

July 2010

A Report Card From Missourians - 2010

Main Report

Submitted to

*The Missouri Department of
Transportation*



Prepared by ETC Institute and
Missouri Department of
Transportation



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FINAL REPORT

RD08-018
OR11-001

A Report Card from Missourians – 2010

Prepared for the
Missouri Department of Transportation
Organizational Results

By

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July 2010

The opinions, findings, and conclusions expressed in this publication are those of the principal investigators. They are not necessarily those of the Missouri Department of Transportation and the U.S. Department of Transportation, Federal Highway Administration. This report does not constitute a standard or regulation.

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16. Abstract This survey populates data for five customer satisfaction measures for the MoDOT Tracker; 5a, 12j, 13c, 17d and 18b. The survey also asks other evaluative and priority questions that measure the public's support for various ways of raising and appropriating revenue for transportation. Using previous annual surveys as a baseline, the investigators collaborated with MoDOT to finalize the survey questions to be asked. A professional calling center was contracted to obtain a representative sample of each of the 10 MoDOT Districts, with a minimum of 350 respondents per District. Potential respondents were contacted through random digit dialing (RDD) from May 11 through May 22. A total of 3,526 interviews were completed for the study.			
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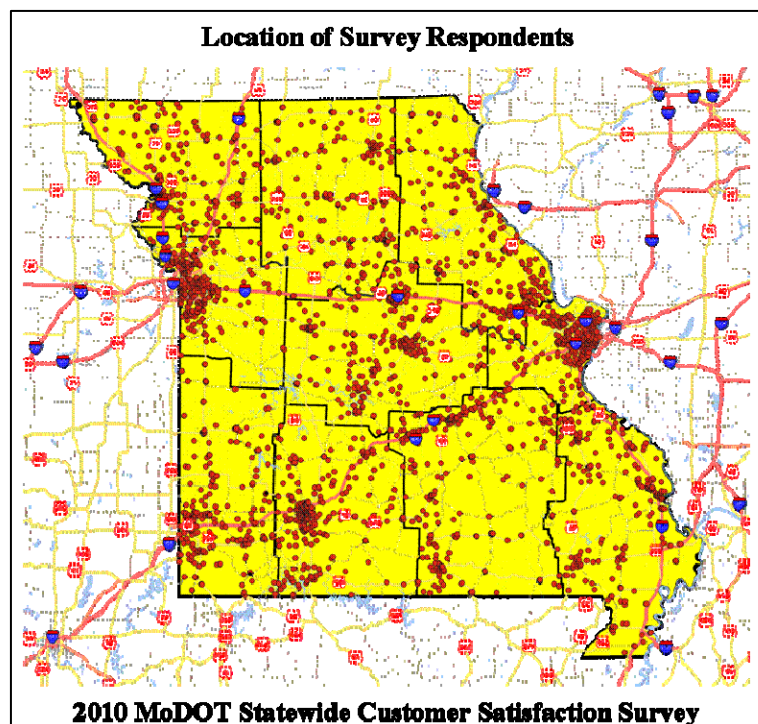
A Report Card From Missourians - 2010 Executive Summary

Purpose

ETC Institute completed its second annual comprehensive statewide customer satisfaction survey for the Missouri Department of Transportation (MoDOT) in the spring of 2010. The purpose of the survey was to help identify and prioritize the transportation services and improvements that are most important to Missourians and to assess MoDOT's overall performance.

Methodology

The three-page survey was administered by phone to a stratified-random sample of 3,526 households in the State of Missouri. The sample was stratified to ensure that at least 350 surveys were completed in each of the ten districts. The results for each district have a 95% level of confidence with a precision of at least $\pm 5.0\%$. The overall results for the stratified-random sample of 3,526 households have a 95% level of confidence with a precision of at least $\pm 1.7\%$. In order to better understand how well services are being delivered by the State, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.

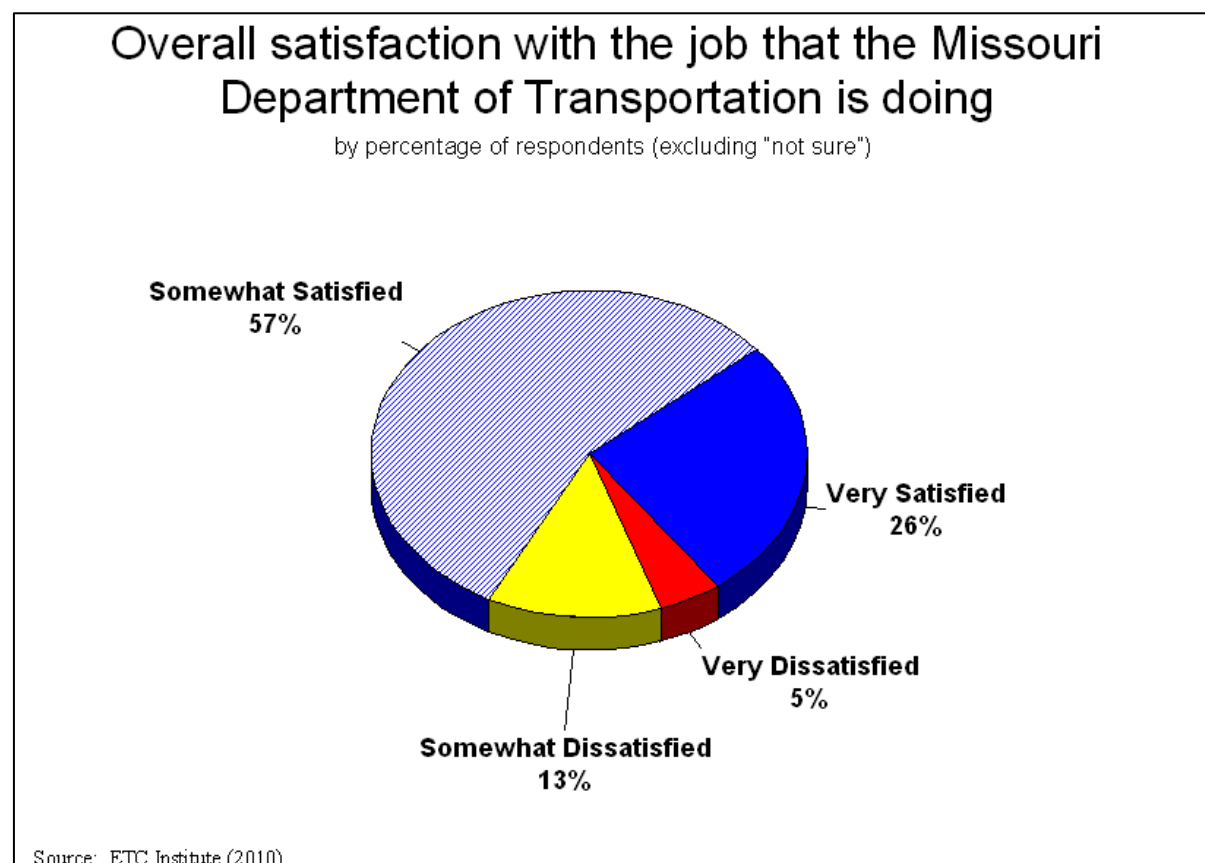


The percentage of “don’t know/not sure” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results with previous statewide customer satisfaction surveys and other communities in the DirectionFinder® benchmarking database. When the “don’t know/not sure” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

Major Findings

Overall Satisfaction with the Job that MoDOT is Doing Remains High.

Eighty-three percent (83%) of **ALL** the residents surveyed, who had an opinion, were satisfied (combination of “very satisfied” and “satisfied” responses) with the job that MoDOT is doing.

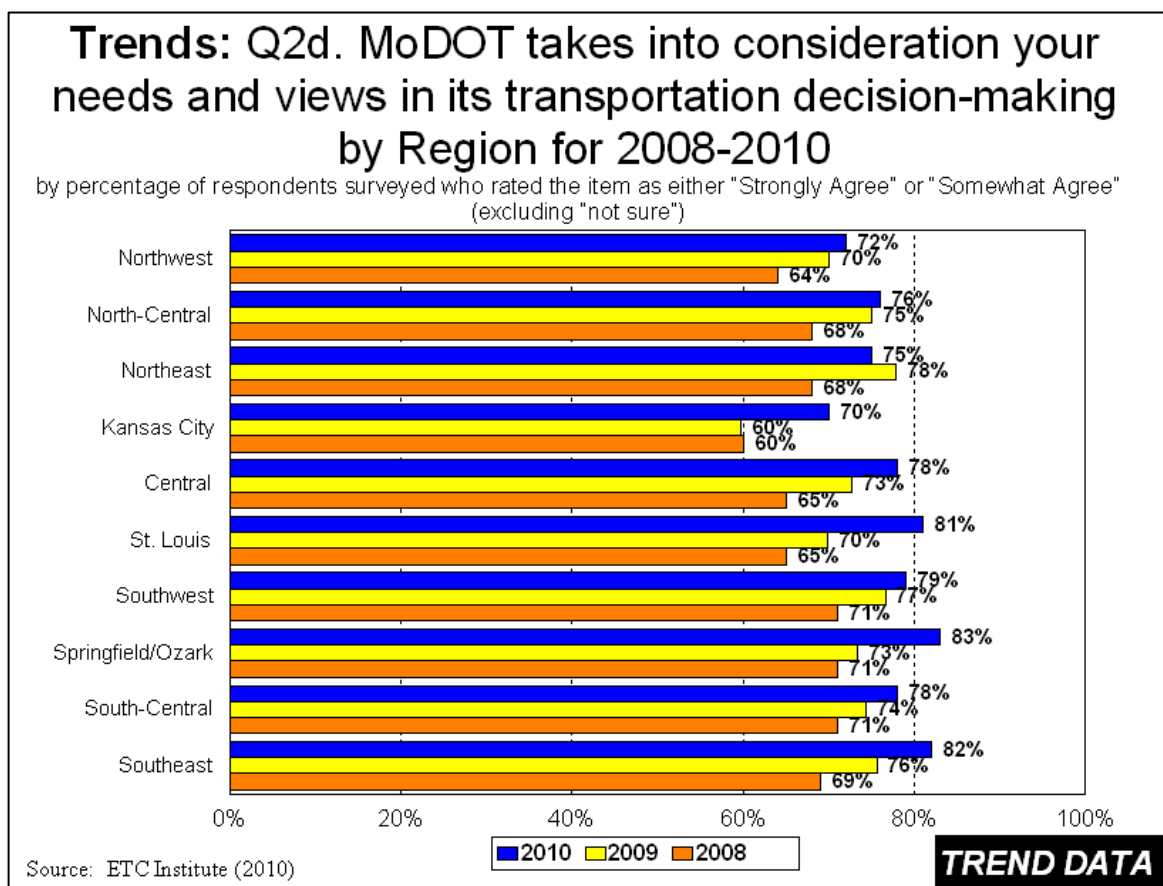


Residents Generally Think MoDOT Takes Their Needs and Views into Consideration in its Transportation Decision-making. Seventy-eight percent (78%) of **ALL** the residents surveyed, who had an opinion, agreed (combination of “strongly agree” and “somewhat agree” responses) with the statement “MoDOT takes into consideration your needs and views in its transportation decision-making”. This is a 5% increase from 2009 and a 13% increase from 2008.

Nine out of Ten Regions Had an Increase in the Level of Agreement with the statement “MoDOT takes into consideration your needs and views in its transportation decision-making” Since 2009. The regions with the largest increases in agreement level are listed below:

- St. Louis Region (11%)
- Kansas City Region (10%)
- Springfield/Ozark Region (10%)
- Southeast Region (6%)
- Central Region (5%)

The chart below shows the trend in results for all 10 regions.

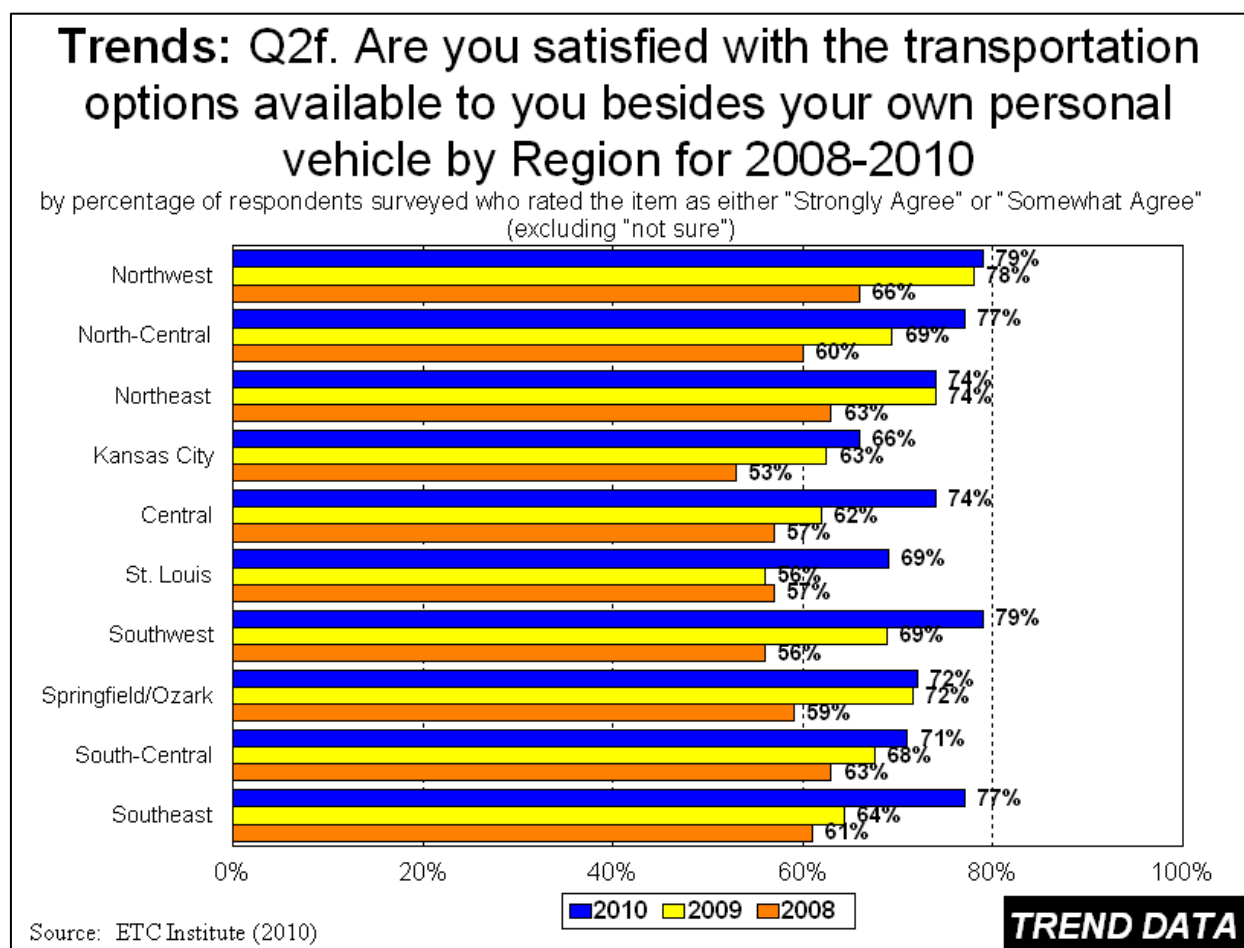


Residents are Generally Satisfied with the Transportation Options that are Available to them Besides Their Own Vehicle. Seventy-one percent (71%) of **ALL** the residents surveyed, who had an opinion, agreed (combination of “strongly agree” and “somewhat agree” responses) with the statement “You are satisfied with the transportation options available to you besides your own personal vehicle”. This is a 3% increase from 2009 and a 14% increase from 2008.

Nine Regions Had an Increase in the Level of Agreement with the statement “You are satisfied with the transportation options available to you besides your own personal vehicle” Since 2008. The regions with the largest increases in agreement level are listed below:

- St. Louis Region (13%)
- Southeast Region (13%)
- Central Region (12%)
- Southwest Region (10%)
- North-Central Region (8%)

The chart below shows the trend in results for all 10 regions.



Other Findings

- o Ninety-four percent (94%) of the residents, who had an opinion, indicated that they thought funding for transportation in Missouri should increase or stay the same over the next five years. Only 6% thought it should be reduced.
- o Ninety-two percent (92%) of the residents, who had an opinion, indicated that they trust MoDOT to keep its commitments to the public and only 8% did not.
- o Seventy percent (70%) of residents, who had an opinion, agreed (combination of “strongly agree” and “somewhat agree” responses) with the statement “MoDOT did a good job putting money from the Federal Stimulus Package to use quickly”; seventeen percent (17%) gave a neutral response, and 13% disagreed with the statement.
- o Sixty-one percent (61%) of residents, who had an opinion, were satisfied (combination of “very satisfied” and “satisfied” responses) with the job that MoDOT has done keeping the surface of major highways in good condition. This is a 12% percent increase since 2009.

How MoDOT Compares to Other Departments of Transportation

Benchmarking Findings. MoDOT did well when compared to the other Departments of Transportation in ETC’s DirectionFinder® database. Some of the results from the benchmarking analysis are listed below. Appendix B contains all the findings of the benchmarking analysis.

Areas Where MoDOT Performed BETTER than the North Central U.S. Areas where MoDOT’s ratings were significantly (+5% or greater) better than the North Central U.S. included:

- Removing debris from highways (+10%)
- Minimizing congestion on highways (+12%)
- Picking up trash/litter along highways (+12%)
- Removing snow/ice along highways (+8%)
- Mowing/trimming trees/grass/weeds along highways (+8%)
- Surface of Interstate highways in good condition (+8%)
- Surface of OTHER state highways in good condition (+5%)

Areas Where MoDOT Performed WORSE than North Central U.S. Areas where MoDOT’s ratings were significantly lower (-5% or greater) than the North Central U.S. included:

- Keeping bridges in good condition (-7%)

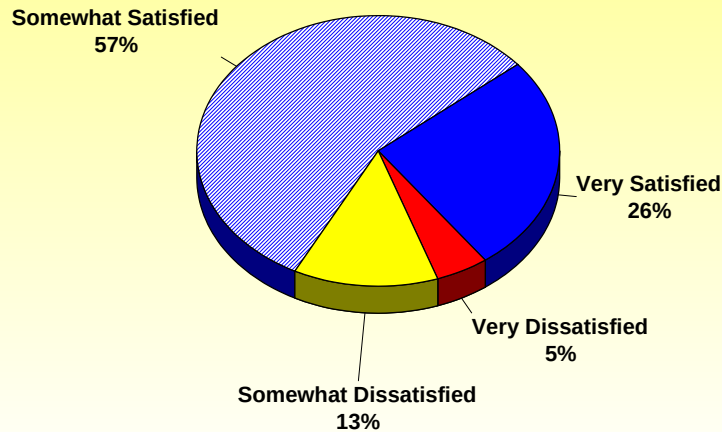
Although “Keeping bridges in good condition” is 7% below the North Central U.S. average, this is still a positive increase of +7% over 2009. The condition of bridges in Missouri remains an area of focus; however, it is obvious that significant steps have been taken to improve the condition of bridges in the state.

Section 1:

Charts and Graphs

Overall satisfaction with the job that the Missouri Department of Transportation is doing

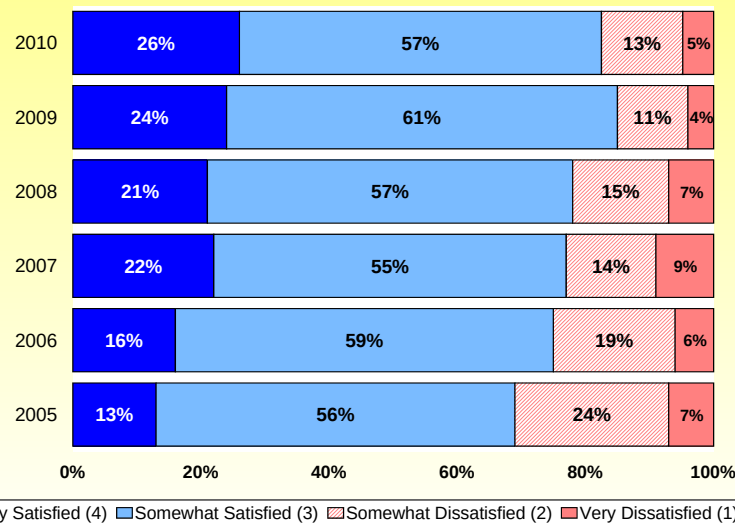
by percentage of respondents (excluding "not sure")
(equals 101% due to rounding)



Source: ETC Institute (2010)

Trends: Overall satisfaction with the job that the Missouri Department of Transportation is doing

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

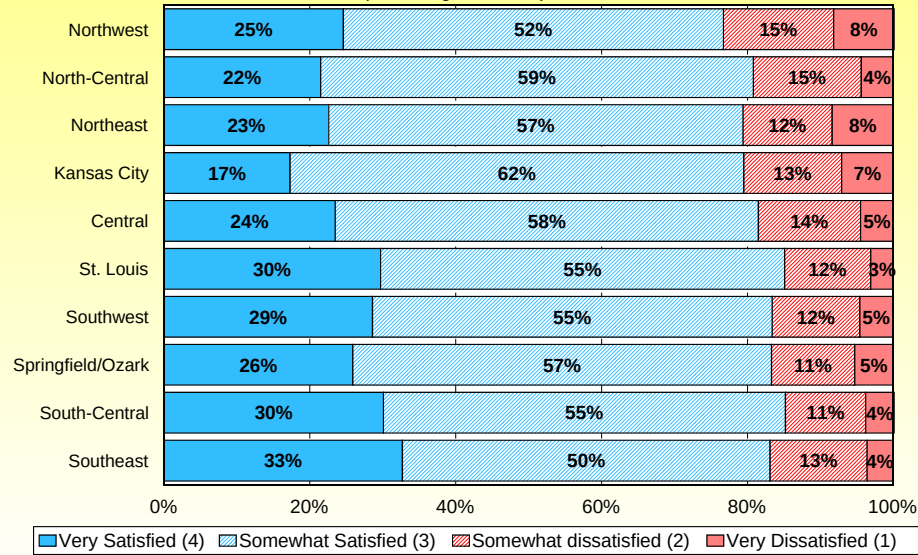


Source: ETC Institute (2010)

TREND DATA

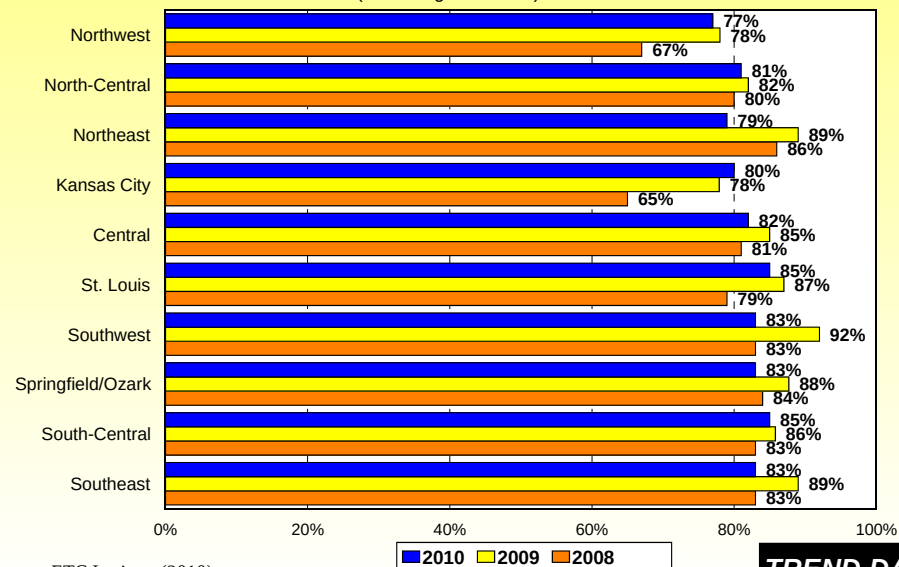
Q1. Overall satisfaction with the job that the Missouri Department of Transportation is doing by Region

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")



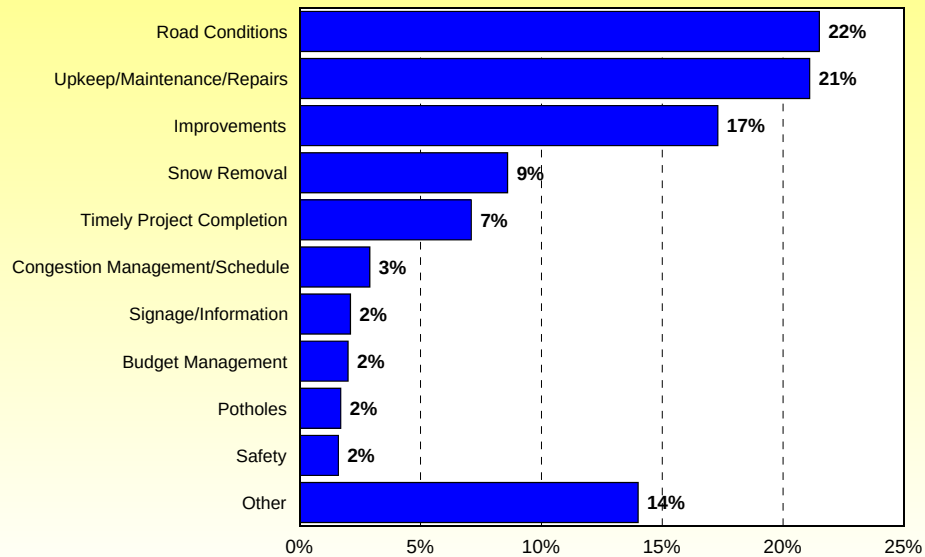
Trends: Q1. Overall satisfaction with the job that the Missouri Department of Transportation is doing by Region for 2008-2010

by percentage of respondents surveyed who rated the item as either "Very Satisfied" or "Satisfied"
(excluding "not sure")



1a. What about MoDOT are you MOST satisfied with?

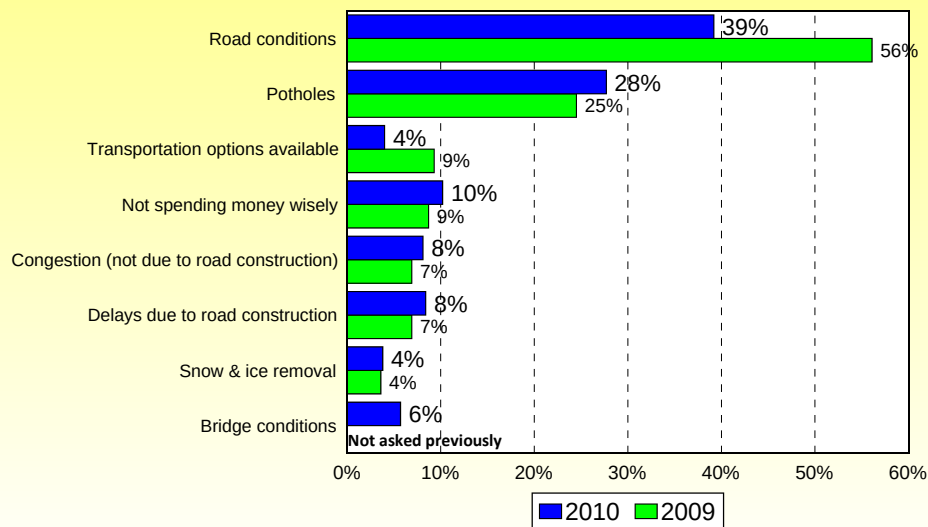
Respondents' open-ended comments were categorized after the completion of the survey



Source: ETC Institute (2010)

What about MoDOT are you MOST dissatisfied with? 2009 vs 2010

by percentage of respondents who indicated they were "very dissatisfied" or "somewhat dissatisfied" with the job that MoDOT is doing (multiple responses were allowed)

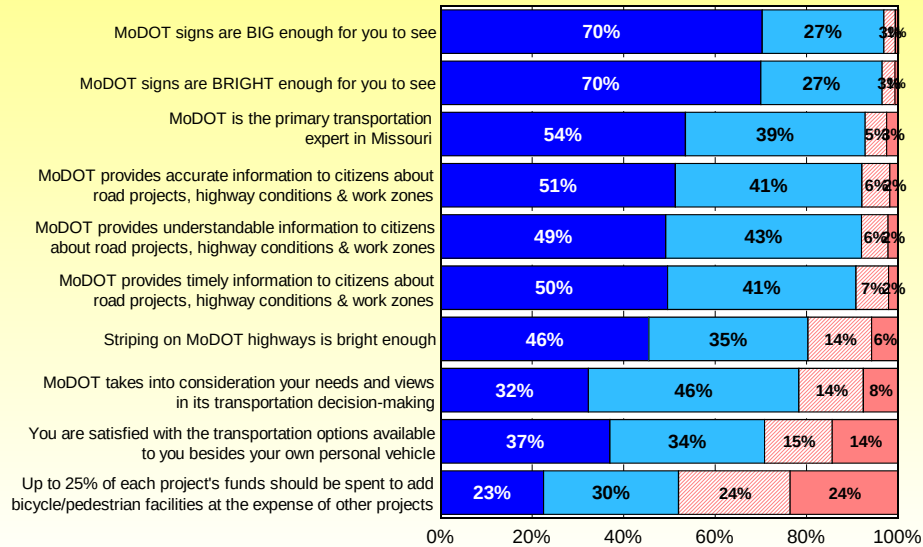


Source: ETC Institute (2010)

TREND DATA

Level of agreement with statements related to transportation in Missouri and MoDOT

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding don't knows)

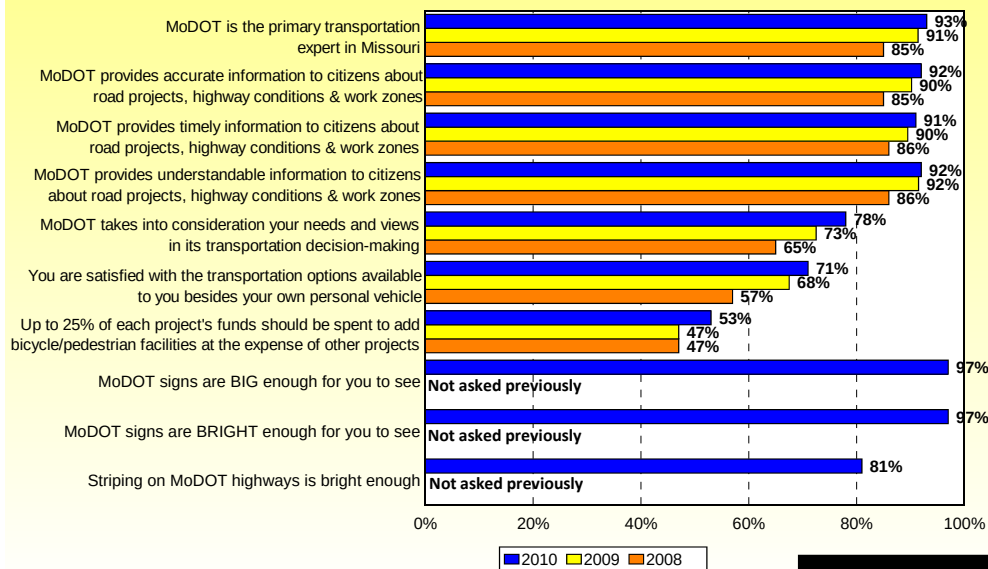


Source: ETC Institute (2010)

Strongly Agree (4) Somewhat Agree (3) Somewhat Disagree (2) Strongly Disagree (1)

Trends: Level of agreement with statements related to transportation in Missouri and MoDOT: 2008-2010

by percentage of respondents surveyed who rated the item as either "Strongly Agree" or "Somewhat Agree" (excluding "not sure")

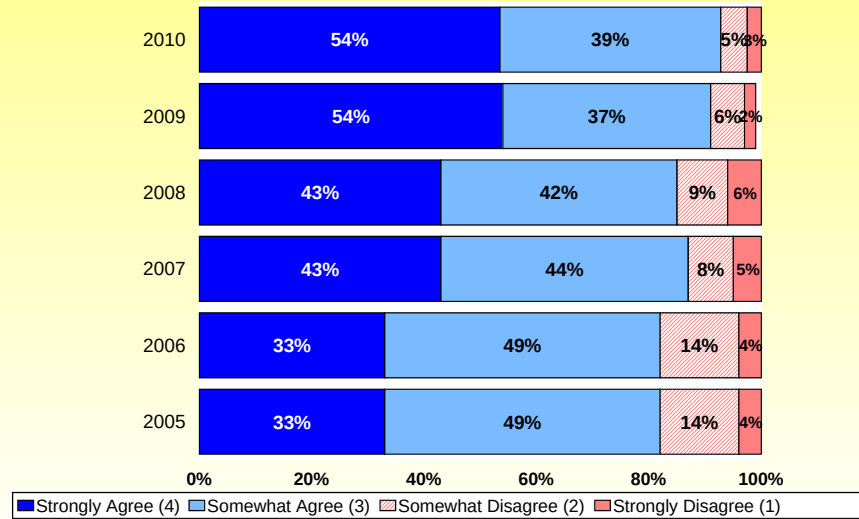


Source: ETC Institute (2010)

TREND DATA

Trends: Level of agreement that MoDOT is the primary transportation expert in Missouri

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

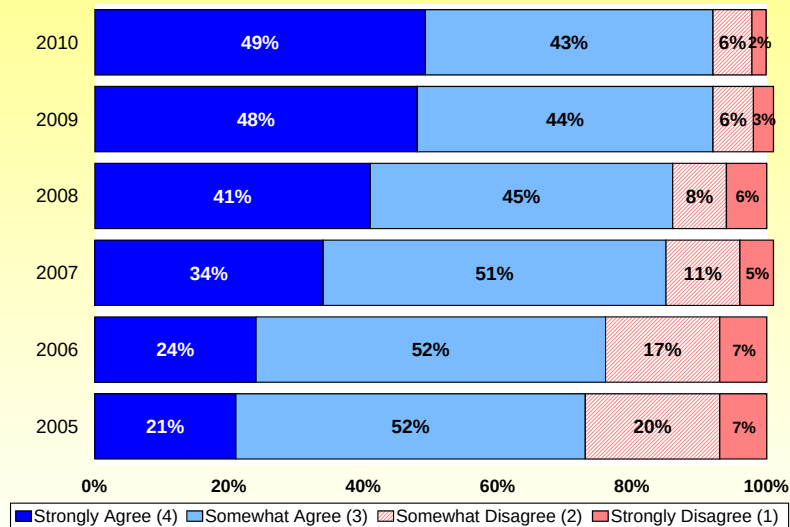


Source: ETC Institute (2010)

TREND DATA

Trends: Level of agreement that MoDOT provides understandable information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

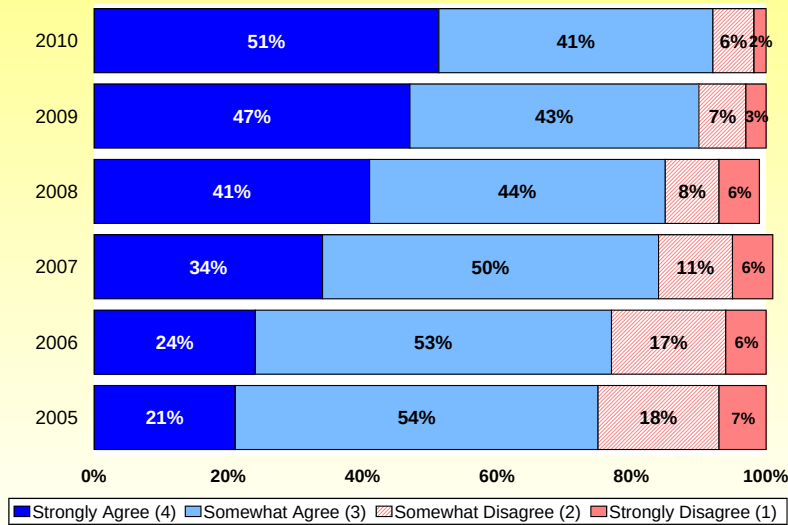


Source: ETC Institute (2010)

TREND DATA

Trends: Level of agreement that MoDOT provides accurate information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

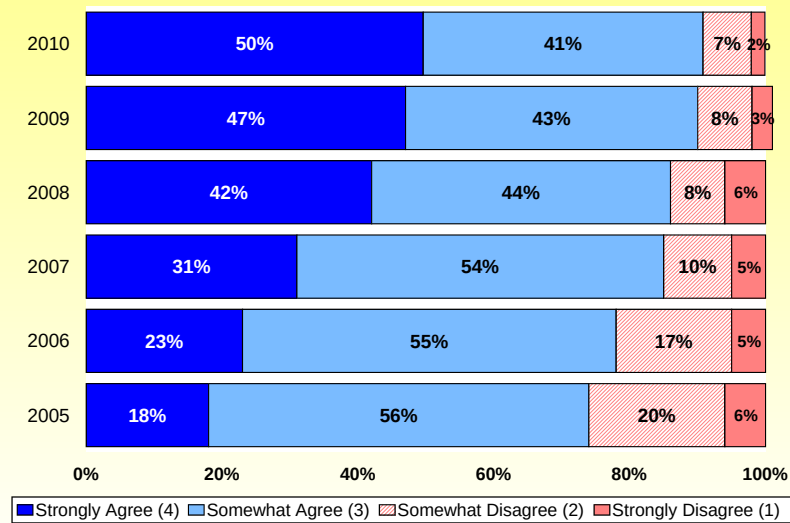


Source: ETC Institute (2010)

TREND DATA

Trends: Level of agreement that MoDOT provides timely information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

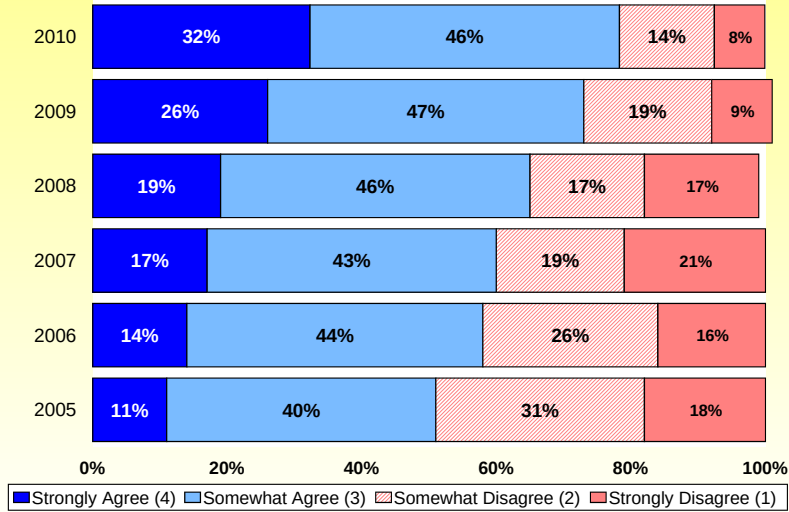


Source: ETC Institute (2010)

TREND DATA

Trends: Level of agreement that MoDOT considers residents' needs and views in transportation decision-making

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

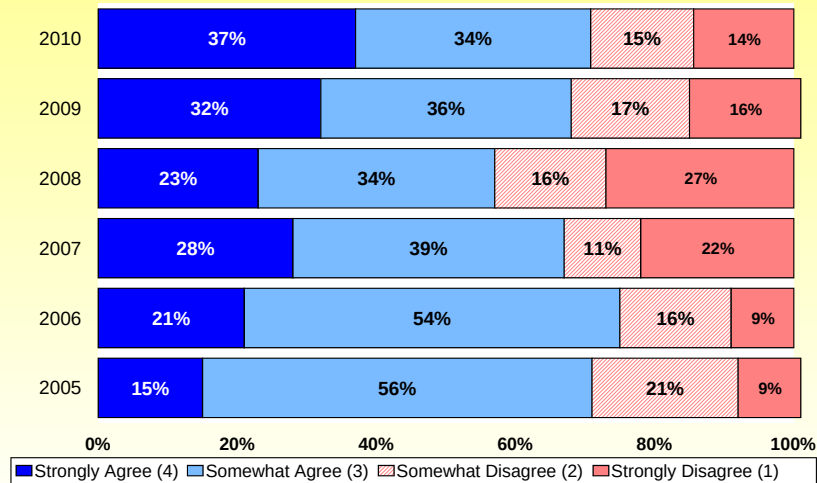


Source: ETC Institute (2010)

TREND DATA

Trends: Level of agreement that Missourians are satisfied with the transportation options available outside their own personal vehicle

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

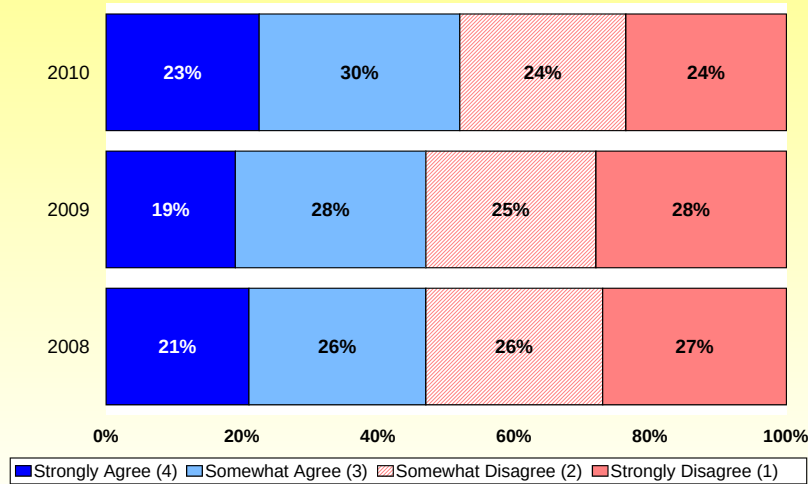


Source: ETC Institute (2010)

TREND DATA

Trends: Level of agreement that up to 25% of each transportation project's funds should be spent incorporating bicycle and pedestrian facilities

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

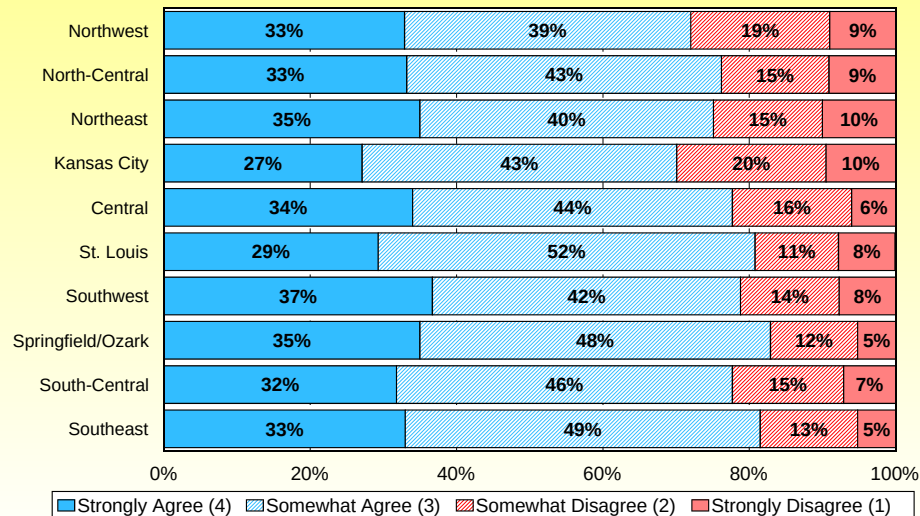


Source: ETC Institute (2010)

TREND DATA

Trends: Q2d. MoDOT takes into consideration your needs and views in its transportation decision-making by Region

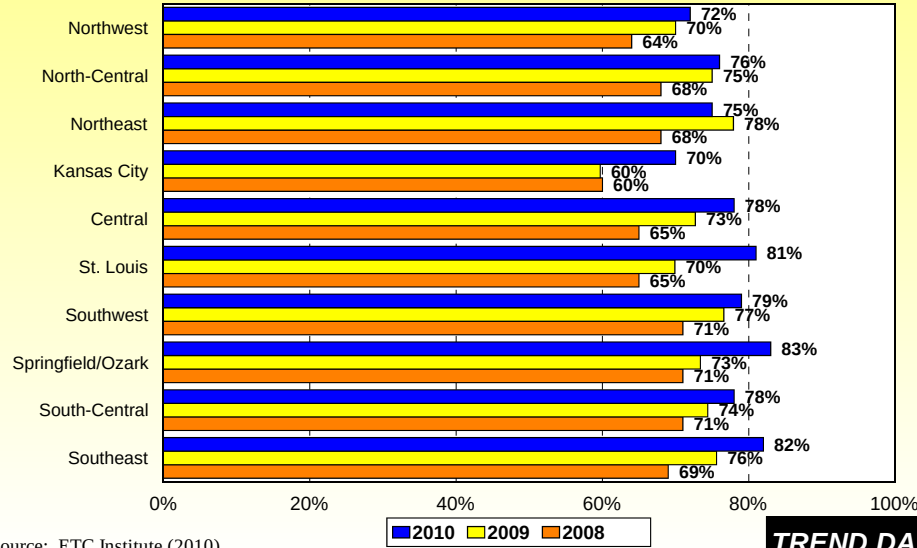
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2010)

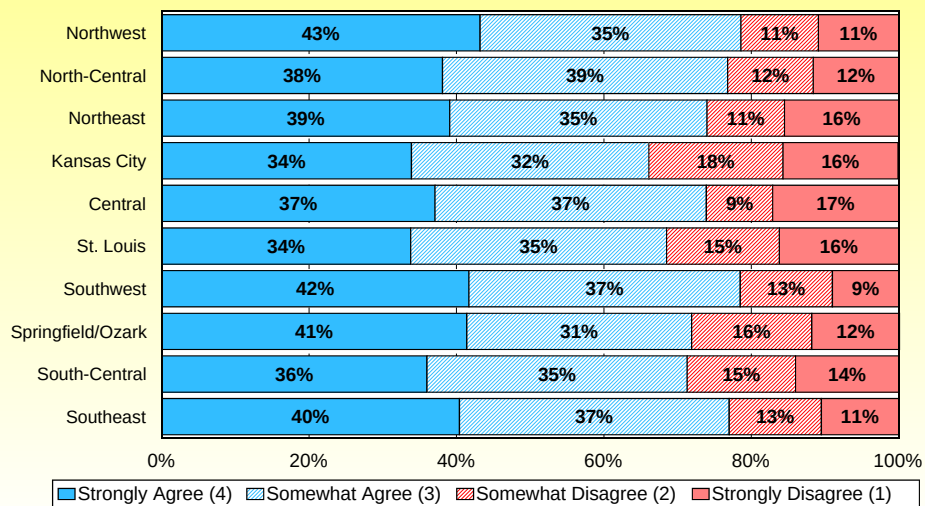
Trends: Q2d. MoDOT takes into consideration your needs and views in its transportation decision-making by Region for 2008-2010

by percentage of respondents surveyed who rated the item as either "Strongly Agree" or "Somewhat Agree" (excluding "not sure")



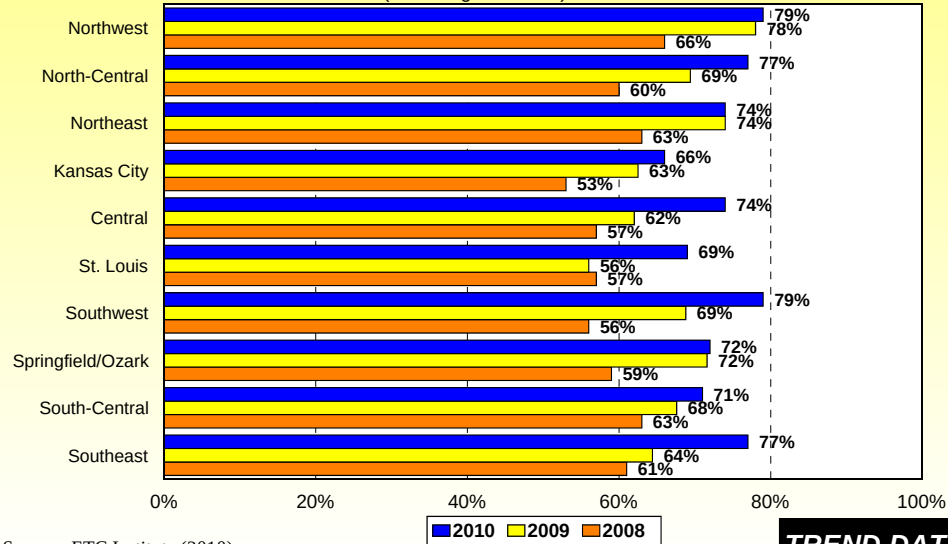
Trends: Q2f. Are you satisfied with the transportation options available to you besides your own personal vehicle? by Region

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



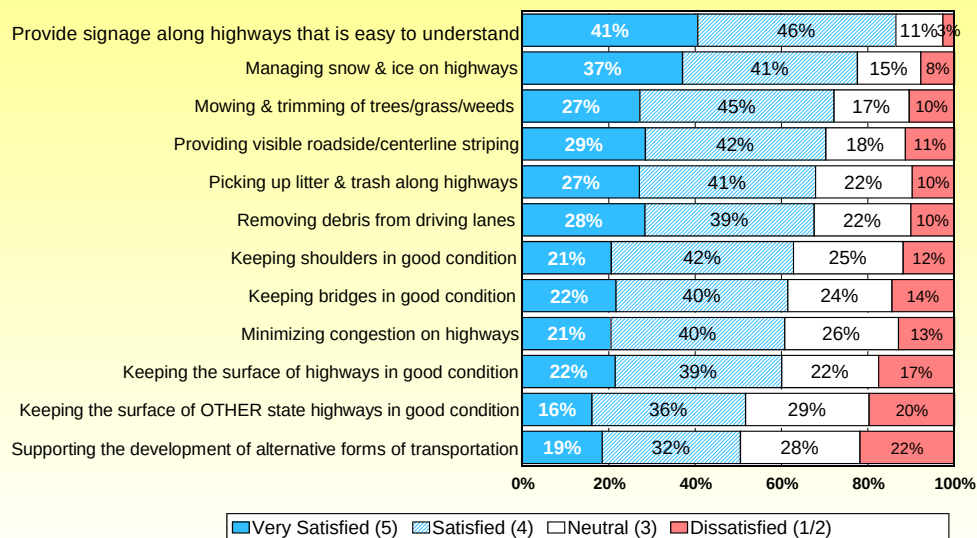
Trends: Q2f. Are you satisfied with the transportation options available to you besides your own personal vehicle by Region for 2008-2010

by percentage of respondents surveyed who rated the item as either "Strongly Agree" or "Somewhat Agree" (excluding "not sure")



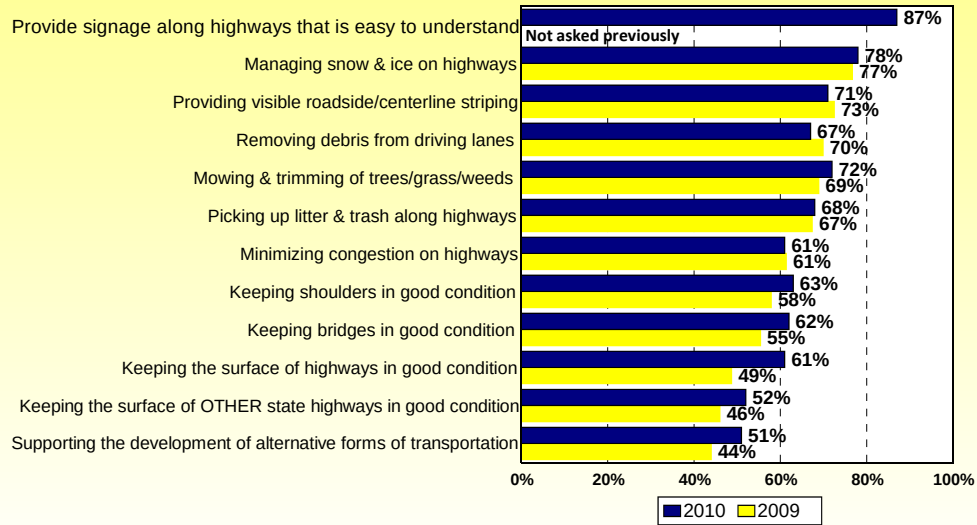
Satisfaction with MoDOT's efforts to provide various services on Missouri highways

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't knows")



Trends: Satisfaction with MoDOT's efforts to provide various services on Missouri highways 2009-2010

by percentage of respondents surveyed who rated the item as either "Very Satisfied" or "Satisfied" (excluding "not sure")

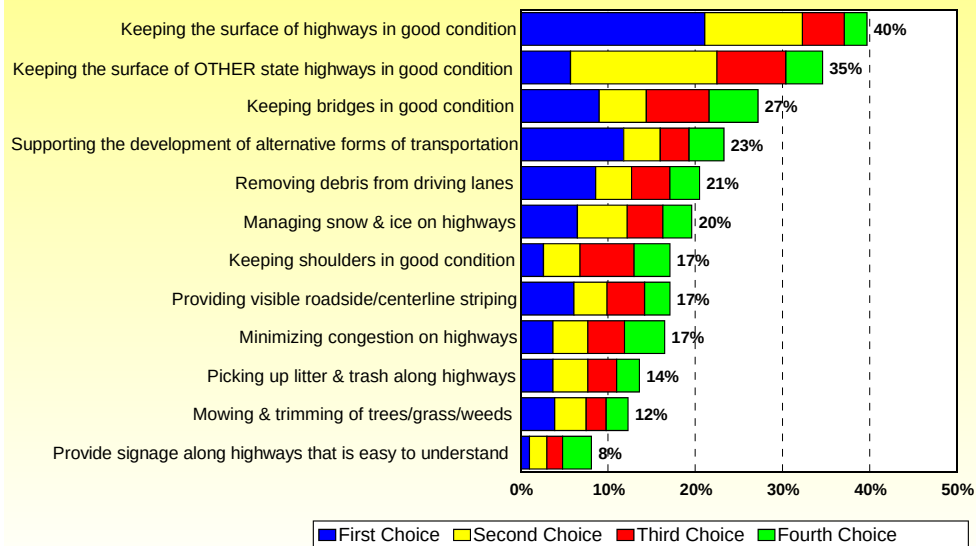


Source: ETC Institute (2010)

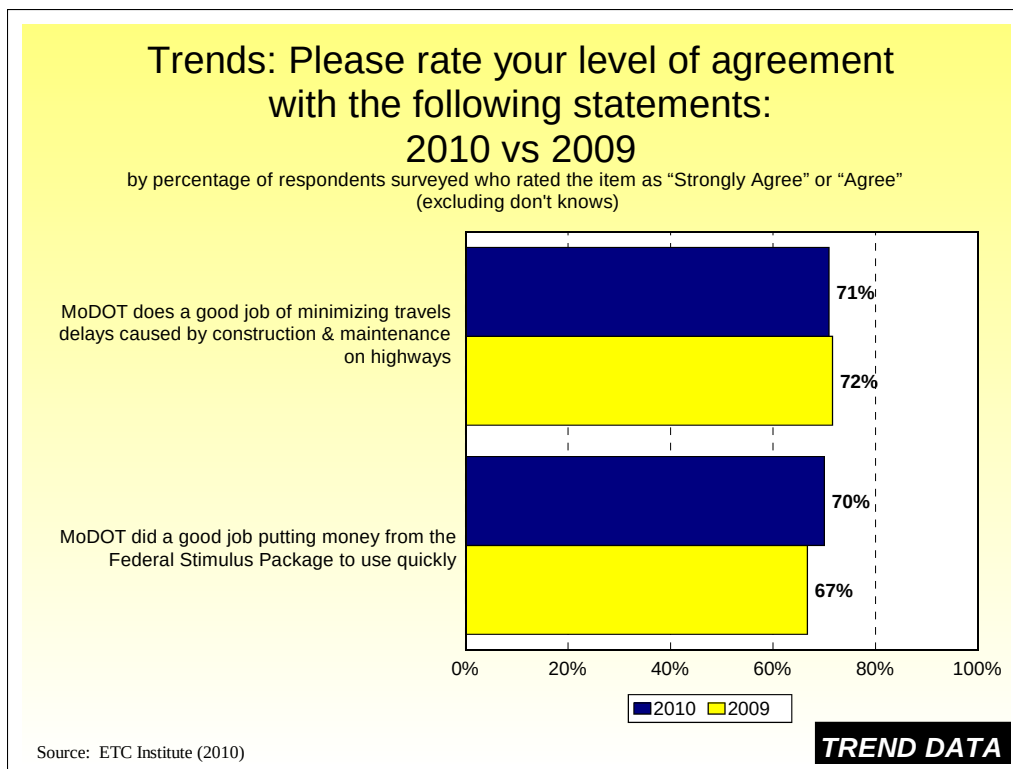
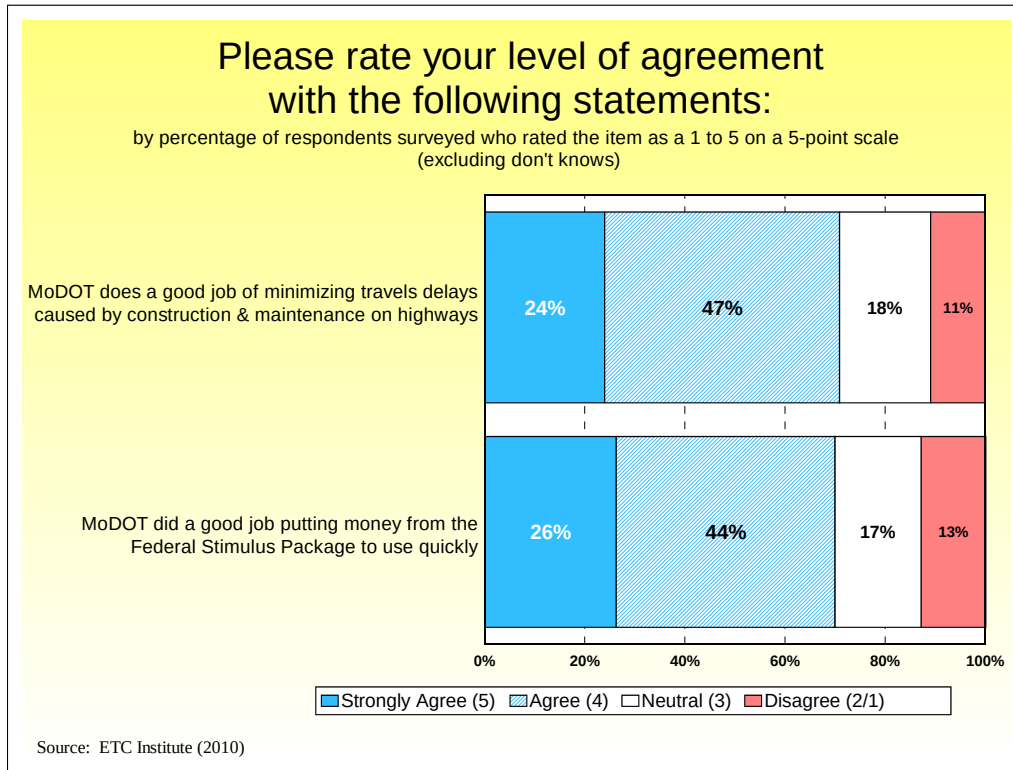
TREND DATA

Highway services residents felt were most important for MoDOT to emphasize over the next two years

by sum of top four choices

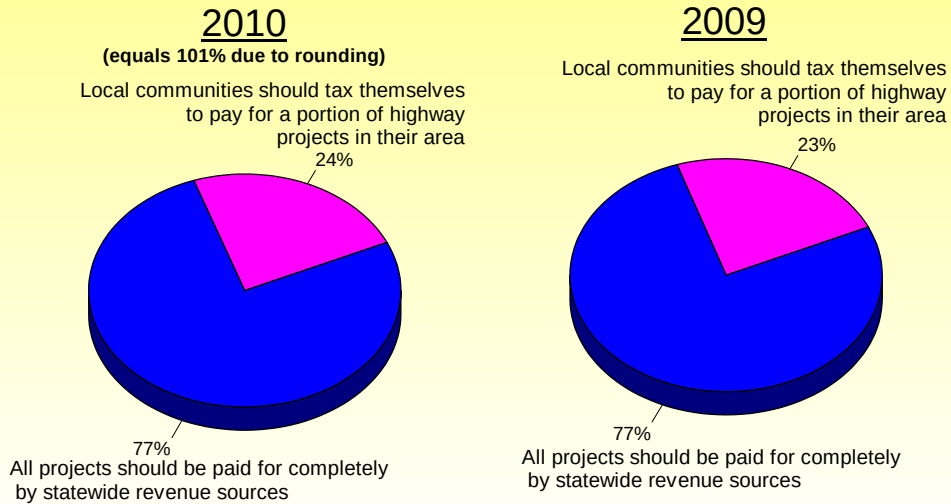


Source: ETC Institute (2010)



When it comes to state highway projects in Missouri, which of the following statements comes closer to your opinion?

by percentage of respondents (excluding "not sure")

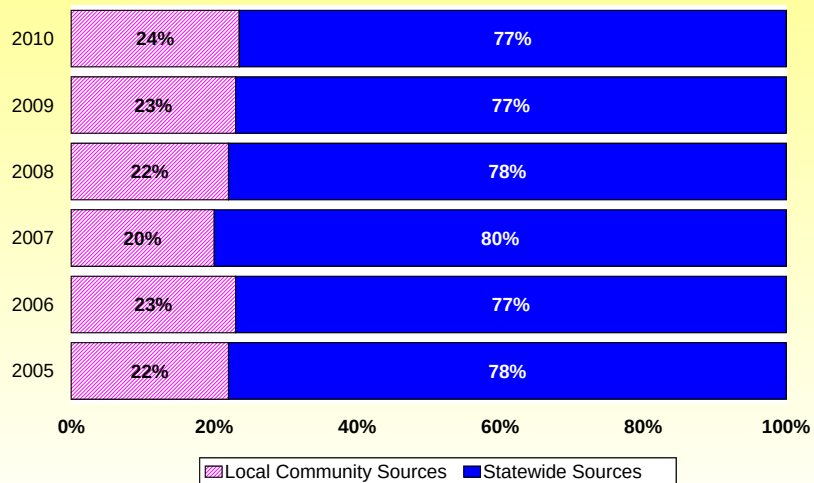


Source: ETC Institute (2010)

TREND DATA

Trends: Support for using community tax revenues vs. statewide revenue sources to fund Missouri highway projects

by percentage of respondents (excluding "not sure")

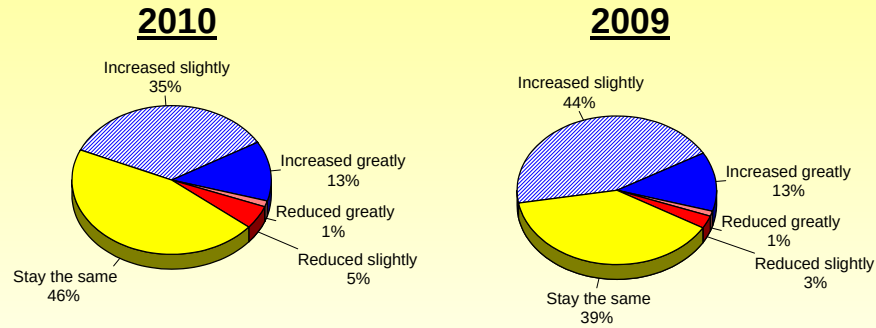


Source: ETC Institute (2010)

TREND DATA

How do you think funding for transportation in Missouri should change over the next five years?

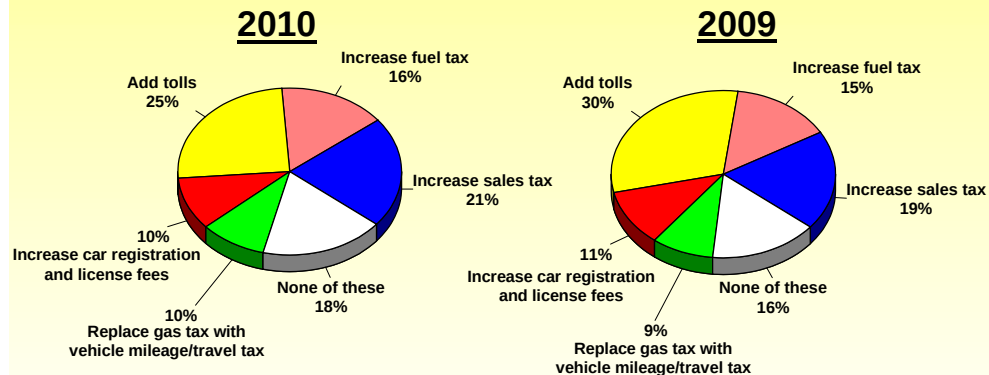
by percentage of respondents (excluding "not sure")



Source: ETC Institute (2010)

Trends: If it was determined that the state needs to increase revenues to adequately fund Missouri state highways and roads, which one of the following methods would be most acceptable to you?

by percentage of respondents (excluding "not sure")

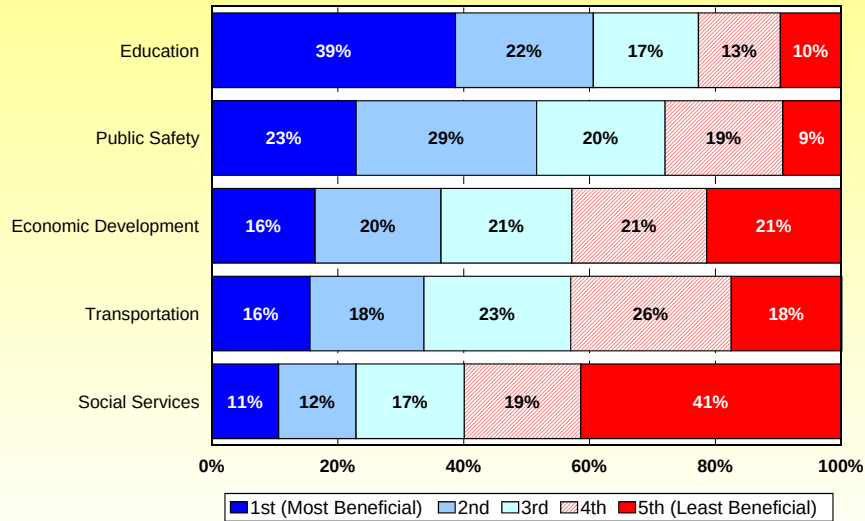


Source: ETC Institute (2010)

TREND DATA

State government expenditures residents feel have been most beneficial to them personally for

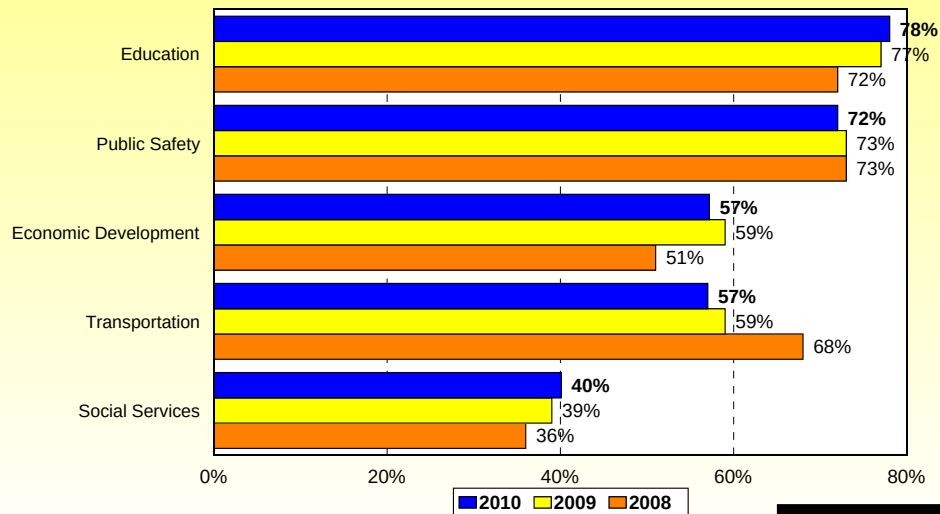
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "not sure")



Source: ETC Institute (2010)

Trends: State government expenditures residents feel have been most beneficial to them personally for 2008-2010

by percentage of respondents who rated the item as a 1, 2, or 3 on a 5-point scale, where 1 means "Most Beneficial" and 5 means "Least Beneficial" (excluding "not sure")



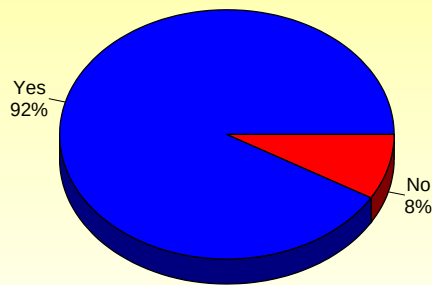
Source: ETC Institute (2010)

TREND DATA

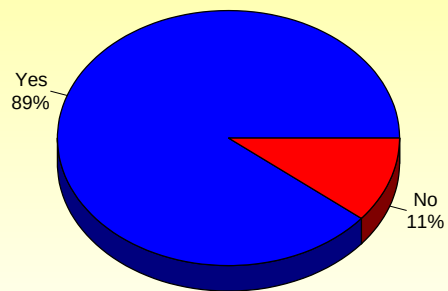
Do you trust MoDOT to keep its commitments to the public?

by percentage of respondents (excluding "not sure")

2010



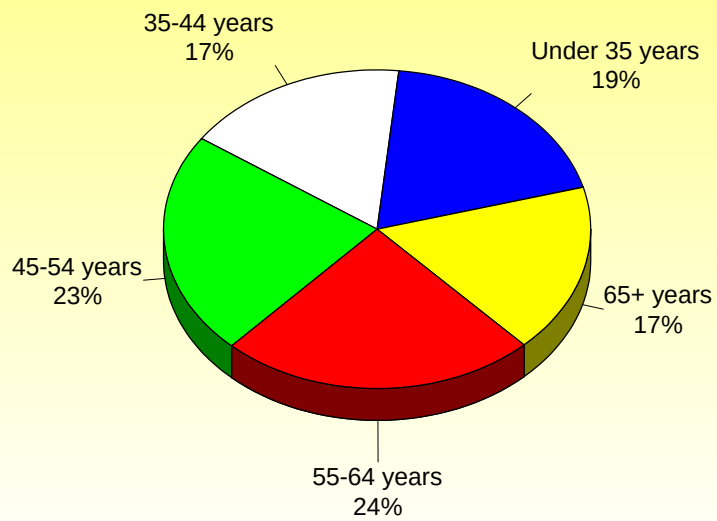
2009



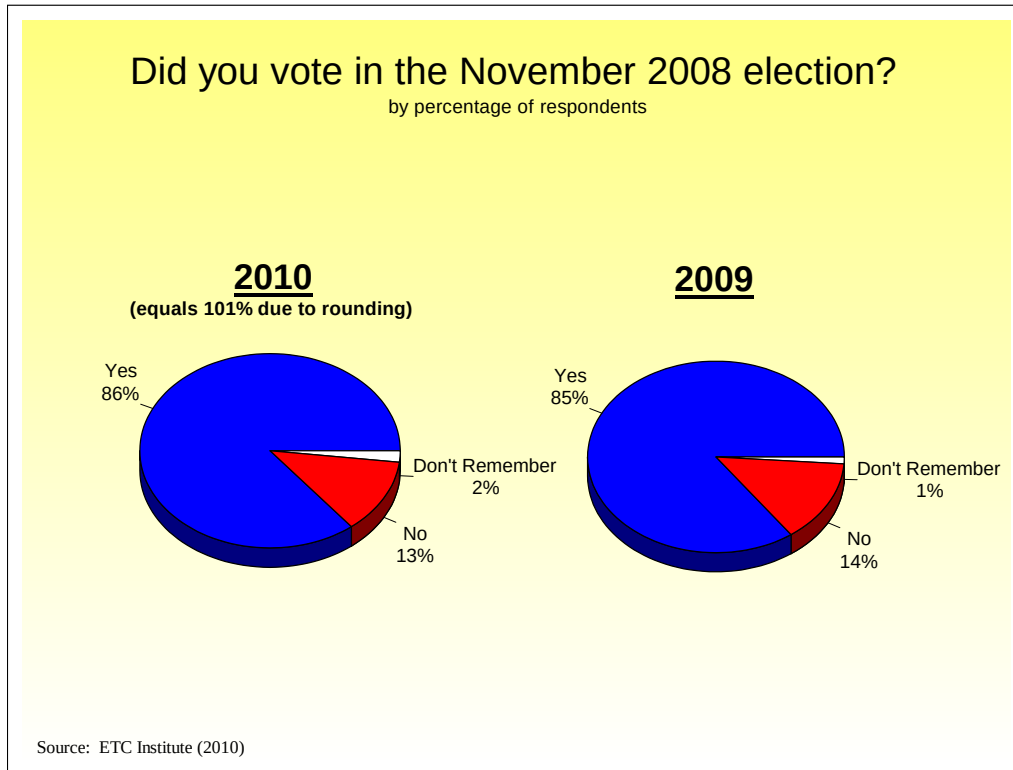
Source: ETC Institute (2010)

What is your age?

by percentage of respondents



Source: ETC Institute (2010)



Section 2: **Crosstabular Data by District**

Throughout the crosstabular data, the data by each District is unweighted, while the totals on the end are weighted.

Q1 How satisfied are you with the job MoDOT is doing?

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q1 How satisfied with job MODOT is doing</u>											
4=Very satisfied	24.6	21.5	22.6	17.3	23.5	29.7	28.6	25.9	30.1	32.7	26.0
3=Somewhat satisfied	52.1	59.3	56.8	62.2	58.0	55.4	54.8	57.4	55.1	50.4	56.5
2=Somewhat dissatisfied	15.1	14.8	12.2	13.4	14.0	11.8	12.0	11.4	11.0	13.3	12.7
1=Very dissatisfied	8.3	4.4	8.4	7.1	4.5	3.1	4.5	5.2	3.9	3.5	4.8

Q1a What about MoDOT are you MOST Satisfied with?

N=2204

	District										Total
	1	2	3	4	5	6	7	8	9	10	
<u>Q1a What about MODOT most satisfied</u>											
Budget/Resource Management	1.0%	1.8%	1.8%	2.4%	2.7%	1.7%	1.4%	0.5%	0.4%	1.0%	2.0%
Congestion Management/Schedule	1.0%	1.3%	1.4%	3.8%	0.9%	3.9%	0.9%	2.8%	4.0%	3.8%	2.9%
Improvements	11.1%	12.8%	9.9%	12.4%	17.4%	13.9%	9.3%	17.4%	12.9%	15.4%	17.3%
Potholes	3.4%	1.3%	1.4%	2.4%	4.5%	1.3%	3.7%	0.9%	3.1%	1.4%	1.7%
Road conditions	17.8%	20.4%	21.6%	23.0%	20.5%	22.1%	27.6%	22.9%	27.6%	19.7%	21.5%
Safety	1.0%	0.4%	1.4%	1.0%	0.0%	0.0%	0.0%	1.4%	1.8%	1.4%	1.6%
Signage/Information	1.9%	0.4%	2.3%	1.4%	0.4%	3.0%	0.5%	2.3%	0.4%	0.5%	2.1%
Snow removal	23.1%	13.7%	9.9%	12.9%	10.3%	6.1%	9.3%	7.3%	5.3%	3.4%	8.6%
Timely Project Completion	3.4%	5.3%	8.1%	5.7%	8.5%	8.7%	5.1%	11.0%	5.3%	2.4%	7.1%
Upkeep/Maintenance/Repairs	24.5%	19.9%	26.1%	18.2%	21.4%	22.9%	26.2%	20.6%	22.7%	36.1%	21.1%
Other	12.0%	22.6%	16.2%	16.7%	13.4%	16.5%	15.9%	12.8%	16.4%	14.9%	14.0%

Q1b What about MoDOT are you MOST dissatisfied with?

N=614

	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q1b What about MODOT most dissatisfied</u>											
1=Potholes	50.6	27.3	23.9	46.4	29.0	12.5	25.5	33.3	30.0	17.5	27.7
2=Road conditions	63.3	56.1	47.9	43.5	46.8	31.3	43.6	35.1	46.0	28.1	39.2
3=Bridge conditions	10.1	9.1	4.2	7.2	11.3	2.1	5.5	8.8	4.0	3.5	5.7
4=Transportation options that are available	0.0	3.0	5.6	7.2	0.0	2.1	3.6	14.0	4.0	1.8	4.0
5=Congestion	1.3	1.5	1.4	8.7	3.2	14.6	0.0	3.5	4.0	7.0	8.1
6=Delays due to road construction	5.1	4.5	7.0	10.1	4.8	12.5	10.9	1.8	2.0	7.0	8.4
7=Not spending money wisely	8.9	4.5	8.5	5.8	11.3	14.6	10.9	7.0	18.0	15.8	10.2
8=Snow & Ice removal	6.3	7.6	1.4	7.2	0.0	4.2	3.6	0.0	2.0	0.0	3.8
9=Other	13.9	31.8	32.4	15.9	27.4	43.8	30.9	33.3	40.0	42.1	31.7
0=None	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.8	0.0	0.0	0.2

Q2 Please rate your level of agreement with the following statements. (excluding don't know)

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	

Q2a MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones

4=Strongly Agree	51.1	51.8	56.3	45.0	53.9	51.7	49.7	53.4	51.2	52.6	51.3
3=Somewhat Agree	42.6	40.9	37.2	43.8	40.0	40.8	42.1	41.0	39.7	38.7	40.8
2=Somewhat Disagree	5.4	4.7	4.4	9.4	5.5	5.4	5.2	3.2	6.4	7.6	6.1
1=Strongly Disagree	0.9	2.6	2.1	1.8	0.6	2.1	3.0	2.4	2.7	1.2	1.8

Q2b MoDOT provides timely information to citizens about road projects, highway conditions, and work zones

4=Strongly Agree	50.3	48.3	52.5	44.1	52.1	50.2	48.9	52.5	48.6	49.4	49.6
3=Somewhat Agree	41.7	42.0	40.1	41.9	39.6	42.3	41.2	40.5	41.0	42.0	41.2
2=Somewhat Disagree	6.4	7.2	5.0	12.2	6.4	5.1	6.8	5.3	7.6	8.0	7.1
1=Strongly Disagree	1.5	2.4	2.4	1.9	1.8	2.4	3.1	1.8	2.8	0.6	2.0

Q2 Please rate your level of agreement with the following statements. (excluding don't know)

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	
Q2c MoDOT provides understandable information to citizens about road projects, highway conditions, and work zones											
4=Strongly Agree	51.5	51.3	56.1	42.3	55.5	47.6	51.2	52.5	51.1	50.6	49.2
3=Somewhat Agree	41.9	40.0	36.5	46.0	38.4	45.2	41.5	41.9	40.7	40.6	42.8
2=Somewhat Disagree	6.0	6.3	5.0	10.2	4.3	4.2	4.5	3.5	6.4	7.9	5.8
1=Strongly Disagree	0.6	2.4	2.4	1.5	1.8	3.0	2.7	2.1	1.8	0.9	2.1

Q2d MoDOT takes into consideration your needs and views in its transportation decision-making

4=Strongly Agree	32.9	33.2	35.0	27.1	34.0	29.3	36.7	35.0	31.8	33.0	32.3
3=Somewhat Agree	39.1	43.0	40.1	43.0	43.7	51.5	42.1	47.9	45.9	48.5	46.0
2=Somewhat Disagree	19.0	14.7	14.9	20.4	16.3	11.4	13.5	11.9	15.2	13.3	14.1
1=Strongly Disagree	9.0	9.1	10.0	9.5	6.0	7.7	7.7	5.2	7.1	5.2	7.5

Q2 Please rate your level of agreement with the following statements. (excluding don't know)

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	

Q2e MoDOT is the primary transportation expert in Missouri

4=Strongly Agree	53.4	56.6	54.1	48.6	52.3	53.4	57.4	54.1	55.9	53.8	53.5
3=Somewhat Agree	38.9	38.3	39.3	42.7	38.8	40.2	37.0	39.2	38.0	38.5	39.3
2=Somewhat Disagree	5.1	2.5	4.7	5.9	7.2	3.5	3.9	5.1	3.7	6.1	4.7
1=Strongly Disagree	2.6	2.5	1.9	2.8	1.6	2.9	1.6	1.7	2.4	1.6	2.5

Q2f You are satisfied with the transportation options available to you besides your own personal vehicle

4=Strongly Agree	43.2	38.1	39.1	33.9	37.1	33.8	41.7	41.4	36.0	40.4	37.0
3=Somewhat Agree	35.4	38.7	34.9	32.2	36.8	34.7	36.8	30.5	35.3	36.6	33.8
2=Somewhat Disagree	10.5	11.6	10.5	18.2	9.0	15.3	12.5	16.3	14.7	12.5	14.8
1=Strongly Disagree	10.9	11.6	15.5	15.6	17.1	16.2	9.0	11.9	14.0	10.5	14.4

Q2 Please rate your level of agreement with the following statements. (excluding don't know)

N=3526	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q2g MoDOT signs are big enough for you to see</u>											
4=Strongly Agree	73.3	75.2	73.8	64.2	75.6	67.3	72.5	71.8	74.9	72.6	70.3
3=Somewhat Agree	25.6	22.5	24.2	32.4	20.9	28.9	23.8	25.0	22.4	24.8	26.6
2=Somewhat Disagree	1.1	1.1	1.4	2.5	2.6	2.9	2.9	2.6	2.3	2.3	2.5
1=Strongly Disagree	0.0	1.1	0.6	0.8	0.9	0.9	0.9	0.6	0.3	0.3	0.7
<u>Q2h MoDOT signs are bright enough for you to see</u>											
4=Strongly Agree	72.0	75.4	75.1	64.1	74.9	67.0	72.8	71.8	76.1	72.8	70.0
3=Somewhat Agree	26.3	21.7	22.6	32.2	22.2	28.1	24.3	26.5	21.0	23.8	26.5
2=Somewhat Disagree	1.4	2.0	1.4	2.5	2.0	4.1	2.3	1.2	2.9	2.9	2.8
1=Strongly Disagree	0.3	0.9	0.9	1.1	0.9	0.9	0.6	0.6	0.0	0.6	0.7

Q2 Please rate your level of agreement with the following statements. (excluding don't know)

N=3526	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q2i Striping on MoDOT highways is bright enough for you to see</u>											
4=Strongly Agree	49.0	45.6	49.6	46.9	46.8	40.3	49.0	45.4	51.3	52.4	45.5
3=Somewhat Agree	32.2	29.6	32.5	36.9	37.1	33.0	34.6	40.2	33.1	35.2	34.8
2=Somewhat Disagree	14.5	18.2	13.7	13.4	9.8	17.1	11.8	10.1	11.0	10.1	13.9
1=Strongly Disagree	4.3	6.6	4.3	2.8	6.3	9.6	4.6	4.3	4.6	2.3	5.8
<u>Q2j Up to 25 of each transportation project's funds should be spent to incorporate bicycle and pedestrian facilities at the expense of other projects</u>											
4=Strongly Agree	18.0	19.4	14.5	24.4	17.1	24.6	21.9	27.2	19.9	16.2	22.5
3=Somewhat Agree	24.6	25.2	28.4	34.6	24.7	30.3	27.0	24.8	27.6	28.4	29.5
2=Somewhat Disagree	26.2	26.1	26.2	23.2	25.6	24.9	24.1	24.8	23.6	28.1	24.4
1=Strongly Disagree	31.1	29.4	30.9	17.8	32.6	20.2	27.0	23.2	28.9	27.4	23.6

Q3 Please rate your level of satisfaction with MoDOT's efforts to provide the following services on Missouri highways in the area where you live. (excluding don't know)

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	

Q3a Remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways

5=Very Satisfied	27.5	26.7	28.4	22.7	30.6	28.0	32.1	29.7	31.0	30.0	28.4
4=Satisfied	36.7	42.6	40.1	39.2	39.9	40.8	38.7	41.1	34.2	34.6	39.2
3=Neutral	23.1	20.2	20.1	26.1	19.7	22.8	19.4	20.0	19.9	23.1	22.4
2=Dissatisfied	8.7	6.8	7.2	8.5	6.4	6.9	7.5	5.7	8.2	8.1	7.2
1=Very Dissatisfied	4.0	3.7	4.3	3.4	3.5	1.4	2.3	3.4	6.7	4.3	2.8

Q3b Pick up litter/trash along highways

5=Very Satisfied	25.9	23.9	28.2	21.5	27.3	27.4	26.2	32.3	31.8	29.3	27.1
4=Satisfied	38.3	40.6	39.4	40.2	41.0	43.4	41.0	40.3	36.7	35.7	40.8
3=Neutral	24.8	21.6	23.0	26.1	22.4	21.3	21.8	19.7	21.4	20.3	22.4
2=Dissatisfied	7.5	10.1	6.9	8.2	5.8	4.7	8.7	6.0	6.4	10.4	6.5
1=Very Dissatisfied	3.5	3.7	2.6	4.0	3.5	3.2	2.3	1.7	3.8	4.3	3.2

Q3 Please rate your level of satisfaction with MoDOT's efforts to provide the following services on Missouri highways in the area where you live. (excluding don't know)

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	

Q3c Manage snow and ice on highways

5=Very Satisfied	39.4	36.8	37.4	29.7	36.3	38.6	38.9	39.8	39.1	37.6	37.1
4=Satisfied	36.8	41.9	36.0	40.0	42.1	41.8	39.5	39.0	37.9	44.6	40.5
3=Neutral	13.5	11.9	16.1	17.1	15.6	13.7	14.1	16.0	14.6	11.1	14.7
2=Dissatisfied	6.6	7.4	6.5	10.0	4.6	4.1	5.5	2.6	3.5	4.7	5.4
1=Very Dissatisfied	3.7	2.0	4.0	3.1	1.4	1.8	2.0	2.6	5.0	2.0	2.4

Q3d Mow and trim trees along highways

5=Very Satisfied	28.6	24.1	29.1	21.1	25.9	27.7	28.2	30.3	28.7	30.5	27.2
4=Satisfied	41.3	44.0	40.5	44.3	42.9	50.4	41.4	43.6	39.4	36.3	45.0
3=Neutral	18.5	19.6	17.9	22.9	19.9	14.3	18.1	15.9	17.4	19.6	17.4
2=Dissatisfied	9.0	8.5	7.4	9.7	7.2	4.4	7.8	6.9	9.9	8.6	7.0
1=Very Dissatisfied	2.6	3.7	5.1	2.0	4.0	3.2	4.6	3.2	4.6	4.9	3.4

Q3 Please rate your level of satisfaction with MoDOT's efforts to provide the following services on Missouri highways in the area where you live. (excluding don't know)

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	

Q3e Keep surface highways good condition

5=Very Satisfied	16.1	15.9	21.7	13.0	15.5	26.1	26.1	21.4	20.6	26.4	21.5
4=Satisfied	33.6	39.4	37.6	36.5	41.8	39.1	42.1	43.0	44.2	35.8	38.6
3=Neutral	27.5	24.6	25.6	23.5	24.9	20.3	20.3	21.9	24.1	24.9	22.4
2=Dissatisfied	12.9	11.6	8.8	18.1	12.6	11.9	8.6	8.8	6.1	7.4	12.3
1=Very Dissatisfied	9.9	8.5	6.3	8.8	5.2	2.6	2.9	4.8	4.9	5.4	5.1

Q3f Surface of other state highways

5=Very Satisfied	11.4	12.6	16.6	10.0	13.7	19.8	17.6	15.9	15.4	17.8	16.1
4=Satisfied	30.5	29.9	32.9	31.5	32.5	41.5	38.4	32.7	35.0	36.3	35.6
3=Neutral	26.4	30.2	28.9	30.6	33.6	25.0	26.7	32.2	29.1	30.7	28.6
2=Dissatisfied	19.1	17.3	14.6	20.0	14.9	9.5	12.9	13.0	11.6	9.9	13.7
1=Very Dissatisfied	12.6	10.0	7.0	7.9	5.3	4.3	4.4	6.2	8.9	5.3	6.1

Q3 Please rate your level of satisfaction with MoDOT's efforts to provide the following services on Missouri highways in the area where you live. (excluding don't know)

N=3526	District										Total
	01	02	03	04	05	06	07	08	09	10	

Q3g Keep shoulders in good condition

5=Very Satisfied	17.2	18.6	20.6	14.9	17.4	23.3	21.8	22.3	23.3	22.4	20.6
4=Satisfied	37.5	34.1	39.0	43.7	38.7	44.6	42.5	40.7	39.4	38.2	42.2
3=Neutral	22.4	27.2	26.1	25.6	30.2	25.1	21.8	22.9	24.8	25.9	25.4
2=Dissatisfied	14.5	12.9	8.3	11.2	8.4	5.0	9.2	8.9	7.6	8.3	7.9
1=Very Dissatisfied	8.4	7.2	6.0	4.6	5.2	2.0	4.6	5.2	5.0	5.2	3.9

Q3h Keep bridges in good condition

5=Very Satisfied	19.8	18.7	23.5	16.6	19.7	22.6	24.8	22.0	22.9	27.8	21.7
4=Satisfied	35.5	43.5	36.5	34.4	37.3	43.8	41.1	39.6	38.8	41.2	39.8
3=Neutral	25.3	21.6	22.3	27.2	27.5	22.9	23.9	24.0	23.5	21.4	24.1
2=Dissatisfied	12.8	8.9	10.1	14.6	10.7	8.0	7.6	9.0	9.4	7.0	9.8
1=Very Dissatisfied	6.7	7.2	7.5	7.2	4.9	2.7	2.6	5.5	5.3	2.6	4.5

Q3 Please rate your level of satisfaction with MoDOT's efforts to provide the following services on Missouri highways in the area where you live. (excluding don't know)

N=3526

District										Total
01	02	03	04	05	06	07	08	09	10	

Q3i Provide visible roadside and centerline striping on highways

5=Very Satisfied	28.2	26.6	32.0	24.5	27.4	27.5	31.0	29.0	33.0	34.6	28.5
4=Satisfied	42.0	38.3	40.8	43.1	42.9	39.9	44.0	47.7	41.2	42.9	41.8
3=Neutral	19.8	19.7	17.0	22.3	17.7	18.2	15.8	15.2	14.8	14.1	18.4
2=Dissatisfied	6.9	12.6	7.9	7.6	8.0	10.1	7.2	6.0	7.0	6.9	8.2
1=Very Dissatisfied	3.2	2.9	2.3	2.5	4.0	4.3	2.0	2.0	4.1	1.4	3.2

Q3j Minimize congestion on highways

5=Very Satisfied	26.7	25.4	26.2	12.3	19.5	18.7	25.7	24.8	27.3	24.6	20.5
4=Satisfied	41.6	44.8	41.3	38.0	42.3	37.1	48.8	40.4	45.3	42.7	40.3
3=Neutral	25.5	23.6	25.0	29.2	29.3	28.7	18.6	26.3	18.3	25.8	26.3
2=Dissatisfied	4.6	4.4	5.5	14.9	6.8	11.4	4.7	7.1	5.7	5.0	9.6
1=Very Dissatisfied	1.5	1.8	2.0	5.6	2.1	4.1	2.1	1.5	3.3	1.8	3.4

Q3 Please rate your level of satisfaction with MoDOT's efforts to provide the following services on Missouri highways in the area where you live. (excluding don't know)

N=3526	District										Total
	01	02	03	04	05	06	07	08	09	10	

Q3k Provide signage along highways that is easy to understand

5=Very Satisfied	46.3	42.4	45.9	34.8	41.7	37.8	44.8	45.5	43.9	45.8	40.6
4=Satisfied	41.7	47.8	41.9	47.9	43.7	48.1	43.6	42.9	43.9	41.8	45.9
3=Neutral	10.1	8.1	7.4	14.2	11.4	11.8	8.7	9.9	9.2	8.6	10.9
2=Dissatisfied	0.6	0.9	2.8	2.5	2.3	1.2	2.0	1.2	2.6	3.2	1.7
1=Very Dissatisfied	1.4	0.9	2.0	0.6	0.9	1.2	0.9	0.6	0.3	0.6	0.9

Q3l Support the development of alternative forms of transportation, such as public transportation, biking and pedestrian facilities

5=Very Satisfied	18.1	15.7	22.4	16.4	20.6	17.7	16.7	20.0	18.8	21.4	18.5
4=Satisfied	30.4	30.2	30.2	28.0	35.7	30.8	36.7	34.7	31.2	33.8	32.0
3=Neutral	32.6	33.6	26.0	26.2	25.4	28.8	27.8	29.5	26.9	29.3	27.7
2=Dissatisfied	11.5	12.3	12.1	18.9	11.7	13.4	11.9	9.8	11.5	9.4	13.1
1=Very Dissatisfied	7.4	8.2	9.3	10.5	6.5	9.4	7.0	6.0	11.5	6.0	8.7

Q4 Which FOUR of those items from Question 3 do you think are most important for MoDOT to emphasize over the next two years?
(Sum of All FOUR Choices)

N=3526

District										Total
01	02	03	04	05	06	07	08	09	10	

Q4 1st Most Important

A=Remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways

16.3	21.4	20.0	17.0	21.3	22.6	20.5	21.0	23.7	20.5	20.4
------	------	------	------	------	------	------	------	------	------	------

B=Pick up litter and trash along highways

11.4	14.4	13.8	13.9	14.5	13.4	16.0	9.6	16.0	18.2	13.6
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C=Manage snow and ice on highways

23.1	18.9	25.9	21.4	16.8	20.6	20.5	15.0	20.9	18.2	19.7
------	------	------	------	------	------	------	------	------	------	------

D=Mow and trim trees, grass and weeds along highways

13.4	13.5	14.4	12.5	13.4	9.7	16.8	11.0	16.9	15.1	12.3
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E=Keep the surface of major highways in good condition (smooth & free of potholes)

49.4	44.2	39.2	45.1	42.3	36.3	31.9	38.0	37.4	43.0	39.7
------	------	------	------	------	------	------	------	------	------	------

Q4 Which FOUR of those items from Question 3 do you think are most important for MoDOT to emphasize over the next two years? (Sum of All FOUR Choices)

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q4 1st Most Important (Cont.)</u>											
F=Keep the surface of other state highways in good condition (smooth & free of potholes)	49.1	46.5	39.4	35.7	42.6	28.3	32.5	38.5	39.1	38.2	34.6
G=Keep shoulders on highways in good condition	19.7	25.9	23.1	17.0	20.5	13.4	19.4	23.8	20.3	19.7	17.1
H=Keep bridges in good condition	30.3	27.9	30.7	32.9	29.5	23.4	23.1	27.5	27.1	23.1	27.2
I=Provide visible roadside and centerline striping on highways	14.0	21.1	16.1	14.5	20.2	19.7	17.9	14.2	15.4	10.5	17.2
J=Minimize congestion on highways	11.4	12.1	15.2	21.7	16.8	17.7	11.7	15.6	11.7	13.4	16.5
K=Provide signage along highways that is easy to understand	8.3	5.9	5.4	6.4	5.1	11.1	9.1	5.7	7.4	5.4	8.1
L=Support the development of alternative forms of transportation, such as public transportation, biking and pedestrian facilities	13.1	15.8	16.9	24.5	21.0	29.4	19.1	21.5	20.3	14.8	23.3
Z=None	15.7	14.4	15.2	14.2	11.1	16.0	18.8	19.0	14.6	21.1	16.2

Q5 Please rate your level of agreement with the following statements. (excluding don't know)

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	
Q5a MoDOT does a good job of minimizing travel delays caused by construction and maintenance of state highways											
5=Strongly Agree	29.0	30.9	27.8	17.0	22.5	21.7	28.2	30.3	30.5	26.8	24.0
4=Agree	44.9	46.4	47.5	41.5	50.6	49.9	48.5	47.4	47.8	45.8	46.9
3=Neither	17.6	17.2	14.8	24.2	17.8	16.3	16.5	16.0	13.2	19.0	18.2
2= Disagree	7.6	5.2	7.8	11.0	5.8	8.3	4.1	4.9	5.0	5.0	7.4
1=Strongly Disagree	0.9	0.3	2.0	6.3	3.2	3.9	2.6	1.4	3.5	3.5	3.5

Q5b MoDOT did a good job putting money from the Federal Stimulus Package to use quickly

5=Strongly Agree	32.3	24.6	30.4	25.2	24.7	21.4	30.4	34.2	28.0	29.0	26.3
4=Agree	38.0	36.3	39.2	40.7	45.2	48.3	41.0	41.0	43.6	41.5	43.7
3=Neither	15.7	23.8	18.1	19.2	18.0	17.1	14.5	15.4	13.3	17.8	17.2
2= Disagree	9.2	10.4	7.0	7.9	5.4	9.0	9.3	6.0	9.8	7.5	8.2
1=Strongly Disagree	4.8	5.0	5.3	7.0	6.7	4.3	4.8	3.4	5.3	4.1	4.7

Q6 When it comes to state highway projects in Missouri, which of the following statements comes closer to your opinion? (excluding not sure)

N=3526

District										Total
01	02	03	04	05	06	07	08	09	10	

Q6 When it comes to state highway

1=Local communities should
tax themselves to pay for a
portion of the state highway
projects that happen

14.9	20.8	23.9	21.9	28.5	25.9	19.4	23.1	16.9	23.5	23.5
------	------	------	------	------	------	------	------	------	------	------

2=All state highway projects
should be paid for
completely from statewide
revenue sources

85.1	79.2	76.1	78.1	71.5	74.1	80.6	76.9	83.1	76.5	76.5
------	------	------	------	------	------	------	------	------	------	------

Q7 How do you think funding for transportation in Missouri should change over the next five years? Should it be:(excluding not sure)

N=3526

District										Total
01	02	03	04	05	06	07	08	09	10	

Q7 Funding transportation should change

1=Increased greatly	12.7	15.4	12.9	17.2	13.4	11.6	12.8	10.0	15.5	14.0	12.8
2=Increased slightly	40.6	40.9	36.4	35.3	38.1	34.3	31.3	34.7	38.8	37.1	35.1
3=About the same	42.7	40.3	46.7	43.9	43.0	45.3	49.5	50.0	39.7	44.5	45.6
4=Reduced slightly	3.1	2.5	2.5	3.1	3.4	7.2	5.4	5.0	4.1	3.7	5.1
5=Reduced greatly	0.9	0.9	1.6	0.6	2.1	1.6	1.0	0.3	1.9	0.6	1.3

Q8 If it was determined that the state of Missouri needed to increase revenues in order to adequately fund Missouri state highways and roads, which ONE of the following five methods would be most acceptable to you? (excluding not sure)

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q8 State needed to increase revenues</u>											
1=Increase general sales tax	21.1	18.7	20.8	23.0	18.8	22.9	22.7	18.3	20.4	23.0	21.4
2=Increase state fuel tax	15.3	15.8	13.4	13.6	17.6	18.2	12.3	12.7	14.8	17.1	15.4
3=Add tolls to some interstate highways	27.3	31.3	26.8	32.1	28.1	20.7	19.7	27.5	21.7	21.1	25.2
4=Increase car registration and license fees	12.7	7.1	12.8	9.1	10.5	10.5	10.4	12.7	12.8	6.6	10.3
5=Replace state gas tax with vehicle mileage/travel tax	8.8	11.0	9.3	9.7	9.9	8.9	10.7	6.9	9.5	11.5	9.8
6=None of these	14.9	16.1	16.9	12.4	15.1	18.8	24.3	21.9	20.7	20.7	17.9

Q9 I am going to read a list of 5 general areas that the state government focuses its expenditures. After I read the list, please tell me which area of state expenditures have been the most beneficial to you personally? (excluding not sure)

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	

Q9a Social services

1=Most beneficial	10.2	9.5	9.6	13.4	12.7	7.8	12.1	14.4	12.7	9.7	10.6
2=2	9.2	8.2	10.6	14.1	11.0	12.9	11.8	12.4	13.4	10.4	12.3
3=3	17.3	15.4	14.5	16.4	13.7	20.0	13.5	15.4	15.7	19.8	17.2
4=4	20.3	22.6	21.2	21.3	18.8	14.9	18.0	17.4	15.7	17.5	18.5
5=Least beneficial	43.1	44.3	44.1	34.8	43.8	44.4	44.6	40.3	42.5	42.5	41.4

Q9b Transportation

1=Most beneficial	17.1	18.5	17.1	14.7	17.4	15.5	14.7	18.0	11.3	13.6	15.6
2=2	25.2	23.4	21.3	14.7	20.4	17.1	19.2	19.3	21.7	19.1	18.1
3=3	17.8	22.7	24.1	24.4	22.7	23.0	27.7	22.2	20.3	23.6	23.3
4=4	22.8	19.8	24.8	26.9	25.3	27.6	22.9	23.9	27.7	25.6	25.5
5=Least beneficial	17.1	15.6	12.7	19.2	14.1	16.8	15.4	16.7	19.0	18.1	17.6

Q9 I am going to read a list of 5 general areas that the state government focuses its expenditures. After I read the list, please tell me which area of state expenditures have been the most beneficial to you personally? (excluding not sure)

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	

Q9c Public Safety

1=Most beneficial	22.7	20.2	20.4	22.0	21.6	25.7	22.3	22.6	21.5	18.5	22.9
2=2	24.3	25.4	23.9	28.9	29.7	29.0	27.5	24.9	25.5	28.9	28.7
3=3	25.3	21.2	25.6	21.1	19.3	19.3	19.9	19.0	25.8	24.0	20.4
4=4	19.7	23.1	20.4	17.3	18.6	19.3	19.6	22.0	19.2	18.5	18.7
5=Least beneficial	7.9	10.1	9.7	10.7	10.8	6.7	10.7	11.5	7.9	10.1	9.3

Q9d Education

1=Most beneficial	40.8	40.5	42.1	36.0	39.0	38.0	40.6	34.9	40.7	44.7	38.7
2=2	22.9	24.4	20.6	23.2	18.7	21.4	21.5	24.1	22.0	25.1	21.9
3=3	15.7	16.7	19.0	15.3	16.4	17.9	18.1	17.3	15.4	12.2	16.7
4=4	12.1	10.6	10.0	11.5	16.1	13.3	11.6	13.7	13.1	13.5	13.0
5=Least beneficial	8.5	7.7	8.4	14.0	9.8	9.4	8.2	10.1	8.9	4.5	9.7

Q9 I am going to read a list of 5 general areas that the state government focuses its expenditures. After I read the list, please tell me which area of state expenditures have been the most beneficial to you personally? (excluding not sure)

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q9e Economic Development</u>											
1=Most beneficial	15.0	16.2	14.7	17.5	15.6	17.0	16.6	14.8	16.3	15.4	16.4
2=2	19.0	20.2	24.8	20.6	21.3	19.7	20.4	20.7	18.3	18.4	20.0
3=3	23.1	22.2	15.7	21.6	25.9	18.0	18.7	26.2	20.6	19.0	20.8
4=4	21.8	21.5	21.2	20.0	17.3	22.0	23.5	20.3	23.3	21.6	21.4
5=Least beneficial	21.1	19.9	23.5	20.3	19.9	23.3	20.8	18.0	21.6	25.6	21.4

Q10 Do you trust MoDOT to keep its commitments to the public? (Without Not Sure)

N=3526	District										Total
	01	02	03	04	05	06	07	08	09	10	

Q10 Do you trust MODOT

1=Yes	92.7	89.9	88.7	91.2	89.6	92.0	92.4	91.2	94.2	91.9	91.6
2=No	7.3	10.1	11.3	8.8	10.4	8.0	7.6	8.8	5.8	8.1	8.4

Q11 What is your age?

N=3526	District										Total
	01	02	03	04	05	06	07	08	09	10	

Q11 What is your age

1=Under 35 years	24.9	21.7	21.7	21.7	23.6	14.6	16.8	21.2	20.0	21.9	19.3
2=35-44 years	14.6	15.2	18.9	16.4	14.5	18.0	17.4	17.3	17.1	15.7	17.0
3=45-54 years	21.4	20.6	25.9	22.8	28.4	22.0	22.5	19.3	23.4	22.5	22.7
4=55-64 years	23.4	24.2	18.6	22.6	20.5	27.4	22.8	23.5	24.0	23.4	24.0
5=65+ years	15.7	18.3	14.9	16.4	13.1	18.0	20.5	18.7	15.4	16.5	17.1

Q14 Did you vote in the November 2008 election?

N=3526

	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q14 Did you vote in November 2008 elect</u>											
1=Yes	86.0	87.3	84.5	84.7	86.6	90.3	83.5	83.6	79.4	81.2	85.7
2=No	12.3	12.7	13.8	12.3	11.6	8.6	14.0	14.4	18.9	17.7	12.5
9=Would not answer	1.7	0.0	1.7	3.1	1.7	1.1	2.6	2.0	1.7	1.1	1.8

Section 3:

Survey Instrument

2010 MoDOT Statewide Customer Satisfaction Survey

Hello. My name is _____ and I am calling from ETC Institute on behalf of the Missouri Department of Transportation. We are conducting a brief survey about transportation issues facing people in Missouri. We are not selling anything, and this number was selected at random.

Do you or does any of your immediate family members work for MoDOT? [IF NO, CONTINUE WITH THE SURVEY, IF YES, THANK THEM FOR THEIR TIME AND CLOSE THE CALL]

[IF RESPONDENT IS SUSPICIOUS OR WARY, YOU MAY WANT TO SAY SOMETHING LIKE:] "We are not selling anything, and I will not ask you for a contribution or donation. The survey will take less than 10 minutes of your time."

1. To begin, I would like to ask you how satisfied you are with the job the Missouri Department of Transportation, also known as MoDOT, is doing—would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with MoDOT?

	Including Refused/Not Sure	Excluding Refused/Not Sure	Excluding Refused/Not Sure TOTALS
Very satisfied	24.6%	26.0%	Satisfied combined
Somewhat satisfied	53.5%	56.5%	82.5%
Somewhat dissatisfied	12.0%	12.7%	Dissatisfied combined
Very dissatisfied	4.5%	4.8%	17.5%
Don't Know	5.4%	0.0%	

- 1a. What about MoDOT are you MOST satisfied with? [Do Not Read] _____

Potholes	1.7%
Snow Removal	8.6%
Road Conditions	21.5%
Improvements	17.3%
Upkeep/Maintenance/Repairs	21.1%
Timely Project Completion	7.1%
Budget Management	2.0%
Safety	1.6%
Congestion Management/Schedule	2.9%
Signage/Information	2.1%
Other	14.0%

- 1b. What about MoDOT are you MOST dissatisfied with? [Do Not Read]

Potholes	27.7%
Road conditions	39.2%
Bridge conditions	5.7%
Transportation options that are available	4.0%
Congestion	8.1%
Delays due to road construction	8.4%
Not spending money wisely	10.2%
Snow & Ice removal	3.8%
Other	31.7%
None	0.2%

2. Next, I am going to read you a series of short statements about transportation in Missouri and about the Missouri Department of Transportation. Please tell me whether you strongly agree, agree, disagree, or strongly disagree with each statement.

	Strongly Agree	Somewhat Agree	Agree Total	Somewhat Disagree	Strongly Disagree	Disagree Total	Not Sure
Q2a. MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones							
Including Refused/Not Sure	48.40%	38.50%	86.90%	5.80%	1.70%	7.50%	5.60%
Excluding Refused/Not Sure	51.30%	40.80%	92.10%	6.10%	1.80%	7.90%	0.00%
Q2b. MoDOT provides timely information to citizens about road projects, highway conditions, and work zones							
Including Refused/Not Sure	46.30%	38.50%	84.80%	6.70%	1.90%	8.60%	6.60%
Excluding Refused/Not Sure	49.60%	41.20%	90.80%	7.10%	2.00%	9.10%	0.00%
Q2c. MoDOT provides understandable information to citizens about road projects, highway conditions, and work zones							
Including Refused/Not Sure	46.40%	40.30%	86.70%	5.50%	2.00%	7.50%	5.80%
Excluding Refused/Not Sure	49.20%	42.80%	92.00%	5.80%	2.10%	7.90%	0.00%
Q2d. MoDOT takes into consideration your needs and views in its transportation decision-making							
Including Refused/Not Sure	27.10%	38.60%	65.70%	11.80%	6.30%	18.10%	16.20%
Excluding Refused/Not Sure	32.30%	46.00%	78.30%	14.10%	7.50%	21.60%	0.00%
Q2e. MoDOT is the primary transportation expert in Missouri							
Including Refused/Not Sure	47.00%	34.50%	81.50%	4.10%	2.20%	6.30%	12.10%
Excluding Refused/Not Sure	53.50%	39.30%	92.80%	4.70%	2.50%	7.20%	0.00%
Q2f. You are satisfied with the transportation options available to you besides your own personal vehicle							
Including Refused/Not Sure	31.70%	28.90%	60.60%	12.70%	12.40%	25.10%	14.30%
Excluding Refused/Not Sure	37.00%	33.80%	70.80%	14.80%	14.40%	29.20%	0.00%
Q2g. MoDOT signs are big enough for you to see							
Including Refused/Not Sure	69.20%	26.20%	95.40%	2.40%	0.70%	3.10%	1.50%
Excluding Refused/Not Sure	70.30%	26.60%	96.90%	2.50%	0.70%	3.20%	0.00%
Q2h. MoDOT signs are bright enough for you to see							
Including Refused/Not Sure	68.80%	26.10%	94.90%	2.80%	0.70%	3.50%	1.60%
Excluding Refused/Not Sure	70.00%	26.50%	96.50%	2.80%	0.70%	3.50%	0.00%
Q2i. Striping on MoDOT highways is bright enough for you to see							
Including Refused/Not Sure	44.90%	34.30%	79.20%	13.70%	5.70%	19.40%	1.40%
Excluding Refused/Not Sure	45.50%	34.80%	80.30%	13.90%	5.80%	19.70%	0.00%
Q2j. Up to 25% of each transportation project's funds should be spent to incorporate bicycle and pedestrian facilities at the expense of other projects							
Including Refused/Not Sure	19.40%	25.50%	44.90%	21.00%	20.40%	41.40%	13.70%
Excluding Refused/Not Sure	22.50%	29.50%	52.00%	24.40%	23.60%	48.00%	0.00%

3. Using a scale of 1 to 5 where 5 means very satisfied and 1 means very dissatisfied, please rate your satisfaction with MoDOT's efforts to provide the following services on Missouri highways in area where you live.

	Very Satisfied	Satisfied	Sat. Total	Neutral	Dissatisfied	Very Dissatisfied	Dissat. Total	Don't Know
Q3a Remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways								
Including Refused/Not Sure	28.00%	38.70%	66.70%	22.10%	7.10%	2.70%	9.80%	1.20%
Excluding Refused/Not Sure	28.40%	39.20%	67.60%	22.40%	7.20%	2.80%	10.00%	0.00%
Q3b Pick up litter/trash along highways								
Including Refused/Not Sure	26.60%	40.10%	66.70%	22.10%	6.40%	3.10%	9.50%	1.70%
Excluding Refused/Not Sure	27.10%	40.80%	67.90%	22.40%	6.50%	3.20%	9.70%	0.00%
Q3c Manage snow and ice on highways								
Including Refused/Not Sure	36.30%	39.60%	75.90%	14.40%	5.20%	2.30%	7.50%	2.10%
Excluding Refused/Not Sure	37.10%	40.50%	77.60%	14.70%	5.40%	2.40%	7.80%	0.00%
Q3d Mow and trim trees along highways								
Including Refused/Not Sure	26.70%	44.20%	70.90%	17.00%	6.90%	3.30%	10.20%	1.80%
Excluding Refused/Not Sure	27.20%	45.00%	72.20%	17.40%	7.00%	3.40%	10.40%	0.00%
Q3e Keep surface highways good condition								
Including Refused/Not Sure	21.20%	38.10%	59.30%	22.10%	12.20%	5.10%	17.30%	1.30%
Excluding Refused/Not Sure	21.50%	38.60%	60.10%	22.40%	12.30%	5.10%	17.40%	0.00%
Q3f Surface of other state highways								
Including Refused/Not Sure	15.30%	33.80%	49.10%	27.20%	13.00%	5.80%	18.80%	4.90%
Excluding Refused/Not Sure	16.10%	35.60%	51.70%	28.60%	13.70%	6.10%	19.80%	0.00%
Q3g Keep shoulders in good condition								
Including Refused/Not Sure	20.20%	41.30%	61.50%	24.90%	7.70%	3.80%	11.50%	2.00%
Excluding Refused/Not Sure	20.60%	42.20%	62.80%	25.40%	7.90%	3.90%	11.80%	0.00%
Q3h Keep bridges in good condition								
Including Refused/Not Sure	21.10%	38.70%	59.80%	23.40%	9.50%	4.40%	13.90%	3.00%
Excluding Refused/Not Sure	21.70%	39.80%	61.50%	24.10%	9.80%	4.50%	14.30%	0.00%
Q3i Provide visible roadside and centerline striping on highways								
Including Refused/Not Sure	28.10%	41.30%	69.40%	18.20%	8.10%	3.10%	11.20%	1.20%
Excluding Refused/Not Sure	28.50%	41.80%	70.30%	18.40%	8.20%	3.20%	11.40%	0.00%
Q3j Minimize congestion on highways								
Including Refused/Not Sure	19.70%	38.70%	58.40%	25.30%	9.20%	3.30%	12.50%	3.80%
Excluding Refused/Not Sure	20.50%	40.30%	60.80%	26.30%	9.60%	3.40%	13.00%	0.00%
Q3k Provide signage along highways that is easy to understand								
Including Refused/Not Sure	40.10%	45.30%	85.40%	10.80%	1.60%	0.90%	2.50%	1.30%
Excluding Refused/Not Sure	40.60%	45.90%	86.50%	10.90%	1.70%	0.90%	2.60%	0.00%
Q3l Support the development of alternative forms of transportation, such as public transportation, biking and pedestrian facilities								
Including Refused/Not Sure	15.10%	26.00%	41.10%	22.50%	10.60%	7.10%	17.70%	18.80%
Excluding Refused/Not Sure	18.50%	32.00%	50.50%	27.70%	13.10%	8.70%	21.80%	0.00%

4. Which FOUR of the items listed above do you think are the most important for MoDOT to emphasize over the next two years? [Write the letters below for their top 4 choices using the letters from Question 3; if they do not think any improvements are needed circle "NONE"]

1st : _____ **2nd:** _____ **3rd:** _____ **4th:** _____ **NONE**

	1st Choice	2nd Choice	3rd Choice	4th Choice	Sum of All Four Choices
Remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways	8.6%	4.1%	4.4%	3.4%	20.4%
Pick up liter/trash along highways	3.7%	4.0%	3.3%	2.6%	13.6%
Manage snow and ice on highways	6.5%	5.7%	4.1%	3.3%	19.7%
Mow and trim trees along highways	3.9%	3.6%	2.3%	2.5%	12.3%
Keep surface highways good condition	21.1%	11.2%	4.8%	2.6%	39.7%
Surface of other state highways	5.7%	16.8%	7.9%	4.2%	34.6%
Keep shoulders in good condition	2.6%	4.2%	6.2%	4.1%	17.1%
Keep bridges in good condition	9.0%	5.4%	7.2%	5.6%	27.2%
Provide visible roadside and centerline striping on highways	6.1%	3.8%	4.3%	2.9%	17.2%
Minimize congestion on highways	3.7%	4.0%	4.2%	4.6%	16.5%
Provide signage along highways that is easy to understand	1.0%	2.0%	1.8%	3.3%	8.1%
Support the development of alternative forms of transportation, such as public transportation, biking and pedestrian facilities	11.8%	4.2%	3.3%	4.0%	23.3%

5. Using a scale of 1 to 5 where 5 means strongly agree and 1 means strongly disagree, please rate your level of agreement with the following statements.

	Strongly Agree	Agree	Agree Total	Neither	Strongly Disagree	Strongly Disagree	Disagree Total	Don't Know
Q5a MoDOT does a good job of minimizing travel delays caused by construction and maintenance of state highways								
Including Refused/Not Sure	23.30%	45.40%	68.70%	17.60%	7.20%	3.40%	10.60%	3.10%
Excluding Refused/Not Sure	24.00%	46.90%	70.90%	18.20%	7.40%	3.50%	10.90%	0.00%
Q5b MoDOT did a good job putting money from the Federal Stimulus Package to use quickly								
Including Refused/Not Sure	17.20%	28.50%	45.70%	11.20%	5.30%	3.10%	8.40%	34.70%
Excluding Refused/Not Sure	26.30%	43.70%	70.00%	17.20%	8.20%	4.70%	12.90%	0.00%

6. When it comes to state highway projects in Missouri, which of the following statements comes closer to your opinion? [ROTATE SEQUENCE THAT OPTION 1 and 2 ARE READ]

	Including Refused/Not Sure	Excluding Refused/Not Sure
Local communities should tax themselves to pay for a portion of the state highway projects that happen in their area	20.7%	23.5%
All state highway projects should be paid for completely from statewide revenue sources	67.3%	76.5%
Not sure	12.1%	0.0%

7. How do you think funding for transportation in Missouri should change over the next five years? Should it be:

	Including Refused/ Not Sure	Excluding Refused/N ot Sure	Excluding Refused/ Not Sure TOTALS
Increased greatly	11.70%	12.80%	Increased Combined
Increased slightly	32.00%	35.10%	47.90%
About the same	41.50%	45.60%	
Reduced slightly	4.70%	5.10%	Reduced Combined
Reduced greatly	1.20%	1.30%	6.40%
Not Sure	9.00%	0.00%	

8. If it was determined that the state of Missouri needed to increase revenues in order to adequately fund Missouri state highways and roads, which one of the following five methods would be most acceptable to you?

	Including Refused/Not Sure	Excluding Refused/Not Sure
Increase general sales tax	19.1%	21.4%
Increase state fuel tax	13.7%	15.4%
Add tolls to some interstate highways	22.5%	25.2%
Increase car registration and license fees	9.2%	10.3%
Replace state gas tax with vehicle mileage/travel tax	8.8%	9.8%
None of these	16.0%	17.9%
Don't Know	10.7%	0.0%

9. I am going to read a list of 5 general areas that the state government focuses its expenditures. After I read the list, please tell me which area of state expenditures have been the most beneficial to you personally [READ LIST—RANDOM ORDER] Of the remaining four, [READ LIST OF REMAINING 4 CHOICES—RANDOM ORDER], in which area have state expenditures been the most beneficial to you personally? Of the remaining three, [READ LIST OF REMAINING 3 CHOICES—RANDOM ORDER], in which area have state expenditures been the most beneficial to you personally? Of the final two, [READ LIST OF REMAINING 2 CHOICES—RANDOM ORDER], in which area have state expenditures been the least beneficial to you personally?

	Social services	Transportation	Public Safety	Education	Economic Development
Most Beneficial					
Including Refused/Not Sure	9.0%	13.5%	19.9%	33.9%	14.1%
Excluding Refused/Not Sure	10.6%	15.6%	22.9%	38.7%	16.4%
2nd Most Beneficial					
Including Refused/Not Sure	10.4%	15.7%	24.9%	19.2%	17.2%
Excluding Refused/Not Sure	12.3%	18.1%	28.7%	21.9%	20.0%
3rd Most Beneficial					
Including Refused/Not Sure	14.6%	20.2%	17.7%	14.6%	18.0%
Excluding Refused/Not Sure	17.2%	23.3%	20.4%	16.7%	20.8%
4th Most Beneficial					
Including Refused/Not Sure	15.7%	22.1%	16.3%	11.3%	18.4%
Excluding Refused/Not Sure	18.5%	25.5%	18.7%	13.0%	21.4%
Least Beneficial					
Including Refused/Not Sure	35.1%	15.2%	8.1%	8.5%	18.4%
Excluding Refused/Not Sure	41.4%	17.6%	9.3%	9.7%	21.4%

10. Do you trust MoDOT to keep its commitments to the public?

	Including Refused/Not Sure	Excluding Refused/Not Sure
Yes	85.2%	91.6%
No	7.8%	8.4%
Not sure	6.9%	0.0%

Before we end this call, I am going to ask you a few demographic questions to ensure that the survey sample is representative.

11. What is your age? _____ years

	Percent
Under 35 years	19.3%
35-44 years	17.0%
45-54 years	22.7%
55-64 years	24.0%
65+ years	17.1%

12. In which county do you live? _____

13. What is your home zip code? _____

14. Did you vote in the November 2008 election?

	Including Refused/Not Sure	Excluding Refused/Not Sure
Yes	85.7%	87.3%
No	12.5%	12.7%
Would not answer	1.8%	0.0%

THIS CONCLUDES THE SURVEY. MoDOT THANKS YOU FOR YOUR INPUT

FROM CALL SHEET:

STREET ADDRESS: _____

CITY: _____ COUNTY: _____ ZIP: _____

DISTRICT: 01 02 03 04 05 06 07 08 09 10

July 2010

A Report Card From Missourians - 2010

Appendix A: I-S Analysis

Submitted to

*The Missouri Department of
Transportation*



Prepared by ETC Institute and
Missouri Department of
Transportation





Importance-Satisfaction Analysis

A Report Card From Missourians - 2010

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that state and county governments will maximize overall resident satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for MoDOT to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the MoDOT's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the services they thought are most important for MoDOT to emphasize over the next two years. Forty percent (40%) of residents ranked keeping the surface of major highways in good condition as the most important service for MoDOT to provide.

With regard to satisfaction, keeping the surface of major highways in good condition was ranked 9th overall with forty-nine percent (61%) rating keeping the surface of major highways in good condition as a “4” or a “5” on a 5-point scale, excluding “don’t know” responses. The I-S rating for keeping the surface of major highways in good condition was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 40% was multiplied by 39% (1-0.61). This calculation yielded an I-S rating of **0.1560**, which ranked second out of the 12 service categories. This rating for this same item last year (2009) was .2295 and was considered a “Very High Priority”. This item is now in the category of “High Priority”. Although this still remains a high priority, it is clear that great progress has been made in regards to this item in just one year.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top choices for MoDOT to provide and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the four most important services for MoDOT to provide.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for MoDOT are provided on the following page.

Importance-Satisfaction Rating

Missouri Department of Transportation

Satisfaction With MoDOT Efforts to Provide Highway Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Keeping the surface of OTHER state highways in good condition	35%	2	52%	11	0.1680	1
Keeping the surface of major highways in good condition	40%	1	61%	9	0.1560	2
Supporting the development of alternative forms of transportation	23%	4	51%	12	0.1127	3
Keeping bridges in good condition	27%	3	62%	8	0.1026	4
Medium Priority (IS <.10)						
Removing debris from driving lanes	21%	5	67%	6	0.0693	5
Minimizing congestion on highways	17%	8	61%	10	0.0663	6
Keeping shoulders in good condition	17%	7	63%	7	0.0629	7
Providing visible roadside/centerline striping	17%	9	71%	4	0.0493	8
Picking up litter & trash along highways	14%	10	68%	5	0.0448	9
Managing snow & ice on highways	20%	6	78%	2	0.0440	10
Mowing & trimming of trees/grass/weeds	12%	11	72%	3	0.0336	11
Provide signage along highways that is easy to understand	8%	12	87%	1	0.0104	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Matrix Analysis.

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- Continued Emphasis (above average importance and above average satisfaction). This area shows where MoDOT is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. MoDOT should maintain (or slightly increase) emphasis on items in this area.
- Exceeding Expectations (below average importance and above average satisfaction). This area shows where MoDOT is performing significantly better than customers expect MoDOT to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with MoDOT services. MoDOT should maintain (or slightly decrease) emphasis on items in this area.
- Opportunities for Improvement (above average importance and below average satisfaction). This area shows where MoDOT is not performing as well as residents expect MoDOT to perform. This area has a significant impact on customer satisfaction, and MoDOT should DEFINITELY increase emphasis on items in this area.
- Less Important (below average importance and below average satisfaction). This area shows where MoDOT is not performing well relative to MoDOT's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with MoDOT services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

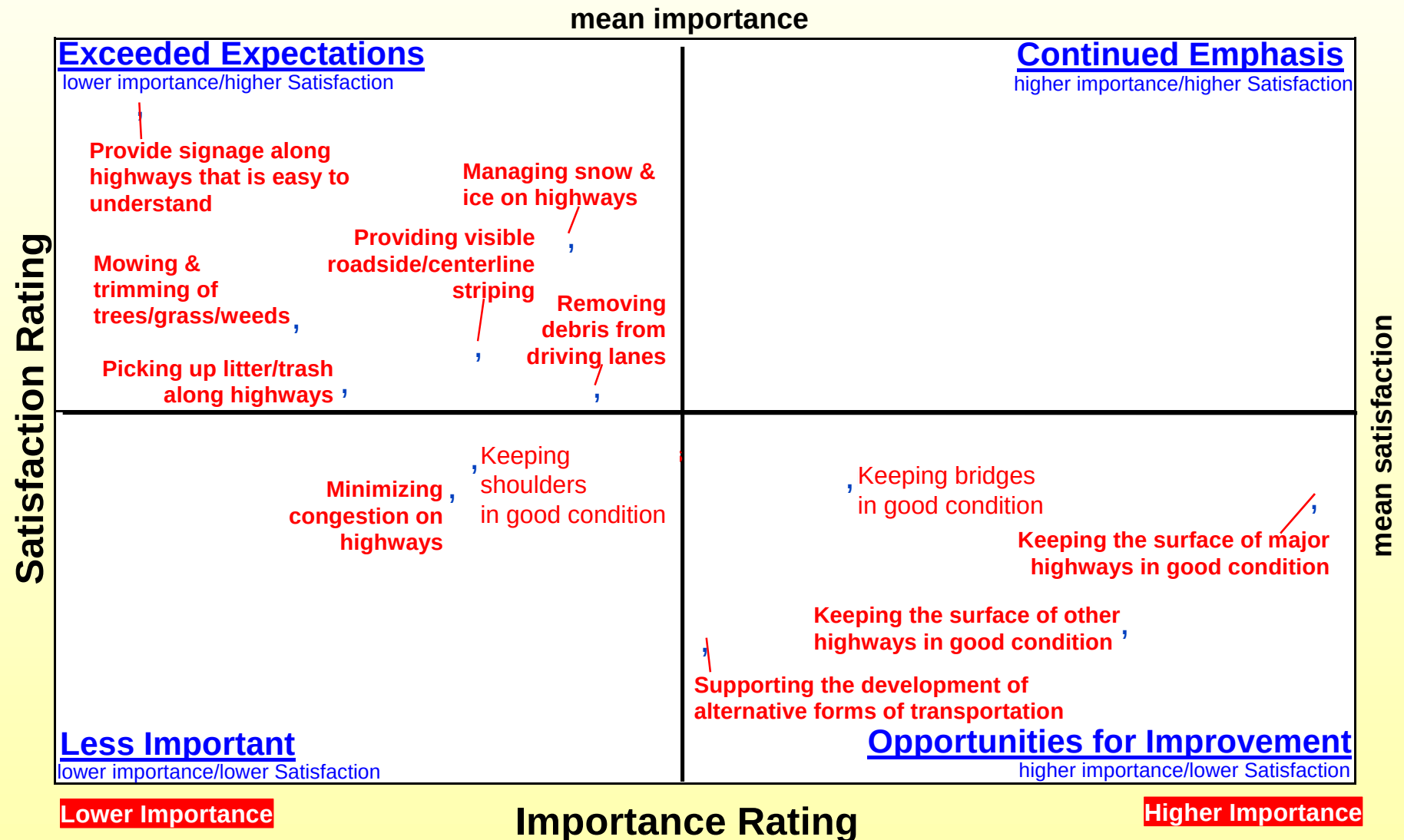
The matrix showing the results for MoDOT are provided on the following page.

A Report Card From Missourians - 2010

Importance-Satisfaction Assessment Matrix

-Satisfaction With MoDOT Efforts to Provide Highway Services-

(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2010)

July 2010

A Report Card From Missourians - 2010

Appendix B: Benchmarking Analysis

Submitted to

*The Missouri Department of
Transportation*



Prepared by ETC Institute and
Missouri Department of
Transportation





Benchmarking Analysis

A Report Card From Missourians - 2010

Overview

ETC Institute administered a benchmarking survey to a stratified random sample of 400 residents in the North Central United States. The purpose of the survey was to have residents in the North Central United States rate the quality of transportation services **in the state where they live** to assess whether the quality of service provided by MoDOT was better, worse, or about the same as other Departments of Transportation.

The overall results of the benchmarking survey have a precision of at least +/-5% at the 95% level of confidence.

Findings

Areas Where MoDOT Performed BETTER than the North Central U.S. Areas where MoDOT's ratings were significantly (+5% or greater) better than the North Central U.S. included:

- Removing debris from highways (+10%)
- Minimizing congestion on highways (+12%)
- Picking up trash/litter along highways (+12%)
- Removing snow/ice along highways (+8%)
- Mowing/trimming trees/grass/weeds along highways (+8%)
- Surface of Interstate highways in good condition (+8%)
- Surface of OTHER state highways in good condition (+5%)

Areas Where MoDOT Performed WORSE than North Central U.S. Areas where MoDOT's ratings were significantly lower (-5% or greater) than the North Central U.S. included:

- Keeping bridges in good condition (-7%)

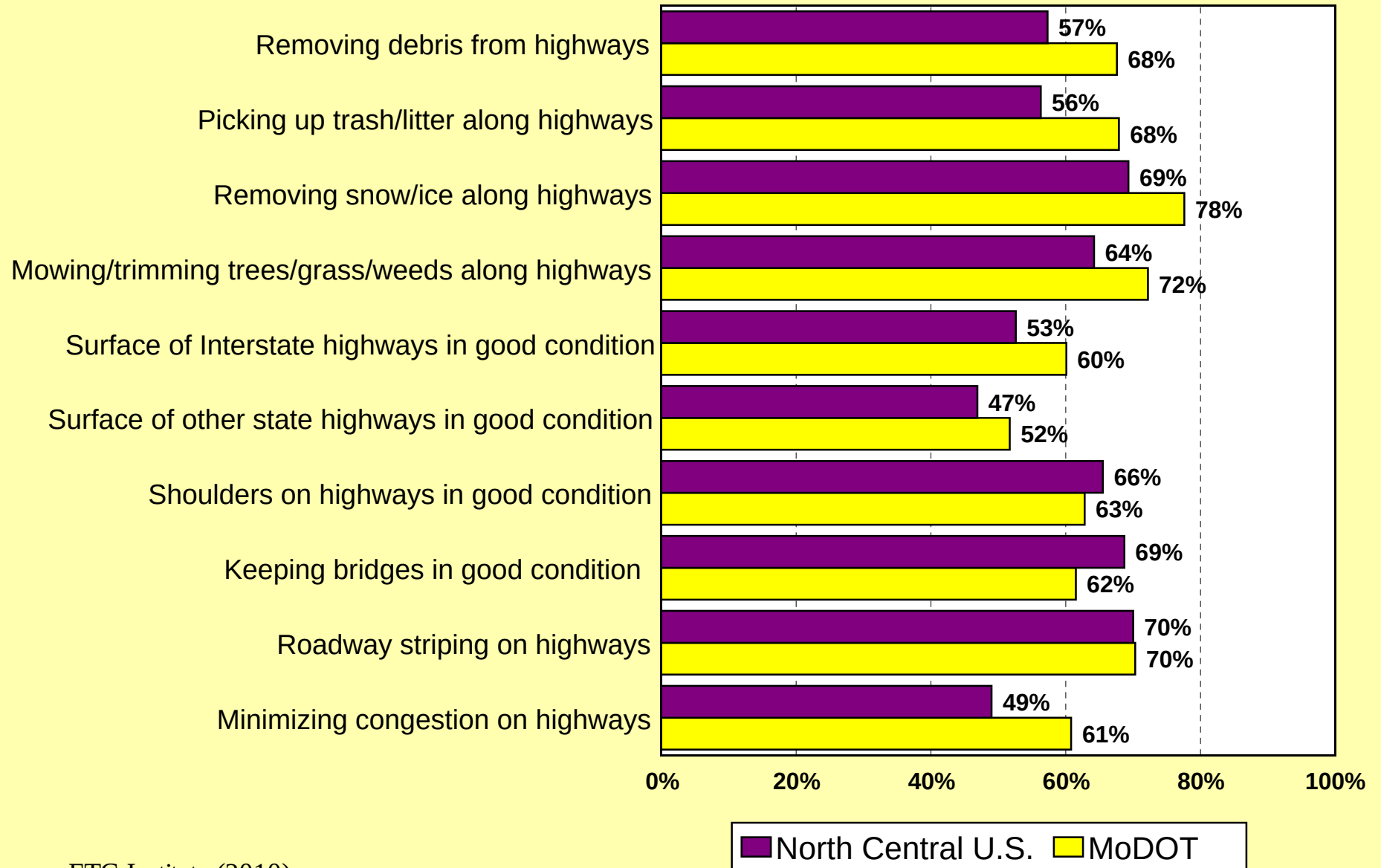
Although "Keeping bridges in good condition" is 7% below the North Central U.S. average, this is still a positive increase of +7% over 2009. The condition of bridges in Missouri remains an area of focus; however, it is obvious that significant steps have been taken to improve the condition of bridges in the state.

The charts on the following pages show the results for all questions that were included on the benchmarking survey.

Satisfaction With State Department of Transportation Services

MoDOT vs. North Central U.S.

by percentage of respondents, who were either Very Satisfied (5) or Satisfied (4) on a five point scale

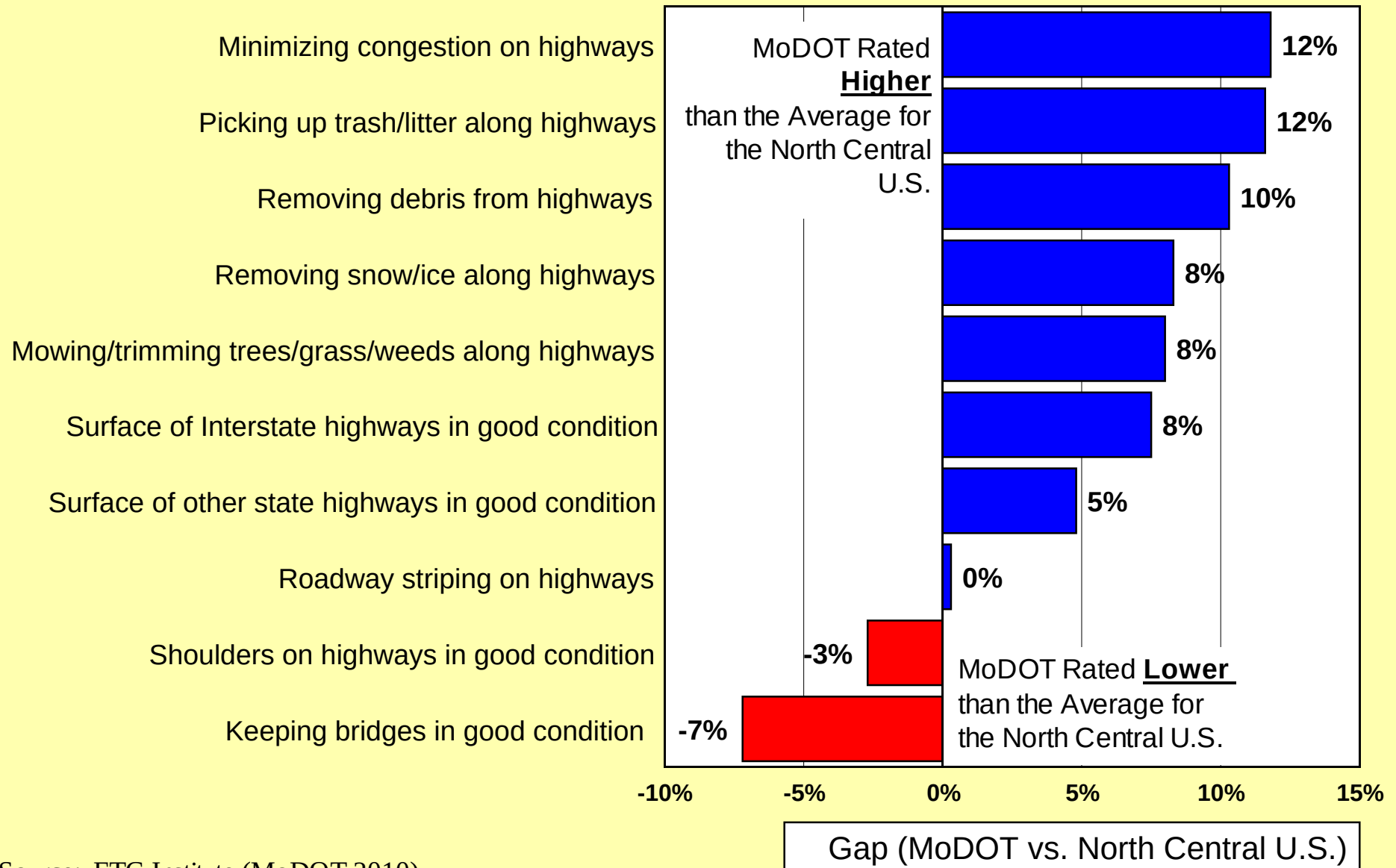


Source: ETC Institute (2010)

Overall Satisfaction with Transportation Services

MoDOT vs. North Central U.S.

by percentage of respondents, who were either Very Satisfied (5) or Satisfied (4) on a five point scale



Source: ETC Institute (MoDOT 2010)

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Appendix C: GIS Maps

Submitted to

*The Missouri Department of
Transportation*



Prepared by ETC Institute and
Missouri Department of
Transportation



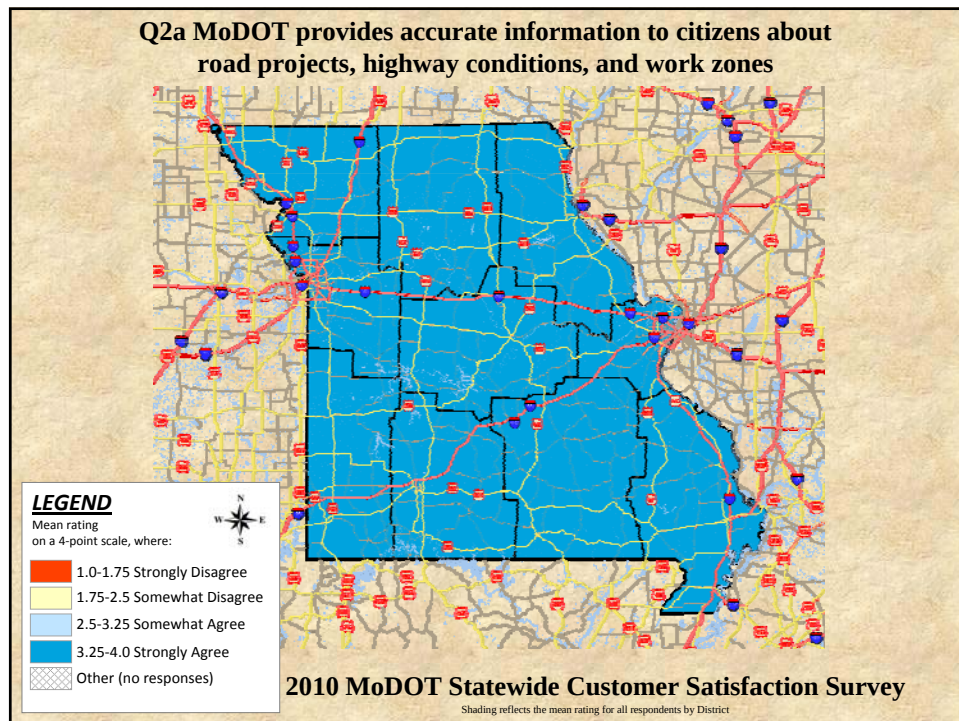
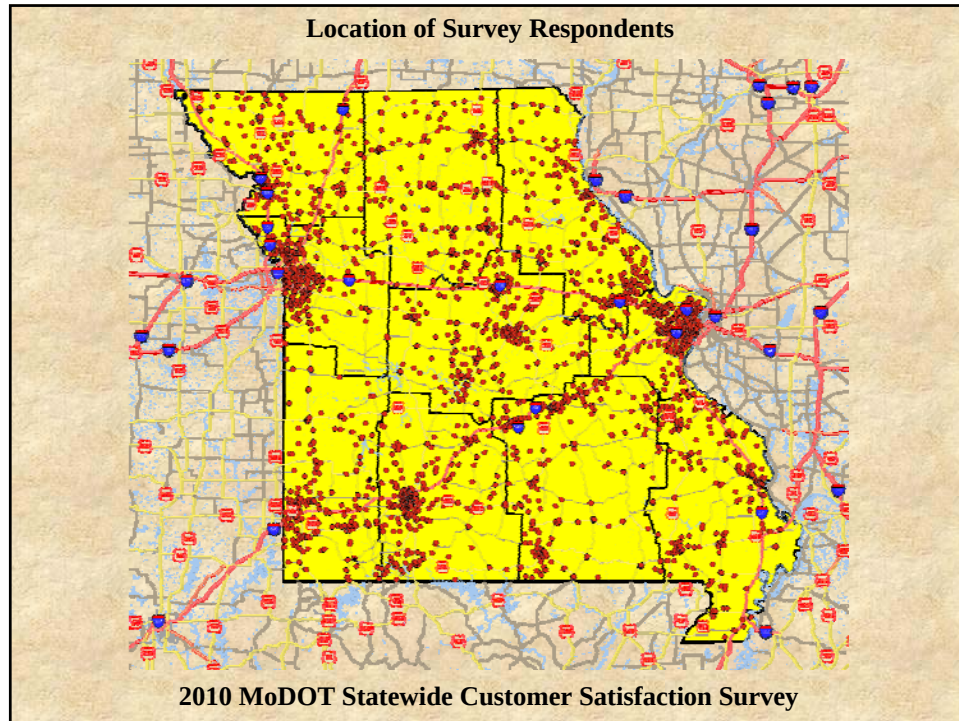
Interpreting the Maps

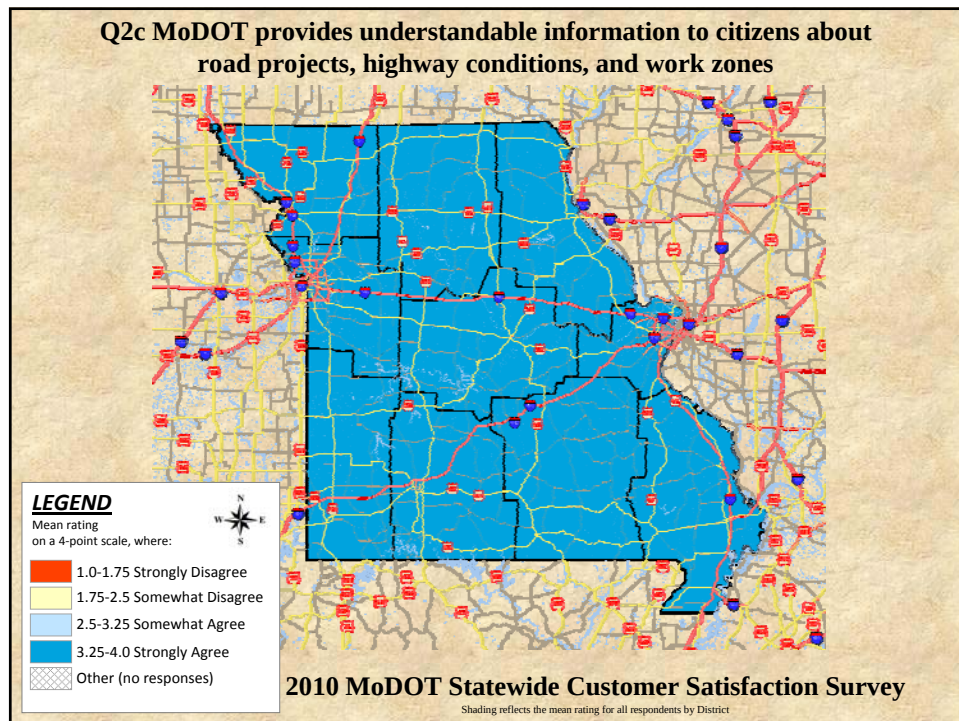
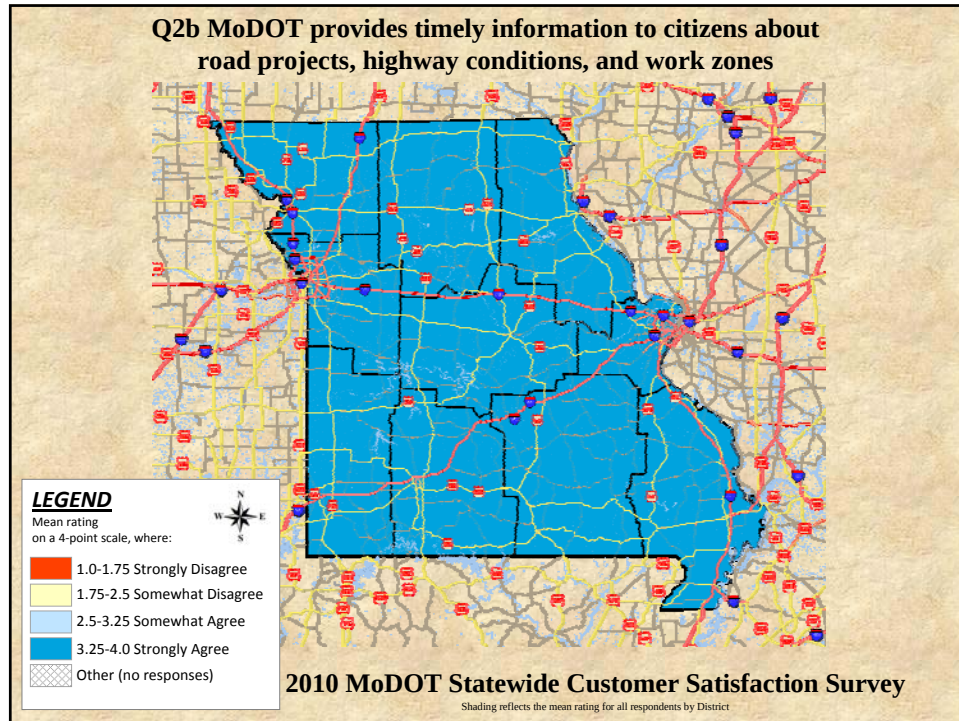
The maps on the following pages show the mean ratings for several questions on the survey by District.

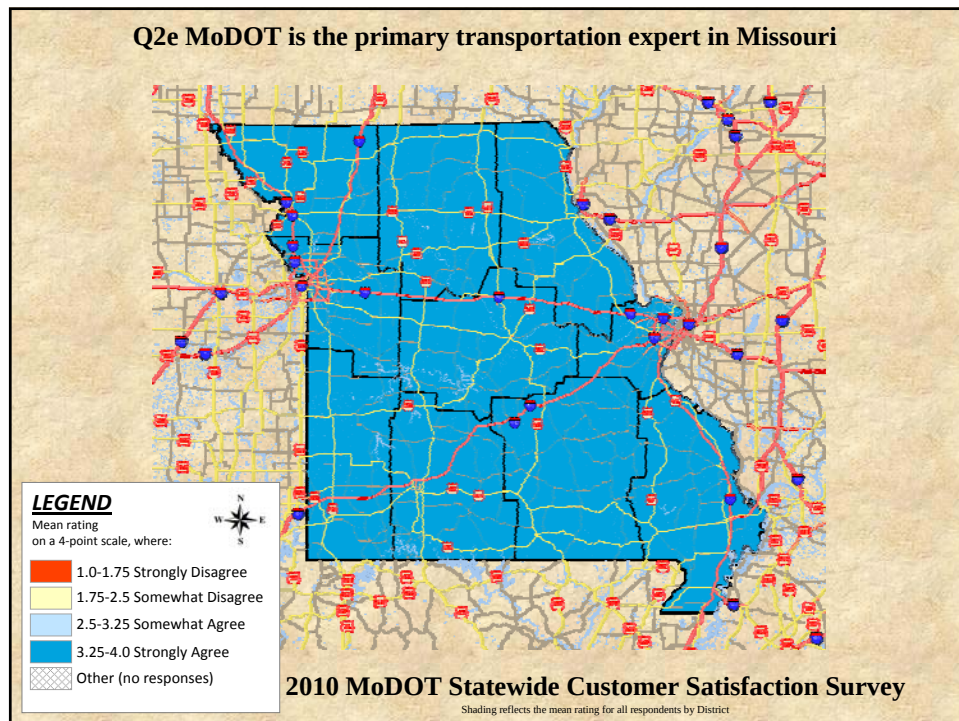
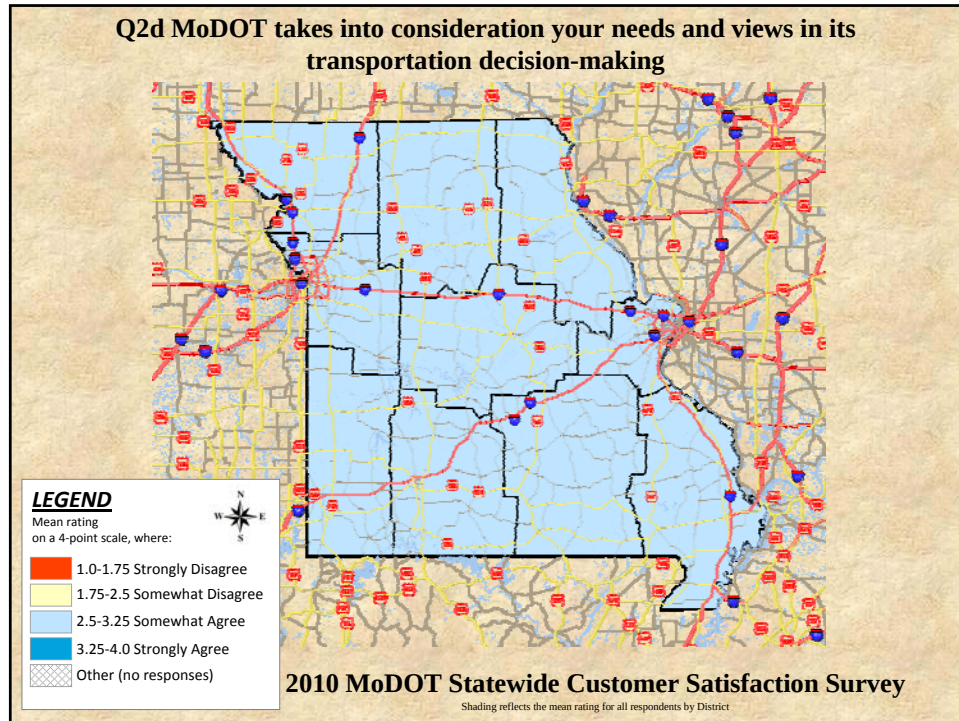
If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

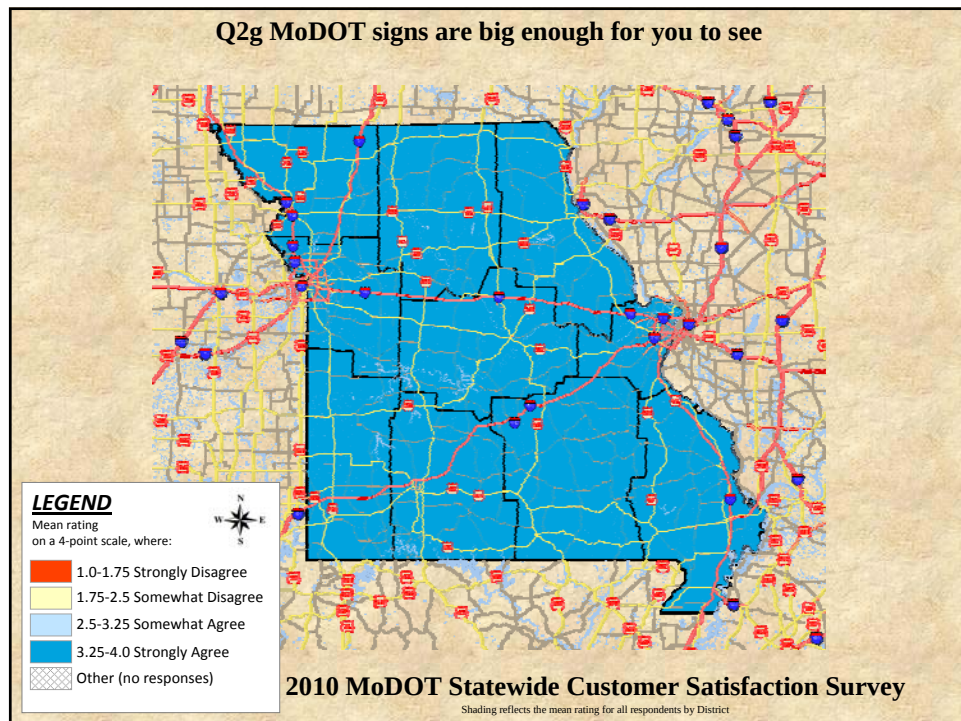
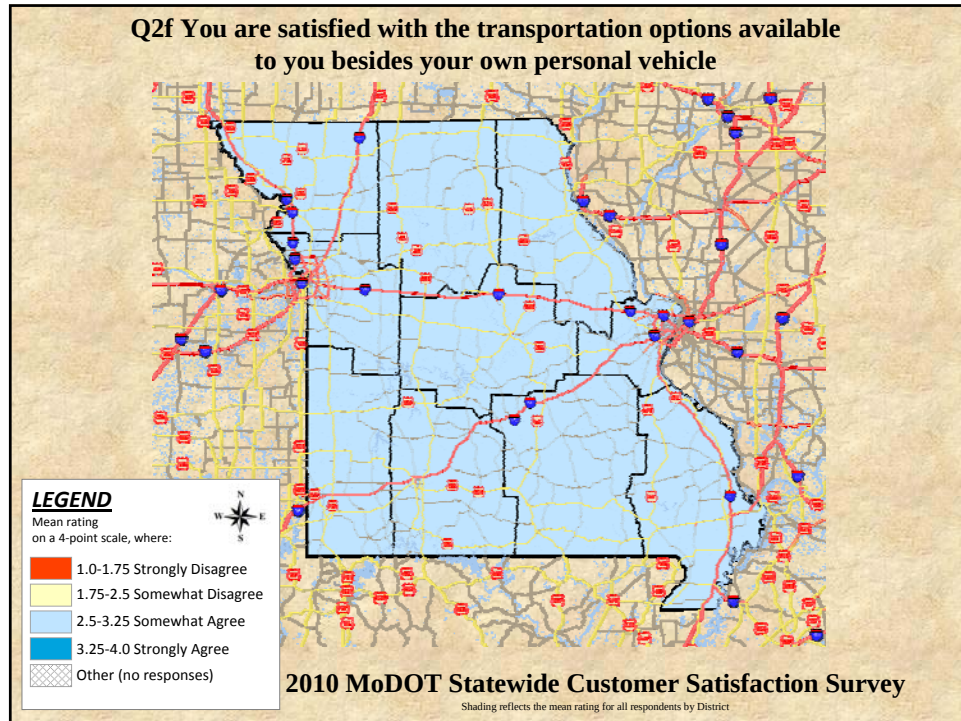
When reading the maps, please use the following color scheme as a guide:

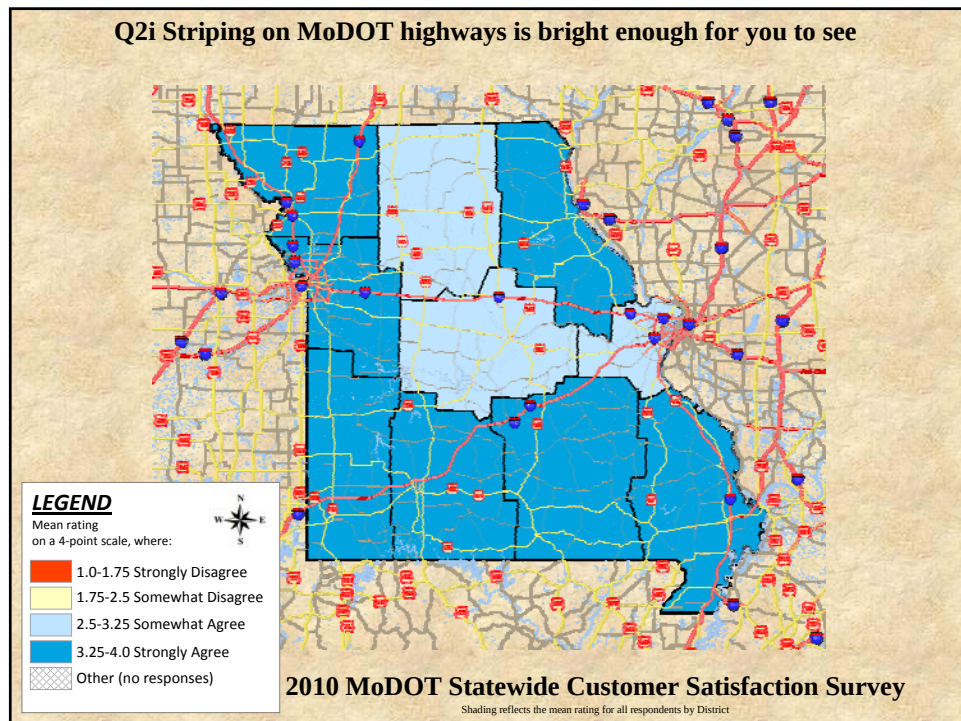
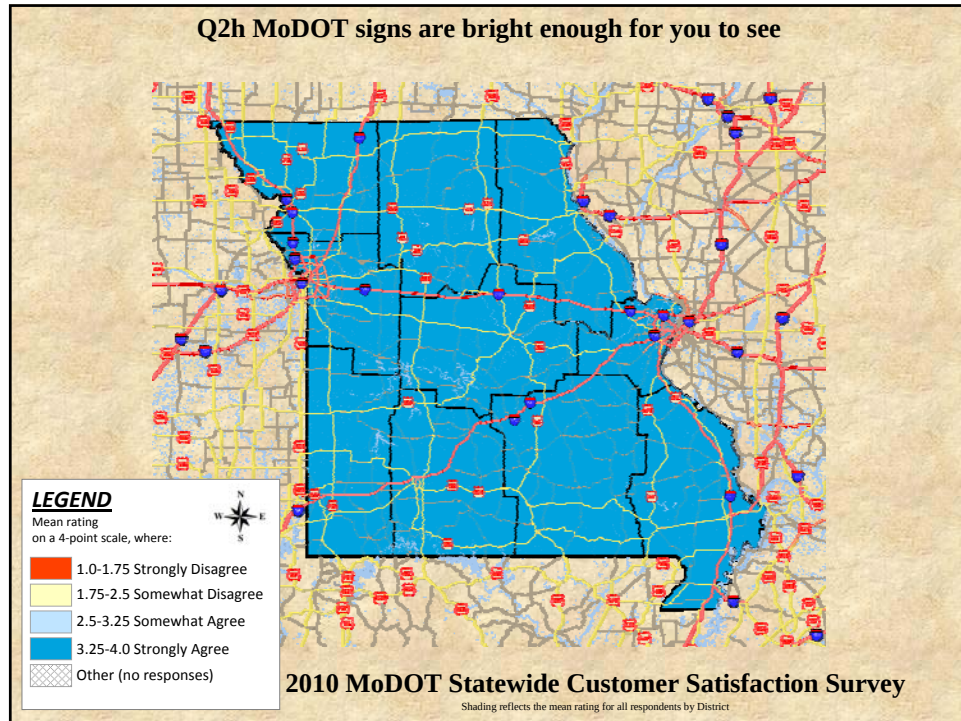
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.

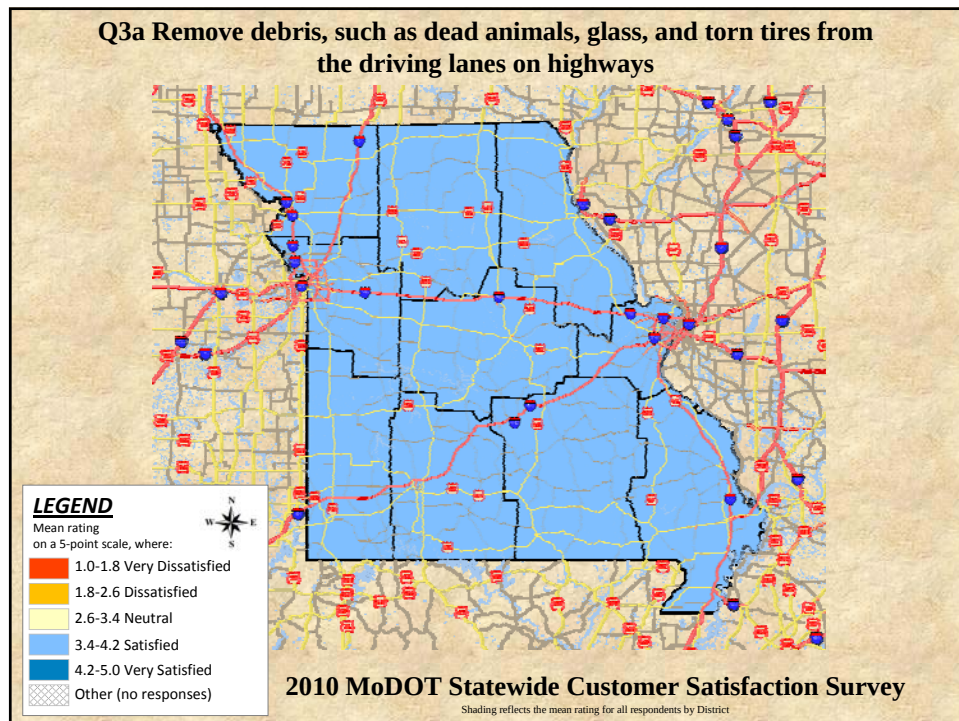
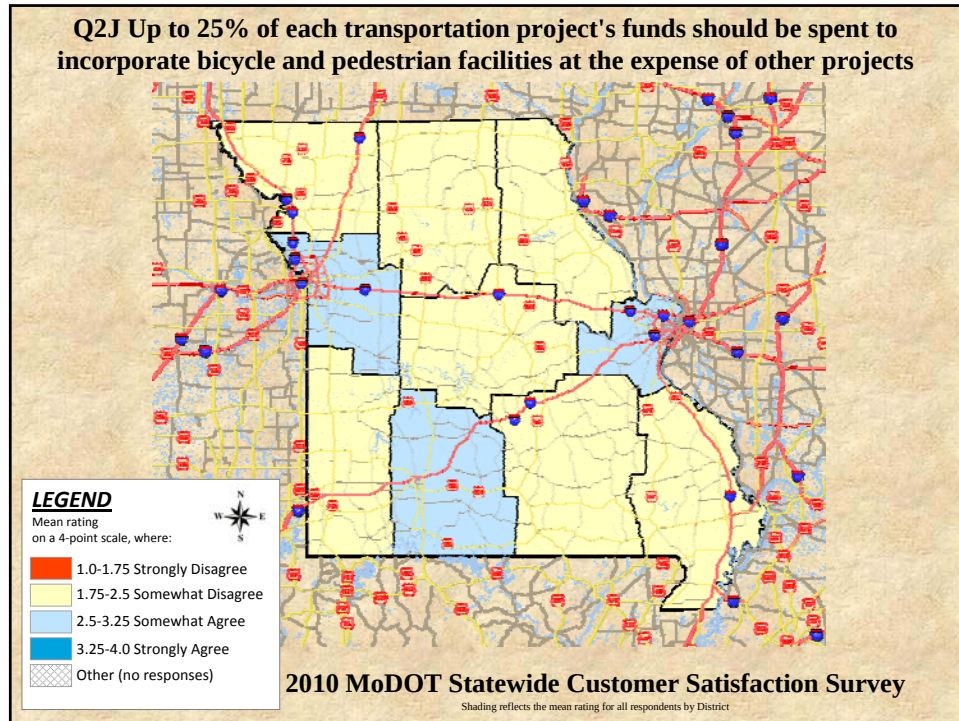


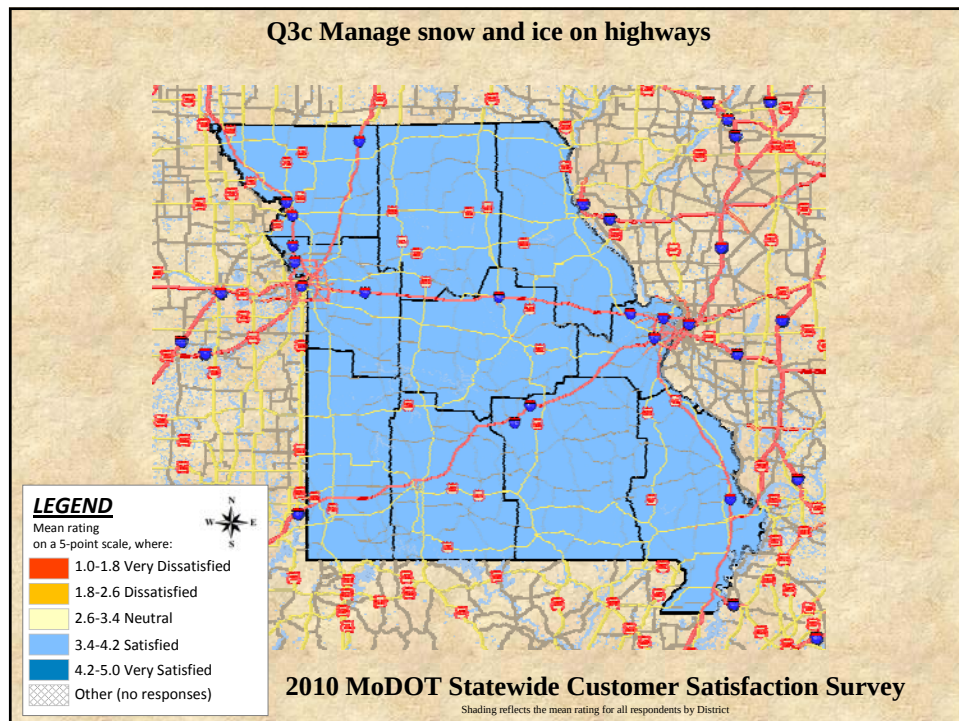
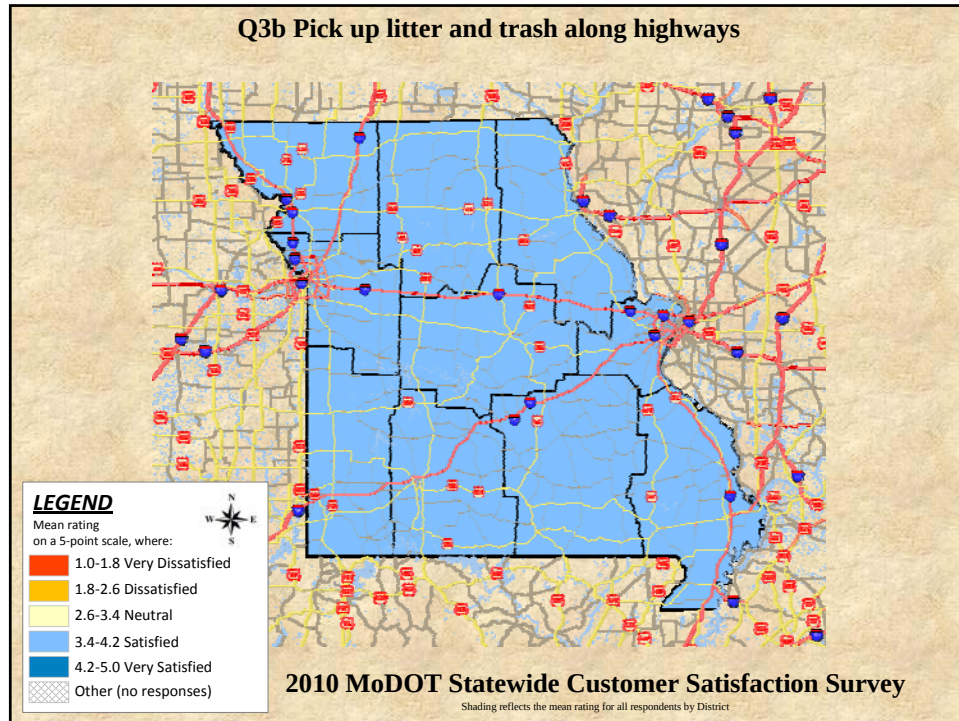


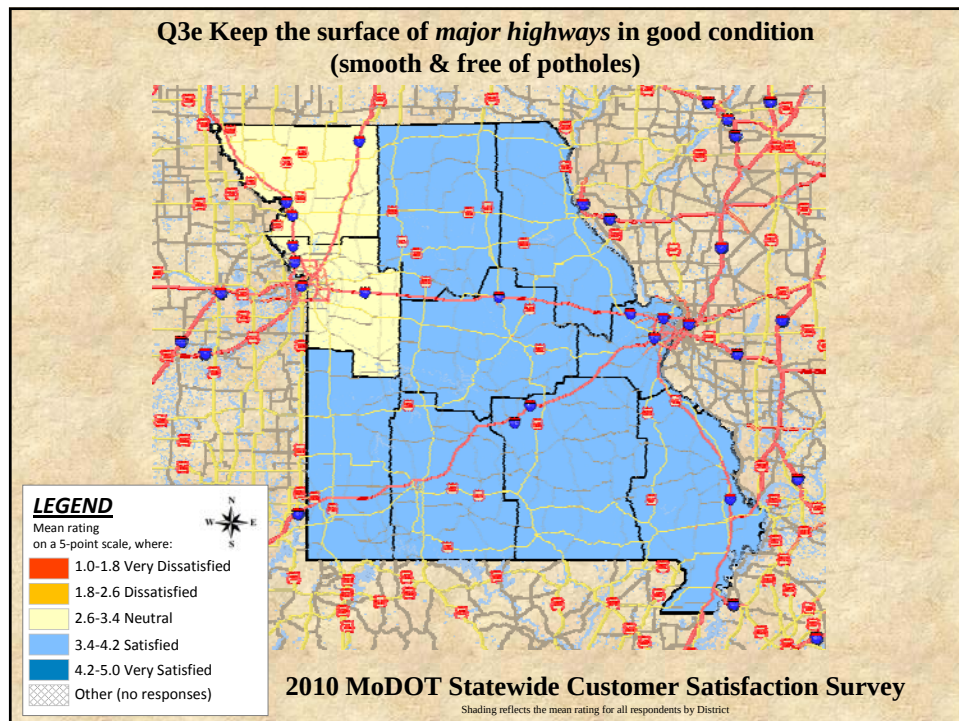
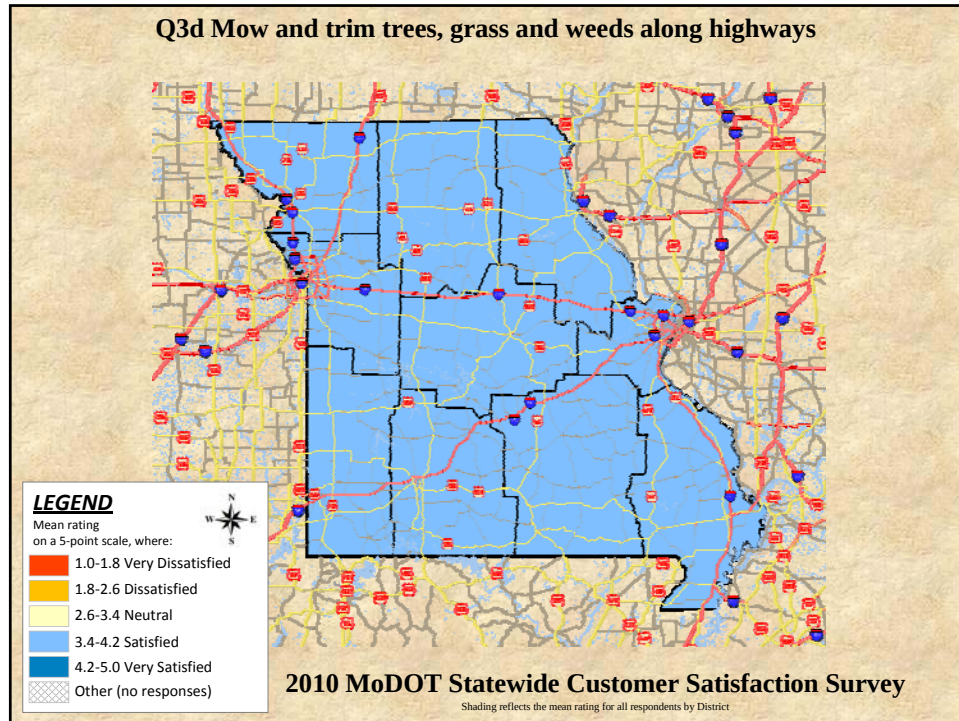


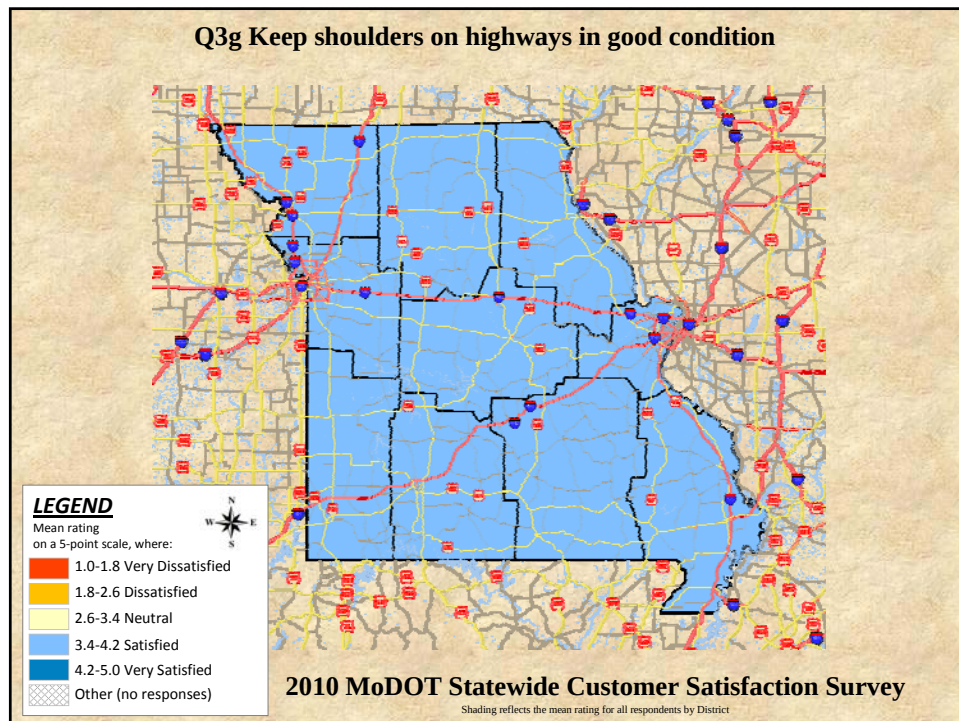
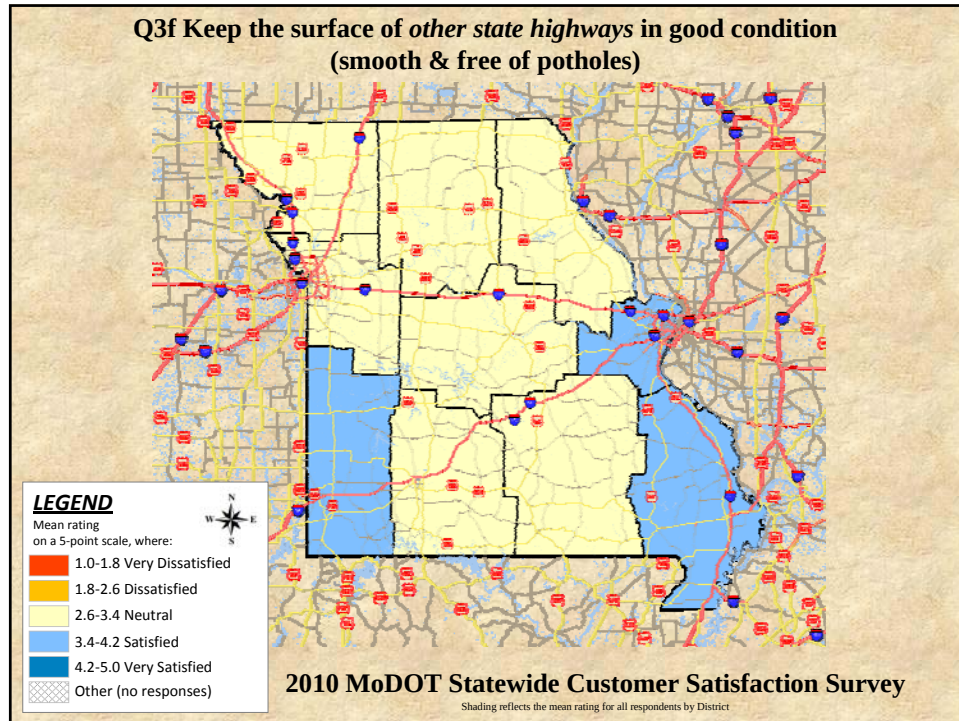


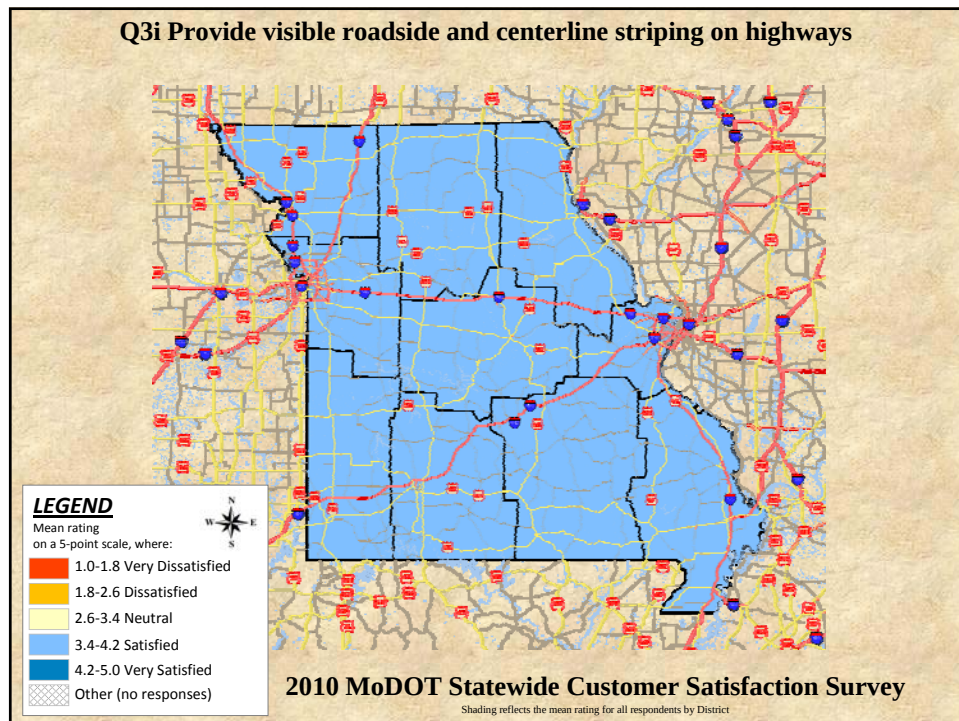
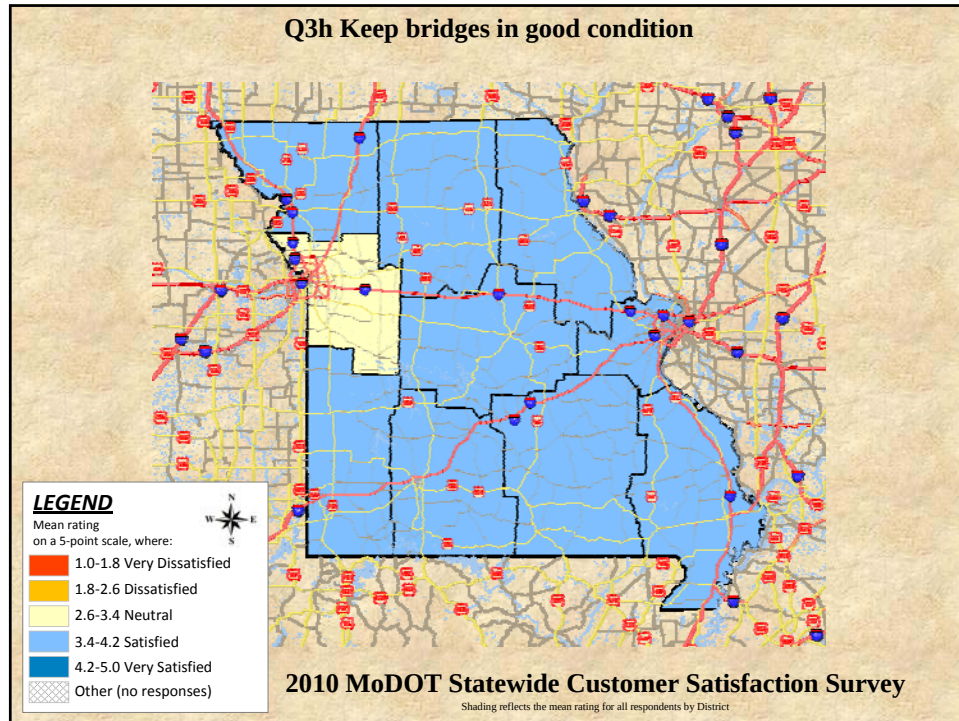


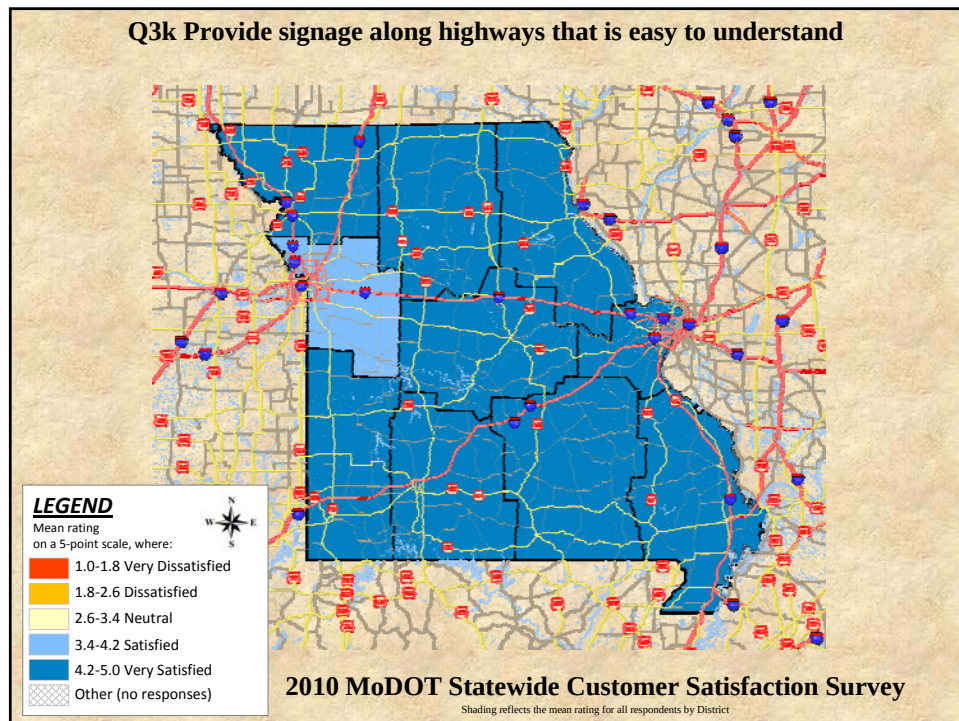
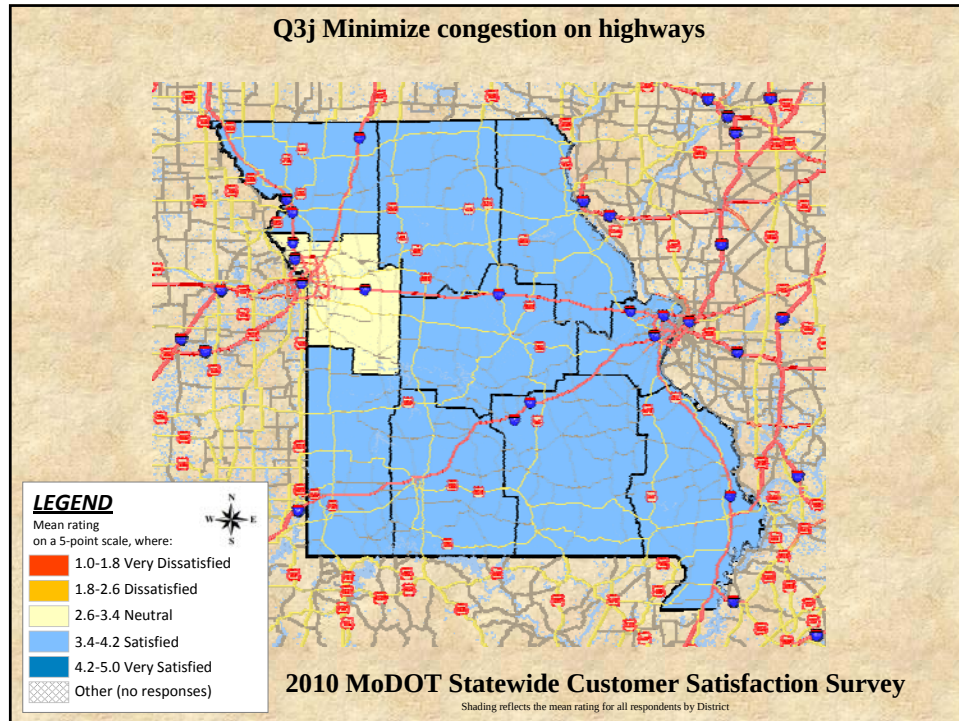


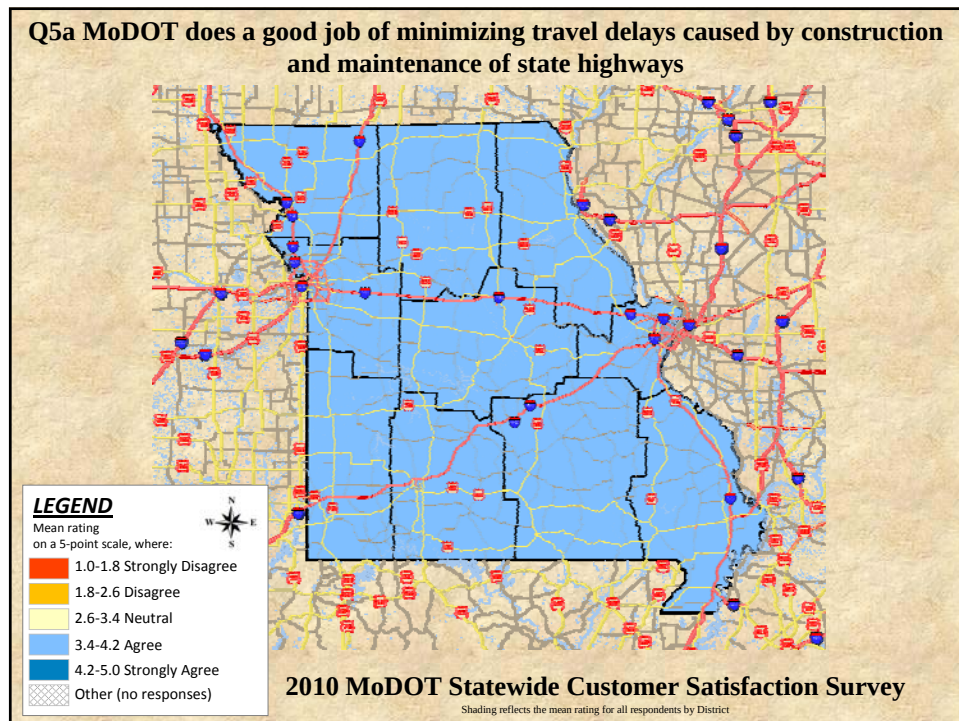
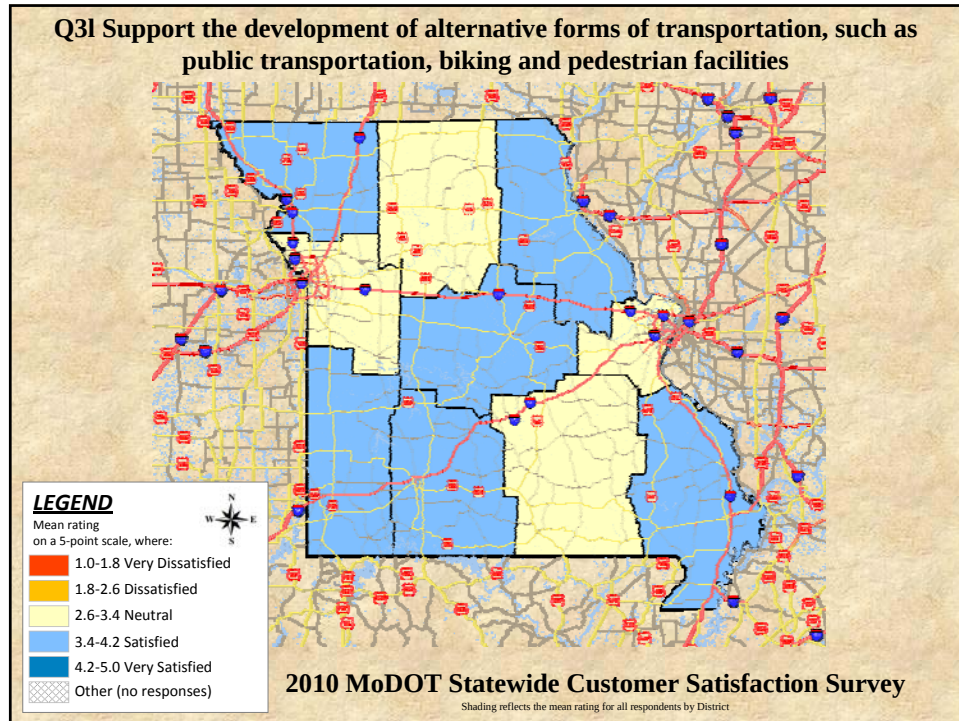


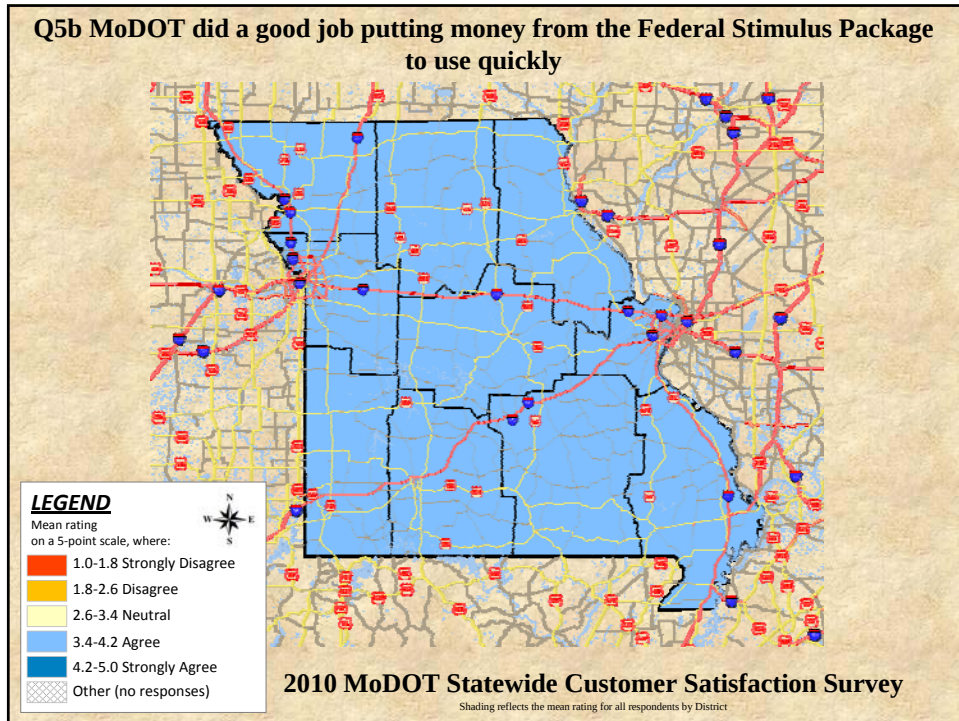












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July 2010

A Report Card From Missourians - 2010

Appendix D: Tracker Questions by District

Submitted to

*The Missouri Department of
Transportation*



Prepared by ETC Institute and
Missouri Department of
Transportation





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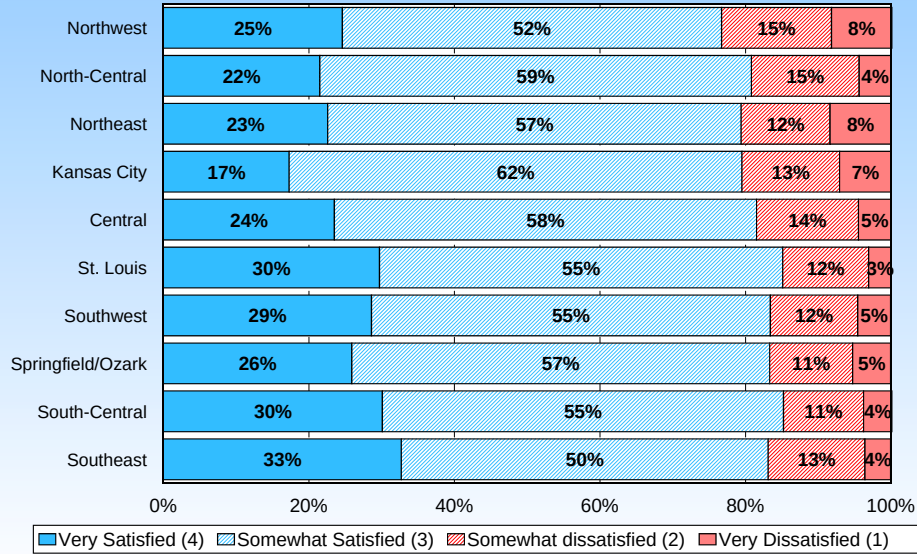
Tracker Question Charts by District

2010 Results Overview:	i
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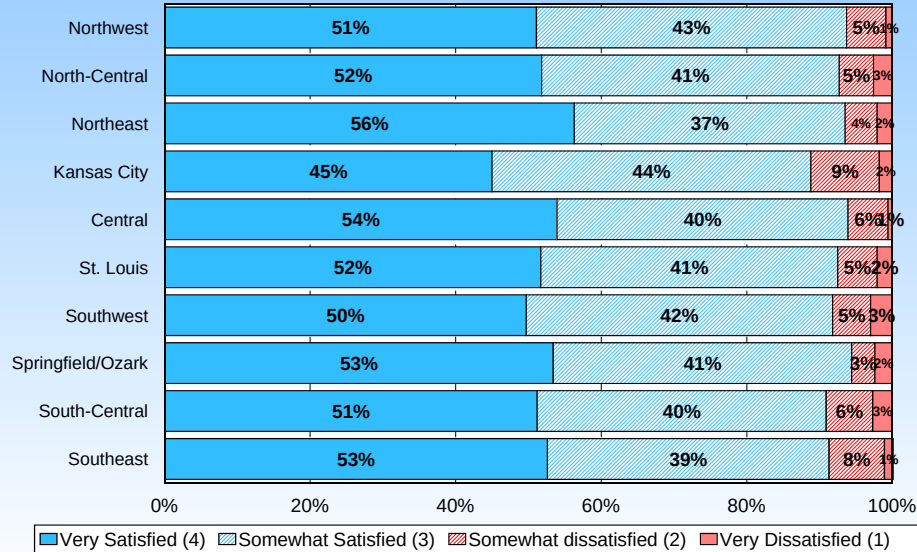
Q1. Overall satisfaction with the job that the Missouri Department of Transportation is doing by Region

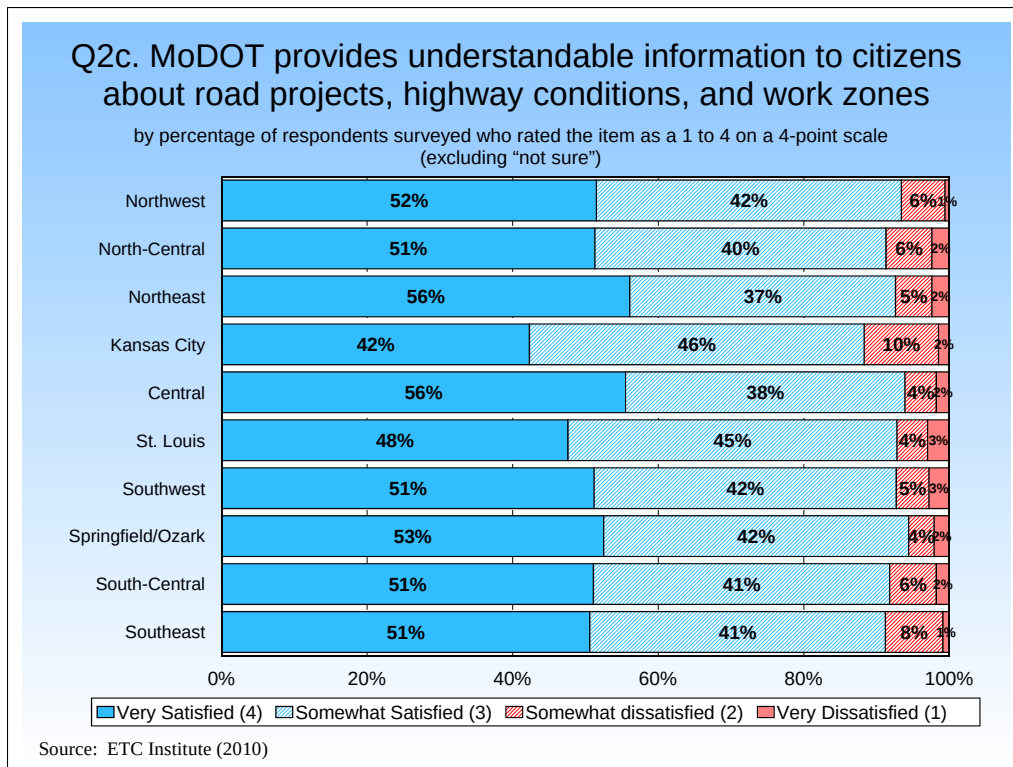
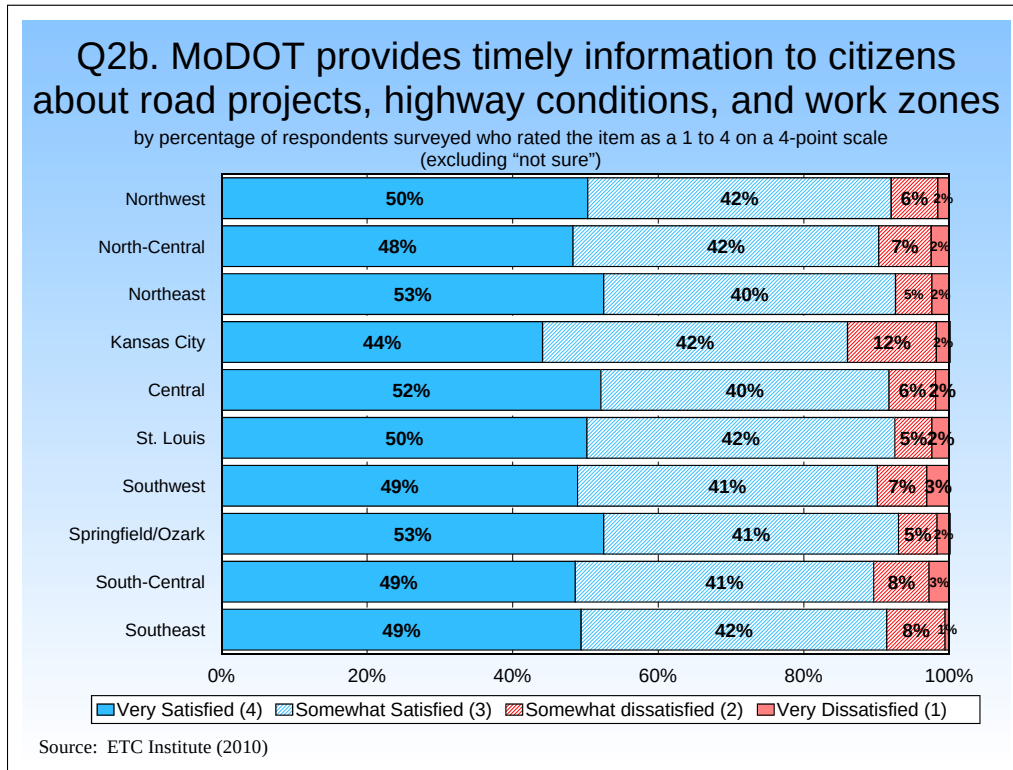
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")



Q2a. MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones

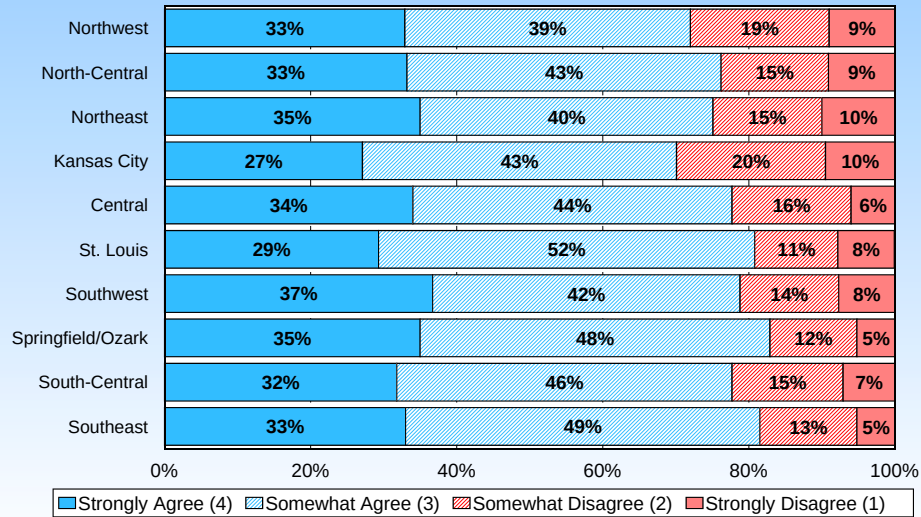
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")





Q2d. MoDOT takes into consideration your needs and views in its transportation decision-making by Region

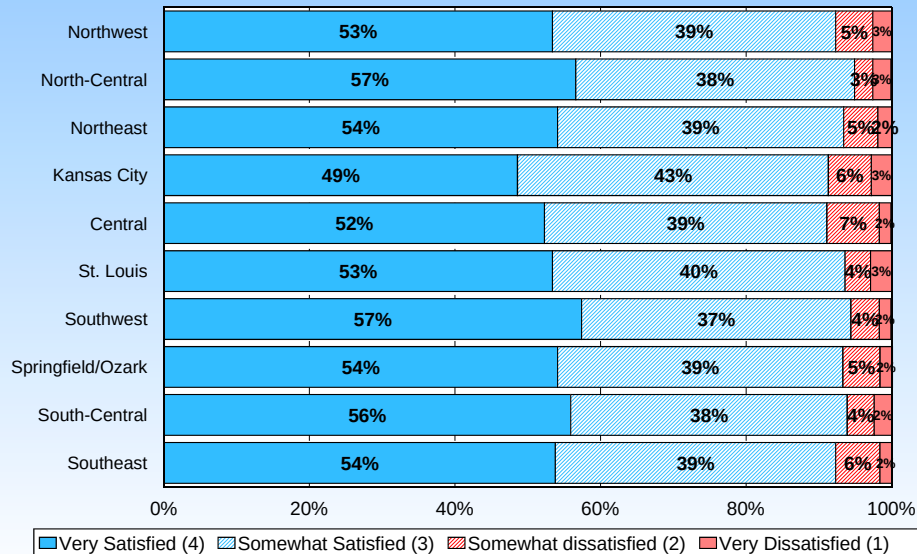
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding don't knows)



Source: ETC Institute (2010)

Q2e. MoDOT is the primary transportation expert in Missouri

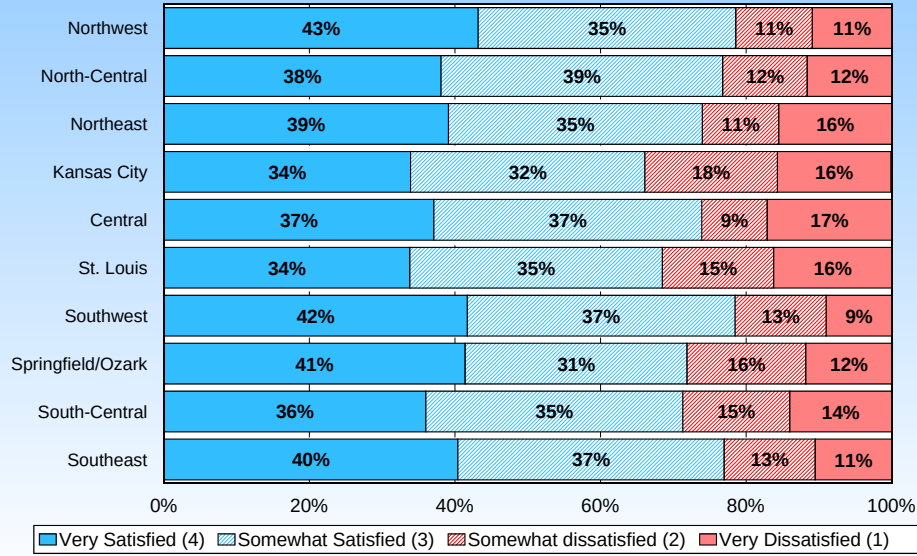
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")



Source: ETC Institute (2010)

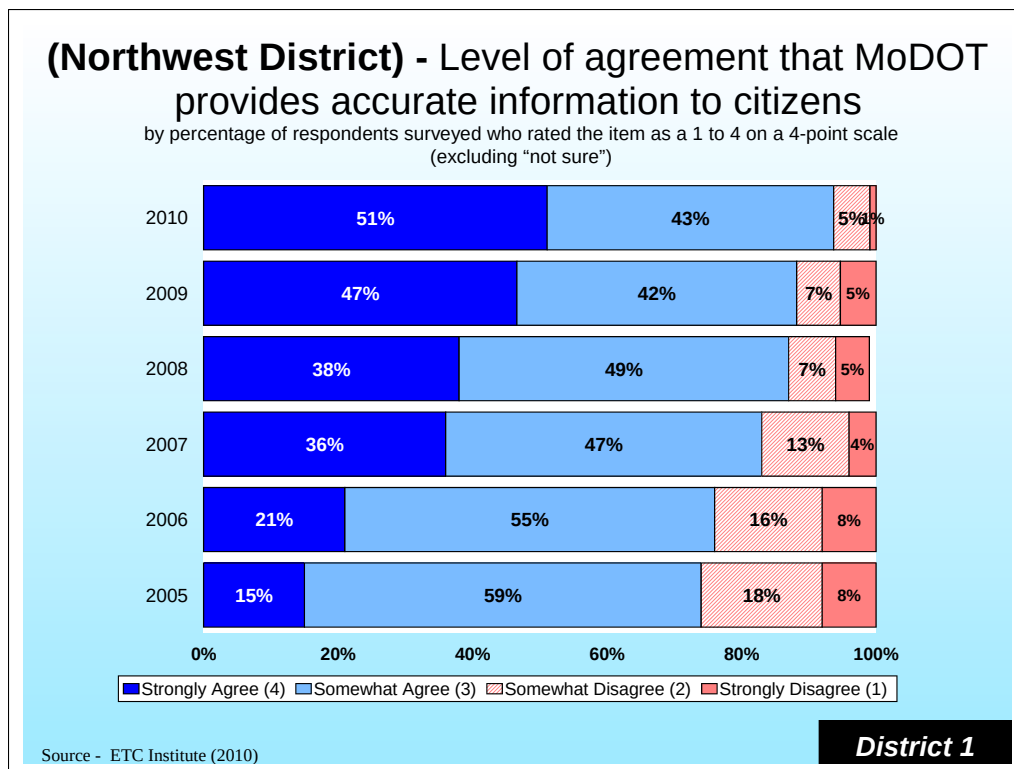
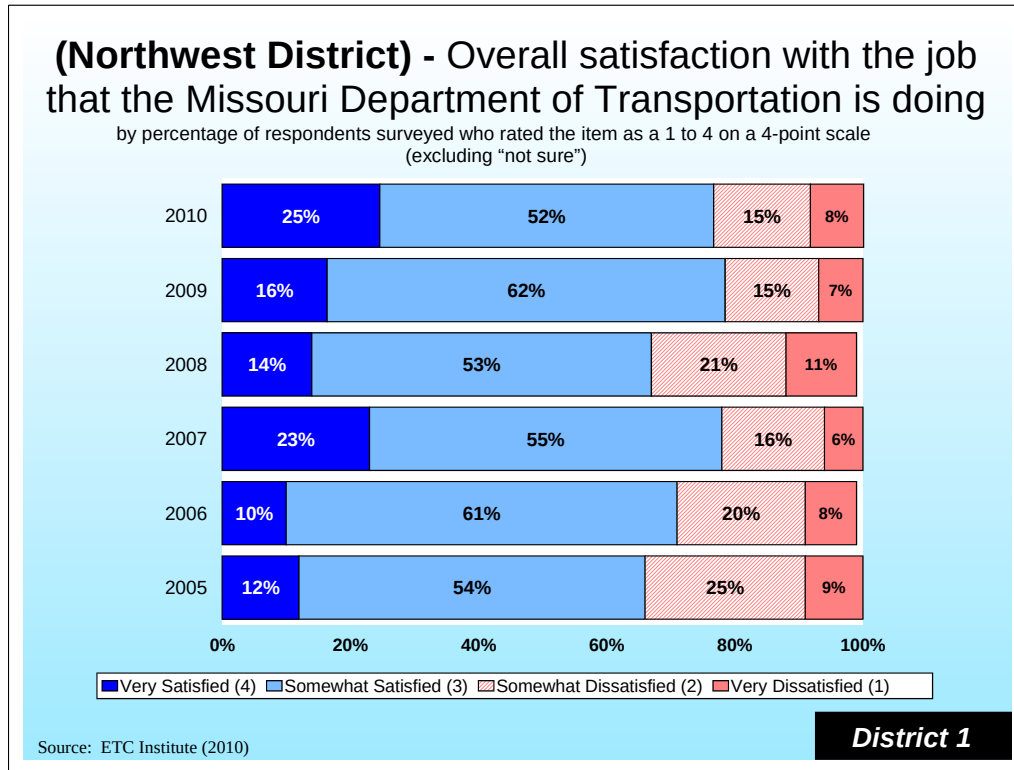
Q2f. You are satisfied with the transportation options available to you besides your own personal vehicle

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")



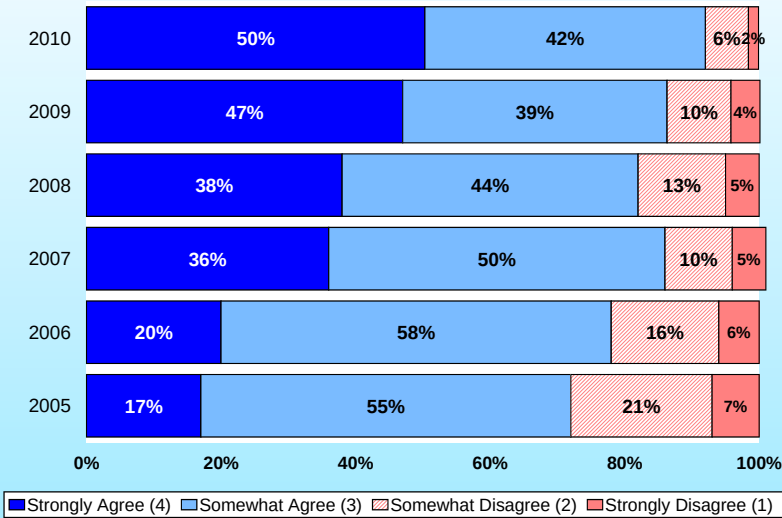
Source: ETC Institute (2010)

District 1: Northwest District



(Northwest District) - Level of agreement that MoDOT provides timely information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

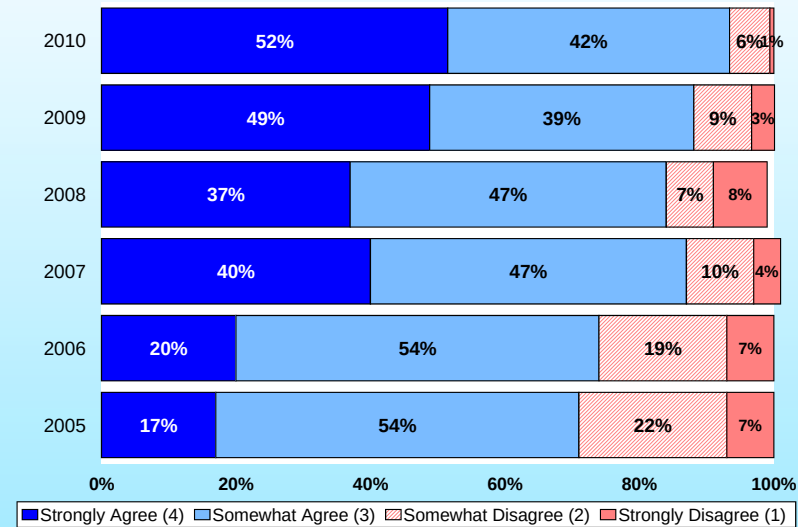


Source: ETC Institute (2010)

District 1

(Northwest District) - Level of agreement that MoDOT provides understandable information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

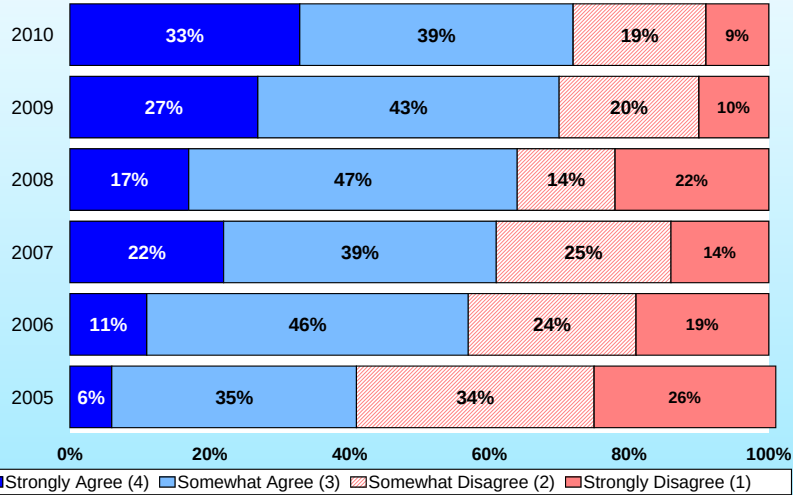


Source - ETC Institute (2010)

District 1

(Northwest District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

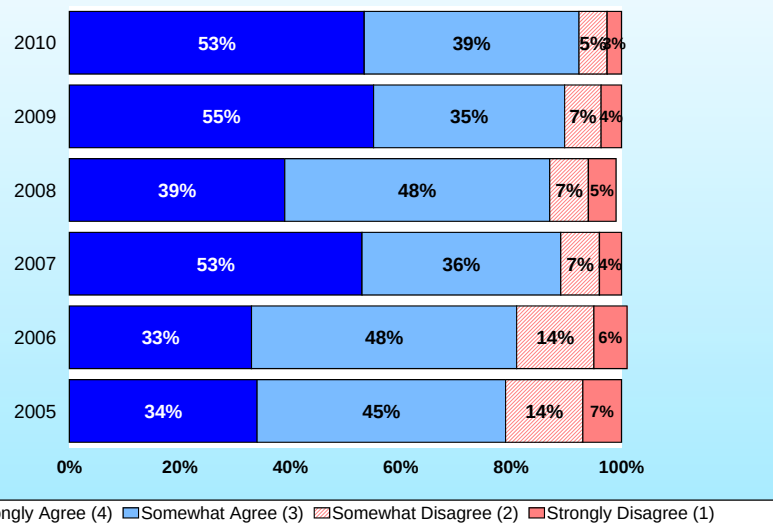


Source - ETC Institute (2010)

District 1

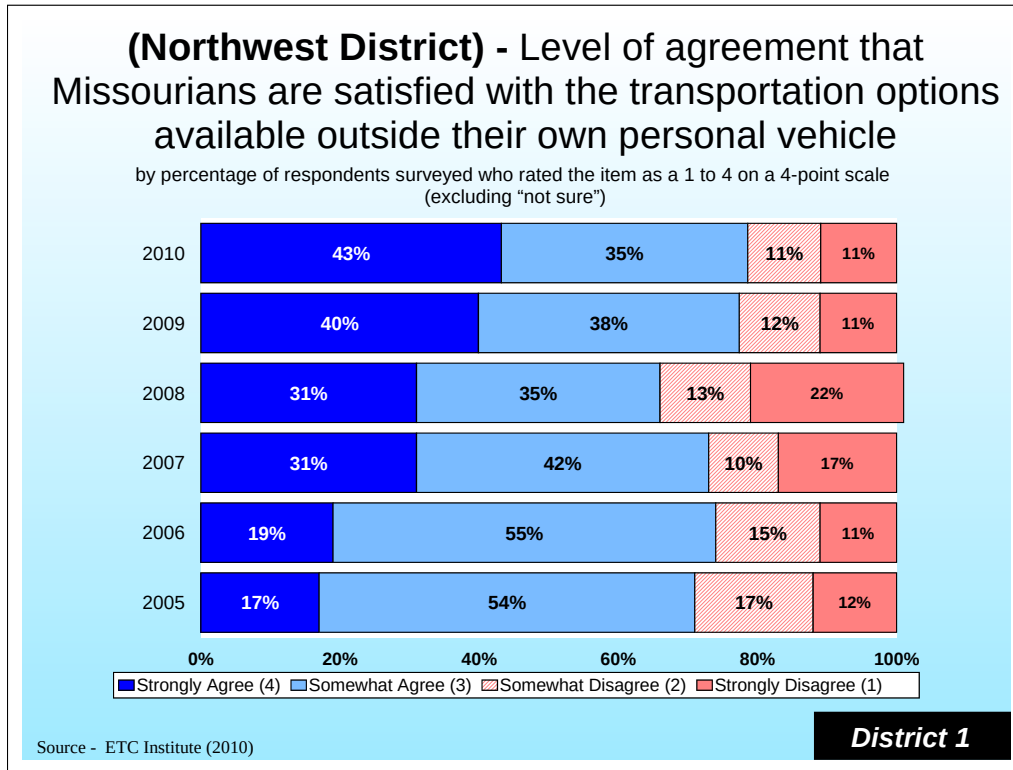
(Northwest District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

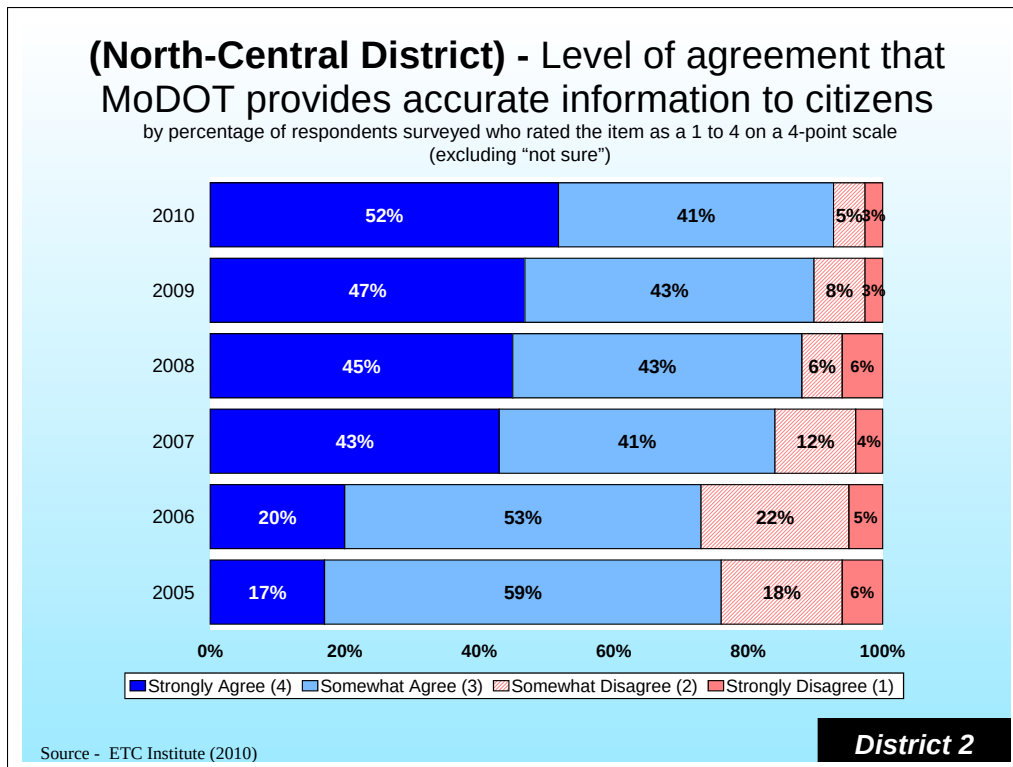
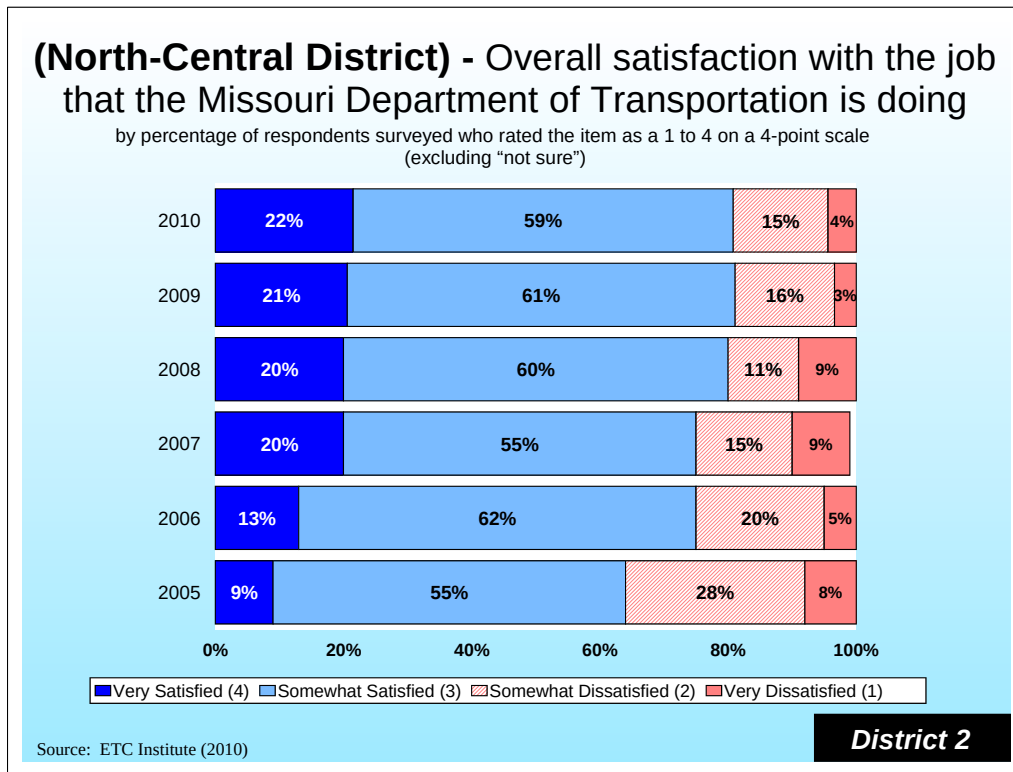


Source - ETC Institute (2010)

District 1

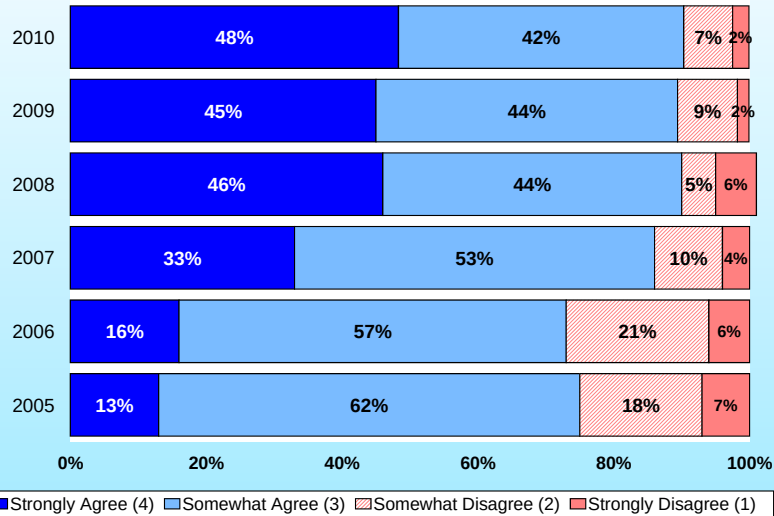


District 2: North-Central District



(North-Central District) - Level of agreement that MoDOT provides timely information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

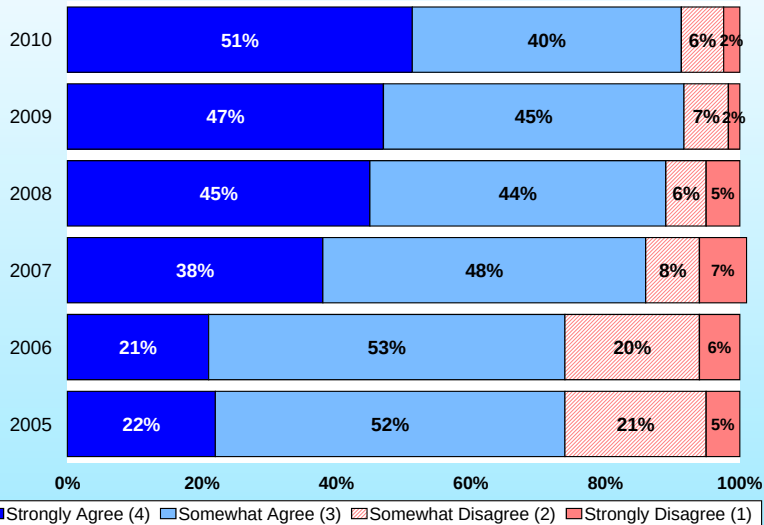


Source: ETC Institute (2010)

District 2

(North-Central District) - Level of agreement that MoDOT provides understandable information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

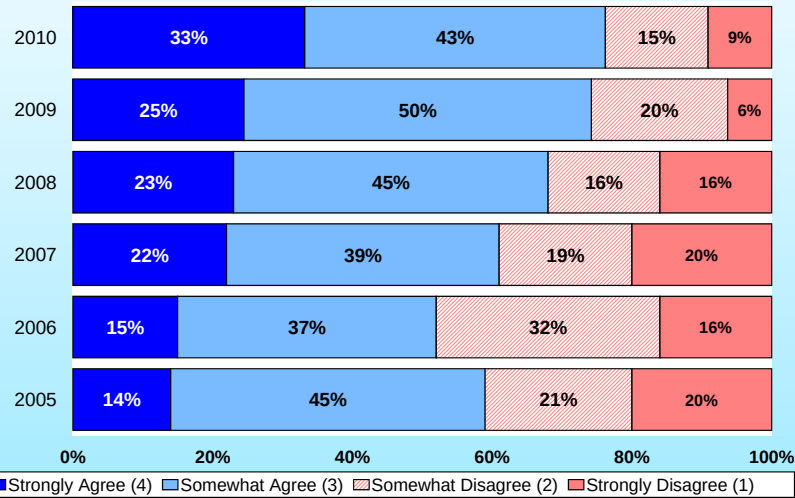


Source - ETC Institute (2010)

District 2

(North-Central District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

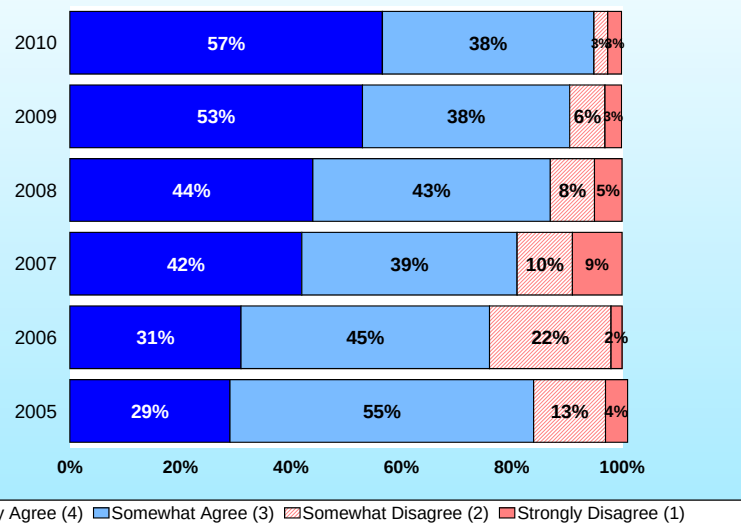


Source - ETC Institute (2010)

District 2

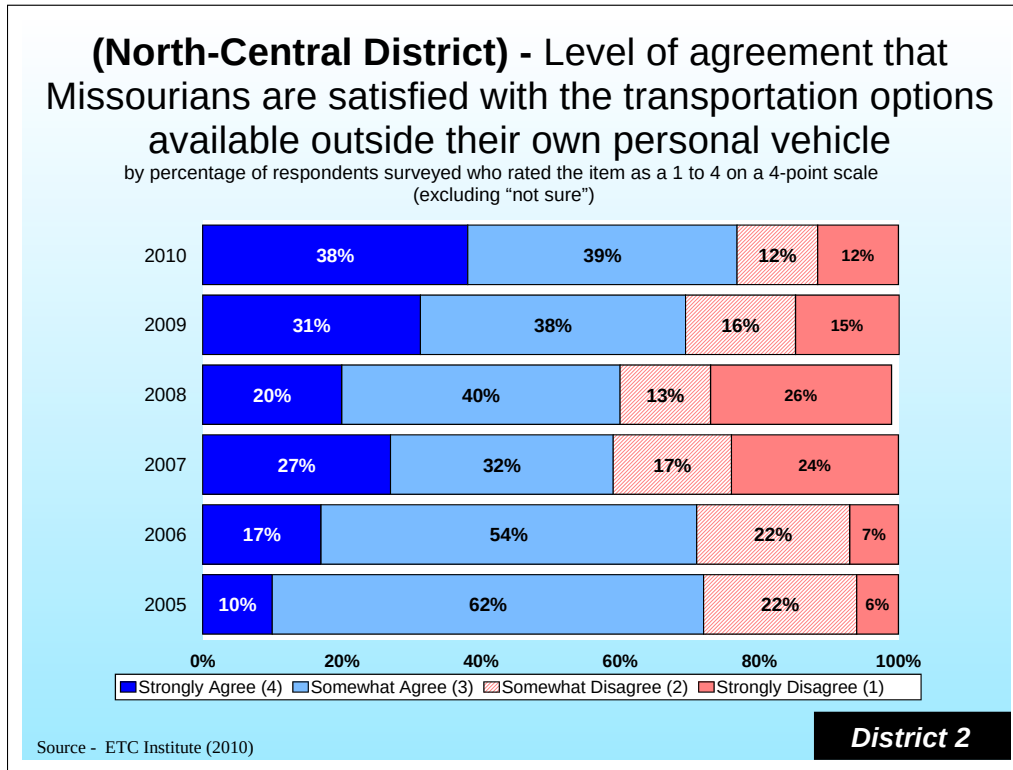
(North-Central District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")



Source - ETC Institute (2010)

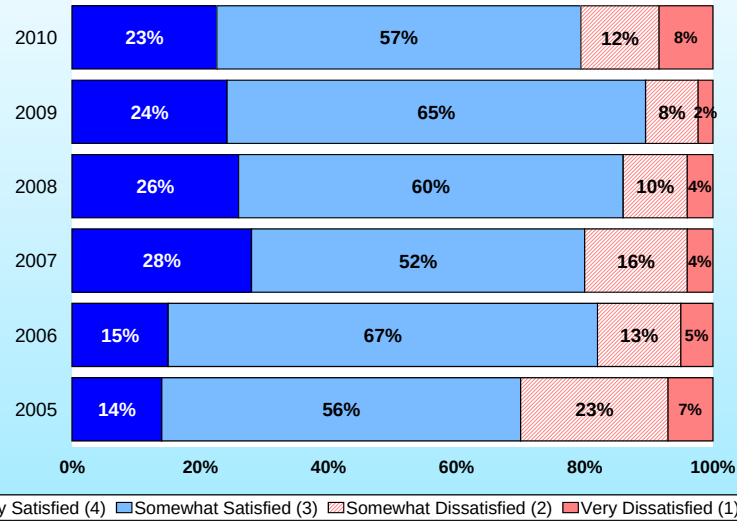
District 2



District 3: Northeast District

(Northeast District) - Overall satisfaction with the job that the Missouri Department of Transportation is doing

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

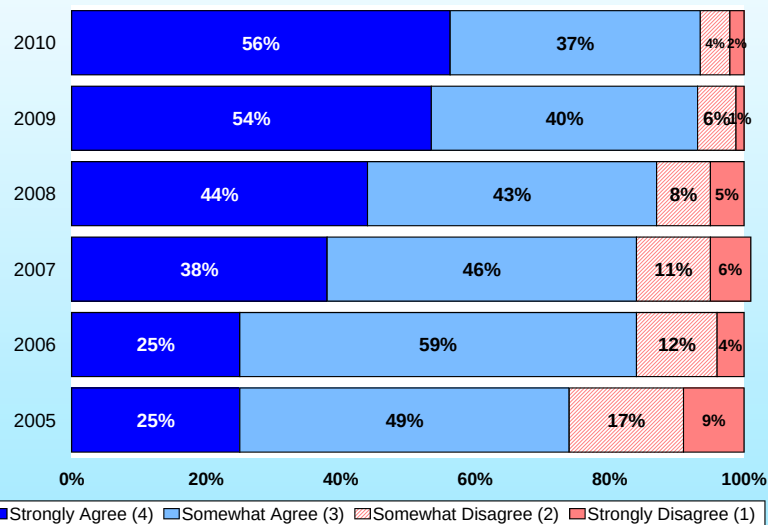


Source: ETC Institute (2010)

District 3

(Northeast District) - Level of agreement that MoDOT provides accurate information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

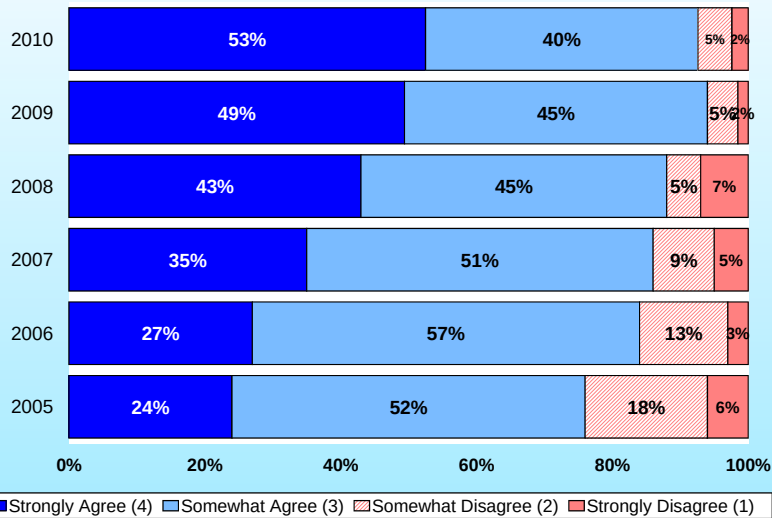


Source - ETC Institute (2010)

District 3

(Northeast District) - Level of agreement that MoDOT provides timely information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

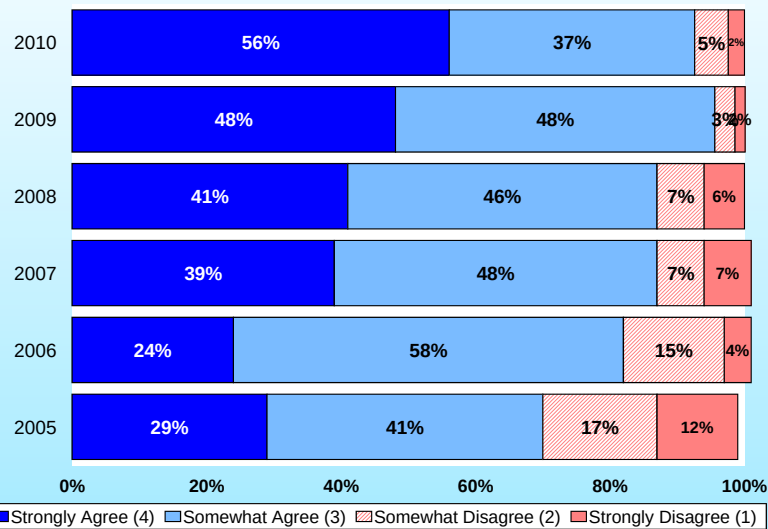


Source: ETC Institute (2010)

District 3

(Northeast District) - Level of agreement that MoDOT provides understandable information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

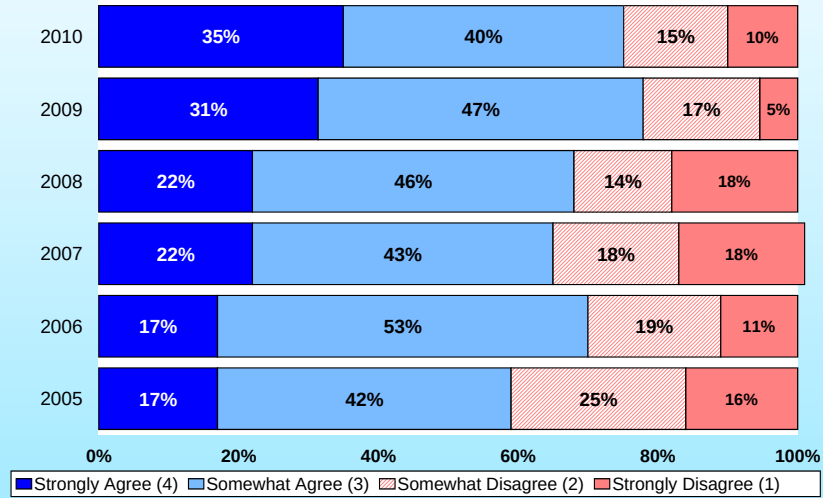


Source - ETC Institute (2010)

District 3

(Northeast District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

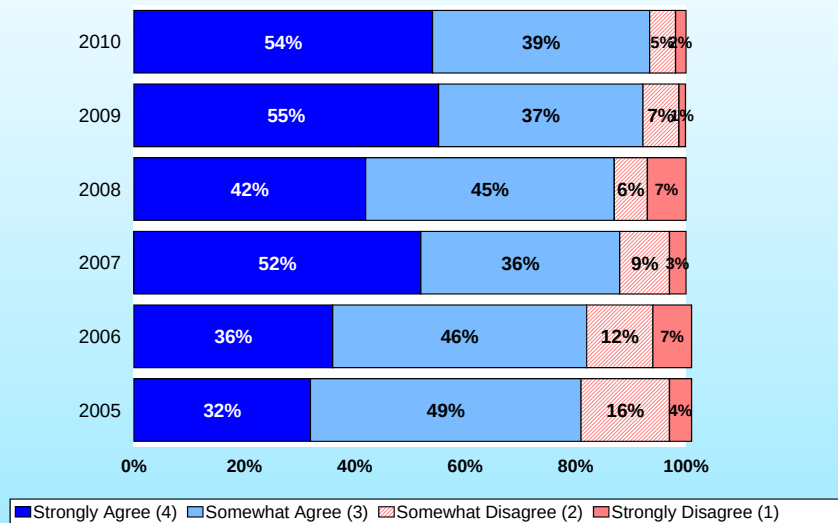


Source - ETC Institute (2010)

District 3

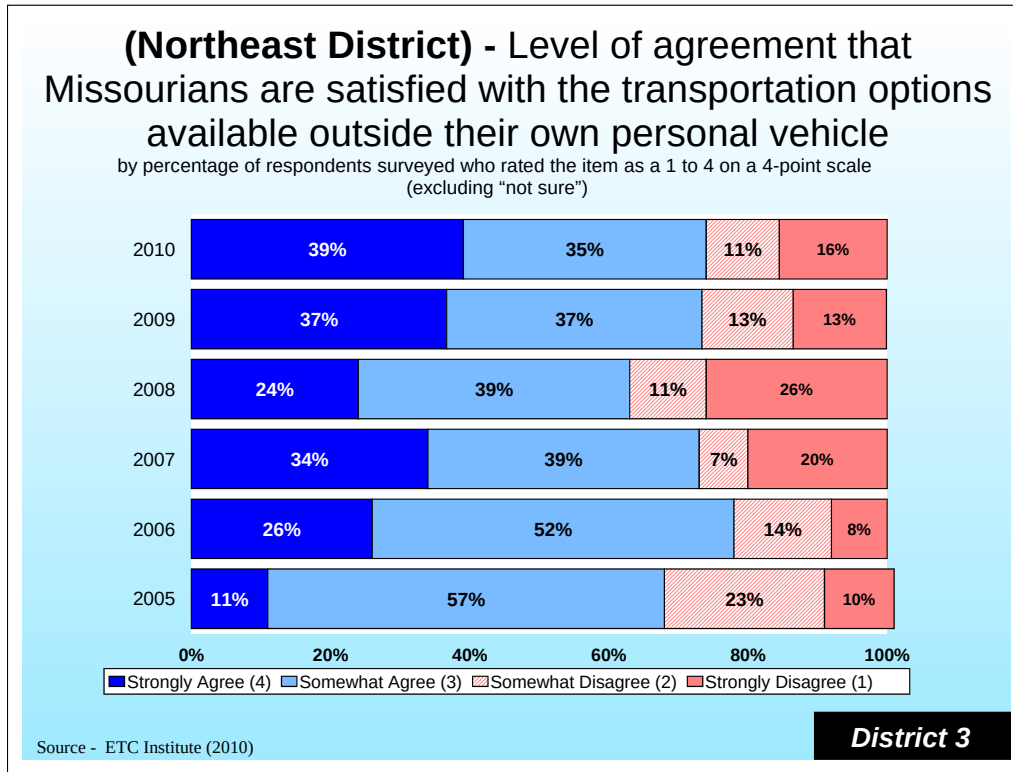
(Northeast District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

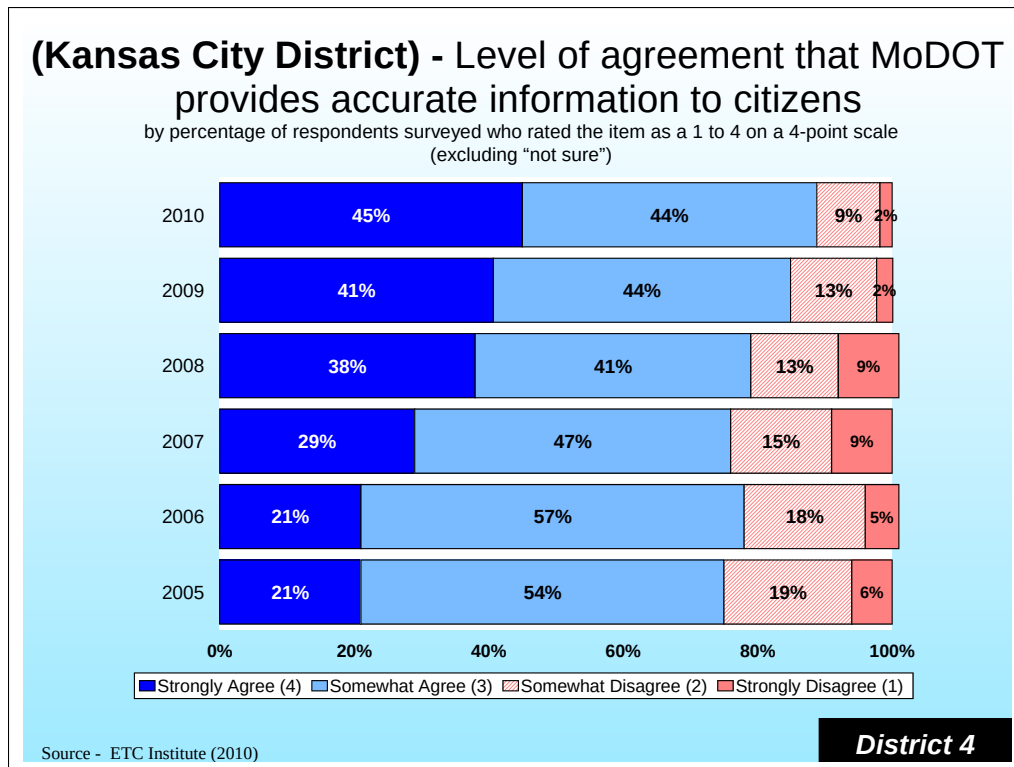
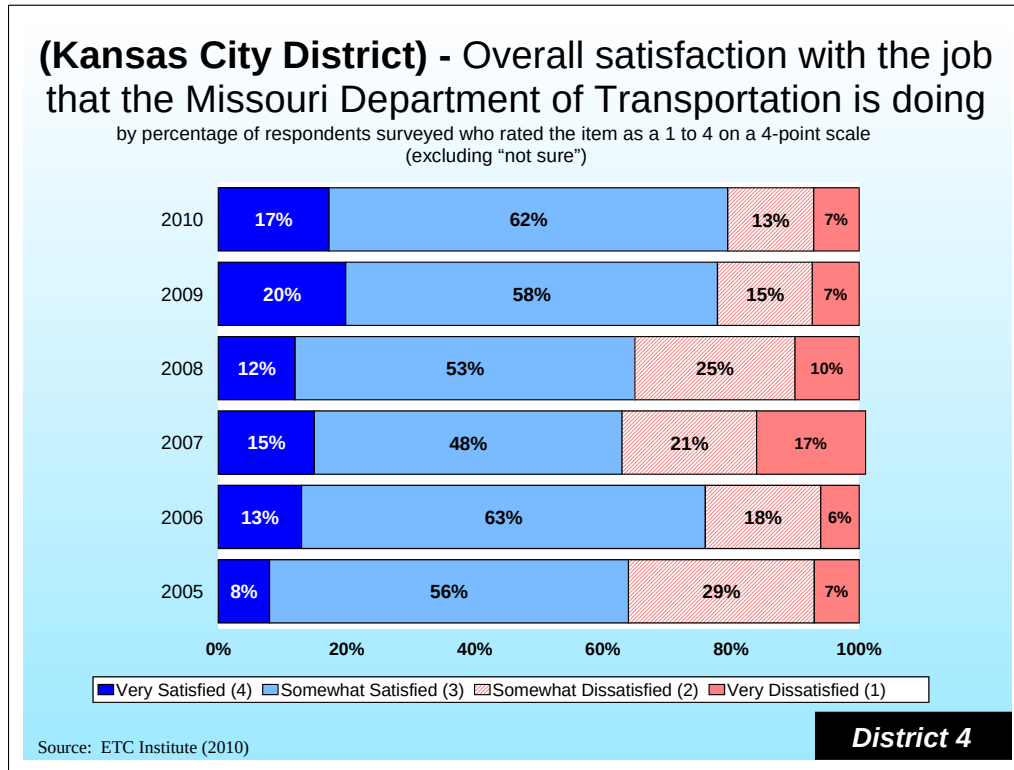


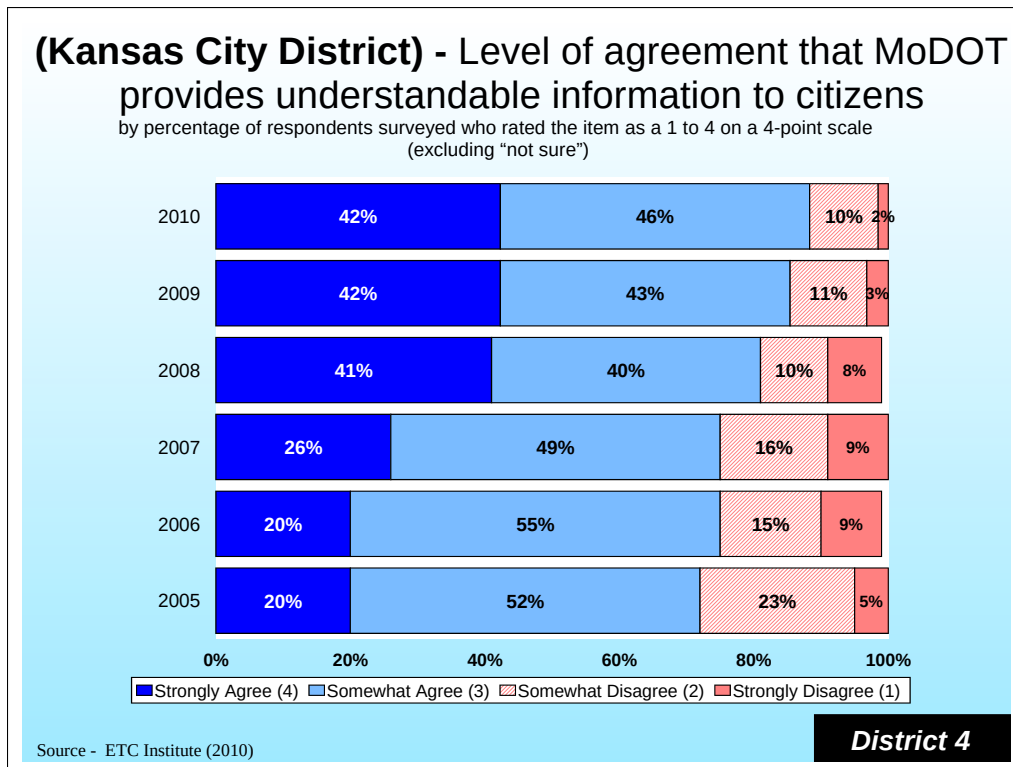
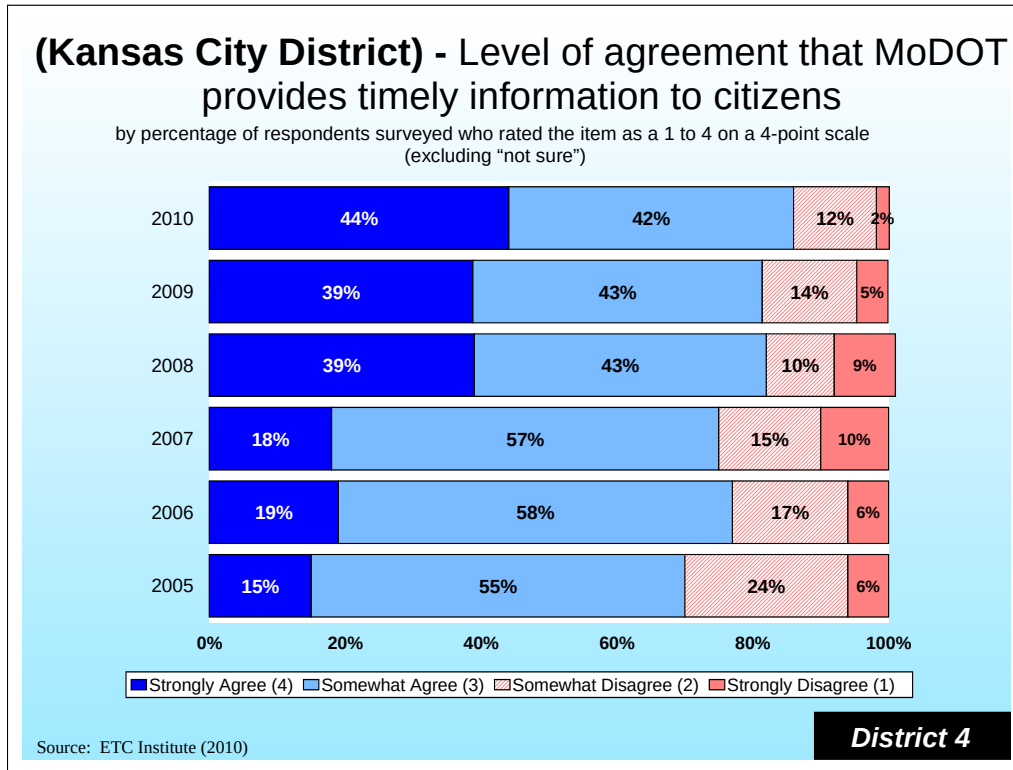
Source - ETC Institute (2010)

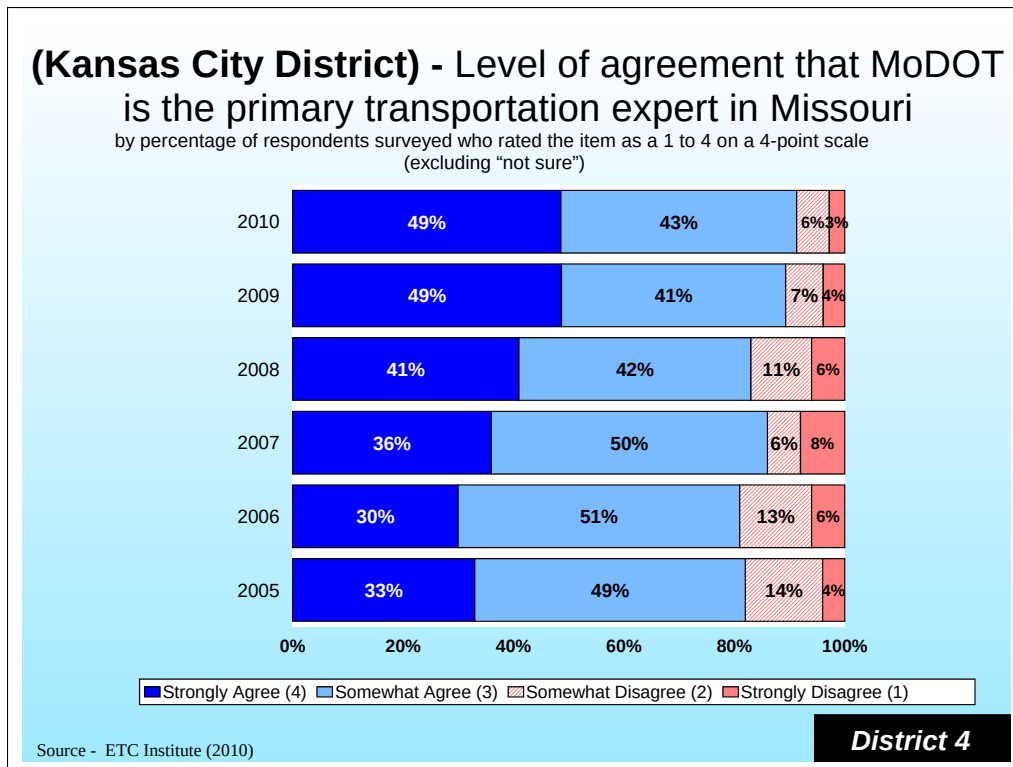
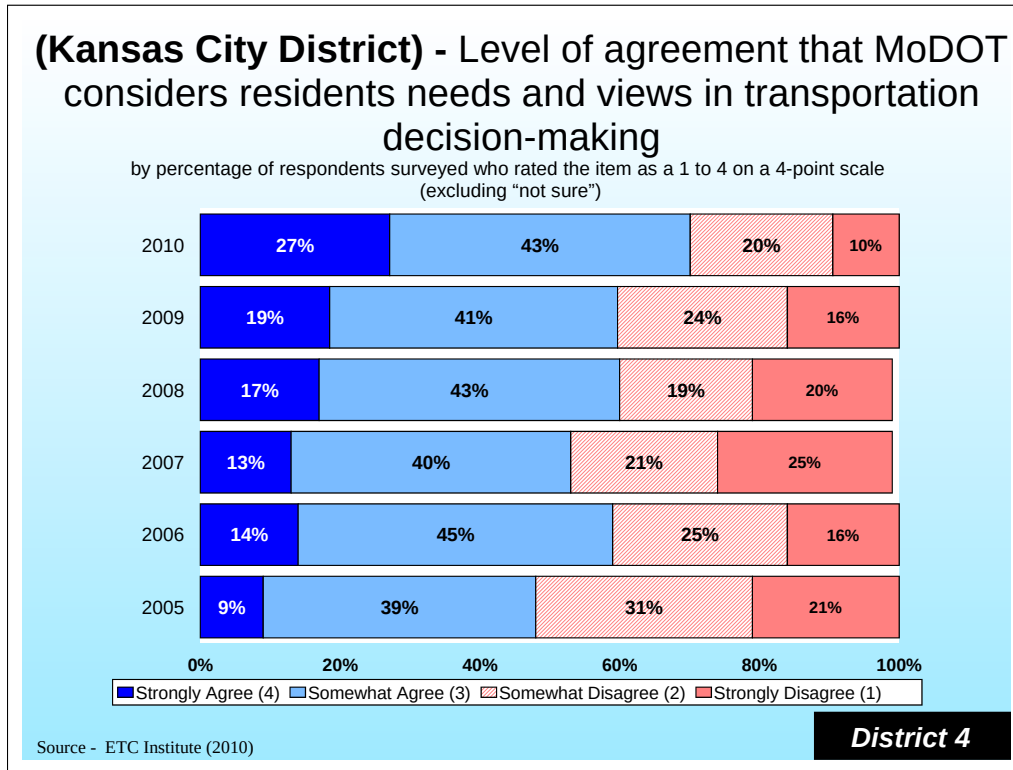
District 3

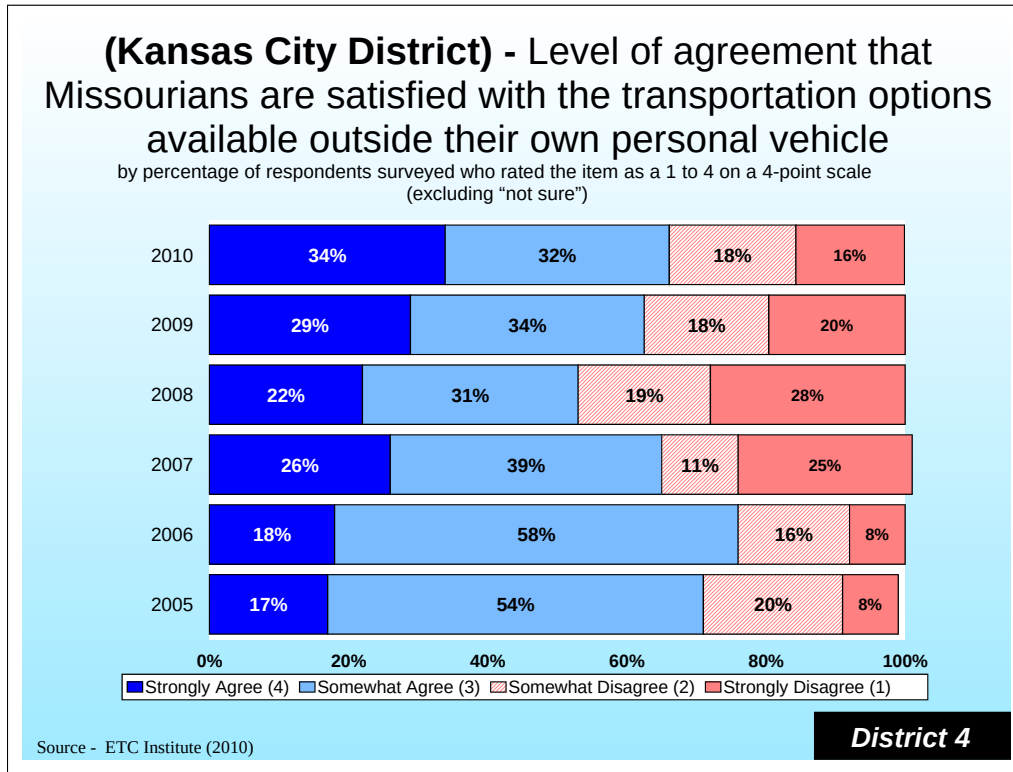


District 4: Kansas City District





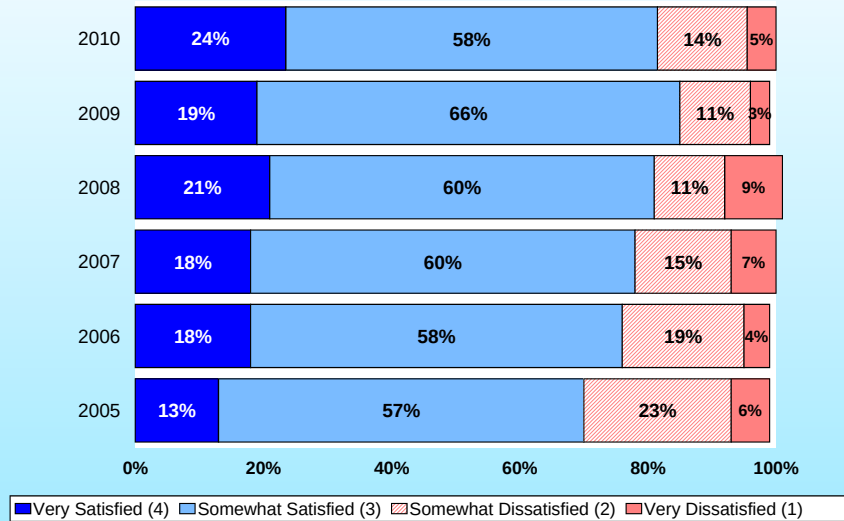




District 5: Central District

(Central District) - Overall satisfaction with the job that the Missouri Department of Transportation is doing

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

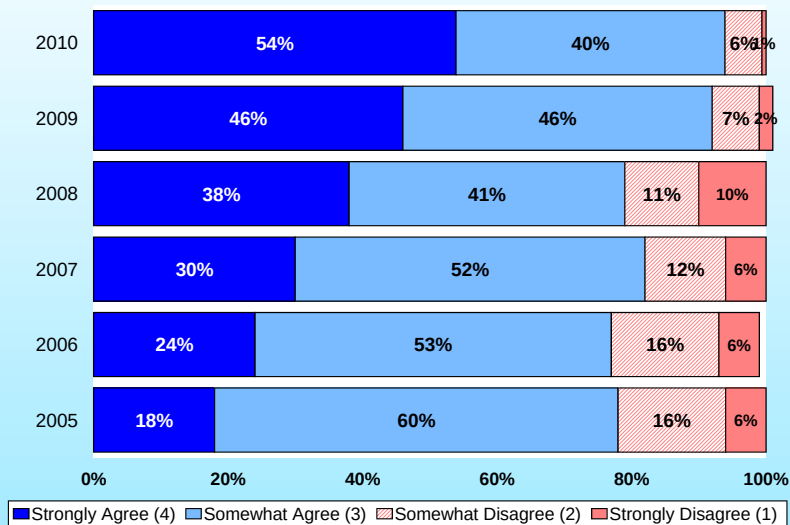


Source: ETC Institute (2010)

District 5

(Central District) - Level of agreement that MoDOT provides accurate information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

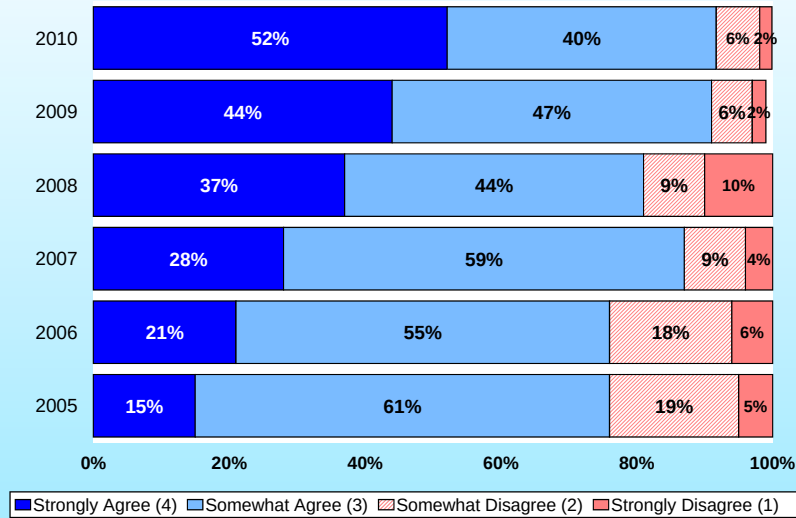


Source - ETC Institute (2010)

District 5

(Central District) - Level of agreement that MoDOT provides timely information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

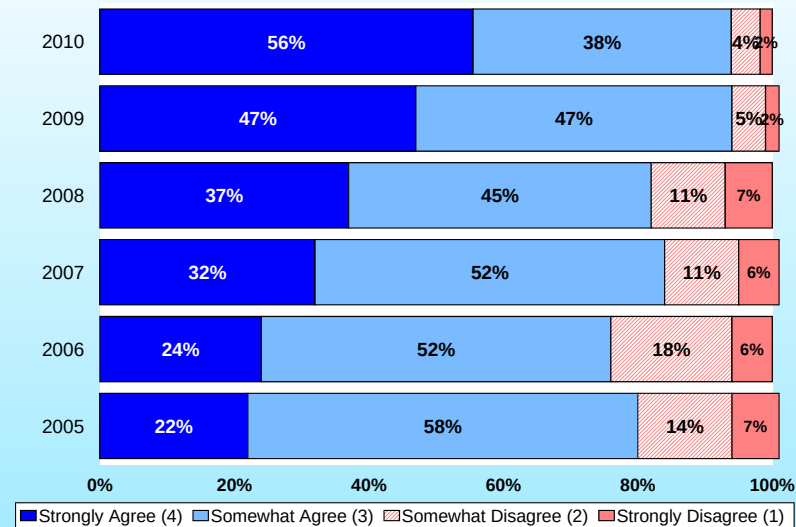


Source: ETC Institute (2010)

District 5

(Central District) - Level of agreement that MoDOT provides understandable information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

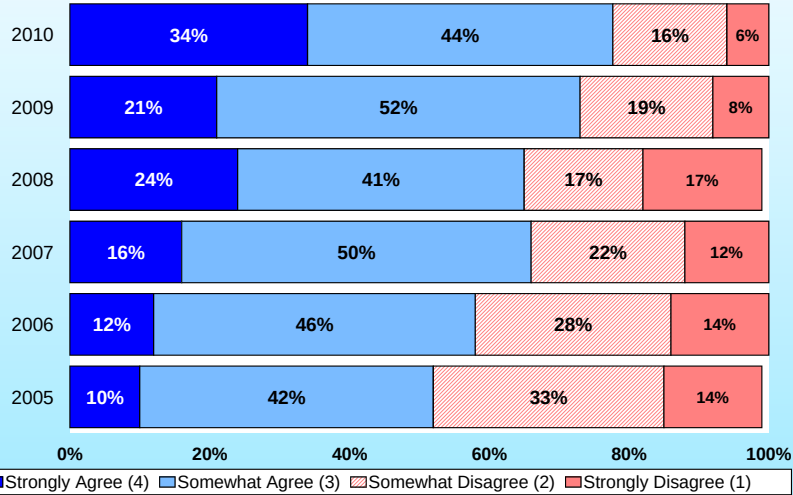


Source - ETC Institute (2010)

District 5

(Central District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

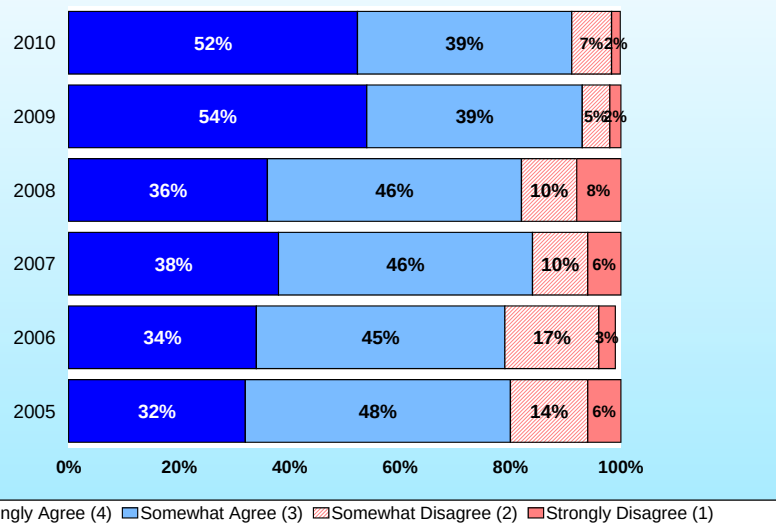


Source - ETC Institute (2010)

District 5

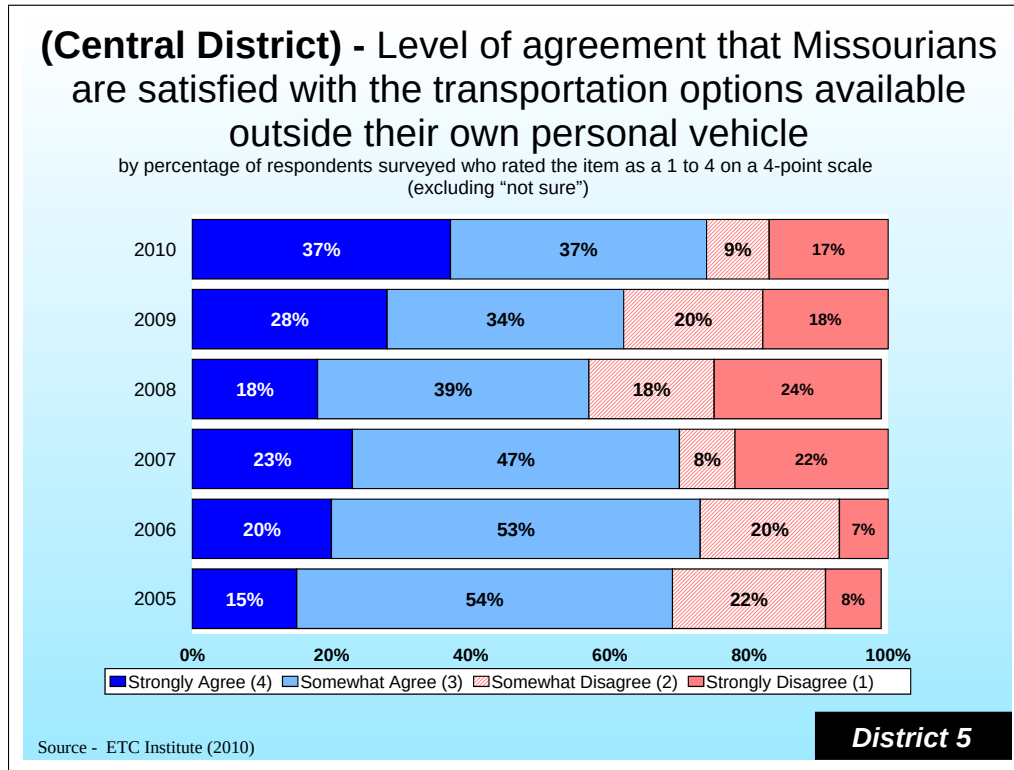
(Central District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")



Source - ETC Institute (2010)

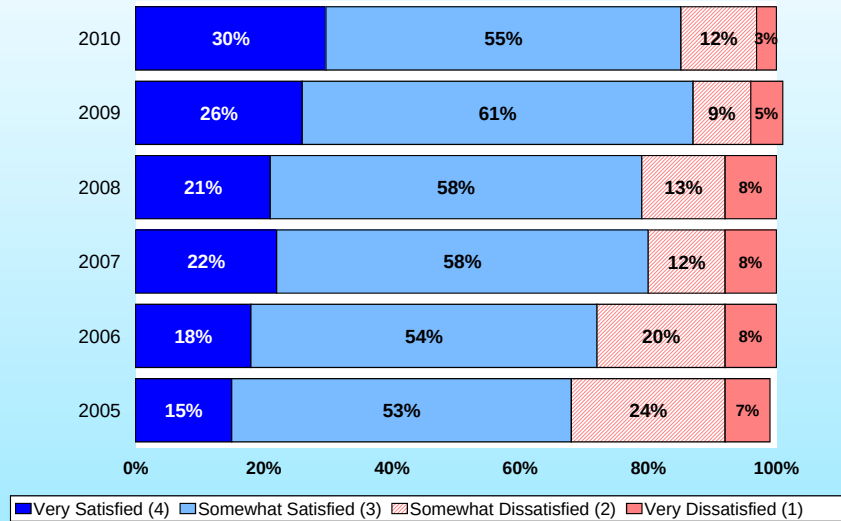
District 5



District 6: St. Louis District

(St. Louis District) - Overall satisfaction with the job that the Missouri Department of Transportation is doing

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

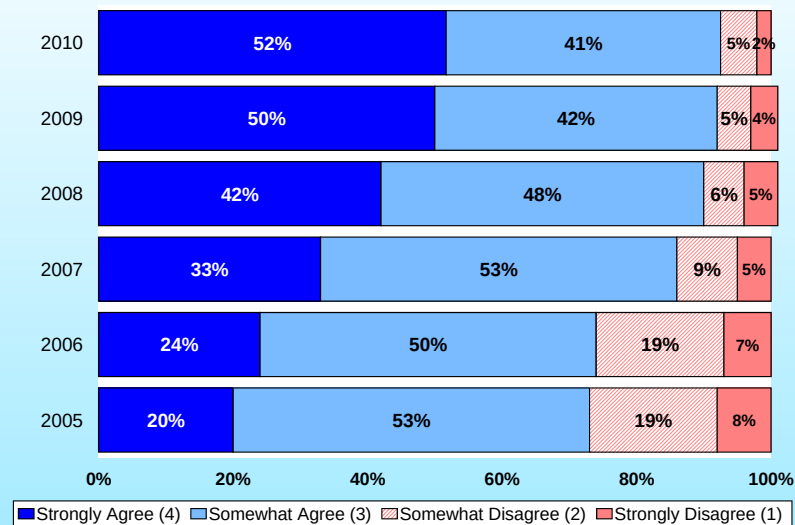


Source: ETC Institute (2010)

District 6

(St. Louis District) - Level of agreement that MoDOT provides accurate information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

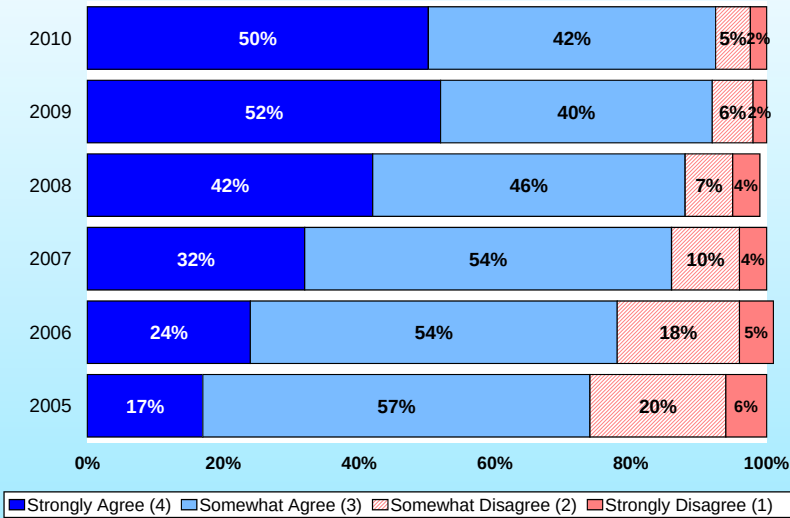


Source - ETC Institute (2010)

District 6

(St. Louis District) - Level of agreement that MoDOT provides timely information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

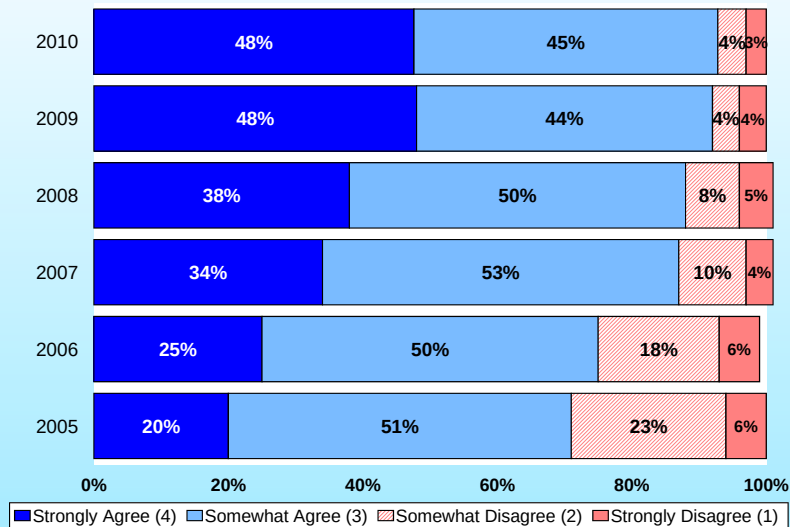


Source: ETC Institute (2010)

District 6

(St. Louis District) - Level of agreement that MoDOT provides understandable information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

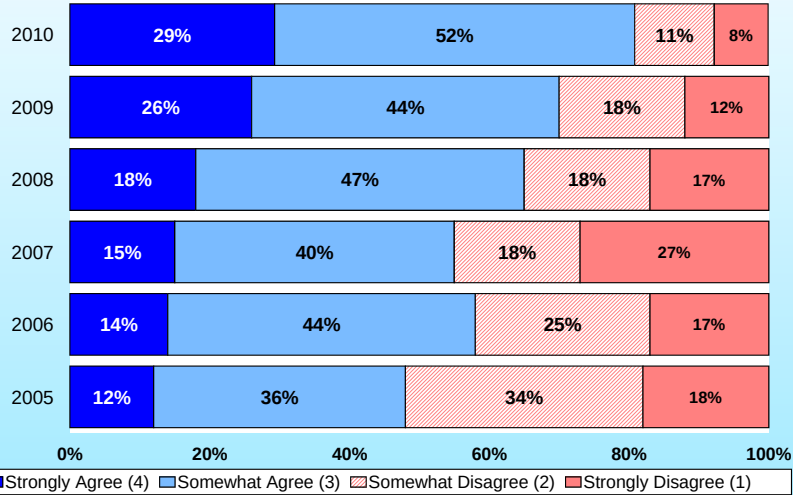


Source - ETC Institute (2010)

District 6

(St. Louis District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

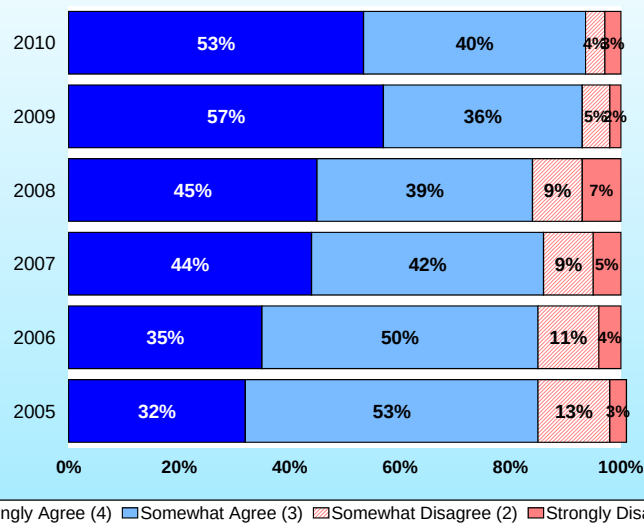


Source - ETC Institute (2010)

District 6

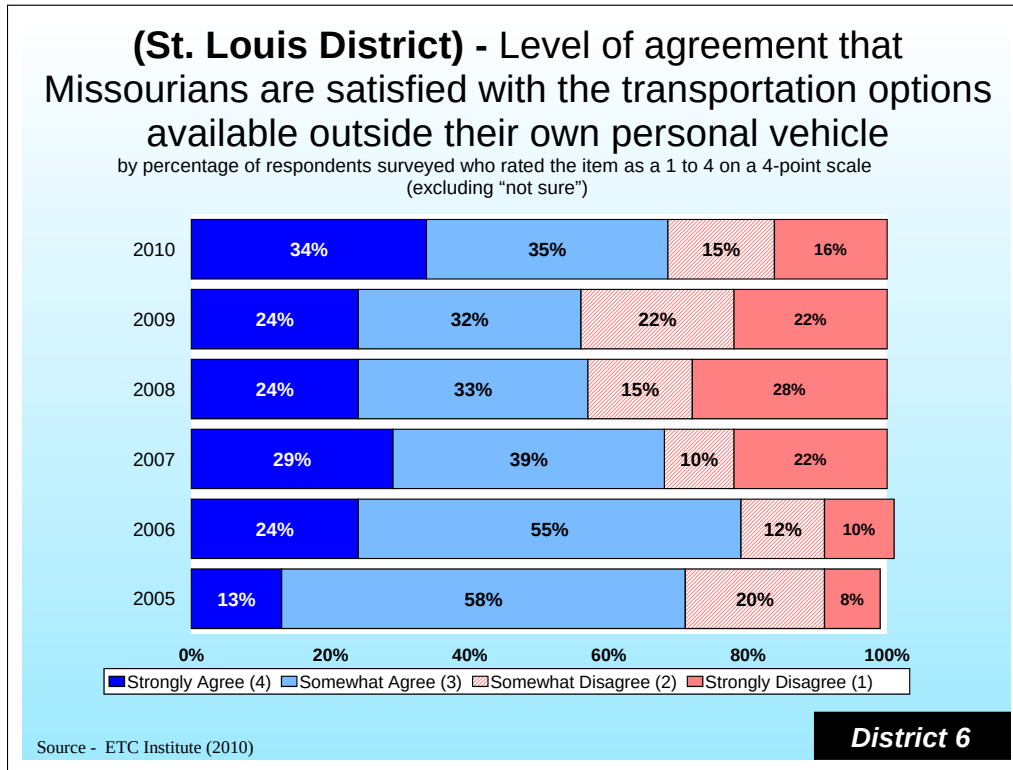
(St. Louis District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")



Source - ETC Institute (2010)

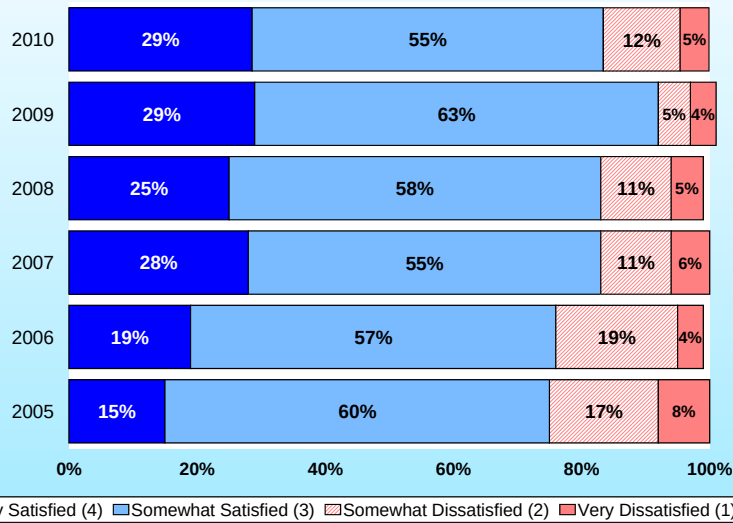
District 6



District 7: Southwest District

(Southwest District) - Overall satisfaction with the job that the Missouri Department of Transportation is doing

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

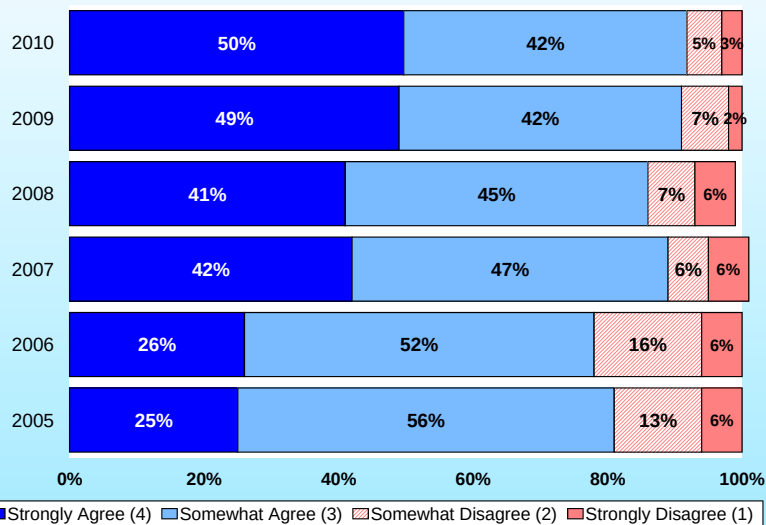


Source: ETC Institute (2010)

District 7

(Southwest District) - Level of agreement that MoDOT provides accurate information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

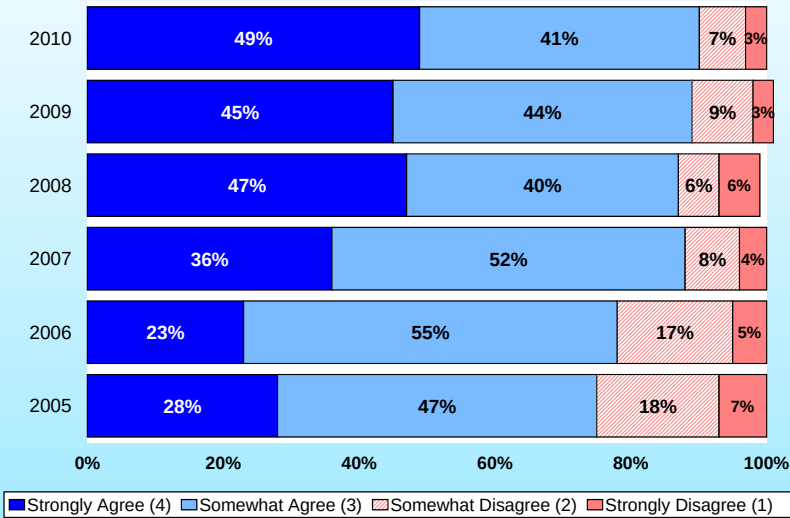


Source - ETC Institute (2010)

District 7

(Southwest District) - Level of agreement that MoDOT provides timely information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

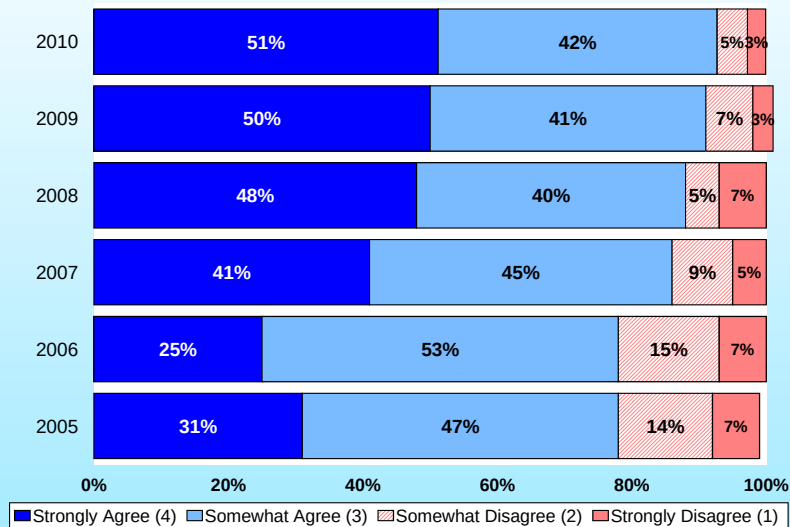


Source: ETC Institute (2010)

District 7

(Southwest District) - Level of agreement that MoDOT provides understandable information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

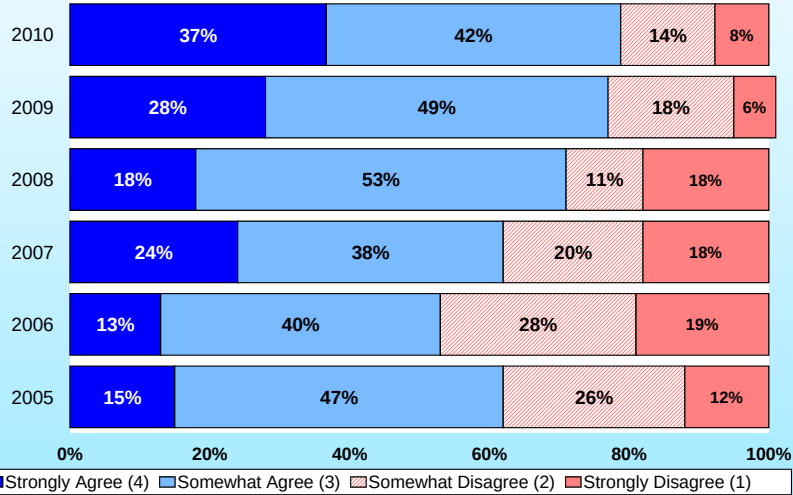


Source - ETC Institute (2010)

District 7

(Southwest District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

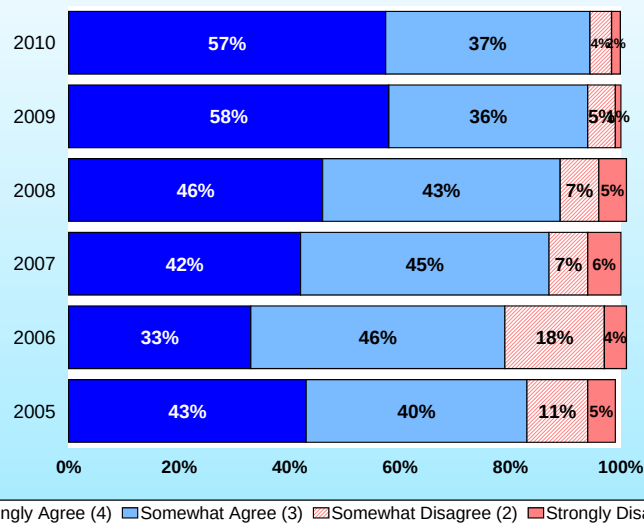


Source - ETC Institute (2010)

District 7

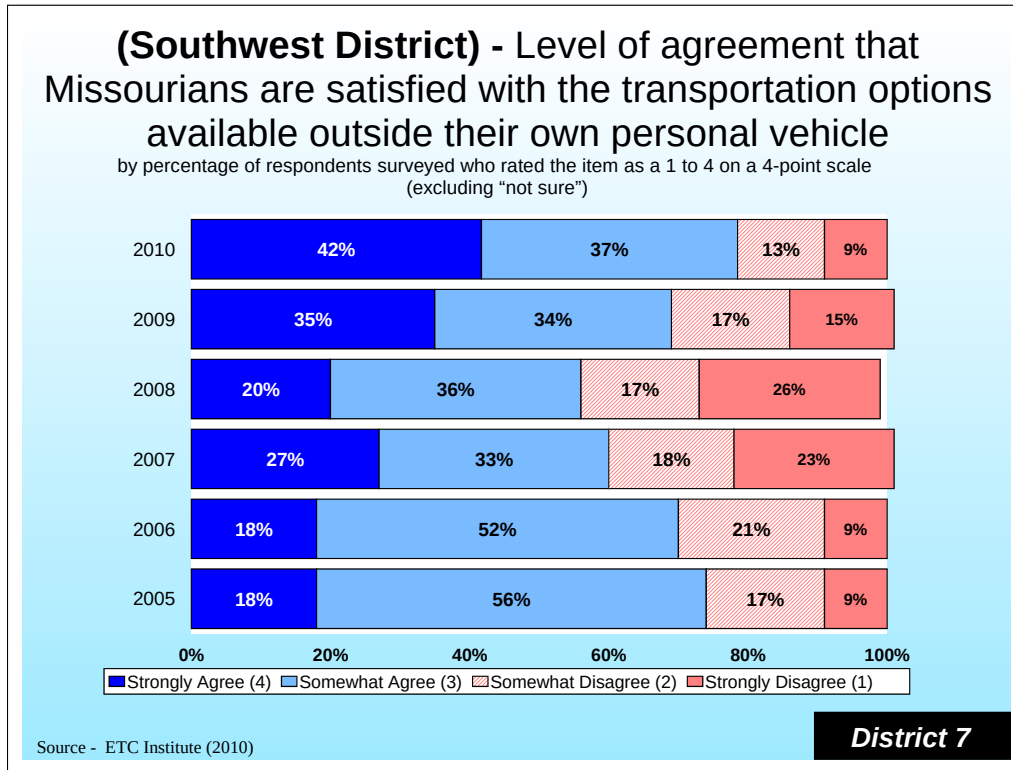
(Southwest District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")



Source - ETC Institute (2010)

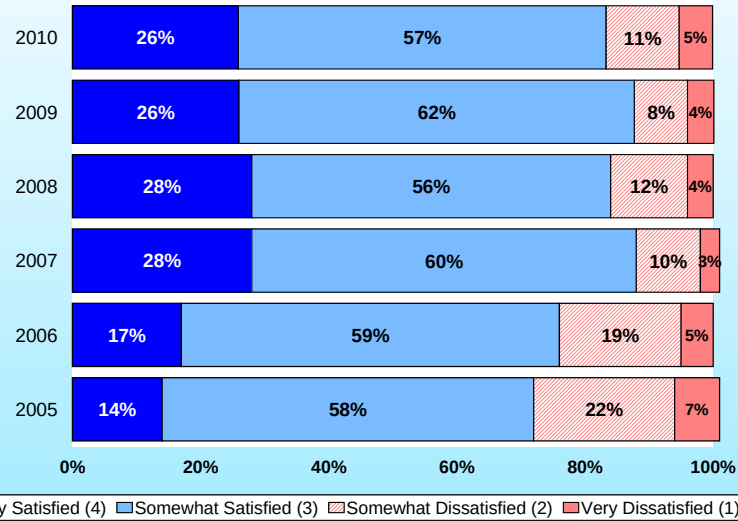
District 7



District 8:
Springfield/Ozark District

(Springfield/Ozark District) - Overall satisfaction with the job that the Missouri Department of Transportation is doing

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

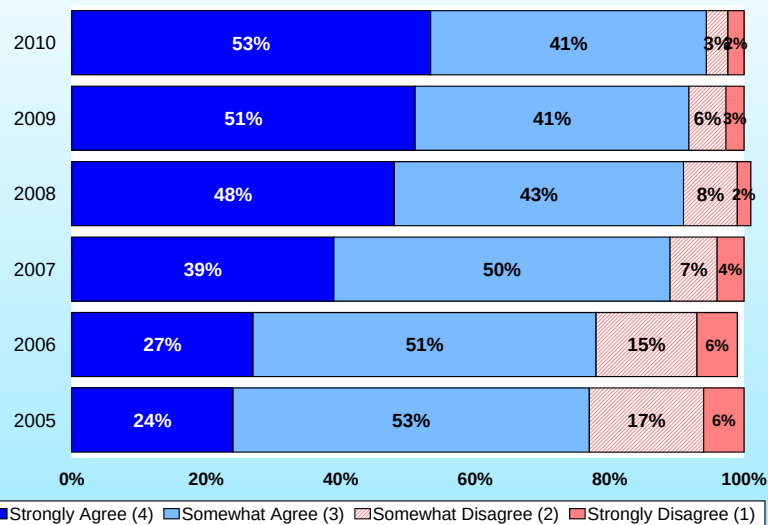


Source: ETC Institute (2010)

District 8

(Springfield/Ozark District) - Level of agreement that MoDOT provides accurate information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

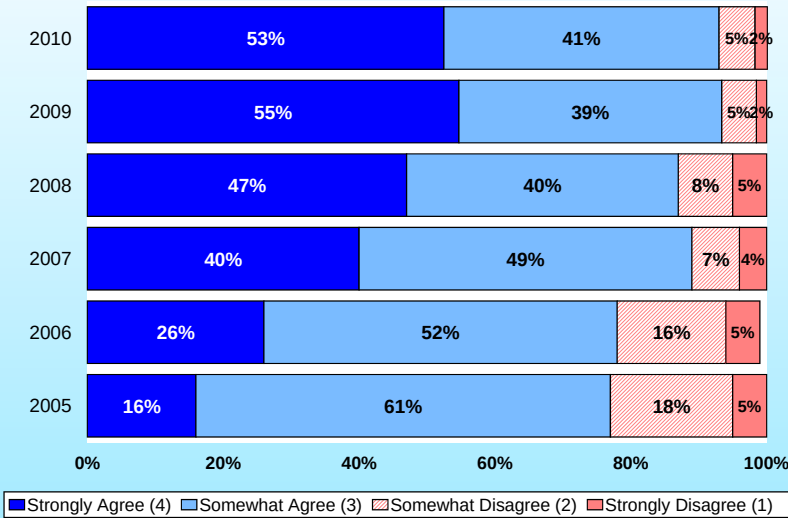


Source - ETC Institute (2010)

District 8

(Springfield/Ozark District) - Level of agreement that MoDOT provides timely information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

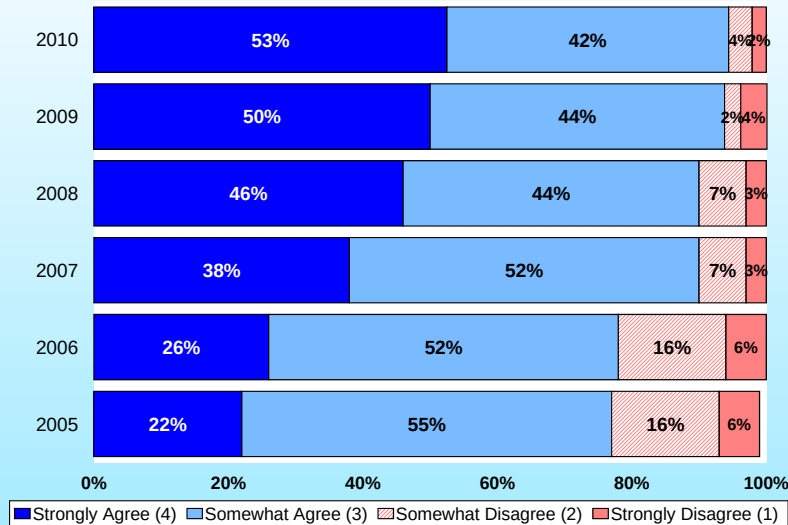


Source: ETC Institute (2010)

District 8

(Springfield/Ozark District) - Level of agreement that MoDOT provides understandable information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

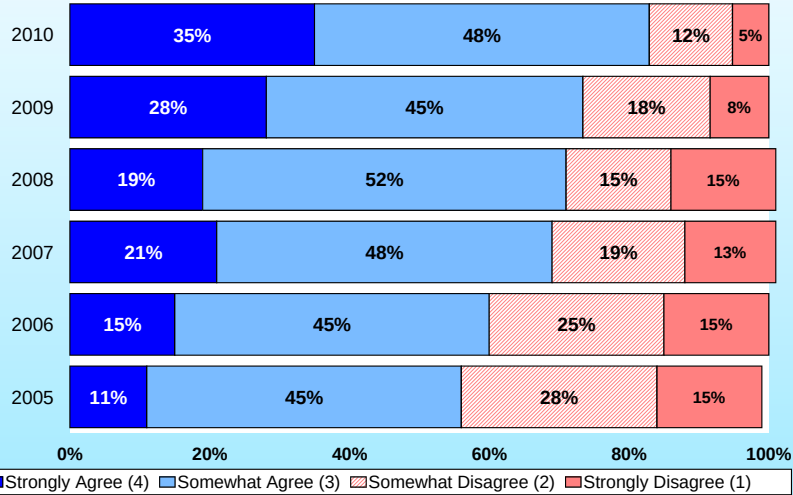


Source - ETC Institute (2010)

District 8

(Springfield/Ozark District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

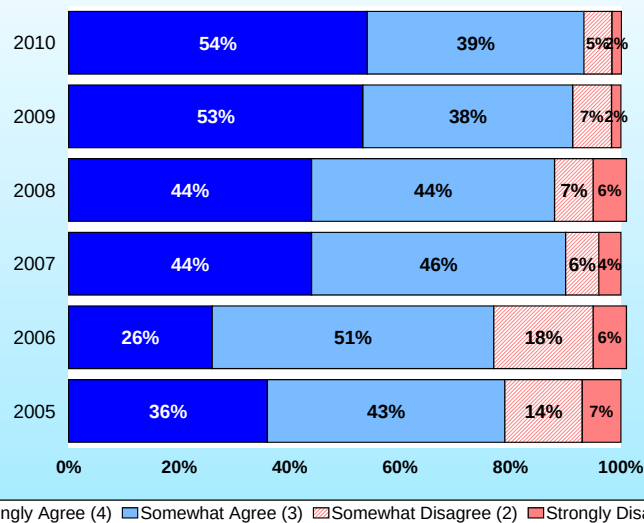


Source - ETC Institute (2010)

District 8

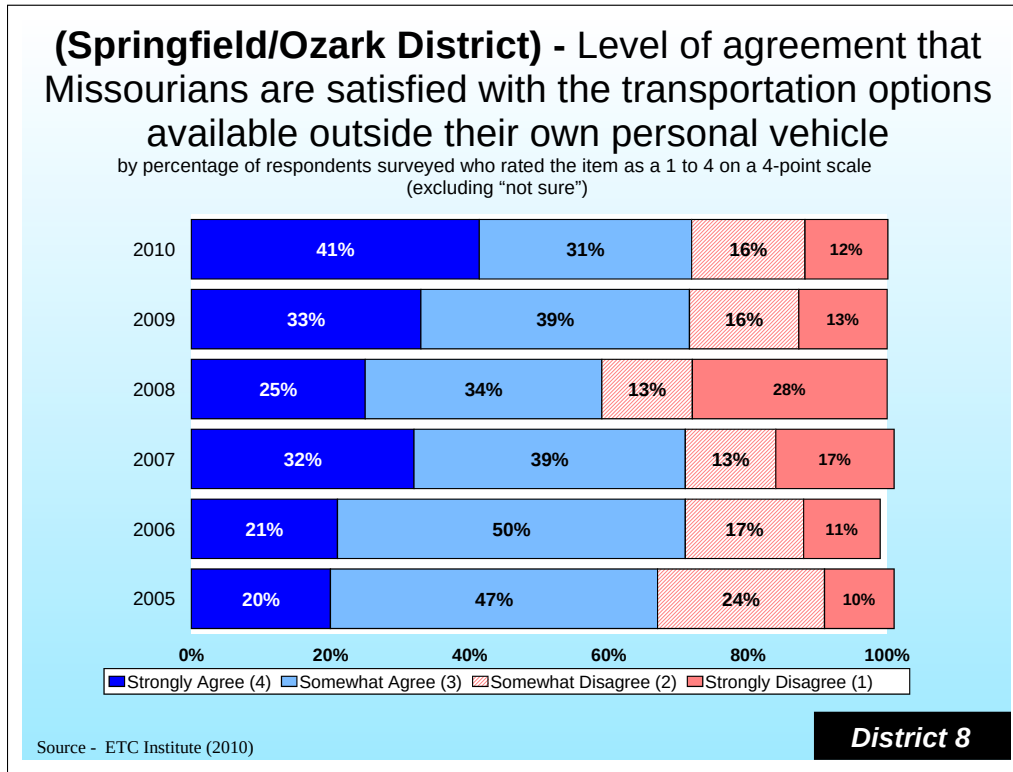
(Springfield/Ozark District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

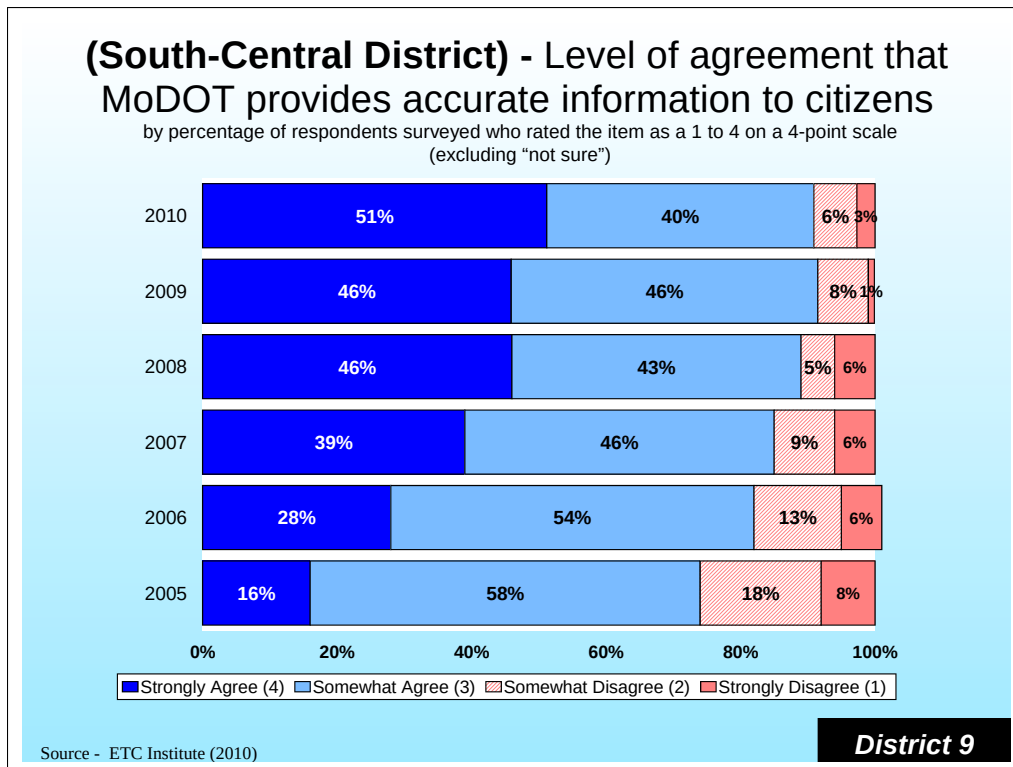
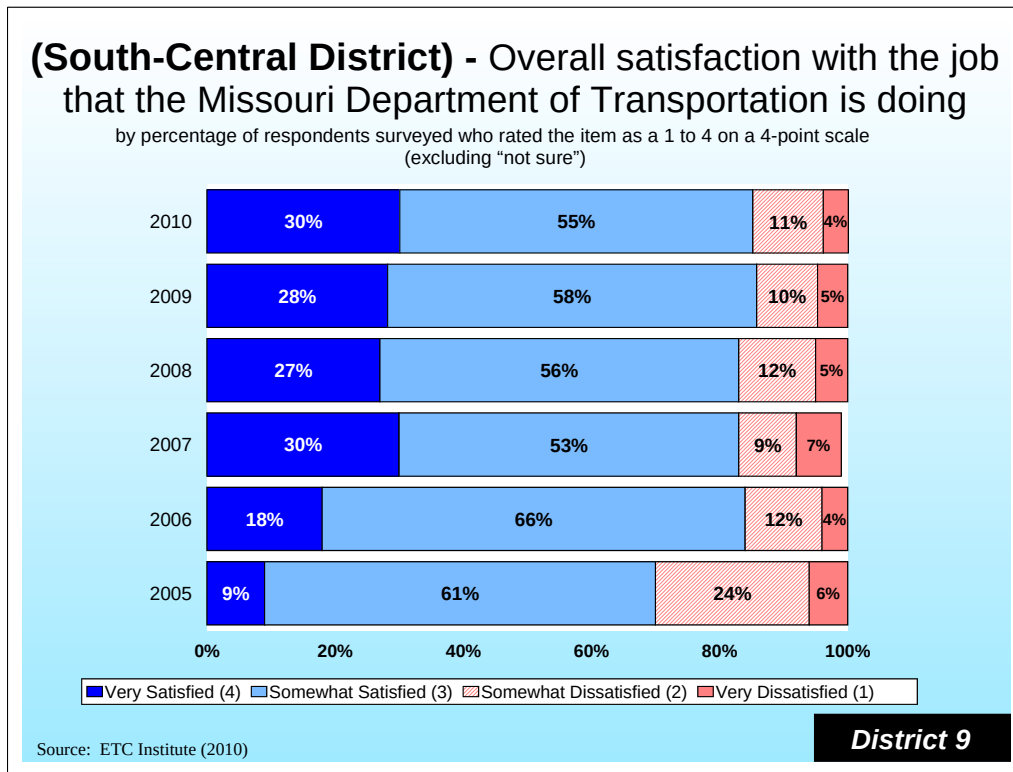


Source - ETC Institute (2010)

District 8

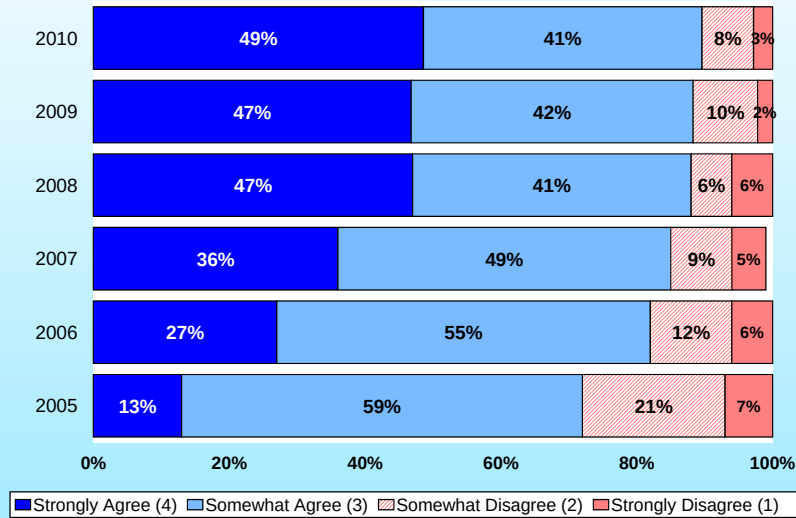


District 9: South-Central District



(South-Central District) - Level of agreement that MoDOT provides timely information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

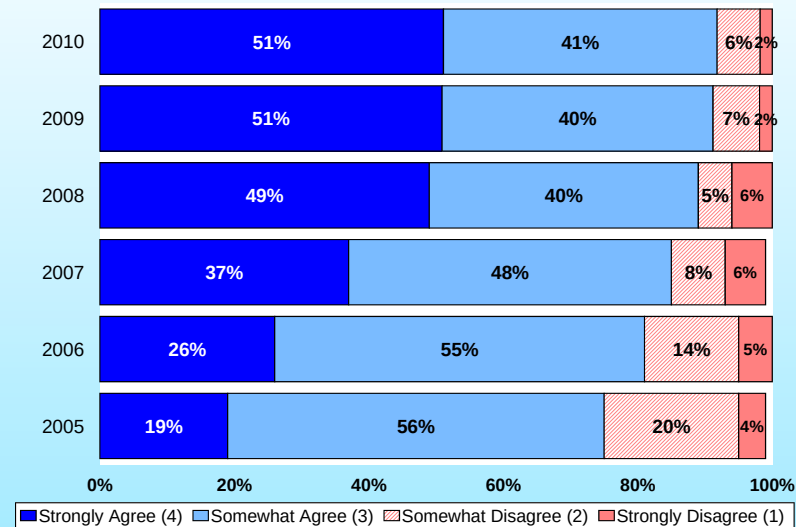


Source: ETC Institute (2010)

District 9

(South-Central District) - Level of agreement that MoDOT provides understandable information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

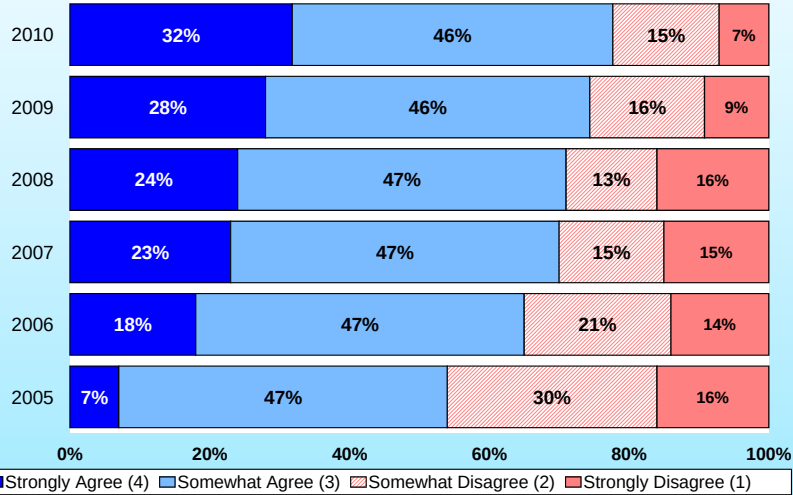


Source - ETC Institute (2010)

District 9

(South-Central District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

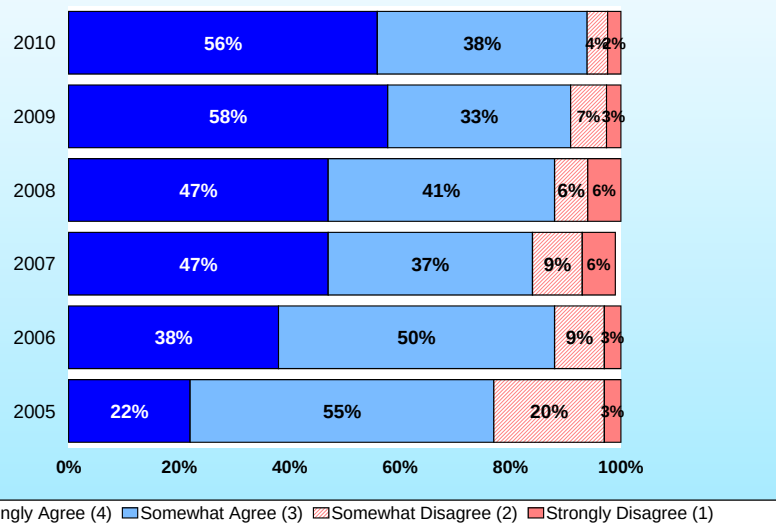


Source - ETC Institute (2010)

District 9

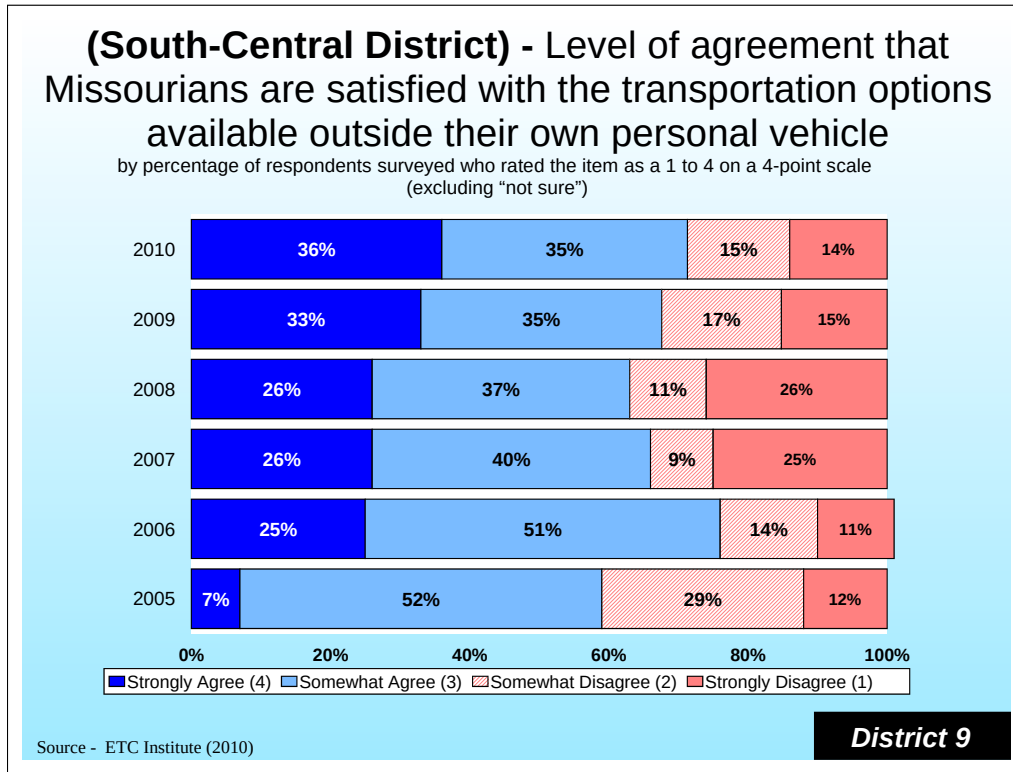
(South-Central District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")



Source - ETC Institute (2010)

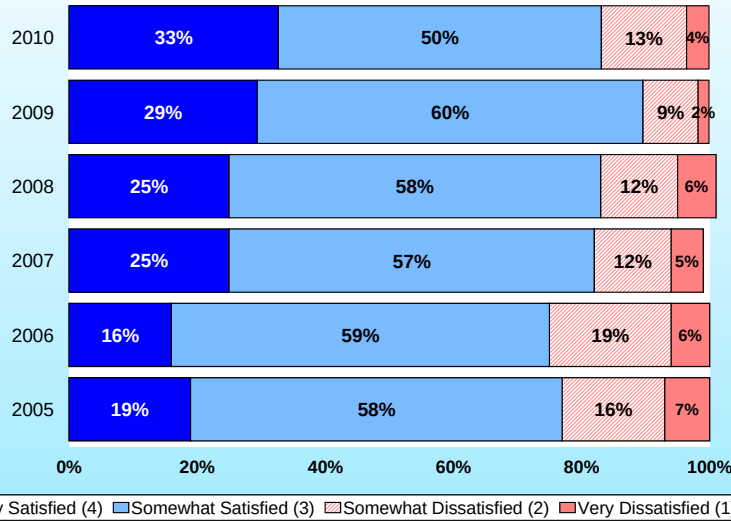
District 9



District 10: Southeast District

(Southeast District) - Overall satisfaction with the job that the Missouri Department of Transportation is doing

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

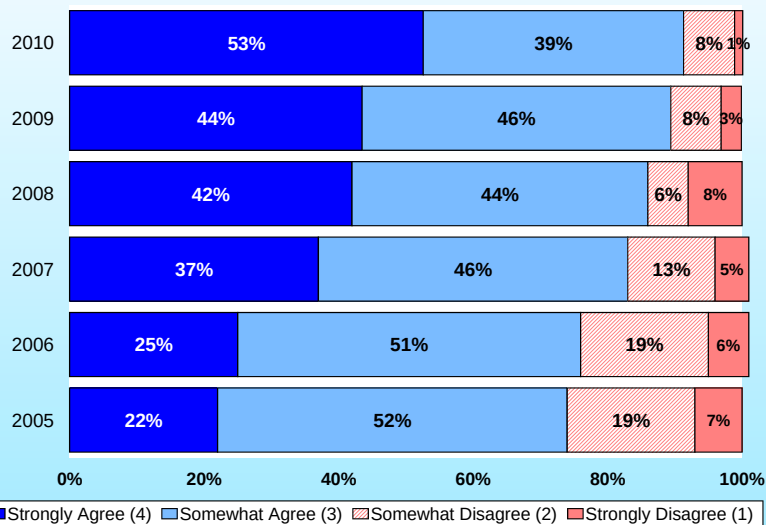


Source: ETC Institute (2010)

District 10

(Southeast District) - Level of agreement that MoDOT provides accurate information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

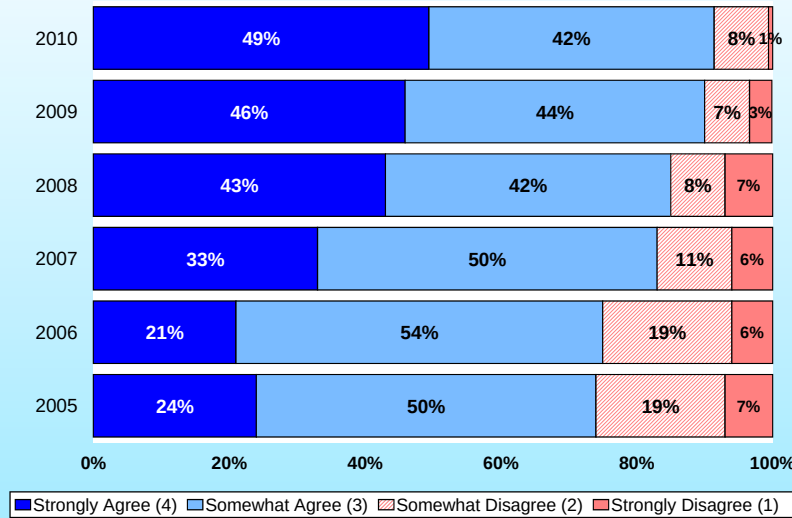


Source - ETC Institute (2010)

District 10

(Southeast District) - Level of agreement that MoDOT provides timely information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

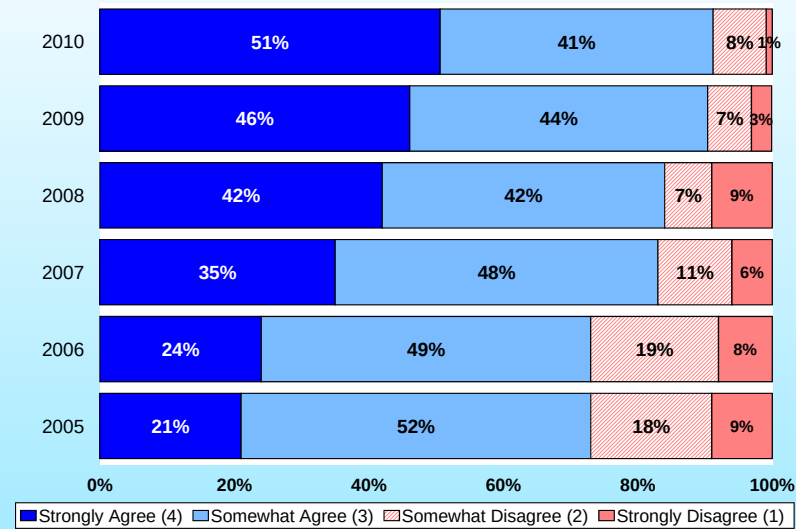


Source: ETC Institute (2010)

District 10

(Southeast District) - Level of agreement that MoDOT provides understandable information to citizens

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

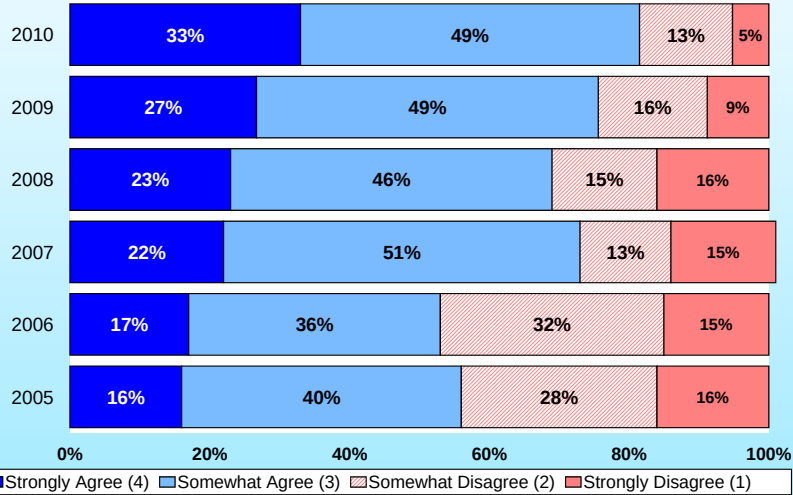


Source - ETC Institute (2010)

District 10

(Southeast District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")

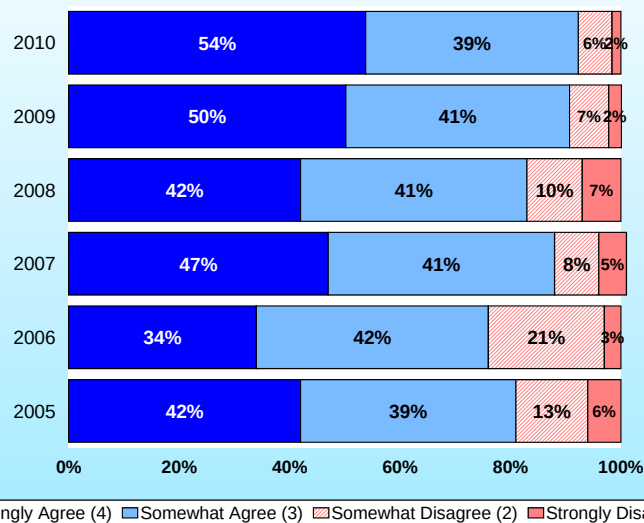


Source - ETC Institute (2010)

District 10

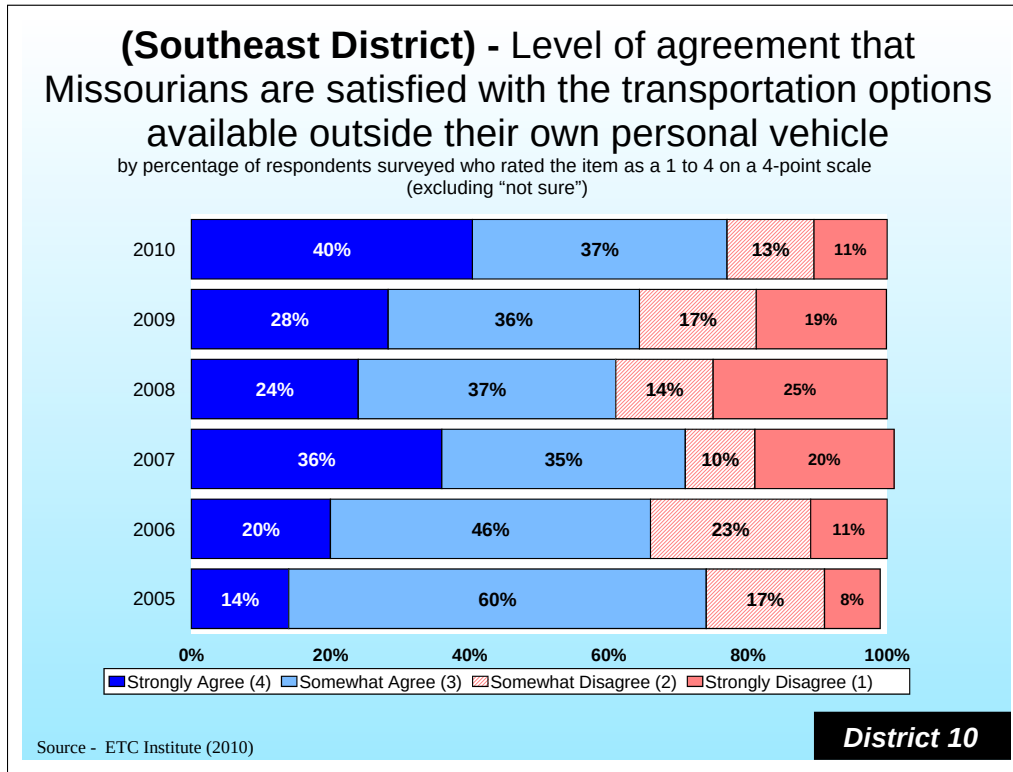
(Southeast District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")



Source - ETC Institute (2010)

District 10





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