

# West Virginia Local Technical Assistance Program



**2017 – 2018 NEEDS ASSESSMENT SUMMARY**  
**Final Report**  
**April 2019**



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## Appendix

Print Version of 2017-2018 Needs Assessment Form

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## 1.0 INTRODUCTION

The WV LTAP conducted a needs assessment survey from August 2017 through March 2018. By asking questions on various topics, we gained valuable information that can help us continue to fulfill our mission, while also better understanding the needs of the people in West Virginia who are taking care of our roads and communities. The information in this report presents the collected survey data; this data will be used as the WV LTAP moves forward.

### 1.1 WV LTAP Mission

The mission of the WV LTAP is to foster a safe and efficient transportation system which enhances the economic development of West Virginia by improving skills and increasing knowledge of the transportation workforce and decision makers.

### 1.2 Role of Needs Assessment

The needs assessment is a process that allows us to ask targeted questions to the WV LTAP audience. This is just one means by which we gather information on needed services. Additionally, we receive written and verbal feedback from class attendees, from members of the WV LTAP Advisory Board, from our sponsors, and through other interactions with state, federal, municipal, and industry representatives. We do place a strong weight on the responses collected through this needs assessment process, as it is directly from our West Virginia audience.

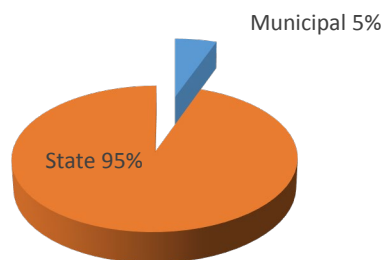
## 2.0 PRIOR NEEDS ASSESMENT

The WV LTAP staff previously conducted needs assessments to identify ways to improve the program. The most recent assessment prior to this was conducted in 2009.

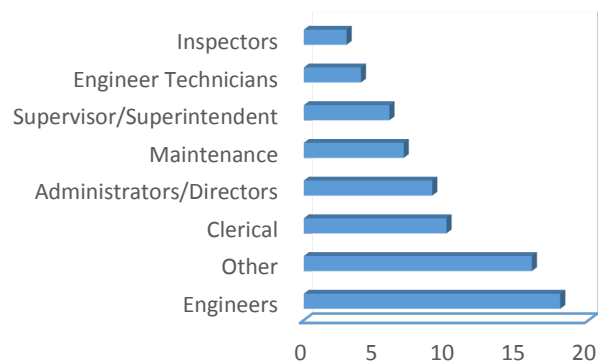
### 2.1 Overview of 2009 Needs Assessment Results

Of the 73 responses received in 2009, WVDOH employees made up a significant portion. The following graphs show the response rates.

2009 Respondents by Agency Type



2009 Respondents by Job Classification



Their responses included:

- Newsletter
  - 59% receive or are familiar with the newsletter
  - 54% like a paper copy, 42% would prefer an electronic copy, 4% do not care
- Library
  - 42% aware of the library
  - 14% have borrowed from the library
- Tech Assist Topics of Interest
  - 81% Drainage
  - 66% Pothole patching
  - 41% Intersection safety
  - 38% Signs
  - 34% Pavement mix design
  - 28% Sidewalks
  - 25% Traffic counting
- Technology
  - Internet access: (95% work, 80% home)

- Training
  - Means of contact: (77% email, 22% mail, 1% phone)
  - 65% Interested in distance learning
  - Responses to being asked to rank topics for development.
    - 1 Advanced Work Zone Traffic Control
    - 2 Drainage Design and Layout
    - 3 Project Scheduling and Management
    - 4 Road Safety Improvement Programs
    - 5 Asphalt Specifications, Construction and Inspection
    - Tie 6 Fundamentals of Intersection Design and Traffic Control
    - Tie 6 Pavement Management Systems
    - 8 Concrete Specifications, Construction and Inspection
    - 9 Maintenance of Small Bridges
    - Tie 10 Incident Management - Dealing with the Unexpected
    - Tie 10 Unpaved Road Maintenance
    - 11 Geotextiles in Transportation Applications
    - 12 Asset Management - What do you have, and where is it?
    - 13 Access Management
    - 14 Grant Writing for Local Agencies

## 2.2 WV LTAP Actions Based on 2009 Needs Assessment

Many of the enhancements to the program can be directed back to the responses received in the 2009 Needs Assessment. These include:

- An electronic version of *Country Roads & City Streets* and a new eNewsletter *Road & Street Speak* are now available. However, the printed version of *Country Roads & City Streets* is still mailed to those that prefer a hard copy.
- While a large number indicated using the physical lending library, annual usage was down significantly. Combined with the rising costs of publications and a reduction in printing by Federal Highway, the materials in the physical library were becoming outdated. Center staff have focused on providing free current resources that agencies can keep and providing access to electronic resources.
- Technical assistance is still provided based on requests.
- Based on the high access to the internet, the website has received several enhancements to market WV LTAP services and provide direct access to resources. A Facebook page was also developed to better reach the WV LTAP audience.
- More of the marketing for training now occurs via email and through the newsletters.
- While WV LTAP has not created distance learning, we have marketed classes that are available.
- Several new classes were developed and/or offered based on the ranked list.

### 3.0 STRUCTURE OF NEEDS ASSESSMENT

WV LTAP staff set a goal of making the needs assessment user friendly, while also gathering as much data as possible. The needs assessment was designed to be completed in 10 minutes or less. The 2009 needs assessment was used as a general template for developing the current survey. New questions were added based on current interests and questions that added no value were eliminated. Many existing questions were restructured to go from fill-in-the-blank to check boxes.

### 4.0 DATA COLLECTION

To ensure a larger response rate to the needs assessment than the 2009 assessment, responses were collected from late August 2017 until late March 2018. The assessment was made available as an online form and as a printed form. The newsletter, eNewsletter, emails, and the website were used to attract respondents to the online version of the needs assessment. Paper copies were handed out during the 2017 WV LTAP Snow and Ice Control Workshop and other WV LTAP training events.

### 5.0 SUMMARY OF 2017 – 2018 NEEDS ASSESSMENT RESPONSES

The needs assessment was broken into seven parts. The following subsections provide a summary of the 349 responses for each section; 300 were submitted at WV LTAP events and 49 were submitted online. As appropriate, the results were parsed to list the responses for municipalities and state agencies in addition to the total responses.

#### 5.1 General Information

##### 1. Which of the following best describes your organization or agency?

Response	Total	
	#	%
Municipality (City/Town/Village)	64	18%
WV Division of Highways - County Maintenance Facility	113	32%
WV Division of Highways - District Office	128	37%
WV Division of Highways - Central Office	10	3%
WV Parkways Authority	0	0%
Federal Highway Administration	1	0%
Private	1	0%
Public Service District	0	0%
US Forest Service	0	0%
Home or Property Owner's Assoc.	0	0%

**Fill-In Responses:** WVDOH Interstate & APD, WVDOH Interstate, Inspector, WVDOH Bridge Maintenance, and WVDOH Training

**2. How many employees in your agency are responsible for managing, maintaining, or working on the roadway or in the right-of-way?**

Response	Municipal		State		Total	
	#	%	#	%	#	%
0 - 5	15	24%	32	12%	57	16%
6 - 10	12	19%	24	9%	42	12%
11 - 20	4	6%	26	10%	36	10%
21 - 35	14	22%	55	21%	70	20%
36 - 50	10	16%	24	9%	35	10%
51 - 75	0	0%	0	0%	0	0%
Over 75	2	3%	62	24%	65	19%

**Fill-In Responses:** not sure

**3. Which of the following best defines your position?**

Response	Municipal		State		Total	
	#	%	#	%	#	%
Manager/Director	17	27%	65	25%	91	26%
Engineer	2	3%	17	7%	25	7%
Technician	5	8%	61	23%	66	19%
Clerical/Office Staff	0	0%	11	4%	12	3%
Elected Official	2	3%	0	0%	2	1%
Crew Leader	5	8%	60	23%	72	21%
Equipment Operator	9	14%	23	9%	33	9%
Laborer	14	22%	6	2%	20	6%
Mechanic	6	10%	0	0%	6	2%

**Fill-In Responses:** Inspector, Safety Specialist, Planner, Street Department Supervisor, Safety, Equipment Operator Trainer, Trainer, Safety Officer

**4. Are you familiar with the WV Local Technical Assistance Program (WV LTAP)?**

Response	Municipal		State		Total	
	#	%	#	%	#	%
Yes	60	95%	239	92%	323	93%
No	3	5%	21	8%	26	7%

**Fill-In Responses:** First class, This is my first conference, No interactions before today

**4a. Please check all that apply.**

Response	Municipal		State		Total	
	#	%	#	%	#	%
I have attended WV LTAP training.	38	60%	183	70%	239	68%
I have received technical assistance from WV LTAP staff.	10	16%	22	8%	34	10%
I have met WV LTAP staff at a meeting.	10	16%	30	12%	46	13%
I receive emails and mailings from the WV LTAP.	15	24%	69	27%	93	27%



## 5.2 Computer and Internet Usage

### 1. What is your level of comfort using a computer and the internet?

Response	Municipal		State		Total	
	#	%	#	%	#	%
Very Comfortable	28	44%	94	36%	134	38%
Comfortable	23	37%	124	48%	158	45%
Uncomfortable	6	10%	27	10%	35	10%
Neutral	6	10%	15	6%	21	6%

### 2. Do you have access to the internet at work?

Response	Municipal		State		Total	
	#	%	#	%	#	%
Yes	60	95%	239	92%	323	93%
No	3	5%	21	8%	26	7%

### 2a. What type of internet do you have access to at work?

Response	Municipal		State		Total	
	#	%	#	%	#	%
High Speed	47	75%	200	77%	271	78%
Satellite	2	3%	9	3%	12	3%
Dial-up	1	2%	8	3%	9	3%
Not Sure	8	13%	20	8%	28	8%

### 3. Do you have access to the internet outside of work?

Response	Municipal		State		Total	
	#	%	#	%	#	%
Yes	59	94%	243	93%	325	93%
No	4	6%	17	7%	24	7%

### 3a. What type of internet do you have access to outside of work?

Response	Municipal		State		Total	
	#	%	#	%	#	%
High Speed	50	79%	198	76%	270	77%
Satellite	6	10%	26	10%	33	9%
Dial-up	1	2%	10	4%	11	3%
Not Sure	1	2%	8	3%	9	3%

### 4. What devices do you use to access the internet? (Please select all that apply.)

Response	Municipal		State		Total	
	#	%	#	%	#	%
Desktop / Laptop	46	73%	233	90%	303	87%
Tablet	20	32%	88	34%	114	33%
Phone	43	68%	160	62%	219	63%

**5. Would you use an online tool (forum/listserv) to communicate with your peers across the state?**

Response	Municipal		State		Total	
	#	%	#	%	#	%
Yes	26	41%	130	50%	174	50%
No	10	16%	43	17%	52	15%
Maybe	27	43%	86	33%	118	34%

### 5.3 Training Logistics

**1. Which type of training do you prefer to attend?**

Response	Municipal		State		Total	
	#	%	#	%	#	%
Traditional - Instructor and participants are at the same location.	55	87%	218	84%	296	85%
Webinar - Presented live on the internet, and the instructor is available to answer questions during the session.	1	2%	13	5%	15	4%
Self-paced - Access training on your schedule. An instructor may be able to answer questions by email.	7	11%	26	10%	33	9%

**2. Which training style do you find best for learning?**

Response	Municipal		State		Total	
	#	%	#	%	#	%
Traditional - Instructor and participants are at the same location.	54	86%	231	89%	310	89%
Webinar - Presented live on the internet, and the instructor is available to answer questions during the session.	3	5%	8	3%	11	3%
Self-paced - Access training on your schedule. An instructor may be able to answer questions by email.	6	10%	19	7%	26	7%

**3. What training lengths do you prefer for traditional/in-person training? (Please select all that apply.)**

Response	Municipal		State		Total	
	#	%	#	%	#	%
1/2 day (3 to 4 hours)	19	30%	98	38%	125	36%
1 day (5 to 7 hours)	46	73%	162	62%	225	64%
2 days	6	10%	51	20%	59	17%

**4. What training lengths do you prefer for webinar training? (Please select all that apply.)**

Response	Municipal		State		Total	
	#	%	#	%	#	%
Less than 1 hour	19	30%	106	41%	131	38%
1 to 2 hours	30	48%	107	41%	155	44%
2 to 4 hours	12	19%	37	14%	53	15%
Over 4 hours	1	2%	6	2%	7	2%

**Fill-In Responses:** None (multiple)

**5. What training lengths do you prefer for self-paced training? (Please select all that apply.)**

Response	Municipal		State		Total	
	#	%	#	%	#	%
Less than 1 hour	9	14%	88	34%	103	30%
1 to 2 hours	27	43%	110	42%	148	42%
2 to 4 hours	19	30%	59	23%	85	24%
Over 4 hours	11	17%	18	7%	30	9%

**Fill-In Responses:** Depending on content, one hour, zero

**6. What months, if any, are difficult for you to attend, or send people to, training? (Please select all that apply.)**

Response	Municipal		State		Total	
	#	%	#	%	#	%
January	23	37%	125	48%	161	46%
February	22	35%	112	43%	143	41%
March	11	17%	82	32%	96	28%
April	6	10%	56	22%	64	18%
May	14	22%	70	27%	89	26%
June	16	25%	95	37%	116	33%
July	17	27%	90	35%	113	32%
August	14	22%	82	32%	102	29%
September	14	22%	67	26%	85	24%
October	9	14%	75	29%	85	24%
November	20	32%	128	49%	155	44%
December	28	44%	139	53%	182	52%

**7. How many hours would you be willing to travel to attend a half-day workshop?**

Response	Municipal		State		Total	
	#	%	#	%	#	%
1 hour or less	26	41%	96	37%	130	37%
2 to 4 hours	34	54%	143	55%	191	55%
4 to 6 hours	1	2%	11	4%	14	4%
6 to 8 hours	1	2%	3	1%	5	1%

**8. How many hours would you be willing to travel to attend a full-day workshop?**

Response	Municipal		State		Total	
	#	%	#	%	#	%
1 hour or less	12	19%	49	19%	66	19%
2 to 4 hours	44	70%	177	68%	235	67%
4 to 6 hours	4	6%	20	8%	29	8%
6 to 8 hours	2	3%	8	3%	11	3%

**9. Which of the following is most accurate in describing your training budget?**

Response	Municipal		State		Total	
	#	%	#	%	#	%
We do not have money for training.	5	8%	7	3%	16	5%
Money may be available, but primarily for specialized classes.	0	0%	0	0%	0	0%
My agency has a training budget that can be used to pay for training.	20	32%	90	35%	126	36%
I don't know.	25	40%	122	47%	149	43%

**Fill-In Responses:** Unlimited, WVDOH takes 100% of it, Approval as required

## 5.4 Training

**1. Outside of the current classes we offer, please select additional training topics you would like the WV LTAP to offer. (Please select all that apply.)**

Response	Municipal		State		Total	
	#	%	#	%	#	%
Asphalt Specifications, Construction and Inspection	24	38%	143	55%	177	51%
Asset Management - What do you have and where is it?	10	16%	41	16%	56	16%
Concrete Maintenance	25	40%	95	37%	124	36%
Concrete Inspection	16	25%	74	28%	94	27%
Concrete Construction	25	40%	95	37%	123	35%
Concrete Specifications	15	24%	61	23%	80	23%
FHWA Every Day Counts Innovations	3	5%	23	9%	30	9%
Geotextiles in Transportation Applications	5	8%	41	16%	50	14%
Grant Writing for Local Agencies	10	16%	24	9%	39	11%
Maintenance of Small Bridges	11	17%	76	29%	91	26%
Pavement Management Systems	17	27%	95	37%	116	33%
Project Scheduling and Management	15	24%	59	23%	82	23%
Traffic Management for Special Events (fairs, festivals, parades, etc.)	18	29%	73	28%	97	28%
Trenching and Shoring	23	37%	78	30%	103	30%
Unpaved Road Maintenance	14	22%	140	54%	157	45%

**2. Please select hands-on training that you would like the WV LTAP to offer. (Please select all that apply.)**

Response	Municipal		State		Total	
	#	%	#	%	#	%
Asphalt Maintenance Techniques	24	38%	140	54%	176	50%
Backhoe Operation and Safety	35	56%	98	38%	140	40%
Chainsaw Operation and Safety	21	33%	76	29%	102	29%
Fork Lift Operation and Safety	14	22%	45	17%	61	17%
Mini Excavator Operation and Safety	29	46%	91	35%	127	36%
Motor Grader Operation and Safety	11	17%	82	32%	96	28%
Sidewalk Construction and Finishing	23	37%	74	28%	101	29%
Work Zone Setup	27	43%	115	44%	152	44%

**3. Please list any other workshop topics that the WV LTAP should consider adding in the future.**

- Maybe some basic drainage. Sizing of culverts, MS4, and proper way to install culverts. I like to learn more about roundabouts and traffic improvements in urban areas and rural areas.
- Environmental training on NPDES and USACE permits when excavating and working below OHW.
- Writing specifications--pitfalls to avoid, low-cost safety improvements, ADA compliance in the public right-of-way, writing for results, designing, operating and maintaining facilities for all users, traffic calming, Road Safety 365, traffic sign retroreflectivity inspectors course
- Materials used in asphalt preservation
- Oil/Gas Inspections
- Oil and gas trainings
- Bridge Repair
- Storm water management/Brief overview of traffic impact studies
- Reading construction plans
- Basic Surveying
- Thin pavements - cost, placement
- Classes on bolts - torquing procedures sizes to use welding plates in place - best placement versus height of beams do's and don'ts of structural steel
- Utility Relocation
- Aggregate/gravel training, inspection, specifications
- Safety tips for all employees
- Stormwater BMP Maintenance/Installation
- Any Work Zone Safety Programs
- Proper Tree Trimming/Pruning
- ADA Regulations - Transition Plan/Self Evals
- Stormwater BMP Maintenance/Installation
- Look for request for traffic calming course in eastern panhandle
- Access management options and how to coordinate local land use goals, pedestrians, bike accessibility, and DOH concerns/laws
- Coordination between transit agencies and local/state roads
- Supervisor training - managing crews, handling difficult employees, etc
- Mower
- Love to attend asphalt seminars
- Maintaining Trees Over Roads and Sidewalks
- Skidsteer Operation and Safety

## 5.5 Communication

### 1. How do you prefer to receive newsletters?

Response	Municipal		State		Total	
	#	%	#	%	#	%
Mail	25	40%	57	22%	89	26%
Email	26	41%	130	50%	171	49%
Both	10	16%	62	24%	76	22%

### 2. Are you familiar with the WV LTAP's newsletter *Country Roads and City Streets*?

Response	Municipal		State		Total	
	#	%	#	%	#	%
Yes. I receive it.	20	32%	86	33%	117	34%
Yes. I've seen it.	10	16%	75	29%	90	26%
No	31	49%	94	36%	135	39%

### 3. Are you familiar with the WV LTAP's electronic newsletter *Road and Street Speak*?

Response	Municipal		State		Total	
	#	%	#	%	#	%
Yes. I receive it.	11	17%	28	11%	44	13%
Yes. I've seen it.	5	8%	63	24%	72	21%
No	47	75%	162	62%	226	65%

### 4. How often do you like to receive notifications of upcoming training, new information, etc?

Response	Municipal		State		Total	
	#	%	#	%	#	%
Daily	0	0%	6	2%	6	2%
Weekly	10	16%	37	14%	52	15%
Monthly	26	41%	133	51%	173	50%
Quarterly	16	25%	67	26%	88	25%

**Fill-In Responses:** Whenever available, Don't, Supervisor

### 5. How do you prefer to learn about upcoming WV LTAP training? (Please select all that apply.)

Response	Municipal		State		Total	
	#	%	#	%	#	%
Website	9	14%	22	8%	33	9%
Email	32	51%	153	59%	205	59%
Mail	50	79%	187	72%	259	74%
Phone	2	3%	6	2%	8	2%
Facebook	1	2%	11	4%	14	4%
Training Coordinator (WVDOH)	5	8%	124	48%	134	38%

**6. How often do you visit the WV LTAP website, wvltap.wvu.edu?**

Response	Municipal		State		Total	
	#	%	#	%	#	%
Daily	1	2%	1	0%	2	1%
Weekly	3	5%	8	3%	14	4%
Monthly	15	24%	60	23%	82	23%
Never	39	62%	166	64%	215	62%

**Fill-In Responses:** I should, First time (x2), Did not know about it, Two times a year, Maybe after receiving email, Couple times a year, Infrequently, When needed, When I receive an Email Regarding Training Classes, Occasionally, Random times

## 5.6 Equipment Loan Program and Technical Assistance

**1. Are you aware that the WV LTAP has equipment available for a two-week loan at no charge? (radar sign, traffic counters, pedestrian counters, digital levels, etc.)**

Response	Municipal		State		Total	
	#	%	#	%	#	%
Yes	9	14%	33	13%	50	14%
No	56	89%	229	88%	301	86%

**2. We are constantly trying to update our equipment loan program. Please list any suggestions you have for new equipment.**

- Not sure. I work in the WVDOH D-1 maintenance department. I deal with permitting. I help issuing entrance permits. It keeps me very busy here.
- more of the first three
- Grade alls back
- Gradeall
- Concrete Vibrators
- Message Boards
- Traco
- New Coworkers
- Mobile speed bumps for construction zones and events and same signage
- Heat thermometer
- Traffic signals for short term use - less than a month
- Changeable Message Boards
- Portable Traffic Lights
- Dump Trucks
- Brush mowers
- Construction Equipment
- Need more hands-on
- Bucket Tracks
- Pavers and rollers
- Send out information in advance
- Street Sweepers, Bobcats

**3. Are you aware that the WV LTAP staff is available to provide assistance to your community, either remotely or on-site?**

Response	Municipal		State		Total	
	#	%	#	%	#	%
Yes	22	35%	67	26%	98	28%
No	41	65%	193	74%	251	72%

**4. What are areas that your agency/community could benefit from personalized assistance from WV LTAP staff? (Please select all that apply.)**

Response	Municipal		State		Total	
	#	%	#	%	#	%
Drainage Issues	27	43%	144	55%	181	52%
Proper Pothole Patching Methods	25	40%	124	48%	156	45%
Intersection Safety	19	30%	57	22%	83	24%
Sidewalk/ADA Assessments	23	37%	66	25%	98	28%
Parking Issues	12	19%	29	11%	47	13%
Traffic Counting and Speed Data	9	14%	34	13%	49	14%
Pavement Mix Selection	14	22%	61	23%	79	23%
Traffic Sign Reviews and Assessments	14	22%	56	22%	75	21%
Road Condition Assessments	6	10%	18	7%	27	8%

**Fill-In Responses:** \*none submitted\*

## 5.7 Additional Information

**1. Please list any other suggestions or comments you have to help us improve our services and programs.**

- You all do a great job! I love the training classes. I enjoy speaking with instructors; great people. It feels like family there. It is hard for me to attend training because I am the only person here besides my boss. I answer to an engineer. Permits keep me busy. It can drain a person mentally by the end of the day. The hardest is dealing with the public. You have to be so inform and clear when explaining what I am requiring from them. Private sector engineers/consultants can be extremely hard to deal with on projects. I do not understand why because a lot of them, I know and work with all the time.
- Provide Flagger/work zone safety certifications for employees.
- more covey type training; more ADA on the designer level with a quick reference guidance document for key points for sidewalks and intersections.
- Every class I attended I enjoy
- Anything to do with pipeline crossing of roadways
- Escorts of oversize loads
- Marking of for parking spaces and loan equipment for self marking
- Thanks for the help, training, and support you give the DOH. We have benefited from your group since 1986. What a lesson our other colleges and universities could benefit from. We do appreciate all you do!
- Complete streets policies and design manuals (Florida DOT has good examples)
- Design of bicycle facilities (MD has a great design manual on this)
- Road diet analysis and design (1-day course MD LTAP offers)
- More review and sharing home rule applications in WV cities. For example, sidewalk adjacent to development in ROW are property owner's liability. Seeking additional rules and policies
- Its new to me
- It's fine the way it is.



The remainder of this section asked the participants if they had any immediate needs and to voluntarily submit their contact information. WV LTAP staff have recorded that information and reached out to those requesting information or assistance.

## 6.0 INITIAL OBSERVATIONS

### 6.1 General Information

- The sample size was much greater than the 2009 needs assessment.
- The municipal responses composed 18% of the sample size, which is much higher than the previous rate of 5%. With the much larger number of responses, this is more significant as it represents 64 responses versus 4 by municipalities in 2009.
- Responses were received from a wide variety of job classifications, providing a diverse set of responses.

### 6.2 Computer and Internet Usage

- The vast majority of respondents have access to computers and high speed internet.
- Approximately 9 out of 10 use a computer or laptop and nearly 2 out of 3 use a mobile device to access the internet.
- Few were adamantly opposed to an online communication tool for public works agencies, but there was a large percent of uncertainty.

### 6.3 Training Logistics

- Respondents strongly indicated that they prefer attending traditional classroom training over webinars and self-paced training. Additionally, the respondents strongly indicated they feel they learn better in traditional training face-to-face sessions.
- While they are interested in traditional training taking a full day, they indicated a strong preference for webinars and self-paced training to last 2 hours or less.

### 6.4 Training

- The training topics and hands-on training topics are ranked (Tables on page 15)
- In both lists, municipal and state respondents had different priorities, as expected. It will need to be determined where to focus efforts.
- Question 3 offers a lot of possibilities that should be considered. Topics such as stormwater management come up several times and may have been ranked highly had it been an option in Question 1.

#### Training Topics Ranked (sorted by “All” response group)

Rank By Response Group			Topic
All	Municipal	State	
1	3	1	Asphalt Specifications, Construction and Inspection
2	10	2	Unpaved Road Maintenance
3	1	3	Concrete Maintenance
4	1	3	Concrete Construction
5	6	3	Pavement Management Systems
6	4	6	Trenching and Shoring
7	5	9	Traffic Management for Special Events
8	7	8	Concrete Inspection
9	11	7	Maintenance of Small Bridges
10	8	11	Project Scheduling and Management
11	8	10	Concrete Specifications
12	12	12	Asset Management - What do you have and where is it?
13	14	12	Geotextiles in Transportation Applications
14	12	14	Grant Writing for Local Agencies
15	15	15	FHWA Every Day Counts Innovations

#### Hands-on Training Topics Ranked (sorted by “All” response group)

Rank By Response Group			Topic
All	Municipal	State	
1	4	1	Asphalt Maintenance Techniques
2	3	2	Work Zone Setup
3	1	3	Backhoe Operation and Safety
4	2	4	Mini Excavator Operation and Safety
5	6	6	Chainsaw Operation and Safety
6	5	7	Sidewalk Construction and Finishing
7	8	5	Motor Grader Operation and Safety
8	7	8	Fork Lift Operation and Safety

## 6.5 Communication

- There seems to be more of a shift in preference toward viewing the newsletter online. However, there is still a sizeable portion that prefers printed copies.
- Nearly 2 out of 3 respondents are unfamiliar with *Road & Street Speak*. We need to market this more to our audience.
- Nearly 2 out of 3 respondents never visit the website. What needs done (marketing/content) to increase familiarity and use?

## 6.6 Equipment Loan Program and Technical Assistance

- Little familiarity with these programs. How can the awareness increase?
- The equipment listed in Question 2 is generally outside of the feasibility for the WV LTAP Center. For future needs assessments, we need to clarify we are referring to small, easily portable equipment.
- All but the last two bullets were submitted by state respondents. The last two were municipal respondents.
- Technical assistance is provided by request, but the priority topics may be useful in gauging what additional classes should be offered, particularly classes with field components.

## 6.7 Additional Information

- Information that was provided by respondents in this area related to other sections.

## 7.0 ACTION PLAN

A summary was provided to the WV LTAP Advisory Board and further reviewed by the WV LTAP staff. Working sessions were held at the September 12, 2018 and December 7, 2018 Advisory Board meetings and were used to review observations and identify desired changes/additions/deletions to the program. This final report will be shared through email with the WVDOT and the FHWA – WV Division. Additionally, the final report will be published on our WV LTAP website.

WV LTAP staff will focus efforts on the areas this needs assessment has shown that need improvement. The WV LTAP staff will also continue planning for the future of the WV LTAP, balancing state specific needs with the larger LTAP focus.



Appendix:

Print Version of  
2017-2018 Needs Assessment Form





## 2017 Needs Assessment

The WV LTAP wants to ensure we are offering training and services that meet your needs. Please help us collect this information by taking approximately ten minutes of your time to complete the following needs assessment. Please email the completed form to [acolli15@mail.wvu.edu](mailto:acolli15@mail.wvu.edu).

### General Information

#### 1. Which of the following best describes your organization or agency?

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Municipality (City/Town/Village) | <input type="checkbox"/> WVDOH – County Maintenance | <input type="checkbox"/> WVDOH – District               |
| <input type="checkbox"/> WVDOH – Central Office           | <input type="checkbox"/> WV Parkways Authority      | <input type="checkbox"/> Federal Highway Administration |
| <input type="checkbox"/> Private                          | <input type="checkbox"/> Public Service District    | <input type="checkbox"/> US Forest Service              |
| <input type="checkbox"/> Home or Property Owners Assoc.   | <input type="checkbox"/> Other _____                |   |

#### 2. How many employees in your agency are responsible for managing, maintaining, or working on the roadway or in the right-of-way?

- |                                  |                                  |                                  |                                      |
|----------------------------------|----------------------------------|----------------------------------|--------------------------------------|
| <input type="checkbox"/> 0 - 5   | <input type="checkbox"/> 6 - 10  | <input type="checkbox"/> 11 - 20 | <input type="checkbox"/> 21 - 35     |
| <input type="checkbox"/> 36 - 50 | <input type="checkbox"/> 51 - 75 | <input type="checkbox"/> Over 75 | <input type="checkbox"/> Other _____ |

#### 3. Which of the following best defines your position?

- |   |                                      |   |  |
|---|--------------------------------------|---|--|
| <input type="checkbox"/> Manager/Director | <input type="checkbox"/> Engineer    | <input type="checkbox"/> Technician         | <input type="checkbox"/> Clerical/Office Staff |
| <input type="checkbox"/> Elected Official | <input type="checkbox"/> Crew Leader | <input type="checkbox"/> Equipment Operator | <input type="checkbox"/> Laborer               |
| <input type="checkbox"/> Mechanic         | <input type="checkbox"/> Other _____ |   |  |

#### 4. What interactions have you had with the WV LTAP? (Please select all that apply.)

- |   |   |
|---|---|
| <input type="checkbox"/> I have attended WV LTAP training.      | <input type="checkbox"/> I have received technical assistance from WV LTAP staff. |
| <input type="checkbox"/> I have met WV LTAP staff at a meeting. | <input type="checkbox"/> I receive emails and mailings from the WV LTAP.          |
| <input type="checkbox"/> Other _____                            |   |

### Computer and Internet Usage

#### 1. What is your level of comfort using a computer and the internet?

- |   |                                      |  |                                  |
|---|--------------------------------------|--|----------------------------------|
| <input type="checkbox"/> Very Comfortable | <input type="checkbox"/> Comfortable | <input type="checkbox"/> Uncomfortable | <input type="checkbox"/> Neutral |
|---|--------------------------------------|--|----------------------------------|

#### 2. What type of internet do you have access to at work?

- |                                     |                                    |                                  |                                   |                               |
|-------------------------------------|------------------------------------|----------------------------------|-----------------------------------|-------------------------------|
| <input type="checkbox"/> High Speed | <input type="checkbox"/> Satellite | <input type="checkbox"/> Dial-up | <input type="checkbox"/> Not Sure | <input type="checkbox"/> None |
|-------------------------------------|------------------------------------|----------------------------------|-----------------------------------|-------------------------------|

#### 3. What type of internet do you have access to at home?

- |                                     |                                    |                                  |                                   |                               |
|-------------------------------------|------------------------------------|----------------------------------|-----------------------------------|-------------------------------|
| <input type="checkbox"/> High Speed | <input type="checkbox"/> Satellite | <input type="checkbox"/> Dial-up | <input type="checkbox"/> Not Sure | <input type="checkbox"/> None |
|-------------------------------------|------------------------------------|----------------------------------|-----------------------------------|-------------------------------|

#### 4. What devices do you use to access the internet? (Please select all that apply.)

- |   |                                 |                                |                               |
|---|---------------------------------|--------------------------------|-------------------------------|
| <input type="checkbox"/> Desktop/Laptop | <input type="checkbox"/> Tablet | <input type="checkbox"/> Phone | <input type="checkbox"/> None |
|---|---------------------------------|--------------------------------|-------------------------------|

#### 5. Would you use an online tool (forum/listserv) to communicate with your peers across the state?

- |                              |                             |                                |
|------------------------------|-----------------------------|--------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Maybe |
|------------------------------|-----------------------------|--------------------------------|

## Training Logistics

### 1. Which type of training do you prefer to attend?

- ☐ Traditional - Instructor and participants are at the same location.
- ☐ Webinar - Presented live on the internet, and the instructor is available to answer questions during the session.
- ☐ Self-paced - Access training on your schedule. An instructor may be able to answer questions by email.

### 2. Which training style do you find best for learning?

- ☐ Traditional - Instructor and participants are at the same location.
- ☐ Webinar - Presented live on the internet, and the instructor is available to answer questions during the session.
- ☐ Self-paced - Access training on your schedule. An instructor may be able to answer questions by email.

### 3. What training lengths do you prefer for traditional/in-person training? (Please select all that apply.)

- ☐ ½ day (3 to 4 hours)
- ☐ 1 day (5 to 7 hours)
- ☐ 2 days
- ☐ Other \_\_\_\_\_

### 4. What training lengths do you prefer for webinar training? (Please select all that apply.)

- ☐ Less than 1 hour
- ☐ 1 to 2 hours
- ☐ 2 to 4 hours
- ☐ Over 4 hours
- ☐ Other \_\_\_\_\_

### 5. What training lengths do you prefer for self-paced training? (Please select all that apply.)

- ☐ Less than 1 hour
- ☐ 1 to 2 hours
- ☐ 2 to 4 hours
- ☐ Over 4 hours
- ☐ Other \_\_\_\_\_

### 6. What months, if any, are difficult for you to attend, or send people to, training? (Please select all that apply.)

- ☐ January
- ☐ February
- ☐ March
- ☐ April
- ☐ May
- ☐ June
- ☐ July
- ☐ August
- ☐ September
- ☐ October
- ☐ November
- ☐ December

### 7. How many hours would you be willing to travel to attend a half-day workshop?

- ☐ 1 hour or less
- ☐ 2 to 4 hours
- ☐ 4 to 6 hours
- ☐ 6 to 8 hours

### 8. How many hours would you be willing to travel to attend a full-day workshop?

- ☐ 1 hour or less
- ☐ 2 to 4 hours
- ☐ 4 to 6 hours
- ☐ 6 to 8 hours

### 9. Which of the following is most accurate in describing your training budget?

- ☐ We do not have money for training.
- ☐ Money may be available, but primarily for specialized classes.
- ☐ My agency has a training budget that can be used to pay for training.
- ☐ I don't know.
- ☐ Other \_\_\_\_\_



## Training

1. Outside of the current classes we offer, please select additional training topics you would like the WV LTAP to offer. (Please select all that apply.)

- |  |   |
|--|---|
| <input type="checkbox"/> Asphalt Specifications, Construction and Inspection | <input type="checkbox"/> Asset Management - What do you have and where is it? |
| <input type="checkbox"/> Concrete Maintenance                                | <input type="checkbox"/> Concrete Inspection                                  |
| <input type="checkbox"/> Concrete Construction                               | <input type="checkbox"/> Concrete Specifications                              |
| <input type="checkbox"/> FHWA Every Day Counts Innovations                   | <input type="checkbox"/> Geotextiles in Transportation Applications           |
| <input type="checkbox"/> Grant Writing for Local Agencies                    | <input type="checkbox"/> Maintenance of Small Bridges                         |
| <input type="checkbox"/> Pavement Management Systems                         | <input type="checkbox"/> Project Scheduling and Management                    |
| <input type="checkbox"/> Traffic Management for Special Events               | <input type="checkbox"/> Trenching and Shoring                                |
| <input type="checkbox"/> Unpaved Road Maintenance                            |   |

2. Please select hands-on training that you would like the WV LTAP to offer. (Please select all that apply.)

- |  |  |
|--|--|
| <input type="checkbox"/> Asphalt Maintenance Techniques      | <input type="checkbox"/> Backhoe Operation and Safety      |
| <input type="checkbox"/> Chainsaw Operation and Safety       | <input type="checkbox"/> Fork Lift Operation and Safety    |
| <input type="checkbox"/> Mini Excavator Operation and Safety | <input type="checkbox"/> Motor Grader Operation and Safety |
| <input type="checkbox"/> Sidewalk Construction and Finishing | <input type="checkbox"/> Work Zone Setup                   |

3. Please list any other training topics that the WV LTAP should consider offering in the future.

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## Communication

1. How do you prefer to receive newsletters?

- ☐ Mail ☐ Email ☐ Both

2. Are you familiar with the WV LTAP's newsletter *Country Roads and City Streets*?

- ☐ Yes. I receive it. ☐ Yes. I've seen it. ☐ No



3. Are you familiar with the WV LTAP's electronic newsletter *Road and Street Speak*?

- ☐ Yes. I receive it. ☐ Yes. I've seen it. ☐ No



4. How often do you like to receive notifications of upcoming training, new information, etc?

- ☐ Daily ☐ Weekly ☐ Monthly ☐ Quarterly  
☐ Other \_\_\_\_\_

5. How do you prefer to learn about upcoming WV LTAP training? (Please select all that apply.)

- |                                   |   |                               |                                |
|-----------------------------------|---|-------------------------------|--------------------------------|
| <input type="checkbox"/> Website  | <input type="checkbox"/> Email                        | <input type="checkbox"/> Mail | <input type="checkbox"/> Phone |
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Training Coordinator (WVDOH) |                               |                                |

6. How often do you visit the WV LTAP website, wvltap.wvu.edu?

- ☐ Daily ☐ Weekly ☐ Monthly ☐ Never  
☐ Other \_\_\_\_\_

## Equipment Loan Program and Technical Assistance

1. Are you aware that the WV LTAP has equipment available for a two-week loan at no charge? (radar sign, traffic counters, pedestrian counters, digital levels, etc.)

☐ Yes ☐ No

2. We are constantly trying to update our equipment loan program. Please list any suggestions you have for new equipment.

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3. Are you aware that the WV LTAP staff is available to provide assistance to your community, either remotely or on-site?

☐ Yes ☐ No

4. What are areas that your agency/community could benefit from personalized assistance from WV LTAP staff? (Please select all that apply.)

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Drainage Issues          | <input type="checkbox"/> Proper Pothole Patching Methods | <input type="checkbox"/> Intersection Safety             |
| <input type="checkbox"/> Sidewalk/ADA Assessments | <input type="checkbox"/> Parking Issues                  | <input type="checkbox"/> Traffic Counting and Speed Data |
| <input type="checkbox"/> Pavement Mix Selection   | <input type="checkbox"/> Traffic Sign Assessments        | <input type="checkbox"/> Road Condition Assessments      |
| <input type="checkbox"/> Other _____              |  |  |

## Additional Information

1. Please list any other suggestions or comments you have to help us improve our services and programs.

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2. Please check any items from the list below that you would like a WV LTAP staff member to contact you about and provide your contact information. You can fill out the contact info below, or if you would like your survey responses to remain anonymous, you can also email [kim.carr@mail.wvu.edu](mailto:kim.carr@mail.wvu.edu) or call 304-293-9924 with your request.

- |  |   |
|--|---|
| <input type="checkbox"/> Available Programs and Services | <input type="checkbox"/> Receiving Training Announcements and Newsletters |
| <input type="checkbox"/> Technical Assistance            | <input type="checkbox"/> Borrowing Materials from the lending Library     |

Providing the following information is optional.

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_