



Commissioned by the Missouri Department of Transportation

## Tracker Measure 3g



# Assessing MoDOT's Efforts to Provide the Right Transportation Solution

Prepared By:



**HEARTLAND**  
MARKET RESEARCH LLC  
*Helping You Better*  
*Understand Your Stakeholders<sup>SM</sup>*

December 2015

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## Final Report

Project Number: TR201522

# *Assessing MoDOT's Efforts to Provide the Right Transportation Solution*

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Prepared for the  
Missouri Department of Transportation

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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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## 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 2015 by Heartland Market Research LLC. 3,360 respondents returned a survey questionnaire for a response rate of 26.7%. 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%. If all 3,360 respondents answered a question, the margin of error for it would be 1.73%.

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 600 addresses per project area for a total of 12,600 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	78.9%	95.7%	93.3%	87.4%	95.2%	95.4%	96.3%
	NW-M	85.4%	96.9%	88.3%	62.4%	94.4%	90.3%	91.9%
	NW-S	91.6%	91.4%	76.7%	73.3%	83.6%	81.0%	92.5%
	Total	85.4%	94.6%	86.5%	75.5%	91.2%	89.0%	93.6%
Northeast	NE-L	95.2%	86.2%	64.3%	12.7%	78.7%	84.8%	81.5%
	NE-M	81.7%	70.7%	15.7%	54.1%	29.5%	58.7%	56.5%
	NE-S	71.5%	97.7%	90.9%	85.7%	95.1%	93.6%	95.4%
	Total	83.0%	84.8%	55.0%	49.4%	68.2%	78.8%	77.5%
Kansas City	KC-L	71.3%	76.6%	75.8%	82.7%	69.2%	74.8%	77.0%
	KC-M	82.4%	91.5%	80.7%	57.3%	88.4%	88.3%	83.5%
	KC-S	93.1%	93.6%	93.3%	90.0%	92.2%	93.2%	95.0%
	Total	82.5%	87.2%	84.0%	80.3%	83.2%	85.4%	85.7%
Central	CD-L	98.3%	97.5%	96.2%	92.7%	98.1%	93.4%	95.2%
	CD-M	75.3%	94.5%	92.6%	84.9%	91.1%	97.4%	94.2%
	CD-S	88.9%	91.7%	86.9%	39.8%	91.7%	93.0%	91.3%
	Total	87.6%	94.8%	92.5%	76.8%	93.8%	94.4%	93.7%
St. Louis	SL-L	86.5%	94.3%	97.2%	91.9%	97.1%	89.8%	99.4%
	SL-M	73.8%	89.9%	78.8%	59.4%	80.3%	83.1%	88.4%
	SL-S	52.9%	84.2%	58.3%	37.8%	67.9%	66.7%	79.7%
	Total	74.2%	91.2%	86.6%	75.9%	87.8%	84.1%	92.9%
Southwest	SW-L	83.2%	99.2%	94.5%	91.9%	96.9%	90.1%	99.2%
	SW-M	87.5%	97.6%	94.6%	87.2%	95.8%	97.3%	94.8%
	SW-S	91.7%	87.8%	94.4%	87.6%	92.4%	84.6%	90.6%
	Total	88.5%	93.3%	94.5%	88.7%	94.4%	89.4%	93.7%
Southeast	SE-L	87.7%	85.5%	77.3%	50.0%	87.6%	87.5%	87.6%
	SE-M	91.8%	93.3%	87.6%	51.1%	89.6%	87.0%	91.9%
	SE-S	89.0%	86.9%	81.7%	59.5%	81.1%	84.7%	84.1%
	Total	89.4%	88.6%	82.3%	54.3%	85.8%	86.3%	87.8%
<b>All Projects:</b>		<b>84.7%</b>	<b>90.7%</b>	<b>83.7%</b>	<b>72.7%</b>	<b>86.7%</b>	<b>87.1%</b>	<b>89.3%</b>

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 percentage 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.

Six 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.

For the sixth year in a row, the belief that another project should have taken priority over the local project appears to have made a significant impact on the overall results. Only 52.8% of the respondents who thought another project should have been given priority thought their local project was the right transportation solution compared to 96.9% 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.

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 declined by 9.2% in comparison to the previous year's results. **The majority of respondents thought that the project made the roadway safer (90.7%), more convenient (83.7%), less congested (72.7%), easier to travel (86.7%), better marked (87.1%), and was the right transportation solution (89.3%).**

## 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 was 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). The increase in the number of surveys mailed per project slightly decreased 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 addition 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 was not sufficient for drawing conclusions, dropping these questions was correlated with an extremely high response rate for a survey of the general public.

In FY16, 600 surveys per project were mailed with the same survey instrument utilized in FY15. Response rates (26.7%) were the highest ever recorded for the RTS project, slightly above those from FY15. While other factors may have also been involved, the results suggested that the elimination of the gender, ethnicity, and income questions were at least partially responsible for an improved response rate.

## 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 were 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
<b>NW</b>	Project NW-L: Replaced Route 59 bridge over BNSF Railroad 4.5 miles south of St. Joseph.	Project NW-M: Resurfaced Route 136 and paved 2 foot shoulders from Bethany to Mercer County.	Project NW-S: Replaced Route 136 bridge deck over Shoal Creek about 300 feet west of Route 149.
	Bike/Pedestrian Accommodation: No	Bike/Pedestrian Accommodation: No	Bike/Pedestrian Accommodation: No
	Zip code(s) for surveying: 64484, 64504, supplemented by 64501, and then adjacent if needed	Zip code(s): 64424, 64481	Zip code(s): 63565, 63551

<b>NE</b>	<p>Project NE-L: Resurfaced I-70 and improved median barrier wall on the westbound lanes from the St. Charles County line to 1 mile east of Rte. F near High Hill in Montgomery County.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s) for surveying: 63350, 63351, 63383, 63390</p>	<p>Project NE-M: Improved Route 63 intersection with J-turns at Route M near Atlanta.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 63530 supplemented by 63552,</p>	<p>Project NE-S: Replaced Route 168 bridge over Clear Creek 1.7 miles north of Route 61 (just north of County Road 404) near Hannibal.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 63461, 63401</p>
<b>KC</b>	<p>Project KC-L: Converted an existing I-29 interchange at Tiffany Springs Parkway into a diverging diamond interchange plus a 10' wide multipurpose path for biking, walking, and other uses.</p> <p>Bike/Pedestrian Accommodation: Yes</p> <p>Zip code(s) for surveying: 64154, 64153</p>	<p>Project KC-M: Resurfaced Route 50 and constructed bicycle/pedestrian improvements from Route 65 to the Railroad Overpass Bridge.</p> <p>Bike/Pedestrian Accommodation: Yes</p> <p>Zip code(s): 65301, 65350</p>	<p>Project KC-S: Improved Route 40 and Lee's Summit Road intersections by constructing turn lanes to north and southbound Lee's Summit Road, improving access management on all legs of the intersections, and providing pedestrian accommodations.</p> <p>Bike/Pedestrian Accommodation: Yes</p> <p>Zip code(s): 64136, 64055</p>

District	Large	Medium	Small
<b>CD</b>	<p>Project CD-L: Constructed center turn lane and shoulders on Route 19 from Krausetown Road to Route 28 north junction in Owensville.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s) for surveying: 65066</p>	<p>Project CD-M: Replaced Route 41 bridge over Lamine River south of Lamine.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 65322, 65233, 65320, supplemented by 65347</p>	<p>Project CD-S: Resurfaced Route Y and paved 2 foot shoulders from Route 54 to end of Route Y and Route 54 outer road.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 65052</p>
<b>SL</b>	<p>Project SL-L: Constructed four lane freeway (Route 364) from Mid Rivers Mall Drive to I-64.</p> <p>Bike/Pedestrian Accommodation: Yes</p> <p>Zip code(s) for surveying: 63368, 63367, 63385, 63304</p>	<p>Project SL-M: Rehabilitated I-270 bridge at the Route N and Route AC interchanges.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 63031, 63033, 63135, 63136</p>	<p>Project SL-S: Improved shoulders and curves on Route 94 from Route H/Route 94 intersection to Route H/Route J intersection.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 63373, 63301</p>

District	Large	Medium	Small
<b>SW</b>	<p>Project SW-L: Widened Business Route 65 (Glenstone Avenue) from Battlefield Road to Route 60 (James River Freeway) in Springfield and improved intersections at Erie Street, Primrose Street, Peele Street, Independence/Luster and Republic Court. This project also included some pedestrian improvements at Primrose Street and Independence/Luster.</p> <p>Bike/Pedestrian Accommodation: Yes</p> <p>Zip code(s) for surveying: 65714, 65804, 65807, 65809, 65810, 65721</p>	<p>Project SW-M: Added signals and turn lanes on Route CC at Cheyenne Road in Fremont Hills and improved curves on Route CC to the west of Cheyenne Road.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 65714</p>	<p>Project SW-S: Constructed 1st Street overpass over I-49 to improve access to west Lamar. Location is just north of Route 160 and I-49 interchange.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 64759</p>
<b>SE</b>	<p>Project SE-L: Resurfaced I-55 and improved guardrails on both lanes of I-55 from Route M in Ste. Genevieve County to Route 51 in Perry County.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s) for surveying: 63775, 63673, 63670</p>	<p>Project SE-M: Resurfaced Route 21 and paved 2 foot shoulders on it from Route 60 in Carter County to Route 160 in Ripley County.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 63937, 63943, 63935</p>	<p>Project SE-S: Resurfaced Route W (Columbia Street) and improved sidewalks on it from Westmount Drive to Route 32 in the City of Farmington.</p> <p>Bike/Pedestrian Accommodation: Yes</p> <p>Zip code(s): 63640</p>



## RESPONDENTS

600 individuals were mailed a survey for each one of twenty-one unique projects for a total of 12,600 mailed surveys. 3,360 surveys were returned via US mail, for a gross response rate of 26.7%. These rates are higher than the previous five years (23.3%, 15.3%, 14.6%, 16.2%, and 18.6%).

**Table 3: Gross Response Rate by Project and District**

District	Project	Mailed	Responses	Gross Response Rate
Northwest	NW-L	600	154	25.7%
	NW-M	600	151	25.2%
	NW-S	600	155	25.8%
	Total	1,800	460	25.6%
Northeast	NE-L	600	166	27.7%
	NE-M	600	169	28.2%
	NE-S	600	161	26.8%
	Total	1,800	496	27.6%
Kansas City	KC-L	600	182	30.3%
	KC-M	600	121	20.2%
	KC-S	600	189	31.5%
	Total	1,800	492	27.3%
Central	CD-L	600	174	29.0%
	CD-M	600	169	28.2%
	CD-S	600	155	25.8%
	Total	1,800	498	27.7%
St. Louis	SL-L	600	187	31.2%
	SL-M	600	110	18.3%
	SL-S	600	107	17.8%
	Total	1,800	404	22.4%
Southwest	SW-L	600	139	23.2%
	SW-M	600	129	21.5%
	SW-S	600	268	44.7%
	Total	1,800	536	29.8%
Southeast	SE-L	600	158	26.3%
	SE-M	600	152	25.3%
	SE-S	600	164	27.3%
	Total	1,800	474	26.3%
Grand Total:		12,600	3,360	26.7%

Five projects had gross response rates outside of the norm (the standard deviation was +/- 4.9%). Projects KC-M, SL-M, SL-S, and SW-M had gross response rates at least one standard deviation below the norm of 23.3%. Project SW-S had a gross response rate more than three standard deviations 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 12.0% of all mailed responses) and the highest number coming from the Southwest District (representing 16.0% 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.

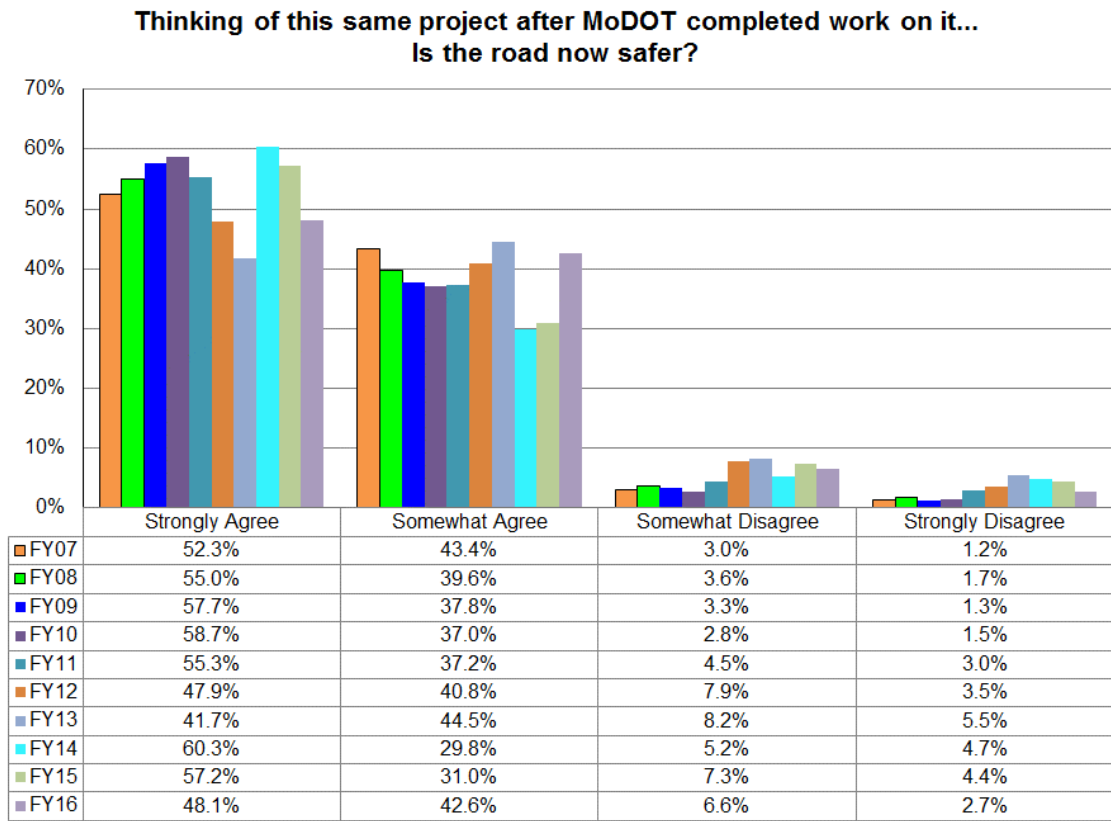
In other words, based upon the survey design and the respondents' familiarity and frequency of use of the affected roadways, we can have confidence in the information provided in this research by the citizens of Missouri.

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 90.7% of respondents agreeing that the project made the road safer.

Figure 1: Safer – Historical Comparison



**Table 4: Safety Feedback by Project and District**

District	Project	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
Northwest	NW-L	94	67.6%	39	28.1%	5	3.6%	1	0.7%	139
	NW-M	69	52.7%	58	44.3%	4	3.1%	0	0.0%	131
	NW-S	65	46.8%	62	44.6%	10	7.2%	2	1.4%	139
	Total	228	55.7%	159	38.9%	19	4.6%	3	0.7%	409
Northeast	NE-L	33	22.8%	92	63.4%	15	10.3%	5	3.4%	145
	NE-M	37	27.8%	57	42.9%	20	15.0%	19	14.3%	133
	NE-S	86	66.7%	40	31.0%	2	1.6%	1	0.8%	129
	Total	156	38.3%	189	46.4%	37	9.1%	25	6.1%	407
Kansas City	KC-L	48	33.1%	63	43.4%	24	16.6%	10	6.9%	145
	KC-M	41	38.7%	56	52.8%	6	5.7%	3	2.8%	106
	KC-S	84	49.1%	76	44.4%	9	5.3%	2	1.2%	171
	Total	173	41.0%	195	46.2%	39	9.2%	15	3.6%	422
Central	CD-L	108	66.7%	50	30.9%	3	1.9%	1	0.6%	162
	CD-M	81	55.5%	57	39.0%	8	5.5%	0	0.0%	146
	CD-S	73	55.3%	48	36.4%	10	7.6%	1	0.8%	132
	Total	262	59.5%	155	35.2%	21	4.8%	2	0.5%	440
St. Louis	SL-L	98	61.6%	52	32.7%	7	4.4%	2	1.3%	159
	SL-M	23	33.3%	39	56.5%	6	8.7%	1	1.4%	69
	SL-S	19	33.3%	29	50.9%	5	8.8%	4	7.0%	57
	Total	140	49.1%	120	42.1%	18	6.3%	7	2.5%	285
Southwest	SW-L	62	50.8%	59	48.4%	0	0.0%	1	0.8%	122
	SW-M	70	56.9%	50	40.7%	3	2.4%	0	0.0%	123
	SW-S	94	42.5%	100	45.2%	22	10.0%	5	2.3%	221
	Total	226	48.5%	209	44.8%	25	5.4%	6	1.3%	466
Southeast	SE-L	37	28.2%	75	57.3%	12	9.2%	7	5.3%	131
	SE-M	82	60.7%	44	32.6%	4	3.0%	5	3.7%	135
	SE-S	62	42.8%	64	44.1%	13	9.0%	6	4.1%	145
	Total	181	44.0%	183	44.5%	29	7.1%	18	4.4%	411
Grand Total:		1,366	48.1%	1,210	42.6%	188	6.6%	76	2.7%	2,840

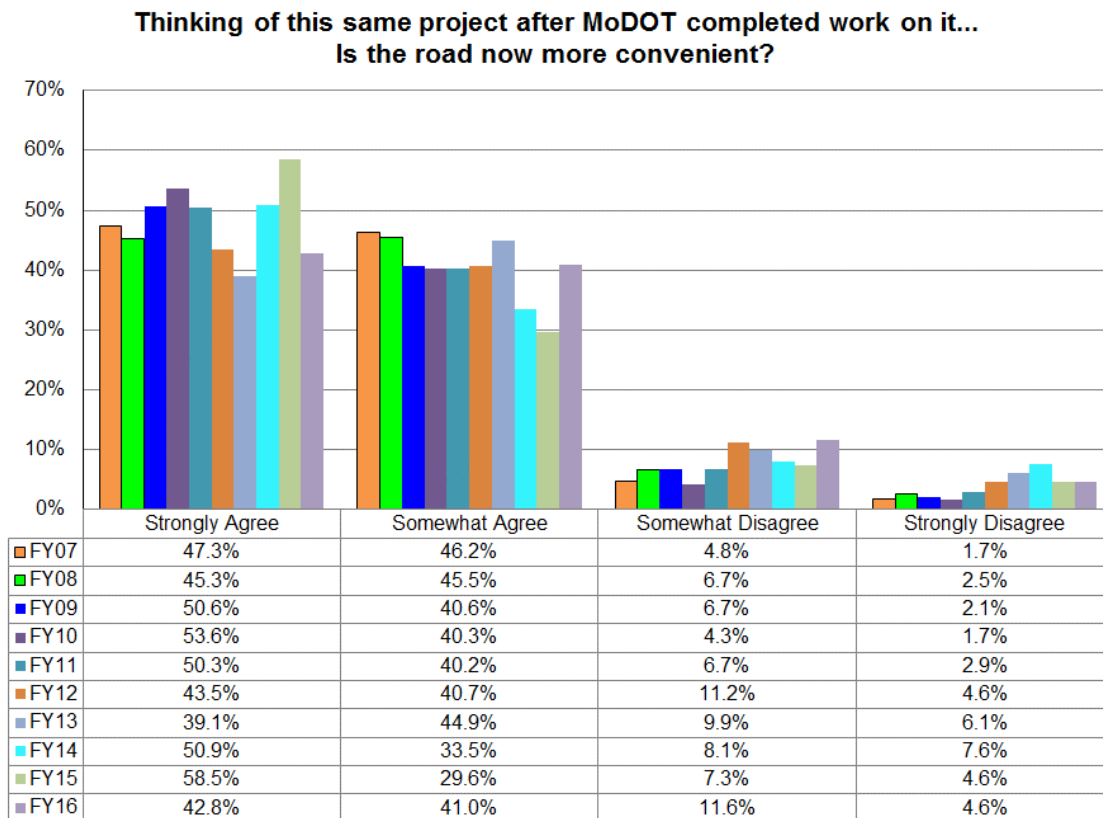
### IMPROVING TRAFFIC FLOW IN THE AREA

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*

83.7% of Missourians agreed that the project resulted in a more convenient roadway. This is slightly lower than last year and similar to the results from the previous three years. Before that (FY07 to FY11) findings were above 90%. This year there was also a major shift from the strength of the agreement with this question with an increased number of respondents stating they somewhat agreed with the statement vs. strongly agreeing with it.

**Figure 2: Convenience – Historical Comparison**





**Table 5: Convenience Feedback by Project and District**

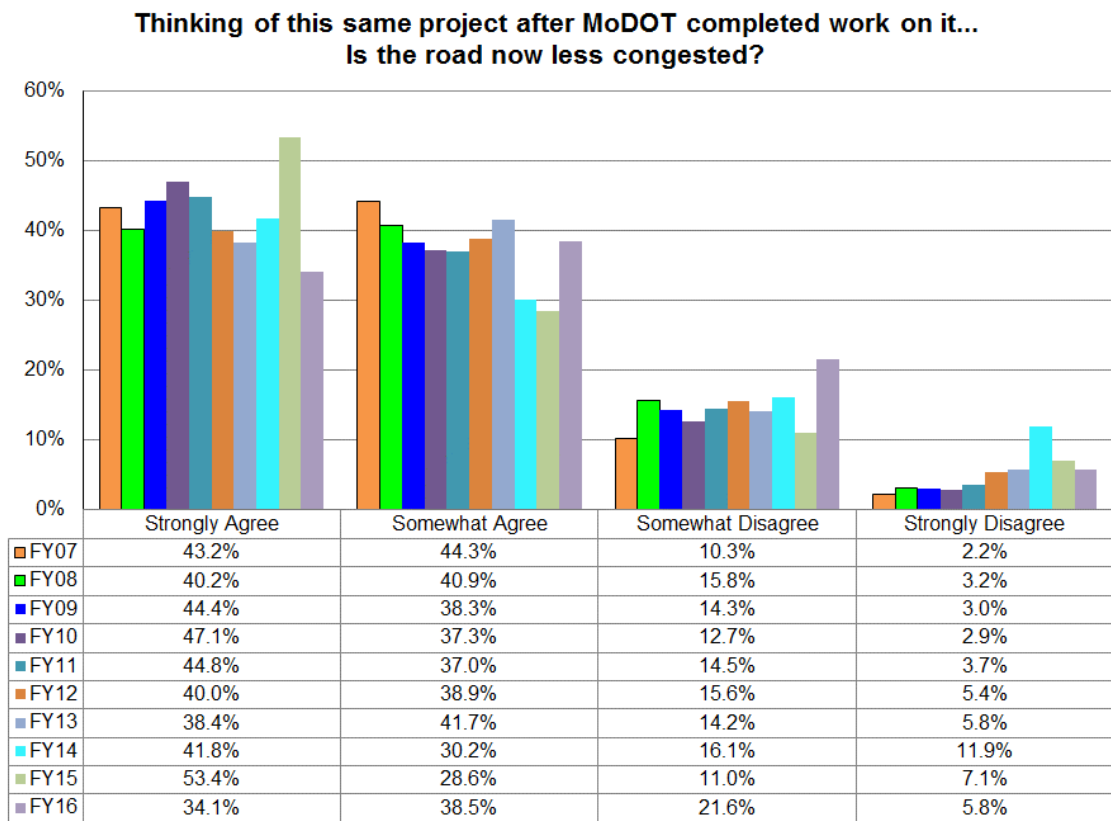
District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
Northwest	NW-L	63	52.5%	49	40.8%	6	5.0%	2	1.7%	120
	NW-M	41	39.8%	50	48.5%	10	9.7%	2	1.9%	103
	NW-S	35	34.0%	44	42.7%	20	19.4%	4	3.9%	103
	Total	139	42.6%	143	43.9%	36	11.0%	8	2.5%	326
Northeast	NE-L	16	14.3%	56	50.0%	31	27.7%	9	8.0%	112
	NE-M	4	3.1%	16	12.6%	53	41.7%	54	42.5%	127
	NE-S	45	40.9%	55	50.0%	9	8.2%	1	0.9%	110
	Total	65	18.6%	127	36.4%	93	26.6%	64	18.3%	349
Kansas City	KC-L	48	31.4%	68	44.4%	26	17.0%	11	7.2%	153
	KC-M	23	27.7%	44	53.0%	12	14.5%	4	4.8%	83
	KC-S	86	52.4%	67	40.9%	9	5.5%	2	1.2%	164
	Total	157	39.3%	179	44.8%	47	11.8%	17	4.3%	400
Central	CD-L	94	59.5%	58	36.7%	6	3.8%	0	0.0%	158
	CD-M	51	41.8%	62	50.8%	9	7.4%	0	0.0%	122
	CD-S	46	43.0%	47	43.9%	13	12.1%	1	0.9%	107
	Total	191	49.4%	167	43.2%	28	7.2%	1	0.3%	387
St. Louis	SL-L	138	78.4%	33	18.8%	5	2.8%	0	0.0%	176
	SL-M	20	30.3%	32	48.5%	11	16.7%	3	4.5%	66
	SL-S	7	14.6%	21	43.8%	17	35.4%	3	6.3%	48
	Total	165	56.9%	86	29.7%	33	11.4%	6	2.1%	290
Southwest	SW-L	76	59.8%	44	34.6%	3	2.4%	4	3.1%	127
	SW-M	54	48.2%	52	46.4%	5	4.5%	1	0.9%	112
	SW-S	154	61.1%	84	33.3%	10	4.0%	4	1.6%	252
	Total	284	57.8%	180	36.7%	18	3.7%	9	1.8%	491
Southeast	SE-L	19	19.6%	56	57.7%	16	16.5%	6	6.2%	97
	SE-M	39	37.1%	53	50.5%	10	9.5%	3	2.9%	105
	SE-S	43	32.8%	64	48.9%	19	14.5%	5	3.8%	131
	Total	101	30.3%	173	52.0%	45	13.5%	14	4.2%	333
<b>Grand Total:</b>		<b>1,102</b>	<b>42.8%</b>	<b>1,055</b>	<b>41.0%</b>	<b>300</b>	<b>11.6%</b>	<b>119</b>	<b>4.6%</b>	<b>2,576</b>



*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 experiencing 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 or maintaining a bridge – that may not affect congestion. 72.7% of Missourians agreed that the project resulted in a less congested roadway. This is a decrease compared to last year and similar to the findings from FY14.

**Figure 3: Congestion – Historical Comparison**



**Table 6: Congestion Feedback by Project and District**

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
Northwest	NW-L	50	45.0%	47	42.3%	11	9.9%	3	2.7%	111
	NW-M	12	14.1%	41	48.2%	27	31.8%	5	5.9%	85
	NW-S	31	34.4%	35	38.9%	20	22.2%	4	4.4%	90
	Total	93	32.5%	123	43.0%	58	20.3%	12	4.2%	286
Northeast	NE-L	5	4.2%	10	8.5%	65	55.1%	38	32.2%	118
	NE-M	6	5.4%	54	48.6%	28	25.2%	23	20.7%	111
	NE-S	42	40.0%	48	45.7%	12	11.4%	3	2.9%	105
	Total	53	15.9%	112	33.5%	105	31.4%	64	19.2%	334
Kansas City	KC-L	53	38.1%	62	44.6%	19	13.7%	5	3.6%	139
	KC-M	11	13.4%	36	43.9%	29	35.4%	6	7.3%	82
	KC-S	76	47.5%	68	42.5%	13	8.1%	3	1.9%	160
	Total	140	36.7%	166	43.6%	61	16.0%	14	3.7%	381
Central	CD-L	83	55.0%	57	37.7%	10	6.6%	1	0.7%	151
	CD-M	41	38.7%	49	46.2%	16	15.1%	0	0.0%	106
	CD-S	9	10.2%	26	29.5%	50	56.8%	3	3.4%	88
	Total	133	38.6%	132	38.3%	76	22.0%	4	1.2%	345
St. Louis	SL-L	112	64.7%	47	27.2%	11	6.4%	3	1.7%	173
	SL-M	11	17.2%	27	42.2%	21	32.8%	5	7.8%	64
	SL-S	6	13.3%	11	24.4%	21	46.7%	7	15.6%	45
	Total	129	45.7%	85	30.1%	53	18.8%	15	5.3%	282
Southwest	SW-L	56	45.5%	57	46.3%	8	6.5%	2	1.6%	123
	SW-M	33	35.1%	49	52.1%	10	10.6%	2	2.1%	94
	SW-S	111	49.3%	86	38.2%	25	11.1%	3	1.3%	225
	Total	200	45.2%	192	43.4%	43	9.7%	7	1.6%	442
Southeast	SE-L	7	8.8%	33	41.3%	34	42.5%	6	7.5%	80
	SE-M	24	26.7%	22	24.4%	40	44.4%	4	4.4%	90
	SE-S	27	22.3%	45	37.2%	39	32.2%	10	8.3%	121
	Total	58	19.9%	100	34.4%	113	38.8%	20	6.9%	291
Grand Total:		806	34.1%	910	38.5%	509	21.6%	136	5.8%	2,361

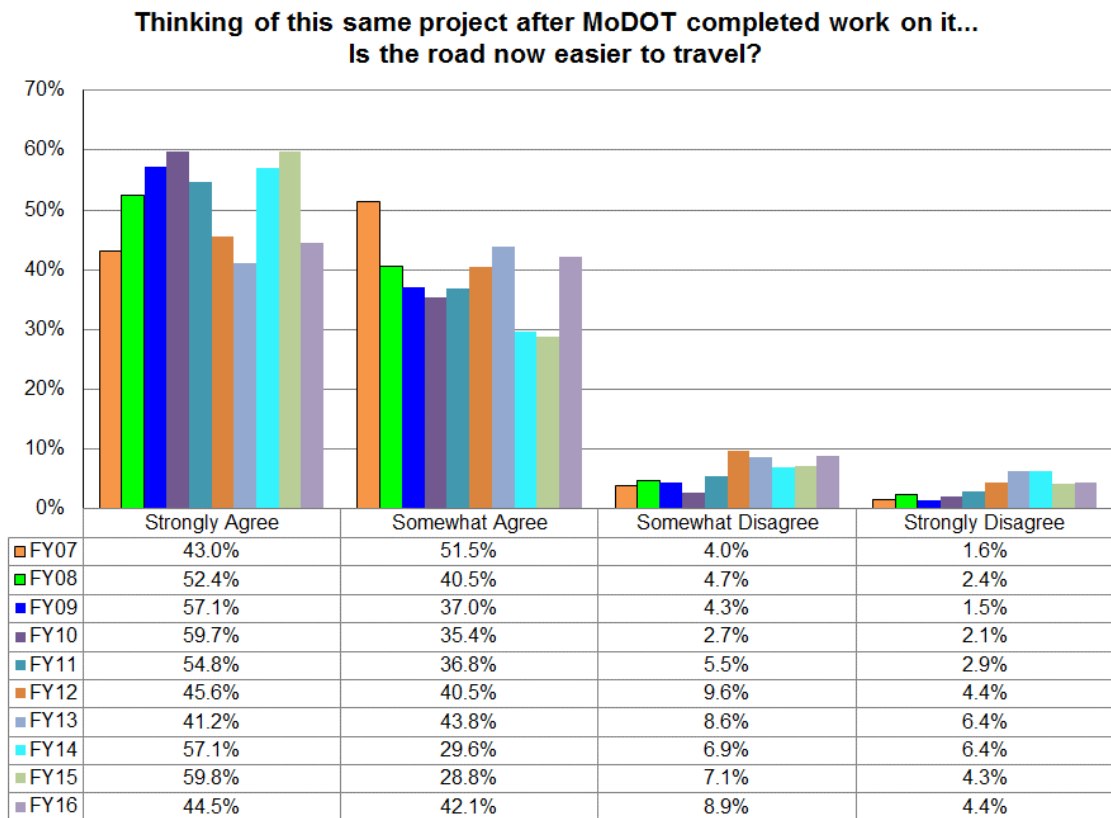
## DRIVING ENVIRONMENT

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*

86.7% of Missourians agreed that the project resulted in a roadway that was easier to travel. This is comparable to the respondents in the previous four years. As was the case with the previous three questions, this year there was also a major shift from the strength of the agreement with this question with an increased number of respondents stating they somewhat agreed with the statement vs. strongly agreeing with it.

**Figure 4: Easier to Travel - Historical Comparison**



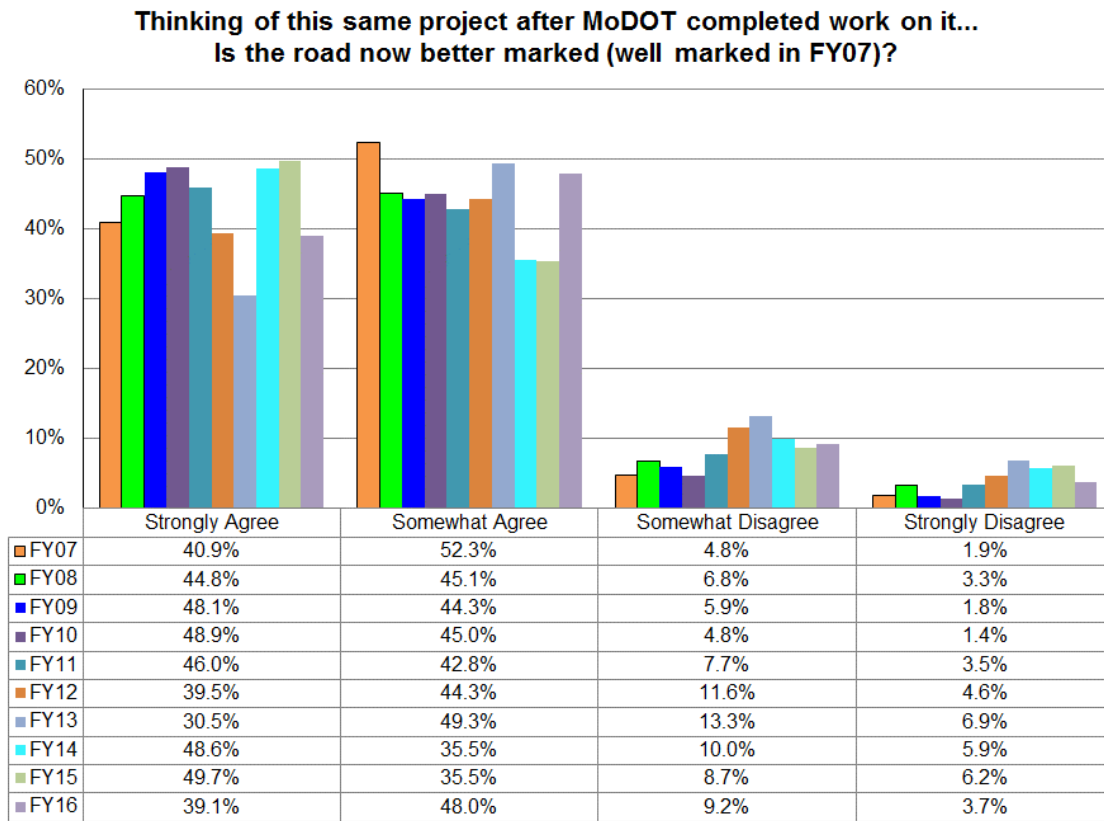
**Table 7: Easier to Travel Feedback by Project and District**

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
Northwest	NW-L	82	65.6%	37	29.6%	4	3.2%	2	1.6%	125
	NW-M	62	49.2%	57	45.2%	6	4.8%	1	0.8%	126
	NW-S	47	38.5%	55	45.1%	17	13.9%	3	2.5%	122
	Total	191	51.2%	149	39.9%	27	7.2%	6	1.6%	373
Northeast	NE-L	27	19.9%	80	58.8%	23	16.9%	6	4.4%	136
	NE-M	4	3.3%	32	26.2%	37	30.3%	49	40.2%	122
	NE-S	65	52.8%	52	42.3%	5	4.1%	1	0.8%	123
	Total	96	25.2%	164	43.0%	65	17.1%	56	14.7%	381
Kansas City	KC-L	39	27.3%	60	42.0%	27	18.9%	17	11.9%	143
	KC-M	21	22.1%	63	66.3%	7	7.4%	4	4.2%	95
	KC-S	92	55.4%	61	36.7%	9	5.4%	4	2.4%	166
	Total	152	37.6%	184	45.5%	43	10.6%	25	6.2%	404
Central	CD-L	92	59.7%	59	38.3%	2	1.3%	1	0.6%	154
	CD-M	69	51.1%	54	40.0%	11	8.1%	1	0.7%	135
	CD-S	67	50.4%	55	41.4%	9	6.8%	2	1.5%	133
	Total	228	54.0%	168	39.8%	22	5.2%	4	0.9%	422
St. Louis	SL-L	127	73.0%	42	24.1%	5	2.9%	0	0.0%	174
	SL-M	20	30.3%	33	50.0%	9	13.6%	4	6.1%	66
	SL-S	12	21.4%	26	46.4%	12	21.4%	6	10.7%	56
	Total	159	53.7%	101	34.1%	26	8.8%	10	3.4%	296
Southwest	SW-L	69	53.5%	56	43.4%	3	2.3%	1	0.8%	129
	SW-M	59	49.6%	55	46.2%	5	4.2%	0	0.0%	119
	SW-S	125	52.5%	95	39.9%	14	5.9%	4	1.7%	238
	Total	253	52.1%	206	42.4%	22	4.5%	5	1.0%	486
Southeast	SE-L	31	27.4%	68	60.2%	9	8.0%	5	4.4%	113
	SE-M	59	47.2%	53	42.4%	10	8.0%	3	2.4%	125
	SE-S	53	37.1%	63	44.1%	20	14.0%	7	4.9%	143
	Total	143	37.5%	184	48.3%	39	10.2%	15	3.9%	381
Grand Total:		1,222	44.5%	1,156	42.1%	244	8.9%	121	4.4%	2,743

*BETTER MARKED*

87.1% 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 four annual surveys. As with the previous measure, the results from this year showed a shift from strong agreement to somewhat agree.

**Figure 5: Better Marked – Historical Comparison**





**Table 8: Better Marked Feedback by Project and District**

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
Northwest	NW-L	52	48.1%	51	47.2%	4	3.7%	1	0.9%	108
	NW-M	52	46.0%	50	44.2%	11	9.7%	0	0.0%	113
	NW-S	36	34.3%	49	46.7%	17	16.2%	3	2.9%	105
	Total	140	42.9%	150	46.0%	32	9.8%	4	1.2%	326
Northeast	NE-L	26	19.7%	86	65.2%	18	13.6%	2	1.5%	132
	NE-M	9	8.3%	55	50.5%	27	24.8%	18	16.5%	109
	NE-S	42	44.7%	46	48.9%	4	4.3%	2	2.1%	94
	Total	77	23.0%	187	55.8%	49	14.6%	22	6.6%	335
Kansas City	KC-L	33	22.4%	77	52.4%	22	15.0%	15	10.2%	147
	KC-M	24	25.5%	59	62.8%	7	7.4%	4	4.3%	94
	KC-S	87	53.7%	64	39.5%	6	3.7%	5	3.1%	162
	Total	144	35.7%	200	49.6%	35	8.7%	24	6.0%	403
Central	CD-L	78	51.7%	63	41.7%	7	4.6%	3	2.0%	151
	CD-M	49	42.6%	63	54.8%	3	2.6%	0	0.0%	115
	CD-S	80	62.0%	40	31.0%	5	3.9%	4	3.1%	129
	Total	207	52.4%	166	42.0%	15	3.8%	7	1.8%	395
St. Louis	SL-L	86	54.8%	55	35.0%	13	8.3%	3	1.9%	157
	SL-M	18	27.7%	36	55.4%	7	10.8%	4	6.2%	65
	SL-S	9	18.8%	23	47.9%	10	20.8%	6	12.5%	48
	Total	113	41.9%	114	42.2%	30	11.1%	13	4.8%	270
Southwest	SW-L	48	39.7%	61	50.4%	9	7.4%	3	2.5%	121
	SW-M	57	51.4%	51	45.9%	3	2.7%	0	0.0%	111
	SW-S	72	35.8%	98	48.8%	21	10.4%	10	5.0%	201
	Total	177	40.9%	210	48.5%	33	7.6%	13	3.0%	433
Southeast	SE-L	24	21.4%	74	66.1%	12	10.7%	2	1.8%	112
	SE-M	52	45.2%	48	41.7%	11	9.6%	4	3.5%	115
	SE-S	53	38.7%	63	46.0%	16	11.7%	5	3.6%	137
	Total	129	35.4%	185	50.8%	39	10.7%	11	3.0%	364
Grand Total:		987	39.1%	1,212	48.0%	233	9.2%	94	3.7%	2,526

## ACCOMMODATION FOR BICYCLISTS AND PEDESTRIANS

Six 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

80.9% of the respondents believed that the accommodation for bicyclists and pedestrians would meet their needs. This is similar to the results from the previous four years and is the highest level of agreement yet recorded for this measure.

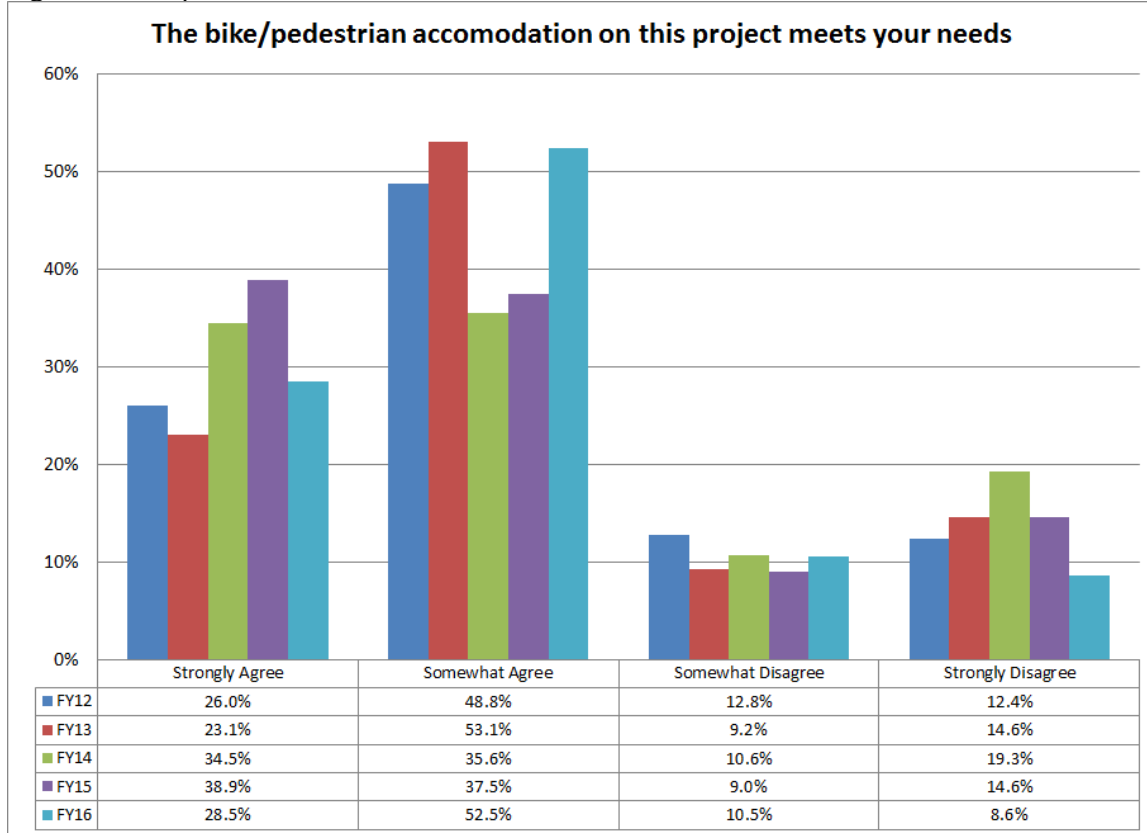
There was some variation between the projects with a gap of 23.4% between the minimum and maximum total agreement.

**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	28	31.5%	45	50.6%	6	6.7%	10	11.2%	89
Kansas City	KC-M	24	35.3%	29	42.6%	8	11.8%	7	10.3%	68
Kansas City	KC-S	24	25.3%	58	61.1%	12	12.6%	1	1.1%	95
St. Louis	SL-L	10	18.5%	24	44.4%	8	14.8%	12	22.2%	54
Southwest	SW-L	14	31.8%	24	54.5%	3	6.8%	3	6.8%	44
Southeast	SE-S	33	28.2%	65	55.6%	12	10.3%	7	6.0%	117
Grand Total:		133	28.5%	245	52.5%	49	10.5%	40	8.6%	467



**Figure 6: Bike/Pedestrian Accommodation – Meets Your Needs**



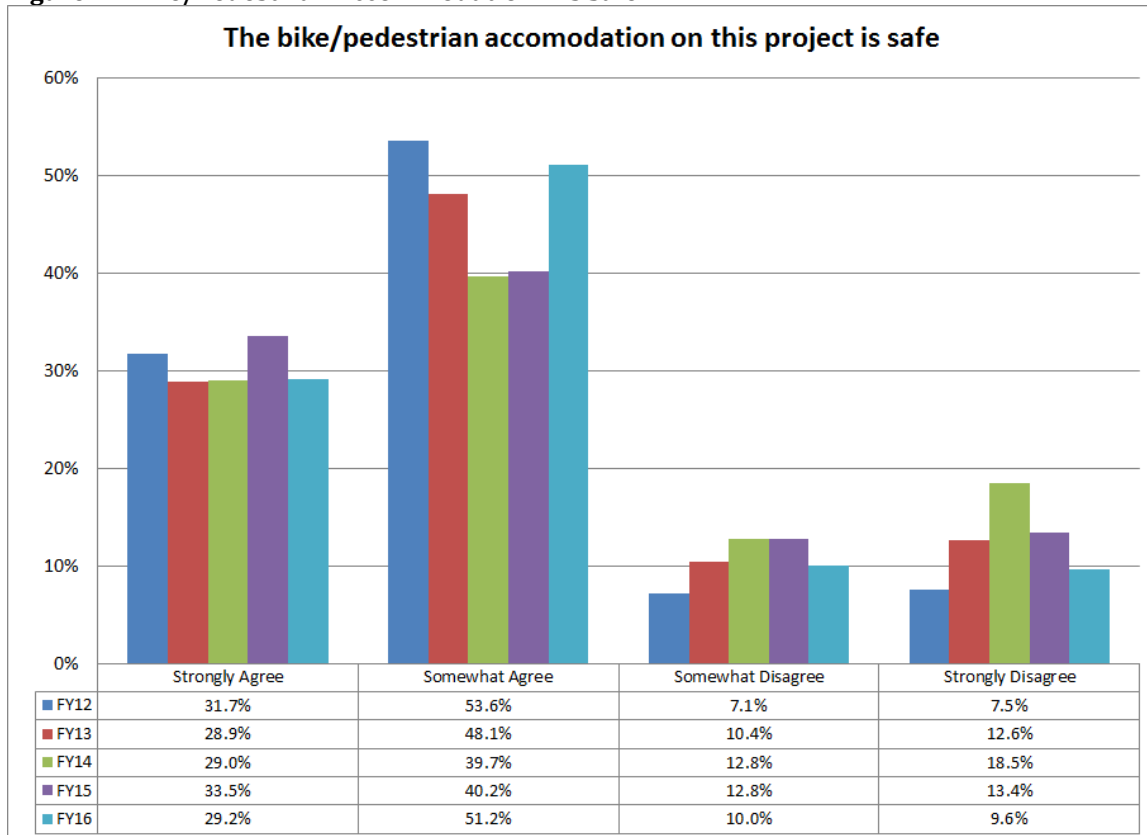
Since the survey does not ask if the respondents would walk or ride on the improvement, it is unknown if those who did not agree with question still had unmet needs or simply had no need for a pedestrian or bicycling accommodation.

80.4% of the respondents thought the bicyclists and pedestrian accommodation was safe. This is an improvement over the last three 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
		Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	
Kansas City	KC-L	24	27.3%	45	51.1%	11	12.5%	8	9.1%	88
Kansas City	KC-M	25	33.8%	35	47.3%	5	6.8%	9	12.2%	74
Kansas City	KC-S	26	26.0%	57	57.0%	14	14.0%	3	3.0%	100
St. Louis	SL-L	9	18.0%	22	44.0%	7	14.0%	12	24.0%	50
Southwest	SW-L	14	35.9%	18	46.2%	4	10.3%	3	7.7%	39
Southeast	SE-S	39	33.1%	63	53.4%	6	5.1%	10	8.5%	118
Grand Total:		137	29.2%	240	51.2%	47	10.0%	45	9.6%	469

**Figure 7: Bike/Pedestrian Accommodation – Is Safe**

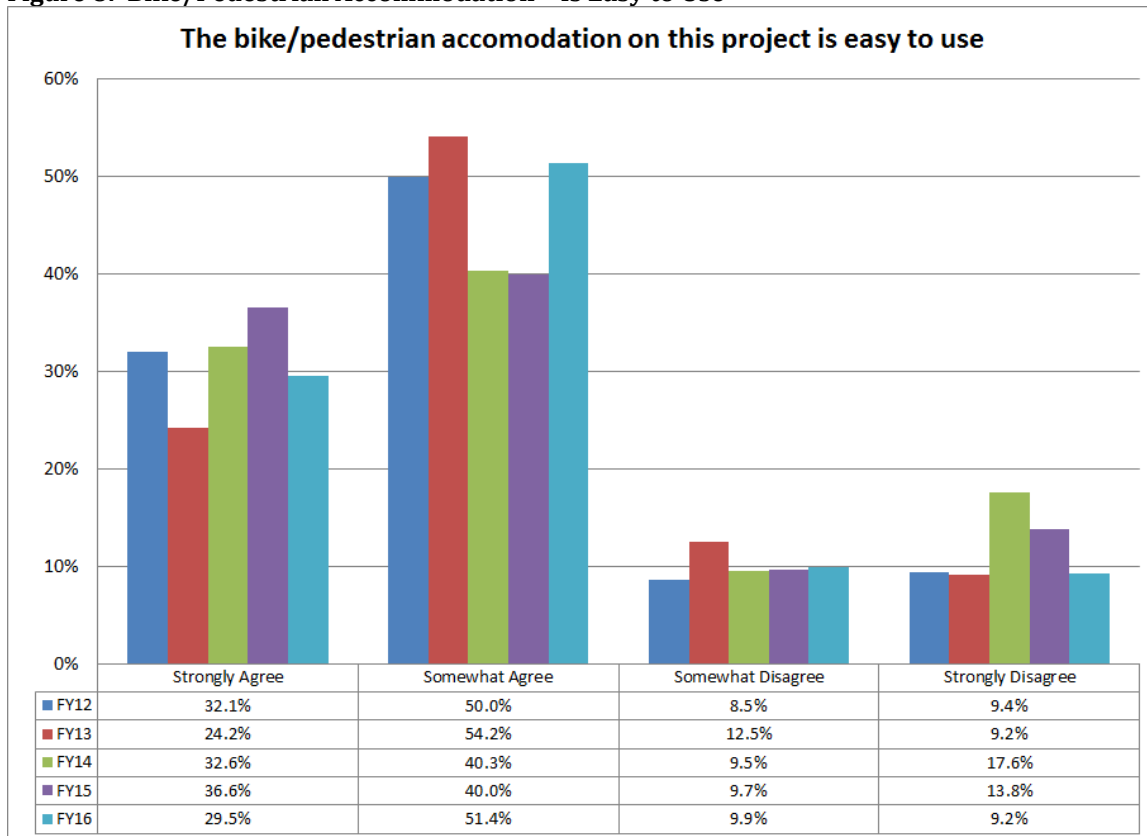


80.9% of the respondents thought the bicyclists and pedestrian accommodation was easy to use. This is also higher than the results from the previous three years. The following table summarizes the responses and percentages by the individual projects.

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

District	Project	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
		Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	
Kansas City	KC-L	22	27.2%	42	51.9%	8	9.9%	9	11.1%	81
Kansas City	KC-M	23	33.8%	32	47.1%	4	5.9%	9	13.2%	68
Kansas City	KC-S	26	29.2%	53	59.6%	9	10.1%	1	1.1%	89
St. Louis	SL-L	10	20.4%	19	38.8%	9	18.4%	11	22.4%	49
Southwest	SW-L	13	35.1%	18	48.6%	3	8.1%	3	8.1%	37
Southeast	SE-S	34	30.9%	59	53.6%	10	9.1%	7	6.4%	110
Grand Total:		128	29.5%	223	51.4%	43	9.9%	40	9.2%	434

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



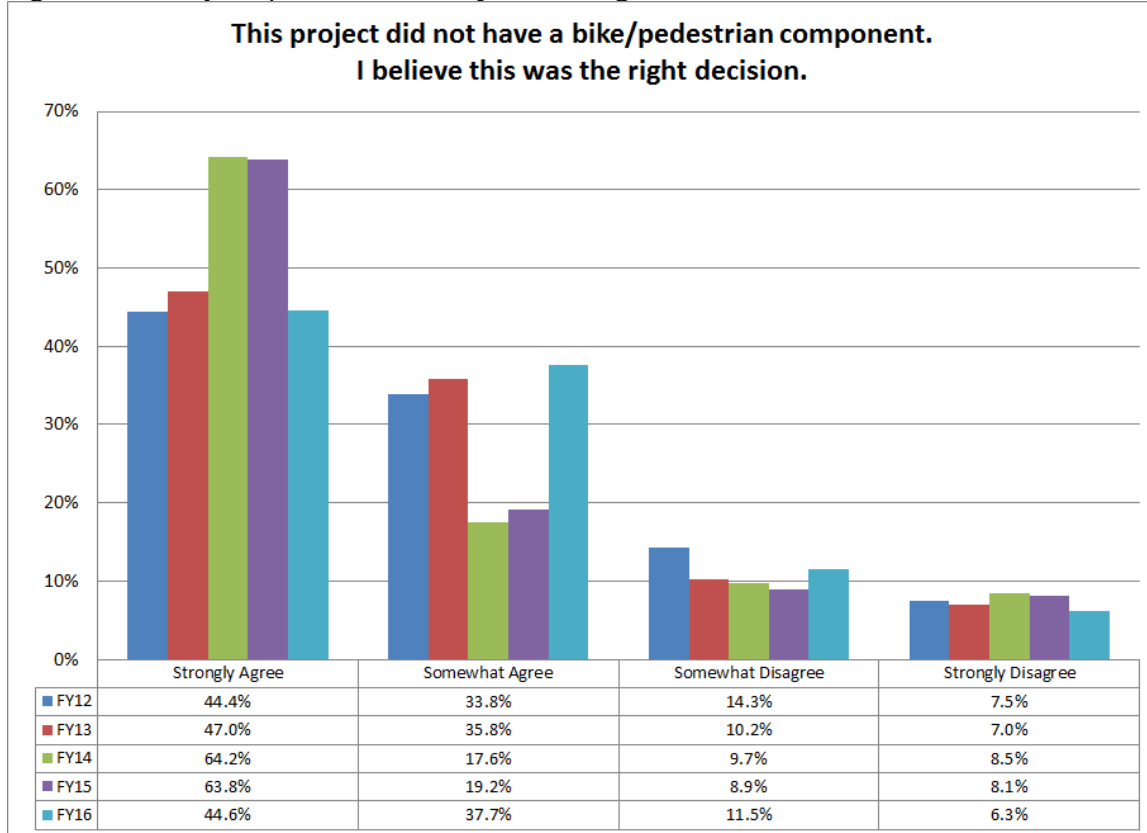
**PROJECTS WITH NO BICYCLIST/PEDESTRIAN COMPONENT**

82.3% 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 three 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	55	45.5%	38	31.4%	20	16.5%	8	6.6%	121
	NW-M	69	50.7%	54	39.7%	8	5.9%	5	3.7%	136
	NW-S	69	48.9%	57	40.4%	12	8.5%	3	2.1%	141
	Total	193	48.5%	149	37.4%	40	10.1%	16	4.0%	398
Northeast	NE-L	109	68.6%	47	29.6%	1	0.6%	2	1.3%	159
	NE-M	55	43.0%	57	44.5%	10	7.8%	6	4.7%	128
	NE-S	52	42.6%	56	45.9%	9	7.4%	5	4.1%	122
	Total	216	52.8%	160	39.1%	20	4.9%	13	3.2%	409
Central	CD-L	40	28.8%	52	37.4%	36	25.9%	11	7.9%	139
	CD-M	50	38.5%	57	43.8%	11	8.5%	12	9.2%	130
	CD-S	29	24.6%	47	39.8%	24	20.3%	18	15.3%	118
	Total	119	30.7%	156	40.3%	71	18.3%	41	10.6%	387
St. Louis	SL-M	40	51.3%	24	30.8%	7	9.0%	7	9.0%	78
	SL-S	31	48.4%	21	32.8%	6	9.4%	6	9.4%	64
	Total	71	50.0%	45	31.7%	13	9.2%	13	9.2%	142
Southwest	SW-M	43	42.6%	32	31.7%	20	19.8%	6	5.9%	101
	SW-S	56	28.3%	80	40.4%	44	22.2%	18	9.1%	198
	Total	99	33.1%	112	37.5%	64	21.4%	24	8.0%	299
Southeast	SE-L	93	67.4%	39	28.3%	4	2.9%	2	1.4%	138
	SE-M	51	44.3%	50	43.5%	5	4.3%	9	7.8%	115
	Total	144	56.9%	89	35.2%	9	3.6%	11	4.3%	253
Grand Total:		842	44.6%	711	37.7%	217	11.5%	118	6.3%	1,888

**Figure 9: No Bicyclist/Pedestrian Component – Right Decision**



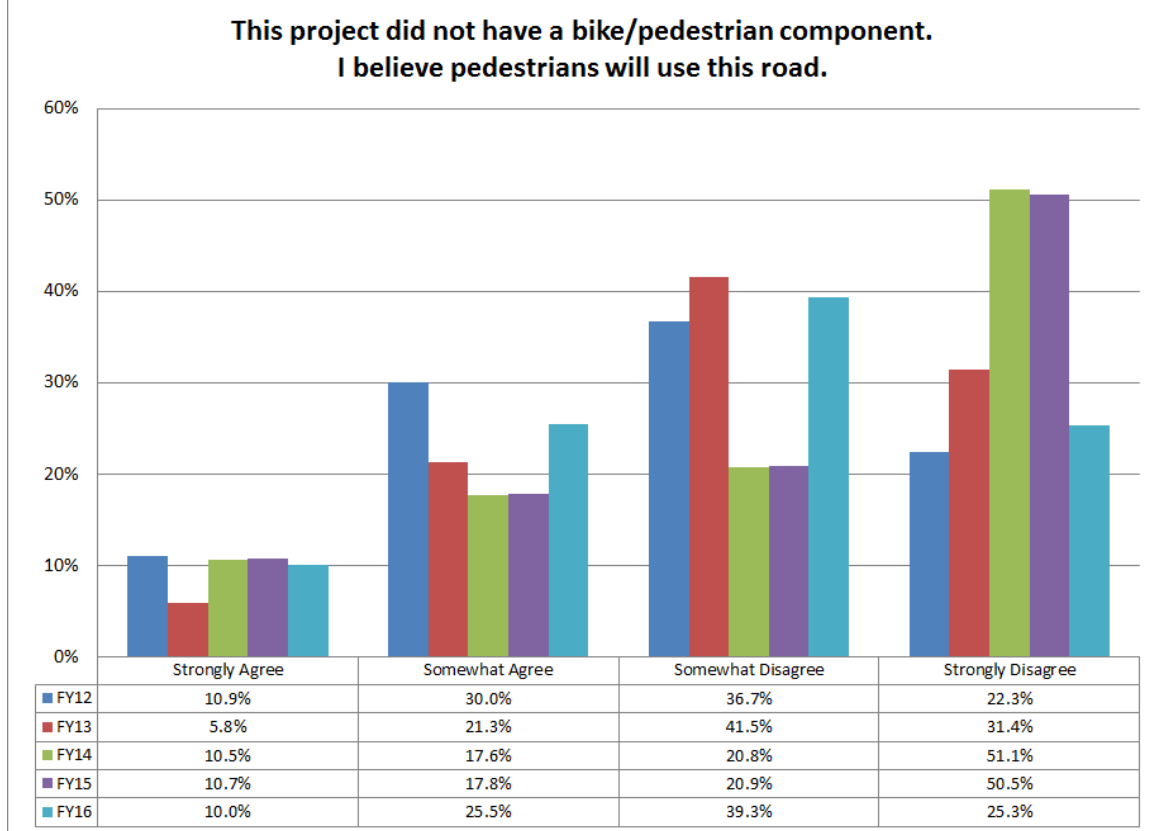
Respondents for projects that did not have a bicyclist/pedestrian component were then asked if they thought pedestrians and bicyclists would use the improvement. Disagreement with the next two questions indicated that the respondents thought pedestrians and bicyclists would not use the improvement.

35.4% of the respondents thought pedestrians would use the improvement, higher than the scores recorded the previous three 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	9	9.3%	22	22.7%	42	43.3%	24	24.7%	97
	NW-M	5	4.8%	22	21.0%	52	49.5%	26	24.8%	105
	NW-S	9	9.0%	25	25.0%	35	35.0%	31	31.0%	100
	Total	23	7.6%	69	22.8%	129	42.7%	81	26.8%	302
Northeast	NE-L	2	1.6%	8	6.3%	51	40.2%	66	52.0%	127
	NE-M	5	4.9%	25	24.5%	32	31.4%	40	39.2%	102
	NE-S	6	6.3%	20	21.1%	46	48.4%	23	24.2%	95
	Total	13	4.0%	53	16.4%	129	39.8%	129	39.8%	324
Central	CD-L	21	16.5%	58	45.7%	35	27.6%	13	10.2%	127
	CD-M	15	14.3%	30	28.6%	45	42.9%	15	14.3%	105
	CD-S	13	11.6%	40	35.7%	40	35.7%	19	17.0%	112
	Total	49	14.2%	128	37.2%	120	34.9%	47	13.7%	344
St. Louis	SL-M	16	25.0%	20	31.3%	15	23.4%	13	20.3%	64
	SL-S	7	11.9%	8	13.6%	24	40.7%	20	33.9%	59
	Total	23	18.7%	28	22.8%	39	31.7%	33	26.8%	123
Southwest	SW-M	6	7.1%	11	13.1%	44	52.4%	23	27.4%	84
	SW-S	30	15.5%	66	34.0%	81	41.8%	17	8.8%	194
	Total	36	12.9%	77	27.7%	125	45.0%	40	14.4%	278
Southeast	SE-L	6	5.4%	13	11.6%	38	33.9%	55	49.1%	112
	SE-M	7	7.4%	34	36.2%	39	41.5%	14	14.9%	94
	Total	13	6.3%	47	22.8%	77	37.4%	69	33.5%	206
<b>Grand Total:</b>		157	10.0%	402	25.5%	619	39.3%	399	25.3%	1,577

**Figure 10: No Bicyclist/Pedestrian Component - Pedestrian Usage**



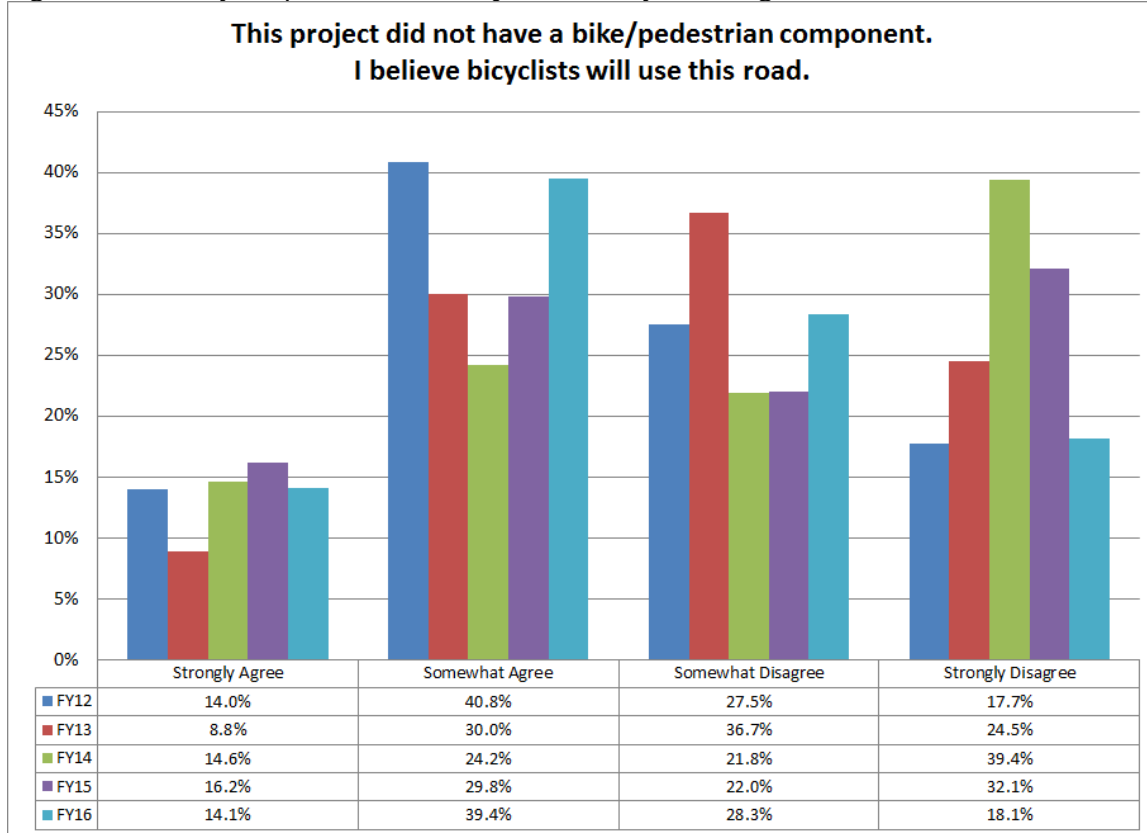
53.6% of the respondents thought bicyclists would use the improvement, higher than the responses from the last three years. The following table summarizes the responses and percentages by both individual projects and districts.

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

District	Project	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
Northwest	NW-L	20	18.3%	51	46.8%	23	21.1%	15	13.8%	109
	NW-M	7	6.6%	48	45.3%	34	32.1%	17	16.0%	106
	NW-S	11	10.8%	46	45.1%	30	29.4%	15	14.7%	102
	Total	38	12.0%	145	45.7%	87	27.4%	47	14.8%	317
Northeast	NE-L	2	1.6%	9	7.1%	50	39.7%	65	51.6%	126
	NE-M	6	6.0%	39	39.0%	30	30.0%	25	25.0%	100
	NE-S	20	18.9%	55	51.9%	20	18.9%	11	10.4%	106
	Total	28	8.4%	103	31.0%	100	30.1%	101	30.4%	332
Central	CD-L	23	17.4%	71	53.8%	27	20.5%	11	8.3%	132
	CD-M	28	26.4%	58	54.7%	18	17.0%	2	1.9%	106
	CD-S	12	11.1%	41	38.0%	42	38.9%	13	12.0%	108
	Total	63	18.2%	170	49.1%	87	25.1%	26	7.5%	346
St. Louis	SL-M	18	30.0%	14	23.3%	14	23.3%	14	23.3%	60
	SL-S	18	31.0%	25	43.1%	9	15.5%	6	10.3%	58
	Total	36	30.5%	39	33.1%	23	19.5%	20	16.9%	118
Southwest	SW-M	10	12.0%	27	32.5%	32	38.6%	14	16.9%	83
	SW-S	39	20.2%	99	51.3%	46	23.8%	9	4.7%	193
	Total	49	17.8%	126	45.7%	78	28.3%	23	8.3%	276
Southeast	SE-L	3	2.8%	10	9.3%	39	36.1%	56	51.9%	108
	SE-M	7	7.8%	33	36.7%	35	38.9%	15	16.7%	90
	Total	10	5.1%	43	21.7%	74	37.4%	71	35.9%	198
Grand Total:		224	14.1%	626	39.4%	449	28.3%	288	18.1%	1,587



**Figure 11: No Bicyclist/Pedestrian Component – Bicyclist Usage**

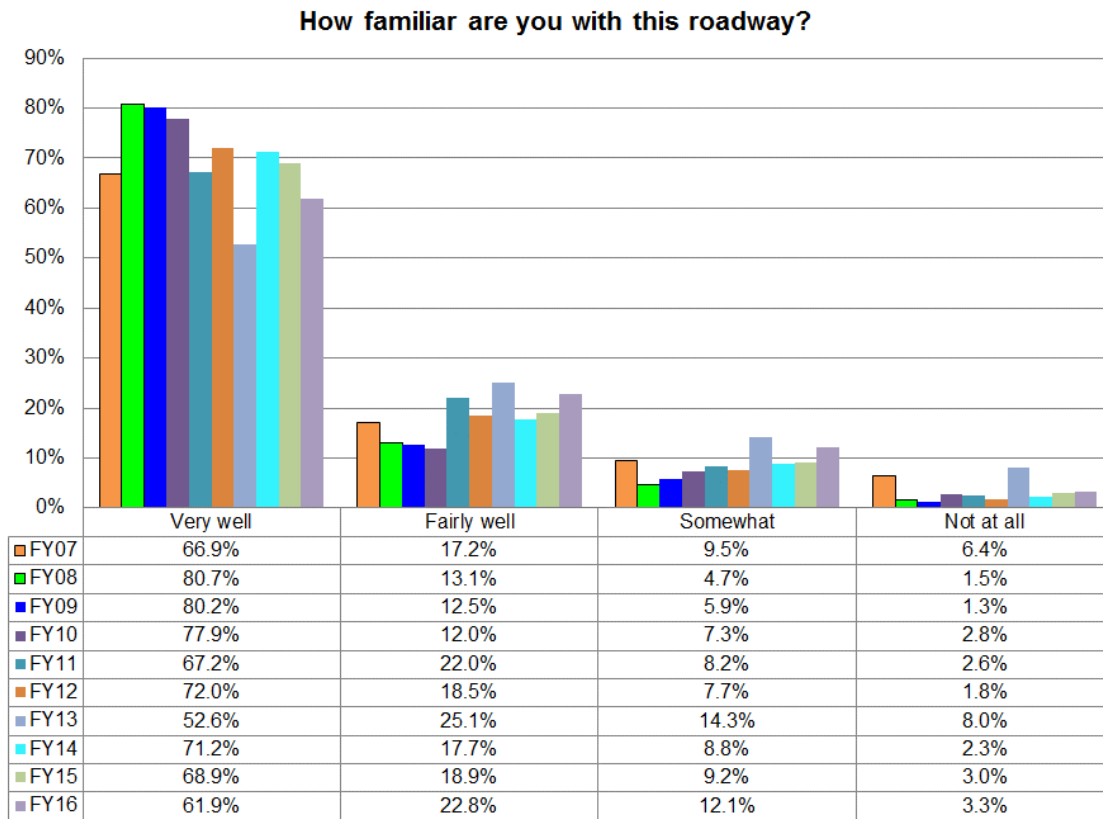


The results of this research show that a sizeable percentage of respondents believe pedestrians and bicyclists will use roads that may not have been intended for this traffic. If this belief reflects reality, then MoDOT may wish to consider either educating the public on the dangers of these roadways 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 (84.7%) of the respondents were very or fairly well familiar with the local project used in the study, similar to, but slightly lower than, last year’s measure. 61.9% 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 3.3% stated that they were not familiar with the affected roadway.

**Figure 12: Road Familiarity – Historical Comparison**



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

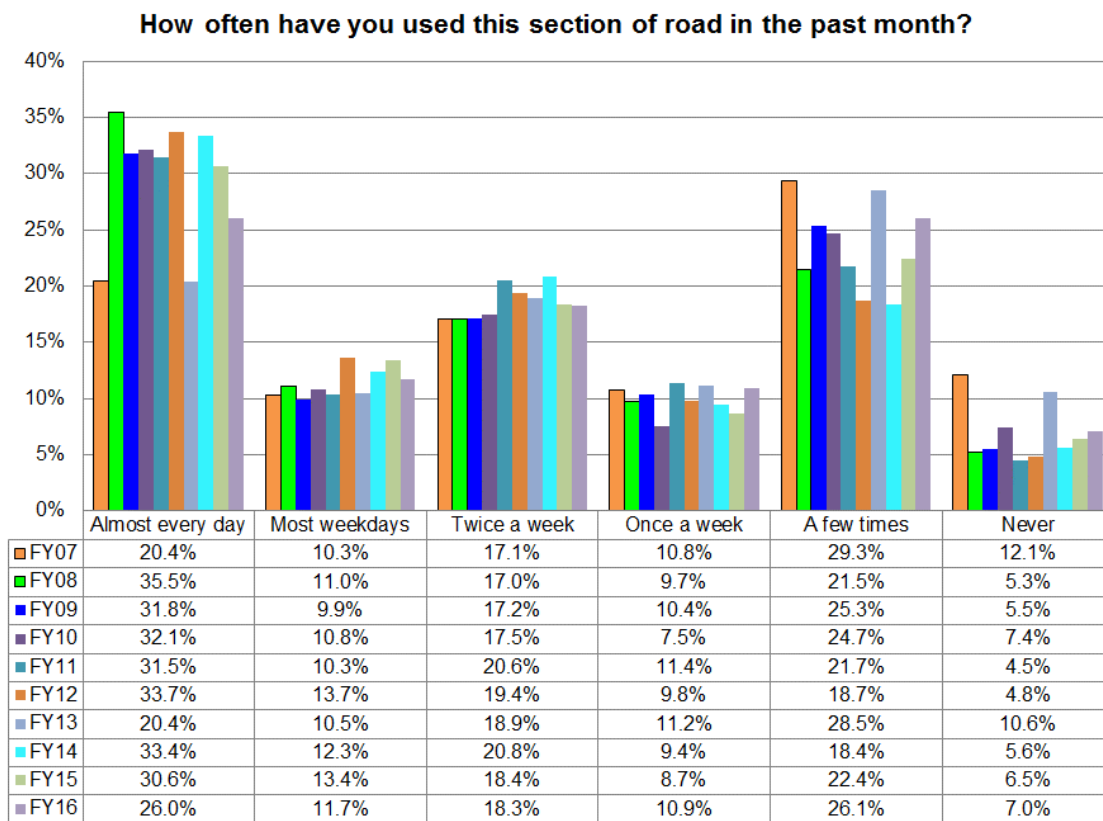
**Table 15: Familiarity with Roadway by Project and District**

District	Project	Not at all		Somewhat		Fairly well		Very well		Total
Northwest	NW-L	5	3.3%	27	17.8%	25	16.4%	95	62.5%	152
	NW-M	3	2.0%	19	12.6%	37	24.5%	92	60.9%	151
	NW-S	0	0.0%	13	8.4%	36	23.2%	106	68.4%	155
	Total	8	1.7%	59	12.9%	98	21.4%	293	64.0%	458
Northeast	NE-L	1	0.6%	7	4.2%	45	27.1%	113	68.1%	166
	NE-M	5	3.0%	26	15.4%	39	23.1%	99	58.6%	169
	NE-S	15	9.5%	30	19.0%	39	24.7%	74	46.8%	158
	Total	21	4.3%	63	12.8%	123	24.9%	286	58.0%	493
Kansas City	KC-L	9	5.1%	42	23.6%	54	30.3%	73	41.0%	178
	KC-M	4	3.4%	17	14.3%	26	21.8%	72	60.5%	119
	KC-S	2	1.1%	11	5.9%	39	20.7%	136	72.3%	188
	Total	15	3.1%	70	14.4%	119	24.5%	281	57.9%	485
Central	CD-L	0	0.0%	3	1.7%	9	5.2%	160	93.0%	172
	CD-M	13	7.8%	28	16.9%	43	25.9%	82	49.4%	166
	CD-S	3	2.0%	14	9.2%	18	11.8%	118	77.1%	153
	Total	16	3.3%	45	9.2%	70	14.3%	360	73.3%	491
St. Louis	SL-L	1	0.5%	24	13.0%	50	27.0%	110	59.5%	185
	SL-M	12	11.2%	16	15.0%	20	18.7%	59	55.1%	107
	SL-S	26	25.0%	23	22.1%	15	14.4%	40	38.5%	104
	Total	39	9.8%	63	15.9%	85	21.5%	209	52.8%	396
Southwest	SW-L	3	2.2%	20	14.6%	31	22.6%	83	60.6%	137
	SW-M	1	0.8%	15	11.7%	32	25.0%	80	62.5%	128
	SW-S	0	0.0%	22	8.3%	70	26.5%	172	65.2%	264
	Total	4	0.8%	57	10.8%	133	25.1%	335	63.3%	529
Southeast	SE-L	3	1.9%	16	10.4%	45	29.2%	90	58.4%	154
	SE-M	2	1.4%	10	6.8%	43	29.3%	92	62.6%	147
	SE-S	0	0.0%	18	11.0%	39	23.9%	106	65.0%	163
	Total	5	1.1%	44	9.5%	127	27.4%	288	62.1%	464
<b>Grand Total:</b>		<b>108</b>	<b>3.3%</b>	<b>401</b>	<b>12.1%</b>	<b>755</b>	<b>22.8%</b>	<b>2,052</b>	<b>61.9%</b>	<b>3,316</b>

The respondents of projects NE-S, KC-L, SL-M, and SL-S were statistically less familiar with their project roadway than the other respondents. The respondents of projects NE-L and CD-L were more familiar with their project roadway than the other respondents.

Respondents were also asked to indicate how often they had used the specified section of the road in the past month (see Figure 13). 37.7% 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). 66.9% of the respondents were regular users of the affected roadway. 7.0% 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**



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-S and KC-L were statistically less frequent users of their project roadway than the other respondents. The respondents of projects KC-S, CD-L, and CD-S were statistically more frequent users of their project roadway than the other respondents.



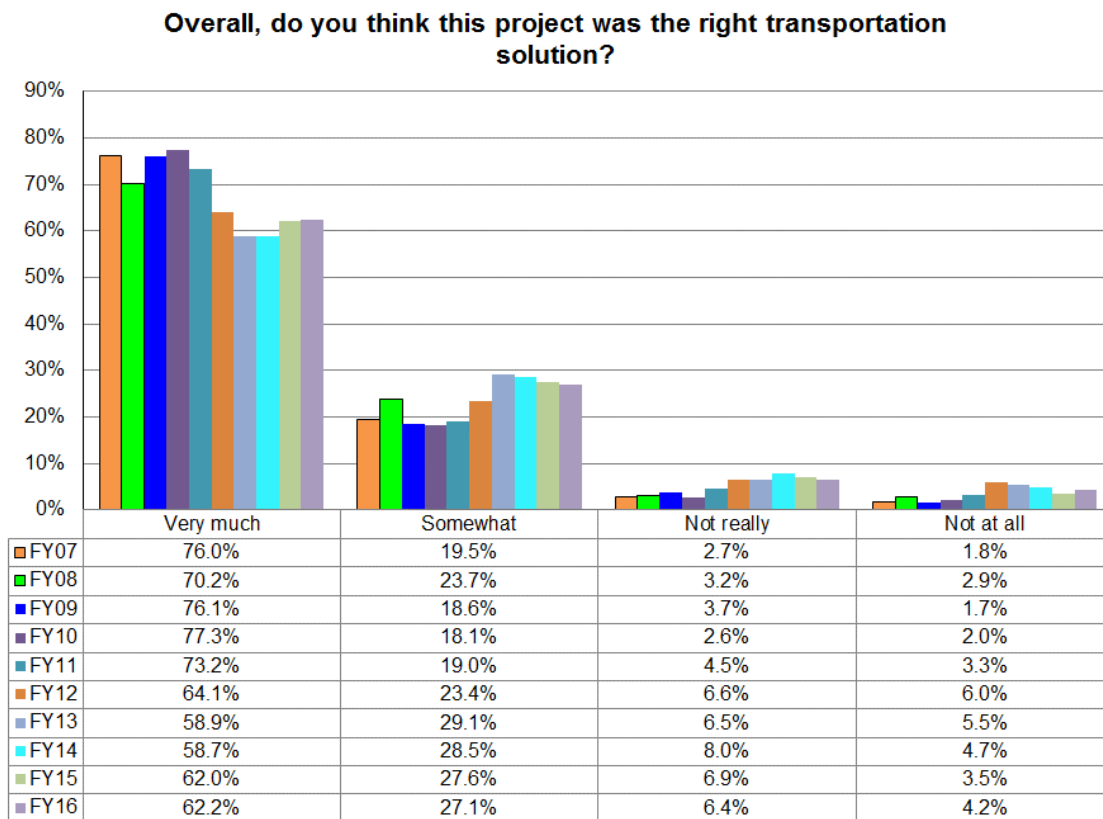
**Table 16: Frequency of Roadway Use by Project and District**

District	Project	Never	A few times	Once a week	Twice a week	Most weekdays	Almost every day	Total
Northwest	NW-L	25 16.4%	38 25.0%	24 15.8%	32 21.1%	15 9.9%	18 11.8%	152
	NW-M	8 5.3%	56 37.1%	14 9.3%	22 14.6%	14 9.3%	37 24.5%	151
	NW-S	2 1.3%	54 34.8%	34 21.9%	28 18.1%	13 8.4%	24 15.5%	155
	Total	35 7.6%	148 32.3%	72 15.7%	82 17.9%	42 9.2%	79 17.2%	458
Northeast	NE-L	1 0.6%	22 13.3%	17 10.2%	37 22.3%	32 19.3%	57 34.3%	166
	NE-M	15 8.9%	60 35.7%	19 11.3%	27 16.1%	17 10.1%	30 17.9%	168
	NE-S	43 26.9%	67 41.9%	18 11.3%	14 8.8%	11 6.9%	7 4.4%	160
	Total	59 11.9%	149 30.2%	54 10.9%	78 15.8%	60 12.1%	94 19.0%	494
Kansas City	KC-L	12 6.6%	84 46.4%	18 9.9%	31 17.1%	16 8.8%	20 11.0%	181
	KC-M	5 4.2%	22 18.5%	7 5.9%	25 21.0%	16 13.4%	44 37.0%	119
	KC-S	1 0.5%	24 12.7%	17 9.0%	43 22.8%	28 14.8%	76 40.2%	189
	Total	18 3.7%	130 26.6%	42 8.6%	99 20.2%	60 12.3%	140 28.6%	489
Central	CD-L	0 0.0%	8 4.7%	3 1.8%	26 15.3%	23 13.5%	110 64.7%	170
	CD-M	32 19.3%	65 39.2%	14 8.4%	21 12.7%	8 4.8%	26 15.7%	166
	CD-S	11 7.1%	15 9.7%	8 5.2%	6 3.9%	7 4.5%	107 69.5%	154
	Total	43 8.8%	88 18.0%	25 5.1%	53 10.8%	38 7.8%	243 49.6%	490
St. Louis	SL-L	3 1.6%	44 23.9%	26 14.1%	50 27.2%	30 16.3%	31 16.8%	184
	SL-M	10 9.7%	22 21.4%	10 9.7%	16 15.5%	12 11.7%	33 32.0%	103
	SL-S	37 35.2%	19 18.1%	6 5.7%	7 6.7%	2 1.9%	34 32.4%	105
	Total	50 12.8%	85 21.7%	42 10.7%	73 18.6%	44 11.2%	98 25.0%	392
Southwest	SW-L	3 2.2%	27 19.6%	19 13.8%	40 29.0%	24 17.4%	25 18.1%	138
	SW-M	3 2.3%	32 24.8%	21 16.3%	36 27.9%	15 11.6%	22 17.1%	129
	SW-S	8 3.0%	77 29.1%	36 13.6%	56 21.1%	40 15.1%	48 18.1%	265
	Total	14 2.6%	136 25.6%	76 14.3%	132 24.8%	79 14.8%	95 17.9%	532
Southeast	SE-L	7 4.6%	48 31.4%	23 15.0%	34 22.2%	16 10.5%	25 16.3%	153
	SE-M	6 4.0%	53 35.6%	13 8.7%	19 12.8%	17 11.4%	41 27.5%	149
	SE-S	2 1.2%	28 17.2%	16 9.8%	36 22.1%	33 20.2%	48 29.4%	163
	Total	15 3.2%	129 27.7%	52 11.2%	89 19.1%	66 14.2%	114 24.5%	465
Grand Total:		234 7.0%	865 26.1%	363 10.9%	606 18.3%	389 11.7%	863 26.0%	3,320

## THE RIGHT TRANSPORTATION SOLUTION

Overall, Missourians had a positive perception of the projects in this survey with 89.3% of the respondents stating that their local project was the right transportation solution. This is similar to the findings of the last four years. Unlike the previous questions in this year’s study, there was not a shift from those who strongly agreed (answered “very much”) to those who somewhat agreed (answered “somewhat”). The reason for the difference cannot be definitely answered by this study, but these difference may indicate the Missourians are aware of the financial challenges pertaining to maintaining and improving roadways (and thus are less likely to strongly agree with positive ratings as they may feel with more money the project could have been even better), but feel MoDOT is doing what it can with limited resources (thus, there no drop in the strong agreement with this measure or the overall satisfaction measure).

**Figure 14: Right Transportation Solution – Historical Comparison**





The standard deviation was 9.7% with just two projects falling more than one standard deviation below the norm. The respondents for projects NE-M and KC-L were significantly less likely to think their project was the right transportation solution than the respondents for the other projects. Projects SL-L and SW-L 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	4	2.9%	1	0.7%	16	11.8%	115	84.6%	136
	NW-M	6	4.4%	5	3.7%	33	24.4%	91	67.4%	135
	NW-S	1	0.8%	9	6.8%	32	24.1%	91	68.4%	133
	Total	11	2.7%	15	3.7%	81	20.0%	297	73.5%	404
Northeast	NE-L	9	6.2%	18	12.3%	64	43.8%	55	37.7%	146
	NE-M	29	21.0%	31	22.5%	41	29.7%	37	26.8%	138
	NE-S	4	3.1%	2	1.5%	29	22.3%	95	73.1%	130
	Total	42	10.1%	51	12.3%	134	32.4%	187	45.2%	414
Kansas City	KC-L	14	9.5%	20	13.5%	39	26.4%	75	50.7%	148
	KC-M	7	7.2%	9	9.3%	39	40.2%	42	43.3%	97
	KC-S	2	1.2%	6	3.7%	45	28.0%	108	67.1%	161
	Total	23	5.7%	35	8.6%	123	30.3%	225	55.4%	406
Central	CD-L	5	3.0%	3	1.8%	37	22.4%	120	72.7%	165
	CD-M	0	0.0%	8	5.8%	26	18.7%	105	75.5%	139
	CD-S	6	4.3%	6	4.3%	35	25.4%	91	65.9%	138
	Total	11	2.5%	17	3.8%	98	22.2%	316	71.5%	442
St. Louis	SL-L	0	0.0%	1	0.6%	26	14.9%	148	84.6%	175
	SL-M	3	4.3%	5	7.2%	19	27.5%	42	60.9%	69
	SL-S	5	7.8%	8	12.5%	35	54.7%	16	25.0%	64
	Total	8	2.6%	14	4.5%	80	26.0%	206	66.9%	308
Southwest	SW-L	1	0.8%	0	0.0%	26	21.1%	96	78.0%	123
	SW-M	0	0.0%	6	5.2%	32	27.8%	77	67.0%	115
	SW-S	11	4.3%	13	5.1%	70	27.3%	162	63.3%	256
	Total	12	2.4%	19	3.8%	128	25.9%	335	67.8%	494
Southeast	SE-L	4	3.1%	12	9.3%	44	34.1%	69	53.5%	129
	SE-M	4	2.9%	7	5.1%	43	31.6%	82	60.3%	136
	SE-S	7	5.1%	15	10.9%	46	33.3%	70	50.7%	138
	Total	15	3.7%	34	8.4%	133	33.0%	221	54.8%	403
<b>Grand Total:</b>		122	4.2%	185	6.4%	777	27.1%	1,787	62.2%	2,871

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. In FY16, medium-sized projects were statistically less likely to be judged the right transportation solution than small or large projects. 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**

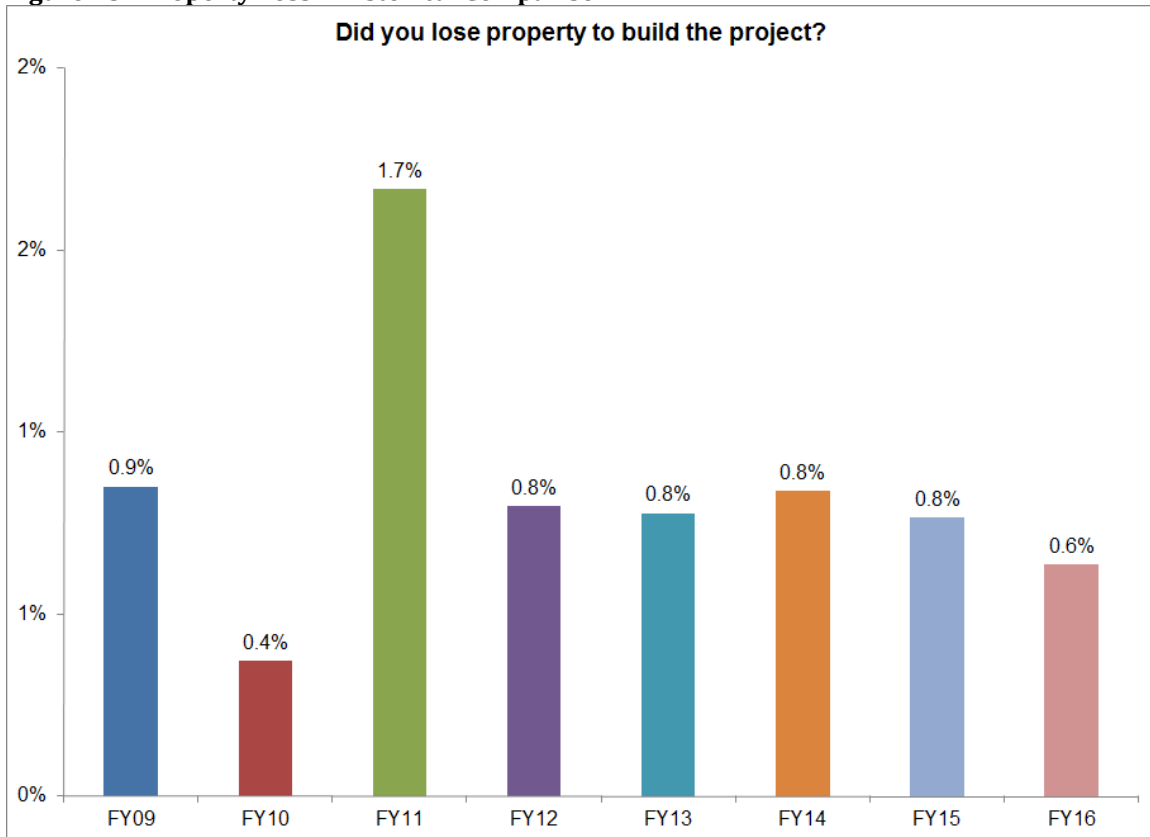
		Overall, do you think this project was the right transportation solution?				
		Not at all	Not really	Somewhat	Very much	Total
Project Size	Large	37 3.6%	55 5.4%	252 24.7%	678 66.3%	1,022 100%
	Medium	49 5.9%	71 8.6%	233 28.1%	476 57.4%	829 100%
	Small	36 3.5%	59 5.8%	292 28.6%	633 62.1%	1,020 100%
	Total	122 4.2%	185 6.4%	777 27.1%	1,787 62.2%	2,871 100%



## 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 0.6% 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%	138	100.0%	138
	NW-M	2	1.4%	144	98.6%	146
	NW-S	1	0.7%	147	99.3%	148
	Total	3	0.7%	429	99.3%	432
Northeast	NE-L	2	1.3%	151	98.7%	153
	NE-M	0	0.0%	161	100.0%	161
	NE-S	2	1.3%	149	98.7%	151
	Total	4	0.9%	461	99.1%	465
Kansas City	KC-L	1	0.6%	169	99.4%	170
	KC-M	0	0.0%	111	100.0%	111
	KC-S	1	0.6%	180	99.4%	181
	Total	2	0.4%	460	99.6%	462
Central	CD-L	2	1.2%	165	98.8%	167
	CD-M	1	0.6%	155	99.4%	156
	CD-S	0	0.0%	146	100.0%	146
	Total	3	0.6%	466	99.4%	469
St. Louis	SL-L	0	0.0%	177	100.0%	177
	SL-M	0	0.0%	99	100.0%	99
	SL-S	3	3.2%	92	96.8%	95
	Total	3	0.8%	368	99.2%	371
Southwest	SW-L	0	0.0%	134	100.0%	134
	SW-M	0	0.0%	124	100.0%	124
	SW-S	4	1.6%	243	98.4%	247
	Total	4	0.8%	501	99.2%	505
Southeast	SE-L	0	0.0%	142	100.0%	142
	SE-M	1	0.7%	137	99.3%	138
	SE-S	0	0.0%	159	100.0%	159
	Total	1	0.2%	438	99.8%	439
Grand Total:		20	0.6%	3,123	99.4%	3,143

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 four of the last five years' surveys found statistically significant differences between the two groups. This was also the case in FY16, with those losing property being less likely to strongly agree that the project was the right transportation solution (although the total agreement between the groups were virtually identical).

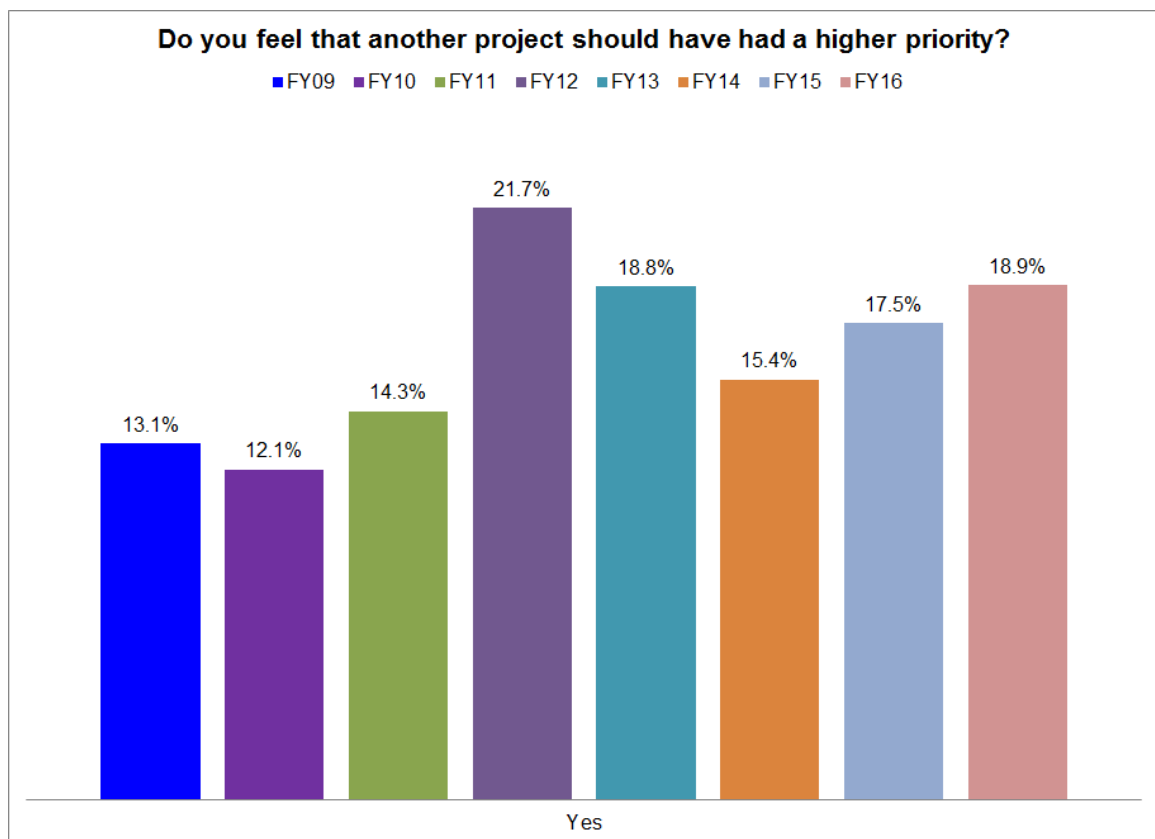
**Table 20: Cross Reference of Right Transportation Solution and Property Loss**

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	1	1	9	8	19
		5.3%	5.3%	47.4%	42.1%	100.0%
	No	116	175	737	1,666	2,694
		4.3%	6.5%	27.4%	61.8%	100.0%
	Total	117	176	746	1,674	2,713
		4.3%	6.5%	27.5%	61.7%	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, 18.9% of the respondents felt another project should have been commissioned before their particular project. This score was similar to, but slightly higher than, the results from the previous 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, KC-L, KC-M, and SL-S were much more likely to think another project should have been given priority over their local project. For example, 44.0% of the NE-M respondents thought another project should have been given priority.

At the other extreme, people responding to projects SL-L and SW-L were statistically less likely than the norm to say another project should have been given priority.

**Figure 17: Priority Feedback by Project and District**

District	Project	Yes		No		Total
Northwest	NW-L	12	9.8%	110	90.2%	122
	NW-M	21	15.8%	112	84.2%	133
	NW-S	20	15.9%	106	84.1%	126
	Total	53	13.9%	328	86.1%	381
Northeast	NE-L	36	26.3%	101	73.7%	137
	NE-M	59	44.0%	75	56.0%	134
	NE-S	14	11.5%	108	88.5%	122
	Total	109	27.7%	284	72.3%	393
Kansas City	KC-L	49	34.5%	93	65.5%	142
	KC-M	35	35.0%	65	65.0%	100
	KC-S	23	15.4%	126	84.6%	149
	Total	107	27.4%	284	72.6%	391
Central	CD-L	29	19.0%	124	81.0%	153
	CD-M	15	10.9%	122	89.1%	137
	CD-S	18	15.1%	101	84.9%	119
	Total	62	15.2%	347	84.8%	409
St. Louis	SL-L	3	1.9%	155	98.1%	158
	SL-M	22	27.8%	57	72.2%	79
	SL-S	22	34.4%	42	65.6%	64
	Total	47	15.6%	254	84.4%	301
Southwest	SW-L	8	7.0%	107	93.0%	115
	SW-M	15	14.7%	87	85.3%	102
	SW-S	34	16.7%	170	83.3%	204
	Total	57	13.5%	364	86.5%	421
Southeast	SE-L	32	26.9%	87	73.1%	119
	SE-M	10	8.1%	113	91.9%	123
	SE-S	26	20.2%	103	79.8%	129
	Total	68	18.3%	303	81.7%	371
Grand Total:		503	18.9%	2,164	81.1%	2,667

For the sixth 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	205	229	434
		47.2%	52.8%	100.0%
	No	62	1,924	1,986
		3.1%	96.9%	100.0%
	Total	267	2,153	2,420
		11.0%	89.0%	100.0%

Only 52.8% of the respondents who thought another project should have been given priority thought their local project was the right transportation solution compared to 96.9% 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 causality. 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.

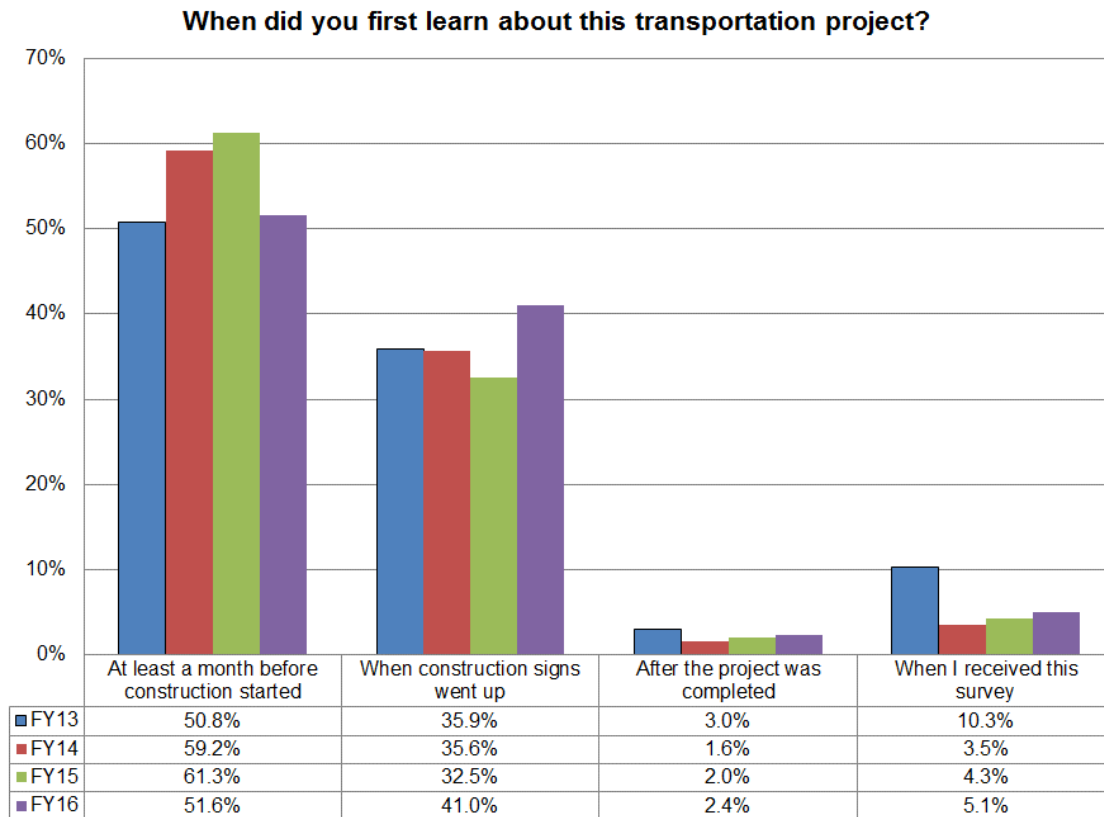
## AWARENESS AND SATISFACTION

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 (51.6%) were aware of the project before construction started and 92.6% knew about the project before it was completed.

**Figure 18: Project Awareness**





**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	91	65.0%	40	28.6%	1	0.7%	8	5.7%	140
	NW-M	61	42.7%	77	53.8%	2	1.4%	3	2.1%	143
	NW-S	108	72.5%	37	24.8%	2	1.3%	2	1.3%	149
	Total	260	60.2%	154	35.6%	5	1.2%	13	3.0%	432
Northeast	NE-L	39	27.7%	90	63.8%	3	2.1%	9	6.4%	141
	NE-M	98	60.9%	44	27.3%	7	4.3%	12	7.5%	161
	NE-S	105	74.5%	25	17.7%	2	1.4%	9	6.4%	141
	Total	242	54.6%	159	35.9%	12	2.7%	30	6.8%	443
Kansas City	KC-L	42	25.8%	97	59.5%	15	9.2%	9	5.5%	163
	KC-M	29	26.9%	68	63.0%	2	1.9%	9	8.3%	108
	KC-S	50	28.2%	122	68.9%	1	0.6%	4	2.3%	177
	Total	121	27.0%	287	64.1%	18	4.0%	22	4.9%	448
Central	CD-L	118	73.8%	39	24.4%	1	0.6%	2	1.3%	160
	CD-M	129	83.8%	18	11.7%	3	1.9%	4	2.6%	154
	CD-S	42	28.6%	93	63.3%	5	3.4%	7	4.8%	147
	Total	289	62.7%	150	32.5%	9	2.0%	13	2.8%	461
St. Louis	SL-L	131	77.5%	30	17.8%	5	3.0%	3	1.8%	169
	SL-M	49	51.0%	39	40.6%	1	1.0%	7	7.3%	96
	SL-S	20	21.1%	36	37.9%	4	4.2%	35	36.8%	95
	Total	200	55.6%	105	29.2%	10	2.8%	45	12.5%	360
Southwest	SW-L	65	54.2%	52	43.3%	1	0.8%	2	1.7%	120
	SW-M	73	59.3%	44	35.8%	2	1.6%	4	3.3%	123
	SW-S	196	80.3%	46	18.9%	1	0.4%	1	0.4%	244
	Total	334	68.6%	142	29.2%	4	0.8%	7	1.4%	487
Southeast	SE-L	30	21.1%	93	65.5%	3	2.1%	16	11.3%	142
	SE-M	42	30.9%	82	60.3%	6	4.4%	6	4.4%	136
	SE-S	62	40.3%	84	54.5%	5	3.2%	3	1.9%	154
	Total	134	31.0%	259	60.0%	14	3.2%	25	5.8%	432
<b>Grand Total:</b>		<b>1,580</b>	<b>51.6%</b>	<b>1,256</b>	<b>41.0%</b>	<b>72</b>	<b>2.4%</b>	<b>155</b>	<b>5.1%</b>	<b>3,063</b>



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

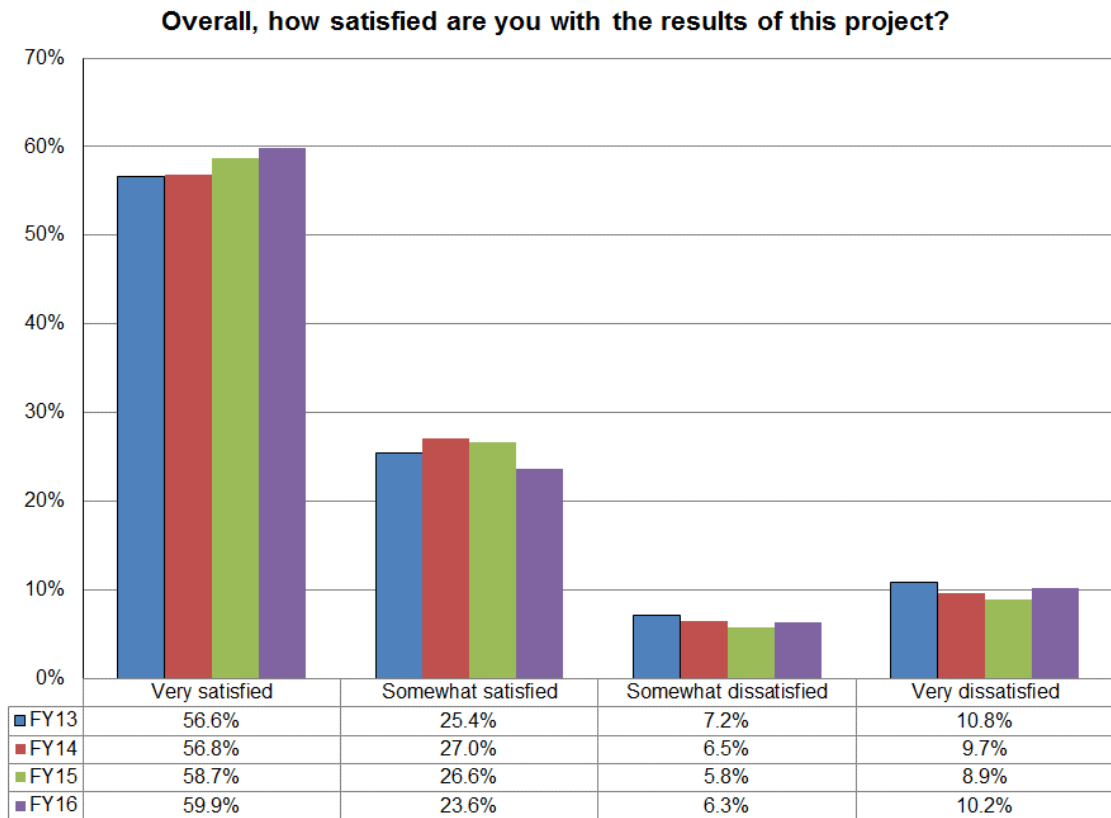
		Overall, do you think this project was the right transportation solution?		
		Not at all / Not really	Somewhat / Very much	Total
When did you first learn about this transportation project?	At least a month before construction started	111 7.6%	1356 92.4%	1,467 100.0%
	When construction signs went up	146 13.1%	968 86.9%	1,114 100.0%
	After the project was completed	10 19.2%	42 80.8%	52 100.0%
		When I received this survey	18 37.5%	30 62.5%
	Total	285 10.6%	2,396 89.4%	2,681 100.0%

Consistent with the results from previous years, 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

83.5% of the respondents were satisfied with the results of their project, similar to the results from the last three years.

**Figure 19: Satisfaction**



**Table 24: Satisfaction by Project and District**

District	Project	Very Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Very Satisfied		Total
Northwest	NW-L	12	8.7%	6	4.3%	26	18.8%	94	68.1%	138
	NW-M	14	9.9%	7	5.0%	21	14.9%	99	70.2%	141
	NW-S	15	10.3%	13	8.9%	28	19.2%	90	61.6%	146
	Total	41	9.6%	26	6.1%	75	17.6%	283	66.6%	425
Northeast	NE-L	10	6.3%	12	7.5%	57	35.8%	80	50.3%	159
	NE-M	34	23.9%	28	19.7%	53	37.3%	27	19.0%	142
	NE-S	18	14.5%	1	0.8%	21	16.9%	84	67.7%	124
	Total	62	14.6%	41	9.6%	131	30.8%	191	44.9%	425
Kansas City	KC-L	25	15.6%	12	7.5%	52	32.5%	71	44.4%	160
	KC-M	10	9.7%	10	9.7%	28	27.2%	55	53.4%	103
	KC-S	14	8.2%	8	4.7%	32	18.7%	117	68.4%	171
	Total	49	11.3%	30	6.9%	112	25.8%	243	56.0%	434
Central	CD-L	17	10.4%	3	1.8%	28	17.1%	116	70.7%	164
	CD-M	10	6.9%	6	4.2%	28	19.4%	100	69.4%	144
	CD-S	16	11.4%	5	3.6%	25	17.9%	94	67.1%	140
	Total	43	9.6%	14	3.1%	81	18.1%	310	69.2%	448
St. Louis	SL-L	10	5.6%	7	3.9%	20	11.2%	142	79.3%	179
	SL-M	11	13.4%	6	7.3%	20	24.4%	45	54.9%	82
	SL-S	6	10.9%	7	12.7%	26	47.3%	16	29.1%	55
	Total	27	8.5%	20	6.3%	66	20.9%	203	64.2%	316
Southwest	SW-L	16	12.3%	1	0.8%	26	20.0%	87	66.9%	130
	SW-M	9	7.3%	6	4.8%	34	27.4%	75	60.5%	124
	SW-S	20	7.7%	22	8.4%	61	23.4%	158	60.5%	261
	Total	45	8.7%	29	5.6%	121	23.5%	320	62.1%	515
Southeast	SE-L	12	9.2%	7	5.3%	37	28.2%	75	57.3%	131
	SE-M	8	5.8%	8	5.8%	40	28.8%	83	59.7%	139
	SE-S	16	11.0%	12	8.3%	41	28.3%	76	52.4%	145
	Total	36	8.7%	27	6.5%	118	28.4%	234	56.4%	415
<b>Grand Total:</b>		<b>303</b>	<b>10.2%</b>	<b>187</b>	<b>6.3%</b>	<b>704</b>	<b>23.6%</b>	<b>1,784</b>	<b>59.9%</b>	<b>2,978</b>

This year only one project was more than one standard deviation outside the mean. Project NE-M had satisfaction scores more than three standard deviations below 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	192	275	467
		41.1%	58.9%	100.0%
	Satisfied	83	2,240	2,323
		3.6%	96.4%	100.0%
Total	275	2,515	2,790	
	9.9%	90.1%	100.0%	

For the fourth 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 58.9% of those who were dissatisfied with the result of the project thought the project was the right transportation solution, 96.4% 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 explains 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 declined by 9.2% in comparison to the previous year's results. The majority of respondents thought that the project made the roadway safer (90.7%), more convenient (83.7%), less congested (72.7%), easier to travel (86.7%), better marked (87.1%), and was the right transportation solution (89.3%).

## 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.

## 2015 MoDOT Project Survey



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



Answer Selection: Correct = ● Incorrect = ✕ ✓ ⊖

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

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

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
1. The road is now...					
...safer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...more convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...less congested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...easier to travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...better marked	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
...this was the right decision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...pedestrians will use this road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...bicyclists will use this road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How familiar are you with this roadway?

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

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

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

5. 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



## 2015 MoDOT Project Survey



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



Answer Selection: Correct = ● Incorrect = ✕ ✓ ⊕

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

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

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
1. The road is now...					
...safer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...more convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...less congested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...easier to travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...better marked	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
...meets your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...is safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
...is easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How familiar are you with this roadway?

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

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

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

5. 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







## APPENDIX B: RIGHT TRANSPORTATION SOLUTION BY PROJECT

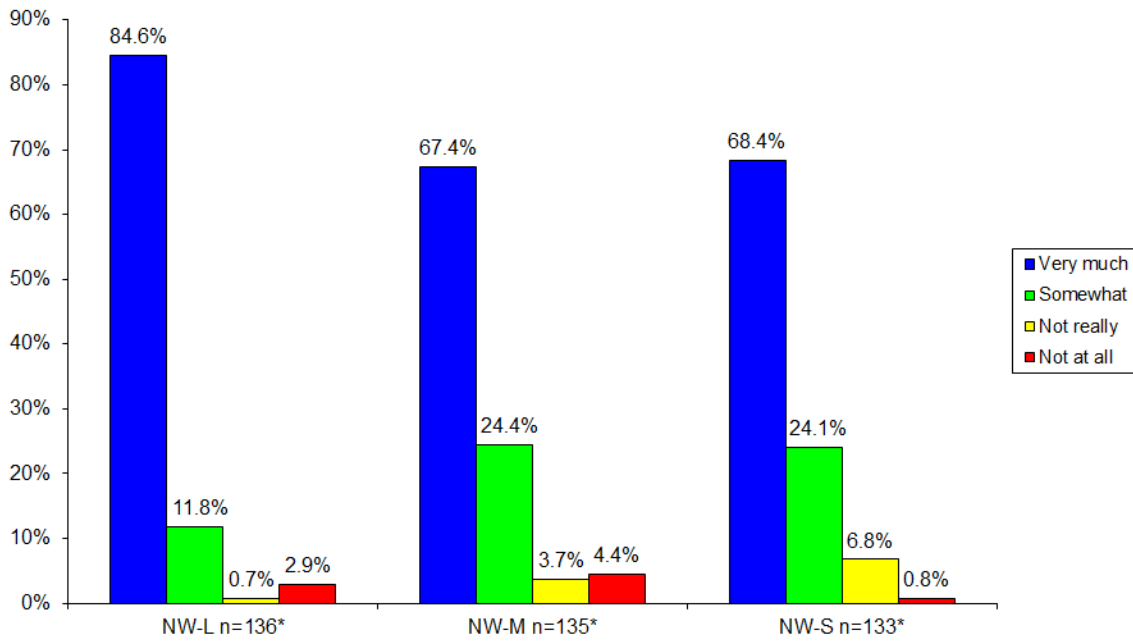
The results from the right transportation solution question have been graphically provided for each project. Statistically, it is very safe to compare overall results from one fiscal year to other fiscal years. The margin of error for all years has been less than 2.5%. Since the margin of error can go 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	136	8.4%	Route 59 bridge
	NW-M	135	8.4%	Route 136 resurfacing
	NW-S	133	8.5%	Route 136 bridge deck
Northeast	NE-L	146	8.1%	I-70
	NE-M	138	8.3%	Route 63/Route M intersection
	NE-S	130	8.6%	Route 168 bridge
Kansas City	KC-L	148	8.1%	Tiffany Springs diverging diamond
	KC-M	97	10.0%	Route 50
	KC-S	161	7.7%	Route 40/Lee's Summit Rd
Central	CD-L	165	7.6%	Route 19
	CD-M	139	8.3%	Route 41 Lamine River Bridge
	CD-S	138	8.3%	Route Y & Route 54
St. Louis	SL-L	175	7.4%	Route 364 (four lane freeway)
	SL-M	69	11.8%	I-270 bridge rehabilitation
	SL-S	64	12.3%	Route 94
Southwest	SW-L	123	8.8%	Widened Route 65 (Glenstone)
	SW-M	115	9.1%	Route CC
	SW-S	256	6.1%	1st St overpass
Southeast	SE-L	129	8.6%	I-55
	SE-M	136	8.4%	Route 21
	SE-S	138	8.3%	Route W (Columbia St)

Figure 20: Northwest District

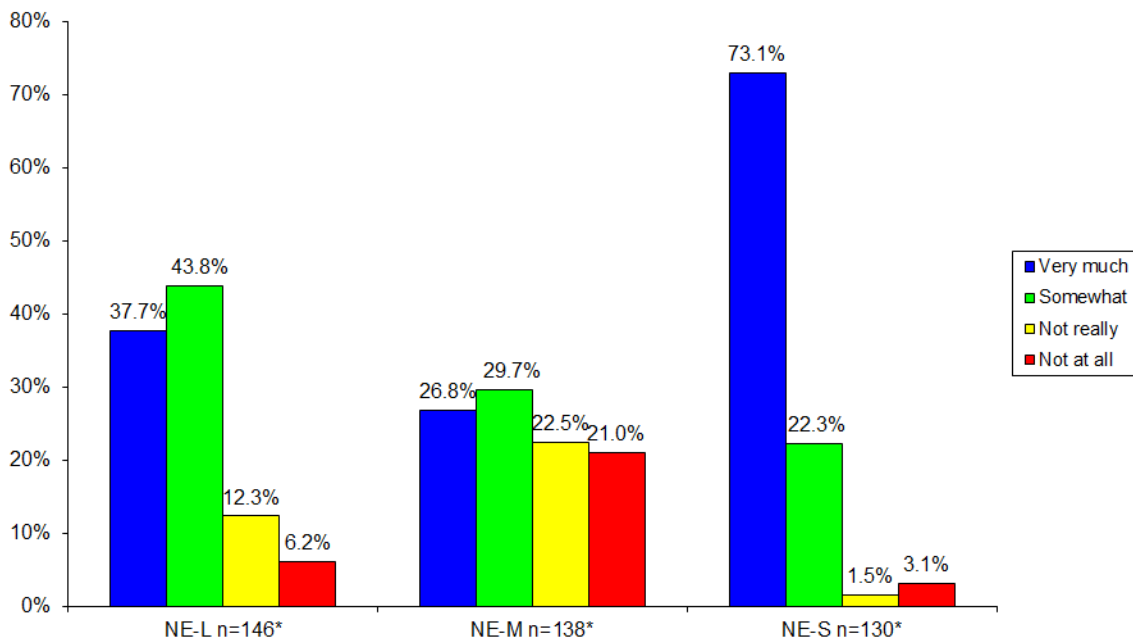
Overall, do you think this project was the right transportation solution?



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

Figure 21: Northeast District

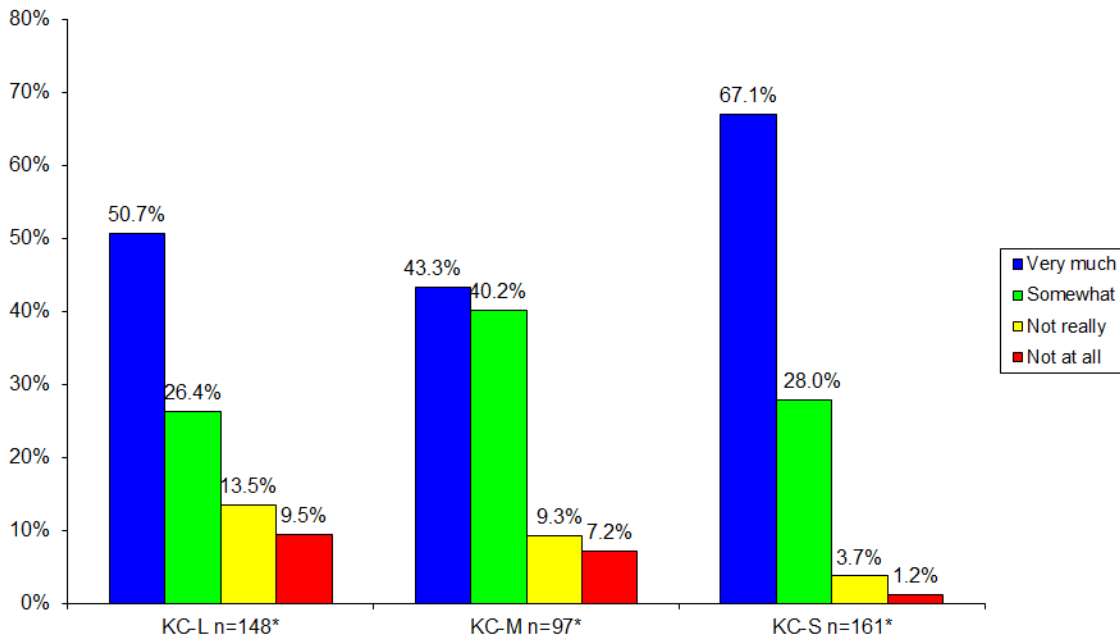
Overall, do you think this project was the right transportation solution?



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

Figure 22: Kansas City District

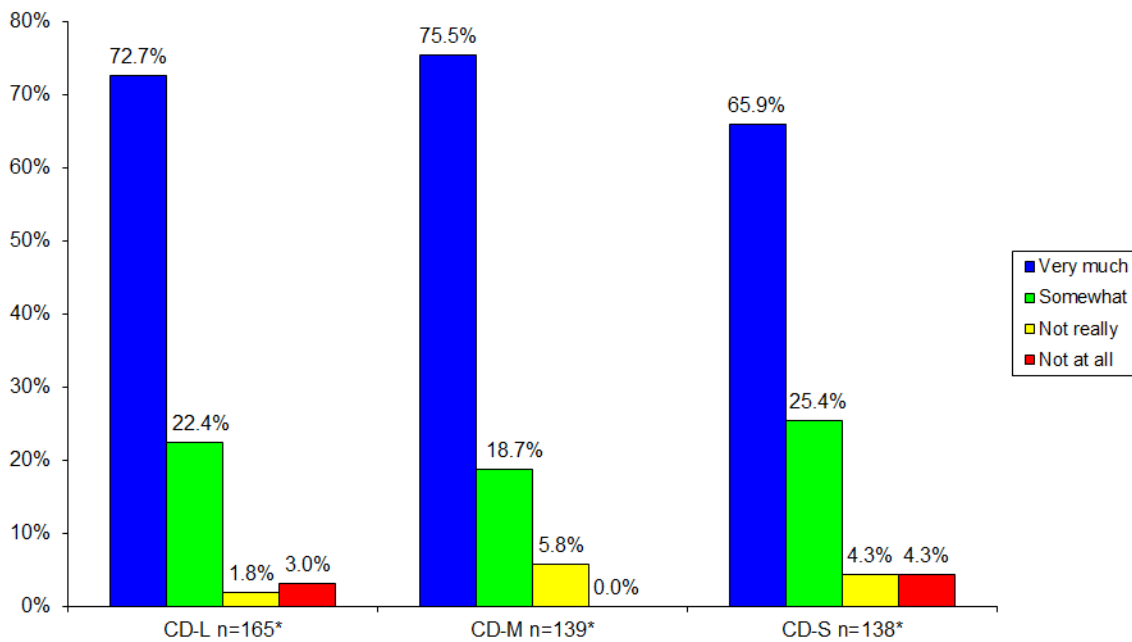
Overall, do you think this project was the right transportation solution?



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

Figure 23: Central District

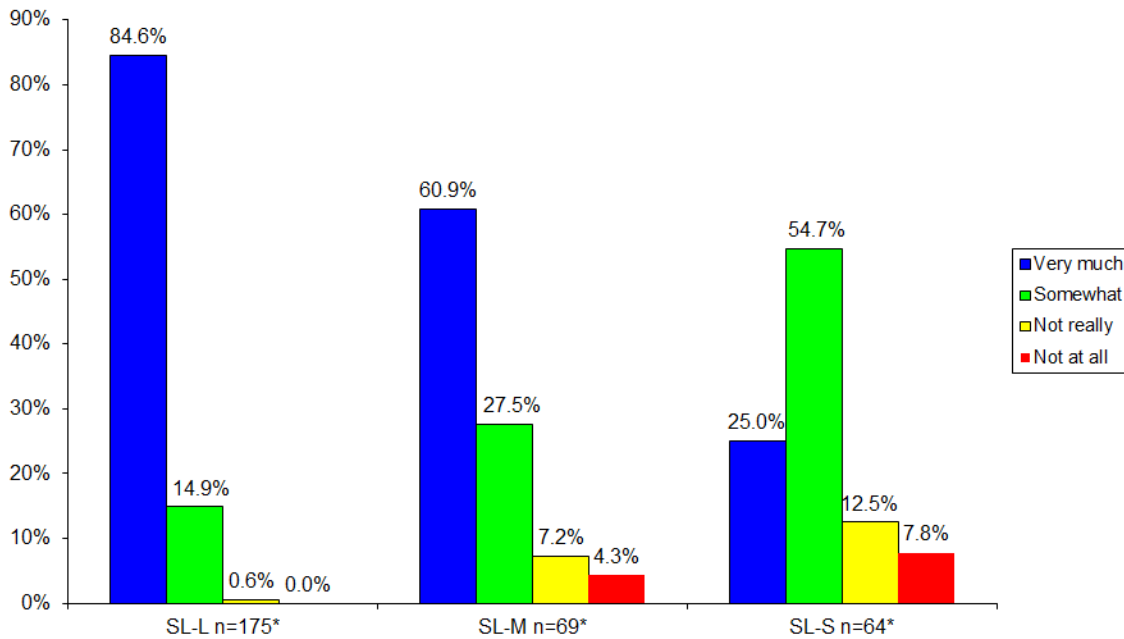
Overall, do you think this project was the right transportation solution?



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

Figure 24: St. Louis District

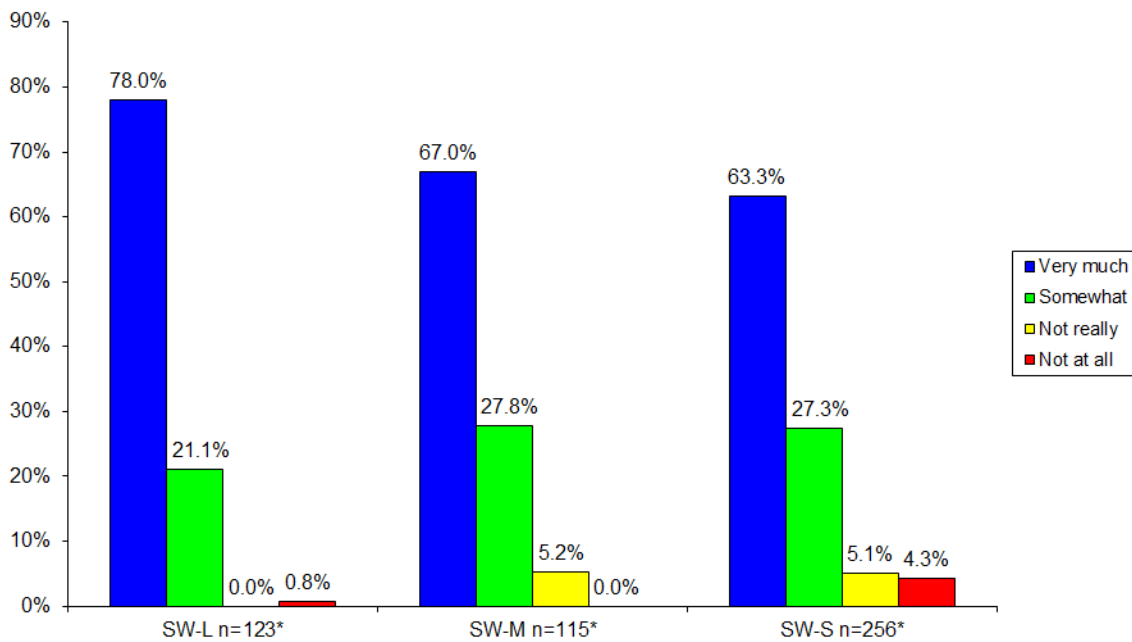
Overall, do you think this project was the right transportation solution?



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

Figure 25: Southwest District

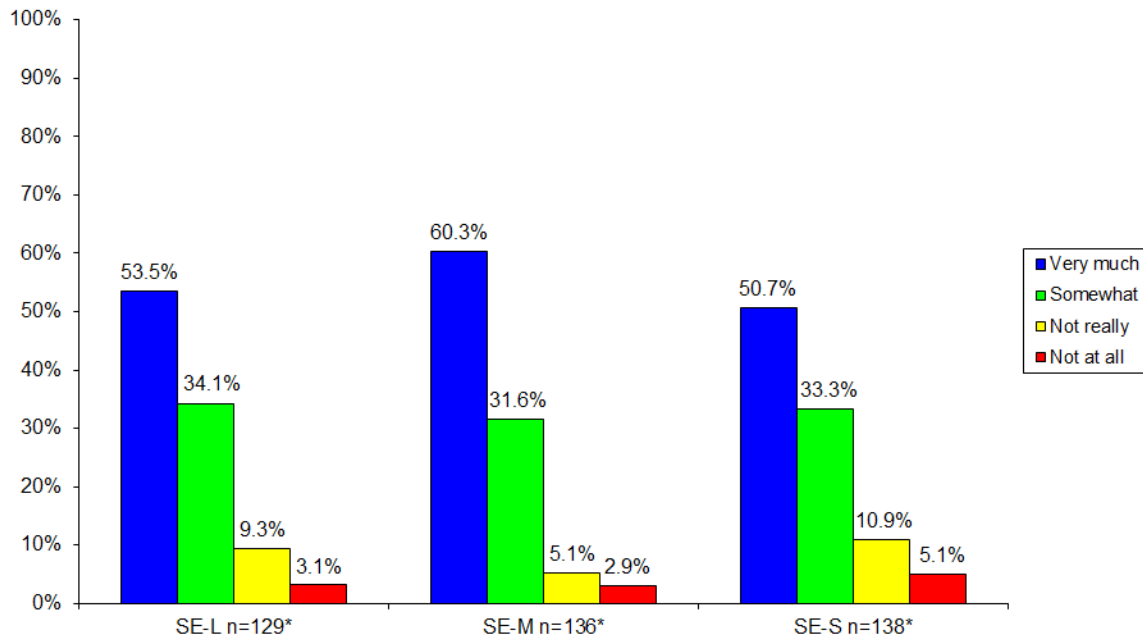
Overall, do you think this project was the right transportation solution?



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

Figure 26: Southeast District

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



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