



Commissioned by the Missouri Department of Transportation

A Report Card From Missourians



Final Report 2012

Prepared By:



HEARTLAND
MARKET RESEARCH LLC
Helping You Better
Understand Your StakeholdersSM

Report Number CMR 13-001

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Final Report

Project Number: TR 12 1228

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The opinions, findings, and conclusions expressed in this publication are those of the principal investigator. 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 Overall statewide satisfaction with MoDOT and additional feedback about MoDOT's operations was obtained from a representative sample of the general adult public in Missouri. A professional calling center was engaged to obtain a diverse sample across Missouri. Specific minimums were given, such as 500 responses per district, with gender and age-range targets for each county in Missouri. 3,554 completed responses were obtained between May 7, 2012 and May 30, 2012. With the exception of the demographic questions (age, gender, and voting), all statewide results presented in this document are weighted results. The data was weighted in accordance with the true distribution of the regional population in terms of geographic (county), gender, and age distributions using the most recent (2010) US government census information available. Following past practice, all district measures presented in this document are unweighted. With a minimum of 500 responses per district, the district measures have a 95% level of confidence with a precision (margin of error) of +/- 4.4%. The statewide results for the stratified-random sample of 3,554 Missourians have a 95% level of confidence with a precision of +/- 1.6%.			
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EXECUTIVE SUMMARY

BACKGROUND

Heartland Market Research LLC completed a comprehensive statewide customer satisfaction study to evaluate MoDOT's overall performance as perceived by the general Missouri public and to identify the transportation services and improvements that are most important to Missourians. The survey asked questions to populate multiple MoDOT Tracker measures and to assess the public's support for transportation. Heartland Market Research obtained a representative sample of the state as well as each of MoDOT's seven districts, with a minimum of 500 respondents per district. 3,554 Missourians participated in the study.

GENERAL SATISFACTION FINDINGS

- **The vast majority of Missourians are satisfied with the job MoDOT is doing. Overall satisfaction was at 85%, tying the highest recorded satisfaction level previously recorded in 2009.**
- Missourians continue to agree that MoDOT provides accurate, timely, and understandable information about projects in their area (92%, similar to the statistical results since 2009).
- Missourians generally agree (70%) that MoDOT considers residents' needs and views in transportation decision-making.
- Customer perception that MoDOT is the "primary transportation expert" remains similar (no statistical difference) as it has since 2009. 91% of Missourians agreed with this statement, up 1% from 2011, down 2% from 2010, and up 6% from 2008.
- Missourians are generally satisfied (71%) with the transportation options available besides their own personal vehicle.
- Of those Missourians who are satisfied with MoDOT, respondents listed highways in good condition (51%) as the thing about MoDOT with which they are the most satisfied. This item was also the primary satisfaction drivers in 2011. 45% of dissatisfied residents named road conditions as their issue of highest concern, also similar to last year's findings.

- In the eyes of the public, MoDOT made enormous progress reducing previous sources of dissatisfaction. In 2011, 38% of Missourians were dissatisfied with how MoDOT handled potholes. In 2012, this number dropped to 8%, the lowest ever recorded since this question was added in 2009. Dissatisfaction with bridge conditions dropped from 6% to 2%. Several other items also showed a decrease in dissatisfaction (delays due to road construction dropped from 11% to 8%, concerns about MoDOT not spending money wisely dropped from 9% to 6%, and dissatisfaction with how MoDOT handled snow and ice removal dropped from 5% to 4%).
- 88% of the residents indicated they trust MoDOT to keep its commitments to the public.
- 63% of Missourians were satisfied with the job MoDOT has done keeping the surface of major highways in good condition, the highest satisfaction measure on this issue in the last four years. 24% of Missourians were neutral on this topic and 13% disagreed.
- Two-thirds (67%) of residents agreed that MoDOT did a good job of minimizing travel delays caused by construction and maintenance on highways, 23% gave a neutral response, and 10% disagreed.

FUNDING FINDINGS

- 52% of Missourians believe MoDOT's funding should be increased, 44% thought it should remain the same, and 4% thought it should be decreased.
- Residents continued to select tolling as the most acceptable of several listed options for increasing revenues to adequately fund Missouri state highways and roads from the options of replace gas tax with travel tax (8%), increase car registration and license fees (10%), add tolls (26%), increase fuel tax (13%), and increase sales tax (18%). While *none of these* was not provided as an option, a record 25% of Missourians volunteered this option anyway, showing a strong disagreement with the idea of raising or creating taxes.
- More Missourians than ever (63%) disagreed with the idea that up to 25% of each transportation project funds should be spent incorporating bicycle and pedestrian facilities.
- Unlike government expenditures on education, public safety, economic development, and social services, Missourian agreement that government transportation expenditures have benefited them personally has increased the last two years (from 57% to 66%).
- **According to Missourians, the four highest priorities for MoDOT to emphasize over the next two years are keeping the surface of major highways in good condition, keeping the surface of other state highways in good condition, managing snow and ice on highways, and keeping bridges in good condition.**

IMPORTANCE-SATISFACTION ANALYSIS FINDINGS

- In 2011, people were not satisfied with MoDOT's efforts to keep bridges in good condition and it was classified under Opportunities for Improvement given the high importance residents placed on this service. This year the majority of people are quite satisfied with MoDOT's bridge maintenance, but since the majority no longer perceive this to be a problem, the overall importance of this item has dropped significantly.
- In 2011, Missourians indicated there were three services needing improvement: Keeping the surface of major highways in good condition, keeping the surface of other highways in good condition, and keeping bridges in good condition. All three items showed significant improvement from 2011 to 2012 and **there are currently no service issues where the majority of Missourians believe the service is important, but are dissatisfied with MoDOT's performance.**
- Based upon the importance-satisfaction analysis, **the two most important items for MoDOT is to continue to focus on keeping the surface of both major and other highways in good condition.**

METHODOLOGY

The 17 question survey was administered by a professional calling center to Missourians starting on May 7, 2012 and ending on May 30, 2012. The calling center randomly called a representative sample of people from every county considering age and gender. During this time, the calling center made 132,131 calls, spoke with 14,368 people, and completed 3,554 phone interviews.

With the exception of the demographic questions (age, gender, and voting), all statewide results presented are weighted results. The data was weighted in accordance with the true distribution of the regional population in terms of geographic (county), gender, and age distributions using the most recent (2010) US government census information available. Following past practice, all district measures presented are unweighted. With a minimum of 500 responses per district, the district measures have a 95% level of confidence with a precision (margin of error) of +/- 4.4%. The statewide results for the stratified-random sample of 3,554 Missourians have a 95% level of confidence with a precision of +/- 1.6%.

Following standard practice for Tracker measures, responses of don't know/not sure and none chosen/refused were excluded from many of the results in this report. This practice also facilitated valid comparisons of the results with previous customer satisfaction surveys. The summaries in Section 3 provide the results calculated both ways (with the standard exclusions and showing the percentage of don't know/not sure responses). All charts, graphs, and summaries are rounded. More precise numbers may be found in the tables in Sections 2 and 3.



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Section 1:

Charts & Graphs

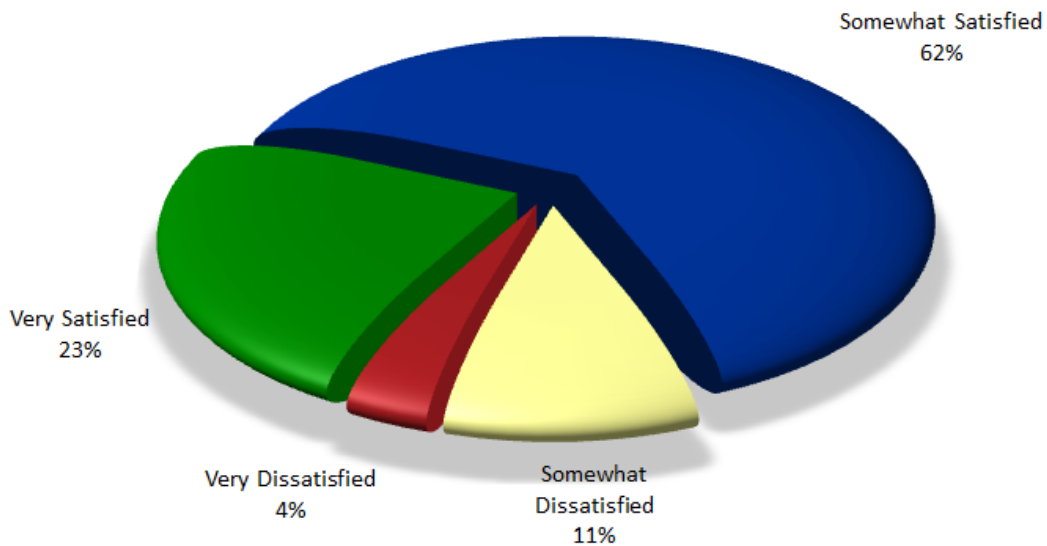
**A Report Card
From Missourians**

Prepared By:

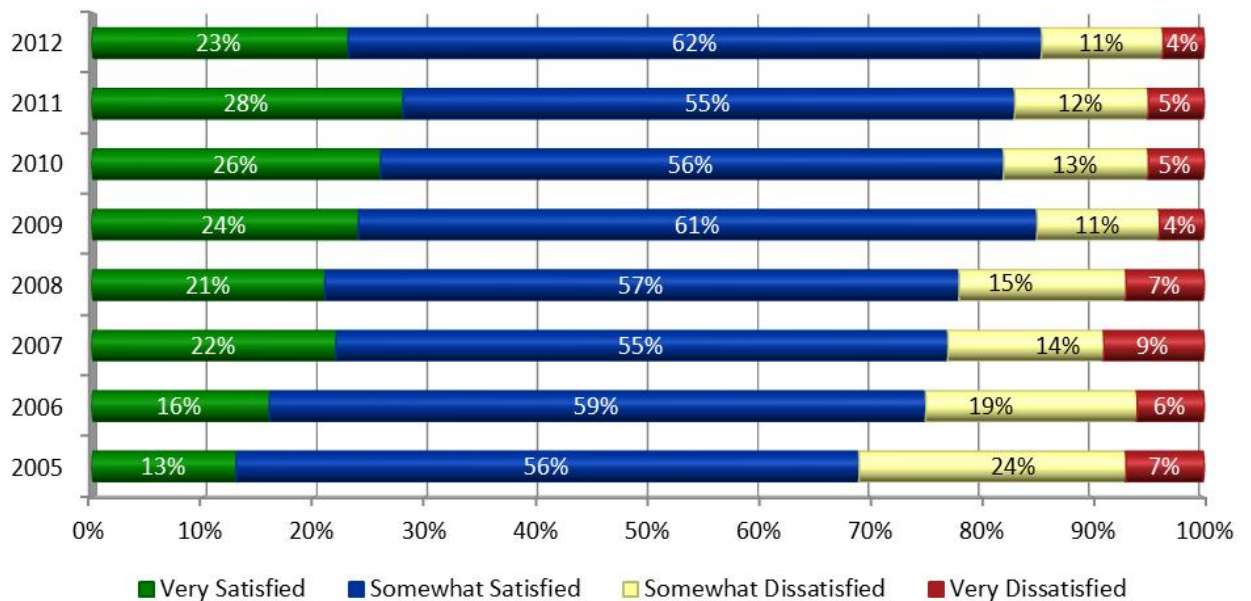


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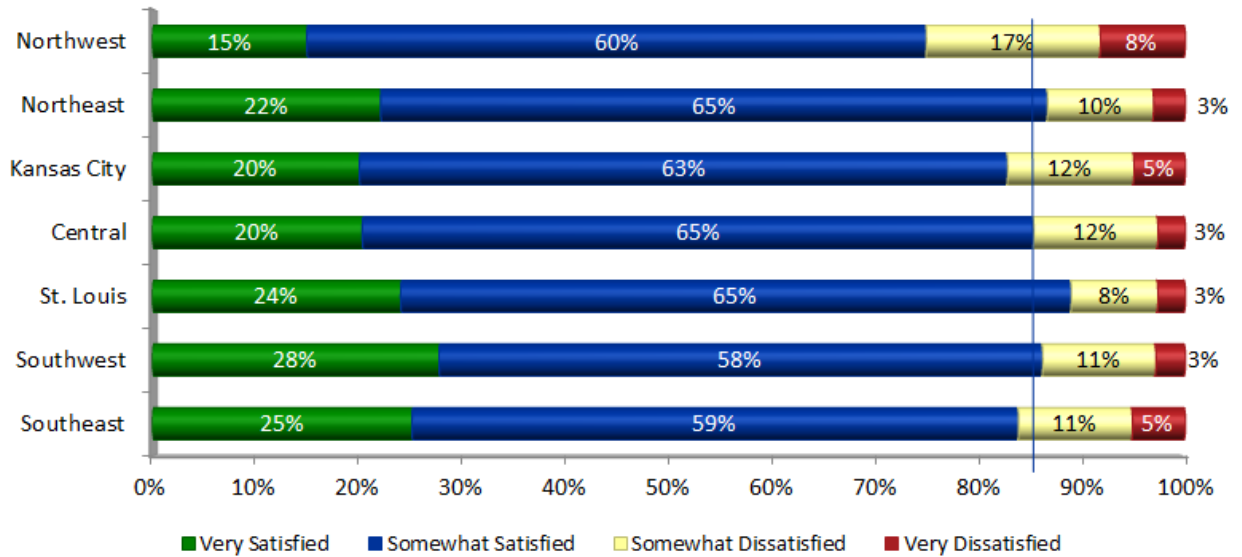
Overall Satisfaction With the Job the Missouri Department of Transportation is Doing



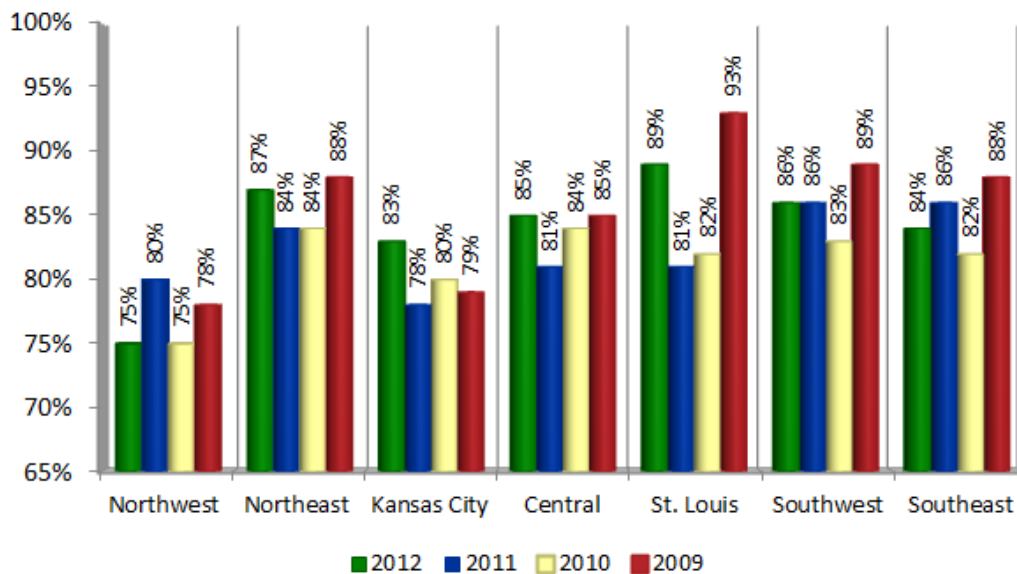
TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing



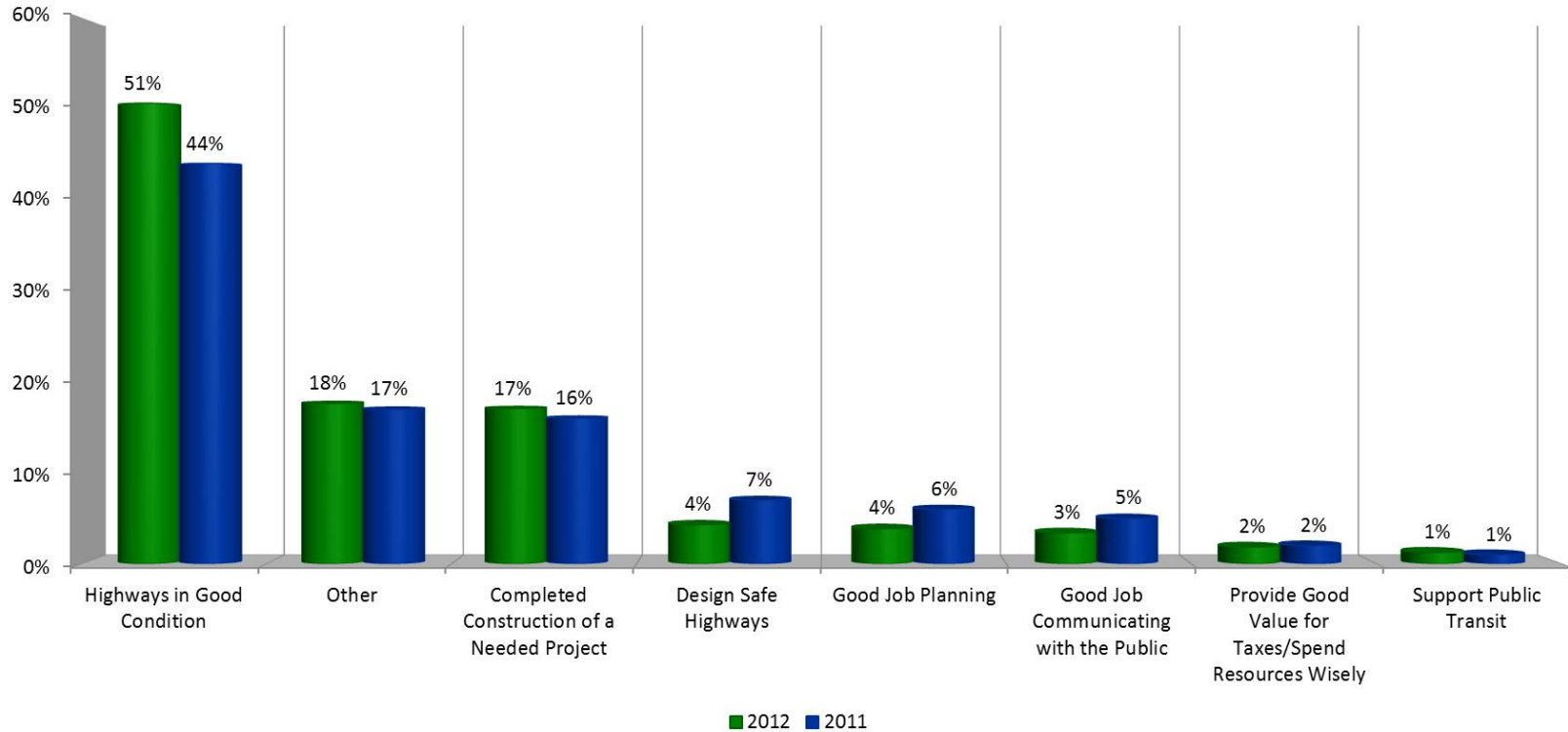
Level of Satisfaction With the Job the Missouri Department of Transportation is Doing by District: 2012



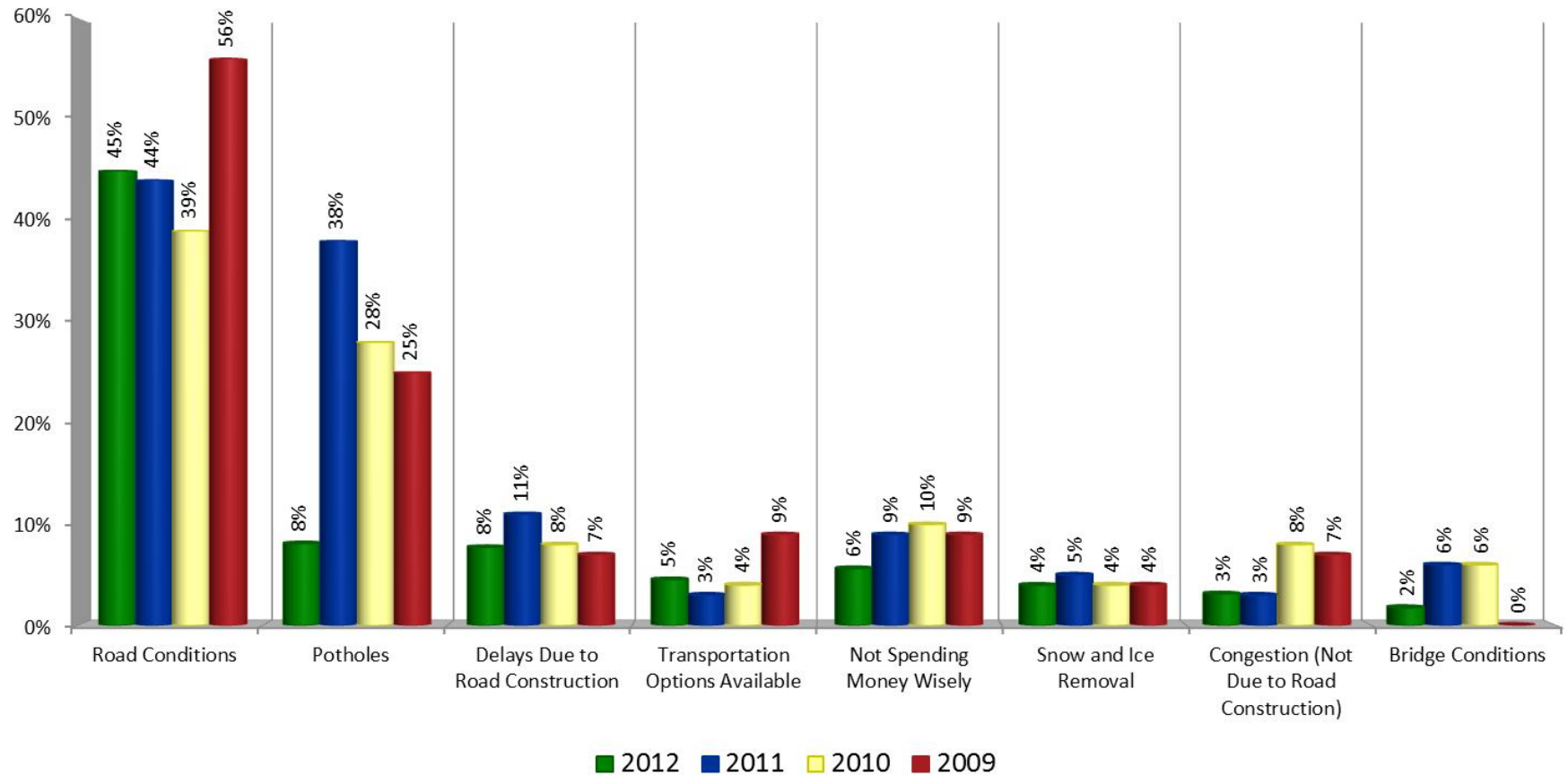
TRENDS: Overall Satisfaction With the Job the Missouri Department of Transportation is Doing by District: 2009-2012



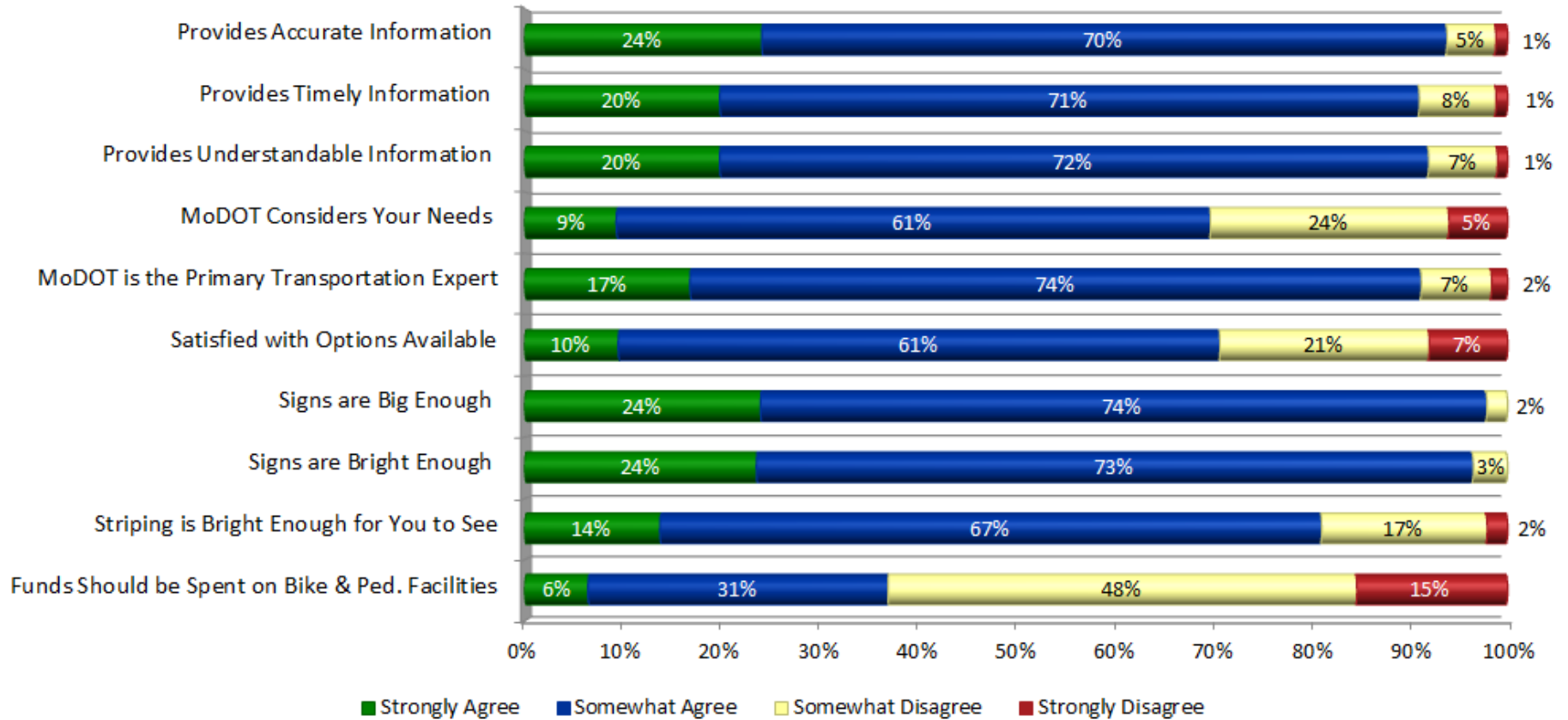
What About MoDOT are You MOST Satisfied With?



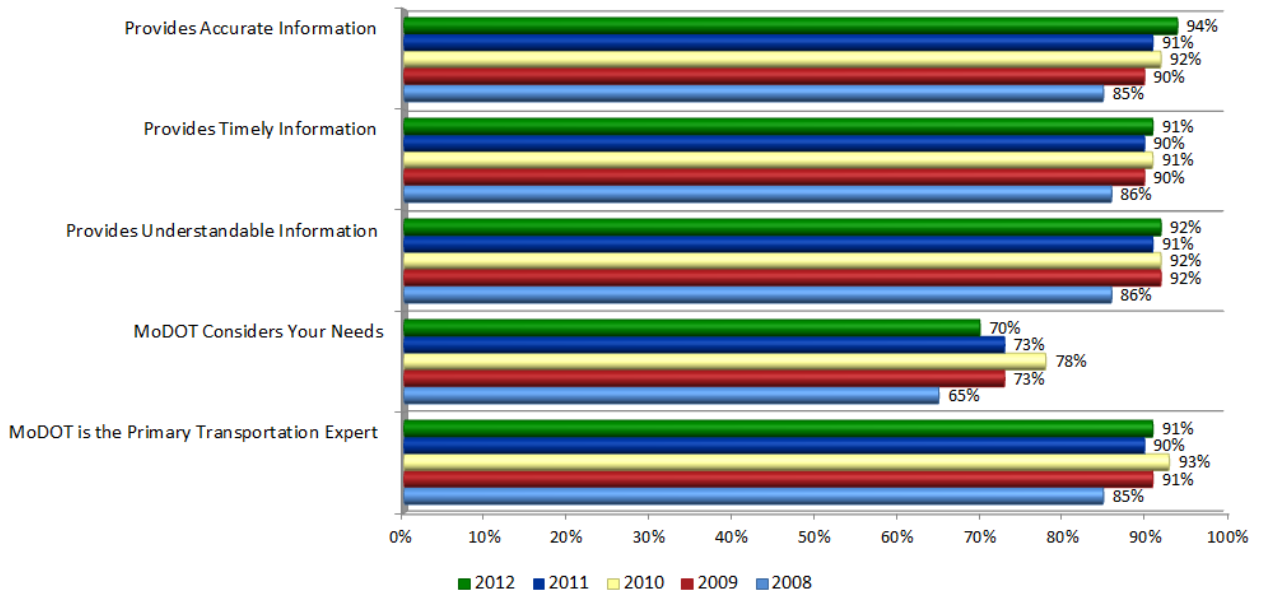
**TRENDS: What About MoDOT are You MOST Dissatisfied With?
2009-2012**



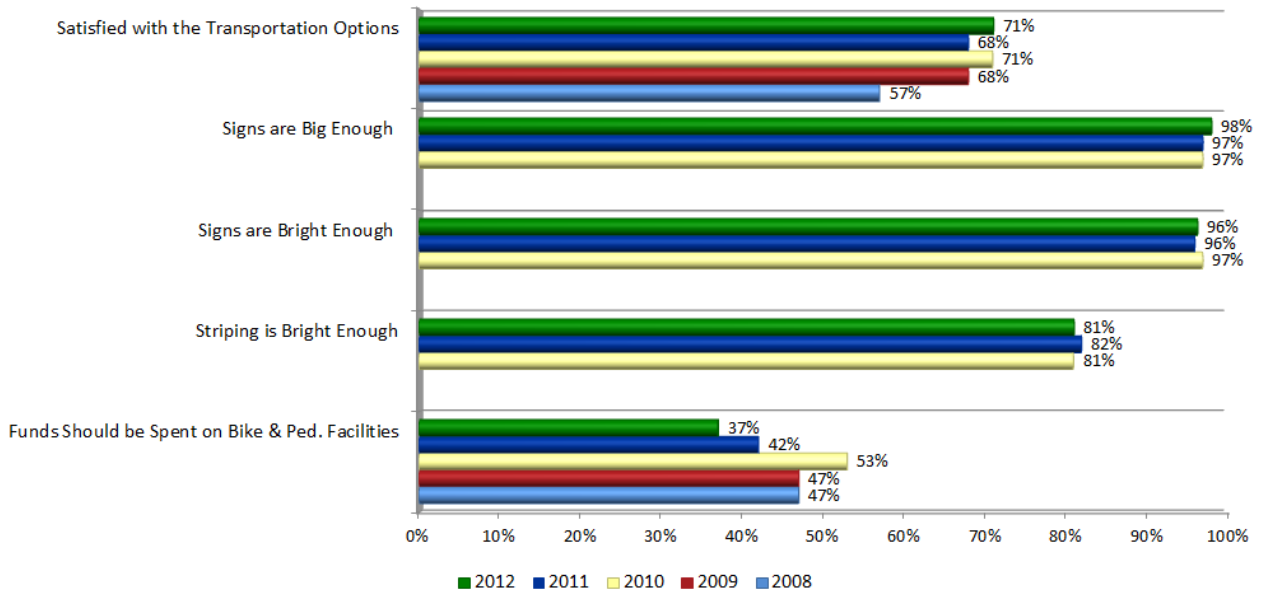
Level of Agreement with the Following Statements Related to Transportation in Missouri and MoDOT



TRENDS: Overall Agreement with Statements Related to Transportation in Missouri and MoDOT: 2008 - 2012

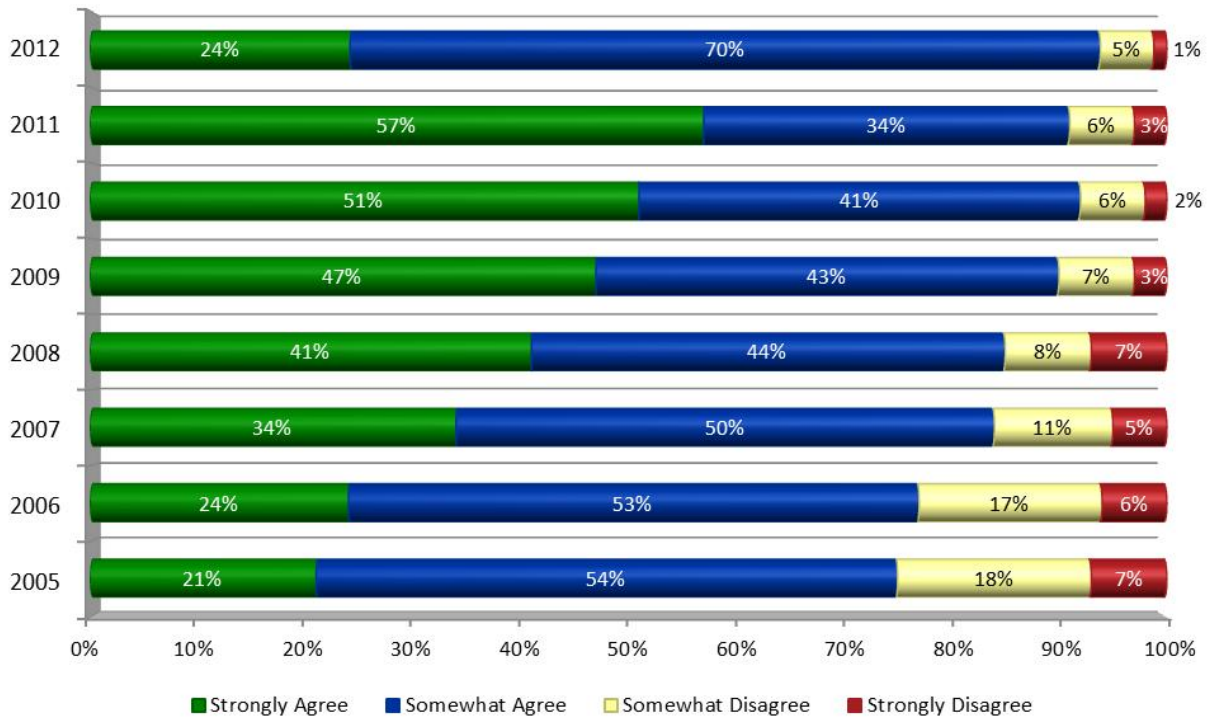


TRENDS: Overall Agreement with Statements Related to Transportation in Missouri and MoDOT: 2008 - 2012

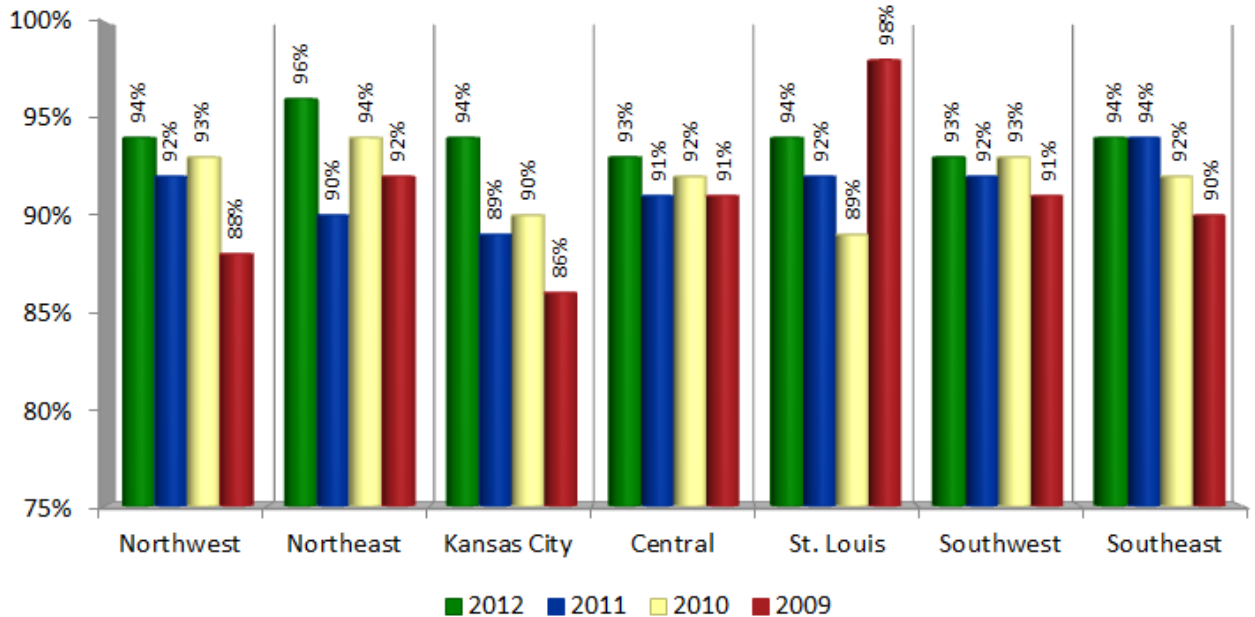


The signage and striping questions were first asked in 2010.

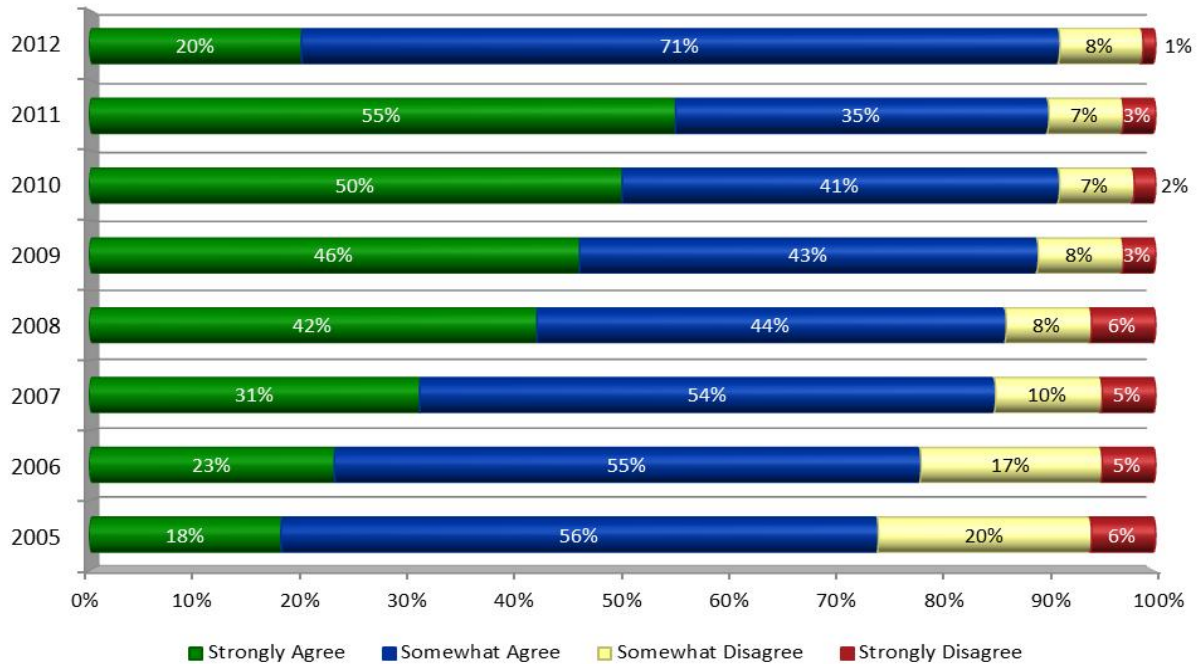
TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: 2005-2012



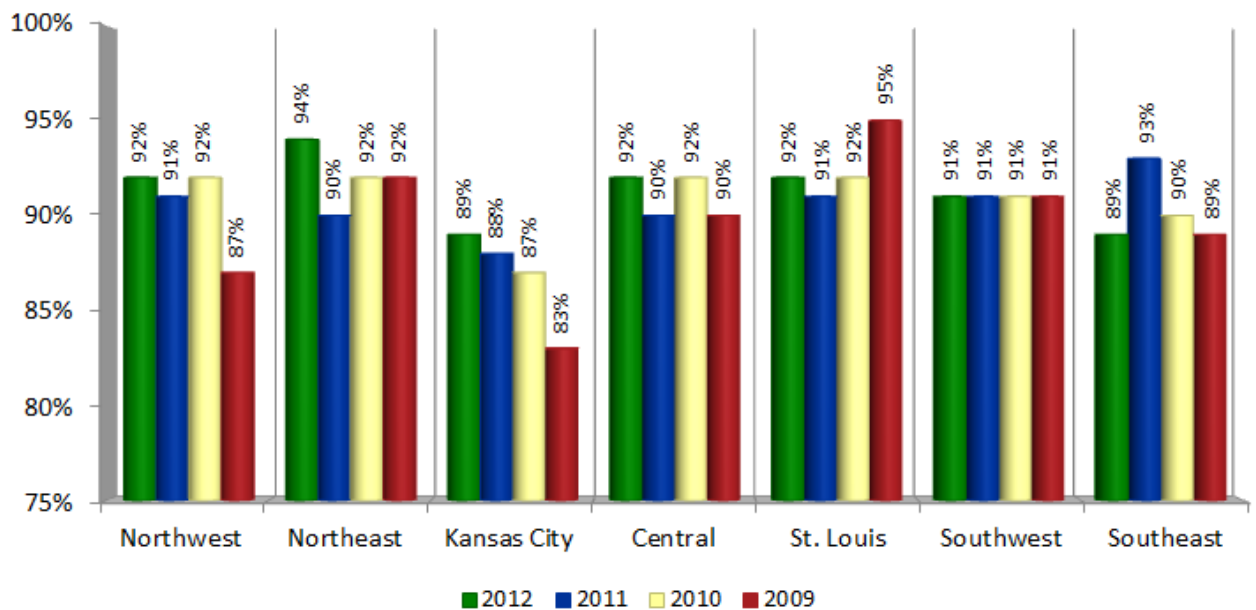
TRENDS: Overall Agreement MoDOT Provides Accurate Information to Citizens by District: 2009-2012



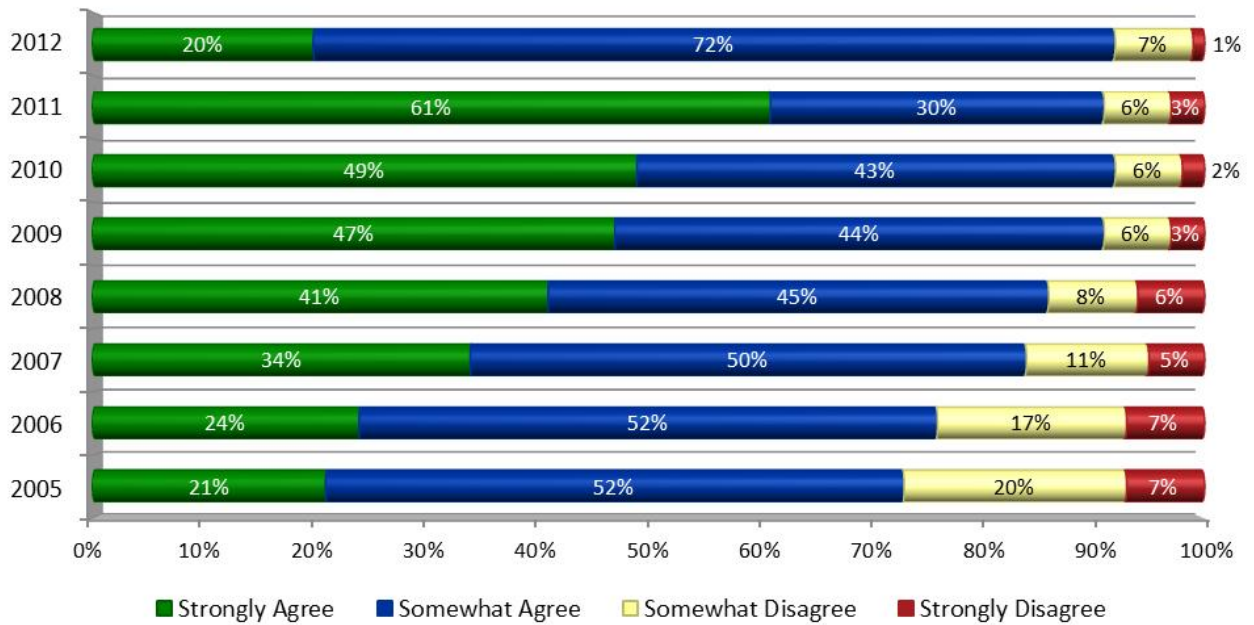
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: 2005-2012



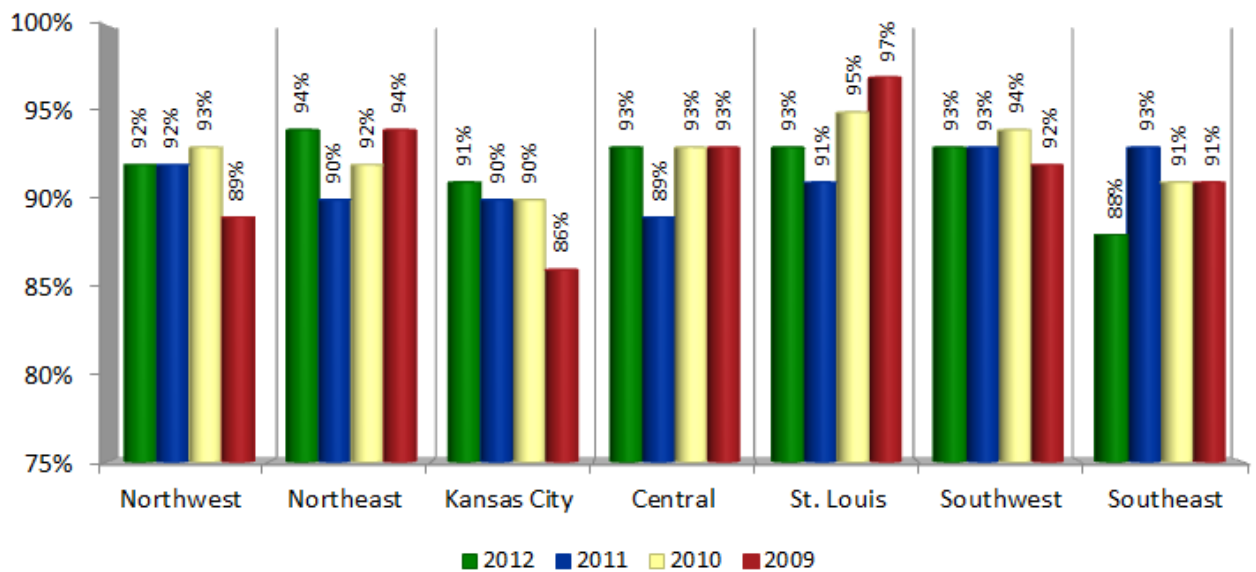
TRENDS: Overall Agreement MoDOT Provides Timely Information to Citizens by District: 2009-2012



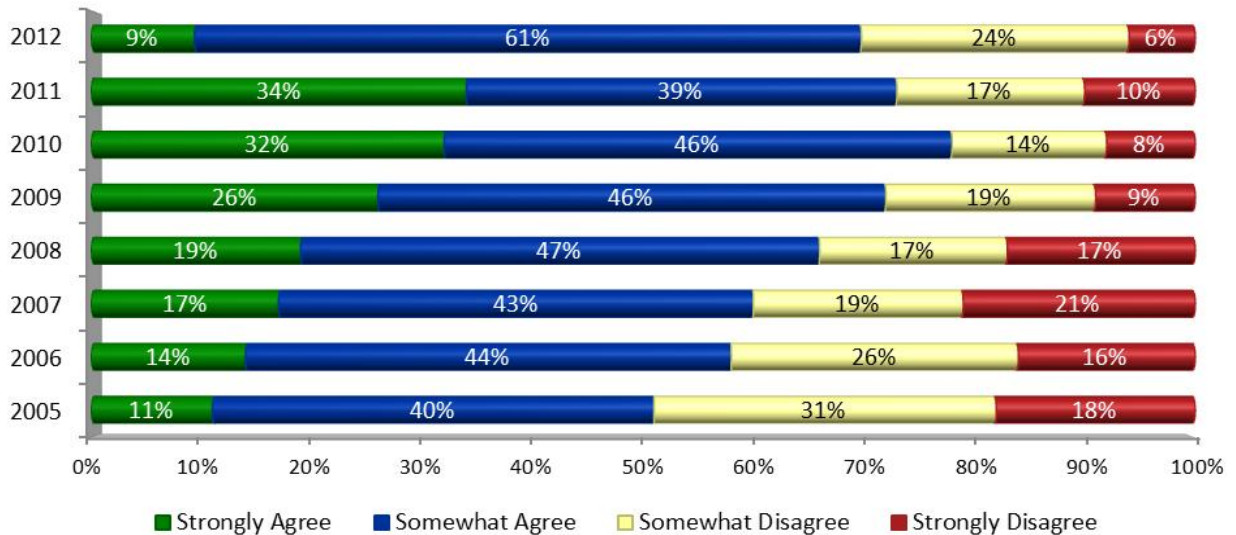
TRENDS: Level of Agreement MoDOT Provides Understandable Information to Citizens: 2005-2012



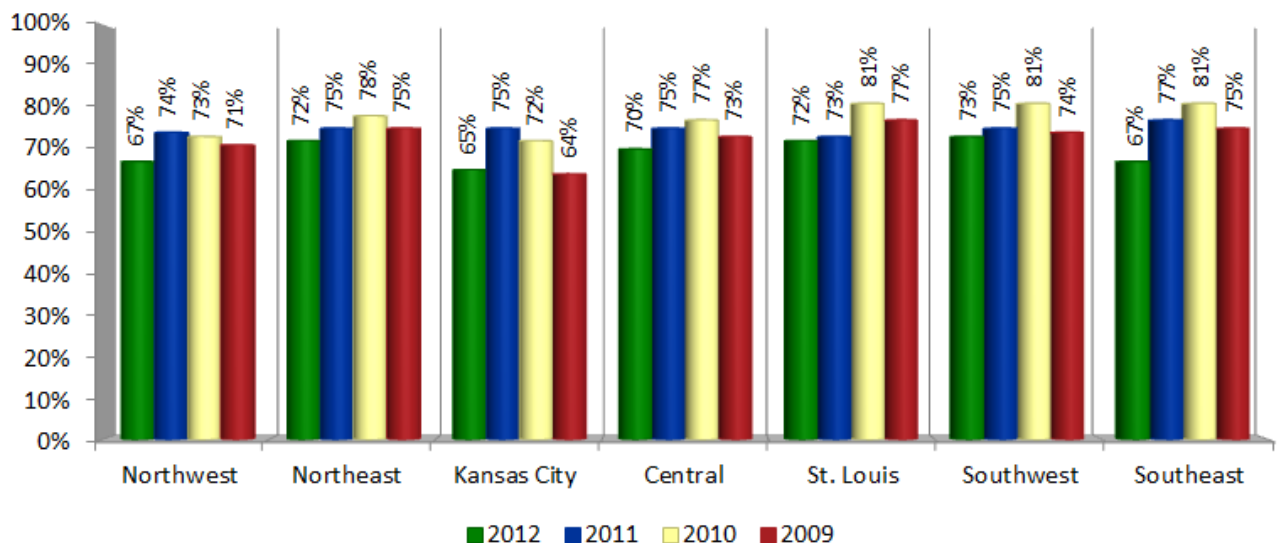
TRENDS: Overall Agreement MoDOT Provides Understandable Information to Citizens by District: 2009-2012



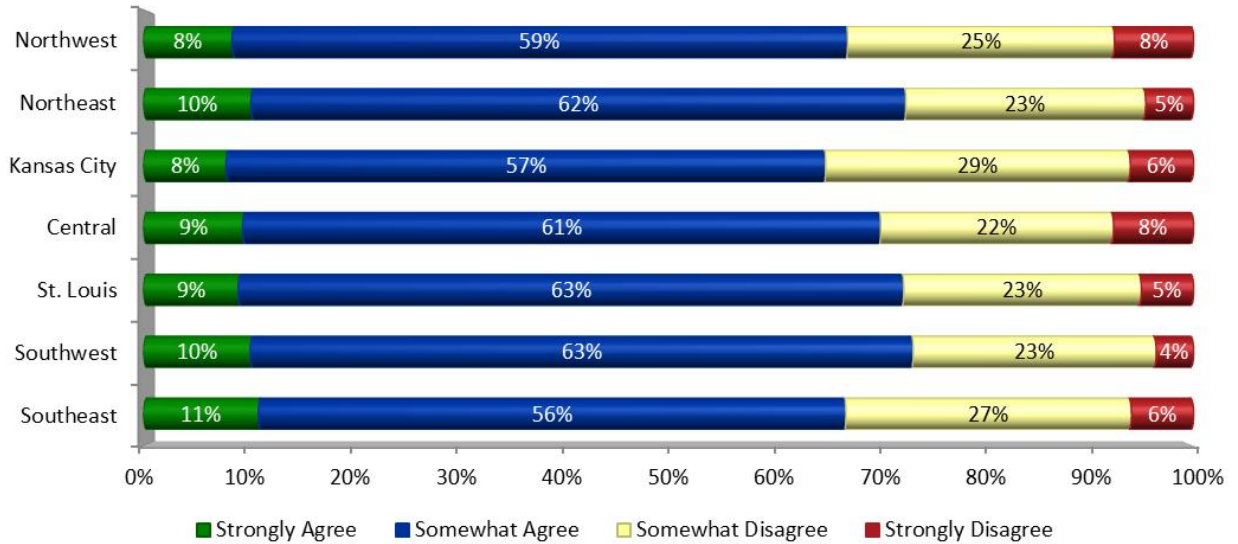
TRENDS: Level of Agreement MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: 2005-2012



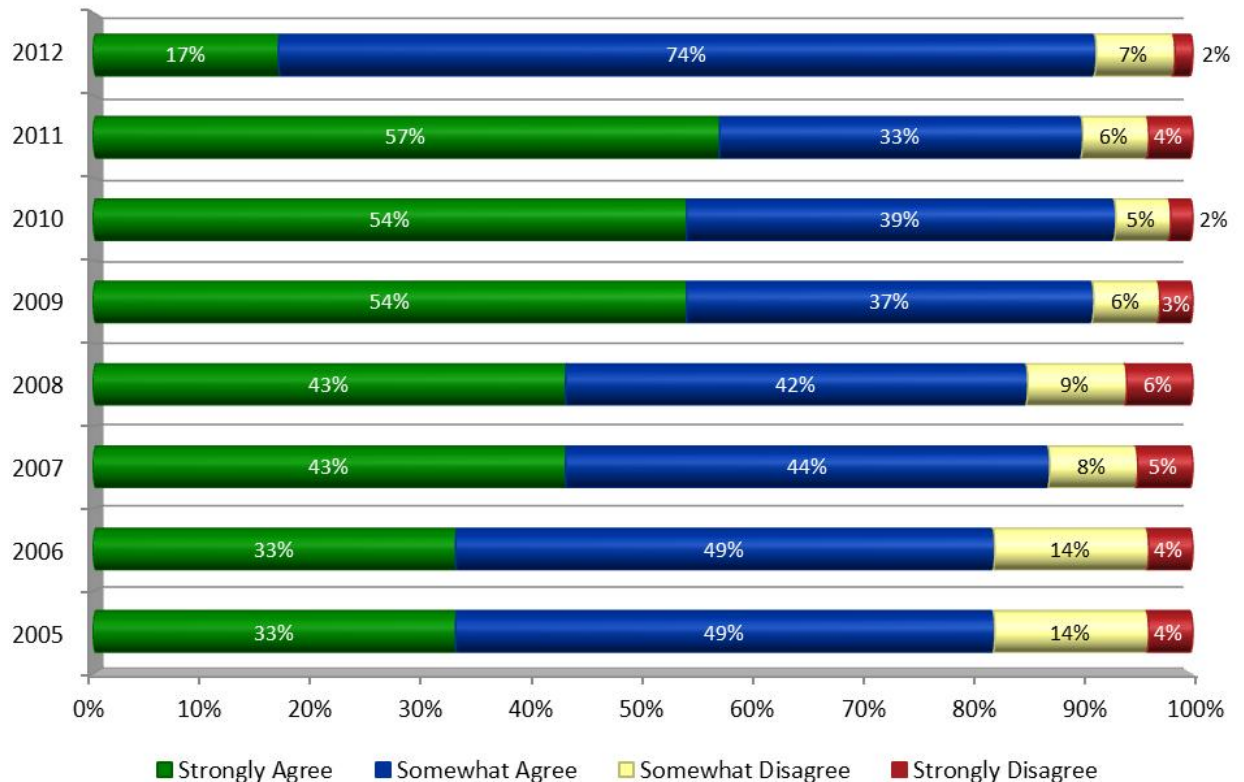
TRENDS: Overall Agreement that MoDOT Takes into Consideration Your Needs and Views in its Transportation Decision-Making by District: 2009-2012



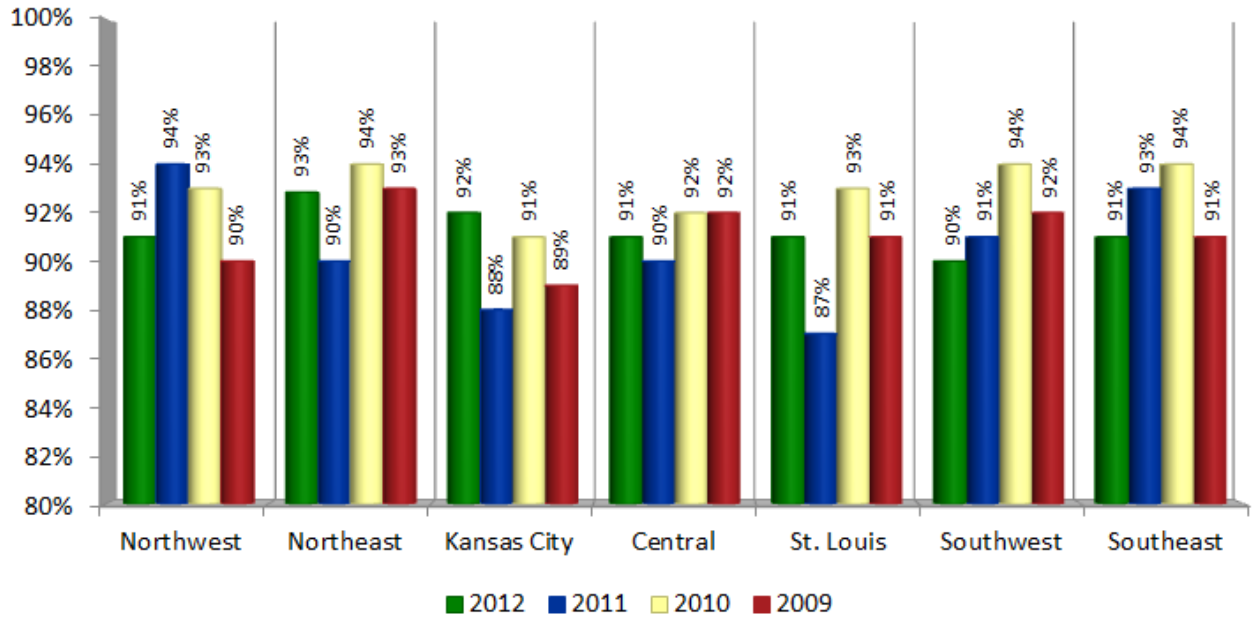
Level of Agreement MoDOT Takes into Consideration Your Needs and Views in its Transportation Decision-Making by District



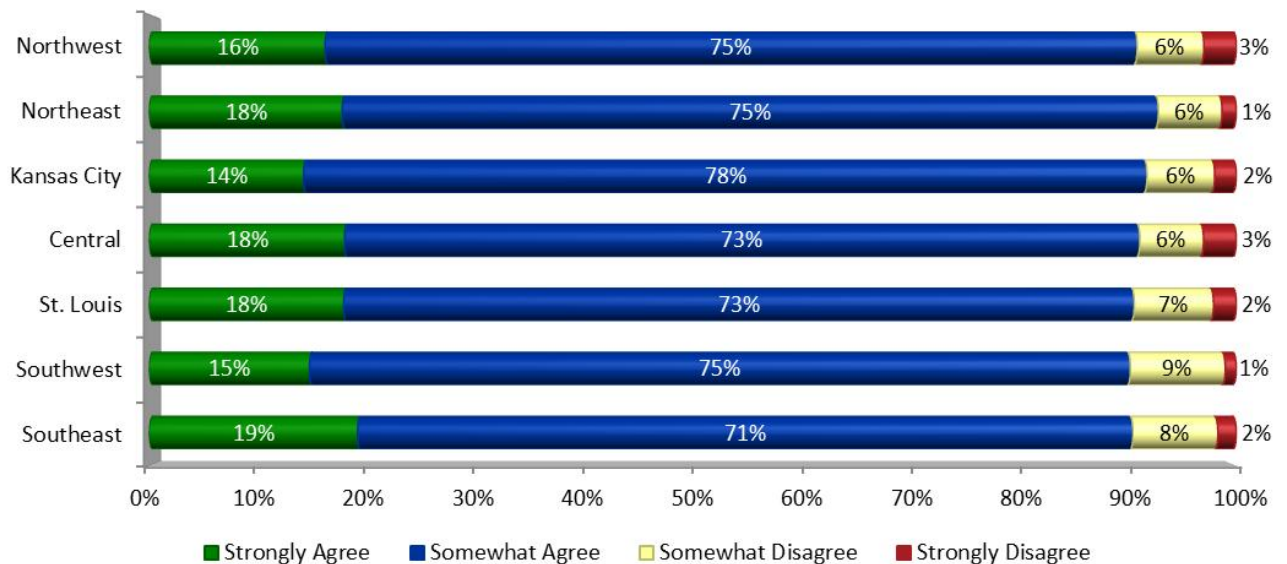
TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: 2005-2012



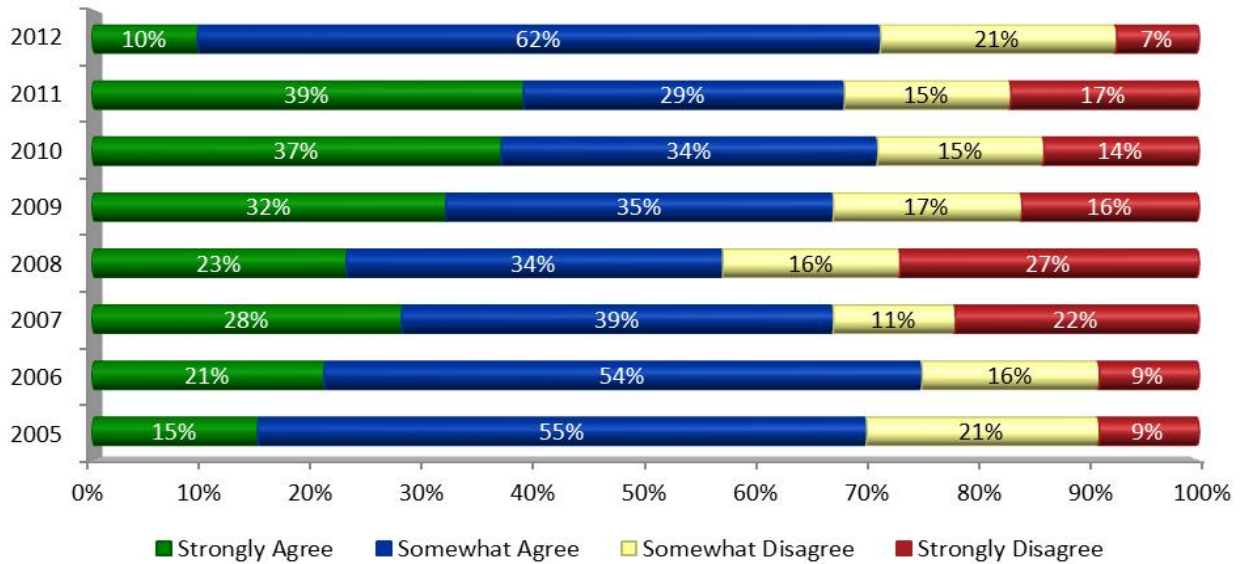
TRENDS: Overall Agreement MoDOT is the Primary Transportation Expert in Missouri by District: 2009-2012



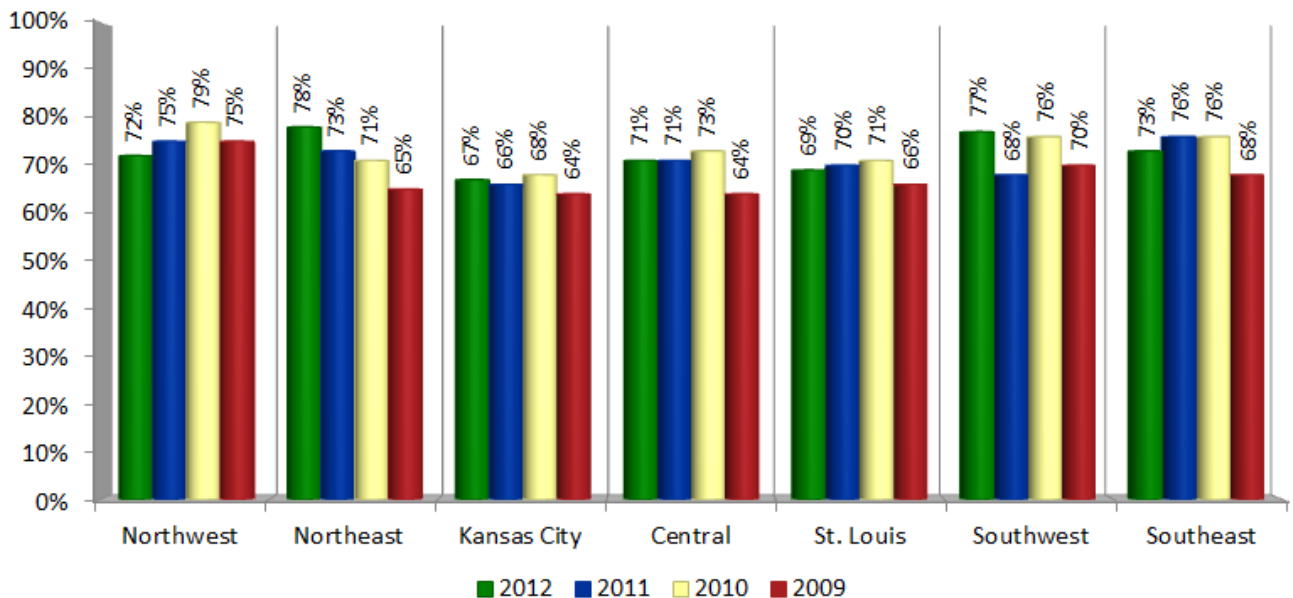
Level of Agreement MoDOT is the Primary Transportation Expert in Missouri by District



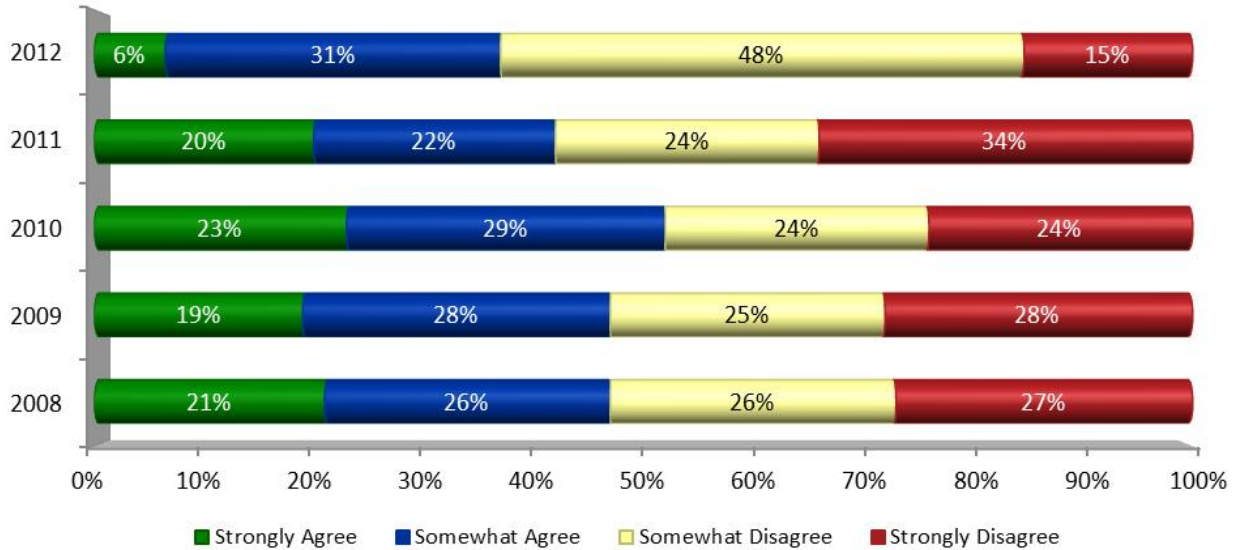
TRENDS: Level of Agreement Missourians are Satisfied with the Transportation Options Available Besides Their Own Personal Vehicle



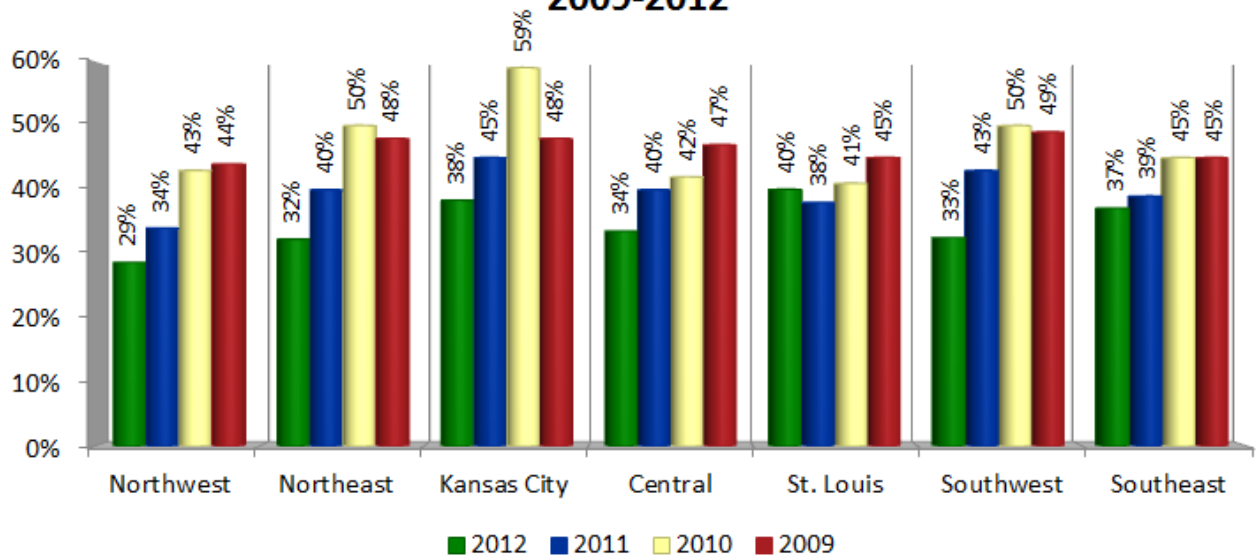
TRENDS: Overall Agreement That Missourians Are Satisfied with the Transportation Options Available to You Besides Your Own Personal Vehicle by District: 2009-2012



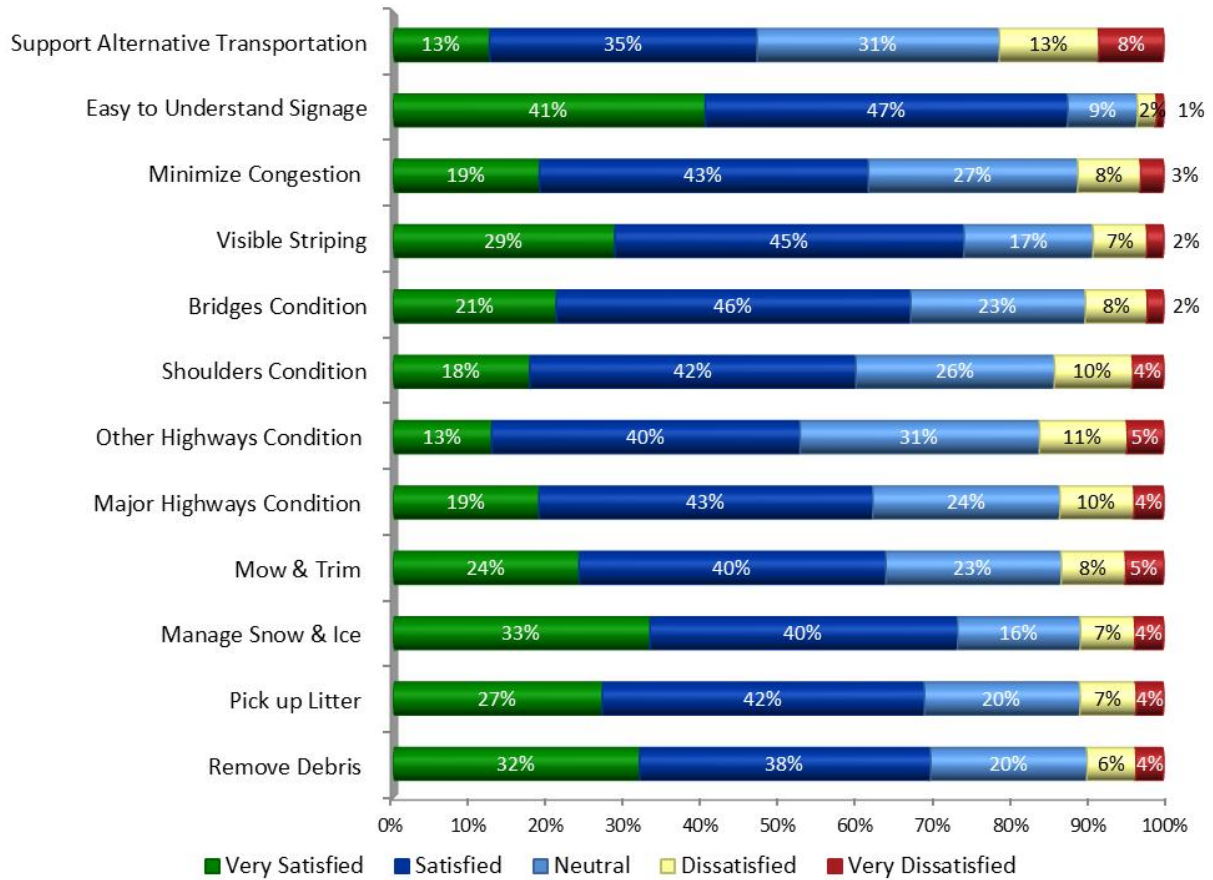
TRENDS: Level of Agreement that up to 25% of Each Transportation Project's Funds Should be Spent Incorporating Bicycle & Pedestrian Facilities: 2008-2012



TRENDS: Overall Agreement that Up to 25% of Each Transportation Project's Funds Should be Spent to Incorporate Bicycle & Pedestrian Facilities by District: 2009-2012



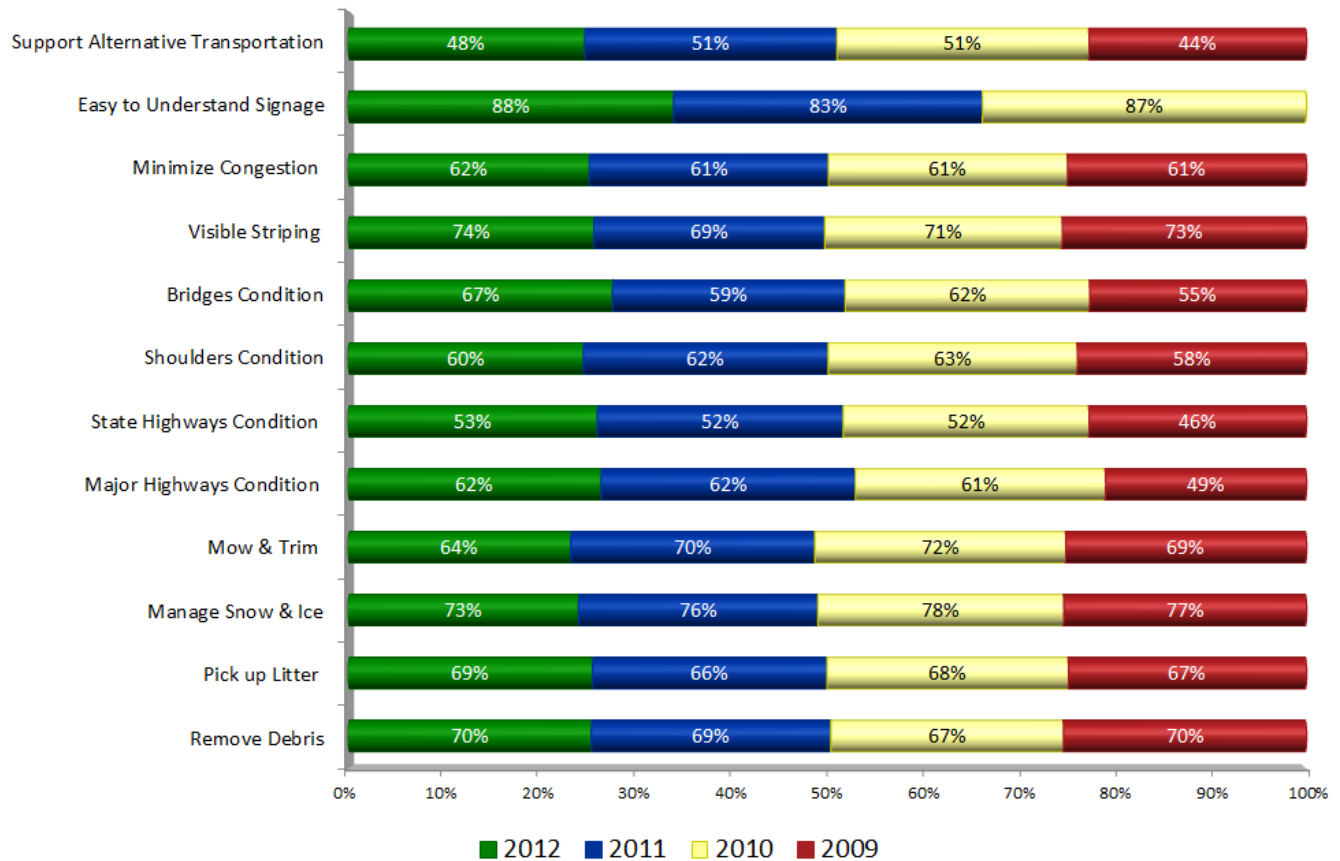
Level of Satisfaction With MoDOT's Efforts to Provide Various Services on Missouri Highways



The MoDOT descriptions in the above chart are abbreviated. The table below better describes each MoDOT service.

MoDOT Service
Support the development of alternative forms of transportation
Provide signage along highways that is easy to understand
Minimize congestion on highways
Provide visible roadside and centerline striping
Keep bridges in good condition
Keep shoulders on highways in good condition
Keep the surface of other highways in good condition
Keep the surface of major highways in good condition
Mow and trim trees, grass and weeds
Manage snow and ice
Pick up litter and trash
Remove debris from highways

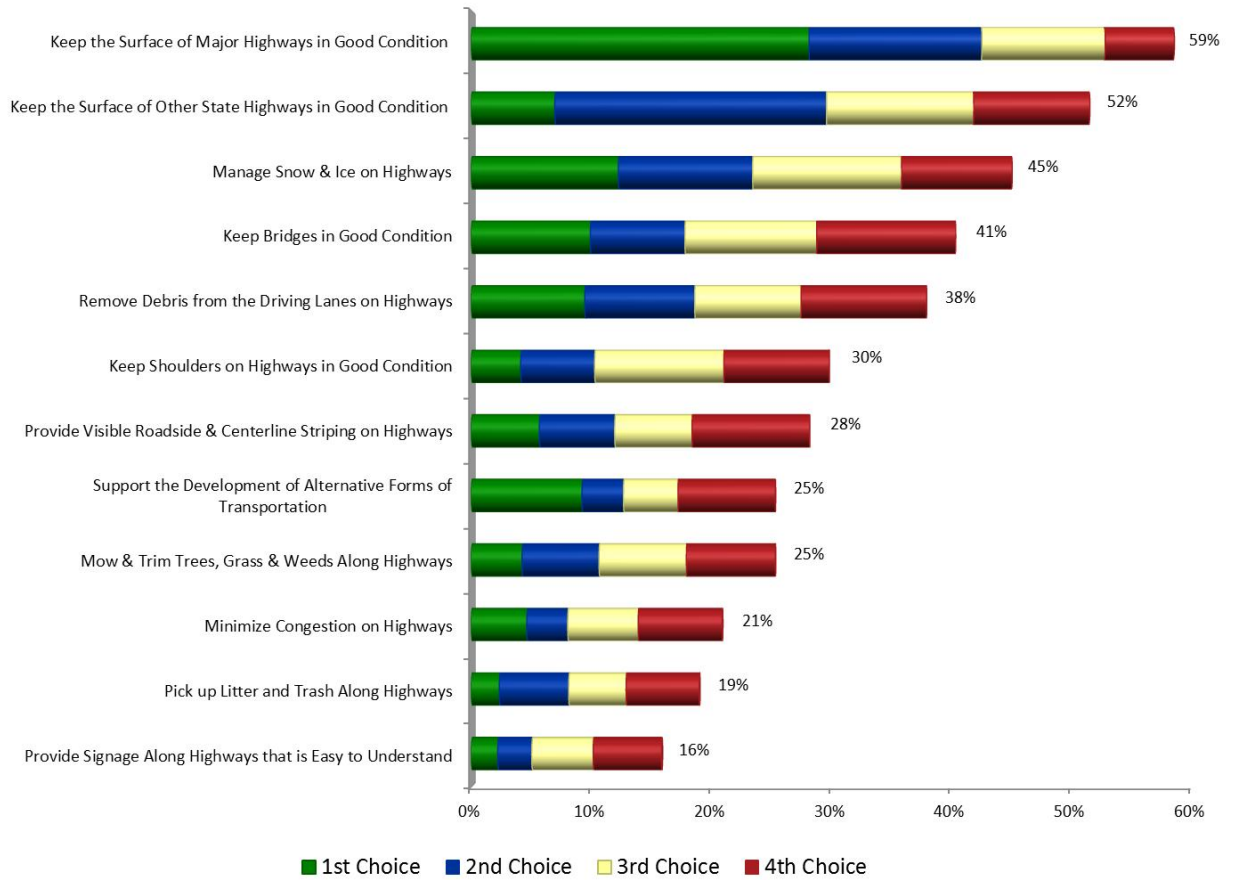
TRENDS: Overall Satisfaction With MoDOT's Efforts to Provide Various Services on Missouri Highways: 2009-2012



Overall satisfaction for the years above was calculated by summing the very satisfied and the satisfied responses. The MoDOT descriptions in the above chart are abbreviated. The table below better describes each MoDOT service.

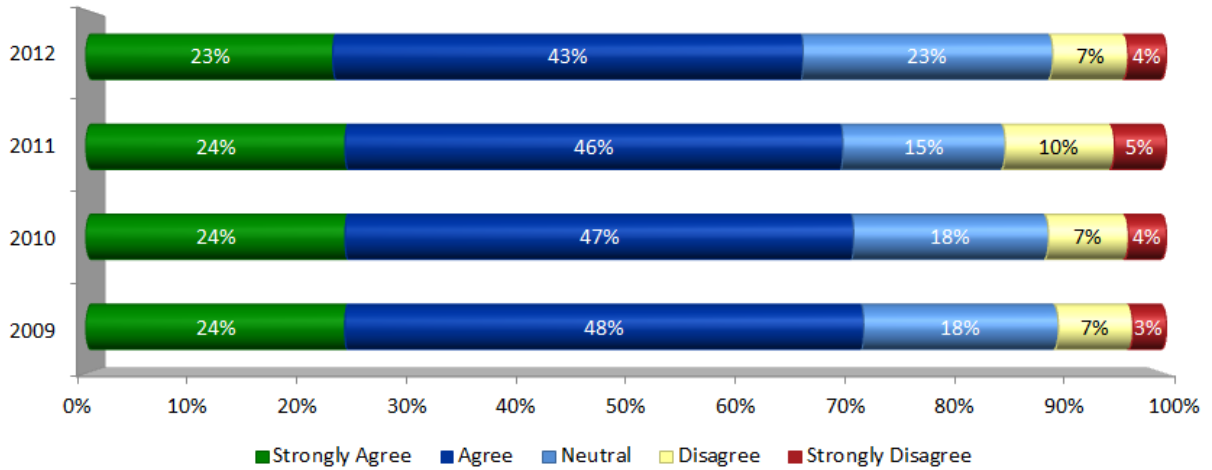
MoDOT Service
Support the development of alternative forms of transportation
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Keep shoulders on highways in good condition
Keep the surface of other highways in good condition
Keep the surface of major highways in good condition
Mow and trim trees, grass and weeds
Manage snow and ice
Pick up litter and trash
Remove debris from highways

Highway Services Residents Felt were Most Important for MoDOT to Emphasize Over the Next Two Years

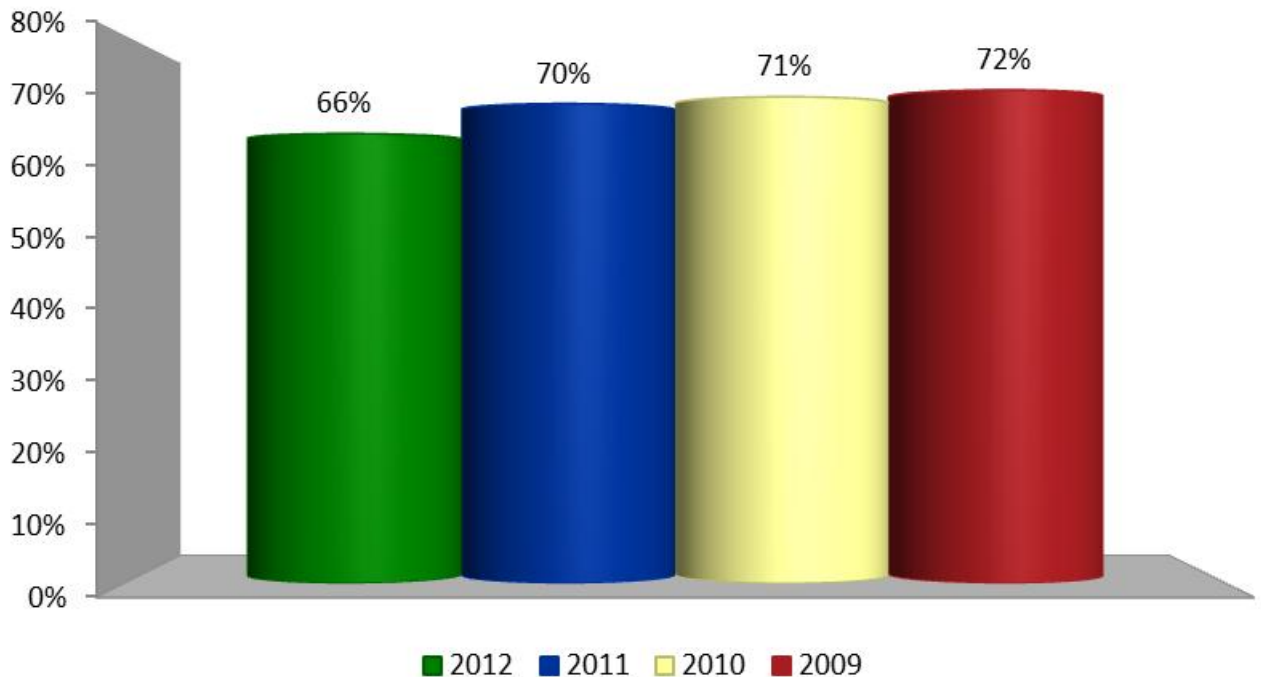


Options listed by the sum of the four priorities among those with opinions on which four types of services should be given highest priority by MoDOT over the next two years.

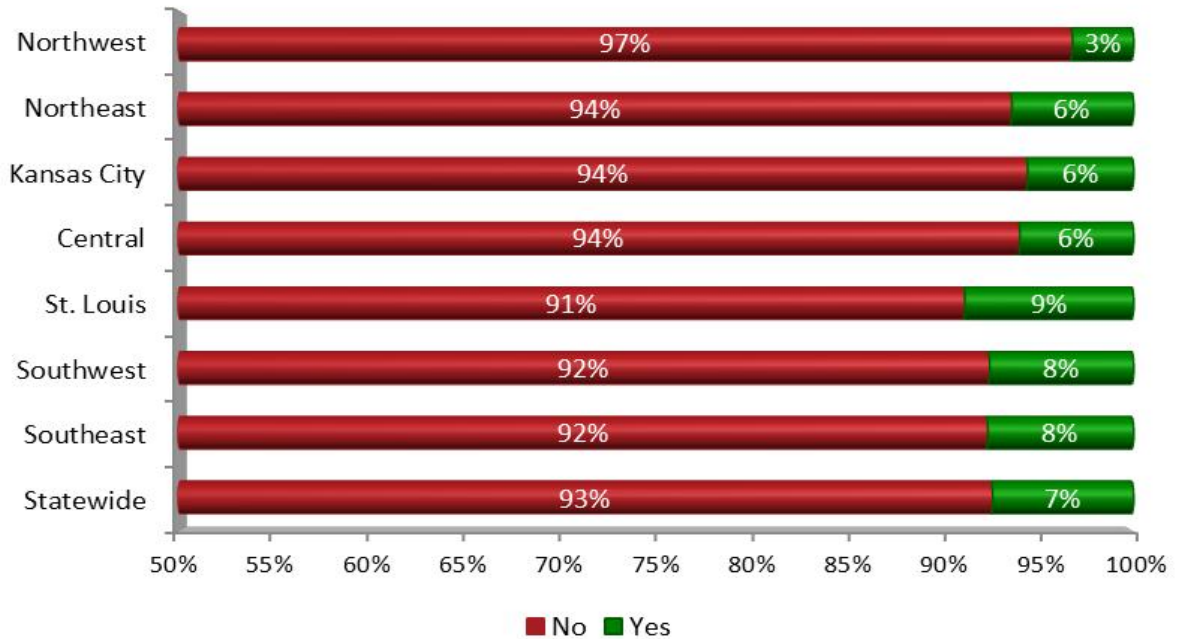
TRENDS: Level of Agreement With the Statement "MoDOT Does a Good Job of Minimizing Travel Delays Caused by Construction & Maintenance on Highways"



TRENDS: Overall Agreement that MoDOT Does a Good Job of Minimizing Travel Delays Caused by Construction & Maintenance on Highways

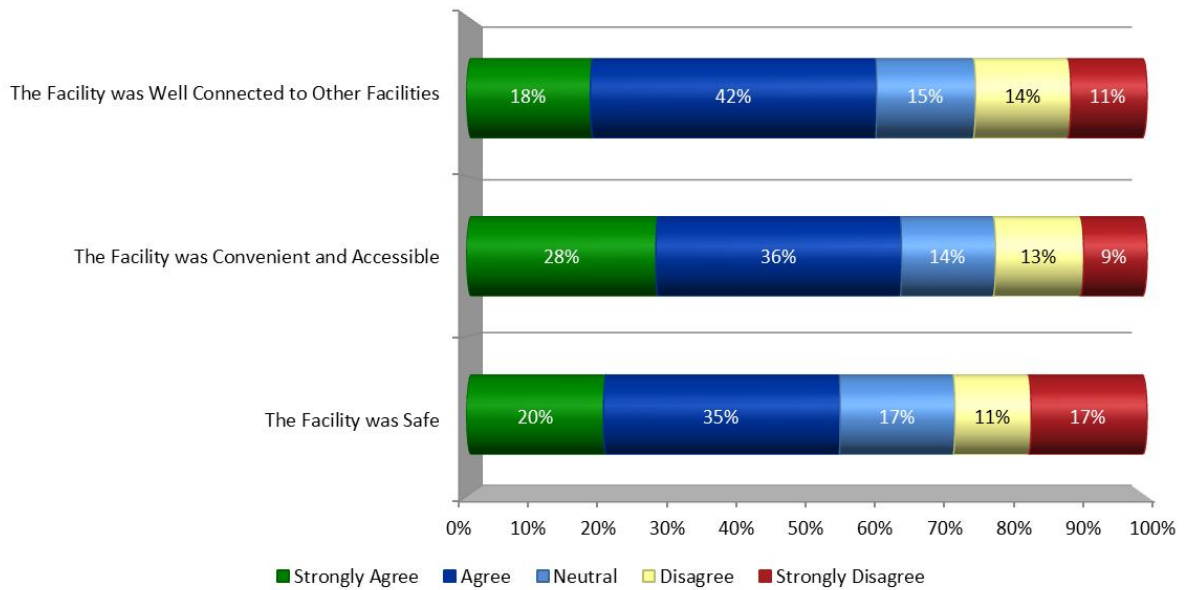


During the Past Two Weeks, Have You Biked Along a Public Road in Missouri?

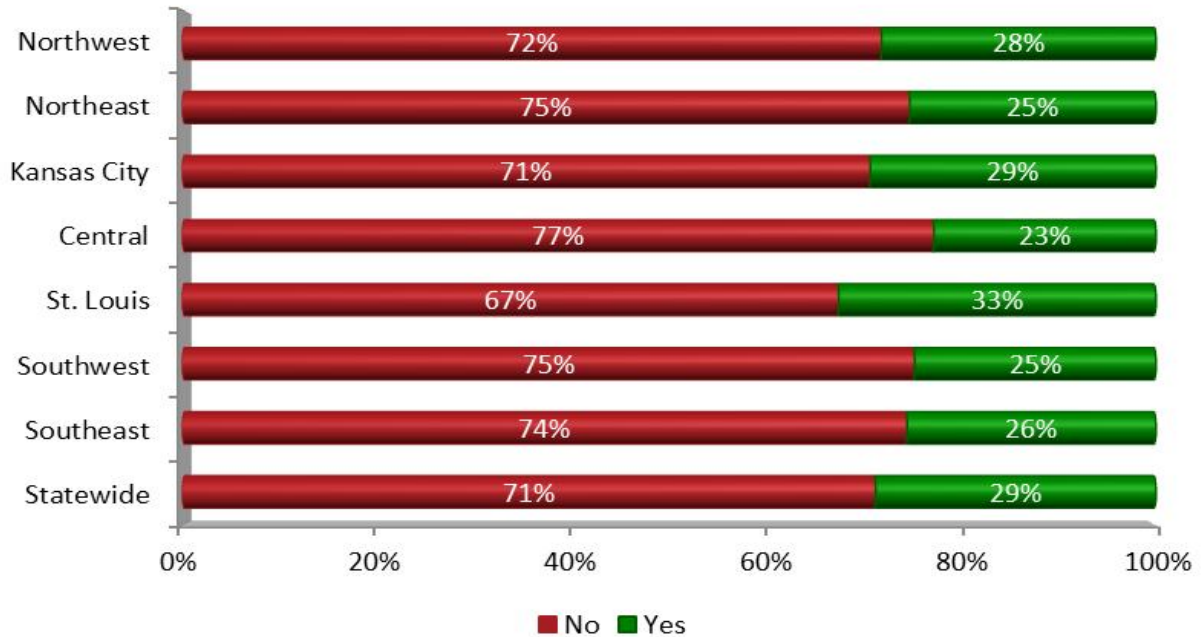


Three follow-up questions were asked of those who had biked along a public road in the past two weeks.

Level of Agreement with the Following Statements Regarding the Roads You Have Biked on in Missouri in the Past Two Weeks

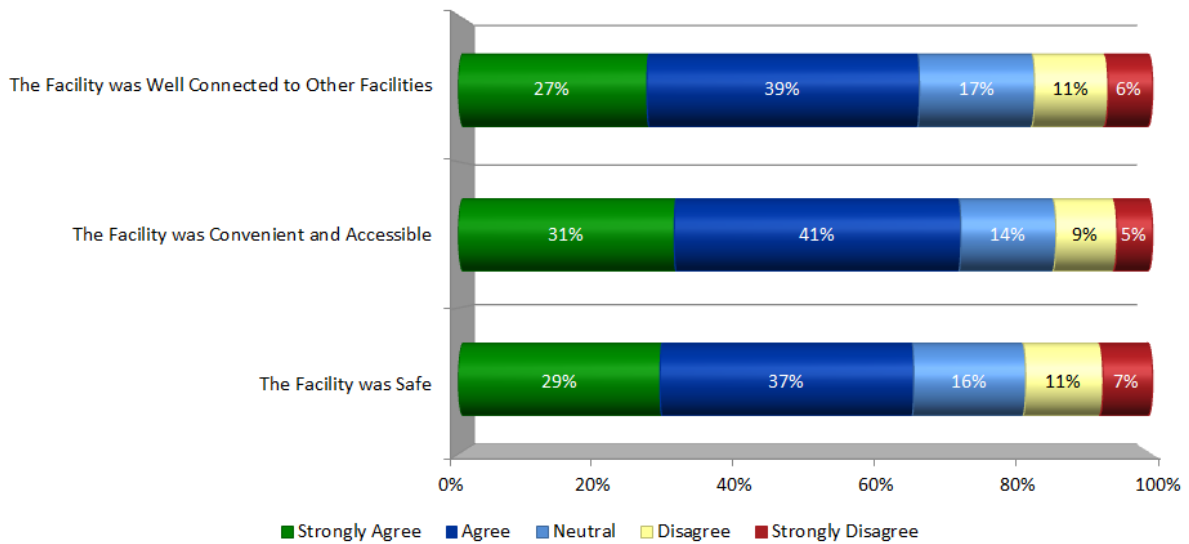


During the Past Two Weeks, Have You Walked Along a Public Road in Missouri?

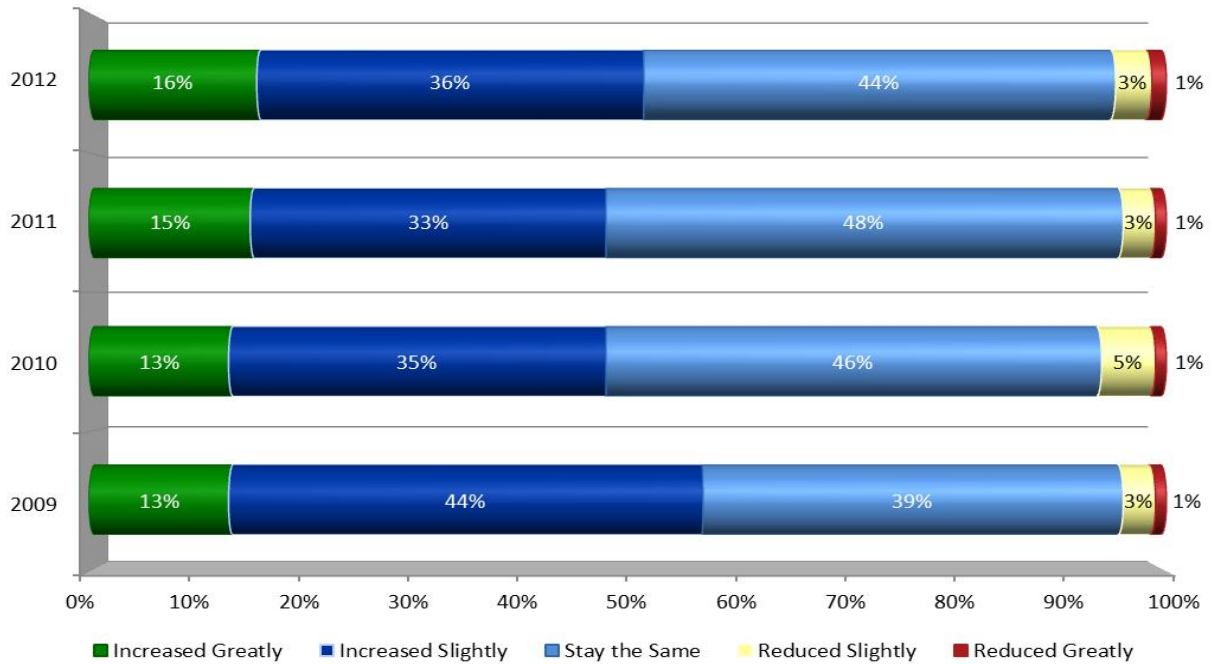


Three follow-up questions were asked of those who had walked along a public road in the past two weeks.

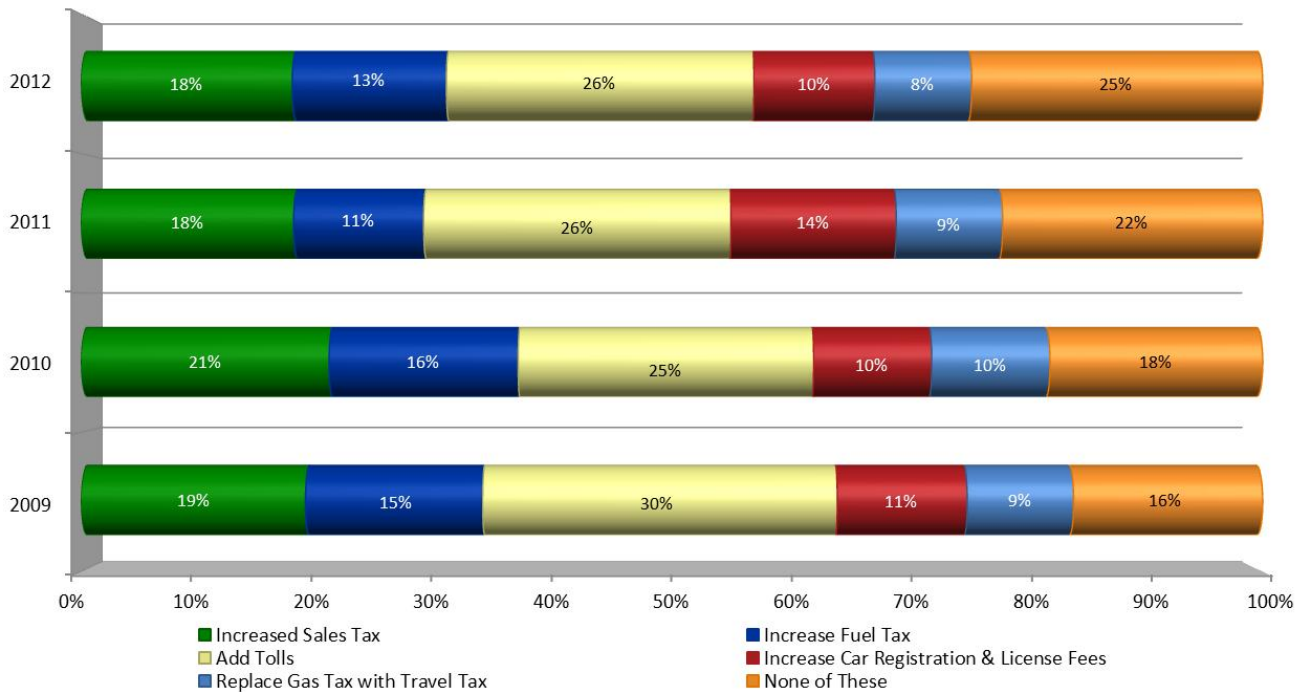
Level of Agreement with the Following Statements Regarding the Roads You Have Walked on in Missouri in the Past Two Weeks



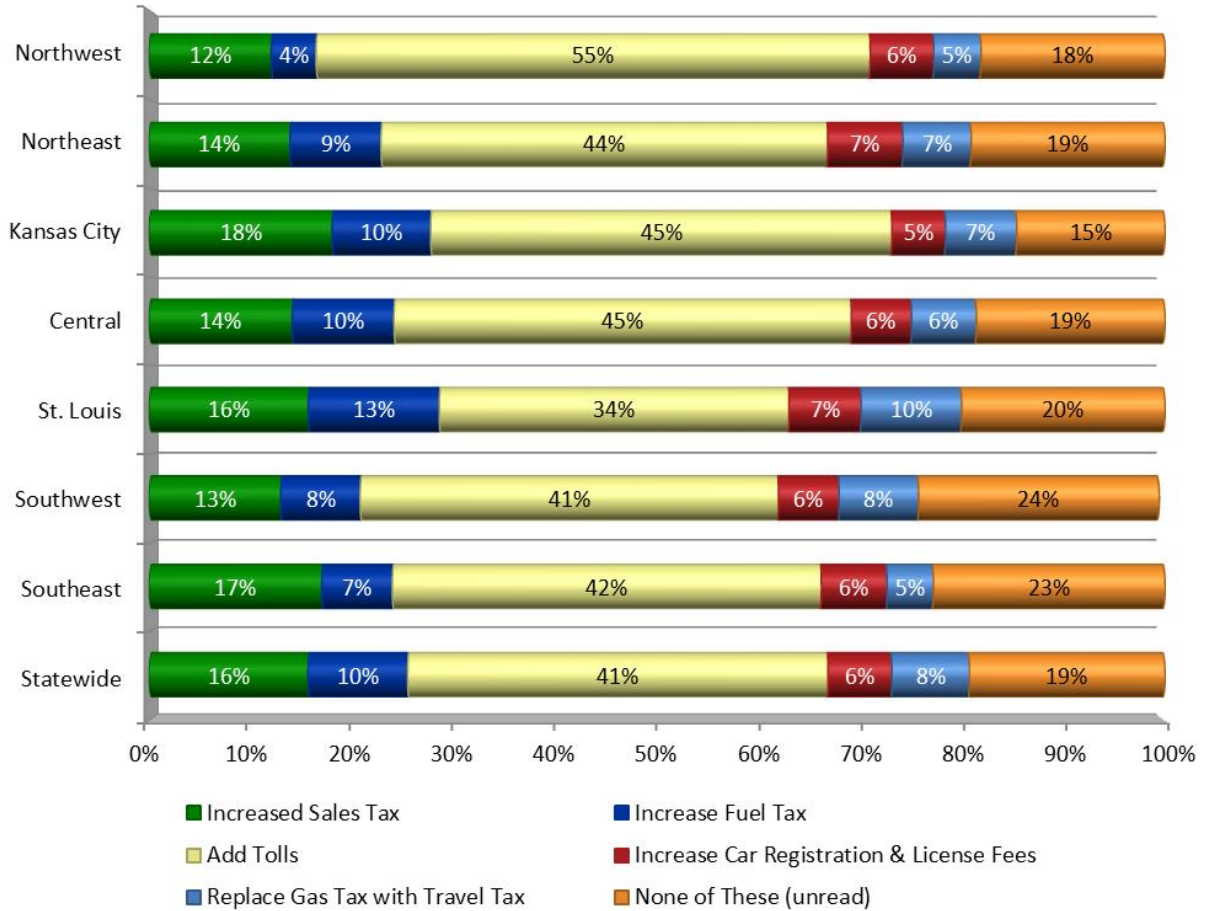
TRENDS: How do You Think Funding for Transportation in Missouri Should Change Over the Next Five Years?



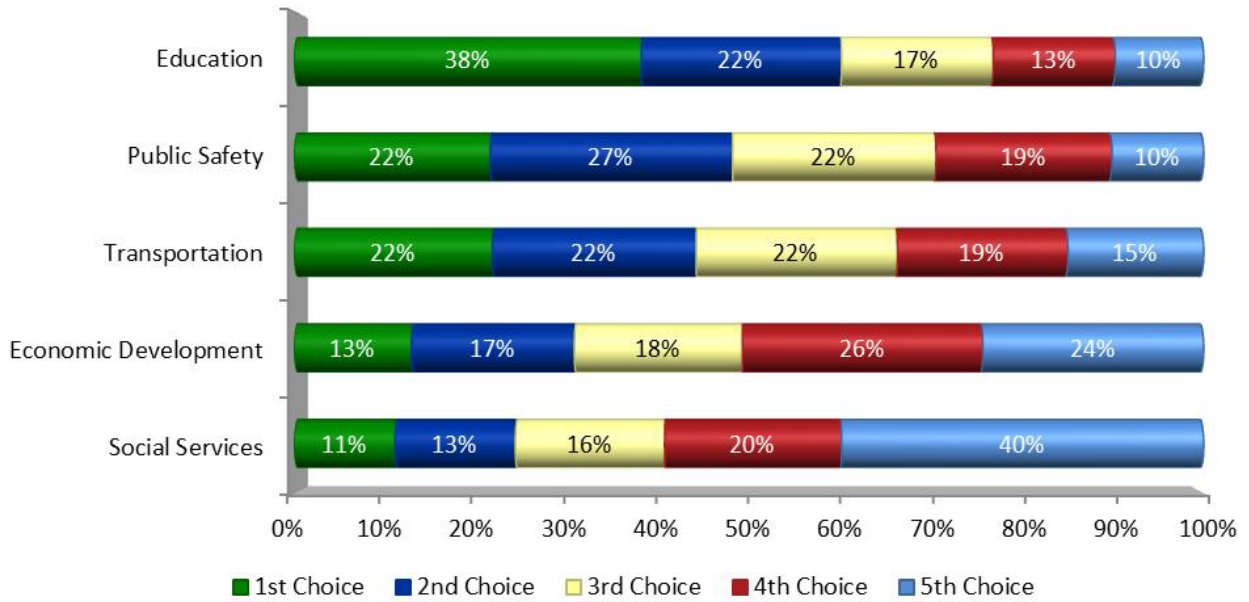
TRENDS: If it was Determined that the State Needs to Increase Revenues to Adequately Fund Missouri State Highways & Roads, Which One of the Following Methods Would be Most Acceptable to You?



**Specifically for Reconstructing & Expanding Interstate 70,
Which One of the Following Methods Would be
Most Acceptable to You?**

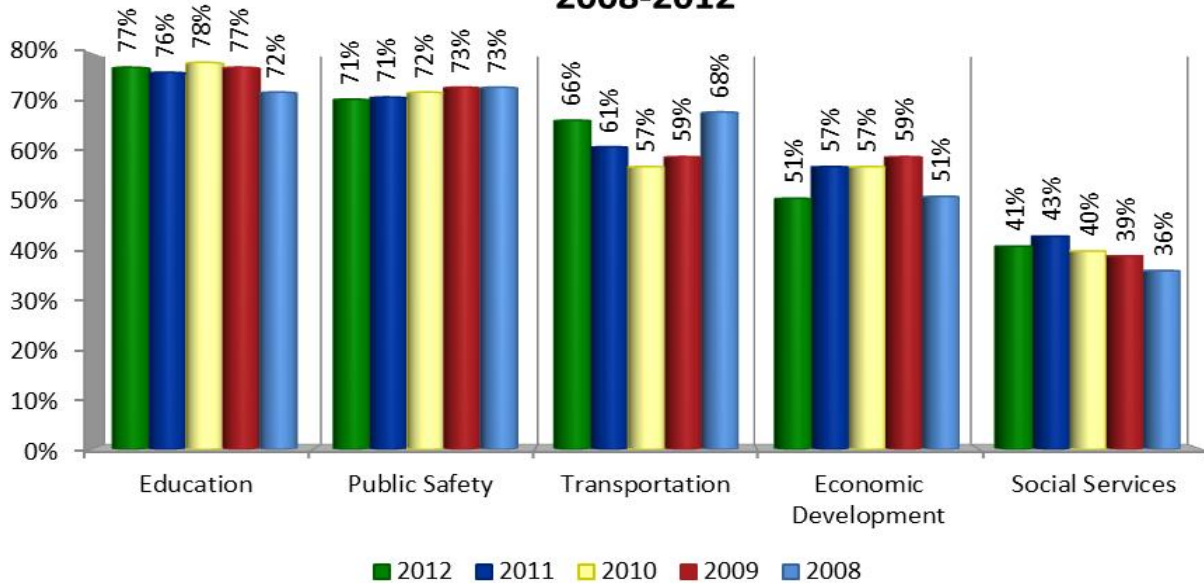


State Government Expenditures Residents Feel Have Been Most Beneficial to Them Personally



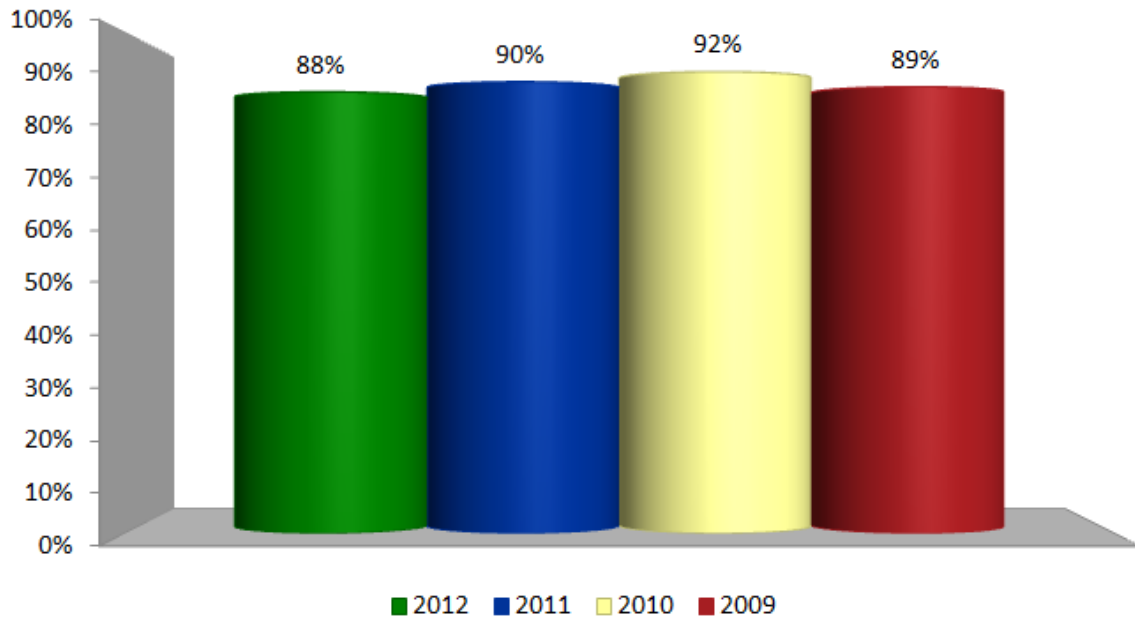
TRENDS: State Government Expenditures Residents Feel Have Been Most Beneficial to Them Personally:

2008-2012

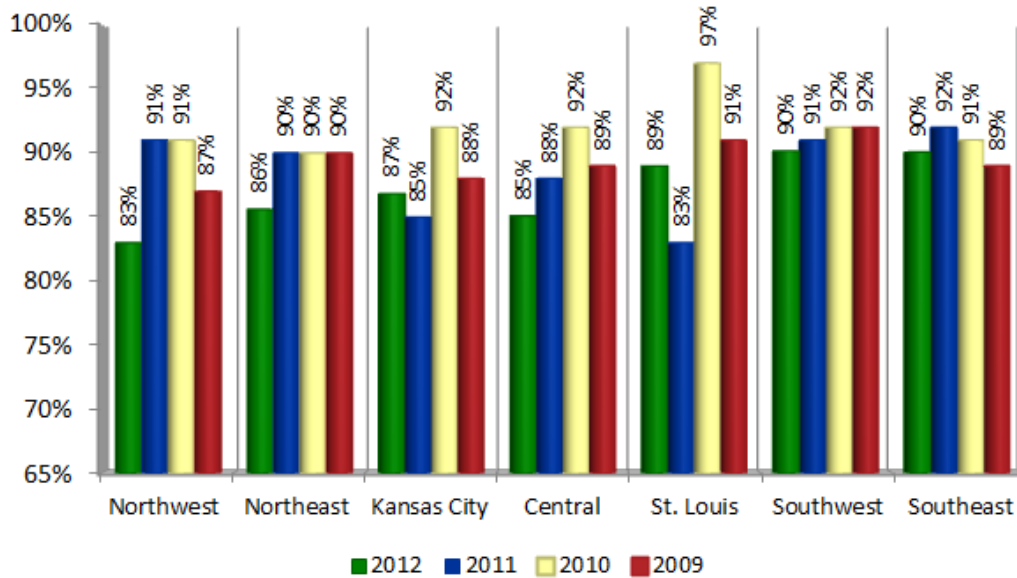


Percentages calculated by adding up those who selected these state government expenditures as being first, second, or third most beneficial to them personally.

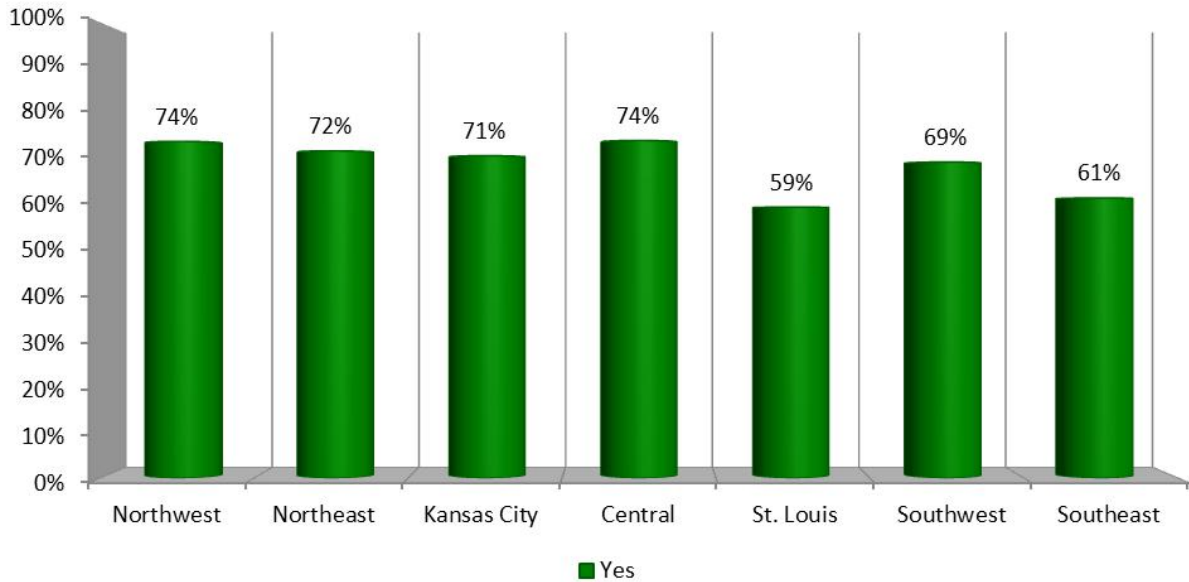
TRENDS: Do You Trust MoDOT to Keep its Commitments to the Public?



TRENDS: Do You Trust MoDOT to Keep Its Commitments to the Public by District: 2009-2012

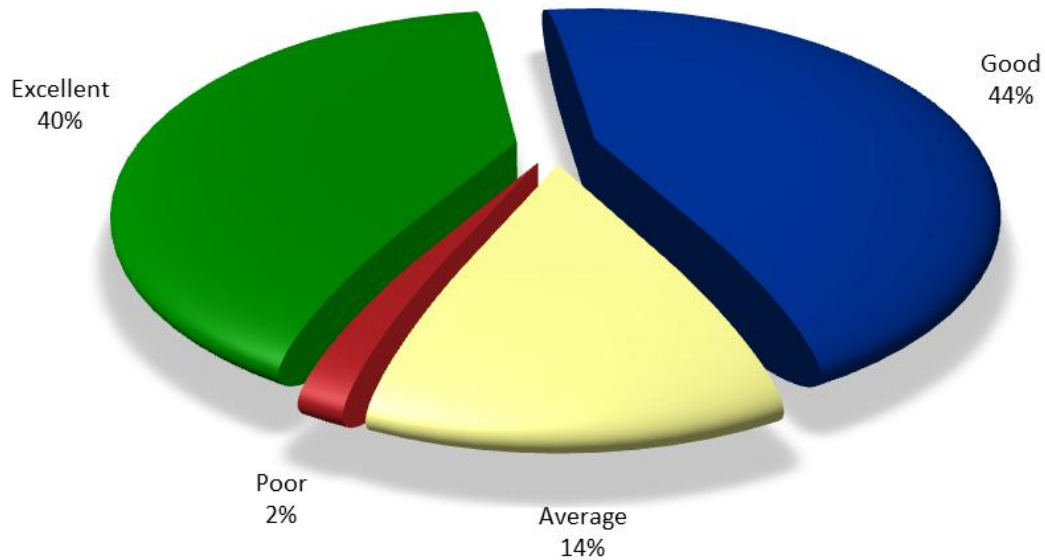


Have You Heard About MoDOT's 5-Year Safe & Sound Bridge Improvement Program?

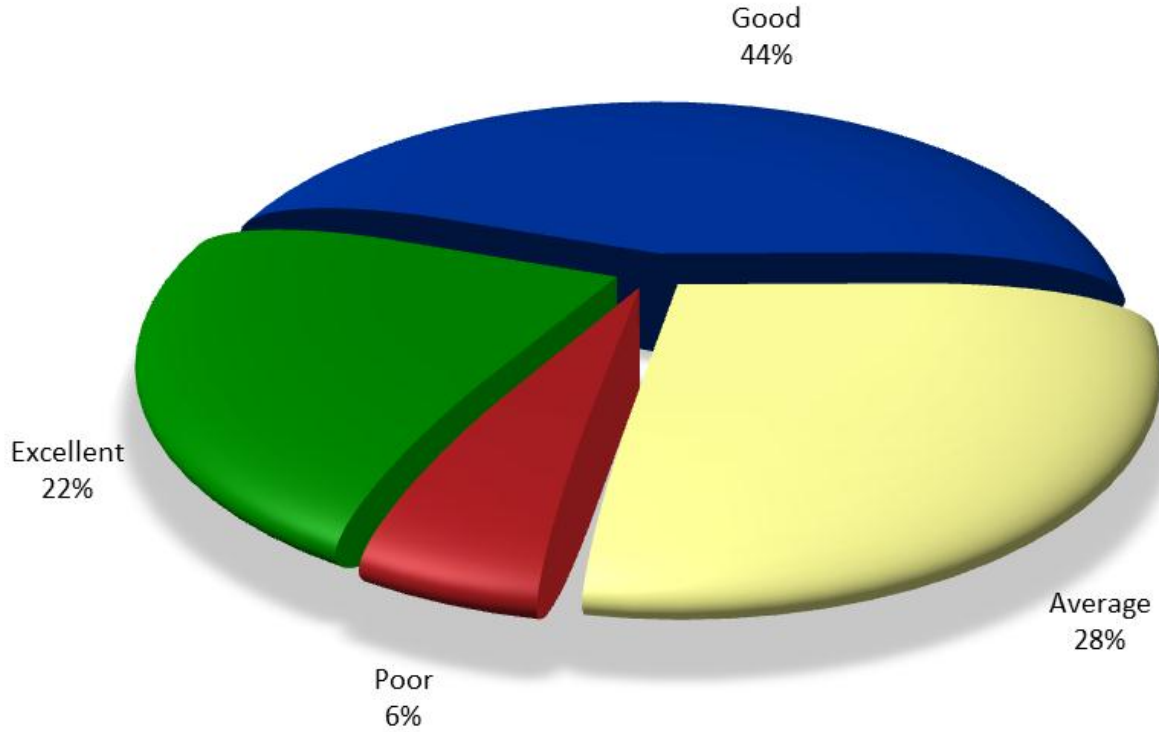


Two follow-up questions were asked of those who had heard of MoDOT's Safe & Sound Bridge Improvement program.

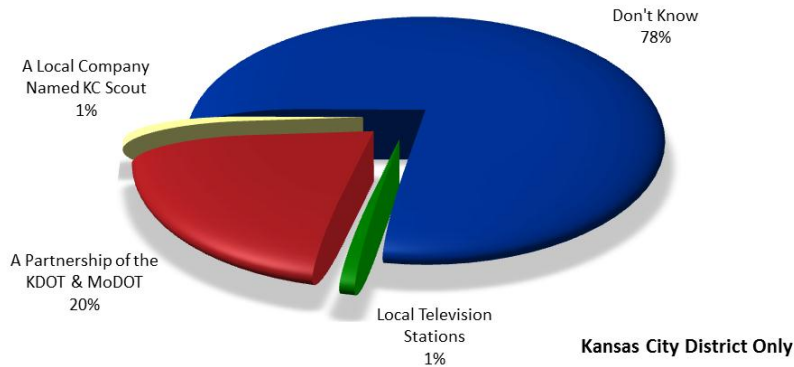
Overall, How Would You Rate the Quality of the New Safe and Sound Bridges You Have Used?



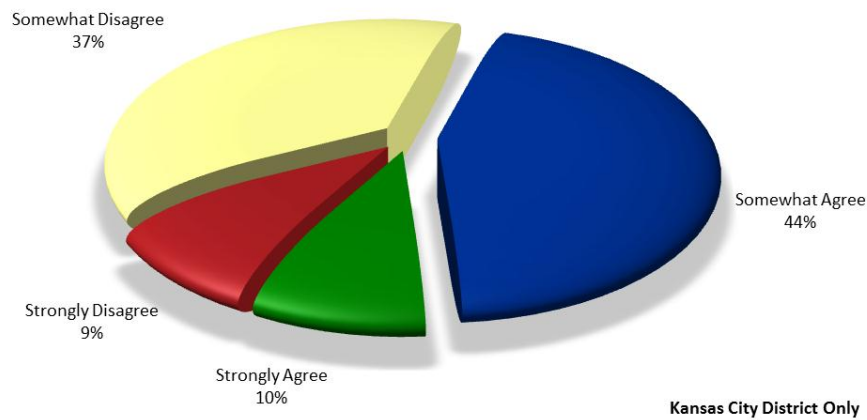
Overall, How Would You Rate the Speed of Construction to Reduce Your Inconvenience?



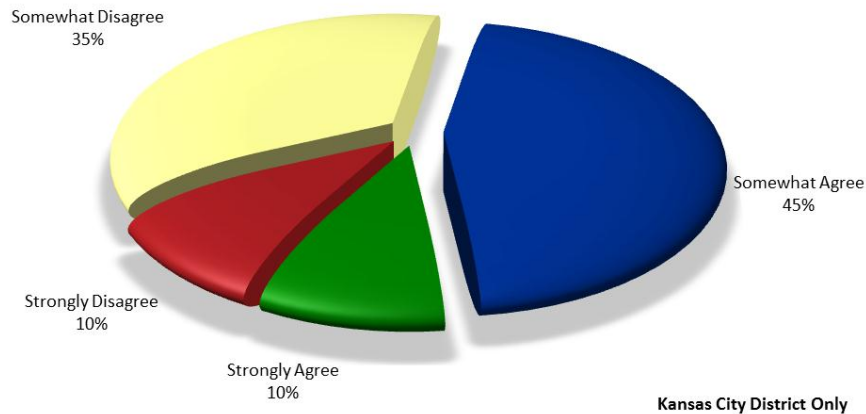
From Your Perspective, Who Owns and Operates the KC Scout Traffic Management Center?



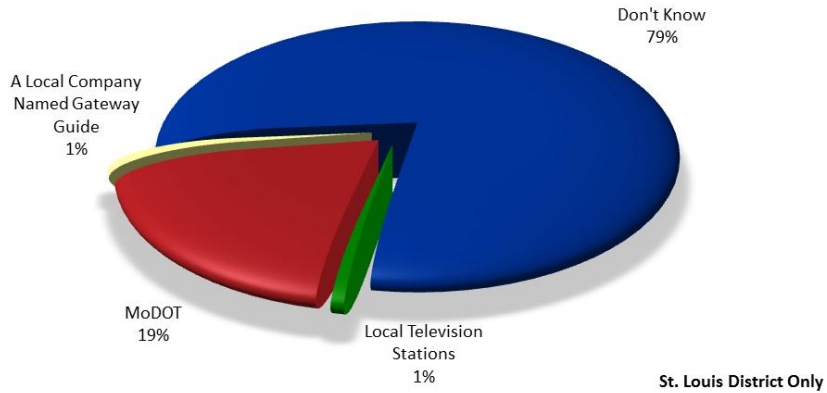
You Rely on MoDOT for Real-time Traffic Information?



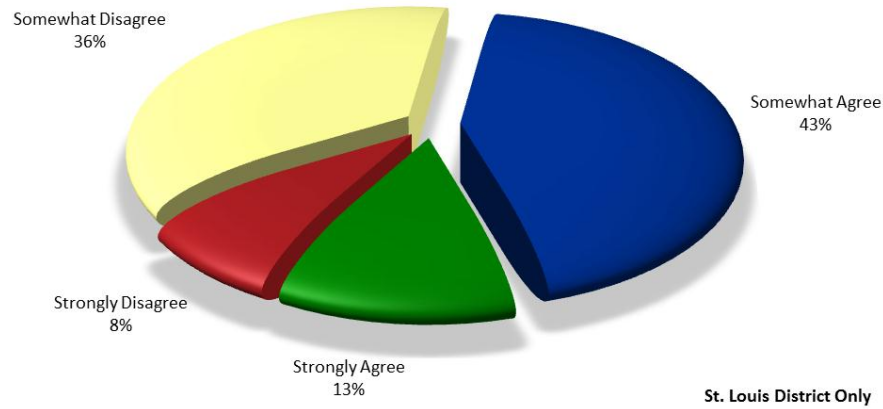
Does KC Scout Provide Value to You?



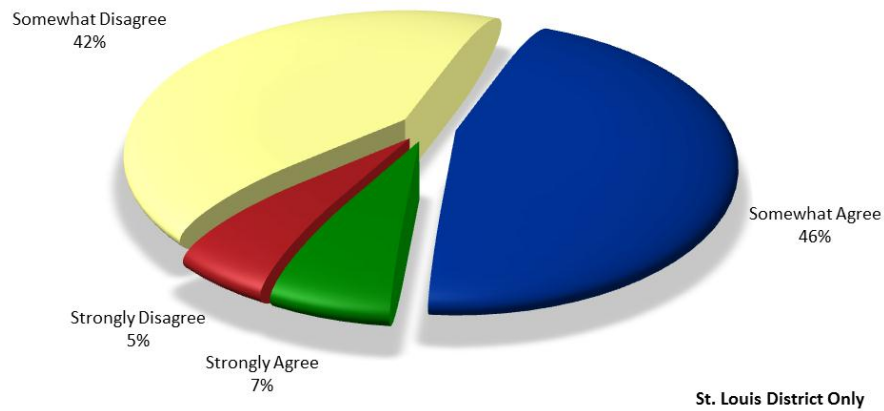
From Your Perspective, Who Owns and Operates the Gateway Guide Traffic Management Center?



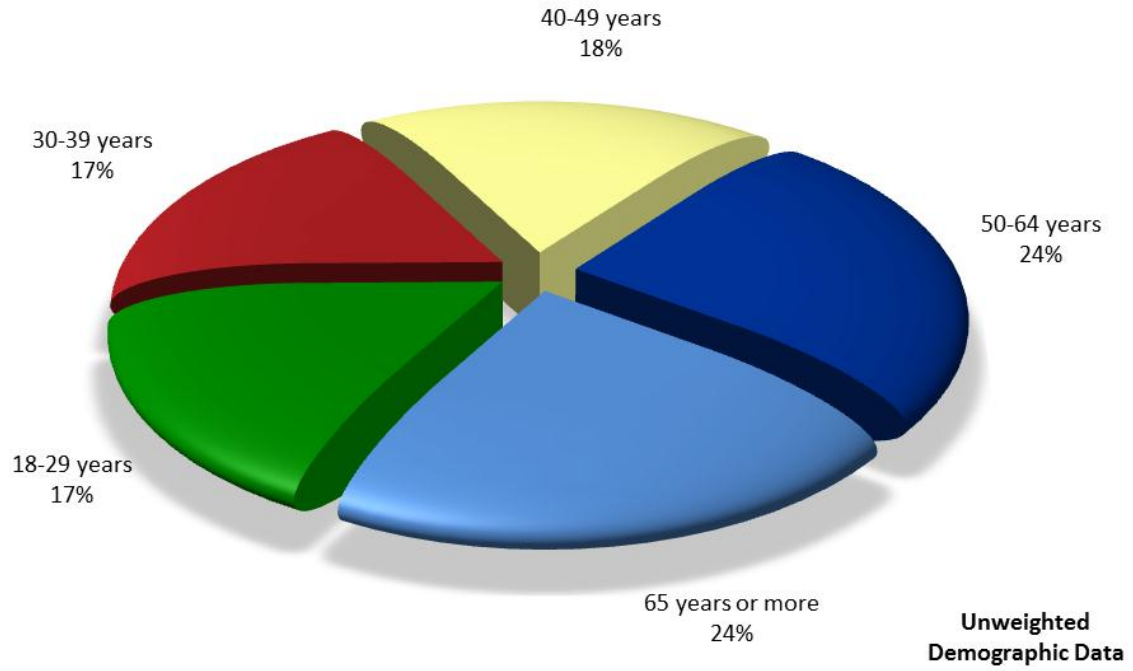
You Rely on MoDOT for Real-time Traffic Information?



Does Gateway Guide Provide Value to You?



What is Your Age?



Section 2:

Cross Tabular Data by District

**A Report Card
From Missourians**

Prepared By:



HEARTLAND
MARKET RESEARCH LLC
Helping You Better
Understand Your StakeholdersSM



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

Q1. How satisfied are you with the job the Missouri Department of Transportation is doing? (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q1. How satisfied are you with MoDOT								
Very Satisfied	15.0%	22.1%	20.1%	20.4%	24.1%	27.8%	25.3%	23.1%
Somewhat Satisfied	60.0%	64.5%	62.7%	65.0%	64.9%	58.4%	58.5%	62.3%
Somewhat Dissatisfied	16.8%	10.2%	12.2%	12.0%	8.4%	11.0%	11.1%	10.9%
Very Dissatisfied	8.2%	3.1%	5.0%	2.6%	2.7%	2.8%	5.1%	3.7%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q1a. What about MoDOT are you MOST satisfied with? (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Highways are in good condition	43.8%	50.4%	48.0%	50.1%	53.7%	51.3%	49.1%	50.6%
Completed construction of a project that was needed	12.6%	16.5%	18.3%	15.3%	16.7%	16.2%	17.2%	17.1%
Good job communicating with the public	4.7%	2.1%	4.0%	3.6%	3.2%	2.4%	3.3%	3.4%
Good job planning	4.7%	3.1%	4.3%	3.1%	3.4%	4.7%	4.2%	3.9%
Provide good value for taxes/spend resources wisely	4.1%	3.1%	2.3%	1.9%	1.1%	1.9%	2.1%	1.9%
Design safe highways (good lighting, good striping, etc.)	5.2%	4.7%	5.3%	4.5%	3.9%	2.6%	6.1%	4.3%
Support public transit or other non-automobile transportation services well	0.5%	0.9%	2.3%	0.2%	1.4%	1.2%	0.9%	1.3%
Other	24.4%	19.1%	15.8%	21.2%	16.5%	19.8%	17.0%	17.6%

*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.

Q1b. What about MoDOT are you MOST dissatisfied with? (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Potholes	12.3%	4.6%	3.6%	8.3%	7.4%	13.2%	13.4%	8.1%
Road conditions	57.4%	56.9%	54.2%	47.2%	29.6%	48.5%	46.3%	44.9%
Bridge conditions	3.3%	1.5%	2.4%	2.8%	0.0%	2.9%	3.7%	1.8%
Transportation options that are available (e.g. lack of public transportation)	3.3%	0.0%	4.8%	1.4%	7.4%	0.0%	3.7%	4.5%
Congestion (not due to road construction)	1.6%	3.1%	3.6%	4.2%	3.7%	4.4%	4.9%	3.1%
Delays due to road construction	0.8%	3.1%	8.4%	6.9%	14.8%	4.4%	2.4%	7.7%
Not spending money wisely	9.0%	13.8%	2.4%	6.9%	3.7%	7.4%	4.9%	5.6%
Snow and ice removal	1.6%	1.5%	6.0%	4.2%	3.7%	2.9%	4.9%	4.0%
Other	10.7%	15.4%	14.5%	18.1%	29.6%	16.2%	15.9%	20.2%

*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.

Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q2a. MoDOT provides accurate information to citizens about road projects, highway conditions and work zones.								
Strongly Agree	24.6%	25.0%	22.3%	27.1%	25.2%	22.0%	23.4%	24.2%
Somewhat Agree	69.2%	70.9%	71.9%	65.6%	69.2%	71.5%	70.1%	69.7%
Somewhat Disagree	4.5%	3.0%	5.2%	5.9%	4.7%	4.7%	5.1%	5.0%
Strongly Disagree	1.6%	1.0%	0.6%	1.4%	1.0%	1.8%	1.4%	1.2%
Q2b. MoDOT provides timely information to citizens about road projects, highway conditions and work zones.								
Strongly Agree	21.1%	23.6%	16.8%	23.0%	20.2%	19.7%	19.5%	19.9%
Somewhat Agree	71.5%	70.2%	72.6%	69.3%	71.8%	71.6%	69.1%	71.1%
Somewhat Disagree	5.7%	5.2%	9.8%	6.2%	7.5%	6.8%	9.4%	7.8%
Strongly Disagree	1.6%	1.0%	0.8%	1.5%	0.6%	1.8%	2.0%	1.2%

*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.

Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q2c. MoDOT provides understandable information to citizens about road projects, highway conditions and work zones.								
Strongly Agree	21.4%	21.0%	16.7%	21.9%	19.4%	18.8%	19.7%	19.5%
Somewhat Agree	70.8%	72.9%	74.2%	70.6%	73.5%	74.5%	68.2%	72.5%
Somewhat Disagree	6.1%	5.3%	8.5%	6.5%	6.7%	5.1%	9.6%	7.0%
Strongly Disagree	1.6%	0.8%	0.6%	1.0%	0.4%	1.6%	2.5%	1.0%
Q2d. MoDOT takes into consideration your needs and views in its transportation decision-making								
Strongly Agree	8.5%	10.3%	7.9%	9.5%	9.0%	10.1%	11.0%	9.4%
Somewhat Agree	58.6%	62.3%	57.1%	60.7%	63.3%	62.7%	55.9%	60.7%
Somewhat Disagree	25.4%	22.8%	29.0%	22.2%	22.6%	23.6%	27.2%	24.4%
Strongly Disagree	7.5%	4.6%	6.0%	7.6%	5.0%	3.5%	5.9%	5.5%

*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.

Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q2e. MoDOT is the primary transportation expert in Missouri								
Strongly Agree	16.4%	17.8%	14.4%	18.0%	17.9%	14.7%	19.2%	16.9%
Somewhat Agree	75.4%	75.1%	78.4%	73.6%	72.7%	75.6%	71.3%	74.3%
Somewhat Disagree	6.2%	5.9%	6.3%	5.8%	7.3%	8.7%	7.8%	7.2%
Strongly Disagree	2.0%	1.3%	0.9%	2.6%	2.1%	1.1%	1.7%	1.6%
Q2f. You are satisfied with the transportation options available to you besides your own personal vehicle								
Strongly Agree	9.9%	10.5%	7.8%	11.0%	9.3%	10.3%	9.3%	9.6%
Somewhat Agree	62.3%	67.4%	58.8%	60.0%	59.8%	66.7%	63.6%	61.5%
Somewhat Disagree	22.2%	14.3%	24.2%	21.1%	24.0%	15.6%	21.1%	21.4%
Strongly Disagree	5.7%	7.7%	9.2%	8.0%	6.9%	7.4%	5.9%	7.5%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q2g. MoDOT signs are big enough for you to see								
Strongly Agree	23.4%	26.5%	22.2%	22.5%	25.2%	23.9%	21.8%	24.1%
Somewhat Agree	74.7%	71.3%	75.0%	75.3%	72.2%	73.8%	76.1%	73.5%
Somewhat Disagree	1.6%	2.0%	2.6%	2.2%	2.2%	1.6%	2.1%	2.1%
Strongly Disagree	0.2%	0.2%	0.2%	0.0%	0.4%	0.8%	0.0%	0.3%
Q2h. MoDOT signs are bright enough for you to see								
Strongly Agree	22.8%	26.6%	21.4%	21.3%	24.7%	24.0%	21.3%	23.6%
Somewhat Agree	74.9%	71.8%	74.5%	75.1%	70.9%	73.5%	75.5%	72.8%
Somewhat Disagree	2.0%	1.6%	4.0%	3.4%	4.3%	2.2%	3.1%	3.5%
Strongly Disagree	0.2%	0.0%	0.2%	0.2%	0.0%	0.4%	0.2%	0.2%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q2i. Striping on MoDOT highways is bright enough for you to see								
Strongly Agree	15.0%	17.2%	13.1%	14.9%	11.8%	16.2%	13.5%	13.8%
Somewhat Agree	68.8%	64.5%	73.2%	68.5%	63.7%	67.2%	69.6%	67.3%
Somewhat Disagree	14.0%	15.2%	11.7%	15.9%	22.1%	14.4%	14.8%	16.8%
Strongly Disagree	2.2%	3.2%	2.0%	0.8%	2.4%	2.2%	2.1%	2.1%
Q2j. Up to 25% of each transportation project's funds should be spent to incorporate bicycle and pedestrian facilities at the expense of other projects.								
Strongly Agree	4.2%	5.1%	6.9%	6.1%	6.9%	5.3%	7.3%	6.5%
Somewhat Agree	24.5%	27.2%	31.5%	27.5%	33.1%	27.2%	29.8%	30.5%
Somewhat Disagree	49.2%	48.2%	47.9%	48.3%	46.1%	51.3%	48.7%	47.7%
Strongly Disagree	22.1%	19.5%	13.7%	18.2%	13.9%	16.2%	14.2%	15.3%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q3. Please rate your level of Satisfaction with MoDOT's efforts to: (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q3a. Remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways								
Very Satisfied	26.9%	40.1%	31.1%	31.1%	32.9%	34.2%	30.7%	32.2%
Satisfied	36.2%	30.3%	39.6%	35.1%	39.3%	37.8%	34.9%	37.4%
Neutral	21.4%	19.4%	20.9%	19.7%	19.7%	19.0%	22.1%	20.4%
Dissatisfied	10.5%	6.2%	5.8%	8.8%	4.7%	6.2%	7.7%	6.4%
Very Dissatisfied	5.1%	4.0%	2.6%	5.4%	3.4%	2.8%	4.6%	3.6%
Q3b. Pick up litter and trash along highways								
Very Satisfied	23.4%	31.3%	23.5%	27.8%	27.4%	28.9%	30.3%	27.2%
Satisfied	42.2%	36.6%	44.9%	38.8%	44.7%	40.9%	35.9%	41.8%
Neutral	21.8%	21.4%	20.9%	20.7%	18.9%	19.6%	20.2%	20.2%
Dissatisfied	8.3%	6.7%	7.5%	7.0%	7.1%	6.4%	8.4%	7.3%
Very Dissatisfied	4.2%	4.0%	3.2%	5.6%	2.0%	4.2%	5.2%	3.6%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q3. Please rate your level of Satisfaction with MoDOT's efforts to: (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q3c. Manage snow and ice on highways								
Very Satisfied	31.8%	35.1%	33.7%	34.0%	29.4%	35.4%	42.7%	33.4%
Satisfied	38.1%	36.1%	42.9%	36.2%	42.6%	36.7%	38.7%	39.9%
Neutral	17.7%	16.9%	14.3%	18.1%	16.8%	17.3%	9.9%	15.9%
Dissatisfied	7.7%	7.1%	5.8%	7.6%	8.3%	5.7%	5.0%	7.0%
Very Dissatisfied	4.7%	4.8%	3.2%	4.0%	3.0%	4.9%	3.7%	3.8%
Q3d. Mow and trim trees, grass and weeds along highways								
Very Satisfied	24.4%	22.4%	19.7%	23.9%	25.7%	27.5%	21.6%	24.2%
Satisfied	37.1%	38.8%	45.6%	36.9%	41.3%	33.9%	38.7%	39.8%
Neutral	24.6%	24.0%	21.3%	23.9%	22.3%	25.7%	21.6%	22.8%
Dissatisfied	9.7%	10.0%	7.8%	8.6%	7.7%	9.0%	9.0%	8.3%
Very Dissatisfied	4.2%	4.8%	5.6%	6.8%	3.0%	4.0%	9.0%	5.0%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q3. Please rate your level of Satisfaction with MoDOT's efforts to: (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q3e. Keep the surface of major highways in good condition (smooth and free of potholes)								
Very Satisfied	14.1%	19.1%	15.4%	18.6%	19.5%	20.9%	21.7%	18.8%
Satisfied	36.6%	47.0%	40.9%	41.9%	46.9%	45.7%	40.6%	43.7%
Neutral	27.8%	22.3%	27.5%	24.6%	22.6%	21.3%	25.2%	24.1%
Dissatisfied	14.1%	7.2%	11.4%	10.8%	8.5%	8.7%	9.0%	9.5%
Very Dissatisfied	7.4%	4.4%	4.8%	4.2%	2.6%	3.4%	3.5%	3.8%
Q3f. Keep the surface of other state highways in good condition (smooth and free of potholes)								
Very Satisfied	8.5%	14.9%	9.4%	10.8%	14.6%	14.0%	15.5%	12.8%
Satisfied	29.1%	37.2%	37.8%	40.2%	44.7%	38.7%	40.4%	40.0%
Neutral	31.6%	30.5%	34.2%	31.1%	30.2%	28.6%	29.4%	31.1%
Dissatisfied	19.0%	11.1%	14.1%	11.6%	7.8%	13.0%	10.5%	11.3%
Very Dissatisfied	11.8%	6.3%	4.5%	6.3%	2.7%	5.8%	4.2%	4.8%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q3. Please rate your level of Satisfaction with MoDOT's efforts to: (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q3g. Keep shoulders on highways in good condition								
Very Satisfied	12.6%	17.3%	15.1%	18.5%	17.4%	21.5%	18.6%	17.6%
Satisfied	34.3%	41.8%	43.8%	36.2%	48.4%	39.8%	41.0%	42.7%
Neutral	31.3%	24.3%	26.3%	27.8%	23.3%	26.4%	23.6%	25.6%
Dissatisfied	14.2%	10.8%	10.4%	12.5%	8.5%	8.3%	11.1%	10.1%
Very Dissatisfied	7.5%	5.8%	4.4%	5.0%	2.4%	4.0%	5.7%	4.0%
Q3h. Keep bridges in good condition								
Very Satisfied	22.8%	24.0%	18.0%	21.8%	19.3%	25.1%	25.0%	21.2%
Satisfied	46.6%	45.0%	50.7%	45.8%	43.9%	46.7%	43.6%	46.0%
Neutral	21.4%	22.4%	22.2%	22.8%	25.4%	20.4%	20.0%	22.7%
Dissatisfied	7.5%	6.4%	7.0%	6.8%	9.5%	5.4%	9.3%	8.0%
Very Dissatisfied	1.8%	2.2%	2.0%	2.8%	1.8%	2.4%	2.1%	2.1%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q3. Please rate your level of Satisfaction with MoDOT's efforts to: (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q3i. Provide visible roadside and centerline striping on highways								
Very Satisfied	28.3%	34.1%	27.9%	29.9%	24.8%	32.3%	32.2%	28.6%
Satisfied	46.3%	40.1%	47.1%	44.1%	46.6%	45.7%	44.2%	45.7%
Neutral	17.4%	16.8%	16.4%	17.2%	18.5%	13.8%	16.2%	16.6%
Dissatisfied	5.6%	5.8%	6.8%	6.0%	8.4%	6.4%	5.0%	6.9%
Very Dissatisfied	2.4%	3.2%	1.8%	2.8%	1.8%	1.8%	2.5%	2.2%
Q3j. Minimize congestion on highways								
Very Satisfied	24.9%	24.1%	14.8%	19.2%	14.1%	26.0%	27.2%	19.0%
Satisfied	45.5%	47.5%	44.4%	45.2%	39.5%	43.4%	46.0%	42.7%
Neutral	23.3%	22.8%	29.0%	26.4%	31.5%	21.5%	22.3%	27.2%
Dissatisfied	3.6%	3.9%	8.9%	7.4%	11.1%	6.7%	2.4%	8.1%
Very Dissatisfied	2.7%	1.6%	2.8%	1.8%	3.8%	2.5%	2.2%	3.0%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q3. Please rate your level of Satisfaction with MoDOT's efforts to: (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q3k. Provide signage along highways that is easy to understand								
Very Satisfied	43.9%	47.3%	35.0%	38.8%	37.1%	47.4%	46.6%	40.5%
Satisfied	44.9%	42.9%	52.3%	48.9%	49.9%	39.5%	42.7%	47.0%
Neutral	7.6%	7.4%	10.1%	8.3%	10.0%	7.9%	7.6%	9.0%
Dissatisfied	2.2%	1.4%	2.4%	2.6%	2.4%	3.2%	1.7%	2.5%
Very Dissatisfied	1.4%	1.0%	0.2%	1.4%	0.6%	2.0%	1.3%	0.9%
Q3l. Support the development of alternative forms of transportation, such as public transportation, biking and pedestrian facilities.								
Very Satisfied	13.1%	15.0%	14.3%	11.1%	9.6%	14.0%	14.6%	12.5%
Satisfied	30.8%	31.1%	33.5%	30.2%	40.8%	29.7%	32.5%	34.7%
Neutral	34.9%	32.5%	30.8%	35.3%	30.3%	33.1%	30.2%	31.4%
Dissatisfied	10.7%	12.2%	14.5%	12.2%	12.6%	13.3%	11.9%	12.9%
Very Dissatisfied	10.7%	9.2%	6.9%	11.3%	6.6%	9.9%	10.8%	8.4%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q4. Which Four of the items listed above do you think are the most important for MoDOT to emphasize over the next two years: (Sum of top 4 choices excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q4. Top Choice								
Keep major highway surface in good condition	67.5%	58.1%	61.2%	57.6%	58.2%	58.6%	52.4%	58.9%
Keep other highway surface in good condition	63.7%	57.1%	53.6%	60.7%	43.3%	54.1%	48.2%	51.8%
Manage snow & ice on highways	46.0%	51.9%	44.6%	43.8%	46.8%	46.3%	42.3%	45.3%
Keep bridges in good condition	39.9%	41.4%	37.5%	39.4%	43.4%	37.7%	39.3%	40.6%
Remove debris from highways	37.1%	38.0%	36.1%	37.9%	39.2%	37.6%	43.7%	38.1%
Keep highway shoulders in good condition	40.8%	31.8%	31.0%	35.2%	23.6%	33.2%	35.1%	30.0%
Provide visible striping on highways	26.5%	29.5%	26.8%	25.9%	32.1%	28.5%	23.5%	28.3%
Mow & trim along highways	24.3%	30.8%	21.9%	27.9%	21.7%	30.6%	36.0%	25.5%
Support development of alternative transportation	18.2%	18.9%	26.3%	24.2%	29.0%	22.5%	25.5%	25.5%
Minimize congestion on highways	9.8%	12.8%	25.2%	16.7%	27.1%	15.7%	14.7%	21.0%
Pick up litter & trash along highways	16.2%	18.8%	20.0%	20.0%	16.4%	18.9%	25.4%	19.1%
Provide clear signage along highways	10.1%	10.7%	15.9%	10.8%	19.1%	16.3%	13.9%	16.0%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q5. Please rate your level of agreement with the following statement (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q5a. MoDOT does a good job of minimizing travel delays caused by construction and maintenance of state highways								
Strongly Agree	20.7%	28.9%	17.4%	22.9%	22.3%	26.9%	25.9%	22.6%
Agree	45.8%	46.3%	45.4%	46.4%	42.7%	45.4%	43.4%	44.2%
Neither Agree or Disagree	24.5%	19.0%	25.4%	21.5%	23.5%	20.3%	20.3%	22.8%
Disagree	5.9%	4.4%	8.4%	4.6%	7.3%	5.4%	7.7%	6.9%
Strongly Disagree	3.0%	1.4%	3.4%	4.6%	4.2%	2.0%	2.7%	3.5%

*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.

Q6. During the past two weeks, have you biked along a public road in Missouri (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Have you biked along a public road								
Yes	3.2%	6.4%	5.5%	5.9%	8.8%	7.5%	7.6%	7.4%
No	96.8%	93.6%	94.5%	94.1%	91.2%	92.5%	92.4%	92.6%
Q6a1. The facility/facilities I used was/were safe								
Strongly Agree	21.4%	4.0%	20.8%	25.9%	16.3%	30.3%	22.6%	20.3%
Agree	21.4%	60.0%	45.8%	22.2%	32.6%	36.4%	32.3%	34.9%
Neutral	21.4%	16.0%	4.2%	29.6%	18.6%	18.2%	22.6%	16.4%
Disagree	14.3%	16.0%	12.5%	14.8%	16.3%	9.1%	6.5%	11.3%
Strongly Disagree	21.4%	4.0%	16.7%	7.4%	16.3%	6.1%	16.1%	17.1%
Q6a2. The facility/facilities I used was/were convenient and accessible								
Strongly Agree	21.4%	13.0%	33.3%	29.6%	18.6%	32.4%	35.5%	28.0%
Agree	21.4%	43.5%	41.7%	29.6%	41.9%	38.2%	32.3%	36.3%
Neutral	28.6%	21.7%	8.3%	18.5%	18.6%	11.8%	19.4%	13.9%
Disagree	7.1%	8.7%	8.3%	11.1%	9.3%	11.8%	3.2%	12.5%
Strongly Disagree	21.4%	13.0%	8.3%	11.1%	11.6%	5.9%	9.7%	9.4%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q6. During the past two weeks, have you biked along a public road in Missouri (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q6a3. The facility/facilities I used was/were well connected to other facilities								
Strongly Agree	35.7%	8.3%	17.4%	18.5%	16.3%	21.2%	29.0%	18.2%
Agree	14.3%	37.5%	43.5%	40.7%	41.9%	30.3%	32.3%	42.0%
Neutral	21.4%	20.8%	17.4%	11.1%	18.6%	18.2%	22.6%	14.5%
Disagree	14.3%	16.7%	8.7%	7.4%	14.0%	24.2%	3.2%	14.0%
Strongly Disagree	14.3%	16.7%	13.0%	22.2%	9.3%	6.1%	12.9%	11.2%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q7. During the past two weeks, have you walked along a public road in Missouri (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q7. Have you walked along a public road								
Yes	28.1%	25.2%	29.3%	22.8%	32.5%	24.8%	25.5%	28.8%
No	71.9%	74.8%	70.7%	77.2%	67.5%	75.2%	74.5%	71.2%
Q7a1. The facility/facilities I used was/were safe								
Strongly Agree	26.7%	26.4%	23.9%	31.7%	31.3%	30.4%	36.6%	29.1%
Agree	37.8%	33.9%	39.4%	27.9%	42.9%	27.8%	29.0%	36.5%
Neutral	22.2%	19.0%	15.5%	18.3%	10.4%	20.0%	15.3%	16.1%
Disagree	8.9%	10.7%	14.8%	11.5%	9.8%	10.4%	10.7%	11.1%
Strongly Disagree	4.4%	9.9%	6.3%	10.6%	5.5%	11.3%	8.4%	7.1%
Q7a2. The facility/facilities I used was/were convenient and accessible								
Strongly Agree	32.4%	34.7%	27.6%	30.4%	34.1%	27.8%	33.8%	31.1%
Agree	38.2%	39.8%	46.2%	37.3%	46.3%	36.5%	39.2%	41.2%
Neutral	16.9%	15.3%	13.8%	17.6%	6.1%	17.4%	12.3%	13.7%
Disagree	8.8%	4.2%	9.0%	6.9%	9.1%	10.4%	7.7%	8.8%
Strongly Disagree	3.7%	5.9%	3.4%	7.8%	4.3%	7.8%	6.9%	5.1%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q7. During the past two weeks, have you walked along a public road in Missouri (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q7a3. The facility/facilities I used was/were well connected to other facilities								
Strongly Agree	27.7%	24.3%	25.5%	26.5%	28.2%	19.3%	32.5%	27.2%
Agree	32.3%	42.6%	40.4%	39.8%	42.3%	38.6%	33.3%	39.2%
Neutral	21.5%	17.4%	14.2%	16.3%	14.7%	20.2%	18.3%	16.6%
Disagree	14.6%	8.7%	14.9%	9.2%	10.4%	10.5%	8.7%	10.6%
Strongly Disagree	3.8%	7.0%	5.0%	8.2%	4.3%	11.4%	7.1%	6.4%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q8. How do you think funding for transportation in Missouri should change over the next five years (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q8. How should funding change over the next five years								
Increased Greatly	21.4%	13.2%	16.0%	17.1%	15.7%	13.2%	15.7%	15.6%
Increased Slightly	37.5%	41.3%	39.6%	37.2%	34.4%	31.3%	33.8%	35.9%
About the Same	37.1%	42.0%	39.8%	41.4%	44.1%	52.0%	45.9%	43.8%
Reduced Slightly	2.9%	2.6%	3.7%	2.7%	4.3%	2.2%	3.0%	3.4%
Reduced Greatly	1.1%	0.9%	0.9%	1.6%	1.5%	1.3%	1.7%	1.3%

*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.

**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 knows)**

	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q9. What method would be most acceptable to you?								
Increase general sales tax	16.0%	18.4%	16.7%	16.0%	16.2%	19.3%	22.0%	17.3%
Increase state fuel tax	9.9%	12.9%	13.1%	12.1%	16.0%	11.2%	10.6%	13.1%
Add tolls to some interstate highways	31.1%	27.2%	30.2%	28.4%	22.7%	25.3%	21.8%	26.2%
Increase car registration and license fees	12.4%	8.8%	10.2%	10.1%	10.6%	9.9%	10.6%	10.3%
Replace state gas tax with vehicle mileage/travel tax	7.4%	6.6%	6.7%	7.3%	10.4%	7.2%	7.7%	8.2%
None of these (unread)	23.2%	26.1%	23.1%	26.1%	24.0%	27.1%	27.3%	24.8%

*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.

**Q10. Specifically for reconstructing and expanding Interstate 70, which one of the following five methods would be most acceptable to you?
(Excluding don't knows)**

	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q10. What method would be most acceptable to you?								
Increase general sales tax	12.1%	13.9%	18.1%	14.1%	15.7%	13.6%	17.0%	15.7%
Increase state fuel tax	4.4%	9.0%	9.7%	10.0%	12.9%	7.8%	7.0%	9.8%
Add tolls to some interstate highways	54.5%	43.9%	45.4%	44.4%	34.4%	41.1%	42.2%	41.4%
Increase car registration and license fees	6.3%	7.4%	5.3%	5.9%	7.1%	6.0%	6.5%	6.3%
Replace state gas tax with vehicle mileage/travel tax	4.6%	6.7%	6.4%	6.4%	9.9%	7.8%	4.6%	7.6%
None of these (unread)	18.1%	19.1%	15.2%	19.1%	20.0%	23.7%	22.8%	19.2%

*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.

Q11. Please indicate which of the following expenditures are most beneficial to you personally (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q11a. Social Services								
Most beneficial	11.2%	10.6%	10.2%	12.4%	10.6%	12.2%	11.8%	11.2%
Second	8.9%	10.8%	13.6%	10.9%	14.7%	11.7%	13.9%	13.3%
Third	17.9%	17.2%	14.3%	19.2%	17.7%	12.5%	19.8%	16.5%
Fourth	20.3%	18.6%	20.2%	16.9%	19.5%	20.0%	20.7%	19.6%
Least beneficial	41.7%	42.7%	41.7%	40.7%	37.6%	43.5%	33.9%	39.5%
Q11b. Transportation								
Most beneficial	23.0%	26.9%	22.3%	20.4%	21.5%	22.3%	20.7%	21.8%
Second	24.4%	21.9%	21.8%	24.5%	21.1%	23.2%	22.2%	22.4%
Third	24.1%	20.6%	22.8%	22.1%	21.7%	23.5%	19.0%	22.1%
Fourth	16.2%	18.3%	17.7%	19.2%	20.0%	16.9%	21.4%	18.8%
Least beneficial	12.4%	12.2%	15.4%	13.8%	15.7%	14.1%	16.6%	14.9%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q11. Please indicate which of the following expenditures are most beneficial to you personally (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q11c. Public Safety								
Most beneficial	19.9%	19.3%	21.0%	21.5%	21.7%	21.7%	23.3%	21.6%
Second	23.6%	26.7%	29.6%	25.8%	26.9%	25.2%	25.3%	26.6%
Third	23.6%	20.9%	22.0%	19.6%	22.4%	26.2%	19.1%	22.4%
Fourth	22.7%	20.9%	18.7%	25.4%	17.9%	18.6%	18.5%	19.3%
Least beneficial	10.2%	12.2%	8.7%	7.7%	11.0%	8.3%	13.8%	10.1%
Q11d. Education								
Most beneficial	38.5%	34.1%	41.1%	39.3%	37.6%	38.6%	36.9%	38.5%
Second	24.8%	22.1%	19.2%	21.0%	21.4%	25.6%	22.7%	21.9%
Third	13.7%	17.8%	18.1%	18.5%	15.5%	14.6%	18.8%	16.6%
Fourth	14.4%	16.0%	13.1%	11.1%	15.3%	11.5%	11.7%	13.3%
Least beneficial	8.7%	9.9%	8.5%	10.1%	10.3%	9.6%	9.9%	9.6%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q11. Please indicate which of the following expenditures are most beneficial to you personally (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q11e. Economic Development								
Most beneficial	13.7%	12.5%	10.8%	14.7%	13.2%	13.3%	11.8%	12.6%
Second	17.3%	19.0%	17.1%	20.4%	17.5%	16.8%	18.0%	17.5%
Third	18.8%	22.5%	21.4%	19.0%	20.7%	19.3%	22.3%	20.6%
Fourth	24.6%	23.7%	26.4%	22.2%	25.7%	28.1%	24.1%	25.7%
Least beneficial	25.5%	22.3%	24.3%	23.7%	22.8%	22.5%	23.7%	23.7%
Q12. Do you trust MoDOT to keep its commitments to the public?								
Yes	83.0%	85.6%	86.8%	85.1%	89.0%	90.1%	90.1%	88.0%
No	17.0%	14.4%	13.2%	14.9%	11.0%	9.9%	9.9%	12.0%
*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.								

Q13. Prior to this call had you heard about MoDOT's 5-year Safe and Sound Bridge Improvement Program to replace or repair more than 800 of the state's poorest bridges? (Excluding don't knows and none chosen)								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q13. Have you heard of the Safe and Sound Bridge Improvement Program								
Yes	73.9%	71.8%	70.7%	74.1%	59.5%	69.4%	61.5%	66.2%
No	26.1%	28.2%	29.3%	25.9%	40.5%	30.6%	38.5%	33.8%
Q13a. How would you rate the quality of the new Safe and Sound bridges you have used?								
Excellent	47.6%	44.2%	48.2%	43.1%	30.8%	40.9%	35.1%	39.5%
Good	40.2%	39.6%	38.7%	42.5%	49.8%	43.8%	47.1%	44.4%
Average	10.4%	14.6%	11.3%	13.5%	18.3%	12.8%	13.7%	14.4%
Poor	1.8%	1.6%	1.8%	0.9%	1.1%	2.6%	4.1%	1.8%
Q13b. How would you rate the speed of construction to reduce your inconvenience								
Excellent	27.7%	26.1%	21.5%	28.0%	18.7%	22.8%	22.4%	22.1%
Good	49.3%	45.6%	45.1%	45.4%	40.6%	48.3%	47.5%	44.5%
Average	19.3%	23.7%	27.0%	22.7%	34.5%	24.9%	24.4%	27.9%
Poor	3.7%	4.5%	6.4%	3.8%	6.1%	3.9%	5.6%	5.5%

*The statewide (Total) 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 Missouri considering age, gender, and geographic factors.

	District	
	KC	SL
The local television stations	1.0%	0.8%
A local company named KC Scout [KC]/Gateway Guide [STL]	1.2%	1.0%
A partnership of the Kansas Department of Transportation and MoDOT [KC] or MoDOT [STL]	20.2%	19.2%
Don't Know	77.6%	79.0%

Q15. [ONLY FOR RESIDENTS OF KANSAS CITY and ST. LOUIS DISTRICTS] Please tell me your level of agreement with the following statements (Excluding don't knows and none chosen)		
	District	
	KC	SL
Q15a. You rely on MoDOT for real-time traffic information		
Strongly Agree	9.6%	13.0%
Somewhat Agree	44.4%	43.0%
Somewhat Disagree	36.7%	35.6%
Strongly Disagree	9.4%	8.4%
Q15b. The KC Scout [KC]/Gateway Guide [STL] provides value to you as a user of the state transportation system		
Strongly Agree	10.3%	6.8%
Somewhat Agree	45.3%	45.8%
Somewhat Disagree	34.5%	41.8%
Strongly Disagree	10.0%	5.6%

Demographics								
	District							Total*
	NW	NE	KC	CD	SL	SW	SE	
Q16a. What is your age?								
18 – 29	15.8%	13.3%	18.0%	14.9%	18.2%	17.2%	17.7%	16.5%
30 – 39	16.4%	14.9%	18.4%	15.2%	19.2%	18.6%	18.1%	17.3%
40 – 49	18.4%	16.5%	19.4%	18.0%	18.6%	18.2%	19.8%	18.4%
50 – 64	24.8%	27.0%	22.2%	28.7%	22.7%	22.4%	23.0%	24.4%
65 and up	24.8%	28.2%	22.0%	23.2%	21.2%	23.6%	21.3%	23.4%
Q16b. What is your gender?								
Female	54.9%	57.1%	52.1%	55.6%	51.0%	53.1%	50.7%	53.5%
Male	45.1%	42.9%	47.9%	44.4%	49.0%	46.9%	49.3%	46.5%
Q17. Did you vote in the November 2008 election?								
Yes	83.6%	85.1%	86.1%	86.9%	89.8%	84.8%	85.1%	85.9%
No	14.0%	13.5%	13.1%	12.1%	10.0%	14.7%	13.1%	12.9%
Would not answer	2.4%	1.4%	0.8%	1.0%	0.2%	0.6%	1.7%	1.2%
*Demographic totals are unweighted								

Section 3:

Survey Instrument

**A Report Card
From Missourians**

Prepared By:



HEARTLAND
MARKET RESEARCH LLC
Helping You Better
Understand Your StakeholdersSM

2012 MoDOT Statewide Customer Satisfaction Survey

Hello. My name is _____ and I am calling from Heartland Market Research 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.

- 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	22.3%	23.1%	Satisfied Combined 85.4%
Somewhat satisfied	60.2%	62.3%	
Somewhat dissatisfied	10.5%	10.9%	Dissatisfied Combined 14.6%
Very dissatisfied	3.5%	3.7%	
Don't know	3.5%	n/a	

[RESPONDENTS WHO WERE SATISFIED WERE ALSO ASKED QUESTION 1A, RESPONDENTS WHO WERE DISSATISFIED WERE ALSO ASKED QUESTION 1B, AND THOSE WHO ANSWERED "DON'T KNOW" SKIPPED TO QUESTION 2.]

1a. What about MoDOT are you MOST satisfied with? [DO NOT READ OPTIONS]

Highways are in good condition	50.6%
Other	17.6%
Completed construction of a project that was needed	17.1%
Design safe highways (good lighting, good striping, etc.)	4.3%
Good job planning	3.9%
Good job communicating with the public	3.4%
Provide good value for taxes/spend resources wisely	1.9%
Support public transit or other non-automobile transportation services well	1.3%

1b. What about MoDOT are you MOST dissatisfied with? [DO NOT READ OPTIONS]

Road conditions	44.9%
Other	20.2%
Potholes	8.1%
Delays due to road construction	7.7%
Not spending money wisely	5.6%
Transportation options that are available (e.g. lack of public transportation)	4.5%
Snow and ice removal	4.0%
Congestion (not due to road construction)	3.1%
Bridge conditions	1.8%

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	Total Agree	Somewhat Disagree	Strongly Disagree	Total Disagree	Not Sure
Q2a. MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones							
Including refused/not sure	23.4%	67.4%	90.7%	4.8%	1.2%	6.0%	3.3%
Excluding refused/not sure	24.2%	69.7%	93.8%	5.0%	1.2%	6.2%	n/a
Q2b. MoDOT provides timely information to citizens about road projects, highway conditions, and work zones							
Including refused/not sure	19.3%	69.1%	88.4%	7.6%	1.1%	8.7%	2.9%
Excluding refused/not sure	19.9%	71.1%	91.0%	7.8%	1.2%	9.0%	n/a
Q2c. MoDOT provides understandable information to citizens about road projects, highway conditions, and work zones							
Including refused/not sure	19.0%	70.6%	89.6%	6.8%	1.0%	7.9%	2.6%
Excluding refused/not sure	19.5%	72.5%	91.9%	7.0%	1.0%	8.1%	n/a
Q2d. MoDOT takes into consideration your needs and views in its transportation decision-making							
Including refused/not sure	8.2%	52.5%	60.7%	21.0%	4.7%	25.8%	13.6%
Excluding refused/not sure	9.4%	60.7%	70.1%	24.4%	5.5%	29.9%	n/a
Q2e. MoDOT is the primary transportation expert in Missouri							
Including refused/not sure	15.4%	67.9%	83.3%	6.5%	1.5%	8.0%	8.7%
Excluding refused/not sure	16.9%	74.3%	91.2%	7.2%	1.6%	8.8%	n/a
Q2f. You are satisfied with the transportation options available to you besides your own personal vehicle							
Including refused/not sure	8.4%	53.4%	61.8%	18.6%	6.5%	25.2%	13.0%
Excluding refused/not sure	9.6%	61.5%	71.1%	21.4%	7.5%	28.9%	n/a
Q2g. MoDOT signs are big enough for you to see							
Including refused/not sure	24.0%	73.0%	97.0%	2.1%	0.3%	2.4%	0.6%
Excluding refused/not sure	24.1%	73.5%	97.6%	2.1%	0.3%	2.4%	n/a
Q2h. MoDOT signs are bright enough for you to see.							
Including refused/not sure	23.4%	72.3%	95.7%	3.4%	0.2%	3.6%	0.7%
Excluding refused/not sure	23.6%	72.8%	96.4%	3.5%	0.2%	3.6%	n/a
Q2i. Striping on MoDOT highways is bright enough for you to see							
Including refused/not sure	13.6%	66.3%	80.0%	16.6%	2.1%	18.7%	1.3%
Excluding refused/not sure	13.8%	67.3%	81.1%	16.8%	2.1%	18.9%	n/a
Q2j. Up to 25% of each transportation project's funds should be spent to incorporate bicycle and pedestrian facilities at the expense of other projects							
Including refused/not sure	5.9%	27.7%	33.6%	43.0%	13.8%	56.8%	9.6%
Excluding refused/not sure	6.5%	30.5%	37.0%	47.7%	15.3%	63.0%	n/a

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 the area where you live.

	Very Satisfied	Satisfied	Total Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total Dissatisfied	Don't Know
Q3a. Remove the debris, such as dead animals, glass, and torn tires from the driving lanes on highways								
Including refused/not sure	32.0%	37.1%	69.1%	20.3%	6.3%	3.6%	9.9%	0.6%
Excluding refused/not sure	32.2%	37.4%	69.6%	20.4%	6.4%	3.6%	10.0%	n/a
Q3b. Pick up the litter and trash along highways								
Including refused/not sure	26.9%	41.3%	68.2%	19.9%	7.2%	3.5%	10.7%	1.1%
Excluding refused/not sure	27.2%	41.8%	69.0%	20.2%	7.3%	3.6%	10.9%	n/a
Q3c. Manage the snow and ice on highways								
Including refused/not sure	32.9%	39.4%	72.2%	15.7%	7.0%	3.7%	10.6%	1.4%
Excluding refused/not sure	33.4%	39.9%	73.3%	15.9%	7.0%	3.8%	10.8%	n/a
Q3d. Mow and trim the trees, grass and weeds along highways								
Including refused/not sure	24.0%	39.6%	63.6%	22.6%	8.3%	4.9%	13.2%	0.6%
Excluding refused/not sure	24.2%	39.8%	64.0%	22.8%	8.3%	5.0%	13.3%	n/a
Q3e. Keep the surface of major highways in good condition (smooth and free of potholes)								
Including refused/not sure	18.7%	43.5%	62.2%	23.9%	9.5%	3.8%	13.3%	0.6%
Excluding refused/not sure	18.8%	43.7%	62.5%	24.1%	9.5%	3.8%	13.4%	n/a
Q3f. Keep the surface of other state highways in good condition (smooth and free of potholes)								
Including refused/not sure	12.2%	38.4%	50.7%	29.9%	10.9%	4.6%	15.5%	3.9%
Excluding refused/not sure	12.8%	40.0%	52.8%	31.1%	11.3%	4.8%	16.1%	n/a
Q3g. Keep the shoulders on highways in good condition								
Including refused/not sure	17.5%	42.3%	59.8%	25.3%	10.0%	4.0%	13.9%	0.9%
Excluding refused/not sure	17.6%	42.7%	60.4%	25.6%	10.1%	4.0%	14.1%	n/a
Q3h. Keep the bridges in good condition								
Including refused/not sure	21.0%	45.5%	66.4%	22.4%	7.9%	2.1%	10.0%	1.1%
Excluding refused/not sure	21.2%	46.0%	67.2%	22.7%	8.0%	2.1%	10.2%	n/a
Q3i. Provide visible roadside and centerline striping on highways								
Including refused/not sure	28.5%	45.5%	73.9%	16.6%	6.9%	2.2%	9.0%	0.5%
Excluding refused/not sure	28.6%	45.7%	74.3%	16.6%	6.9%	2.2%	9.1%	n/a
Q3j. Minimize the congestion on highways								
Including refused/not sure	18.4%	41.5%	59.9%	26.4%	7.9%	2.9%	10.8%	2.9%
Excluding refused/not sure	19.0%	42.7%	61.7%	27.2%	8.1%	3.0%	11.1%	n/a
Q3k. Provide signage along highways that is easy to understand								
Including refused/not sure	40.4%	46.9%	87.3%	9.0%	2.5%	0.9%	3.4%	0.3%
Excluding refused/not sure	40.5%	47.0%	87.6%	9.0%	2.5%	0.9%	3.4%	n/a
Q3l. Support the development of alternative forms of transportation, such as public transportation, biking and pedestrian facilities								
Including refused/not sure	11.0%	30.7%	41.6%	27.5%	11.3%	7.4%	18.7%	12.2%
Excluding refused/not sure	12.5%	34.7%	47.3%	31.4%	12.9%	8.4%	21.3%	n/a

4. Which four of the items listed above do you think are the most important for MoDOT to emphasize over the next two years?

	1 st Choice	2 nd Choice	3 rd Choice	4 th Choice	Sum of All Four Choices
Remove debris from highways	9.5%	9.2%	8.9%	10.5%	38.1%
Pick up litter and trash	2.4%	5.8%	4.8%	6.1%	19.1%
Manage snow and ice	12.3%	11.2%	12.5%	9.3%	45.3%
Mow and trim trees, grass and weeds	4.3%	6.4%	7.3%	7.4%	25.5%
Keep the surface of major highways in good condition	28.3%	14.5%	10.3%	5.8%	58.9%
Keep the surface of other highways in good condition	7.0%	22.7%	12.3%	9.7%	51.8%
Keep shoulders on highways in good condition	4.2%	6.2%	10.8%	8.8%	30.0%
Keep bridges in good condition	10.0%	7.9%	11.0%	11.6%	40.6%
Provide visible roadside and centerline striping	5.7%	6.3%	6.5%	9.8%	28.3%
Minimize congestion on highways	4.7%	3.4%	5.9%	7.0%	21.0%
Provide signage along highways that is easy to understand	2.2%	2.8%	5.1%	5.7%	16.0%
Support the development of alternative forms of transportation	9.3%	3.5%	4.6%	8.1%	25.5%

5. Using a scale of 1 to 5, please rate your level of agreement with the following statement

	Strongly Agree	Agree	Total Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total Disagree	Don't Know
Q5a. MoDOT does a good job of minimizing travel delays caused by construction and maintenance of state highways.								
Including refused/not sure	22.4%	43.8%	66.2%	22.6%	6.8%	3.5%	10.3%	0.9%
Excluding refused/not sure	22.6%	44.2%	66.8%	22.8%	6.9%	3.5%	10.4%	n/a

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

	Yes	No
Q6a. Have you biked along a public road	7.4%	92.6%

[RESPONDENTS WHO ANSWERED “YES” WERE ASKED THREE FOLLOW-UP QUESTIONS. THE OTHER RESPONDENTS WENT DIRECTLY TO THE NEXT QUESTION NUMBER.]

- 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 biking facilities you used during the past two weeks.

	Strongly Agree	Agree	Total Agree	Neutral	Disagree	Strongly Disagree	Total Disagree	Don't Know
Q6a1. The facility/facilities I used was/were safe								
Including refused/not sure	17.6%	30.5%	48.1%	12.9%	9.8%	16.0%	25.7%	13.2%
Excluding refused/not sure	20.3%	34.9%	55.2%	16.4%	11.3%	17.1%	28.4%	n/a
Q6a2. The facility/facilities I used was/were convenient and accessible								
Including refused/not sure	24.0%	32.5%	56.5%	12.0%	10.4%	8.5%	18.8%	12.7%
Excluding refused/not sure	28.0%	36.3%	64.3%	13.9%	12.5%	9.4%	21.8%	n/a
Q6a3. The facility/facilities I used was/were well connected to other facilities								
Including refused/not sure	15.8%	36.3%	52.1%	12.7%	11.8%	9.7%	21.6%	13.7%
Excluding refused/not sure	18.2%	42.0%	60.3%	14.5%	14.0%	11.2%	25.2%	n/a

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

	Yes	No
Q6a. Have you walked along a public road	28.8%	71.2%

[RESPONDENTS WHO ANSWERED “YES” WERE ASKED THREE FOLLOW-UP QUESTIONS. THE OTHER RESPONDENTS WENT DIRECTLY TO THE NEXT QUESTION NUMBER.]

7a. 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 walking facilities you used during the past two weeks.

	Strongly Agree	Agree	Total Agree	Neutral	Disagree	Strongly Disagree	Total Disagree	Don't Know
Q7a1. The facility/facilities I used was/were safe								
Including refused/not sure	27.8%	35.2%	63.0%	15.3%	10.6%	6.8%	17.4%	4.3%
Excluding refused/not sure	29.1%	36.5%	65.6%	16.1%	11.1%	7.1%	18.3%	n/a
Q7a2. The facility/facilities I used was/were convenient and accessible								
Including refused/not sure	30.0%	39.7%	69.7%	13.2%	8.3%	4.9%	13.3%	3.9%
Excluding refused/not sure	31.1%	41.2%	72.4%	13.7%	8.8%	5.1%	13.9%	n/a
Q7a3. The facility/facilities I used was/were well connected to other facilities								
Including refused/not sure	25.8%	37.0%	62.9%	15.7%	9.8%	5.9%	15.7%	5.7%
Excluding refused/not sure	27.2%	39.2%	66.4%	16.6%	10.6%	6.4%	17.0%	n/a

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

	Including Not Sure	Excluding Not Sure	Excluding Refused/Not Sure TOTALS
Increased greatly	14.0%	15.6%	Increased Combined 51.5%
Increased slightly	32.4%	35.9%	
About the Same	39.4%	43.8%	
Reduced slightly	3.0%	3.4%	Reduced Combined 4.7%
Reduced greatly	1.2%	1.3%	
Not sure	9.9%	n/a	

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?

	Including Not Sure	Excluding Not Sure
Increase general sales tax	13.7%	17.3%
Increase state fuel tax	8.8%	13.1%
Add tolls to some interstate highways	36.4%	26.2%
Increase car registration and license fees	5.6%	10.3%
Replace state gas tax with vehicle mileage/travel tax	6.8%	8.2%
None of these	17.0%	24.8%
Don't know	11.8%	n/a

10. Specifically for reconstructing and expanding Interstate 70, which one of the following five methods would be most acceptable to you?

	Including Not Sure	Excluding Not Sure
Increase general sales tax	13.7%	15.7%
Increase state fuel tax	8.8%	9.8%
Add tolls to some interstate highways	36.4%	41.4%
Increase car registration and license fees	5.6%	6.3%
Replace state gas tax with vehicle mileage/travel tax	6.8%	7.6%
None of these	17.0%	19.2%
Don't know	11.8%	n/a

11. 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 REMIANING 2 CHOICES – RANDOM ORDER], in which area have state expenditures been the least beneficial to you personally?

	Most Beneficial	2 nd Most Beneficial	3 rd Most Beneficial	4 th Most Beneficial	Least Beneficial	Not Sure
Q11a. Social Services						
Including refused/not sure	9.3%	11.1%	13.6%	16.4%	33.1%	16.5%
Excluding refused/not sure	11.2%	13.3%	16.5%	19.6%	39.5%	n/a
Q11b. Transportation						
Including refused/not sure	18.8%	19.3%	19.1%	16.2%	12.9%	13.6%
Excluding refused/not sure	21.8%	22.4%	22.1%	18.8%	14.9%	n/a
Q11c. Public Safety						
Including refused/not sure	18.4%	22.8%	19.2%	16.5%	8.6%	14.5%
Excluding refused/not sure	21.6%	26.6%	22.4%	19.3%	10.1%	n/a
Q11d. Education						
Including refused/not sure	33.0%	18.6%	14.1%	11.3%	8.1%	14.8%
Excluding refused/not sure	38.5%	21.9%	16.6%	13.3%	9.6%	n/a
Q11e. Economic Development						
Including refused/not sure	10.5%	14.6%	17.2%	21.6%	19.7%	16.3%
Excluding refused/not sure	12.6%	17.5%	20.6%	25.7%	23.7%	n/a

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

	Including Not Sure	Excluding Not Sure
Yes	83.4%	88.0%
No	11.4%	12.0%
Not Sure	5.2%	n/a

13. 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 scheduled to be completed at the end of 2012.

	Including Not Sure	Excluding Not Sure
Yes	64.8%	66.2%
No	33.1%	33.8%
Don't Know	2.1%	n/a

[RESPONDENTS WHO ANSWERED "YES" WERE ASKED TWO FOLLOW-UP QUESTIONS. THE OTHER RESPONDENTS WENT DIRECTLY TO THE NEXT QUESTION NUMBER.]

13a. Overall, how would you rate the quality of the new Safe and Sound bridges you have used?

	Including Don't Know	Excluding Not Sure
Excellent	36.1%	39.5%
Good	40.6%	44.4%
Average	13.0%	14.4%
Poor	1.6%	1.8%
Don't know	8.7%	n/a

13b. Overall, how would you rate the speed of construction to reduce your inconvenience?

	Including Don't Know	Excluding Not Sure
Excellent	21.0%	22.1%
Good	42.6%	44.5%
Average	26.7%	27.9%
Poor	5.3%	5.5%
Don't know	4.4%	n/a

[THE FOLLOWING QUESTIONS WERE ONLY ASKED OF KANSAS CITY DISTRICT RESIDENTS]

14. From your perspective, who owns and operates the KC Scout Traffic Management Center?

	Including Don't Know	Excluding Don't Know
The local television stations	1.0%	4.4%
A local company named KC Scout	1.2%	5.3%
A partnership of the Kansas Department of Transportation and MoDOT	20.2%	90.3%
Don't know	77.6%	n/a

15. Please tell me whether you strongly agree, agree, disagree, or strongly disagree with each statement

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Sure
Q15a. You rely on MoDOT for real-time traffic information					
Including refused/not sure	9.1%	42.2%	34.9%	8.9%	5.0%
Excluding refused/not sure	9.6%	44.4%	36.7%	9.4%	n/a
Q15b. The KC Scout provides value to you as a user of the state transportation system.					
Including refused/not sure	7.1%	31.5%	24.0%	6.9%	30.5%
Excluding refused/not sure	10.3%	45.3%	34.5%	10.0%	n/a

[THE FOLLOWING QUESTIONS WERE ONLY ASKED OF ST. LOUIS DISTRICT RESIDENTS]

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

	Including Don't Know	Excluding Don't Know
The local television stations	0.8%	3.7%
A local company named Gateway Guide	1.0%	4.7%
MoDOT	19.2%	91.6%
Don't know	79.0%	n/a

15. Please tell me whether you strongly agree, agree, disagree, or strongly disagree with each statement

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Sure
Q15a. You rely on MoDOT for real-time traffic information					
Including refused/not sure	12.5%	41.4%	34.3%	8.0%	3.7%
Excluding refused/not sure	13.0%	43.0%	35.6%	8.4%	n/a
Q15b. The Gateway Guide provides value to you as a user of the state transportation system.					
Including refused/not sure	4.7%	31.8%	29.0%	3.9%	30.6%
Excluding refused/not sure	6.8%	45.8%	41.8%	5.6%	n/a

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

16a. What is your age?

	Percentage
18 - 29	16.5%
30 - 39	17.3%
40 - 49	18.4%
50 - 64	24.4%
65 and up	23.4%

16b. What is your gender?

	Percentage
Female	53.5%
Male	46.5%

17. Did you vote in the November 2008 election?

	Including Not Sure	Excluding Refused/ Not Sure
Yes	85.9%	86.9%
No	12.9%	13.1%
Would not answer	1.2%	n/a

THIS CONCLUDES THE SURVEY, MoDOT THANKS YOU FOR YOUR INPUT

Appendix A:

Importance-Satisfaction Analysis

**A Report Card
From Missourians**

Prepared By:



HEARTLAND
MARKET RESEARCH LLC
Helping You Better
Understand Your StakeholdersSM

IMPORTANCE-SATISFACTION ANALYSIS

OVERVIEW

In a world with no resource limitations, public officials would devote enough resources to satisfy all citizens for all desired services. However, in the real world, community leaders must make tough decisions about which services to provide and how much funding to allocate for each offered service. An importance-satisfaction analysis provides feedback on services that indicate both the importance of the service in the eyes of the citizens as well as how satisfied (or dissatisfied) the citizens are with the current service. By reviewing the relative importance-satisfaction ratings of the various services currently offered by MoDOT, decision-makers can understand where Missourians as a whole would prefer their limited resources be focused.

METHODOLOGY

The most important percentage is calculated by simply summing the first, second, third, and fourth most important responses for each service provided by MoDOT. The satisfaction percentage is the sum of those who were very satisfied or satisfied with the service offered by MoDOT out of those who expressed an opinion. The importance-satisfaction (IS) rating is simply the product of the most important percentage and one minus the satisfaction percentage.

$$IS \text{ rating} = \text{most important \%} \times (1 - \text{satisfaction \%})$$

For example, in order to calculate the importance-satisfaction rating of keeping the surface of other highways in good condition, one would look up the most importance percentage for this service (51.78%) and the current satisfaction with this service (52.82%). One would then plug these numbers into the equation:

$$IS \text{ rating} = \text{most important \%} \times (1 - \text{satisfaction \%})$$

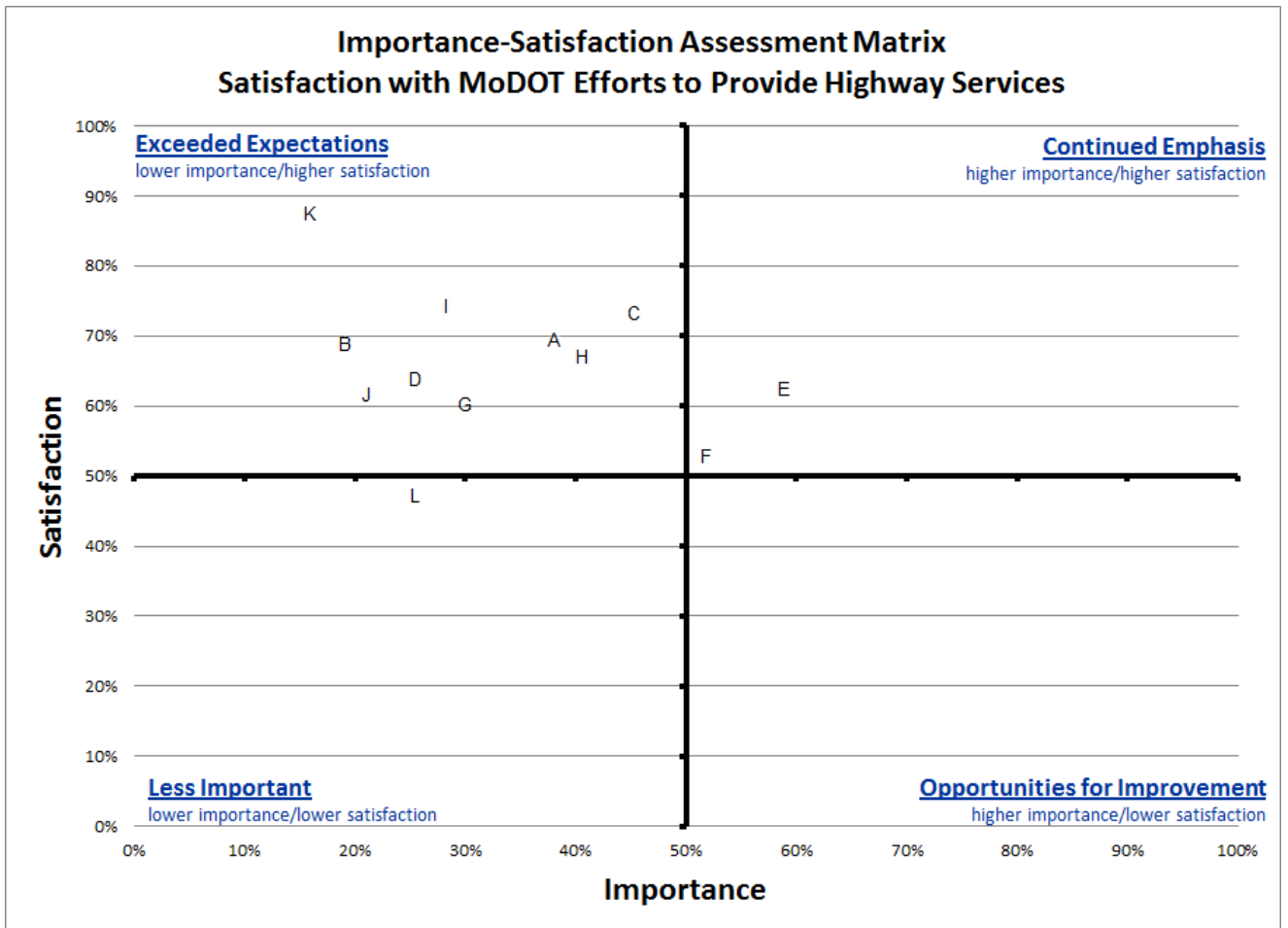
$$IS \text{ rating} = 51.78\% \times (1 - 52.82 \%)$$

$$IS \text{ rating} = 51.78\% \times 47.18\%$$

$$IS \text{ rating} = .2443$$

Importance-Satisfaction Rating						
Satisfaction With MoDOT Efforts to Provide Highway Services						
MoDOT Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .2)						
Keep the surface of other highways in good condition	51.8%	2	52.8%	11	0.2443	1
Keep the surface of major highways in good condition	58.9%	1	62.5%	8	0.2204	2
High Priority (IS .1 to .2)						
Support the development of alternative forms of transportation	25.5%	9	47.3%	12	0.1344	3
Keep bridges in good condition	40.6%	4	67.2%	6	0.1331	4
Manage snow and ice	45.3%	3	73.3%	3	0.1210	5
Keep shoulders on highways in good condition	30.0%	6	60.4%	10	0.1189	6
Remove debris from highways	38.1%	5	69.6%	4	0.1160	7
Medium Priority (IS <.1)						
Mow and trim trees, grass and weeds	25.5%	8	64.0%	7	0.0918	8
Minimize congestion on highways	21.0%	10	61.7%	9	0.0805	9
Provide visible roadside and centerline striping	28.3%	7	74.3%	2	0.0729	10
Pick up litter and trash	19.1%	11	69.0%	5	0.0593	11
Provide signage along highways that is easy to understand	16.0%	12	87.6%	1	0.0198	12

IMPORTANCE SATISFACTION MATRIX



Legend	MoDOT Service
A	Remove debris from highways
B	Pick up litter and trash
C	Manage snow and ice
D	Mow and trim trees, grass and weeds
E	Keep the surface of major highways in good condition
F	Keep the surface of other highways in good condition
G	Keep shoulders on highways in good condition
H	Keep bridges in good condition
I	Provide visible roadside and centerline striping
J	Minimize congestion on highways
K	Provide signage along highways that is easy to understand
L	Support the development of alternative forms of transportation

INTERPRETING THE RATINGS

The Importance-Satisfaction Matrix should be interpreted as follows:

- **Exceeded Expectations** – this quadrant shows areas where citizens have indicated that services are less important to them than other services and where citizens are highly satisfied with the results that MoDOT is providing. Items in this quadrant do not significantly impact residents’ overall satisfaction.
- **Continued Emphasis** – this quadrant shows areas where citizens believe that the service provided by MoDOT should be a priority and where citizens are highly satisfied with the results that MoDOT is providing. Items in this quadrant have a significant impact on residents’ overall satisfaction.
- **Opportunities for Improvement** – this quadrant shows areas where citizens believe that the service provided by the MoDOT should be a priority and where citizens are not satisfied with MoDOT’s current performance. Items in this quadrant have a significant impact on residents’ overall satisfaction.
- **Less Important** – this quadrant shows areas where citizens have indicated that the services are less important to them than other services and where citizens also are less satisfied with MoDOT’s current performance. Items in this quadrant do not significantly impact residents’ overall satisfaction.

When reviewing an importance-satisfaction analysis, it is important to note that some items do not strike people as important until they are dissatisfied. For example, last year people were not satisfied with MoDOT’s efforts to keep bridges in good condition and it was classified under Opportunities for Improvement given the high importance residents placed on this service. This year the majority of people are quite satisfied with MoDOT’s bridge maintenance, but since the majority no longer perceive this to be a problem, the overall importance of this item has dropped significantly.

In 2011, Missourians indicated there were three services needing improvement: Keeping the surface of major highways in good condition, keeping the surface of other highways in good condition, and keeping bridges in good condition. All three items showed significant improvement from 2011 to 2012 and there are currently no service issues where the majority of Missourians believe the service is important, but are dissatisfied with MoDOT’s performance. **Based upon the importance-satisfaction analysis, the two most important items for MoDOT are:**

1. **to continue to focus on keeping the surface of *major* highways in good condition.**
2. **to continue to focus on keeping the surface of *other* highways in good condition.**



Appendix B:

GIS Maps

**A Report Card
From Missourians**

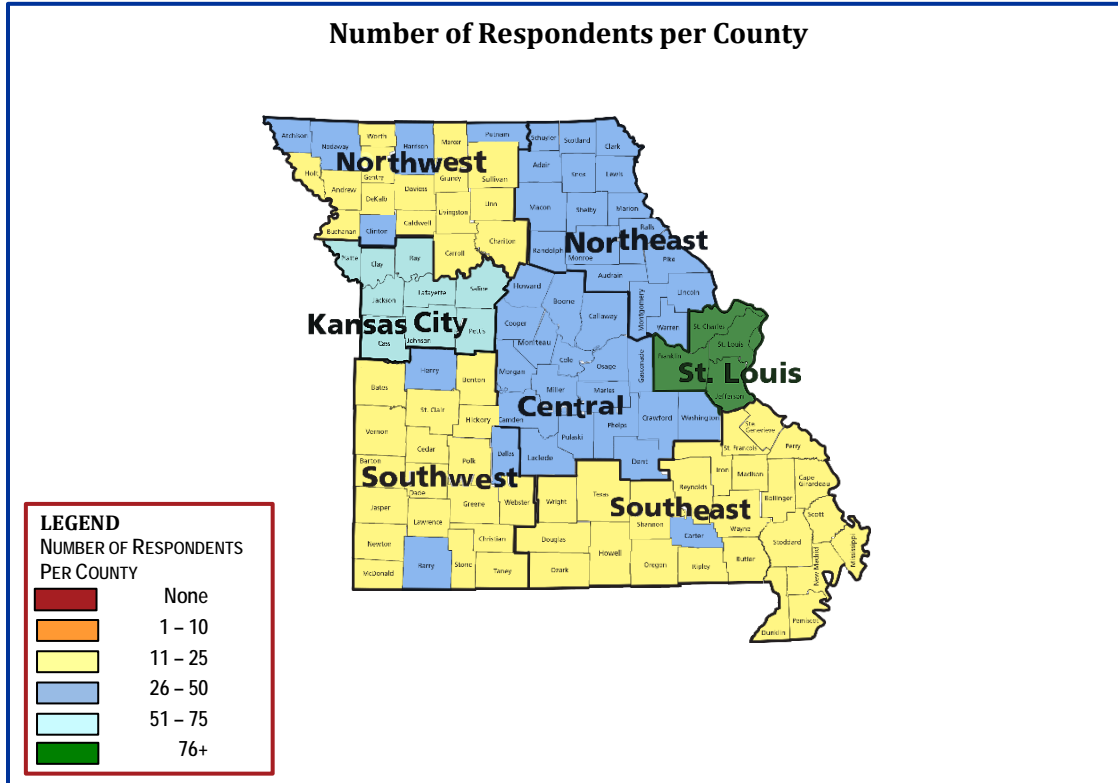
Prepared By:



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MARKET RESEARCH LLC
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Understand Your StakeholdersSM

SURVEY RESPONDENTS PER COUNTY

Respondents from every county in Missouri participated in this research. The following map shows approximately how many surveys were conducted in each county. Some counties had significantly more participants than others due to the research design mandating a minimum of 500 responses per district.



INTERPRETING THE MAPS

The maps on the following pages show the mean ratings for several questions on the survey by district. The mean ratings were calculated by allocating 1 point for each strongly disagree, 2 points for each somewhat disagree, 3 points for each somewhat agree, and 4 points for each strongly agree and then computing the mean for each district. Responses of don't know and those who did not provide a response to this question were not included in this analysis. Mean weightings of 1.0 to 1.75 indicate that the overall population strongly disagrees with the question. Mean weighting of 1.75 to 2.5 indicate that the overall population somewhat disagrees with the question. Mean weightings of 2.5 to 3.25 indicate that the overall population somewhat agrees with the question. Mean weightings of 3.25 to 4.0 indicate that the overall population strongly agrees with the question. If all the areas on a map are the same color, then people generally feel the same about that issue regardless of where they reside.

Q. 2a MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones.



LEGEND: District Means

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 2b MoDOT provides timely information to citizens about road projects, highway conditions, and work zones.



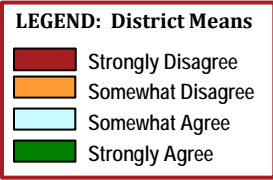
LEGEND: District Means

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

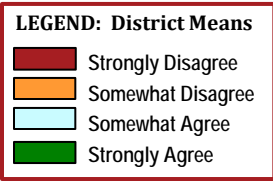


Q. 2c MoDOT provides understandable information to citizens about road projects, highway conditions, and work zones.



2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 2d MoDOT takes into consideration your needs and views in its transportation decision-making



2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 2e MoDOT is the primary transportation expert in Missouri



LEGEND: District Means

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 2f You are satisfied with the transportation options available to you besides your own personal vehicle

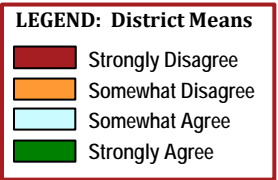


LEGEND: District Means

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

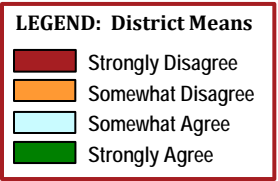
2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 2g MoDOT signs are big enough for you to see



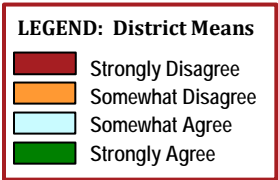
2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 2h MoDOT signs are bright enough for you to see



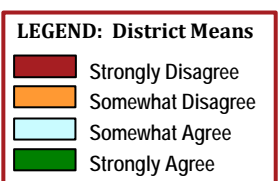
2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 2i Striping on MoDOT highways is bright enough for you to see



2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

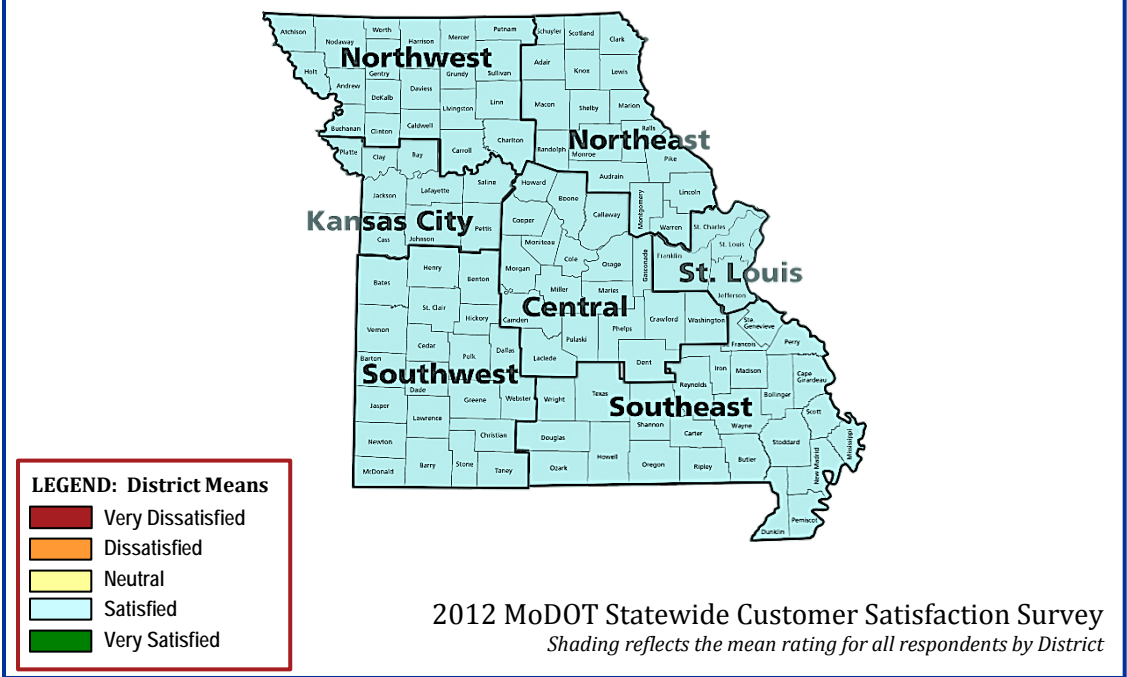
Q. 2j Up to 25% of each transportation project's funds should be spent to incorporate bicycle and pedestrian facilities at the expense of other projects



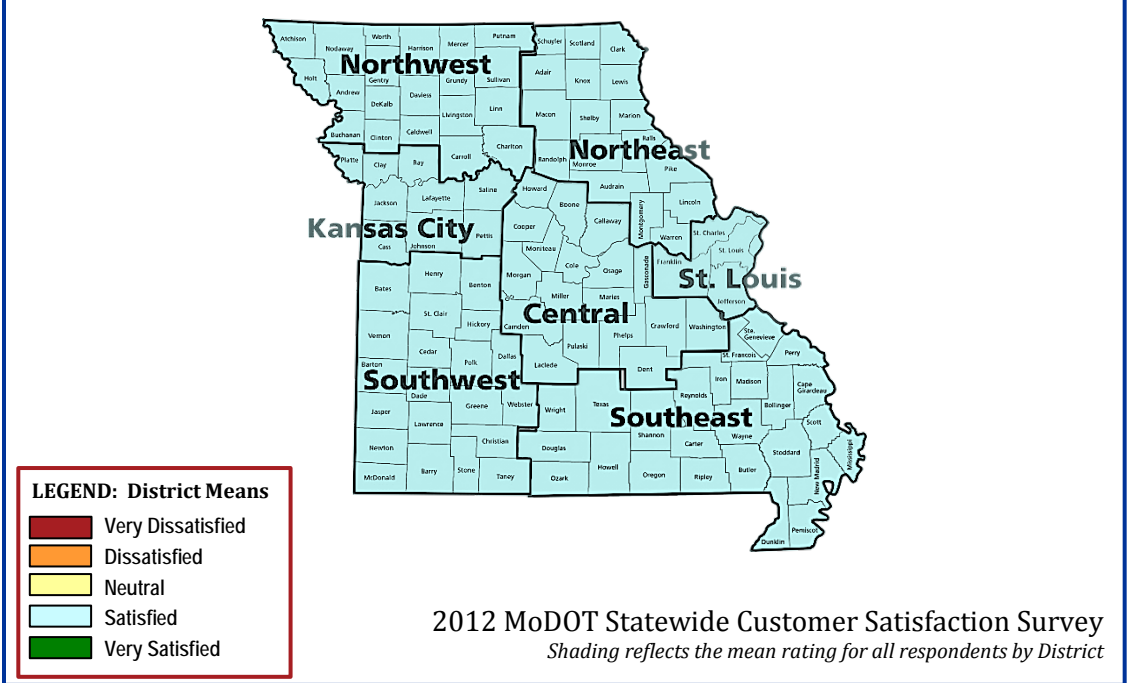
2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

The following maps show the mean ratings for several questions on the survey by district. For these questions, the respondents had the opportunity to select neutral as an option. The mean ratings for these questions were calculated by allocating 1 point for each very dissatisfied or strongly disagree, 2 points for each dissatisfied or somewhat disagree, 3 points for each neutral, 4 points for each satisfied or somewhat agree, and 5 points for each very satisfied or strongly agree and then computing the mean for each district. Responses of don't know and those who did not provide a response to this question were not included in this analysis. Mean weightings of 1.0 to 1.8 indicate that the overall population is very dissatisfied with the issue or strongly disagrees with the question. Mean weightings of 1.8 to 2.6 indicate that the overall population is dissatisfied with the issue or somewhat disagrees with the question. Mean weightings of 2.6 to 3.4 indicate the overall population is neutral on this subject. Mean weightings of 3.4 to 4.2 indicate that the overall population is satisfied with the issue or somewhat agrees with the question. Mean weightings of 4.2 to 5.0 indicate that the overall population is very satisfied with the issue or strongly agrees with the question. If all the areas on a map are the same color, then people generally feel the same about that issue regardless of where they reside.

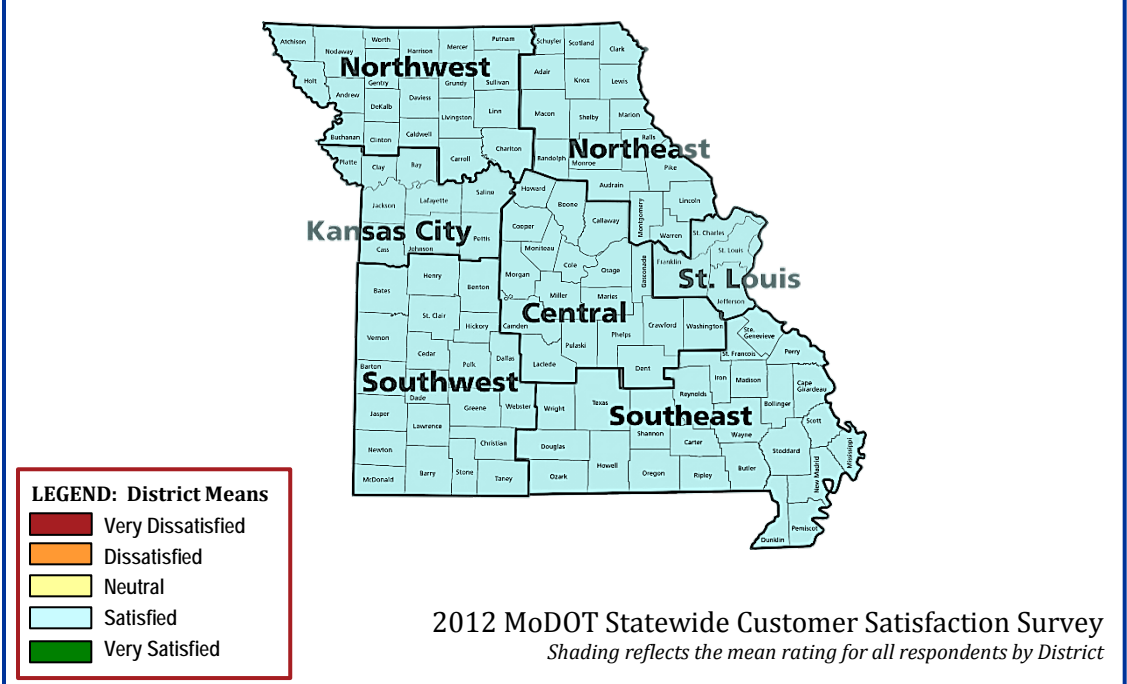
Q. 3a Remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways



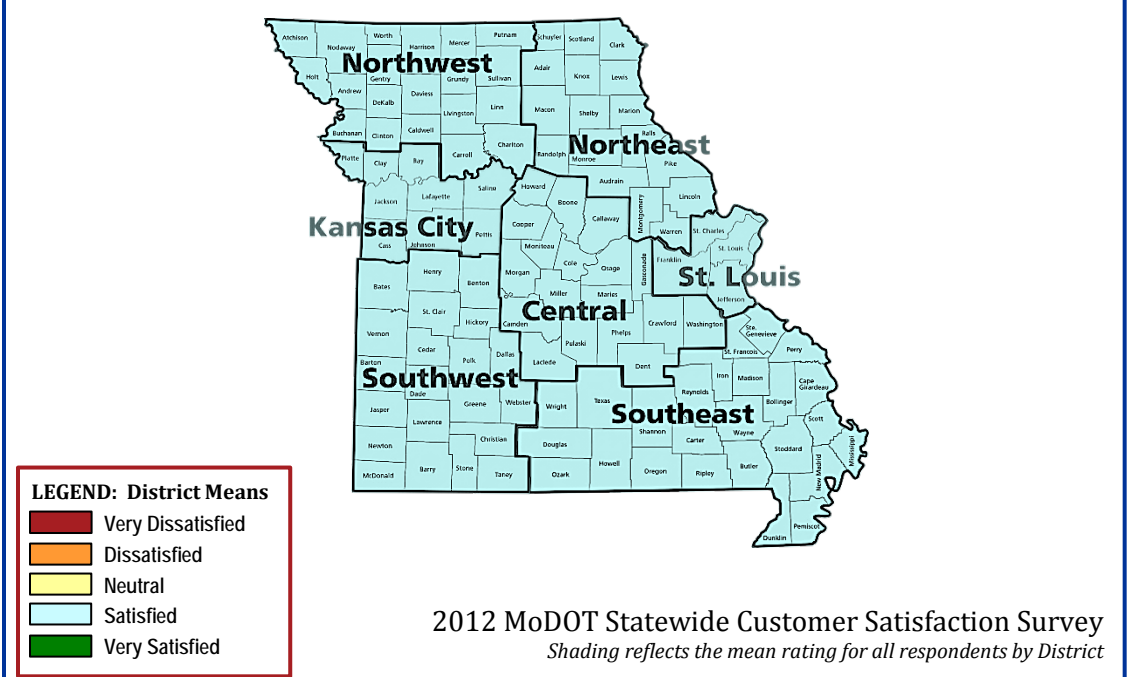
Q. 3b Pick up litter and trash along highways



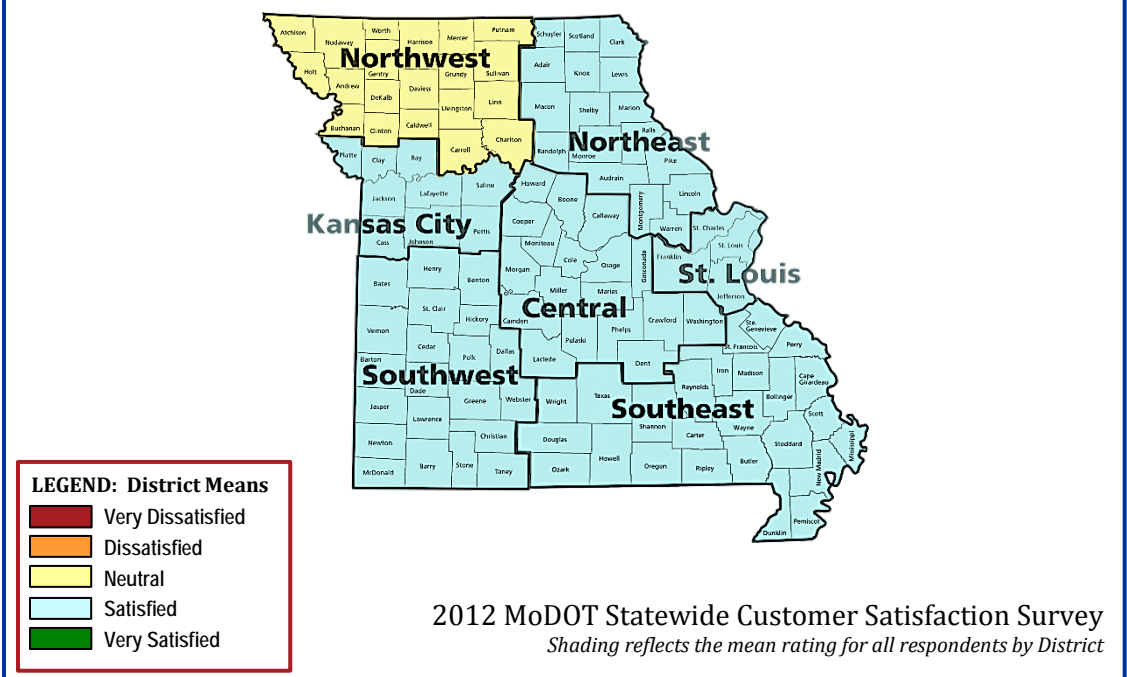
Q. 3c Manage snow and ice on highways



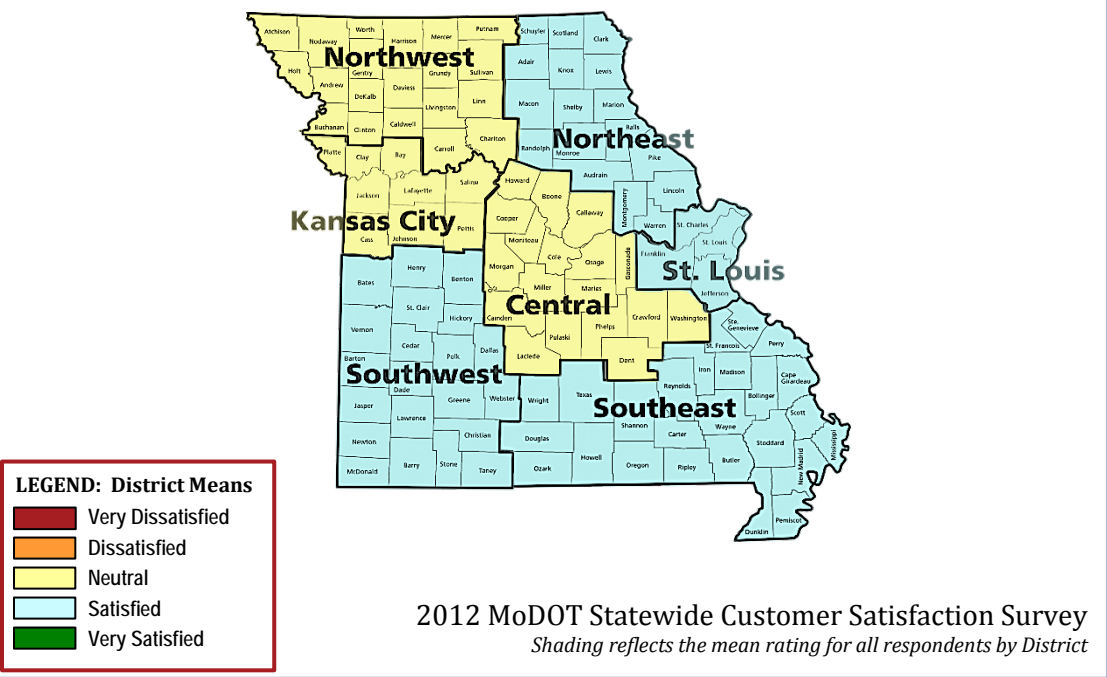
Q. 3d Mow and trim trees, grass and weeds along highways



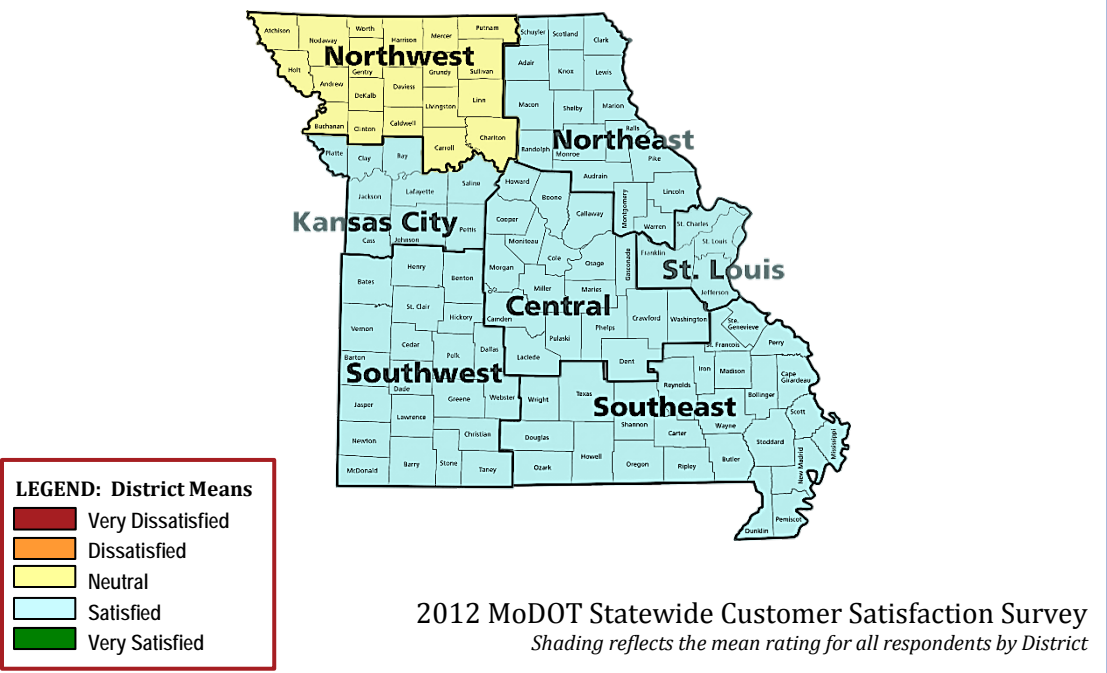
Q. 3e Keep the surface of major highways in good condition (smooth and free of potholes)



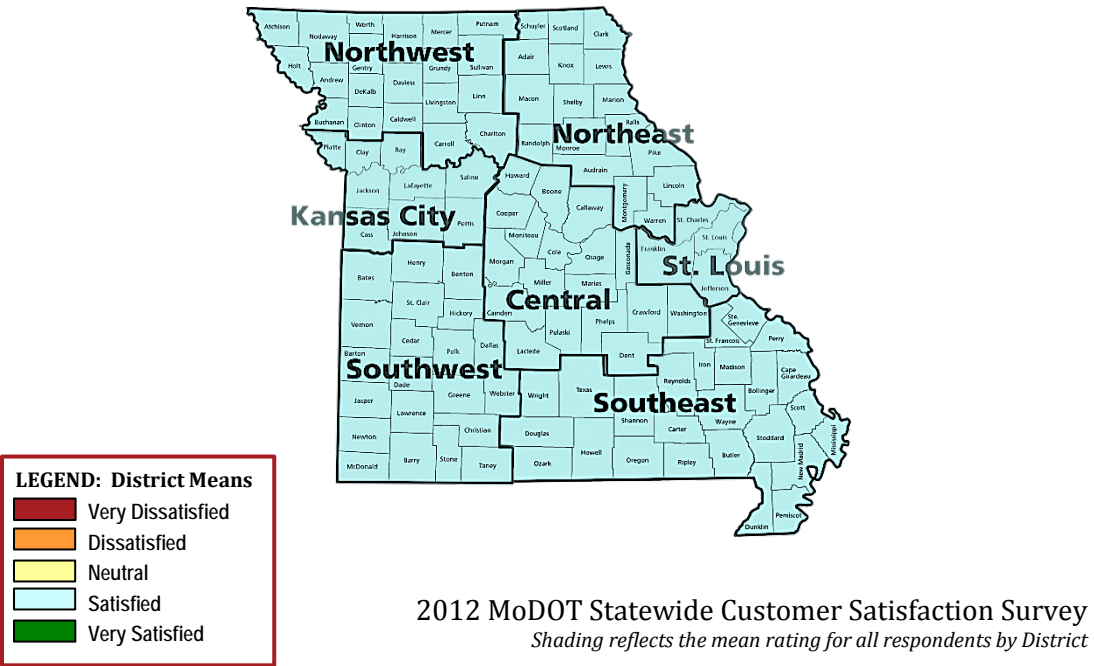
Q. 3f Keep the surface of other state highways in good condition (smooth and free of potholes)



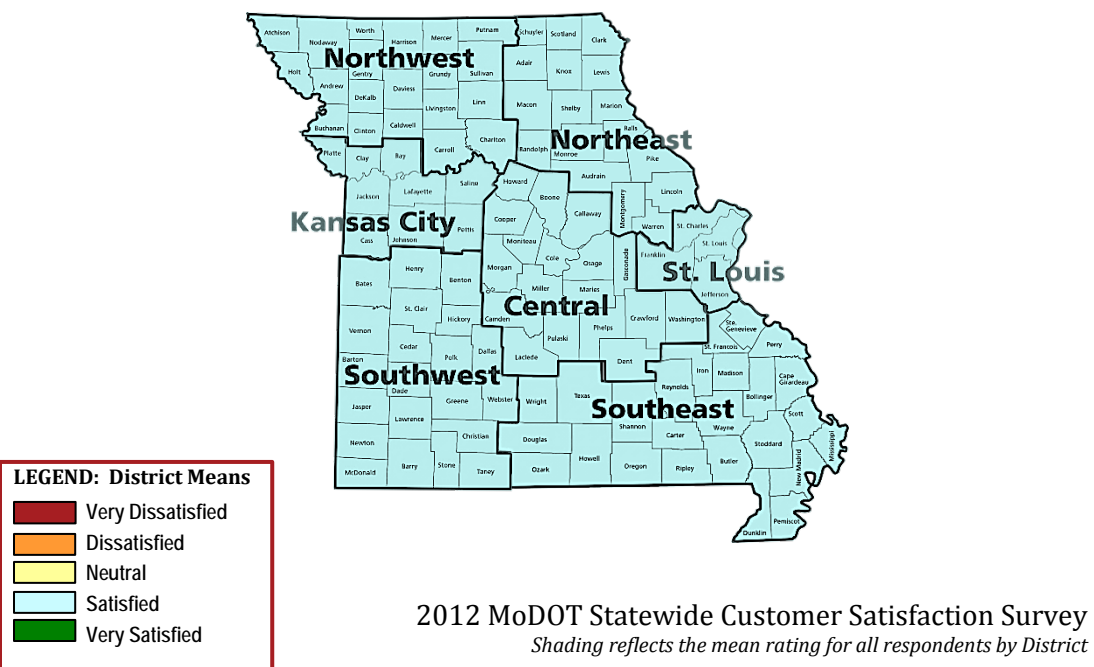
Q. 3g Keep shoulders on highways in good condition



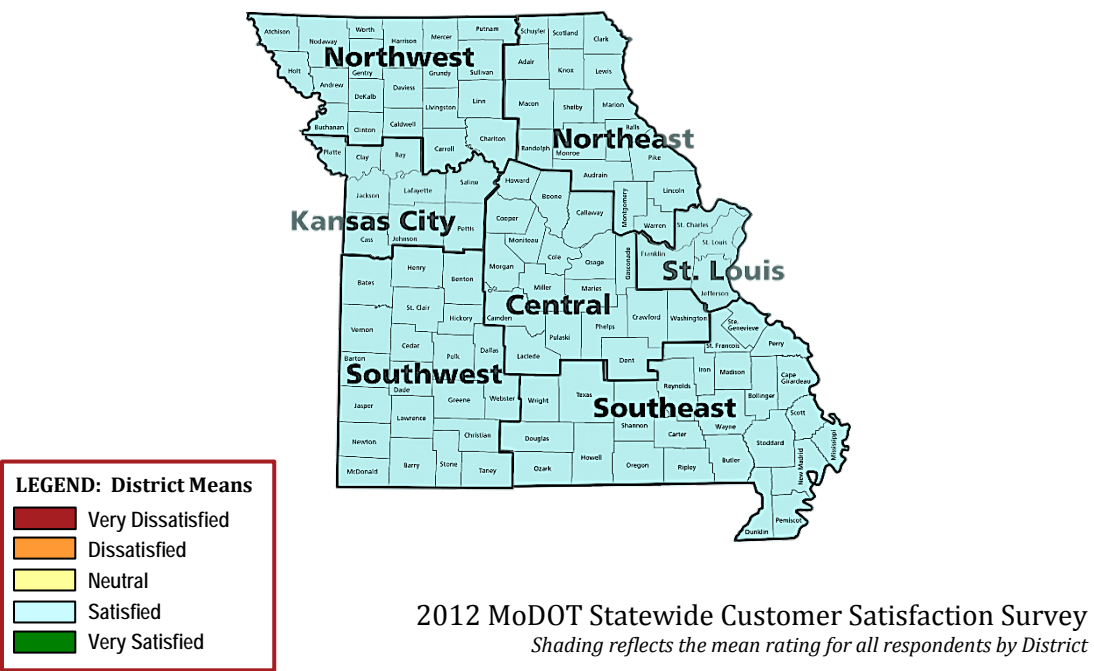
Q. 3h Keep bridges in good condition



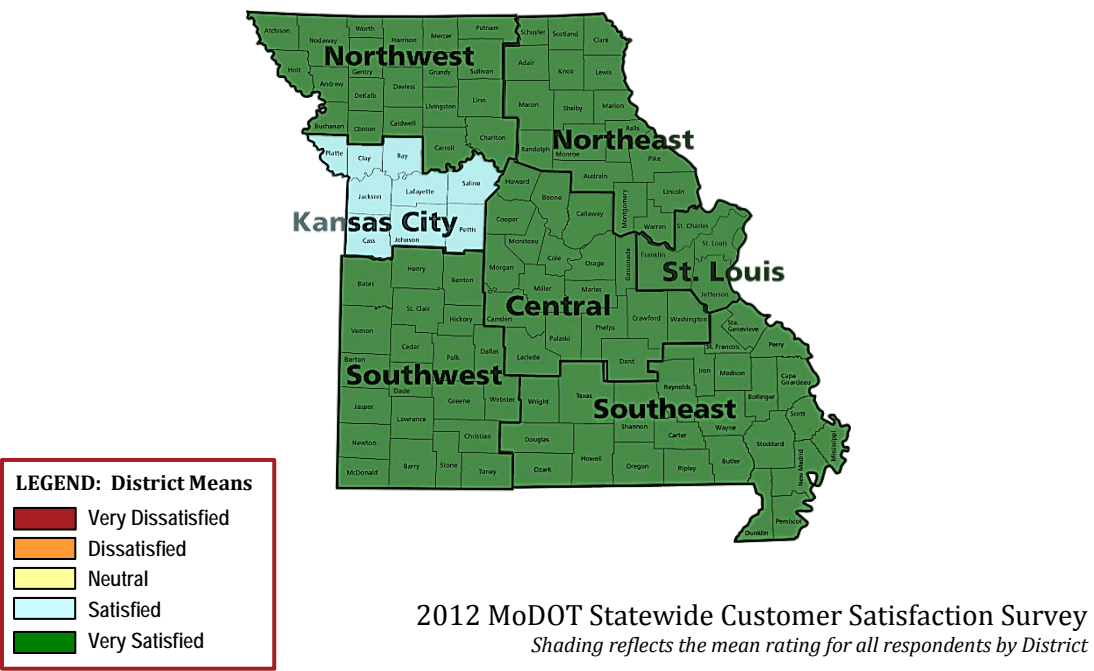
Q. 3i Provide visible roadside and centerline striping on highways



Q. 3j Minimize congestion on highways



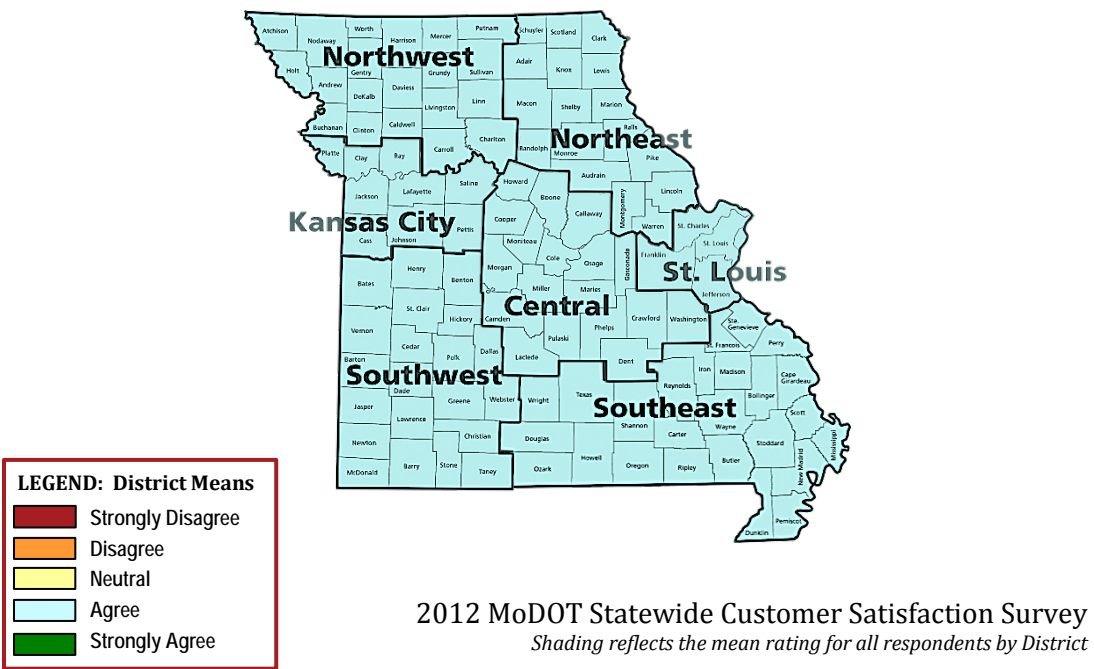
Q. 3k Provide signage along highways that is easy to understand



Q. 31 Support the development of alternative forms of transportation, such as public transportation, biking and pedestrian facilities



Q. 5 MoDOT does a good job of minimizing travel delays caused by construction and maintenance of state highways



Appendix C:

Tracker Question Charts by District

**A Report Card
From Missourians**

Prepared By:

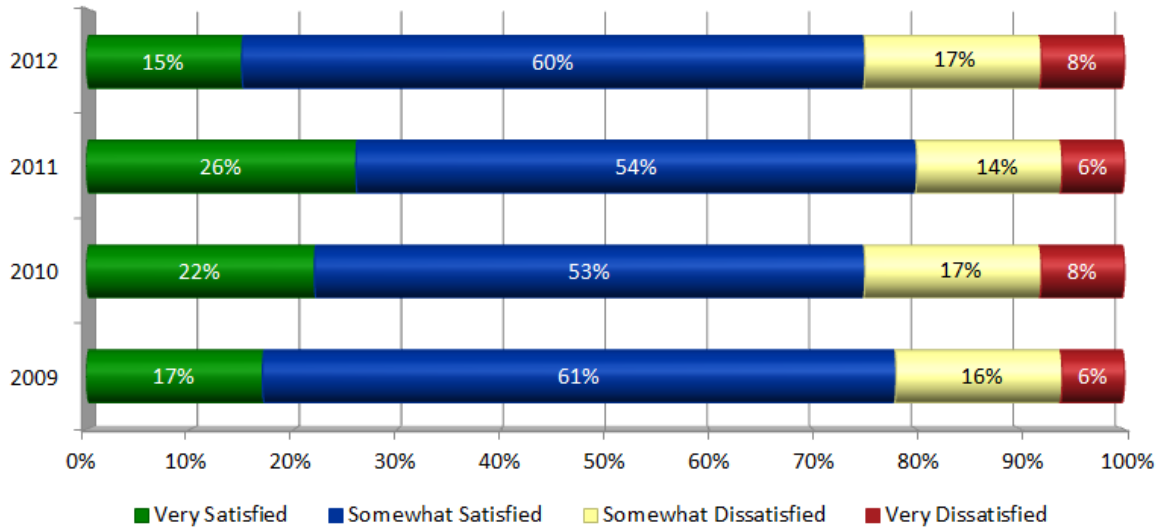


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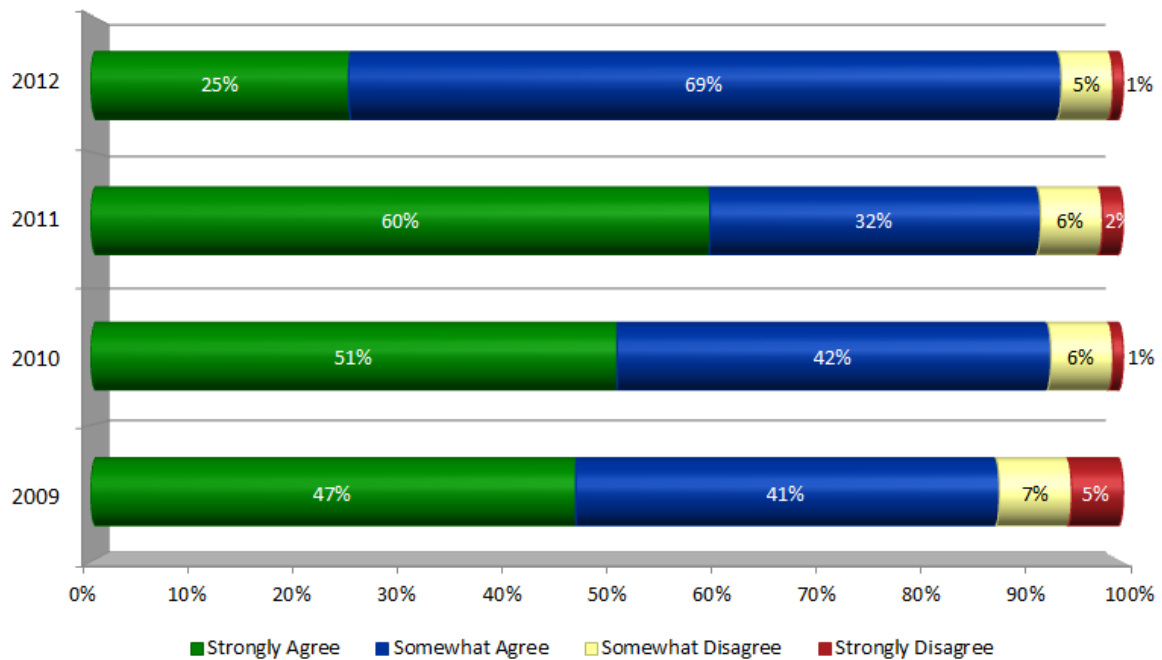
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TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing: NW District

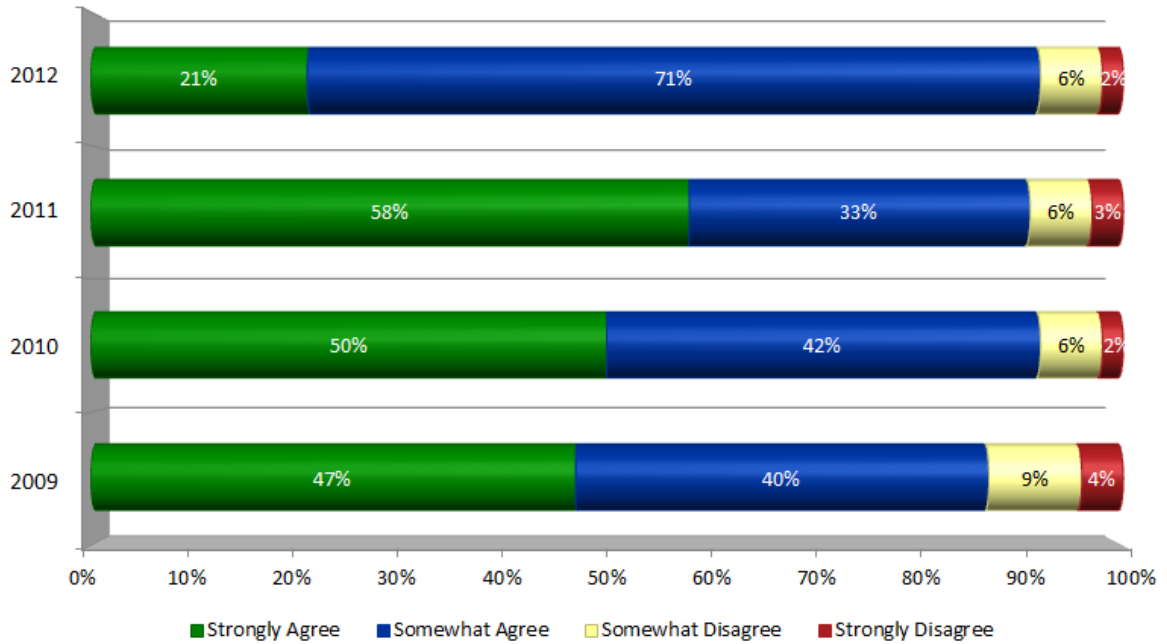


TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: NW District

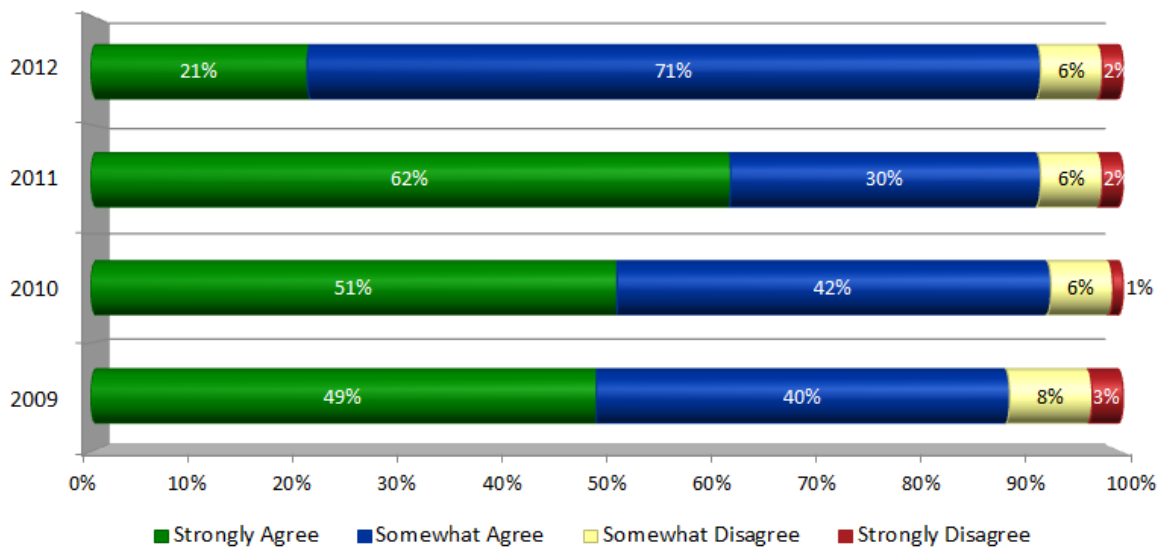


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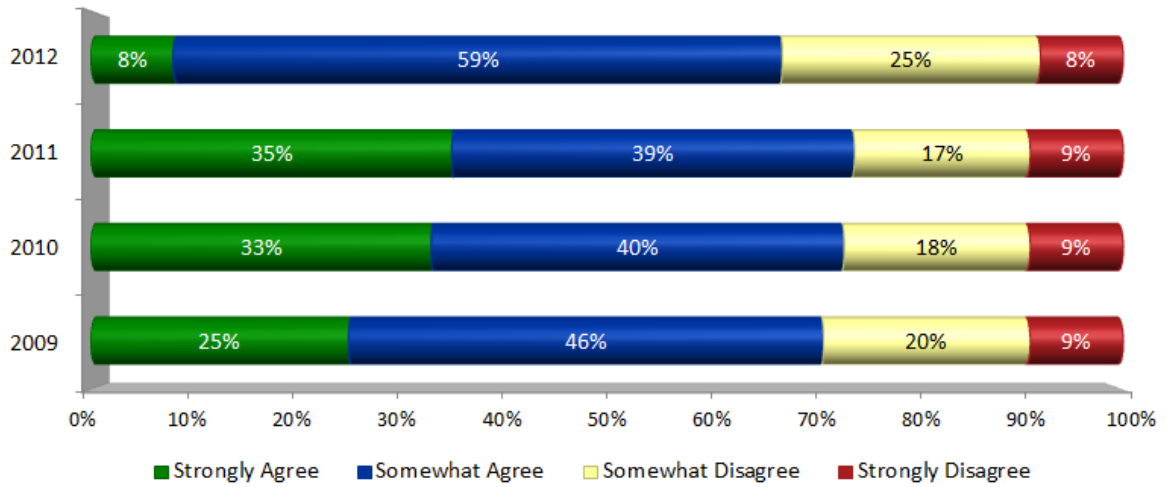
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: NW District



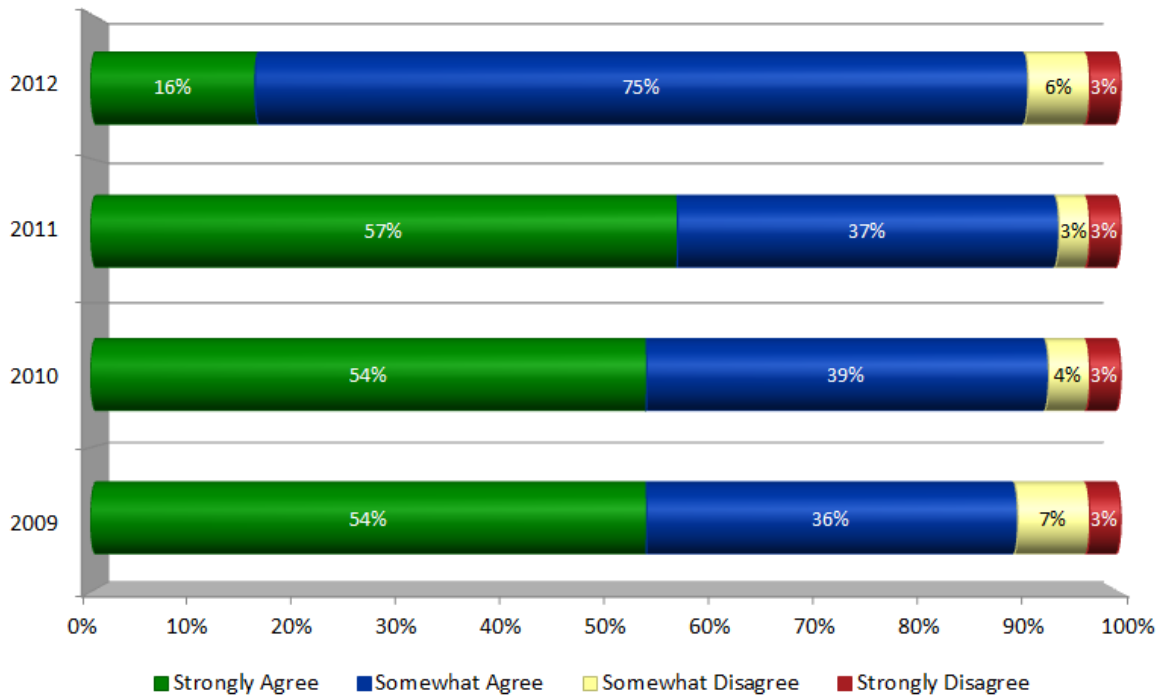
TRENDS: Level of Agreement MoDOT Provides Understandable Information to Citizens: NW District



TRENDS: Level of Agreement MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: NW District

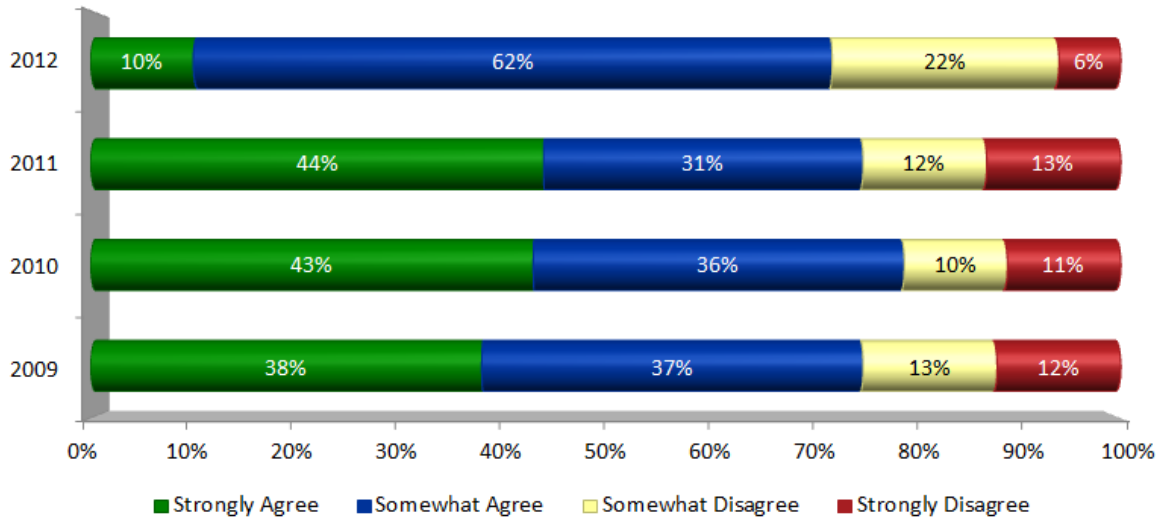


TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: NW District



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**TRENDS: Level of Agreement Missourians are Satisfied
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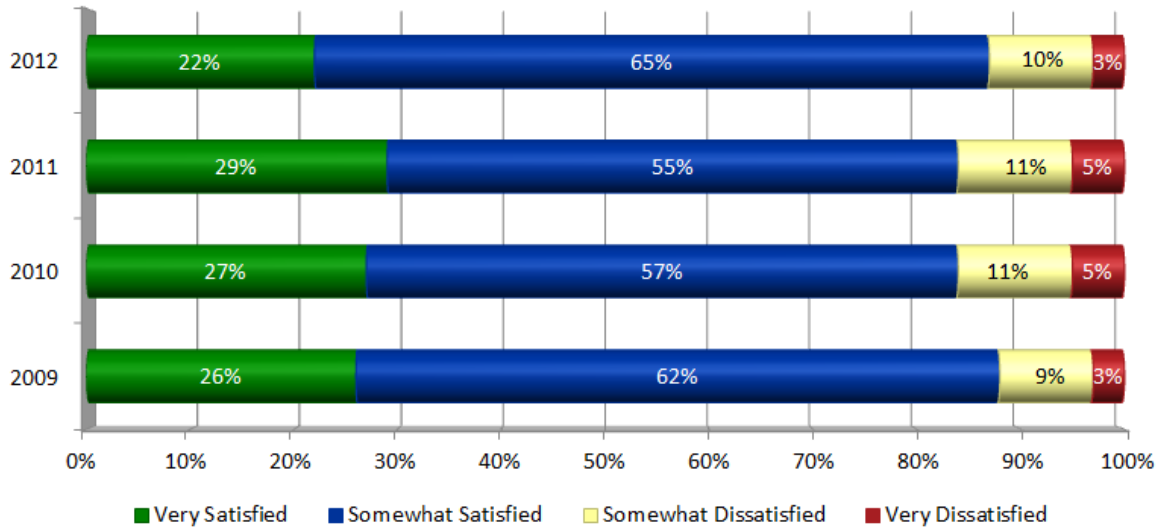


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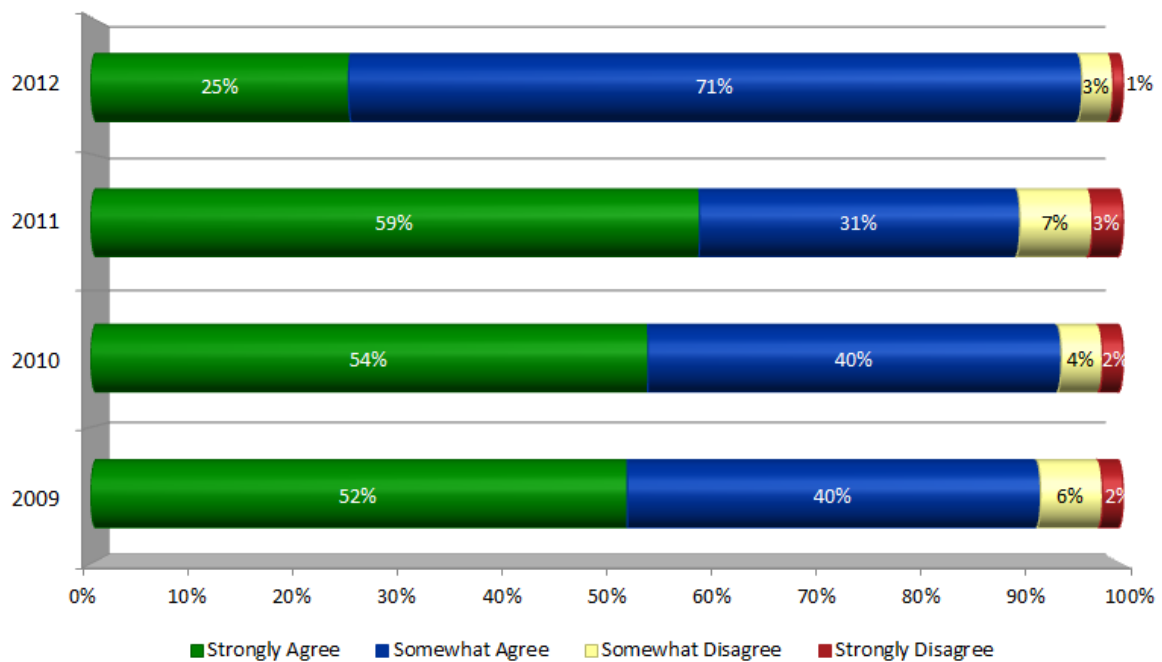
NORTHEAST DISTRICT

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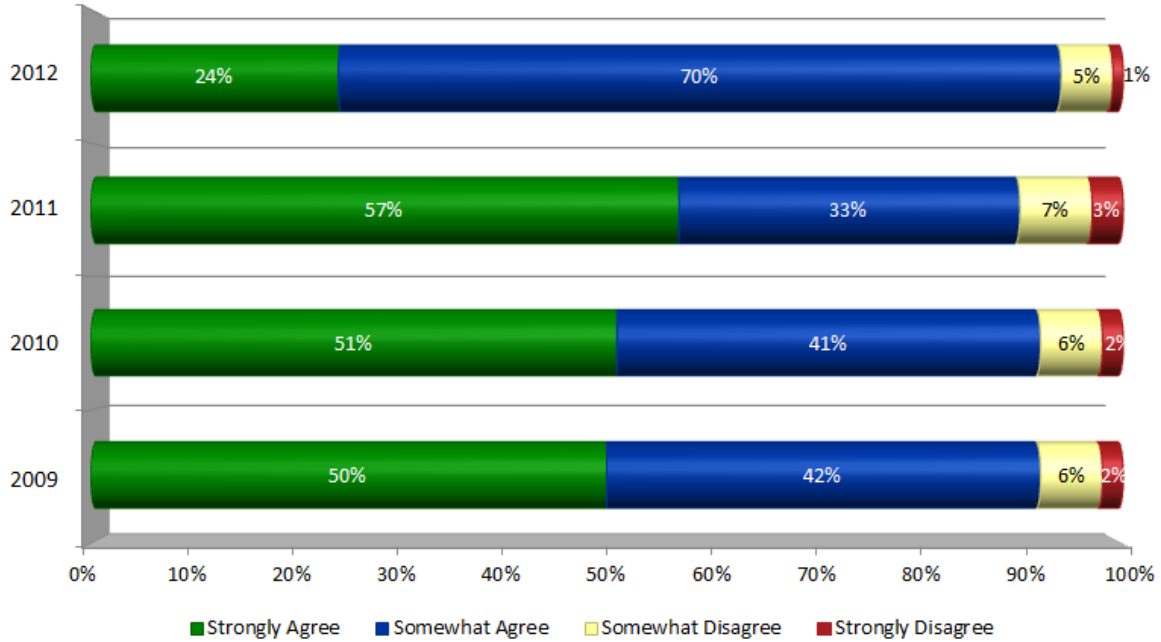
TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing: NE District



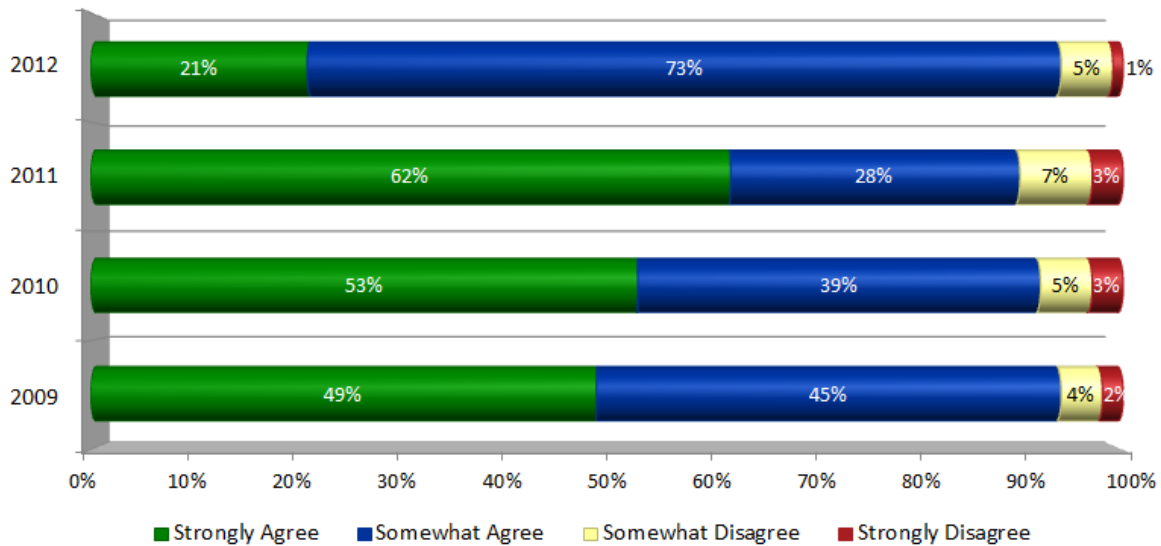
TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: NE District



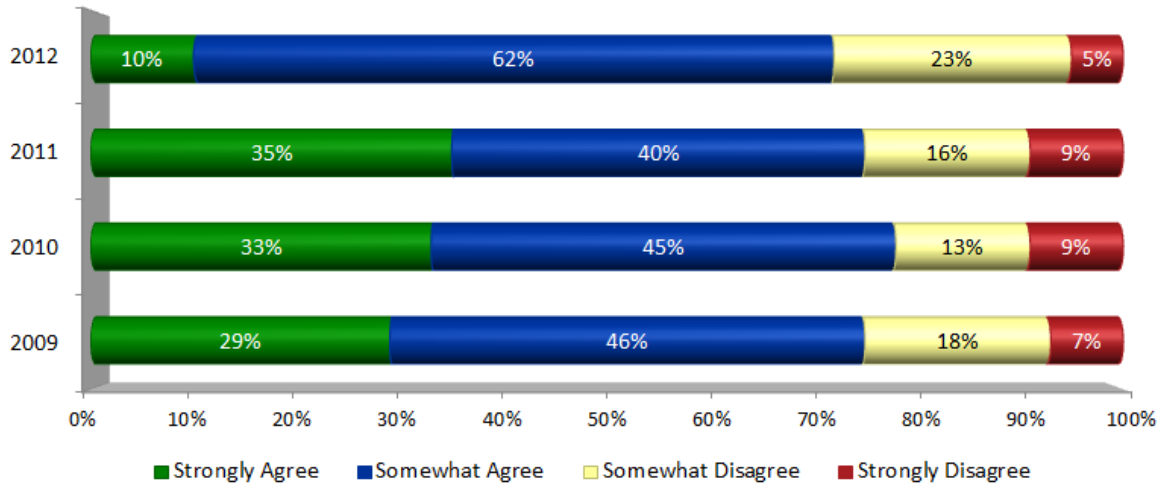
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: NE District



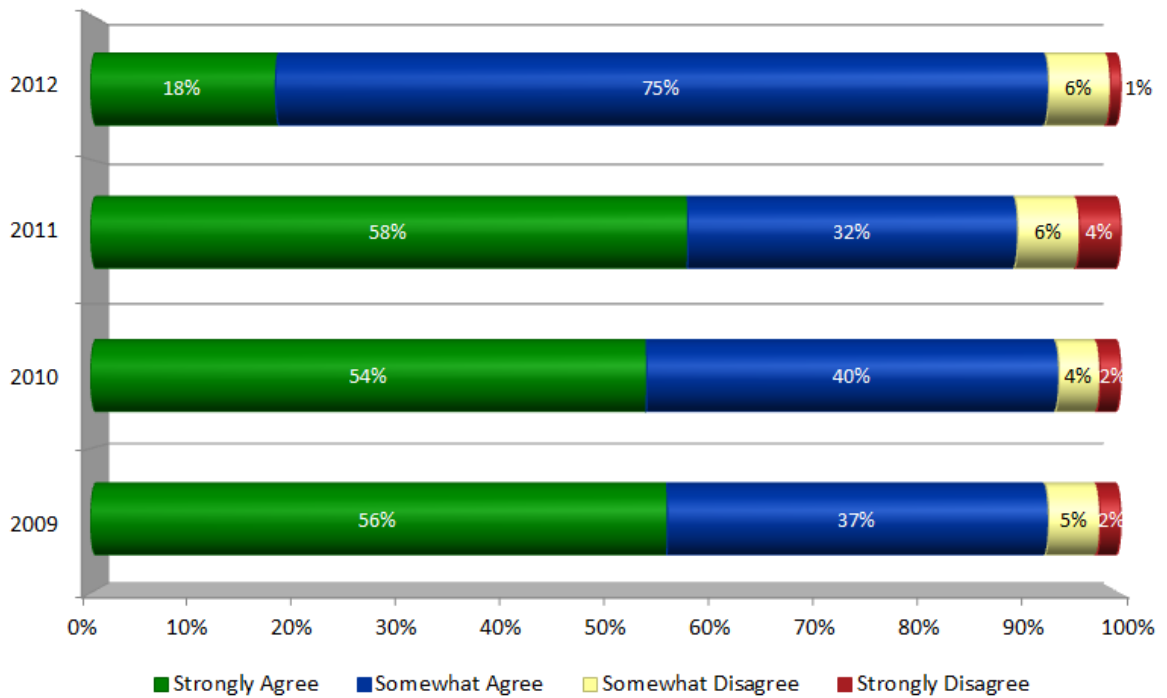
TRENDS: Level of Agreement MoDOT Provides Understandable Information to Citizens: NE District



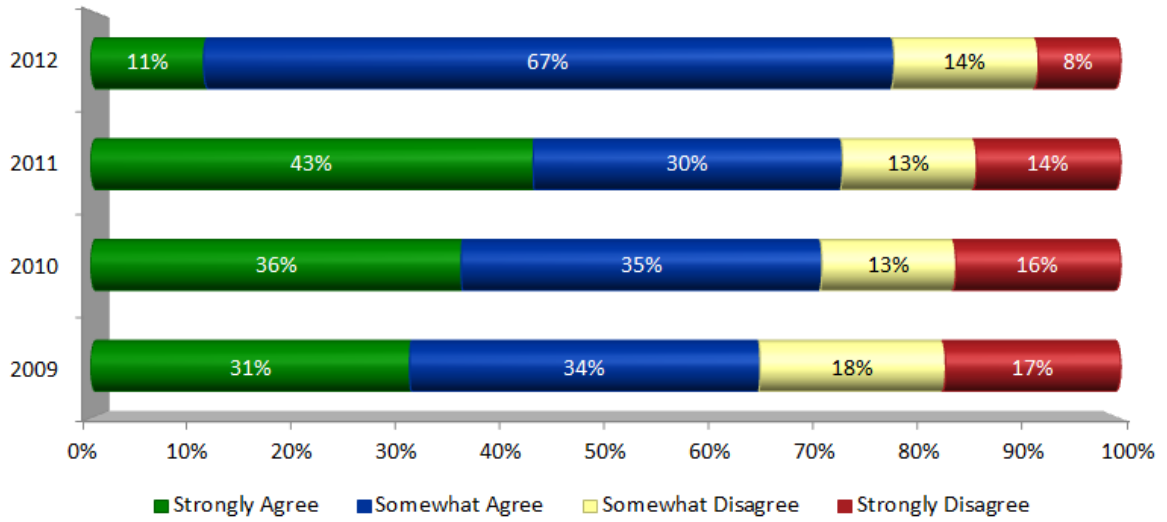
TRENDS: Level of Agreement MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: NE District



TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: NE District



**TRENDS: Level of Agreement Missourians are Satisfied
with the Transportation Options Available
Besides Their Own Personal Vehicle: NE District**



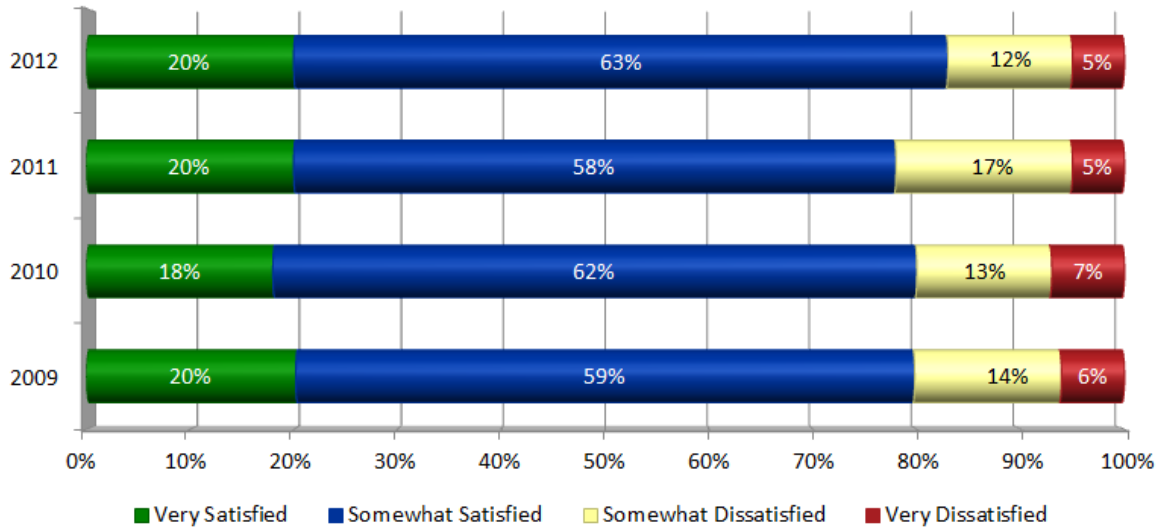
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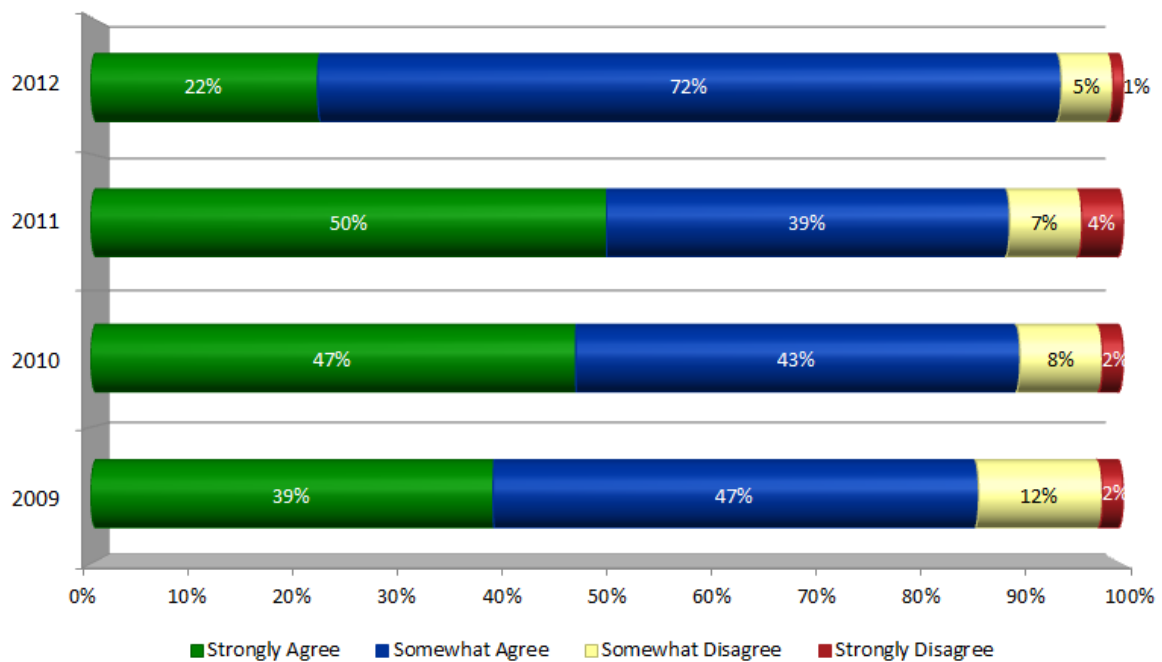
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TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing: KC District

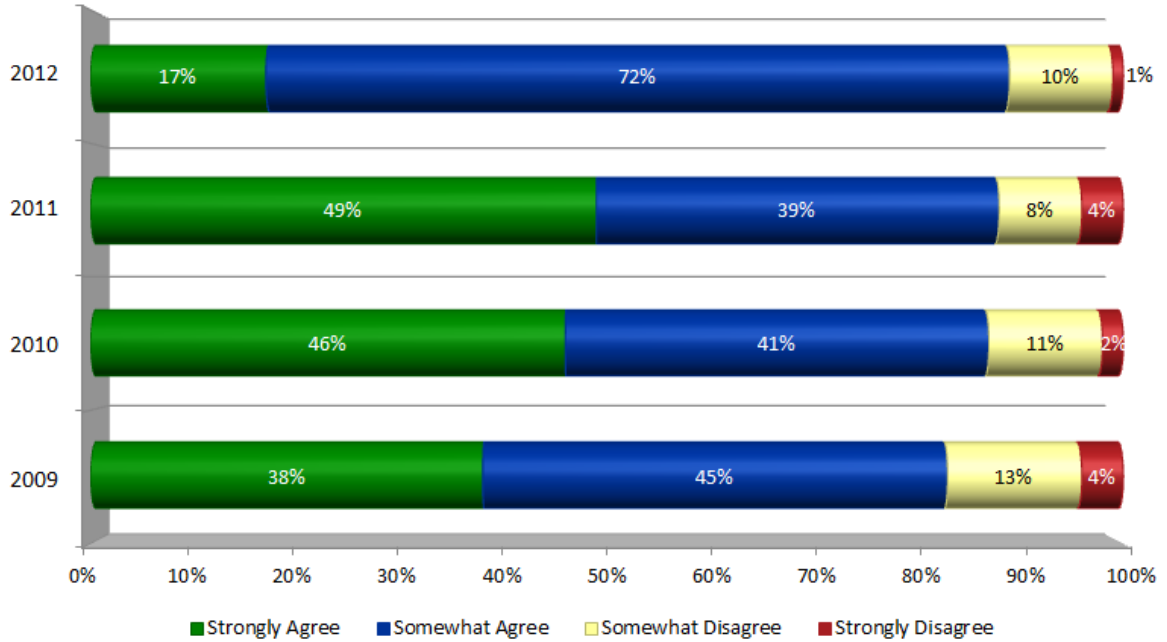


TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: KC District



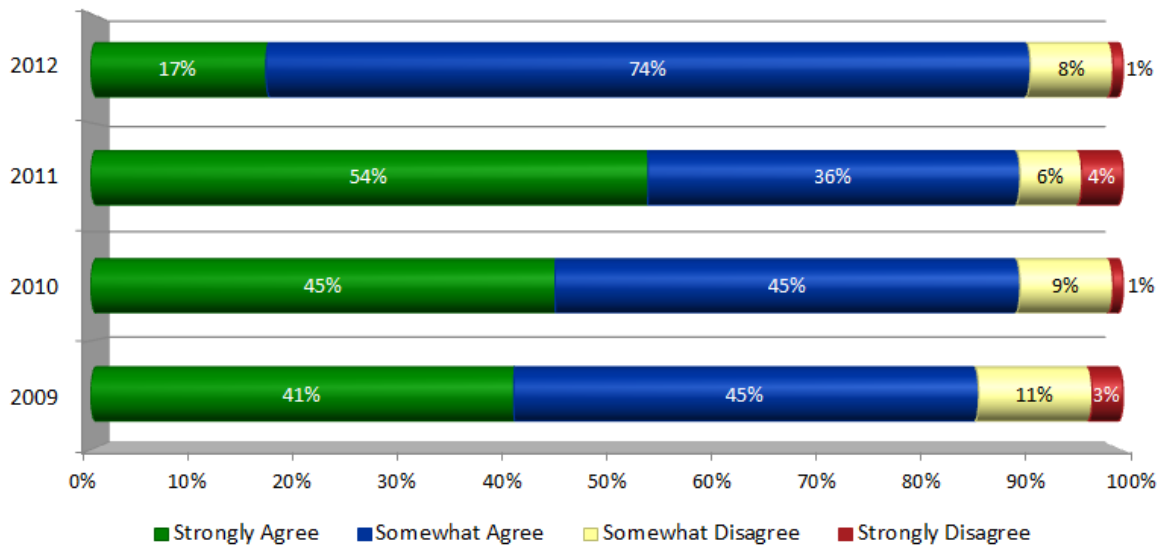
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: KC District

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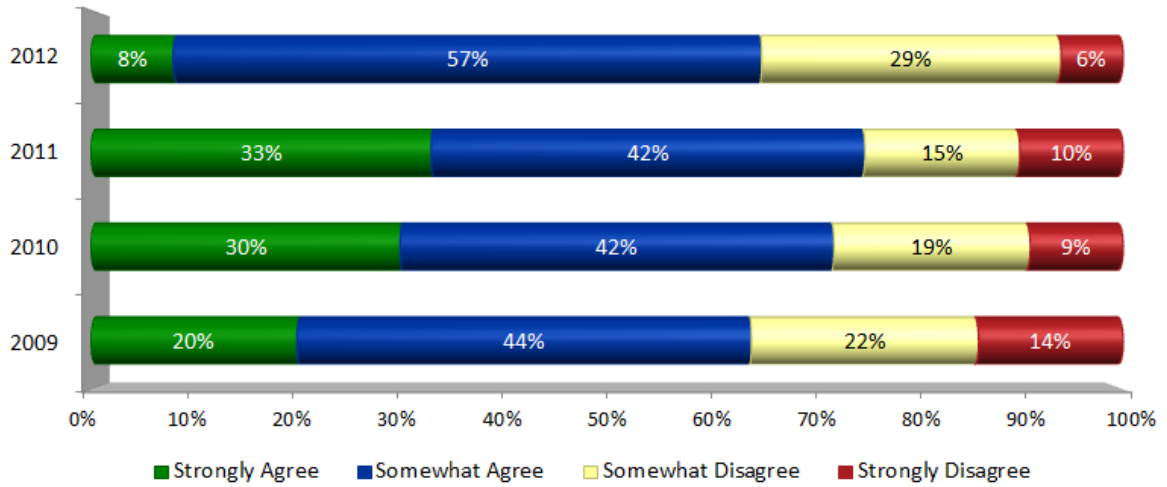


TRENDS: Level of Agreement MoDOT Provides Understandable Information to Citizens: KC District

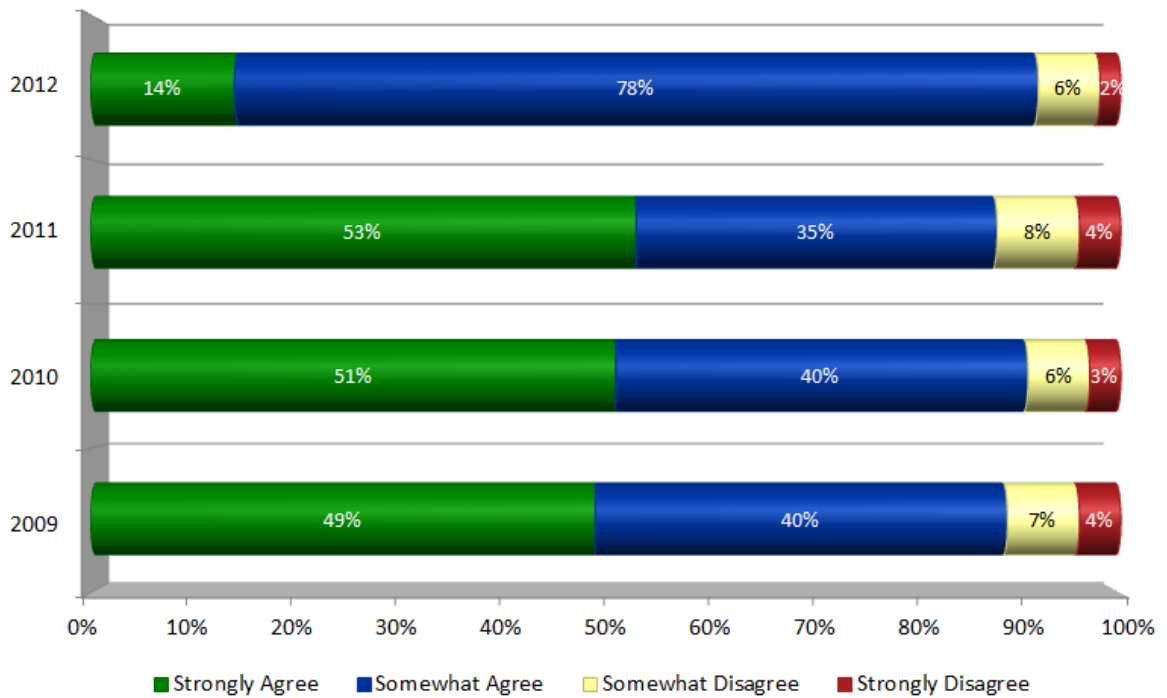
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TRENDS: Level of Agreement MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: KC District



TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: KC District



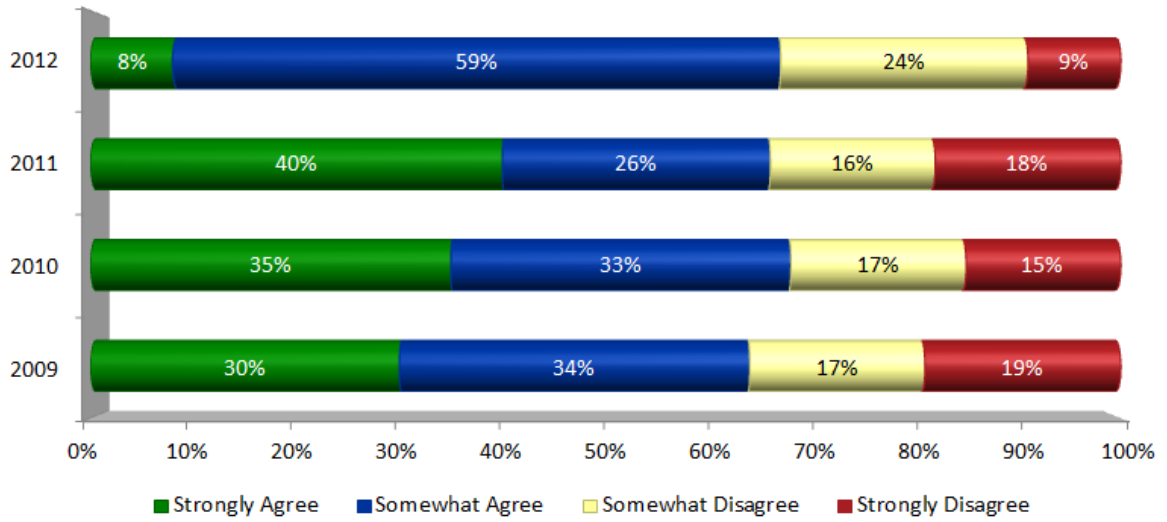
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**TRENDS: Level of Agreement Missourians are Satisfied
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Besides Their Own Personal Vehicle: KC District**

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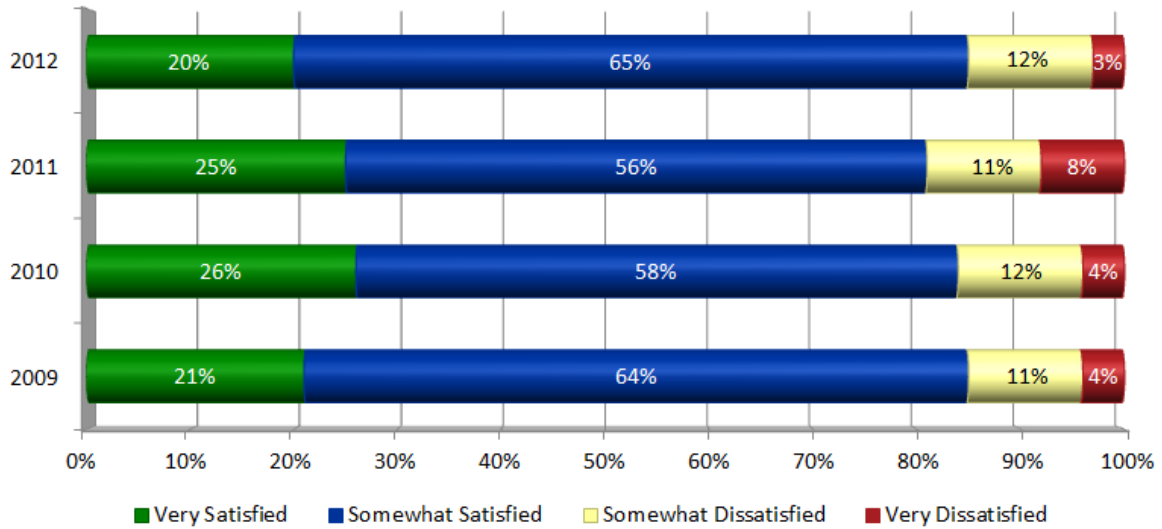
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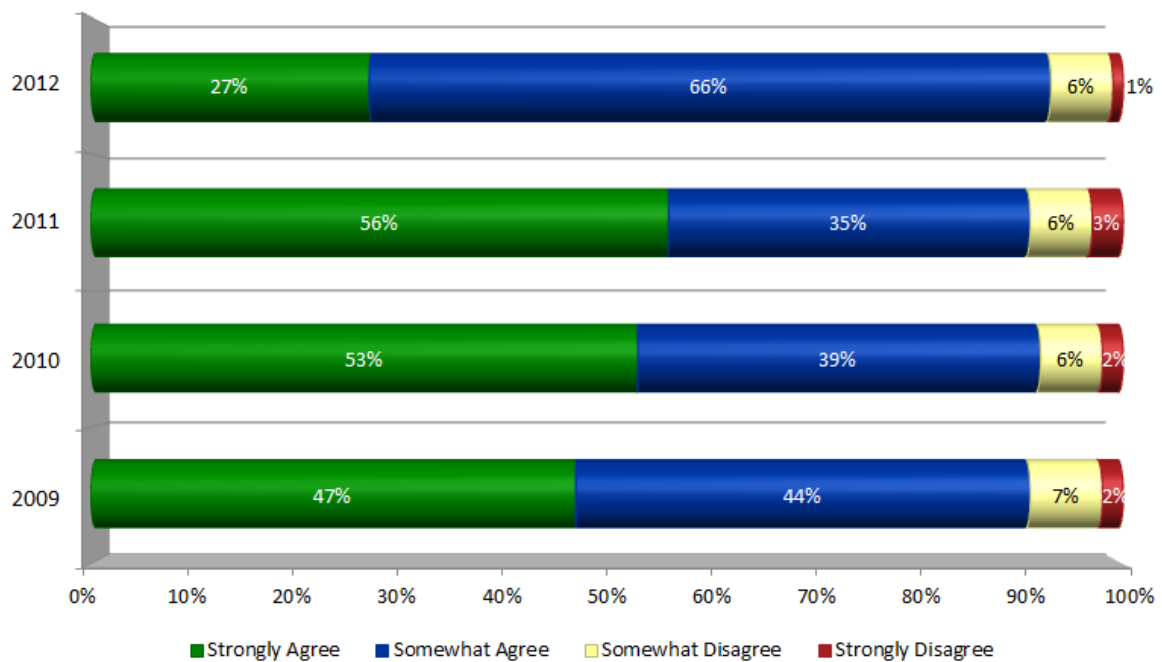
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TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing: Central District

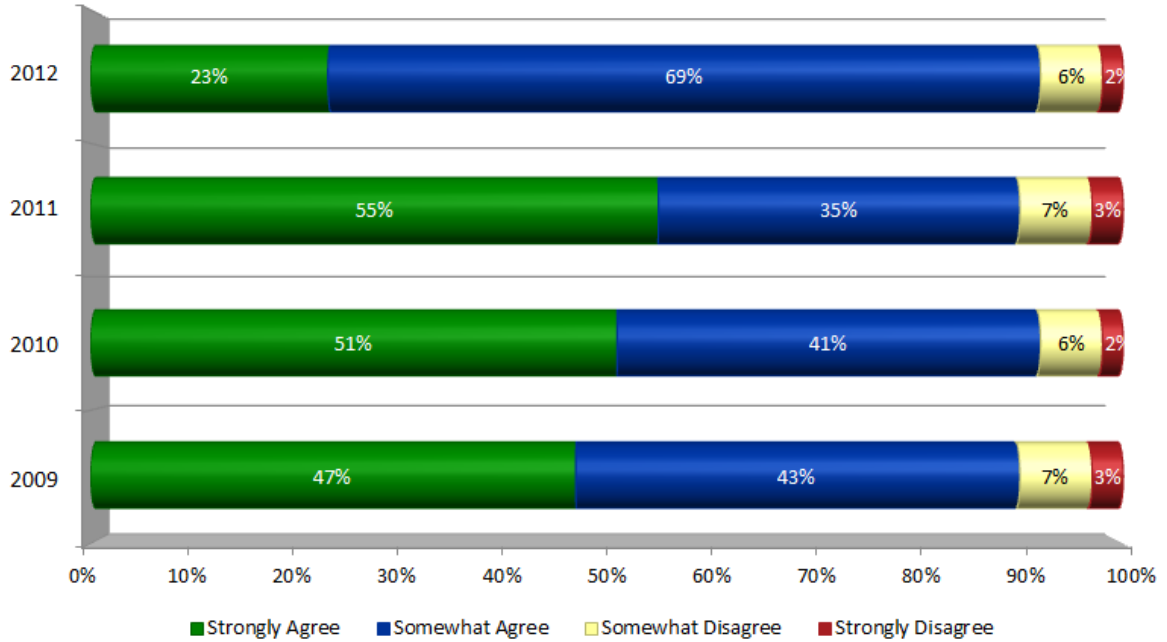


TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: Central District

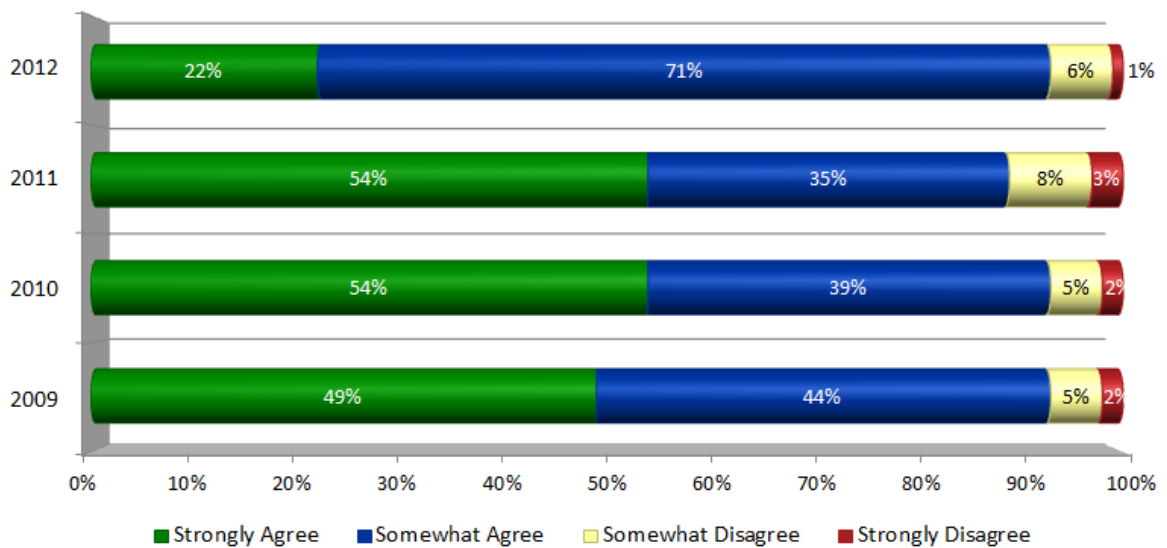


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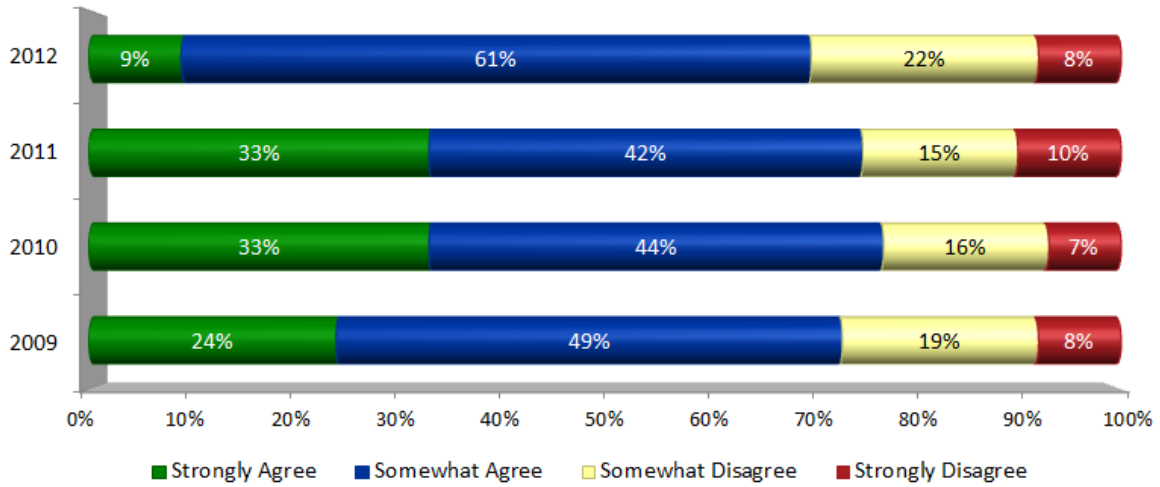
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: Central District



TRENDS: Level of Agreement MoDOT Provides Understandable Information to Citizens: Central District

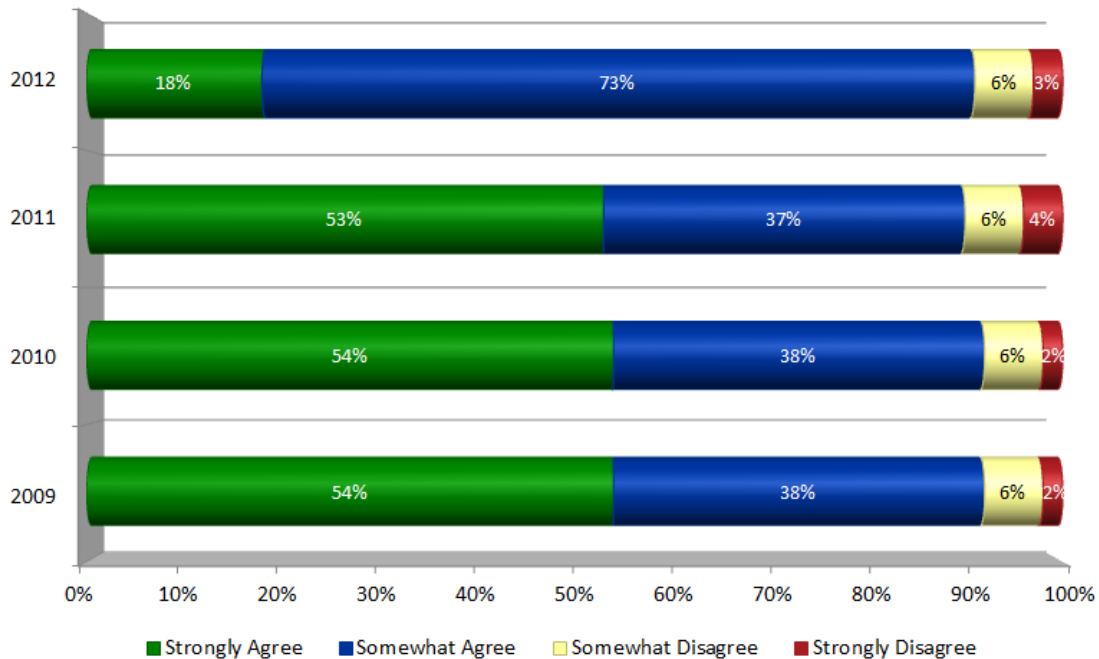


TRENDS: Level of Agreement MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: Central District



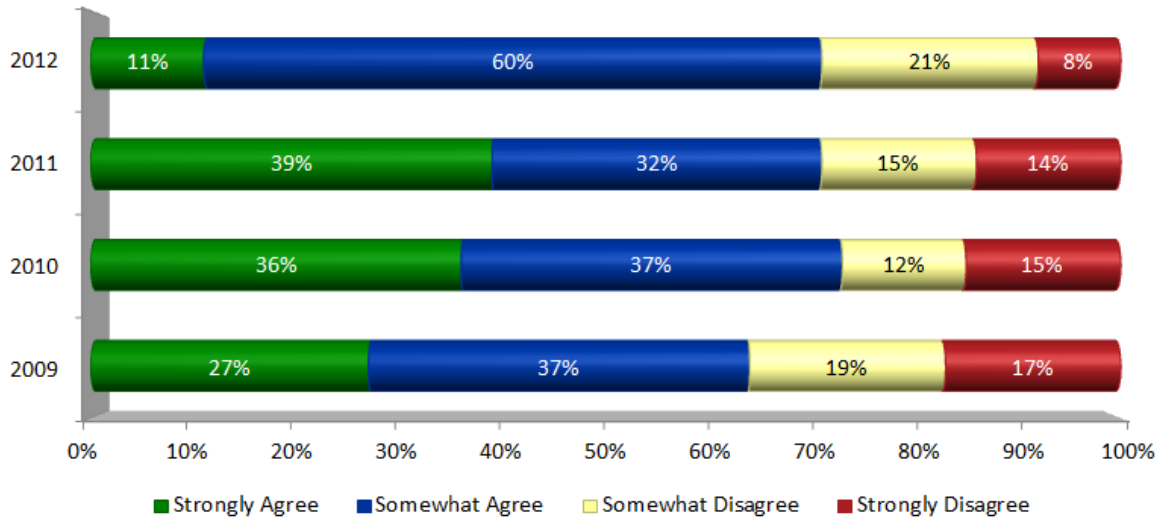
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TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: Central District



TRENDS: Level of Agreement Missourians are Satisfied with the Transportation Options Available Besides Their Own Personal Vehicle: Central District

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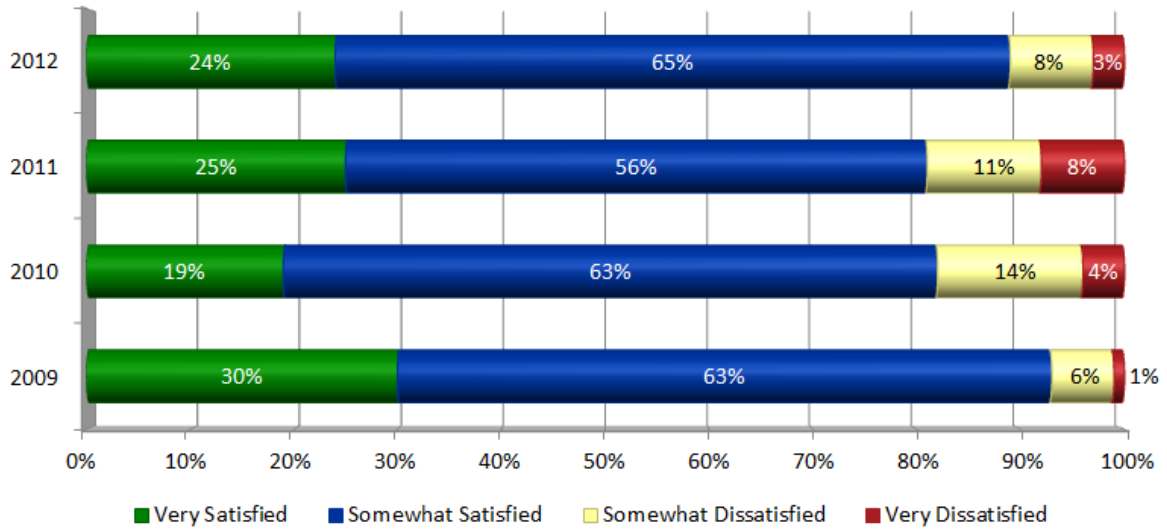


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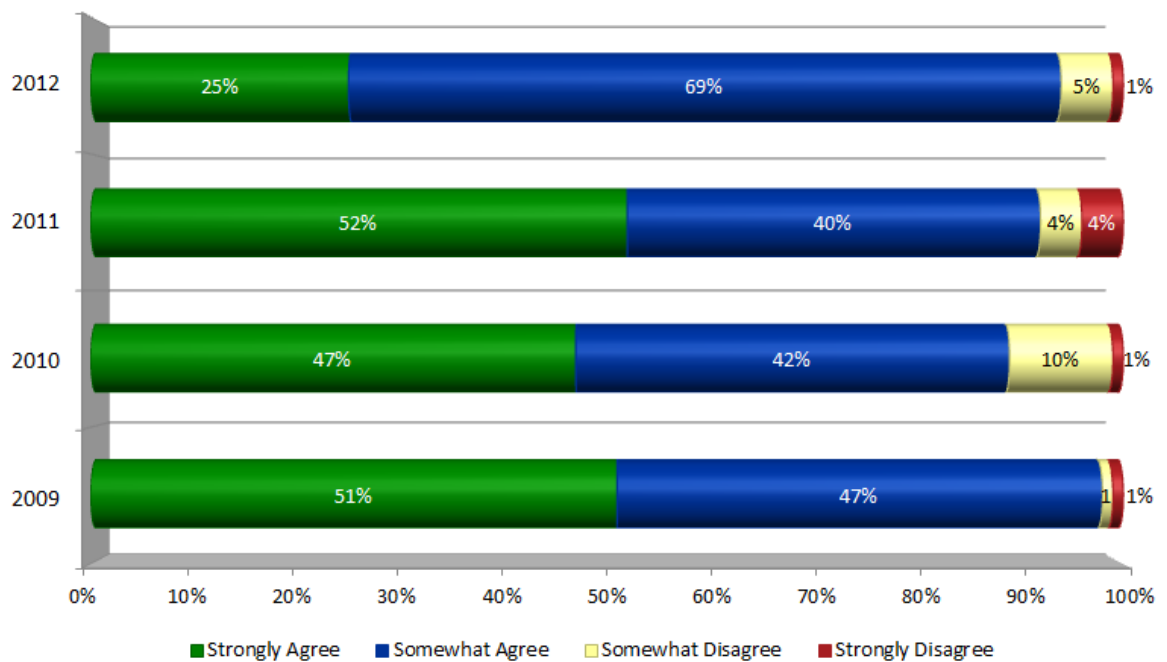
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TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing: SL District

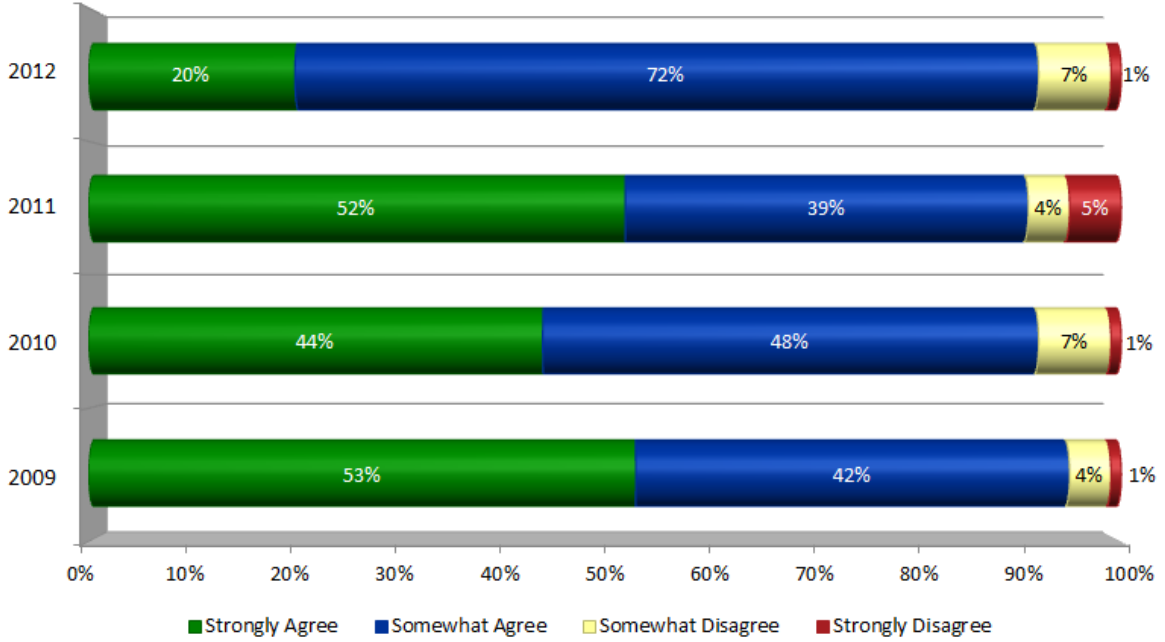


TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: SL District



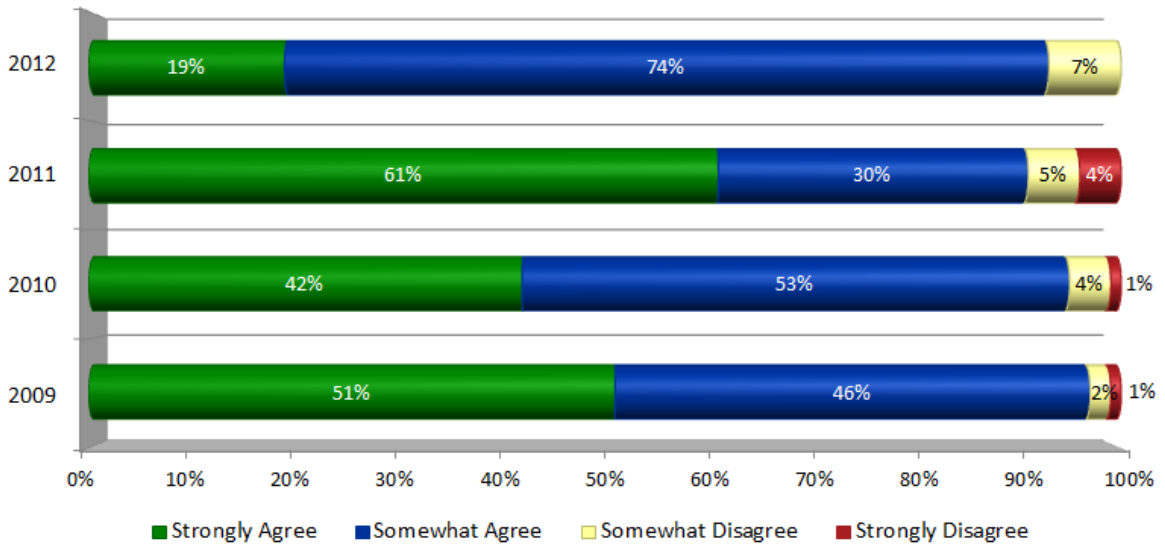
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TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: SL District

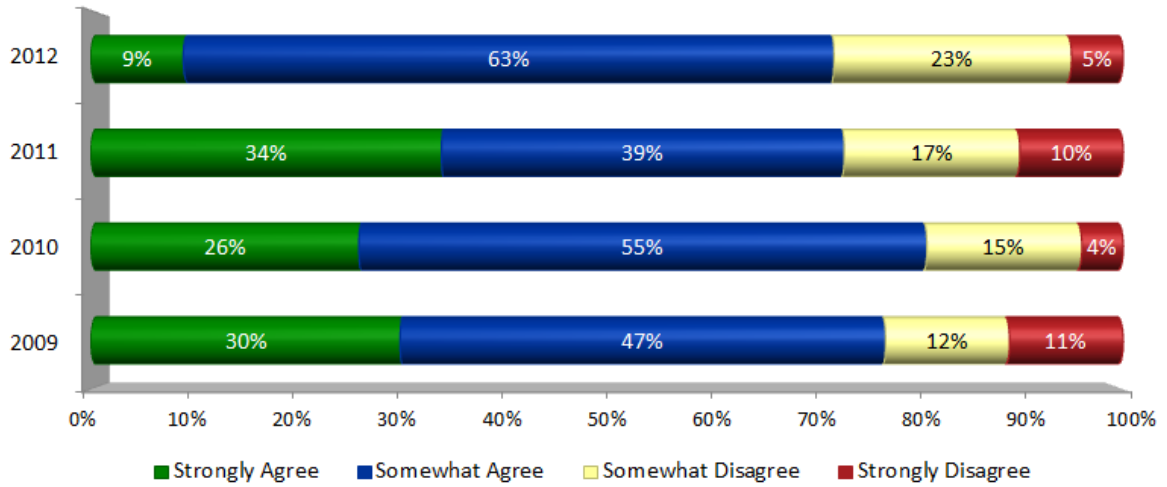


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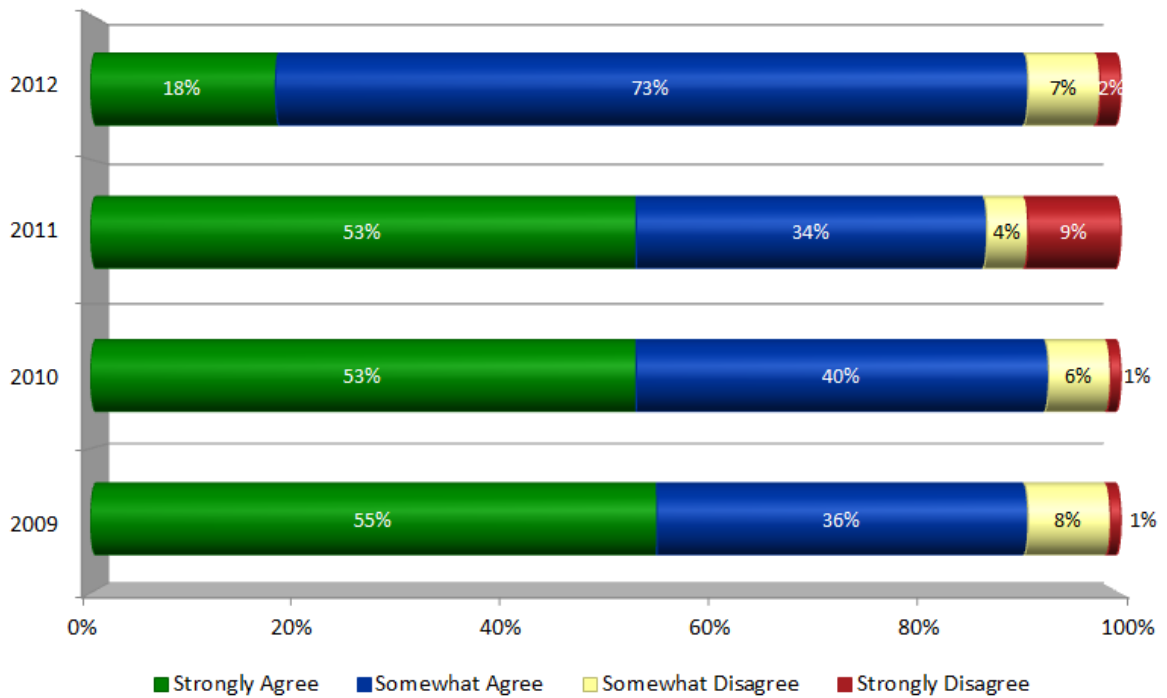
TRENDS: Level of Agreement MoDOT Provides Understandable Information to Citizens: SL District



TRENDS: Level of Agreement MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: SL District



TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: SL District



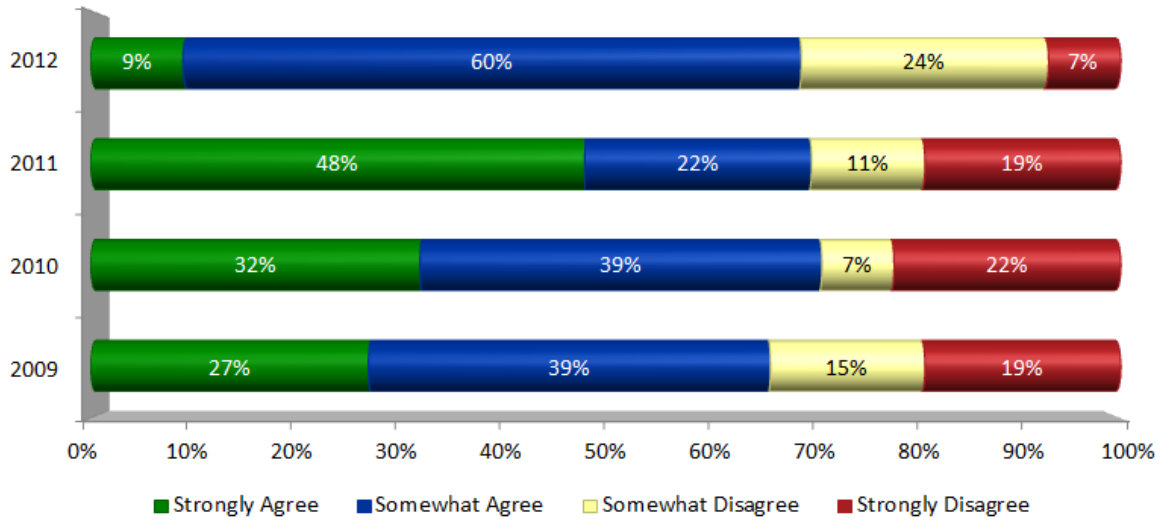
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**TRENDS: Level of Agreement Missourians are Satisfied
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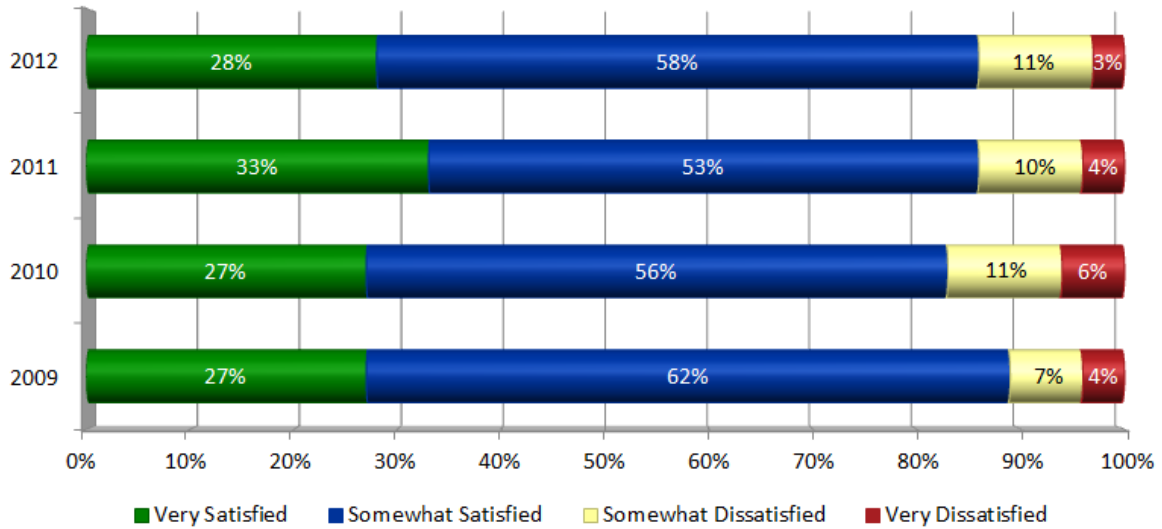
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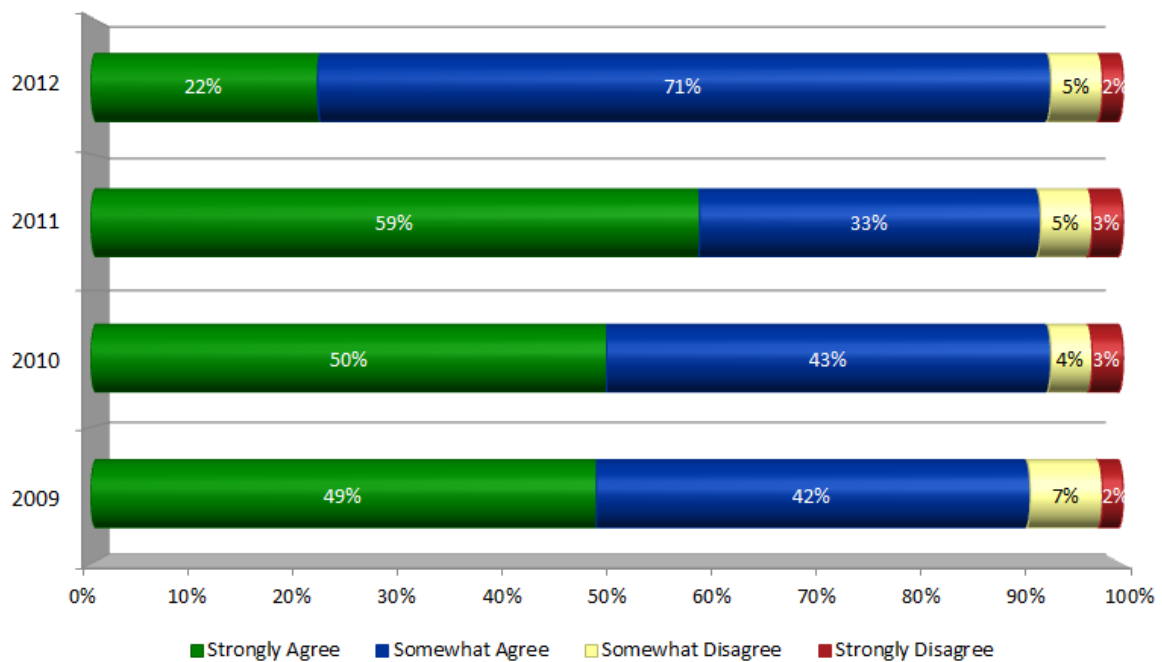
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TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing: SW District

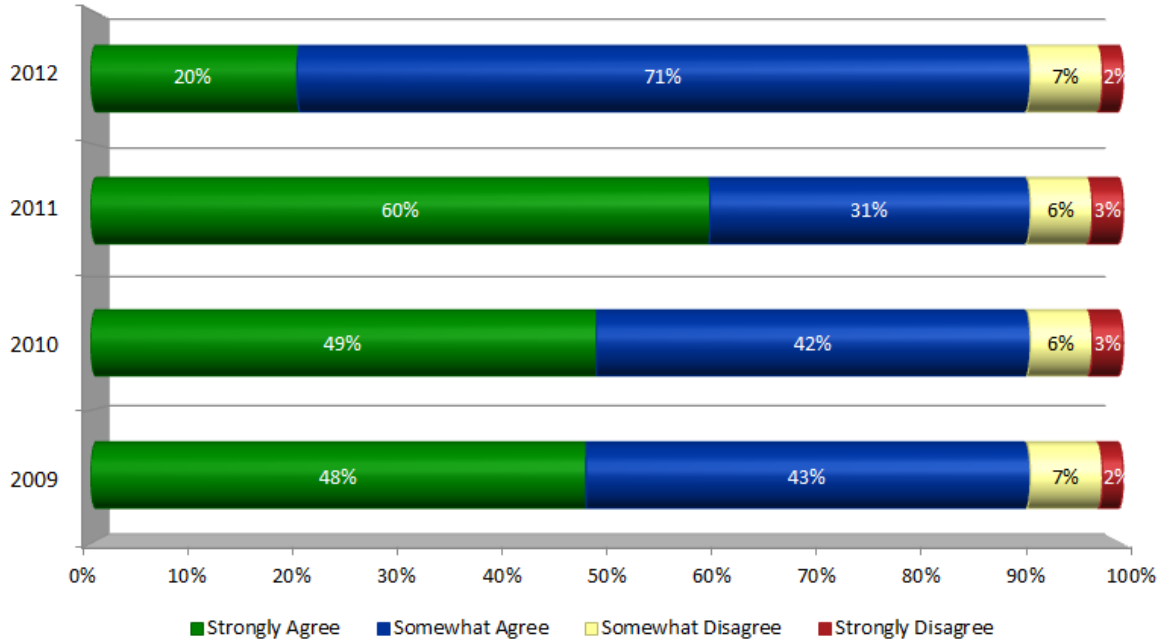


TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: SW District

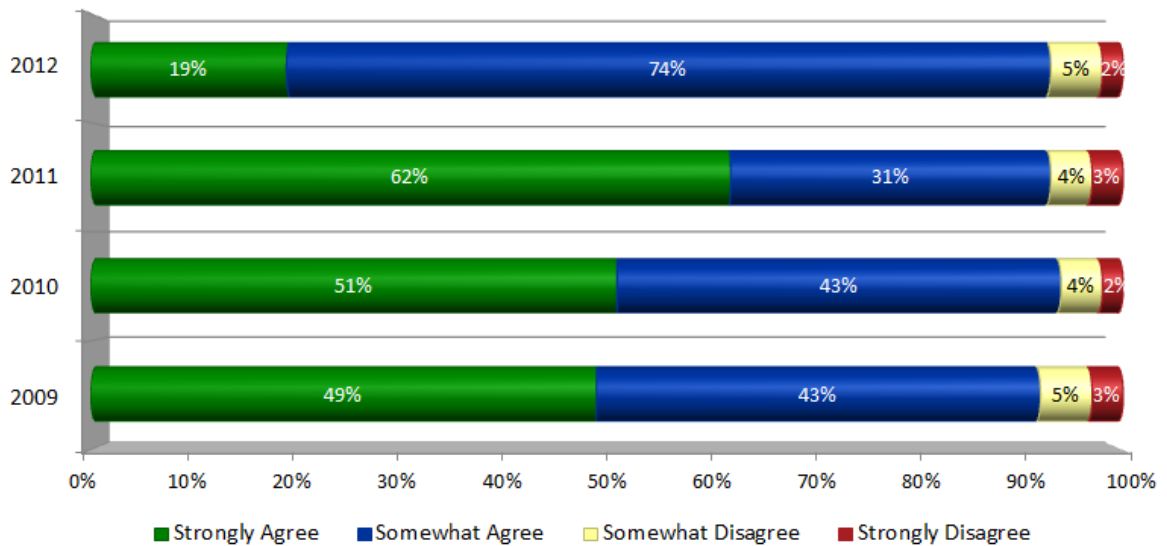


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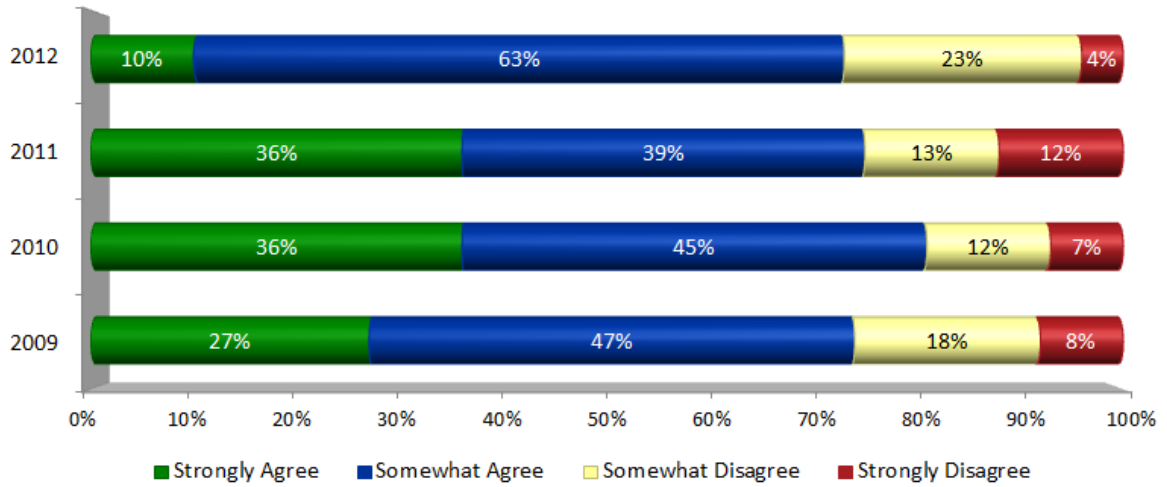
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: SW District



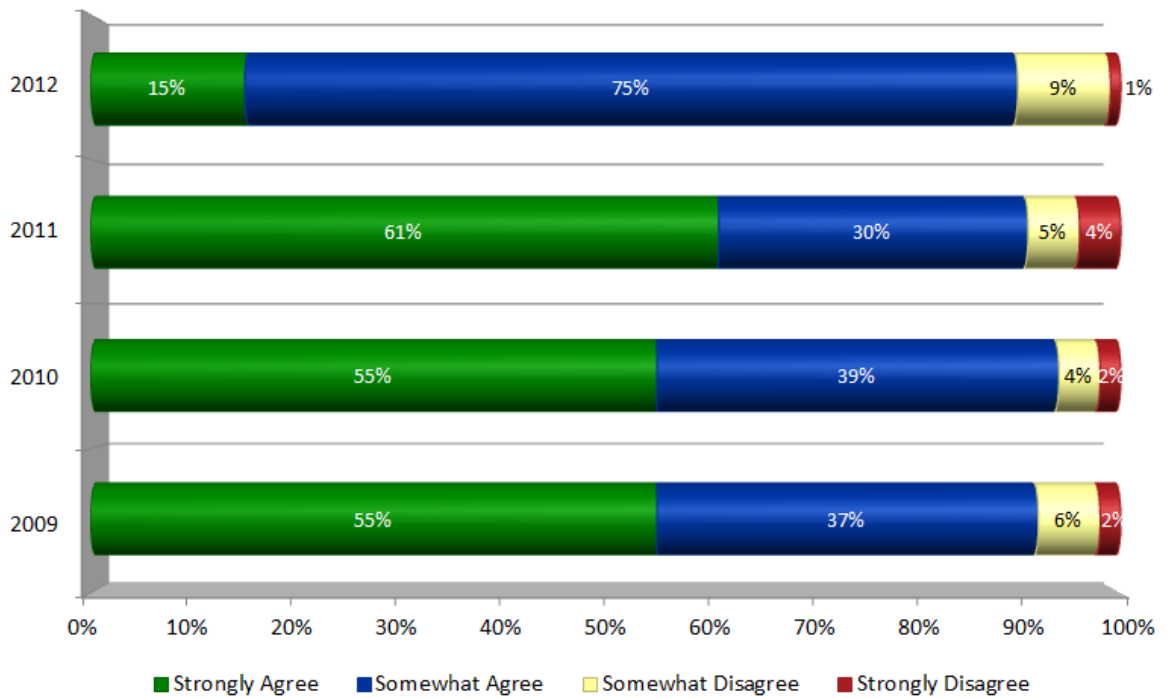
TRENDS: Level of Agreement MoDOT Provides Understandable Information to Citizens: SW District



TRENDS: Level of Agreement MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: SW District

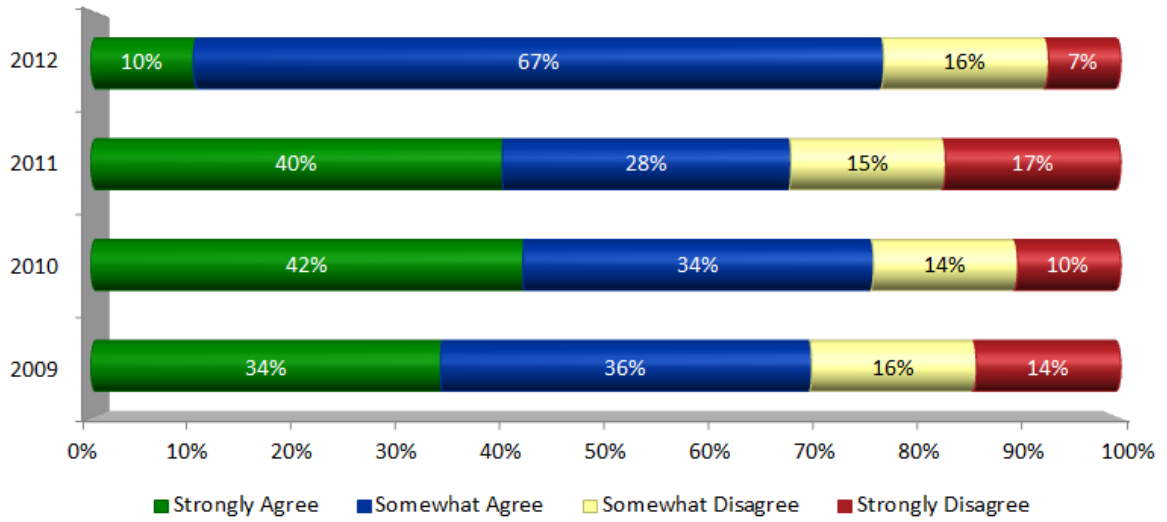


TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: SW District



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TRENDS: Level of Agreement Missourians are Satisfied with the Transportation Options Available Besides Their Own Personal Vehicle: SW District

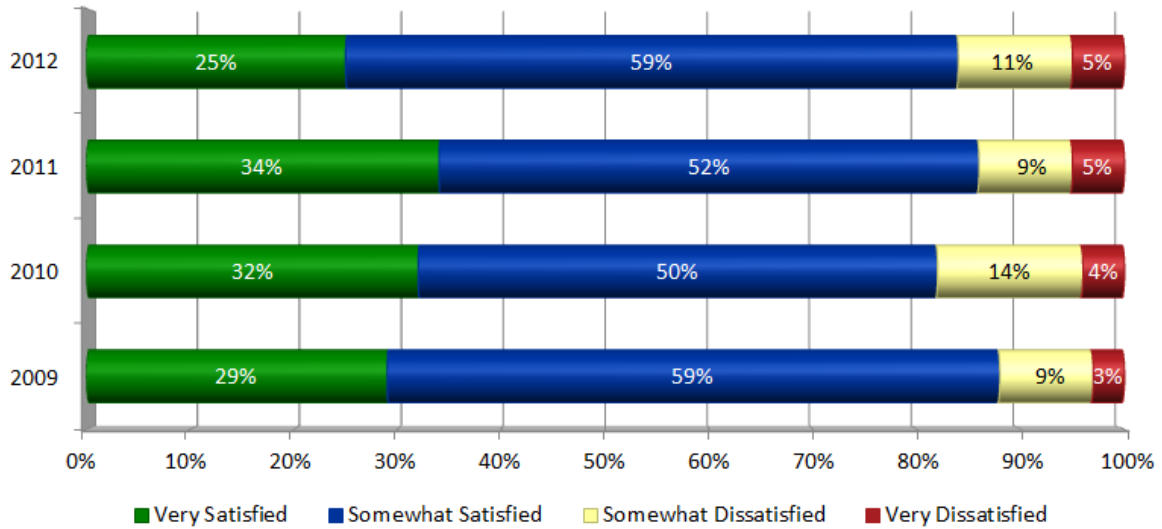


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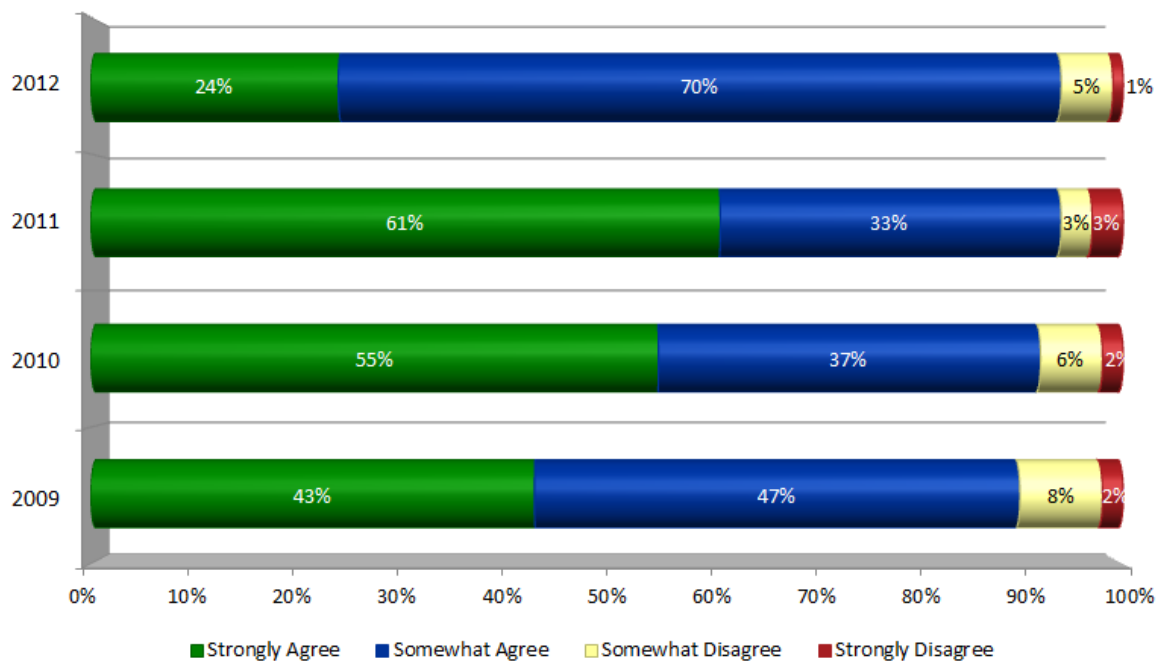
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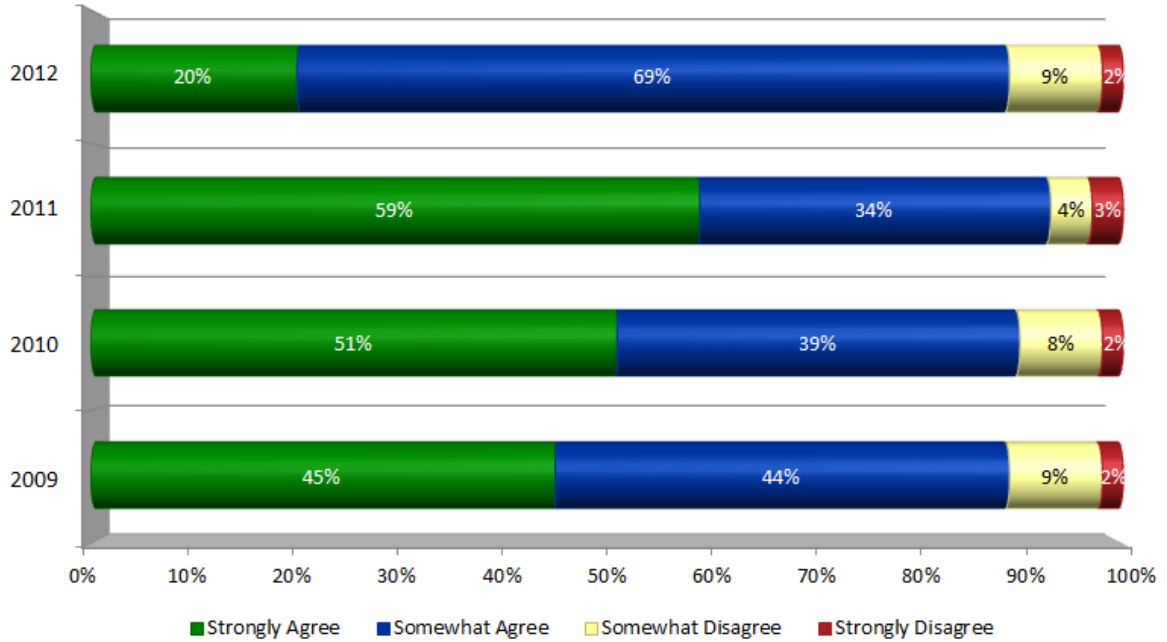
TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing: SE District



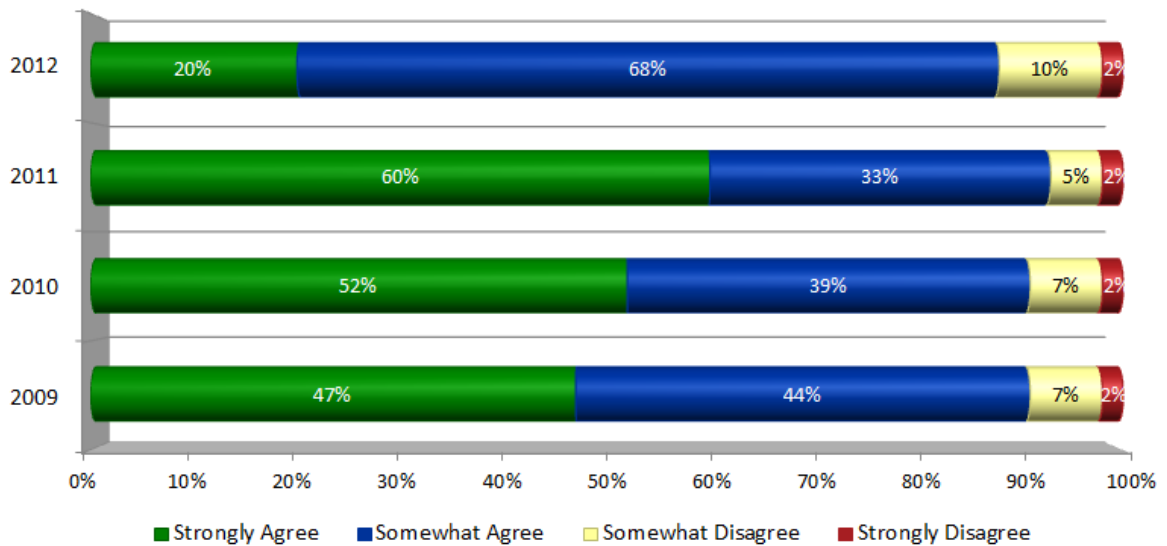
TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: SE District



TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: SE District

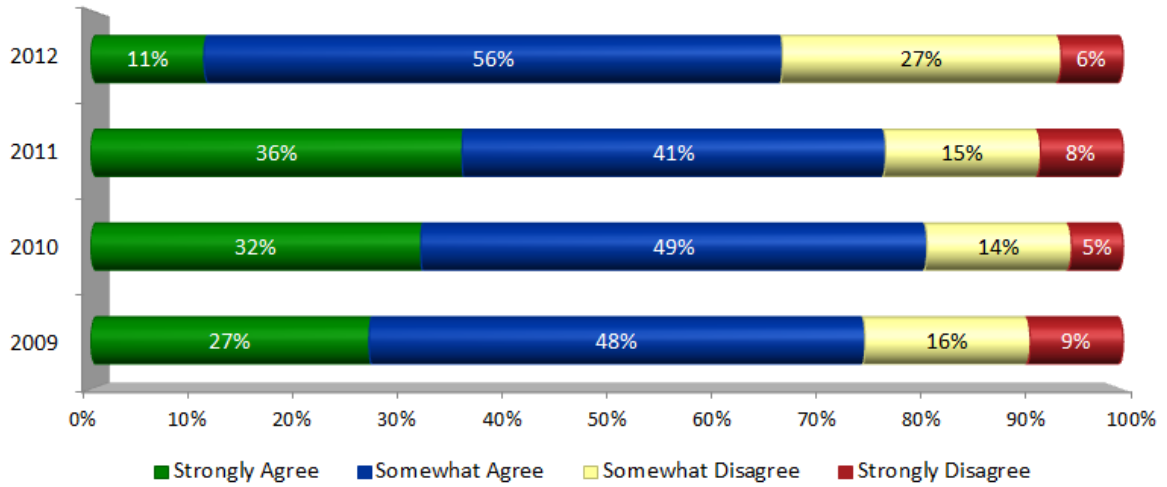


TRENDS: Level of Agreement MoDOT Provides Understandable Information to Citizens: SE District

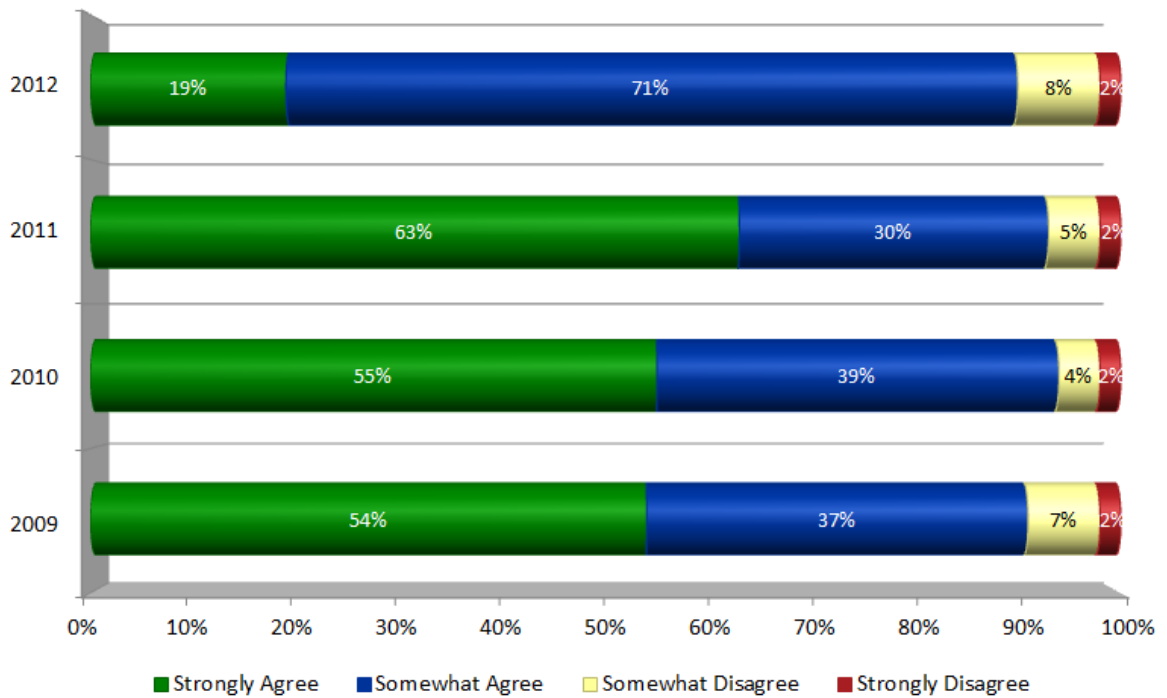


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TRENDS: Level of Agreement MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: SE District



TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: SE District



**TRENDS: Level of Agreement Missourians are Satisfied
with the Transportation Options Available
Besides Their Own Personal Vehicle: SE District**

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