

# 2023 - 2024

NEEDS  
ASSESSMENT  
SURVEY  
FINAL REPORT

DECEMBER 2024

WEST VIRGINIA  
LOCAL TECHNICAL  
ASSISTANCE PROGRAM





## Contents

<b>1.0 INTRODUCTION</b> .....	1
1.1 WV LTAP Mission .....	1
1.2 Role of Needs Assessment .....	1
<b>2.0 PRIOR NEEDS ASSESMENT</b> .....	2
2.1 Overview of 2017-2018 Needs Assessment Results .....	2
2.2 WV LTAP Actions Based on 2017-2018 Needs Assessment .....	3
<b>3.0 STRUCTURE OF NEEDS ASSESSMENT</b> .....	3
<b>4.0 DATA COLLECTION</b> .....	3
<b>5.0 SUMMARY OF 2023 – 2024 NEEDS ASSESSMENT RESPONSES</b> .....	4
5.1 General Information .....	4
5.2 Computer and Internet Usage .....	6
5.3 Training Logistics .....	7
5.3a Traditional Training .....	8
5.3b Webinar Training .....	9
5.3c Self-paced Training .....	9
5.4 Training Topics .....	10
5.5 Communication .....	13
5.6 Equipment Loan Program and Technical Assistance .....	15
5.7 Additional Comments Received .....	16
<b>6.0 OBSERVATIONS</b> .....	16
6.1 General Information .....	16
6.2 Computer and Internet Usage .....	16
6.3 Training Logistics .....	16
6.4 Training .....	17
6.5 Communication .....	17
6.6 Equipment Loan Program and Technical Assistance .....	18
<b>7.0 SUMMARY</b> .....	18

## Appendix

Print Version of 2017-2018 Needs Assessment Form

---

## 1.0 INTRODUCTION

The WV LTAP conducted a needs assessment survey from September 2023 through February 2024. By asking questions on various topics, valuable information was gained that can help the WV LTAP 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, efficient, and environmentally sound 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

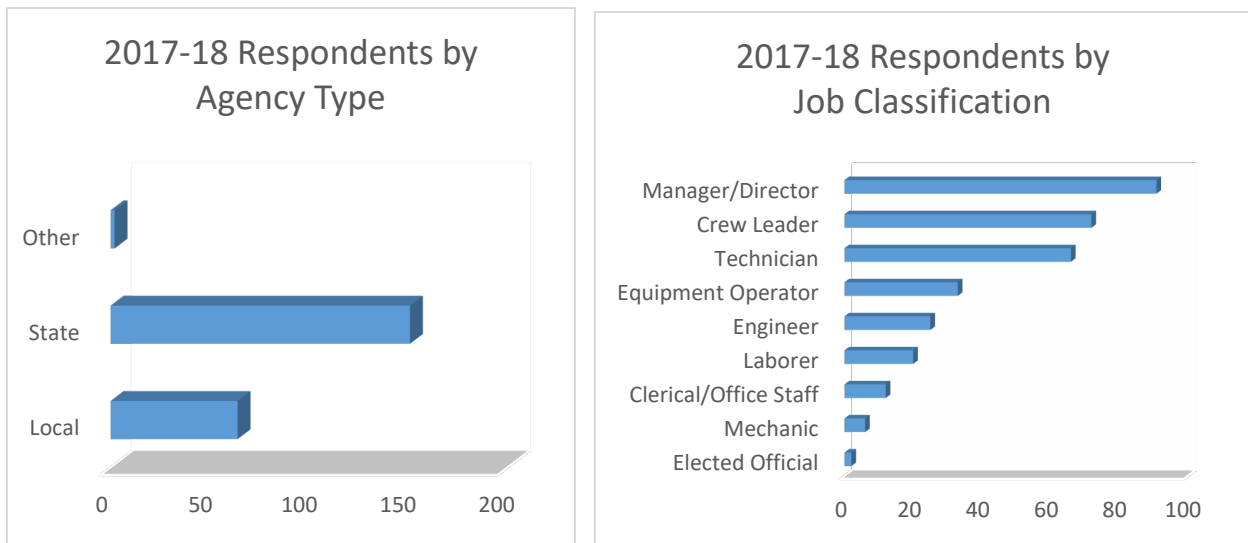
The needs assessment is a process that allows the WV LTAP to ask targeted questions to our audience. This is just one means by which we gather information on needed services. Additionally, we receive written and verbal feedback from class attendees, from members of the WV LTAP Advisory Board, from program 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 ASSESSMENT

The WV LTAP staff previously conducted needs assessments to identify ways to improve the program. The most recent assessment prior to this one was conducted in 2017-2018.

### 2.1 Overview of 2017-2018 Needs Assessment Results

Of the 349 responses received in 2017 and 2018, WVDOH employees made up a significant portion. The following graphs show the response rates.



Their responses included:

- Newsletter
  - 60% receive or are familiar with the newsletter
  - 26% like a paper copy, 49% would prefer an electronic copy, 22% do not care
- Tech Assist Topics of Interest
  - 52% Drainage
  - 45% Pothole Patching
  - 28% Sidewalk and ADA
  - 24% Intersection Safety
  - 23% Pavement Mix Design
  - 21% Traffic Signs
- Technology
  - Internet Access: (93% work, 93% home)
  - 83% were either comfortable or very comfortable using a computer and the internet.

- Training
  - 85% prefer attending in-person training and 89% feel they learn better in that format
  - Only 17% prefer training that lasts more than one day
  - Top responses to being asked to rank topics for development
    1. Asphalt Specifications, Construction, and Inspection
    2. Unpaved Road Maintenance
    3. Concrete Maintenance
    4. Concrete Construction
    5. Pavement Management Systems
    6. Trenching and Shoring

## 2.2 WV LTAP Actions Based on 2017-2018 Needs Assessment

Many of the enhancements to the program can be traced back to the responses received in the 2017-2018 Needs Assessment. These include:

- With the high percentage of computer comfort, the WV LTAP website was rebuilt to provide additional resources, such as the following:
  - New digital video and publication libraries to replace the retired hard copies
  - Access to online training
  - Searchable newsletter archive
  - Links to innovation resources
  - and much more
- Revised equipment loan program and added additional equipment
- Contracted with outside instructors on topics not currently provided by WV LTAP staff to meet identified training needs

## 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. Previous needs assessments were used as a general template for developing the current survey. Questions were added and revised based on current interests, and questions that were no longer deemed critical were eliminated.

## 4.0 DATA COLLECTION

Responses were collected from September 2023 through February 2024. The assessment was made available as an electronic 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 2023 WV LTAP Snow and Ice Control Workshop and other WV LTAP training events.

## 5.0 SUMMARY OF 2023 – 2024 NEEDS ASSESSMENT RESPONSES

The needs assessment was broken into seven parts. The following subsections summarize the 176 responses for each section, which were filled out via either the electronic or printed form. As appropriate, the results were parsed to list the responses by agency type in addition to the total responses.

When responses are presented by agency type, they are shown as follows:

- The column listed as “#” represents the number of responses corresponding to the agency type.
- The “%” represents the total submitters from that agency type who selected that response.

**Percentages will often not sum to 100%, as all respondents may have not answered the question, or they selected multiple answers.**

### 5.1 General Information

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

Response	Total	
	#	%
Municipality (City/Town/Village)	43	25%
State	121	70%
Federal	3	2%
Private	1	1%
Public Service District	6	3%
Home or Property Owner's Assoc.	0	0%

#### 1a. Which best defines your agency within the state?

Response	Total	
	#	%
WV Division of Highways - Central Office	7	6%
WV Division of Highways - District Office	37	32%
WV Division of Highways - County Maintenance Facility	70	61%
WV Parkways Authority	0	0%

#### 1b. Which best defines your agency within the federal government?

Response	Total	
	#	%
Federal Highway Administration	3	100%
US Forest Service	0	0%

**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		Public Service District	
	#	%	#	%
0 - 5	15	35%	1	17%
6 - 10	8	19%	1	17%
11 - 20	11	26%	0	0%
21 - 35	5	12%	1	17%
36 - 50	1	2%	0	0%
51 - 75	2	5%	0	0%
Over 75	0	0%	0	0%

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

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Manager/Director	17	40%	37	31%	0	0%	2	33%	56	32%
Engineer	0	0%	14	12%	0	0%	0	0%	14	8%
Technician	3	7%	5	4%	0	0%	0	0%	8	5%
Clerical/Office Staff	0	0%	2	2%	0	0%	0	0%	2	1%
Elected Official	3	7%	0	0%	0	0%	0	0%	3	2%
Crew Leader	4	9%	47	39%	1	33%	0	0%	54	31%
Equipment Operator	5	12%	3	2%	0	0%	0	0%	8	5%
Laborer	13	30%	0	0%	0	0%	1	17%	10	6%
Mechanic	1	2%	0	0%	0	0%	0	0%	1	1%

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

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Yes	36	84%	103	85%	3	100%	3	50%	151	86%
No	7	16%	18	15%	0	0%	0	0%	25	14%



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

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
I have attended WV LTAP training.	16	37%	68	56%	1	33%	0	0%	89	51%
I have received technical assistance from WV LTAP staff.	5	12%	5	4%	0	0%	0	0%	11	6%
I have met WV LTAP staff at a meeting.	4	9%	17	14%	0	0%	0	0%	24	14%
I receive emails and mailings from the WV LTAP.	13	30%	31	26%	0	0%	2	33%	49	28%

**5.2 Computer and Internet Usage**

**1. Do you have access to the internet at work?**

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Yes	40	93%	106	88%	3	100%	3	50%	158	90%
No	0	0%	15	12%	0	0%	0	0%	15	9%

**2. What devices do you use to access the internet?**

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Desktop / Laptop	32	74%	101	83%	3	100%	3	50%	144	82%
Tablet	10	23%	12	10%	0	0%	2	33%	24	14%
Phone	30	70%	76	63%	0	0%	2	33%	112	64%

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

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Yes	23	53%	71	59%	1	33%	1	17%	99	56%
No	6	14%	8	7%	0	0%	1	17%	16	9%
Maybe	12	28%	41	34%	2	67%	1	17%	59	34%

## 5.3 Training Logistics

### 1. Which type of training are you most likely to attend?

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Traditional - Instructor and participants are at the same location	26	60%	90	74%	3	100%	3	50%	128	73%
Webinar - Presented live on the internet, and the instructor is available to answer questions during the session	15	35%	32	26%	0	0%	0	0%	47	27%
Self-paced - Access training on your schedule. An instructor may be able to answer questions by email	9	21%	19	16%	0	0%	0	0%	28	16%

### 2. What months are best for you to attend or send people to in-person training? (Select all that apply.)

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
January	9	21%	16	13%	0	0%	0	0%	28	16%
February	9	21%	15	12%	0	0%	0	0%	27	15%
March	13	30%	19	16%	0	0%	0	0%	34	19%
April	11	26%	33	27%	0	0%	1	17%	50	28%
May	14	33%	34	28%	0	0%	1	17%	53	30%
June	14	33%	33	27%	1	33%	1	17%	52	30%
July	15	35%	34	28%	1	33%	1	17%	55	31%
August	14	33%	45	37%	2	67%	1	17%	65	37%
September	22	51%	80	66%	2	67%	2	33%	108	61%
October	15	35%	48	40%	0	0%	1	17%	68	39%
November	7	16%	11	9%	0	0%	0	0%	20	11%
December	6	14%	9	7%	0	0%	0	0%	15	9%
No Preference	12	28%	8	7%	0	0%	1	17%	21	12%

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

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
We do not have money for training	4	9%	2	2%	0	0%	0	0%	6	3%
Money may be available, but primarily for specialized classes	0	0%	0	0%	0	0%	0	0%	0	0%
My agency has a training budget that can be used to pay for training	6	14%	45	37%	0	0%	1	17%	56	32%
I don't know	12	28%	57	47%	2	67%	1	17%	73	41%

5.3a Traditional Training

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

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
1 hour or less	14	33%	25	21%	1	33%	1	17%	41	23%
2 hours	18	42%	62	51%	1	33%	2	33%	86	49%
3 hours	6	14%	16	13%	1	33%	0	0%	86	49%
4 hours	5	12%	16	13%	0	0%	0	0%	20	11%

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

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
1 hour or less	10	23%	13	11%	1	33%	1	17%	25	14%
2 hours	16	37%	51	42%	1	33%	2	33%	71	40%
3 hours	8	19%	25	21%	1	33%	0	0%	38	22%
4 hours	4	9%	27	22%	0	0%	0	0%	32	18%

### 5.3b Webinar Training

#### 1. What is your preferred daily length for webinar training? (Select all that apply.)

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Less than 1 hour	7	16%	26	21%	1	33%	2	33%	37	21%
1 to 2 hours	18	42%	56	46%	1	33%	2	33%	81	46%
2 to 4 hours	13	30%	36	30%	0	0%	0	0%	49	28%
Over 4 hours	8	19%	11	9%	0	0%	0	0%	19	11%

#### 2. How comfortable are you with virtual meeting platforms such as Zoom and Teams?

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Very comfortable	11	28%	33	28%	1	33%	1	33%	50	30%
Somewhat comfortable	19	49%	58	50%	0	0%	2	67%	81	48%
Not comfortable	9	23%	26	22%	2	67%	0	0%	37	22%

### 5.3c Self-paced Training

#### 1. What self-paced training formats do you prefer?

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Pre-Recorded Webinars	13	30%	27	22%	0	0%	0	0%	41	23%
Training Videos	27	63%	61	50%	0	0%	1	17%	90	51%
Mixture of videos, reading, and activities	23	53%	67	55%	2	100%	0	0%	96	55%

## 5.4 Training Topics

### 1. Please select training topics that are a need for you and your agency. (Select all that apply.)

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
7 Habits of Highly Effective People	14	33%	37	31%	0	0%	0	0%	53	30%
Asphalt Specifications, Construction and Inspection	20	47%	62	51%	0	0%	0	0%	85	48%
Asset Management - What do you have and where is it?	8	19%	35	29%	0	0%	2	33%	46	26%
Concrete Maintenance	12	28%	32	26%	0	0%	0	0%	48	27%
Concrete Specifications, Construction and Inspection	9	21%	30	25%	0	0%	0	0%	41	23%
Confined Space	13	30%	14	12%	0	0%	0	0%	28	16%
Conflict Resolution	8	19%	35	29%	0	0%	0	0%	45	26%
Drones/UAVs (Unmanned Aerial Vehicles)	0	0%	0	0%	0	0%	0	0%	0	0%
Federal Aid Essentials for Local Agencies	9	21%	11	9%	0	0%	0	0%	22	13%
Geotextiles in Transportation Applications	3	7%	11	9%	0	0%	0	0%	14	8%
Grant Writing for Local Agencies	11	26%	8	7%	0	0%	2	33%	24	14%
Gravel Road Maintenance	19	44%	73	60%	0	0%	1	17%	94	53%
Introduction to Roadway Maintenance	16	37%	52	43%	1	33%	1	17%	71	40%
Pavement Management Systems	13	30%	63	52%	0	0%	0	0%	78	44%
Project Management	12	28%	32	26%	0	0%	0	0%	46	26%
Public Works Ethics	19	44%	27	22%	1	33%	0	0%	50	28%
Small Bridges Maintenance	6	14%	40	33%	1	33%	0	0%	48	27%
Traffic Management for Special Events (fairs, festivals, parades, etc.)	18	42%	49	40%	1	33%	0	0%	70	40%
Trenching and Shoring	13	30%	31	26%	0	0%	1	17%	45	26%

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

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Asphalt Maintenance Techniques	20	47%	65	54%	2	67%	0	0%	89	51%
Backhoe Operation & Safety	20	47%	49	40%	0	0%	2	33%	73	41%
Chainsaw Operation & Safety	18	42%	44	36%	1	33%	1	17%	65	37%
Culvert Inspection	10	23%	54	45%	0	0%	1	17%	67	38%
Fork Lift Operation & Safety	11	26%	23	19%	1	33%	1	17%	36	20%
Introduction to Welding	11	26%	22	18%	0	0%	1	17%	36	20%
Mini Excavator Operation & Safety	20	47%	52	43%	0	0%	2	33%	75	43%
Motor Grader Operation & Safety	4	9%	48	40%	0	0%	0	0%	54	31%
Sidewalk Construction & Finishing	19	44%	26	21%	0	0%	1	17%	49	28%
Work Zone Setup	26	60%	65	54%	3	100%	1	17%	96	55%

**3. Would you be interested in an online self-paced certificate program focused on roadway safety?**

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Yes	24	56%	73	60%	2	67%	0	0%	103	59%
No	5	12%	16	13%	1	33%	0	0%	23	13%
I don't know	13	30%	25	21%	0	0%	3	50%	42	24%

**4. Would you or your agency be interested in using simulators to help train equipment operators?**

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Yes	23	53%	82	68%	1	33%	0	0%	109	62%
No	2	5%	0	0%	0	0%	0	0%	3	2%
I don't know	17	40%	32	26%	2	67%	3	50%	55	31%

**4a. If yes, how many employees in your group would you anticipate needing simulator training?**

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
1 - 2	4	9%	10	8%	0	0%	0	0%	14	8%
3 - 5	8	19%	16	13%	0	0%	0	0%	25	14%
6 - 10	11	26%	19	16%	1	33%	0	0%	31	18%
More than 10	1	2%	34	28%	0	0%	0	0%	36	20%

**5. What is your most-immediate training need?**

- Equipment
  - Equipment Care and Inspection
  - Hands-on Equipment Operator Training (Listed multiple times)
  - Chainsaw, Backhoe (Listed multiple times), Excavator, Skid Steer, Grader, Ventrac, Boom Mower
  - Snow Operation for New Operators
  - CDL (Listed twice)
- Work Zone/ Traffic Control
  - Work Zone Setup and Traffic Control (Listed multiple times)
  - Traffic Control Supervisor Training (Listed twice)
  - Flagging (Listed three times)
  - Traffic and Event Management
- Safety
  - Basic Safety Training for New and Existing Employees
  - Confined Space
  - OSHA Safety
  - Jobsite Safety
- Bridges
  - Bridge Design
  - Bridge Maintenance
  - Steel Superstructure, Inspection in New Bridge Construction, Structural Bolt Testing (Ro-Cap and TON Testing)
- Maintenance
  - Roadway Maintenance (Listed three times)
  - Asphalt Maintenance (Listed three times.)
  - Tar and Chip/Specs for New App
  - Identifying Causes of Slips/Slip Repair, Bank Stabilization
- Inspection
  - Inspection Procedures and Concerns
  - Construction Inspection for Erosion and Sediment Control
- Misc
  - Asset Management
  - Material Specifications, Repair Procedures
  - Stormwater Sampling
  - Roads Scholar I and II Classes (Listed multiple times)
  - We are open for all training.
  - Conflict Resolution
  - Leadership/Supervisor Training
  - General Computer Usage (Gmail, Google Drive, Excel, File Sharing)
  - Federal Aid Essentials for Local Agencies
  - Retirement

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

- Flagger Training
- Proper Patching Techniques
- Lock-Out Tag Out Procedures
- Roads Scholar I Classes (This was listed multiple times.)
- Underground Boring
- Team Building, Proper Traffic Control, Proper Loading (including weight), CDL Driving
- Dealing with Difficult People
- Tar and Chip
- Canopy Removal
- Best Asphalt Repair Techniques for Pothole and Road Maintenance
- How to Write and Implement Policy for Your Department
- MS4 Pipe Inspections, Construction Plans Reading, Illicit Discharge Detection and Elimination System, Requirements and Compliance
- Construction BMPs

**5.5 Communication**

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

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Printed and Mailed	8	19%	17	14%	0	0%	0	0%	25	14%
Email	22	51%	62	51%	2	67%	1	17%	93	53%
Both	6	14%	19	16%	0	0%	2	33%	27	15%
No Preference	6	14%	16	13%	1	33%	0	0%	23	13%

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

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Yes. I receive it	10	23%	24	20%	0	0%	2	33%	38	22%
Yes. I've seen it.	5	12%	25	21%	0	0%	0	0%	31	18%
No	27	63%	67	55%	2	67%	1	17%	100	57%



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

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Yes. I receive it	6	14%	15	12%	0	0%	1	17%	23	13%
Yes. I've seen it.	6	14%	22	18%	0	0%	0	0%	28	16%
No	30	70%	79	65%	2	67%	2	33%	117	66%

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

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Daily	2	5%	3	2%	0	0%	0	0%	76	33%
Weekly	6	14%	30	25%	0	0%	0	0%	36	16%
Monthly	17	40%	38	31%	0	0%	2	33%	57	25%
Quarterly	10	23%	12	10%	0	0%	0	0%	23	10%
No Preference	5	12%	32	26%	1	33%	1	17%	39	17%

**5. How do you currently learn about upcoming training opportunities hosted by the WV LTAP? (Select all that apply.)**

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Website	4	9%	2	2%	0	0%	0	0%	7	4%
Email	28	65%	69	57%	0	0%	3	50%	103	59%
Mail	31	72%	69	57%	0	0%	3	50%	106	60%
Phone	1	2%	2	2%	0	0%	0	0%	4	2%
Facebook	0	0%	1	1%	1	33%	0	0%	1	1%
MPO/RPO	0	0%	0	0%	0	0%	0	0%	0	0%
Training Coordinator (WVDOH)	3	7%	59	49%	0	0%	0	0%	63	36%
Other	1	2%	0	0%	0	0%	0	0%	1	1%

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

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Daily	1	2%	0	0%	0	0%	0	0%	1	1%
Weekly	1	2%	2	2%	0	0%	0	0%	4	2%
Monthly	10	23%	18	15%	0	0%	1	17%	31	18%
Never	22	51%	87	72%	1	33%	0	0%	114	65%

**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 speed sign, traffic counters, pedestrian counters, digital levels, etc.)**

Response	Municipal		State		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Yes	2	5%	5	4%	0	0%	0	0%	10	6%
No	39	91%	107	88%	2	67%	3	50%	155	88%

**2. Please list any suggestions you have for equipment we should add to the loan program.**

- Directional Signs
- Mobile Rumble Strips or Speed Bumps
- Small Backhoe
- Knuckle Boom Loaders, Asphalt Pavers, Asphalt Rollers
- Skid Steer, Jackhammers, Broom/or Sweeper
- Traffic Lights
- Traffic Cameras
- Offer Alternative Equipment for Conducting Bike/Pedestrian and Traffic
- Instruments to Measure Sign Retroreflectivity
- Message Boards, Light Plants, Traffic Signals
- Sign Reflectivity Device

**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		Federal		Public Service District		Total	
	#	%	#	%	#	%	#	%	#	%
Yes	7	16%	26	21%	0	0%	1	17%	10	6%
No	34	79%	81	67%	2	67%	2	33%	155	88%

## 5.7 Additional Comments Received

- We love what you offer and learned a great deal about more by completing this survey.
- Our retired men really appreciated your training, thank you!
- More online and in-person Roads Scholar classes (This was listed multiple times.)
- We (City of St. Albans) like to stay on top moving forward.
- Offer more on-site training so training is more available to general staff.
- The snow and ice control class is very well run offering diverse topics and is overall very comprehensive.
- I appreciate your dedication to training.

## 6.0 OBSERVATIONS

### 6.1 General Information

- The sample size was not as large as the previous Needs Assessment; however, there are sufficient responses to help plan future services.
- The municipal responses composed 25% of the sample size, which is higher than the previous rate of 18%.
- Municipal agencies with 0-5 employees who are responsible for managing, maintaining, or working on the roadway or in the right-of-way was 35%, while the next highest percentage was 25% for 11-20 employees.
- Responses were received from a wide variety of job classifications, providing a diverse set of responses.
- Most respondents report they are familiar with the program (86%).

### 6.2 Computer and Internet Usage

- Most respondents have access to computers and high-speed internet. However, 12% of state respondents did not have access to the internet at work.
- Approximately 9 out of 10 use a computer or laptop and nearly 2 out of 3 use a mobile device to access the internet.
- Slightly over half of respondents were in favor of an online communication tool for public works agencies, but there was a large percentage of uncertainty.

### 6.3 Training Logistics

- In the 2017-2018 Needs Assessment 85% selected they preferred traditional in-person training over online options, but that was down to 73% in this survey with webinar and self-paced responses growing significantly. Many respondents selected more than one option.
- September scored as the most preferred month for training; however, April to October was all relatively high. November(11%) and December (9%) rated the lowest.

- It appears 2 hours per day is the longest time most participants want to participate in a webinar per day.
- Regarding comfort level with virtual meeting platforms, 48% of the respondents were somewhat comfortable, while slightly under a quarter of our respondents are not comfortable with this technology.
- Many respondents answered the questions about self-paced training. They prefer when there is a mixture of activities and videos to engage them in the course.

## 6.4 Training

- The respondents were asked to select training topics that were a need for them and their agencies. The overall highest-ranking topics included:
  - Asphalt Specifications, Construction, and Inspection
  - Gravel Road Maintenance
  - Introduction to Roadway Maintenance
  - Pavement Management Systems
  - Traffic Management for Special Events
- Interestingly, there was zero response for Drone/UAV training.
- The respondents were asked to select hands-on training topics they would like the WV LTAP to offer. The overall highest-ranking topics included:
  - Asphalt Maintenance Techniques
  - Backhoe Operation and Safety
  - Mini Excavator Operation and Safety
  - Work Zone Setup
- 59% of respondents would be interested in a self-paced roadway safety focused certificate program.
- Using simulators to train equipment operators was popular with the respondents at 62%.
- Respondents listed several immediate training needs, ranging from equipment operation, work zone, safety, bridges, maintenance, inspection, and a variety of soft skills training.

## 6.5 Communication

- Preference for a mailed printed copy of the newsletter dropped from 26% in the 2017-2018 Needs Assessment to 15% in the 2023-2024 assessment. We have reduced the production and mailing of a printed newsletter from three to four times per year to one to two times per year. However, the number of respondents who are not familiar with the *Country Roads & City Streets* newsletter also increased over 50%.
- Nearly 7 out of 10 respondents are unfamiliar with the e-newsletter *Road & Street Speak*. We need to market this more to our audience.
- Sixty percent said they learn about training opportunities hosted by the WV LTAP through the mail. We announce a minimal number of training opportunities by mail, so we need to better understand how respondents are receiving the information we send out. Additional responses

included: 59% by email, 36% from training coordinators, 4% from the website, 2% by phone, and 1% by Facebook and other.

- Nearly 2 out of 3 respondents never visit the website. WV LTAP staff need to focus on increasing familiarity of the website and other resources and getting more users to the website. Possible ideas include links in newsletters and promoting the website and other resources before every training class and in every presentation.

## 6.6 Equipment Loan Program and Technical Assistance

- There was very little familiarity with these programs. Now that we have new equipment and a student employee, we can begin marketing these resources more fully.
- Most of the equipment suggested is outside of the scope of what the WV LTAP can provide.

## 7.0 SUMMARY

A discussion of the data and summary of the findings was shared with the WV LTAP Advisory Board in 2024 during the March 21, September 10, and December 9 meetings. This final report will be shared through email with the WVDOT and the FHWA – WV Division. Additionally, the final report will be published on the WV LTAP website.

WV LTAP staff plans to use the results of this needs assessment in determining future training and services. The results will also be used to assess areas where improvements can be made, such as building more awareness of our program and exploring different ways to reach the WV audience. 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  
2023-2024 Needs Assessment Form





WV Local Technical Assistance Program

## 2023 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.

### General Information

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

- Municipality (City/Town/Village)
- WVDOH – Central Office
- Private
- Home or Property Owners Assoc.
- WVDOH – County Maintenance
- WV Parkways Authority
- Public Service District
- Other \_\_\_\_\_
- WVDOH – District
- Federal Highway Administration
- US Forest Service

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

- 0 - 5
- 6 - 10
- 11 - 20
- 21 - 35
- 36 - 50
- 51 - 75
- Over 75
- Other \_\_\_\_\_

3. Which of the following best defines your position?

- Manager/Director
- Elected Official
- Mechanic
- Engineer
- Crew Leader
- Other \_\_\_\_\_
- Technician
- Equipment Operator
- Clerical/Office Staff
- Laborer

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

- I have attended WV LTAP training.
- I have met WV LTAP staff at a meeting.
- Other \_\_\_\_\_
- I have received technical assistance from WV LTAP staff.
- I receive emails and mailings from the WV LTAP.

### Computer and Internet Usage

1. Do you have access to a computer with the internet at work?

- Yes
- No
- Other \_\_\_\_\_

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

- Desktop/Laptop
- Tablet
- Phone
- None

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

- Yes
- No
- Maybe

### Training Logistics

1. Which type of training are you most likely 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. What months are best for you to attend or send employees to in-person training? (Please select all that apply.)

- January     February     March     April     May     June     July  
 August     September     October     November     December     No Preference

3. 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 pay for training.  
 I do not know.  
 Other \_\_\_\_\_

**Traditional Training**

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

- 1 hour or less     2 hours     3 hours     4 hours

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

- 1 hour or less     2 hours     3 hours     4 hours

**Webinar Training**

1. What is your preferred daily length for webinar training? (Please select all that apply.)

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

2. How comfortable are you with virtual meeting platforms such as Zoom and Teams?

- Very comfortable     Somewhat comfortable     Not comfortable

**Self-Paced Training**

1. What self-paced training formats do you prefer? (Please select all that apply.)

- Pre-Recorded Webinars     Training Videos     Mixture of videos, reading, and activities  
 Other \_\_\_\_\_

**Training Topics**

1. Please select training topics that are a need for you and your agency. (Please select all that apply.)

- |  |   |
|--|---|
| <input type="checkbox"/> 7 Habits of Highly Effective People                   | <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 Specifications, Construction, and Inspection | <input type="checkbox"/> Confined Space                                       |
| <input type="checkbox"/> Conflict Resolution                                   | <input type="checkbox"/> Drones/UAVs (Unmanned Aerial Vehicles)               |
| <input type="checkbox"/> Federal Aid Essentials for Local Public Agencies      | <input type="checkbox"/> Geotextiles in Transportation Applications           |
| <input type="checkbox"/> Grant Writing for Local Agencies                      | <input type="checkbox"/> Gravel Road Maintenance                              |
| <input type="checkbox"/> Introduction to Roadway Maintenance                   | <input type="checkbox"/> Small Bridge Maintenance                             |
| <input type="checkbox"/> Pavement Management Systems                           | <input type="checkbox"/> Project Management                                   |
| <input type="checkbox"/> Public Works Ethics                                   | <input type="checkbox"/> Traffic Management for Special Events                |
| <input type="checkbox"/> Trenching and Shoring                                 |   |

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"/> Culvert Inspection                |
| <input type="checkbox"/> Forklift Operation and Safety       | <input type="checkbox"/> Introduction to Welding           |
| <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. Would you be interested in an online self-paced certificate program focused on roadway safety?

- Yes       No       I do not know.

4. Would you or your agency be interested in using simulators to help train equipment operators?

- Yes       No       I do not know.

4a. If yes, how many employees in your group would you anticipate needing simulator training?

- 1-2       3-5       6-10       More than 10

5. What is your most-immediate training need?

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

---

---

---

---

---

## Communication

1. How do you prefer to receive newsletters?

- Printed and Mailed       Email       Both       No Preference

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

- Yes. I receive it.       Yes. I have seen it.       No



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

- Yes. I receive it.       Yes. I have seen it.       No



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

- Daily       Weekly       Monthly       Quarterly  
 No Preference       Other \_\_\_\_\_

---

5. How do you currently learn about upcoming training opportunities hosted by the WV LTAP?

(Please select all that apply.)

- Website                       Email                       Mail                       Phone  
 Facebook                       MPO/RPO                       Training Coordinator (WVDOH)

---

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

- 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. Please list any suggestions you have for equipment we should add to the loan program.

---

---

---

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

Drainage Issues	Proper Pothole Patching Methods	Intersection Safety
Sidewalk/ADA Assessments	Parking Issues	Traffic Counting and Speed Data
Pavement Mix Selection	Traffic Sign Assessments	Road Condition Assessments

- Yes                       No

---

### Additional Information

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

---

---

---

2. Providing the following information is **optional**.

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

Agency/Company: \_\_\_\_\_

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

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

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

Click here if you would like a member of our staff to contact you. You can also reach us at [Kim.Carr@mail.wvu.edu](mailto:Kim.Carr@mail.wvu.edu) with any requests.