

July 2011

*A Report Card From
Missourians - 2011*

Final Report - Main Report

Submitted to

*The Missouri Department of
Transportation*



Prepared by ETC Institute and
Missouri Department of
Transportation



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FINAL REPORT

RD08-018
CM12-001

A Report Card from Missourians - 2011

Prepared for
Missouri Department of Transportation

by

ETC Institute
725 West Frontier Circle
Olathe, Kansas 66061

July 2011

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

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16. Abstract This survey populates data for seven customer satisfaction measures for the MoDOT Tracker; 4b, 4c, 5a, 12i, 13c, 16a and 17b. The survey also asks other evaluative and priority questions that measure the public's support for various ways of raising and appropriating revenue for transportation. Using previous annual surveys as a baseline, the investigators collaborated with MoDOT to finalize the survey questions to be asked. A professional calling center was contracted to obtain a representative sample of each of the 10 MoDOT Districts, with a minimum of 350 respondents per District. Potential respondents were contacted through random digit dialing (RDD) from April 19 th through May 2 nd . A total of 3,524 interviews were completed for the study for a response rate of 43.2%.			
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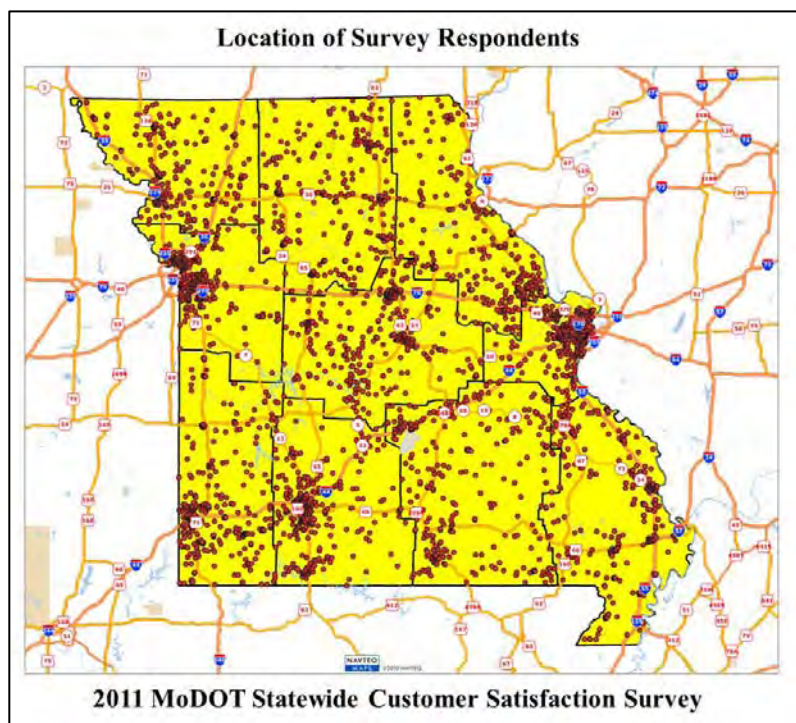
A Report Card From Missourians - 2011 Executive Summary

Purpose

ETC Institute completed its third annual comprehensive statewide customer satisfaction survey for the Missouri Department of Transportation (MoDOT) in the spring of 2011. The purpose of the survey was to help identify and prioritize the transportation services and improvements that are most important to Missourians and to assess MoDOT's overall performance.

Methodology

The four-page survey was administered by phone to a stratified-random sample of 3,524 households in the State of Missouri. The sample was stratified to ensure that at least 350 surveys were completed in each of the 10 districts. The results for each district have a 95% level of confidence with a precision of at least +/- 5.0%. The overall results for the stratified-random sample of 3,524 households have a 95% level of confidence with a precision of at least +/- 1.7%. In order to better understand how well services are being delivered by MoDOT, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.

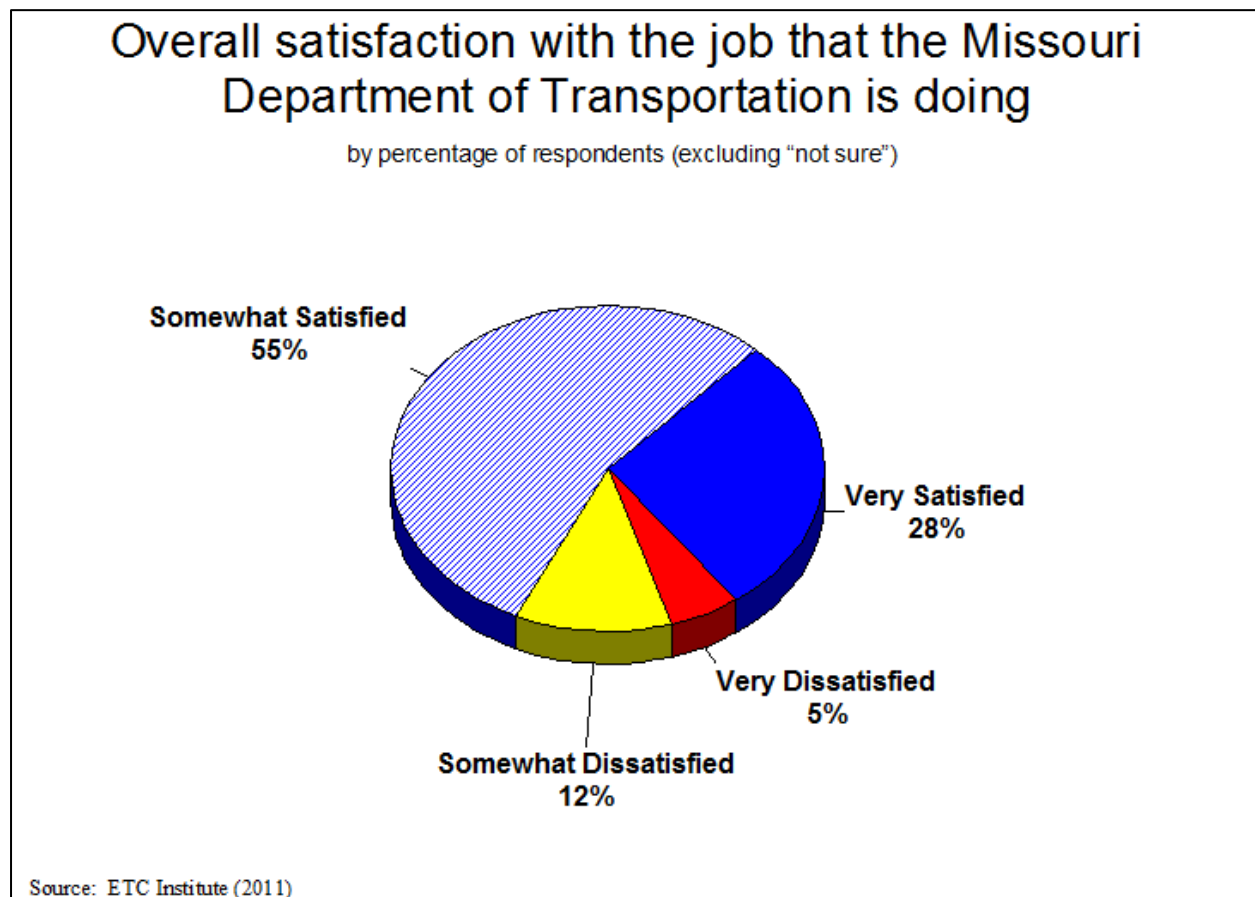


The percentage of “don’t know/not sure” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results with previous statewide customer satisfaction surveys and other communities in the DirectionFinder® benchmarking database. When the “don’t know/not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

Major Findings

Overall Satisfaction with the job that MoDOT is doing remains high.

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

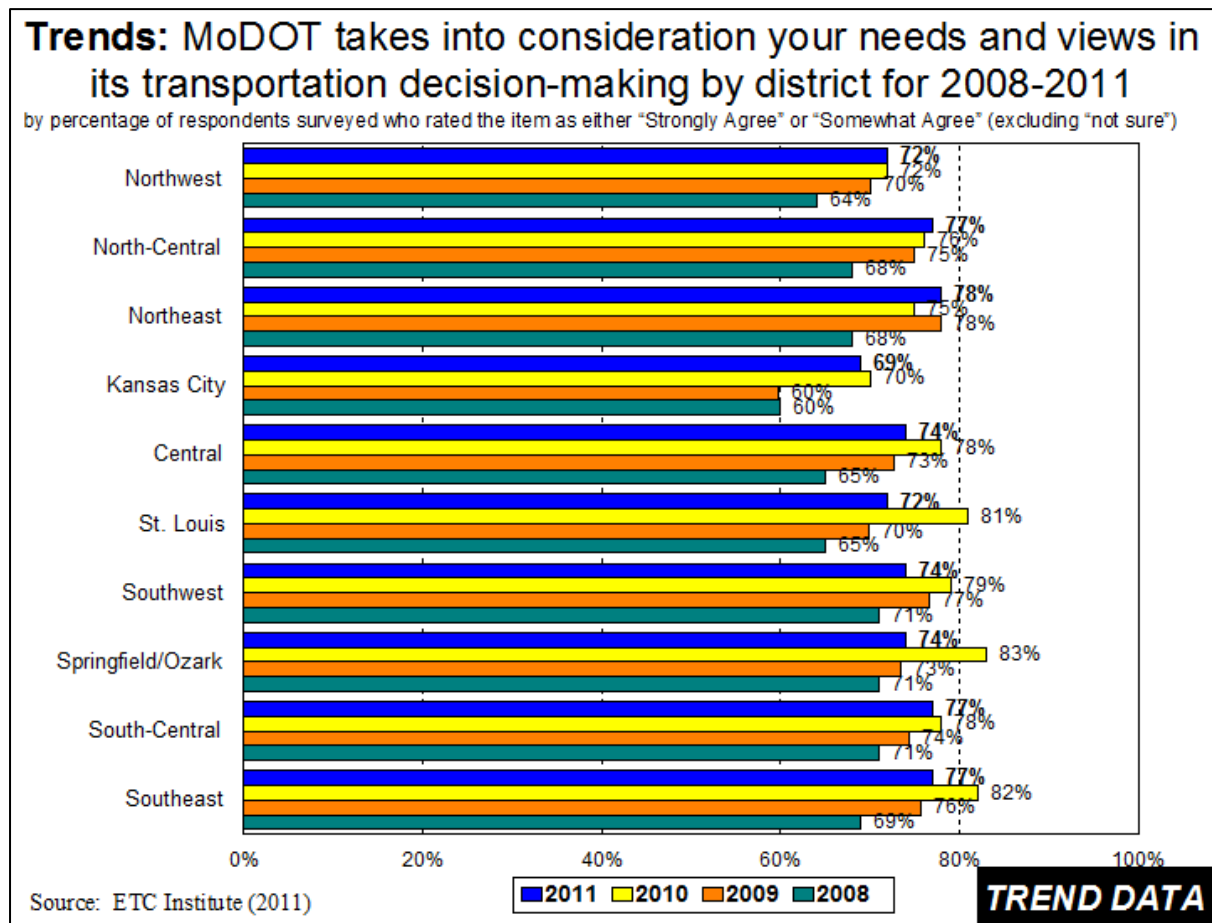


Residents generally think MoDOT takes their needs and views into consideration in its transportation decision-making. Seventy-three percent (73%) of **ALL** the residents surveyed, who had an opinion, agreed (combination of “strongly agree” and “somewhat agree” responses) with the statement “MoDOT takes into consideration your needs and views in its transportation decision-making.” Although this is a 5% decrease from 2010, it is an 8% increase from just four years ago (2008).

Only the Northeast District had a significant increase in the level of agreement with the statement “MoDOT takes into consideration your needs and views in its transportation decision-making” since 2010. Although most districts either stayed the same or decreased in their agreement level with this statement since 2010, all 10 districts have made significant increases from just four years ago. The increases in agreement level of all 10 districts, since 2008, are listed below:

- Northwest District (8%)
- North-Central District (9%)
- Northeast District (10%)
- Kansas City District (9%)
- Central District (9%)
- St. Louis District (7%)
- Southwest District (3%)
- Springfield/Ozark District (4%)
- South-Central District (6%)
- Southeast District (8%)

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

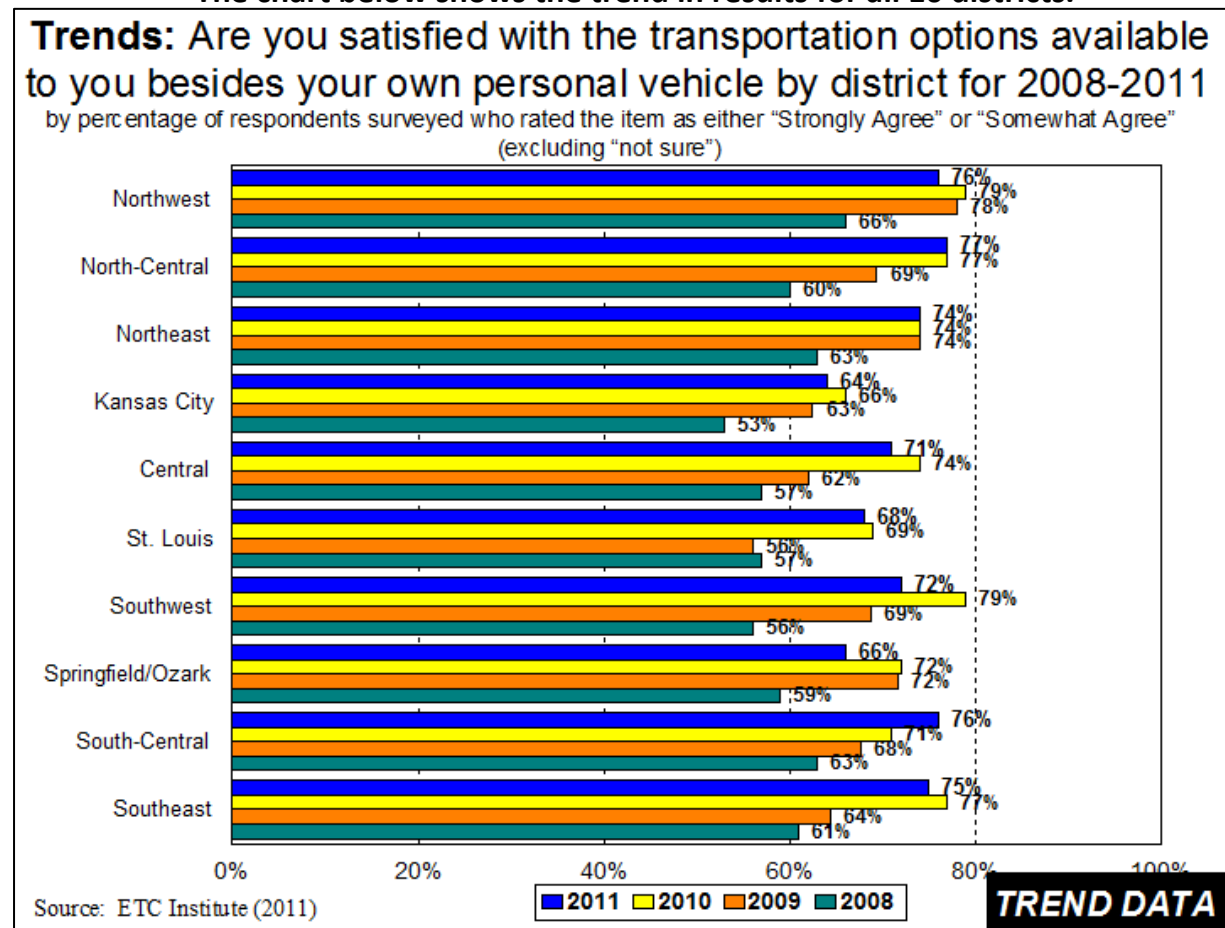


Residents are generally satisfied with the transportation options that are available to them besides their own vehicle. Sixty-eight percent (68%) of **ALL** the residents surveyed, who had an opinion, agreed (combination of “strongly agree” and “somewhat agree” responses) with the statement “You are satisfied with the transportation options available to you besides your own personal vehicle”. Although this is a 3% decrease from 2010, it is an 11% increase from just four years ago (2008).

Only the South-Central District had a significant increase in the level of agreement with the statement “You are satisfied with the transportation options available to you besides your own personal vehicle” since 2010. Although most districts either stayed the same or decreased in their agreement level with this statement since 2010, all 10 districts have made significant increases from just four years ago. The increases in agreement level of all 10 districts, since 2008, are listed below:

- Northwest District (10%)
- North-Central District (17%)
- Northeast District (11%)
- Kansas City District (11%)
- Central District (14%)
- St. Louis District (11%)
- Southwest District (16%)
- Springfield/Ozark District (7%)
- South-Central District (13%)
- Southeast District (14%)

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



Other Findings

- Fifteen percent (15%) of residents, who had an opinion, thought that funding for transportation in Missouri should be increased greatly over the next 5 years; 33% thought it should be increased slightly, 48% thought it should stay the same while only 4% thought it should either be reduced slightly or reduced greatly.
- Ninety percent (90%) of the residents, who had an opinion, indicated that they trust MoDOT to keep its commitments to the public and only 10% did not.
- Seventy percent (70%) of residents, who had an opinion, agreed (combination of “strongly agree” and “somewhat agree” responses) with the statement “MoDOT does a good job of minimizing travel delays caused by construction & maintenance on highways”; fifteen percent (15%) gave a neutral response, and 15% disagreed with the statement.
- Sixty-two percent (62%) of residents, who had an opinion, were satisfied (combination of “very satisfied” and “satisfied” responses) with the job that MoDOT has done keeping the surface of major highways in good condition. This is a 13% percent increase since 2009.

How MoDOT Compares to Other Departments of Transportation

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

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

- Minimizing congestion on highways (+12%)
- Removing debris from highways (+11%)
- Picking up trash/litter along highways (+9%)
- Surface of Interstate highways in good condition (+9%)
- Removing snow/ice along highways (+6%)
- Mowing/trimming trees/grass/weeds along highways (+6%)

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

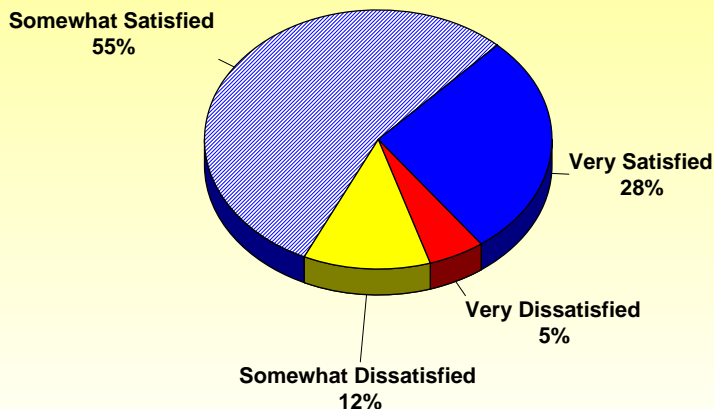
- Keeping bridges in good condition (-10%)

Although “Keeping bridges in good condition” is 10% below the North Central U.S. average, this is still a positive increase of +4% over 2009. The condition of bridges in Missouri remains an area of focus; however, it is obvious that significant steps have been taken to improve the condition of bridges in the state.

Section 1:
Charts and Graphs

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

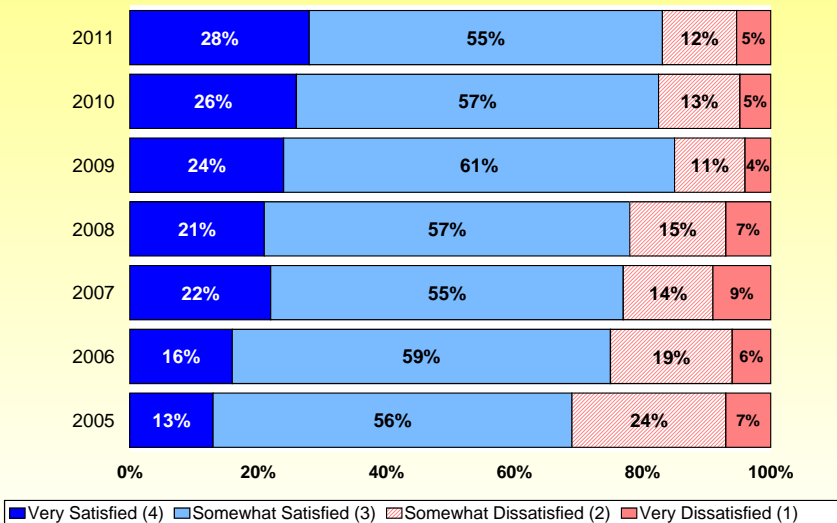
by percentage of respondents (excluding "not sure")



Source: ETC Institute (2011)

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

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

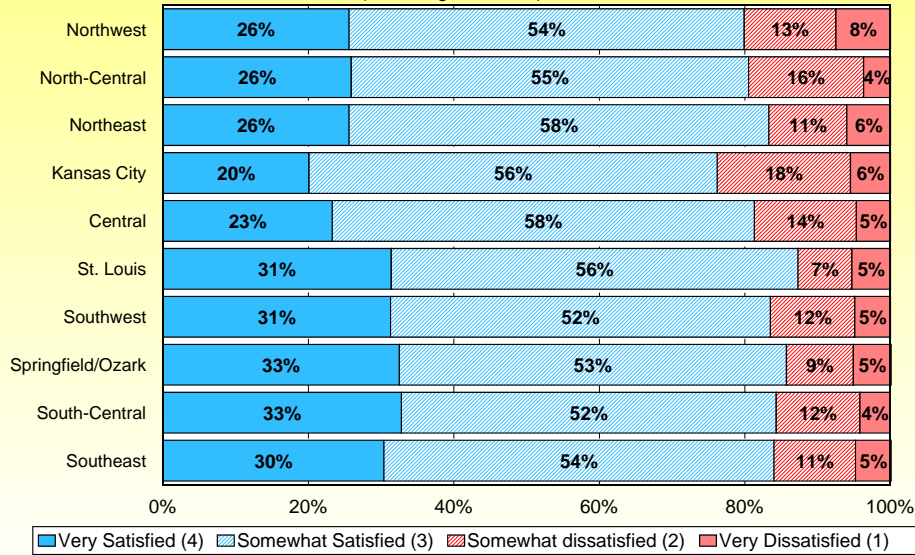


Source: ETC Institute (2011)

TREND DATA

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

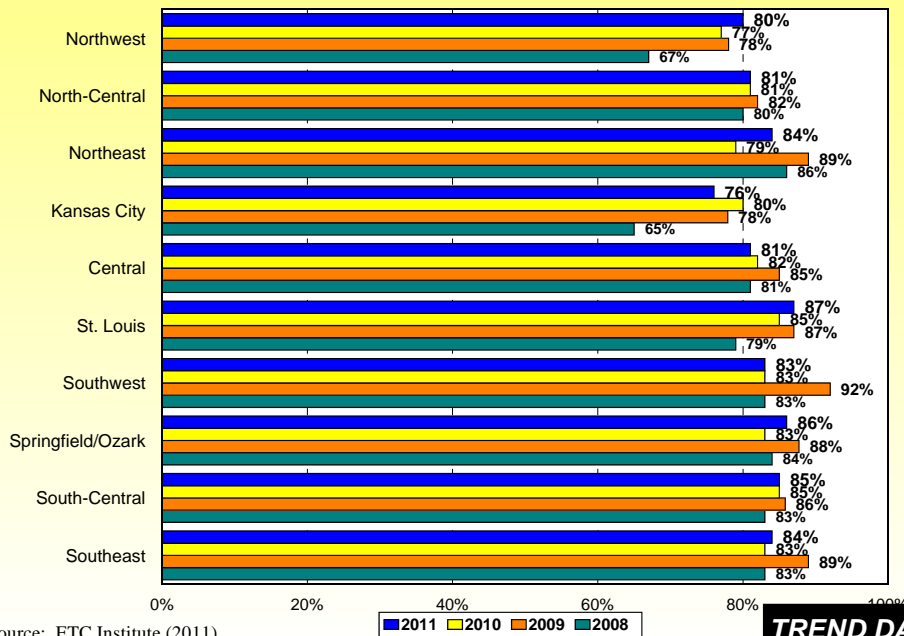
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")



Source: ETC Institute (2011)

Trends: Overall satisfaction with the job that the Missouri Department of Transportation is doing by district for 2008-2011

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

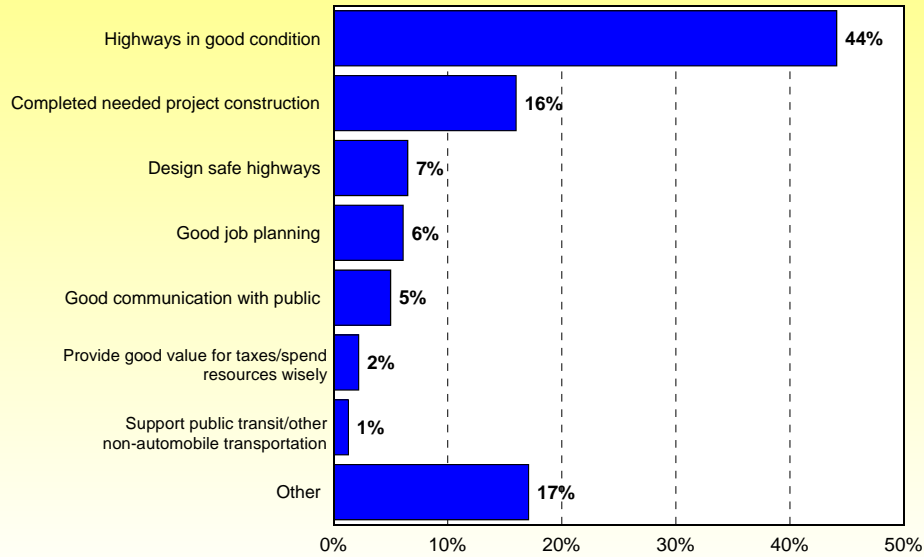


Source: ETC Institute (2011)

TREND DATA

What about MoDOT are you MOST satisfied with?

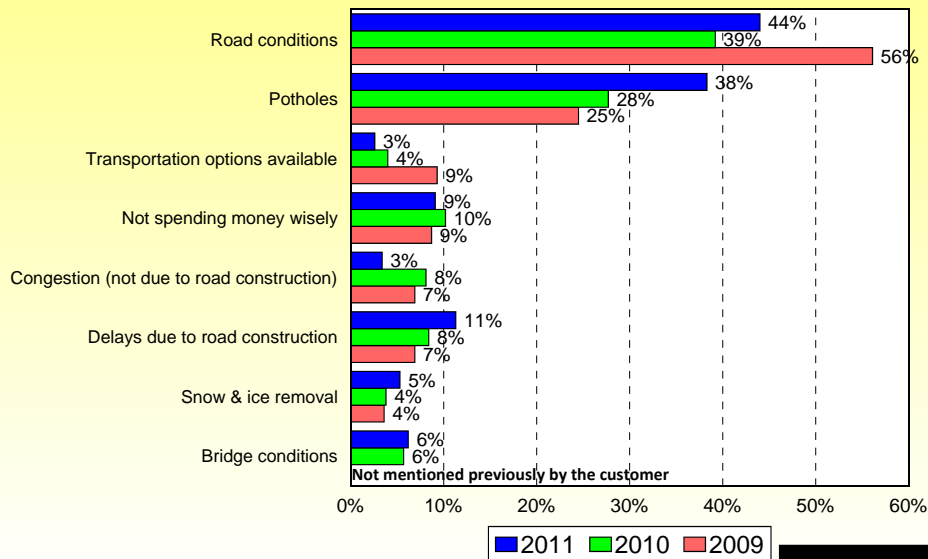
The graph below is a result of direct feedback from respondents who were either "Very Satisfied" or "Satisfied" with the job MoDOT was doing. The responses were not scripted, rather the direct responses from the respondents were placed into categories. (Multiple responses were allowed)



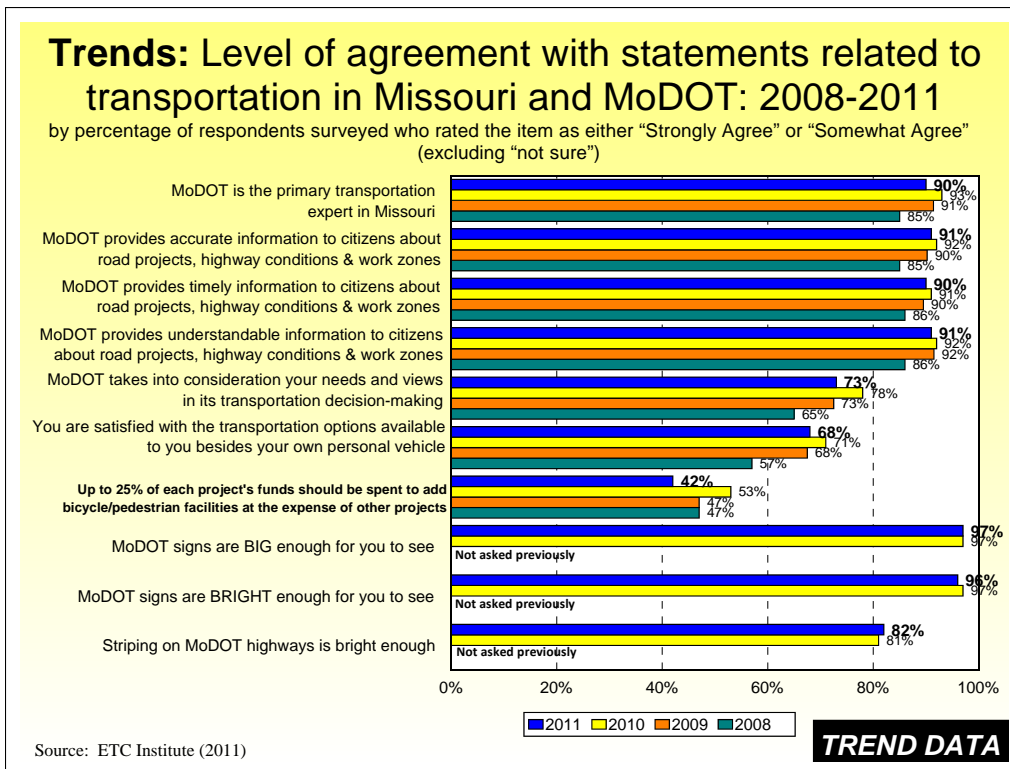
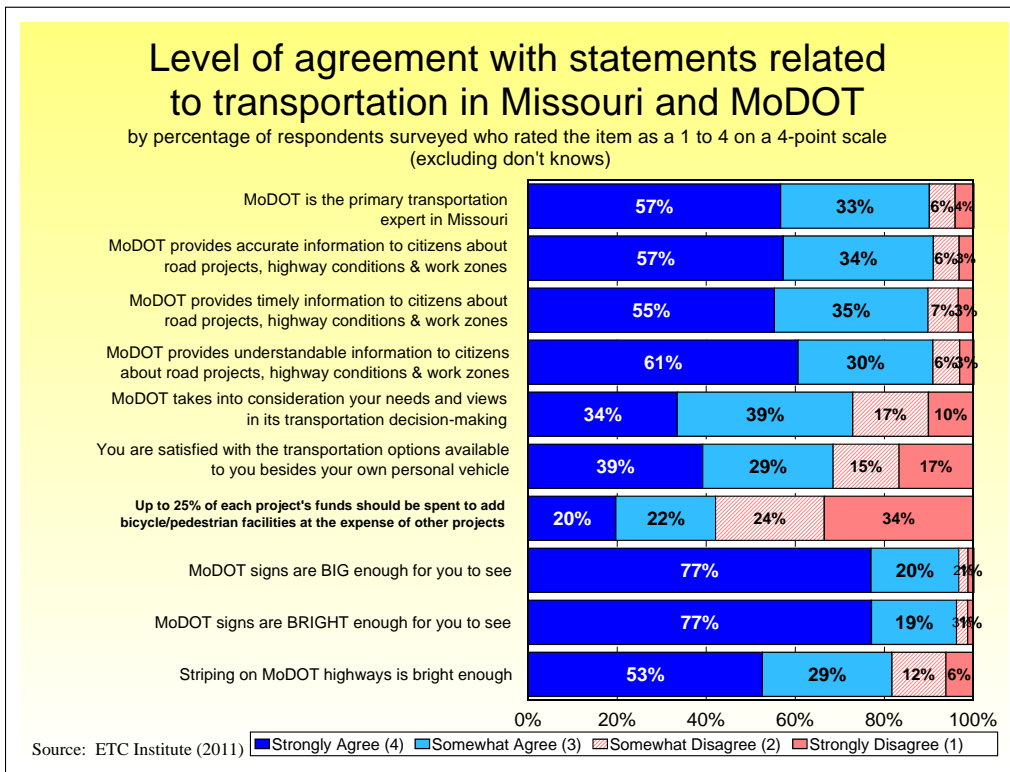
Source: ETC Institute (2011)

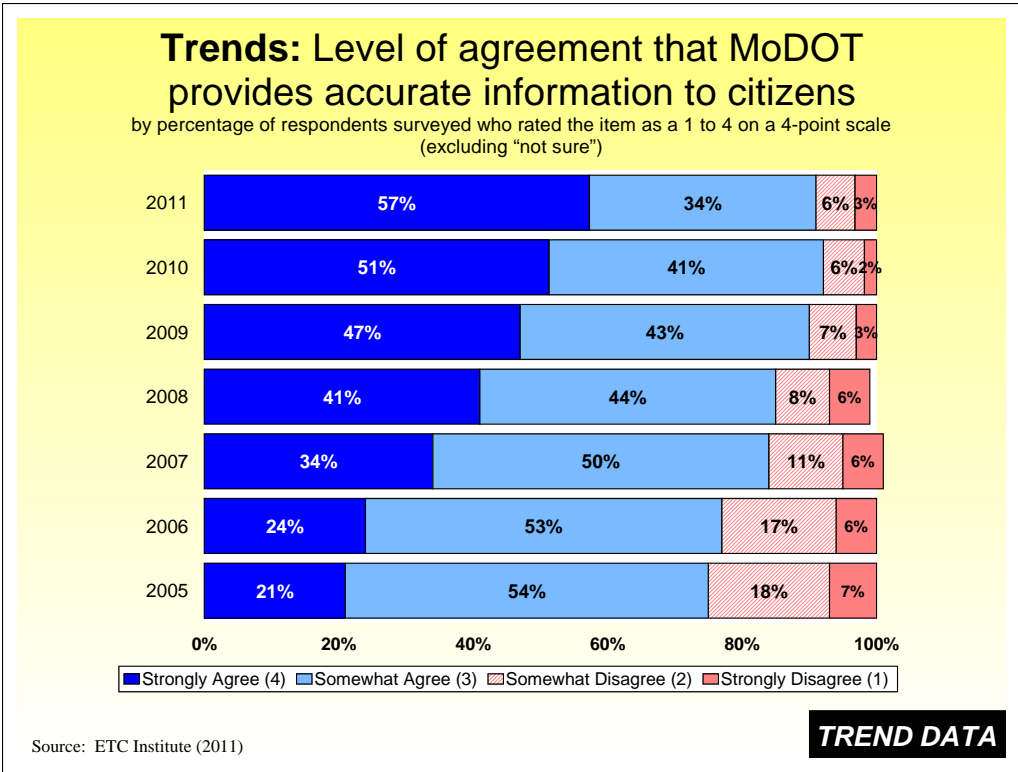
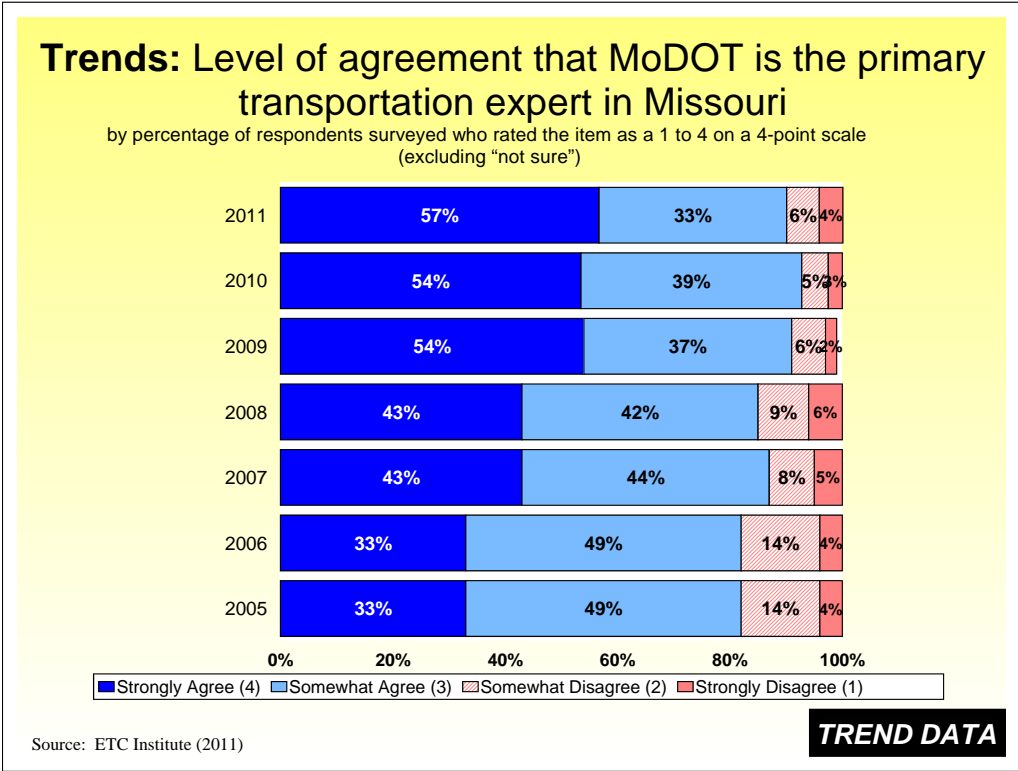
What about MoDOT are you MOST dissatisfied with? 2009-2011

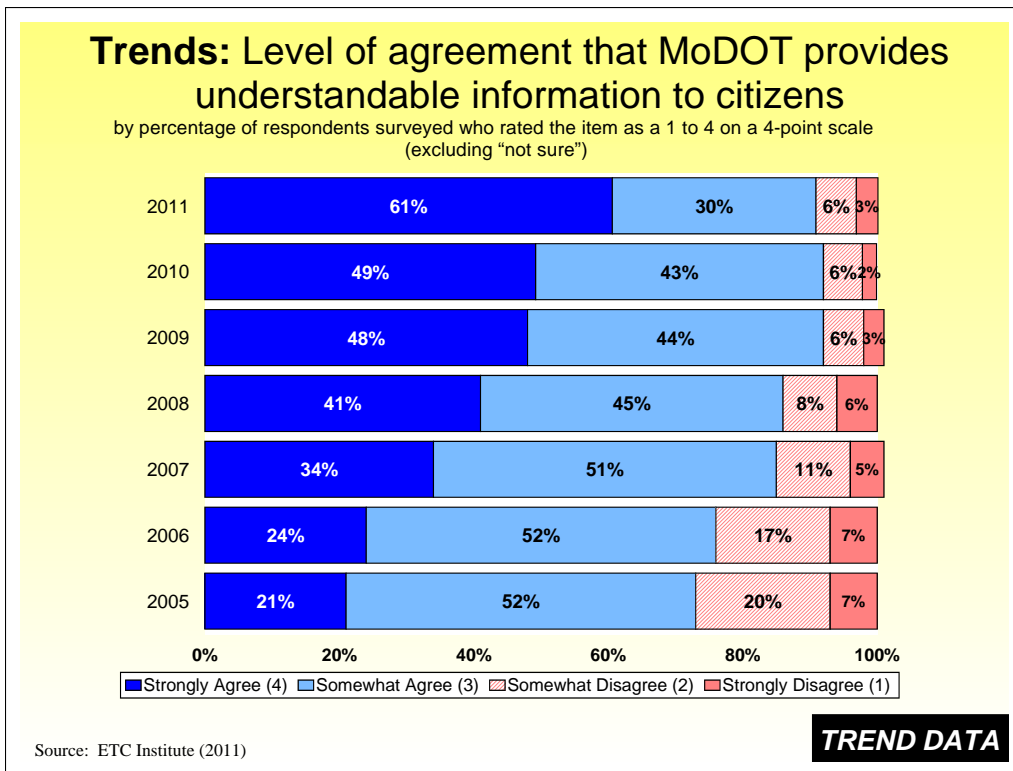
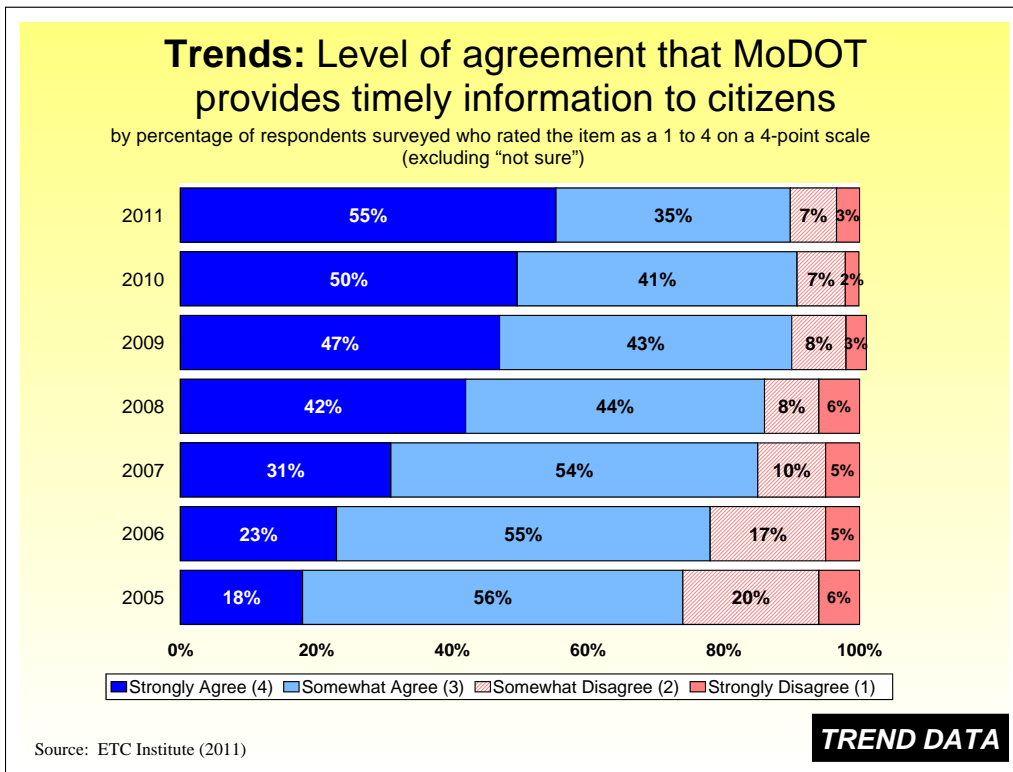
The graph below is a result of direct feedback from respondents who were either "Very Dissatisfied" or "Somewhat Dissatisfied" with the job that MoDOT is doing. The responses were not scripted, rather the direct responses from the respondents were placed into categories. (Multiple responses were allowed)



Source: ETC Institute (2011)

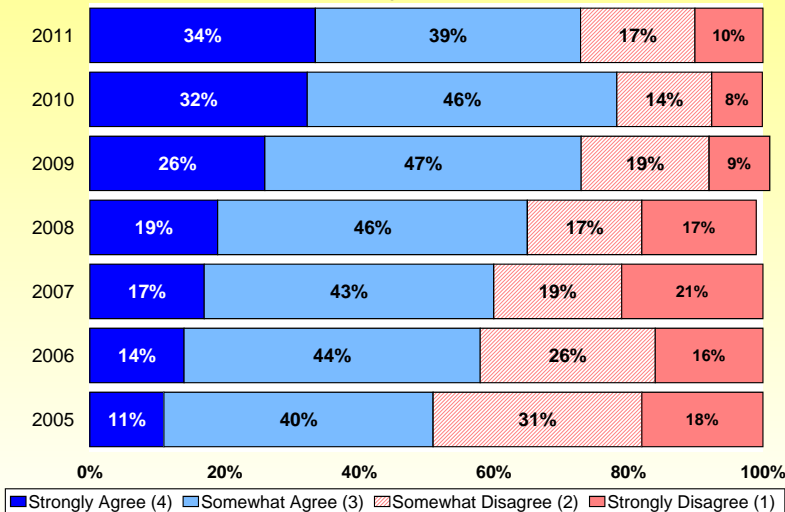






Trends: Level of agreement that MoDOT considers residents' needs and views in transportation decision-making

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

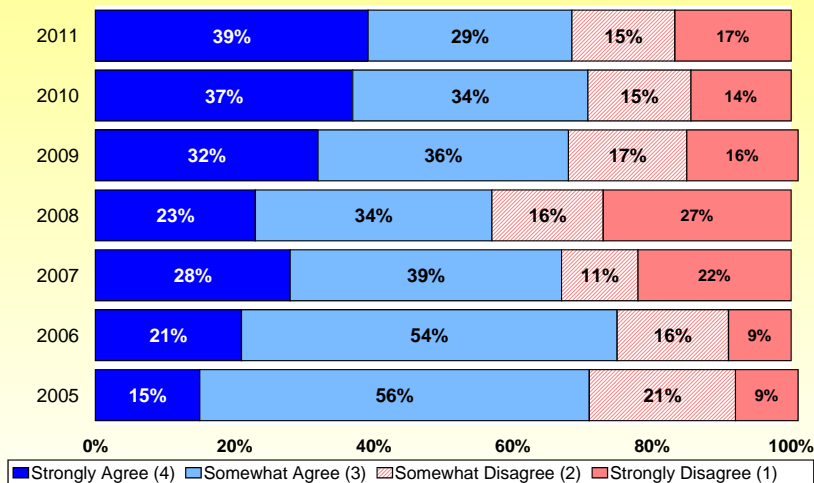


Source: ETC Institute (2011)

TREND DATA

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

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

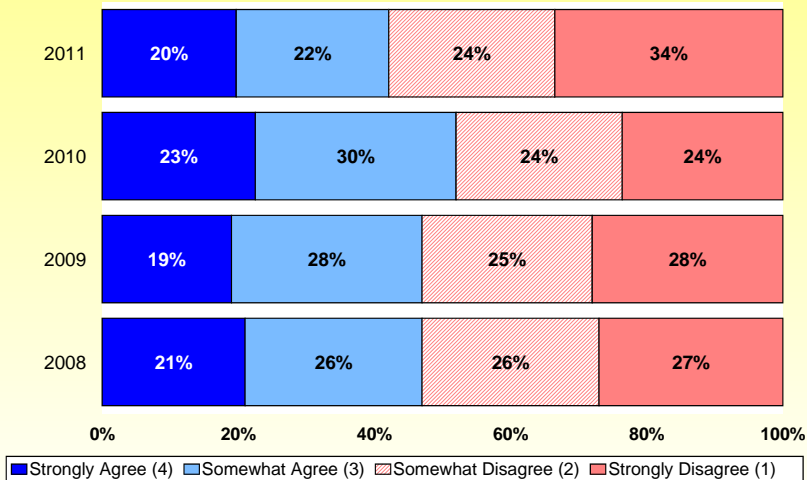


Source: ETC Institute (2011)

TREND DATA

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

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

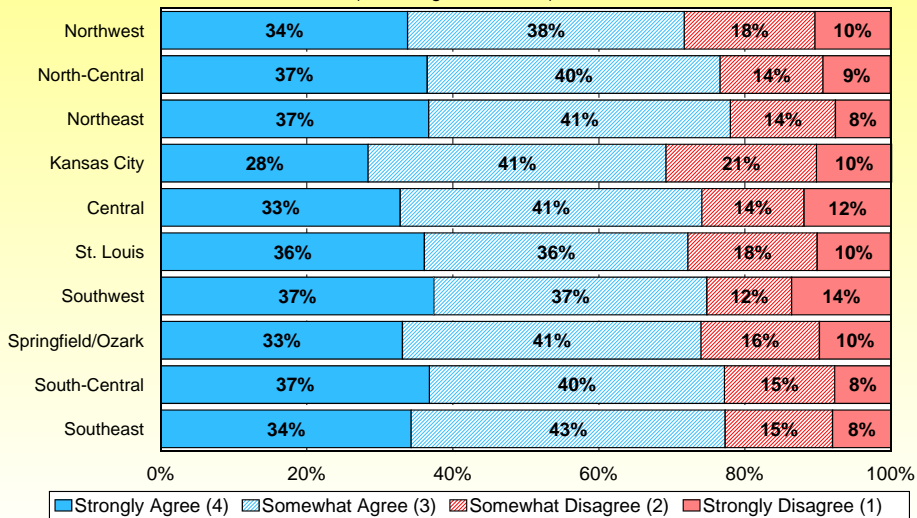


Source: ETC Institute (2011)

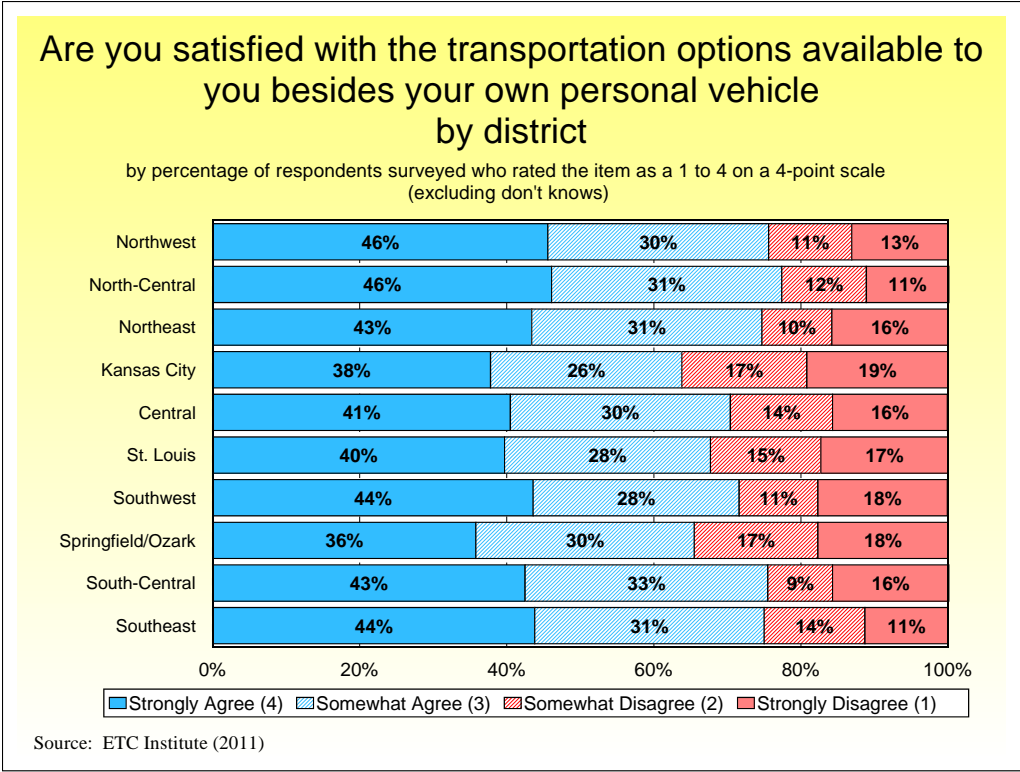
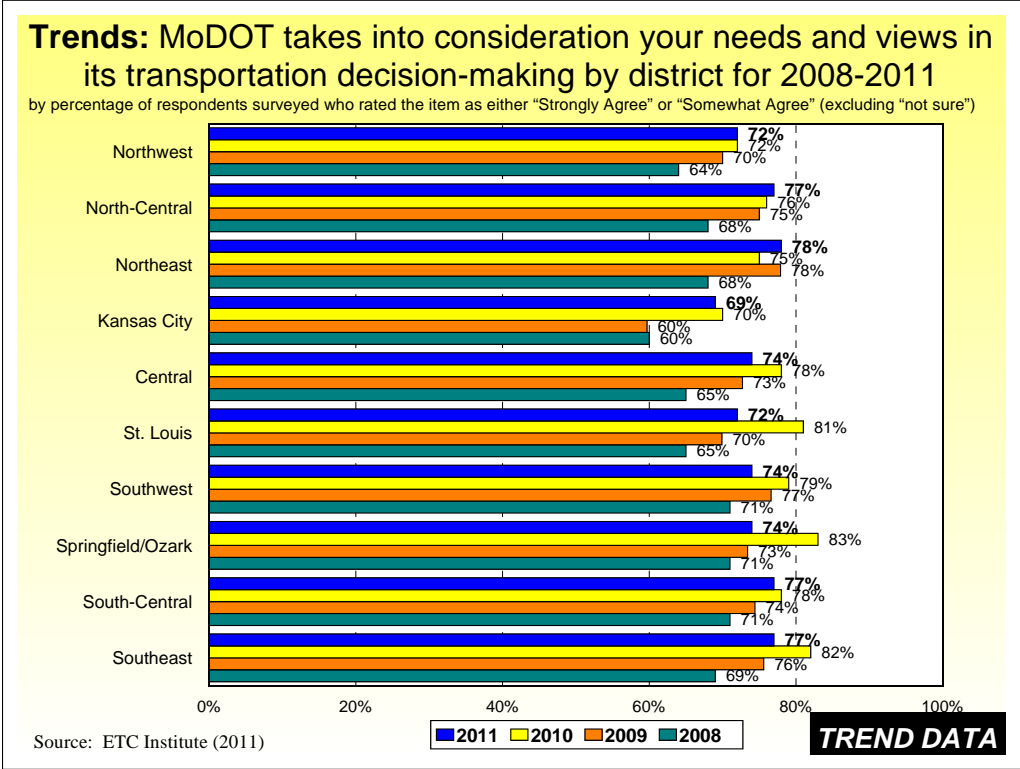
TREND DATA

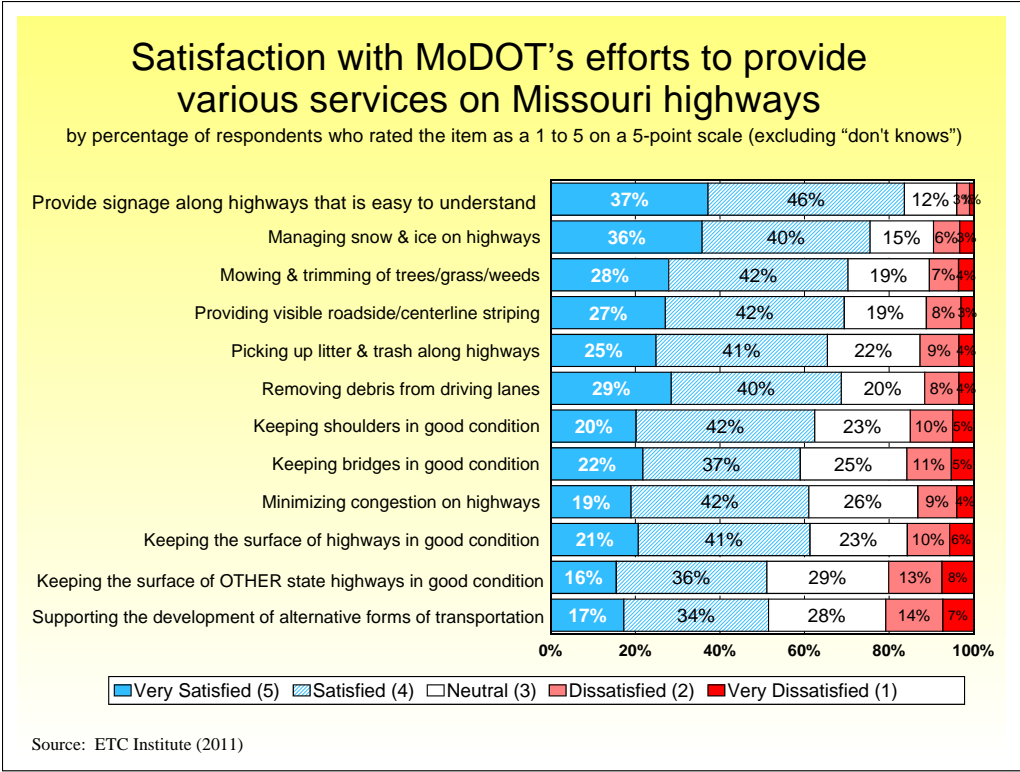
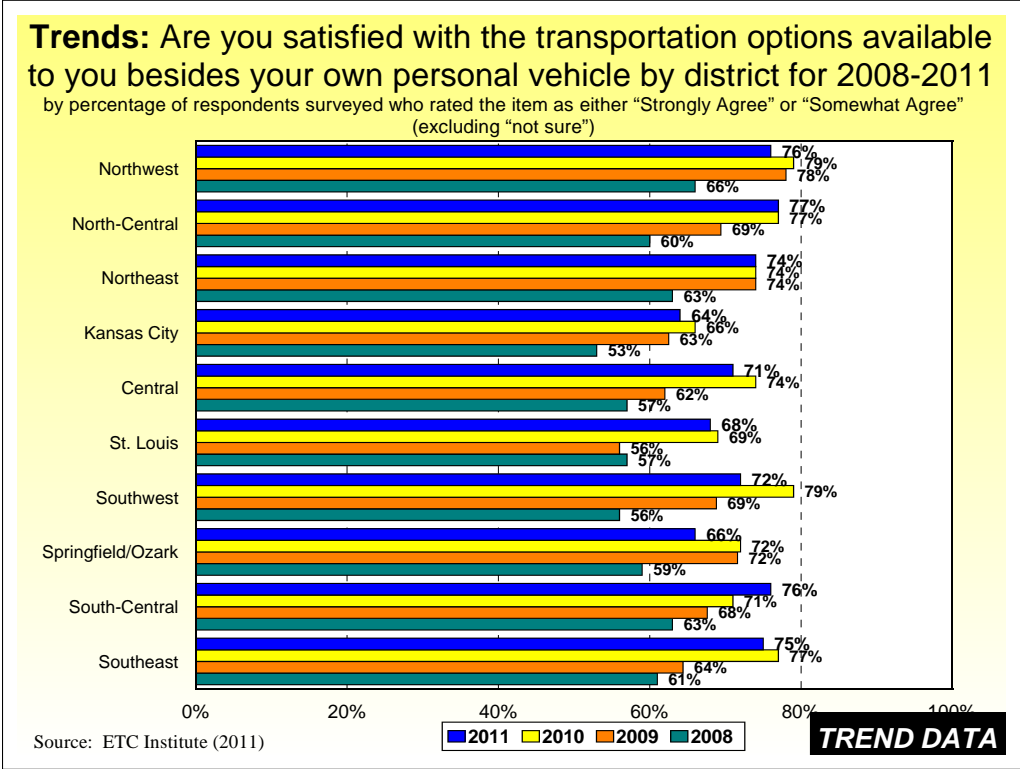
MoDOT takes into consideration your needs and views in its transportation decision-making by district

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



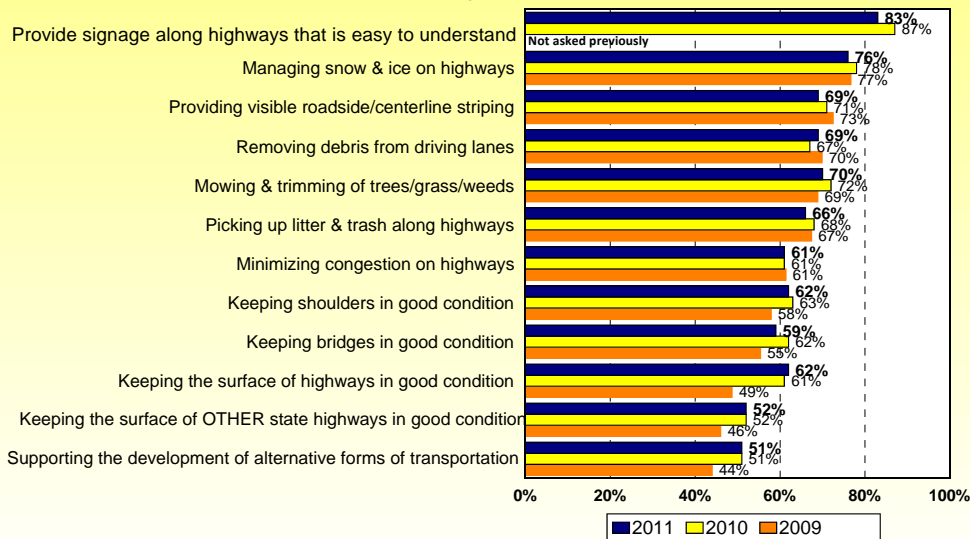
Source: ETC Institute (2011)





Trends: Satisfaction with MoDOT's efforts to provide various services on Missouri highways 2009-2011

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

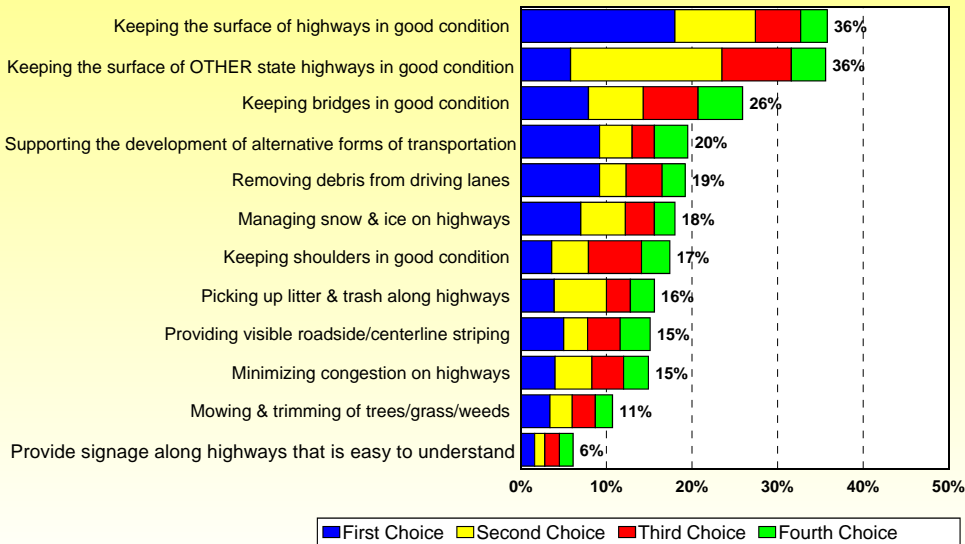


Source: ETC Institute (2011)

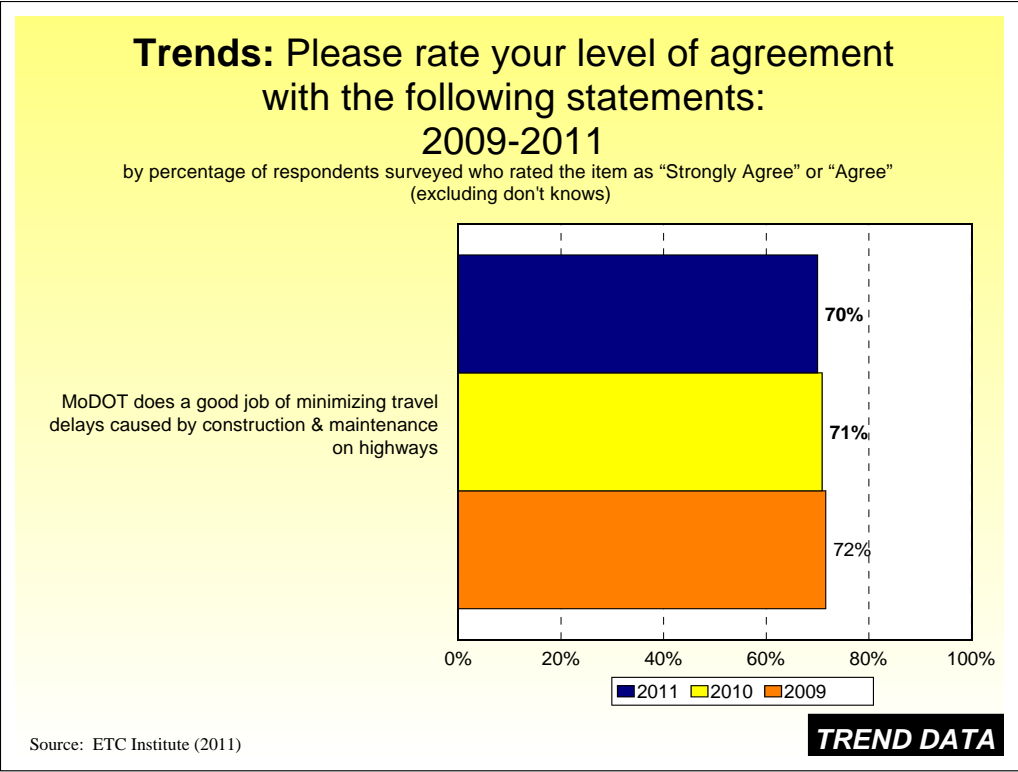
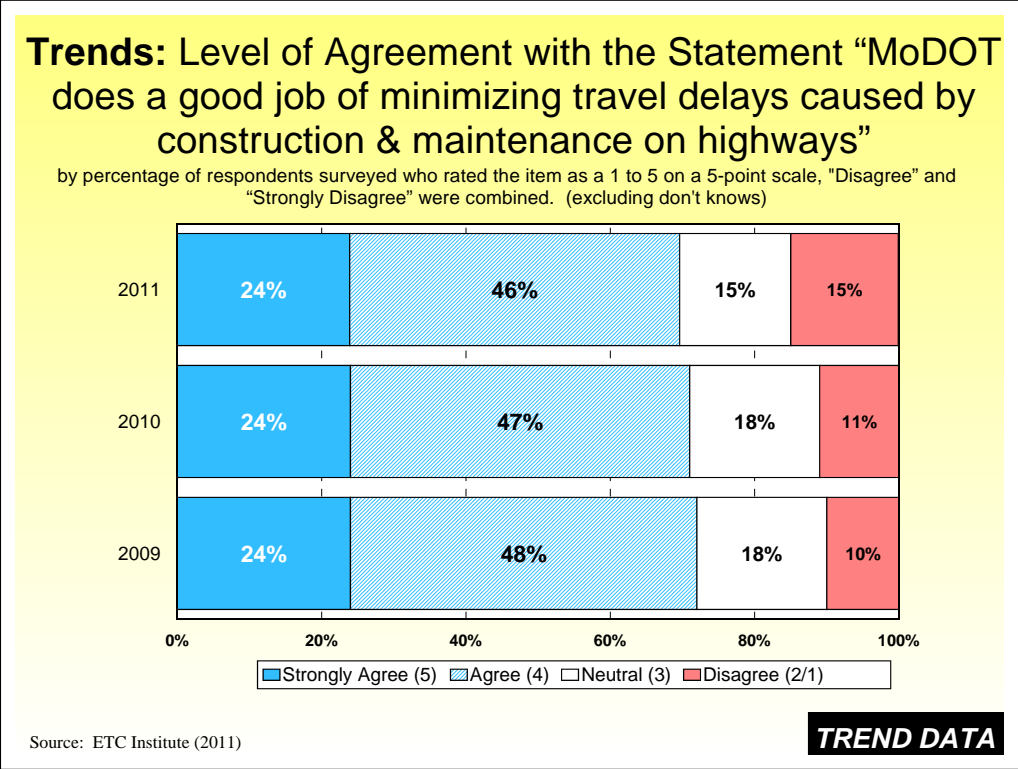
TREND DATA

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

by sum of top four choices

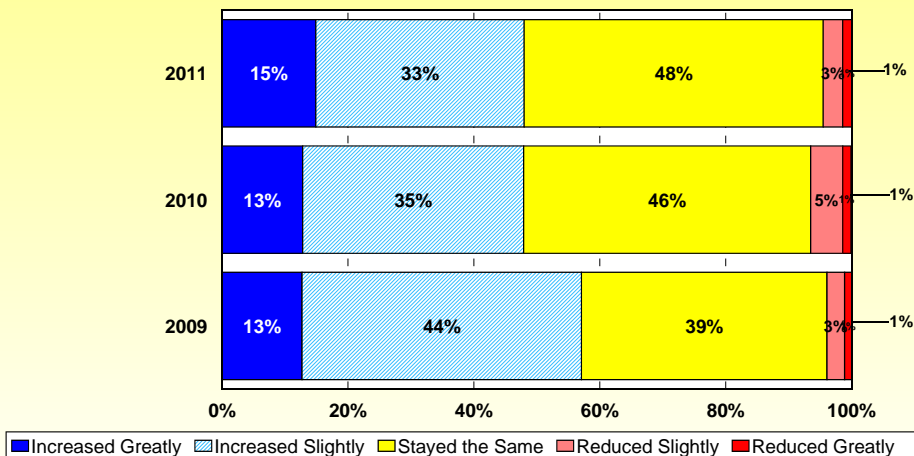


Source: ETC Institute (2011)



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

by percentage of respondents (excluding "not sure")

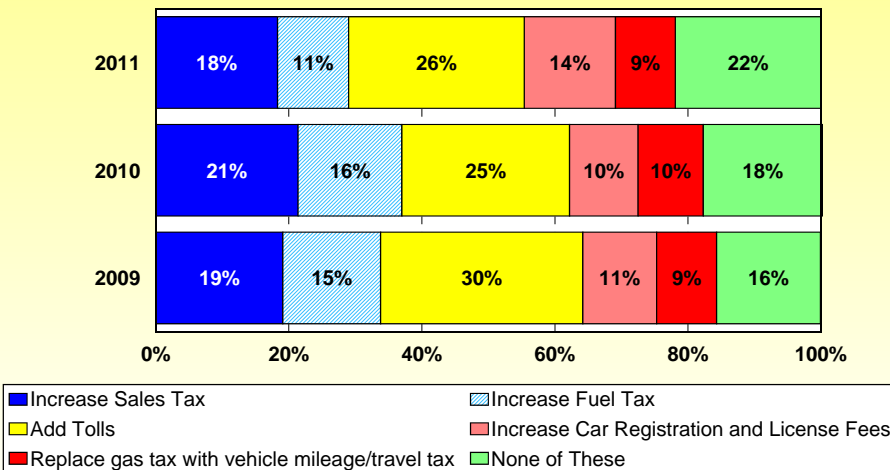


Source: ETC Institute (2011)

TREND DATA

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

by percentage of respondents (excluding "not sure")

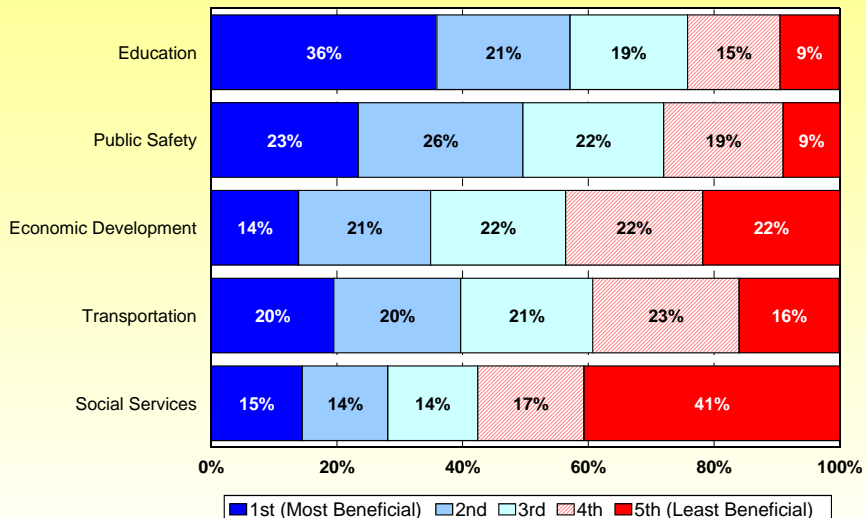


Source: ETC Institute (2011)

TREND DATA

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

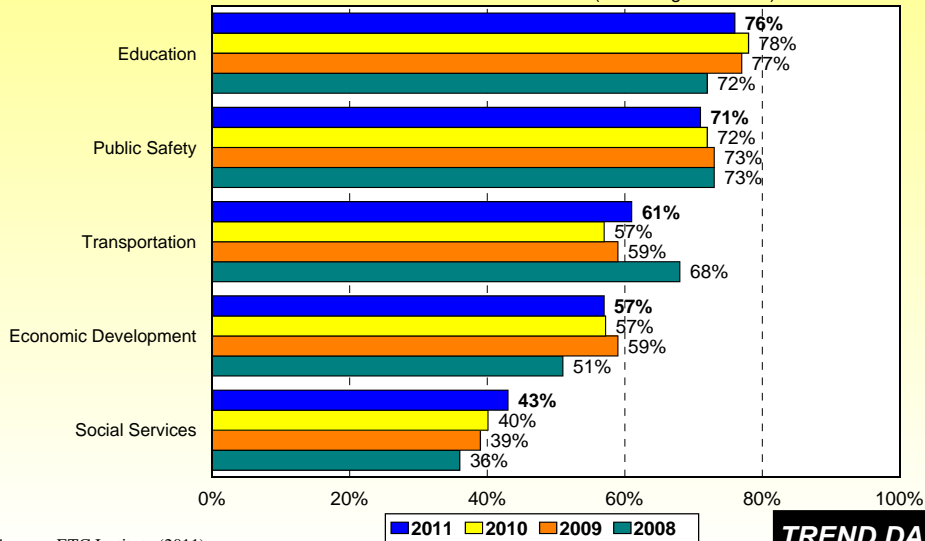
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "not sure")



Source: ETC Institute (2011)

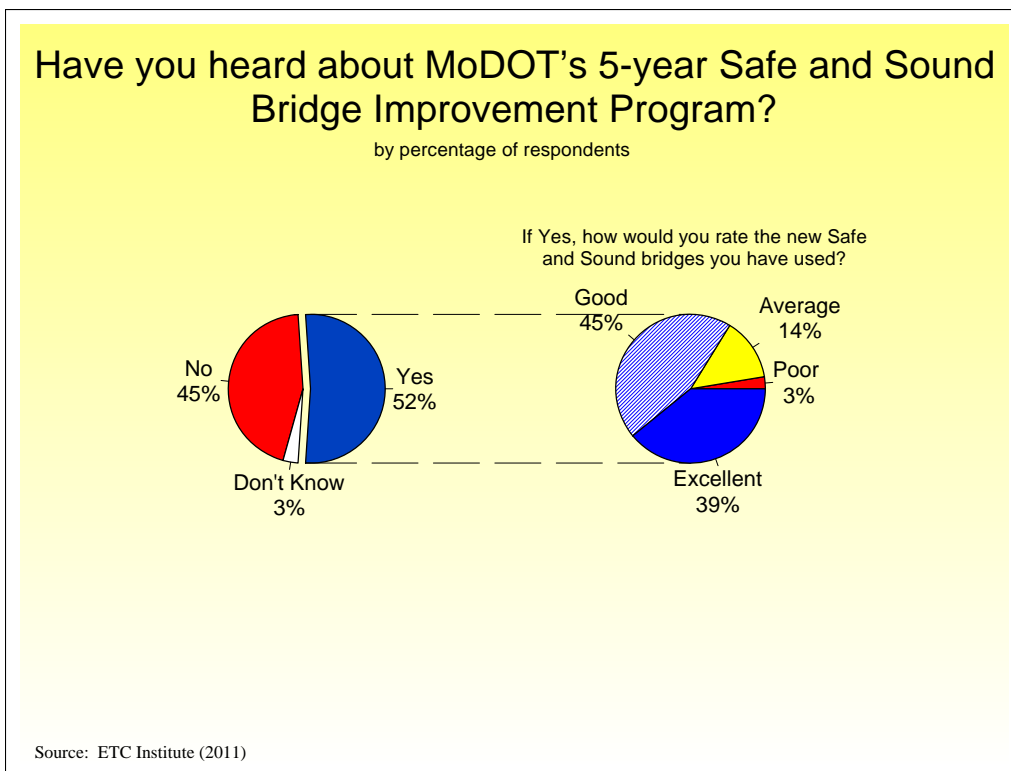
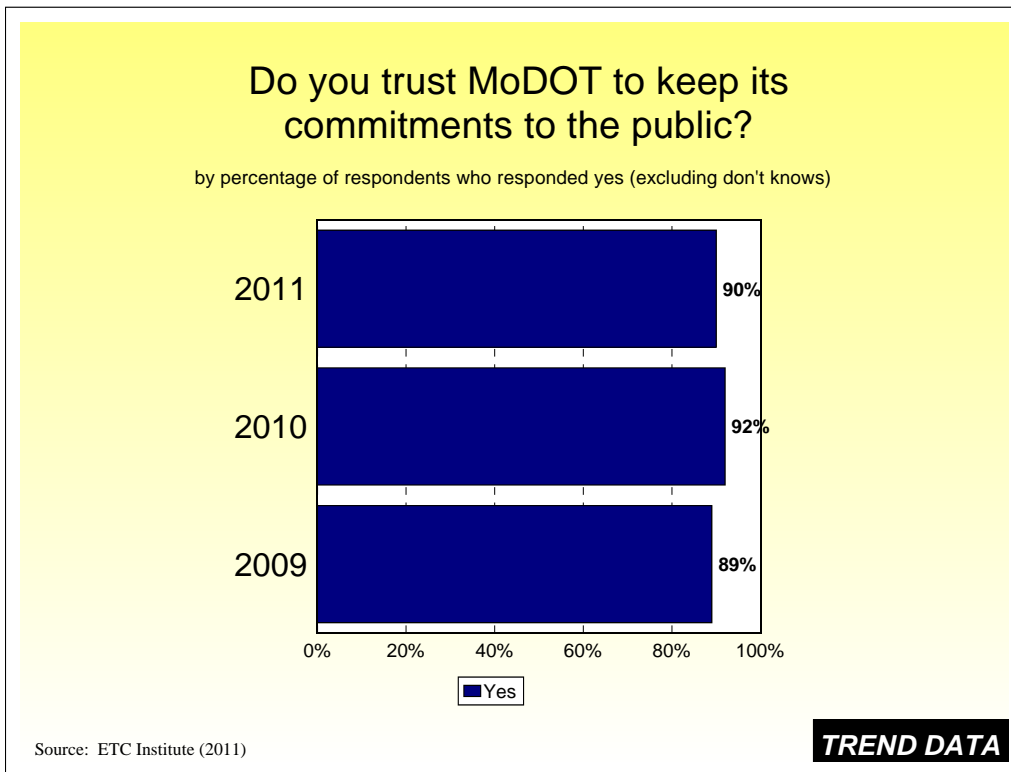
Trends: State government expenditures residents feel have been most beneficial to them personally for 2008-2011

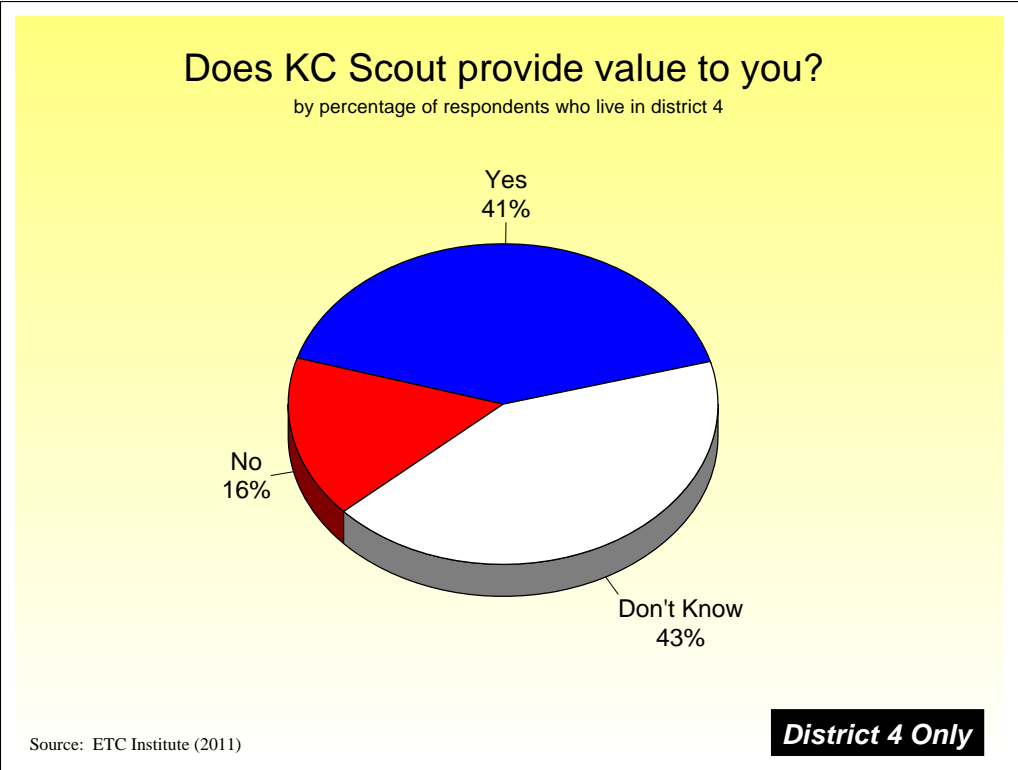
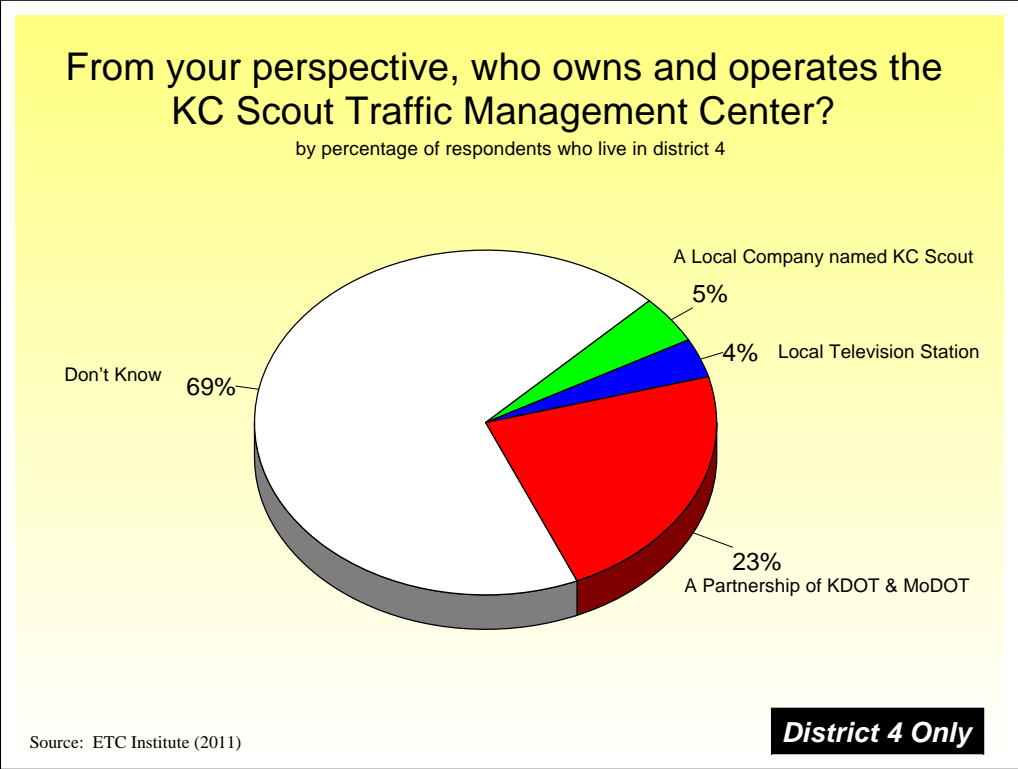
by percentage of respondents who rated the item as a 1, 2, or 3 on a 5-point scale, where 1 means "Most Beneficial" and 5 means "Least Beneficial" (excluding "not sure")



Source: ETC Institute (2011)

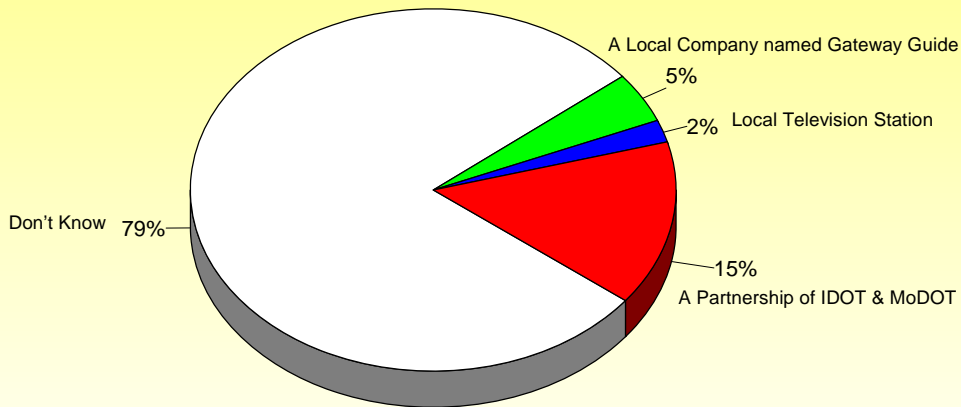
TREND DATA





From your perspective, who owns and operates the Gateway Guide Traffic Management Center?

by percentage of respondents who live in district 6

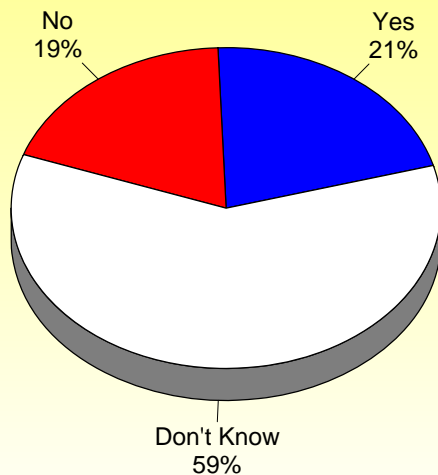


Source: ETC Institute (2011)

District 6 Only

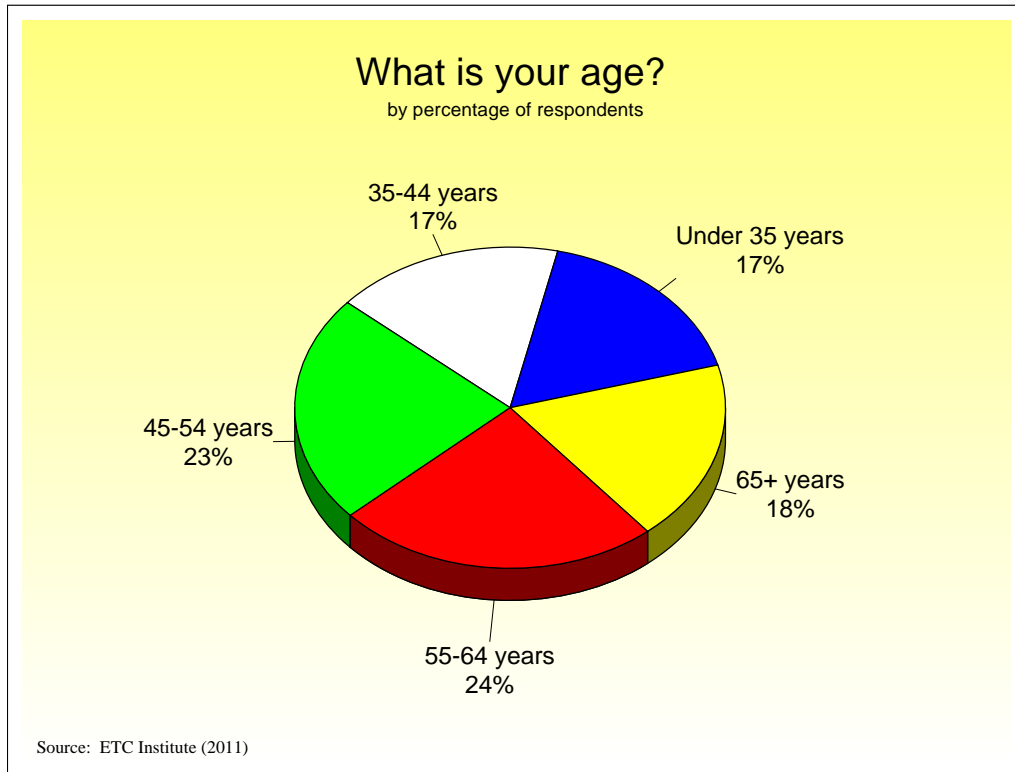
Does Gateway Guide provide value to you?

by percentage of respondents who live in district 6



Source: ETC Institute (2011)

District 6 Only



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Section 2:
Crosstabular Data by District

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

***The sample was weighted based on the relative population of each district so that the data contained in the statewide total column reflects the actual population of the State.**

Excluding Don't Knows

Q1. How satisfied are you with the job MoDOT is doing? (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q1. How satisfied are you with MoDOT</u>											
Very satisfied	25.6%	25.9%	25.6%	20.1%	23.3%	31.4%	31.3%	32.5%	32.8%	30.4%	28.0%
Somewhat satisfied	54.3%	54.6%	57.7%	56.1%	58.0%	55.9%	52.2%	53.2%	51.5%	53.6%	55.1%
Somewhat dissatisfied	12.6%	15.8%	10.7%	18.3%	14.0%	7.4%	11.6%	9.2%	11.5%	11.2%	11.6%
Very dissatisfied	7.5%	3.7%	6.0%	5.5%	4.7%	5.3%	4.9%	5.2%	4.1%	4.9%	5.3%

Q1a. What about MoDOT are you MOST satisfied with?

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q1a. What are you most satisfied with</u>											
Highways are in good condition	45.0%	46.4%	47.1%	40.5%	43.7%	43.1%	54.5%	38.6%	56.1%	45.1%	44.1%
Completed construction of a project that was needed	12.2%	13.6%	12.9%	17.9%	19.7%	17.6%	14.2%	17.8%	10.9%	13.3%	16.0%
Good job communicating with public	2.5%	3.2%	3.6%	3.8%	3.6%	7.1%	4.9%	4.0%	3.2%	5.1%	5.0%
Good job planning	3.6%	5.7%	6.1%	7.3%	6.1%	5.8%	5.6%	7.7%	3.9%	5.5%	6.1%
Provide good value for taxes/spend resources wisely	2.2%	0.0%	2.5%	1.5%	3.9%	2.0%	1.7%	3.4%	1.1%	2.4%	2.2%
Design safe highways	7.2%	5.7%	6.1%	6.5%	7.9%	5.8%	6.9%	7.0%	4.9%	5.5%	6.5%
Support public transit or other non-automobile transportation	1.4%	0.0%	1.1%	1.1%	1.1%	2.0%	0.7%	0.7%	1.1%	0.3%	1.3%
Other	22.3%	20.0%	22.5%	15.6%	15.1%	16.9%	15.6%	18.1%	15.8%	18.4%	17.1%
None chosen	4.7%	6.8%	3.2%	9.2%	6.8%	9.2%	3.8%	6.4%	7.0%	6.1%	7.7%

***Please refer to page 21 for an explanation of the data in the Total column**

Q1b. What about MoDOT are you MOST dissatisfied with?

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q1b. What are you most dissatisfied with</u>											
Potholes	32.9%	39.7%	35.7%	42.7%	48.4%	39.5%	21.1%	38.0%	41.5%	32.1%	38.3%
Road conditions	54.3%	55.9%	55.4%	45.1%	45.3%	41.9%	47.4%	38.0%	52.8%	44.6%	44.0%
Bridge conditions	8.6%	5.9%	7.1%	9.8%	7.8%	2.3%	10.5%	6.0%	3.8%	3.6%	6.2%
Transportation options that are available	1.4%	1.5%	0.0%	3.7%	0.0%	4.7%	1.8%	2.0%	0.0%	3.6%	2.6%
Congestion	2.9%	1.5%	3.6%	1.2%	0.0%	9.3%	1.8%	6.0%	1.9%	1.8%	3.4%
Delays due to road construction	5.7%	7.4%	7.1%	14.6%	10.9%	16.3%	3.5%	4.0%	3.8%	16.1%	11.3%
Not spending money wisely	8.6%	14.7%	8.9%	4.9%	9.4%	11.6%	12.3%	14.0%	5.7%	10.7%	9.1%
Snow & ice removal	7.1%	5.9%	14.3%	2.4%	3.1%	7.0%	8.8%	0.0%	9.4%	3.6%	5.3%
Other	21.4%	13.2%	14.3%	18.3%	18.8%	16.3%	22.8%	16.0%	32.1%	25.0%	18.6%
None chosen	1.4%	2.9%	1.8%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%

*Please refer to page 21 for an explanation of the data in the Total column
ETC Institute (2011)

Excluding Don't Knows

Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q2a. MoDOT provides accurate information to citizens about road projects, highway conditions, & work zones</u>											
Strongly Agree	59.2%	59.4%	56.0%	47.7%	60.9%	60.5%	57.4%	61.0%	55.2%	62.1%	57.3%
Somewhat Agree	31.8%	34.8%	33.4%	41.4%	30.6%	30.1%	33.7%	32.3%	38.2%	31.3%	33.7%
Somewhat Disagree	7.2%	4.7%	7.8%	6.6%	6.1%	5.5%	5.5%	4.1%	4.2%	3.9%	5.8%
Strongly Disagree	1.8%	1.2%	2.7%	4.2%	2.4%	4.0%	3.3%	2.6%	2.4%	2.7%	3.2%
<u>Q2b. MoDOT provides timely information to citizens about road projects, highway conditions, & work zones</u>											
Strongly Agree	57.6%	59.4%	52.9%	45.5%	59.4%	56.8%	60.2%	60.1%	54.3%	59.7%	55.3%
Somewhat Agree	32.0%	35.5%	36.0%	40.9%	29.5%	33.2%	31.2%	30.5%	39.0%	31.3%	34.5%
Somewhat Disagree	6.7%	3.6%	7.9%	9.2%	7.7%	6.3%	5.6%	5.9%	5.2%	5.7%	6.8%
Strongly Disagree	3.7%	1.5%	3.3%	4.3%	3.4%	3.6%	3.1%	3.6%	1.5%	3.3%	3.4%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q2c. MoDOT provides understandable information to citizens about road projects, highway conditions, & work zones</u>											
Strongly Agree	59.5%	62.2%	56.3%	51.9%	57.8%	67.2%	61.5%	62.2%	55.6%	59.3%	60.6%
Somewhat Agree	31.5%	30.5%	33.4%	36.8%	33.1%	23.7%	30.9%	28.2%	36.9%	32.3%	30.3%
Somewhat Disagree	6.9%	6.2%	6.9%	6.5%	7.0%	5.8%	4.3%	5.6%	6.0%	5.6%	6.0%
Strongly Disagree	2.1%	1.2%	3.3%	4.7%	2.1%	3.3%	3.4%	4.1%	1.5%	2.7%	3.2%
<u>Q2d. MoDOT takes into consideration your needs & views in its transportation decision-making</u>											
Strongly Agree	33.8%	36.5%	36.7%	28.4%	32.8%	36.1%	37.4%	33.1%	36.8%	34.3%	33.5%
Somewhat Agree	37.9%	40.1%	41.3%	40.8%	41.3%	36.1%	37.4%	40.9%	40.4%	43.0%	39.4%
Somewhat Disagree	17.9%	14.1%	14.4%	20.6%	14.0%	17.7%	11.6%	16.2%	15.1%	14.7%	17.0%
Strongly Disagree	10.3%	9.2%	7.5%	10.3%	11.9%	10.0%	13.6%	9.8%	7.7%	8.0%	10.1%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q2e. MoDOT is the primary transportation expert in Missouri</u>											
Strongly Agree	56.4%	57.7%	57.1%	51.9%	52.9%	58.8%	62.4%	58.4%	60.1%	59.4%	56.7%
Somewhat Agree	37.2%	35.9%	31.8%	34.4%	34.7%	31.6%	27.5%	33.1%	34.1%	31.9%	33.4%
Somewhat Disagree	2.6%	3.5%	8.1%	10.0%	7.1%	4.0%	6.9%	4.4%	4.4%	5.5%	5.8%
Strongly Disagree	3.8%	2.9%	2.9%	3.8%	5.2%	5.6%	3.3%	4.1%	1.4%	3.2%	4.2%
<u>2f. You are satisfied with transportation options available besides your own personal vehicle</u>											
Strongly Agree	45.6%	46.1%	43.4%	37.8%	40.5%	39.7%	43.6%	35.8%	42.5%	43.8%	39.2%
Somewhat Agree	30.0%	31.3%	31.3%	26.0%	29.9%	28.0%	28.0%	29.7%	33.0%	31.2%	29.3%
Somewhat Disagree	11.3%	11.5%	9.5%	17.0%	13.9%	15.0%	10.7%	16.8%	8.8%	13.7%	14.8%
Strongly Disagree	13.1%	11.2%	15.8%	19.2%	15.6%	17.3%	17.6%	17.7%	15.8%	11.3%	16.7%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q2g. MoDOT signs are big enough for you to see</u>											
Strongly Agree	80.0%	82.4%	77.2%	72.3%	76.2%	79.6%	85.1%	73.2%	80.0%	79.8%	77.0%
Somewhat Agree	18.3%	15.9%	19.0%	23.7%	21.7%	17.8%	13.5%	19.2%	18.6%	16.8%	19.7%
Somewhat Disagree	0.9%	0.6%	2.3%	3.1%	1.2%	1.5%	0.9%	5.1%	0.6%	1.7%	2.1%
Strongly Disagree	0.9%	1.2%	1.4%	0.9%	0.9%	1.2%	0.6%	2.5%	0.9%	1.7%	1.3%
<u>Q2h. MoDOT signs are bright enough for you to see</u>											
Strongly Agree	78.9%	82.4%	76.9%	72.6%	75.9%	79.8%	84.3%	73.8%	79.7%	80.3%	77.1%
Somewhat Agree	18.8%	15.0%	18.7%	22.3%	21.2%	17.0%	13.7%	20.0%	18.6%	16.6%	19.1%
Somewhat Disagree	1.4%	2.0%	3.5%	4.0%	1.7%	1.8%	1.4%	3.9%	0.9%	1.7%	2.5%
Strongly Disagree	0.9%	0.6%	0.9%	1.1%	1.2%	1.5%	0.6%	2.3%	0.9%	1.4%	1.3%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q2i. Striping on MoDOT highways is bright enough for you to see</u>											
Strongly Agree	53.5%	52.2%	50.6%	50.0%	48.7%	51.8%	63.1%	52.7%	58.6%	56.1%	52.6%
Somewhat Agree	28.8%	29.6%	30.5%	32.1%	28.1%	28.0%	26.3%	29.3%	28.2%	29.0%	29.1%
Somewhat Disagree	12.8%	12.8%	13.1%	11.6%	13.6%	13.1%	8.6%	10.7%	8.3%	12.4%	12.1%
Strongly Disagree	4.9%	5.5%	5.8%	6.4%	9.6%	7.1%	2.0%	7.3%	4.9%	2.5%	6.1%
<u>Q2j. Up to 25% of each transportation project's funds should be spent to incorporate bicycle & pedestrian facilities</u>											
Strongly Agree	12.2%	18.4%	14.9%	21.5%	18.8%	20.4%	19.6%	18.3%	24.4%	20.3%	19.7%
Somewhat Agree	21.9%	17.7%	23.4%	23.3%	19.4%	23.4%	23.8%	23.2%	19.4%	18.3%	22.4%
Somewhat Disagree	24.4%	23.9%	23.4%	25.6%	21.0%	23.1%	24.1%	27.7%	21.7%	25.7%	24.4%
Strongly Disagree	41.5%	40.0%	38.3%	29.7%	40.8%	33.1%	32.5%	30.9%	34.4%	35.7%	33.5%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

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

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q3a. Remove debris from highways</u>											
Very satisfied	25.1%	30.7%	31.8%	22.6%	29.4%	30.1%	29.9%	28.8%	34.4%	32.6%	28.5%
Satisfied	36.6%	35.1%	39.6%	42.8%	40.0%	40.1%	38.5%	42.7%	35.5%	33.4%	40.2%
Neutral	23.3%	23.6%	16.5%	20.2%	20.3%	18.7%	19.3%	19.7%	21.8%	21.1%	19.7%
Dissatisfied	10.1%	6.3%	7.5%	8.8%	6.2%	9.1%	8.9%	5.4%	4.6%	11.8%	8.1%
Very dissatisfied	4.9%	4.3%	4.6%	5.6%	4.1%	2.0%	3.4%	3.4%	3.7%	1.1%	3.6%
<u>Q3b. Pick up litter & trash along highways</u>											
Very satisfied	24.3%	29.4%	28.8%	20.3%	22.9%	24.1%	26.6%	27.4%	31.3%	28.2%	24.9%
Satisfied	40.1%	37.5%	41.3%	38.1%	45.2%	41.2%	41.9%	42.4%	40.3%	36.7%	40.5%
Neutral	19.9%	20.3%	19.2%	22.7%	21.4%	23.5%	17.6%	20.3%	20.9%	21.2%	21.9%
Dissatisfied	12.3%	8.4%	7.8%	12.8%	7.0%	8.7%	10.4%	5.9%	5.2%	11.9%	9.2%
Very dissatisfied	3.5%	4.4%	2.9%	6.1%	3.5%	2.6%	3.5%	4.0%	2.3%	2.0%	3.5%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

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

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q3c. Manage snow & ice on highways</u>											
Very satisfied	36.4%	35.7%	37.6%	33.6%	31.2%	36.3%	38.1%	32.5%	40.6%	45.2%	35.8%
Satisfied	38.4%	34.8%	34.1%	38.3%	42.0%	42.4%	32.7%	39.1%	37.7%	36.6%	39.7%
Neutral	14.2%	16.2%	14.7%	15.9%	15.2%	14.9%	17.9%	17.2%	12.2%	12.2%	15.0%
Dissatisfied	7.2%	9.6%	8.1%	7.0%	6.4%	5.0%	7.1%	7.2%	6.7%	4.3%	6.2%
Very dissatisfied	3.8%	3.8%	5.5%	5.2%	5.2%	1.5%	4.3%	4.0%	2.9%	1.7%	3.3%
<u>Q3d. Mow & trim trees, grass & weeds along highways</u>											
Very satisfied	26.2%	30.4%	27.8%	23.1%	25.8%	30.9%	30.5%	27.5%	30.8%	30.7%	27.9%
Satisfied	39.0%	35.1%	40.3%	41.2%	41.4%	45.0%	40.1%	42.5%	41.3%	41.4%	42.4%
Neutral	22.1%	20.8%	19.1%	22.5%	22.6%	16.8%	17.0%	18.1%	15.7%	18.3%	19.2%
Dissatisfied	9.6%	9.4%	9.6%	8.2%	6.1%	4.7%	8.1%	6.8%	8.4%	8.5%	6.9%
Very dissatisfied	3.2%	4.4%	3.2%	5.0%	4.1%	2.6%	4.3%	5.1%	3.8%	1.1%	3.6%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

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

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q3e. Keep surface of major highways in good condition</u>											
Very satisfied	18.1%	19.0%	20.2%	14.5%	16.9%	23.2%	27.4%	20.1%	29.9%	23.9%	20.7%
Satisfied	37.4%	35.2%	36.7%	37.1%	40.7%	42.3%	41.6%	44.5%	39.0%	38.3%	40.6%
Neutral	22.1%	28.5%	25.4%	25.2%	24.4%	22.9%	20.5%	20.4%	19.2%	21.4%	23.0%
Dissatisfied	16.1%	12.1%	11.6%	14.5%	10.5%	6.7%	7.1%	8.2%	9.6%	12.7%	10.0%
Very dissatisfied	6.3%	5.2%	6.1%	8.7%	7.6%	4.9%	3.4%	6.8%	2.3%	3.7%	5.6%
<u>Q3f. Keep surface of other state highways in good condition</u>											
Very satisfied	10.4%	11.6%	13.2%	10.1%	12.5%	19.8%	19.2%	16.3%	19.2%	19.2%	15.5%
Satisfied	31.5%	32.0%	40.6%	30.1%	32.8%	39.3%	34.2%	34.0%	36.9%	36.7%	35.6%
Neutral	25.9%	29.1%	26.8%	33.1%	33.4%	25.8%	30.3%	29.7%	26.5%	24.5%	28.8%
Dissatisfied	19.3%	16.6%	12.4%	17.3%	14.0%	8.5%	11.1%	12.2%	11.5%	13.1%	12.6%
Very dissatisfied	12.8%	10.8%	7.1%	9.3%	7.2%	6.6%	5.1%	7.8%	5.9%	6.4%	7.5%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

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

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q3g. Keep shoulders on highways in good condition</u>											
Very satisfied	19.4%	19.7%	19.3%	13.5%	16.9%	24.9%	24.3%	19.9%	20.6%	22.9%	20.2%
Satisfied	35.0%	38.7%	42.4%	36.2%	42.0%	45.1%	42.5%	44.2%	41.4%	42.4%	42.2%
Neutral	26.0%	26.0%	23.1%	28.8%	23.4%	18.4%	21.4%	22.8%	24.1%	22.3%	22.6%
Dissatisfied	11.3%	9.0%	9.9%	15.9%	11.2%	7.7%	7.8%	6.3%	8.4%	9.0%	10.0%
Very dissatisfied	8.4%	6.6%	5.3%	5.6%	6.5%	3.9%	4.0%	6.8%	5.5%	3.4%	5.0%
<u>Q3h. Keep bridges in good condition</u>											
Very satisfied	21.7%	21.4%	21.5%	17.2%	21.4%	23.8%	25.9%	20.2%	24.3%	24.4%	21.8%
Satisfied	35.8%	39.1%	39.7%	34.6%	38.7%	36.0%	37.9%	40.2%	42.1%	42.5%	37.2%
Neutral	24.3%	25.5%	22.6%	26.2%	24.0%	24.7%	23.9%	25.7%	20.2%	20.7%	25.2%
Dissatisfied	13.9%	9.3%	9.1%	14.8%	11.1%	9.8%	8.9%	8.4%	10.7%	9.8%	10.5%
Very dissatisfied	4.3%	4.6%	7.1%	7.3%	4.7%	5.7%	3.4%	5.5%	2.7%	2.6%	5.3%

*Please refer to page 21 for an explanation of the data in the Total column

Excluding Don't Knows

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

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q3i. Provide visible roadside & centerline striping on highways</u>											
Very satisfied	29.1%	28.7%	28.0%	25.8%	26.5%	24.7%	35.5%	27.8%	32.2%	34.8%	27.1%
Satisfied	41.4%	41.2%	41.6%	41.7%	43.0%	40.7%	40.1%	44.9%	42.5%	41.9%	42.3%
Neutral	19.4%	20.3%	18.5%	22.9%	17.2%	20.3%	16.9%	18.0%	15.8%	13.5%	19.4%
Dissatisfied	6.9%	6.7%	8.4%	7.2%	9.6%	9.9%	6.0%	6.7%	8.0%	6.5%	8.2%
Very dissatisfied	3.1%	3.2%	3.5%	2.3%	3.8%	4.4%	1.4%	2.5%	1.4%	3.4%	3.1%
<u>Q3j. Minimize congestion on highways</u>											
Very satisfied	20.9%	27.2%	22.5%	12.7%	20.4%	17.1%	26.2%	20.9%	25.5%	26.5%	19.0%
Satisfied	46.1%	43.9%	46.2%	37.6%	41.5%	40.2%	46.0%	46.3%	41.5%	45.5%	42.0%
Neutral	27.6%	25.1%	20.7%	27.2%	27.4%	29.1%	19.8%	20.9%	27.1%	20.1%	25.8%
Dissatisfied	3.9%	2.7%	6.9%	14.5%	9.5%	9.6%	6.1%	7.4%	5.2%	5.8%	9.2%
Very dissatisfied	1.5%	1.2%	3.6%	8.0%	1.2%	3.9%	1.8%	4.4%	0.6%	2.0%	4.0%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

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

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q3k. Provide signage along highways that is easy to understand</u>											
Very satisfied	39.4%	41.2%	40.9%	32.8%	38.6%	35.1%	43.8%	39.4%	43.6%	47.2%	37.2%
Satisfied	45.7%	44.9%	46.7%	50.3%	47.8%	46.1%	44.1%	41.7%	43.3%	38.7%	46.2%
Neutral	12.1%	11.9%	9.6%	11.0%	10.1%	14.6%	10.1%	12.7%	11.2%	10.2%	12.4%
Dissatisfied	1.7%	1.4%	1.7%	5.2%	2.6%	3.3%	0.9%	2.8%	1.1%	2.3%	3.0%
Very dissatisfied	1.1%	0.6%	1.2%	0.6%	0.9%	0.9%	1.2%	3.4%	0.9%	1.7%	1.0%
<u>Q3l. Support development of alternative forms of transportation</u>											
Very satisfied	16.1%	21.5%	18.7%	10.7%	19.4%	19.5%	21.3%	15.9%	23.3%	19.2%	17.3%
Satisfied	35.2%	33.6%	35.0%	27.9%	33.3%	37.9%	30.3%	34.8%	34.7%	33.6%	34.2%
Neutral	33.0%	28.5%	27.9%	29.0%	28.3%	23.9%	30.0%	31.5%	23.7%	30.6%	27.7%
Dissatisfied	9.6%	10.6%	10.2%	21.0%	11.1%	11.9%	9.7%	11.6%	11.1%	11.1%	13.5%
Very dissatisfied	6.1%	5.8%	8.1%	11.4%	7.9%	6.8%	8.6%	6.2%	7.3%	5.5%	7.3%

***Please refer to page 21 for an explanation of the data in the Total column**

Sum of Top Four Choices

Q4. Which FOUR of those items from Question #3 do you think are most important for MoDOT to emphasize over the next two years? (SUM OF TOP 4 CHOICES)

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q4. Top choice</u>											
Keep major highway surface in good condition	39.6%	39.4%	37.1%	44.2%	39.3%	30.9%	29.5%	35.3%	30.0%	35.8%	35.8%
Keep other state highway surface in good condition	43.6%	43.7%	34.0%	44.7%	39.9%	27.4%	32.9%	36.4%	33.1%	37.7%	35.7%
Keep bridges in good condition	24.2%	25.7%	26.0%	29.1%	22.8%	28.0%	23.0%	23.2%	22.3%	20.7%	26.0%
Support development of alternative transportation	12.3%	10.9%	14.0%	25.4%	21.4%	20.3%	18.3%	16.0%	14.3%	14.0%	19.5%
Remove debris from highways	19.7%	14.9%	18.9%	15.1%	14.5%	24.0%	20.8%	14.8%	21.4%	19.3%	19.2%
Manage snow & ice on highways	18.8%	21.4%	20.9%	17.1%	18.8%	15.7%	24.2%	20.4%	19.4%	14.8%	18.1%
Keep highway shoulders in good condition	20.5%	21.1%	21.7%	17.4%	19.7%	14.0%	18.3%	17.6%	19.1%	18.4%	17.4%

***Please refer to page 21 for an explanation of the data in the Total column**

Sum of Top Four Choices CONTINUED

Q4. Which FOUR of those items from Question #3 do you think are most important for MoDOT to emphasize over the next two years? (SUM OF TOP 4 CHOICES)

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q4. Top choice (Cont.)</u>											
Pick up litter & trash along highways	14.2%	16.3%	11.7%	19.1%	12.8%	16.9%	15.7%	11.8%	11.1%	17.0%	15.5%
Provide visible roadside & centerline striping on highways	13.4%	13.1%	17.4%	10.5%	16.0%	18.3%	14.6%	13.4%	15.4%	14.0%	15.0%
Minimize congestion on highways	7.1%	8.3%	12.0%	16.8%	12.8%	17.7%	11.0%	15.7%	11.7%	10.9%	14.9%
Mow & trim along highways	8.5%	12.0%	12.9%	11.1%	10.3%	9.4%	11.8%	14.3%	13.7%	11.5%	11.1%
Provide easy to understand signage along highways	4.8%	4.3%	6.0%	4.3%	4.8%	7.1%	5.1%	8.7%	6.9%	7.0%	6.1%
None chosen	19.9%	24.3%	21.7%	17.9%	21.4%	22.0%	21.1%	21.3%	22.6%	25.4%	21.1%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

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

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q5a. MoDOT does a good job of minimizing travel delays caused by construction & maintenance of state highways</u>											
Strongly agree	27.9%	30.7%	29.7%	16.2%	27.4%	20.5%	36.4%	26.5%	38.3%	31.3%	23.9%
Agree	45.5%	45.0%	48.1%	41.8%	47.6%	46.7%	41.6%	48.5%	40.1%	45.7%	45.7%
Neutral	15.0%	16.4%	12.5%	21.5%	13.8%	15.7%	11.8%	13.7%	16.2%	9.9%	15.5%
Disagree	9.1%	5.6%	5.8%	11.8%	7.9%	12.0%	7.2%	8.1%	4.4%	9.7%	10.1%
Strongly Disagree	2.6%	2.3%	3.8%	8.8%	3.2%	5.1%	2.9%	3.2%	0.9%	3.4%	4.8%

***Please refer to page 21 for an explanation of the data in the Total column**

Q6. During the past two weeks, have you biked along a public road in Missouri?

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q6. Have you biked along a public road</u>											
Yes	4.8%	3.1%	4.6%	4.0%	6.8%	9.1%	3.9%	4.2%	3.1%	3.9%	5.9%
No	95.2%	96.9%	95.4%	96.0%	93.2%	90.9%	96.1%	95.8%	96.9%	96.1%	94.1%

Excluding Don't Knows

Q6a. Using a scale of 1-5 where 5 means "strongly agree" and 1 means "strongly disagree," please rate your agreement with the following statements about the biking facilities you used during the past two weeks: (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q6a-1. Facility/facilities I used was/were safe</u>											
Strongly agree	40.0%	33.3%	53.3%	18.2%	14.3%	32.3%	57.1%	35.7%	50.0%	35.7%	30.5%
Agree	20.0%	44.4%	20.0%	27.3%	52.4%	41.9%	21.4%	14.3%	10.0%	14.3%	37.4%
Neutral	13.3%	0.0%	6.7%	45.5%	19.0%	6.5%	7.1%	28.6%	10.0%	28.6%	14.7%
Disagree	6.7%	11.1%	13.3%	0.0%	9.5%	9.7%	0.0%	14.3%	30.0%	7.1%	7.9%
Strongly disagree	20.0%	11.1%	6.7%	9.1%	4.8%	9.7%	14.3%	7.1%	0.0%	14.3%	9.5%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

Q6a. Using a scale of 1-5 where 5 means "strongly agree" and 1 means "strongly disagree," please rate your agreement with the following statements about the biking facilities you used during the past two weeks: (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q6a-2. Facility/facilities I used was/were convenient & accessible</u>											
Strongly agree	40.0%	44.4%	40.0%	18.2%	20.0%	32.3%	64.3%	42.9%	50.0%	35.7%	31.7%
Agree	26.7%	44.4%	46.7%	45.5%	55.0%	35.5%	21.4%	21.4%	30.0%	35.7%	37.0%
Neutral	20.0%	11.1%	13.3%	27.3%	20.0%	16.1%	14.3%	21.4%	0.0%	14.3%	16.9%
Disagree	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%	0.0%	0.0%	20.0%	7.1%	4.8%
Strongly disagree	13.3%	0.0%	0.0%	9.1%	5.0%	9.7%	0.0%	14.3%	0.0%	7.1%	9.5%
<u>Q6a-3. Facility/facilities I used was/were well connected to other facilities</u>											
Strongly agree	28.6%	25.0%	40.0%	18.2%	21.1%	30.0%	57.1%	35.7%	50.0%	42.9%	29.9%
Agree	14.3%	50.0%	33.3%	27.3%	47.4%	36.7%	28.6%	14.3%	20.0%	35.7%	34.8%
Neutral	14.3%	12.5%	20.0%	45.5%	26.3%	16.7%	7.1%	14.3%	0.0%	14.3%	20.1%
Disagree	7.1%	0.0%	6.7%	9.1%	5.3%	6.7%	0.0%	21.4%	30.0%	0.0%	6.5%
Strongly disagree	35.7%	12.5%	0.0%	0.0%	0.0%	10.0%	7.1%	14.3%	0.0%	7.1%	8.7%

***Please refer to page 21 for an explanation of the data in the Total column**

Q7. During the past two weeks, have you walked along a public road in Missouri?

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q7. Have you walked along a public road</u>											
Yes	19.4%	22.0%	18.0%	25.1%	19.1%	26.9%	16.3%	23.8%	18.3%	21.2%	23.7%
No	80.6%	78.0%	82.0%	74.9%	80.9%	73.1%	83.7%	76.2%	81.7%	78.8%	76.3%

Excluding Don't Knows

Q7a. Using a scale of 1-5 where 5 means "strongly agree" and 1 means "strongly disagree," please rate your agreement with the following statements about the pedestrian facilities you used during the past two weeks: (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q7a-1. Facility/facilities I used was/were safe</u>											
Strongly agree	38.1%	33.3%	34.4%	37.0%	40.6%	46.0%	40.0%	41.3%	37.3%	33.3%	39.2%
Agree	28.6%	33.3%	36.1%	30.9%	34.4%	35.6%	23.6%	25.0%	23.7%	44.4%	32.9%
Neutral	14.3%	11.6%	14.8%	16.0%	14.1%	11.5%	14.5%	7.5%	3.4%	11.1%	12.3%
Disagree	4.8%	13.0%	8.2%	11.1%	3.1%	3.4%	14.5%	16.3%	22.0%	2.8%	8.2%
Strongly disagree	14.3%	8.7%	6.6%	4.9%	7.8%	3.4%	7.3%	10.0%	13.6%	8.3%	7.4%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

Q7a. Using a scale of 1-5 where 5 means "strongly agree" and 1 means "strongly disagree," please rate your agreement with the following statements about the pedestrian facilities you used during the past two weeks: (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q7a-2. Facility/facilities I used was/were convenient & accessible</u>											
Strongly agree	38.1%	43.3%	36.1%	35.8%	45.3%	41.4%	39.3%	45.0%	41.4%	34.7%	38.4%
Agree	34.9%	32.8%	36.1%	34.6%	37.5%	37.9%	28.6%	23.8%	31.0%	47.2%	36.4%
Neutral	14.3%	9.0%	13.1%	17.3%	7.8%	16.1%	16.1%	15.0%	1.7%	6.9%	13.6%
Disagree	6.3%	6.0%	11.5%	6.2%	3.1%	1.1%	8.9%	11.3%	15.5%	6.9%	5.8%
Strongly disagree	6.3%	9.0%	3.3%	6.2%	6.3%	3.4%	7.1%	5.0%	10.3%	4.2%	5.8%
<u>Q7a-3. Facility/facilities I used was/were well connected to other facilities</u>											
Strongly agree	32.3%	32.3%	43.3%	30.4%	40.3%	32.6%	40.0%	35.1%	43.6%	29.2%	32.9%
Agree	37.1%	27.4%	30.0%	35.4%	38.7%	38.4%	29.1%	27.3%	29.1%	37.5%	35.5%
Neutral	17.7%	14.5%	8.3%	13.9%	11.3%	19.8%	16.4%	15.6%	5.5%	15.3%	15.3%
Disagree	6.5%	11.3%	10.0%	7.6%	4.8%	5.8%	5.5%	14.3%	14.5%	12.5%	8.3%
Strongly disagree	6.5%	14.5%	8.3%	12.7%	4.8%	3.5%	9.1%	7.8%	7.3%	5.6%	8.0%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

Q8. How do you think funding for transportation in Missouri should change over the next five years? (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q8. How should funding for transportation change over next five years</u>											
Increased greatly	16.3%	16.1%	18.9%	17.2%	12.6%	16.1%	11.5%	13.6%	11.4%	15.8%	14.9%
Increased slightly	34.2%	30.1%	27.4%	40.9%	37.1%	30.7%	30.1%	29.7%	36.4%	31.6%	33.1%
About the same	44.1%	49.7%	47.6%	39.1%	45.5%	47.8%	54.0%	52.7%	49.7%	44.4%	47.5%
Reduced slightly	2.9%	2.8%	4.4%	1.9%	3.9%	3.8%	3.1%	2.8%	1.6%	5.8%	3.1%
Reduced greatly	2.6%	1.3%	1.6%	0.9%	1.0%	1.6%	1.2%	1.3%	1.0%	2.4%	1.4%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

Q9. If it was determined that the state of Missouri needed to increase revenues in order to adequately fund Missouri state highways and roads, which ONE of the following five methods would be most acceptable to you? (excluding "don't know")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q9. Which method would be most acceptable to you</u>											
Add tolls to some interstate highways	20.1%	29.5%	25.2%	31.7%	27.4%	26.4%	26.6%	22.5%	20.0%	22.4%	26.4%
None of these	23.8%	17.8%	23.6%	21.5%	19.6%	19.8%	23.9%	25.7%	29.2%	26.0%	21.9%
Increase general sales tax	21.1%	22.9%	18.1%	19.6%	19.9%	15.8%	21.5%	17.0%	20.3%	20.8%	18.3%
Increase car registration & license fees	13.5%	13.7%	12.6%	11.5%	12.8%	13.9%	10.4%	13.2%	14.6%	14.9%	13.7%
Increase state fuel tax	13.9%	7.9%	11.7%	8.3%	12.8%	13.2%	9.4%	8.0%	10.2%	9.4%	10.7%
Replace state gas tax with vehicle mileage/travel tax	7.6%	8.2%	8.7%	7.4%	7.4%	10.9%	8.1%	13.5%	5.8%	6.5%	9.0%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

Q10. Please indicate which area of state expenditures have been the most beneficial to you personally? (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q10a. Social services</u>											
Most beneficial	11.0%	15.0%	13.8%	13.0%	10.2%	16.0%	16.8%	13.8%	16.6%	15.1%	14.5%
2	8.9%	12.6%	13.1%	9.4%	16.5%	13.9%	16.1%	17.9%	14.1%	14.7%	13.6%
3	19.2%	13.3%	11.7%	15.7%	12.3%	14.2%	13.7%	13.4%	17.3%	12.7%	14.3%
4	19.9%	18.2%	21.3%	17.1%	18.7%	16.3%	17.1%	18.3%	14.1%	15.4%	16.9%
Least beneficial	40.9%	40.9%	40.1%	44.8%	42.3%	39.6%	36.3%	36.6%	37.9%	42.1%	40.8%
<u>Q10b. Transportation</u>											
Most beneficial	19.8%	22.4%	21.1%	16.3%	22.4%	22.1%	17.6%	19.2%	17.3%	12.4%	19.5%
2	24.2%	20.7%	21.5%	18.3%	22.1%	19.5%	21.6%	21.6%	20.8%	24.2%	20.2%
3	19.1%	23.4%	21.1%	19.9%	21.7%	21.1%	23.3%	20.5%	21.5%	23.5%	21.0%
4	20.8%	22.4%	22.8%	25.5%	19.1%	21.8%	23.6%	22.6%	22.9%	23.8%	23.3%
Least beneficial	16.1%	11.0%	13.5%	19.9%	14.7%	15.4%	14.0%	16.1%	17.6%	16.1%	15.9%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

Q10. Please indicate which area of state expenditures have been the most beneficial to you personally? (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q10c. Public Safety</u>											
Most beneficial	26.3%	20.3%	23.5%	24.6%	20.8%	24.2%	22.4%	22.0%	21.3%	22.9%	23.4%
2	24.9%	27.2%	23.5%	30.4%	28.4%	24.9%	24.4%	25.7%	25.4%	23.5%	26.2%
3	22.1%	23.8%	25.9%	20.7%	24.4%	20.9%	21.1%	26.0%	21.6%	23.2%	22.4%
4	18.0%	18.3%	17.3%	17.5%	14.5%	20.9%	22.8%	16.4%	22.6%	23.5%	19.0%
Least beneficial	8.7%	10.3%	9.9%	6.8%	11.9%	9.1%	9.2%	9.9%	9.1%	6.9%	9.0%
<u>Q10d. Education</u>											
Most beneficial	36.3%	33.0%	33.8%	39.4%	35.6%	33.0%	34.6%	36.5%	36.8%	38.7%	35.9%
2	24.7%	21.1%	21.3%	20.6%	19.1%	21.6%	21.8%	19.6%	21.5%	20.5%	21.2%
3	17.8%	18.0%	18.8%	17.1%	20.1%	21.0%	18.8%	17.9%	18.4%	17.5%	18.7%
4	14.7%	17.3%	16.4%	14.5%	18.5%	14.1%	13.1%	14.6%	14.9%	12.3%	14.7%
Least beneficial	6.5%	10.5%	9.8%	8.4%	6.6%	10.3%	11.7%	11.3%	8.3%	10.9%	9.4%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

Q10. Please indicate which area of state expenditures have been the most beneficial to you personally? (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q10e. Economic Development</u>											
Most beneficial	13.0%	17.2%	15.4%	11.4%	19.0%	12.5%	16.4%	16.2%	16.0%	19.9%	13.9%
2	19.0%	21.0%	22.8%	22.9%	17.6%	22.3%	17.1%	18.3%	19.9%	17.9%	21.0%
3	19.7%	19.6%	20.0%	24.5%	19.0%	21.3%	19.8%	20.0%	19.5%	19.9%	21.5%
4	21.8%	18.9%	17.9%	22.2%	23.1%	22.6%	18.1%	24.1%	21.3%	20.6%	21.8%
Least beneficial	26.4%	23.4%	23.9%	19.0%	21.4%	21.3%	28.5%	21.4%	23.4%	21.6%	21.8%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

Q11. Do you trust MoDOT to keep its commitments to the public? (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q11. Do you trust MoDOT to keep its commitments to public</u>											
Yes	90.9%	90.4%	88.8%	85.0%	86.3%	91.9%	91.5%	90.5%	92.3%	90.6%	90.0%
No	9.1%	9.6%	11.2%	15.0%	13.7%	8.1%	8.5%	9.5%	7.7%	9.4%	10.0%

***Please refer to page 21 for an explanation of the data in the Total column**

Q12. Have you heard about MoDOT's 5-year Safe & Sound Bridge Improvement Program to replace or repair more than 800 of the state's poorest bridges? The program is currently about half way finished.

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q12. Have you heard about MoDOT's 5-year Safe & Sound Bridge Improvement Program</u>											
Yes	62.7%	60.9%	57.4%	49.6%	65.8%	48.3%	52.8%	55.5%	48.0%	48.0%	52.0%
No	35.0%	37.4%	40.9%	47.0%	31.9%	48.0%	45.2%	41.7%	50.0%	48.0%	44.8%
Don't know	2.3%	1.7%	1.7%	3.4%	2.3%	3.7%	2.0%	2.8%	2.0%	3.9%	3.2%

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

Q12a. [IF YES TO #12] Overall, how would you rate the quality of the new Safe and Sound bridges you have used? (excluding "don't knows")

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q12a. How would you rate the new Safe & Sound bridges you have used</u>											
Excellent	44.3%	38.8%	45.3%	36.9%	43.2%	38.3%	33.5%	36.6%	44.5%	42.6%	39.1%
Good	38.7%	43.7%	32.9%	47.1%	38.0%	48.4%	54.2%	42.1%	39.0%	40.4%	44.5%
Average	14.4%	15.3%	17.4%	12.1%	17.7%	11.7%	11.6%	16.5%	13.7%	14.9%	13.8%
Poor	2.6%	2.2%	4.3%	3.8%	1.0%	1.6%	0.6%	4.9%	2.7%	2.1%	2.5%

***Please refer to page 21 for an explanation of the data in the Total column**

[Asked in Districts 4 and 6 Only] Q13. From your perspective, who owns and operates the KC Scout Gateway Guide Traffic Management Center?

	District		*Total
	04	06	
<u>Q13. Who owns & operates KC Scout Gateway Guide Traffic Management Center</u>			
Local television stations	3.7%	2.0%	2.6%
A local Company named KC Scout	4.6%	4.6%	4.5%
A partnership of KDOT & MoDOT or IDOT & MoDOT	22.8%	14.6%	17.8%
Don't know	68.9%	78.9%	75.0%

***Please refer to page 21 for an explanation of the data in the Total column**

[Asked in Districts 4 and 6 Only] Q14. Does the KC Scout Gateway Guide provide value to you as a user of the state transportation system?

	District		*Total
	04	06	
<u>Q14. Does KC Scout Gateway Guide provide value to you</u>			
Yes	41.3%	21.4%	28.9%
No	16.2%	19.1%	17.9%
Don't know	42.5%	59.4%	53.1%

***Please refer to page 21 for an explanation of the data in the Total column**

Q15. What is your age?

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q15. Your age</u>											
Under 35 years	17.9%	19.1%	16.0%	15.1%	18.2%	20.3%	17.7%	15.7%	16.9%	16.2%	17.4%
35-44 years	17.4%	17.4%	21.1%	20.5%	18.5%	14.3%	16.6%	17.6%	17.7%	17.9%	17.1%
45-54 years	23.4%	23.4%	27.4%	23.6%	24.2%	21.4%	19.9%	24.1%	20.6%	24.3%	23.0%
55-64 years	26.2%	22.9%	20.0%	25.4%	19.4%	25.4%	19.7%	22.7%	26.6%	26.3%	24.3%
65+ years	15.1%	17.1%	15.4%	15.4%	19.7%	18.6%	26.1%	19.9%	18.3%	15.4%	18.2%

***Please refer to page 21 for an explanation of the data in the Total column**

Q17. Did you vote in the November 2008 election?

	District										*Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q17. Did you vote in 2008</u>											
Yes	86.9%	84.9%	83.7%	84.3%	82.9%	88.9%	83.4%	85.4%	80.6%	81.8%	85.9%
No	11.1%	13.7%	14.0%	14.0%	15.1%	9.4%	15.4%	11.5%	18.3%	14.0%	12.3%
Would not answer	2.0%	1.4%	2.3%	1.7%	2.0%	1.7%	1.1%	3.1%	1.1%	4.2%	1.7%

***Please refer to page 21 for an explanation of the data in the Total column**

Section 3:
Survey Instrument

2011 MoDOT Statewide Customer Satisfaction Survey

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

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

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

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

	Including Refused/Not Sure	Excluding Refused/Not Sure	Excluding Refused /Not Sure TOTALS
Very satisfied	27.2%	28.0%	Satisfied Combined
Somewhat satisfied	53.6%	55.1%	83.1%
Somewhat dissatisfied	11.3%	11.6%	Dissatisfied Combined
Very dissatisfied	5.2%	5.3%	16.9%
Don't know	2.6%	0.0%	

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

Highways are in good condition	44.1%
Completed construction of a project that was needed	16.0%
Design safe highways	6.5%
Good job planning	6.1%
Good job communicating with public	5.0%
Provide good value for taxes/spend resources wisely	2.2%
Support public transit or other non-automobile transportation	1.3%
Other	17.1%

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

Road conditions	44.0%
Potholes	38.3%
Delays due to road construction	11.3%
Not spending money wisely	9.1%
Bridge conditions	6.2%
Snow & ice removal	5.3%
Congestion	3.4%
Transportation options that are available	2.6%
Other	18.6%

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

	Strongly Agree	Somewhat Agree	Agree Total	Somewhat Disagree	Strongly Disagree	Disagree Total	Not Sure
Q2a. MoDOT provides accurate information to citizens about road projects, highway conditions, & work zones							
Including Refused/Not Sure	54.0%	31.8%	85.8%	5.4%	3.0%	8.4%	5.8%
Excluding Refused/Not Sure	57.3%	33.7%	91.0%	5.8%	3.2%	9.0%	0.0%
Q2b. MoDOT provides timely information to citizens about road projects, conditions, & work zones							
Including Refused/Not Sure	51.7%	32.3%	84.0%	6.4%	3.1%	9.5%	6.5%
Excluding Refused/Not Sure	55.3%	34.5%	89.8%	6.8%	3.4%	10.2%	0.0%
Q2c. MoDOT provides understandable information to citizens about road projects, highway conditions, & work zones							
Including Refused/Not Sure	57.2%	28.6%	85.8%	5.6%	3.0%	8.6%	5.6%
Excluding Refused/Not Sure	60.6%	30.3%	90.9%	6.0%	3.2%	9.2%	0.0%
Q2d. MoDOT takes into consideration your needs & views in its transportation decision-making							
Including Refused/Not Sure	28.1%	33.0%	61.1%	14.2%	8.5%	22.7%	16.2%
Excluding Refused/Not Sure	33.5%	39.4%	72.9%	17.0%	10.1%	27.1%	0.0%
Q2e. MoDOT is the primary transportation expert in Missouri							
Including Refused/Not Sure	48.8%	28.7%	77.5%	5.0%	3.6%	8.6%	13.9%
Excluding Refused/Not Sure	56.7%	33.4%	90.1%	5.8%	4.2%	10.0%	0.0%
Q2f. You are satisfied with transportation options available besides your own personal vehicle							
Including Refused/Not Sure	33.7%	25.2%	58.9%	12.8%	14.3%	27.1%	14.0%
Excluding Refused/Not Sure	39.2%	29.3%	68.5%	14.8%	16.7%	31.5%	0.0%
Q2g. MoDOT signs are big enough for you to see							
Including Refused/Not Sure	76.0%	19.4%	95.4%	2.1%	1.2%	3.3%	1.3%
Excluding Refused/Not Sure	77.0%	19.7%	96.7%	2.1%	1.3%	3.4%	0.0%
Q2h. MoDOT signs are bright enough for you to see							
Including Refused/Not Sure	76.1%	18.8%	94.9%	2.4%	1.3%	3.7%	1.3%
Excluding Refused/Not Sure	77.1%	19.1%	96.2%	2.5%	1.3%	3.8%	0.0%
Q2i. Striping on MoDOT highways is bright enough for you to see							
Including Refused/Not Sure	51.5%	28.5%	80.0%	11.8%	6.0%	17.8%	2.2%
Excluding Refused/Not Sure	52.6%	29.1%	81.7%	12.1%	6.1%	18.2%	0.0%
Q2j. Up to 25% of each transportation project's funds should be spent to incorporate bicycle & pedestrian facilities							
Including Refused/Not Sure	17.3%	19.6%	36.9%	21.4%	29.3%	50.7%	12.3%
Excluding Refused/Not Sure	19.7%	22.4%	42.1%	24.4%	33.5%	57.9%	0.0%

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

	Very Satisfied	Satisfied	Satisfied Total	Neutral	Dissatisfied	Very Dissatisfied	Dissatisfied Total	Don't know
Q3a. Remove debris from highways								
Including Refused/Not Sure	28.0%	39.4%	67.4%	19.3%	7.9%	3.5%	11.4%	2.0%
Excluding Refused/Not Sure	28.5%	40.2%	68.7%	19.7%	8.1%	3.6%	11.7%	0.0%
Q3b. Pick up litter & trash along highways								
Including Refused/Not Sure	24.4%	39.8%	64.2%	21.5%	9.1%	3.5%	12.6%	1.8%
Excluding Refused/Not Sure	24.9%	40.5%	65.4%	21.9%	9.2%	3.5%	12.7%	0.0%
Q3c. Manage snow & ice on highways								
Including Refused/Not Sure	35.1%	39.0%	74.1%	14.7%	6.1%	3.2%	9.3%	1.9%
Excluding Refused/Not Sure	35.8%	39.7%	75.5%	15.0%	6.2%	3.3%	9.5%	0.0%
Q3d. Mow & trim trees, grass & weeds along highways								
Including Refused/Not Sure	27.3%	41.4%	68.7%	18.7%	6.8%	3.5%	10.3%	2.3%
Excluding Refused/Not Sure	27.9%	42.4%	70.3%	19.2%	6.9%	3.6%	10.5%	0.0%
Q3e. Keep surface of major highways in good condition								
Including Refused/Not Sure	20.4%	40.0%	60.4%	22.7%	9.9%	5.5%	15.4%	1.5%
Excluding Refused/Not Sure	20.7%	40.6%	61.3%	23.0%	10.0%	5.6%	15.6%	0.0%
Q3f. Keep surface of other state highways in good condition								
Including Refused/Not Sure	14.6%	33.4%	48.0%	27.1%	11.8%	7.0%	18.8%	6.0%
Excluding Refused/Not Sure	15.5%	35.6%	51.1%	28.8%	12.6%	7.5%	20.1%	0.0%
Q3g. Keep shoulders on highways in good condition								
Including Refused/Not Sure	19.7%	41.0%	60.7%	22.0%	9.7%	4.9%	14.6%	2.8%
Excluding Refused/Not Sure	20.2%	42.2%	62.4%	22.6%	10.0%	5.0%	15.0%	0.0%
Q3h. Keep bridges in good condition								
Including Refused/Not Sure	21.2%	36.1%	57.3%	24.4%	10.2%	5.1%	15.3%	3.0%
Excluding Refused/Not Sure	21.8%	37.2%	59.0%	25.2%	10.5%	5.3%	15.8%	0.0%
Q3i. Provide visible roadside & centerline striping on highways								
Including Refused/Not Sure	26.7%	41.6%	68.3%	19.1%	8.1%	3.0%	11.1%	1.5%
Excluding Refused/Not Sure	27.1%	42.3%	69.4%	19.4%	8.2%	3.1%	11.3%	0.0%
Q3j. Minimize congestion on highways								
Including Refused/Not Sure	18.0%	39.8%	57.8%	24.5%	8.7%	3.7%	12.4%	5.2%
Excluding Refused/Not Sure	19.0%	42.0%	61.0%	25.8%	9.2%	4.0%	13.2%	0.0%
Q3k. Provide signage along highways that is easy to understand								
Including Refused/Not Sure	36.4%	45.3%	81.7%	12.1%	3.0%	1.0%	4.0%	2.3%
Excluding Refused/Not Sure	37.2%	46.4%	83.6%	12.4%	3.0%	1.0%	4.0%	0.0%
Q3l. Support development of alternative forms of transportation								
Including Refused/Not Sure	13.9%	27.5%	41.4%	22.2%	10.9%	5.9%	16.8%	19.6%
Excluding Refused/Not Sure	17.3%	34.2%	51.5%	27.7%	13.5%	7.3%	20.8%	0.0%

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

	1st Choice	2nd Choice	3rd Choice	4th Choice	Sum of All Four Choices
Keep bridges in good condition	7.9%	6.4%	6.4%	5.2%	26.0%
Keep highway shoulders in good condition	3.6%	4.3%	6.2%	3.3%	17.4%
Keep major highway surface in good condition	18.0%	9.4%	5.3%	3.1%	35.8%
Keep other state highway surface in good condition	5.8%	17.7%	8.1%	4.0%	35.7%
Manage snow & ice on highways	7.0%	5.2%	3.4%	2.4%	18.1%
Minimize congestion on highways	4.0%	4.3%	3.7%	2.9%	14.9%
Mow & trim along highways	3.7%	2.6%	2.7%	2.0%	11.1%
Pick up litter & trash along highways	3.9%	6.1%	2.8%	2.8%	15.5%
Provide easy to understand signage along highways	1.6%	1.2%	1.7%	1.6%	6.1%
Provide visible roadside & centerline striping on highways	5.0%	2.8%	3.8%	3.5%	15.0%
Remove debris from highways	9.2%	3.1%	4.2%	2.7%	19.2%
Support development of alternative transportation	9.2%	3.8%	2.6%	3.9%	19.5%

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

	Strongly Agree	Agree	Agreement Total	Neutral	Disagree	Strongly Disagree	Disagreement Total	Don't know
Q5a. MoDOT does a good job of minimizing travel delays caused by construction & maintenance of state highways								
Including Don't Knows	23.0%	44.1%	67.1%	14.9%	9.7%	4.6%	14.3%	3.6%
Excluding Don't Knows	23.9%	45.7%	69.6%	15.5%	10.1%	4.8%	14.9%	0.0%

6. During the past two weeks, have you biked along a public road in Missouri?

Q6. Have you biked along a public road		Percent
Yes		5.9%
No		94.1%

6a. Using a scale of 1-5 where 5 means strongly agree and 1 means strongly disagree, please rate your agreement with the following statements about the biking facilities you used during the past two weeks:

	Strongly Agree	Agree	Agree Total	Neutral	Disagree	Strongly Disagree	Disagree Total	Don't know
Q6a-1. Facility/facilities I used was/were safe								
Including Refused/Not Sure	27.8%	34.0%	61.8%	13.4%	7.2%	8.6%	15.8%	9.1%
Excluding Refused/Not Sure	30.5%	37.4%	67.9%	14.7%	7.9%	9.5%	17.4%	0.0%
Q6a-2. Facility/facilities I used was/were convenient & accessible								
Including Refused/Not Sure	28.7%	33.5%	62.2%	15.3%	4.3%	8.6%	12.9%	9.6%
Excluding Refused/Not Sure	31.7%	37.0%	68.7%	16.9%	4.8%	9.5%	14.3%	0.0%
Q6a-3. Facility/facilities I used was/were well connected to other facilities								
Including Refused/Not Sure	26.3%	30.6%	56.9%	17.7%	5.7%	7.7%	13.4%	12.0%
Excluding Refused/Not Sure	29.9%	34.8%	64.7%	20.1%	6.5%	8.7%	15.2%	0.0%

7. During the past two weeks, have you walked along a public road in Missouri?

Q7. Have you walked along a public road		Percent
Yes		23.7%
No		76.3%

7b. Using a scale of 1-5 where 5 means strongly agree and 1 means strongly disagree, please rate your agreement with the following statements about the pedestrian facilities you used during the past two weeks:

	Strongly Agree	Agree	Agree Total	Neutral	Disagree	Strongly Disagree	Disagree Total	Don't know
Q7a-1. Facility/facilities I used was/were safe								
Including Refused/Not Sure	36.5%	30.7%	67.2%	11.5%	7.7%	6.9%	14.6%	6.7%
Excluding Refused/Not Sure	39.2%	32.9%	72.1%	12.3%	8.2%	7.4%	15.6%	0.0%
Q7a-2. Facility/facilities I used was/were convenient & accessible								
Including Refused/Not Sure	35.8%	33.9%	69.7%	12.7%	5.4%	5.4%	10.8%	6.8%
Excluding Refused/Not Sure	38.4%	36.4%	74.8%	13.6%	5.8%	5.8%	11.6%	0.0%
Q7a-3. Facility/facilities I used was/were well connected to other facilities								
Including Refused/Not Sure	29.9%	32.3%	62.2%	13.9%	7.5%	7.3%	14.8%	9.0%
Excluding Refused/Not Sure	32.9%	35.5%	68.4%	15.3%	8.3%	8.0%	16.3%	0.0%

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

Q8. How should funding for transportation change over next five years	Including Not Sure	Excluding Not Sure	Excluding Refused/Not Sure TOTALS
Increased greatly	13.4%	14.9%	Increased Combined
Increased slightly	29.9%	33.1%	48.0%
About the same	42.8%	47.5%	
Reduced slightly	2.8%	3.1%	Reduced Combined
Reduced greatly	1.3%	1.4%	4.5%
Not sure	9.8%	0.0%	

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

Q9. Which method would be most acceptable to you	Including Not Sure	Excluding Not Sure
Add tolls to some interstate highways	22.8%	26.4%
Increase general sales tax	15.8%	18.3%
Increase car registration & license fees	11.9%	13.7%
Increase state fuel tax	9.3%	10.7%
Replace state gas tax with vehicle mileage/travel tax	7.8%	9.0%
Don't know/Not Sure	13.4%	0.0%
None of these	19.0%	21.9%

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

	Most beneficial	2nd Most Beneficial	3rd Most Beneficial	4th Most Beneficial	Least beneficial	Not sure
Q10a. Social services						
Including Not Sure	12.0%	11.2%	11.8%	14.0%	33.7%	17.4%
Excluding Not Sure	14.5%	13.6%	14.3%	16.9%	40.8%	0.0%
Q10b. Transportation						
Including Not Sure	16.6%	17.2%	17.8%	19.8%	13.5%	15.0%
Excluding Not Sure	19.5%	20.2%	21.0%	23.3%	15.9%	0.0%
Q10c. Public Safety						
Including Not Sure	20.1%	22.5%	19.2%	16.3%	7.7%	14.2%
Excluding Not Sure	23.4%	26.2%	22.4%	19.0%	9.0%	0.0%
Q10d. Education						
Including Not Sure	30.5%	18.0%	15.9%	12.5%	8.0%	15.2%
Excluding Not Sure	35.9%	21.2%	18.7%	14.7%	9.4%	0.0%
Q10e. Economic Development						
Including Not Sure	11.5%	17.5%	17.9%	18.2%	18.2%	16.7%
Excluding Not Sure	13.9%	21.0%	21.5%	21.8%	21.8%	0.0%

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

Q11. Do you trust MoDOT to keep its commitments to public	Including Not Sure	Excluding Not Sure
Yes	84.8%	90.0%
No	9.4%	10.0%
Not sure	5.8%	0.0%

12. Prior to this call, had you heard about MoDOT's 5-year Safe & Sound Bridge Improvement Program to replace or repair more than 800 of the state's poorest bridges? The program is currently about half way finished.

Q12. Have you heard about MoDOT's 5-year Safe & Sound Bridge Improvement Program	Including Don't Know	Excluding Don't Know
Yes	52.0%	53.8%
No	44.8%	46.2%
Don't know	3.2%	0.0%

12a. [IF YES TO #12a] Overall, how would you rate the quality of the new Safe and Sound bridges you have used?

Q12a. How would you rate the new Safe & Sound bridges you have used	Including Don't Know	Excluding Don't Know
Excellent	32.3%	39.1%
Good	36.8%	44.5%
Average	11.4%	13.8%
Poor	2.1%	2.5%
Don't know	17.5%	0.0%

13. [ONLY FOR RESIDENTS OF DISTRICTS #4 (KC) and 6 (ST LOUIS)] From your perspective, who owns and operates the KC Scout [KC]/Gateway Guide [STL] Traffic Management Center? [Do Not Read]

Q13. Who owns & operates KC Scout Gateway Guide Traffic Management Center	Including Don't Know	Excluding Don't Know
Local television stations	2.6%	10.5%
A local Company named KC Scout	4.6%	18.4%
A partnership of KDOT & MoDOT or IDOT & MoDOT	17.8%	71.1%
Don't know	75.0%	0.0%

14. [ONLY FOR RESIDENTS OF DISTRICTS #4 (KC) and 6 (ST LOUIS)] Does the KC Scout [KC]/Gateway Guide [STL] provide value to you as a user of the state transportation system?

Q14. Does KC Scout Gateway Guide provide value to you	Including Don't Know	Excluding Don't Know
Yes	28.9%	61.7%
No	17.9%	38.3%
Don't know	53.1%	0.0%

15. What is your age?

Q15. Your age	Percent
Under 35 years	17.4%
35-44 years	17.1%
45-54 years	23.0%
55-64 years	24.3%
65+ years	18.2%

17. Did you vote in the November 2008 election?

Q18. Did you vote in 2008	Including Refused/Not Sure	Excluding Refused/Not Sure
Yes	85.9%	87.4%
No	12.3%	12.6%
Would not answer	1.7%	0.0%

THIS CONCLUDES THE SURVEY. MoDOT THANKS YOU FOR YOUR INPUT

July 2011

A Report Card From Missourians - 2011

Appendix A: I-S Analysis

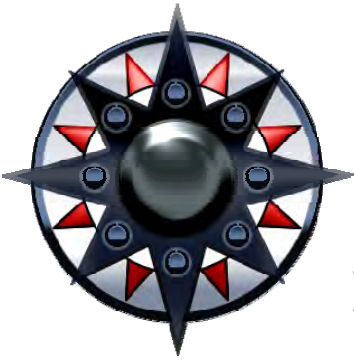
Submitted to

*The Missouri Department of
Transportation*



Prepared by ETC Institute and
Missouri Department of
Transportation





Importance-Satisfaction Analysis

A Report Card From Missourians - 2011

Overview

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

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

Methodology

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

Example of the Calculation. Respondents were asked to identify the services they thought are most important for MoDOT to emphasize over the next two years. Approximately thirty-six percent (35.8%) of residents ranked keeping the surface of major highways in good condition as the most important service for MoDOT to provide.

With regard to satisfaction, keeping the surface of major highways in good condition was ranked 8th overall with approximately sixty-one percent (61.3%) rating keeping the surface of major highways in good condition as a “4” or a “5” on a 5-point scale, excluding “don't know” responses. The I-S rating for keeping the surface of major highways in good condition was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 35.8% was multiplied by 38.7% (1-0.613). This calculation yielded an I-S rating of **0.1404**, which ranked second out of the 12 service categories. This rating in 2010 was .1560 and was rated a “High Priority”, and in 2009 the rating was .2295 and was considered a “Very High Priority”. Although this still remains a high priority, it is clear that great progress has been made in regards to this item since 2009. It is the third year in a row that the IS rating for this category has decreased.

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

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

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

Interpreting the Ratings

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

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

The results for MoDOT are provided on the following page.

Importance-Satisfaction Rating

Missouri Department of Transportation

Satisfaction With MoDOT Efforts to Provide Highway Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Keep surface of other state highways in good condition	36%	2	51%	12	0.1746	1
Keep surface of major highways in good condition	36%	1	61%	8	0.1385	2
Keep bridges in good condition	26%	3	59%	10	0.1066	3
Medium Priority (IS <.10)						
Support development of alternative forms of transportation	20%	4	52%	11	0.0946	4
Keep shoulders on highways in good condition	17%	7	62%	7	0.0654	5
Remove debris from highways	19%	5	69%	5	0.0601	6
Minimize congestion on highways	15%	10	61%	9	0.0581	7
Pick up litter & trash along highways	16%	8	65%	6	0.0536	8
Provide visible roadside & centerline striping on highways	15%	9	69%	4	0.0459	9
Manage snow & ice on highways	18%	6	76%	2	0.0443	10
Mow & trim trees, grass & weeds along highways	11%	11	70%	3	0.0330	11
Provide signage along highways that is easy to understand	6%	12	84%	1	0.0100	12

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

Most Important %:

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

Satisfaction %:

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

Importance-Satisfaction Matrix Analysis

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

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

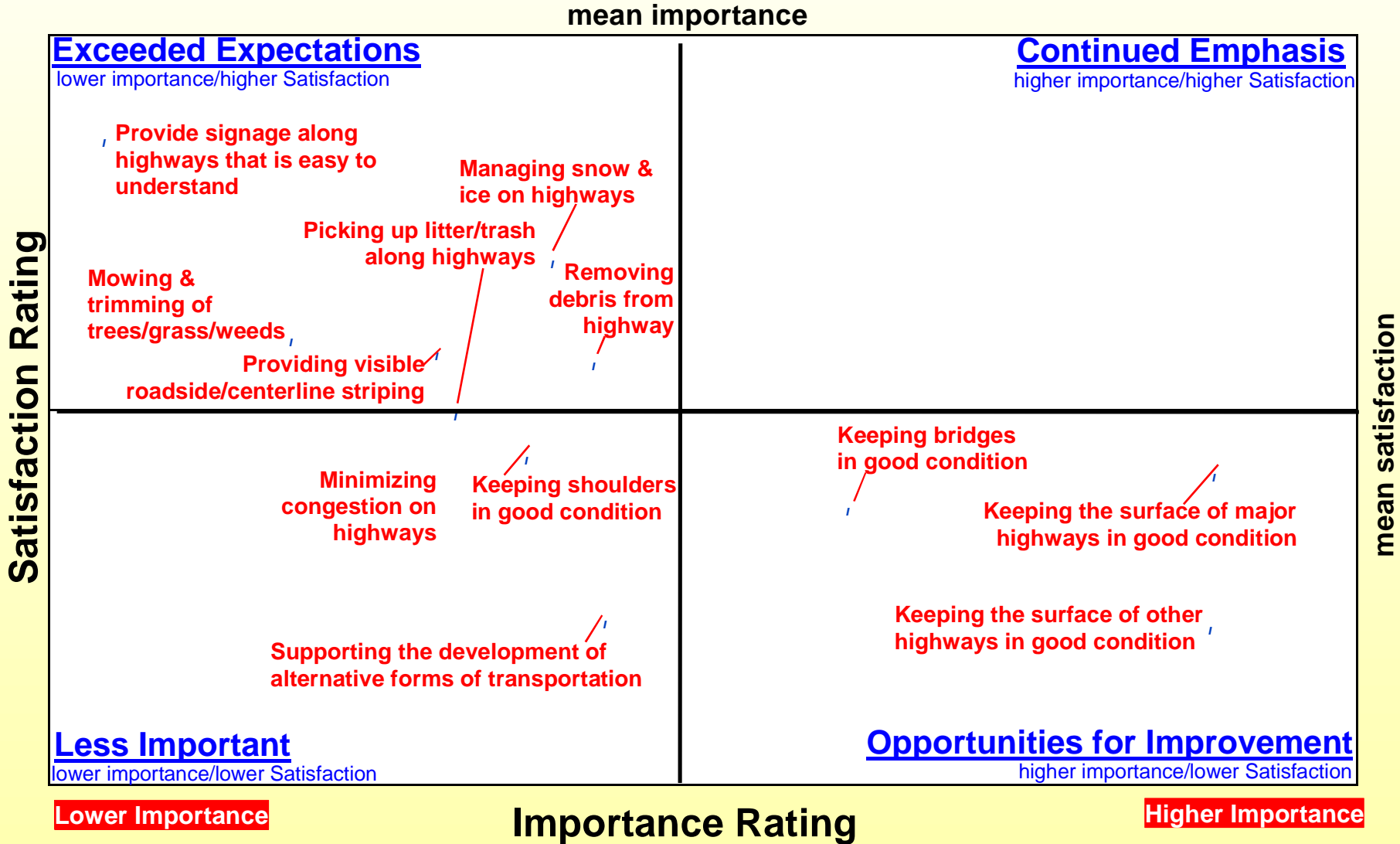
- Continued Emphasis (above average importance and above average satisfaction). This area shows where MoDOT is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. MoDOT should maintain (or slightly increase) emphasis on items in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

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

A Report Card From Missourians - 2011 Importance-Satisfaction Assessment Matrix

-Satisfaction With MoDOT Efforts to Provide Highway Services-

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



Source: ETC Institute (2011)

July 2011

*A Report Card From
Missourians - 2011*

Appendix B: Benchmarking Analysis

Submitted to

*The Missouri Department of
Transportation*



Prepared by ETC Institute and
Missouri Department of
Transportation





Benchmarking Analysis

A Report Card From Missourians - 2011

Overview

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

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

Findings

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

- Removing debris from highways (+11%)
- Minimizing congestion on highways (+12%)
- Picking up trash/litter along highways (+9%)
- Removing snow/ice along highways (+6%)
- Mowing/trimming trees/grass/weeds along highways (+6%)
- Surface of Interstate highways in good condition (+9%)

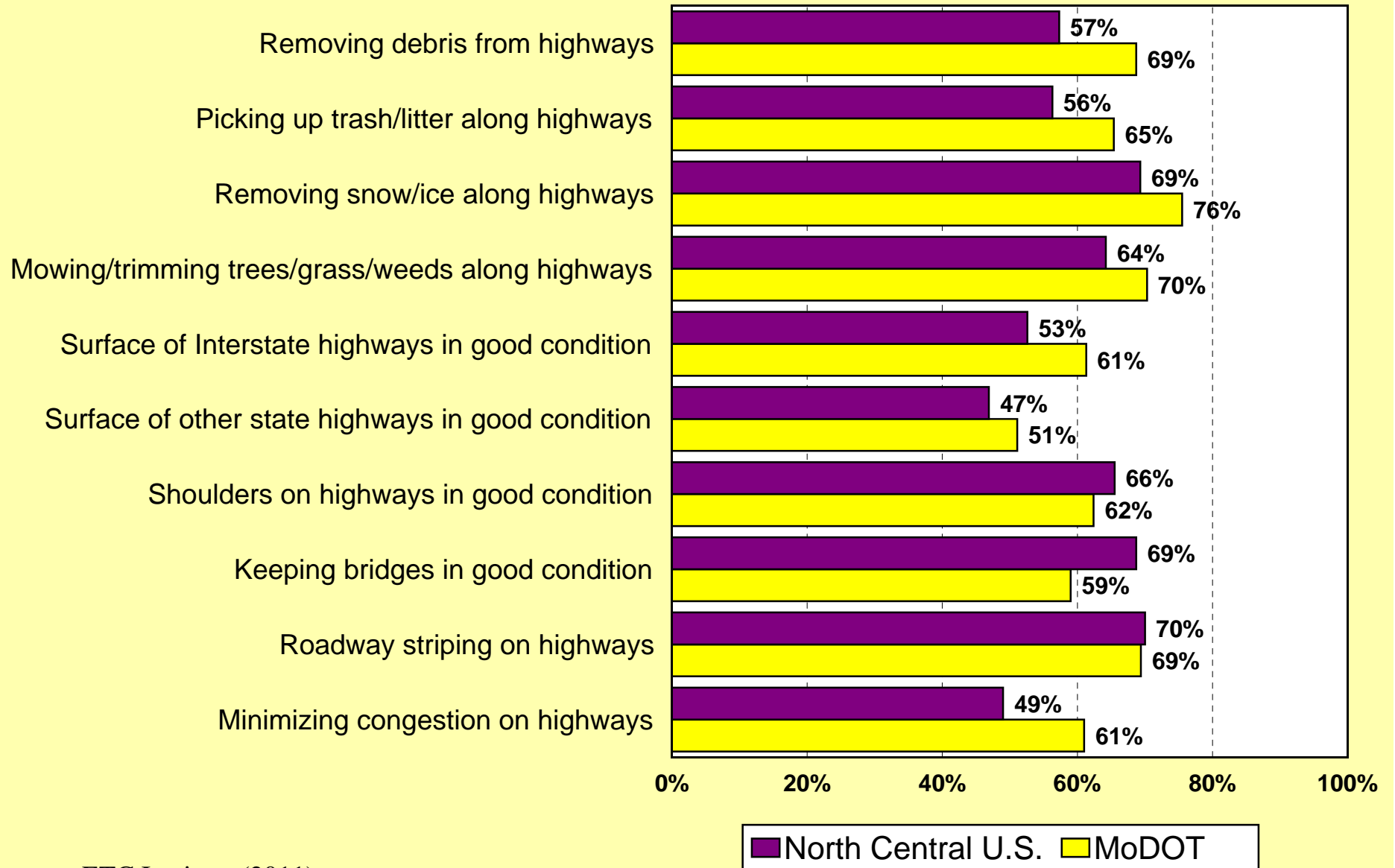
Areas Where MoDOT Performed WORSE than North Central U.S. Areas where MoDOT's ratings were significantly lower (-5% or greater) than the North Central U.S. included:

- Keeping bridges in good condition (-10%)

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

Satisfaction With State Department of Transportation Services MoDOT vs. North Central U.S.

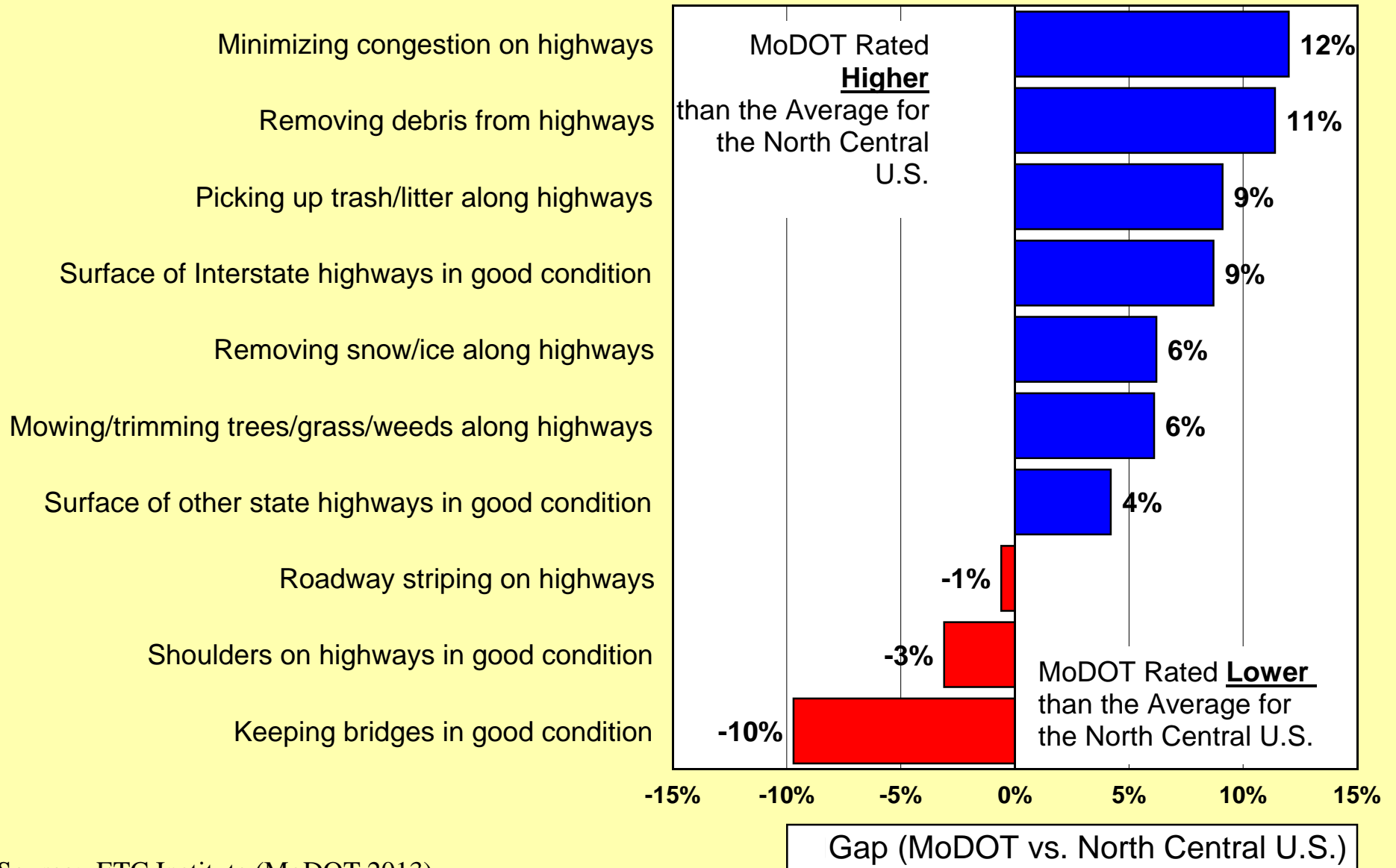
by percentage of respondents, who were either Very Satisfied (5) or Satisfied (4) on a five point scale



Source: ETC Institute (2011)

Overall Satisfaction with Transportation Services MoDOT vs. North Central U.S.

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



Source: ETC Institute (MoDOT 2013)

July 2011

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Appendix C: GIS Maps

Submitted to

*The Missouri Department of
Transportation*



Prepared by ETC Institute and
Missouri Department of
Transportation



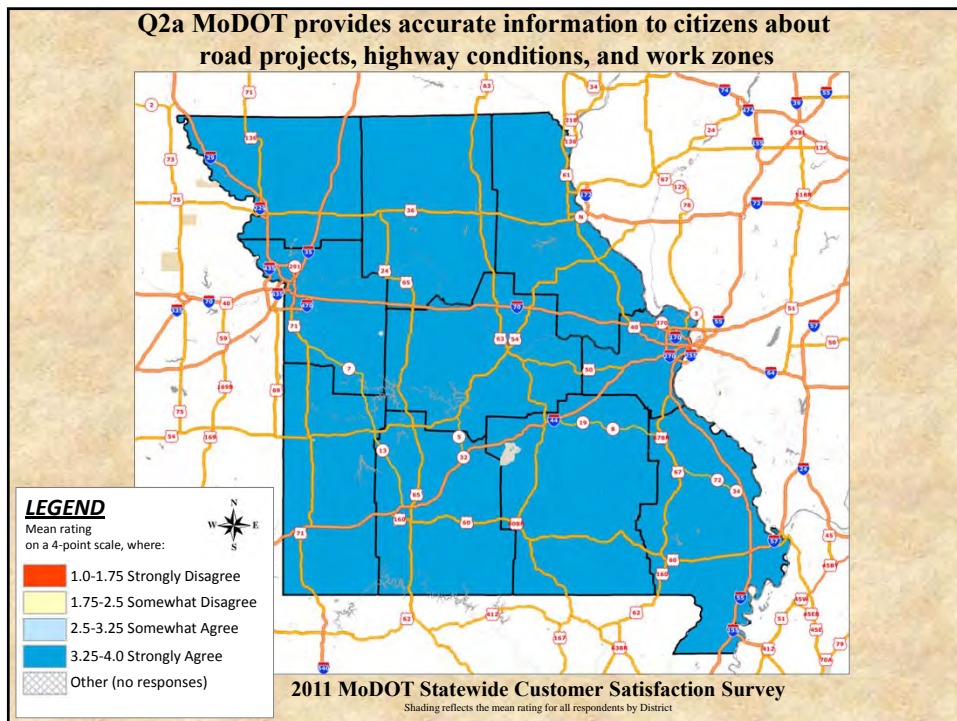
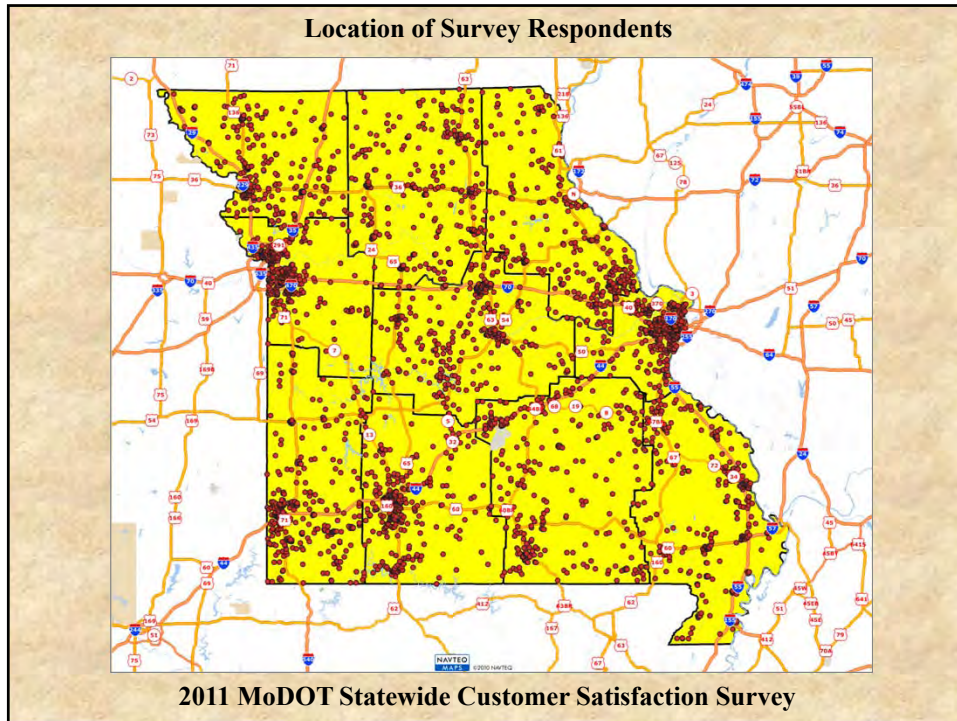
Interpreting the Maps

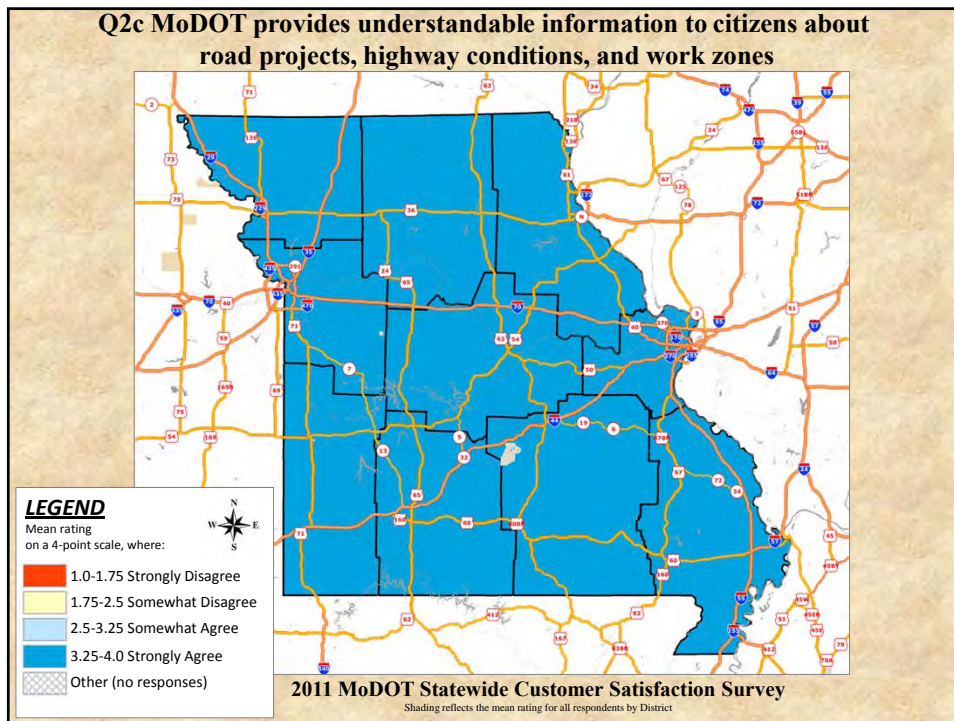
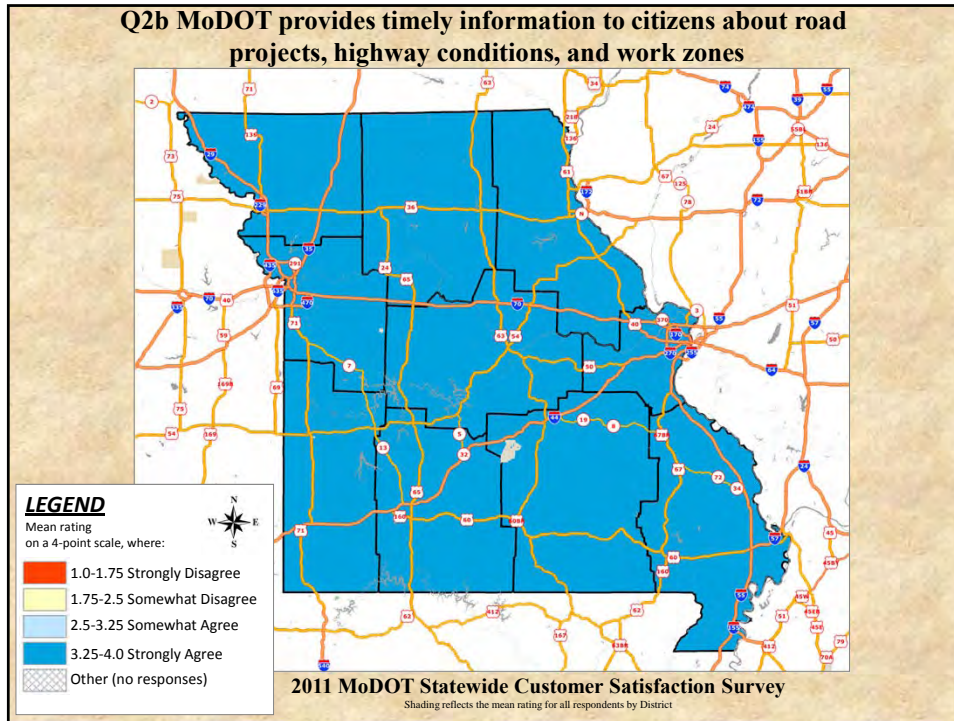
The maps on the following pages show the mean ratings for several questions on the survey by District.

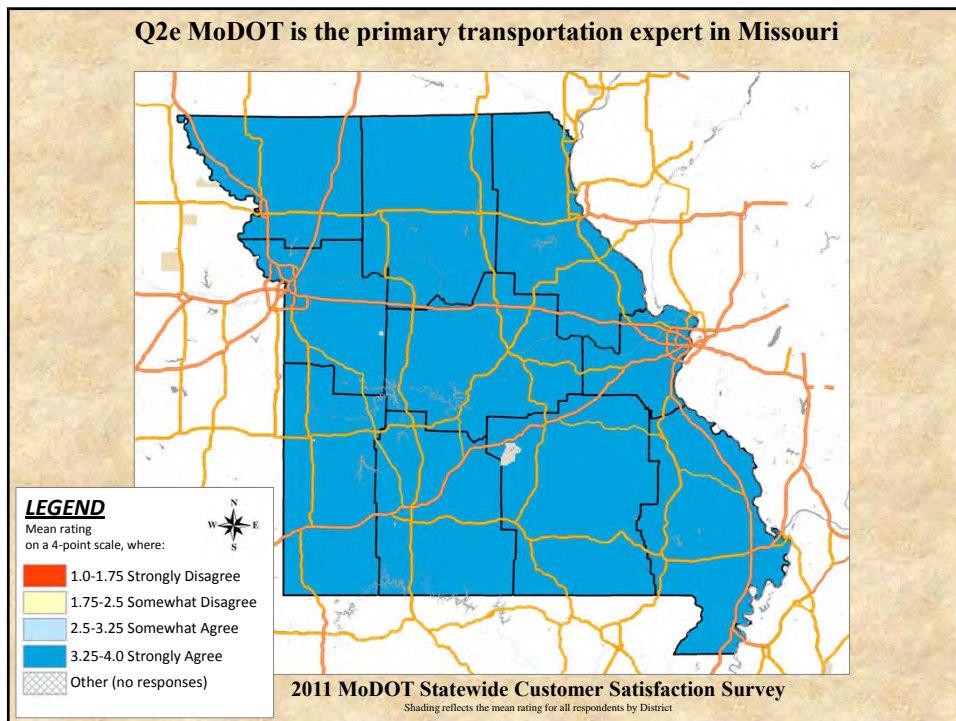
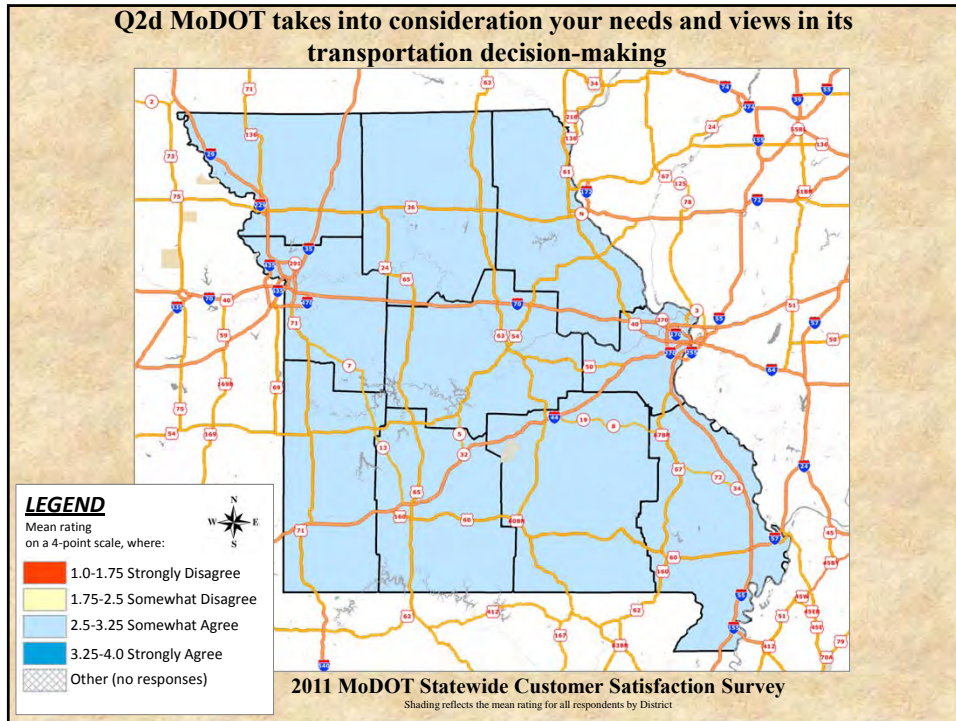
If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

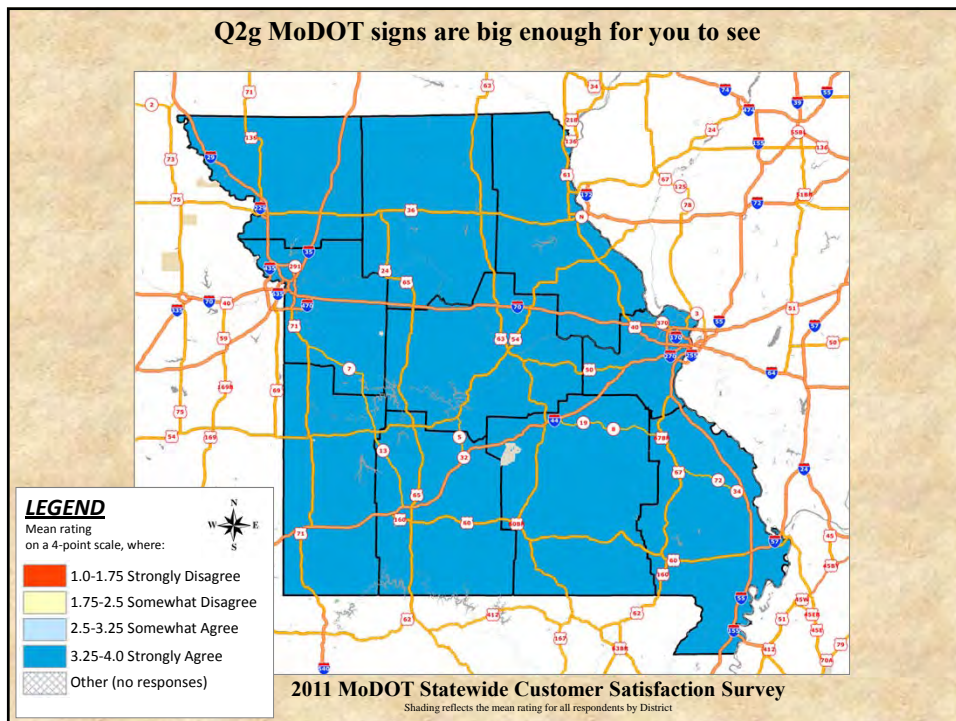
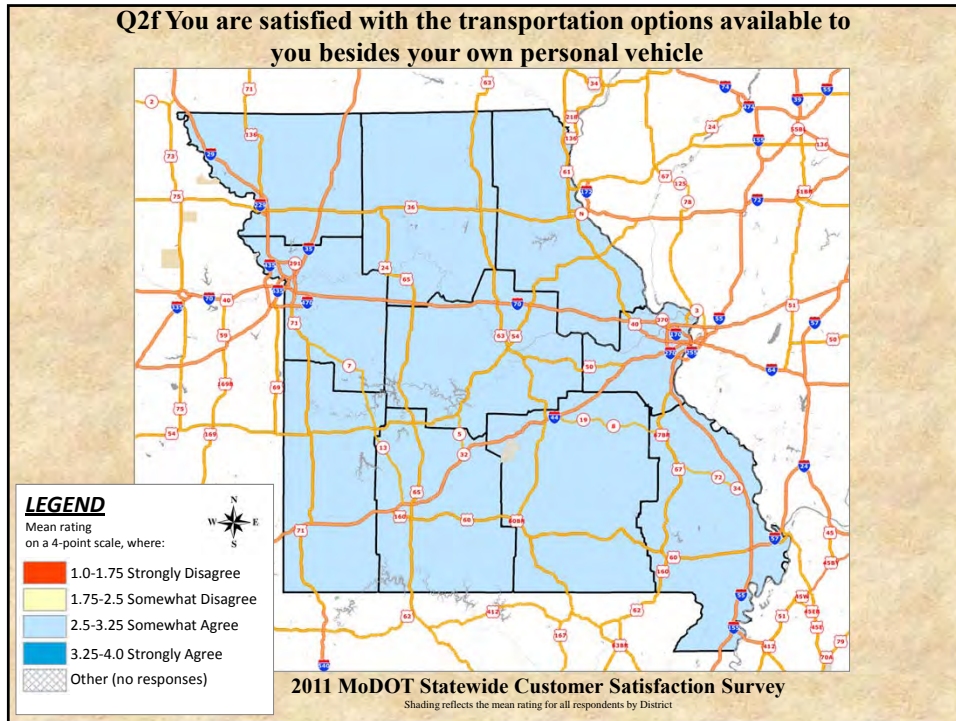
When reading the maps, please use the following color scheme as a guide:

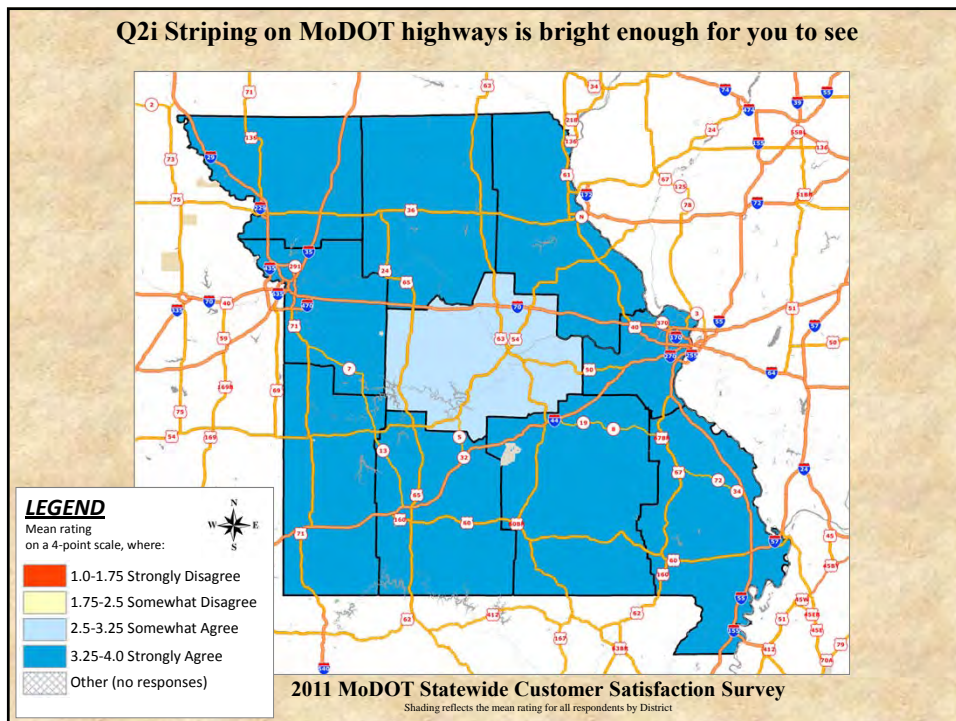
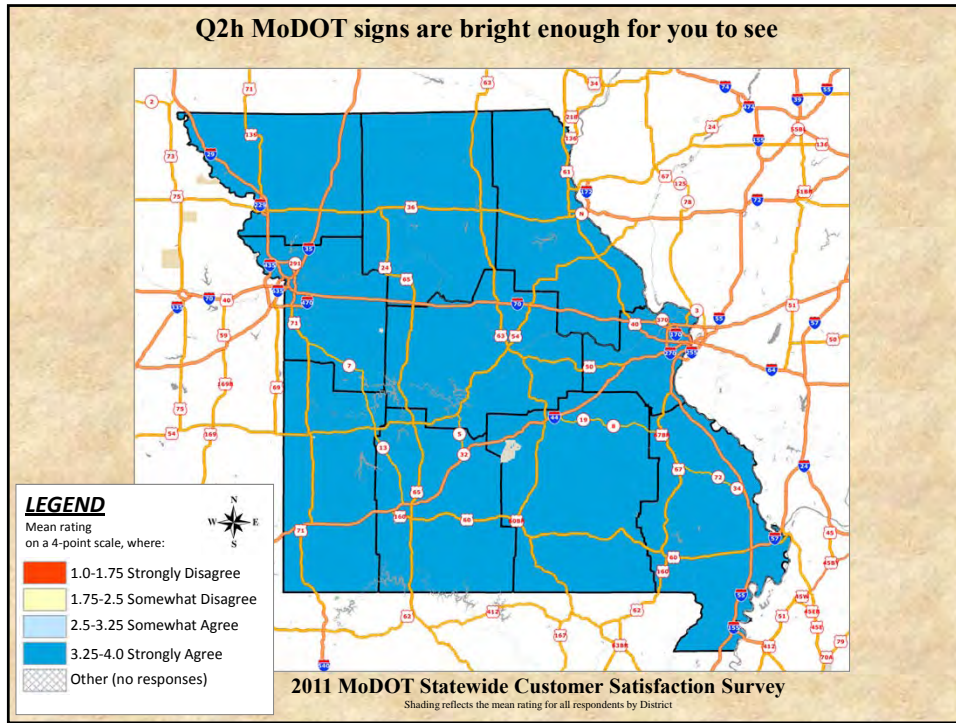
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate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

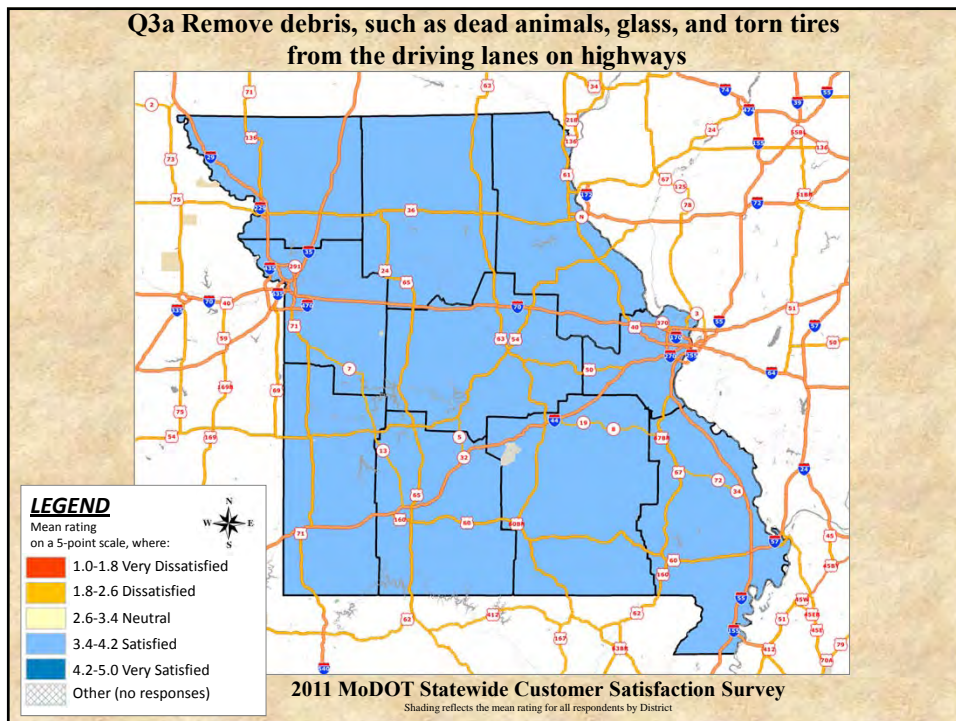
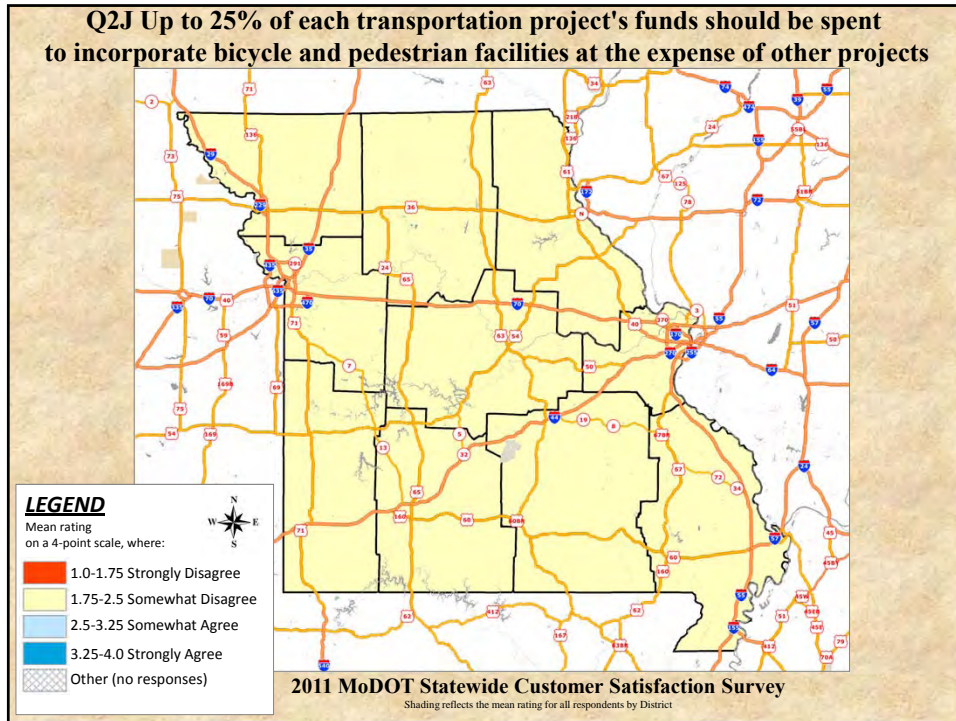


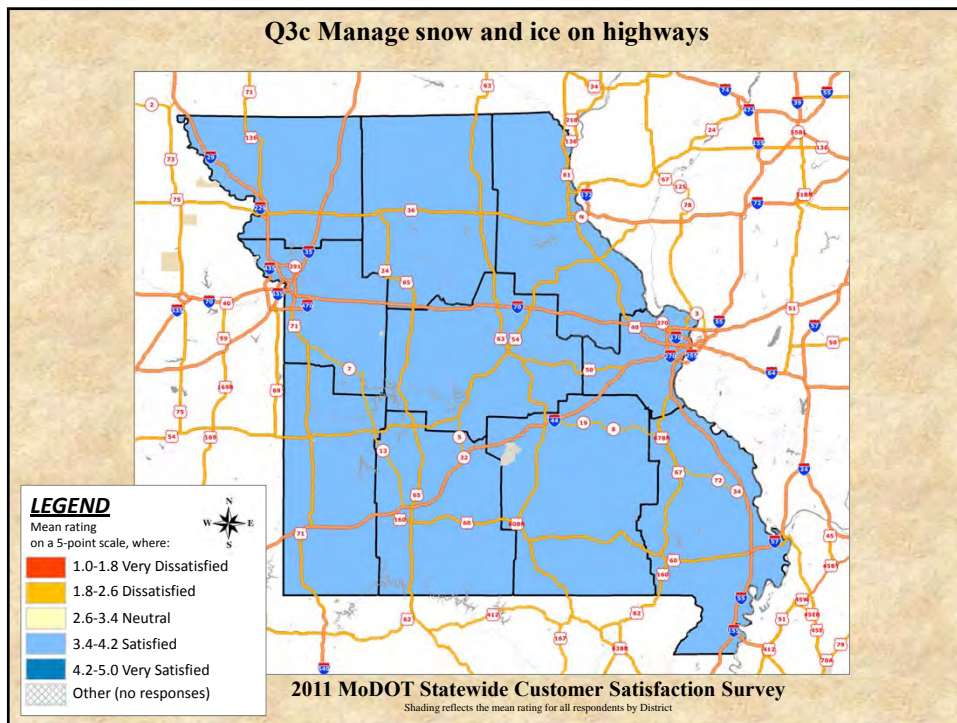
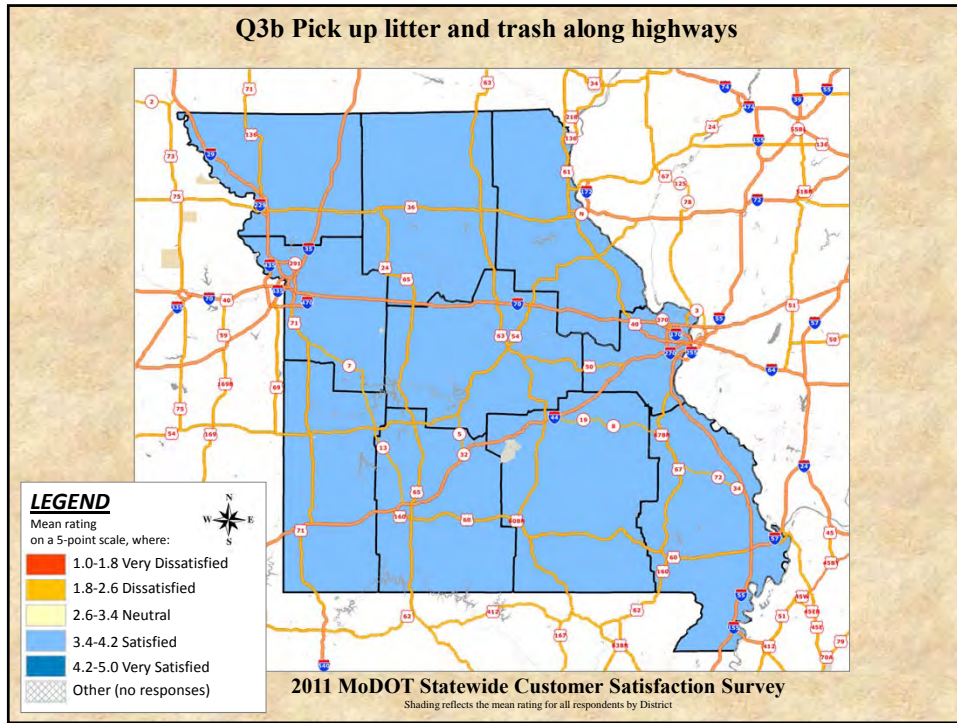


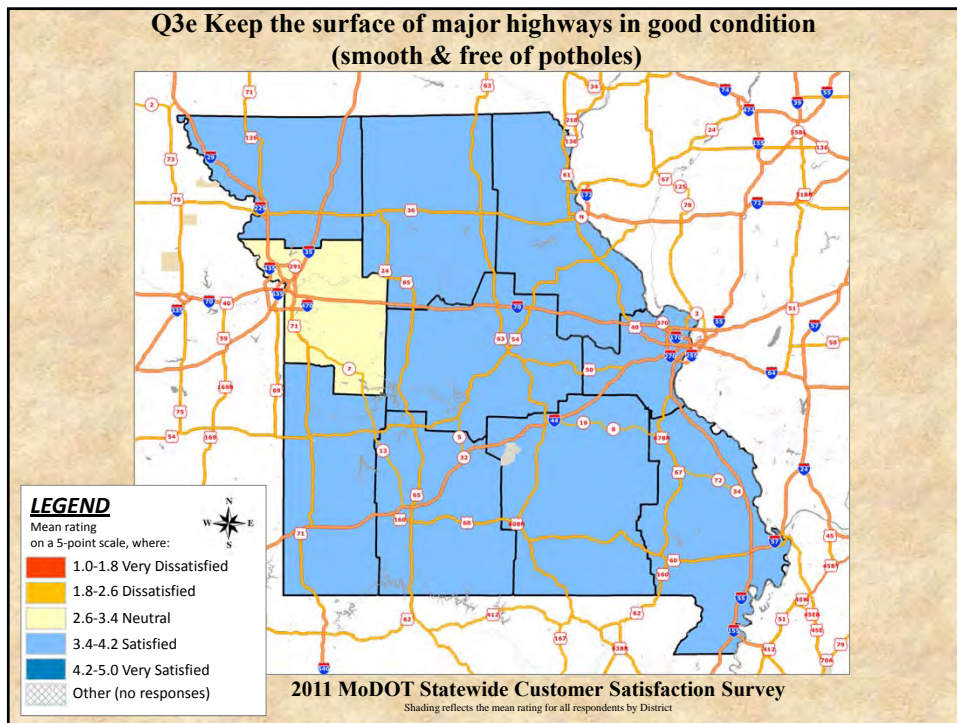
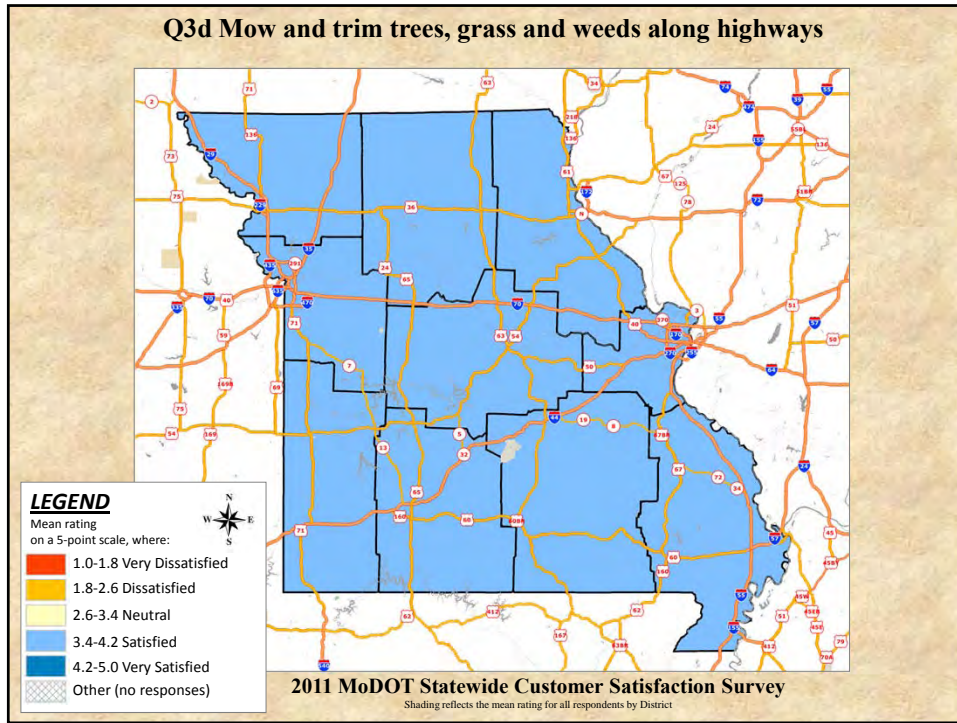


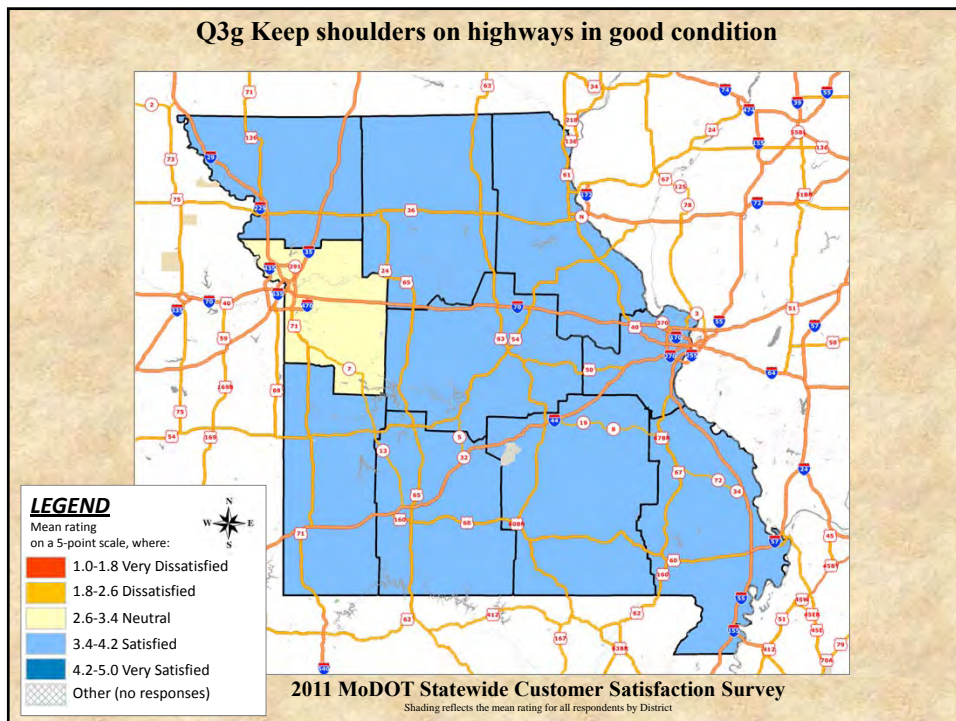
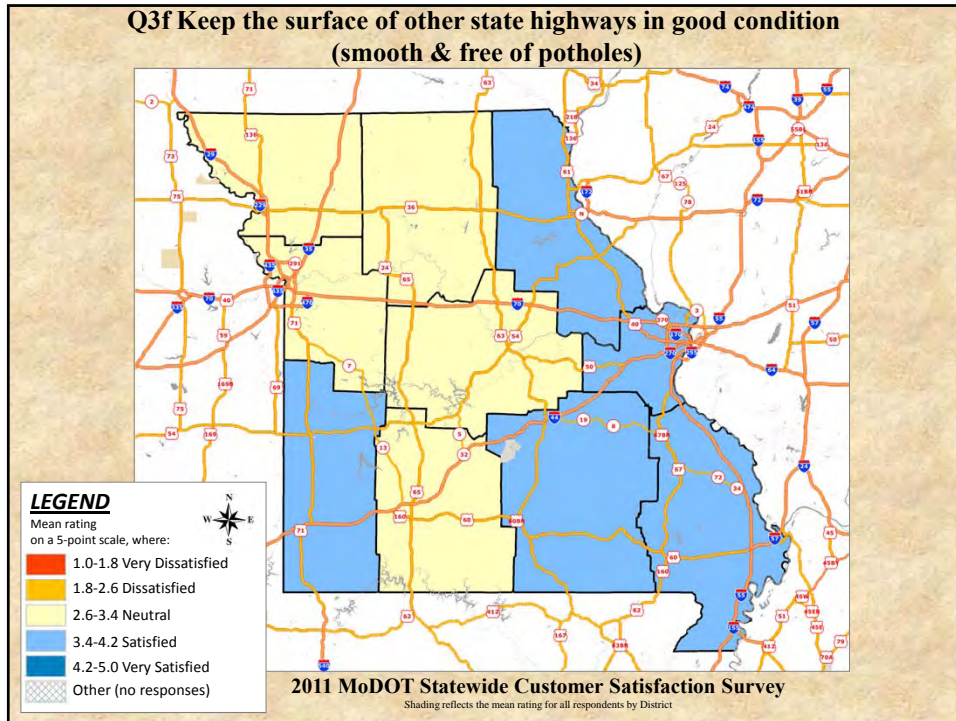


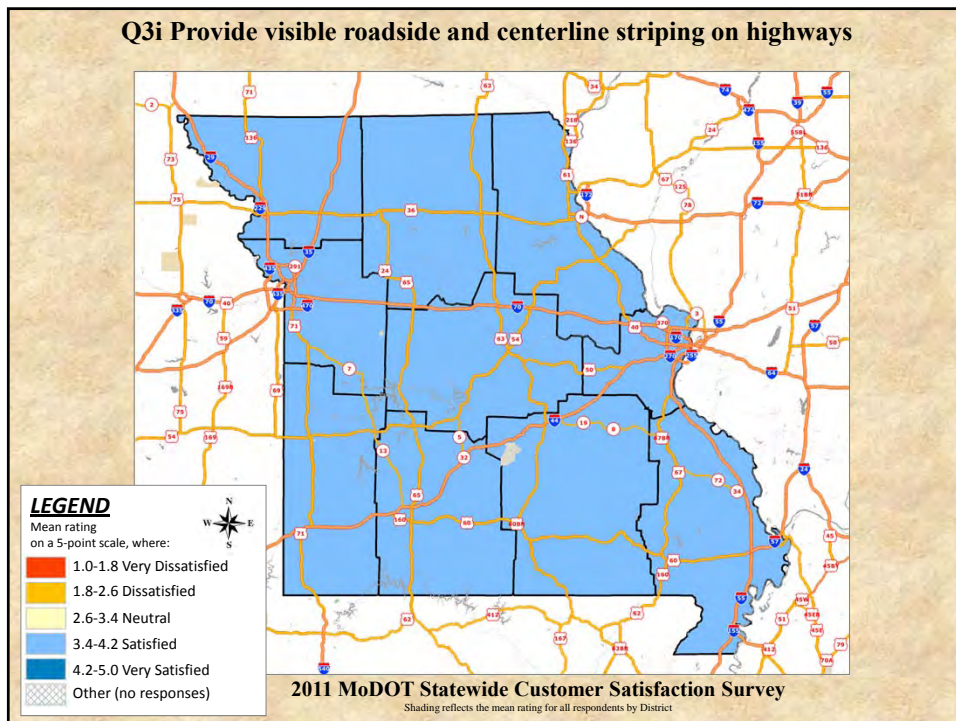
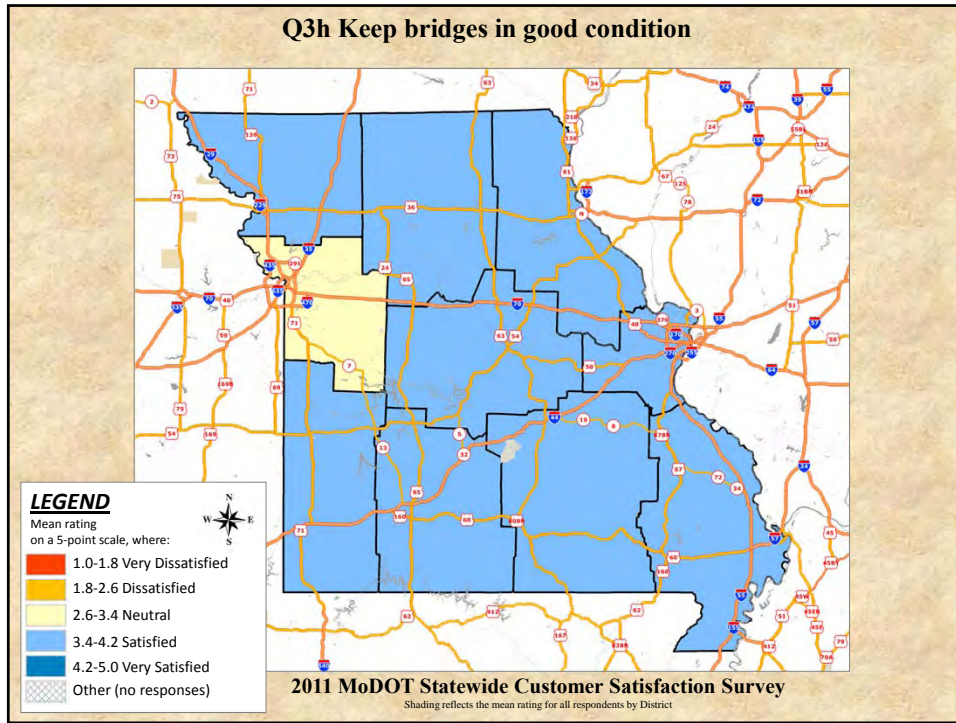


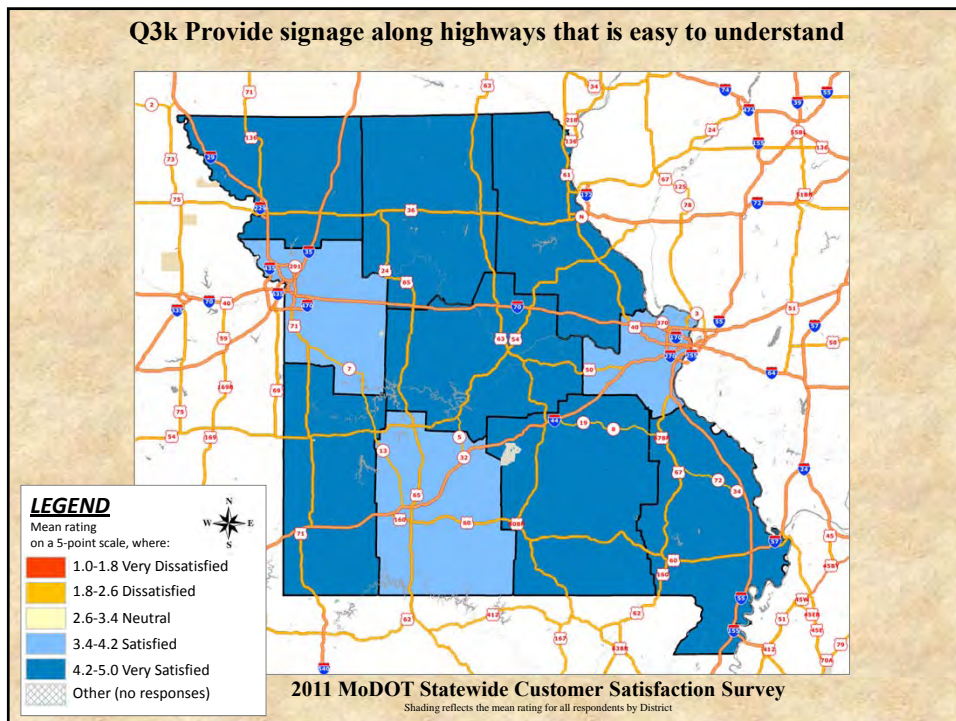
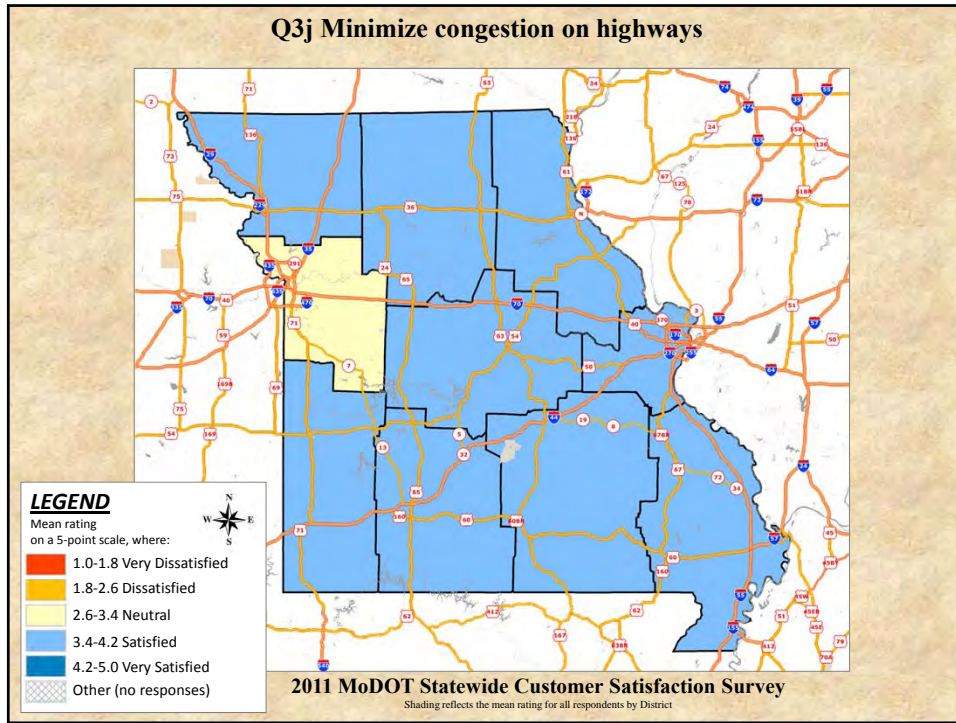


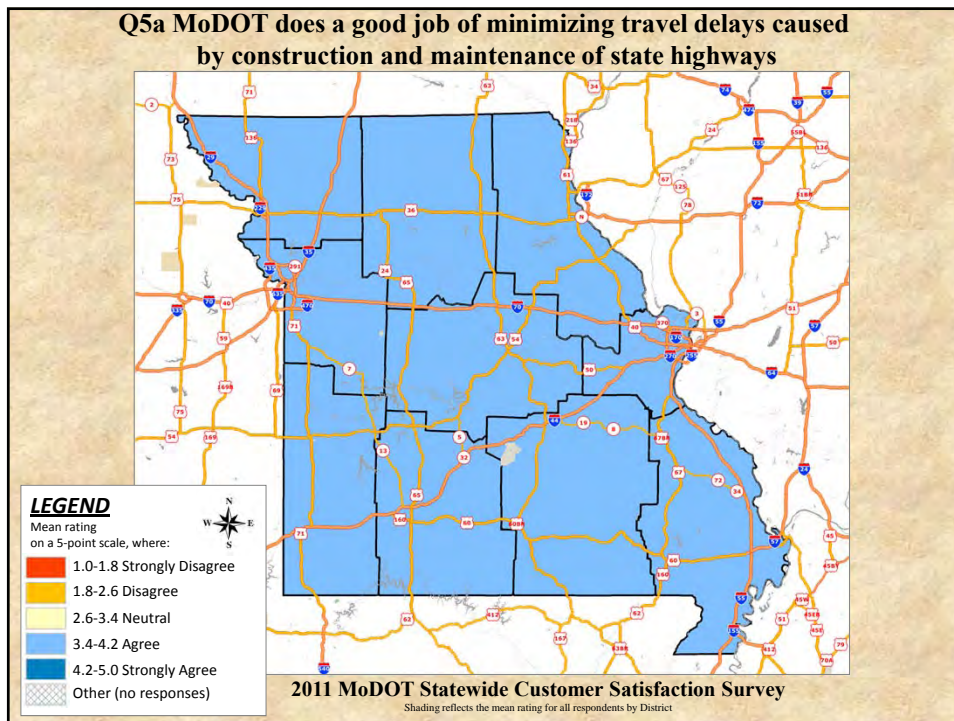
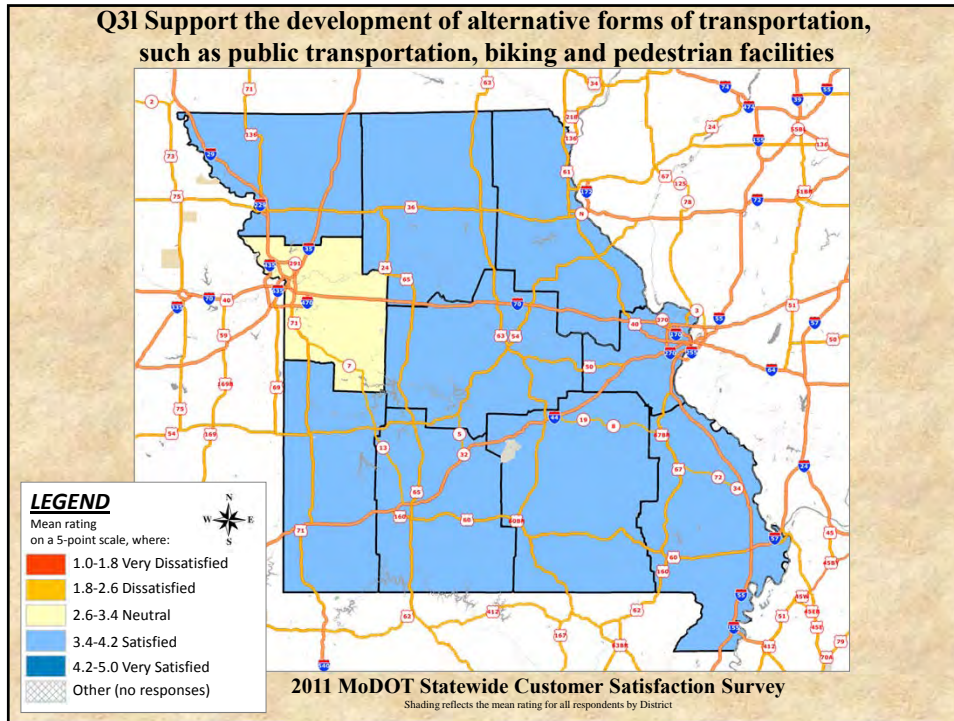












July 2011

A Report Card From Missourians - 2011

Appendix D: Tracker Questions by District

Submitted to

*The Missouri Department of
Transportation*



Prepared by ETC Institute and
Missouri Department of
Transportation



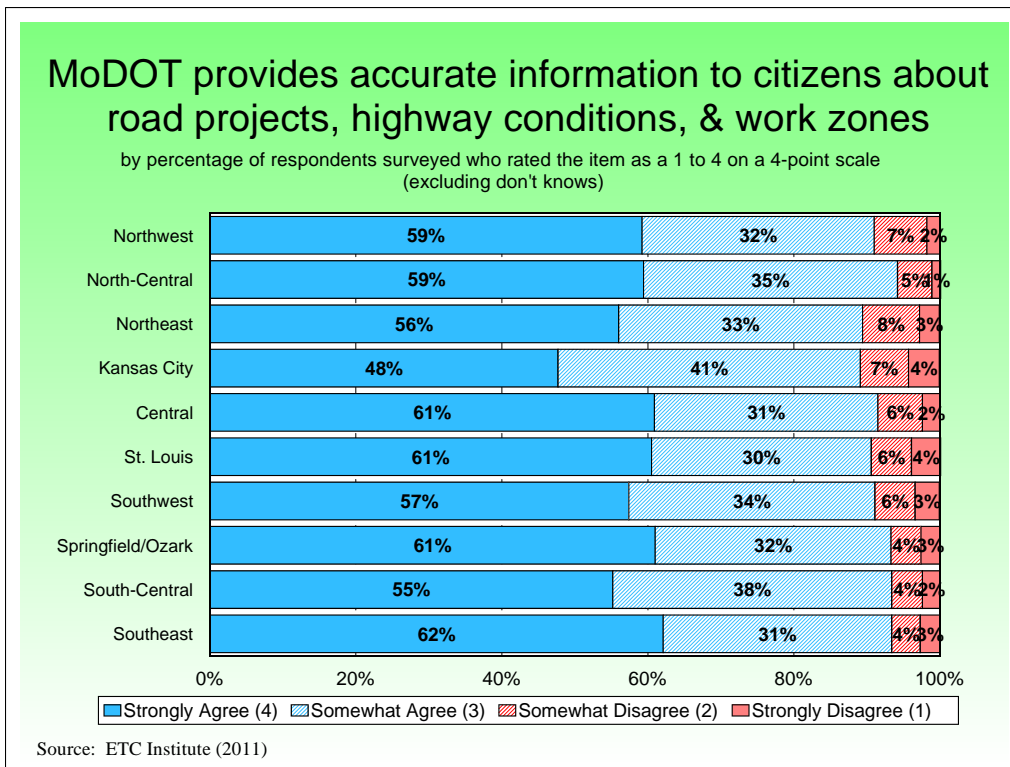
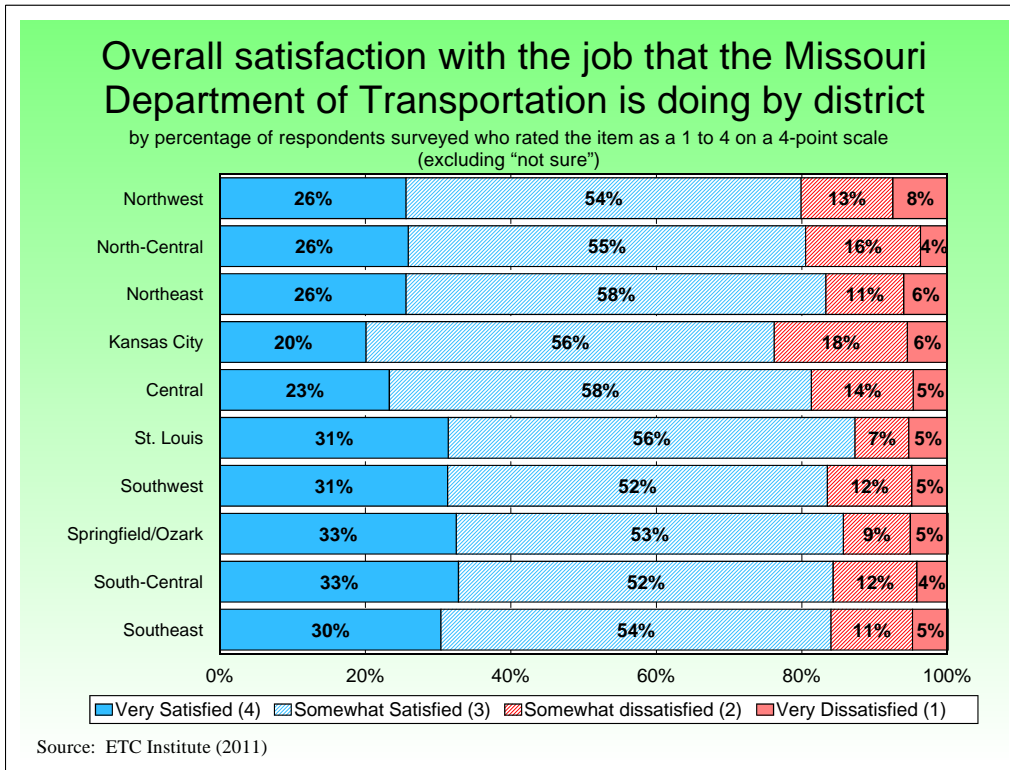


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Tracker Questions by District

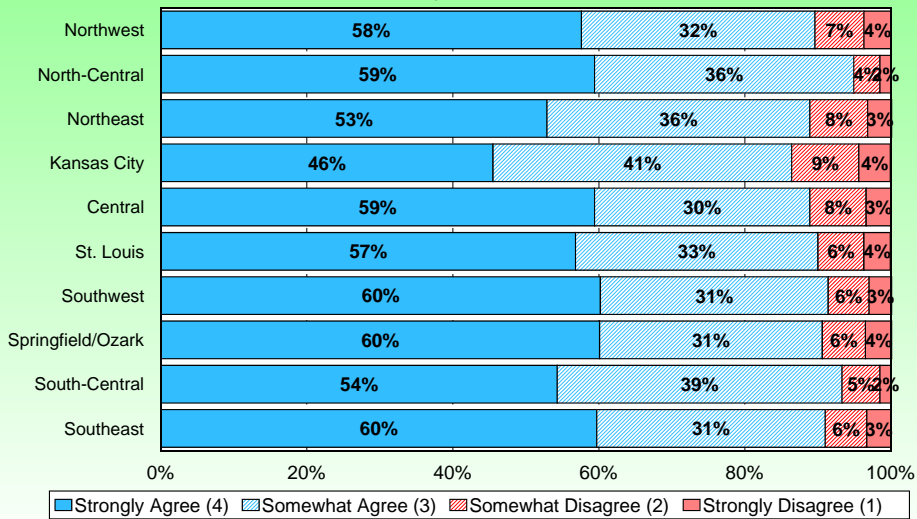
2011 Results Overview	1
District 1: Northwest District	5
District 2: North-Central District	10
District 3: Northeast District	15
District 4: Kansas City District	20
District 5: Central District	25
District 6: St. Louis District	30
District 7: Southwest District	35
District 8: Springfield/Ozark District	40
District 9: South-Central District	45
District 10: Southeast District	50





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

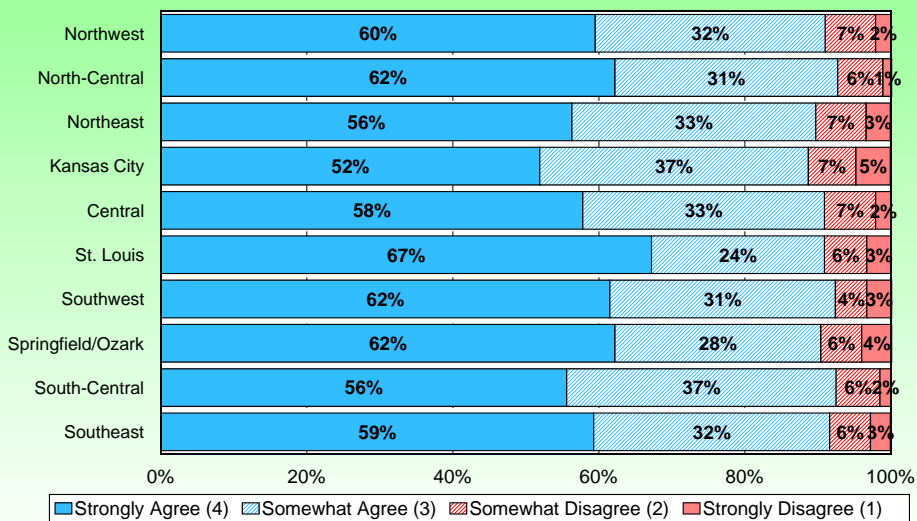
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



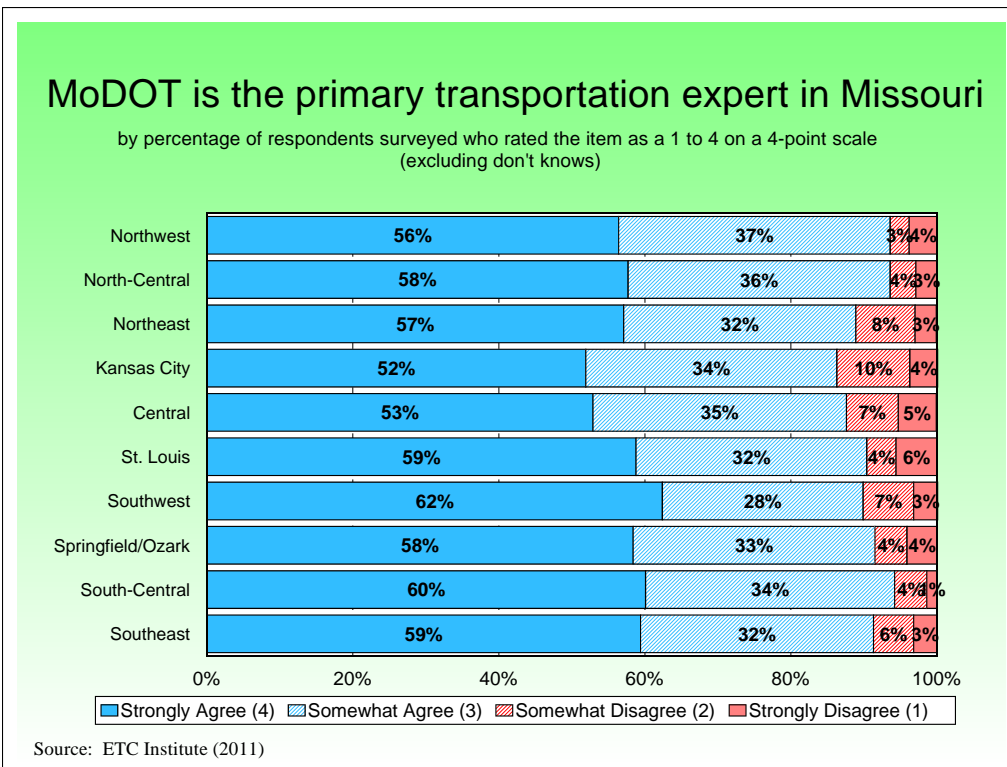
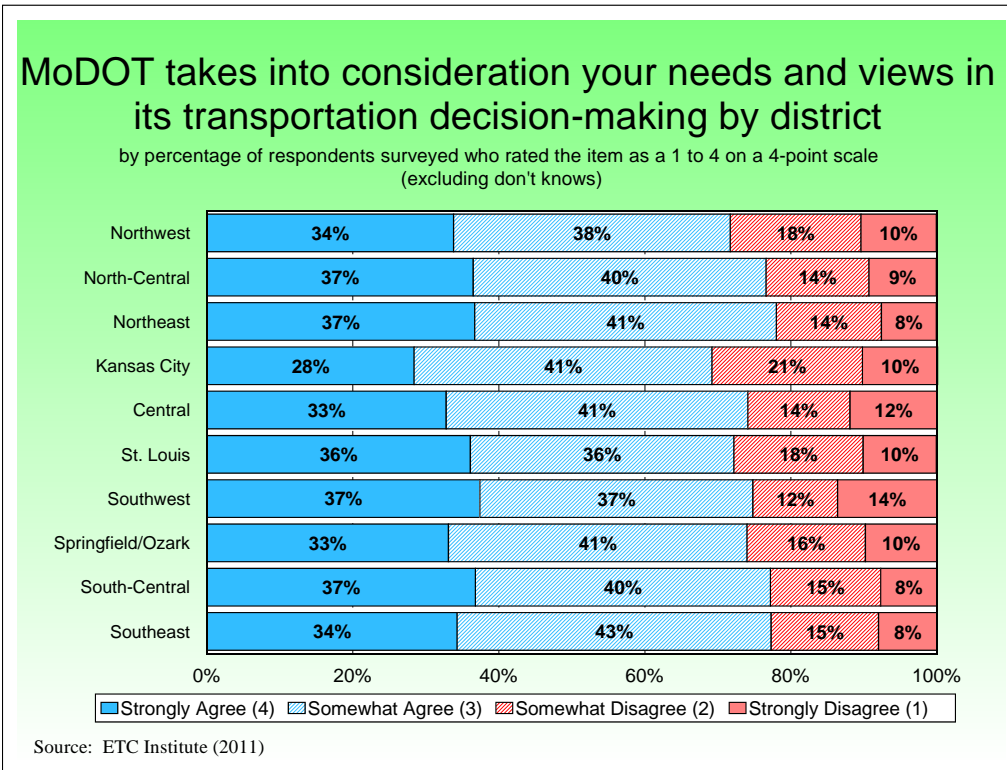
Source: ETC Institute (2011)

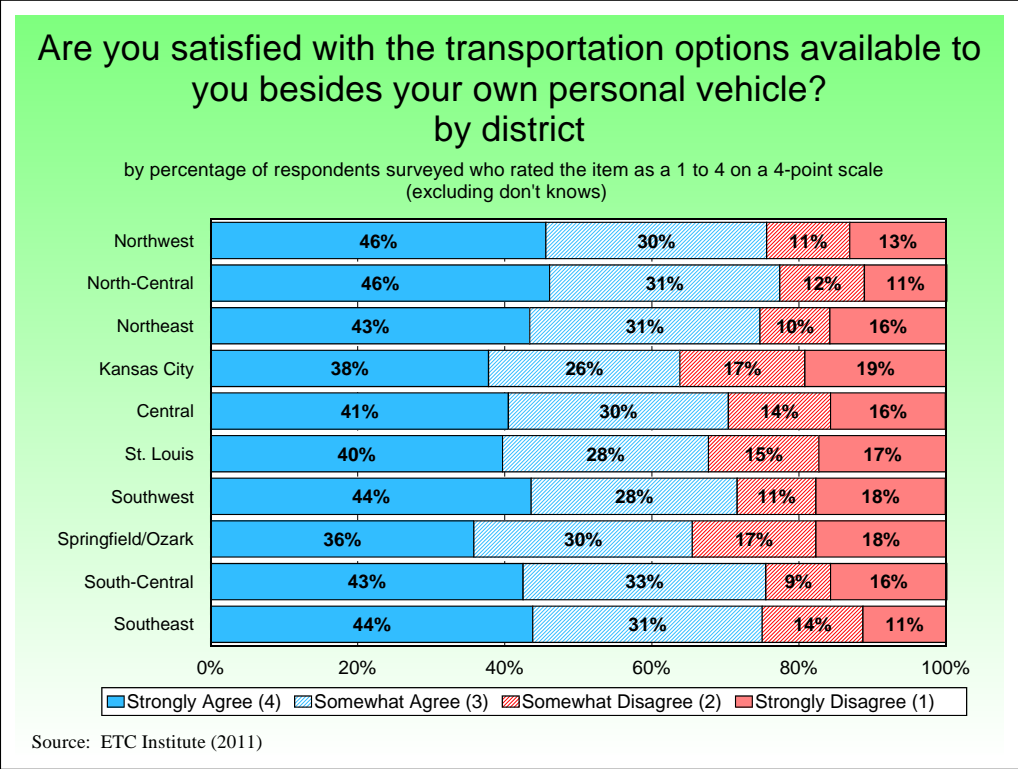
MoDOT provides understandable information to citizens about road projects, highway conditions, & work zones

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

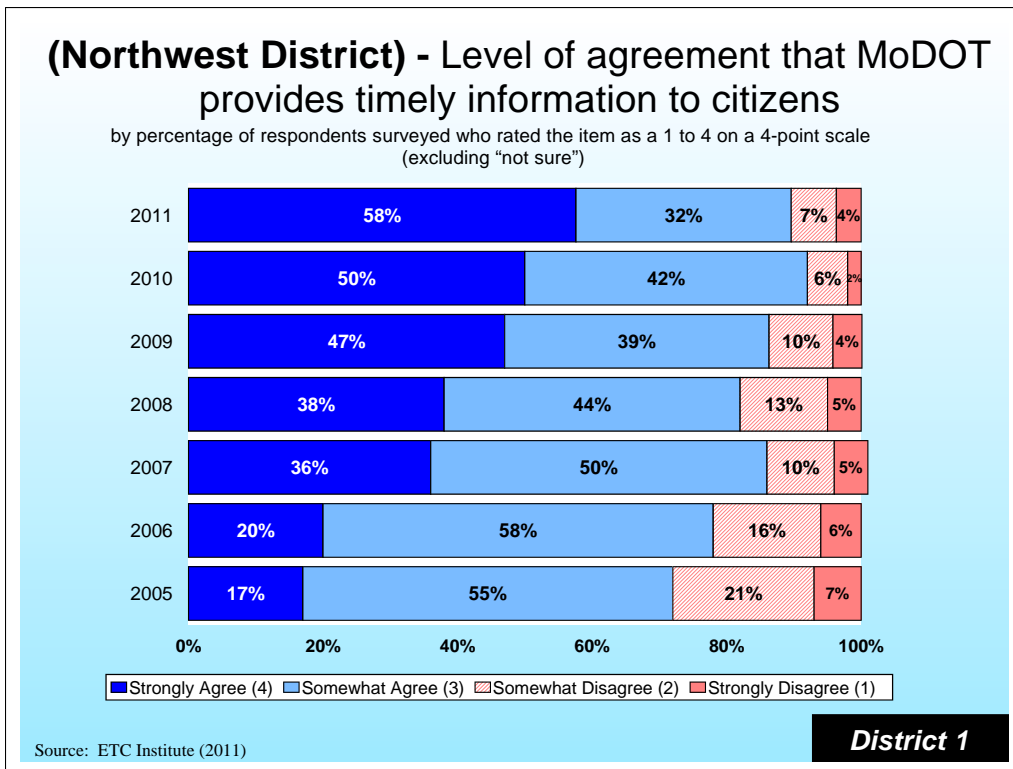
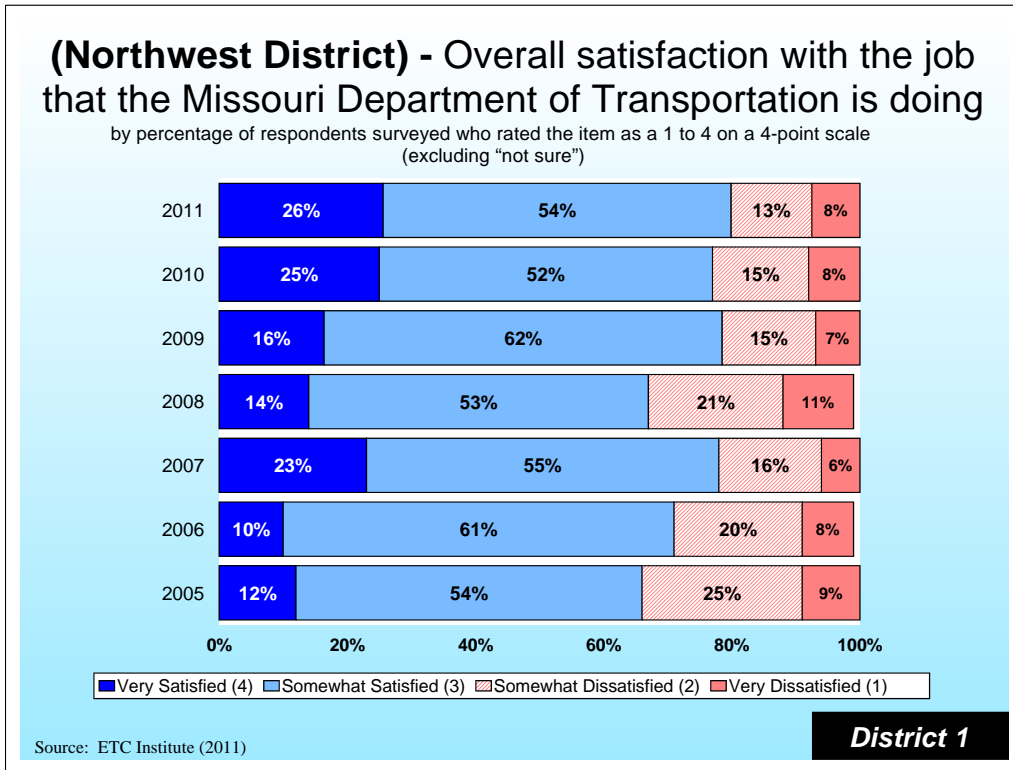


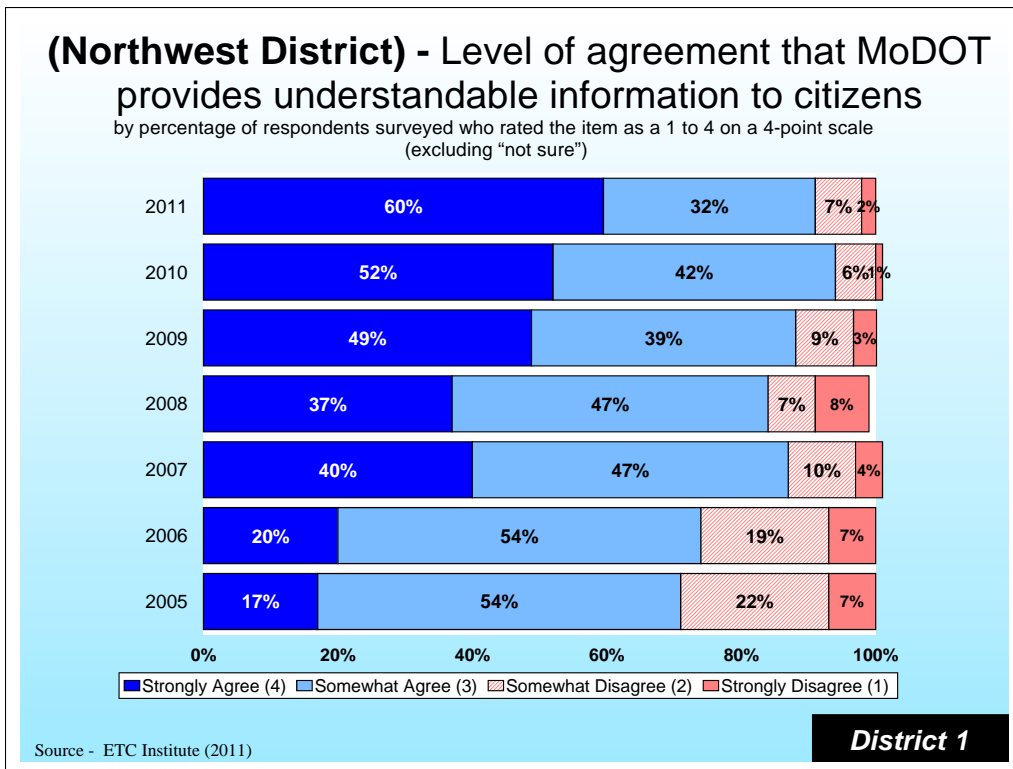
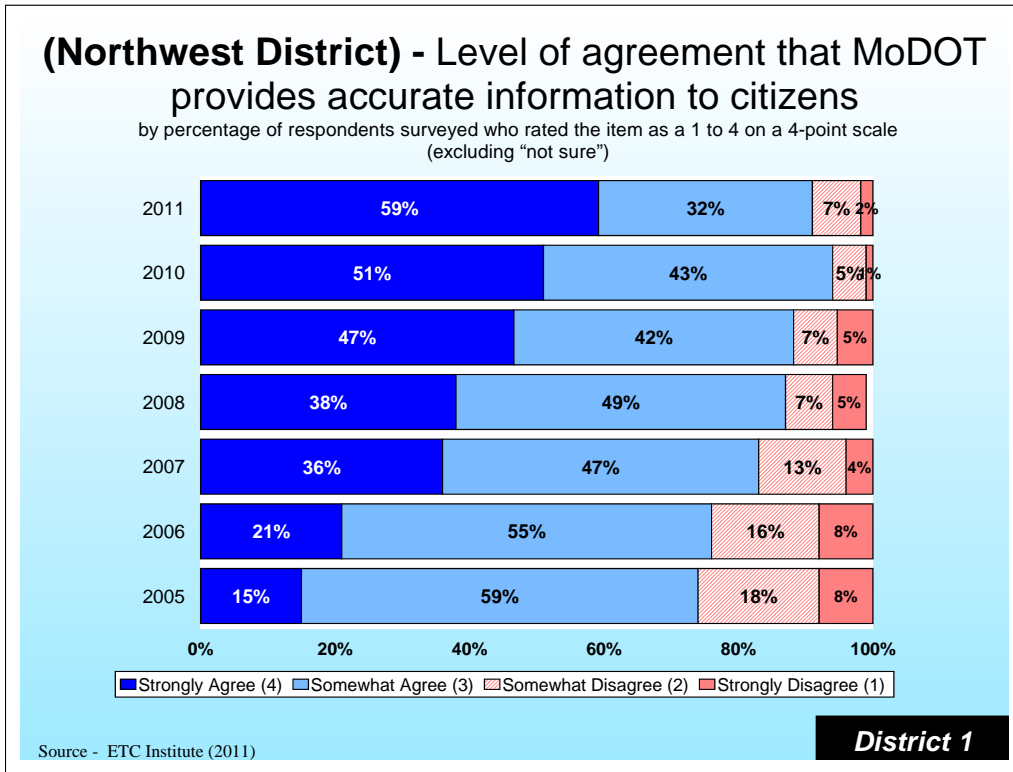
Source: ETC Institute (2011)





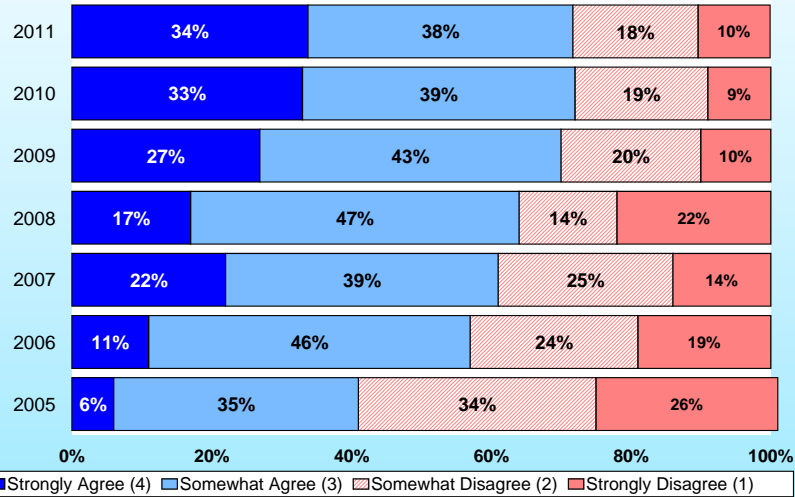
District 1:
Northwest District





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

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

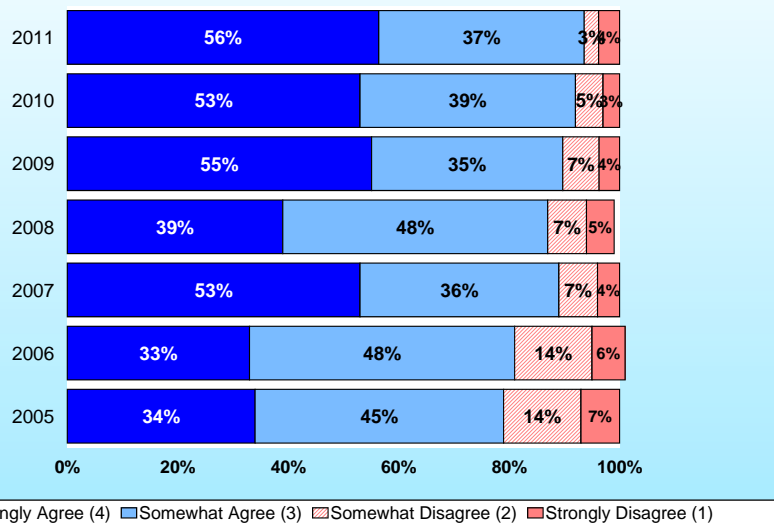


Source - ETC Institute (2011)

District 1

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

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

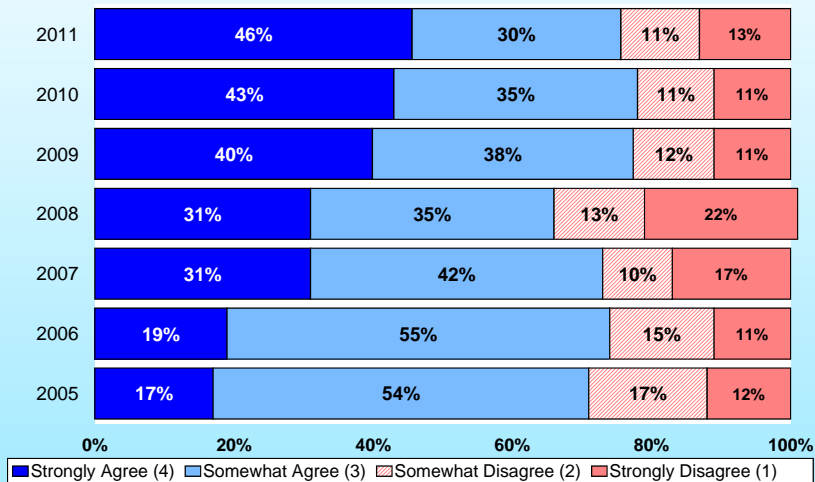


Source - ETC Institute (2011)

District 1

(Northwest District) - Level of agreement that Missourians are satisfied with the transportation options available outside their own personal vehicle

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

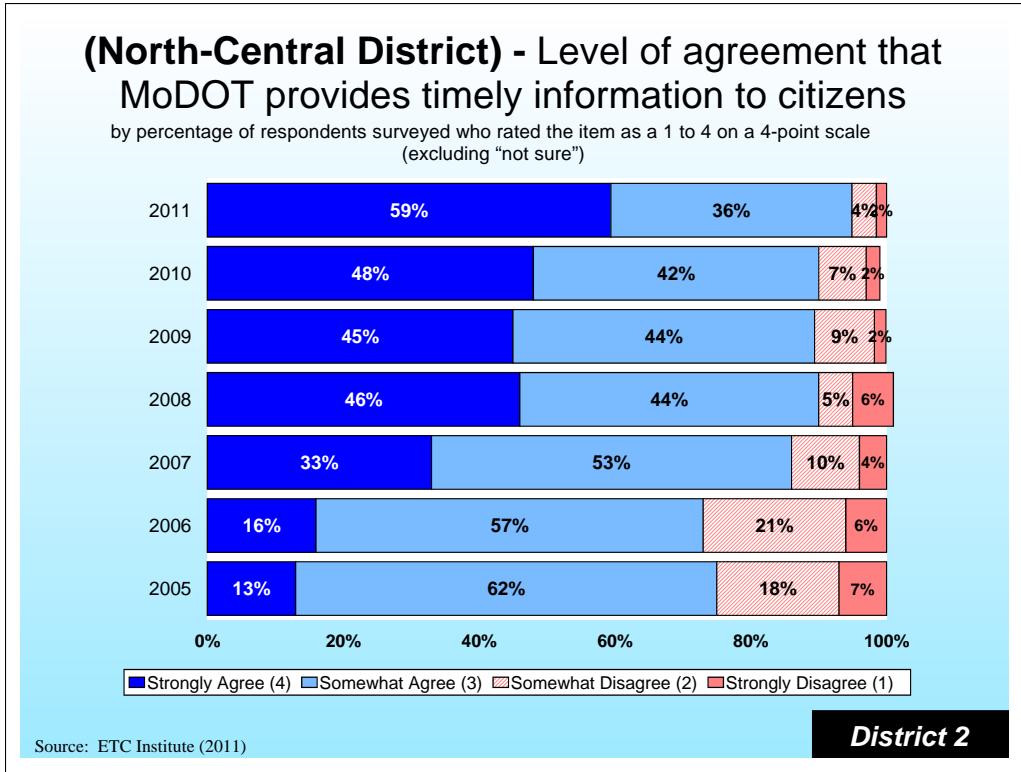
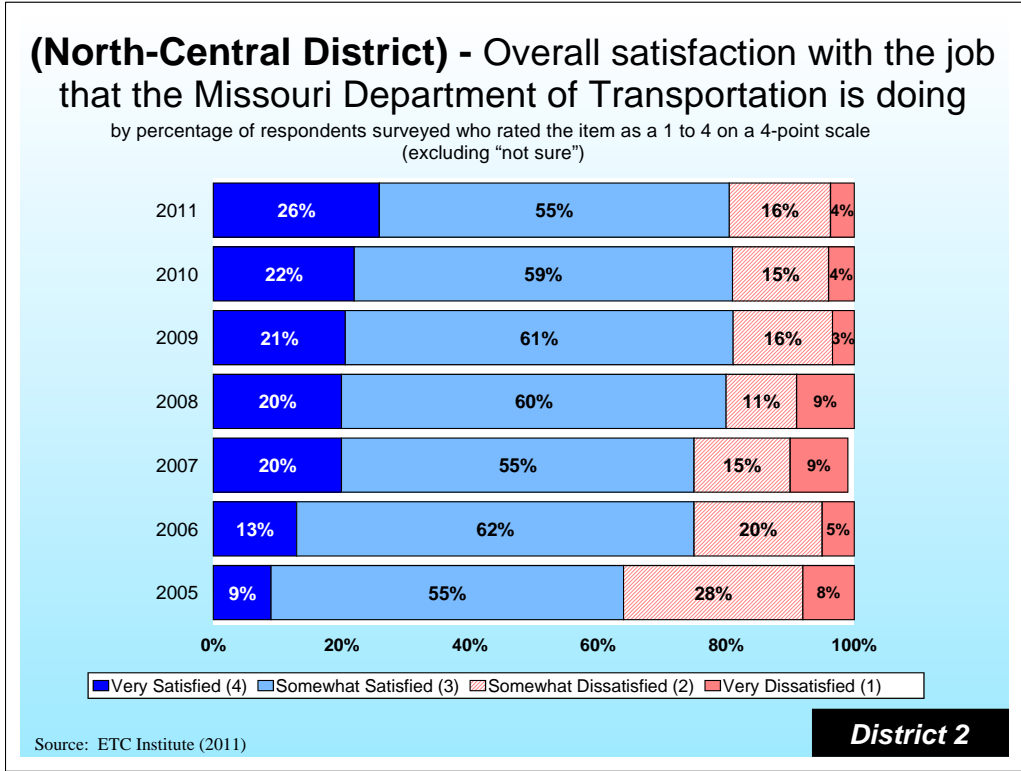


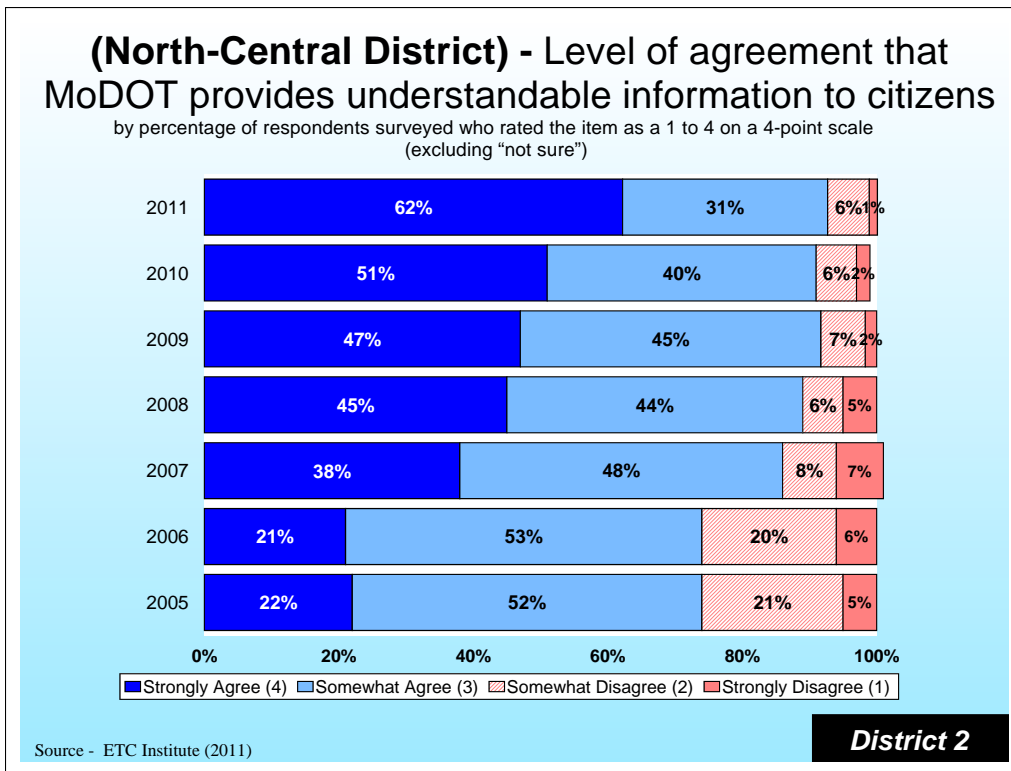
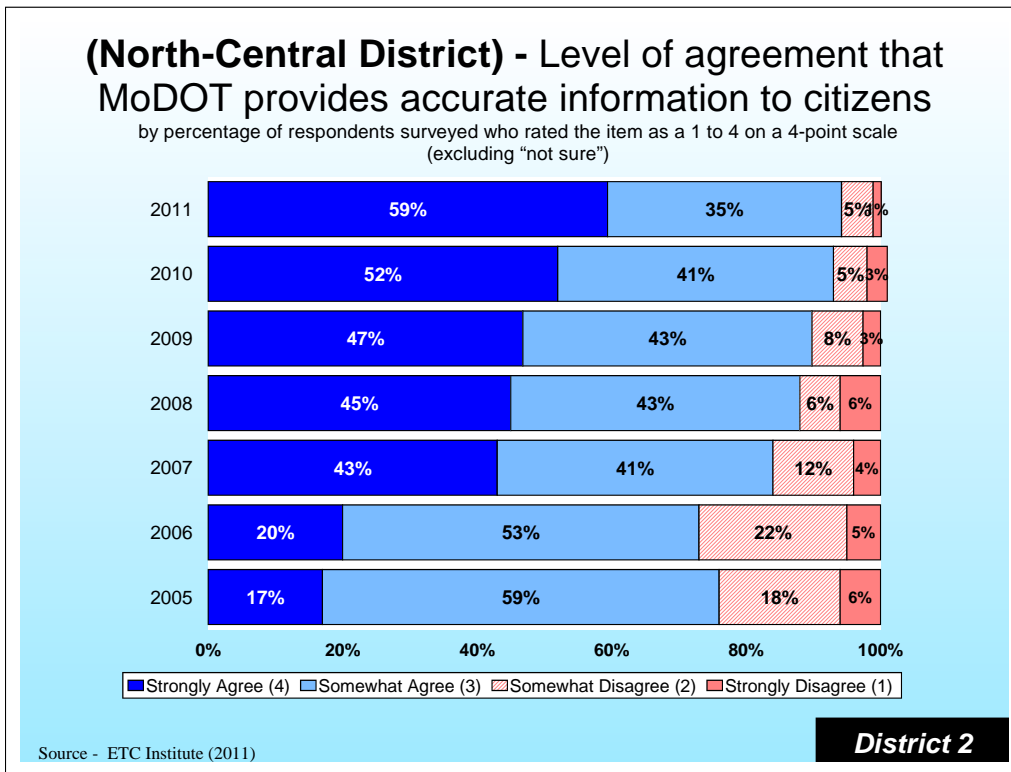
Source - ETC Institute (2011)

District 1

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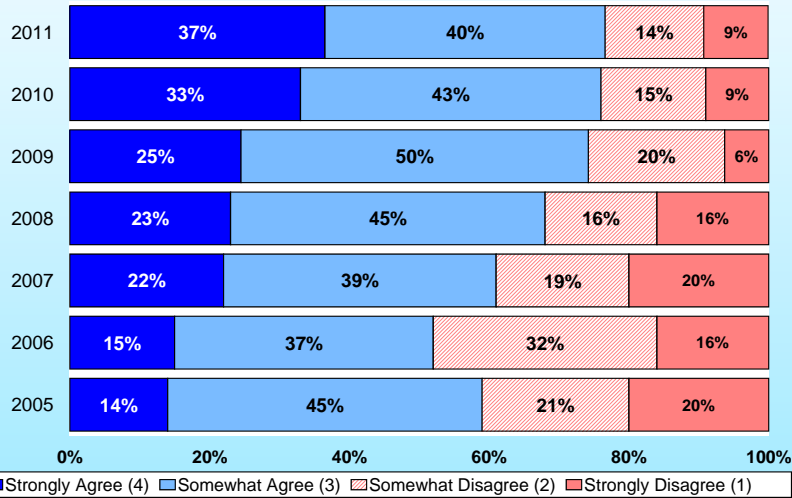
District 2:
North-Central District





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

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

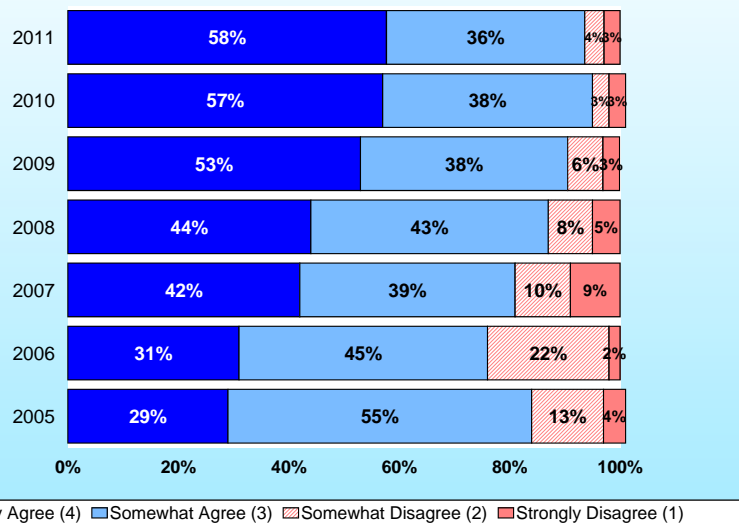


Source - ETC Institute (2011)

District 2

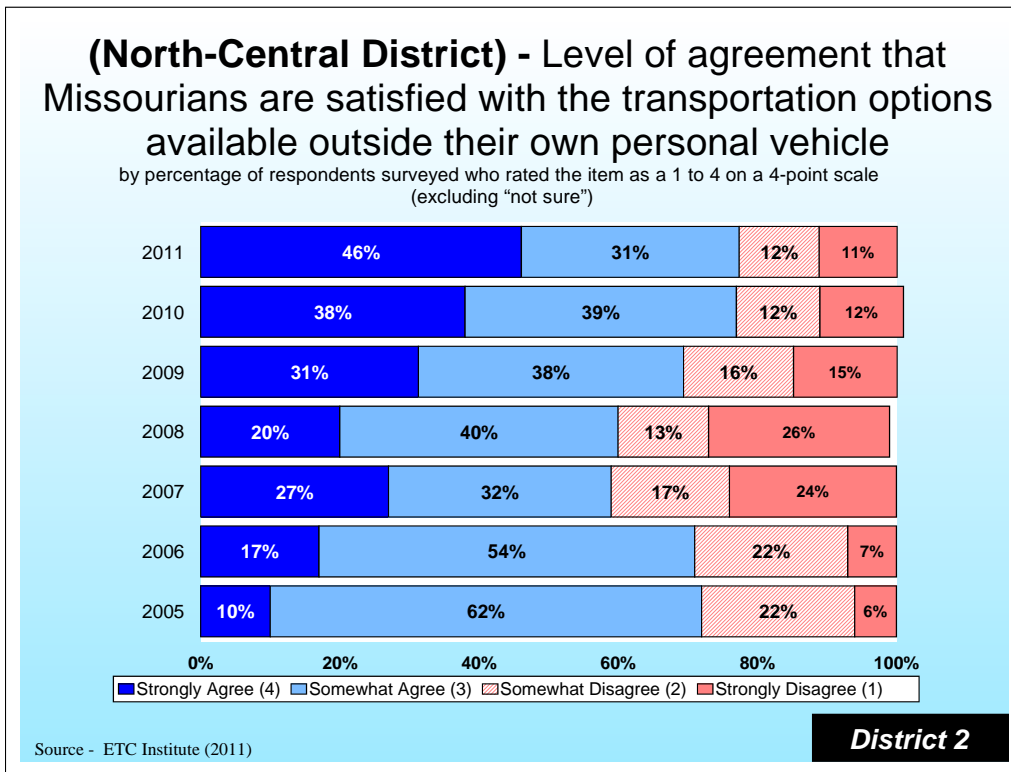
(North-Central District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

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



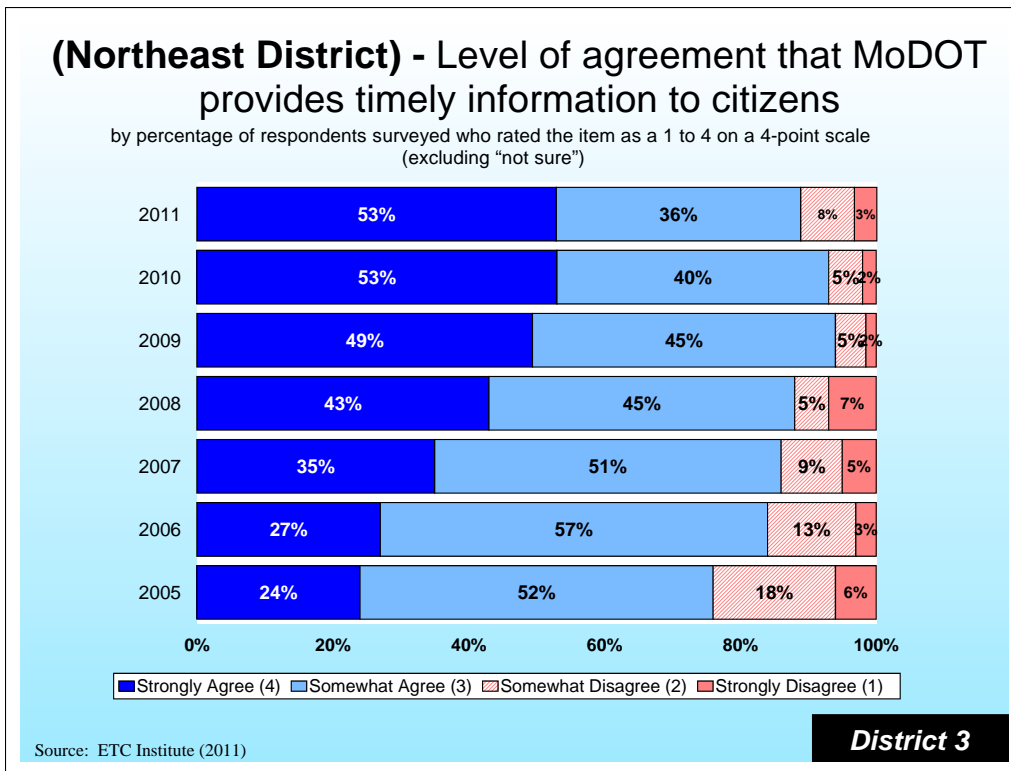
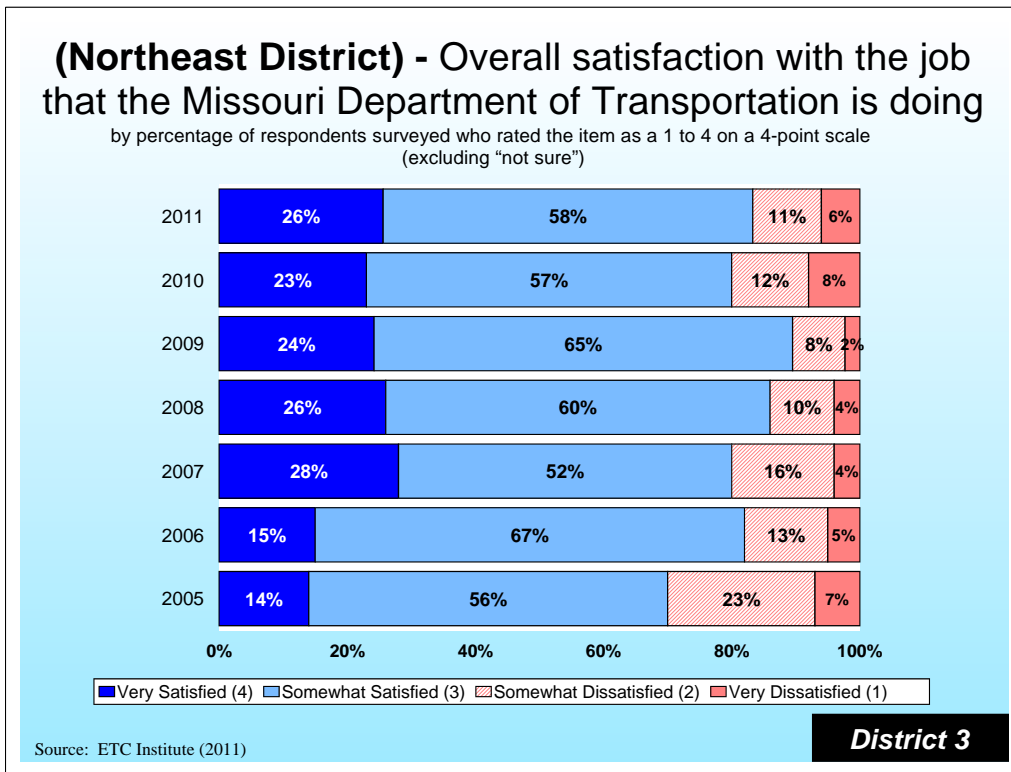
Source - ETC Institute (2011)

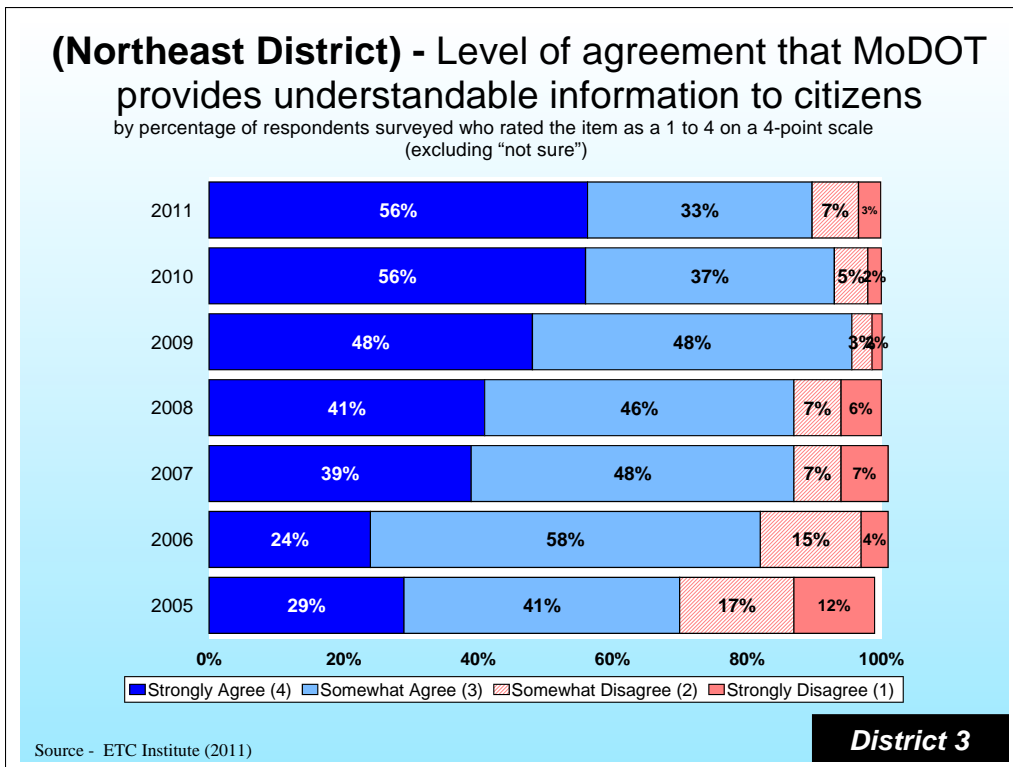
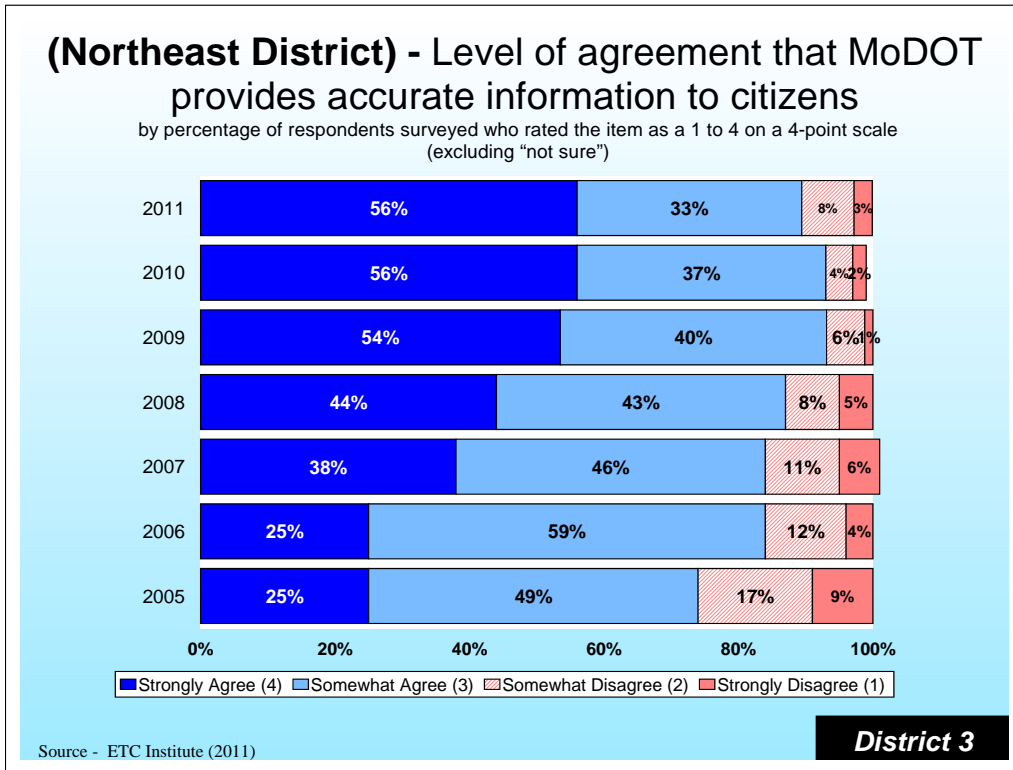
District 2



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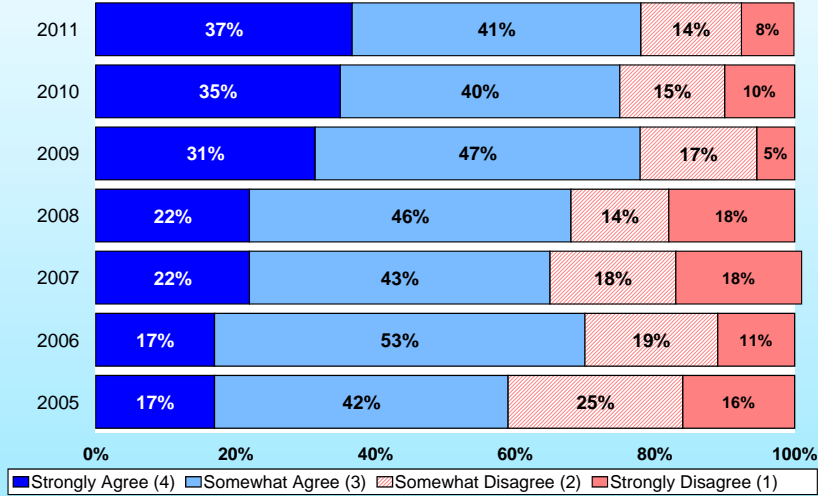
District 3:
Northeast District





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

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

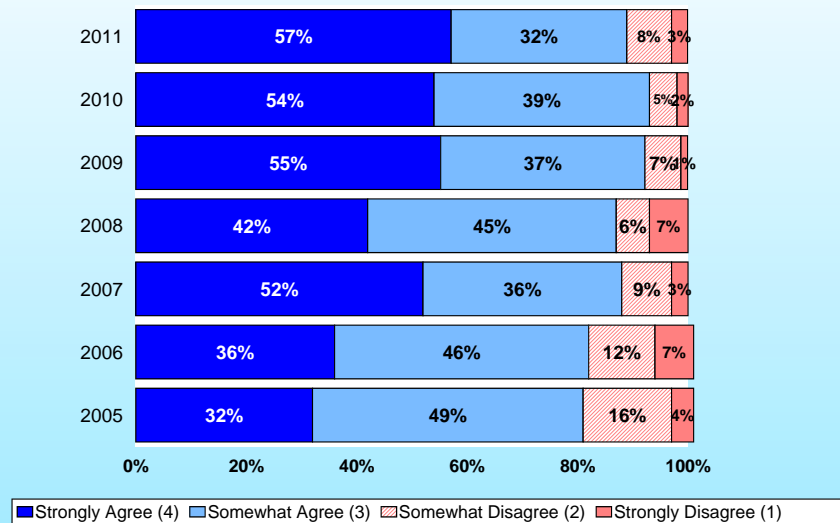


Source - ETC Institute (2011)

District 3

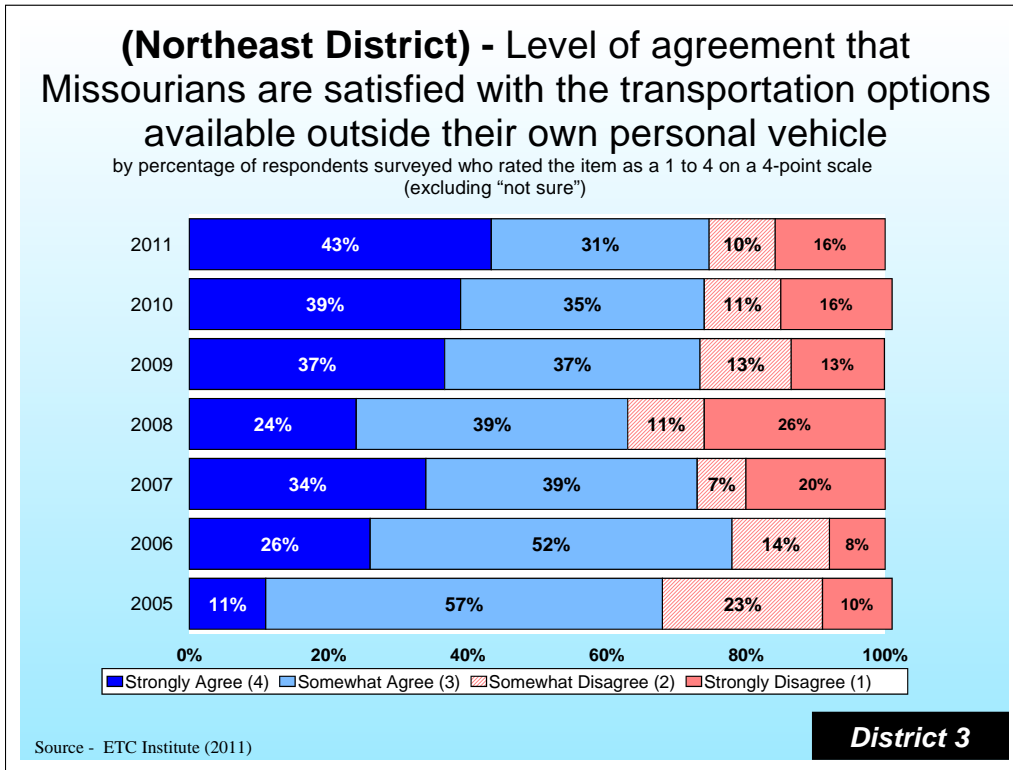
(Northeast District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

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



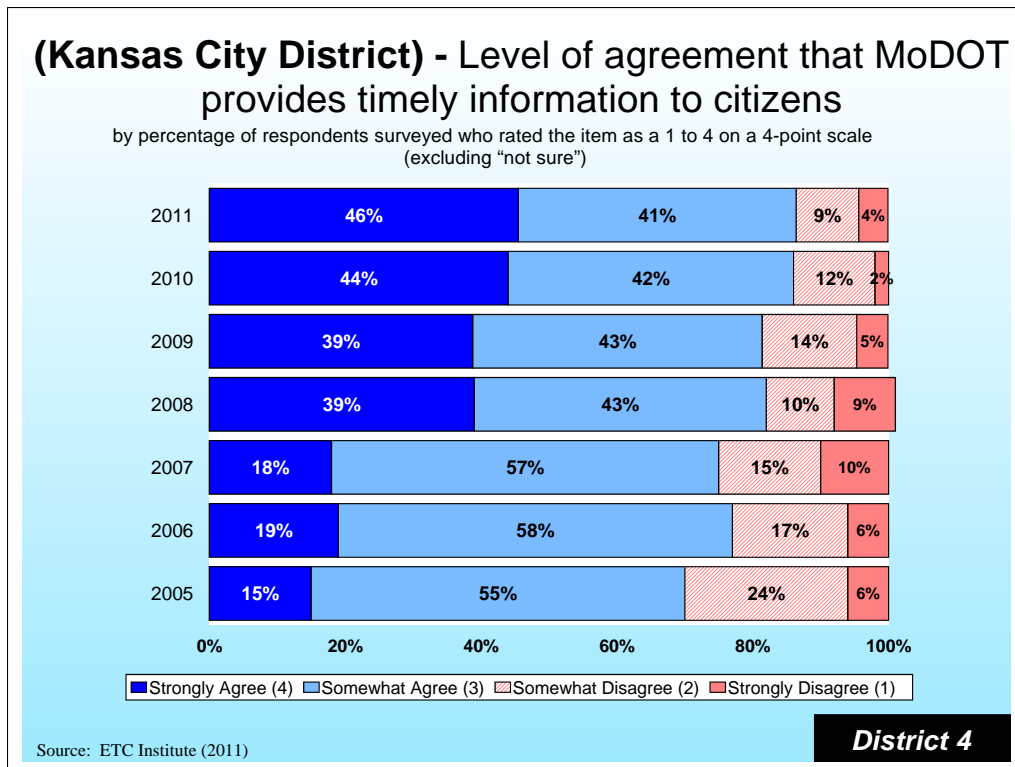
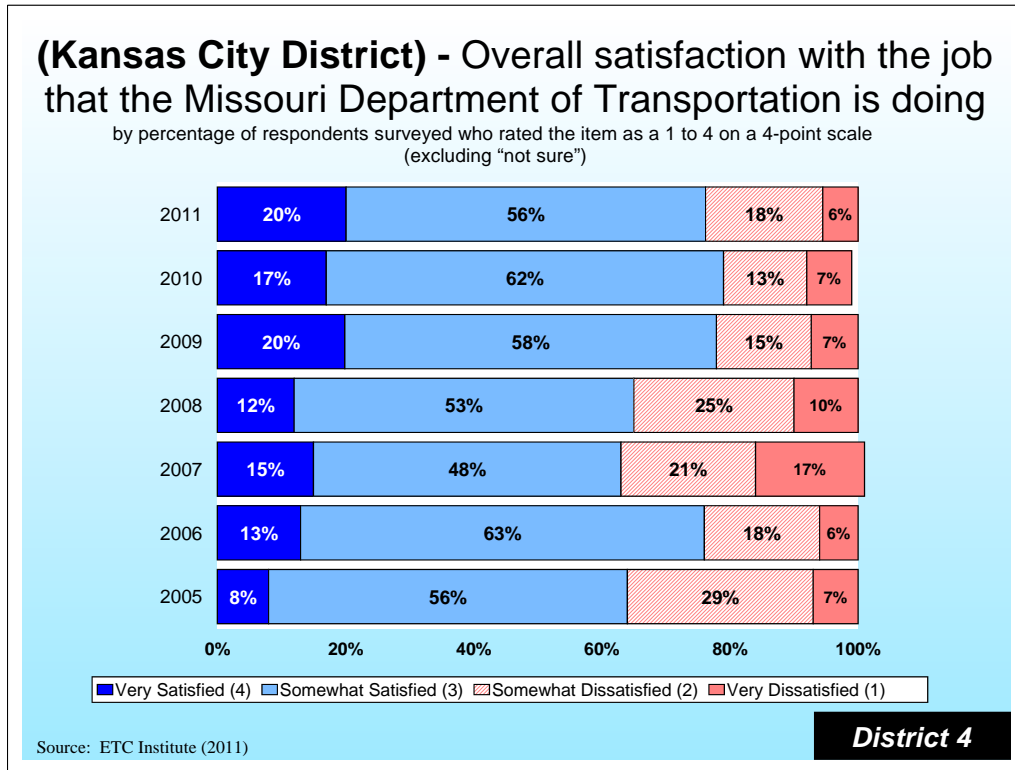
Source - ETC Institute (2011)

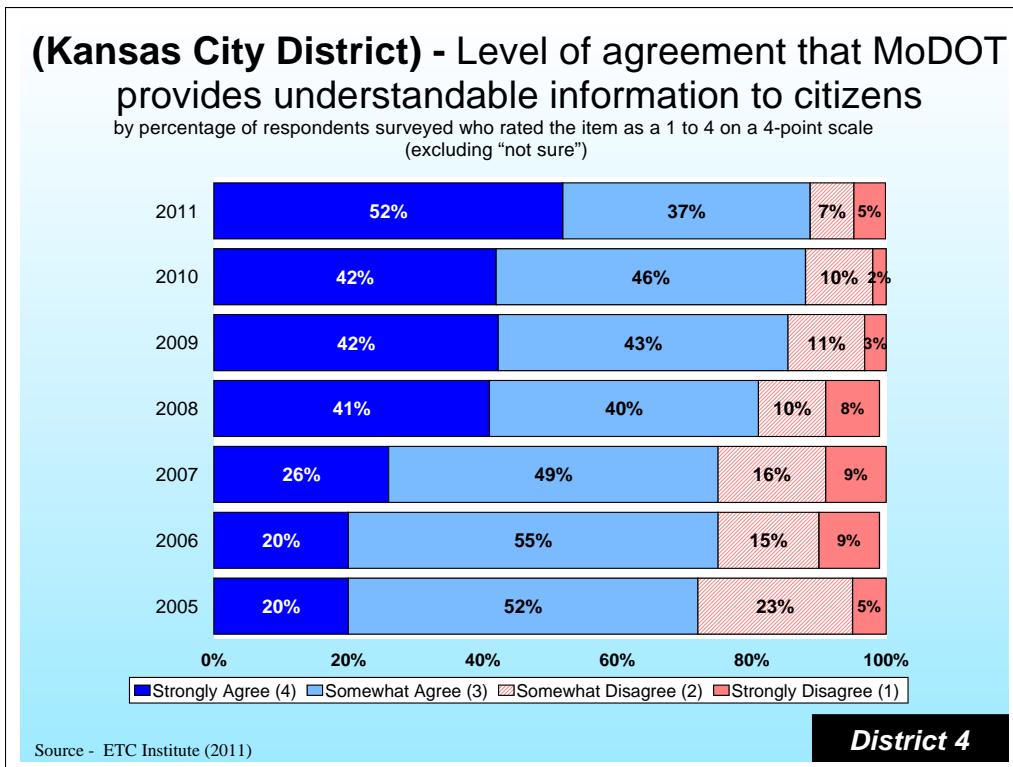
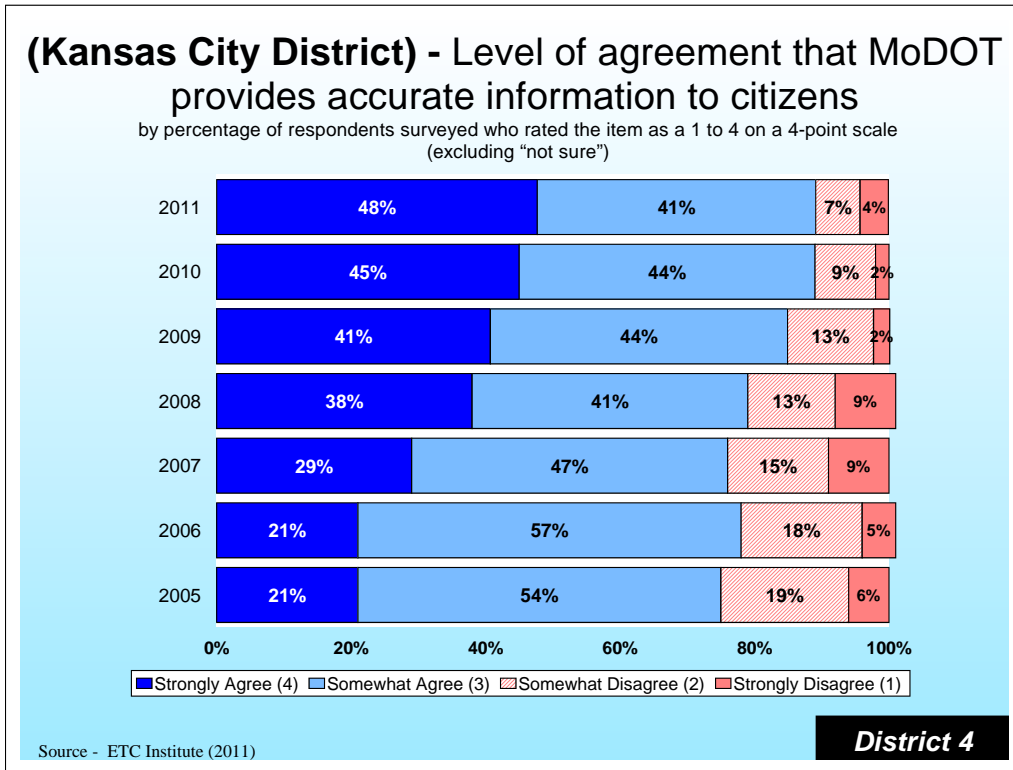
District 3

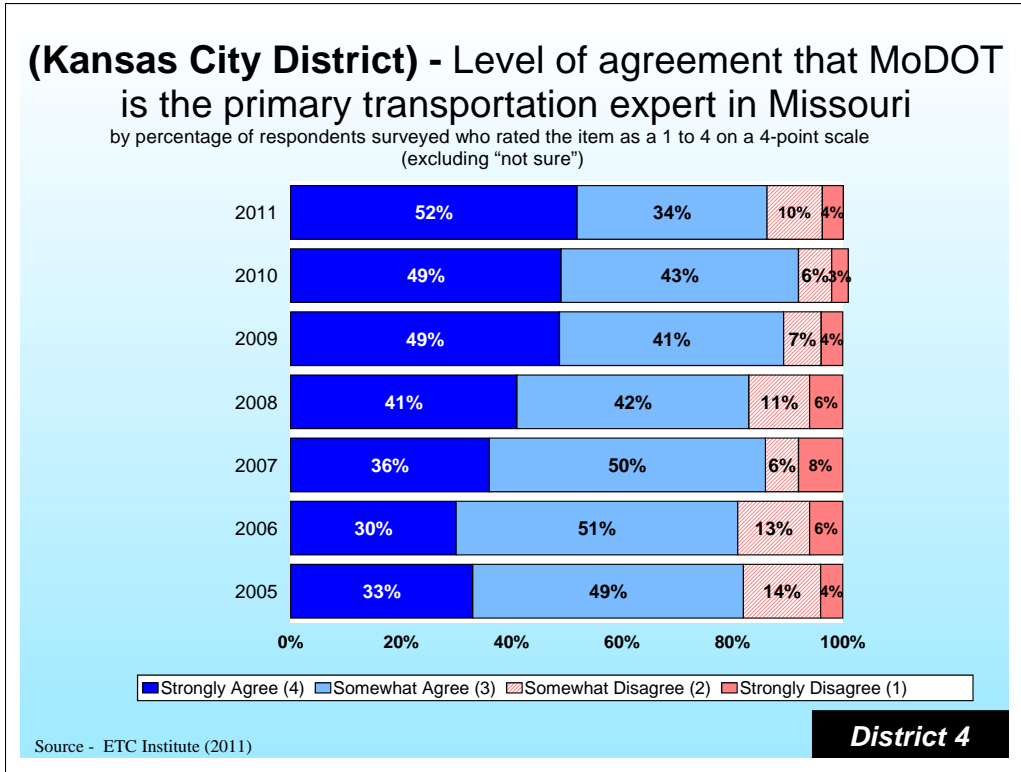
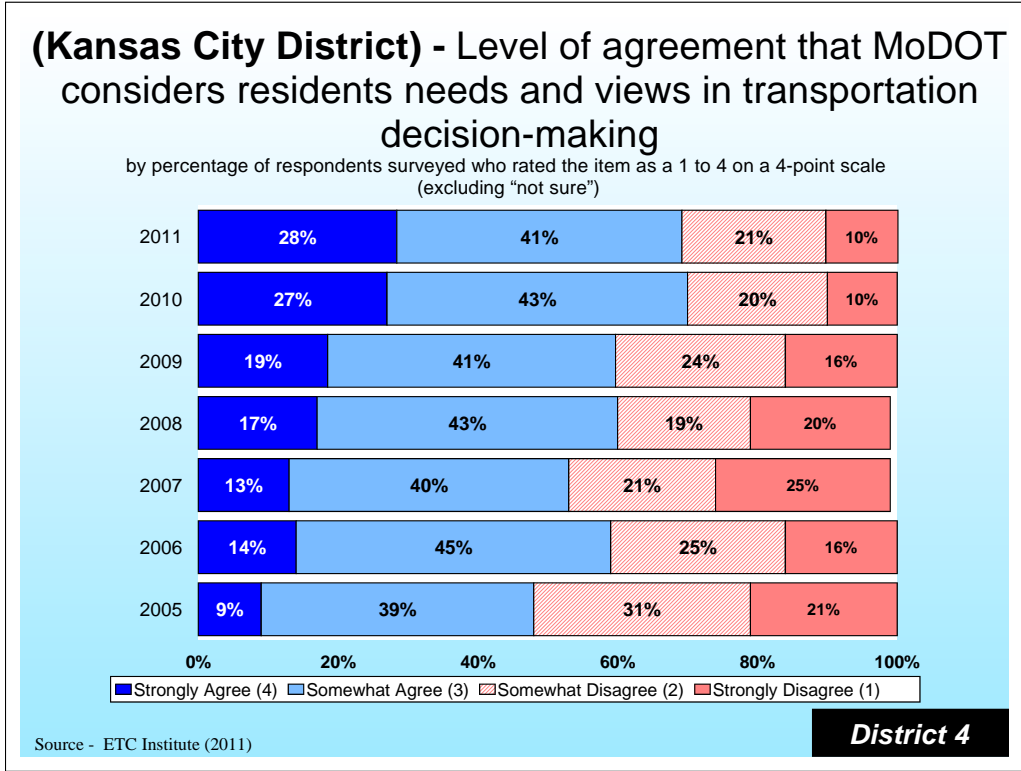


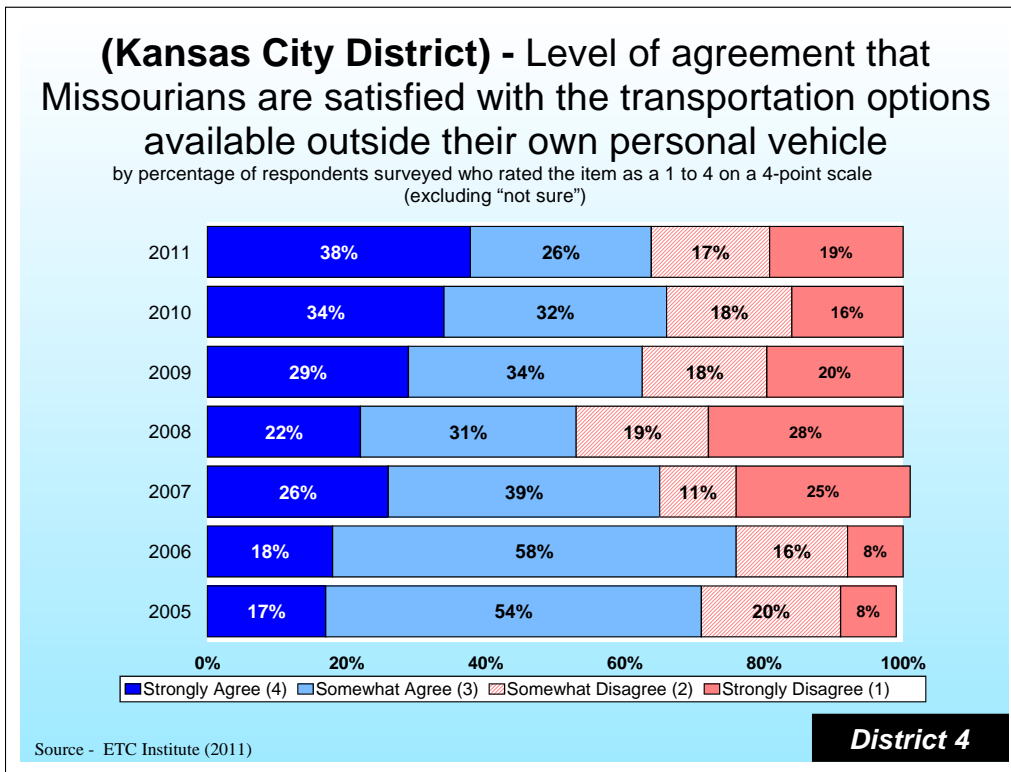
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District 4:
Kansas City District



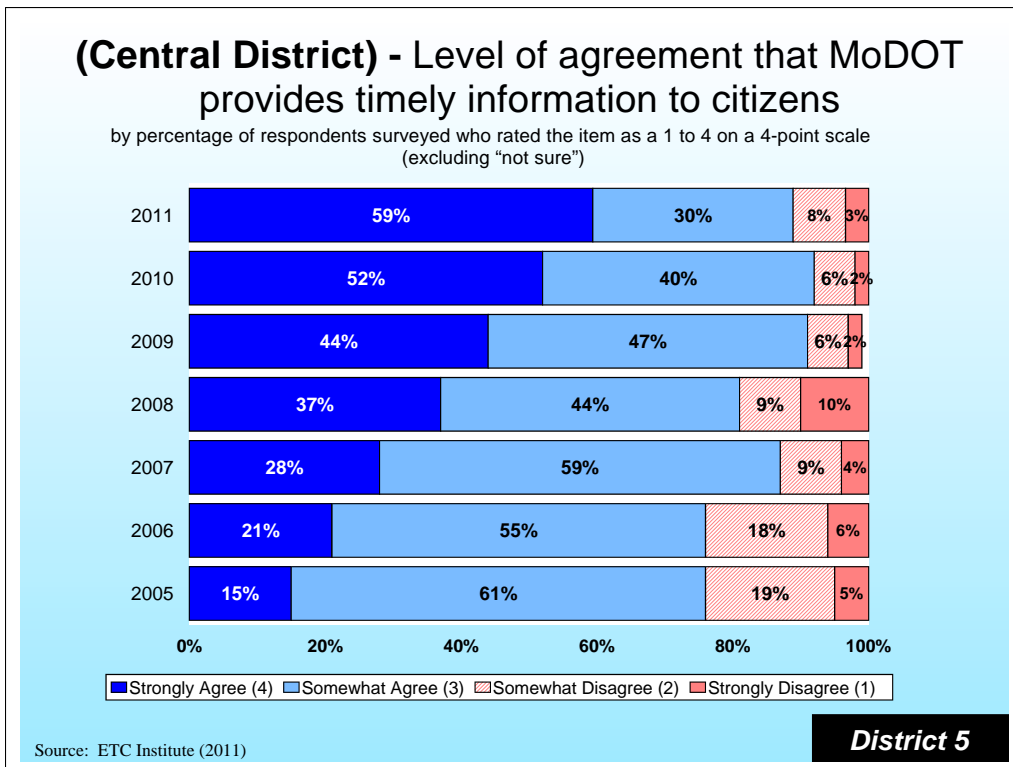
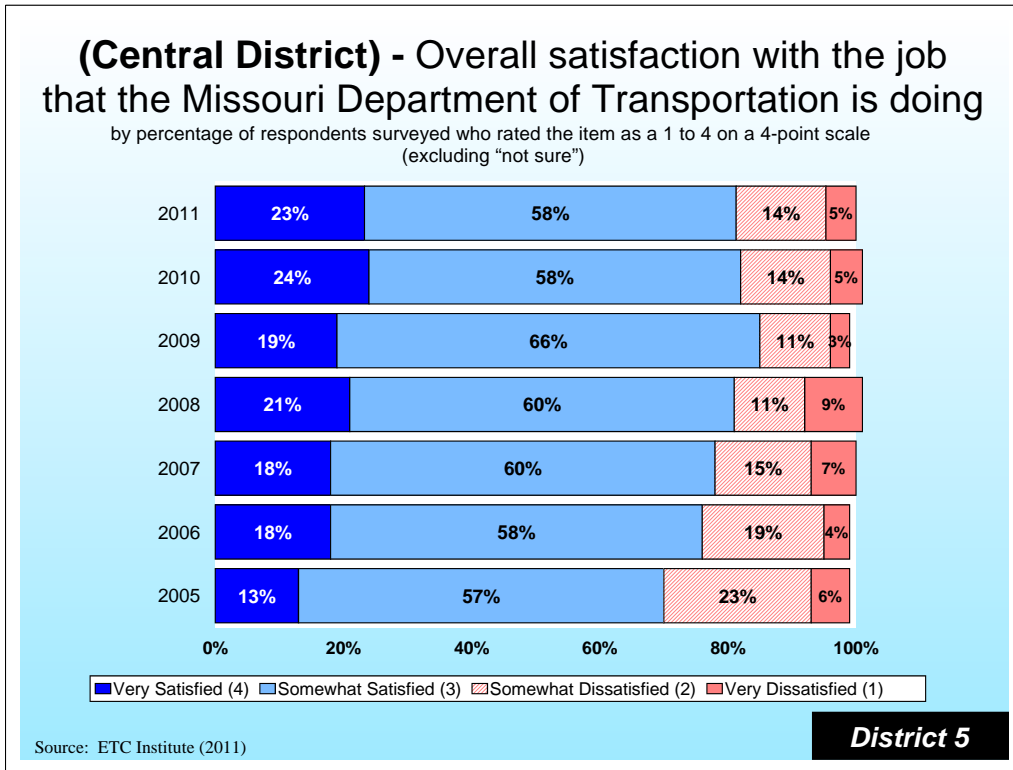






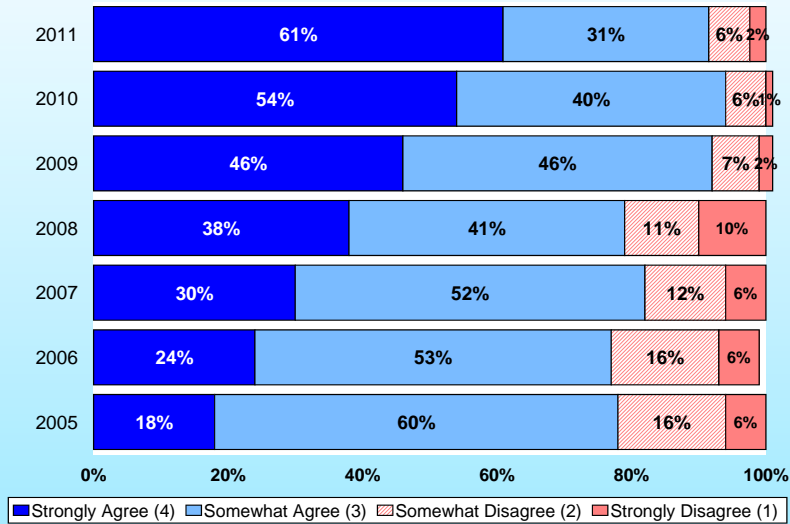
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**District 5:
Central District**



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

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

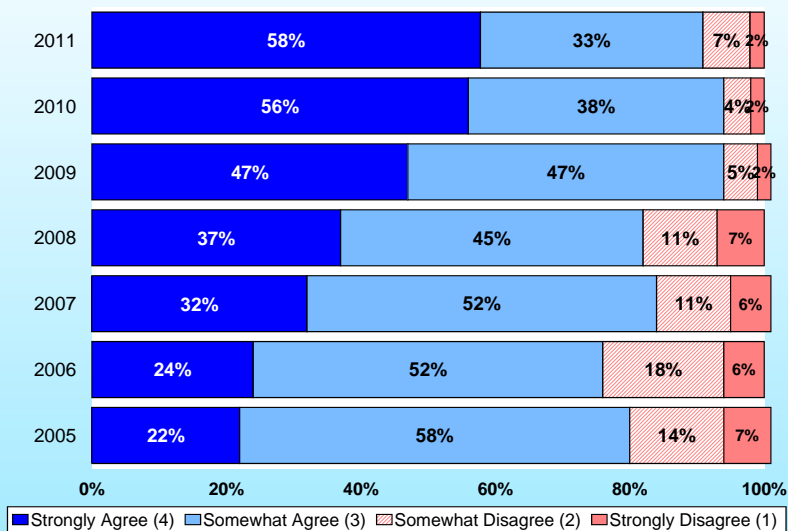


Source - ETC Institute (2011)

District 5

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

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

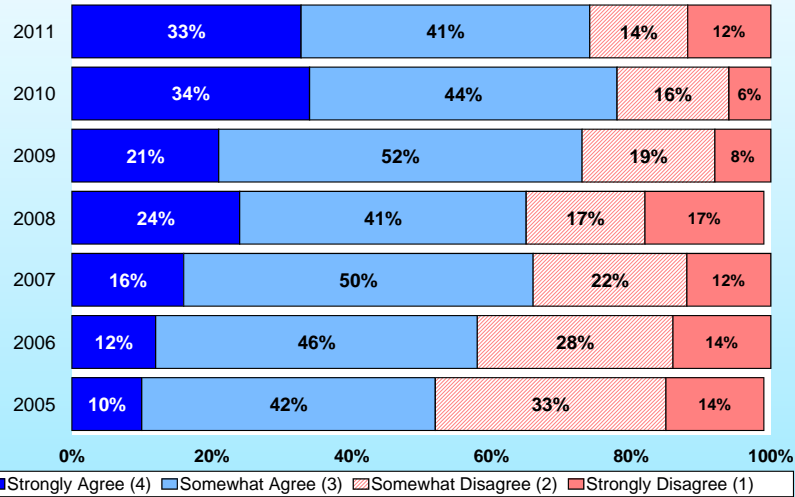


Source - ETC Institute (2011)

District 5

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

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

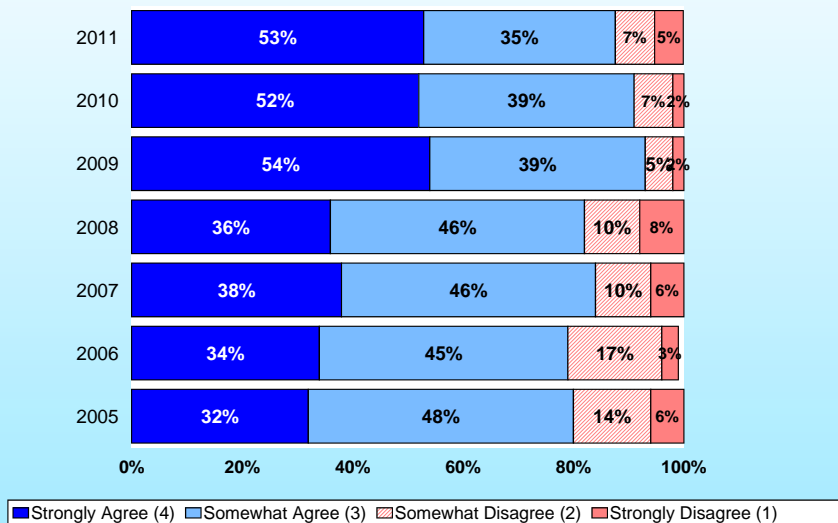


Source - ETC Institute (2011)

District 5

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

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

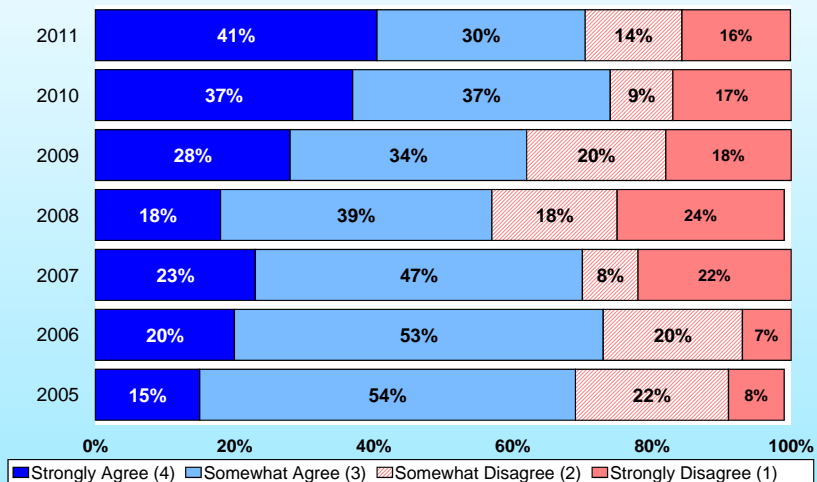


Source - ETC Institute (2011)

District 5

(Central District) - Level of agreement that Missourians are satisfied with the transportation options available outside their own personal vehicle

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

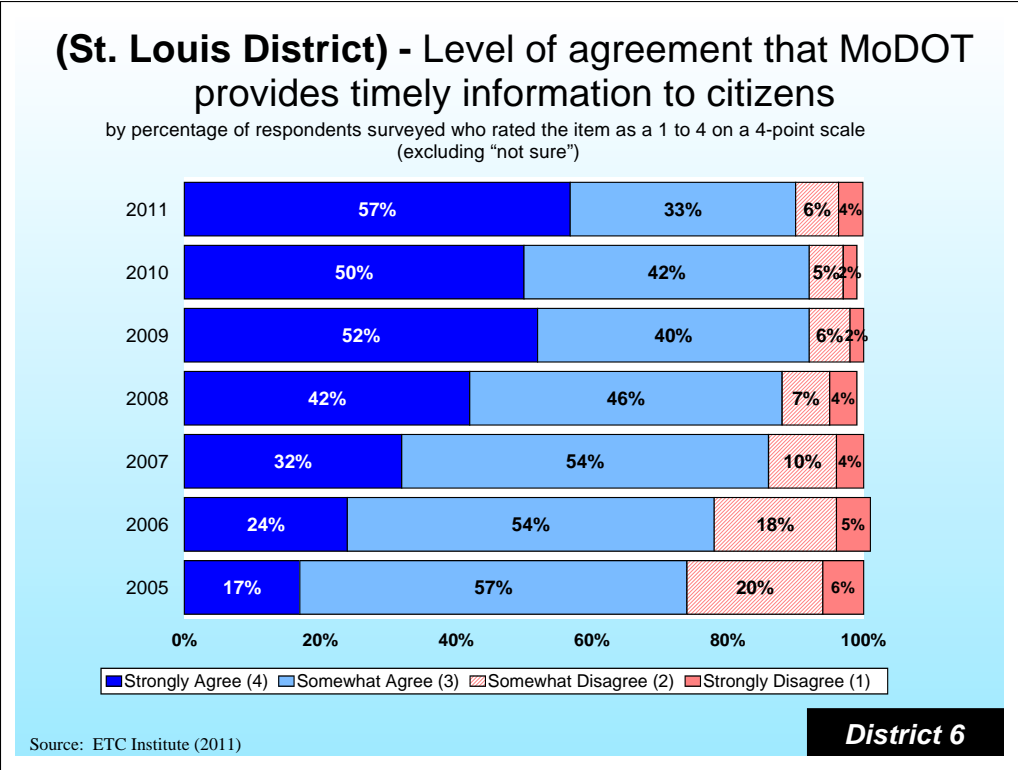
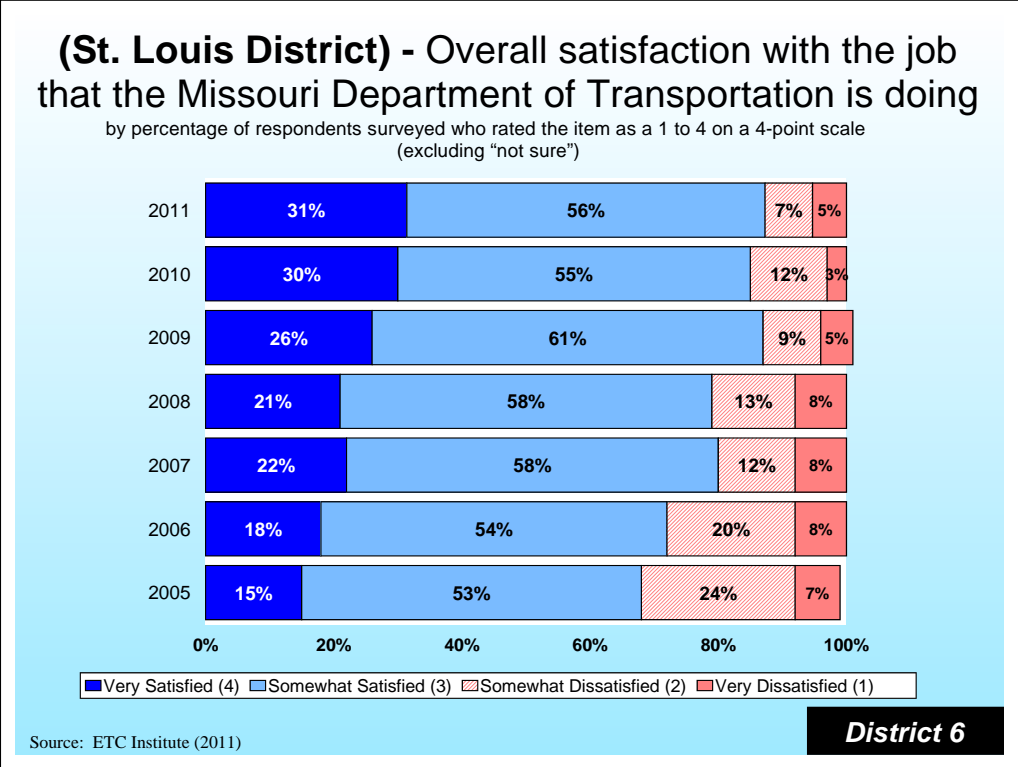


Source - ETC Institute (2011)

District 5

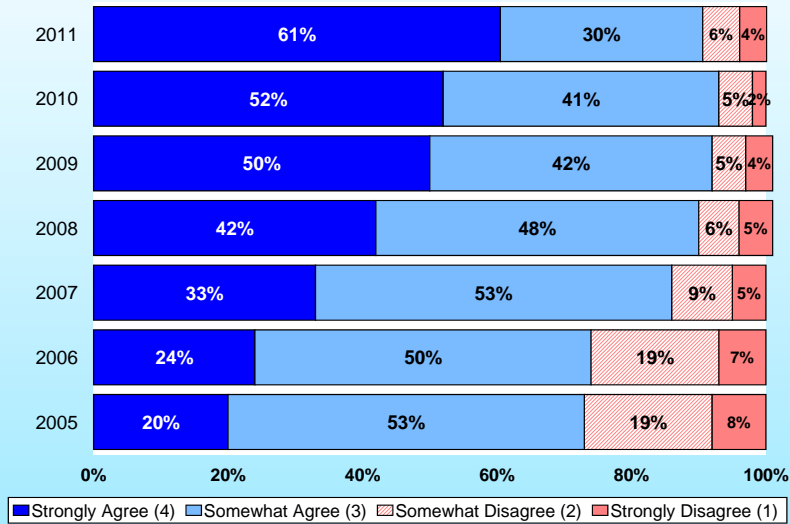
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District 6:
St. Louis District



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

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

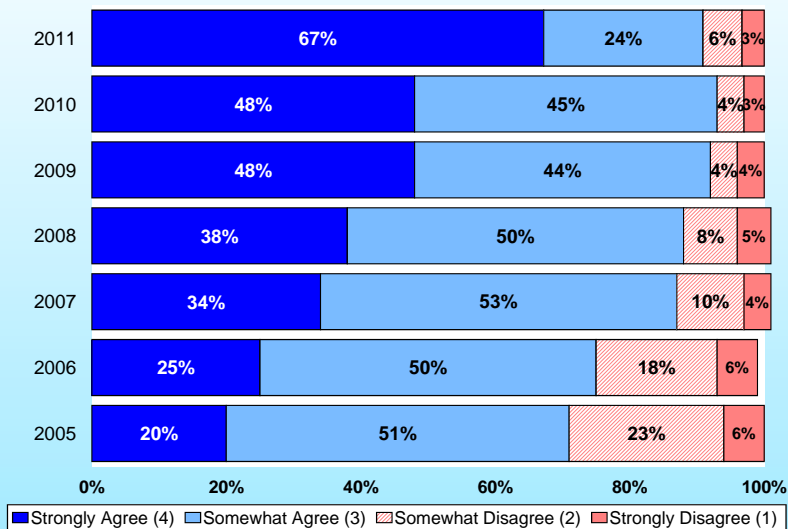


Source - ETC Institute (2011)

District 6

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

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

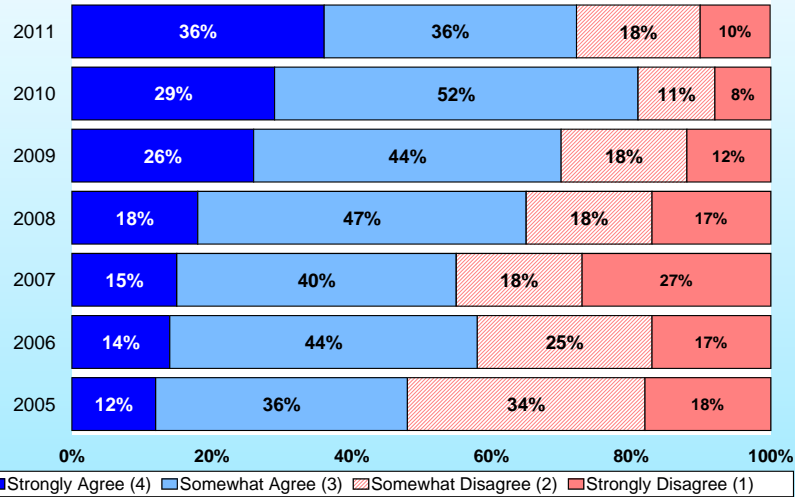


Source - ETC Institute (2011)

District 6

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

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

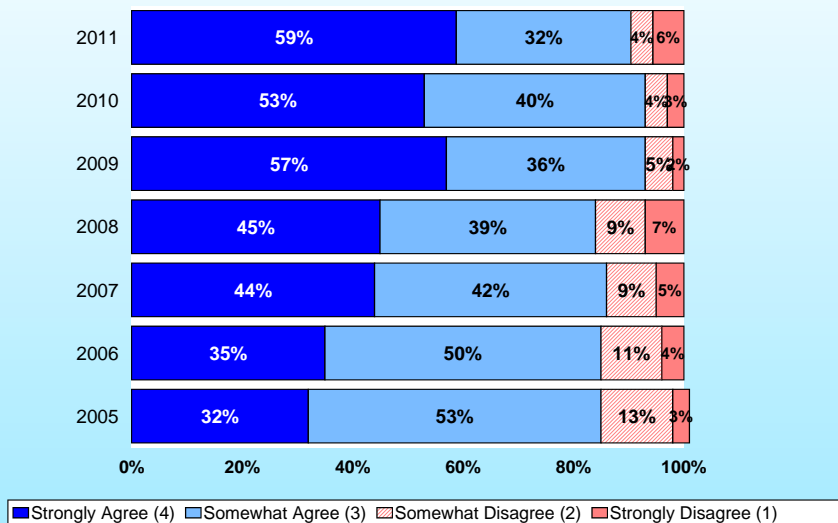


Source - ETC Institute (2011)

District 6

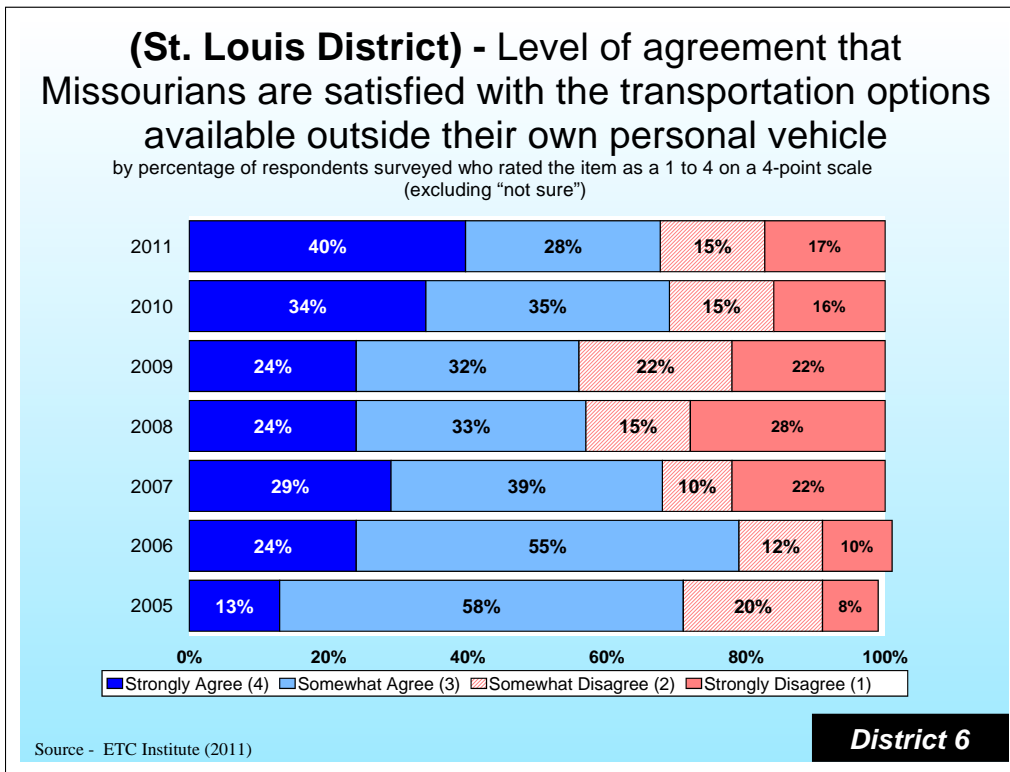
(St. Louis District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

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



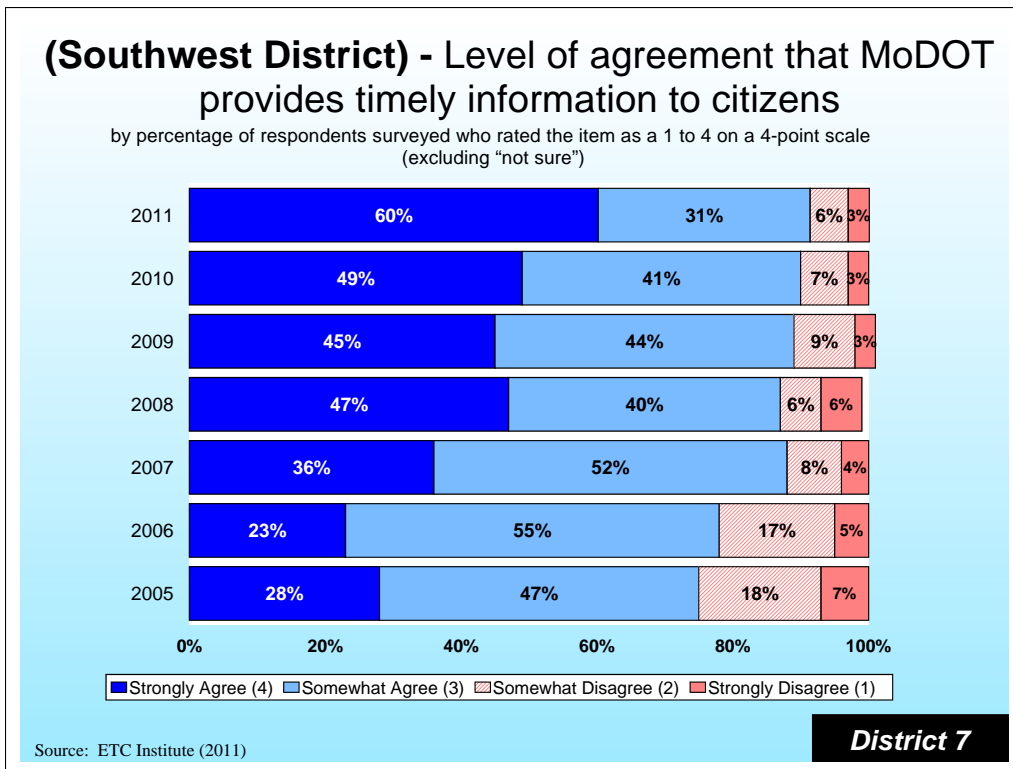
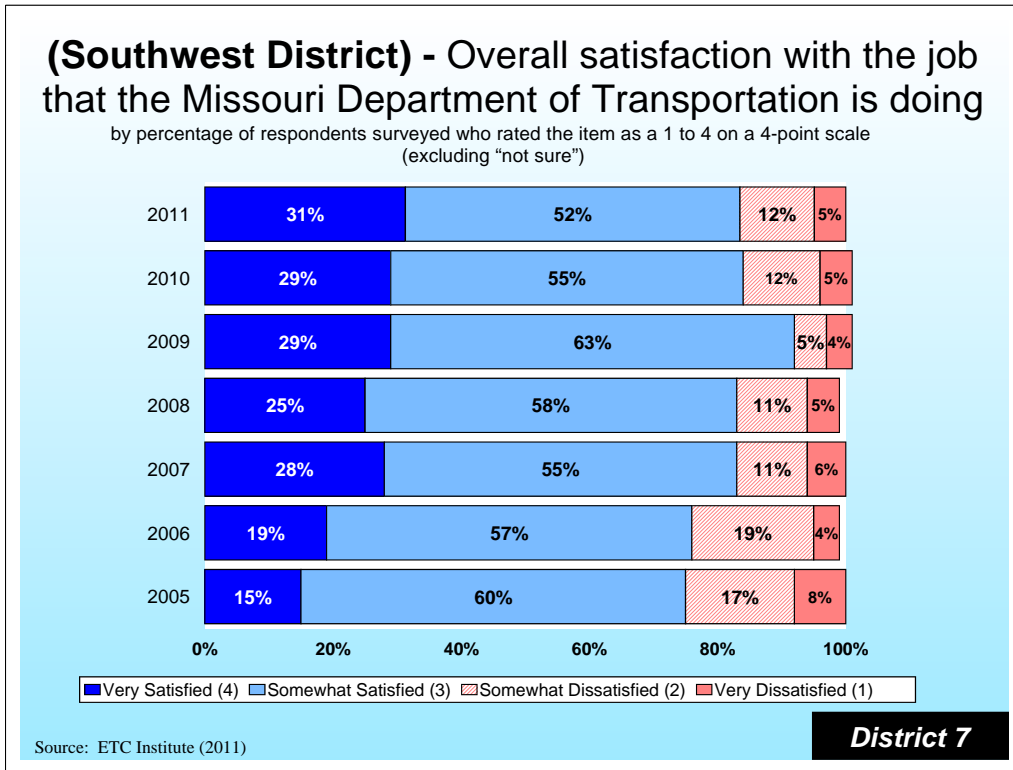
Source - ETC Institute (2011)

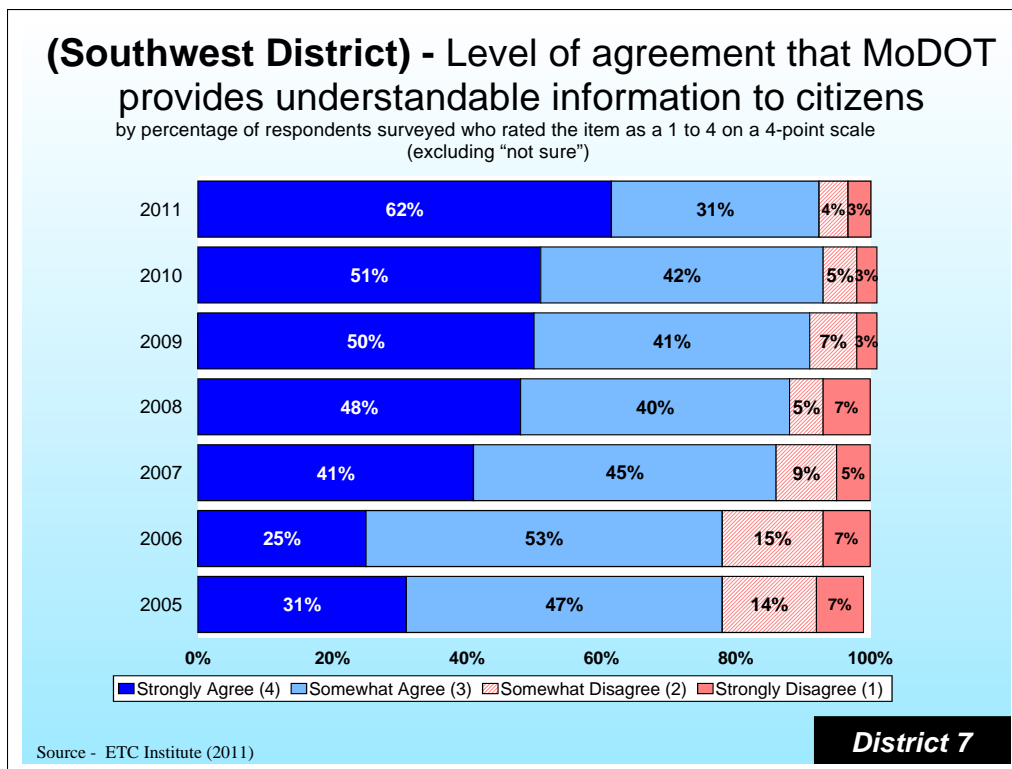
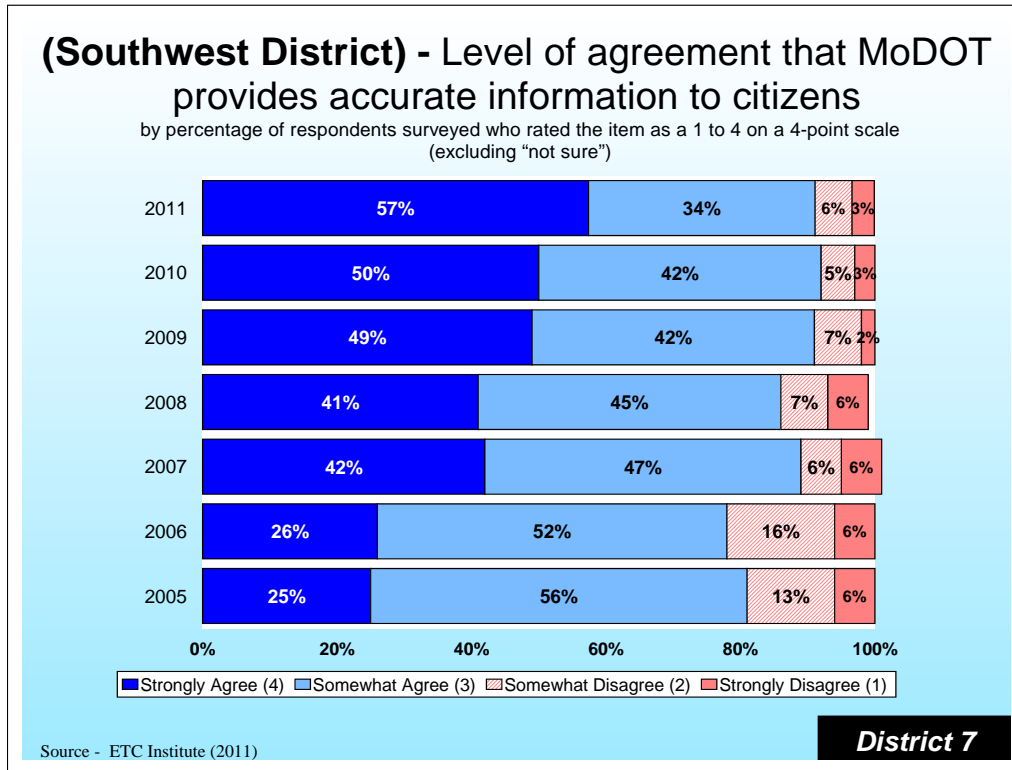
District 6

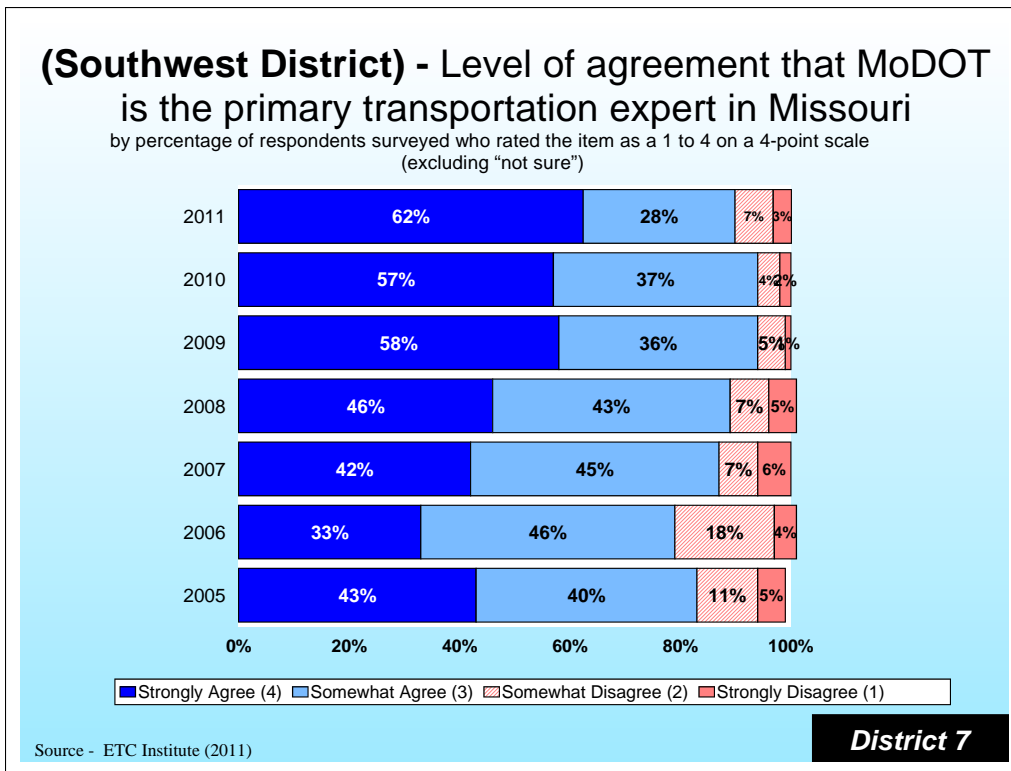
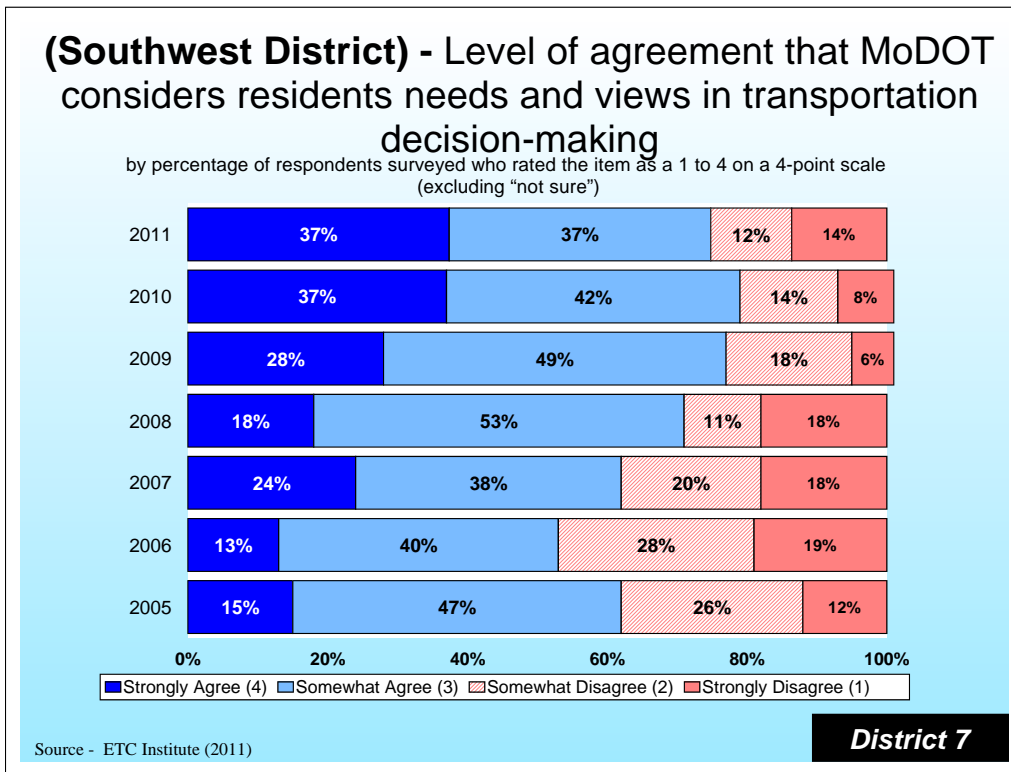


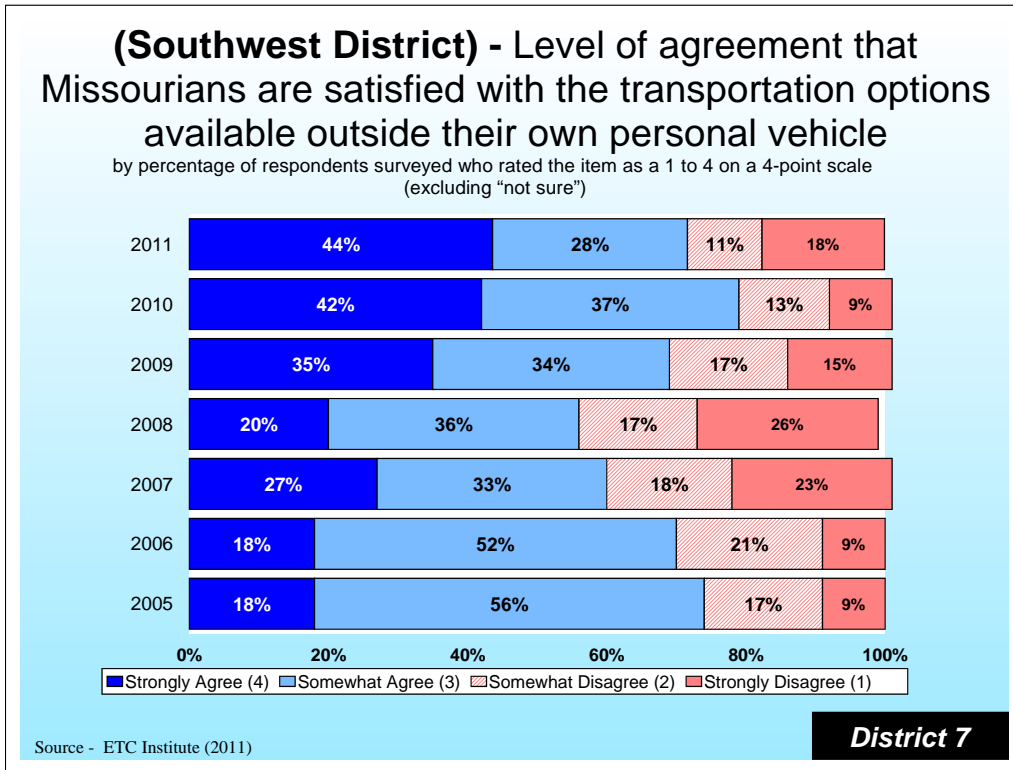
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District 7:
Southwest District



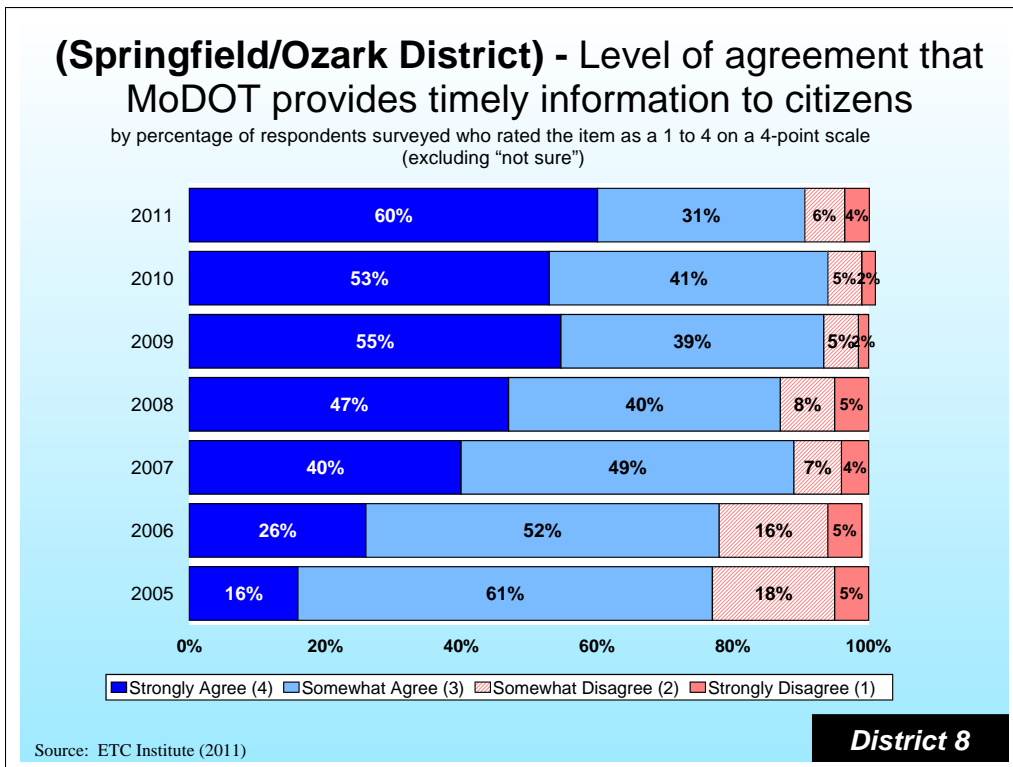
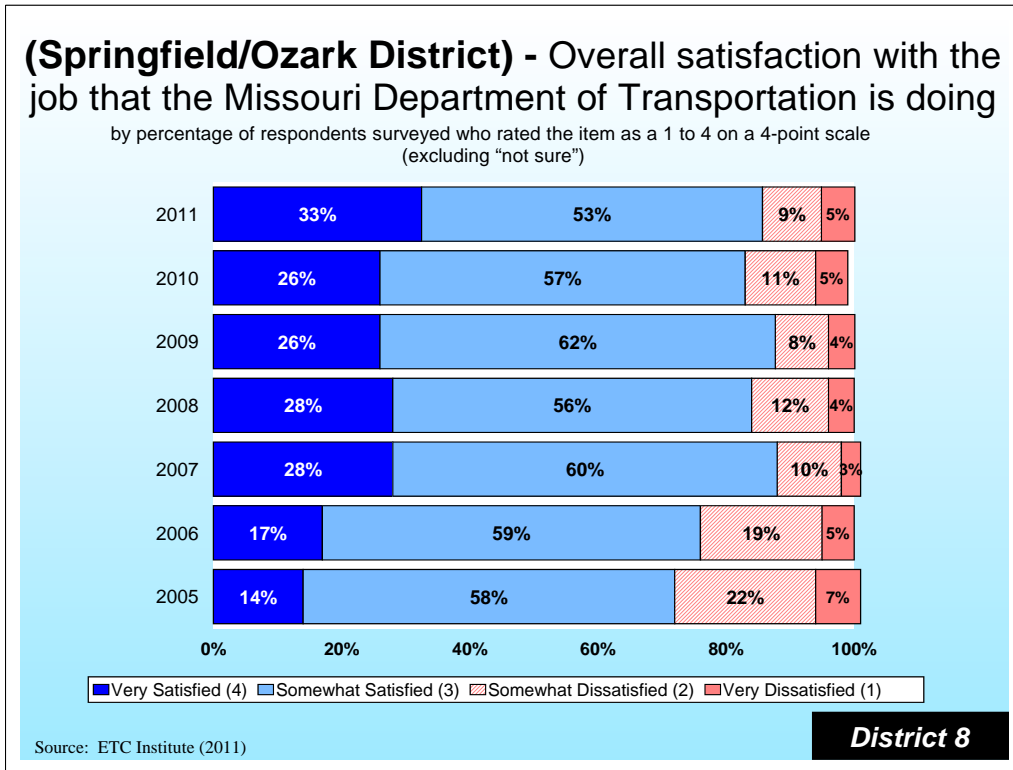






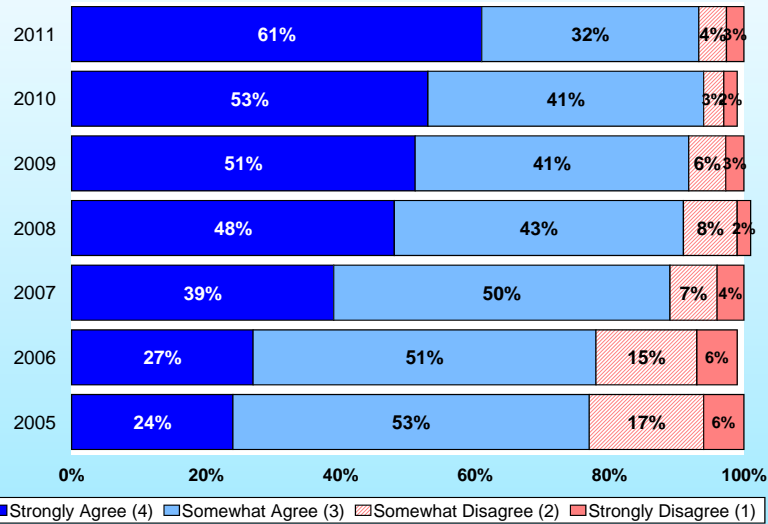
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District 8:
Springfield/Ozark District



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

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

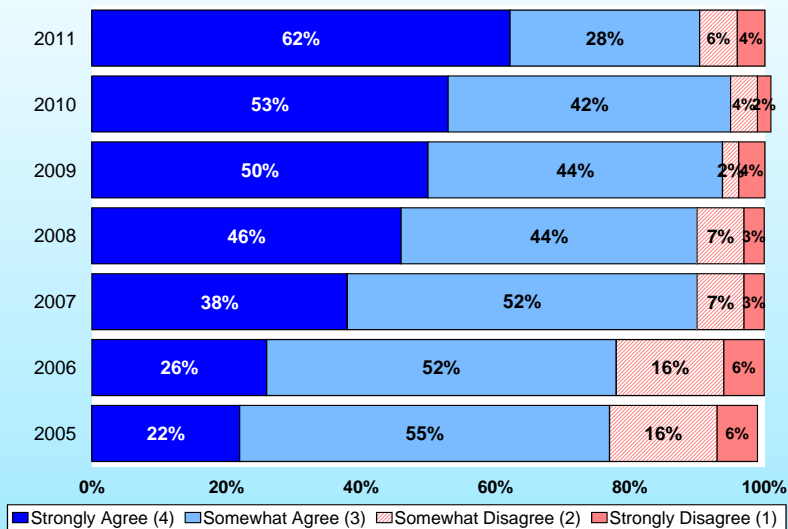


Source - ETC Institute (2011)

District 8

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

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

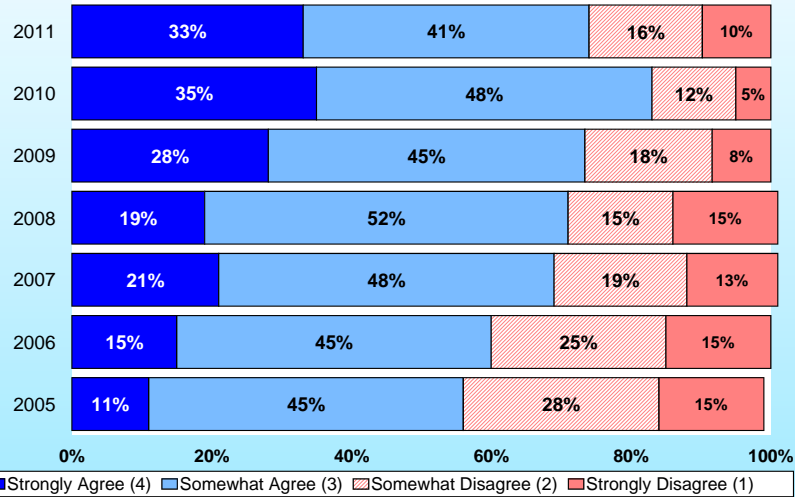


Source - ETC Institute (2011)

District 8

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

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

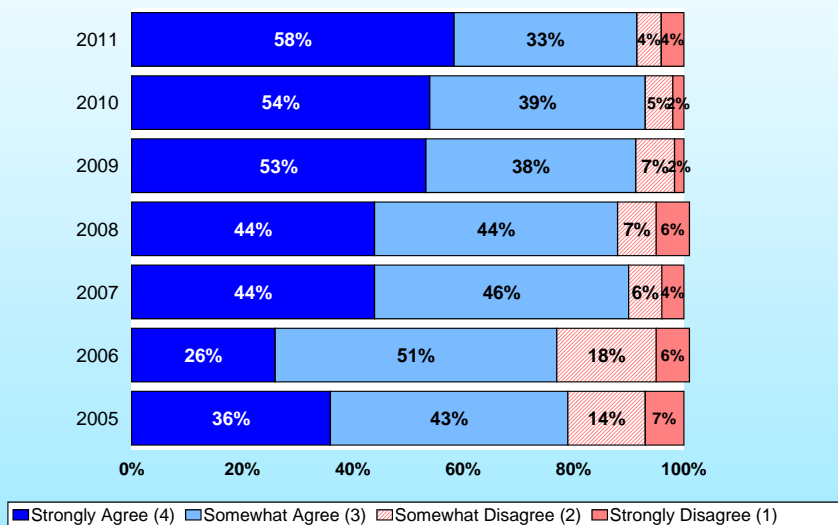


Source - ETC Institute (2011)

District 8

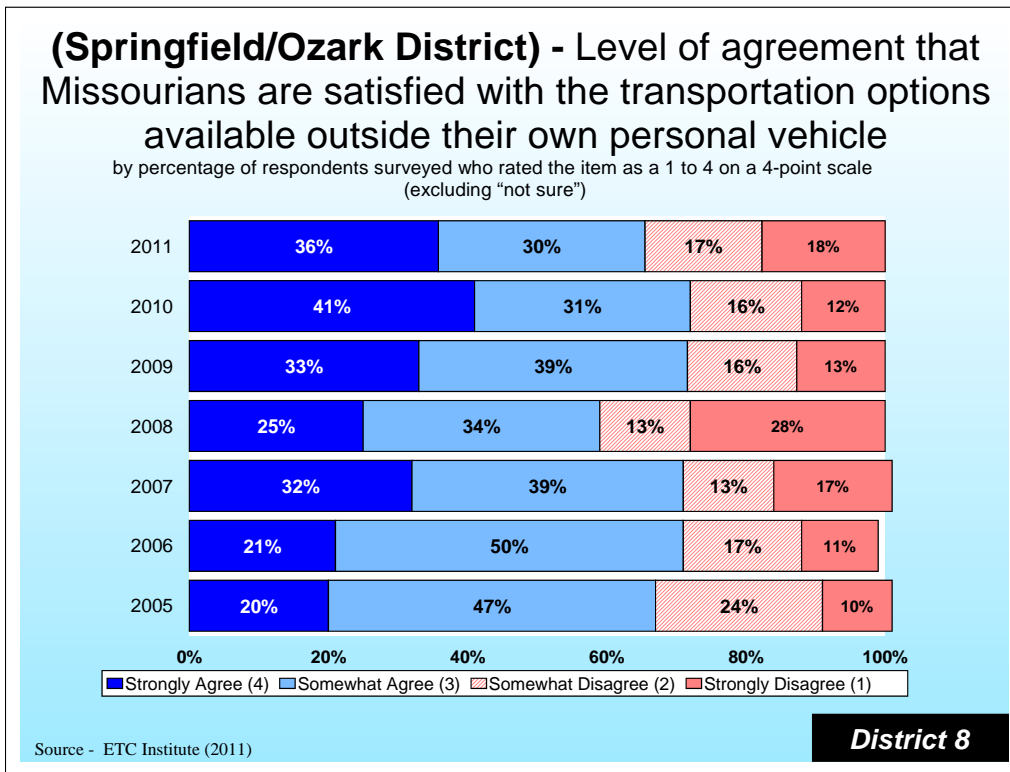
(Springfield/Ozark District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

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



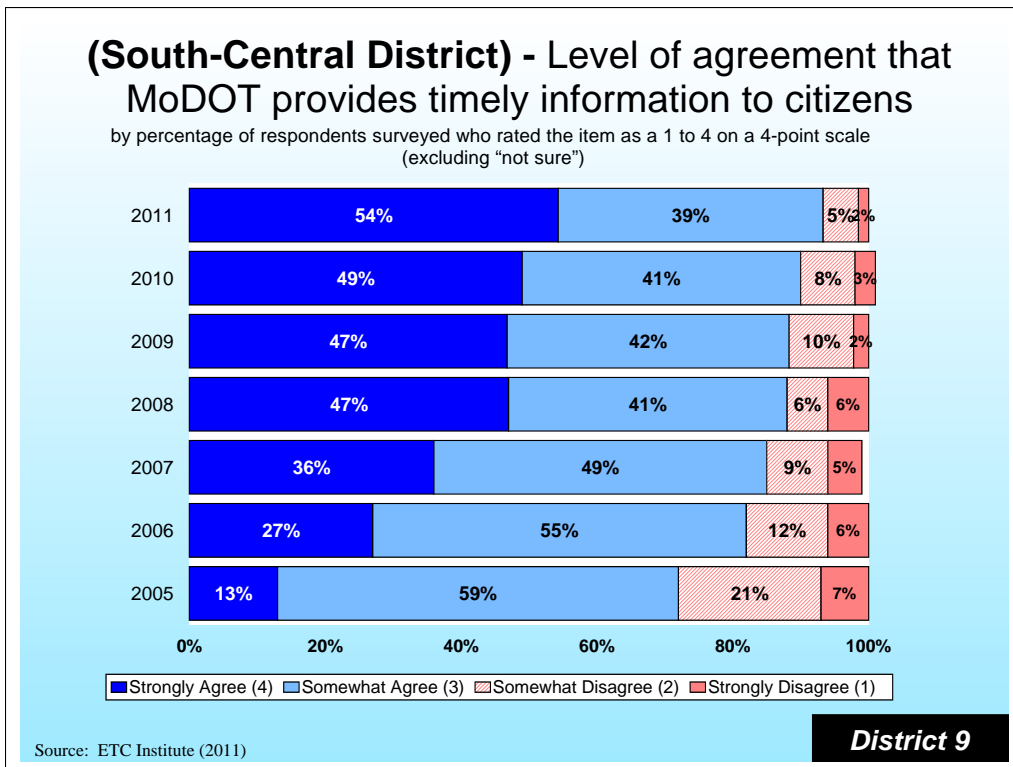
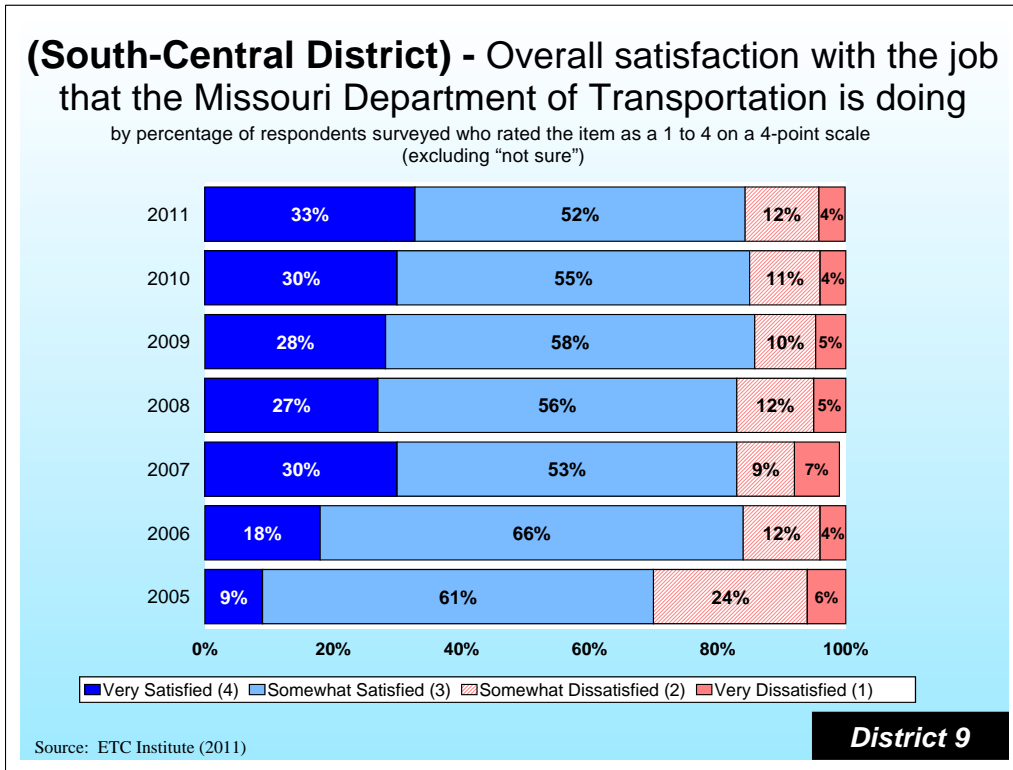
Source - ETC Institute (2011)

District 8



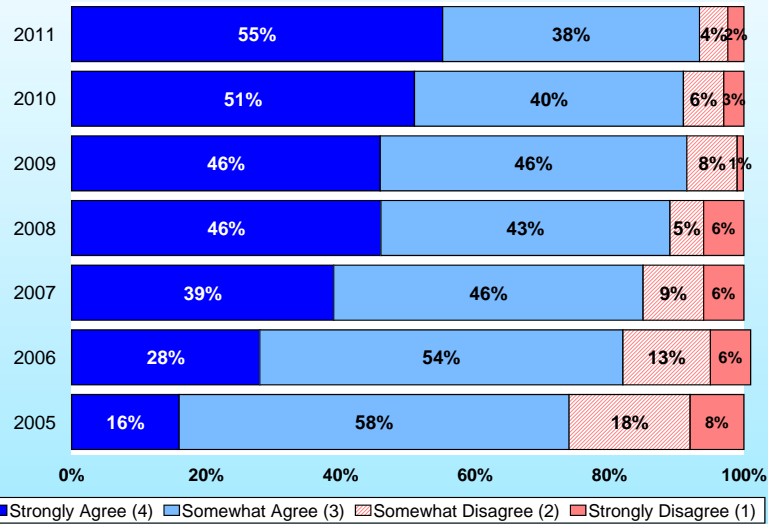
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District 9:
South-Central District



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

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

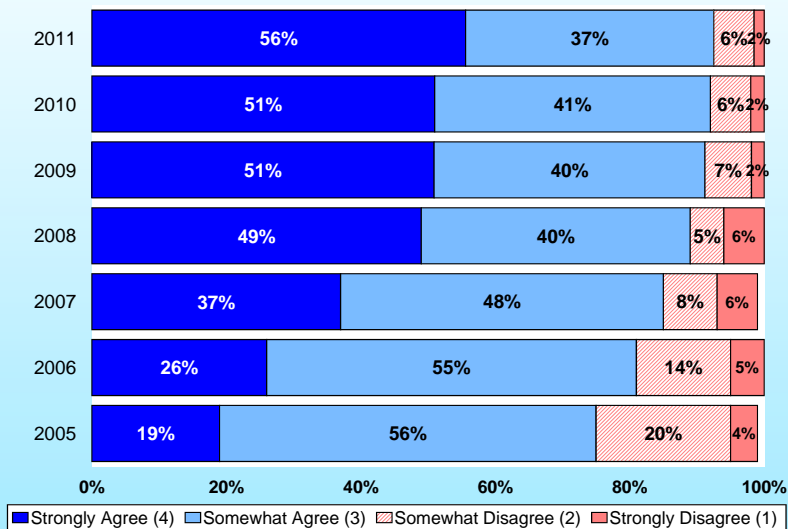


Source - ETC Institute (2011)

District 9

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

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

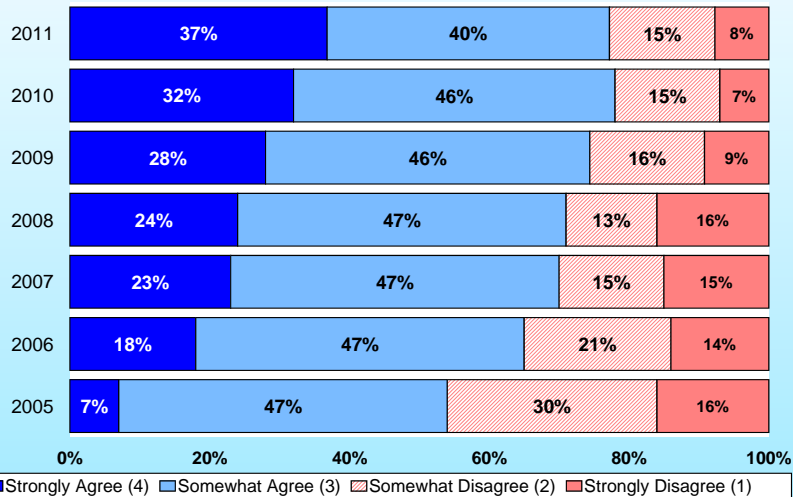


Source - ETC Institute (2011)

District 9

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

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

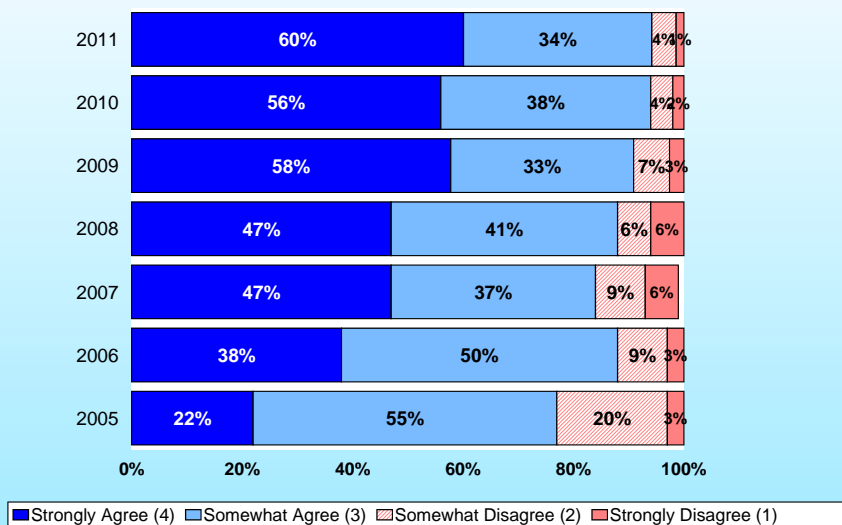


Source - ETC Institute (2011)

District 9

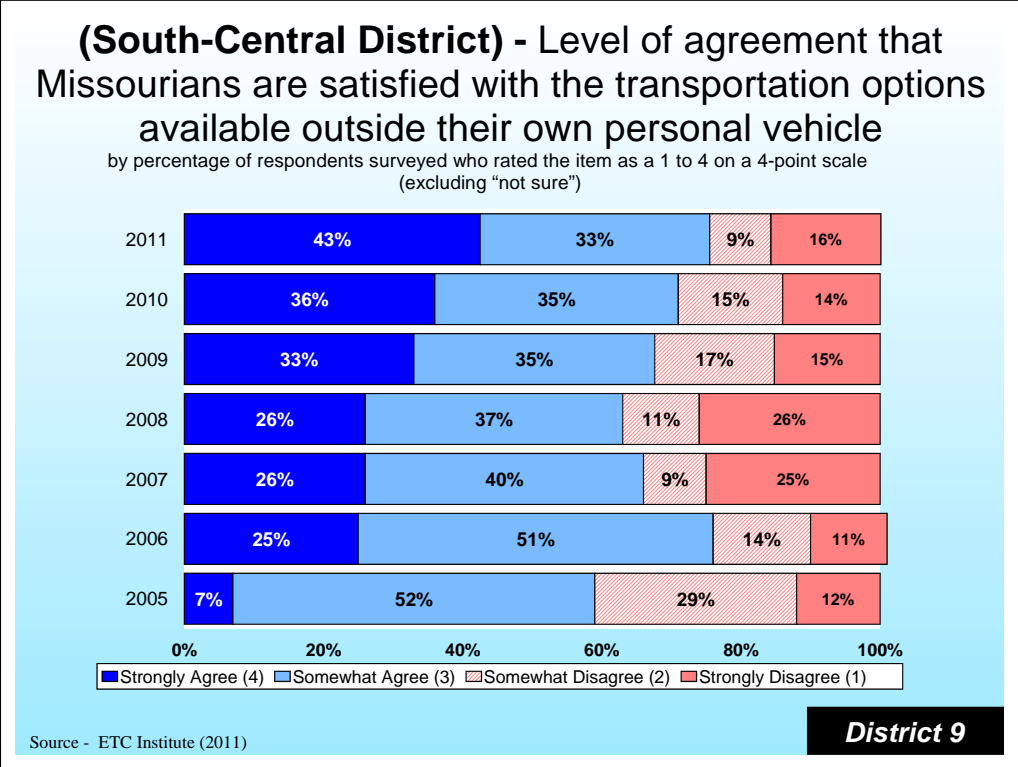
(South-Central District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

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



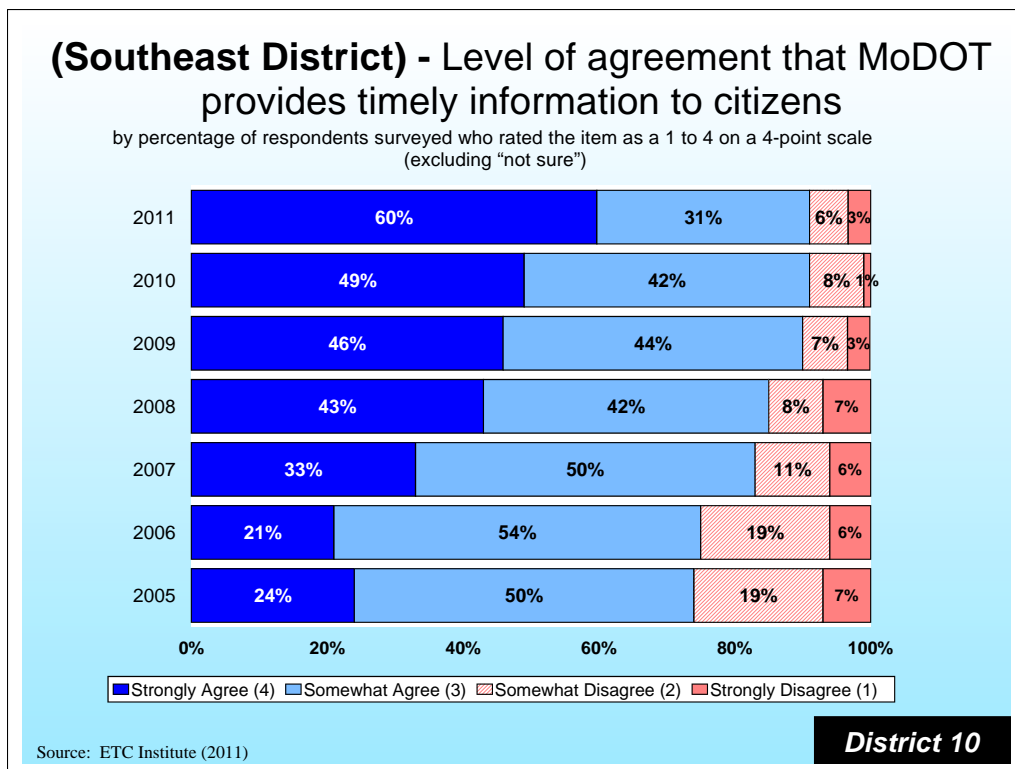
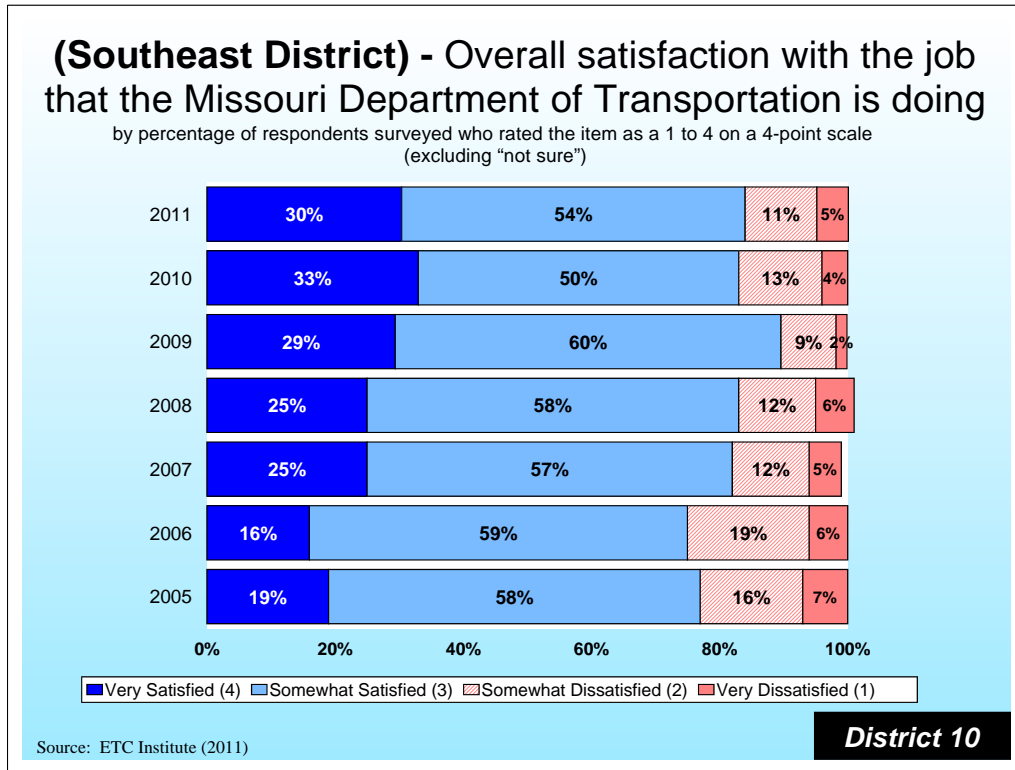
Source - ETC Institute (2011)

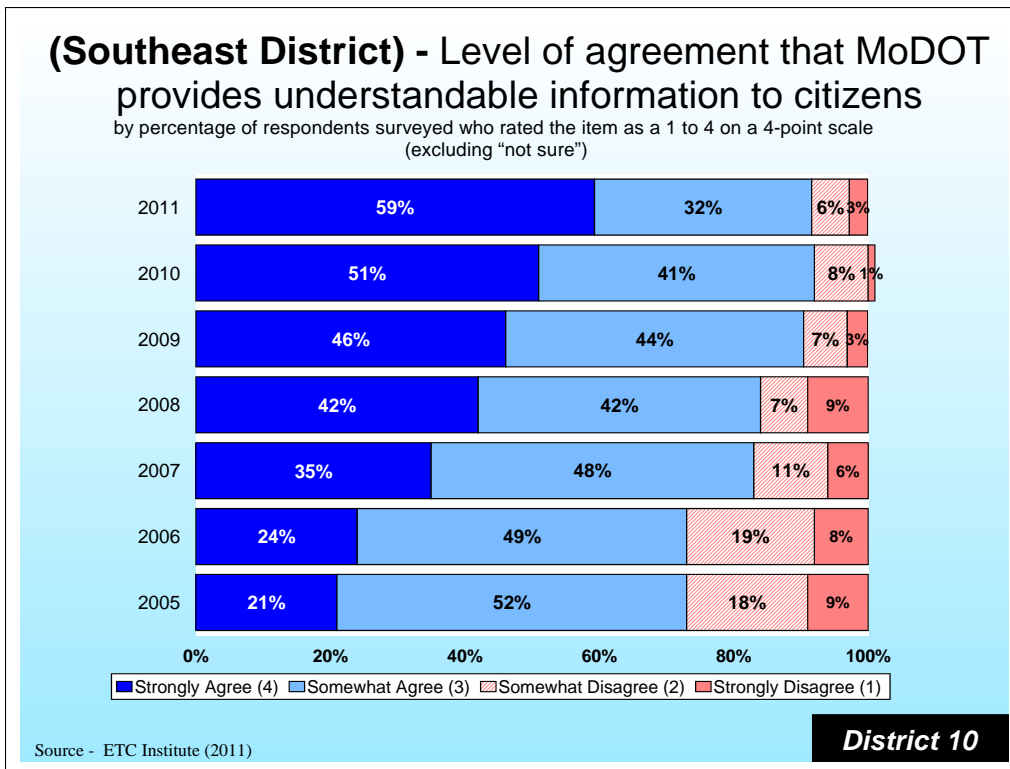
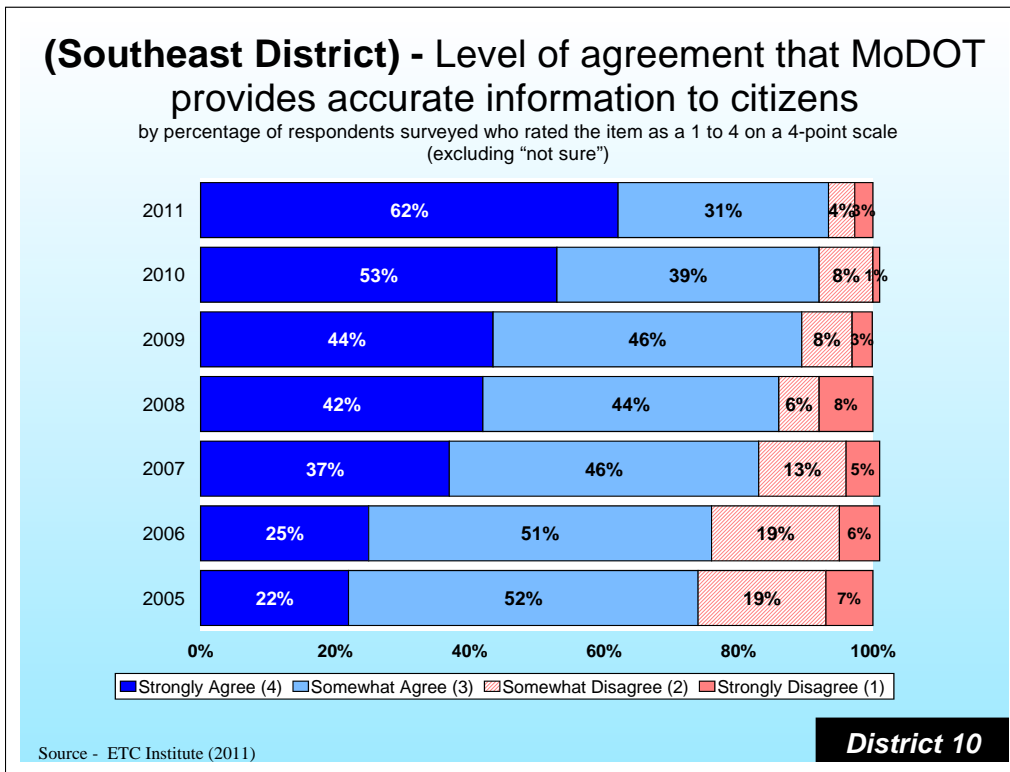
District 9



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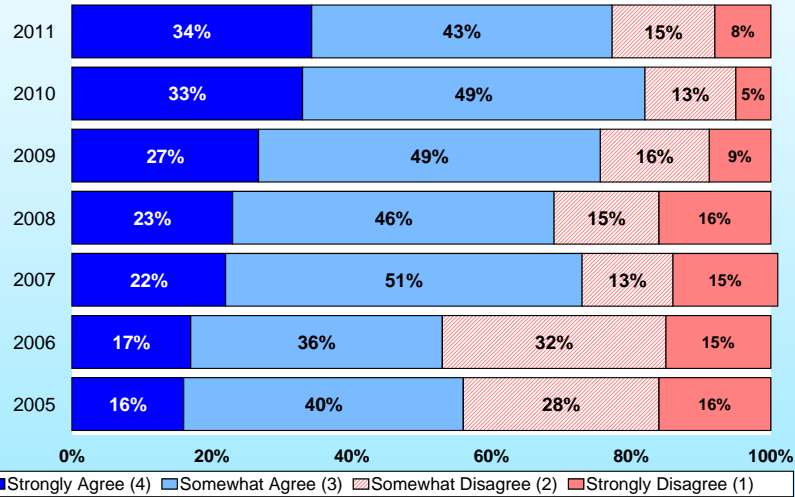
District 10:
Southeast District





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

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

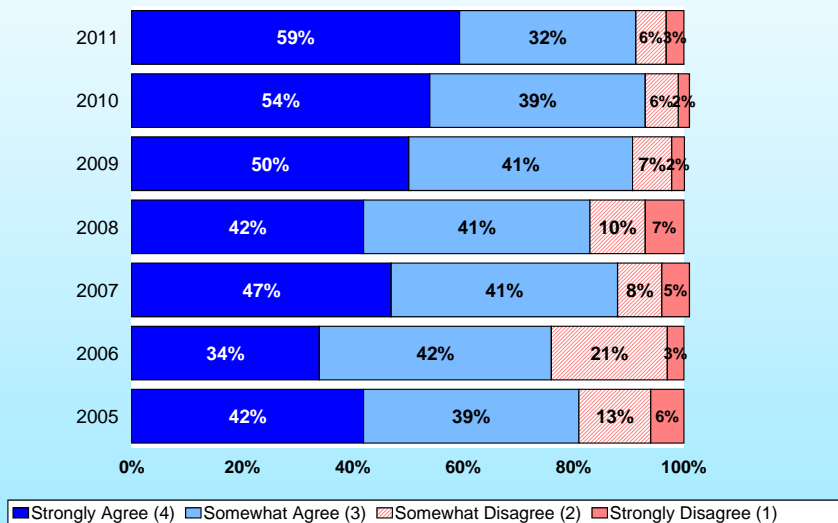


Source - ETC Institute (2011)

District 10

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

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



Source - ETC Institute (2011)

District 10

