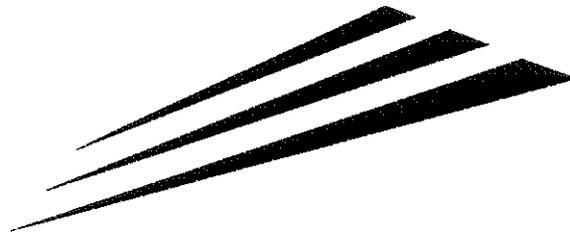


Research Report
KTC-97-24

KENTUCKY TRANSPORTATION CABINET:
ANNUAL ASSESSMENT OF CUSTOMER
NEEDS AND SATISFACTION:
MAIL SURVEY REPORT



Conducted by the

Kentucky Transportation Center
College of Engineering
University of Kentucky

KYSPR-98-175
Funded by the Kentucky Transportation Cabinet

**Kentucky Transportation Cabinet:
Annual Assessment of Customer Needs and
Satisfaction: Mail Survey**

by

Patsy Anderson
Associate Director--Technology Exchange

and

Kris Hockensmith
Research Assistant

Kentucky Transportation Center
College of Engineering
University of Kentucky
Lexington, KY 40506-0281
606-257-4513 or 1-800-432-0719
Paul Toussaint, Director

The contents of this report reflect the views of the authors, who are responsible for the facts and accuracy of the data presented herein. The contents do not necessarily reflect the official views or policies of the University of Kentucky, The Kentucky Transportation Cabinet, or the Federal Highway Administration.

November 1997

1. Report No. KTC-97-24		2. Government Accession No.		3. Recipient's Catalog No.	
4. Title and Subtitle Kentucky Transportation Cabinet: Annual Assessment of Customer Needs and Satisfaction: Mail Survey				5. Report Date November 1997	
				6. Performing Organization Code	
7. Author(s) Patsy Anderson, T2-Associate Director Kris Hockensmith, Research Assistant				8. Performing Organization Report No. KTC-97-24	
9. Performing Organization Name and Address Kentucky Transportation Center 140 CE/KTC Bldg. Lexington, KY 40506-0281				10. Work Unit No. (TRAIS)	
				11. Contract or Grant No.	
12. Sponsoring Agency Name and Address Kentucky Transportation Cabinet State Office Building Frankfort, KY 40622				13. Type of Report and Period Covered Final	
				14. Sponsoring Agency Code	
15. Supplementary Notes Prepared in cooperation with the Kentucky Transportation Cabinet and the U.S. Department of Transportation, Federal Highway Administration.					
16. Abstract The Kentucky Transportation Cabinet, both through its own quality initiative and a statewide "Empower Kentucky" campaign, has a commitment to achieve new levels of quality in the development, construction and maintenance of highways. In order to gage progress, there is a need to establish a baseline of customer satisfaction with the current highway system, and determine needs as perceived by the users of the highway system. As a result, the University of Kentucky Transportation Center, Technology Exchange Unit, was contracted to conduct a customer needs and satisfaction survey. The objectives of this study are to: A. Ascertain Kentucky highway users' opinions on highway program priorities and satisfaction. B. Compare and contrast these opinions with the data obtained in the NQI Survey. C. Issue reports that can be used to help guide highway investments and strategic planning.					
17. Key Words Highways, Users, Transportation, Opinions			18. Distribution Statement Unlimited		
19. Security Classif. (of this report) Unclassified		20. Security Classif. (of this page) Unclassified		21. No. of Pages	22. Price



Table of Contents

Executive Summary	i
Introduction	1
Ranking by Major Highway Characteristic	2
Customer Satisfaction with Transportation Cabinet Performance	3
Professionalism of Cabinet Staff	4
Comparison of Kentucky Roadways with Surrounding States	5
Suggestions for Improvements	5
Conclusion	6

Appendices

- A. Tabulation Summary of Responses
- B. Survey Instruments

Executive Summary

The Kentucky Transportation Cabinet is committed to achieving new levels of quality in the development, construction and maintenance of highways. To measure improvement, the Cabinet first needed to establish a baseline of customer satisfaction with the current highway system. The purpose of this study was to determine satisfaction levels of professional drivers and elected officials through a mail survey that allowed the respondents the opportunity to offer suggestions. The needs and opinions of users are paramount to making sound highway investment decisions.

Little difference was noted in the satisfaction levels of the two groups. Both are basically satisfied with the Cabinet's performance, with the professional drivers being slightly more satisfied with the placement and ease of reading directional signs and slightly less satisfied with snow and ice removal, road surface and bridge maintenance. Both elected officials and professional drivers rank safety and pavement conditions as the two most important characteristics of roadways. Of the top seven major characteristics, travel amenities and visual appeal were ranked of least importance. Thirty-seven percent of total respondents believe Kentucky's roadways are better than those of neighboring states, while 36 percent believe the roadways to be about the same. The respondents gave a high ranking to the professionalism of the Transportation Cabinet staff.

This study will be used to assist the Cabinet with its effort to initiate continuous quality improvement by providing a beginning for measuring the Cabinet's performance in the future.

Introduction

As an addendum to the telephone survey conducted to determine the level of customer satisfaction with the roadways in Kentucky, a mail survey was sent to professional drivers and elected officials in Kentucky. This report details the findings of that survey.

The Transportation Cabinet provided a mail list of 6,500 addresses of individuals holding commercial drivers' licenses (CDL holders). The Transportation Center maintains a mail list that provided addresses for county judge/executives, mayors, state senators and state representatives; the mail list of elected officials totaled 662 addresses. The surveys were color-coded so that separate tabulations were possible. The address labels were coded in order to eliminate from follow-up mailings those individuals who had returned their surveys. The label coding was used for this purpose only and no attempt was made to identify the respondents.

Nearly 11 percent of the CDL holder addresses were out of date, and were returned as undeliverable. The final count of CDL holders whose addresses were valid and therefore should have received the survey form was 5,827. Elected official addresses are easily verified and therefore wrong addresses were not a problem. It was necessary, however, to send a second mailing to elected officials in order to get a representative sampling of survey results.

The CDL holders returned 795 (13.64% of total sent) completed survey forms, which provides a +/-3.4 margin of error at the 95 percent confidence level. Elected officials returned 223 (34.41%) completed forms for a margin of error of 5.31 at the 95 percent confidence level. The collected data were analyzed separately for each group and then collectively with each group being given equal weight.

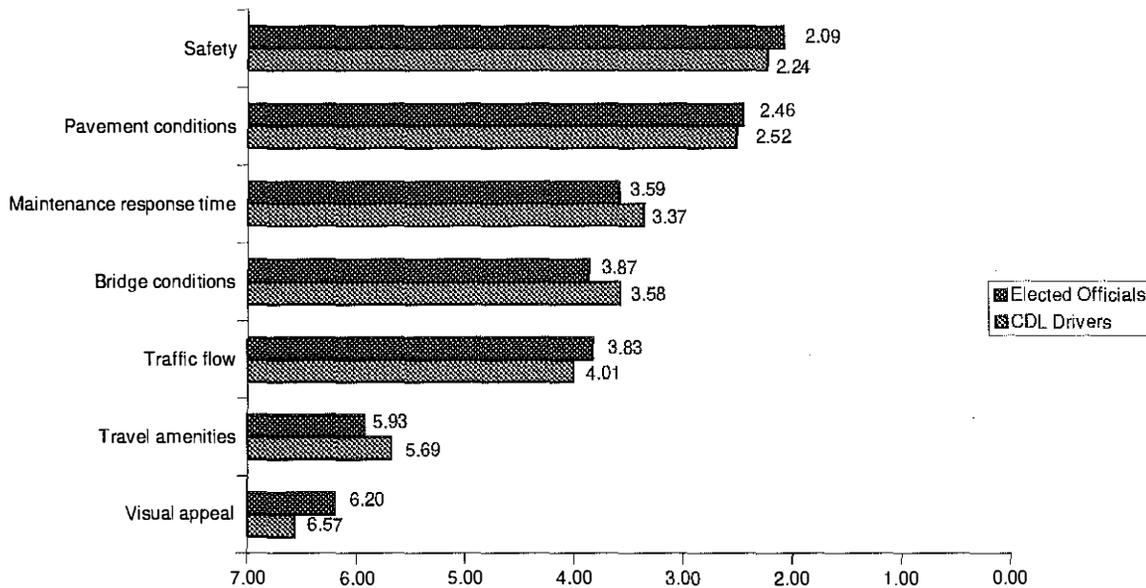
Survey respondents were provided an opportunity to offer suggestions for improvements to Kentucky's highways. They took advantage of this opportunity by returning over half of the survey forms with comments.

Ranking by Major Highway Characteristic

The respondents were asked to rank seven major characteristics of Kentucky's highway system. These characteristics were detailed as: bridge conditions (visual appearance, durability, and smooth ride); maintenance response time (snow removal, pavement repairs, guardrail repairs, rest area cleaning, and litter removal); pavement conditions (smooth ride, surface appearance, and durability); safety (pavement markings, lane width, shoulder width, warning signs, safety barriers, and roadway lighting); traffic flow (level of congestion, construction delays, accident clean-up, and toll booth delays); travel amenities (destination signs, service signs, number of rest areas, and variety of rest area services); and visual appeal (landscaping, mowing, rest area design, and environmental compatibility).

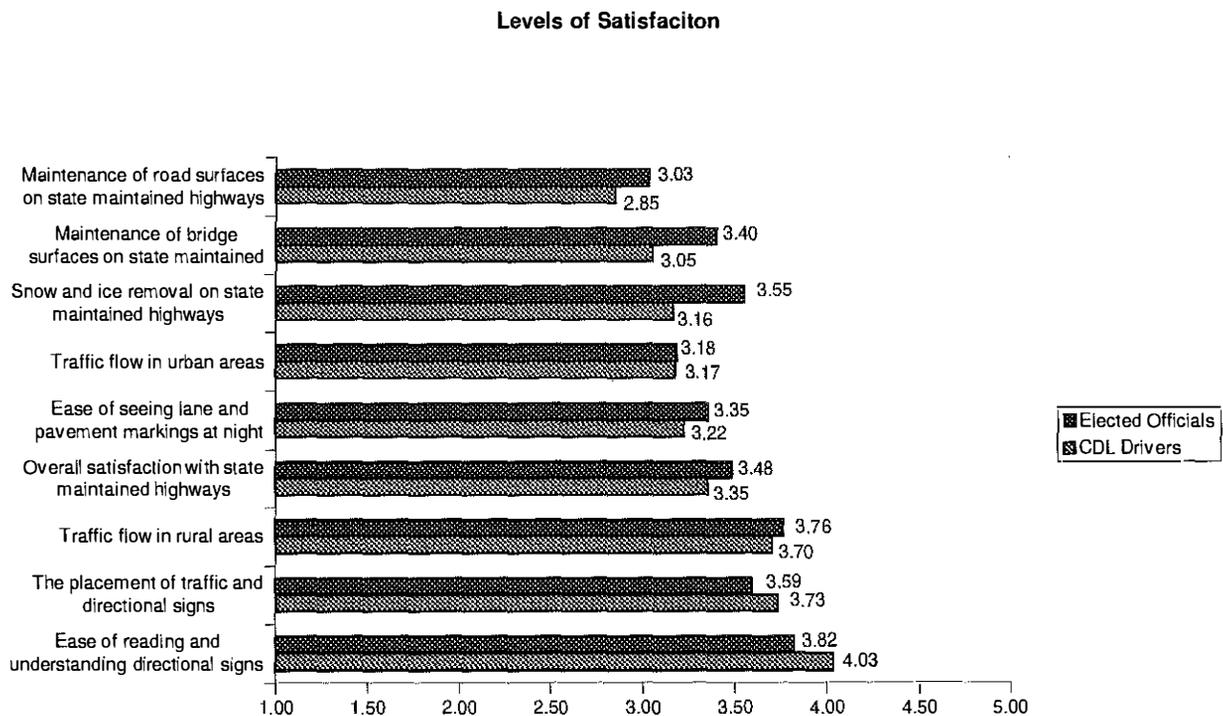
The chart below demonstrates the rankings given to the seven major characteristics with safety being the most important characteristic, followed by pavement conditions. Visual appeal and travel amenities were of little concern.

Ranking Comparison



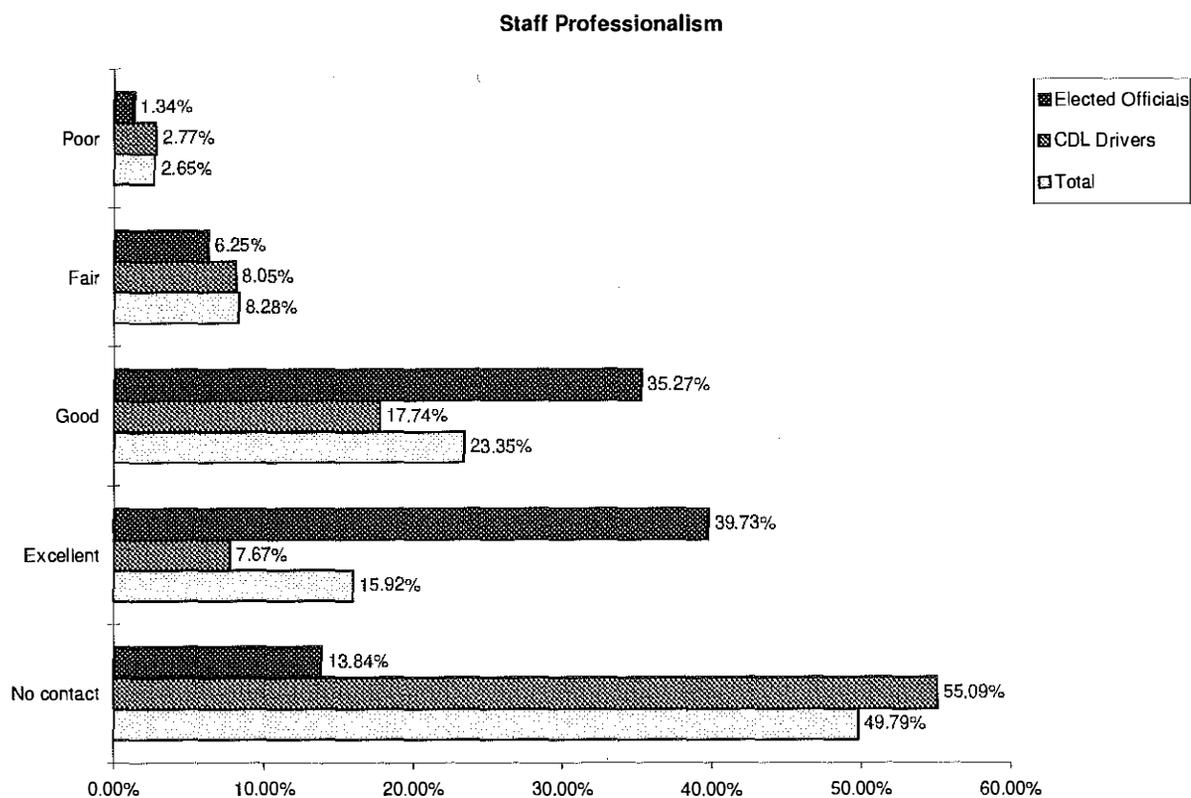
Customer Satisfaction with Transportation Cabinet Performance

Respondents were asked to rate their level of satisfaction with the Cabinet's performance in specific areas. The rating scale was from 1 to 5, with 1 being totally dissatisfied and 5 being totally satisfied. To be considered unsatisfactory, a rating needed to fall below the neutral value of 2.5. Using this scale, the respondents indicated at least mild satisfaction with all of the performance measures. The following chart details responses:



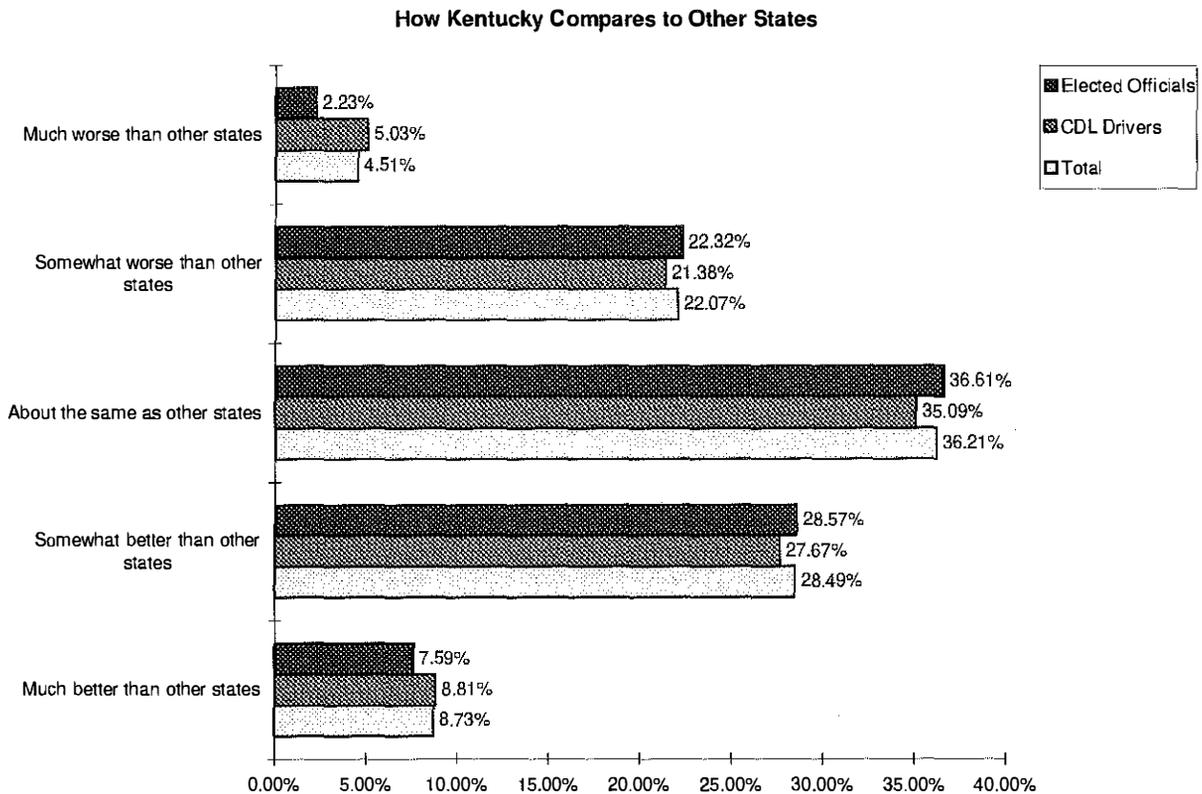
Professionalism of Cabinet Staff

Over half of the commercial drivers (55 percent) and 14 percent of elected officials indicated they are not in contact with staff of the Kentucky Transportation Cabinet. Of those professional drivers who indicated they were in touch with Cabinet personnel, 70 percent rated staff professionalism as good or excellent. Of the elected officials responding to this question, 90 percent gave excellent or good ratings to professionalism. The following table gives actual percentages by respondent type and totals for all responses:



Comparison of Kentucky Roadways with Surrounding States

The chart below demonstrates that the respondents think Kentucky roadways compare favorably with those of neighboring states:



Suggestions for Improvements

Over half of the respondents chose to make suggestions for improvements. The following chart shows that the most often mentioned subject of their comments was maintenance. Next, the respondents commented on specific routes that were of concern to them, either because of poor maintenance, high traffic volumes, needed safety features, etc. Of those commenting on parkways, the concerns about the Western Kentucky

Parkway were most significant. Because of the difficulty of categorizing these suggestions in such a fashion that each comment receives adequate attention, the entire text of the comments are included. The numbers at the beginning of each comment signifies the respondent's category: 1 - legislator; 2 - county judge/executive; 3 - mayor; and 4 - CDL holder.

	Elected Officials	CDL Drivers	Total
Specific Routes	16	80	96
Maintenance	10	59	69
Parkways	9	49	58
Bridge Conditions	7	26	33
Pavement Conditions	4	26	30
Safety	2	25	27
Travel Amenities	4	21	25
Trucks	3	22	25
Visual Appeal	10	14	24
Employees	1	16	17
Working Hours	0	11	11
Speed Limits	2	8	10
Miscellaneous	28	69	97
Total	96	426	522

Conclusion

This study has been conducted in an attempt to assist the Cabinet with its effort to initiate continuous quality improvements in the Kentucky highway system and to involve its customers, the citizens of the Commonwealth, in decisions concerning their transportation system. This study can provide a beginning for measuring the Cabinet's performance in the future.

Appendices

Appendix A: Tabulation Summary of Responses

Elected Official Summary

Surveys mailed: 661
 Surveys returned undelivered: 13
 Surveys completed and returned: 224

Ranked in order of importance, with 1 being the most important and 7 being the least important.

7 major characteristics:	Average	Blank	1	2	3	4	5	6	7	Total
Bridge conditions	3.87	45	15	23	32	43	42	15	9	224
Maintenance response time	3.59	45	15	28	42	48	29	11	6	224
Pavement conditions	2.46	45	51	47	46	20	12	3	0	224
Safety	2.09	45	84	44	15	25	9	1	1	224
Traffic flow	3.83	45	14	30	34	32	43	16	10	224
Travel amenities	5.93	45	1	4	1	3	29	95	46	224
Visual appeal	6.20	45	0	3	9	8	15	38	106	224

Rated by level of satisfaction on a 1 to 5 scale, with 1 being totally dissatisfied and 5 being totally satisfied.

Level of satisfaction:	Average	Blank	1	2	3	4	5	Total
The placement of traffic and directional signs	3.59	5	11	18	63	85	42	224
Ease of reading and understanding directional signs	3.82	4	4	15	50	98	53	224
Ease of seeing lane and pavement markings at night	3.35	7	13	29	76	67	32	224
Maintenance of bridge surfaces on state maintained highv	3.40	4	10	25	81	74	30	224
Maintenance of road surfaces on state maintained highwv	3.03	7	25	36	75	69	12	224
Traffic flow in urban areas	3.18	6	14	31	92	63	18	224
Traffic flow in rural areas	3.76	7	7	12	46	112	40	224
Snow and ice removal on state maintained highways	3.55	7	11	20	68	75	43	224
Overall satisfaction with state maintained highways	3.48	3	9	16	82	88	26	224

Professionalism of KyTC staff:

No response	8
No contact	31
Excellent	89
Good	79
Fair	14
Poor	3
Total	224

Kentucky's highways compared to other states:

No response	6
Much better than other states	17
Somewhat better than other states	64
About the same as other states	82
Somewhat worse than other states	50
Much worse than other states	5
Total	224

CDL Holder Summary

Surveys mailed: 6,500
 Surveys returned undelivered: 673
 Surveys completed and returned: 795

Ranked in order of importance, with 1 being the most important and 7 being the least important.

7 major characteristics:	Average	Blank	1	2	3	4	5	6	7	Total
Bridge conditions	3.58	186	47	102	140	156	108	43	12	794
Maintenance response time	3.37	186	82	92	147	142	112	18	15	794
Pavement conditions	2.52	186	153	194	133	75	34	13	6	794
Safety	2.24	186	280	117	76	74	44	13	4	794
Traffic flow	4.01	186	34	87	87	123	201	58	18	794
Travel amenities	5.69	186	6	12	20	26	86	372	86	794
Visual appeal	6.57	186	7	4	8	12	20	91	466	794

Rated by level of satisfaction on a 1 to 5 scale, with 1 being totally dissatisfied and 5 being totally satisfied.

Level of satisfaction:	Average	Blank	1	2	3	4	5	Total
The placement of traffic and directional signs	3.73	40	30	36	211	306	171	794
Ease of reading and understanding directional signs	4.03	39	15	34	127	317	262	794
Ease of seeing lane and pavement markings at night	3.22	46	78	111	233	221	105	794
Maintenance of bridge surfaces on state maintained highv	3.05	39	71	142	279	203	60	794
Maintenance of road surfaces on state maintained highwc	2.85	43	108	146	288	170	39	794
Traffic flow in urban areas	3.17	40	45	120	314	212	63	794
Traffic flow in rural areas	3.70	44	25	54	198	319	154	794
Snow and ice removal on state maintained highways	3.16	39	94	116	223	217	105	794
Overall satisfaction with state maintained highways	3.35	41	35	62	325	268	63	794

Professionalism of KyTC Staff

No Response	69
No contact	438
Excellent	61
Good	141
Fair	64
Poor	22
Total	795

Kentucky's highways compared to other states:

No response	16
Much better than other states	70
Somewhat better than other states	220
About the same as other states	279
Somewhat worse than other states	170
Much worse than other states	40
Total	795

Suggestions on how to improve Kentucky's highway system:

- ¹ Widen 31W at I-65 exit #2. Have more local and/or regional input from elected officials. Raise the fuel tax to provide needed revenues for maintenance and construction.
- 1 Increase the speed limit.
- 1 In some rural areas the department has become politicized with patronage taking precedence over merit. If you can correct this, you will have a better, more professional department with better morale.
- 1 KY DOT commitment to Jefferson County is pathetic considering it sends \$500 million more to Frankfort than it gets back. Budget should be increased for Jefferson County needs, especially in maintenance area.
- 1 Come to western Kentucky, in particular, Union County and surrounding counties and I'll show you!
- 1 Remind the employees (bureaucrats) at top who is paying the bills.
- 1 The approach to the Kennedy Bridge always seems to be dirty and weeds are allowed to grow all summer. Grass cutting along Bardstown Road By-pass is allowed to grow too high.
- 1 Improve markings on rural roads and improve rural bridges.
- 1 We need more maintenance money - especially the interstate system.
- 1 I think there should be another bond issue but not a gas tax.
- 1 Repave the Western Kentucky Parkway, it is dangerous and in embarrassing condition!
- 1 Personally, I feel Kentucky is to be commended for highway service, that is from planning to maintenance. However, I do hear from time to time from folks needing service on secondary rural state routes. My request would be that our transportation centers be willing to evaluate requests and if possibly comply with requests or at least let those making the requests know why the needed work is not done.
- 1 Western Kentucky Parkway is in bad shape (stays in bad shape). Other highways are in good shape.

¹ 1 = Legislator

1 Signage - letter control - lighting - road contract awards (cost one runs - purposely underbidding then back to General Assembly for more funding).

²2 At this time I would like to thank the Transportation Cabinet for the work that they have done for our roads. It was greatly appreciated.

2 In my opinion, you do a good job with what you have to work with. I think that the equipment that was taken from you should be returned so that full maintenance could be attained.

2 Please continue planning for a new bridge across the Ohio River at Milton, KY, 40045, Trimble County (US Highway 421). Repairs that are being completed this year still leave this area with a sub-standard bridge.

2 More funds. KTC staff does excellent with funds available to them.

2 Refer road construction priorities to local and state elected officials. Omit political contributions from the process - at least try.

2 I would like to explain why I have evaluated the seven major characteristics as noted. Overall safety and traffic congestion are the two most critical issues facing our community today. The other items listed in the survey are also very important. In the past, Jefferson County has experienced major problems with several of these areas, ie, snow removal, bridge safety, road maintenance, etc., and we need to strive for improvement in all of the above.

2 Right of ways need to be mowed more frequently, especially at intersections. Intersections of off ramps at interstates and state roads have some extremely hazardous sight distances.

2 Improvement means dollars - dollars are hard to come by. Keep up the good work.

2 Keep up the planning and make each dollar count.

2 (Traffic flow in rural areas:) "US 27 South" traffic flow sucks canal water! Needs immediate attention!! Lincoln/Pulaski Counties - bumper to bumper...HELP!!!!

2 Western Kentucky Parkway is in bad shape. It has been for several years. Pot holes need fixed - Grayson County section!

2 Continuous effort to get more gas tax money returned to Kentucky.

2 Change signage law!

2 Pump more money into it!

2 There is insufficient return of state road funds to the urban areas where a high percentage of this money is generated. Therefore, necessary new construction and maintenance is not what it should be.

2 More money to local governments for asphalt.

2 Commissioner Johnson and Steve Taylor are excellent! Local engineer is non-responsive unless I call my state representative. I expect you'll throw this out!

2 Tennessee is only a few miles away - they seem to have four lane roads through even the smallest of towns - how do they do that?

³3 Have signs listing state police phone numbers for emergencies on major highways. More help for broken down vehicles. More passing lanes in rural areas - Oldham, Shelby, and Henry Counties. More guardrails in rural areas.

3 Need to cut grass along R.O.W.'s within urban areas more often. Four times a year is ridiculous.

3 Fayette County 55 mph speed limit on I-75 is only good to feed their budget with speeding fines. Let the traffic move!! Why build the extra lanes then slow traffic?

3 State routes like Route 8 - need repair - pot holes along shoulder of road, roads need more shoulders.

3 Listen to your rural area people in tourist areas about traffic conditions. Also, at intersections where pointer signs are showing another town, show how many miles out that town. When installing stoplights need turning lanes for right and left at all 4 sides instead of the 2 most traveled sides. Allow more billboards and forget the federal funds for keeping out billboards.

3 State police enforcement of speed limit for trucks on I-71 Louisville to I-75 is much worse than neighboring states (I travel I-71 and I-75 in Ohio and Kentucky twice a month).

3 Increase attention to landscaping, beautification, and lighting.

3 We need a bridge in downtown Louisville now.

³ 3 = Mayor

3 My problem with state plowing heavy snow in very early morning is the pushing of very heavy mounds into driveway entrances totally blocking exit for homeowners who aren't aware until they are upon them.

3 Improvements in straightening routes - taking curves out and a system made to continually update and reroute all roads maintained by the state.

3 Need to improve replacement and repair of lights on freeway system in Louisville area. Paint Kennedy bridge.

3 Keep up the smooth surfaces, as you have. Use asphalt rather than concrete. Eliminate all billboards.

3 Build a lane on I-75 south off I-64 to Highway 60 where you should not have to get back on I-75 traffic tax and a quarter of a mile, thanks.

3 Take toll off Mountain Parkway or make it at least a standard parkway/toll road.

3 The Simon Bolivar Buckner Bridge in Munfordville, Kentucky at Green River needs a new floor.

3 I personally think you do a fine job.

3 I believe the money spent by Kentucky on the high tech weigh stations, they should be open seven days a week. The removal of dead animals on the highway is very slow.

3 1. Improve surface conditions on Pennyrile Parkway - they are terrible! 2. Widen US 79 south from Russellville to the Tennessee state line. 3. Improve right of way drainage, keeping water from spilling into roadways. 4. Mow or spray right of ways more often.

3 Develop a 5, 10, and 15 year plan - no changes to the 5 - minor to the 10 with update to the 15 as needed - stick to the plan if it is good for our state! No matter who is in office - take politics out of smart engineering!

3 LaGrange has been waiting for about (2) years for improvements on an area on Highway 53 from Crystal Drive South to Cherry wood Place. Traffic congestion and traffic flow problems due to rapid growth in this area would appreciate having someone to get in touch with me concerning this project.

3 Route 9 between AA and Newport.

3 To dramatically reduce maintenance costs and improve driver safety, more Portland cement concrete pavements need to be placed.

- 3 You could improve US 60 Highway east of Smithland by rearranging a serious curve known as the Dyer Hill Curve.
- 3 A great deal of maintenance is needed on the Western Kentucky Parkway, especially from Ohio County to Elizabethtown. The Natcher Parkway tollbooth should be removed.
- 3 In southeastern Kentucky, especially Floyd County, rural roads need to be resurfaced. Some of the roads, especially Abner Mountain, needs to be wider to accommodate semi trucks and coal trucks.
- 3 Need to have highways more visible at night, especially when raining.
- 3 Kentucky highways have a way of being left behind. Rough and not maintained to prevent total repaving. Takes too long for funded projects to begin and has a way of being just put off. Other states do a better job with highways.
- 3 Contact Mayor quarterly.
- 3 On many of the older parkways built with concrete the ride is very rough. It would be well to resurface some of these with hot mix to smooth them - for instance, the William Natcher Parkway between Morgantown and Owensboro is a very rough ride.
- 3 Give the big trucks alternate routes.
- 3 I do not travel a lot, roads seem to be pretty good. We have a lot of coal trucks in our area, therefore it seems as if the roads are pretty rough, however they are usually better than other states.
- 3 You can tell when you cross into Tennessee, even if you are blind, because of the road conditions - so, you can take it from there.
- 3 Grass cutting on both interstates in the Louisville area, very poor (it does not say much for travelers entering the state). Bridge situation on inter-structure related to the bridges are a mess.
- 3 If you have a chance to look at a map of Logan-Butler County, please look at US 79 and KY 79 - both highways junction in Russellville. Most motorists, including truckers cannot distinguish the difference on a map. For a few hundred dollars the state 79 route could be number 231 to US 231 at Morgantown, KY, and this would solve many traffic problems in our community.
- 3 The overpasses on the interstate system are terrible. They are usually half full of pot holes and the ends of the overpasses - where they meet the other road surface - is not smooth and usually do not meet at the same grade - bumps are the norm.

- 3 Once road maintenance has been scheduled, don't change in favor of another area to try to gain favor from a politician you think may have more clout favorable to you.
- 3 The cabinet should be ashamed of condition of road surface on Western Kentucky Parkway.
- 3 Daily break and pot inspection and immediate repairs. Also lengthen short entrance lanes for merging traffic.
- 3 Railroad crossing on Hwy 152, Burgin, Ky. It's too close to Hwy 33 South and 152 East out of Burgin.
- 3 Please don't forget about the back roads (rural) state highways - most are in dire need of maintenance - let alone upgrading!
- 3 Better pay for entry level roads workers to attract more qualified personnel. Mow right-of-ways more often. Maintain interstates and ramps to a higher level than secondary roads.
- 3 We need new curbs on Route 8 in Bromley, Ky. This was promised after the flood by the KY DOT - still no work has been done!
- 3 I have two intersections in my city limits that are in bad need of at least caution lights due to a high number of accidents. These two intersections are US Highway 27 and 635 and Highway 1247 and West 635. At US Highway 27 and 635, we have a new Hardee's, and it causes a lot of congestion.
- 3 More frequent on-site observations of road conditions.
- 3 More roadways need to be made available/constructed in Eastern Kentucky.
- 3 We border Tennessee. Tennessee is constantly improving rural roads (Hwy 52 eg.). It sometimes seems that if we don't live in a major metro area, then we get no road planning for the future, updates for now, or even listened to for our ideas. KY's rural areas are what make this Commonwealth beautiful to drive in and through. Think about that, really hard.
- 3 More resources (money, equipment, aggressive work force).
- 3 I would like to see a state-wide campaign to stop litter along our highways. I realize that we had campaigns before - maybe it is time for a new slogan.
- 3 I have requested about a drainage problem on a state highway several times - no help - has not been requested.

3 As Mayor of Clinton, KY (1650 pop.) small community - small budget - Personally, I would like more help, such as cutting creek banks on or adjacent to state roads and the last few years I understand that the state is not allowed to help us as much as in the past - we do appreciate quick snow and ice removal - and widening of state streets to state garages, etc.

3 More attention should be paid to rural secondary roads. Many roads need to be repaired in western Hardin County (i.e. 920).

3 Maintenance of Bluegrass and Western Kentucky Parkways needs to be addressed ASAP.

3 I live in Todd County and I am vitally interested in construction on US 68 - KY 80 going on. Thank you for the new highway. I eagerly await to drive on it in Todd County. I wish construction time was faster, but I realize the scope of work of the project.

3 Continue to get input such as this survey - as stated communication is vital to all concerned - more long range planning info to public.

3 Two lane roads in Western Ky, especially major roads like US 60 and 641 need widening and passing lanes. They have been ignored too long. To drive home their importance, just watch where the traffic goes every time the I-24 bridge at Paducah is closed for repair.

3 Resurface the interstate.

⁴4 More rest areas. More info in rest areas. Salyersville to Lexington has 1 rest area. There should be at least 2. And more info in rest areas; like our state's fish and recreation. Need 4 lanes for Mountain Parkway. Salyersville's plant flowers in between the 4 lanes - like Ohio has. Our rest areas are super clean - but they need travel information. Instead of truck lanes - you need 4 lanes and get these as soon as possible.

4 Keep the ditches cleaned out, signs before entering sharp curves, keep water off roadways, and more light along the roads.

4 Don't need to block one lane for 20 miles while working on less than a mile area. Also need to have warning of lane closure back by at least 5 mile warning on major interstate highways.

⁴ 4 = CDL Holder

4 I think when you go on and off a bridge, (especially on Mountain Parkway) that it should be smoother. It sounds like you're going to burst your tires. Some of our state maintained hollows need better pavement.

4 In Southeastern Kentucky (Pike County) where I live, our roads are inadequate in width, road signs, drainage, and maintenance. Also the roads cannot handle the amount of traffic on 460, 23 and 80.

4 Kentucky as a whole has the best roads of any bordering states. Lighting on roads off KY 80 is very poor. I think the Highway Department does an excellent job.

4 Contractors who patch and repair blacktop should be made to do a better job - in this area they usually just make things worse. Also coal trucks that destroy the road should be responsible for repair - not the taxpayer. I think that Southeastern Kentucky is overlooked too often - we are Kentuckians also.

4 Need more manpower in Perry County for emergency snow and ice removal and need shoulders paved and roads kept clean around center guardrails.

4 Before resurfacing roads, ditches and culverts should be cleaned to improve drainage. This would extend the pavement life. Heavy trucks will break poorly drained roads with a saturated base.

4 When resurfacing or upgrading a roadway, try to do less miles on the project at one time. This will cut down on back-ups during rush hours, also lessen tension on drivers so they're not as apt to have accidents.

4 This is not a suggestion, but during road maintenance it can be really confusing for elderly people like my grandmother, thank you.

4 Remove the 120,000 lb. permit for coal hauling, the roads are not built to support this type of load plus these trucks cannot brake satisfactorily.

4 It seems like when there's major construction going on some interstates in Kentucky - there is also construction going on also on the alternate routes - encounter this time faster time in Kentucky.

4 Should consider other means for ice and snow conditions - the use of sand when weather conditions are too cold for salt to work.

4 The patch work on state and county roads are of very poor quality. Example: pot holes, broken pavement, and dips - the patching of such areas are very rough, improvement is needed in these areas.

4 I live on 460 in West Liberty - where they are considering building new road and taking a lot of houses. The hill is what needs fixing - not the rest of the road. I think it's a shame they waste so much money and ruin people's lives by taking what is not necessary. There are plenty of other roads in this area that need to be fixed a lot worse.

4 KY 460 to Virginia state line needs to be constructed before more people get hurt or killed (due to heavy traffic and bad road).

4 1. Enforce the weight limits on all Kentucky roads fairly and do away with extended weights just for coal. 2. Build roads according to usage, size and load limits. 3. Put drainage for roads and maintain ditches and drains.

4 My views are based upon the area in which I live, which is Eastern Kentucky. Compared to areas outside Eastern Kentucky I feel that we have been totally ignored in construction and maintenance.

4 There's only one county in Kentucky where people are needlessly killed due to the highways, and that's Harlan County. The number of the highway is KY 38, which goes from Harlan, east to the Virginia state line. Road needs widened to 4 lanes and trees over hanging in cliffs need to be chopped down. The politicians have promised to fix KY 38 for 20 years, but they never do.

4 Improve the Western Kentucky Parkway.

4 Drop the toll from the toll roads.

4 Tennessee and Indiana do a much better job on maintenance, repairs, and contractors know how to repair and handle traffic much better than most contractors in Kentucky. Virginia handles repairs excellent also Kentucky is very poor, or has been, some improvement in weather conditions.

4 I have never seen so many people killed on highways prior to moving to this state and I have traveled coast to coast and living in the New York metro area most of my life. Roads need to be wider and curves engineered, traffic (law) enforcement and tougher license testing especially for the elderly. Enforce the litter laws.

4 The shape of the Kentucky parkway systems is in terrible shape especially on the Western Kentucky Parkway, William Natcher Parkway, and Audubon Parkway. The secondary roads are in pretty good shape.

4 The only suggestions that I have are the following: put up more curve signs and mark the shoulder, the road around the curve. Also make the bridges a little smoother in the large cities, at least some of them.

4 I-65 from Tennessee line to Elizabethtown, Kentucky should widen for one lane on both north and south bound lanes.

4 By using more material when building new roads and resurfacing old existing roadways. I believe the two lane roads need wider shoulders. I believe the department could learn a lot in both improvements from our neighboring state of Tennessee. Thank you for letting me be a part of this survey.

4 Why does most of the resurfacing take place just before winter? (Cold, snow and ice causes cracking and breaking)

4 Quit wasting money on people riding around looking for something to do like picking up trash or filling in a few pot holes all day. Spend the money on repaving, widening and marking.

4 I think overall our highway system is very well maintained. I think an improvement would be when potholes are patched, they be meshed or "blended" smoother with the existing road. Also some of the bridges are rough or unlevel with the existing highway. Thank you for letting me express my opinions.

4 Come up with a paint to paint the lines on the highways that will show up when the pavement is wet.

4 Keep up the good work.

4 I drive a school bus in Montgomery County, I feel that our state highways in rural areas need more attention as far as tree branches being out of safe view, and the pavement needs to be upgraded for safer transportation.

4 The interstates need to be improved like the Western Kentucky Parkway and I-24. I travel both of them. They are both rough. I can't sleep down both of them. They are so rough at the line between Kentucky and Tennessee on I-24 going east. It's like going into another world.

4 Maintain right of ways. Mark small bridges and widen curbs back. Highway signs block visibility at some intersections.

4 Hire highway engineers with common sense on where to put detour roads and cost of new highways.

4 Surface of Western Kentucky Parkway between Princeton and Elizabethtown is a disaster.

4 Building and repair should be done on a higher standard so future repairs would not have to be done so soon. We have too much repeat repair, etc. on highways too soon after building or repair.

4 I live on (New Liberty Church Road) N. Highway 725. The tractor trucks can't get up and down the road for the tree limbs sticking out in road forcing the trucks in other lane of traffic. Several people have been killed on this road in big trucks. The road has a crown in the middle and has no shoulders - (need trees trimmed and road widened).

4 Resurface roads and make railroad crossing smoother.

4 Deer that lay on sides of roads in Western Kentucky should be removed sooner.

4 I would like to see better markings on rural routes and more semi-truck parking areas (designated parking for semis only) most places in rest areas are occupied by campers or cars pulling trailers.

4 The Western Kentucky Parkway, Elizabethtown to Princeton is pathetic. I-24 from Paducah to Nashville is rough. It was rough when they opened it for traffic in the 70's.

4 Our major highways such as the Western Kentucky Parkway are in bad shape and need to be resurfaced before they are in such bad condition that they will have to be totally replaced.

4 Most important on my list is of course the highway I live on, KY 131. When the condition of the road claims more lives or causes more accidents then maybe it will be rethought and redesigned not just patched at. The Western Kentucky Parkway is shameful, as is the Pennyrile.

4 The mowing on highway US 60 is extremely dangerous! The road is enough to deal with without somewhat careless handling of mowing equipment. Widen US 60. Thanks!

4 The ruts made I presume by troopers could be improved. Some counties could sure use some mowing in Western Kentucky. Hardly see other side of parkway.

4 Smooth out interstates and make the roadway meet the bridge surface.

4 Need better shoulder, some places don't have any shoulders - Western Kentucky Parkway is a joke.

4 This may not pertain to the questionnaire, but the lack of mowing on the Western Kentucky Parkway is pathetic - such an eyesore!

4 Please check into the grading of Highway 90 in Burkesville. The state department grades the road every month with no benefit, no other county does this. Maybe it's just because they can't find anything else to do. And yes, I know before you check they will say it is necessary and it helps, one week after its muddy and they've wasted another week on this project!!!

4 Please keep the road surface smoother - I have done structure damage to my vehicle several times due to a very rough surface. This is a very dangerous situation and should be given much more attention. Just yesterday I dodged three very bad breaks in road that could have caused an accident. It looks like you just don't give a damn!

4 There is a section of highway that is very dangerous to citizens whom travel it. It is Big Hill in Madison County. The highway department keeps patching it and it keeps sinking, someone is going to lose their life.

4 Going onto bridges are terrible. Most of the state roads are too narrow for 80,00 lb trucks. The KY DOT does not mind fining the trucking companies for all sorts of ridiculous reasons, yet the money goes in your pocket or somewhere else besides the highway. You spend too much money on surveys and committees, and way too many people working for the government, put the money in the highways instead of hiring all of your friends.

4 Wider right turn lanes and more of them. Faster pothole repair.

4 Reduce maintenance cost of right of ways by reducing mowing to once annually or less. Mow only median areas of parkways more than once. Address safety issues of rural road systems, shoulders, pot hole markings, etc.

4 Quicker response time on snow and ice removal, more right of way mowing to improve visibility, more destination signs, too many signs lead you astray, they start out ok, but then there are no more signs to get you to your destination, and need shoulders on rural and state highways.

4 Surfacing on some parkways and interstates needs immediate attention - overall rating would be satisfactory.

4 1. Western Kentucky Parkway needs work badly. I would not mind paying a toll if it would help to keep it maintained. 2. I-64 between Lexington and Ashland also needs a lot of work. You've made a lot of needed improvements but a lot more are needed. 3. Ramp at exit #28 getting on westbound I-60 is too short for safe re-entry.

4 Roads need to be wider - trees and tree limbs need to be cut from right of way - busy 2 lane roads need to be 4 lanes.

4 Keep up the good work!

4 My suggestion is that you put Estill County's roadways on the top of the list, as well as the bigger counties, we are just as important as the other ones. We pay taxes too you know! Please give our county at least some consideration!!!!

4 The roads in Western Kentucky are getting in bad shape. Especially the Audubon Parkway, Natcher Parkway (Green River), and Western Kentucky Parkway. I know the roads in Louisville and Lexington are in better shape than this area.

4 Simply, our once proud interstate/toll road system is disintegrating at a rapid pace! I work for a delivery service traveling the Audubon, Natcher, Pennyriple and the Western Kentucky Parkways to name a few! Gentlemen, we call these roads the "Ho Chi Minh" trails! Having gone into Indiana, Illinois, Tennessee, Alabama and Florida this year, I have concluded, by comparing all the different interstate/toll roads, that sadly, Kentucky's roads are an embarrassment to the tax payers of this Commonwealth.

4 Pothole maintenance is lacking, and repairs are generally of a temporary nature.

4 Work on potholes - surface work.

4 Would like to see state highway workers working more rather than sitting in the truck on the side of the road. Need to place road work signs more close to the work area for worker safety. Please when need to make all vehicles that pull something behind them have working tail lights on it for safety.

4 I drive the Western Kentucky Parkway from Caneyville to Greenville and it is awful. I wish that when they patched the roads that they would put forth some extra effort and fix them right, instead of half-way doing the job. If you do not agree with this, then sometime cone down and stay in the right hand lane it is embarrassing especially with out of state company or visitors that may pass through our great state.

4 I have contacted several crews out working on our highway, St. Route 973, Lake Malone State Park Road out of Rosewood. I live at the bottom of a long straight stretch that has a 90 degree curve at the bottom of the hill. I have witnessed numerous accidents on this particular part of the highway. I live on Rust Lane which is a small road going off from the 90 degree curve. I can't tell you how "bone chilling" it is to hear another tire squeal because of that dangerous curve, that is marked by signs...

4 I would like to see more workers working instead of sitting in trucks. When there are 3 to a truck and 1 worker and 2 riding. This is a waste of my tax money.

4 When a pothole first appears, at least put some blacktop or concrete into it, until it can be repaired.

4 1. I have often wondered why the bridge weight limit signs are right at the entry to a bridge? You cannot possibly stop in time. 2. I run the Western Kentucky Parkway a lot. It is in terrible shape. I know that this is mostly due to over weight coal trucks. I also realize that this is their livelihood. However, why are they not monitored more closely? I wish to state that the Kentucky State Police are some of the most fair and courteous when dealing with truck drivers. This makes me proud to be fro

4 I would like to see more emergency vehicle crossovers especially on Pennyrile Parkway. Most bridge surfaces in this area are somewhat rough in comparison to other surrounding states.

4 I deliver steel to new and old road projects of Kentucky's roads. Kentucky is improving better than some states.

4 I-64 in Franklin County is very rough riding in a semi tractor-trailer. Also, I-75 in Whitley County is very rough.

4 The only thing I think Kentucky's highways need is a more extensive education program for new drivers on the topic of big trucks. Stopping distances, blind spots, following too close, and riding along side are some of the areas that need addressing.

4 I feel the state has not kept up with the changes taking place on our roadways. Example, wider lanes are desperately needed because wider and heavier loads are being transported on the highways. Farm equipment is a major problem when it comes to being moved from one farm to another. Roads need to be widened with shoulders added to help protect the edges of the pavement from crumbling away. Also, a better job of cutting back limbs and trees is needed, and road signs need to be maintained periodically. B

4 Bypass 60 around Owensboro is in terrible shape from exit four to the east end! Natcher Parkway in Daviess is in terrible shape! Need to rebuild US 60 between Cloverport and Hardinsburg! Need to start removing snow while it's snowing, not wait till it stops snowing and it is packed down!

4 I think we need more truck lanes on roads other than interstates.

4 Destination signs are too close to exits, not clear enough, need to be back further from exits for closer sites.

4 More information signs for directions.

4 Follow some of your road crew sometime. Some of them do work hard and some like to get paid for sleeping.

4 There is a bridge in Gratz, KY, that crosses the Kentucky River, and it is going to fall and kill someone. There is a rock quarry in Lockport, KY, and trucks have to cross this bridge. Someone should take this serious.

4 With the increasing number of vehicles in mind, and the fact that today's highways including the interstate system are already obsolete! I would suggest all new highways be built as four lanes. I would also suggest all drivers be required to take a drivers test every two to four years.

4 Get people who are interested in doing their job and doing it right.

4 The only thing I do not understand, is why both bridges are being worked on at the same time, causing long delays for everyone.

4 Overall, I think Kentucky has some good roads and some bad roads. There are some bad traffic problems in Bardstown around the 245 area - at times it takes 10-20 minutes to go a few miles. Also, I think all roads should go to a slower speed limit. Trucks for sure.

4 I would like to suggest that in construction areas like on the interstates that you have a state trooper to direct traffic. I see a lot of times these big trucks going side by side and there can be a mile in the construction area that there is no traffic. This is what causes a lot of problems. Also, can something be done about big four axle dump trucks being kept off Route 60 between Winchester and Lexington. Seeing how I-64 is just a ½ mile north of Route 60, they block traffic as much as a ½ mile

4 We live on 1167 just out of Morehead off 519. We have lived here for 35 years, and live in a stiff curve, called Smedley Curve. There is at least two or three cars a year that go over the hill. After losing control in the curve. We have had two cars hit our house. We have tried to get guardrails put up or the curve straightened out some, but so far nothing has been done. One baby was killed there. Even speed limit signs might help. Please try and help us.

4 Don't be so secretive about expansion projects. I-64 from I-264 to Hurstbourne looked better before the cheesy fence and so called landscape job (weeds everywhere). Other states (Ohio, Tennessee, Indiana, Illinois, Alabama, so on..) have nice walls with well maintained shrubs, etc. In other places where people are rich, I believe you all would kiss their *** and mow their lawns, no I don't like your improvements!

4 The one thing they are doing and causing as much trouble as drunk drivers when they fix or make a new road all shoulders are too high when you drop off you lose control of the wheel.

4 Keep law officials out of the median, they are destroying the grass and that's destroying my tax dollars.

4 I am director of transportation for the Clinton County School System. We have a bridge on Highway 696, the load limit has been lowered to 12,000 lbs. Our buses can't cross, this effects 7 routes. This has caused our buses to travel thousands of unneeded miles. Please do something about this.

4 Many roads are dangerous at night, because of lack of street lighting.

4 The highways in Kentucky are in terrible condition - they do not provide safety for one's personal condition due to illness, etc. Nor are they maintained well enough to keep from destruction of one's vehicle that they have already paid thousands for their own personal use just to be destroyed by the road conditions. FIX THEM, Please.

4 One of the most unsafe connections on Kentucky highways is on US 27 at north end of Nicholasville, Kentucky. I would like to talk to someone that will do something about it. Thank you.

4 I travel US 431 south to Russellville from Owensboro, it needs to be wider and straighter before more people are hurt - maybe four lane.

4 Go in any direction out of Kentucky and road conditions are better. I drive an 18-wheeler and it's a pleasure to cross state lines out of Kentucky, so I can stay in the seat.

4 Too many potholes on highways and side roads need to be fixed. Need to fix roadways at night while traffic is lessened. We pay enough taxes these roads should be fixed.

4 Edge of the roads on secondary roads need lot of improvement. Some places are very dangerous. Also need more passing lanes.

4 Thank you for including me in this important survey. However, I am not an OTR. I am a local bus driver and therefore feel that my input for the state would not be an accurate opinion.

4 When money is designated, to a county for road repairs, I feel that it should be used for that purpose. The roads in Eastern Kentucky are the worst. Due to the politics in our county, money is getting shifted for other things. We have too many small roads that school buses travel that are still graveled. They could be black topped!

4 Spend your money on road maintenance instead of harassing Sharky Tours of Louisville, Ky!

4 Repair roads sooner and better than it presently is accomplished.

4 Western Kentucky Parkway is in bad need of repair in Grayson, Ohio, and Muhlenburg Counties.

4 Please put some good four lane highways in south central Kentucky in Campbellsville. I'm losing my job with Fruit of the Loom. Our representative said we need good roads coming in before we can get industrial in, we have too small industrial - 1,484 lost their jobs. So, please try to help us. I have 37 years service with Fruit of the Loom and cannot get my pension in full.

4 Coal severance money comes back to the county in full for highway use.

4 Widen the rural roads, and put the reflectors back in the center of the roads. Fix heavy shoulders and use reflective paint for marking them. I drive a fuel truck for my living and I like living.

4 Highways that are not four lane need to be at least widened. Traffic is just too close passing by each other.

4 White lines on shoulder side of lanes on all highways would greatly improve nighttime visibility.

4 Note: there are not seven levels, only four, these last three being all of equal importance. Suggest: put in electronic weight receivers, in weigh stations to allow trucks, so equipped, to by-pass.

4 Buy more blacktop and less guardrails.

4 The sanding of the Pennyrile Parkway from Madisonville to Hopkinsville was quite an improvement. I hope you plan to do more of it in the future. One other thing, please ask homeowners before putting up guardrails in front of their homes (US Highway 60 west).

4 We need a guardrail on Highway 644 and 91 about 5 miles south of Marion, KY.

4 I live in Breckinridge County since the March flood. We have had 2 slides. One is located on 144 and one on 110. It seems that work on these slides has subsided and no one has any answers. Breckinridge County also has roads that were supposed to be resurfaced as well as contract patching and these have not been done. Thank you.

4 We need to improve the surface of the county roads. Too many potholes and broken pavement.

4 Improve roadway lighting and repair of potholes. Also, more landscape.

4 In the area I live, the potholes are left until they sometimes become a real hazard. No white lines on the outer edge of the highways are painted, these could be a big help in night driving, especially in such narrow roads on Route 7 thru Route 463.

4 The maintenance on a lot of the secondary state roads could be improved. The mowing of roadsides could be better. I personally don't have anything wrong with the State Highway Department, but every department in anything could use improvement.

4 1. Most bridge surfaces are too bumpy and rough as compared to the road surfaces. 2. Road surfaces are allowed to deteriorate too long prior to re-surfacing.

4 The department does a fair job considering all that it has to do.

4 We certainly need a new Highway 30 from Lynder to London - if you could get that going. And also, a new 421 down big hill that is an unsafe road to take a truck over or even a car.

4 I have traveled Kentucky roads for the last 33 years in a tractor-trailer rig. There are two places that are very dangerous for rear end collisions. They are the northbound DOT scales on I-65 at Elizabethtown, and on I-71 at Campbellsburg. Trucks are backed out on the roadway.

4 Re-pave Pennyriple Parkway (southbound) Hopkinsville; Western Kentucky Parkway from I-24 to Elizabethtown (both sides); I-24 (both sides) from Kentucky to Illinois line. I-65 from Elizabethtown to Louisville (both sides); I-64 from Louisville to Shelbyville (both sides); I-71 from Louisville to Cincinnati (both sides). Please don't pave with concrete. Thank you.

4 I am a heavy hauler and have been for 25 years - please check I-24 for smoothness. Interstate I-24 from the 45 mile marker in Kentucky to the Tennessee state line needs to be resurfaced or the concrete surface needs to be shaved like the state did Pennyriple Parkway. Pennyriple Parkway has a concrete surface that was really rough. After the state shaved the rough surface, Pennyriple is really smooth, do I-24 the same way.

4 They need more guardrails. 3499 needs them real bad.

4 Use more night reflectors for lane marking. Do not use expansion joints on concrete roadway, it lets in water and is humpy. Do not have a grace mph on speed limits, (anything over posted limit would be a violation).

4 Lane closings - always close the left lane! Then move the flags where needed. Give 5 miles of warnings. Signs at 5, 4, 3, 2, 1, 1/2. At 1/2 put cones between lanes a the 1/4 solid barrier. At the last, send the left lane across the median and back to try again to obey signs and stop being rude and selfish. It is best to move the fast, alert lane into the slow lane. Try doing some travel to other states and countries to see how they do things. Try changing laws to make construction companies responsive.

- 4 There are some areas in Kentucky that I have driven that are better than others. Some of the less traveled roads seem to get less attention than others, so it is hard to give a fair answer unless you ask about a specific road.
- 4 Pay a little more attention to southwestern Kentucky's highways and bridges. From Tennessee River to the east, the highways are a lot better maintained. The rural state roads need some improvement also in this region.
- 4 Campbell County has worst roads in the state.
- 4 Raise limit on interstate (rural) to 70 mph. Do more road improvements during evening and overnight hours. Keep as many lanes open as possible during holiday and summer weekends.
- 4 Kentucky highways are as good or better than average.
- 4 I-75 needs an extra lane. Build new and better roads in rural Boone County before it gets built up much more.
- 4 Construction areas are outstanding poor as to jams and back-ups. Especially Corbin and Lexington/Richmond areas. Re-construction is taking too long. Re-routing is now existing and no signs as to detours. DOT should be lenient on trucks using US 25 in these areas. Thank you for asking my opinion. KY DOT officers are better than Ohio and Illinois for courtesy and understanding the many problems that develop with tractor-trailers. I drive I-75 to Knoxville, TN, three to four times a week and have gotten
- 4 Finish bridge to connect I-265 from Kentucky to Indiana.
- 4 More rest areas (parking especially) for big trucks. Especially on parkways and state highways.
- 4 I don't think patching concrete highways with asphalt is a good idea, it always gets pushed back out and must be done over and over with the same results. Striping the shoulder with reflective white paint has a major impact on better visibility. *Get out and driver through other states and incorporate their good ideas into our system.
- 4 As an over the road trucker, I would rate Kentucky's highways much better than our neighboring states. Honestly, the only state that I have driven in that has better highways than ours is the state of Georgia. Keep up the good work.
- 4 Please repair road surfaces into and out of weigh stations (older ones) need some way to make scale personnel aware of congestion "very dangerous". Trucks back up on the highways - be aware of Tennessee scales "may by-pass when ramp full signs".

4 I-71 and lower part of I-65 are somewhat rough. I drive an OTR truck long distance. Realizing you can't do everything at once but sometimes I am forced as others to use left hand lane depending on cargo. Roads are not built to withstand heavy traffic.

4 As much taxes as Kentuckians pay in auto and property taxes each year. Our roads should be paved in gold. Ohio doesn't pay near the taxes and their roads are just as good.

4 Need to make people work that on job and not let them be under a shade tree or in truck asleep or people on the force that drank and being drunk and sleep it off the next day that what matter with the system and job that some people want to work some just want a check.

4 I drive a school bus, SAFETY is #1 always! I would like to see better repairs on bridges, where the road meets the bridge (not a smooth connection). In Daviess County on Hwy 56 it took a whole year before that bridge was repaired about two years ago. Trees need to be trimmed away from road signs on parkways and roadways. Thanks.

4 William H. Natcher Parkway - Audubon Parkway - Hwy 60 - Route 175 from Breman to Graham, KY - Calhoun Bridge at 81

4 Our tax money should be used more wisely instead of being spent on things the tax payers get no use from. Do away with KERA and spend money on our school systems and students! Too much is spend on marijuana education!

4 Fill the potholes up. Need flag people to flag better in construction areas. Need to mow sides of roads in rural areas to prevent wrecks! When roads are wet and at night, lines are very hard to see.

4 Every single highway needs the raised center line reflectors along with the painted center lines. They make nighttime driving much safer for everybody.

4 Better reflection on road paint.

4 The roads are getting in too bad of condition before repairs are made - too many pot holes.

4 Why can't Kentucky sow wild flowers at a lot of the exit ramps on our interstates and parkways, like North Carolina. That would save lots of mowing plus give nature a lot of return and beauty.

4 You have two red lights in Cumberland, Ky, that need off peak changes to them. They need to be put on yield for left turns instead of waiting for green arrow.

4 421 is a bad road to travel. We need a parkway through there, a lot of long haul trucks and 18 wheelers coal trucks use this road!

4 Summer time heat rise bumps are not taken care of when they are traffic problems ie. 41 Henderson County, very bad. I know of 12 pavement bumps in Henderson that traffic slows down for.

4 Need to spend more effort in improving highway surfaces and when repairing, do not leave new surface at a higher level than old.

4 Quicker response to ice and snow removal.

4 1. Kentucky highways and bridges are too narrow. 2. Kentucky resurfaces areas that do not need it and patch areas that should be surfaced.

4 In future, contractors should be responsible for shooting grade height on new construction and resurfacing projects so height of pavement is equal to bridge height thus avoiding the jolt when you go from roadway to bridge surface.

4 You have an on ramp and an off ramp to I-65 at Poplar Level Road that causes many accidents. The signs at Poplar Level show only one lane to I-65 and there are two of them. Anyone who is not familiar with the exit breaks their neck to get in the right lane, causing many accidents. Then when you get closer to the exit, the signs are right by showing two lanes.

4 Get out and check all state and county highways.

4 I'm a school bus driver on Highway 210 in Larue County to Sandy, Ky. The semi trucks travel at high rates of speed and there should be DOT and state police sitting back a side road and getting them. This is a very dangerous highway especially for a bus loading children and I also load and unload children and people are running our stop arms.

4 Improve the drivers.

4 I-24 Nashville to Mayfield at state line - Tennessee (good), Kentucky (rough). Western Kentucky Parkway, I-24 to Elizabethtown is awfully rough.

4 All of these (seven major characteristics) are important for all different reasons, and to try to rate them, I can't do. At one time or another, they are all #1 in importance.

4 As a driver who earns his living driving commercial trucks, I think there should be more controls on construction companies. They tear up 10 miles of road and work on one mile at a time. They leave humps that damage equipment, and make temporary lanes too narrow. They leave drums setting in lane of traffic. Eastern Kentucky's Mountain Parkway needs upgrading.

4 Natural Bridge Road is overly populated with signs advertising businesses. My parents had to remove their business sign from out of the front of their business because it was supposed to have been on the state right-of-way. Why did other people in this area not remove their signs? It is hard to see to pull out on the road at some places.

4 Main roads are well maintained as far as grass cut, litter removal, cosmetic stuff; but we need more enforcement of speed, weight and size on secondary state routes. Money spent to repair these roads is of waste, whenever they can't handle the weight and size of larger vehicles.

4 Yes, you could improve the highway system by having an interstate highway that would come through Eastern Kentucky, it would help to open up commerce in this area. As an over the road truck driver, it is hard to get home because it is so far away from any interstates. Being that I have been in about every state there is, I find Kentucky's interstates to be about average on the whole. I have seen some pretty bad ones; as far as conditions to of signing and traffic flow. But really, something needs to be do

4 Build back up the state highway departments. Do our own mowing, not lease it out. Have garbage picked up statewide by prisoners. Quit wasting money on feasible studies.

4 Keep highways concrete, keep them clean of debris on road surface and shoulders, have all highway construction run a 24 hour working day (weather permitting) to speed up the time of construction (I've seen this in Indianapolis, Indiana and was impressed with progress made while driving a semi through there during the night hours).

4 I know money is short, but in my travels as a tour bus operator, Kentucky roads are much better than most states. But, a lot of shoulder wash outs and cave offs are present after all the heavy rain this past spring.

4 I feel that you should understand more about coal haulers when building our roads in Eastern Kentucky. (Example) having stop sign when pulling onto North 23 from KY Route 80, should have had merge lane.

4 Override Mayor Jerry on downtown bridge in Louisville, KY, connecting I-265 east and west, bring Louisville into the 21st century. Bridges and roads need to be at same level.

4 I have often said - "They can send a man to the moon but they can't design a durable highway." Perhaps more research may bring a breakthrough in technology. Car repairs have exceeded my budget! Thank you.

4 Whenever possible, keep interstates open in snow.

4 Western Kentucky Parkway is the worse road I have ever driven on. I know they are working on it in spots. But overall, the Parkway is in bad shape because of the coal trucks.

4 US 31E from Mount Washington to Bardstown desperately needs to be four laned.

4 "All" rural roads - including county roads need to be reconstructed. Width, levelness, dips, curves, no shoulders, drainage (a real problem). These roads aren't keeping up with the high speed vehicles produced by the big auto companies. I realize today's operators have no etiquette, speed and more speed, fast to faster. If not reconstruction, establish speed control, and enforce it!!

4 Please use more night reflective material on the road surfaces and the exit and highway signs. More accidents occur at night than ever before.

4 Update current restrictions concerning size and length of semis so that industry would possibly move to our state allowing more jobs for Kentucky residents. Our state charges very unrealistic highway usage taxes and then tickets truckers for using the highways. Our state definitely ranks far behind most states in transportation and will continue to unless Frankfort gets its act together.

4 When scale house is full, there should be a way that we could bypass. Because there will be more deaths from four wheelers running into or trying to avoid trucks sitting on the highway.

4 Widening edges of more heavily traveled roads. Disabled vehicles on heavily traveled roads create very dangerous situations when they have no place or way to get off the road safely.

4 Need to hire more personnel to keep roads better maintained. Spend more money on repairs instead of buying supervisors new cars every year and car pooling instead of 6 people driving 6 different cars or trucks to the same place.

4 Wider secondary state roads, some are just not safe to meet another vehicle on. Better shoulder condition, some areas are unsafe should your steering tire drop off the pavement. Thank you for asking for my opinion.

4 Our Hwy 60 is in bad need of shoulders and passing areas. Western Kentucky Parkway is in bad shape. We need lines on roads, it is hard to see when raining at night. Bridges on 60 at Smithland, KY, to Paducah, KY, need replacing. We have a lot of 18-wheelers that have to run US 60, 641, and 91; these are roads in our area that really need improving.

4 Install road crossing grids to physically, repeatedly remind drivers of crossing of highways. #3071 and 3051 in Moransburg - Maysville in Mason County is great - these are painfully missing on side roads of #9. Just remember the side roads were traveled for decades as major - grids remind!

4 To improve the highways in Kentucky, you are going to have to have more funding. This funding should come from the people who use the highways. To be a fair tax, it should be toll roads or a gasoline tax.

4 Overall, I feel your job performance is very good - more attention could be paid to vegetation near the roadways on secondary roads!

4 1. Interstate mile markers (some are gone) need to be installed. 2. Dangerous on and off ramps should either be better marked or re-constructed to cut back on potential fatal accidents known I-65 ramp onto outerloop west in Louisville.

4 Make businesses accountable for visual appeal. Highway 27 is ugly and could be beautiful. When they make land changes to build it should maintain a beautiful Kentucky!

4 Remove bumps, not just cones with blacktop on US 60.

4 Help us truckers find a good safe place to sleep and tell about Kentucky past.

4 Pavement marking on roads. Pike 27 and Taylor Mill Road are real bad when it rains, you can't see.

4 Get more snow removal equipment.

4 1. Lexington area I-75 and I-64 should be 65 mph. After construction is completed. 2. I think signs of all kinds should be placed well in advance to prevent sudden erratic moves in traffic. I also think Kentucky does a very good job at this. 3. Please keep construction sites to a minimum size (3 miles compared to 30 miles). Concentrate on one area then move and start again. This reduces double fine areas, fatigue, and reduces risk of accidents.

4 If you are going to work on roads; it would be better if you wouldn't work during afternoon rush hours. Less accidents. We thought that the highways would be in better conditions if the lottery went in, and we don't see anything yet.

4 KY 139 South beginning at KY 807 badly needs attention. Many people in that area and in Stewart County, Tennessee use that road traveling to their jobs. Tennessee people pay Kentucky income tax too, we need that road reviewed.

4 Need better and more safe equipment. State workers need more money. I believe the workers would do a more efficient job. State workers starting salary, needs to be raised higher than \$6.27 an hour.

4 I think the roads and highways in Western Kentucky are in good condition. However, I think the contractors doing work on roads in Campbell County, and some in Kenton County and Boone County are sad excuses for road contractors. Also, I wonder if the so-called inspectors for the state are doing their job. With the condition of some of the new roads being built in Campbell County.

4 Build a bridge in eastern Jefferson County so that I-265 will have access to the interstate. More police on patrol you can drive from Indiana to the Tennessee line and most likely you will not see a state trooper. Build a new Hwy 210 from Hodgenville to Mac 10 miles west of Campbellsville, this is a major route to southeast Kentucky, lake traffic, truck traffic etc. The state has a good road from Louisville to London except this one section of road. Good job on 25E and Cumberland Gap Tunnel.

4 I travel Route 80 and Daniel Boone Parkway 5 nights a week. Route 80 is fine. The Parkway is not smooth at all, especially from the 28 mile marker to London.

4 There are more suggestions but I am currently working for Valley Asphalt in Cincinnati and am looking for employment in Kentucky.

4 By raising the speed limit to 70 miles an hour for all vehicles, Kentucky's economy will become stronger and more profitable through freight haulers and the valuable time saved by all motorists! Check statistics of other 70 mile an hour states on safety!

4 Exit and entrance too close together on Purchase Parkway and I-24. Lights are really needed there. Thank you.

4 Always be looking for ways to improve, like this letter for instance. Thank you for asking my opinion.

4 Need to cut rumble strips at the east end of Natcher Parkway and I-65 junction to slow trucks down exiting north. Emergency call boxes on isolated areas of I-65 and I-75. Need all rest areas like on I-75 at Richwood, Kentucky, so as to accommodate more trucks.

4 I have tried for over a year to get the highway department to trim the trees on Hwy 858, so they won't beat the top of our semi-truck. We have come around a curve on the wrong side of the road and they are very aware of this. They keep putting me off saying they will do it as soon as they get their bucket truck they share with other counties. If this county has not gotten the bucket truck in over a year, it seems to me we should have more equipment.

4 Traffic congestion around Circle 4 and stoplight timing on Man 'O War.

4 Turn outs on 4 lane highways, to ease rest area congestion, litter cans, and phones. Knowledge test for all Kentucky motor vehicle license holders, to inform, educate, and to communicate truck transportation movements on all of our Kentucky highways.

4 Somehow we need to keep our roads kept up with progress and traffic. Building of industry and homes. Most of the roads we travel are still like when they were first built in the early century except for tar. Built where the cows walked - crooked and up and down. My grandchildren from Florida brought this to my attention.

4 Gene Snyder Freeway has been terrible ever since it was opened 10 years ago. They are finally getting around to improving it now. 64 between Louisville and Lexington is a disgrace - holes everywhere. You can always tell you're on a Kentucky highway by the washboard effect. Routine maintenance would surely help. Where's all the lottery money going?

4 Educate staff so that when getting information you can count on it being correct. I always get the run around and no answers. I always have to file papers 3 or 4 times because no one gives me correct information.

4 Use pop-up poles, instead of metal, when close to the edge of the road. Paint lines more often. Avoid placing signs behind trees or bushes. Use reflectors at intersections.

4 I travel 48 states and Kentucky has far better roads than most do. Keep up the good work. It is good to see our Kentucky state taxes aren't wasted.

4 The County Road Department here spends more time repairing their own roads, driveways, and ditches than the ones they supposed to. In the winter they play cards all day or clock in and go home. This is a piss poor road department here in Breckinridge County.

4 PLEASE; emergency repairs are needed on Western Kentucky Parkway. This road has been neglected long enough! Snow removal on Pennyrile and Western Kentucky Parkways could be greatly improved.

4 The Western Kentucky Parkway between Beaver Dam and Leitchfield is in terrible shape, the holes have been poorly patched and bumps are awful.. I-75 is under construction south of Lexington, but north of the city is rutted out, all the way to I-71/I-75 split. "Overall, the roads are in good shape," and are some better than other states.

4 I feel that more attention should be given to secondary roads as to width and pavement.

4 I think that the tolls should be left on the remaining toll roads in Kentucky and the revenues spent for maintenance on these roads after the bonds are paid off. I feel tolls should be returned to all past toll roads and these revenues also be used for maintenance of these roads. Thanks for your interest.

4 I wish they would take the construction signs down when they finish the job. I have seen them leave them up for 4 or 5 weeks, that is why drivers don't pay any attention to them.

4 Kentucky does too much patching. You should maintain our roads like Illinois and Tennessee. The way you tax us, "we should have great roads"!

4 Kentucky is always beautiful to drive across and look at. God's Country. If you are raised here and love Kentucky, then leave and come back home, you really appreciate Kentucky. I travel construction and people all over the world brag about how pretty the state of Kentucky is. I always have to agree.

4 Maybe you could be a little faster on pothole repairs. Please build a bridge over the Ohio River in Louisville, thank you.

4 Parkways are rough.

4 Lefthand turn lanes on new construction at most county roads.

4 More work on interstate highways for a smoother ride in an 18 wheeler.

4 Take rural area blacktopping away from magistrates ours in Bell County is terrible. Politics decide if you need work or not.

4 Repair or replace all bridges. Replace all concrete roads with blacktop. Make contractors responsible for their work for a certain period of time. If the new road doesn't last, they repair it for free.

4 Remember, not all of Kentucky's residents live on or near an interstate. Many live on rural state highways; remember them.

4 Give Eastern Kentucky 4 lane roads! We've been left out long enough on major road construction.

4 We need to get marking on the road that shows up when it rains at night.

4 Need better supervision so the men on road crews work and not hide under shade trees most of the day or sit in a van with the air conditioner running.

4 Why do we build rest areas to fence them off? Closed secondary to prostitution. Secondary roads are second to the worst in the U.S. - West Virginia #1.

4 I live in McAfee, Kentucky on US 127. The state sprays the banks for thistles everywhere except in McAfee. I guess because there is no emergency lane. I have to keep the bank clean which is the job of the state.

4 State highways: very well maintained. I see a lot of annual maintenance and improvements! County highway system: rather poor - much money is spent on gravel and scraping when chipping or surfacing would cost less in the longevity. Also "share exchange maintenance" in surrounding county road areas. Adair, Taylor, and Casey.

4 Narrow roads - mark outside edges white line (Meade County).

4 Have more safe areas for rest for trucks, because late at night it is hard to find a place safe for rest. Thank you.

4 I live in a community, Hardinsburg, which needs traffic lights. I seems impossible to get them - why?

4 Timing of stoplights at busy intersections is very poor. Nicholasville Road is a prime example.

4 Need to raise speed limit to 70 mph - like other states (Michigan, etc.).

4 What I don't understand is how can the state spend millions of dollars on a stretch of highway (US 35 from I-71 to Sparta) just because of tourism and the excuse, it's a scenic route, when US 42 from Florence to Ghent, KY, in my opinion is the worse state maintained road in the state. It's sliding in the river, yet they are going to spend a ton of money to blacktop, and when it's finished, I only give it a week until it starts sliding again. Maybe they need to send qualified state inspectors instead of pe

4 Mowing of secondary highways not kept up as it should be. Makes for a very dangerous driving condition in a lot of places.

4 Western Kentucky Parkway needs a lot of work - it has a lot of holes in it.

4 Bridge (approach) bad. Western Kentucky Parkway - western end is a disgrace: rough, potholes, and uneven pavement.

4 Bridge approaches, there's usually a little drop before the bridge.

4 Western Kentucky Parkway is in much need of repair from Elizabethtown west, especially from Leitchfield west.

4 Much better conditions than Ohio highways. Do much better now clearing snow and ice than they used to, we have much better roads in Eastern Kentucky than ever before.

4 Secondary roads need more attention. Owens Schoolhouse Road in Rockcastle County needs the shoulder finished where the contractor did not make it wide enough.

4 Faster response to snow removal on Dixie Highway in Jefferson County. More notice of a left turn onto Gene Snyder Freeway from Dixie Highway east.

4 Re-surface US 27 between Cold Spring and Alexandria; you need the seat belt to keep from hitting your head on the roof of the vehicle.

4 Quit using quick fix to solve problems. (They don't work.) Get people out earlier to salt roads or scrape rural roads (had wreck because of this). Don't tell me and other people we need more tax money because we don't use all available resources or plan ahead.

4 Pay workers of State Highway Department more. Hire more workers instead of contracting. This would make workers feel better when you feel better, you do better work.

4 1. Install warning flashers at all intersections. 2. Install more lighting on roads. 3. More eight hour tractor-trailer parking at rest areas.

4 The Western Kentucky Parkway is the most dangerous highway that I have traveled in the winter. The problem is caused when high water runs across the roadway - mile markers 114, 115, 116, 119, and 121 are a big problem. This has caused many accidents, mostly from ice.

4 Stop construction work during rush hour traffic.

4 Get rid of the Western Kentucky Parkway - too many potholes!!! However the plaza is great on the Western Kentucky Parkway.

4 No, but please do something with Western Kentucky Parkway, it is extremely rough.

4 Speed limits need to be increased on many good roads as they are in other states. Kentucky state highways four lane and two lane are speed traps in many counties, should be 65 on four lane and 60 on two lane roads.

4 Trash pick-up should be conducted in spring before mowing begins, save tractor tires and trash being thrown on roadways. Repair potholes in urban areas at night 8pm - 4am.

4 Finish Route 150 from Stanford to I-75. Finish by-pass at Harrodsburg, KY. Road construction needs more than one contractor (Allen Company). Statewide they are the only company you see (work drug out).

4 In Madison County, we have a problem with drainage ditches and drain tiles not being maintained, inspected, or cleared of debris.

4 Work more hours per day - have more equipment on job.

4 Kentucky needs to get a "clue". Send representatives to neighboring states, such as Virginia, and check out their highway systems. Especially maintenance and repair work. Also, watch how they handle traffic accidents, almost always, citations are issued to at least one driver, sometimes both or all drivers. Watch how they handle traffic control, etc., especially on road projects.

4 When you start a new road project, don't take 5 years to finish it. Also, like widening US 27 north of Somerset, stop talking and start doing, you all are 20 years behind the rest of the states on road projects, but my input doesn't matter.

4 Keep politics out.

4 More turn lanes on AA Highway.

4 1. I like exit sign numbers to correspond with mile markers so you know how far to the exit. 2. I-64 needs to be 3 lanes from Mountain Parkway to Louisville except through Frankfort where the mountains are. 3. I-64 and I-75 need to be 4 lanes at Lexington. 4. More roads like Nicholasville Road in Lexington with the changing lanes during rush traffic or express lanes.

4 Temporary signs well in advance (1 or 2 hrs) of construction lane closures (Kentucky River Bridge and blasting construction) these announcements on tv or the newspaper don't do the professional driver any good when his day starts in Michigan or Ohio and has to depend on stale information on the cb about these traffic tie-ups. Up to the minute information would cut traffic down a lot at peak times, and help me and others a lot.

4 When driving at night better markers and lines on the road - white and yellow lines when raining.

4 I am a retired pro driver so I don't see other roads in numbers to give an educated opinion.

4 We need more "prepare to stop if yellow light is flashing" signals. Need more lighting at intersections and major turn offs. At an intersection the traffic crossing the major highway should have the line for the cars/trucks turning left to stop about 3 feet or more behind the lane going straight through. When they're side by side or the left turning vehicle pulls up a little too far the car going straight through can't see if the traffic has stopped. Although it has the right of way.

4 Why spend so many millions of dollars widening the road between Richmond, KY and Lexington, KY and building inspection stations for trucks, when so many miles of roads and bridges are in so much need of repairs. Drive out of Kentucky on any major interstate (I-75S) and you can feel the difference (I-65N). Most county and US roads are in better condition than interstates.

4 Would like to see more night time construction on major job sites.

4 The Western Kentucky Parkway is in bad need of repair from mile marker 110 back toward Eddyville. Some sections have already been repaired and those are in good shape. Bridge resurfacing isn't of good quality on AA Highways. It appears that the contractors machine is too light allowing it to leave waves in surface.

4 Patching is not done properly, therefore, it needs to just be resurfaced.

4 1. We need to stop waiting for the system to break down before we act. We need to beef up our preventive measures. 2. Take a "real" look at lottery dollars spending. Are we keeping the promises that were made to the tax payers prior to the lotteries? Are we really putting enough money into our highways to keep up with our expanding economy?

4 I live and farm Highway 80 west of Mayfield. Right of way is in sad, sad shape entering onto 80 from side roads and driveways are dangerous. Visibility is so bad. Trees are on right of way obstructing view. In many places vehicles have to get on 80 before you can see if traffic is coming. It's even worse for school buses or grain trucks.

4 I travel Lexington roads so much, and the traffic is awful. There are not enough lanes or roads to handle traffic. It would help if they would remove the median on Harrodsburg Road (Rt. 68) and New Circle Road (Circle 4) and add lanes.

4 Two more bridges in Louisville are a truck lane only.

4 If you could have more men working on one project, instead of having so many things going on and taking so long to complete one. I do realize that too many people on certain jobs can be wrong too. Watching the better could help!

4 Enforce the weight limit (not just coal trucks).

4 I-65 between exit 58 to Green River needs to be smoother, I-65 from Elizabethtown to Louisville needs high spots shaved off to make smoother. Stiffer penalties for speeders and tailgaters. Outlaw recap tires.

4 More ads for cars awareness about big trucks!!!

4 Great wildflowers! Local snow removal is pitiful - doesn't seem to be enough equipment. How about adding a non-skid, traction element along with salt. In the north they use something akin to cinders.

4 I think the state of Kentucky has done a very good job compared to a lot of other states. But I think the DOT at the weigh station could do a lot more. The company I work for gets by with a lot. We haul mostly oversize loads and never checked. Drivers on the cb radio talk all the time about getting by with a lot in Kentucky. So it looks like if the DOT would check more there would be even more money for the state. They have all been very nice and we thank them for that. But that don't get the job don

4 Be prepared for ice removal. Officers to use more unmarked cars to improve safety in speeders, unsafe lane changes, etc.

4 Need access roads in urban areas - congestion caused by traffic lights on Shelbyville Road and Hurstbourne Lane.

4 When you do construction on major highways, can you do it during non-peak driving hours?

4 Repair potholes on I-65 s/b by the Kentucky Fair Grounds. Repair bad pavement on Snyder Freeway w/b I-264 between the Preston ramp and the ramp to I-65 n/b. It has been repaired several times before, but does not hold up.

4 Do something about Route 1 between Greenup and Grayson Kentucky. That route is dangerous and we live right along Route 1 and it's scary.

4 Improving the exit and entrance ramps. The new ramps for JCT 264 and I-65 in Louisville are twice as congested as the old ramp and average several accidents per day. I-64 and 264 are the same way. As a 16 year semi-trailer driver these are the worst I've seen in several states.

4 "Adequate" signs are very much needed for the AA Highway (Route 9) at Grayson (I-64) and Vanceburg intersection of (AA Route 9/10). Cross-country travelers should be aware the best route from I-64 at Grayson to Cincinnati is Exit #172 and vice-versa. "To Cincinnati" should be posted on the 2 mile ramp sign and the main exit ramp signs at Grayson.

4 I think there should be more rest areas like the new one on I-65 South in Bullitt County where there is enough room for more trucks to park overnight or for a few hours. I know it is difficult to find places to park a big rig to sleep for a few hours.

4 The new road you are building in Campbell County is rougher than the old one. US 27 from Cynthiana to Alexandria is like driving over a washboard.

4 When widening bridges on US 27 make them wide enough to be 4-lane later on.

4 Install traffic lights at intersections much sooner - don't wait until a fatality happens!

4 "Pot" holes need to be filled in more quickly, especially the deep ones that cause damage and accidents!

4 Approaches to bridges (and off of bridges) need to be as level as possible. When they are not, truck wheels go airborne, and when a tire carrying 6,000 pounds does that, it can do a lot of damage to bridge and road surfaces, and it doesn't do the truck much good either. Perhaps officials and engineers could ride a few hundred miles in large trucks some time. Then they would see what I mean. I have driven large trucks over 2 million miles in the last 32 years, with no chargeable accidents and no moving

4 Needs to be rebuilt - Turkey Foot at Narrows - Sleepy Hollow between Ludlow and Ft. Wright - Highland Avenue between Covington and Ft. Wright - Grand Avenue between Decoursey and Taylor Mill Road.

4 From experience re-routing off I-71 due to accident to US 42 (north) signs to get you back to I-71 are too close to intersections and roads and can be passed very quickly - thanks (841N to 42 to next three roads to I-71).

4 State hired contractors have no sense of urgency. Penalty for not meeting deadline road repairs (minor) need to be scheduled at low peak hours (night). The AA Highway #9 - needs more lighting at rural intersections. Thanks for wanting to hear from the tax payers.

4 To make sure that all employees work while being paid.

4 1. AA Highway - should have been two lanes both directions all the way with very limited access. If we are going to the expense, let us do it right. 2. KY 8 Dayton to Maysville - it's going to river. 3. Width of rural roads - two full size pick up trucks meet, one is in ditch KY 547-1997.

4 Highway right of way cleanness. We are using highway employees to keep our roadsides clean where we should be using prisoners and welfare people.

4 Why can't you use some of the lottery money to pave some of these roads - our roads around here have been patched so much they are awful - and when it snows and freezes the patches come out making bigger holes than before.

4 My wife and I traveled to Western Kentucky this summer and were on the Western Kentucky Parkway. That was the worst road we had ever traveled. It is in desperate need of repair.

4 1. Make them to handle traffic in the future instead of the present. 2. Put signs on both sides of highways - left side and right sides. Sometimes when you're traveling next to a big rig or bus you missed some signs behind them or in front of them.

- 4 Any road construction should be done at night.
- 4 Learn road crew proper way to patch pothole - spend more funds on state roads than state parks.
- 4 As far as Northern Kentucky - look into so many lights on US 27 thru Cold Springs and Highland Heights (have some flashing in morning) a connector road from AA to US 27 south of Alexandria.
- 4 Put a road northeast from Kahn's to AA so much traffic doesn't have to go through Alexandria, straight road 1 lane each way.
- 4 Do maintenance during working hours instead of rush hours.
- 4 Try to use diamond interchanges instead of clover leaves. They are safer and tend to speed the flow of traffic. I think they are easier to enter and exit.
- 4 Rest areas on north and south bound I-71 near Louisville need more parking area for trucks. Rest areas on north and south bound I-65 near Sonora need updating, short ramp on north bound makes it hard to merge into traffic, overcrowded parking. On a positive note, thanks to Kentucky scales for permitting trucks to use their parking lot for 8 hour rest breaks; thanks for road improvement - I-65 Bowling Green.
- 4 Overall we need smoother highways, pavement connecting to bridges are too rough. It about kills my back and neck when I come to a bridge.
- 4 The Western Kentucky Parkway is a big joke! The maintenance preformed in the last 2 years has become more of a problem than ever...why spend money if a job cannot be done right?!....It's not safe to keep having to change lanes to avoid potholes that are that deep. Thanks for letting me share with you my feelings.
- 4 Highway 59 in Knox County is in bad need of repair which goes to Dr. Walker State Park. Places of it have gravel on it that we have been running on for the past two years.
- 4 Pass a law and enforce it on overloaded coal trucks. I drive a truck and at first it would hurt, but down the road it would be better for all of us.
- 4 In this time of I-75 upgrades, I think all possible measures should be taken to limit extensive delays. An accurate and completely up-to-date traffic hotline should be available on radio and telephone for each region and should be made well-known to the public.
- 4 The Western Kentucky Parkway is in desperate need of repair. Do more repairing during non-peak driving times.

4 1. Secondary roads need water drainage and shoulders wider also line markings for night. 2. Our roads are better than Ohio but below Tennessee - has to do with winter weather. 3. State engineers have the knowledge on where to build new roads for future growth. Keep it that way. Thank you.

4 Interstates are in much needed repair. Many roads are becoming very unsafe due to surface conditions.

4 We must be planning/building a connector from US 27 - Nicholasville Road or US 68 - Harrodsburg Road to I-75 and perhaps I-64. Lexington must have more roads going south other than US 27 and US 68.

4 How about Kentucky Lottery money being contributed to road repairs.

4 Brighter colors, flowers, vines (seasonal I realize). Also, get a message to state about it's highway officers - police and DOT - was recently stopped on way to Louisville up 64 about 3 miles past weigh station. I being female was made to feel dirty and cheap by this officer (brown uniform) and I was cursed at and he threatened me and said he would bury me under the courthouse. I was never given a ticket but he literally scared me to death. He had a very lude, crude and nasty mouth and manner. I was s

4 Quicker response time would improve efficiency.

4 Increase funding and manpower levels at the local district level. For instance, Boone County Public Works has 21 men to maintain 275 centerline miles of secondary roads and streets. KDOT, Boone County Garage has only 6-7 men to cover the same amount of mileage and includes I-75, I-275, and I-71. They need more people.

4 (Pertaining to Southeast Kentucky area) "I-75 South" Laurel County to Tennessee state line needs to be resurfaced and guardrails repaired. Need better maintenance on all state roads, potholes repaired quicker, ditching and drainage improved, guardrails and right-of-ways maintained. Thank you for the inquiry.

4 I travel the entire length of the Western Kentucky Parkway and over the past few months have seen several accidents directly related to dismal roadway conditions. Maintenance must be a main concern. The Western Kentucky Parkway is dangerous, not to mention the damage to vehicles. The quality of most state "patchwork" is bad. Inspectors are not making a difference, so let's make the contractor be it private or state - responsible for the end result, stand behind their work.

4 Kentucky roads are getting better but are far behind states like Tennessee, Indiana, Illinois, and Ohio. Tennessee by far has gone way ahead. *Please get US 60 between Hardinsburg, KY and Cloverport, KY rebuilt - it's a total disaster.

4 At night we need better pain and bulbs replaced when burnt out. Also we need more lights, Kentucky highways are darker than any I've ever traveled on.

- 4 Rebuild Western Kentucky Parkway and Bluegrass Parkway.
- 4 More places for overnight semi-truck parking.
- 4 More destination signs. Better snow removal (quicker). Less lane closure. You will have 5 miles of a closed lane before you reach construction to see only 100 yards of actual construction.
- 4 Place asphalt on the bridge decks, other states do it, cushions the concrete, protects it from salt damage, and heads up and stores solar heat in winter.
- 4 1. I think it is a shame that Kentucky wouldn't help pay to repave and help repair their 3/4s of the Matthew E. Welsh bridge in Brandenburg Kentucky/Mauckport Indiana. 3/4 of the bridge is on the Kentucky side but Kentucky wouldn't agree to help keep it up until Indiana paid to have it fixed (shame on you Kentucky!). 2. I also think it's shameful that all of the money that Kentucky collects from taxes and there are still gravel roads, they should all be paved.
- 4 The Western Kentucky Parkway is the worst road I ever seen. The holes are half the size of your car. Also, at nights when it's raining you can't see the yellow or white lines in the middle of the road. My son has tried to get on with the Department of Transportation but you won't hire someone that wants a full-time job.
- 4 When detouring make sure the detour signs is in proper place so no one has to drive unnecessary miles.
- 4 Give your employees blanket raises to improve morale.
- 4 I would like to see tractor trailers that use recaps not allowed on any road in Kentucky and the rest of U.S. as well.
- 4 Reconstruction and resurfacing of highways has long way to go in Kentucky. Snow and ice removal has improved in the past 3 years. More so in or around the larger cities, but more effort is needed on interstate route 5 in rural counties such as Western Kentucky Parkway. I-64 E to West Virginia line, I-65 from Elizabethtown to Tennessee line and part of I-71 sometime in snow storms they are poorly maintained.
- 4 I would like to see the potholes filled quicker.
- 4 Put toll booths back on parkways and interstates to have enough money to maintain. Where is all the lottery money going? Most state 2 lane roads are very dangerous when raining - none of them drain properly. Piss poor paving!!
- 4 Between Gray Hawk and Tyner, there is a bridge you should look at. Measure it, then measure a big truck, you will see the bridge is too narrow for safety.

- 4 More passing lanes and left turn lanes in rural intersections.
- 4 Please make environmental concerns a high priority.
- 4 The stretch of I-64 between the 53 mile marker and the 58 mile marker east and west bound need to be ground to resurfaced as soon as possible.
- 4 Better maintenance before it gets in bad shape.
- 4 Kentucky needs to improve the approaches and exits of bridges and overpasses. Portions of Western Kentucky Parkway, Natcher Parkway, Bluegrass Parkway, Pennyriple Parkway - all need surface repair.
- 4 Often too many barrels making one lane traffic are spread out for a small amount of construction. Or the mark off miles of road while working on small part at a time.
- 4 Please repave Western Kentucky Parkway.
- 4 I am sure these comments will never be viewed! I live in an area where there are a rash of accidents (some fatal) on Hwy 150 and at an intersection near the outskirts of town. We get no attention. There has been a bridge out in the northern section of our county for a period of years now and people must use an alternate route - miles longer - dangerous area on highway that needs rebuilding or guardrails.
- 4 Try to salt roads before they start to freeze.
- 4 Resurface Western Kentucky Parkway. Need more exit and entrance ramps on Western Kentucky Parkway at White Mills and Clarkson.
- 4 Western Kentucky Parkway is one of the worst stretches of roads I've traveled on in years. It would be nice to see some repairs made on it.
- 4 I can't for the life of me understand how we can send a man to the moon but can't make the road and bridge surface at the same level.
- 4 I feel something needs to be done about the areas around the truck stops in Kentucky especially the one at Simpsonville. Traffic congestion and the danger the trucks cause pulling out into the road.
- 4 Reminder signs to keep slower traffic in the right lane - this would help traffic flow dramatically on the interstate.
- 4 Use the ever so high taxes for what they are to be for instead of the stupid **** you use them for now.

4 I like how Chicago has express lanes between the N/S or E/W lanes of traffic. These lanes are used towards town in the morning 6am - 9am and away from town in the evening 4pm - 7pm. Otherwise they are closed. I think something like this around Louisville would help.

4 It takes too long to finish repairs once they are started. Also the state would be better served if we could have the Federal government complete interstate repairs faster, 2 or 3 shifts might be the answer.

4 Do better on the country roads and some need to be widened. Interstate needs to have speed limit updated to 70. Daniel Boone Parkway to Hazard needs to be resurfaced.

4 I think we have very poor roads in Powell County. I see no repair work going on. Our ditches haven't been cleaned out in three or more years. Our snow removal is satisfactory. I see the Parkway (Mt.) is being repaired. This is a big job I know, but at least it is being worked on.

4 Smooth out bridges. Don't wait until roads get impassible before you control snow and ice. Traffic signals are not on yellow long enough - you can't stop heavy trucks that quick.

4 Bluegrass Parkway is terrible.

4 When a road improvement project is started, get it finished before you start something else. State maintained roads aren't in very good shape.

4 1. Place another bridge on a secondary road, over Kentucky River to take some of the congestion off of I-75 at Clays Ferry - KY 169 perhaps. 2. Build a new southern connector from I-75 to US 60 thru Madison, Jessamine, and Woodford Counties.

4 I have contacted State Representatives and persons below him in regard to trimming trees on secondary highways to no satisfaction. I would like to talk to someone about this safety matter.

4 Have people that will work, not stand and beat their time in.

4 Bridge conditions in this state are extremely horrible. "Promises" to renew bridges should be kept "Mr. Codell".

4 Since winter is the worst time for wear and tear of the roads you can clear the potholes up a little faster and clean the snow and ice up faster in order to avoid wrecks.

4 Mandatory driver testing after age 65. Illegal use of car phones while driving.

4 Hire Brereton Jones for Kentucky Highway Commissioner. Do more nighttime work instead of daytime.

4 1. "Contract workers" who mow the Daniel Boone Parkway between Hyden and London are careless and inconsiderate and will most likely be killed, or cause a bad accident. 2. KY 15 south of Campton is like a race track in the early morning hours and we need more "truck lanes" south of Jackson in Breathitt County. (Need more troopers!)

4 Rebuild Highway 30 London to Booneville, starting on Booneville end first. It is not as easily traveled as they Lyner to London section. Then in general increase shoulder on all roads at least ½ lane wide on both sides of the road.

4 One thing that I would like to mention is the great amount of heat blacktop gives off. I think in the near future there would be some kind of additive to blacktop to give it a lighter color. In this way global warming could be reduced. It is a shame that concrete is a slower process and blacktop is the main type of roads.

4 Review what other states do for their highway system and incorporate the good ideas into your plan.

4 Need to improve bridges and pavement markings.

4 Kentucky has one of the best highway systems - ask 3/4 of Ohio.

4 Seems to take too long for repairs causing constant back-ups. Workers always standing around not working. Too many bumps on local roads; potholes, etc. Snow removal is very slow compared to states with more accumulation.

4 If can't afford 4 lane roads to major urban areas from rural areas (comparatively) put more passing lanes or 3 lanes. Severe rain water drainage on Highway 1642 has not been improved.

4 Most all bridges are much too rough on entering and also on exiting. Needs to be smoother. Need to finish the 2 lane road at Danville 150 east. Needs to be 4 lanes to complete the bottle neck. To me, that is the worst mile of road in the state. At least make left turn lanes into all those businesses.

4 When repair is needed; fix, do not patch.

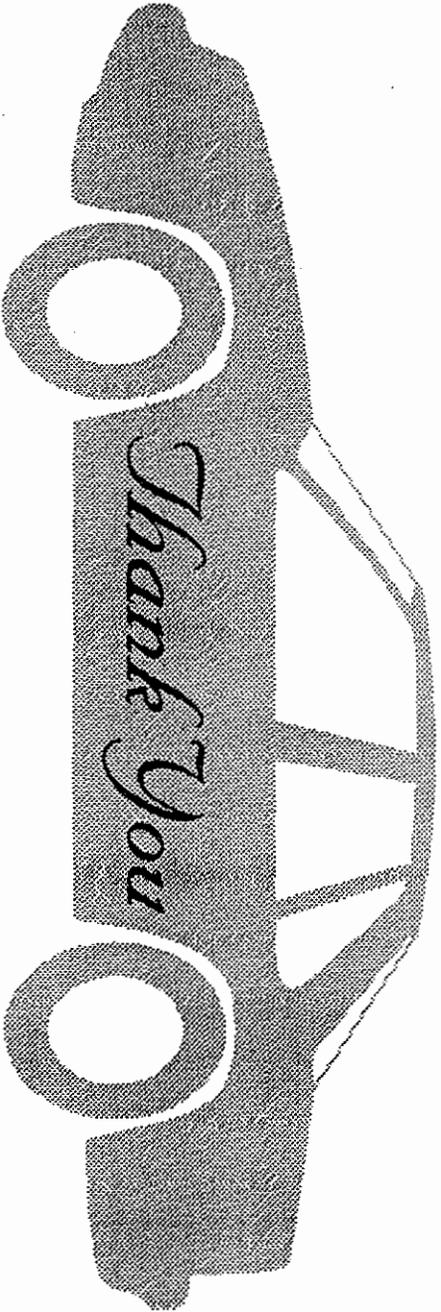
4 Don't be so quick to use salt or so much of it when it snows. Don't let motor homes and travel trailers use truck parking areas at rest areas. Let truck drivers help plan facilities at rest areas (parking, more phones, etc.). Keep the mileage measured in miles, not kilometers, please.

4 I am very concerned about the safety factors on the new bypass in Pulaski County that starts on east Highway 80 and ends on South Highway 27. There have already been fatalities at the intersections of the new bypass and existing older roads. I feel overhead bridges and underpasses with ramps would have been a much safer choice at these intersections.

4 Fix broken down shoulders. Keep bushes cut for sight distance and around signs. A lot of signs that mark roads are down or missing. Keep potholes repaired as soon as possible. Have someone check roads every working day.

4 I don't have a college education, but something isn't working right with the highway system. Where does all the money go to repair and maintain the roads?

Appendix B: Survey Instruments



KENTUCKY TRANSPORTATION CENTER
C/O BLUE GRASS MAILING SERVICES
PO BOX 11816
LEXINGTON KY 40578-9966

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 2 LEXINGTON KY
POSTAGE WILL BE PAID BY ADDRESSEE

Place TAPE here



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Dear Elected Official:

The Kentucky Department of Highways has enlisted our help in conducting a survey of highway users. The purpose of this survey is to determine the satisfaction level of policymakers like yourself. Will you please help us by taking five minutes to complete this survey and drop it into the mail? It is postage paid, so you don't need a stamp.

You may wonder what the numbers are on your address label and the return address. This survey is very important to us and, if we don't get at least a 60 percent response with this first mailing, we will send it out to the same mailing list again. The numbers are a code that permits our mailing system to delete your address from the second mailing so that we don't send you another survey if you have already responded.

Your opinion is what matters—because you are the customer. If you have any questions about the survey, please call me, or our Associate Director, Patsy Anderson at 1-800-432-0719. Thank you for your help.

Sincerely,

Paul Toussaint

Paul Toussaint, Director
Kentucky Transportation Center
University of Kentucky

FOLD THIS SIDE IN

Below are the seven major characteristics of Kentucky's highway system. Please rank each in order of importance, with 1 being the most important and 7 being the least important. (Please use each number only once.)

- Bridge conditions (visual appearance, durability, and smooth ride)
- Maintenance response time (snow removal, pavement repairs, guardrail repairs, rest area cleaning, and litter removal)
- Pavement conditions (smooth ride, surface appearance, and durability)
- Safety (pavement markings, lane width, shoulder width, warning signs, safety barriers, and roadway lighting)
- Traffic flow (level of congestion, construction delays, accident clean-up, and toll booth delays)
- Travel amenities (destination signs, service signs, number of rest areas, and variety of rest area services)
- Visual appeal (landscaping, moving rest area design, and environmental compatibility)

Please rate your level of satisfaction with the Kentucky Transportation Cabinet's performance in the following areas using a scale of 1 to 5, with 1 being totally dissatisfied and 5 being totally satisfied.

	Dissatisfied			Satisfied	
The placement of traffic and directional signs	1	2	3	4	5
Ease of reading and understanding directional signs	1	2	3	4	5
Ease of seeing lane and pavement markings at night	1	2	3	4	5
Maintenance of bridge surfaces on state maintained highways	1	2	3	4	5
Maintenance of road surfaces on state maintained highways	1	2	3	4	5
Traffic flow in urban areas	1	2	3	4	5
Traffic flow in rural areas	1	2	3	4	5
Snow and ice removal on state maintained highways	1	2	3	4	5
Overall satisfaction with state maintained highways	1	2	3	4	5

If you personally have had contact with the Kentucky Transportation Cabinet, overall how would you rate the professionalism of the staff?

- Have not had any contact
- Excellent
- Good
- Fair
- Poor

Overall, how would you rate Kentucky's highway system compared to highways in neighboring states. Are Kentucky's highways:

- Much better than other states
- Somewhat better than other states
- About the same as other states
- Somewhat worse than other states
- Much worse than other states

If you have any suggestions on how we can improve Kentucky's highway system, please include them below.

Dear Driver:

The Kentucky Department of Highways has enlisted our help in conducting a survey of highway users. The purpose of this survey is to determine the satisfaction level of the professional driver. Will you please help us by taking five minutes to complete this survey and drop it in the mail? It is postage paid, so you don't need a stamp.

You may wonder what the numbers are on your address label and the return address. This survey is very important to us and, if we don't get at least a 60 percent response with this first mailing, we will send it out to the same mailing list again. The numbers are a code that permits our mailing system to delete your address from the second mailing so that we don't send you another survey if you have already responded.

Your opinion is what matters—because you are the customer. If you have any questions about the survey, please call me, or our Associate Director, Patsy Anderson at 1-800-432-0719. Thank you for your help.

Sincerely,

Paul Toussaint

Paul Toussaint, Director
Kentucky Transportation Center
University of Kentucky

FOLD THIS SIDE IN

Place TAPE here



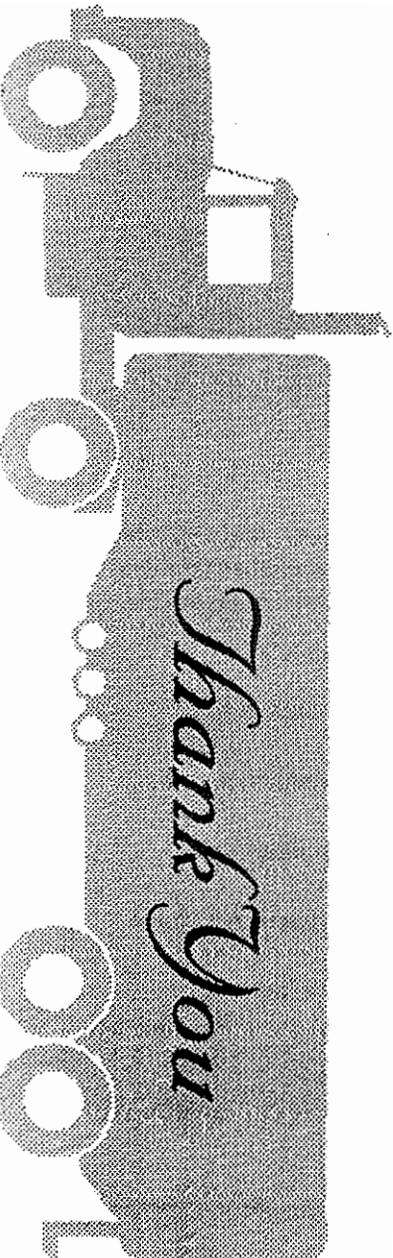
BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 2 LEXINGTON KY

POSTAGE WILL BE PAID BY ADDRESSEE

KENTUCKY TRANSPORTATION CENTER
C/O BLUE GRASS MAILING SERVICES
PO BOX 11816
LEXINGTON KY 40578-9966

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Below are the seven major characteristics of Kentucky's highway system. Please rank each in order of importance, with 1 being the most important and 7 being the least important. (Please use each number only once.)

- Bridge conditions** (visual appearance, durability, and smooth ride)
- Maintenance response time** (snow removal, pavement repairs, guardrail repairs, rest area cleaning, and litter removal)
- Pavement conditions** (smooth ride, surface appearance, and durability)
- Safety** (pavement markings, lane width, shoulder width, warning signs, safety barriers, and roadway lighting)
- Traffic flow** (level of congestion, construction delays, accident clean-up, and toll booth delays)
- Travel amenities** (destination signs, service signs, number of rest areas, and variety of rest area services)
- Visual appeal** (landscaping, moving rest area design, and environmental compatibility)

Please rate your level of satisfaction with the Kentucky Transportation Cabinet's performance in the following areas using a scale of 1 to 5, with 1 being totally dissatisfied and 5 being totally satisfied.

	Dissatisfied					Satisfied				
	1	2	3	4	5	1	2	3	4	5
The placement of traffic and directional signs										
Ease of reading and understanding directional signs										
Ease of seeing lane and pavement markings at night										
Maintenance of bridge surfaces on state maintained highways										
Maintenance of road surfaces on state maintained highways										
Traffic flow in urban areas										
Traffic flow in rural areas										
Snow and ice removal on state maintained highways										
Overall satisfaction with state maintained highways										

If you personally have had contact with the Kentucky Transportation Cabinet, overall how would you rate the professionalism of the staff?

- Have not had any contact
- Excellent
- Good
- Fair
- Poor

Overall, how would you rate Kentucky's highway system compared to highways in neighboring states. Are Kentucky's highways:

- Much better than other states
- Somewhat better than other states
- About the same as other states
- Somewhat worse than other states
- Much worse than other states

If you have any suggestions on how we can improve Kentucky's highway system, please include them below.
