Commissioned by the Missouri Department of Transportation

Tracker
Measure 3e

Assessing MoDOT's Efforts to Provide the Right Transportation Solution

Prepared By:

HEARTLAND
MARKET RESEARCH LLC
Helping You Better
Understand Your Stakeholders℠

December 2014

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Final Report

Project Number: TR201234

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*Helping You Better Understand Your Stakeholders*SM

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16. Abstract

The basic research design for the project was to sample opinions on a variety of projects spread across the state. A small, medium, and large project from each of the seven MoDOT districts was selected by a regional manager for the project for a total of 21 projects. The sample included 500 addresses per project area for a total of 10,500 Missouri addresses being mailed a copy of the survey. Each survey was focused on one of 21 individual projects, which was briefly described on the survey, and the majority of survey questions related to the recently completed project, such as determining if the completion of the project increased safety, convenience, and made it easier to drive.

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EXECUTIVE SUMMARY

The Missouri Department of Transportation (MoDOT) has developed the Tracker system to assess performance with tangible results to help MoDOT "provide a world-class transportation system that delights our customers." The Tracker system includes the concept of "Provide outstanding customer service," and an important aspect of this measure is whether Missourians view MoDOT projects as the right transportation solution. To assess customer satisfaction with MoDOT projects, a mail survey was conducted in late 2014 by Heartland Market Research LLC. 2,447 respondents returned a survey questionnaire for a response rate of 23.3%. Since some respondents did not answer every question – and multiple respondents simply returned a blank survey – the general margin of error varies from question to question. The typical margin of error for most questions is plus or minus 2.4%.

The basic research design for the project was to sample opinions on a variety of projects spread across the state as was done in the previous fiscal year. A small, medium, and large project from each of the seven MoDOT districts was selected by a regional manager for the project for a total of 21 projects. Then Heartland drew a sample of residents from one or more ZIP code areas as appropriate for each project which was reviewed by the appropriate MoDOT district. The sample included 500 addresses per project area for a total of 10,500 Missouri addresses being mailed a copy of the survey. Despite this effort to keep the number of addresses even across the districts and projects, the response rate varied by project area.

Each survey was focused on one of 21 individual projects, which was briefly described on the survey, and the majority of survey questions related to the recently completed project, such as determining if the completion of the project increased safety, convenience, and made it easier to drive. In addition, questions were asked about the overall value of the particular project and the respondents were given the opportunity to provide comments regarding the project.

Table 1: Summary of Key Indicators by Project and District

District	Project	Familiar with Roadway	Safer	More Convenient	Less Congested	Easier to Travel	Better Marked	Right Transportation Solution
Northwest	NW-L	92.0%	91.3%	84.3%	54.2%	87.2%	88.9%	92.0%
	NW-M	98.7%	95.5%	95.0%	96.7%	98.4%	94.4%	96.0%
	NW-S	61.9%	93.3%	84.6%	61.8%	90.5%	94.7%	91.3%
	Total	86.3%	93.1%	87.9%	71.1%	91.5%	91.8%	93.3%
Northeast	NE-L	88.0%	87.6%	83.9%	80.8%	90.9%	95.4%	85.2%
	NE-M	92.9%	77.8%	69.5%	25.9%	75.0%	65.5%	77.9%
	NE-S	43.9%	91.7%	82.1%	67.9%	87.1%	92.0%	87.9%
	Total	80.3%	85.2%	79.4%	62.4%	85.5%	85.9%	83.2%
Kansas City	KC-L	97.2%	97.1%	98.5%	94.9%	94.9%	73.5%	98.5%
	KC-M	96.1%	75.4%	70.6%	78.3%	69.7%	72.6%	81.9%
	KC-S	96.5%	89.2%	85.8%	80.4%	83.0%	69.4%	90.7%
	Total	96.7%	89.6%	88.0%	86.3%	85.4%	72.0%	92.0%
Central	CD-L	94.3%	96.0%	96.0%	98.0%	97.4%	90.6%	93.3%
	CD-M	81.6%	83.3%	87.5%	93.3%	84.5%	80.1%	86.7%
	CD-S	91.1%	96.4%	84.7%	52.9%	95.0%	97.5%	90.4%
	Total	88.9%	91.5%	90.7%	89.2%	92.0%	88.1%	90.2%
St. Louis	SL-L	53.1%	94.4%	95.0%	87.5%	95.2%	92.1%	88.4%
	SL-M	81.9%	86.2%	86.4%	75.8%	80.6%	83.9%	82.4%
	SL-S	65.8%	89.3%	75.6%	26.2%	87.3%	92.0%	89.8%
	Total	69.3%	89.2%	85.4%	64.9%	86.6%	88.9%	86.5%
Southwest	SW-L	96.6%	94.7%	94.5%	95.5%	95.5%	92.3%	92.2%
	SW-M	97.5%	93.0%	94.8%	92.0%	93.2%	89.6%	95.5%
	SW-S	99.3%	57.6%	81.9%	84.0%	71.8%	76.6%	78.9%
	Total	97.9%	80.6%	89.8%	89.9%	85.6%	85.3%	88.1%
Southeast	SE-L	84.8%	94.8%	93.6%	93.8%	93.8%	89.0%	94.1%
	SE-M	86.8%	88.6%	92.6%	88.9%	96.0%	91.5%	90.6%
	SE-S	80.0%	86.0%	80.4%	61.9%	88.9%	84.3%	92.6%
	Total	84.5%	90.6%	90.8%	86.5%	93.7%	89.0%	92.4%
All Projects:		**87.9%**	**88.2%**	**88.1%**	**81.9%**	**88.6%**	**85.2%**	**89.6%**

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

Respondents were asked questions pertaining to bicyclists and pedestrian usage of the improvement. Similar to previous years, the results of this research show that a sizeable minority of respondents believe pedestrians and bicyclists will use roads that may not have been intended for this traffic. If this belief reflects reality, then MoDOT may wish to consider either educating the public on the dangers of these roadways for pedestrian/bicyclists traffic or incorporating pedestrian/bicyclist accommodations into more of their projects.

Three of the projects were also intended for bicyclists and pedestrians. The majority of respondents for these projects thought that the results were now safer and easier for pedestrians and bicyclists to use.

Supporting the findings of previous research, the belief that another project should have taken priority over the local project appears to have made a significant impact on the overall results. Only 54.9% of the respondents who thought another project should have been given priority thought their local project was the right transportation solution compared to 96.7% of those who did not believe another project should have been given priority. This is a very strong statistical difference and supports MoDOT's hypothesis that a respondent's belief that another project should have been commissioned first is a significant factor in their evaluation. However, it is important to note that this study cannot test casualty. 17.5% of the respondents felt another project should have been commissioned before their particular project. This falls between the measures recorded from the previous two years.

The overall results show that the majority of Missourians are very satisfied with their local project and generally believe that MoDOT provides the right transportation solution. With the exception of the less congested measure, results were similar to last year's scores. The less congested measure was much improved (by 9.9%) in comparison to the previous year's results. **The majority of respondents thought that the project made the roadway safer (88.2%), more convenient (88.1%), less congested (81.9%), easier to travel (88.6%), better marked (85.2%), and was the right transportation solution (89.6%).**

BACKGROUND AND METHODOLOGY

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

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

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

Respondent comments are available in seven supplemental reports, one for each district. FY12 was the first year that the RTS measure was conducted using the seven new districts resulting from MoDOT's reorganization. To keep the statewide margin of error similar to that of previous years, 500 surveys were mailed to each of the 21 projects for a total of 10,500 surveys. This is a per project increase of 100,

but the total number of surveys mailed slightly decreased (in previous years, 400 surveys were mailed to each of the 30 projects over the 10 traditional districts for a total of 12,000 surveys). This increase in the number of surveys mailed per project should slightly decrease the margins of error for each project and district. A similar methodology was employed for FY13.

In FY13, two additional questions were added to the survey. A question was added to investigate when people first learned about the project. Another question was added to measure citizens' overall satisfaction with the project. Previous studies used the right transportation solution question (Question 8 on this year's survey) as a proxy for satisfaction. The additional of a satisfaction question (Question 9 on this year's survey) provided the means for testing this assumption.

In FY14, the survey questions remained the same as those employed in FY13. 1,000 surveys per project were mailed. This increase in the number of surveys decreased the overall margin of error and helped ensure a larger sample for each project. The zip codes surveyed for the projects were initially selected by Heartland Market Research based upon geographical assumptions about which people would be likely to be most familiar with the project. The zip code recommendations were then reviewed and approved and/or revised by MoDOT.

In FY15, 500 surveys per project were mailed and survey questions related to gender, ethnicity, and income were dropped. These questions had previously been the sources of complaints from citizens who did not believe MoDOT should track or look for difference between constituents. While one year's result is not sufficient for drawing conclusions, it is interesting that dropping these questions was correlated with an extremely high response rate for a survey of the general public.

PROJECT DESCRIPTIONS AND LOCATIONS

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

A large, medium, and small project was selected by MoDOT for each district. In general, large projects were defined as either having a major route listed and/or being funded through major project dollars. Medium projects were defined as having district-wide importance while small projects where defined as being of only local significance. Several of the projects – identified in the table – included bicycle/pedestrian accommodations and those surveyed regarding these projects received a variant of the survey with specific questions relating to this accommodation.

Table 2: Project Descriptions

District	Large	Medium	Small
NW	Project NW-L: Resurfaced Route 71 from Business Route 71, north side of Maryville, to south of Route V. Bike/Pedestrian Accommodation: No Zip code(s) for surveying: 64468	Project NW-M: Replaced Route 48 bridge over 102 River near Rosendale. Bike/Pedestrian Accommodation: No Zip code(s): 64483, 64480	Project NW-S: Resurfaced and improved shoulders on Route A from US 169 to MO 371 in St. Joseph. Bike/Pedestrian Accommodation: No Zip code(s): 64507, 64503, 64448

District	Large	Medium	Small
NE	Project NE-L: Realigned Hopewell Hill on Route 47 from south of Route CC to just north of Route N near Warrenton. Bike/Pedestrian Accommodation: No Zip code(s) for surveying: 63383, 63357	Project NE-M: Pavement smoothing on various sections of Route 61 in Pike and Ralls Counties. Bike/Pedestrian Accommodation: No Zip code(s): 63334, 63441, 63459	Project NE-S: Replaced Route U bridge deck over Bear Creek just east of Route RA near South Gorin. Bike/Pedestrian Accommodation: No Zip code(s): 63543, 63432, 63473, 63474, 63563
KC	Project KC-L: Interchange improvements at Interstate 35 and Route 291. Bike/Pedestrian Accommodation: Yes Zip code(s) for surveying: 64068, 64157	Project KC-M: Widening Route 92 to five lanes from east of Route I-35 to Nations Road and construction of roundabouts at the intersections of Sam Barr Drive and Nation Road. Bike/Pedestrian Accommodation: Yes Zip code(s): 64060	Project KC-S: Extended southbound Interstate 49 ramp to Route 58. Bike/Pedestrian Accommodation: No Zip code(s): 64012, 64083
CD	Project CD-L: Route 50 new four-lane highway from Route 63 junction to County Road 604 just west of Linn. Bike/Pedestrian Accommodation: No Zip code(s) for surveying: 65054, 65051	Project CD-M: Diverging diamond interchange at Interstate 70 and Stadium Blvd. and additional lanes on Stadium Blvd. from north of Bernadette to south of Broadway in Columbia. Bike/Pedestrian Accommodation: Yes Zip code(s): 65203, 65202, 65201	Project CD-S: Resurfaced Route 19 and paved 2 foot shoulders from south of Route H to Route 50 south of Hermann. Bike/Pedestrian Accommodation: No Zip code(s): 65041, 65036

District	Large	Medium	Small
SL	Project SL-L: New Interstate 70 bridge (Stan Musial Veterans Memorial Bridge) over Mississippi River. Bike/Pedestrian Accommodation: No Zip code(s) for surveying: 63102, 63106, 63115, 63120, 63134, 63044	Project SL-M: Lane addition on Interstate 270 between Interstate 44 and Route 100. Bike/Pedestrian Accommodation: No Zip code(s): 63122	Project SL-S: Resurfaced, added shoulders and improved curves on Route D from Route T to Route Z in New Melle. Bike/Pedestrian Accommodation: No Zip code(s): 63385, 63333, 63341, 63348
SW	Project SW-L: New interchange at intersection of Route 13 and Route 82 in Osceola. Bike/Pedestrian Accommodation: No Zip code(s) for surveying: 64776	Project SW-M: Connected the James River Freeway on-ramps and off-ramps between Kansas Expressway and Campbell Avenue so that there was more length for traffic getting off and on the freeway. Bike/Pedestrian Accommodation: No Zip code(s): 65619, 65810	Project SW-S: New roundabout intersection at Route 43/Route 171 (Stone's Corner). Bike/Pedestrian Accommodation: No Zip code(s): 64834
SE	Project SE-L: Widened Route 67 to four lanes from south of Poplar Bluff to one mile south of Route 160. Bike/Pedestrian Accommodation: No Zip code(s) for surveying: 63901, 63945, 63954, 63902	Project SE-M: Realigned curves at various locations along Route 34 from Route MM to Route 51 and constructed a left turn lane in front of Woodland School. Bike/Pedestrian Accommodation: No Zip code(s): 63751, 63764	Project SE-S: Resurfaced the westbound lanes and shoulders of Route 60 from Business Route 60 to Texas County. Bike/Pedestrian Accommodation: No Zip code(s): 65793, 65548

RESPONDENTS

500 individuals were mailed a survey for each one of twenty-one unique projects for a total of 10,500 mailed surveys. 2,447 surveys were returned via US mail, for a gross response rate of 23.3%. These rates are higher than the previous five years (14.6%, 16.2%, 18.6%, 20.5%, and 15.3%).

Table 3: Gross Response Rate by Project and District

District	Project	Mailed	Responses	Gross Response Rate
Northwest	NW-L	500	118	23.6%
	NW-M	500	96	19.2%
	NW-S	500	72	14.4%
	Total	1,500	286	19.1%
Northeast	NE-L	500	135	27.0%
	NE-M	500	96	19.2%
	NE-S	500	72	14.4%
	Total	1,500	303	20.2%
Kansas City	KC-L	500	146	29.2%
	KC-M	500	86	17.2%
	KC-S	500	120	24.0%
	Total	1,500	352	23.5%
Central	CD-L	500	186	37.2%
	CD-M	500	157	31.4%
	CD-S	500	108	21.6%
	Total	1,500	451	30.1%
St. Louis	SL-L	500	81	16.2%
	SL-M	500	95	19.0%
	SL-S	500	83	16.6%
	Total	1,500	259	17.3%
Southwest	SW-L	500	143	28.6%
	SW-M	500	126	25.2%
	SW-S	500	157	31.4%
	Total	1,500	426	28.4%
Southeast	SE-L	500	141	28.2%
	SE-M	500	135	27.0%
	SE-S	500	94	18.8%
	Total	1,500	370	24.7%
Grand Total:		10,500	2,447	23.3%

Eight projects had gross response rates outside of the norm (the standard deviation was +/- 5.9%). Projects NW-S, NE-S, KC-M, SL-L, and SL-S had gross response rates at least one standard deviation below the norm of 23.3%. Projects CD-L, CD-M, and SW-S had gross response rates at least one standard deviation above the norm. All in all, the district response rates were very consistent with the lowest number of responses coming from the St. Louis District's three projects (representing 10.6% of all mailed responses) and the highest number coming from the Central District (representing 18.4% of all mailed responses), close to the ideal of 14.3% coming from each district.

PROJECT ASSESSMENT

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

One of the most important factors, if not the single most important factor, in making the survey meaningful, is in ensuring that the respondents may provide knowledgeable input. Since most Missourians are likely to be familiar with only a small portion of the roads maintained by MoDOT, it is vital to ask respondents about a local project that is probably familiar to the respondent. The majority of the respondents were both familiar with the roadway and regular users of the affected roadway (details under the discussion of questions three and four).

Providing the concrete example of a particular project for citizen assessment offers a number of benefits. First, we know which project the citizen is considering as they make an assessment, allowing MoDOT to better understand and apply the feedback obtained by the survey. If a particular project was not named, different citizens could be considering different local projects. Second, the specific example makes it less likely that a single frustration in the distant past with another project will influence the citizen's assessment of current performance, ensuring we do not capture the respondents' general attitude toward MoDOT instead of their evaluation of a particular project. Third, it makes it less likely that the survey respondent will confuse a MoDOT project with a city or county project in the area.

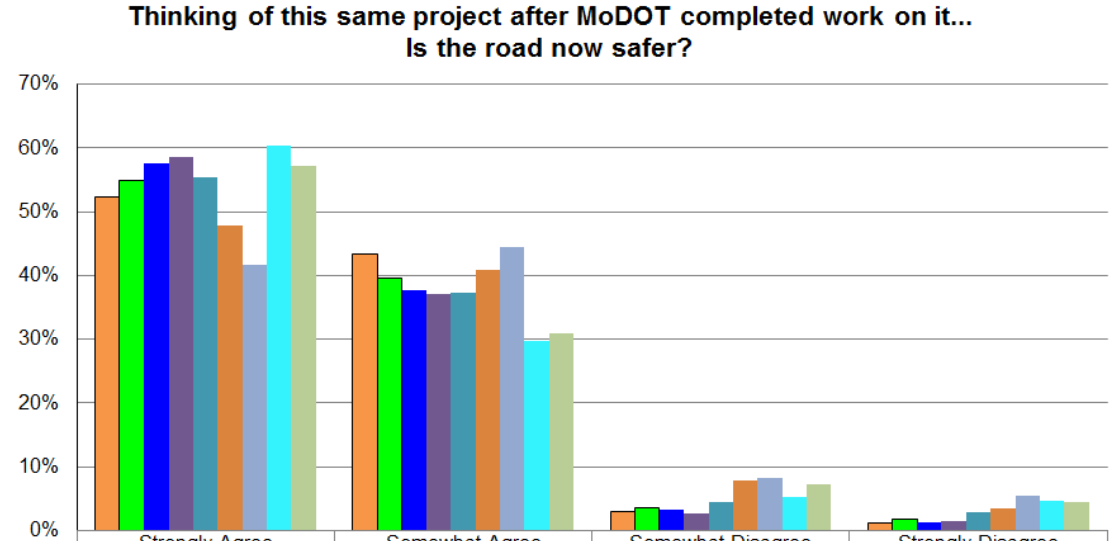
In other words, based upon the survey design and the respondents' familiarity and frequency of use of the affected roadways, we can have confidence in the information provided in this research by the citizens of Missouri.

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

SAFER

One of MoDOT's primary goals is to make Missouri's roads safer. The overwhelming majority of Missourians agree that the local project achieved this goal. Results were similar to previous years with a total of 88.2% of respondents agreeing that the project made the road safer.

Figure 1: Safer – Historical Comparison



	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
FY07	52.3%	43.4%	3.0%	1.2%
FY08	55.0%	39.6%	3.6%	1.7%
FY09	57.7%	37.8%	3.3%	1.3%
FY10	58.7%	37.0%	2.8%	1.5%
FY11	55.3%	37.2%	4.5%	3.0%
FY12	47.9%	40.8%	7.9%	3.5%
FY13	41.7%	44.5%	8.2%	5.5%
FY14	60.3%	29.8%	5.2%	4.7%
FY15	57.2%	31.0%	7.3%	4.4%

Table 4: Safety Feedback by Project and District

District	Project	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
Northwest	NW-L	44	47.8%	40	43.5%	3	3.3%	5	5.4%	92
	NW-M	54	80.6%	10	14.9%	2	3.0%	1	1.5%	67
	NW-S	29	64.4%	13	28.9%	2	4.4%	1	2.2%	45
	Total	127	62.3%	63	30.9%	7	3.4%	7	3.4%	204
Northeast	NE-L	68	56.2%	38	31.4%	13	10.7%	2	1.7%	121
	NE-M	20	27.8%	36	50.0%	10	13.9%	6	8.3%	72
	NE-S	24	66.7%	9	25.0%	1	2.8%	2	5.6%	36
	Total	112	48.9%	83	36.2%	24	10.5%	10	4.4%	229
Kansas City	KC-L	76	55.5%	57	41.6%	4	2.9%	0	0.0%	137
	KC-M	23	33.3%	29	42.0%	11	15.9%	6	8.7%	69
	KC-S	59	53.2%	40	36.0%	9	8.1%	3	2.7%	111
	Total	158	49.8%	126	39.7%	24	7.6%	9	2.8%	317
Central	CD-L	105	70.0%	39	26.0%	5	3.3%	1	0.7%	150
	CD-M	66	50.0%	44	33.3%	13	9.8%	9	6.8%	132
	CD-S	52	61.9%	29	34.5%	3	3.6%	0	0.0%	84
	Total	223	60.9%	112	30.6%	21	5.7%	10	2.7%	366
St. Louis	SL-L	23	63.9%	11	30.6%	2	5.6%	0	0.0%	36
	SL-M	26	40.0%	30	46.2%	6	9.2%	3	4.6%	65
	SL-S	32	57.1%	18	32.1%	3	5.4%	3	5.4%	56
	Total	81	51.6%	59	37.6%	11	7.0%	6	3.8%	157
Southwest	SW-L	92	81.4%	15	13.3%	3	2.7%	3	2.7%	113
	SW-M	81	70.4%	26	22.6%	5	4.3%	3	2.6%	115
	SW-S	31	23.5%	45	34.1%	29	22.0%	27	20.5%	132
	Total	204	56.7%	86	23.9%	37	10.3%	33	9.2%	360
Southeast	SE-L	84	72.4%	26	22.4%	2	1.7%	4	3.4%	116
	SE-M	74	70.5%	19	18.1%	8	7.6%	4	3.8%	105
	SE-S	31	54.4%	18	31.6%	6	10.5%	2	3.5%	57
	Total	189	68.0%	63	22.7%	16	5.8%	10	3.6%	278
Grand Total:		1,094	57.2%	592	31.0%	140	7.3%	85	4.4%	1,911

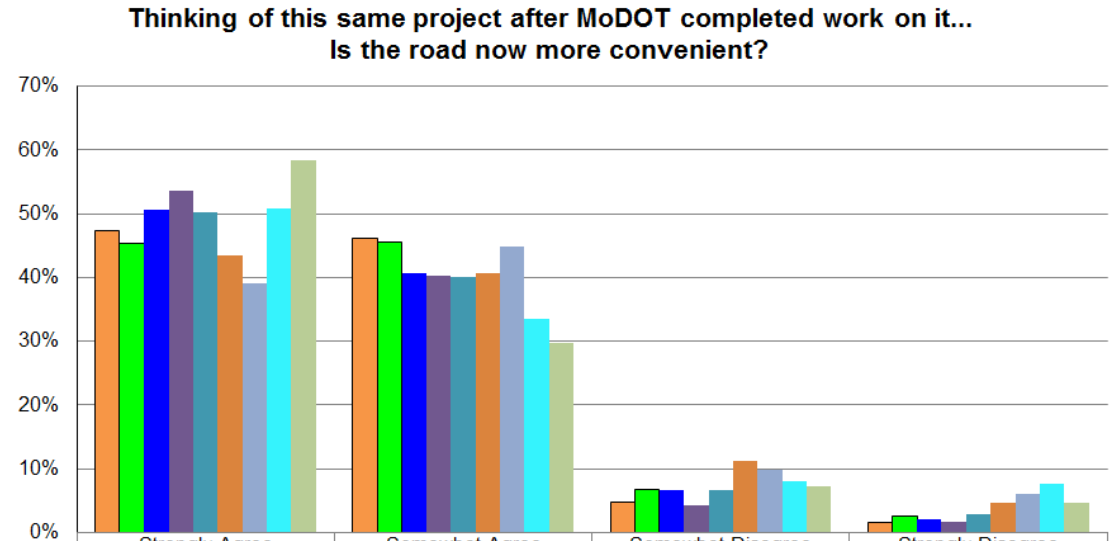
IMPROVING TRAFFIC FLOW IN THE AREA

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

MORE CONVENIENT

88.1% of Missourians agreed that the project resulted in a more convenient roadway. This is slightly better than the results from the last three years. Before that (FY07 to FY11) findings were above 90%. This year we also had more people selecting strongly agree instead of agree compared to any previous year.

Figure 2: Convenience – Historical Comparison



	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
FY07	47.3%	46.2%	4.8%	1.7%
FY08	45.3%	45.5%	6.7%	2.5%
FY09	50.6%	40.6%	6.7%	2.1%
FY10	53.6%	40.3%	4.3%	1.7%
FY11	50.3%	40.2%	6.7%	2.9%
FY12	43.5%	40.7%	11.2%	4.6%
FY13	39.1%	44.9%	9.9%	6.1%
FY14	50.9%	33.5%	8.1%	7.6%
FY15	58.5%	29.6%	7.3%	4.6%

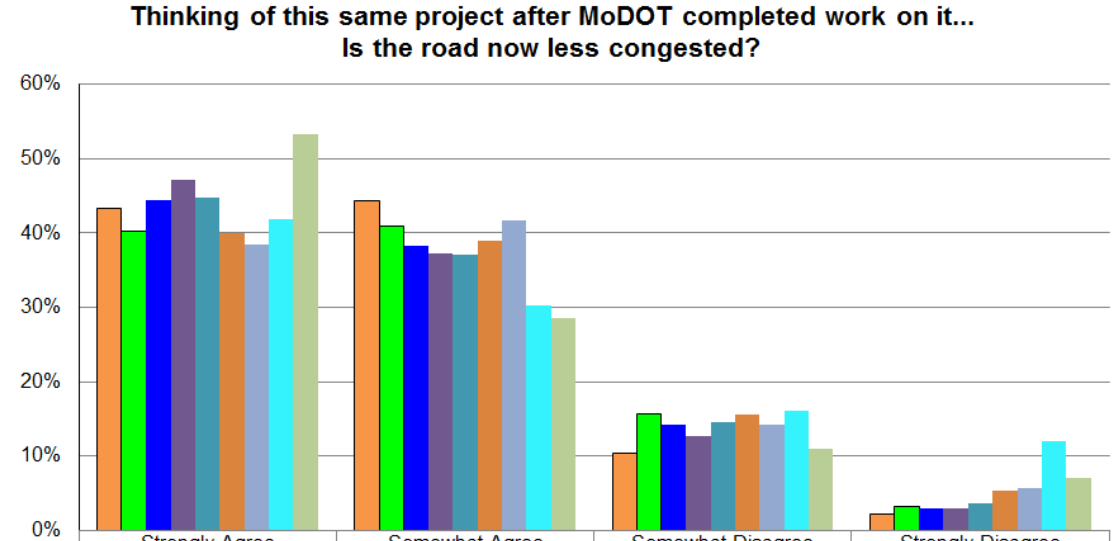
Table 5: Convenience Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
Northwest	NW-L	34	41.0%	36	43.4%	10	12.0%	3	3.6%	83
	NW-M	44	73.3%	13	21.7%	2	3.3%	1	1.7%	60
	NW-S	14	35.9%	19	48.7%	4	10.3%	2	5.1%	39
	Total	92	50.5%	68	37.4%	16	8.8%	6	3.3%	182
Northeast	NE-L	49	43.8%	45	40.2%	16	14.3%	2	1.8%	112
	NE-M	15	25.4%	26	44.1%	10	16.9%	8	13.6%	59
	NE-S	17	60.7%	6	21.4%	2	7.1%	3	10.7%	28
	Total	81	40.7%	77	38.7%	28	14.1%	13	6.5%	199
Kansas City	KC-L	101	74.8%	32	23.7%	2	1.5%	0	0.0%	135
	KC-M	23	33.8%	25	36.8%	10	14.7%	10	14.7%	68
	KC-S	52	49.1%	39	36.8%	12	11.3%	3	2.8%	106
	Total	176	57.0%	96	31.1%	24	7.8%	13	4.2%	309
Central	CD-L	119	79.9%	24	16.1%	4	2.7%	2	1.3%	149
	CD-M	75	55.1%	44	32.4%	8	5.9%	9	6.6%	136
	CD-S	23	39.0%	27	45.8%	7	11.9%	2	3.4%	59
	Total	217	63.1%	95	27.6%	19	5.5%	13	3.8%	344
St. Louis	SL-L	23	57.5%	15	37.5%	2	5.0%	0	0.0%	40
	SL-M	25	37.9%	32	48.5%	7	10.6%	2	3.0%	66
	SL-S	14	31.1%	20	44.4%	7	15.6%	4	8.9%	45
	Total	62	41.1%	67	44.4%	16	10.6%	6	4.0%	151
Southwest	SW-L	86	78.9%	17	15.6%	3	2.8%	3	2.8%	109
	SW-M	91	78.4%	19	16.4%	3	2.6%	3	2.6%	116
	SW-S	79	57.2%	34	24.6%	8	5.8%	17	12.3%	138
	Total	256	70.5%	70	19.3%	14	3.9%	23	6.3%	363
Southeast	SE-L	83	75.5%	20	18.2%	4	3.6%	3	2.7%	110
	SE-M	65	69.1%	22	23.4%	5	5.3%	2	2.1%	94
	SE-S	19	41.3%	18	39.1%	5	10.9%	4	8.7%	46
	Total	167	66.8%	60	24.0%	14	5.6%	9	3.6%	250
Grand Total:		1,051	58.5%	533	29.6%	131	7.3%	83	4.6%	1,798

LESS CONGESTED

Congestion is one aspect where MoDOT has much less control over the end result compared with other aspects such as safety. In many cases projects are undertaken in areas experience population growth – with populations that continue to grow while the project is under construction, so congestion may not be perceived to be improved even if the roadway is now handling more traffic than it did previously. In addition, many of the projects focused on safety improvements – such as correcting a curve – that may not affect congestion. 81.9% of Missourians agreed that the project resulted in a less congested roadway, the highest agreement recorded for this measure during since FY10 and a large (9.9%) improvement compared to last year.

Figure 3: Congestion – Historical Comparison



	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
FY07	43.2%	44.3%	10.3%	2.2%
FY08	40.2%	40.9%	15.8%	3.2%
FY09	44.4%	38.3%	14.3%	3.0%
FY10	47.1%	37.3%	12.7%	2.9%
FY11	44.8%	37.0%	14.5%	3.7%
FY12	40.0%	38.9%	15.6%	5.4%
FY13	38.4%	41.7%	14.2%	5.8%
FY14	41.8%	30.2%	16.1%	11.9%
FY15	53.4%	28.6%	11.0%	7.1%

Table 6: Congestion Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
Northwest	NW-L	12	16.7%	27	37.5%	22	30.6%	11	15.3%	72
	NW-M	39	65.0%	19	31.7%	2	3.3%	0	0.0%	60
	NW-S	10	29.4%	11	32.4%	10	29.4%	3	8.8%	34
	Total	61	36.7%	57	34.3%	34	20.5%	14	8.4%	166
Northeast	NE-L	34	34.3%	46	46.5%	15	15.2%	4	4.0%	99
	NE-M	9	16.7%	5	9.3%	20	37.0%	20	37.0%	54
	NE-S	13	46.4%	6	21.4%	5	17.9%	4	14.3%	28
	Total	56	30.9%	57	31.5%	40	22.1%	28	15.5%	181
Kansas City	KC-L	102	73.9%	29	21.0%	5	3.6%	2	1.4%	138
	KC-M	27	39.1%	27	39.1%	8	11.6%	7	10.1%	69
	KC-S	43	40.2%	43	40.2%	12	11.2%	9	8.4%	107
	Total	172	54.8%	99	31.5%	25	8.0%	18	5.7%	314
Central	CD-L	126	85.1%	19	12.8%	2	1.4%	1	0.7%	148
	CD-M	87	64.4%	39	28.9%	5	3.7%	4	3.0%	135
	CD-S	7	13.7%	20	39.2%	19	37.3%	5	9.8%	51
	Total	220	65.9%	78	23.4%	26	7.8%	10	3.0%	334
St. Louis	SL-L	19	47.5%	16	40.0%	4	10.0%	1	2.5%	40
	SL-M	16	24.2%	34	51.5%	10	15.2%	6	9.1%	66
	SL-S	4	9.5%	7	16.7%	20	47.6%	11	26.2%	42
	Total	39	26.4%	57	38.5%	34	23.0%	18	12.2%	148
Southwest	SW-L	76	69.1%	29	26.4%	2	1.8%	3	2.7%	110
	SW-M	70	62.5%	33	29.5%	5	4.5%	4	3.6%	112
	SW-S	91	63.2%	30	20.8%	9	6.3%	14	9.7%	144
	Total	237	64.8%	92	25.1%	16	4.4%	21	5.7%	366
Southeast	SE-L	86	76.1%	20	17.7%	4	3.5%	3	2.7%	113
	SE-M	50	55.6%	30	33.3%	6	6.7%	4	4.4%	90
	SE-S	15	35.7%	11	26.2%	8	19.0%	8	19.0%	42
	Total	151	61.6%	61	24.9%	18	7.3%	15	6.1%	245
Grand Total:		936	53.4%	501	28.6%	193	11.0%	124	7.1%	1,754

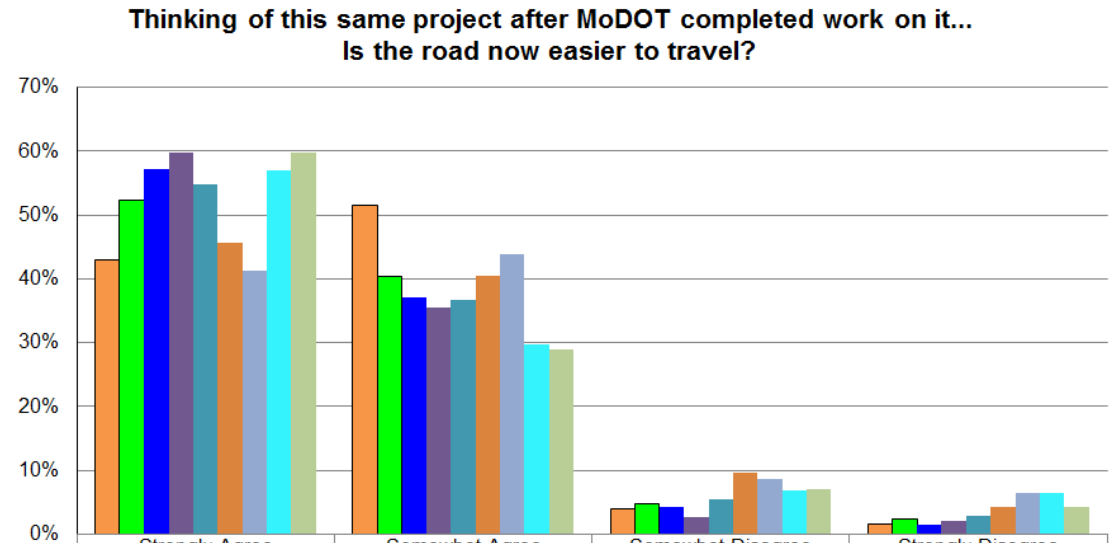
DRIVING ENVIRONMENT

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

Easier to Travel

88.6% of Missourians agreed that the project resulted in a roadway that was easier to travel. This is comparable to, but slightly higher than, the respondents in the previous three years. This year, the amount of people who strongly agreed was the highest ever recorded for this measure.

Figure 4: Easier to Travel – Historical Comparison



	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
FY07	43.0%	51.5%	4.0%	1.6%
FY08	52.4%	40.5%	4.7%	2.4%
FY09	57.1%	37.0%	4.3%	1.5%
FY10	59.7%	35.4%	2.7%	2.1%
FY11	54.8%	36.8%	5.5%	2.9%
FY12	45.6%	40.5%	9.6%	4.4%
FY13	41.2%	43.8%	8.6%	6.4%
FY14	57.1%	29.6%	6.9%	6.4%
FY15	59.8%	28.8%	7.1%	4.3%

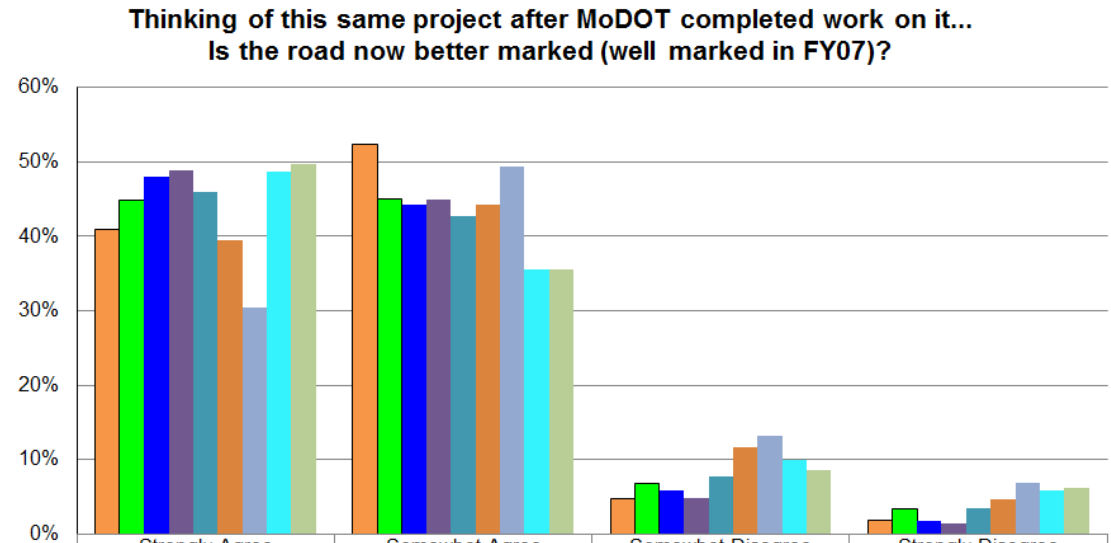
Table 7: Easier to Drive Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
Northwest	NW-L	57	60.6%	25	26.6%	8	8.5%	4	4.3%	94
	NW-M	48	75.0%	15	23.4%	1	1.6%	0	0.0%	64
	NW-S	25	59.5%	13	31.0%	2	4.8%	2	4.8%	42
	Total	130	65.0%	53	26.5%	11	5.5%	6	3.0%	200
Northeast	NE-L	71	58.7%	39	32.2%	9	7.4%	2	1.7%	121
	NE-M	22	32.4%	29	42.6%	13	19.1%	4	5.9%	68
	NE-S	19	61.3%	8	25.8%	0	0.0%	4	12.9%	31
	Total	112	50.9%	76	34.5%	22	10.0%	10	4.5%	220
Kansas City	KC-L	100	73.0%	30	21.9%	7	5.1%	0	0.0%	137
	KC-M	22	33.3%	24	36.4%	11	16.7%	9	13.6%	66
	KC-S	40	37.7%	48	45.3%	14	13.2%	4	3.8%	106
	Total	162	52.4%	102	33.0%	32	10.4%	13	4.2%	309
Central	CD-L	126	83.4%	21	13.9%	4	2.6%	0	0.0%	151
	CD-M	68	47.9%	52	36.6%	10	7.0%	12	8.5%	142
	CD-S	41	51.3%	35	43.8%	3	3.8%	1	1.3%	80
	Total	235	63.0%	108	29.0%	17	4.6%	13	3.5%	373
St. Louis	SL-L	25	59.5%	15	35.7%	2	4.8%	0	0.0%	42
	SL-M	27	40.3%	27	40.3%	9	13.4%	4	6.0%	67
	SL-S	25	45.5%	23	41.8%	4	7.3%	3	5.5%	55
	Total	77	47.0%	65	39.6%	15	9.1%	7	4.3%	164
Southwest	SW-L	87	79.1%	18	16.4%	2	1.8%	3	2.7%	110
	SW-M	86	73.5%	23	19.7%	4	3.4%	4	3.4%	117
	SW-S	65	45.8%	37	26.1%	20	14.1%	20	14.1%	142
	Total	238	64.5%	78	21.1%	26	7.0%	27	7.3%	369
Southeast	SE-L	79	69.9%	27	23.9%	4	3.5%	3	2.7%	113
	SE-M	78	77.2%	19	18.8%	2	2.0%	2	2.0%	101
	SE-S	27	50.0%	21	38.9%	6	11.1%	0	0.0%	54
	Total	184	68.7%	67	25.0%	12	4.5%	5	1.9%	268
Grand Total:		1,138	59.8%	549	28.8%	135	7.1%	81	4.3%	1,903

Better Marked

85.2% of Missourians agreed that the project resulted in a roadway that was better marked. This is similar to, but higher than, the results from the last three annual surveys. As with the previous measure, the results from this year showed the highest level of strong agreement ever recorded for this measure.

Figure 5: Better Marked – Historical Comparison



	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
FY07	40.9%	52.3%	4.8%	1.9%
FY08	44.8%	45.1%	6.8%	3.3%
FY09	48.1%	44.3%	5.9%	1.8%
FY10	48.9%	45.0%	4.8%	1.4%
FY11	46.0%	42.8%	7.7%	3.5%
FY12	39.5%	44.3%	11.6%	4.6%
FY13	30.5%	49.3%	13.3%	6.9%
FY14	48.6%	35.5%	10.0%	5.9%
FY15	49.7%	35.5%	8.7%	6.2%

Table 8: Better Marked Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
Northwest	NW-L	54	60.0%	26	28.9%	6	6.7%	4	4.4%	90
	NW-M	35	64.8%	16	29.6%	2	3.7%	1	1.9%	54
	NW-S	27	71.1%	9	23.7%	0	0.0%	2	5.3%	38
	Total	116	63.7%	51	28.0%	8	4.4%	7	3.8%	182
Northeast	NE-L	58	53.7%	45	41.7%	4	3.7%	1	0.9%	108
	NE-M	16	27.6%	22	37.9%	12	20.7%	8	13.8%	58
	NE-S	10	40.0%	13	52.0%	1	4.0%	1	4.0%	25
	Total	84	44.0%	80	41.9%	17	8.9%	10	5.2%	191
Kansas City	KC-L	58	42.6%	42	30.9%	24	17.6%	12	8.8%	136
	KC-M	22	35.5%	23	37.1%	8	12.9%	9	14.5%	62
	KC-S	22	22.4%	46	46.9%	18	18.4%	12	12.2%	98
	Total	102	34.5%	111	37.5%	50	16.9%	33	11.1%	296
Central	CD-L	72	52.2%	53	38.4%	5	3.6%	8	5.8%	138
	CD-M	66	48.5%	43	31.6%	16	11.8%	11	8.1%	136
	CD-S	49	62.0%	28	35.4%	1	1.3%	1	1.3%	79
	Total	187	53.0%	124	35.1%	22	6.2%	20	5.7%	353
St. Louis	SL-L	19	50.0%	16	42.1%	0	0.0%	3	7.9%	38
	SL-M	15	26.8%	32	57.1%	7	12.5%	2	3.6%	56
	SL-S	26	52.0%	20	40.0%	3	6.0%	1	2.0%	50
	Total	60	41.7%	68	47.2%	10	6.9%	6	4.2%	144
Southwest	SW-L	68	65.4%	28	26.9%	5	4.8%	3	2.9%	104
	SW-M	61	57.5%	34	32.1%	7	6.6%	4	3.8%	106
	SW-S	59	43.1%	46	33.6%	15	10.9%	17	12.4%	137
	Total	188	54.2%	108	31.1%	27	7.8%	24	6.9%	347
Southeast	SE-L	65	59.6%	32	29.4%	8	7.3%	4	3.7%	109
	SE-M	56	59.6%	30	31.9%	3	3.2%	5	5.3%	94
	SE-S	20	39.2%	23	45.1%	8	15.7%	0	0.0%	51
	Total	141	55.5%	85	33.5%	19	7.5%	9	3.5%	254
Grand Total:		878	49.7%	627	35.5%	153	8.7%	109	6.2%	1,767

ACCOMMODATION FOR BICYCLISTS AND PEDESTRIANS

Three of the twenty-one projects selected by MoDOT were different in that special accommodation for bicyclists and pedestrians were designed into the project. The other projects were standard and did not have a bicyclist/pedestrian component. Question two (with three parts) differed for these projects. The respondents who were asked about the projects that specifically accommodated bicyclists and pedestrians were asked about the accommodation. The respondents from the other projects were asked questions about the expected pedestrian and bicyclists usage of the road.

PROJECTS WITH ACCOMMODATIONS FOR BICYCLISTS AND PEDESTRIANS

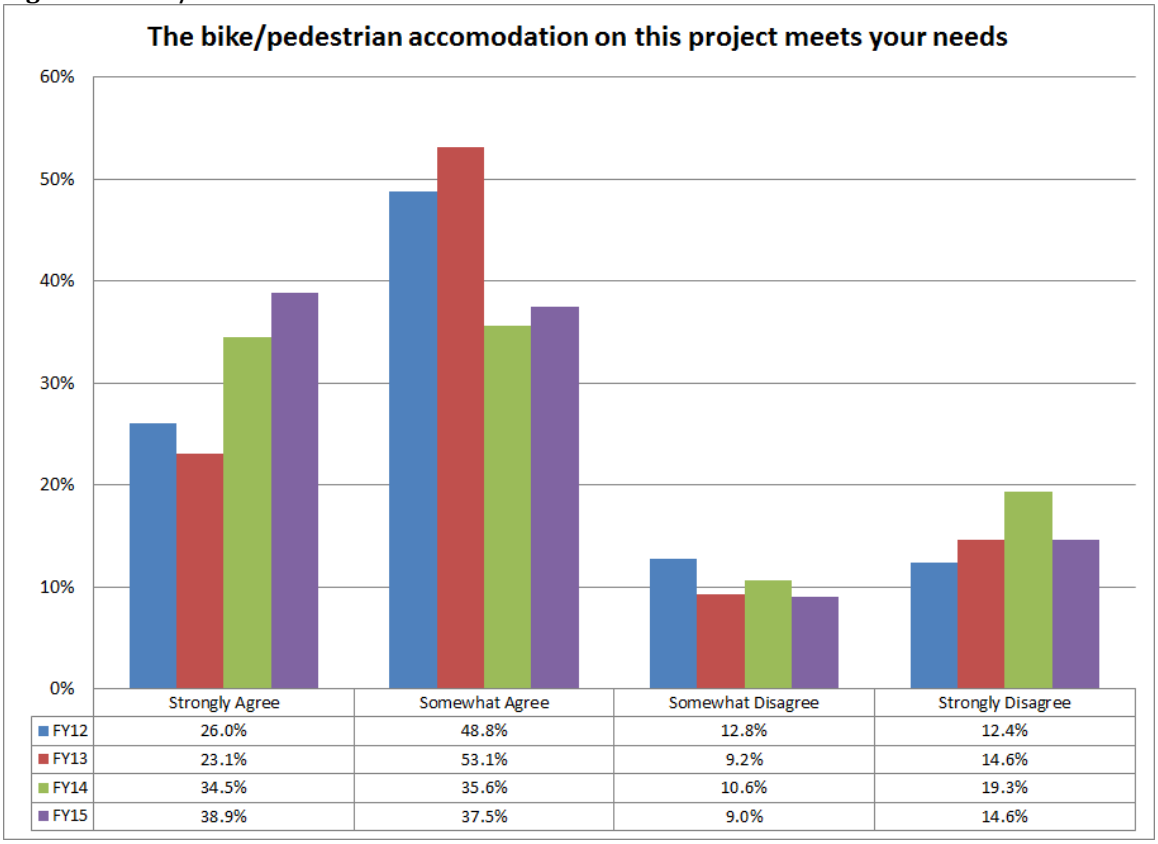
76.4% of the respondents believed that the accommodation for bicyclists and pedestrians would meet their needs. This is similar to the results from the previous three years and is the highest level of agreement yet recorded for this measure.

The responses from the three projects were fairly consistent with a gap of only 10.6% between the extremes.

Table 9: Bike/Pedestrian Accommodation – Meets Your Needs by Project and District

District	Project	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
Kansas City	KC-L	20	40.0%	21	42.0%	2	4.0%	7	14.0%	50
Kansas City	KC-M	14	40.0%	11	31.4%	6	17.1%	4	11.4%	35
Central	CD-M	22	37.3%	22	37.3%	5	8.5%	10	16.9%	59
Grand Total:		56	38.9%	54	37.5%	13	9.0%	21	14.6%	144

Figure 6: Bike/Pedestrian Accommodation – Meets Your Needs



	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
FY12	26.0%	48.8%	12.8%	12.4%
FY13	23.1%	53.1%	9.2%	14.6%
FY14	34.5%	35.6%	10.6%	19.3%
FY15	38.9%	37.5%	9.0%	14.6%

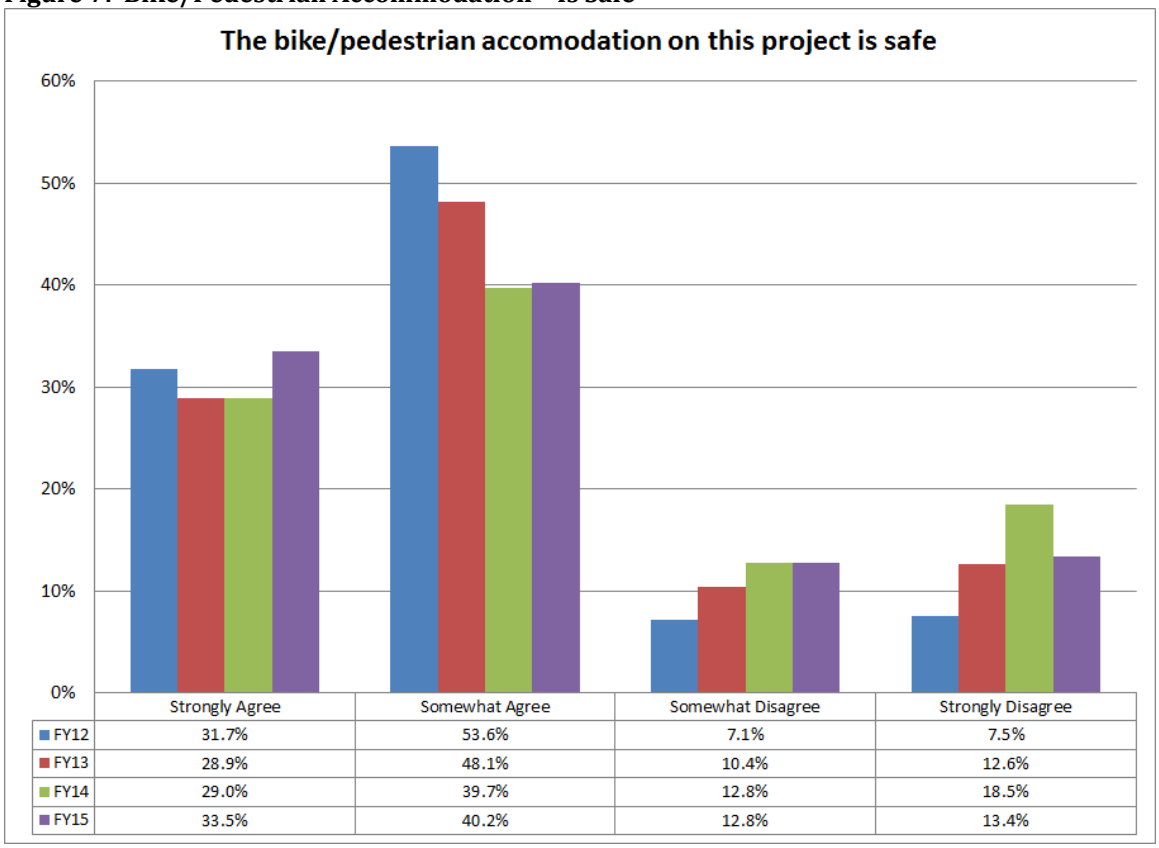
Since the survey does not ask if the respondents would walk or ride on the improvement, it is unknown if those who did not agree with question still had unmet needs or simply had no need for a pedestrian or bicycling accommodation.

73.8% of the respondents thought the bicyclists and pedestrian accommodation was safe. This falls between the measurements of the last two years. Given the small number of projects with accommodations for bicyclists and pedestrians, strong reactions to one or two projects can make a big difference. The following table summarizes the responses and percentages by the individual projects.

Table 10: Bike/Pedestrian Accommodation – Is Safe by Project and District

District	Project	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
Kansas City	KC-L	20	32.8%	29	47.5%	8	13.1%	4	6.6%	61
Kansas City	KC-M	12	32.4%	14	37.8%	6	16.2%	5	13.5%	37
Central	CD-M	23	34.8%	23	34.8%	7	10.6%	13	19.7%	66
Grand Total:		55	33.5%	66	40.2%	21	12.8%	22	13.4%	164

Figure 7: Bike/Pedestrian Accommodation – Is Safe

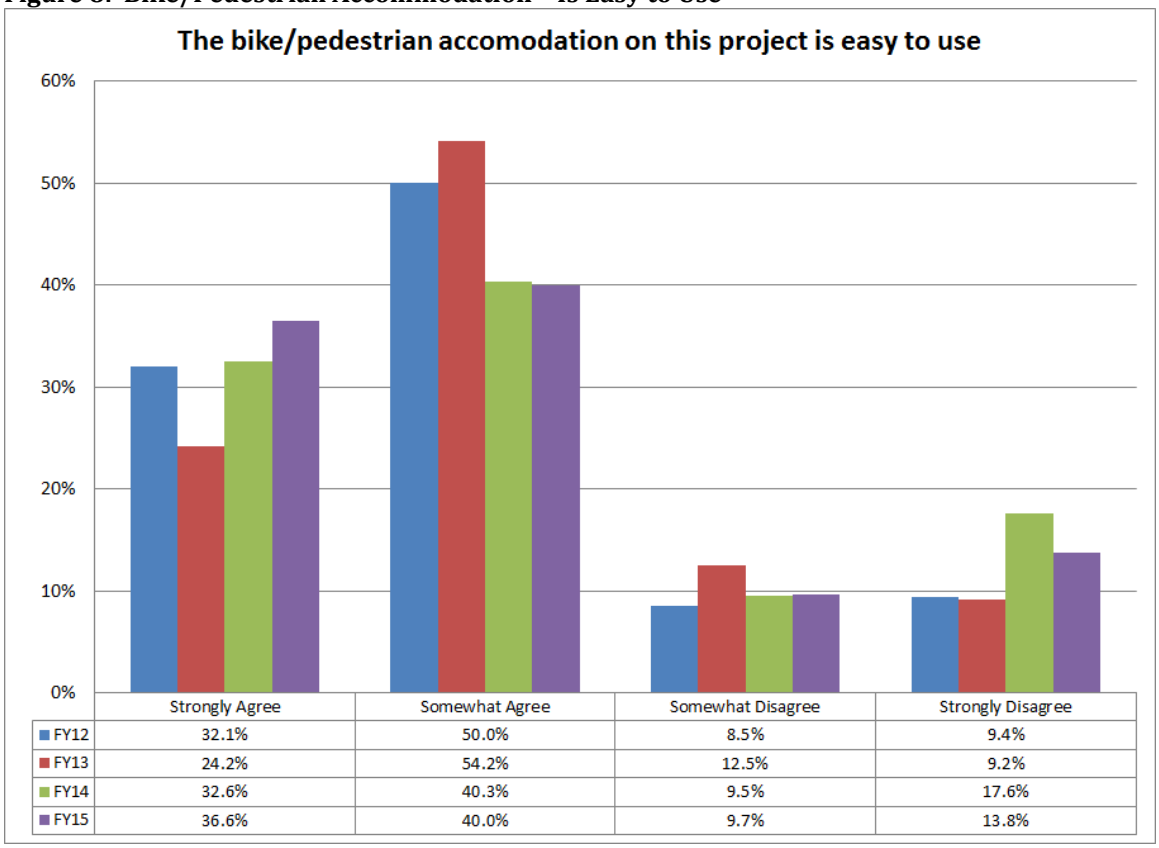


76.6% of the respondents thought the bicyclists and pedestrian accommodation was easy to use. This is also between the measures of the two previous years. The following table summarizes the responses and percentages by the individual projects.

Table 11: Bike/Pedestrian Accommodation – Is Easy to Use by Project and District

District	Project	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
Kansas City	KC-L	21	39.6%	23	43.4%	5	9.4%	4	7.5%	53
Kansas City	KC-M	13	37.1%	13	37.1%	4	11.4%	5	14.3%	35
Central	CD-M	19	33.3%	22	38.6%	5	8.8%	11	19.3%	57
Grand Total:		53	36.6%	58	40.0%	14	9.7%	20	13.8%	145

Figure 8: Bike/Pedestrian Accommodation – Is Easy to Use



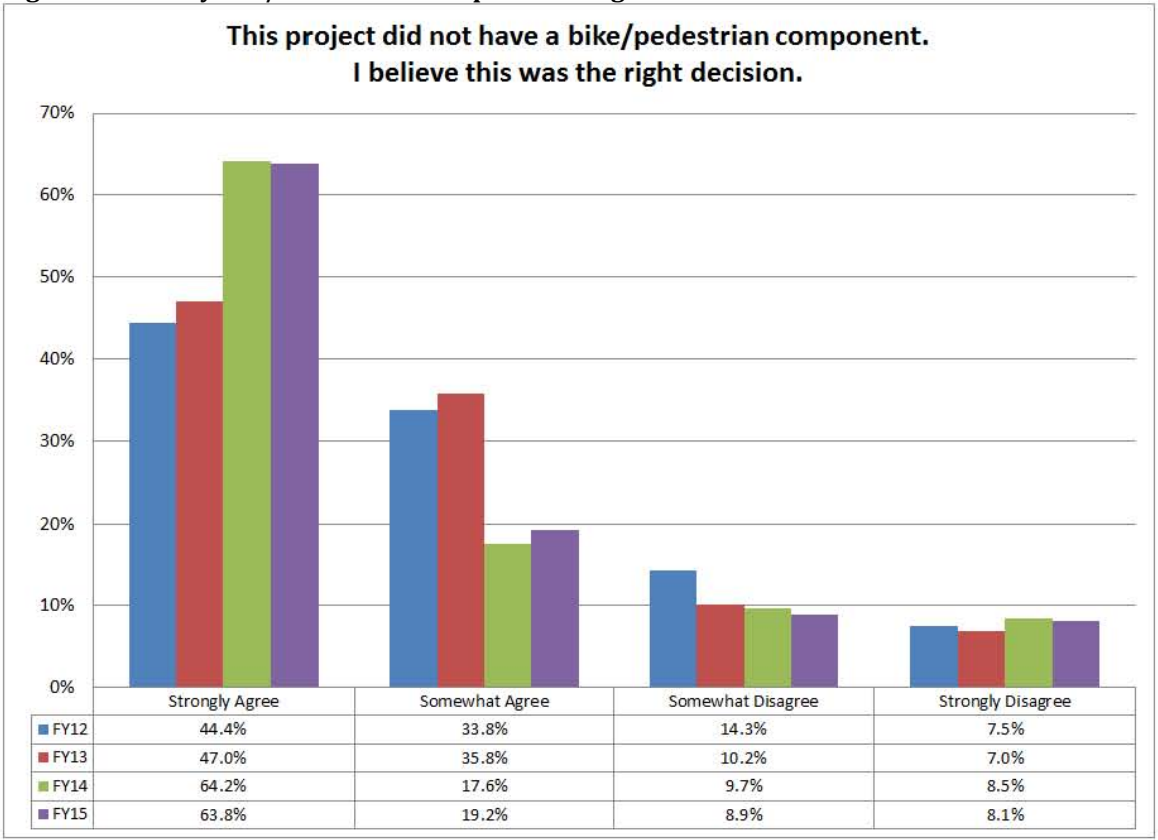
PROJECTS WITH NO BICYCLIST/PEDESTRIAN COMPONENT

83.0% of the respondents agreed that the projects with no bicyclist/pedestrian component should not have had one. These results are similar to the agreement recorded the last two years. The following table summarizes the responses and percentages by both individual projects and districts.

Table 12: No Bicyclist/Pedestrian Component – Right Decision by Project and District

District	Project	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
Northwest	NW-L	37	42.5%	20	23.0%	13	14.9%	17	19.5%	87
	NW-M	50	72.5%	12	17.4%	3	4.3%	4	5.8%	69
	NW-S	35	77.8%	6	13.3%	1	2.2%	3	6.7%	45
	Total	122	60.7%	38	18.9%	17	8.5%	24	11.9%	201
Northeast	NE-L	77	66.4%	20	17.2%	12	10.3%	7	6.0%	116
	NE-M	52	69.3%	10	13.3%	7	9.3%	6	8.0%	75
	NE-S	25	71.4%	6	17.1%	3	8.6%	1	2.9%	35
	Total	154	68.1%	36	15.9%	22	9.7%	14	6.2%	226
Kansas City	KC-S	71	67.6%	26	24.8%	4	3.8%	4	3.8%	105
	Total	71	67.6%	26	24.8%	4	3.8%	4	3.8%	105
Central	CD-L	106	74.1%	26	18.2%	7	4.9%	4	2.8%	143
	CD-S	51	62.2%	13	15.9%	9	11.0%	9	11.0%	82
	Total	157	69.8%	39	17.3%	16	7.1%	13	5.8%	225
St. Louis	SL-L	17	48.6%	7	20.0%	3	8.6%	8	22.9%	35
	SL-M	61	79.2%	7	9.1%	5	6.5%	4	5.2%	77
	SL-S	33	58.9%	11	19.6%	7	12.5%	5	8.9%	56
	Total	111	66.1%	25	14.9%	15	8.9%	17	10.1%	168
Southwest	SW-L	59	57.8%	29	28.4%	7	6.9%	7	6.9%	102
	SW-M	80	72.1%	15	13.5%	9	8.1%	7	6.3%	111
	SW-S	63	50.4%	30	24.0%	14	11.2%	18	14.4%	125
	Total	202	59.8%	74	21.9%	30	8.9%	32	9.5%	338
Southeast	SE-L	60	58.3%	19	18.4%	15	14.6%	9	8.7%	103
	SE-M	50	56.2%	22	24.7%	10	11.2%	7	7.9%	89
	SE-S	37	66.1%	11	19.6%	6	10.7%	2	3.6%	56
	Total	147	59.3%	52	21.0%	31	12.5%	18	7.3%	248
Grand Total:		964	63.8%	290	19.2%	135	8.9%	122	8.1%	1,511

Figure 9: No Bicyclist/Pedestrian Component – Right Decision



	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
FY12	44.4%	33.8%	14.3%	7.5%
FY13	47.0%	35.8%	10.2%	7.0%
FY14	64.2%	17.6%	9.7%	8.5%
FY15	63.8%	19.2%	8.9%	8.1%

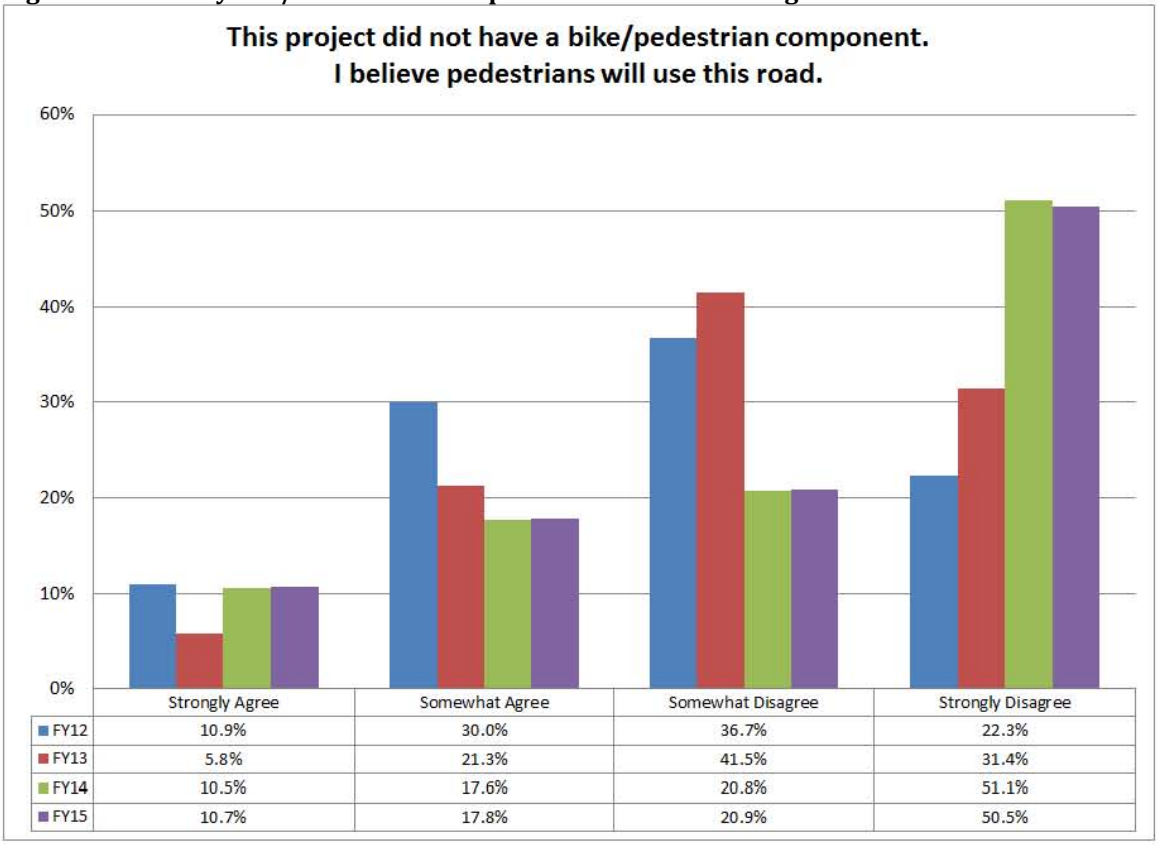
Respondents for projects that did not have a bicyclist/pedestrian component were then asked if they thought pedestrians and bicyclists would use the improvement. Disagreement with the next two questions indicated that the respondents thought pedestrians and bicyclists would not use the improvement.

28.6% of the respondents thought pedestrians would use the improvement, similar to the scores recorded the previous two years. The following table summarizes the responses and percentages by both individual projects and districts.

Table 13: No Bicyclist/Pedestrian Component – Pedestrian Usage by Project and District

District	Project	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
Northwest	NW-L	12	14.0%	23	26.7%	16	18.6%	35	40.7%	86
	NW-M	15	28.3%	11	20.8%	8	15.1%	19	35.8%	53
	NW-S	4	10.5%	4	10.5%	10	26.3%	20	52.6%	38
	Total	31	17.5%	38	21.5%	34	19.2%	74	41.8%	177
Northeast	NE-L	3	3.1%	13	13.3%	18	18.4%	64	65.3%	98
	NE-M	5	8.6%	8	13.8%	11	19.0%	34	58.6%	58
	NE-S	2	8.0%	7	28.0%	5	20.0%	11	44.0%	25
	Total	10	5.5%	28	15.5%	34	18.8%	109	60.2%	181
Kansas City	KC-S	7	8.0%	9	10.2%	14	15.9%	58	65.9%	88
	Total	7	8.0%	9	10.2%	14	15.9%	58	65.9%	88
Central	CD-L	13	11.2%	25	21.6%	22	19.0%	56	48.3%	116
	CD-S	6	10.2%	5	8.5%	25	42.4%	23	39.0%	59
	Total	19	10.9%	30	17.1%	47	26.9%	79	45.1%	175
St. Louis	SL-L	7	20.6%	12	35.3%	4	11.8%	11	32.4%	34
	SL-M	2	2.9%	3	4.4%	5	7.4%	58	85.3%	68
	SL-S	5	9.4%	8	15.1%	15	28.3%	25	47.2%	53
	SW-L	14	9.0%	23	14.8%	24	15.5%	94	60.6%	155
Southwest	SW-L	12	15.2%	14	17.7%	18	22.8%	35	44.3%	79
	SW-M	5	5.5%	12	13.2%	16	17.6%	58	63.7%	91
	SW-S	8	6.9%	27	23.3%	26	22.4%	55	47.4%	116
	Total	25	8.7%	53	18.5%	60	21.0%	148	51.7%	286
Southeast	SE-L	15	17.2%	13	14.9%	21	24.1%	38	43.7%	87
	SE-M	10	14.1%	19	26.8%	19	26.8%	23	32.4%	71
	SE-S	5	10.6%	13	27.7%	12	25.5%	17	36.2%	47
	Total	30	14.6%	45	22.0%	52	25.4%	78	38.0%	205
Grand Total:		136	10.7%	226	17.8%	265	20.9%	640	50.5%	1,267

Figure 10: No Bicyclist/Pedestrian Component – Pedestrian Usage



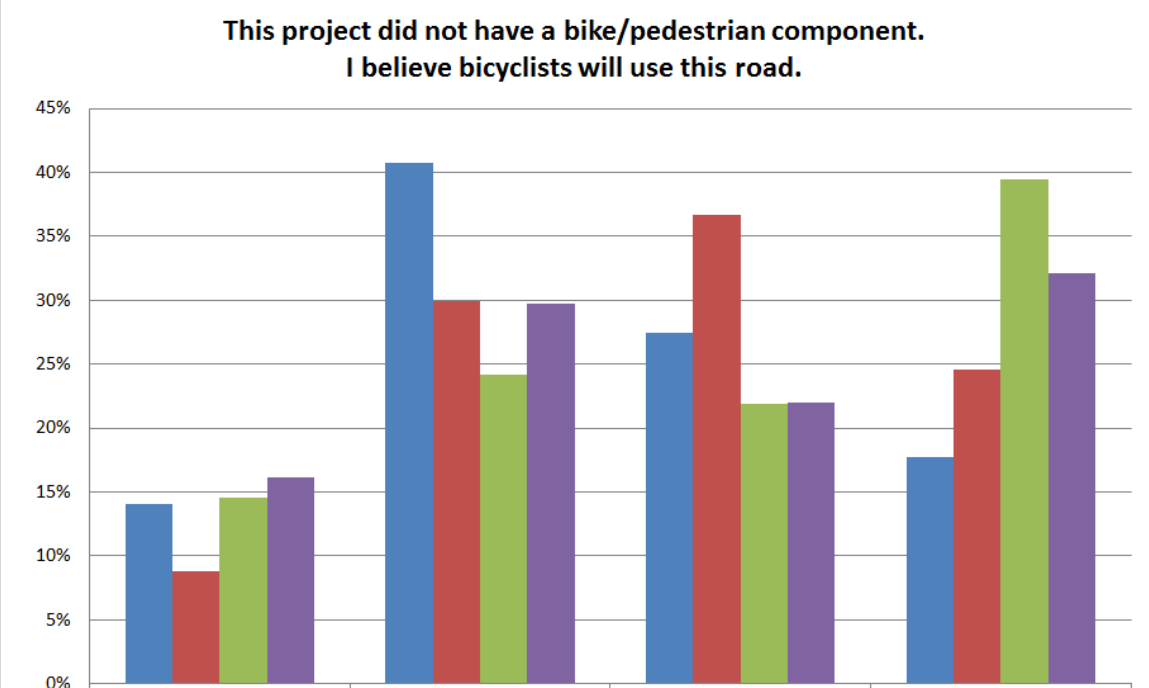
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
FY12	10.9%	30.0%	36.7%	22.3%
FY13	5.8%	21.3%	41.5%	31.4%
FY14	10.5%	17.6%	20.8%	51.1%
FY15	10.7%	17.8%	20.9%	50.5%

45.9% of the respondents thought bicyclists would use the improvement, higher than the responses from the last two years, but lower than the score recorded in FY12. The following table summarizes the responses and percentages by both individual projects and districts.

Table 14: No Bicyclist/Pedestrian Component – Bicyclist Usage by Project and District

District	Project	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
Northwest	NW-L	31	33.7%	37	40.2%	16	17.4%	8	8.7%	92
	NW-M	12	22.2%	18	33.3%	10	18.5%	14	25.9%	54
	NW-S	4	10.5%	7	18.4%	12	31.6%	15	39.5%	38
	Total	47	25.5%	62	33.7%	38	20.7%	37	20.1%	184
Northeast	NE-L	11	10.7%	32	31.1%	22	21.4%	38	36.9%	103
	NE-M	11	19.6%	12	21.4%	13	23.2%	20	35.7%	56
	NE-S	3	11.5%	8	30.8%	4	15.4%	11	42.3%	26
	Total	25	13.5%	52	28.1%	39	21.1%	69	37.3%	185
Kansas City	KC-S	5	5.6%	13	14.4%	15	16.7%	57	63.3%	90
	Total	5	5.6%	13	14.4%	15	16.7%	57	63.3%	90
Central	CD-L	13	11.9%	41	37.6%	20	18.3%	35	32.1%	109
	CD-S	13	19.7%	18	27.3%	25	37.9%	10	15.2%	66
	Total	26	14.9%	59	33.7%	45	25.7%	45	25.7%	175
St. Louis	SL-L	11	31.4%	10	28.6%	6	17.1%	8	22.9%	35
	SL-M	2	2.9%	4	5.9%	8	11.8%	54	79.4%	68
	SL-S	9	18.0%	19	38.0%	14	28.0%	8	16.0%	50
	SW-L	22	14.4%	33	21.6%	28	18.3%	70	45.8%	153
Southwest	SW-L	17	20.7%	30	36.6%	21	25.6%	14	17.1%	82
	SW-M	5	5.6%	19	21.3%	22	24.7%	43	48.3%	89
	SW-S	12	10.5%	41	36.0%	25	21.9%	36	31.6%	114
	Total	34	11.9%	90	31.6%	68	23.9%	93	32.6%	285
Southeast	SE-L	22	24.7%	31	34.8%	20	22.5%	16	18.0%	89
	SE-M	18	24.7%	23	31.5%	15	20.5%	17	23.3%	73
	SE-S	8	17.4%	18	39.1%	13	28.3%	7	15.2%	46
	Total	48	23.1%	72	34.6%	48	23.1%	40	19.2%	208
Grand Total:		207	16.2%	381	29.8%	281	22.0%	411	32.1%	1,280

Figure 11: No Bicyclist/Pedestrian Component – Bicyclist Usage



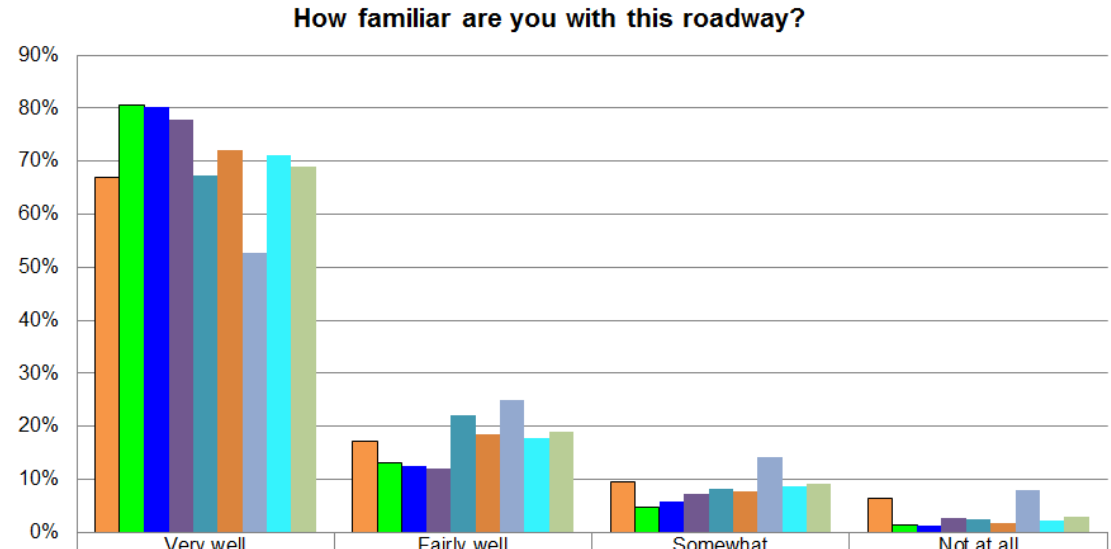
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
FY12	14.0%	40.8%	27.5%	17.7%
FY13	8.8%	30.0%	36.7%	24.5%
FY14	14.6%	24.2%	21.8%	39.4%
FY15	16.2%	29.8%	22.0%	32.1%

The results of this research show that a sizeable minority of respondents believe pedestrians and bicyclists will use roads that may not have been intended for this traffic. If this belief reflects reality, then MoDOT may wish to consider either educating the public on the dangers of these roadways for pedestrian/bicyclists traffic or incorporating pedestrian/bicyclist accommodations into more of their projects.

FAMILIARITY WITH ROADWAY

These two questions help measure the respondent's familiarity with the affected roadway. The majority (87.9%) of the respondents were very or fairly well familiar with the local project used in the study, similar to last year's measure. 68.9% of the respondents said they were very familiar with the affected roadway while most of the others said they were somewhat or fairly familiar with the roadway. Only 3.0% stated that they were not familiar with the affected roadway.

Figure 12: Road Familiarity – Historical Comparison



	Very well	Fairly well	Somewhat	Not at all
FY07	66.9%	17.2%	9.5%	6.4%
FY08	80.7%	13.1%	4.7%	1.5%
FY09	80.2%	12.5%	5.9%	1.3%
FY10	77.9%	12.0%	7.3%	2.8%
FY11	67.2%	22.0%	8.2%	2.6%
FY12	72.0%	18.5%	7.7%	1.8%
FY13	52.6%	25.1%	14.3%	8.0%
FY14	71.2%	17.7%	8.8%	2.3%
FY15	68.9%	18.9%	9.2%	3.0%

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

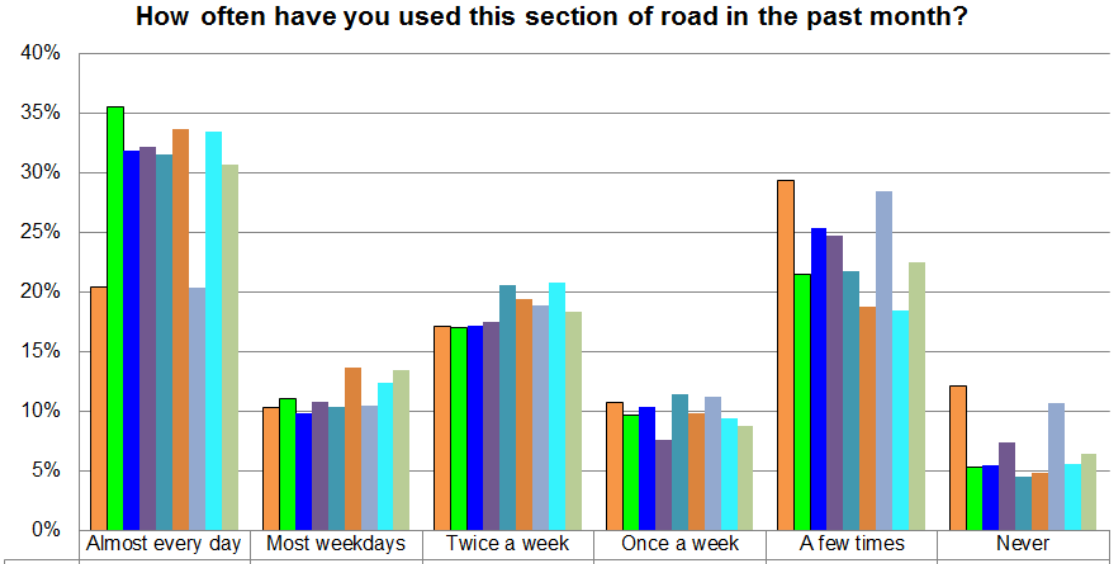
Table 15: Familiarity with Roadway by Project and District

District	Project	Not at all		Somewhat		Fairly well		Very well		Total
Northwest	NW-L	0	0.0%	8	8.0%	14	14.0%	78	78.0%	100
	NW-M	1	1.3%	0	0.0%	5	6.5%	71	92.2%	77
	NW-S	10	15.9%	14	22.2%	14	22.2%	25	39.7%	63
	Total	11	4.6%	22	9.2%	33	13.8%	174	72.5%	240
Northeast	NE-L	6	4.5%	10	7.5%	34	25.6%	83	62.4%	133
	NE-M	0	0.0%	6	7.1%	13	15.5%	65	77.4%	84
	NE-S	13	22.8%	19	33.3%	10	17.5%	15	26.3%	57
	Total	19	6.9%	35	12.8%	57	20.8%	163	59.5%	274
Kansas City	KC-L	0	0.0%	4	2.8%	20	14.1%	118	83.1%	142
	KC-M	1	1.3%	2	2.6%	22	28.6%	52	67.5%	77
	KC-S	0	0.0%	4	3.5%	23	20.4%	86	76.1%	113
	Total	1	0.3%	10	3.0%	65	19.6%	256	77.1%	332
Central	CD-L	0	0.0%	9	5.7%	33	20.8%	117	73.6%	159
	CD-M	1	0.7%	26	17.7%	35	23.8%	85	57.8%	147
	CD-S	1	1.1%	7	7.8%	21	23.3%	61	67.8%	90
	Total	2	0.5%	42	10.6%	89	22.5%	263	66.4%	396
St. Louis	SL-L	8	16.3%	15	30.6%	16	32.7%	10	20.4%	49
	SL-M	2	2.4%	13	15.7%	18	21.7%	50	60.2%	83
	SL-S	10	13.7%	15	20.5%	9	12.3%	39	53.4%	73
	Total	20	9.8%	43	21.0%	43	21.0%	99	48.3%	205
Southwest	SW-L	0	0.0%	4	3.4%	15	12.6%	100	84.0%	119
	SW-M	0	0.0%	3	2.5%	19	15.7%	99	81.8%	121
	SW-S	0	0.0%	1	0.7%	10	6.7%	138	92.6%	149
	Total	0	0.0%	8	2.1%	44	11.3%	337	86.6%	389
Southeast	SE-L	4	3.2%	15	12.0%	32	25.6%	74	59.2%	125
	SE-M	2	1.8%	13	11.4%	24	21.1%	75	65.8%	114
	SE-S	5	7.7%	8	12.3%	18	27.7%	34	52.3%	65
	Total	11	3.6%	36	11.8%	74	24.3%	183	60.2%	304
Grand Total:		64	3.0%	196	9.2%	405	18.9%	1,475	68.9%	2,140

The respondents of projects NW-S, NE-S, SL-L, and SL-S were statistically less familiar with their project roadway than the other respondents. Given the overall high project familiarity and the standard deviation of 15.8%, it was statistically impossible to score more than one standard deviation above the norm.

Respondents were also asked to indicate how often they had used the specified section of the road in the past month (see Figure 13). 44.1% of the respondents were very frequent users of the affected road (defined as those who used the affected section of the road almost every day or most weekdays) similar to that measured last year. 71.1% of the respondents were regular users of the affected roadway. 6.5% of the respondents indicated that they had not used the affected section of the roadway in the last month.

Figure 13: Frequency of Use – Historical Comparison



	Almost every day	Most weekdays	Twice a week	Once a week	A few times	Never
FY07	20.4%	10.3%	17.1%	10.8%	29.3%	12.1%
FY08	35.5%	11.0%	17.0%	9.7%	21.5%	5.3%
FY09	31.8%	9.9%	17.2%	10.4%	25.3%	5.5%
FY10	32.1%	10.8%	17.5%	7.5%	24.7%	7.4%
FY11	31.5%	10.3%	20.6%	11.4%	21.7%	4.5%
FY12	33.7%	13.7%	19.4%	9.8%	18.7%	4.8%
FY13	20.4%	10.5%	18.9%	11.2%	28.5%	10.6%
FY14	33.4%	12.3%	20.8%	9.4%	18.4%	5.6%
FY15	30.6%	13.4%	18.4%	8.7%	22.4%	6.5%

The following table summarizes the responses and percentages by both individual projects and districts. There was a wide variety of average frequency of use among the twenty-one projects. The respondents of projects NE-L, NE-S, SL-L, and SE-L were statistically less frequent users of their project roadway than the other respondents. The respondents of projects KC-L and SW-S were statistically more frequent users of their project roadway than the other respondents.

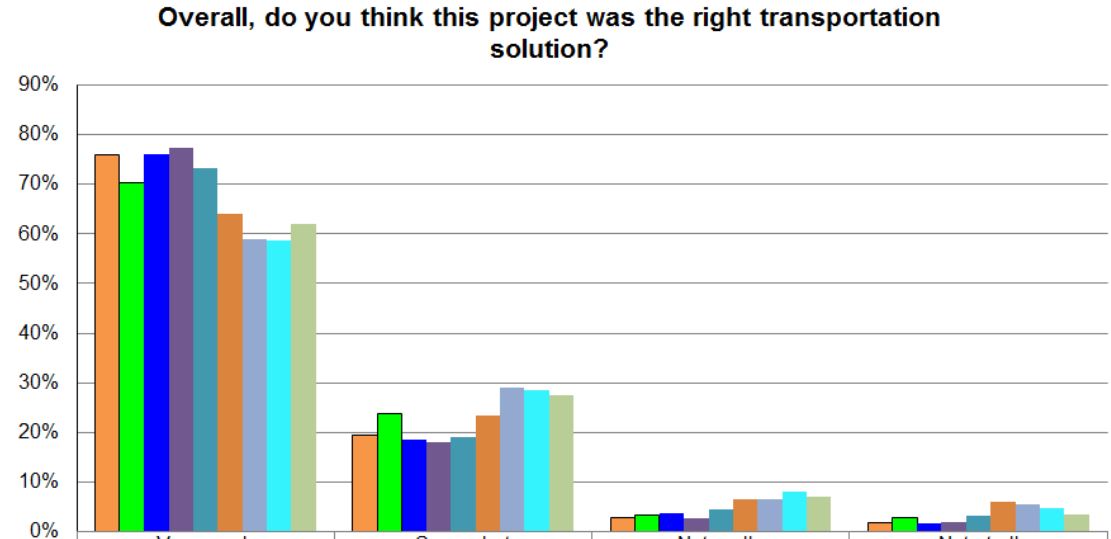
Table 16: Frequency of Roadway Use by Project and District

District	Project	Never		A few times		Once a week		Twice a week		Most weekdays		Almost every day		Total
Northwest	NW-L	1	1.0%	10	10.0%	9	9.0%	22	22.0%	22	22.0%	36	36.0%	100
	NW-M	6	7.9%	19	25.0%	7	9.2%	7	9.2%	7	9.2%	30	39.5%	76
	NW-S	16	25.4%	17	27.0%	2	3.2%	9	14.3%	6	9.5%	13	20.6%	63
	Total	23	9.6%	46	19.2%	18	7.5%	38	15.9%	35	14.6%	79	33.1%	239
Northeast	NE-L	10	7.6%	50	38.2%	17	13.0%	24	18.3%	14	10.7%	16	12.2%	131
	NE-M	0	0.0%	17	20.5%	7	8.4%	20	24.1%	11	13.3%	28	33.7%	83
	NE-S	28	50.0%	18	32.1%	2	3.6%	5	8.9%	2	3.6%	1	1.8%	56
	Total	38	14.1%	85	31.5%	26	9.6%	49	18.1%	27	10.0%	45	16.7%	270
Kansas City	KC-L	0	0.0%	5	3.5%	6	4.3%	26	18.4%	21	14.9%	83	58.9%	141
	KC-M	2	2.6%	11	14.5%	5	6.6%	16	21.1%	13	17.1%	29	38.2%	76
	KC-S	2	1.8%	17	14.9%	9	7.9%	33	28.9%	22	19.3%	31	27.2%	114
	Total	4	1.2%	33	10.0%	20	6.0%	75	22.7%	56	16.9%	143	43.2%	331
Central	CD-L	1	0.6%	25	15.7%	16	10.1%	30	18.9%	22	13.8%	65	40.9%	159
	CD-M	4	2.7%	38	26.0%	21	14.4%	27	18.5%	22	15.1%	34	23.3%	146
	CD-S	4	4.4%	25	27.5%	14	15.4%	17	18.7%	16	17.6%	15	16.5%	91
	Total	9	2.3%	88	22.2%	51	12.9%	74	18.7%	60	15.2%	114	28.8%	396
St. Louis	SL-L	13	26.0%	28	56.0%	0	0.0%	4	8.0%	4	8.0%	1	2.0%	50
	SL-M	8	9.4%	29	34.1%	3	3.5%	17	20.0%	7	8.2%	21	24.7%	85
	SL-S	15	20.5%	16	21.9%	3	4.1%	8	11.0%	3	4.1%	28	38.4%	73
	Total	36	17.3%	73	35.1%	6	2.9%	29	13.9%	14	6.7%	50	24.0%	208
Southwest	SW-L	3	2.5%	25	21.0%	7	5.9%	23	19.3%	18	15.1%	43	36.1%	119
	SW-M	2	1.7%	15	12.4%	9	7.4%	36	29.8%	28	23.1%	31	25.6%	121
	SW-S	1	0.7%	7	4.7%	4	2.7%	23	15.5%	24	16.2%	89	60.1%	148
	Total	6	1.5%	47	12.1%	20	5.2%	82	21.1%	70	18.0%	163	42.0%	388
Southeast	SE-L	10	8.1%	54	43.5%	21	16.9%	16	12.9%	5	4.0%	18	14.5%	124
	SE-M	5	4.4%	35	30.7%	16	14.0%	13	11.4%	13	11.4%	32	28.1%	114
	SE-S	7	10.6%	18	27.3%	8	12.1%	16	24.2%	7	10.6%	10	15.2%	66
	Total	22	7.2%	107	35.2%	45	14.8%	45	14.8%	25	8.2%	60	19.7%	304
Grand Total:		138	6.5%	479	22.4%	186	8.7%	392	18.4%	287	13.4%	654	30.6%	2,136

THE RIGHT TRANSPORTATION SOLUTION

Overall, Missourians had a positive perception of the projects in this survey with 89.6% of the respondents stating that their local project was the right transportation solution. This is similar, but slightly higher, than the findings of the last three years.

Figure 14: Right Transportation Solution – Historical Comparison



	Very much	Somewhat	Not really	Not at all
FY07	76.0%	19.5%	2.7%	1.8%
FY08	70.2%	23.7%	3.2%	2.9%
FY09	76.1%	18.6%	3.7%	1.7%
FY10	77.3%	18.1%	2.6%	2.0%
FY11	73.2%	19.0%	4.5%	3.3%
FY12	64.1%	23.4%	6.6%	6.0%
FY13	58.9%	29.1%	6.5%	5.5%
FY14	58.7%	28.5%	8.0%	4.7%
FY15	62.0%	27.6%	6.9%	3.5%

The standard deviation was 5.5% with seven projects falling more than one standard deviation below the norm. The respondents for projects NE-M, KC-M, SL-M, and SW-S were significantly less likely to think their project was the right transportation solution than the respondents for the other projects. Projects NW-M, KC-L, and SW-M were more than one standard deviation above the norm.

Table 17: Right Transportation Solution by Project and District

District	Project	Not at all		Not really		Somewhat		Very much		Total
Northwest	NW-L	3	3.4%	4	4.6%	29	33.3%	51	58.6%	87
	NW-M	1	1.3%	2	2.7%	14	18.7%	58	77.3%	75
	NW-S	0	0.0%	4	8.7%	16	34.8%	26	56.5%	46
	Total	4	1.9%	10	4.8%	59	28.4%	135	64.9%	208
Northeast	NE-L	3	2.5%	15	12.3%	38	31.1%	66	54.1%	122
	NE-M	4	5.2%	13	16.9%	36	46.8%	24	31.2%	77
	NE-S	1	3.0%	3	9.1%	7	21.2%	22	66.7%	33
	Total	8	3.4%	31	13.4%	81	34.9%	112	48.3%	232
Kansas City	KC-L	0	0.0%	2	1.5%	30	22.2%	103	76.3%	135
	KC-M	4	5.6%	9	12.5%	25	34.7%	34	47.2%	72
	KC-S	1	0.9%	9	8.4%	49	45.8%	48	44.9%	107
	Total	5	1.6%	20	6.4%	104	33.1%	185	58.9%	314
Central	CD-L	2	1.3%	8	5.4%	28	18.8%	111	74.5%	149
	CD-M	7	5.2%	11	8.1%	33	24.4%	84	62.2%	135
	CD-S	2	2.4%	6	7.2%	33	39.8%	42	50.6%	83
	Total	11	3.0%	25	6.8%	94	25.6%	237	64.6%	367
St. Louis	SL-L	3	7.0%	2	4.7%	15	34.9%	23	53.5%	43
	SL-M	3	4.4%	9	13.2%	24	35.3%	32	47.1%	68
	SL-S	3	5.1%	3	5.1%	21	35.6%	32	54.2%	59
	Total	9	5.3%	14	8.2%	60	35.3%	87	51.2%	170
Southwest	SW-L	4	3.5%	5	4.3%	19	16.5%	87	75.7%	115
	SW-M	0	0.0%	5	4.5%	19	17.0%	88	78.6%	112
	SW-S	20	14.1%	10	7.0%	30	21.1%	82	57.7%	142
	Total	24	6.5%	20	5.4%	68	18.4%	257	69.6%	369
Southeast	SE-L	3	2.5%	4	3.4%	24	20.3%	87	73.7%	118
	SE-M	3	2.8%	7	6.6%	22	20.8%	74	69.8%	106
	SE-S	1	1.9%	3	5.6%	22	40.7%	28	51.9%	54
	Total	7	2.5%	14	5.0%	68	24.5%	189	68.0%	278
Grand Total:		68	3.5%	134	6.9%	534	27.6%	1,202	62.0%	1,938

In fiscal year 2011, the larger the project, the more likely respondents were to agree that the project was the right transportation solution. In fiscal year 2012, there was no correlation between project size and the RTS measure. In fiscal year 2013, medium-sized projects were statistically less likely to be judged the right transportation solution than small or large projects. In fiscal years 2014 and 2015, the results were similar to FY11 where the larger the project, the greater the agreement that the project was the right transportation solution. Given the various results, it appears that there is a small correlation between project size and the RTS measure that can be easily overshadowed by stronger factors specific to individual projects.

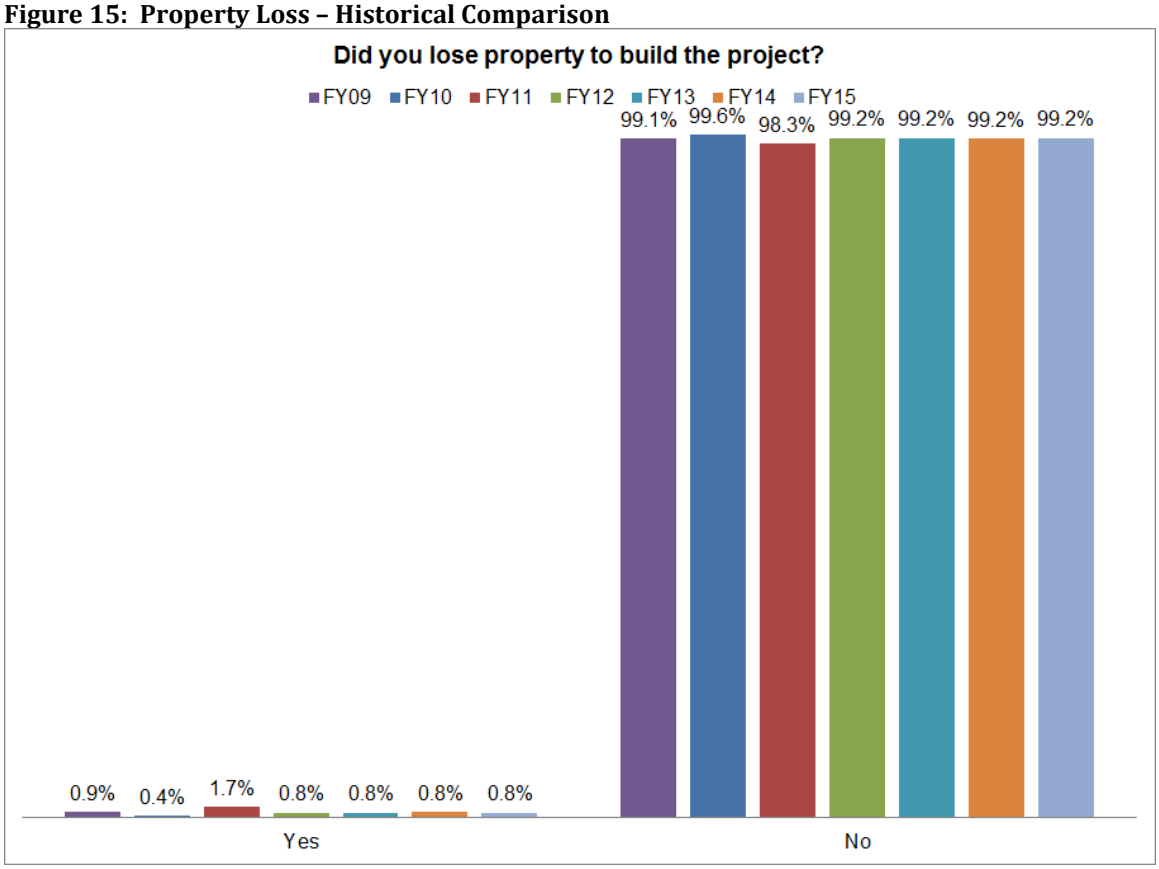
Table 18: Right Transportation Solution by Project Size

Overall, do you think this project was the right transportation solution?						
		Not at all	Not really	Somewhat	Very much	Total
Project Size	Large	18	40	183	528	769
		2.3%	5.2%	23.8%	68.7%	100%
	Medium	22	56	173	394	645
		3.4%	8.7%	26.8%	61.1%	100%
	Small	28	38	178	280	524
		5.3%	7.3%	34.0%	53.4%	100%
	Total	68	134	534	1,202	1,938
		3.5%	6.9%	27.6%	62.0%	100%

RESPONDENT PROPERTY LOSS

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

Figure 15: Property Loss – Historical Comparison



Less than two percent of the respondents had lost property to build the project in their area. This year 0.8% of the respondents stated they lost property to one of these projects, virtually identical to the results of the last three years. Even these small numbers were not evenly distributed. Some projects, such as bridge repair, are not likely to require any additional property. Therefore it is not surprising that some districts had zero respondents who lost property to the projects under review. The following table provides the actual numbers and percentages for each project.

Table 19: Frequency of Respondents Who Lost Property to Project by Project and District

District	Project	Yes		No		Total
Northwest	NW-L	0	0.0%	99	100.0%	99
	NW-M	0	0.0%	74	100.0%	74
	NW-S	0	0.0%	57	100.0%	57
	Total	0	0.0%	230	100.0%	230
Northeast	NE-L	1	0.8%	126	99.2%	127
	NE-M	0	0.0%	83	100.0%	83
	NE-S	0	0.0%	55	100.0%	55
	Total	1	0.4%	264	99.6%	265
Kansas City	KC-L	0	0.0%	138	100.0%	138
	KC-M	0	0.0%	73	100.0%	73
	KC-S	0	0.0%	112	100.0%	112
	Total	0	0.0%	323	100.0%	323
Central	CD-L	3	1.9%	155	98.1%	158
	CD-M	0	0.0%	142	100.0%	142
	CD-S	0	0.0%	90	100.0%	90
	Total	3	0.8%	387	99.2%	390
St. Louis	SL-L	0	0.0%	46	100.0%	46
	SL-M	0	0.0%	84	100.0%	84
	SL-S	0	0.0%	69	100.0%	69
	Total	0	0.0%	199	100.0%	199
Southwest	SW-L	1	0.8%	118	99.2%	119
	SW-M	0	0.0%	119	100.0%	119
	SW-S	0	0.0%	146	100.0%	146
	Total	1	0.3%	383	99.7%	384
Southeast	SE-L	2	1.6%	121	98.4%	123
	SE-M	9	8.0%	104	92.0%	113
	SE-S	0	0.0%	62	100.0%	62
	Total	11	3.7%	287	96.3%	298
Grand Total:		16	0.8%	2,073	99.2%	2,089

The previous figures show that such a small percentage of people lost property to their local project that they could not have significantly affected the survey results if losing property was a factor in their evaluation. In three of the last four years surveys found statistically significant differences between the two groups. This was also the case in FY15, with those losing property being less likely to agree that the project was the right transportation solution.

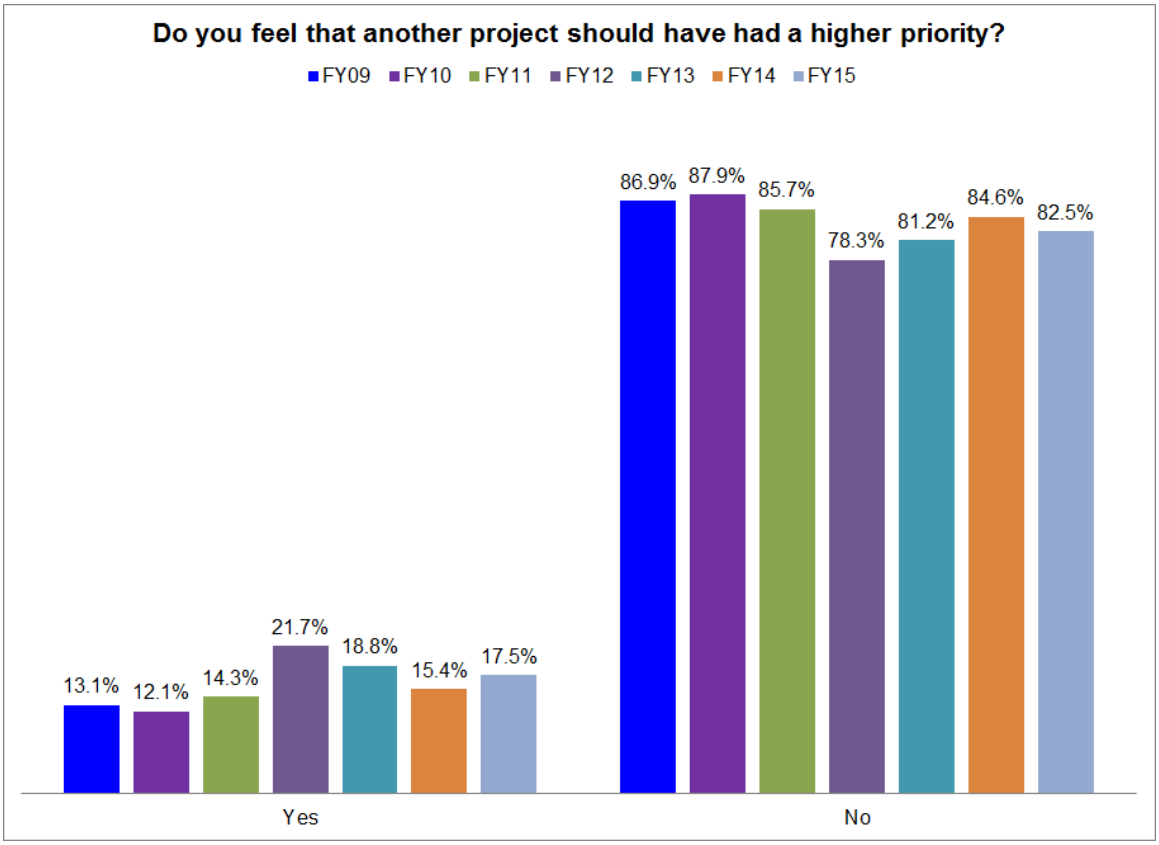
Table 20: Cross Reference of Right Transportation Solution and Property Loss

Overall, do you think this project was the right transportation solution?						
		Not at all	Not really	Somewhat	Very much	Total
Did you lose property to build the project?	Yes	3	2	1	9	15
		20.0%	13.3%	6.7%	60.0%	100.0%
	No	64	127	521	1,173	1,885
		3.4%	6.7%	27.6%	62.2%	100.0%
	Total	67	129	522	1,182	1,900
		3.5%	6.8%	27.5%	62.2%	100.0%

THE RIGHT PRIORITY

At MoDOT's request, a new question was added to the survey in Fiscal Year 2009 to help investigate a potential reason why some respondents did not believe their project to be the right transportation solution. This year, 17.5% of the respondents felt another project should have been commissioned before their particular project. This score falls between those recorded the last two years.

Figure 16: Priority – Historical Comparison



These responses were not evenly distributed across the state. The respondents from several projects were statistically more likely to fall at least one standard deviation (9.4%) from the normal range. People from NE-M, NE-S, KC-M, SL-L, and SE-S were much more likely to think another project should have been given priority over their local project. For example, 30.2% of the SE-S respondents thought another project should have been given priority.

At the other extreme, people responding to project NW-M were statistically less likely than the norm to say another project should have been given priority. 0% of these respondents thought another project should have had a higher priority.

Figure 17: Priority Feedback by Project and District

District	Project	Yes		No		Total
Northwest	NW-L	13	13.4%	84	86.6%	97
	NW-M	0	0.0%	75	100.0%	75
	NW-S	11	23.4%	36	76.6%	47
	Total	24	11.0%	195	89.0%	219
Northeast	NE-L	16	13.8%	100	86.2%	116
	NE-M	32	40.5%	47	59.5%	79
	NE-S	13	27.7%	34	72.3%	47
	Total	61	25.2%	181	74.8%	242
Kansas City	KC-L	15	11.2%	119	88.8%	134
	KC-M	21	30.9%	47	69.1%	68
	KC-S	15	14.6%	88	85.4%	103
	Total	51	16.7%	254	83.3%	305
Central	CD-L	29	19.0%	124	81.0%	153
	CD-M	21	15.9%	111	84.1%	132
	CD-S	17	22.1%	60	77.9%	77
	Total	67	18.5%	295	81.5%	362
St. Louis	SL-L	12	30.8%	27	69.2%	39
	SL-M	16	23.2%	53	76.8%	69
	SL-S	16	25.4%	47	74.6%	63
	Total	44	25.7%	127	74.3%	171
Southwest	SW-L	15	13.0%	100	87.0%	115
	SW-M	12	10.9%	98	89.1%	110
	SW-S	23	17.2%	111	82.8%	134
	Total	50	13.9%	309	86.1%	359
Southeast	SE-L	12	10.1%	107	89.9%	119
	SE-M	13	12.6%	90	87.4%	103
	SE-S	16	30.2%	37	69.8%	53
	Total	41	14.9%	234	85.1%	275
Grand Total:		338	17.5%	1,595	82.5%	1,933

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

Table 21: Cross Reference of Priority by Right Transportation Solution

		Overall, do you think this project was the right transportation solution?		
		Not at all / Not really	Somewhat / Very Much	Total
Should another project have had higher priority?	Yes	138	168	306
		45.1%	54.9%	100.0%
	No	49	1,453	1,502
		3.3%	96.7%	100.0%
	Total	187	1,621	1,808
		10.3%	89.7%	100.0%

Only 54.9% of the respondents who thought another project should have been given priority thought their local project was the right transportation solution compared to 96.7% of those who did not believe another project should have been given priority. This is a very strong statistical difference and supports MoDOT's hypothesis that a respondent's belief that another project should have been commissioned first is a significant factor in their evaluation. However, it is important to note that this study cannot test casualty. There is clearly a strong link between these two factors. However, it is possible that the respondent's disagreement that a project was the right transportation solution is influencing their opinion on whether or not another project should have had a higher priority.

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

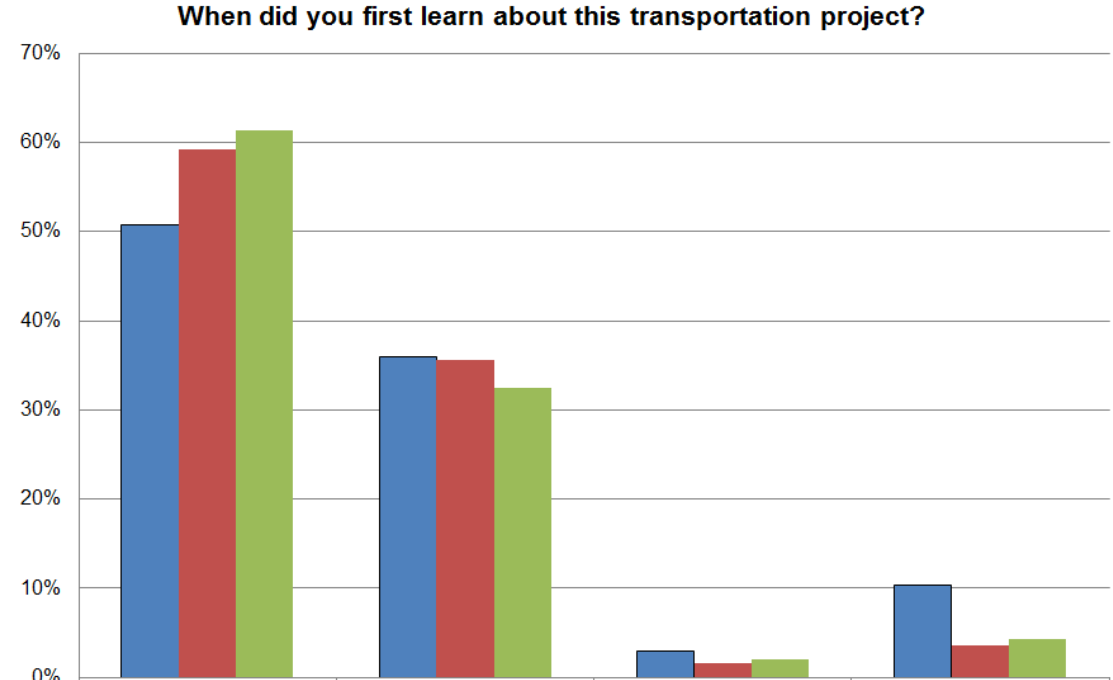
AWARENESS AND SATISFACTION

Two questions were added to the survey in FY13. A question was added to investigate when people first learned about the project. Another question was added to measure citizens' overall satisfaction with the project.

PROJECT AWARENESS

Respondents were asked when they first learned about their local transportation project. More than half (61.3%) were aware of the project before construction started and 93.8% knew about the project before it was completed.

Figure 18: Project Awareness



	At least a month before construction started	When construction signs went up	After the project was completed	When I received this survey
FY13	50.8%	35.9%	3.0%	10.3%
FY14	59.2%	35.6%	1.6%	3.5%
FY15	61.3%	32.5%	2.0%	4.3%

Table 22: Project Awareness by Project and District

District	Project	At least a month before construction started		When construction signs went up		After the project was completed		When I received this survey		Total
Northwest	NW-L	36	38.3%	53	56.4%	2	2.1%	3	3.2%	94
	NW-M	62	84.9%	10	13.7%	0	0.0%	1	1.4%	73
	NW-S	11	19.6%	28	50.0%	3	5.4%	14	25.0%	56
	Total	109	48.9%	91	40.8%	5	2.2%	18	8.1%	223
Northeast	NE-L	107	83.6%	17	13.3%	0	0.0%	4	3.1%	128
	NE-M	19	23.8%	55	68.8%	2	2.5%	4	5.0%	80
	NE-S	11	22.0%	13	26.0%	5	10.0%	21	42.0%	50
	Total	137	53.1%	85	32.9%	7	2.7%	29	11.2%	258
Kansas City	KC-L	77	55.8%	61	44.2%	0	0.0%	0	0.0%	138
	KC-M	39	56.5%	28	40.6%	1	1.4%	1	1.4%	69
	KC-S	32	30.8%	66	63.5%	3	2.9%	3	2.9%	104
	Total	148	47.6%	155	49.8%	4	1.3%	4	1.3%	311
Central	CD-L	139	94.6%	8	5.4%	0	0.0%	0	0.0%	147
	CD-M	109	79.6%	25	18.2%	3	2.2%	0	0.0%	137
	CD-S	42	46.7%	47	52.2%	0	0.0%	1	1.1%	90
	Total	290	77.5%	80	21.4%	3	0.8%	1	0.3%	374
St. Louis	SL-L	30	71.4%	7	16.7%	3	7.1%	2	4.8%	42
	SL-M	33	46.5%	33	46.5%	1	1.4%	4	5.6%	71
	SL-S	31	49.2%	19	30.2%	1	1.6%	12	19.0%	63
	Total	94	53.4%	59	33.5%	5	2.8%	18	10.2%	176
Southwest	SW-L	108	93.1%	7	6.0%	0	0.0%	1	0.9%	116
	SW-M	28	26.2%	68	63.6%	11	10.3%	0	0.0%	107
	SW-S	136	93.8%	9	6.2%	0	0.0%	0	0.0%	145
	Total	272	73.9%	84	22.8%	11	3.0%	1	0.3%	368
Southeast	SE-L	84	78.5%	19	17.8%	2	1.9%	2	1.9%	107
	SE-M	74	69.8%	29	27.4%	1	0.9%	2	1.9%	106
	SE-S	9	14.3%	43	68.3%	1	1.6%	10	15.9%	63
	Total	167	60.5%	91	33.0%	4	1.4%	14	5.1%	276
Grand Total:		1,217	61.3%	645	32.5%	39	2.0%	85	4.3%	1,986

Table 23: Cross Reference of Project Awareness and Right Transportation Solution

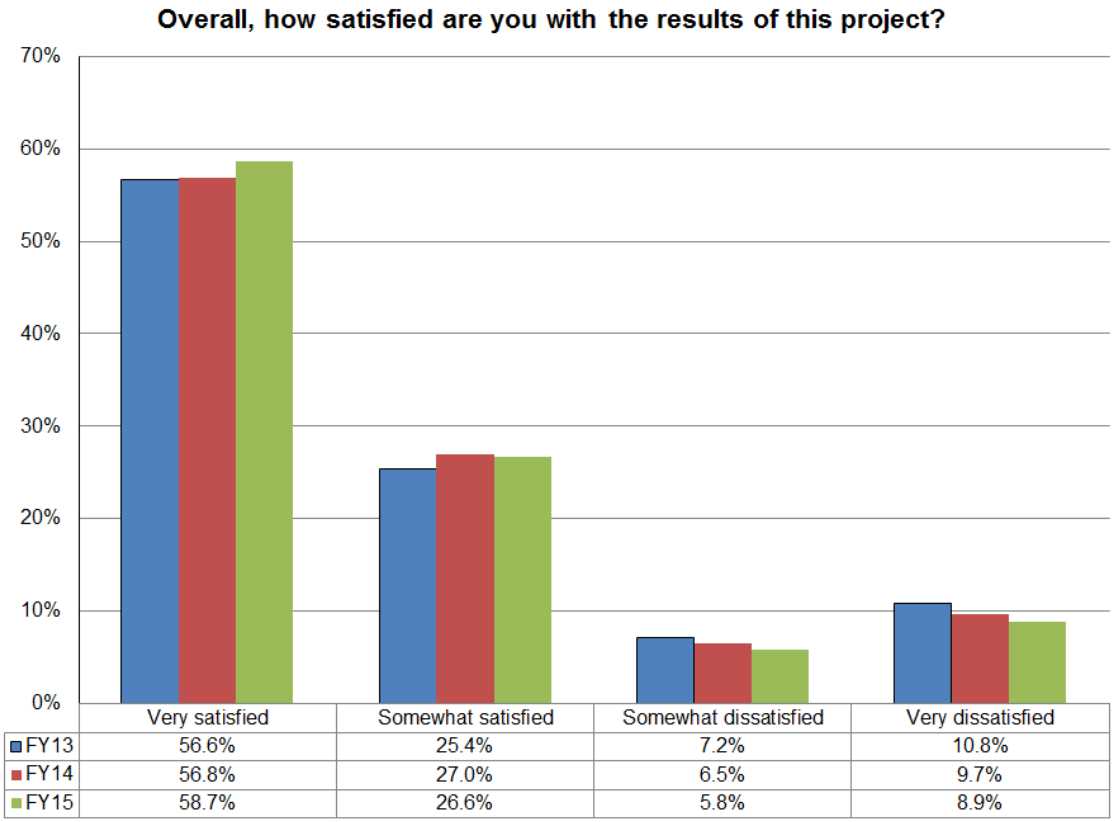
		Overall, do you think this project was the right transportation solution?				
		Not at all	Not really	Somewhat	Very much	Total
When did you first learn about this transportation project?	At least a month before construction started	35	69	276	790	1,170
		3.0%	5.9%	23.6%	67.5%	100.0%
	When construction signs went up	23	48	200	319	590
		3.9%	8.1%	33.9%	54.1%	100.0%
	After the project was completed	-	2	10	20	32
		.0%	6.3%	31.3%	62.5%	100.0%
	When I received this survey	2	3	10	9	24
		8.3%	12.5%	41.7%	37.5%	100.0%
	Total	60	122	496	1,138	1,816
		3.3%	6.7%	27.3%	62.7%	100.0%

There were no statistically significant differences found using linear analysis between when a respondent first learned about the project and their RTS measure. However, based on the data collected to date, it is likely that people are more likely to think that a project is the right transportation solution if they either are aware of the project well in advance or are pleasantly surprised by it (surprised by finding it improved, not by reading about it on a survey) after the project is completed whereas being unpleasantly surprised by it by unexpectedly coming across construction could make people less likely to believe the project was the right transportation solution. If this is a factor – which cannot be certain due to the many other factors involved – it is a relative minor factor accounting for a few percentages of agreement on the right transportation score.

Overall Satisfaction

85.3% of the respondents were satisfied with the results of their project, similar to, but slightly higher than, the results from the last two years.

Figure 19: Satisfaction



	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
FY13	56.6%	25.4%	7.2%	10.8%
FY14	56.8%	27.0%	6.5%	9.7%
FY15	58.7%	26.6%	5.8%	8.9%

Table 24: Satisfaction by Project and District

District	Project	Very Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Very Satisfied		Total
Northwest	NW-L	5	5.4%	4	4.3%	16	17.4%	67	72.8%	92
	NW-M	9	13.4%	2	3.0%	14	20.9%	42	62.7%	67
	NW-S	1	2.2%	3	6.7%	11	24.4%	30	66.7%	45
	Total	15	7.4%	9	4.4%	41	20.1%	139	68.1%	204
Northeast	NE-L	10	8.2%	11	9.0%	42	34.4%	59	48.4%	122
	NE-M	6	7.8%	11	14.3%	28	36.4%	32	41.6%	77
	NE-S	3	9.1%	1	3.0%	7	21.2%	22	66.7%	33
	Total	19	8.2%	23	9.9%	77	33.2%	113	48.7%	232
Kansas City	KC-L	12	8.6%	2	1.4%	33	23.7%	92	66.2%	139
	KC-M	12	17.1%	5	7.1%	22	31.4%	31	44.3%	70
	KC-S	6	5.5%	8	7.3%	49	44.5%	47	42.7%	110
	Total	30	9.4%	15	4.7%	104	32.6%	170	53.3%	319
Central	CD-L	16	10.3%	7	4.5%	31	20.0%	101	65.2%	155
	CD-M	14	9.7%	9	6.3%	37	25.7%	84	58.3%	144
	CD-S	6	7.4%	4	4.9%	25	30.9%	46	56.8%	81
	Total	36	9.5%	20	5.3%	93	24.5%	231	60.8%	380
St. Louis	SL-L	4	9.3%	4	9.3%	15	34.9%	20	46.5%	43
	SL-M	6	8.3%	1	1.4%	34	47.2%	31	43.1%	72
	SL-S	3	5.3%	5	8.8%	22	38.6%	27	47.4%	57
	Total	13	7.6%	10	5.8%	71	41.3%	78	45.3%	172
Southwest	SW-L	11	9.7%	5	4.4%	13	11.5%	84	74.3%	113
	SW-M	4	3.4%	2	1.7%	21	18.1%	89	76.7%	116
	SW-S	24	16.3%	11	7.5%	34	23.1%	78	53.1%	147
	Total	39	10.4%	18	4.8%	68	18.1%	251	66.8%	376
Southeast	SE-L	11	9.4%	9	7.7%	27	23.1%	70	59.8%	117
	SE-M	8	7.4%	8	7.4%	21	19.4%	71	65.7%	108
	SE-S	3	5.4%	2	3.6%	21	37.5%	30	53.6%	56
	Total	22	7.8%	19	6.8%	69	24.6%	171	60.9%	281
Grand Total:		174	8.9%	114	5.8%	523	26.6%	1,153	58.7%	1,964

Projects NE-M, KC-M, SW-S, and SE-S were more than one standard deviation below the mean. Projects NW-S, SW-M, and SE-S had satisfaction scores more than one standard deviation above the mean.

Table 25: Cross Reference of Satisfaction and Right Transportation Solution

		Overall, do you think this project was the right transportation solution?		
		Not at all / Not really	Somewhat / Very Much	Total
Overall, how satisfied are you with the results of this project?	Dissatisfied	134	144	278
		48.2%	51.8%	100.0%
	Satisfied	49	1,551	1,600
		3.1%	96.9%	100.0%
	Total	183	1,695	1,878
		9.7%	90.3%	100.0%

For the third year in a row, the two measures are strongly correlated and thus MoDOT's practice of using the RTS measure as a proxy for satisfaction has been empirically shown to be an effective practice. While 51.8% of those who were dissatisfied with the result of the project thought the project was the right transportation solution, 96.9% of those satisfied with the project thought the project was the right transportation solution.

While closely related, these measures are not the same thing. People may be dissatisfied with a project outcome even if they believe the project was the right transportation solution. However they are much less likely to be satisfied if they think the project was the wrong transportation solution. This difference shows why the RTS measure is slightly higher than the overall satisfaction measure.

SUMMARY

The overall results show that the majority of Missourians are very satisfied with their local project and generally believe that MoDOT provides the right transportation solution. With the exception of the less congested measure, results were similar to last year's scores. The less congested measure was much improved (by 9.9%) in comparison to the previous year's results. The majority of respondents thought that the project made the roadway safer (88.2%), more convenient (88.1%), less congested (81.9%), easier to travel (88.6%), better marked (85.2%), and was the right transportation solution (89.6%).

APPENDIX A. SURVEY INSTRUMENT

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

On the front page of each survey, a unique project description was printed for each of the twenty-one projects. All of the actual descriptions are available under Project Descriptions and Locations starting on page 6. The back page of each survey was identical for each questionnaire and provided respondents with an opportunity to express their opinions.

HEARTLAND MARKET RESEARCH LLC

2014 MoDOT Project Survey

MoDOT

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

Correct Mark = ● Incorrect Mark = ⊗ ✓ ⊖

The questions on this survey refer to the following MoDOT project:

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

1. The road is now...	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Sure
…safer	○	○	○	○	○
…more convenient	○	○	○	○	○
…less congested	○	○	○	○	○
…easier to travel	○	○	○	○	○
…better marked	○	○	○	○	○

2. This project did not have a bike/ pedestrian component. I believe…	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Sure
…this was the right decision	○	○	○	○	○
…pedestrians will use this road	○	○	○	○	○
…bicyclists will use this road	○	○	○	○	○

3. How familiar are you with this roadway?
- ○ Not at all
- ○ Somewhat
- ○ Fairly well
- ○ Very well

4. How often have you used this section of the road in the past month?
- ○ Never
- ○ A few times
- ○ Once a week
- ○ Twice a week
- ○ Most weekdays
- ○ Almost every day

5. When did you first learn about this transportation project?
- ○ At least a month before construction started
- ○ When construction signs went up
- ○ After the project was completed
- ○ When I received this survey
- ○ Don't know / not sure

6. Did you lose property to build the project?
- ○ Yes
- ○ No

7. Should another project have had higher priority?
- ○ Yes
- ○ No

Additional questions on other side

HEARTLAND MARKET RESEARCH LLC

2014 MoDOT Project Survey

MoDOT

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

Correct Mark = ● Incorrect Mark = ⊗ ✓ ⊖

The questions on this survey refer to the following MoDOT project:

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

1. The road is now...	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Sure
…safer	○	○	○	○	○
…more convenient	○	○	○	○	○
…less congested	○	○	○	○	○
…easier to travel	○	○	○	○	○
…better marked	○	○	○	○	○

2. The bike/pedestrian accommodation on this project...	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Sure
…meets your needs	○	○	○	○	○
…is safe	○	○	○	○	○
…is easy to use	○	○	○	○	○

3. How familiar are you with this roadway?
- ○ Not at all
- ○ Somewhat
- ○ Fairly well
- ○ Very well

4. How often have you used this section of the road in the past month?
- ○ Never
- ○ A few times
- ○ Once a week
- ○ Twice a week
- ○ Most weekdays
- ○ Almost every day

5. When did you first learn about this transportation project?
- ○ At least a month before construction started
- ○ When construction signs went up
- ○ After the project was completed
- ○ When I received this survey
- ○ Don't know / not sure

6. Did you lose property to build the project?
- ○ Yes
- ○ No

7. Should another project have had higher priority?
- ○ Yes
- ○ No

Additional questions on other side

2014 MoDOT Project Survey

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

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

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

9. Overall, how satisfied are you with the results of this project?

- ○ Very dissatisfied
- ○ Somewhat dissatisfied
- ○ Somewhat satisfied
- ○ Very satisfied
- ○ Don't know / not sure

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

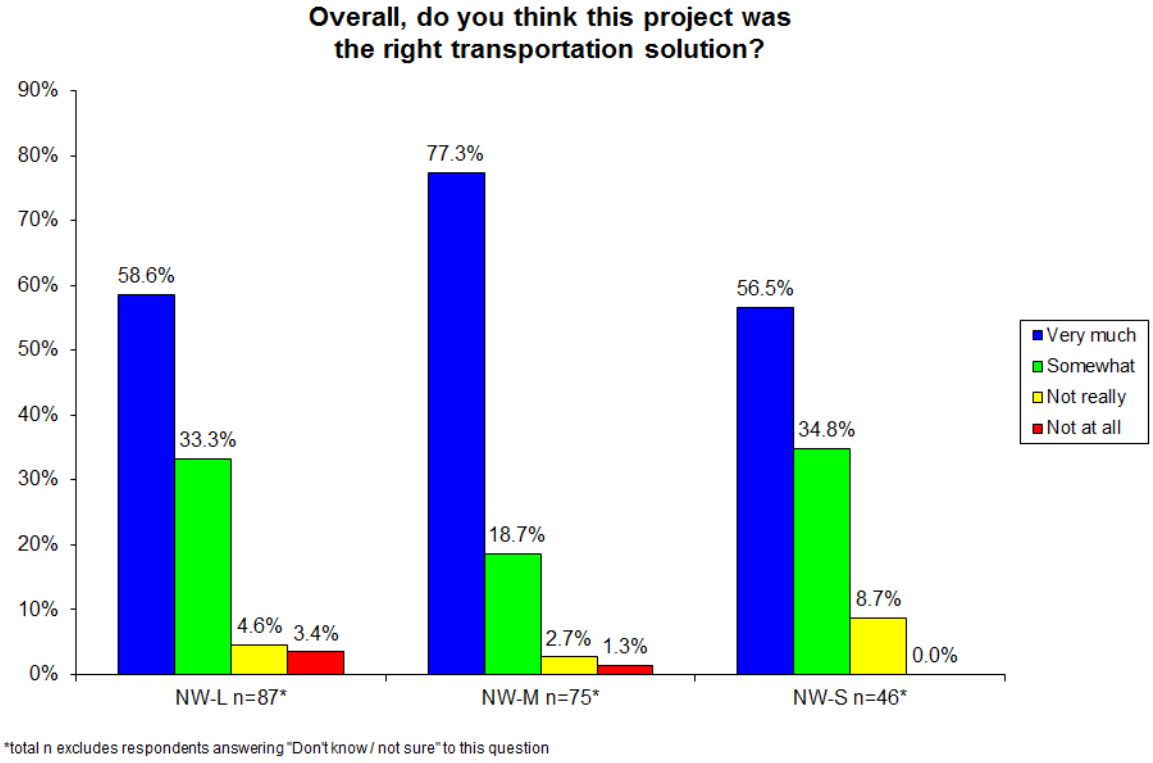
APPENDIX B: RIGHT TRANSPORTATION SOLUTION BY PROJECT

The results from the right transportation solution question have been graphically provided for each project. Statistically, it is very safe to compare overall results from one fiscal year to other fiscal years. The margin of error for all years has been less than 2.5%. Since the margin of error can go either way (e.g., low in one year and high in another), the margins of error are cumulative. Therefore, we can be 95% confident that differences between years are truly real changes if the overall difference is at least 5%. Since the margin of error increases as the sample size decreases, readers should use caution when using the information provided to compare projects as the margins of error are much higher given the limited number of responses per project. However, despite these statistical concerns, these graphs do provide some useful information. For example, many projects were overwhelmingly the right transportation solution in the eyes of the respondents. The question that can be raised by these graphs is why do a few projects have much different levels of support than other projects?

Table 26: Project Margin of Error for RTS Measure

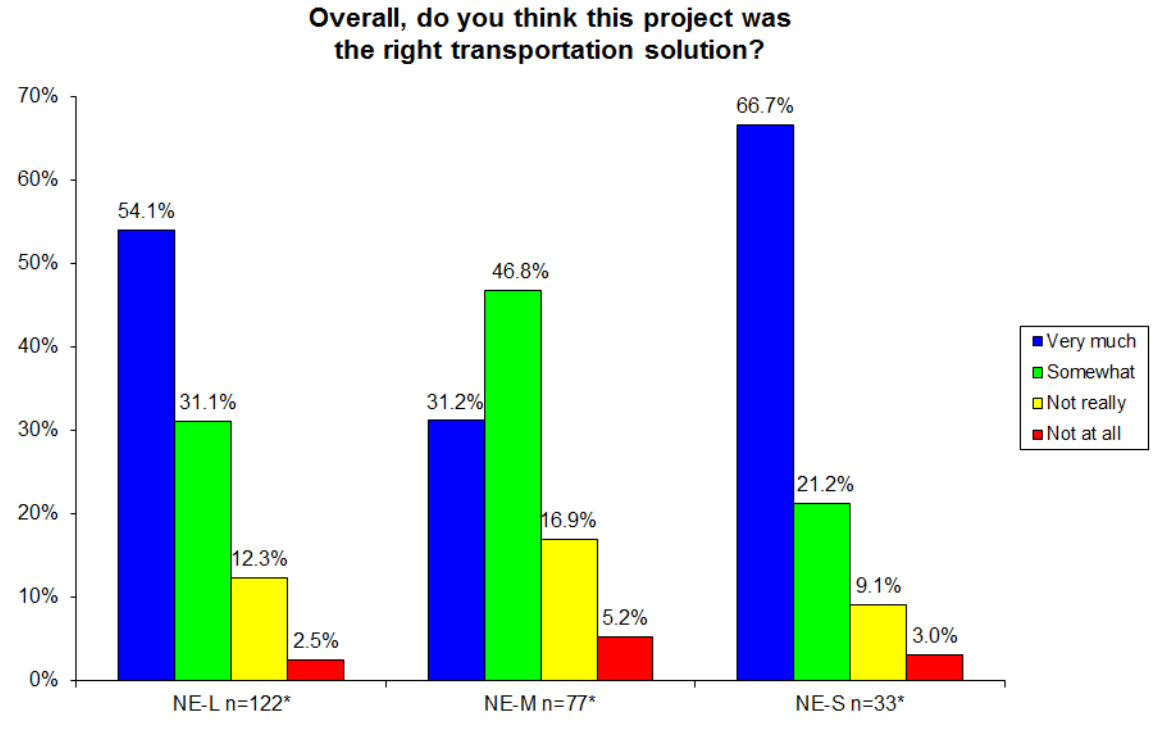
District	Project	RTS Responses	Margin of Error	Brief Description
Northwest	NW-L	87	10.5%	Route 71 resurfacing
	NW-M	75	11.3%	Route 48 bridge replacement
	NW-S	46	14.4%	Route A
Northeast	NE-L	122	8.9%	Realigned Hopewell Hill
	NE-M	77	11.2%	Route 61 pavement smoothing
	NE-S	33	17.1%	Route U bridge deck replacement
Kansas City	KC-L	135	8.4%	I-35/Route 291 interchange
	KC-M	72	11.5%	Route 92 and roundabouts
	KC-S	107	9.5%	I-49 ramp extension (Route 58)
Central	CD-L	149	8.0%	Route 50 West of Linn
	CD-M	135	8.4%	Diverging Diamond I-70/Stadium +
	CD-S	83	10.8%	Route 19 near Hermann
St. Louis	SL-L	43	14.9%	Stan Musial Veterans Memorial Bridge
	SL-M	68	11.9%	I-270 lane addition
	SL-S	59	12.8%	Route D
Southwest	SW-L	115	9.1%	Route 13 / Route 82 interchange
	SW-M	112	9.3%	James River Freeway ramps
	SW-S	142	8.2%	Route 43/171 roundabout
Southeast	SE-L	118	9.0%	Widened Route 67
	SE-M	106	9.5%	Route 34
	SE-S	54	13.3%	Route 60

Figure 20: Northwest District



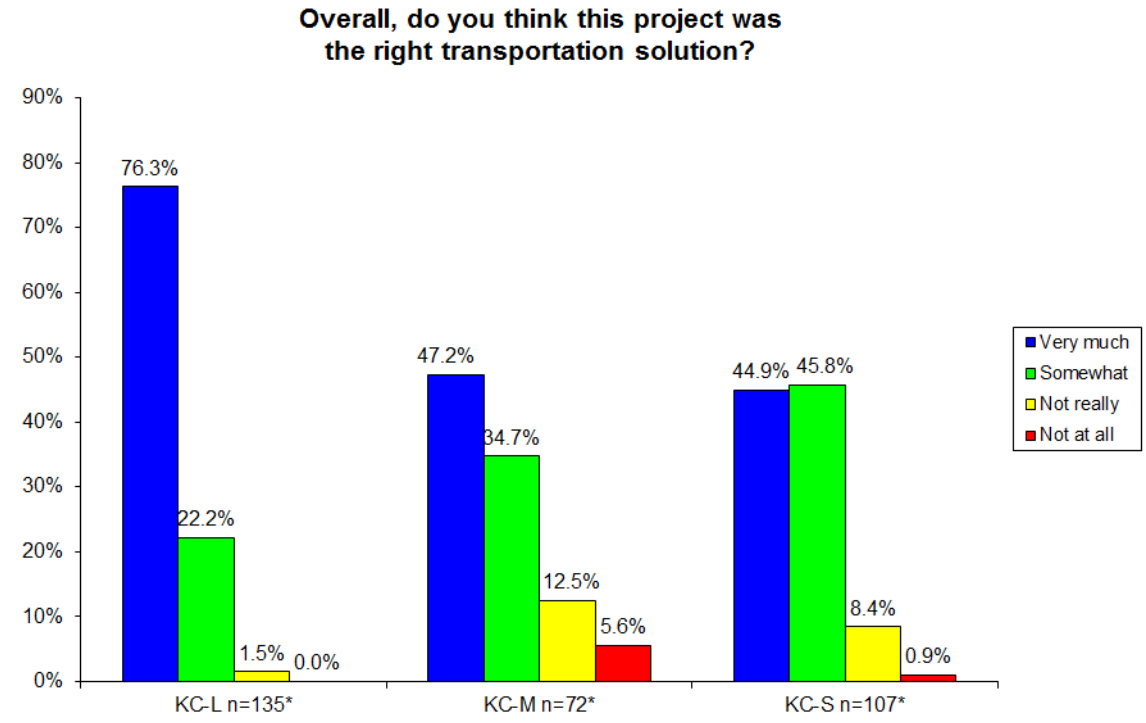
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 21: Northeast District



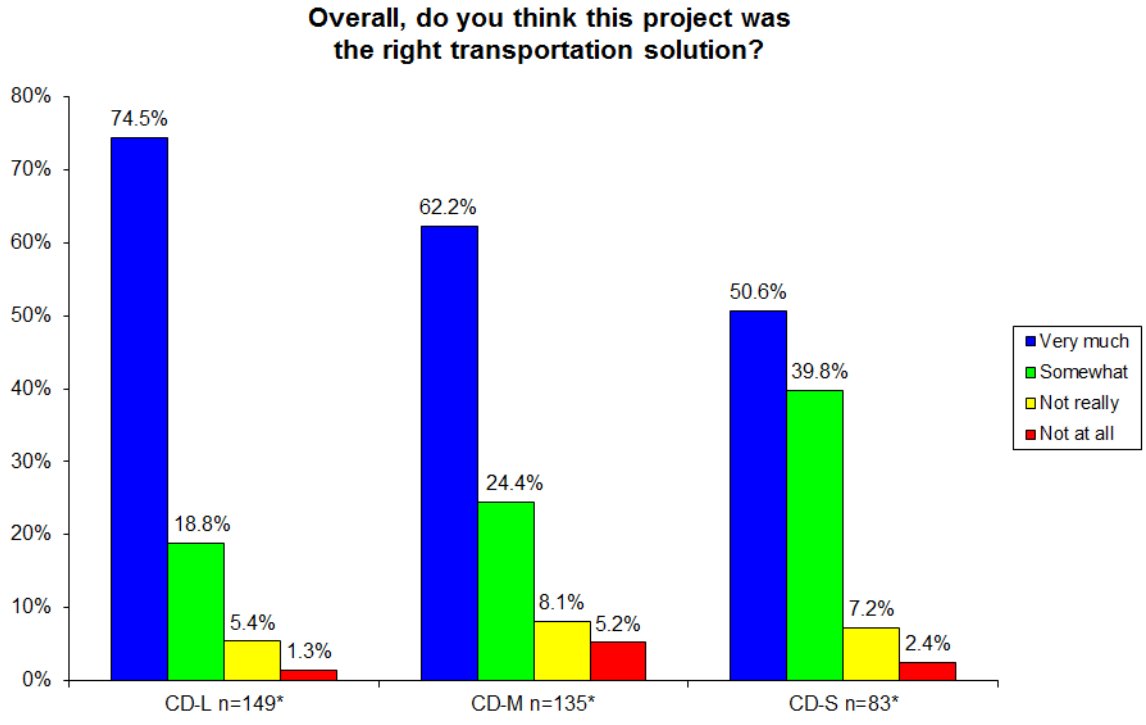
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 22: Kansas City District



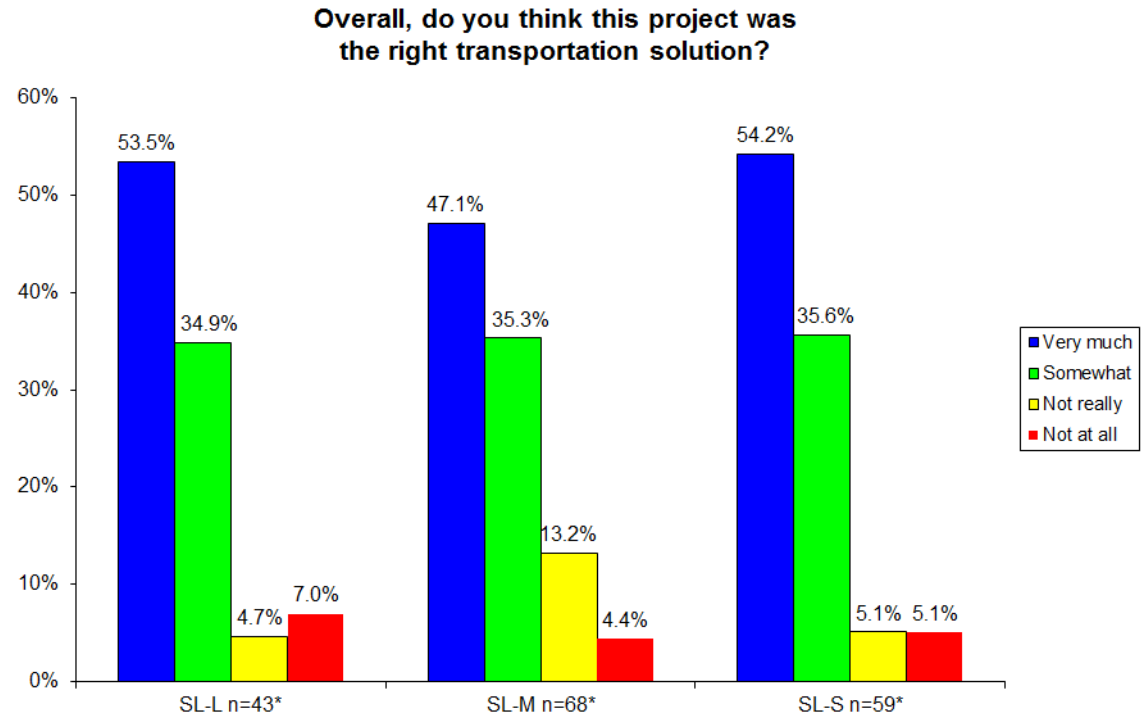
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 23: Central District



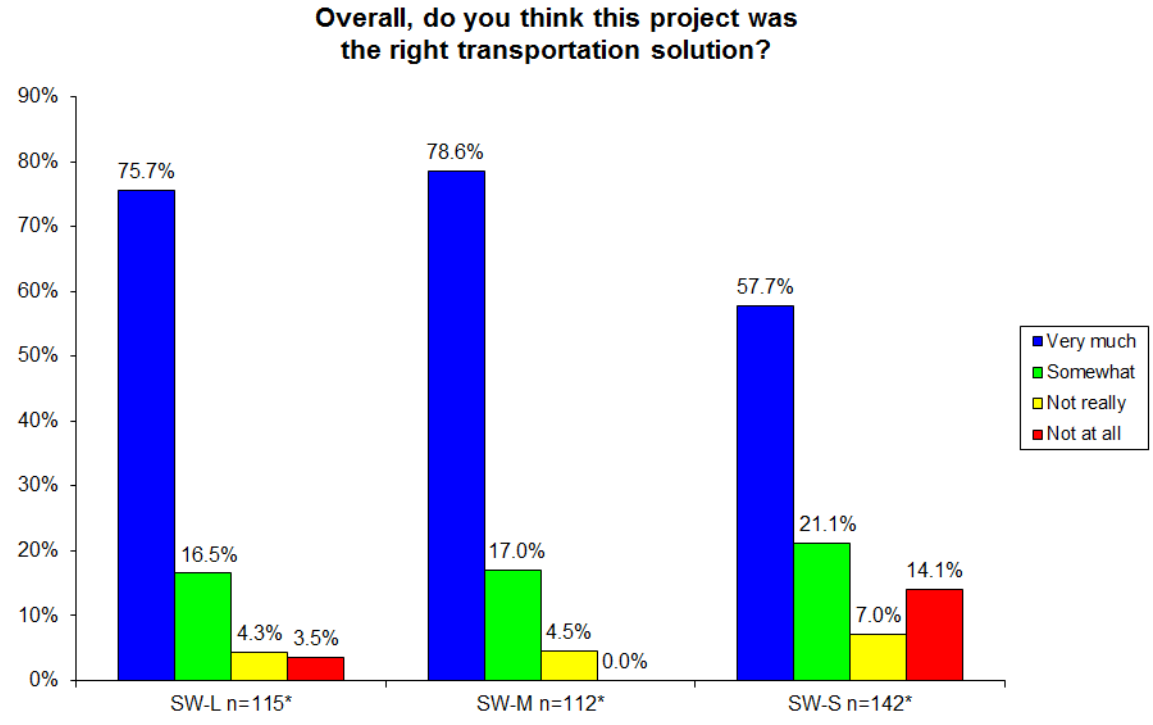
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 24: St. Louis District



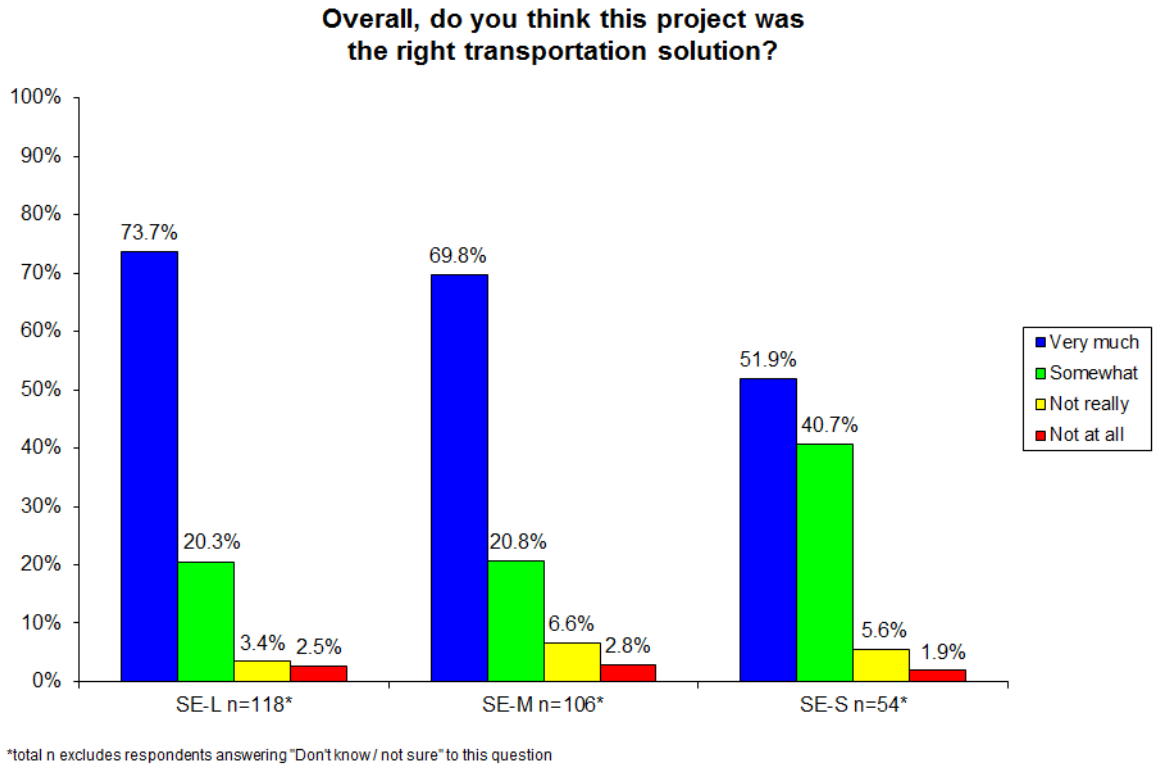
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 25: Southwest District



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

Figure 26: Southeast District



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