



Organizational Results Research Report

January 2011
OR11.011

Assessing MoDOT's Efforts to Provide the Right Transportation Solution

Prepared by
Heartland Market Research LLC
and Missouri Department of
Transportation

Assessing MoDOT's Efforts to Provide the Right Transportation Solution

TRACKER Measure 9i

For Fiscal Year 2011

Project Number: RD09-034

by



January 2011

The opinions, findings, and conclusions documented in this report are those of the principal investigator. They are not necessarily those of the Missouri Department of Transportation, the United States Department of Transportation, nor the Federal Highway Administration. This publication does not constitute a standard or regulation.

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Executive Summary

The Missouri Department of Transportation (MoDOT) has developed the Tracker system to assess performance with tangible results to help MoDOT “provide a world-class transportation system that delights our customers.” The Tracker system includes the concept of “Fast projects that are of great value,” and an important aspect of this measure is whether Missourians view MoDOT projects as the right transportation solution. To assess customer satisfaction with MoDOT projects, a mail survey was conducted in late 2010 by Heartland Market Research LLC. 2,234 respondents returned a valid survey questionnaire so the general margin of error for the analysis is plus or minus 2.12 percent. These results are similar to that of the two previous years.

The basic research design for the project was to sample opinions on a variety of projects spread across the state as was done in the previous fiscal year. A small, medium, and large project from each of the ten MoDOT districts was selected by a regional manager for the project for a total of 30 projects. Then Heartland drew a sample of residents from one or more ZIP code areas as appropriate for each project which was reviewed by the appropriate MoDOT district. The sample included 400 addresses per project area for a total of 12,000 Missouri addresses being mailed a copy of the survey. Despite this effort to keep the number of addresses even across the districts and projects, the response rate varied by project area.

Each survey was focused on one of 30 individual projects, which was briefly described on the survey, and the majority of survey questions related to the recently completed project, such as determining if the completion of the project increased safety, convenience, and made it easier to drive. In addition, questions were asked about the overall value of the particular project and the respondents were given the opportunity to provide comments regarding the project.

Tracker Measure 9i: Right Transportation Solution

Table 1: Summary of Key Indicators by Project and District

| District | Project | Familiar with Roadway | Safer | More Convenient | Less Congested | Easier to Travel | Better Marked | Right Transportation Solution |
|----------------------|---------|-----------------------|--------------|-----------------|----------------|------------------|---------------|-------------------------------|
| 1 | D1L | 94.7% | 93.9% | 90.5% | 66.7% | 94.1% | 97.8% | 94.0% |
| | D1M | 78.9% | 91.7% | 79.1% | 54.3% | 88.9% | 91.1% | 92.0% |
| | D1S | 86.4% | 90.7% | 90.0% | 47.2% | 96.0% | 91.1% | 94.6% |
| | Total | 86.7% | 92.1% | 86.4% | 55.4% | 93.2% | 93.4% | 93.6% |
| 2 | D2L | 91.1% | 92.6% | 89.4% | 89.8% | 92.4% | 84.7% | 95.5% |
| | D2M | 91.7% | 100.0% | 98.6% | 92.1% | 98.6% | 92.3% | 95.1% |
| | D2S | 87.8% | 94.8% | 93.5% | 91.0% | 97.5% | 96.1% | 95.0% |
| | Total | 90.2% | 95.5% | 93.3% | 90.8% | 95.7% | 90.4% | 95.2% |
| 3 | D3L | 80.5% | 100.0% | 97.3% | 98.6% | 96.0% | 97.3% | 96.1% |
| | D3M | 93.1% | 94.4% | 90.2% | 62.5% | 88.2% | 93.5% | 94.2% |
| | D3S | 88.2% | 97.1% | 94.1% | 60.0% | 93.0% | 100.0% | 90.9% |
| | Total | 86.6% | 97.6% | 94.6% | 80.6% | 92.9% | 96.9% | 94.2% |
| 4 | D4L | 88.7% | 90.9% | 98.1% | 73.1% | 86.0% | 84.3% | 85.7% |
| | D4M | 82.6% | 94.6% | 95.1% | 93.1% | 96.4% | 98.2% | 91.9% |
| | D4S | 96.0% | 80.6% | 72.5% | 58.7% | 65.2% | 71.6% | 67.6% |
| | Total | 89.3% | 88.0% | 87.5% | 74.6% | 81.3% | 83.8% | 81.0% |
| 5 | D5L | 95.2% | 95.9% | 91.7% | 96.9% | 98.0% | 80.9% | 97.1% |
| | D5M | 96.2% | 95.8% | 87.2% | 48.6% | 95.7% | 94.0% | 94.6% |
| | D5S | 90.0% | 77.7% | 78.4% | 78.6% | 76.3% | 79.3% | 74.5% |
| | Total | 93.7% | 89.9% | 85.6% | 77.2% | 90.2% | 84.6% | 88.6% |
| 6 | D6L | 96.3% | 91.5% | 94.2% | 78.3% | 92.1% | 94.2% | 91.1% |
| | D6M | 89.3% | 98.1% | 100.0% | 84.6% | 98.1% | 96.2% | 96.2% |
| | D6S | 81.0% | 91.4% | 72.7% | 58.6% | 83.9% | 90.9% | 90.6% |
| | Total | 90.4% | 93.7% | 91.4% | 76.7% | 92.5% | 94.2% | 92.7% |
| 7 | D7L | 95.6% | 93.4% | 91.0% | 84.1% | 89.2% | 85.5% | 91.9% |
| | D7M | 81.7% | 98.6% | 94.5% | 83.3% | 98.6% | 94.7% | 100.0% |
| | D7S | 91.5% | 95.5% | 91.5% | 91.2% | 87.5% | 91.4% | 94.2% |
| | Total | 89.1% | 96.0% | 92.3% | 86.4% | 91.9% | 90.4% | 95.5% |
| 8 | D8L | 95.9% | 97.9% | 96.7% | 91.9% | 97.9% | 92.2% | 100.0% |
| | D8M | 78.1% | 83.7% | 83.9% | 92.9% | 75.9% | 64.8% | 85.5% |
| | D8S | 90.4% | 75.8% | 87.5% | 87.0% | 85.5% | 78.0% | 84.7% |
| | Total | 89.3% | 87.7% | 90.4% | 90.5% | 88.2% | 80.8% | 91.4% |
| 9 | D9L | 94.4% | 94.3% | 92.5% | 93.7% | 96.3% | 88.0% | 95.5% |
| | D9M | 87.7% | 96.2% | 98.0% | 93.3% | 100.0% | 94.0% | 96.4% |
| | D9S | 92.6% | 87.0% | 82.8% | 45.1% | 94.7% | 95.7% | 94.8% |
| | Total | 92.1% | 92.3% | 90.8% | 79.4% | 96.7% | 92.3% | 95.5% |
| 10 | D10L | 89.5% | 93.7% | 95.1% | 98.4% | 95.0% | 87.7% | 98.6% |
| | D10M | 26.1% | 91.7% | 100.0% | 100.0% | 91.7% | 88.9% | 90.9% |
| | D10S | 84.7% | 96.4% | 93.8% | 95.6% | 89.6% | 79.6% | 94.7% |
| | Total | 78.5% | 94.7% | 95.0% | 97.4% | 92.5% | 84.3% | 96.4% |
| All Projects: | | 89.2% | 92.6% | 90.5% | 81.8% | 91.5% | 88.8% | 92.2% |

Tracker Measure 9i: Right Transportation Solution

As part of the questionnaire, each respondent had the opportunity to provide comments about why their local project was – or was not – the right transportation solution. Each and every comment that was provided has been transcribed so MoDOT stakeholders can review them. These comments are available in ten supplemental reports, one for each district.

For the third year in a row, the belief that another project should have taken priority over the local project appears to have made a significant impact on the overall results. Only 61.7% of the respondents who thought another project should have been given priority thought their local project was the right transportation solution compared to 97.1% of those who did not believe another project should have been given priority. This is a very strong statistical difference and supports MoDOT's hypothesis that a respondent's belief that another project should have been commissioned first is a significant factor in their evaluation. However, it is important to note that this study cannot test casualty.

This year there was also an inverse relationship between project size and the response to the priority question. As the scope of the project increased in size, respondents were much less likely to believe another project should have been given a higher priority. 24.3% of the respondents from small projects thought another project should have been given priority compared to 11.2% of respondents from medium projects and just 8.2% of respondents from large projects.

All of the key measures were statistically similar to last year's high ratings. The overall results show that most Missourians are very satisfied with their local project and generally believe that MoDOT provides the right transportation solution. 89.2% of the respondents were either "very" or "fairly" familiar with the project roadway. 73.8% of the respondents were regular users of the affected roadway (defined as using it at least once per week). The majority of respondents thought that the project made the roadway safer (92.6%), more convenient (90.5%), less congested (81.8%), easier to drive (91.5%), better marked (88.8%), and was the right transportation solution (92.2%).

Background and Methodology

MoDOT's mission is to "provide a world-class transportation system that delights our customers." The public's perception of MoDOT's performance is crucial to the long-term success of the agency, and an important aspect of the Tracker measure is whether Missouri citizens view MoDOT projects as the right transportation solution. The Tracker system assesses tangible results related to MoDOT's mission, and one of the tangible results is the concept of "Fast projects that are of great value." An element of this measure is an assessment of customer satisfaction with these projects.

In the fall of 2006, MoDOT commissioned the Institute of Public Policy at the University of Missouri Columbia to design and implement a new survey to measure and capture this measure. This was done and a report was provided to MoDOT in January 2007. The introduction to this section is from that report. In the fall of 2007, MoDOT commissioned Heartland Market Research LLC to implement the same survey with a new set of projects. The intention was to model the FY08's survey and methodology on the previous experience, and also make incremental improvements where feasible.

In FY09, the survey was significantly revised based on the experience from the previous year. The key questions were kept, but many of the auxiliary questions (such as *Approximately how many miles do you drive per year?*) were dropped as they had not proved to be key factors in respondent satisfaction. This survey space was reclaimed for three new survey questions, including a request of respondents to comment directly. The new questionnaire worked well, so the same questions were used in FY10. In FY11, some additional questions were added to the questionnaire.

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A new format that used optical image scanning, opposed to the traditional optical mark scanning, was also tried to allow a larger and slightly more legible font. It was hoped that a slightly larger font size might increase the overall response rate for the project. The optical image scanning format turned out to be less robust than the traditional optical mark scanning format. While both formats performed ideally in test runs, the optical image scanning format did not reliably handle the abuse received by many surveys in real world conditions (e.g., actual surveys are returned with many folds, coffee mug stains, comments written on the forms in non-comment areas). This caused the scanning process to be unreliable. To overcome this problem, data entry experts were hired to enter each form into the computer. Then two people verified each electronic record against the physical form. In this verification procedure, 16 errors were identified out of the 2,234 original entries, an error rate of just 0.72%. All sixteen errors were corrected. Since the optical image format did not increase the overall response rate and the related scanning software is currently not as robust as that for the optical mark format, it is highly recommended that future surveys utilize the traditional optical mark format until the scanning software for optical image scanning equals or exceeds the current benchmarks for the optical mark format.

Respondent comments are available in ten supplemental reports, one for each district. Following the methodology used in previous years, it was determined to mail 400 surveys for each of the 30 projects for a total of 12,000 surveys. The sample of 400 people per project was initially selected by Heartland Market Research based upon geographical assumptions about which people would be likely to be most familiar with the project. The zip code recommendations were then reviewed by each of the ten MoDOT districts for input. In several cases the zip code selections were then revised based upon input from the districts.

Project Descriptions and Locations

The descriptions listed in the table below were printed on the appropriate surveys for each project. These descriptions were initially provided by MoDOT, sometimes adjusted by the PI if it was thought that the respondents might have questions, and then the descriptions were reviewed, and sometimes adjusted, by the appropriate district contact. The surveys were sent to one or more zip codes as was thought appropriate for each project.

A large, medium, and small project was selected by MoDOT for each district. Large projects were defined as either having a major route listed and/or being funded through major project dollars. Medium projects were defined as having district-wide importance while small projects were defined as being of only local significance. Each project description is preceded by an internal MoDOT identification code that begins with a J.

Table 2: Project Descriptions

| District | Large | Medium | Small |
|----------|---|--|--|
| 1 | <p>J1P1036</p> <p>US Route 36 in DeKalb County. Resurfacing the westbound lanes from Route 33 to east of Route 31 N. The project was completed in late August 2009.</p> <p>Zip code(s) for surveying: 64490, 64474, 64430</p> | <p>J3S2009C</p> <p>US Route 169 in DeKalb and Andrews Counties. Resurfacing and shoulder improvements from I-29 to Route 31. The project was completed in December 2009.</p> <p>Zip code(s): 64436, 64485, 64459, 64494, 64505, 64506, 64507</p> | <p>J1L1000E</p> <p>Route DD in Daviess County. Resurfacing from US Route 69 to Route 6. The project was completed in October 2009.</p> <p>Zip code(s): 64670 and 64640</p> |

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| District | Large | Medium | Small |
|-----------------|--|---|---|
| 2 | <p>J2P0482</p> <p>Route 36 in Macon and Shelby Counties. This project extended dual lanes from east of Macon to Shelbina, and was completed in July 2010.</p> <p>Zip code(s) for surveying: 63431, 63450, 63437, 63468, 63552 (Macon)</p> | <p>J2P0793</p> <p>Route 240 in Howard/Saline Counties. This project replaced the Missouri River bridge at Glasgow. The project was completed in September 2009.</p> <p>Zip code(s): 65254, 65349 (Slater)</p> | <p>J2P0428</p> <p>Route 5 in Howard County. This project improved the viaduct over the KATY Trail just north of Route 40 in New Franklin. The project was completed in April 2010.</p> <p>Zip code(s): 65274 and 65330 (Gilliam).</p> |
| 3 | <p>J3P2146 & J3P2146B</p> <p>Project constructed an interchange at the junction of US Route 61 and Route U in Lincoln. The project is to be completed by September, 2010.</p> <p>Zip code(s) for surveying: 63379</p> | <p>J3P2009E</p> <p>24.6 miles of Route 15 from Route 154 north junction in Paris to 1.1 miles north of Route 22 in Mexico were resurfaced and improved. The project was completed in December 2009.</p> <p>Zip code(s): 65275, 65285, and 65265</p> | <p>J3M0049</p> <p>Business Route 61 in Marion County. Approximately three miles were resurfaced from north of Route BB to just north of Route 24/61 in Palmyra. The project was completed in summer 2010.</p> <p>Zip code(s): 63461</p> |
| 4 | <p>J4I1641D</p> <p>I-470/US 50/Route 350 in Jackson County. Construction of a new half-diamond interchange at Blue Parkway. The project was completed and opened to traffic in Summer 2010.</p> <p>Zip code(s) for surveying: 64081, 64086, 64139, 64134</p> | <p>J4P1708</p> <p>Route 71 and North Cass Parkway interchange in Cass County. This project constructed a new interchange and was completed in July 2010.</p> <p>Zip code(s): 64012, 64083, 64078</p> | <p>J4P2265</p> <p>Route 169 in Clay County. Sidewalks were improved in Smithville from Route 92 to Route KK. The project was completed in Fall 2009.</p> <p>Zip code(s): 64089</p> |

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| District | Large | Medium | Small |
|-----------------|--|---|---|
| <p>5</p> | <p>J5P0631A</p> <p>US Route 50 in Moniteau County. This project built a new four-lane divided highway and a two-lane expressway around California. The project was completed in July 2010.</p> <p>Zip code(s) for surveying: 65018</p> | <p>J5P0922 & J5P0925</p> <p>Route 52 in Benton/Morgan Counties. This project widened and resurfaced Route 52 from Route 5 to US Route 65. The project is scheduled to be completed in September 2010.</p> <p>Zip code(s): 65325, 65078, 65084</p> | <p>J5S2178</p> <p>Pettis Co. Route Y – This project constructed a new roundabout at the intersection of Route Y and Winchester Road in Sedalia. The project was completed in June 2010.</p> <p>Zip code(s): 65301</p> |
| <p>6</p> | <p>J6I0978</p> <p>The New I-64 in St. Louis City and County. This project reconstructed 10 miles of interstate. Construction began in March 2007 and all lanes were open to traffic one year early – in December 2009.</p> <p>Zip code(s) for surveying: 63005, 63017, 63141, 63368, 63304</p> | <p>J6U0672C</p> <p>Upgrade of Route 40 in St. Charles County to I-64. The project was completed in October 2009, and Routes 40/61 will be renamed I-64 when approved by the Federal Highway Administration.</p> <p>Zip code(s): 63368, 63367</p> | <p>J6S1905</p> <p>Route E in Jefferson County. This project repaired a bridge over Joachim Creek near DeSoto. The project was completed in July 2010.</p> <p>Zip code(s): 63020</p> |

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| District | Large | Medium | Small |
|-----------------|--|--|---|
| <p>7</p> | <p>J7I0599</p> <p>This project reconstructed the I-44 interchange at Route 39 in Mt. Vernon, and resurfaced Loop 44 through Mt. Vernon to add a center turn lane. The project opened to traffic in November 2009.</p> <p>Zip code(s) for surveying: 65712</p> | <p>J7S0789</p> <p>Route 245 in Dade County. This project replaced the deck on a bridge over Stockton Lake, just south of the Cedar/Dade county line. The project was completed in July 2010.</p> <p>Zip code(s): 65635, 65649, and 65601</p> | <p>J7S0770</p> <p>This project reconstructed the intersection of 32nd Street (Route FF) and Main Street in Joplin, to add turning lanes and upgrade traffic signals. The project was completed in October 2009.</p> <p>Zip code(s): 64804, 64801</p> |
| <p>8</p> | <p>J8P0596 & J8P0597</p> <p>Route 13 in Polk/Greene Counties. This project constructed 13 miles of new northbound lanes for Route 13 in northern Greene and southern Polk Counties. The project was completed in July 2010.</p> <p>Zip code(s) for surveying: 65617, 65710, 65803, 65613</p> | <p>J8P0791</p> <p>The project built Springfield's second diverging diamond interchange at the intersection of the James River Freeway and National Avenue. The project was completed in August 2010.</p> <p>Zip code(s): 65807, 65804, 65809, 65806, 65810</p> | <p>J8S0853</p> <p>Route 73 in Dallas County. This project provided a realignment of Route 73 around downtown Buffalo, and was completed in September 2009.</p> <p>Zip code(s): 65622</p> |

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| District | Large | Medium | Small |
|------------------|---|--|--|
| <p>9</p> | <p>J9P0359B & J9P0381D</p> <p>Route 60 in Shannon and Carter Counties. The improvement project extended from 0.5 miles east of Route 17 north in Mountain View to 3.5 miles east of Route J in Carter County. The project was completed in July 2010.</p> <p>Zip code(s) for surveying: 65438, 65588, 63941, 63965, 65548</p> | <p>J9P0468</p> <p>Route 17 in Pulaski County. This project, north of Waynesville, replaced the bridge over the Gasconade River and two overflow structures. The project length was 1.8 miles and it was open to traffic in November 2009.</p> <p>Zip code(s): 65452, 65583, 65584, 65473</p> | <p>J9S0610</p> <p>Route CC in Howell/Ozark Counties. This project resurfaced 20.4 miles of Route CC from its intersection with Route 181 to US Route 63 in West Plains. The project was completed in June 2010.</p> <p>Zip code(s): 65775, 65637</p> |
| <p>10</p> | <p>J0P0930</p> <p>Route 67 in Wayne County. This project is the second part of the corridor initiative to construct two additional lanes from north of Poplar Bluff to Fredericktown in Madison County. This project was completed in late summer 2010.</p> <p>Zip code(s) for surveying: 63964, 63956, and 63755</p> | <p>J0P0952</p> <p>Route 72 in Cape Girardeau County. This project replaced bridges over the Whitewater River and Byrd Creek. The project was completed in August 2010.</p> <p>Zip code(s): 63740</p> | <p>J0P0921B</p> <p>Route 25 in Cape Girardeau County. This project in Jackson provided intersection improvements and installed traffic signals. It is anticipated to be completed in September 2010.</p> <p>Zip code(s): 63755</p> |

Respondents

400 unique people were mailed a survey for each one of thirty unique projects for a total of 12,000 mailed surveys. 2,234 surveys were returned via US mail, for a gross response rate of 18.6%. These rates are similar to the previous two years (20.5% and 20.4%).

Table 3: Gross Response Rate by Project and District

| District | Project | Mailed | Responses | Gross Response Rate |
|----------|---------|--------|-----------|---------------------|
| 1 | D1L | 400 | 59 | 14.8% |
| | D1M | 400 | 57 | 14.3% |
| | D1S | 400 | 70 | 17.5% |
| | Total | 1,200 | 186 | 15.5% |
| 2 | D2L | 400 | 114 | 28.5% |
| | D2M | 400 | 85 | 21.3% |
| | D2S | 400 | 90 | 22.5% |
| | Total | 1,200 | 289 | 24.1% |
| 3 | D3L | 400 | 79 | 19.8% |
| | D3M | 400 | 58 | 14.5% |
| | D3S | 400 | 51 | 12.8% |
| | Total | 1,200 | 188 | 15.7% |
| 4 | D4L | 400 | 63 | 15.8% |
| | D4M | 400 | 69 | 17.3% |
| | D4S | 400 | 76 | 19.0% |
| | Total | 1,200 | 208 | 17.3% |
| 5 | D5L | 400 | 105 | 26.3% |
| | D5M | 400 | 104 | 26.0% |
| | D5S | 400 | 111 | 27.8% |
| | Total | 1,200 | 320 | 26.7% |
| 6 | D6L | 400 | 80 | 20.0% |
| | D6M | 400 | 56 | 14.0% |
| | D6S | 400 | 43 | 10.8% |
| | Total | 1,200 | 179 | 14.9% |
| 7 | D7L | 400 | 69 | 17.3% |
| | D7M | 400 | 87 | 21.8% |
| | D7S | 400 | 73 | 18.3% |
| | Total | 1,200 | 229 | 19.1% |

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| District | Project | Mailed | Responses | Gross Response Rate |
|--------------|---------|--------|-----------|---------------------|
| 8 | D8L | 400 | 100 | 25.0% |
| | D8M | 400 | 65 | 16.3% |
| | D8S | 400 | 75 | 18.8% |
| | Total | 1,200 | 240 | 20.0% |
| 9 | D9L | 400 | 91 | 22.8% |
| | D9M | 400 | 58 | 14.5% |
| | D9S | 400 | 82 | 20.5% |
| | Total | 1,200 | 231 | 19.3% |
| 10 | D10L | 400 | 78 | 19.5% |
| | D10M | 400 | 25 | 6.3% |
| | D10S | 400 | 61 | 15.3% |
| | Total | 1,200 | 164 | 13.7% |
| Grand Total: | | 12,000 | 2,234 | 18.6% |

Eight projects had gross response rates outside of the norm (the standard deviation was +/- 4.8%). Projects D3S, D6S, and D10M had gross response rates at least one standard deviation below the norm of 18.6%. Projects D2L, D5L, D5M, D5S, and D8L had gross response rates at least one standard deviation above the norm. All in all, the district response rates were very consistent with the lowest number of responses coming from District 10's three projects (representing 7.3% of all mailed responses) and the highest number coming from District 5 (representing 14.3% of all mailed responses), close to the ideal of 10% coming from each district.

Project Assessment

The survey was designed to obtain detailed information about various aspects of a project so that MoDOT could evaluate whether or not Missourians were pleased with all aspects of a project such as safety, convenience, congestion reduction, drivability, and markings. Obviously MoDOT desires to score highly on all of these aspects, but variance among these dimensions can provide constructive input on areas of potential improvement. In addition, two questions were asked to measure Missourians' assessment of the overall appropriateness of the local project.

Providing the concrete example of a particular project for citizen assessment offers a number of benefits. First, we know which project the citizen is considering as they make an assessment. If a particular project was not named, different citizens could be considering different local projects. Second, the specific example makes it less likely that a single frustration in the distant past with another project will influence the citizen's assessment of current performance. Third, it makes it less likely that the survey respondent will confuse a MoDOT project with a city or county project in the area.

One of the most important factors, if not the single most important factor, in making the survey meaningful, is in ensuring that the respondents may provide knowledgeable input. Since most Missourians are likely to be familiar with only a small portion of the roads maintained by MoDOT, it is vital to ask respondents about a local project that is probably familiar to the respondent. The vast majority of the respondents were both familiar with the roadway and regular users of the affected roadway (details under the discussion of questions three and four). Using a specific project example provides additional research benefits. We know which project was being evaluated by each respondent, thus MoDOT can better understand and apply the feedback obtained by the survey. In addition, the use of a specific project both reduces the chance of the respondents confusing MoDOT's efforts with that of a city or county project while also differentiating the respondents' general attitude toward MoDOT from their evaluation of a particular project. In other words, based upon the survey design and the respondents' familiarity and frequency of use of the affected roadways, we can have confidence in the information provided in this research by the citizens of Missouri.

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In order to facilitate better comparisons of changes from year to year, the statistics used in the project assessment usually do not include the “not sure” percentages. This eliminates a major source of random variability and allows a more accurate observation of change over time. In addition, this methodology is consistent with how MoDOT calculates similar Tracker measures. The fiscal year 2007 data discussed in this report was recalculated in the fiscal year 2008 report with this methodology to enable readers to see changes from year to another. Thus, no recalculations were required this fiscal year, all historical data was taken directly from last year’s report.

Safer

One of MoDOT’s primary goals is to make Missouri’s roads safer. The overwhelming majority of Missourians agree that the local project achieved this goal. Results were similar to the previous four years with a total of 92.6% of respondents agreeing that the project made the road safer.

Figure 1: Safer – Historical Comparison

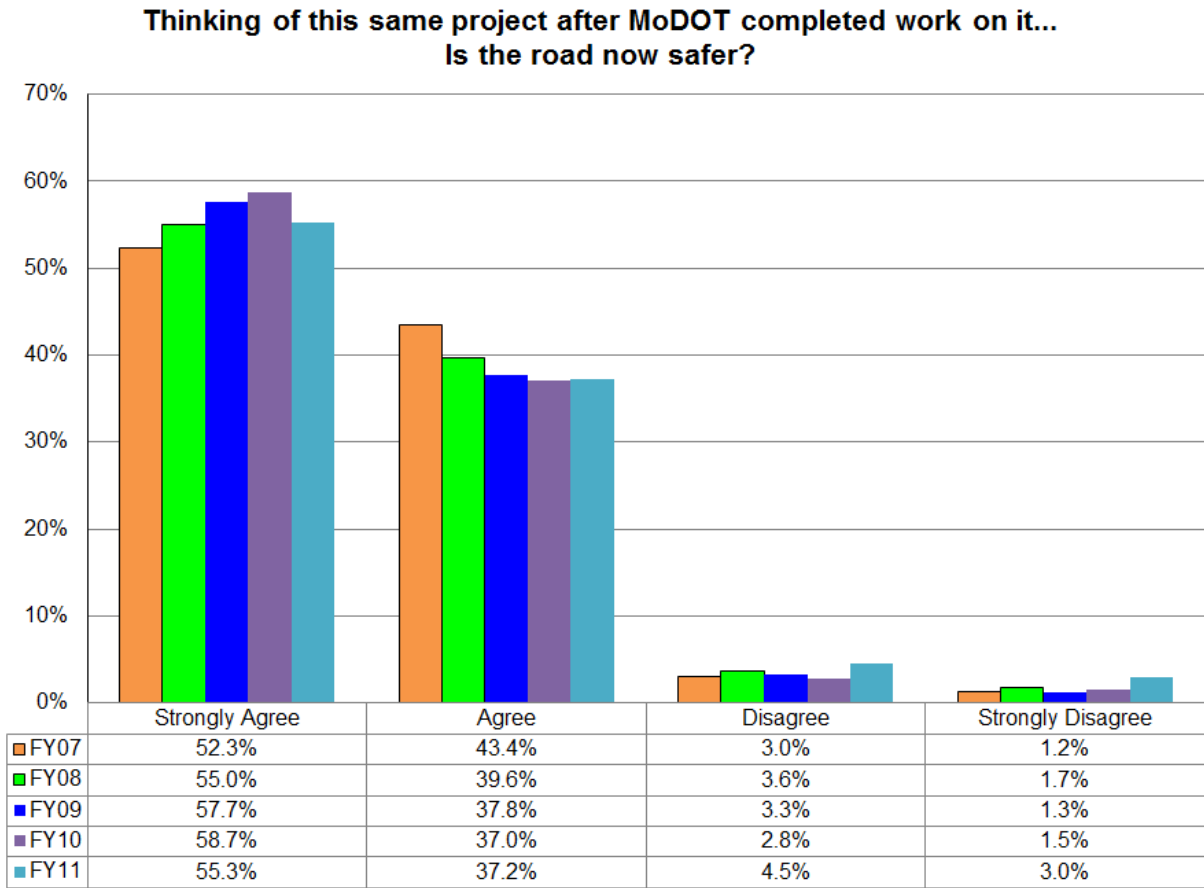


Table 4: Safety Feedback by Project and District

| District | Project | Strongly Agree | | Agree | | Disagree | | Strongly Disagree | | Total |
|----------|---------|----------------|-------|-------|-------|----------|------|-------------------|------|-------|
| 1 | D1L | 17 | 34.7% | 29 | 59.2% | 1 | 2.0% | 2 | 4.1% | 49 |
| | D1M | 22 | 45.8% | 22 | 45.8% | 3 | 6.3% | 1 | 2.1% | 48 |
| | D1S | 23 | 42.6% | 26 | 48.1% | 2 | 3.7% | 3 | 5.6% | 54 |
| | Total | 62 | 41.1% | 77 | 51.0% | 6 | 4.0% | 6 | 4.0% | 151 |

Tracker Measure 9i: Right Transportation Solution

| District | Project | Strongly Agree | | Agree | | Disagree | | Strongly Disagree | | Total |
|--------------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| 2 | D2L | 66 | 61.1% | 34 | 31.5% | 4 | 3.7% | 4 | 3.7% | 108 |
| | D2M | 45 | 55.6% | 36 | 44.4% | 0 | 0.0% | 0 | 0.0% | 81 |
| | D2S | 60 | 77.9% | 13 | 16.9% | 1 | 1.3% | 3 | 3.9% | 77 |
| | Total | 171 | 64.3% | 83 | 31.2% | 5 | 1.9% | 7 | 2.6% | 266 |
| 3 | D3L | 68 | 87.2% | 10 | 12.8% | 0 | 0.0% | 0 | 0.0% | 78 |
| | D3M | 28 | 51.9% | 23 | 42.6% | 1 | 1.9% | 2 | 3.7% | 54 |
| | D3S | 12 | 35.3% | 21 | 61.8% | 1 | 2.9% | 0 | 0.0% | 34 |
| | Total | 108 | 65.1% | 54 | 32.5% | 2 | 1.2% | 2 | 1.2% | 166 |
| 4 | D4L | 26 | 47.3% | 24 | 43.6% | 4 | 7.3% | 1 | 1.8% | 55 |
| | D4M | 19 | 33.9% | 34 | 60.7% | 3 | 5.4% | 0 | 0.0% | 56 |
| | D4S | 31 | 43.1% | 27 | 37.5% | 7 | 9.7% | 7 | 9.7% | 72 |
| | Total | 76 | 41.5% | 85 | 46.4% | 14 | 7.7% | 8 | 4.4% | 183 |
| 5 | D5L | 65 | 67.0% | 28 | 28.9% | 1 | 1.0% | 3 | 3.1% | 97 |
| | D5M | 42 | 43.8% | 50 | 52.1% | 4 | 4.2% | 0 | 0.0% | 96 |
| | D5S | 35 | 37.2% | 38 | 40.4% | 16 | 17.0% | 5 | 5.3% | 94 |
| | Total | 142 | 49.5% | 116 | 40.4% | 21 | 7.3% | 8 | 2.8% | 287 |
| 6 | D6L | 39 | 54.9% | 26 | 36.6% | 5 | 7.0% | 1 | 1.4% | 71 |
| | D6M | 33 | 62.3% | 19 | 35.8% | 1 | 1.9% | 0 | 0.0% | 53 |
| | D6S | 14 | 40.0% | 18 | 51.4% | 2 | 5.7% | 1 | 2.9% | 35 |
| | Total | 86 | 54.1% | 63 | 39.6% | 8 | 5.0% | 2 | 1.3% | 159 |
| 7 | D7L | 30 | 49.2% | 27 | 44.3% | 2 | 3.3% | 2 | 3.3% | 61 |
| | D7M | 51 | 71.8% | 19 | 26.8% | 0 | 0.0% | 1 | 1.4% | 71 |
| | D7S | 38 | 56.7% | 26 | 38.8% | 2 | 3.0% | 1 | 1.5% | 67 |
| | Total | 119 | 59.8% | 72 | 36.2% | 4 | 2.0% | 4 | 2.0% | 199 |
| 8 | D8L | 84 | 86.6% | 11 | 11.3% | 1 | 1.0% | 1 | 1.0% | 97 |
| | D8M | 12 | 24.5% | 29 | 59.2% | 5 | 10.2% | 3 | 6.1% | 49 |
| | D8S | 30 | 45.5% | 20 | 30.3% | 5 | 7.6% | 11 | 16.7% | 66 |
| | Total | 126 | 59.4% | 60 | 28.3% | 11 | 5.2% | 15 | 7.1% | 212 |
| 9 | D9L | 56 | 64.4% | 26 | 29.9% | 2 | 2.3% | 3 | 3.4% | 87 |
| | D9M | 36 | 67.9% | 15 | 28.3% | 2 | 3.8% | 0 | 0.0% | 53 |
| | D9S | 30 | 43.5% | 30 | 43.5% | 7 | 10.1% | 2 | 2.9% | 69 |
| | Total | 122 | 58.4% | 71 | 34.0% | 11 | 5.3% | 5 | 2.4% | 209 |
| 10 | D10L | 38 | 60.3% | 21 | 33.3% | 3 | 4.8% | 1 | 1.6% | 63 |
| | D10M | 6 | 50.0% | 5 | 41.7% | 1 | 8.3% | 0 | 0.0% | 12 |
| | D10S | 30 | 53.6% | 24 | 42.9% | 2 | 3.6% | 0 | 0.0% | 56 |
| | Total | 74 | 56.5% | 50 | 38.2% | 6 | 4.6% | 1 | 0.8% | 131 |
| Grand Total: | | 1,086 | 55.3% | 731 | 37.2% | 88 | 4.5% | 58 | 3.0% | 1,963 |

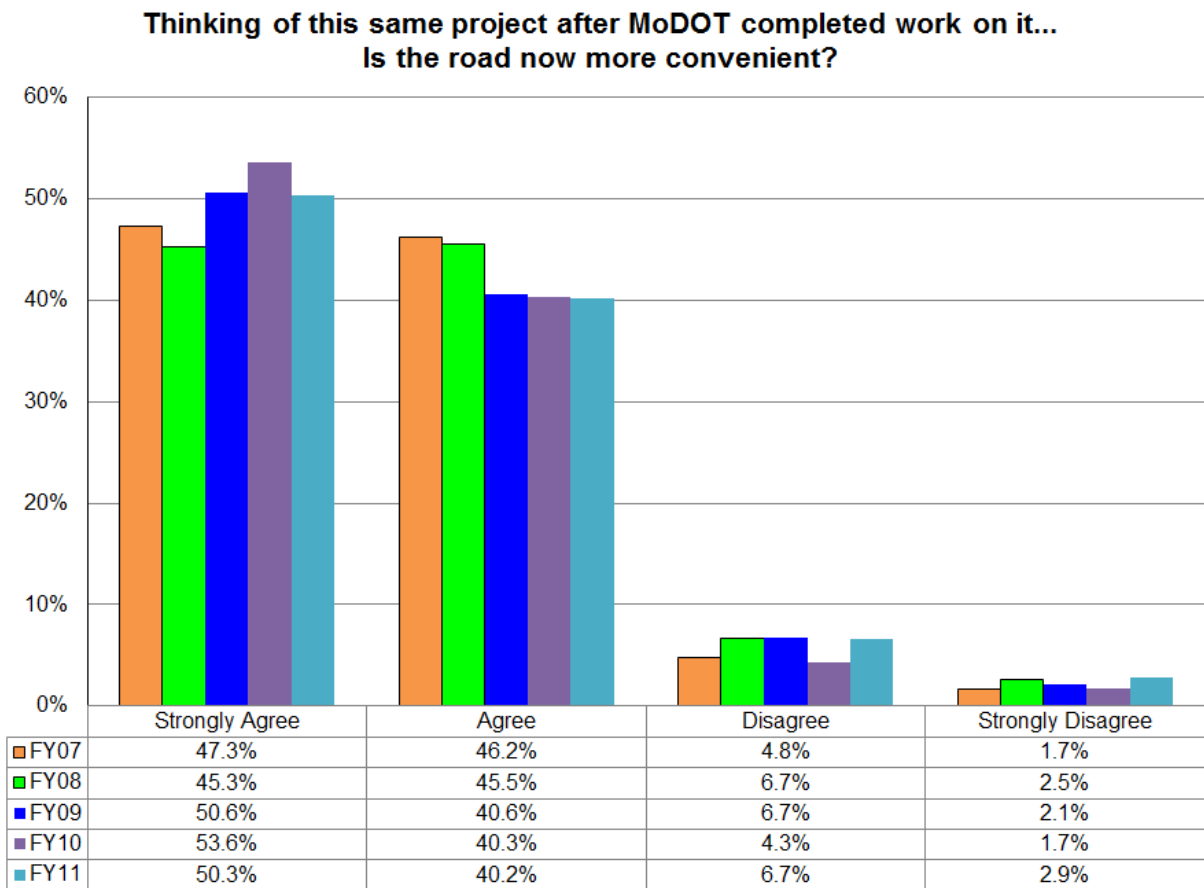
Improving Traffic Flow in the Area

Another goal of MoDOT is to improve traffic flow. Two questions were asked to help capture this information. Respondents were asked if the project resulted in the road being “more convenient” and “less congested”.

More Convenient

90.5% of Missourians agreed that the project resulted in a more convenient roadway. This is comparable to the results from the previous four years.

Figure 2: Convenience – Historical Comparison



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Table 5: Convenience Feedback by Project and District

| District | Project | Strongly agree | | Agree | | Disagree | | Strongly disagree | | Total |
|----------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| 1 | D1L | 11 | 26.2% | 27 | 64.3% | 3 | 7.1% | 1 | 2.4% | 42 |
| | D1M | 16 | 37.2% | 18 | 41.9% | 8 | 18.6% | 1 | 2.3% | 43 |
| | D1S | 12 | 30.0% | 24 | 60.0% | 4 | 10.0% | 0 | 0.0% | 40 |
| | Total | 39 | 31.2% | 69 | 55.2% | 15 | 12.0% | 2 | 1.6% | 125 |
| 2 | D2L | 53 | 51.0% | 40 | 38.5% | 5 | 4.8% | 6 | 5.8% | 104 |
| | D2M | 30 | 41.1% | 42 | 57.5% | 0 | 0.0% | 1 | 1.4% | 73 |
| | D2S | 51 | 66.2% | 21 | 27.3% | 4 | 5.2% | 1 | 1.3% | 77 |
| | Total | 134 | 52.8% | 103 | 40.6% | 9 | 3.5% | 8 | 3.1% | 254 |
| 3 | D3L | 58 | 79.5% | 13 | 17.8% | 2 | 2.7% | 0 | 0.0% | 73 |
| | D3M | 9 | 22.0% | 28 | 68.3% | 2 | 4.9% | 2 | 4.9% | 41 |
| | D3S | 10 | 29.4% | 22 | 64.7% | 2 | 5.9% | 0 | 0.0% | 34 |
| | Total | 77 | 52.0% | 63 | 42.6% | 6 | 4.1% | 2 | 1.4% | 148 |
| 4 | D4L | 32 | 59.3% | 21 | 38.9% | 0 | 0.0% | 1 | 1.9% | 54 |
| | D4M | 36 | 59.0% | 22 | 36.1% | 1 | 1.6% | 2 | 3.3% | 61 |
| | D4S | 22 | 31.9% | 28 | 40.6% | 11 | 15.9% | 8 | 11.6% | 69 |
| | Total | 90 | 48.9% | 71 | 38.6% | 12 | 6.5% | 11 | 6.0% | 184 |
| 5 | D5L | 66 | 68.8% | 22 | 22.9% | 5 | 5.2% | 3 | 3.1% | 96 |
| | D5M | 21 | 26.9% | 47 | 60.3% | 10 | 12.8% | 0 | 0.0% | 78 |
| | D5S | 34 | 35.1% | 42 | 43.3% | 17 | 17.5% | 4 | 4.1% | 97 |
| | Total | 121 | 44.6% | 111 | 41.0% | 32 | 11.8% | 7 | 2.6% | 271 |
| 6 | D6L | 35 | 50.7% | 30 | 43.5% | 1 | 1.4% | 3 | 4.3% | 69 |
| | D6M | 28 | 56.0% | 22 | 44.0% | 0 | 0.0% | 0 | 0.0% | 50 |
| | D6S | 7 | 21.2% | 17 | 51.5% | 8 | 24.2% | 1 | 3.0% | 33 |
| | Total | 70 | 46.1% | 69 | 45.4% | 9 | 5.9% | 4 | 2.6% | 152 |
| 7 | D7L | 33 | 49.3% | 28 | 41.8% | 3 | 4.5% | 3 | 4.5% | 67 |
| | D7M | 32 | 58.2% | 20 | 36.4% | 2 | 3.6% | 1 | 1.8% | 55 |
| | D7S | 35 | 59.3% | 19 | 32.2% | 3 | 5.1% | 2 | 3.4% | 59 |
| | Total | 100 | 55.2% | 67 | 37.0% | 8 | 4.4% | 6 | 3.3% | 181 |
| 8 | D8L | 73 | 80.2% | 15 | 16.5% | 2 | 2.2% | 1 | 1.1% | 91 |
| | D8M | 23 | 41.1% | 24 | 42.9% | 5 | 8.9% | 4 | 7.1% | 56 |
| | D8S | 35 | 48.6% | 28 | 38.9% | 6 | 8.3% | 3 | 4.2% | 72 |
| | Total | 131 | 59.8% | 67 | 30.6% | 13 | 5.9% | 8 | 3.7% | 219 |
| 9 | D9L | 51 | 63.8% | 23 | 28.8% | 3 | 3.8% | 3 | 3.8% | 80 |
| | D9M | 26 | 51.0% | 24 | 47.1% | 1 | 2.0% | 0 | 0.0% | 51 |
| | D9S | 23 | 35.9% | 30 | 46.9% | 10 | 15.6% | 1 | 1.6% | 64 |
| | Total | 100 | 51.3% | 77 | 39.5% | 14 | 7.2% | 4 | 2.1% | 195 |

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| District | Project | Strongly agree | | Agree | | Disagree | | Strongly disagree | | Total |
|--------------|---------|----------------|-------|-------|-------|----------|------|-------------------|------|-------|
| 10 | D10L | 42 | 68.9% | 16 | 26.2% | 3 | 4.9% | 0 | 0.0% | 61 |
| | D10M | 5 | 50.0% | 5 | 50.0% | 0 | 0.0% | 0 | 0.0% | 10 |
| | D10S | 21 | 43.8% | 24 | 50.0% | 2 | 4.2% | 1 | 2.1% | 48 |
| | Total | 68 | 57.1% | 45 | 37.8% | 5 | 4.2% | 1 | 0.8% | 119 |
| Grand Total: | | 930 | 50.3% | 742 | 40.2% | 123 | 6.7% | 53 | 2.9% | 1,848 |

Less Congested

Congestion is one aspect where MoDOT has much less control over the end result compared with other aspects such as safety. In many cases projects are undertaken in areas experience population growth – with populations that continue to grow while the project is under construction, so congestion may not be perceived to be improved even if the roadway is now handling more traffic than it did previously. In addition, many of the projects focused on safety improvements, such as correcting a curve, that may not affect congestion. Nevertheless, 81.8% of Missourians agreed that the project resulted in a less congested roadway, similar to findings from the previous four years.

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Figure 3: Congestion – Historical Comparison

Thinking of this same project after MoDOT completed work on it...
Is the road now less congested?

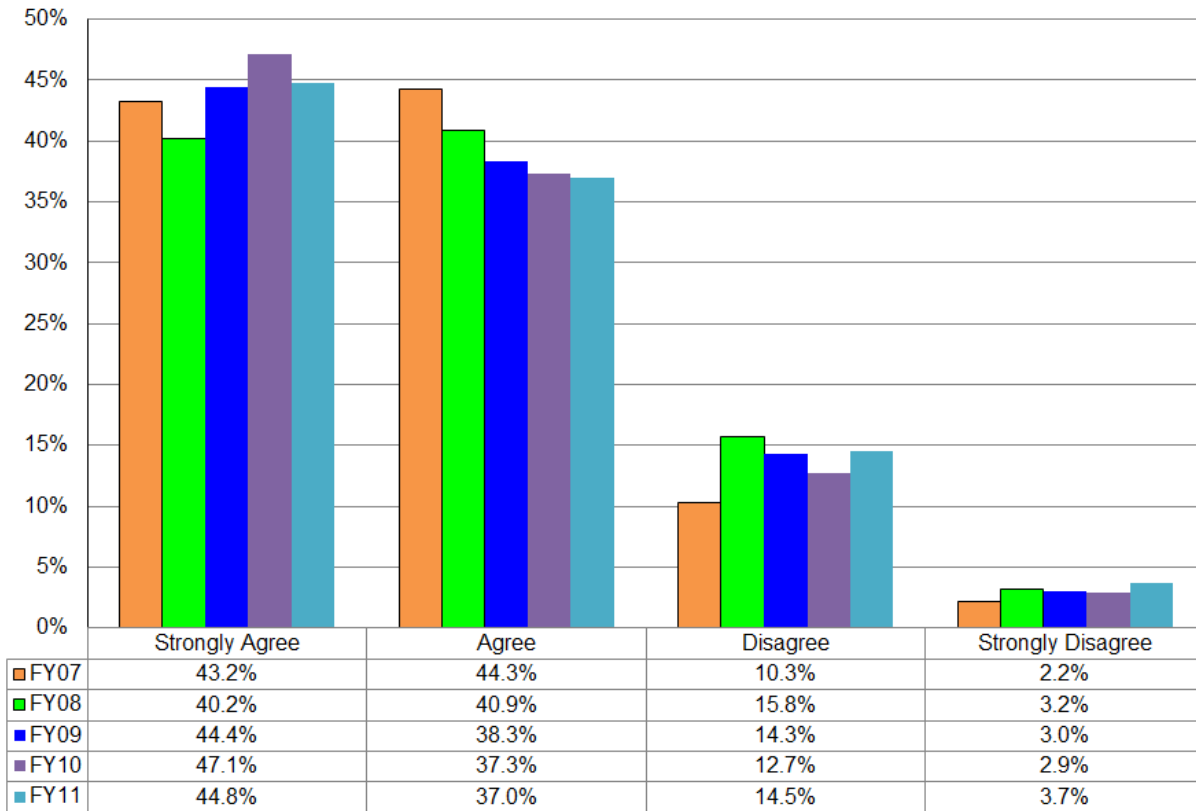


Table 6: Congestion Feedback by Project and District

| District | Project | Strongly agree | | Agree | | Disagree | | Strongly disagree | | Total |
|----------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| 1 | D1L | 6 | 20.0% | 14 | 46.7% | 7 | 23.3% | 3 | 10.0% | 30 |
| | D1M | 10 | 28.6% | 9 | 25.7% | 14 | 40.0% | 2 | 5.7% | 35 |
| | D1S | 5 | 13.9% | 12 | 33.3% | 17 | 47.2% | 2 | 5.6% | 36 |
| | Total | 21 | 20.8% | 35 | 34.7% | 38 | 37.6% | 7 | 6.9% | 101 |
| 2 | D2L | 52 | 48.1% | 45 | 41.7% | 8 | 7.4% | 3 | 2.8% | 108 |
| | D2M | 27 | 42.9% | 31 | 49.2% | 4 | 6.3% | 1 | 1.6% | 63 |
| | D2S | 35 | 52.2% | 26 | 38.8% | 4 | 6.0% | 2 | 3.0% | 67 |
| | Total | 114 | 47.9% | 102 | 42.9% | 16 | 6.7% | 6 | 2.5% | 238 |
| 3 | D3L | 56 | 75.7% | 17 | 23.0% | 1 | 1.4% | 0 | 0.0% | 74 |
| | D3M | 5 | 12.5% | 20 | 50.0% | 13 | 32.5% | 2 | 5.0% | 40 |
| | D3S | 6 | 20.0% | 12 | 40.0% | 12 | 40.0% | 0 | 0.0% | 30 |
| | Total | 67 | 46.5% | 49 | 34.0% | 26 | 18.1% | 2 | 1.4% | 144 |

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| District | Project | Strongly agree | | Agree | | Disagree | | Strongly disagree | | Total |
|--------------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| 4 | D4L | 27 | 51.9% | 11 | 21.2% | 9 | 17.3% | 5 | 9.6% | 52 |
| | D4M | 29 | 50.0% | 25 | 43.1% | 4 | 6.9% | 0 | 0.0% | 58 |
| | D4S | 14 | 22.2% | 23 | 36.5% | 16 | 25.4% | 10 | 15.9% | 63 |
| | Total | 70 | 40.5% | 59 | 34.1% | 29 | 16.8% | 15 | 8.7% | 173 |
| 5 | D5L | 68 | 70.1% | 26 | 26.8% | 3 | 3.1% | 0 | 0.0% | 97 |
| | D5M | 14 | 19.4% | 21 | 29.2% | 35 | 48.6% | 2 | 2.8% | 72 |
| | D5S | 34 | 34.7% | 43 | 43.9% | 17 | 17.3% | 4 | 4.1% | 98 |
| | Total | 116 | 43.4% | 90 | 33.7% | 55 | 20.6% | 6 | 2.2% | 267 |
| 6 | D6L | 29 | 42.0% | 25 | 36.2% | 12 | 17.4% | 3 | 4.3% | 69 |
| | D6M | 22 | 42.3% | 22 | 42.3% | 5 | 9.6% | 3 | 5.8% | 52 |
| | D6S | 8 | 27.6% | 9 | 31.0% | 11 | 37.9% | 1 | 3.4% | 29 |
| | Total | 59 | 39.3% | 56 | 37.3% | 28 | 18.7% | 7 | 4.7% | 150 |
| 7 | D7L | 29 | 46.0% | 24 | 38.1% | 7 | 11.1% | 3 | 4.8% | 63 |
| | D7M | 18 | 42.9% | 17 | 40.5% | 7 | 16.7% | 0 | 0.0% | 42 |
| | D7S | 29 | 50.9% | 23 | 40.4% | 4 | 7.0% | 1 | 1.8% | 57 |
| | Total | 76 | 46.9% | 64 | 39.5% | 18 | 11.1% | 4 | 2.5% | 162 |
| 8 | D8L | 55 | 64.0% | 24 | 27.9% | 5 | 5.8% | 2 | 2.3% | 86 |
| | D8M | 30 | 53.6% | 22 | 39.3% | 3 | 5.4% | 1 | 1.8% | 56 |
| | D8S | 31 | 44.9% | 29 | 42.0% | 6 | 8.7% | 3 | 4.3% | 69 |
| | Total | 116 | 55.0% | 75 | 35.5% | 14 | 6.6% | 6 | 2.8% | 211 |
| 9 | D9L | 53 | 67.1% | 21 | 26.6% | 2 | 2.5% | 3 | 3.8% | 79 |
| | D9M | 21 | 46.7% | 21 | 46.7% | 3 | 6.7% | 0 | 0.0% | 45 |
| | D9S | 7 | 13.7% | 16 | 31.4% | 21 | 41.2% | 7 | 13.7% | 51 |
| | Total | 81 | 46.3% | 58 | 33.1% | 26 | 14.9% | 10 | 5.7% | 175 |
| 10 | D10L | 38 | 61.3% | 23 | 37.1% | 0 | 0.0% | 1 | 1.6% | 62 |
| | D10M | 3 | 33.3% | 6 | 66.7% | 0 | 0.0% | 0 | 0.0% | 9 |
| | D10S | 17 | 37.8% | 26 | 57.8% | 2 | 4.4% | 0 | 0.0% | 45 |
| | Total | 58 | 50.0% | 55 | 47.4% | 2 | 1.7% | 1 | 0.9% | 116 |
| Grand Total: | | 778 | 44.8% | 643 | 37.0% | 252 | 14.5% | 64 | 3.7% | 1,737 |

Driving Environment

Another goal of the MoDOT improvement projects was to improve the driving environment of the roadways by making them easier to navigate and easier to understand. Two questions were asked to help capture this information. Respondents were asked if the project resulted in the road being “easier to travel” and “better marked”. At the request of MoDOT, the phrasing of these questions was slightly adjusted in FY08 and again in FY11 to help respondents better understand the survey. While this had the potential for making it more difficult to make comparisons from year to year, fine-tuning the Tracker measure was given a higher priority to ensure that this and future surveys capture the most accurate information possible. In practice, even with the improved wording, the results thereafter were quite comparable to that of previous years.

Easier to Travel

91.5% of Missourians agreed that the project resulted in a roadway that was easier to travel. This is comparable to the respondents in the previous four years who stated that their local project resulted in a roadway that was easier to drive or navigate.

Figure 4: Easier to Travel – Historical Comparison

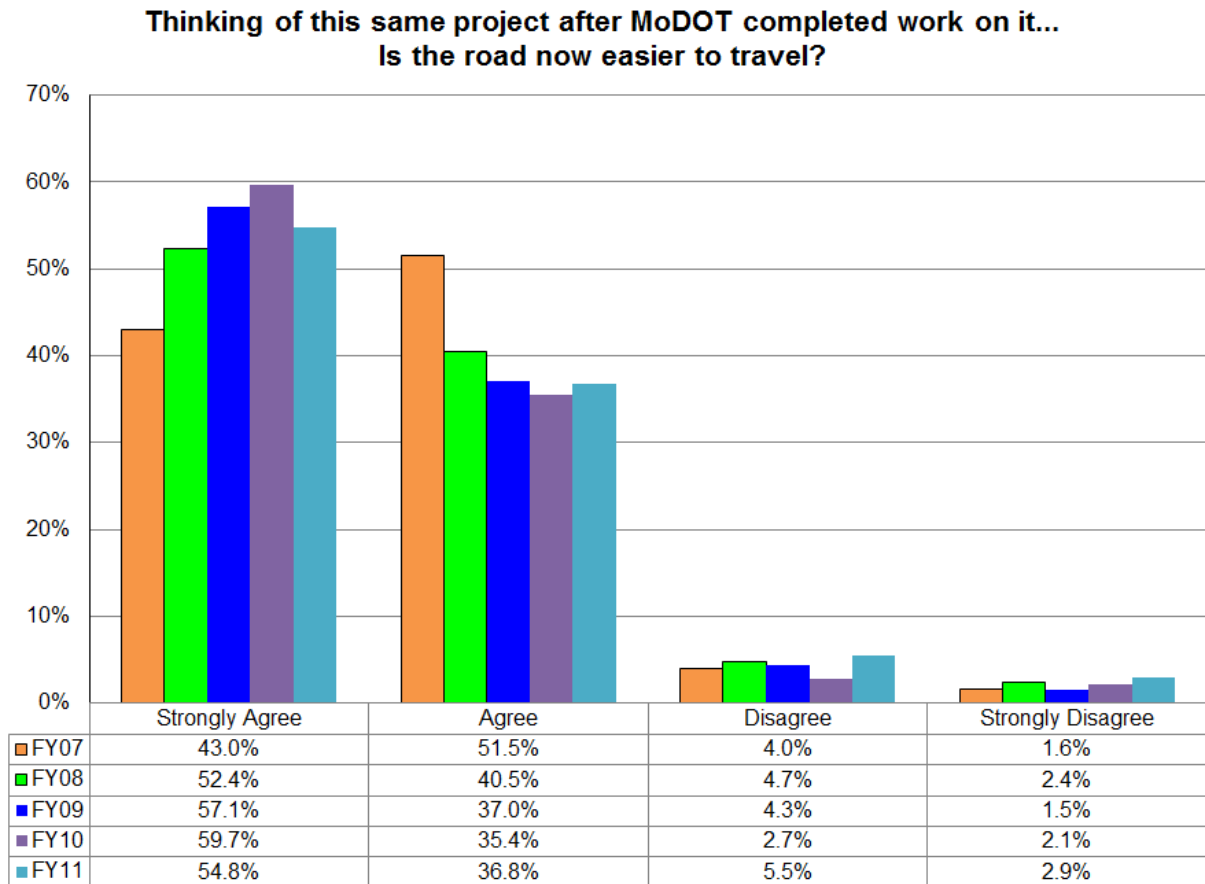


Table 7: Easier to Drive Feedback by Project and District

| District | Project | Strongly agree | | Agree | | Disagree | | Strongly disagree | | Total |
|----------|---------|----------------|------------|-------|------------|----------|------------|-------------------|------------|-------|
| | | Count | Percentage | Count | Percentage | Count | Percentage | Count | Percentage | |
| 1 | D1L | 20 | 39.2% | 28 | 54.9% | 2 | 3.9% | 1 | 2.0% | 51 |
| | D1M | 18 | 40.0% | 22 | 48.9% | 4 | 8.9% | 1 | 2.2% | 45 |
| | D1S | 23 | 46.0% | 25 | 50.0% | 2 | 4.0% | 0 | 0.0% | 50 |
| | Total | 61 | 41.8% | 75 | 51.4% | 8 | 5.5% | 2 | 1.4% | 146 |

Tracker Measure 9i: Right Transportation Solution

| District | Project | Strongly agree | | Agree | | Disagree | | Strongly disagree | | Total |
|--------------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| 2 | D2L | 61 | 58.1% | 36 | 34.3% | 4 | 3.8% | 4 | 3.8% | 105 |
| | D2M | 41 | 56.2% | 31 | 42.5% | 1 | 1.4% | 0 | 0.0% | 73 |
| | D2S | 62 | 77.5% | 16 | 20.0% | 1 | 1.3% | 1 | 1.3% | 80 |
| | Total | 164 | 63.6% | 83 | 32.2% | 6 | 2.3% | 5 | 1.9% | 258 |
| 3 | D3L | 56 | 74.7% | 16 | 21.3% | 3 | 4.0% | 0 | 0.0% | 75 |
| | D3M | 25 | 49.0% | 20 | 39.2% | 4 | 7.8% | 2 | 3.9% | 51 |
| | D3S | 20 | 46.5% | 20 | 46.5% | 3 | 7.0% | 0 | 0.0% | 43 |
| | Total | 101 | 59.8% | 56 | 33.1% | 10 | 5.9% | 2 | 1.2% | 169 |
| 4 | D4L | 28 | 49.1% | 21 | 36.8% | 6 | 10.5% | 2 | 3.5% | 57 |
| | D4M | 32 | 57.1% | 22 | 39.3% | 1 | 1.8% | 1 | 1.8% | 56 |
| | D4S | 19 | 27.5% | 26 | 37.7% | 12 | 17.4% | 12 | 17.4% | 69 |
| | Total | 79 | 43.4% | 69 | 37.9% | 19 | 10.4% | 15 | 8.2% | 182 |
| 5 | D5L | 74 | 74.0% | 24 | 24.0% | 0 | 0.0% | 2 | 2.0% | 100 |
| | D5M | 38 | 40.4% | 52 | 55.3% | 4 | 4.3% | 0 | 0.0% | 94 |
| | D5S | 33 | 35.5% | 38 | 40.9% | 17 | 18.3% | 5 | 5.4% | 93 |
| | Total | 145 | 50.5% | 114 | 39.7% | 21 | 7.3% | 7 | 2.4% | 287 |
| 6 | D6L | 41 | 53.9% | 29 | 38.2% | 5 | 6.6% | 1 | 1.3% | 76 |
| | D6M | 27 | 50.0% | 26 | 48.1% | 1 | 1.9% | 0 | 0.0% | 54 |
| | D6S | 8 | 25.8% | 18 | 58.1% | 3 | 9.7% | 2 | 6.5% | 31 |
| | Total | 76 | 47.2% | 73 | 45.3% | 9 | 5.6% | 3 | 1.9% | 161 |
| 7 | D7L | 29 | 44.6% | 29 | 44.6% | 5 | 7.7% | 2 | 3.1% | 65 |
| | D7M | 52 | 75.4% | 16 | 23.2% | 0 | 0.0% | 1 | 1.4% | 69 |
| | D7S | 31 | 48.4% | 25 | 39.1% | 7 | 10.9% | 1 | 1.6% | 64 |
| | Total | 112 | 56.6% | 70 | 35.4% | 12 | 6.1% | 4 | 2.0% | 198 |
| 8 | D8L | 79 | 84.0% | 13 | 13.8% | 1 | 1.1% | 1 | 1.1% | 94 |
| | D8M | 22 | 37.9% | 22 | 37.9% | 8 | 13.8% | 6 | 10.3% | 58 |
| | D8S | 29 | 42.0% | 30 | 43.5% | 3 | 4.3% | 7 | 10.1% | 69 |
| | Total | 130 | 58.8% | 65 | 29.4% | 12 | 5.4% | 14 | 6.3% | 221 |
| 9 | D9L | 58 | 72.5% | 19 | 23.8% | 0 | 0.0% | 3 | 3.8% | 80 |
| | D9M | 32 | 59.3% | 22 | 40.7% | 0 | 0.0% | 0 | 0.0% | 54 |
| | D9S | 44 | 57.9% | 28 | 36.8% | 3 | 3.9% | 1 | 1.3% | 76 |
| | Total | 134 | 63.8% | 69 | 32.9% | 3 | 1.4% | 4 | 1.9% | 210 |
| 10 | D10L | 40 | 66.7% | 17 | 28.3% | 3 | 5.0% | 0 | 0.0% | 60 |
| | D10M | 7 | 58.3% | 4 | 33.3% | 1 | 8.3% | 0 | 0.0% | 12 |
| | D10S | 20 | 41.7% | 23 | 47.9% | 4 | 8.3% | 1 | 2.1% | 48 |
| | Total | 67 | 55.8% | 44 | 36.7% | 8 | 6.7% | 1 | 0.8% | 120 |
| Grand Total: | | 1,069 | 54.8% | 718 | 36.8% | 108 | 5.5% | 57 | 2.9% | 1,952 |

Better Marked

88.8% of Missourians agreed that the project resulted in a roadway that was better marked. This is similar to the results from the last four annual surveys.

Figure 5: Better Marked – Historical Comparison

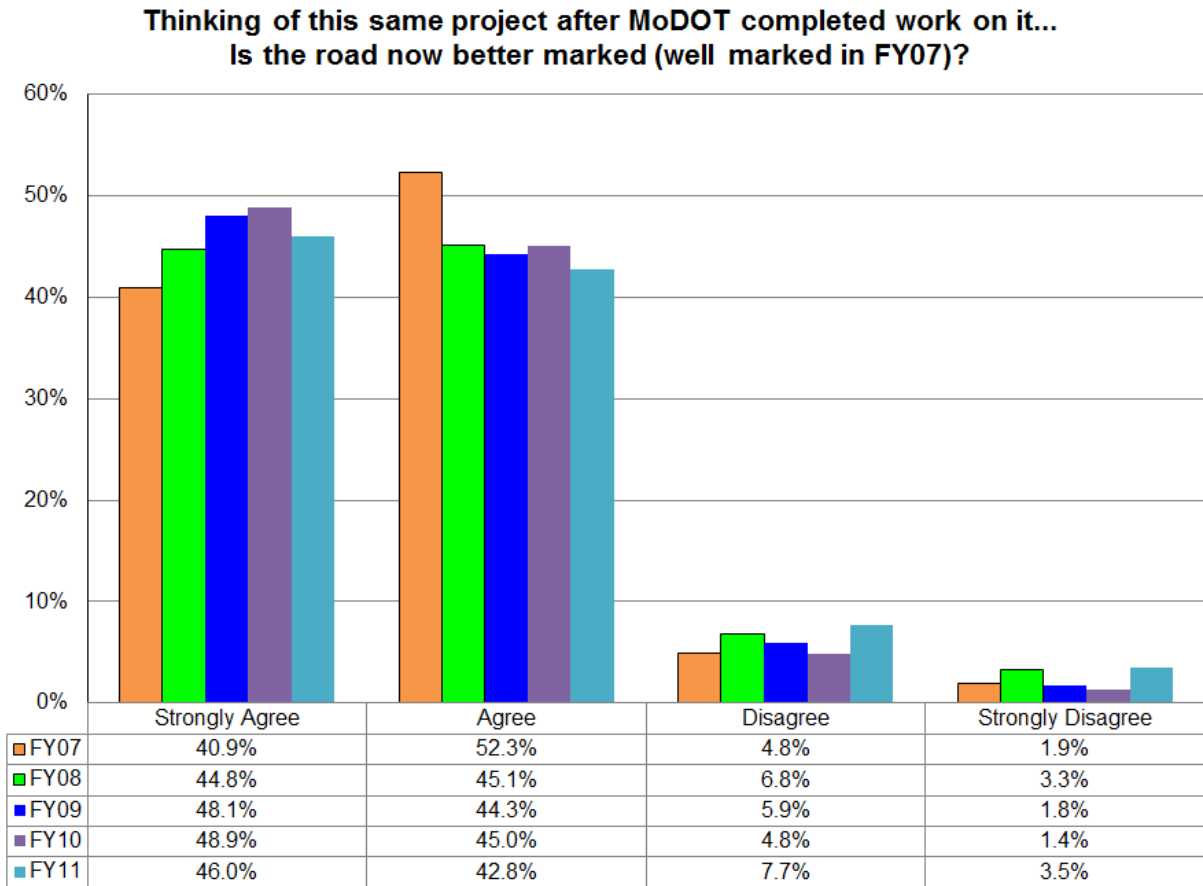


Table 8: Better Marked Feedback by Project and District

| District | Project | Strongly agree | | Agree | | Disagree | | Strongly disagree | | Total |
|----------|---------|----------------|------------|-------|------------|----------|------------|-------------------|------------|-------|
| | | Count | Percentage | Count | Percentage | Count | Percentage | Count | Percentage | |
| 1 | D1L | 15 | 32.6% | 30 | 65.2% | 1 | 2.2% | 0 | 0.0% | 46 |
| | D1M | 22 | 48.9% | 19 | 42.2% | 2 | 4.4% | 2 | 4.4% | 45 |
| | D1S | 12 | 26.7% | 29 | 64.4% | 3 | 6.7% | 1 | 2.2% | 45 |
| | Total | 49 | 36.0% | 78 | 57.4% | 6 | 4.4% | 3 | 2.2% | 136 |
| 2 | D2L | 42 | 42.9% | 41 | 41.8% | 13 | 13.3% | 2 | 2.0% | 98 |
| | D2M | 26 | 40.0% | 34 | 52.3% | 4 | 6.2% | 1 | 1.5% | 65 |
| | D2S | 57 | 75.0% | 16 | 21.1% | 0 | 0.0% | 3 | 3.9% | 76 |
| | Total | 125 | 52.3% | 91 | 38.1% | 17 | 7.1% | 6 | 2.5% | 239 |

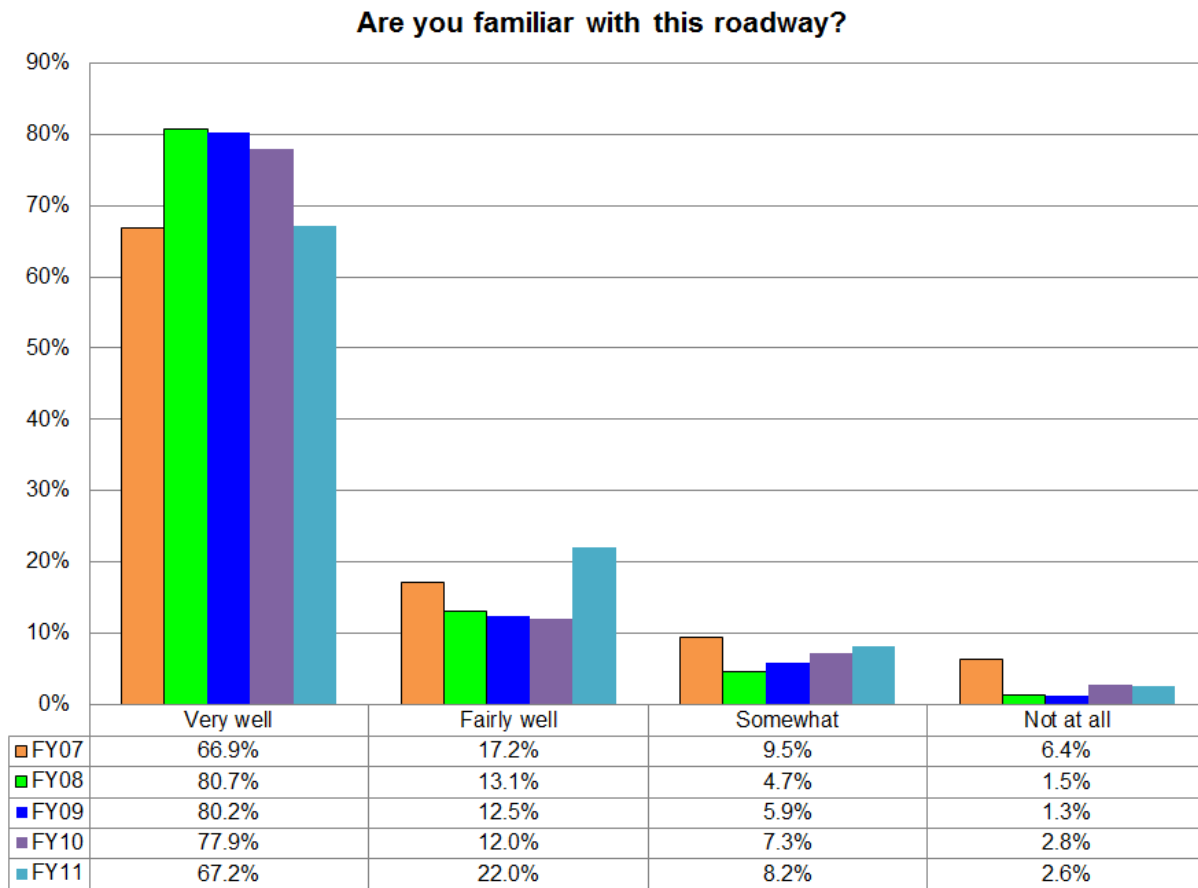
Tracker Measure 9i: Right Transportation Solution

| District | Project | Strongly agree | | Agree | | Disagree | | Strongly disagree | | Total |
|--------------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| 3 | D3L | 49 | 66.2% | 23 | 31.1% | 2 | 2.7% | 0 | 0.0% | 74 |
| | D3M | 18 | 39.1% | 25 | 54.3% | 1 | 2.2% | 2 | 4.3% | 46 |
| | D3S | 15 | 38.5% | 24 | 61.5% | 0 | 0.0% | 0 | 0.0% | 39 |
| | Total | 82 | 51.6% | 72 | 45.3% | 3 | 1.9% | 2 | 1.3% | 159 |
| 4 | D4L | 16 | 31.4% | 27 | 52.9% | 7 | 13.7% | 1 | 2.0% | 51 |
| | D4M | 19 | 34.5% | 35 | 63.6% | 1 | 1.8% | 0 | 0.0% | 55 |
| | D4S | 24 | 35.8% | 24 | 35.8% | 10 | 14.9% | 9 | 13.4% | 67 |
| | Total | 59 | 34.1% | 86 | 49.7% | 18 | 10.4% | 10 | 5.8% | 173 |
| 5 | D5L | 41 | 46.1% | 31 | 34.8% | 11 | 12.4% | 6 | 6.7% | 89 |
| | D5M | 39 | 46.4% | 40 | 47.6% | 4 | 4.8% | 1 | 1.2% | 84 |
| | D5S | 25 | 28.7% | 44 | 50.6% | 13 | 14.9% | 5 | 5.7% | 87 |
| | Total | 105 | 40.4% | 115 | 44.2% | 28 | 10.8% | 12 | 4.6% | 260 |
| 6 | D6L | 33 | 47.8% | 32 | 46.4% | 2 | 2.9% | 2 | 2.9% | 69 |
| | D6M | 23 | 44.2% | 27 | 51.9% | 1 | 1.9% | 1 | 1.9% | 52 |
| | D6S | 10 | 30.3% | 20 | 60.6% | 2 | 6.1% | 1 | 3.0% | 33 |
| | Total | 66 | 42.9% | 79 | 51.3% | 5 | 3.2% | 4 | 2.6% | 154 |
| 7 | D7L | 29 | 46.8% | 24 | 38.7% | 7 | 11.3% | 2 | 3.2% | 62 |
| | D7M | 37 | 64.9% | 17 | 29.8% | 1 | 1.8% | 2 | 3.5% | 57 |
| | D7S | 32 | 55.2% | 21 | 36.2% | 4 | 6.9% | 1 | 1.7% | 58 |
| | Total | 98 | 55.4% | 62 | 35.0% | 12 | 6.8% | 5 | 2.8% | 177 |
| 8 | D8L | 61 | 67.8% | 22 | 24.4% | 6 | 6.7% | 1 | 1.1% | 90 |
| | D8M | 13 | 24.1% | 22 | 40.7% | 15 | 27.8% | 4 | 7.4% | 54 |
| | D8S | 23 | 39.0% | 23 | 39.0% | 7 | 11.9% | 6 | 10.2% | 59 |
| | Total | 97 | 47.8% | 67 | 33.0% | 28 | 13.8% | 11 | 5.4% | 203 |
| 9 | D9L | 44 | 58.7% | 22 | 29.3% | 6 | 8.0% | 3 | 4.0% | 75 |
| | D9M | 27 | 54.0% | 20 | 40.0% | 3 | 6.0% | 0 | 0.0% | 50 |
| | D9S | 32 | 45.7% | 35 | 50.0% | 2 | 2.9% | 1 | 1.4% | 70 |
| | Total | 103 | 52.8% | 77 | 39.5% | 11 | 5.6% | 4 | 2.1% | 195 |
| 10 | D10L | 30 | 52.6% | 20 | 35.1% | 6 | 10.5% | 1 | 1.8% | 57 |
| | D10M | 3 | 33.3% | 5 | 55.6% | 1 | 11.1% | 0 | 0.0% | 9 |
| | D10S | 16 | 32.7% | 23 | 46.9% | 5 | 10.2% | 5 | 10.2% | 49 |
| | Total | 49 | 42.6% | 48 | 41.7% | 12 | 10.4% | 6 | 5.2% | 115 |
| Grand Total: | | 833 | 46.0% | 775 | 42.8% | 140 | 7.7% | 63 | 3.5% | 1,811 |

Familiarity with Roadway

These two questions help measure the respondent’s familiarity with the affected roadway. The vast majority (89.2%) of the respondents were familiar with the local project used in the study. Approximately two-thirds of the respondents said they were very familiar with the affected roadway (67.2%) while most of the others said they were somewhat or fairly familiar with the roadway. Only 2.6% stated that they were not familiar with the affected roadway.

Figure 6: Road Familiarity – Historical Comparison



The following table summarizes the responses and percentages by both individual projects and districts.

Table 9: Familiarity with Roadway by District and Project

| District | Project | Not at all | | Somewhat | | Fairly well | | Very well | | Total |
|----------|---------|------------|------|----------|-------|-------------|-------|-----------|-------|-------|
| 1 | D1L | 1 | 1.8% | 2 | 3.5% | 15 | 26.3% | 39 | 68.4% | 57 |
| | D1M | 5 | 8.8% | 7 | 12.3% | 12 | 21.1% | 33 | 57.9% | 57 |
| | D1S | 4 | 6.1% | 5 | 7.6% | 21 | 31.8% | 36 | 54.5% | 66 |

Tracker Measure 9i: Right Transportation Solution

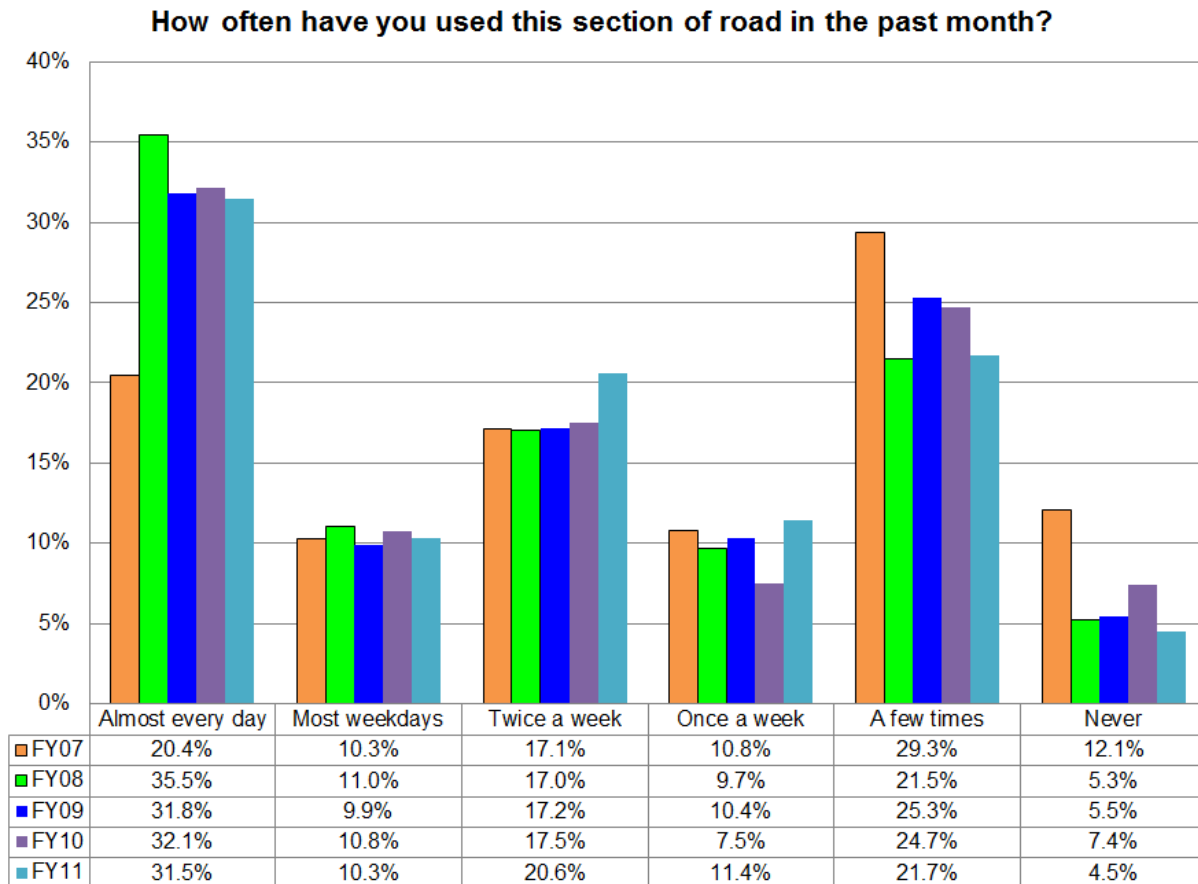
| District | Project | Not at all | | Somewhat | | Fairly well | | Very well | | Total |
|--------------|---------|------------|-------|----------|-------|-------------|-------|-----------|-------|-------|
| | Total | 10 | 5.6% | 14 | 7.8% | 48 | 26.7% | 108 | 60.0% | 180 |
| 2 | D2L | 0 | 0.0% | 10 | 8.9% | 15 | 13.4% | 87 | 77.7% | 112 |
| | D2M | 1 | 1.2% | 6 | 7.1% | 14 | 16.7% | 63 | 75.0% | 84 |
| | D2S | 5 | 5.6% | 6 | 6.7% | 9 | 10.0% | 70 | 77.8% | 90 |
| | Total | 6 | 2.1% | 22 | 7.7% | 38 | 13.3% | 220 | 76.9% | 286 |
| 3 | D3L | 1 | 1.3% | 14 | 18.2% | 17 | 22.1% | 45 | 58.4% | 77 |
| | D3M | 1 | 1.7% | 3 | 5.2% | 22 | 37.9% | 32 | 55.2% | 58 |
| | D3S | 1 | 2.0% | 5 | 9.8% | 16 | 31.4% | 29 | 56.9% | 51 |
| | Total | 3 | 1.6% | 22 | 11.8% | 55 | 29.6% | 106 | 57.0% | 186 |
| 4 | D4L | 0 | 0.0% | 7 | 11.3% | 19 | 30.6% | 36 | 58.1% | 62 |
| | D4M | 3 | 4.3% | 9 | 13.0% | 14 | 20.3% | 43 | 62.3% | 69 |
| | D4S | 0 | 0.0% | 3 | 4.0% | 5 | 6.7% | 67 | 89.3% | 75 |
| | Total | 3 | 1.5% | 19 | 9.2% | 38 | 18.4% | 146 | 70.9% | 206 |
| 5 | D5L | 0 | 0.0% | 5 | 4.8% | 29 | 27.9% | 70 | 67.3% | 104 |
| | D5M | 0 | 0.0% | 4 | 3.8% | 20 | 19.2% | 80 | 76.9% | 104 |
| | D5S | 0 | 0.0% | 11 | 10.0% | 16 | 14.5% | 83 | 75.5% | 110 |
| | Total | 0 | 0.0% | 20 | 6.3% | 65 | 20.4% | 233 | 73.3% | 318 |
| 6 | D6L | 0 | 0.0% | 3 | 3.8% | 25 | 31.3% | 52 | 65.0% | 80 |
| | D6M | 0 | 0.0% | 6 | 10.7% | 13 | 23.2% | 37 | 66.1% | 56 |
| | D6S | 3 | 7.1% | 5 | 11.9% | 13 | 31.0% | 21 | 50.0% | 42 |
| | Total | 3 | 1.7% | 14 | 7.9% | 51 | 28.7% | 110 | 61.8% | 178 |
| 7 | D7L | 0 | 0.0% | 3 | 4.4% | 19 | 27.9% | 46 | 67.6% | 68 |
| | D7M | 11 | 13.4% | 4 | 4.9% | 14 | 17.1% | 53 | 64.6% | 82 |
| | D7S | 1 | 1.4% | 5 | 7.0% | 23 | 32.4% | 42 | 59.2% | 71 |
| | Total | 12 | 5.4% | 12 | 5.4% | 56 | 25.3% | 141 | 63.8% | 221 |
| 8 | D8L | 0 | 0.0% | 4 | 4.1% | 16 | 16.5% | 77 | 79.4% | 97 |
| | D8M | 1 | 1.6% | 13 | 20.3% | 22 | 34.4% | 28 | 43.8% | 64 |
| | D8S | 1 | 1.4% | 6 | 8.2% | 20 | 27.4% | 46 | 63.0% | 73 |
| | Total | 2 | 0.9% | 23 | 9.8% | 58 | 24.8% | 151 | 64.5% | 234 |
| 9 | D9L | 0 | 0.0% | 5 | 5.6% | 22 | 24.4% | 63 | 70.0% | 90 |
| | D9M | 0 | 0.0% | 7 | 12.3% | 18 | 31.6% | 32 | 56.1% | 57 |
| | D9S | 3 | 3.7% | 3 | 3.7% | 7 | 8.6% | 68 | 84.0% | 81 |
| | Total | 3 | 1.3% | 15 | 6.6% | 47 | 20.6% | 163 | 71.5% | 228 |
| 10 | D10L | 3 | 3.9% | 5 | 6.6% | 12 | 15.8% | 56 | 73.7% | 76 |
| | D10M | 10 | 43.5% | 7 | 30.4% | 2 | 8.7% | 4 | 17.4% | 23 |
| | D10S | 1 | 1.7% | 8 | 13.6% | 13 | 22.0% | 37 | 62.7% | 59 |
| | Total | 14 | 8.9% | 20 | 12.7% | 27 | 17.1% | 97 | 61.4% | 158 |
| Grand Total: | | 56 | 2.6% | 181 | 8.2% | 483 | 22.0% | 1,475 | 67.2% | 2,195 |

Tracker Measure 9i: Right Transportation Solution

The respondents of four projects (D1S, D6S, D8M, and D10M) were statistically much less familiar with their project roadway than the other respondents. The respondents for projects D4S and D9S were statistically more familiar with their project than other respondents.

Respondents were also asked to indicate how often they had used the specified section of the road in the past month (see Figure 7). 41.8% of the respondents were very frequent users of the affected road (defined as those who used the affected section of the road almost every day or most weekdays). 73.8% of the respondents were regular users of the affected roadway. Only 4.5% of the respondents indicated that they had not used the affected section of the roadway in the last month.

Figure 7: Frequency of Use – Historical Comparison



Tracker Measure 9i: Right Transportation Solution

The following table summarizes the responses and percentages by both individual projects and districts. There was a wide variety of average frequency of use among the thirty projects. The respondents of six projects (D2M, D3M, D6S, D7M, D8M, and D10M) were statistically less frequent users of their project roadway than the other respondents. The respondents of another four projects (D1M, D2S, D4S and D5M) were statistically more frequent users of their project roadway than the other respondents.

Tracker Measure 9i: Right Transportation Solution

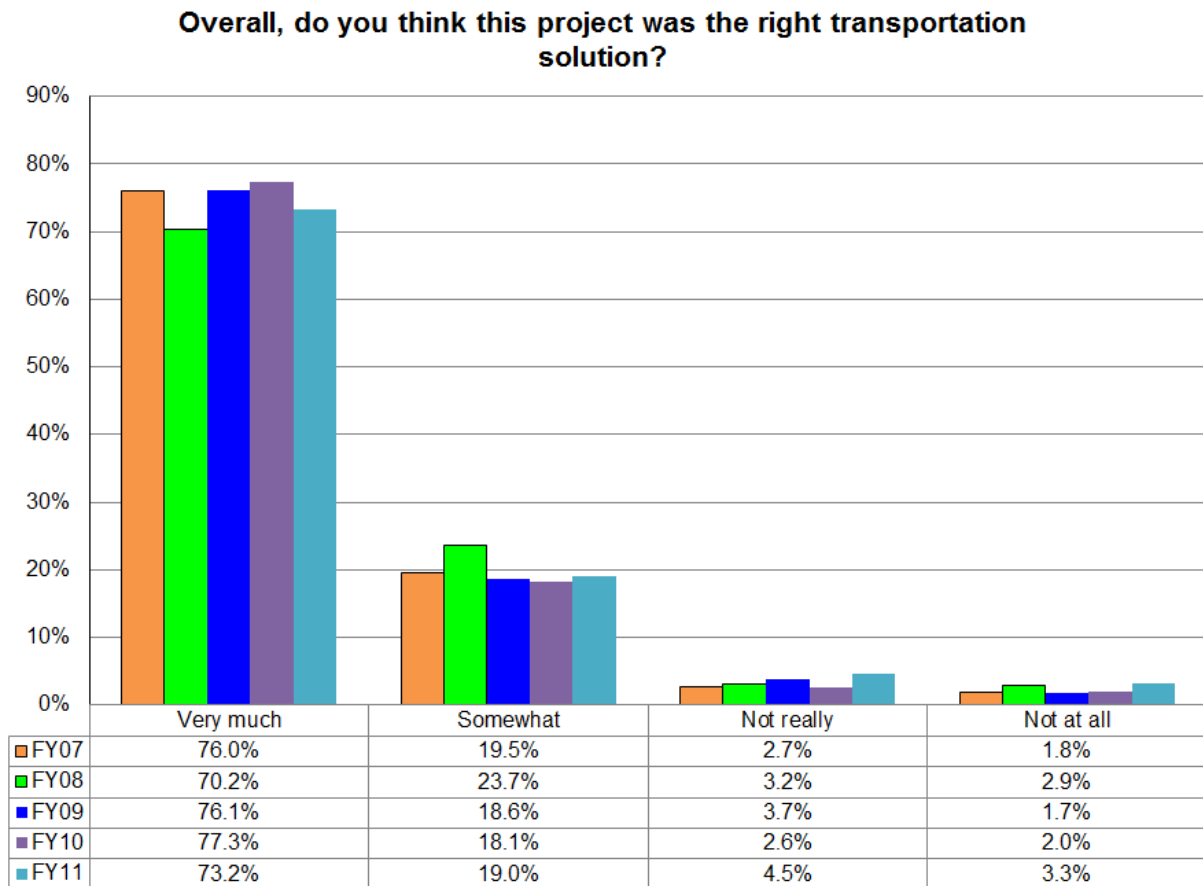
Table 10: Frequency of Roadway Use by District and Project

| District | Project | Never | | A few times | | Once a week | | Twice a week | | Most weekdays | | Almost every day | | Total |
|--------------|---------|-------|-------|-------------|-------|-------------|-------|--------------|-------|---------------|-------|------------------|-------|-------|
| 1 | D1L | 1 | 1.7% | 11 | 19.0% | 8 | 13.8% | 14 | 24.1% | 1 | 1.7% | 23 | 39.7% | 58 |
| | D1M | 6 | 10.9% | 4 | 7.3% | 1 | 1.8% | 11 | 20.0% | 6 | 10.9% | 27 | 49.1% | 55 |
| | D1S | 7 | 10.9% | 15 | 23.4% | 13 | 20.3% | 10 | 15.6% | 3 | 4.7% | 16 | 25.0% | 64 |
| | Total | 14 | 7.9% | 30 | 16.9% | 22 | 12.4% | 35 | 19.8% | 10 | 5.6% | 66 | 37.3% | 177 |
| 2 | D2L | 3 | 2.7% | 21 | 18.6% | 10 | 8.8% | 24 | 21.2% | 11 | 9.7% | 44 | 38.9% | 113 |
| | D2M | 3 | 3.6% | 38 | 45.8% | 14 | 16.9% | 19 | 22.9% | 4 | 4.8% | 5 | 6.0% | 83 |
| | D2S | 6 | 6.8% | 13 | 14.8% | 1 | 1.1% | 7 | 8.0% | 7 | 8.0% | 54 | 61.4% | 88 |
| | Total | 12 | 4.2% | 72 | 25.4% | 25 | 8.8% | 50 | 17.6% | 22 | 7.7% | 103 | 36.3% | 284 |
| 3 | D3L | 3 | 3.8% | 28 | 35.4% | 10 | 12.7% | 15 | 19.0% | 8 | 10.1% | 15 | 19.0% | 79 |
| | D3M | 1 | 1.7% | 24 | 41.4% | 6 | 10.3% | 13 | 22.4% | 7 | 12.1% | 7 | 12.1% | 58 |
| | D3S | 2 | 3.9% | 11 | 21.6% | 4 | 7.8% | 8 | 15.7% | 5 | 9.8% | 21 | 41.2% | 51 |
| | Total | 6 | 3.2% | 63 | 33.5% | 20 | 10.6% | 36 | 19.1% | 20 | 10.6% | 43 | 22.9% | 188 |
| 4 | D4L | 4 | 6.3% | 12 | 19.0% | 9 | 14.3% | 13 | 20.6% | 7 | 11.1% | 18 | 28.6% | 63 |
| | D4M | 7 | 10.1% | 15 | 21.7% | 10 | 14.5% | 16 | 23.2% | 8 | 11.6% | 13 | 18.8% | 69 |
| | D4S | 1 | 1.3% | 4 | 5.3% | 3 | 4.0% | 10 | 13.3% | 12 | 16.0% | 45 | 60.0% | 75 |
| | Total | 12 | 5.8% | 31 | 15.0% | 22 | 10.6% | 39 | 18.8% | 27 | 13.0% | 76 | 36.7% | 207 |
| 5 | D5L | 0 | 0.0% | 18 | 17.3% | 11 | 10.6% | 25 | 24.0% | 10 | 9.6% | 40 | 38.5% | 104 |
| | D5M | 0 | 0.0% | 14 | 13.6% | 7 | 6.8% | 15 | 14.6% | 13 | 12.6% | 54 | 52.4% | 103 |
| | D5S | 2 | 1.8% | 18 | 16.2% | 16 | 14.4% | 33 | 29.7% | 16 | 14.4% | 26 | 23.4% | 111 |
| | Total | 2 | 0.6% | 50 | 15.7% | 34 | 10.7% | 73 | 23.0% | 39 | 12.3% | 120 | 37.7% | 318 |
| 6 | D6L | 0 | 0.0% | 17 | 21.3% | 16 | 20.0% | 18 | 22.5% | 8 | 10.0% | 21 | 26.3% | 80 |
| | D6M | 0 | 0.0% | 12 | 21.4% | 7 | 12.5% | 14 | 25.0% | 4 | 7.1% | 19 | 33.9% | 56 |
| | D6S | 4 | 9.5% | 14 | 33.3% | 2 | 4.8% | 12 | 28.6% | 2 | 4.8% | 8 | 19.0% | 42 |
| | Total | 4 | 2.2% | 43 | 24.2% | 25 | 14.0% | 44 | 24.7% | 14 | 7.9% | 48 | 27.0% | 178 |
| 7 | D7L | 0 | 0.0% | 8 | 11.6% | 6 | 8.7% | 19 | 27.5% | 10 | 14.5% | 26 | 37.7% | 69 |
| | D7M | 13 | 15.9% | 21 | 25.6% | 12 | 14.6% | 20 | 24.4% | 5 | 6.1% | 11 | 13.4% | 82 |
| | D7S | 2 | 2.8% | 11 | 15.5% | 12 | 16.9% | 19 | 26.8% | 12 | 16.9% | 15 | 21.1% | 71 |
| | Total | 15 | 6.8% | 40 | 18.0% | 30 | 13.5% | 58 | 26.1% | 27 | 12.2% | 52 | 23.4% | 222 |
| 8 | D8L | 2 | 2.0% | 14 | 14.3% | 11 | 11.2% | 19 | 19.4% | 12 | 12.2% | 40 | 40.8% | 98 |
| | D8M | 2 | 3.1% | 23 | 35.4% | 8 | 12.3% | 14 | 21.5% | 6 | 9.2% | 12 | 18.5% | 65 |
| | D8S | 3 | 4.0% | 32 | 42.7% | 3 | 4.0% | 11 | 14.7% | 8 | 10.7% | 18 | 24.0% | 75 |
| | Total | 7 | 2.9% | 69 | 29.0% | 22 | 9.2% | 44 | 18.5% | 26 | 10.9% | 70 | 29.4% | 238 |
| 9 | D9L | 1 | 1.1% | 14 | 15.6% | 10 | 11.1% | 21 | 23.3% | 10 | 11.1% | 34 | 37.8% | 90 |
| | D9M | 3 | 5.2% | 16 | 27.6% | 12 | 20.7% | 9 | 15.5% | 8 | 13.8% | 10 | 17.2% | 58 |
| | D9S | 5 | 6.2% | 6 | 7.4% | 19 | 23.5% | 18 | 22.2% | 11 | 13.6% | 22 | 27.2% | 81 |
| | Total | 9 | 3.9% | 36 | 15.7% | 41 | 17.9% | 48 | 21.0% | 29 | 12.7% | 66 | 28.8% | 229 |
| 10 | D10L | 5 | 6.7% | 20 | 26.7% | 4 | 5.3% | 9 | 12.0% | 5 | 6.7% | 32 | 42.7% | 75 |
| | D10M | 11 | 47.8% | 7 | 30.4% | 1 | 4.3% | 2 | 8.7% | 1 | 4.3% | 1 | 4.3% | 23 |
| | D10S | 2 | 3.3% | 17 | 28.3% | 5 | 8.3% | 14 | 23.3% | 7 | 11.7% | 15 | 25.0% | 60 |
| | Total | 18 | 11.4% | 44 | 27.8% | 10 | 6.3% | 25 | 15.8% | 13 | 8.2% | 48 | 30.4% | 158 |
| Grand Total: | | 99 | 4.5% | 478 | 21.7% | 251 | 11.4% | 452 | 20.6% | 227 | 10.3% | 692 | 31.5% | 2,199 |

The Right Transportation Solution

Overall, Missourians had a very positive perception of the projects in this survey with 92.2% of the respondents stating that their local project was the right transportation solution. This was similar to the previous findings of the last four surveys.

Figure 8: Right Transportation Solution – Historical Comparison



The standard deviation was 12.1% with three projects falling more than one standard deviation below the norm. The respondents for projects D4S, D5S, and D8S were significantly less likely to think their project was the right transportation solution than the respondents for the other projects. However, even the lowest scoring project (D4S) was considered to be the right transportation solution by approximately two out of three respondents (67.6%).

Tracker Measure 9i: Right Transportation Solution

The overall score of 92.2% was so high that it was impossible for any project to score significantly above the mean since a score of 100% fell within the standard deviation. 100% of the respondents for two projects (D7M and D8L) thought their project was the right transportation solution.

Table 11: Right Transportation Solution by Project and District

| District | Project | Not at all | | Not really | | Somewhat | | Very much | | Total |
|----------|---------|------------|-------|------------|-------|----------|-------|-----------|-------|-------|
| 1 | D1L | 1 | 2.0% | 2 | 4.0% | 15 | 30.0% | 32 | 64.0% | 50 |
| | D1M | 0 | 0.0% | 4 | 8.0% | 14 | 28.0% | 32 | 64.0% | 50 |
| | D1S | 1 | 1.8% | 2 | 3.6% | 17 | 30.4% | 36 | 64.3% | 56 |
| | Total | 2 | 1.3% | 8 | 5.1% | 46 | 29.5% | 100 | 64.1% | 156 |
| 2 | D2L | 2 | 1.8% | 3 | 2.7% | 15 | 13.6% | 90 | 81.8% | 110 |
| | D2M | 2 | 2.5% | 2 | 2.5% | 20 | 24.7% | 57 | 70.4% | 81 |
| | D2S | 3 | 3.8% | 1 | 1.3% | 8 | 10.0% | 68 | 85.0% | 80 |
| | Total | 7 | 2.6% | 6 | 2.2% | 43 | 15.9% | 215 | 79.3% | 271 |
| 3 | D3L | 2 | 2.6% | 1 | 1.3% | 3 | 3.9% | 70 | 92.1% | 76 |
| | D3M | 1 | 1.9% | 2 | 3.8% | 13 | 25.0% | 36 | 69.2% | 52 |
| | D3S | 0 | 0.0% | 4 | 9.1% | 15 | 34.1% | 25 | 56.8% | 44 |
| | Total | 3 | 1.7% | 7 | 4.1% | 31 | 18.0% | 131 | 76.2% | 172 |
| 4 | D4L | 3 | 5.4% | 5 | 8.9% | 10 | 17.9% | 38 | 67.9% | 56 |
| | D4M | 1 | 1.6% | 4 | 6.5% | 5 | 8.1% | 52 | 83.9% | 62 |
| | D4S | 12 | 16.9% | 11 | 15.5% | 14 | 19.7% | 34 | 47.9% | 71 |
| | Total | 16 | 8.5% | 20 | 10.6% | 29 | 15.3% | 124 | 65.6% | 189 |
| 5 | D5L | 1 | 1.0% | 2 | 1.9% | 18 | 17.5% | 82 | 79.6% | 103 |
| | D5M | 0 | 0.0% | 5 | 5.4% | 33 | 35.9% | 54 | 58.7% | 92 |
| | D5S | 13 | 12.7% | 13 | 12.7% | 26 | 25.5% | 50 | 49.0% | 102 |
| | Total | 14 | 4.7% | 20 | 6.7% | 77 | 25.9% | 186 | 62.6% | 297 |
| 6 | D6L | 2 | 2.5% | 5 | 6.3% | 16 | 20.3% | 56 | 70.9% | 79 |
| | D6M | 2 | 3.8% | 0 | 0.0% | 8 | 15.1% | 43 | 81.1% | 53 |
| | D6S | 2 | 6.3% | 1 | 3.1% | 14 | 43.8% | 15 | 46.9% | 32 |
| | Total | 6 | 3.7% | 6 | 3.7% | 38 | 23.2% | 114 | 69.5% | 164 |
| 7 | D7L | 2 | 3.2% | 3 | 4.8% | 14 | 22.6% | 43 | 69.4% | 62 |
| | D7M | 0 | 0.0% | 0 | 0.0% | 3 | 4.3% | 66 | 95.7% | 69 |
| | D7S | 3 | 4.3% | 1 | 1.4% | 12 | 17.4% | 53 | 76.8% | 69 |
| | Total | 5 | 2.5% | 4 | 2.0% | 29 | 14.5% | 162 | 81.0% | 200 |
| 8 | D8L | 0 | 0.0% | 0 | 0.0% | 4 | 4.3% | 90 | 95.7% | 94 |
| | D8M | 2 | 3.6% | 6 | 10.9% | 11 | 20.0% | 36 | 65.5% | 55 |
| | D8S | 4 | 5.6% | 7 | 9.7% | 13 | 18.1% | 48 | 66.7% | 72 |
| | Total | 6 | 2.7% | 13 | 5.9% | 28 | 12.7% | 174 | 78.7% | 221 |

Tracker Measure 9i: Right Transportation Solution

| District | Project | Not at all | | Not really | | Somewhat | | Very much | | Total |
|--------------|---------|------------|------|------------|------|----------|-------|-----------|-------|-------|
| 9 | D9L | 3 | 3.4% | 1 | 1.1% | 7 | 7.9% | 78 | 87.6% | 89 |
| | D9M | 0 | 0.0% | 2 | 3.6% | 10 | 18.2% | 43 | 78.2% | 55 |
| | D9S | 3 | 3.9% | 1 | 1.3% | 19 | 24.7% | 54 | 70.1% | 77 |
| | Total | 6 | 2.7% | 4 | 1.8% | 36 | 16.3% | 175 | 79.2% | 221 |
| 10 | D10L | 0 | 0.0% | 1 | 1.4% | 10 | 14.3% | 59 | 84.3% | 70 |
| | D10M | 1 | 9.1% | 0 | 0.0% | 4 | 36.4% | 6 | 54.5% | 11 |
| | D10S | 0 | 0.0% | 3 | 5.3% | 14 | 24.6% | 40 | 70.2% | 57 |
| | Total | 1 | 0.7% | 4 | 2.9% | 28 | 20.3% | 105 | 76.1% | 138 |
| Grand Total: | | 66 | 3.3% | 92 | 4.5% | 385 | 19.0% | 1,486 | 73.2% | 2,029 |

Interestingly, the project size had a significant effect on the overall measure. As shown in the following table, the larger the project, the more likely respondents were to agree that the project was the right transportation solution.

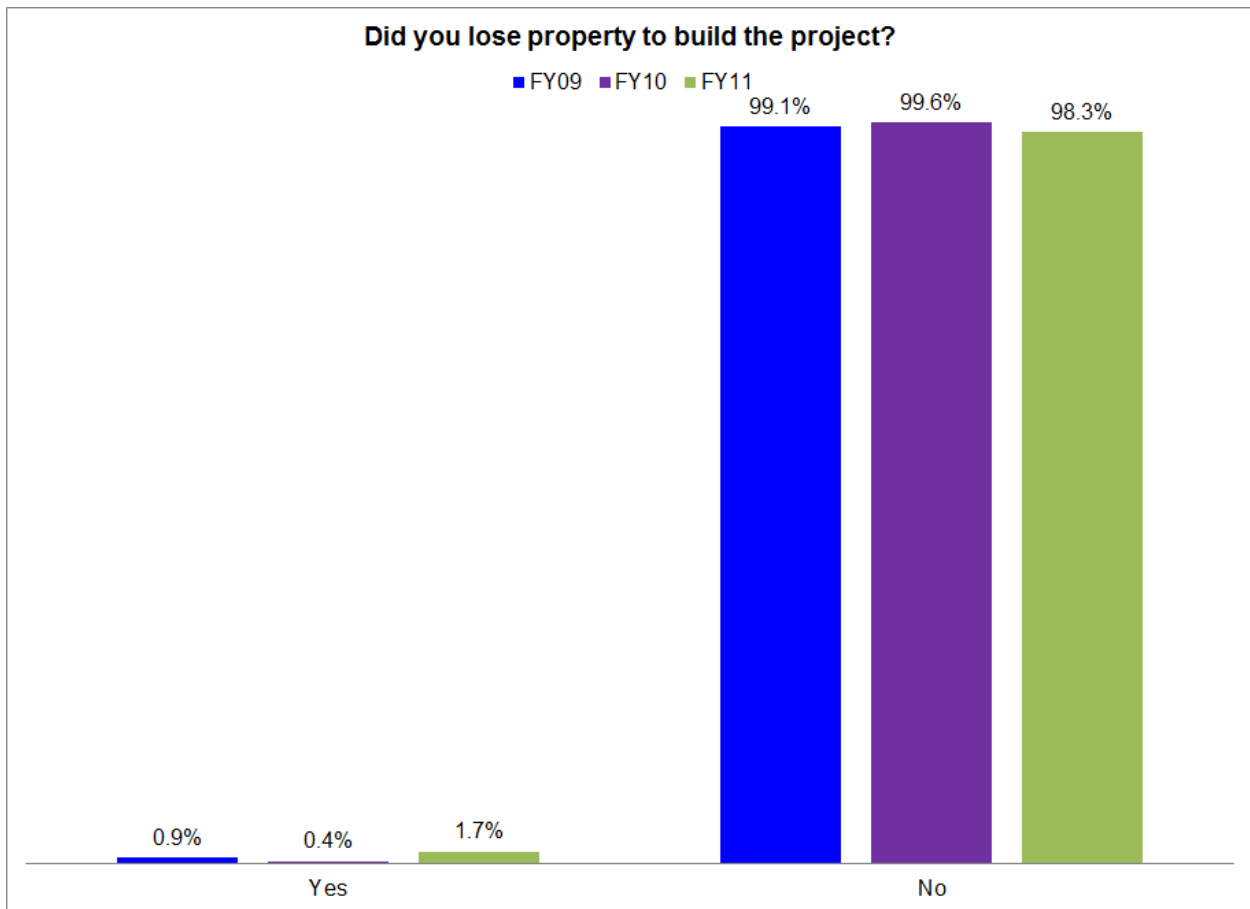
Table 12: Right Transportation Solution by Project Size

| Overall, do you think this project was the right transportation solution? | | | | | | |
|---|--------|------------|------------|--------------|----------------|---------------|
| | | Not at all | Not really | Somewhat | Very much | Total |
| Project Size | Large | 16 2.0% | 23 2.9% | 112 14.2% | 638 80.9% | 789 100% |
| | Medium | 9 1.6% | 25 4.3% | 121 20.9% | 425 73.3% | 580 100% |
| | Small | 41 6.2% | 44 6.7% | 152 23.0% | 423 64.1% | 660 100% |
| | Total | 66 3.3% | 92 4.5% | 385 19.0% | 1,486 73.2% | 2,029 100% |

Respondent Property Loss

In Fiscal Year 2009, MoDOT requested that a new question be added to the survey. MoDOT wanted to investigate the possibility that people who lost property to construction projects were significantly negatively impacting the survey results. Since the same methodology was employed for each survey, these results may be generalized to previous years as well.

Figure 9: Property Loss – Historical Comparison



Less than two percent of the respondents had lost property to build the project in their area. Even these small numbers were not evenly distributed. Some projects, such as bridge repair, are not likely to require any additional property. Therefore it is not surprising that some districts had zero respondents who lost property to the projects under review. The following table provides the actual numbers and percentages for each project.

Tracker Measure 9i: Right Transportation Solution

Table 13: Frequency of Respondents Who Lost Property to Project by District and Project

| District | Project | Yes | | No | | Total |
|----------|---------|-----|------|-----|--------|-------|
| 1 | D1L | 1 | 1.8% | 55 | 98.2% | 56 |
| | D1M | 0 | 0.0% | 55 | 100.0% | 55 |
| | D1S | 0 | 0.0% | 63 | 100.0% | 63 |
| | Total | 1 | 0.6% | 173 | 99.4% | 174 |
| 2 | D2L | 7 | 6.2% | 106 | 93.8% | 113 |
| | D2M | 1 | 1.2% | 81 | 98.8% | 82 |
| | D2S | 0 | 0.0% | 86 | 100.0% | 86 |
| | Total | 8 | 2.8% | 273 | 97.2% | 281 |
| 3 | D3L | 0 | 0.0% | 77 | 100.0% | 77 |
| | D3M | 0 | 0.0% | 57 | 100.0% | 57 |
| | D3S | 0 | 0.0% | 51 | 100.0% | 51 |
| | Total | 0 | 0.0% | 185 | 100.0% | 185 |
| 4 | D4L | 0 | 0.0% | 60 | 100.0% | 60 |
| | D4M | 0 | 0.0% | 67 | 100.0% | 67 |
| | D4S | 3 | 4.1% | 71 | 95.9% | 74 |
| | Total | 3 | 1.5% | 198 | 98.5% | 201 |
| 5 | D5L | 3 | 2.9% | 101 | 97.1% | 104 |
| | D5M | 0 | 0.0% | 102 | 100.0% | 102 |
| | D5S | 2 | 1.8% | 107 | 98.2% | 109 |
| | Total | 5 | 1.6% | 310 | 98.4% | 315 |
| 6 | D6L | 1 | 1.3% | 79 | 98.8% | 80 |
| | D6M | 1 | 1.9% | 53 | 98.1% | 54 |
| | D6S | 0 | 0.0% | 41 | 100.0% | 41 |
| | Total | 2 | 1.1% | 173 | 98.9% | 175 |
| 7 | D7L | 0 | 0.0% | 68 | 100.0% | 68 |
| | D7M | 1 | 1.3% | 75 | 98.7% | 76 |
| | D7S | 0 | 0.0% | 71 | 100.0% | 71 |
| | Total | 1 | 0.5% | 214 | 99.5% | 215 |
| 8 | D8L | 2 | 2.0% | 97 | 98.0% | 99 |
| | D8M | 0 | 0.0% | 64 | 100.0% | 64 |
| | D8S | 1 | 1.4% | 71 | 98.6% | 72 |
| | Total | 3 | 1.3% | 232 | 98.7% | 235 |
| 9 | D9L | 6 | 6.9% | 81 | 93.1% | 87 |
| | D9M | 0 | 0.0% | 58 | 100.0% | 58 |
| | D9S | 0 | 0.0% | 80 | 100.0% | 80 |
| | Total | 6 | 2.7% | 219 | 97.3% | 225 |

Tracker Measure 9i: Right Transportation Solution

| District | Project | Yes | | No | | Total |
|--------------|---------|-----|------|-------|-------|-------|
| 10 | D10L | 4 | 5.4% | 70 | 94.6% | 74 |
| | D10M | 2 | 9.5% | 19 | 90.5% | 21 |
| | D10S | 1 | 1.7% | 57 | 98.3% | 58 |
| | Total | 7 | 4.6% | 146 | 95.4% | 153 |
| Grand Total: | | 36 | 1.7% | 2,123 | 98.3% | 2,159 |

The previous figures show that such a small percentage of people lost property to their local project that they could not have significantly affected the survey results if losing property was a factor in their evaluation. However, unlike the results from the previous two years, this year there was a noticeable difference between those who lost property and those who had not.

Table 14: Cross Reference of Right Transportation Solution and Property Loss

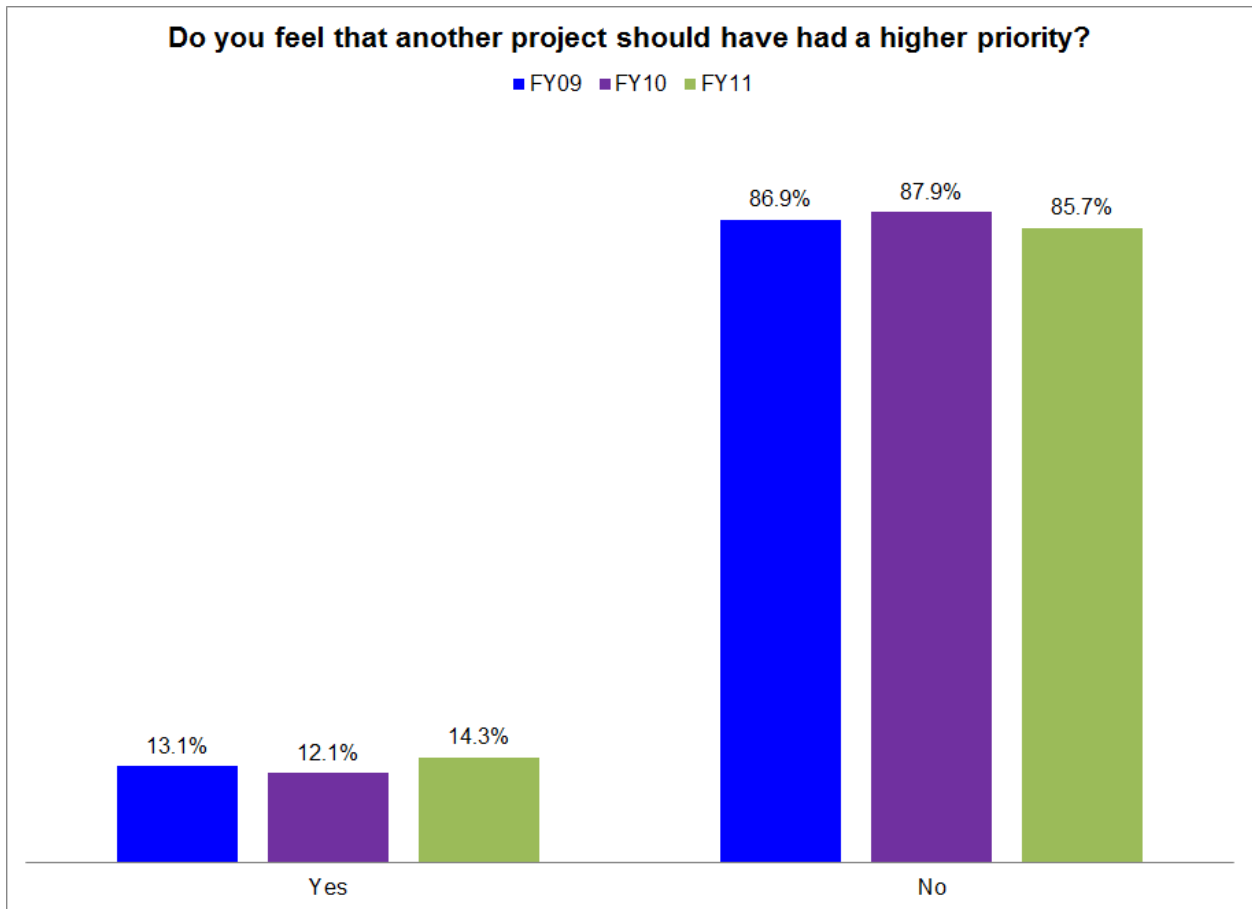
| | | | Overall, do you think this project was the right transportation solution? | | | | | Total |
|---|-----|---|---|------------|--------------|----------------|-----------------------|-----------------|
| | | | Not at all | Not really | Somewhat | Very much | Don't know / not sure | |
| Did you lose property to build the project? | Yes | Did you lose property to build the project? | 5 13.9% | 1 2.8% | 6 16.7% | 22 61.1% | 2 5.6% | 36 100.0% |
| | No | Did you lose property to build the project? | 56 2.7% | 91 4.3% | 375 17.9% | 1,443 69.0% | 127 6.1% | 2,092 100.0% |
| Total | | Did you lose property to build the project? | 61 2.9% | 92 4.3% | 381 17.9% | 1,465 68.8% | 129 6.1% | 2,128 100.0% |

Given the small number of people who lost property, the difference between this group and the overall population is not statistically significant. However, on a project by project basis, there was a statistically significant difference between those who lost property and those who did not for projects D4S and D5S. While we are dealing with small numbers on this level, where one or two responses may make a big difference, people who lost property on these two projects were statistically more likely to disagree with this tracker measure than those who did not lose property.

The Right Priority

At MoDOT's request, a new question was added to the survey in Fiscal Year 2009 to help investigate a potential reason why some respondents did not believe their project to be the right transportation solution. This year, 14.3% of the respondents felt another project should have been commissioned before their particular project. This is similar to the two previous years.

Figure 10: Priority – Historical Comparison



Tracker Measure 9i: Right Transportation Solution

These responses were not evenly distributed across the state. The respondents from six projects were statistically more likely to fall at least one standard deviation (10.6%) from the normal range. People from five projects (D1S, D3S, D4S, D5S, and D6S) were much more likely to think another project should have been given priority over their local project. For example, 43.8% of the D6S respondents thought another project should have been given priority. At the other extreme, people responding to project D8L were statistically less likely than the norm to say another project should have been given priority. Only 2.2% of these respondents thought another project should have had a higher priority.

Figure 11: Priority Feedback by Project and District

| District | Project | Yes | | No | | Total |
|----------|---------|-----|-------|-----|-------|-------|
| 1 | D1L | 4 | 8.7% | 42 | 91.3% | 46 |
| | D1M | 11 | 23.9% | 35 | 76.1% | 46 |
| | D1S | 14 | 25.0% | 42 | 75.0% | 56 |
| | Total | 29 | 19.6% | 119 | 80.4% | 148 |
| 2 | D2L | 7 | 6.9% | 94 | 93.1% | 101 |
| | D2M | 4 | 5.6% | 67 | 94.4% | 71 |
| | D2S | 8 | 10.1% | 71 | 89.9% | 79 |
| | Total | 19 | 7.6% | 232 | 92.4% | 251 |
| 3 | D3L | 9 | 12.3% | 64 | 87.7% | 73 |
| | D3M | 5 | 10.6% | 42 | 89.4% | 47 |
| | D3S | 16 | 38.1% | 26 | 61.9% | 42 |
| | Total | 30 | 18.5% | 132 | 81.5% | 162 |
| 4 | D4L | 10 | 18.9% | 43 | 81.1% | 53 |
| | D4M | 7 | 11.5% | 54 | 88.5% | 61 |
| | D4S | 27 | 43.5% | 35 | 56.5% | 62 |
| | Total | 44 | 25.0% | 132 | 75.0% | 176 |
| 5 | D5L | 6 | 6.5% | 87 | 93.5% | 93 |
| | D5M | 9 | 9.9% | 82 | 90.1% | 91 |
| | D5S | 33 | 34.7% | 62 | 65.3% | 95 |
| | Total | 48 | 17.2% | 231 | 82.8% | 279 |
| 6 | D6L | 13 | 18.3% | 58 | 81.7% | 71 |
| | D6M | 3 | 6.1% | 46 | 93.9% | 49 |
| | D6S | 14 | 43.8% | 18 | 56.3% | 32 |
| | Total | 30 | 19.7% | 122 | 80.3% | 152 |

Tracker Measure 9i: Right Transportation Solution

| District | Project | Yes | | No | | Total |
|--------------|---------|-----|-------|-------|-------|-------|
| 7 | D7L | 3 | 5.1% | 56 | 94.9% | 59 |
| | D7M | 4 | 5.7% | 66 | 94.3% | 70 |
| | D7S | 6 | 10.0% | 54 | 90.0% | 60 |
| | Total | 13 | 6.9% | 176 | 93.1% | 189 |
| 8 | D8L | 2 | 2.2% | 89 | 97.8% | 91 |
| | D8M | 8 | 14.8% | 46 | 85.2% | 54 |
| | D8S | 15 | 24.2% | 47 | 75.8% | 62 |
| | Total | 25 | 12.1% | 182 | 87.9% | 207 |
| 9 | D9L | 4 | 4.6% | 83 | 95.4% | 87 |
| | D9M | 9 | 16.7% | 45 | 83.3% | 54 |
| | D9S | 13 | 18.1% | 59 | 81.9% | 72 |
| | Total | 26 | 12.2% | 187 | 87.8% | 213 |
| 10 | D10L | 3 | 4.5% | 63 | 95.5% | 66 |
| | D10M | 2 | 15.4% | 11 | 84.6% | 13 |
| | D10S | 3 | 5.8% | 49 | 94.2% | 52 |
| | Total | 8 | 6.1% | 123 | 93.9% | 131 |
| Grand Total: | | 272 | 14.3% | 1,636 | 85.7% | 1,908 |

For the third year in a row, the belief that another project should have taken priority over the local project appears to have made a significant impact on the overall results. The following table provides the actual numbers and percentages for both groups.

Table 15: Cross Reference of Priority by Right Transportation Solution

| | | Overall, do you think this project was the right transportation solution? | | | | |
|--|-------|---|-------------|--------------|----------------|-----------------|
| | | Not at all | Not really | Somewhat | Very much | Total |
| Should another project have had higher priority? | Yes | 47 19.6% | 45 18.8% | 81 33.8% | 67 27.9% | 240 100.0% |
| | No | 11 .7% | 34 2.2% | 244 15.6% | 1,278 81.6% | 1,567 100.0% |
| | Total | 58 3.2% | 79 4.4% | 325 18.0% | 1,345 74.4% | 1,807 100.0% |

Tracker Measure 9i: Right Transportation Solution

Only 61.7% of the respondents who thought another project should have been given priority thought their local project was the right transportation solution compared to 97.1% of those who did not believe another project should have been given priority.¹

This is a very strong statistical difference and supports MoDOT's hypothesis that a respondent's belief that another project should have been commissioned first is a significant factor in their evaluation. However, it is important to note that this study cannot test casualty. There is clearly a strong link between these two factors.

However, it is possible that the respondent's disagreement that a project was the right transportation solution is influencing their opinion on whether or not another project should have had a higher priority.

It can be very difficult to determine causality, and if this is important to MoDOT, they should commission a research study focused on this subject. However, no matter which factor is the dependent factor, MoDOT can help address this issue by publicizing the reasons why the projects that are selected are a priority.

Assuming the respondent's belief that another project should have had a higher priority affects the respondent's belief that their project was the right transportation solution, a regression analysis indicates that this effect would be responsible for 16% of the variance in beliefs that a project was the right transportation solution. 16% is a very strong effect as this is independent of the project itself given the assumption that the right transportation solution score is the dependent variable. A similar effect (15%) was found last fiscal year.

¹ These percentages were calculated by following standard practice for the Tracker measures. The respondents who answered "Don't know / not sure" were not included in these calculations to facilitate comparisons across multiple years. The total of the Priority/RTS table shows 92.4% of the respondents thought the project was the Right Transportation Solution which differs from the 92.2% used elsewhere in the report. This is not a mistake, some people omitted the priority question and thus these responses were not used in the Priority/RTS table.

Tracker Measure 9i: Right Transportation Solution

This year there was also an inverse relationship between project size and the response to the priority question. As the scope of the project increased in size, respondents were much less likely to believe another project should have been given a higher priority.

24.3% of the respondents from small projects thought another project should have been given priority compared to 11.2% of respondents from medium projects and just 8.2% of respondents from large projects.

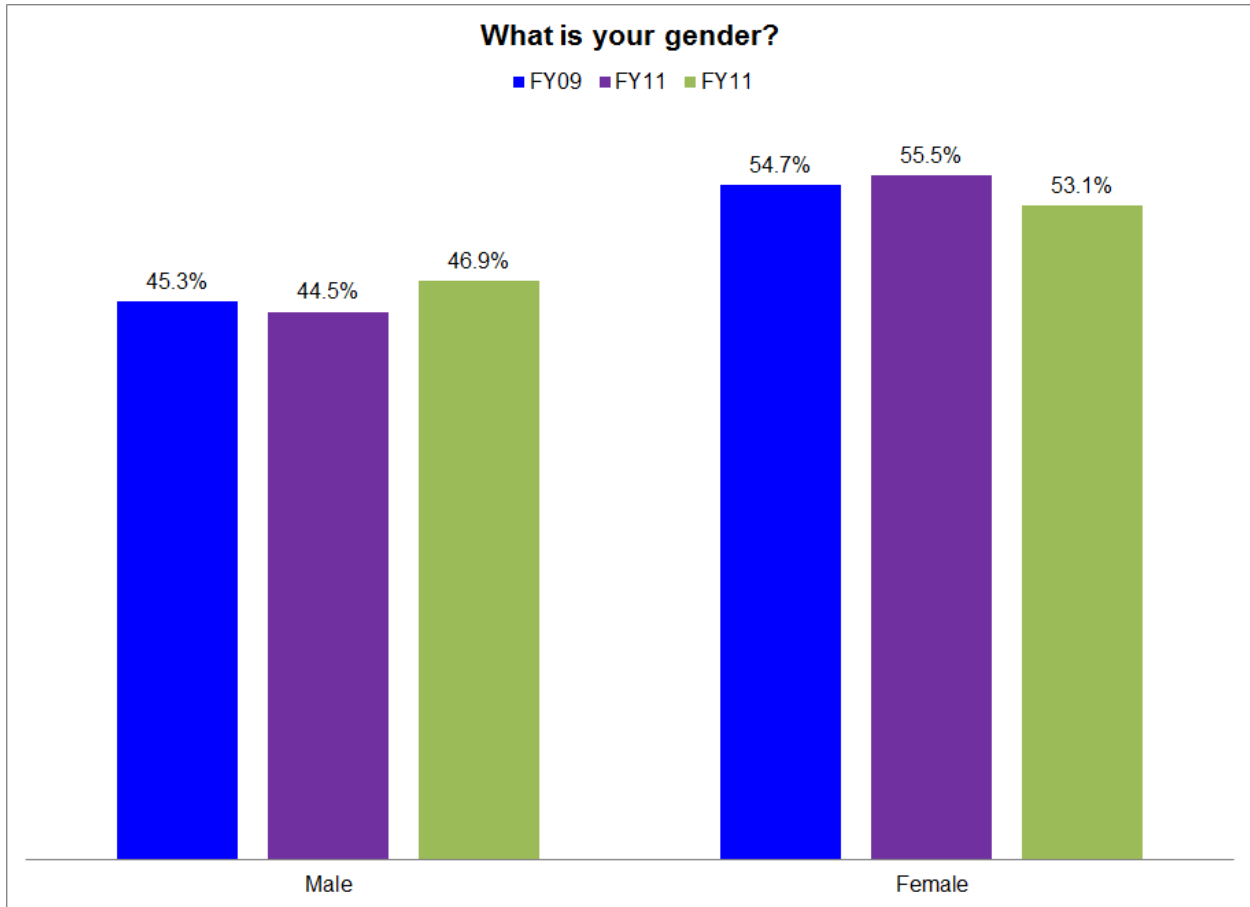
Table 16: Cross Reference of Priority by Project Size

| | | Should another project have had higher priority? | | |
|--------------|--------|--|----------------|-----------------|
| | | Yes | No | Total |
| Project Size | Large | 61 8.2% | 679 91.8% | 740 100.0% |
| | Medium | 62 11.2% | 494 88.8% | 556 100.0% |
| | Small | 149 24.3% | 463 75.7% | 612 100.0% |
| | Total | 272 14.3% | 1,636 85.7% | 1,908 100.0% |

Gender

Added in FY09, this question captured the respondent's gender.

Figure 12: Respondent Gender – Historical Comparison



A slight majority of the respondents were women, representing 53.1% of the overall respondents. These results were similar to last year. The percentage of men and women varied more widely from project to project as shown in the following table.

Table 17: Respondent Gender by Project and District

| District | Project | Male | | Female | | Total |
|----------|---------|------|-------|--------|-------|-------|
| 1 | D1L | 27 | 50.9% | 26 | 49.1% | 53 |
| | D1M | 30 | 57.7% | 22 | 42.3% | 52 |
| | D1S | 33 | 55.0% | 27 | 45.0% | 60 |
| | Total | 90 | 54.5% | 75 | 45.5% | 165 |

Tracker Measure 9i: Right Transportation Solution

| District | Project | Male | | Female | | Total |
|--------------|---------|------|-------|--------|-------|-------|
| 2 | D2L | 45 | 43.7% | 58 | 56.3% | 103 |
| | D2M | 23 | 31.1% | 51 | 68.9% | 74 |
| | D2S | 36 | 43.9% | 46 | 56.1% | 82 |
| | Total | 104 | 40.2% | 155 | 59.8% | 259 |
| 3 | D3L | 30 | 41.1% | 43 | 58.9% | 73 |
| | D3M | 26 | 51.0% | 25 | 49.0% | 51 |
| | D3S | 19 | 38.0% | 31 | 62.0% | 50 |
| | Total | 75 | 43.1% | 99 | 56.9% | 174 |
| 4 | D4L | 29 | 51.8% | 27 | 48.2% | 56 |
| | D4M | 26 | 44.8% | 32 | 55.2% | 58 |
| | D4S | 30 | 42.9% | 40 | 57.1% | 70 |
| | Total | 85 | 46.2% | 99 | 53.8% | 184 |
| 5 | D5L | 46 | 47.9% | 50 | 52.1% | 96 |
| | D5M | 46 | 51.1% | 44 | 48.9% | 90 |
| | D5S | 49 | 48.5% | 52 | 51.5% | 101 |
| | Total | 141 | 49.1% | 146 | 50.9% | 287 |
| 6 | D6L | 45 | 60.8% | 29 | 39.2% | 74 |
| | D6M | 28 | 57.1% | 21 | 42.9% | 49 |
| | D6S | 14 | 37.8% | 23 | 62.2% | 37 |
| | Total | 87 | 54.4% | 73 | 45.6% | 160 |
| 7 | D7L | 25 | 39.1% | 39 | 60.9% | 64 |
| | D7M | 31 | 41.3% | 44 | 58.7% | 75 |
| | D7S | 39 | 56.5% | 30 | 43.5% | 69 |
| | Total | 95 | 45.7% | 113 | 54.3% | 208 |
| 8 | D8L | 43 | 47.8% | 47 | 52.2% | 90 |
| | D8M | 24 | 41.4% | 34 | 58.6% | 58 |
| | D8S | 30 | 43.5% | 39 | 56.5% | 69 |
| | Total | 97 | 44.7% | 120 | 55.3% | 217 |
| 9 | D9L | 46 | 58.2% | 33 | 41.8% | 79 |
| | D9M | 19 | 35.2% | 35 | 64.8% | 54 |
| | D9S | 37 | 49.3% | 38 | 50.7% | 75 |
| | Total | 102 | 49.0% | 106 | 51.0% | 208 |
| 10 | D10L | 39 | 54.9% | 32 | 45.1% | 71 |
| | D10M | 9 | 39.1% | 14 | 60.9% | 23 |
| | D10S | 19 | 35.8% | 34 | 64.2% | 53 |
| | Total | 67 | 45.6% | 80 | 54.4% | 147 |
| Grand Total: | | 943 | 46.9% | 1,066 | 53.1% | 2,009 |

Tracker Measure 9i: Right Transportation Solution

There was no significant impact of gender on Tracker Measure 9i. 91.4% of men and 93.8% of women thought their project was the right transportation solution.²

Table 18: Cross Reference of Gender and Right Transportation Solution

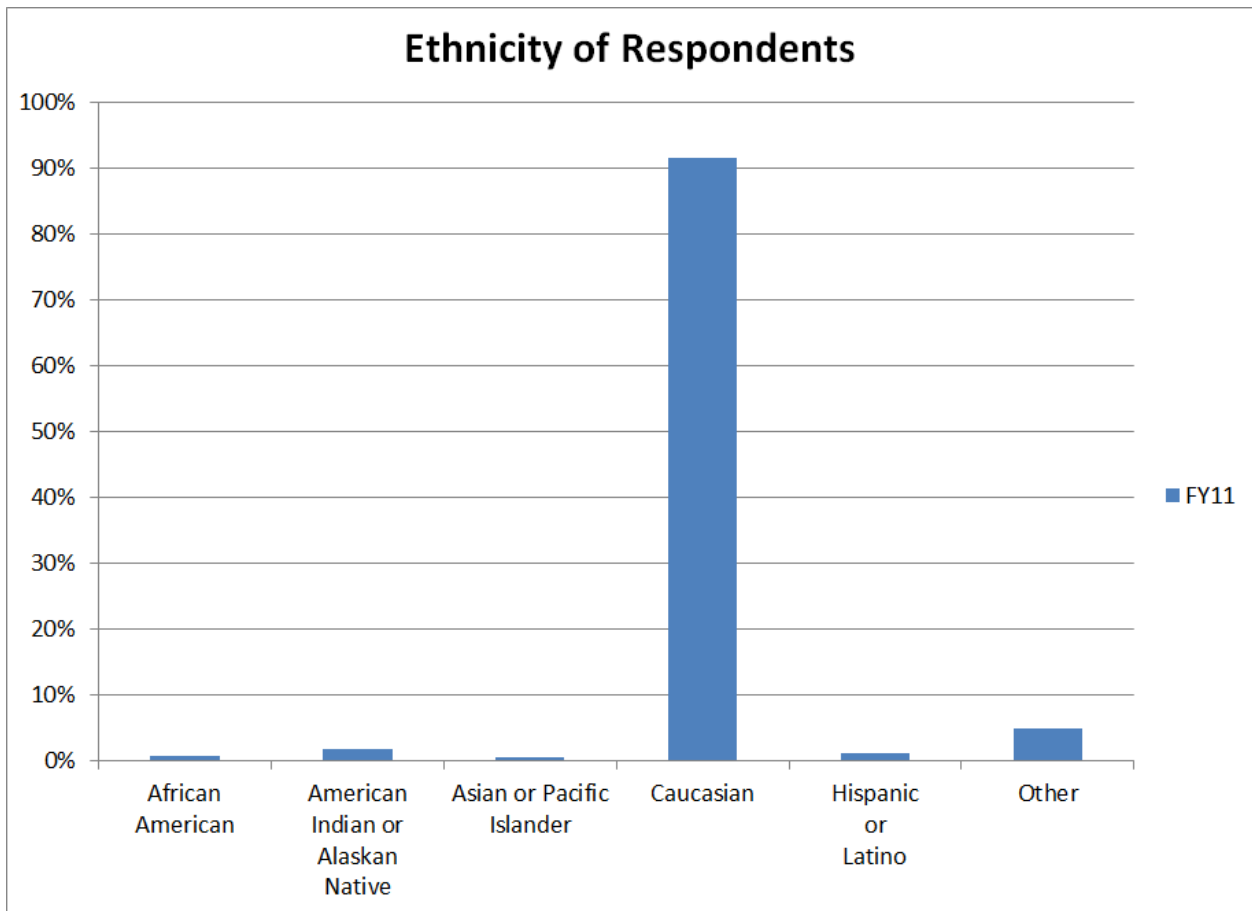
| | | Overall, do you think this project was the right transportation solution? | | | | Total |
|--------|--------|---|------------|--------------|----------------|---------------|
| | | Not at all | Not really | Somewhat | Very much | |
| Gender | Female | 25 2.6% | 35 3.6% | 173 17.9% | 731 75.8% | 964 100% |
| | Male | 31 3.6% | 44 5.1% | 170 19.6% | 623 71.8% | 868 100% |
| | Total | 56 3.1% | 79 4.3% | 343 18.7% | 1,354 73.9% | 1,832 100% |

² These percentages were calculated by following standard practice for the Tracker measures. The respondents who answered “Don’t know / not sure” were not included in these calculations to facilitate comparisons across multiple years. The total of the Gender/RTS table shows 92.6% of the respondents thought the project was the Right Transportation Solution which differs from the 92.2% used elsewhere in the report. This is not a mistake, some people omitted the gender question and thus these responses were not used in the Gender/RTS table.

Ethnicity

Added in FY11, this question captured the respondent's ethnicity to help measure MoDOT's compliance with Title Six as it pertains to surveying constituents. Out of those answering this question, 91.4% of the respondents were Caucasian with the rest consisting of African Americans (0.7%), American Indian or Alaskan Natives (1.6%), Asian or Pacific Islanders (0.5%), Hispanic or Latino (1.0%), or Other (4.8%).

Figure 13: Respondent Ethnicity



Tracker Measure 9i: Right Transportation Solution

There was some variance in ethnic responses to the right transportation solution, but given the small numbers involved these differences were not significantly significant. The fact that that different ethnic groups scored slightly above and below the mean also supports the hypothesis that this variance is random variation. 85.7% of the lowest scoring ethnic group thought their project was the right transportation solution and 95.0% of the highest scoring ethnic group thought their project was the right transportation solution. Overall, it appears that all groups, regardless of ethnicity, share a highly favorable opinion about their local projects.

Table 19: Ethnicity by Right Transportation Solution

| Overall, do you think this project was the right transportation solution? | | | | | |
|---|------------|------------|--------------|----------------|-----------------|
| | Not at all | Not really | Somewhat | Very much | Total |
| African American | - 0.0% | 2 14.3% | 2 14.3% | 10 71.4% | 14 100.0% |
| American Indian or Alaskan Native | 1 3.3% | 1 3.3% | 6 20.0% | 22 73.3% | 30 100.0% |
| Asian or Pacific Islander | - 0.0% | 1 14.3% | 1 14.3% | 5 71.4% | 7 100.0% |
| Caucasian | 51 3.0% | 74 4.4% | 323 19.2% | 1,237 73.4% | 1,685 100.0% |
| Hispanic or Latino | - 0.0% | 1 5.0% | 6 30.0% | 13 65.0% | 20 100.0% |
| Other | 2 2.4% | 6 7.2% | 19 22.9% | 56 67.5% | 83 100.0% |
| Total | 54 2.9% | 85 4.6% | 357 19.4% | 1,343 73.0% | 1,839 100.0% |

Summary

The overall results show that most Missourians are very satisfied with their local project and generally believe that MoDOT provides the right transportation solution. Results were statistically similar to last year's high scores. 89.2% of the respondents were either “very” or “fairly” familiar with the project roadway. 73.8% of the respondents were regular users of the affected roadway (defined as using it at least once per week). The majority of respondents thought that the project made the roadway safer (92.6%), more convenient (90.5%), less congested (81.8%), easier to drive (91.5%), better marked (88.8%), and was the right transportation solution (92.2%).

Appendix A. Survey Instrument

The next three pages show the front and back side of the survey instrument. Two questionnaires were developed, one for projects with accommodations for bicyclists and pedestrians and one for projects without such accommodations. Two examples are provided on the following pages, one of each type of questionnaire.

On the front page of each survey, a unique project description was printed for each of the thirty projects. All of the actual descriptions are available under Project Descriptions and Locations starting on page 6. The back page of each survey was identical for each questionnaire and provided respondents with an opportunity to express their opinions and to capture Title Six demographic information in accordance with federal guidelines.

2010 MoDOT Project Survey



Please use a pencil or a blue or a black pen to complete the survey.



Answer Selection: Correct = ● Incorrect = ✕ ☒ ⊖

The questions on this survey refer to MoDOT project D2S: Route 5 in Howard County. This project improved the viaduct over the KATY Trail just north of Route 40 in New Franklin. The project was completed in April 2010.

Thinking of this project after MoDOT completed work on it, how would you rate each of the following?

1. The road is now...

| Strongly Agree | Agree | Disagree | Strongly Disagree | Not Sure |
|----------------|-------|----------|-------------------|----------|
|----------------|-------|----------|-------------------|----------|

- ...safer Strongly Agree Agree Disagree Strongly Disagree Not Sure
- ...more convenient Strongly Agree Agree Disagree Strongly Disagree Not Sure
- ...less congested Strongly Agree Agree Disagree Strongly Disagree Not Sure
- ...easier to travel Strongly Agree Agree Disagree Strongly Disagree Not Sure
- ...better marked Strongly Agree Agree Disagree Strongly Disagree Not Sure

2. The bike/pedestrian accommodation on this project...

| Strongly Agree | Agree | Disagree | Strongly Disagree | Not Sure |
|----------------|-------|----------|-------------------|----------|
|----------------|-------|----------|-------------------|----------|

- ...meets your needs Strongly Agree Agree Disagree Strongly Disagree Not Sure
- ...is safe Strongly Agree Agree Disagree Strongly Disagree Not Sure
- ...is easy to use Strongly Agree Agree Disagree Strongly Disagree Not Sure

3. How familiar are you with this roadway?

- Not at all
- Somewhat
- Fairly well
- Very well

4. How often have you used this section of the road in the month?

- Never
- A few times
- Once a week
- Twice a week
- Most weekdays
- Almost every day

5. Overall, do you think this project was the right transportation solution?

- Not at all
- Not really
- Somewhat
- Very much
- Don't know / not sure

6. Did you lose property to build the project?

- Yes No

7. Should another project have had higher priority?

- Yes No

Additional questions on other side



2010 MoDOT Project Survey



Please use a pencil or a blue or a black pen to complete the survey.



Answer Selection: Correct = ● Incorrect = ✕ ✓ ⊖

The questions on this survey refer to MoDOT project D2L: Route 36 in Macon and Shelby Counties. This project extended dual lanes from east of Macon to Shelbina, and was completed in July 2010.

Thinking of this project after MoDOT completed work on it, how would you rate each of the following?

1. The road is now...

| Strongly Agree | Agree | Disagree | Strongly Disagree | Not Sure |
|----------------|-------|----------|-------------------|----------|
|----------------|-------|----------|-------------------|----------|

- ...safer
- ...more convenient
- ...less congested
- ...easier to travel
- ...better marked

2. This project did not have a bike/pedestrian component. I believe...

| Strongly Agree | Agree | Disagree | Strongly Disagree | Not Sure |
|----------------|-------|----------|-------------------|----------|
|----------------|-------|----------|-------------------|----------|

- ...this was the right decision
- ...pedestrians will use this road
- ...bicyclists will use this road

3. How familiar are you with this roadway?

- Not at all
- Somewhat
- Fairly well
- Very well

4. How often have you used this section of the road in the month?

- Never
- A few times
- Once a week
- Twice a week
- Most weekdays
- Almost every day

5. Overall, do you think this project was the right transportation solution?

- Not at all
- Not really
- Somewhat
- Very much
- Don't know / not sure

6. Did you lose property to build the project?

- Yes No

7. Should another project have had higher priority?

- Yes No

Additional questions on other side



2010 MoDOT Project Survey

After **completing the other side**, please finish this side and return this survey

8. Please provide any comments you may have about why you feel this project was, or was not, the right transportation solution. **Keep all comments within the thick red lines.**

Questions 9 and 10 are asked on behalf of the Federal Government. Feel free to skip any question if you do not feel comfortable answering it.

9. What is your gender?

Female Male

10. What is your ethnicity? Select all that apply.

- African American
- American Indian or Alaskan Native
- Asian or Pacific Islander
- Caucasian
- Hispanic or Latino
- Other

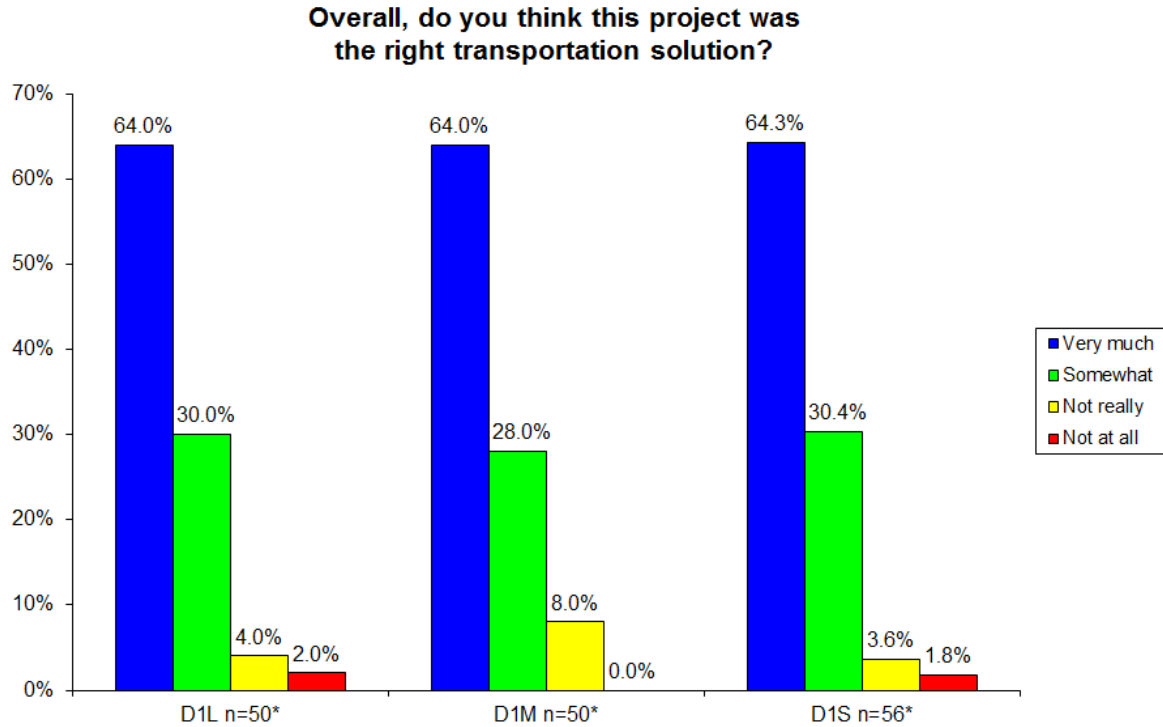
Appendix B: Right Transportation Solution by Project

The results from the right transportation solution question have been graphically provided for each project. Readers should use caution when using the information provided to compare projects. Statistically, it is very safe to compare overall results from fiscal year 2011 to previous fiscal years. The margin of error for all years has been approximately 2%. Since the margin of error can go either way (e.g., low in one year and high in another), the margins of error are cumulative. Therefore, we can be 95% confident that differences between years are truly real changes if the overall difference is at least 4%.

However, the margin of error increases as the sample size decreases. The general margin of error for the results presented in this appendix range from a low of 9.5% for Project D2L (n=110) to a high of 30.2% for Project D10M (n=11). However, despite these statistical concerns, these graphs do provide some useful information. For example, many projects were overwhelmingly the right transportation solution in the eyes of the respondents. The question that can be raised by these graphs is why do a few projects have much lower levels of support than other projects?

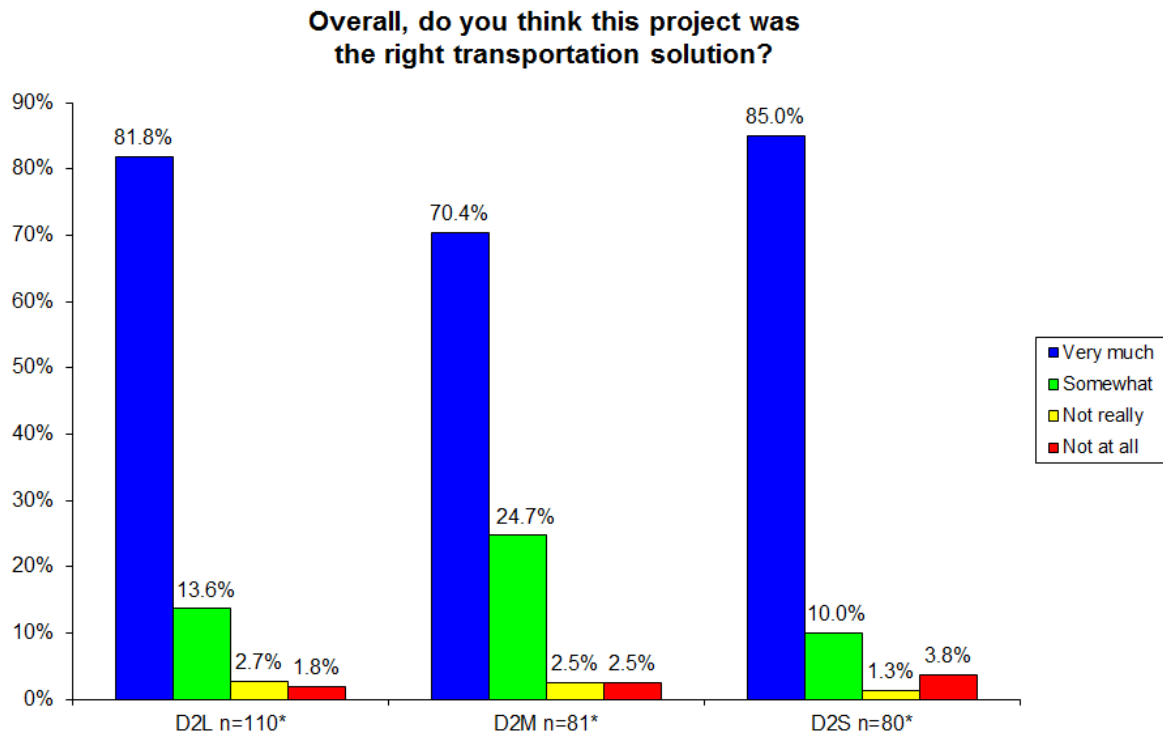
Tracker Measure 9i: Right Transportation Solution

Figure 14: District 1



*total n excludes respondents answering "Don't know / not sure" to this question

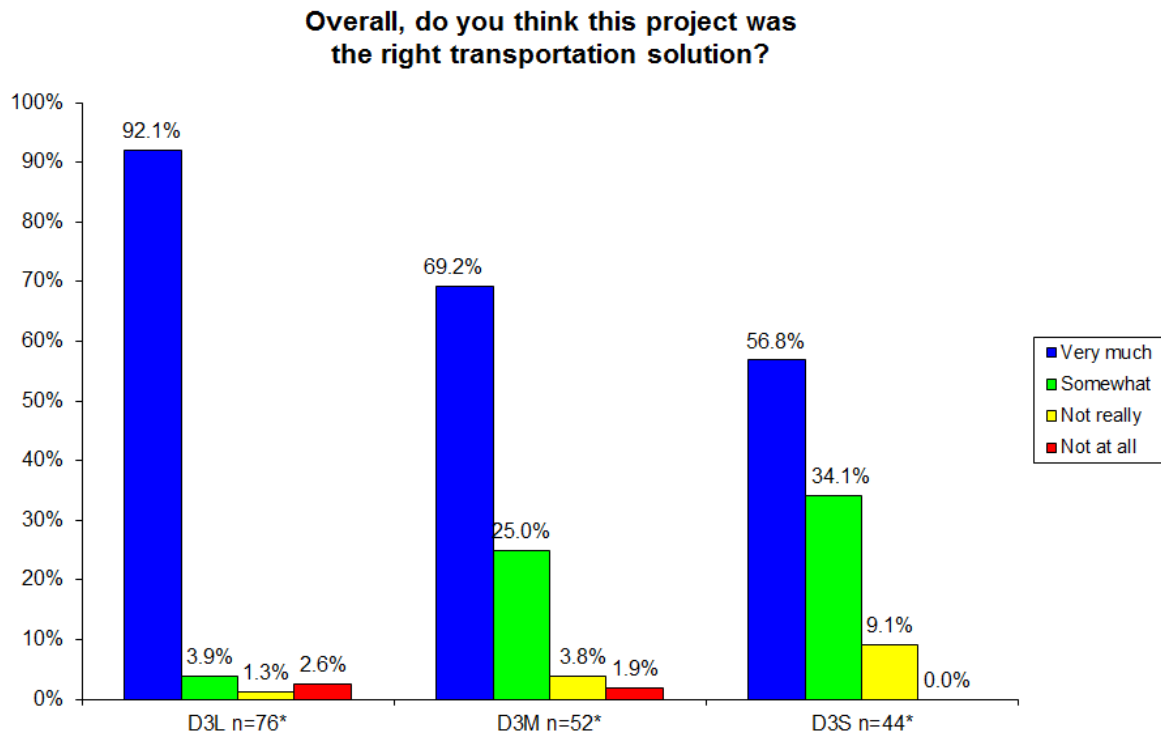
Figure 15: District 2



*total n excludes respondents answering "Don't know / not sure" to this question

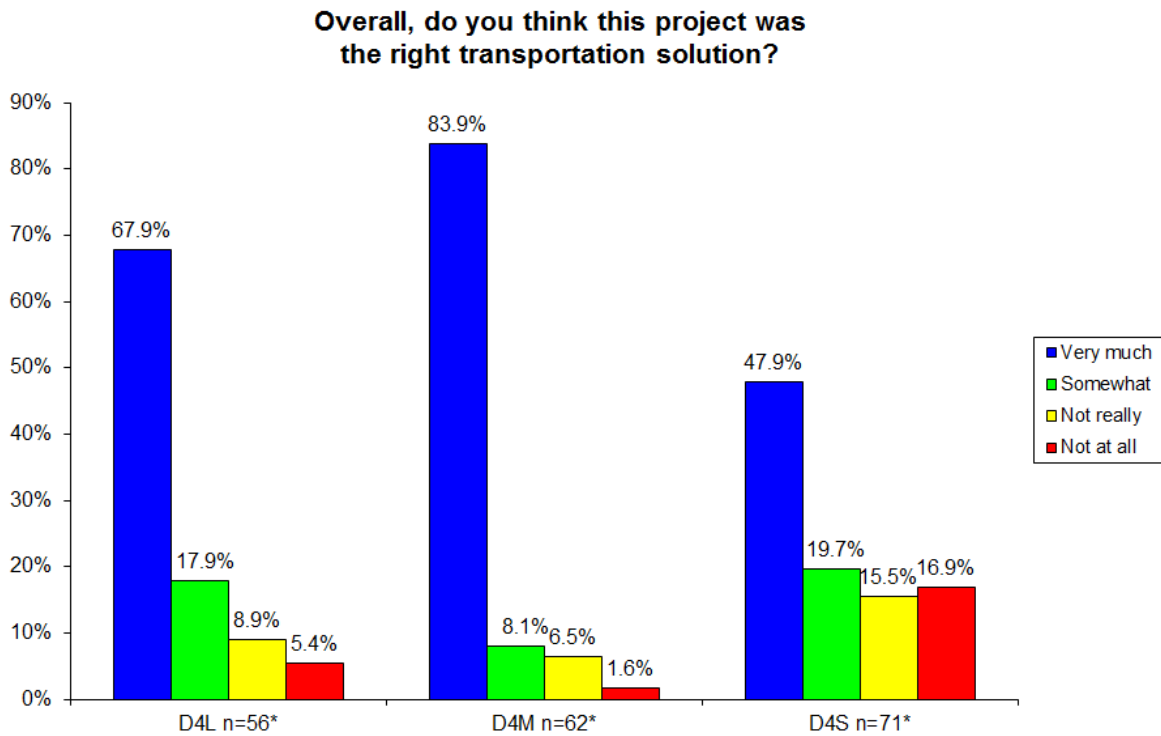
Tracker Measure 9i: Right Transportation Solution

Figure 16: District 3



*total n excludes respondents answering "Don't know / not sure" to this question

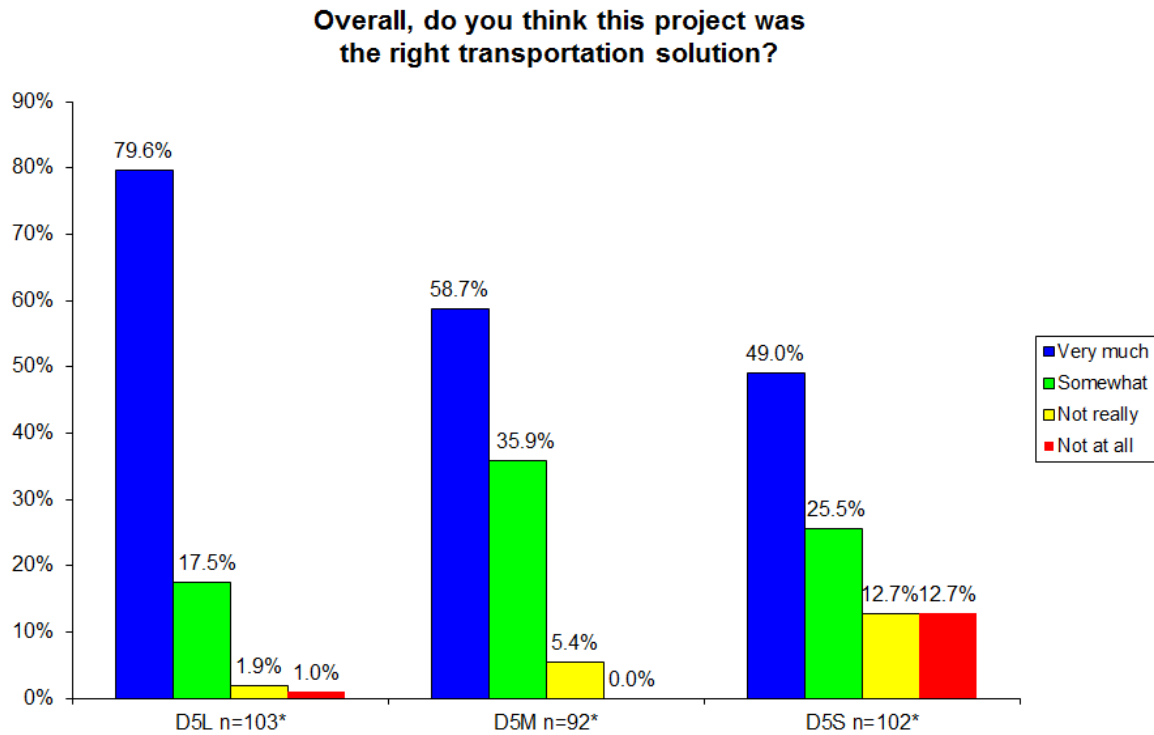
Figure 17: District 4



*total n excludes respondents answering "Don't know / not sure" to this question

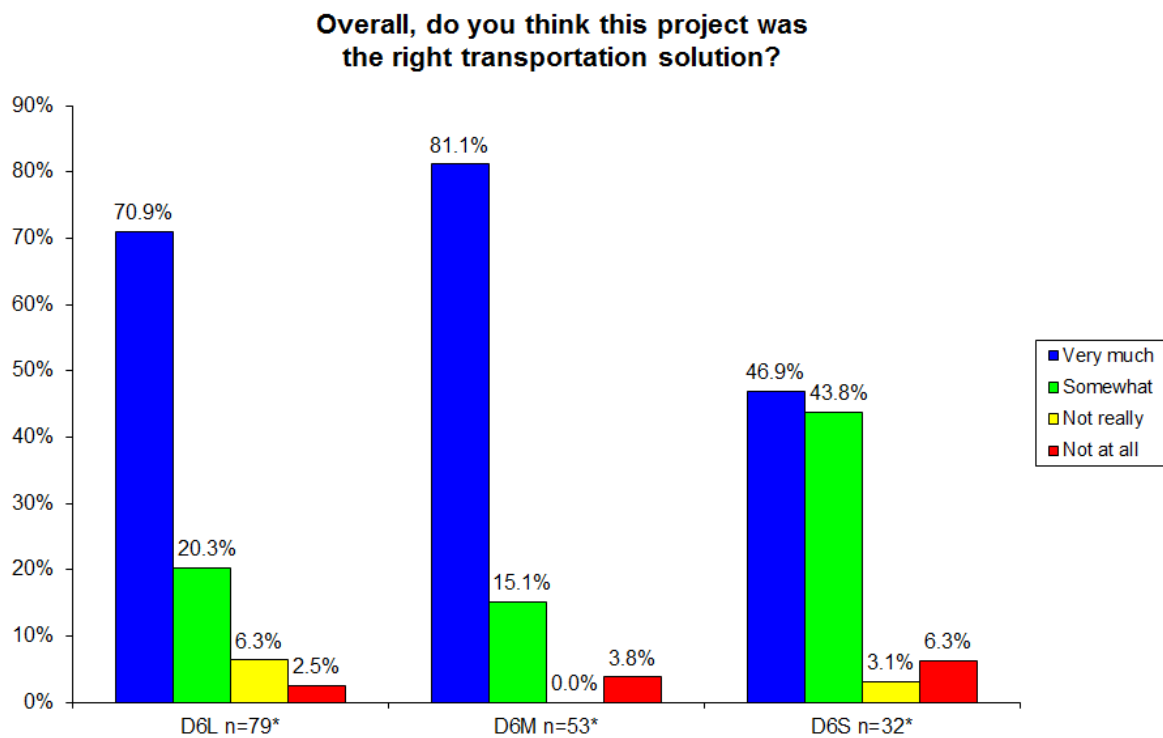
Tracker Measure 9i: Right Transportation Solution

Figure 18: District 5



*total n excludes respondents answering "Don't know / not sure" to this question

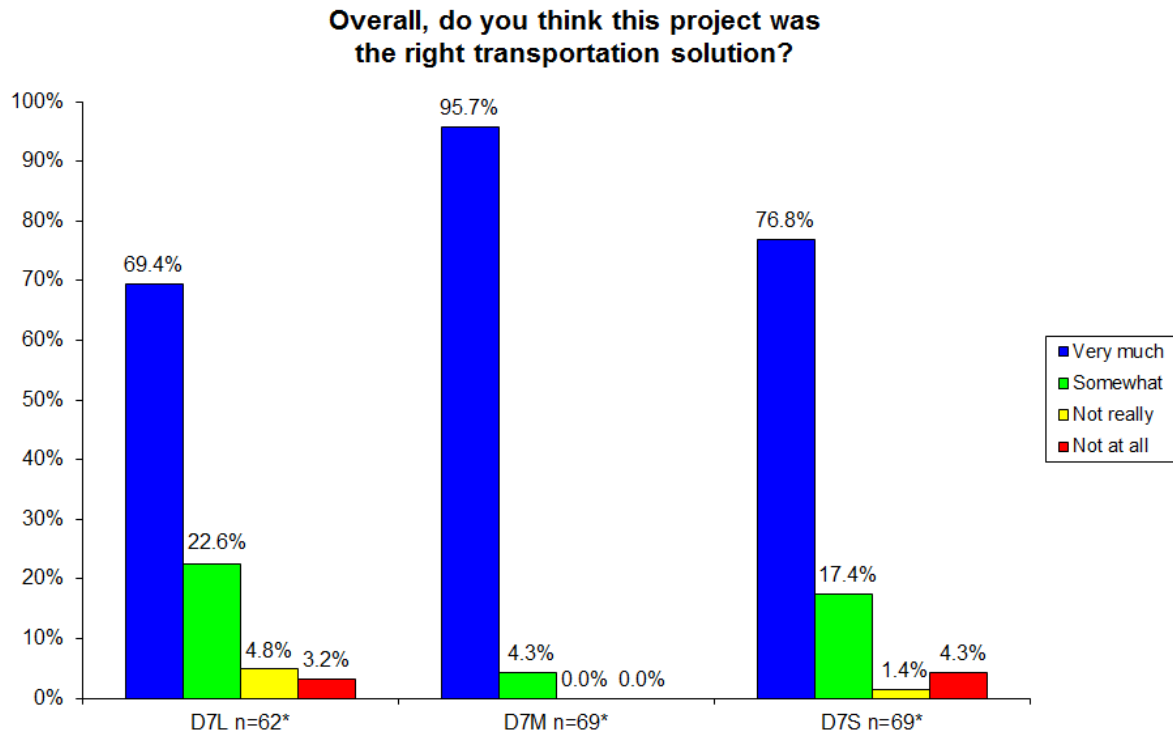
Figure 19: District 6



*total n excludes respondents answering "Don't know / not sure" to this question

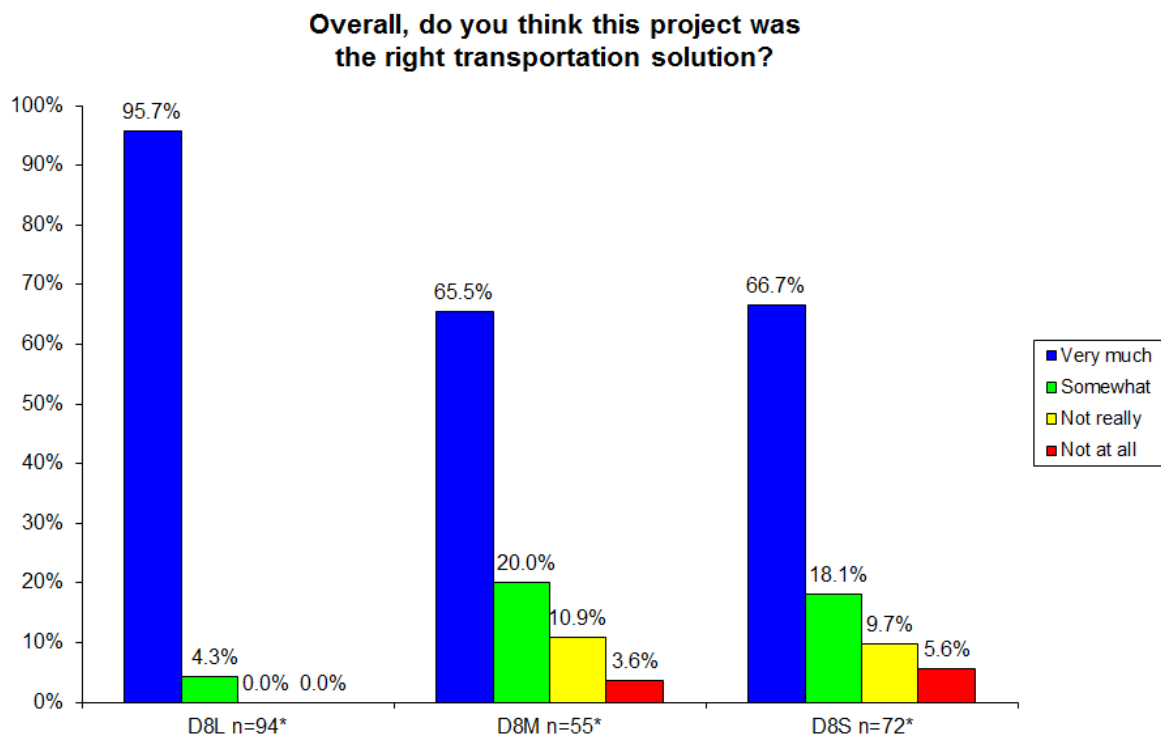
Tracker Measure 9i: Right Transportation Solution

Figure 20: District 7



*total n excludes respondents answering "Don't know / not sure" to this question

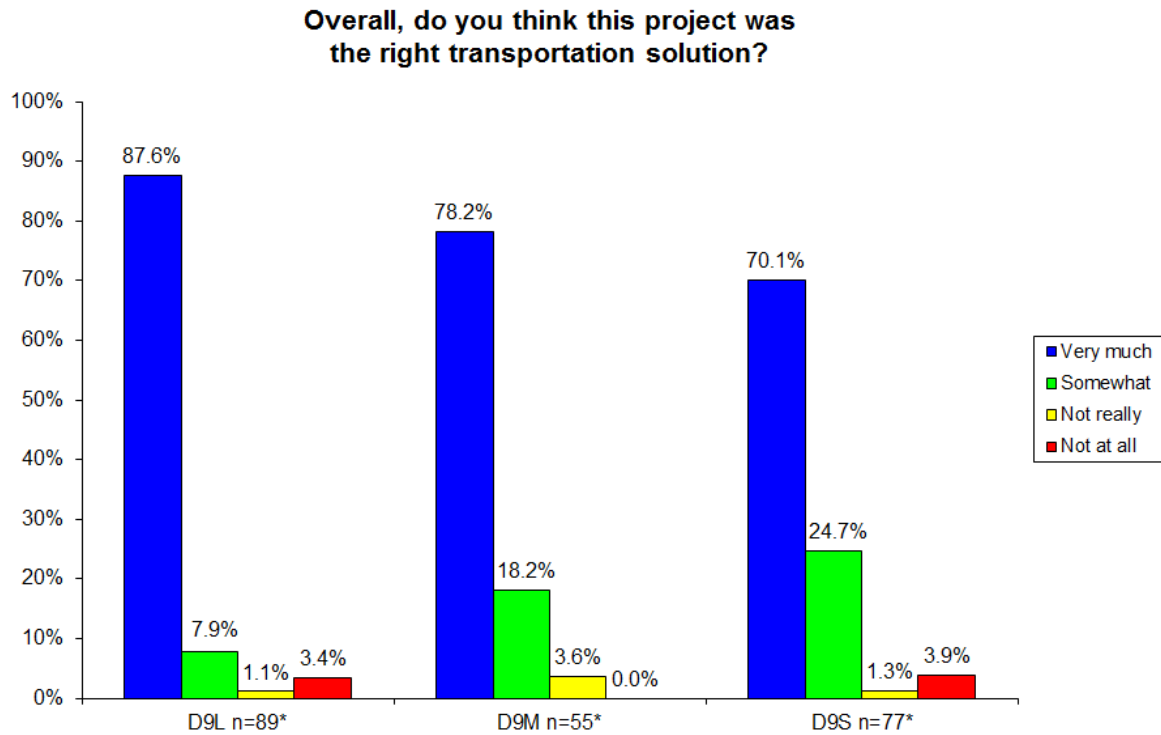
Figure 21: District 8



*total n excludes respondents answering "Don't know / not sure" to this question

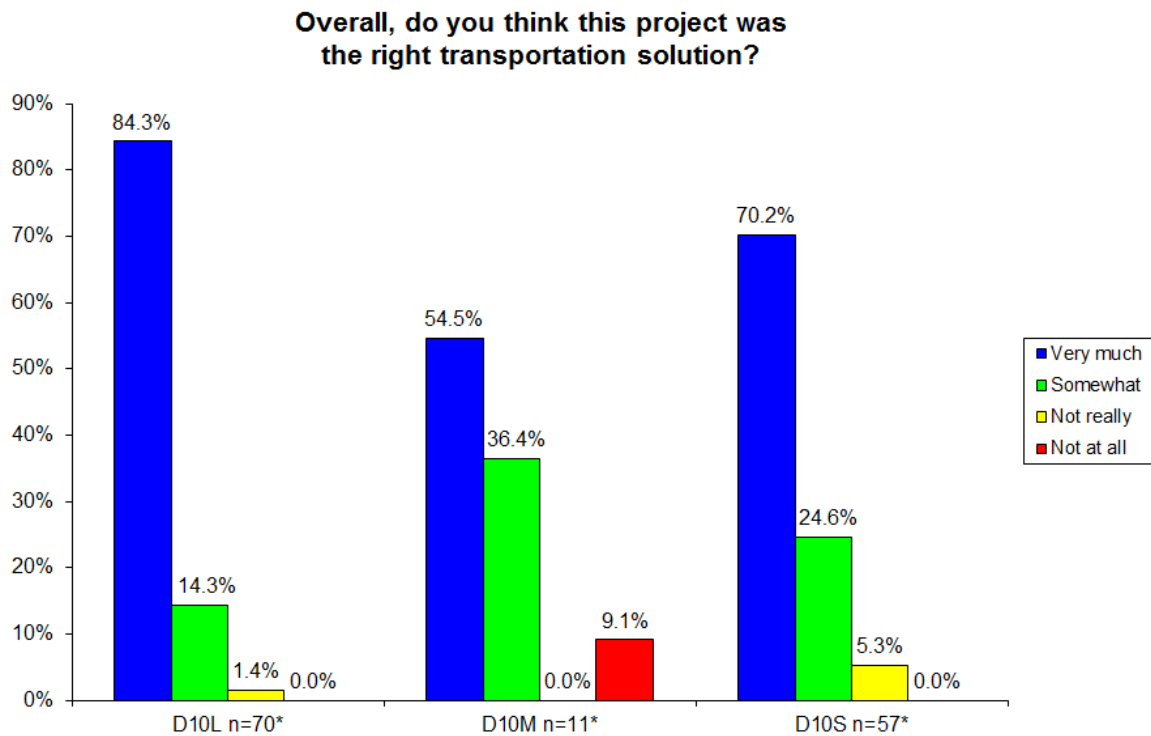
Tracker Measure 9i: Right Transportation Solution

Figure 22: District 9



*total n excludes respondents answering "Don't know / not sure" to this question

Figure 23: District 10



*total n excludes respondents answering "Don't know / not sure" to this question



Missouri Department of Transportation
Organizational Results
P. O. Box 270
Jefferson City, MO 65102

573.526.4335
1.888.ASK.MODOT
innovation@modot.mo.gov