address the issues (that is, get the caller to the correct person to deal with the problem). There should be a follow-up to the caller to communicate what is to be done, how long it will take, and who will be responsible for the follow-up.

Is there a difference in the districts?

Many of the participants believe that districts that are less affluent and predominantly minority are less likely to receive quality service. Participants are also of the opinion that some persons are denied services afforded to other persons that are similarly situated. Also, participants commented that they are not often notified of public meetings and feel that influence

and money gets results in other communities. Further, a major complaint is that many participants have requested that their driveways be paved but to no avail.

Participants note that rural roads and municipal roads are not as good as interstates. Participants recognize that economic growth drives the repairs; that is, where growth is occurring the roadways also are better. Participants further state that power and politics are the drivers. Some participants note they travel on high traffic roadways that are somewhat remote in that cell phone signals are weak. Furthermore, the truck traffic on these roadways is problematic. Participants also note that roadways in Arkansas and New York City are better than in South Carolina.

How should the funding for the SCDOT be allocated?

First and foremost, participants want SCDOT's money to be spent on highway safety. For these participants, this means widening the roadways, all types of repairs, having good shoulders (in case one has to pull off the highway because of the traffic or an emergency, better quality pothole repair (lasts longer; construction company to pay for poor repairs). Second priority is for better lighting on highways and roadside telephones in case there is an emergency. Third priority is bridges, both repair and replacement. Smoothing out the railroad crossings would be the next priority for these participants, followed by removal of debris and dead animals. Last on the list is beautification.

Further, participants felt that the SCDOT should eliminate or drastically reduce the number of patch jobs because they are temporary and of poor quality. Also, telephone lines that are hanging need to be repair as they are a safety hazard as well as the sidewalks that are in disrepair.

Public Perception of SCDOT Study District 6

How is SCDOT rated overall and versus other states?

Participants are quick to say that the "average" rating for SCDOT is too high. They point to the general disrepair of the roadways, the number and size of potholes, the time it takes to repair the potholes, and the quality of the repair. States pointed to as better are Florida, Georgia, North Carolina, New York, and New Jersey.

How can SCDOT improve communication with the public?

SCDOT can better communicate with citizens by using public service announcements (PSAs). The spokesperson on the PSAs should be either a well-recognized personality or a person in upper management at SCDOT; some even suggest Ms. Mabry. Town meetings could also be used to keep the public informed.

The participants provided a variety of suggestions to improve communication with the public such as inserting information in church bulletins, writing a newspaper article, utilizing diverse radio stations, the agency website, road signs, partnering with the local Chamber of Commerce and local community leaders and presenting material at county Council Meetings.

Regarding the confusion between SCDOT and SCDPS, participants agree that knowledge about the difference is the public's responsibility. SCDOT could assist by using PSAs, inserting information materials in utility statements, information-filled wallet cards for people to carry, catchy advertisements, and electronic highway signs where used.

Respondent Demographics

Participants traveled the most per week, ranging from a low of 100 miles to a high of over 500 miles. Participants ranged in age from 18 to 86. Most are from households with 2 adults but no children.

How do you know about SCDOT projects?

Participants are notified by road signs or by "running" into detours en route to their destinations.

How much notice do you need for SCDOT projects and detours?

Participants required from forty-eight hours to one week for proper notice of SCDOT project and detours.

What can SCDOT do to improve its services?

Participants describe many activities that could be accomplished better. One comment is that the taxes paid to SCDOT could be used better. This group also was confused about which taxes are the source of revenue for SCDOT. In particular, the truck driver insisted that the taxes her company paid are for SCDOT. Other issues that concern the participants are: (i) signage—participants note that the signs are poorly placed; (ii) metal plates covering roadwork — very bumpy and notification comes

too late.

SCDOT can improve by offering more services to rural areas, not only soliciting opinions but also listening to their constituents, work more at night to relieve traffic congestion. When Town Hall meetings are held it needs to be publicized to everyone not select populations. Participants note that it would be helpful if the SCDOT would make their policies and practices very clear to the public. Also, a major concern of participants is the traffic congestion and resulting car accidents, some of this can be relieved by widening Highway 21 to Huntington Island.

Another cause for concern was the drawbridge to Lady's Island, it is often lifted for one boat and delays traffic for up to two hours. One suggestion is create a third way to access Lady's Island and to insist that boaters schedule drawbridge use around public interest. This congestion is attributed to rapid growth and the infrastructure not being able to grow as quickly the population.

How should problems or incidents be reported to the SCDOT?

The truck driver commented that she has to keep a written log of traffic/roadway conditions, that the log is turned in to her company, and that her company is supposed to turn in the log. So this is one mechanism for reporting to SCDOT. All participants agree that telephone contact should be available for reporting difficulties. Further, there should be human contact, and the access number should be prominently placed (no specific place stated) to be easily retrievable. It would be important that the person answering the phone have sufficient knowledge to record appropriate information and pass the information (not the phone call) to a responsible party. Participants are adamantly opposed to a push-button menu system. Participants also suggest the use of an e-mail contact, perhaps through the SCDOT website. SCDOT would respond to both contacts with information about who to call if a follow-up is needed and an approximate timetable for addressing the issue.

Have you ever had any contact with the SCDOT?

Several participants have contacted the SCDOT, the contacts were perceived as negative. One participant called the County about a problem and was referred to the SCDOT and then was referred again the County and no one was willing to address the problem or incident and this was resolved after a period of time.

Another participant requested that their dirt roadway be paved; this process took two years to complete.

Further, there have been meetings at churches but no concrete response from the SCDOT. Participants believe that the County and the SCDOT need to work together.

Is there a difference in the districts?

It was noted that Hilton Head is better maintained than most areas and participants attribute this to the fact that this is a major tourist area. The less affluent areas are often flooded during heavy rains due to poor drainage. However, participants believed that the public areas, school property and areas within the City limits are better maintained than the rural areas. One participant disagreed with another participant about the use of community coalitions to galvanize action, one felt that the community coalitions were effective and another participant felt it was not effective.

How should the funding for the SCDOT be allocated?

Participants discussed the activities done by SCDOT. Regarding wildflowers and landscaping, participants agreed that they are beautiful, that it's better than having trash along the roadway, but it is not needed. Participants agreed that the adopt-a-highway system helps with the litter, but there should be more policing of the roadways and more strict enforcement of litter prohibitions. And more education about the problems with litter should be communicated to the public. For this group, top priority for funding should go to repair/replace bridges that are judged to be unsafe. Second position was given to highway safety, with emphasis on signage. Third position was also highway safety, emphasizing repair of potholes, irregularities, and dropoffs. Fourth place was interchange improvement, followed by, again, highway safety that focuses on paving and widening roadways. Driveways would follow, and beautification would take the last position.

Among other issues that SCDOT needs to address are: (i) using materials for paving roadways that do not last; (ii) taking too long to repave/repair roadways; (iii) using better materials all around; (iv) controlling truck traffic more; (v) better planning to address traffic congestion and other issues *before* they become problems; and (vi) rural mass transit—it's a good idea but

there needs to be public input.

Public Perception of SCDOT Study District 7

How can SCDOT improve communication with the public?

The SCDOT can improve communication with the public in a variety of ways such as using mail, local newspapers, public highway signs, PSAs, and church bulletins. Also, if SCDOT provides information through forums with Neighborhood Association Groups or host a town hall this will alleviate some of the negative perception of the SCDOT. Finally, SCDOT could post information on light posts and place flyers on windshields and the information should be consistent.

How far do you drive to work each day?

Participants drive from fifty miles round trip to work to zero miles for those persons who do not work.

How do you know about SCDOT projects?

Participants are informed of SCDOT projects by road signs or detours.

How much notice do you need for SCDOT projects and detours?

Participants differed in their opinion of the amount of time required for SCDOT projects and detours, some said as little as forty-eight hours, to one week and some said as long as forty-five days.

How long have you lived in South Carolina?

Many participants were transplants to South Carolina from large northern cities and other participants were born and raised in South Carolina.

What can SCDOT do to improve its services?

The SCDOT can improve its services by repairing roads and reducing the amount of patchwork, patchwork is seen as temporary and it is noted by participants that poor materials are being used. Many participants live in rural areas in Orangeburg County and have been denied by the SCDOT to have dirt roads in their vicinities paved. SCDOT should regulate oversize/overweight trucks on secondary roads, this is also a safety issue in that the trucks often have free reign and travel at high rates of speed.

Participants were highly concerned about the water retention that occurs during heavy rains that damages many homes and business and these are primarily in the lower-income areas.

How should problems or incidents be reported to the SCDOT?

Many participants believe that problems or incidents should be reported by telephone.

Have you ever had any contact with the SCDOT?

Many participants have had contact with SCDOT, some have had positive experiences but the majority had negative experiences due to what was perceived as lack of interest or shoddy repair work. However, it is agreed that two day up to fourteen days is adequate time to respond and fix a problem or incident.

Is there a difference in the districts?

Participants believe there is a difference in districts evidences in the more affluent areas are cleaner and have less garbage or debris. However, some participants felt that the poor appearance of lower-income areas is not completely dependent upon the lack of maintenance from the SCDOT be can be directly linked to owners' apathy or lack of interest in the appearance of their property. Also, some participants believe that the lack of adequate maintenance in lower-income or primarily minority areas is due to racism.

How should the funding for the SCDOT be allocated?

Participants agree that the funding should be spent on widening Highway 17, road repair, paving, trimming and providing public transportation. Participants stressed that the number one issue is providing public transportation, second is road repair, and third most important issue is traffic control.