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℠

January 2014

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Final Report

Project Number: TR201234

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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 1,000 addresses per project area for a total of 21,000 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 "Fast projects that are of great value," and an important aspect of this measure is whether Missourians view MoDOT projects as the right transportation solution. To assess customer satisfaction with MoDOT projects, a mail survey was conducted in late 2013 by Heartland Market Research LLC. 3,216 respondents returned a survey questionnaire for a response rate of 15.3%. Since some respondents did not answer every question – and several 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%, slightly better than the margin of error for the three previous years.

The basic research design for the project was to sample opinions on a variety of projects spread across the state as was done in the previous fiscal year. A small, medium, and large project from each of the 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 1,000 addresses per project area for a total of 21,000 Missouri addresses being mailed a copy of the survey. Despite this effort to keep the number of addresses even across the districts and projects, the response rate varied by project area.

Each survey was focused on one of 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	91.2%	74.5%	64.9%	54.4%	73.6%	71.3%	78.4%
	NW-M	96.9%	94.2%	86.5%	49.2%	92.2%	88.1%	93.2%
	NW-S	98.1%	94.0%	81.0%	39.2%	88.9%	92.9%	94.1%
	Total	95.2%	87.3%	77.4%	47.2%	84.9%	84.7%	88.5%
Northeast	NE-L	91.4%	92.5%	91.6%	88.3%	85.5%	88.4%	89.2%
	NE-M	90.5%	83.8%	89.6%	56.9%	88.8%	93.3%	94.7%
	NE-S	70.0%	94.3%	87.7%	79.7%	84.7%	89.2%	91.9%
	Total	84.1%	90.6%	89.9%	78.2%	86.2%	90.0%	91.5%
Kansas City	KC-L	71.2%	93.0%	84.8%	89.5%	86.9%	80.3%	79.8%
	KC-M	81.3%	98.3%	95.7%	90.1%	98.3%	97.2%	94.9%
	KC-S	93.1%	88.3%	89.8%	76.0%	87.9%	79.1%	87.6%
	Total	80.8%	93.1%	89.4%	85.2%	90.5%	85.0%	86.4%
Central	CD-L	97.9%	97.8%	87.7%	80.0%	95.9%	85.4%	97.4%
	CD-M	98.6%	81.9%	56.8%	23.9%	70.4%	76.2%	69.6%
	CD-S	100.0%	88.4%	80.1%	45.5%	84.2%	80.4%	79.4%
	Total	98.7%	91.0%	77.8%	55.5%	85.9%	81.5%	84.8%
St. Louis	SL-L	79.5%	96.6%	94.5%	96.1%	94.4%	90.1%	95.6%
	SL-M	79.2%	100.0%	93.8%	83.3%	94.1%	100.0%	100.0%
	SL-S	91.4%	86.8%	83.6%	69.8%	85.3%	83.2%	82.7%
	Total	84.5%	92.6%	89.7%	84.5%	90.5%	87.7%	90.4%
Southwest	SW-L	96.5%	92.8%	97.2%	93.0%	93.5%	84.4%	96.8%
	SW-M	86.3%	91.1%	78.3%	60.0%	87.1%	90.7%	84.7%
	SW-S	87.4%	66.1%	55.6%	59.5%	47.8%	62.6%	59.1%
	Total	91.1%	86.2%	81.4%	75.9%	80.5%	80.7%	84.1%
Southeast	SE-L	90.8%	84.4%	72.2%	49.0%	84.4%	71.4%	81.8%
	SE-M	88.1%	90.8%	96.8%	81.1%	98.4%	86.8%	95.3%
	SE-S	78.2%	92.6%	89.4%	78.2%	94.1%	86.8%	91.8%
	Total	84.4%	89.7%	87.1%	71.1%	92.5%	82.2%	89.9%
All Projects:		**88.9%**	**90.1%**	**84.4%**	**72.0%**	**86.7%**	**84.1%**	**87.3%**

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.

Out of the projects intended for bicyclists and pedestrians, three stood out. The Route 30 (Gravois Rd) improvements (Project SL-S) were perceived to be unsafe for bicyclists/pedestrians by 55.2% of those who answered questions related to this project. Similarly, 41.4% of the respondents thought the Route K improvements (Project CD-S) were unsafe for non-motorists. MoDOT may wish to review these projects and determine if they need to be made safer or if promotional material communicating how to safely navigate the routes is needed. 100% of the respondents agreed Project SL-M (replacing the I-64/Jefferson Ave bridge) was safe for both bicyclists and pedestrians.

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 48.4% of the respondents who thought another project should have been given priority thought their local project was the right transportation solution compared to 93.9% 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. 15.4% of the respondents felt another project should have been commissioned before their particular project. This is lower than 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. Results were similar to last year's scores. **The majority of respondents thought that the project made the roadway safer (90.1%), more convenient (84.4%), less congested (72.0%), easier to travel (86.7%), better marked (84.1%), and was the right transportation solution (87.3%).**

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 "Fast projects that are of great value." An element of this measure is an assessment of customer satisfaction with these projects.

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

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

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 and were then reviewed and approved and/or revised by MoDOT.

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	I-35 pavement surface smoothing and repair from Route C to Route 69 in Daviess County. Bike/Pedestrian Accommodation: No Zip code(s) for surveying: 64670, 64620	Resurface Route 36 between Route AC and Route 31 North in Buchanan and DeKalb counties. Bike/Pedestrian Accommodation: No Zip code(s): 64490	Resurfacing Route 169 and improving shoulders between Route AC and Clay County in Buchanan and Clinton counties. Bike/Pedestrian Accommodation: No Zip code(s): 64454

District	Large	Medium	Small
NE	New interchange at Route US 61 and Route 47 in Troy. Bike/Pedestrian Accommodation: No Zip code(s) for surveying: 63379	Resurfacing Route 19 between Route 61 and Route 6 in Ralls and Audrain counties. Bike/Pedestrian Accommodation: No Zip code(s): 63436, 63462	Pavement and safety improvements at the Route 24 / Route 61 intersection in Marion County. Bike/Pedestrian Accommodation: No Zip code(s): 63401
KC	I-35 new Flintlock Road overpass and connecting streets in the City of Liberty. Bike/Pedestrian Accommodation: Yes Zip code(s) for surveying: 64157, 64068	Resurfacing Route 45 and adding shoulders between Route 273 and Route FF (Union Chapel Road) in Platte County. Bike/Pedestrian Accommodation: No Zip code(s): 64152	I-49 / Route 58 interchange improvements in Belton. Bike/Pedestrian Accommodation: No Zip code(s): 64012
CD	New hurricane deck bridge on Route 5 over Lake Ozark in Camden County. Bike/Pedestrian Accommodation: No Zip code(s) for surveying: 65079	Shoulder additions to Route 42 between Osage Beach and Iberia in Miller County. Bike/Pedestrian Accommodation: No Zip code(s): 65017	Paving and shoulder improvements on Route K between McBaine and Route 163 in Boone County. Bike/Pedestrian Accommodation: Yes Zip code(s): 65203

District	Large	Medium	Small
SL	Route 364 Page Avenue Phase II new freeway from Woodstone to Route N (MidRivers Mall Drive) in St Charles County. Bike/Pedestrian Accommodation: No Zip code(s) for surveying: 63303	Replace I-64 / Jefferson Avenue bridge in St. Louis. Bike/Pedestrian Accommodation: Yes Zip code(s): 63103	Safety and intersection improvements along Route 30 (Gravois Road) between Route 141 and Route NN in Jefferson and St. Louis counties. Bike/Pedestrian Accommodation: Yes Zip code(s): 63049
SW	Route 65 / 60 interchange improvements with new ramps and bridges in Greene County. Bike/Pedestrian Accommodation: No Zip code(s) for surveying: 65809	Paving and shoulder improvements on Route 7 between Tightwad and Warsaw in Benton County. Bike/Pedestrian Accommodation: No Zip code(s): 65355, 64740	The I-44 diverging diamond interchange at Rangeline Road (Business 71) in Newton County. Bike/Pedestrian Accommodation: Yes Zip code(s): 64804
SE	Resurfacing I-55 between Route 77 and I-57 in Scott County. Bike/Pedestrian Accommodation: No Zip code(s) for surveying: 63736	Resurfacing Route 34 and improving shoulder curves between Route DD and Route ZZ in Bollinger County. Bike/Pedestrian Accommodation: No Zip code(s): 63751, 63944, 63764	New Route D bridge over Terre Bleue Creek in St. Francois County. Bike/Pedestrian Accommodation: No Zip code(s): 63628

RESPONDENTS

1,000 unique people were mailed a survey for each one of twenty-one unique projects for a total of 21,000 mailed surveys. 3,216 surveys were returned via US mail, for a gross response rate of 15.3%. These rates are similar to the previous four years (14.6%, 16.2%, 18.6%. and 20.5%).

Table 3: Gross Response Rate by Project and District

District	Project	Mailed	Responses	Gross Response Rate
Northwest	NW-L	1,000	130	13.0%
	NW-M	1,000	102	10.2%
	NW-S	1,000	126	12.6%
	Total	3,000	358	11.9%
Northeast	NE-L	1,000	148	14.8%
	NE-M	1,000	114	11.4%
	NE-S	1,000	117	11.7%
	Total	3,000	379	12.6%
Kansas City	KC-L	1,000	198	19.8%
	KC-M	1,000	142	14.2%
	KC-S	1,000	148	14.8%
	Total	3,000	488	16.3%
Central	CD-L	1,000	277	27.7%
	CD-M	1,000	148	14.8%
	CD-S	1,000	168	16.8%
	Total	3,000	593	19.8%
St. Louis	SL-L	1,000	205	20.5%
	SL-M	1,000	153	15.3%
	SL-S	1,000	168	16.8%
	Total	3,000	526	17.5%
Southwest	SW-L	1,000	237	23.7%
	SW-M	1,000	176	17.6%
	SW-S	1,000	153	15.3%
	Total	3,000	566	18.9%
Southeast	SE-L	1,000	87	8.7%
	SE-M	1,000	93	9.3%
	SE-S	1,000	126	12.6%
	Total	3,000	306	10.2%
Grand Total:		21,000	3,216	15.3%

Seven projects had gross response rates outside of the norm (the standard deviation was +/- 4.4%). Projects NW-M SE-L, and SE-M had gross response rates at least one standard deviation below the norm of 15.3%. Projects KC-L, CD-L, SL-L, and SW-L 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 Southeast District's three projects (representing 9.5% 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.

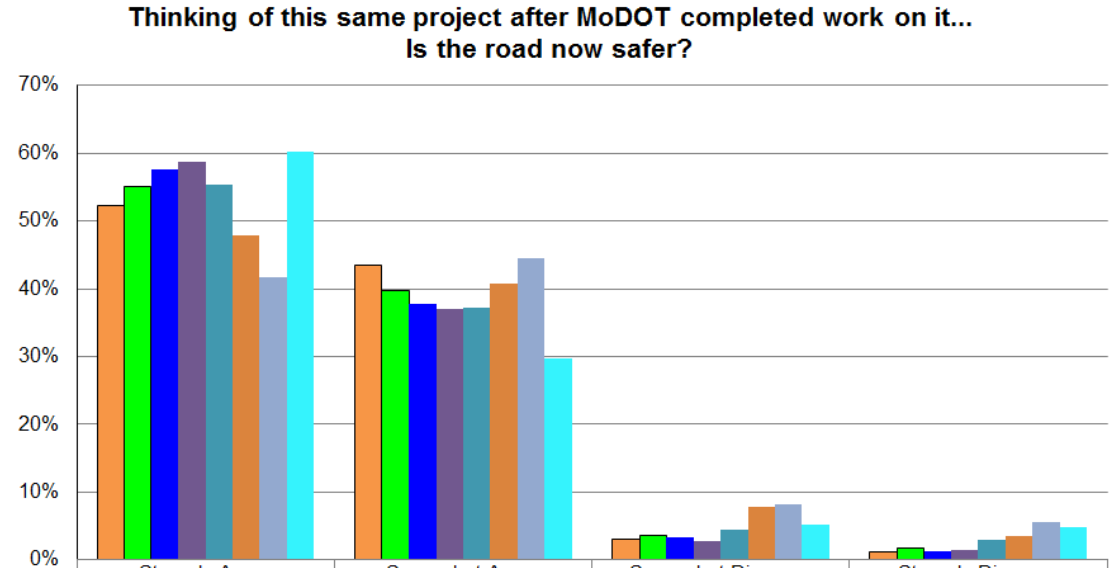
In other words, based upon the survey design and the respondents' familiarity and frequency of use of the affected roadways, we can have confidence in the information provided in this research by the citizens of Missouri.

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 90.1% of respondents agreeing that the project made the road safer. However, in a reversal to the findings from last year, a significant percentage of respondents have moved from the agree to the strongly agree response. At 60.3%, this is the highest strongly agree finding measured in this project.

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%

Table 4: Safety Feedback by Project and District

District	Project	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
Northwest	NW-L	39	39.8%	34	34.7%	13	13.3%	12	12.2%	98
	NW-M	53	61.6%	28	32.6%	0	0.0%	5	5.8%	86
	NW-S	64	64.0%	30	30.0%	2	2.0%	4	4.0%	100
	Total	156	54.9%	92	32.4%	15	5.3%	21	7.4%	284
Northeast	NE-L	90	75.0%	21	17.5%	4	3.3%	5	4.2%	120
	NE-M	38	47.5%	29	36.3%	10	12.5%	3	3.8%	80
	NE-S	42	47.7%	41	46.6%	4	4.5%	1	1.1%	88
	Total	170	59.0%	91	31.6%	18	6.3%	9	3.1%	288
Kansas City	KC-L	101	64.3%	45	28.7%	8	5.1%	3	1.9%	157
	KC-M	96	80.0%	22	18.3%	1	0.8%	1	0.8%	120
	KC-S	58	45.3%	55	43.0%	13	10.2%	2	1.6%	128
	Total	255	63.0%	122	30.1%	22	5.4%	6	1.5%	405
Central	CD-L	198	85.3%	29	12.5%	3	1.3%	2	0.9%	232
	CD-M	53	41.7%	51	40.2%	5	3.9%	18	14.2%	127
	CD-S	96	58.5%	49	29.9%	9	5.5%	10	6.1%	164
	Total	347	66.3%	129	24.7%	17	3.3%	30	5.7%	523
St. Louis	SL-L	132	73.7%	41	22.9%	5	2.8%	1	0.6%	179
	SL-M	14	73.7%	5	26.3%	0	0.0%	0	0.0%	19
	SL-S	48	31.6%	84	55.3%	13	8.6%	7	4.6%	152
	Total	194	55.4%	130	37.1%	18	5.1%	8	2.3%	350
Southwest	SW-L	160	72.1%	46	20.7%	13	5.9%	3	1.4%	222
	SW-M	79	54.1%	54	37.0%	8	5.5%	5	3.4%	146
	SW-S	42	38.5%	30	27.5%	10	9.2%	27	24.8%	109
	Total	281	58.9%	130	27.3%	31	6.5%	35	7.3%	477
Southeast	SE-L	25	39.1%	29	45.3%	4	6.3%	6	9.4%	64
	SE-M	37	56.9%	22	33.8%	4	6.2%	2	3.1%	65
	SE-S	73	76.8%	15	15.8%	3	3.2%	4	4.2%	95
	Total	135	60.3%	66	29.5%	11	4.9%	12	5.4%	224
Grand Total:		1,538	60.3%	760	29.8%	132	5.2%	121	4.7%	2,551

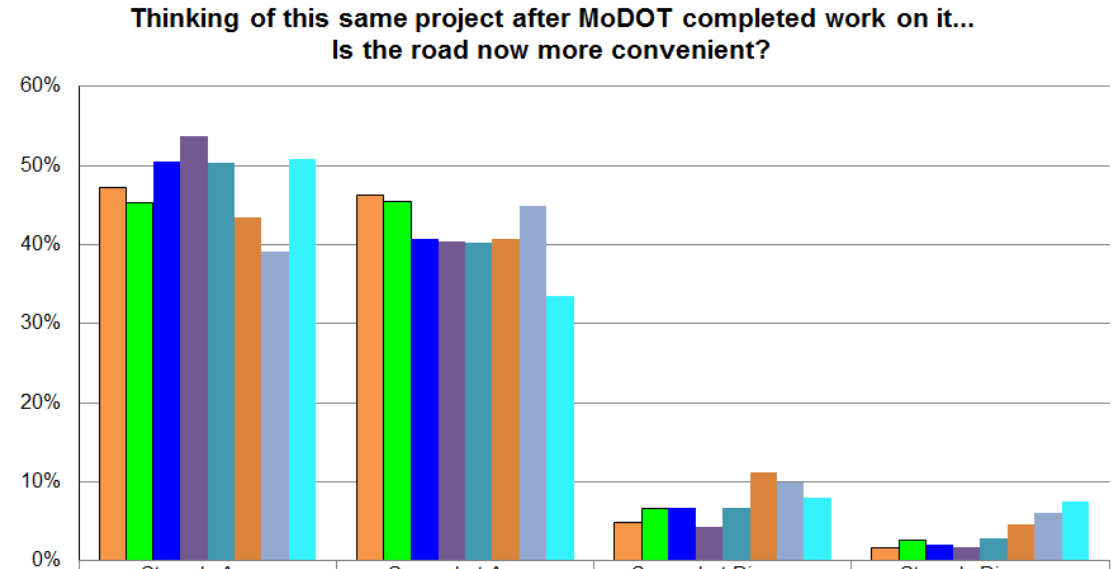
Improving Traffic Flow in the Area

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

84.4% of Missourians agreed that the project resulted in a more convenient roadway. This is similar to the results from the last two years. Before that (FY07 to FY11) findings were above 90%. This year we also see more people selecting strongly agree instead of agree compared to the previous two years.

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%

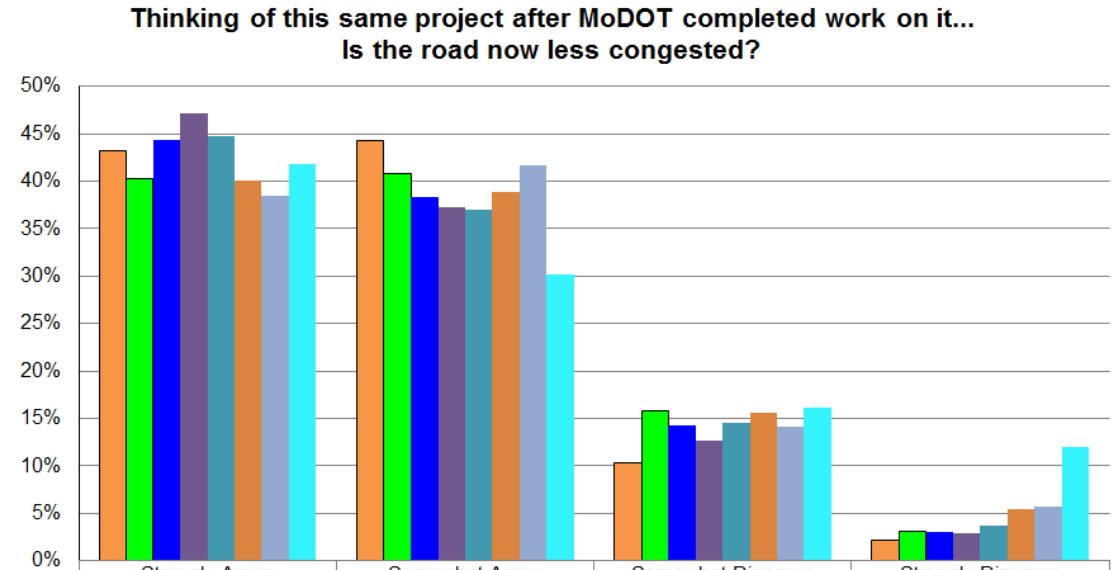
Table 5: Convenience Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
Northwest	NW-L	17	22.1%	33	42.9%	19	24.7%	8	10.4%	77
	NW-M	28	37.8%	36	48.6%	4	5.4%	6	8.1%	74
	NW-S	39	46.4%	29	34.5%	10	11.9%	6	7.1%	84
	Total	84	35.7%	98	41.7%	33	14.0%	20	8.5%	235
Northeast	NE-L	76	63.9%	33	27.7%	6	5.0%	4	3.4%	119
	NE-M	30	44.8%	30	44.8%	5	7.5%	2	3.0%	67
	NE-S	36	44.4%	35	43.2%	10	12.3%	0	0.0%	81
	Total	142	53.2%	98	36.7%	21	7.9%	6	2.2%	267
Kansas City	KC-L	112	68.3%	27	16.5%	13	7.9%	12	7.3%	164
	KC-M	77	66.4%	34	29.3%	3	2.6%	2	1.7%	116
	KC-S	58	45.7%	56	44.1%	10	7.9%	3	2.4%	127
	Total	247	60.7%	117	28.7%	26	6.4%	17	4.2%	407
Central	CD-L	106	52.0%	73	35.8%	19	9.3%	6	2.9%	204
	CD-M	20	18.0%	43	38.7%	15	13.5%	33	29.7%	111
	CD-S	57	41.9%	52	38.2%	12	8.8%	15	11.0%	136
	Total	183	40.6%	168	37.3%	46	10.2%	54	12.0%	451
St. Louis	SL-L	133	73.5%	38	21.0%	3	1.7%	7	3.9%	181
	SL-M	10	62.5%	5	31.3%	1	6.3%	0	0.0%	16
	SL-S	50	32.9%	77	50.7%	15	9.9%	10	6.6%	152
	Total	193	55.3%	120	34.4%	19	5.4%	17	4.9%	349
Southwest	SW-L	170	79.4%	38	17.8%	3	1.4%	3	1.4%	214
	SW-M	44	38.3%	46	40.0%	17	14.8%	8	7.0%	115
	SW-S	36	30.8%	29	24.8%	14	12.0%	38	32.5%	117
	Total	250	56.1%	113	25.3%	34	7.6%	49	11.0%	446
Southeast	SE-L	18	33.3%	21	38.9%	7	13.0%	8	14.8%	54
	SE-M	29	46.0%	32	50.8%	1	1.6%	1	1.6%	63
	SE-S	53	62.4%	23	27.1%	3	3.5%	6	7.1%	85
	Total	100	49.5%	76	37.6%	11	5.4%	15	7.4%	202
Grand Total:		1,199	50.9%	790	33.5%	190	8.1%	178	7.6%	2,357

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. 72.0% of Missourians agreed that the project resulted in a less congested roadway, the lowest agreement recorded for this measure during since this research started in FY07.

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%

Table 6: Congestion Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
Northwest	NW-L	12	17.6%	25	36.8%	22	32.4%	9	13.2%	68
	NW-M	9	13.8%	23	35.4%	19	29.2%	14	21.5%	65
	NW-S	13	16.5%	18	22.8%	27	34.2%	21	26.6%	79
	Total	34	16.0%	66	31.1%	68	32.1%	44	20.8%	212
Northeast	NE-L	77	69.4%	21	18.9%	9	8.1%	4	3.6%	111
	NE-M	15	25.9%	18	31.0%	13	22.4%	12	20.7%	58
	NE-S	23	29.1%	40	50.6%	11	13.9%	5	6.3%	79
	Total	115	46.4%	79	31.9%	33	13.3%	21	8.5%	248
Kansas City	KC-L	102	67.1%	34	22.4%	4	2.6%	12	7.9%	152
	KC-M	70	63.1%	30	27.0%	9	8.1%	2	1.8%	111
	KC-S	44	34.1%	54	41.9%	21	16.3%	10	7.8%	129
	Total	216	55.1%	118	30.1%	34	8.7%	24	6.1%	392
Central	CD-L	87	44.6%	69	35.4%	30	15.4%	9	4.6%	195
	CD-M	6	5.5%	20	18.3%	36	33.0%	47	43.1%	109
	CD-S	24	17.9%	37	27.6%	38	28.4%	35	26.1%	134
	Total	117	26.7%	126	28.8%	104	23.7%	91	20.8%	438
St. Louis	SL-L	129	72.5%	42	23.6%	5	2.8%	2	1.1%	178
	SL-M	9	50.0%	6	33.3%	3	16.7%	0	0.0%	18
	SL-S	29	20.9%	68	48.9%	32	23.0%	10	7.2%	139
	Total	167	49.9%	116	34.6%	40	11.9%	12	3.6%	335
Southwest	SW-L	160	74.8%	39	18.2%	13	6.1%	2	0.9%	214
	SW-M	23	20.0%	46	40.0%	26	22.6%	20	17.4%	115
	SW-S	38	34.2%	28	25.2%	16	14.4%	29	26.1%	111
	Total	221	50.2%	113	25.7%	55	12.5%	51	11.6%	440
Southeast	SE-L	8	16.3%	16	32.7%	11	22.4%	14	28.6%	49
	SE-M	19	35.8%	24	45.3%	8	15.1%	2	3.8%	53
	SE-S	41	52.6%	20	25.6%	8	10.3%	9	11.5%	78
	Total	68	37.8%	60	33.3%	27	15.0%	25	13.9%	180
Grand Total:		938	41.8%	678	30.2%	361	16.1%	268	11.9%	2,245

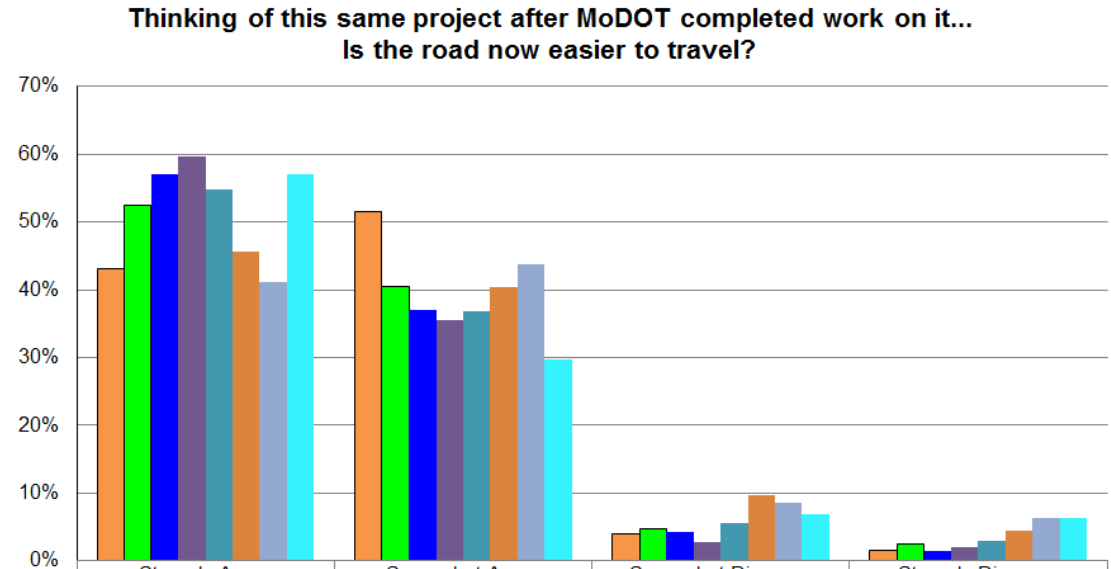
DRIVING ENVIRONMENT

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, but slightly higher than, the respondents in the previous two years. The results from this year reverse the recent trend of people moving from strongly agree to agree – this year, the amount of people who strongly agreed was higher than any measure since FY10.

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%

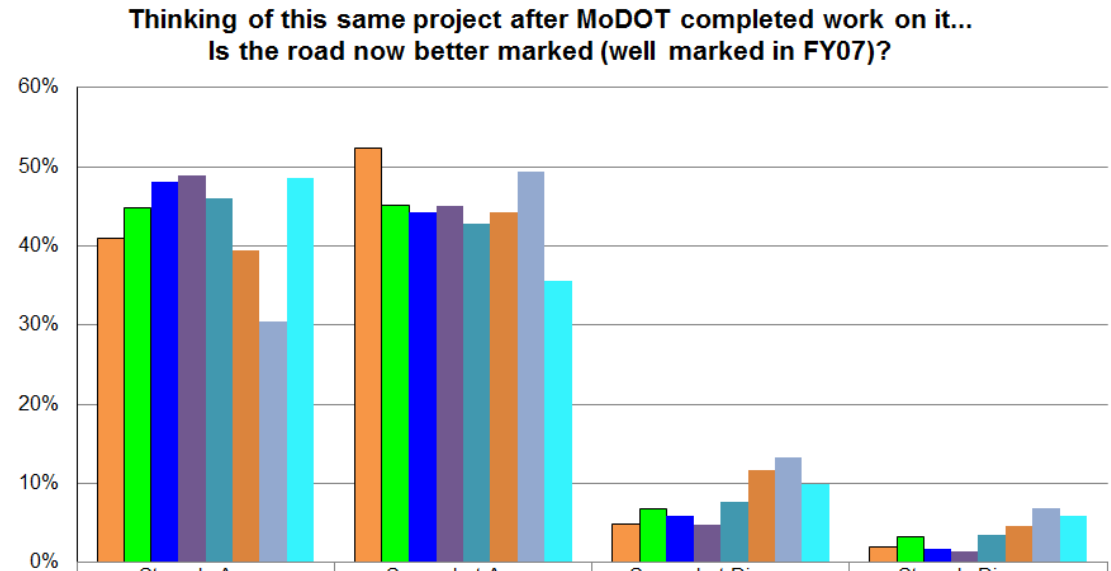
Table 7: Easier to Drive Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
Northwest	NW-L	41	45.1%	26	28.6%	12	13.2%	12	13.2%	91
	NW-M	55	61.1%	28	31.1%	3	3.3%	4	4.4%	90
	NW-S	52	57.8%	28	31.1%	8	8.9%	2	2.2%	90
	Total	148	54.6%	82	30.3%	23	8.5%	18	6.6%	271
Northeast	NE-L	78	66.7%	22	18.8%	11	9.4%	6	5.1%	117
	NE-M	42	52.5%	29	36.3%	6	7.5%	3	3.8%	80
	NE-S	41	48.2%	31	36.5%	9	10.6%	4	4.7%	85
	Total	161	57.1%	82	29.1%	26	9.2%	13	4.6%	282
Kansas City	KC-L	112	70.0%	27	16.9%	11	6.9%	10	6.3%	160
	KC-M	84	72.4%	30	25.9%	0	0.0%	2	1.7%	116
	KC-S	46	37.1%	63	50.8%	11	8.9%	4	3.2%	124
	Total	242	60.5%	120	30.0%	22	5.5%	16	4.0%	400
Central	CD-L	151	68.9%	59	26.9%	5	2.3%	4	1.8%	219
	CD-M	40	32.0%	48	38.4%	13	10.4%	24	19.2%	125
	CD-S	78	49.4%	55	34.8%	13	8.2%	12	7.6%	158
	Total	269	53.6%	162	32.3%	31	6.2%	40	8.0%	502
St. Louis	SL-L	134	74.4%	36	20.0%	6	3.3%	4	2.2%	180
	SL-M	13	76.5%	3	17.6%	1	5.9%	0	0.0%	17
	SL-S	55	36.7%	73	48.7%	17	11.3%	5	3.3%	150
	Total	202	58.2%	112	32.3%	24	6.9%	9	2.6%	347
Southwest	SW-L	158	72.8%	45	20.7%	10	4.6%	4	1.8%	217
	SW-M	72	51.8%	49	35.3%	8	5.8%	10	7.2%	139
	SW-S	37	32.2%	18	15.7%	22	19.1%	38	33.0%	115
	Total	267	56.7%	112	23.8%	40	8.5%	52	11.0%	471
Southeast	SE-L	33	51.6%	21	32.8%	4	6.3%	6	9.4%	64
	SE-M	37	57.8%	26	40.6%	0	0.0%	1	1.6%	64
	SE-S	60	70.6%	20	23.5%	1	1.2%	4	4.7%	85
	Total	130	61.0%	67	31.5%	5	2.3%	11	5.2%	213
Grand Total:		1,419	57.1%	737	29.6%	171	6.9%	159	6.4%	2,486

Better Marked

84.1% 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 two annual surveys. As with previous measures, the results from this year showed a marked increase in those who strongly agreed.

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%

Table 8: Better Marked Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
Northwest	NW-L	27	33.8%	30	37.5%	15	18.8%	8	10.0%	80
	NW-M	43	51.2%	31	36.9%	6	7.1%	4	4.8%	84
	NW-S	65	66.3%	26	26.5%	5	5.1%	2	2.0%	98
	Total	135	51.5%	87	33.2%	26	9.9%	14	5.3%	262
Northeast	NE-L	64	57.1%	35	31.3%	11	9.8%	2	1.8%	112
	NE-M	39	52.0%	31	41.3%	3	4.0%	2	2.7%	75
	NE-S	46	55.4%	28	33.7%	7	8.4%	2	2.4%	83
	Total	149	55.2%	94	34.8%	21	7.8%	6	2.2%	270
Kansas City	KC-L	67	48.9%	43	31.4%	15	10.9%	12	8.8%	137
	KC-M	70	64.2%	36	33.0%	2	1.8%	1	0.9%	109
	KC-S	35	30.4%	56	48.7%	16	13.9%	8	7.0%	115
	Total	172	47.6%	135	37.4%	33	9.1%	21	5.8%	361
Central	CD-L	113	54.9%	63	30.6%	23	11.2%	7	3.4%	206
	CD-M	49	38.9%	47	37.3%	18	14.3%	12	9.5%	126
	CD-S	66	44.6%	53	35.8%	18	12.2%	11	7.4%	148
	Total	228	47.5%	163	34.0%	59	12.3%	30	6.3%	480
St. Louis	SL-L	103	59.9%	52	30.2%	16	9.3%	1	0.6%	172
	SL-M	12	66.7%	6	33.3%	0	0.0%	0	0.0%	18
	SL-S	46	32.2%	73	51.0%	16	11.2%	8	5.6%	143
	Total	161	48.3%	131	39.3%	32	9.6%	9	2.7%	333
Southwest	SW-L	112	51.4%	72	33.0%	24	11.0%	10	4.6%	218
	SW-M	68	52.7%	49	38.0%	5	3.9%	7	5.4%	129
	SW-S	32	27.8%	40	34.8%	18	15.7%	25	21.7%	115
	Total	212	45.9%	161	34.8%	47	10.2%	42	9.1%	462
Southeast	SE-L	19	33.9%	21	37.5%	10	17.9%	6	10.7%	56
	SE-M	19	35.8%	27	50.9%	3	5.7%	4	7.5%	53
	SE-S	49	64.5%	17	22.4%	4	5.3%	6	7.9%	76
	Total	87	47.0%	65	35.1%	17	9.2%	16	8.6%	185
Grand Total:		1,144	48.6%	836	35.5%	235	10.0%	138	5.9%	2,353

ACCOMMODATION FOR BICYCLISTS AND PEDESTRIANS

Five 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

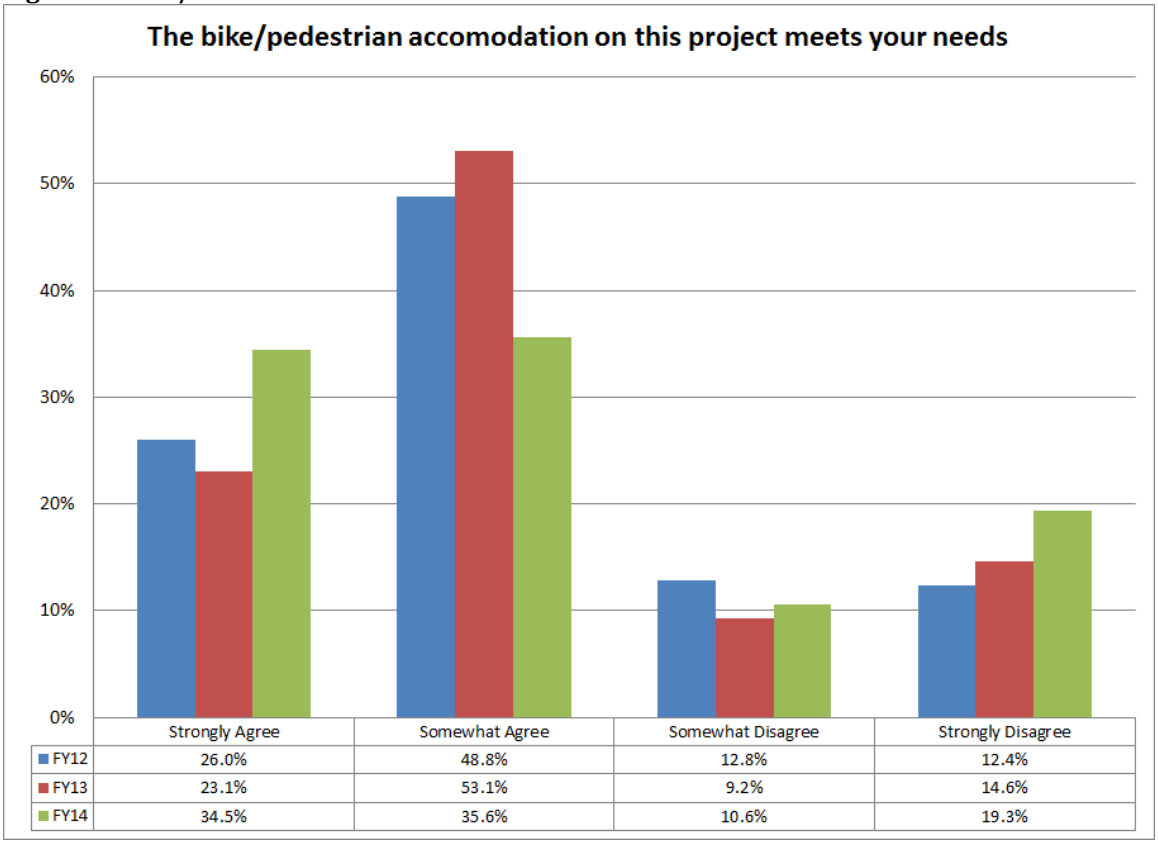
70.0% of the respondents believed that the accommodation for bicyclists and pedestrians would meet their needs. This is similar to the results from last year.

There was a wide variety of responses between projects. For example 75% of the SL-M respondents strongly agreed that the accommodation would meet their needs compared to 20% of the SL-S respondents.

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	53	54.6%	29	29.9%	3	3.1%	12	12.4%	97
Central	CD-S	33	24.3%	59	43.4%	17	12.5%	27	19.9%	136
St. Louis	SL-M	9	75.0%	3	25.0%	0	0.0%	0	0.0%	12
St. Louis	SL-S	12	20.0%	15	25.0%	12	20.0%	21	35.0%	60
Southwest	SW-S	16	30.8%	21	40.4%	6	11.5%	9	17.3%	52
Grand Total:		123	34.5%	127	35.6%	38	10.6%	69	19.3%	357

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%

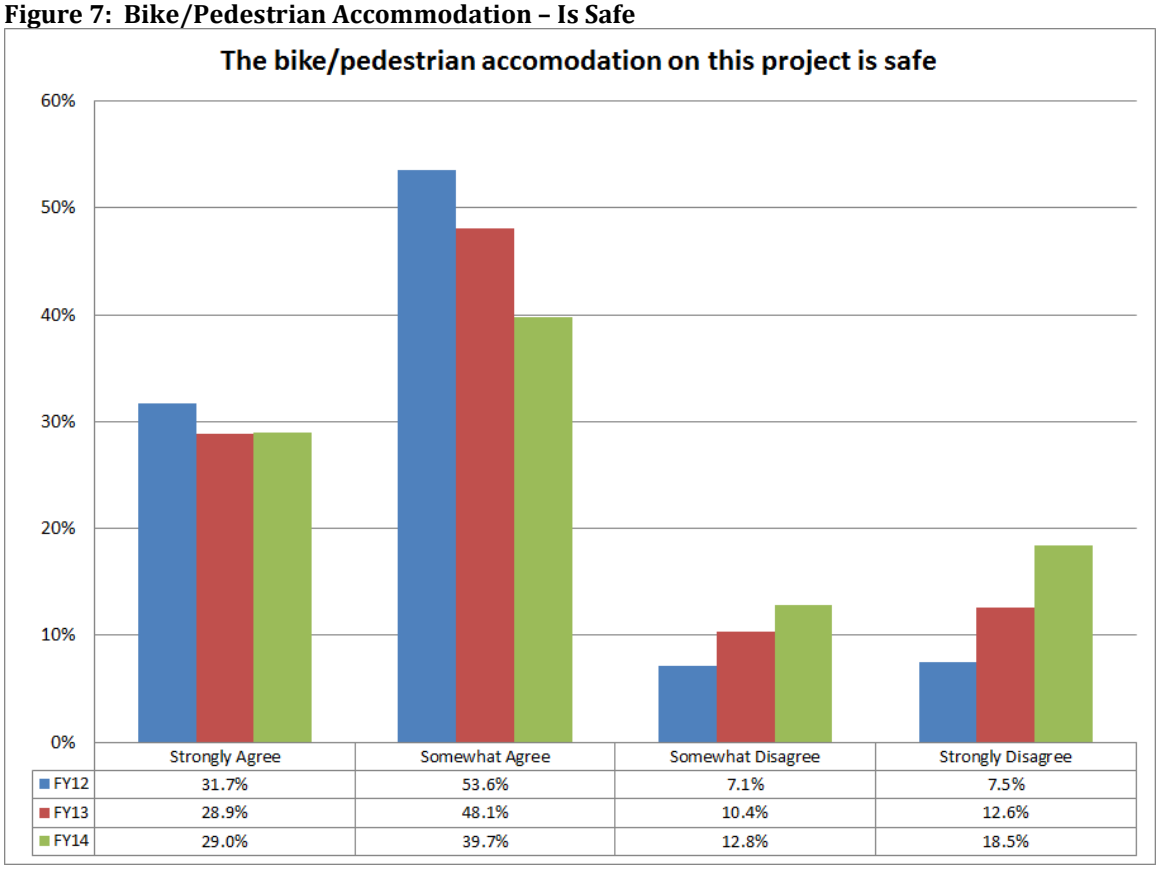
Since the survey does not ask if the respondents would walk or ride on the improvement, it is unknown if those who did not agree with question still had unmet needs or simply had no need for a pedestrian or bicycling accommodation.

68.7% of the respondents thought the bicyclists and pedestrian accommodation was safe. This is significantly less than the 77.0% measured last year. Given the small number of projects with accommodations for bicyclists and pedestrians, strong reactions to one or two projects can make a big difference. For example, this year two projects greatly reduced the average rating. 55.2% of SL-S respondents and 41.4% of the CD-S respondents disagreed that the accommodation was safe**.** 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	62	57.4%	37	34.3%	5	4.6%	4	3.7%	108
Central	CD-S	20	13.8%	65	44.8%	28	19.3%	32	22.1%	145
St. Louis	SL-M	7	53.8%	6	46.2%	0	0.0%	0	0.0%	13
St. Louis	SL-S	8	11.9%	22	32.8%	13	19.4%	24	35.8%	67
Southwest	SW-S	16	28.1%	25	43.9%	4	7.0%	12	21.1%	57
Grand Total:		113	29.0%	155	39.7%	50	12.8%	72	18.5%	390

Figure 7: Bike/Pedestrian Accommodation – Is Safe

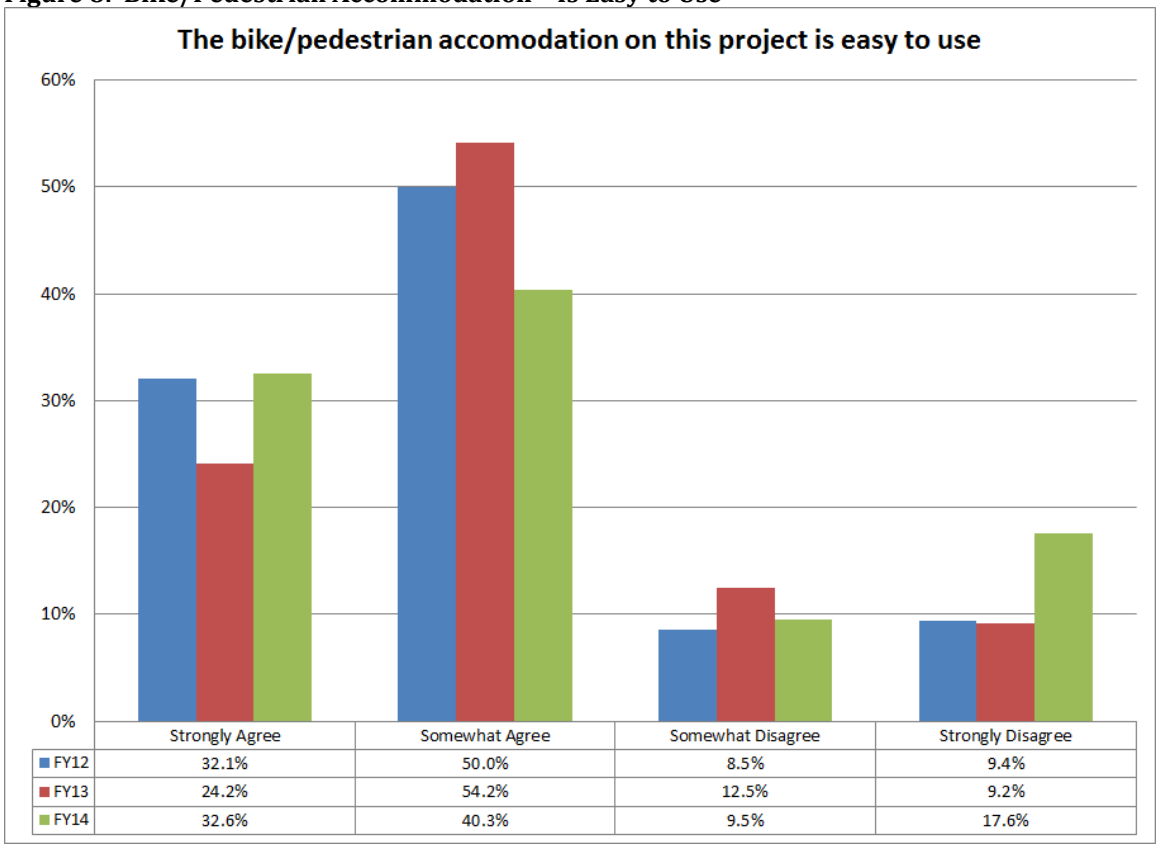


72.9% of the respondents thought the bicyclists and pedestrian accommodation was easy to use. This is also lower than the results from last year. Again, Project SL-S was an outlier with a majority (54.8%) of the respondents asked about this project disagreeing that it was easy to use. The following table 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	54	53.5%	36	35.6%	5	5.0%	6	5.9%	101
Central	CD-S	32	26.0%	57	46.3%	12	9.8%	22	17.9%	123
St. Louis	SL-M	6	60.0%	4	40.0%	0	0.0%	0	0.0%	10
St. Louis	SL-S	6	9.7%	22	35.5%	12	19.4%	22	35.5%	62
Southwest	SW-S	15	29.4%	21	41.2%	4	7.8%	11	21.6%	51
Grand Total:		113	32.6%	140	40.3%	33	9.5%	61	17.6%	347

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



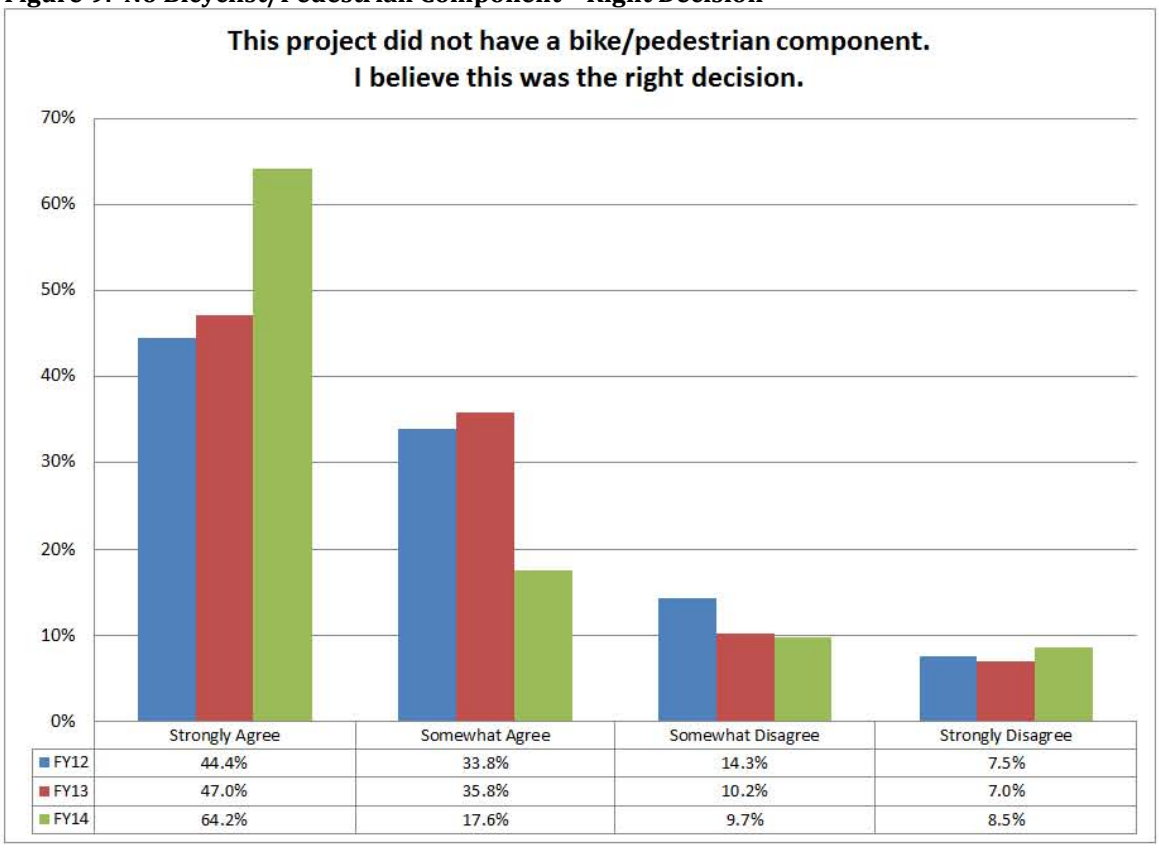
PROJECTS WITH NO BICYCLIST/PEDESTRIAN COMPONENT

81.8% 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 last year. However, the percentage that strongly agreed (64.2%) was the highest ever recorded for this measure in the three years the question has been asked. 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	77	81.9%	12	12.8%	2	2.1%	3	3.2%	94
	NW-M	55	61.8%	20	22.5%	7	7.9%	7	7.9%	89
	NW-S	75	78.9%	5	5.3%	7	7.4%	8	8.4%	95
	Total	207	74.5%	37	13.3%	16	5.8%	18	6.5%	278
Northeast	NE-L	53	53.5%	21	21.2%	18	18.2%	7	7.1%	99
	NE-M	56	74.7%	15	20.0%	4	5.3%	0	0.0%	75
	NE-S	53	60.9%	20	23.0%	6	6.9%	8	9.2%	87
	Total	162	62.1%	56	21.5%	28	10.7%	15	5.7%	261
Kansas City	KC-M	42	37.5%	25	22.3%	24	21.4%	21	18.8%	112
	KC-S	86	67.2%	24	18.8%	10	7.8%	8	6.3%	128
	Total	128	53.3%	49	20.4%	34	14.2%	29	12.1%	240
Central	CD-L	100	46.9%	50	23.5%	44	20.7%	19	8.9%	213
	CD-M	66	52.0%	23	18.1%	12	9.4%	26	20.5%	127
	Total	166	48.8%	73	21.5%	56	16.5%	45	13.2%	340
St. Louis	SL-L	114	65.9%	29	16.8%	16	9.2%	14	8.1%	173
	Total	114	65.9%	29	16.8%	16	9.2%	14	8.1%	173
Southwest	SW-L	172	82.7%	23	11.1%	4	1.9%	9	4.3%	208
	SW-M	89	61.8%	32	22.2%	12	8.3%	11	7.6%	144
	Total	261	74.1%	55	15.6%	16	4.5%	20	5.7%	352
Southeast	SE-L	61	88.4%	4	5.8%	0	0.0%	4	5.8%	69
	SE-M	36	63.2%	6	10.5%	7	12.3%	8	14.0%	57
	SE-S	62	65.3%	19	20.0%	8	8.4%	6	6.3%	95
	Total	159	71.9%	29	13.1%	15	6.8%	18	8.1%	221
Grand Total:		1,197	64.2%	328	17.6%	181	9.7%	159	8.5%	1,865

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%

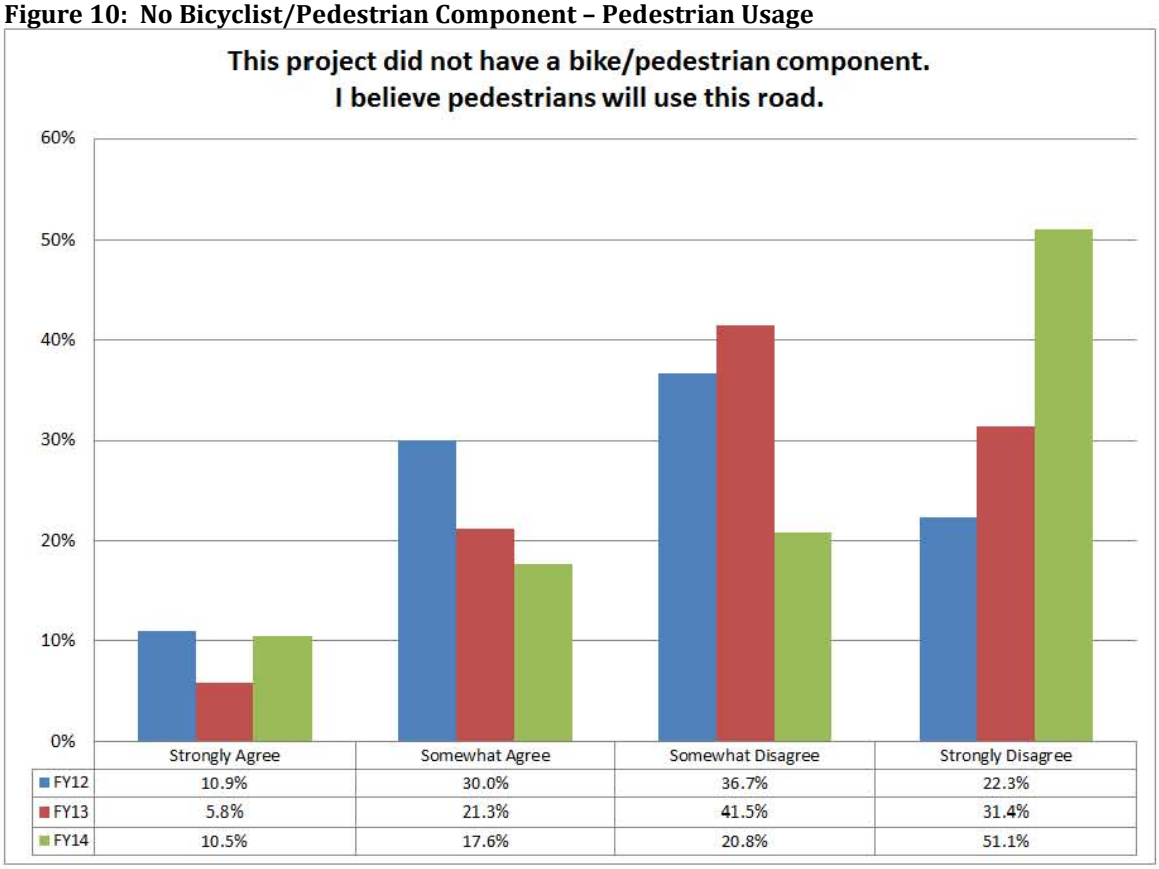
Respondents for projects that did not have a bicyclist/pedestrian component were then asked if they thought pedestrians and bicyclists would use the improvement. Disagreement with the next two questions indicated that the respondents thought pedestrians and bicyclists would not use the improvement.

28.1% of the respondents thought pedestrians would use the improvement, almost identical to the 27.1% measured last year. However, the percentage of those who strongly disagreed with this statement was the highest recorded in the three years this question has been asked. 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	7	8.3%	8	9.5%	11	13.1%	58	69.0%	84
	NW-M	6	8.1%	14	18.9%	14	18.9%	40	54.1%	74
	NW-S	7	8.6%	8	9.9%	11	13.6%	55	67.9%	81
	Total	20	8.4%	30	12.6%	36	15.1%	153	64.0%	239
Northeast	NE-L	10	12.0%	21	25.3%	23	27.7%	29	34.9%	83
	NE-M	6	10.0%	11	18.3%	12	20.0%	31	51.7%	60
	NE-S	5	6.7%	16	21.3%	13	17.3%	41	54.7%	75
	Total	21	9.6%	48	22.0%	48	22.0%	101	46.3%	218
Kansas City	KC-M	14	14.0%	31	31.0%	26	26.0%	29	29.0%	100
	KC-S	20	18.0%	15	13.5%	22	19.8%	54	48.6%	111
	Total	34	16.1%	46	21.8%	48	22.7%	83	39.3%	211
Central	CD-L	25	13.6%	46	25.0%	48	26.1%	65	35.3%	184
	CD-M	10	9.1%	22	20.0%	22	20.0%	56	50.9%	110
	Total	35	11.9%	68	23.1%	70	23.8%	121	41.2%	294
St. Louis	SL-L	7	4.7%	19	12.7%	30	20.0%	94	62.7%	150
	Total	7	4.7%	19	12.7%	30	20.0%	94	62.7%	150
Southwest	SW-L	7	3.7%	5	2.6%	33	17.5%	144	76.2%	189
	SW-M	12	10.6%	20	17.7%	29	25.7%	52	46.0%	113
	Total	19	6.3%	25	8.3%	62	20.5%	196	64.9%	302
Southeast	SE-L	7	12.7%	5	9.1%	9	16.4%	34	61.8%	55
	SE-M	16	29.6%	17	31.5%	10	18.5%	11	20.4%	54
	SE-S	9	11.8%	24	31.6%	19	25.0%	24	31.6%	76
	Total	32	17.3%	46	24.9%	38	20.5%	69	37.3%	185
Grand Total:		168	10.5%	282	17.6%	332	20.8%	817	51.1%	1,599

Figure 10: No Bicyclist/Pedestrian Component – Pedestrian Usage



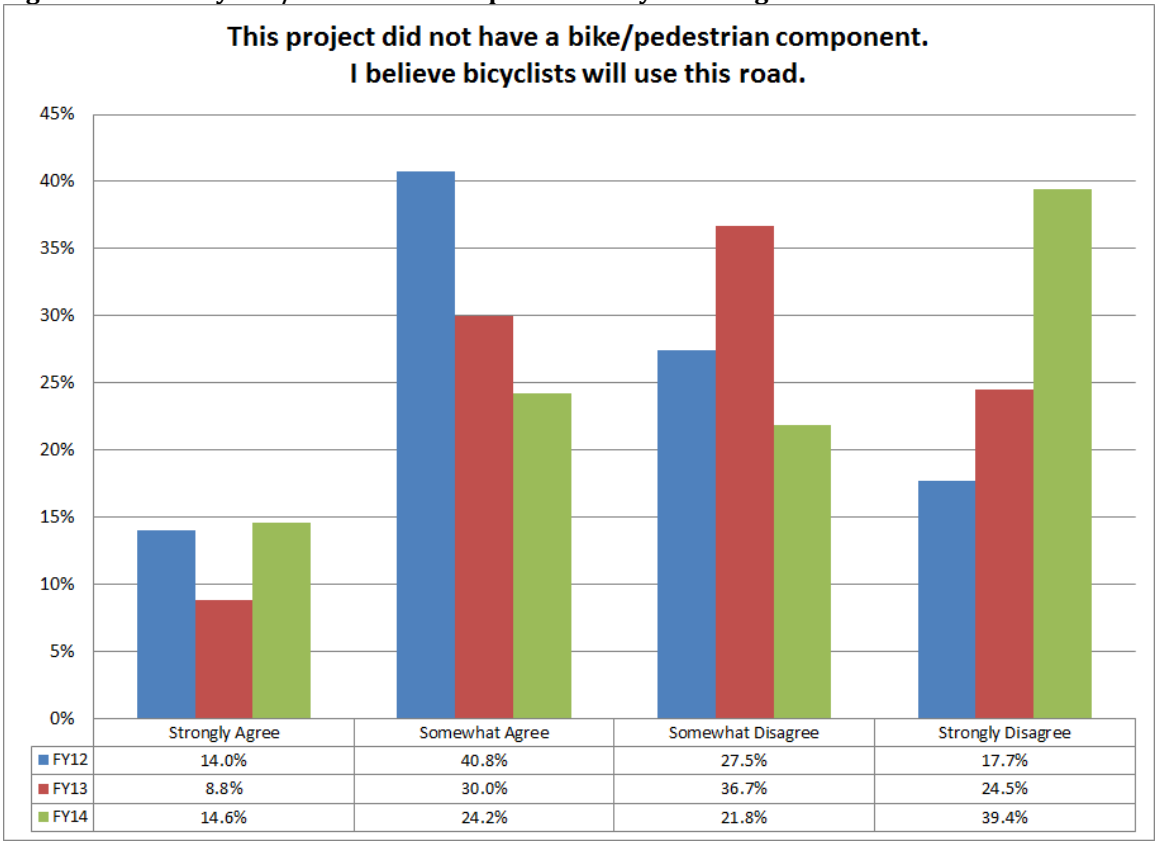
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
FY12	10.9%	30.0%	36.7%	22.3%
FY13	5.8%	21.3%	41.5%	31.4%
FY14	10.5%	17.6%	20.8%	51.1%

38.7% of the respondents thought bicyclists would use the improvement, again almost identical to last year's measure (38.8%). As with the previous measure, the percentage of those who strongly disagreed with this statement was the highest recorded in the three years this question has been asked. 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	6	7.1%	9	10.6%	10	11.8%	60	70.6%	85
	NW-M	16	21.1%	25	32.9%	18	23.7%	17	22.4%	76
	NW-S	6	7.3%	13	15.9%	25	30.5%	38	46.3%	82
	Total	28	11.5%	47	19.3%	53	21.8%	115	47.3%	243
Northeast	NE-L	13	15.9%	30	36.6%	17	20.7%	22	26.8%	82
	NE-M	7	12.3%	18	31.6%	14	24.6%	18	31.6%	57
	NE-S	9	12.0%	32	42.7%	15	20.0%	19	25.3%	75
	Total	29	13.6%	80	37.4%	46	21.5%	59	27.6%	214
Kansas City	KC-M	32	32.0%	37	37.0%	17	17.0%	14	14.0%	100
	KC-S	14	13.0%	12	11.1%	30	27.8%	52	48.1%	108
	Total	46	22.1%	49	23.6%	47	22.6%	66	31.7%	208
Central	CD-L	32	17.5%	60	32.8%	49	26.8%	42	23.0%	183
	CD-M	21	18.8%	33	29.5%	16	14.3%	42	37.5%	112
	Total	53	18.0%	93	31.5%	65	22.0%	84	28.5%	295
St. Louis	SL-L	10	6.8%	28	19.0%	34	23.1%	75	51.0%	147
	Total	10	6.8%	28	19.0%	34	23.1%	75	51.0%	147
Southwest	SW-L	9	4.9%	10	5.5%	41	22.5%	122	67.0%	182
	SW-M	17	14.3%	29	24.4%	29	24.4%	44	37.0%	119
	Total	26	8.6%	39	13.0%	70	23.3%	166	55.1%	301
Southeast	SE-L	7	12.3%	5	8.8%	7	12.3%	38	66.7%	57
	SE-M	22	43.1%	19	37.3%	6	11.8%	4	7.8%	51
	SE-S	11	14.3%	25	32.5%	20	26.0%	21	27.3%	77
	Total	40	21.6%	49	26.5%	33	17.8%	63	34.1%	185
Grand Total:		232	14.6%	385	24.2%	348	21.8%	628	39.4%	1,593

Figure 11: No Bicyclist/Pedestrian Component – Bicyclist Usage



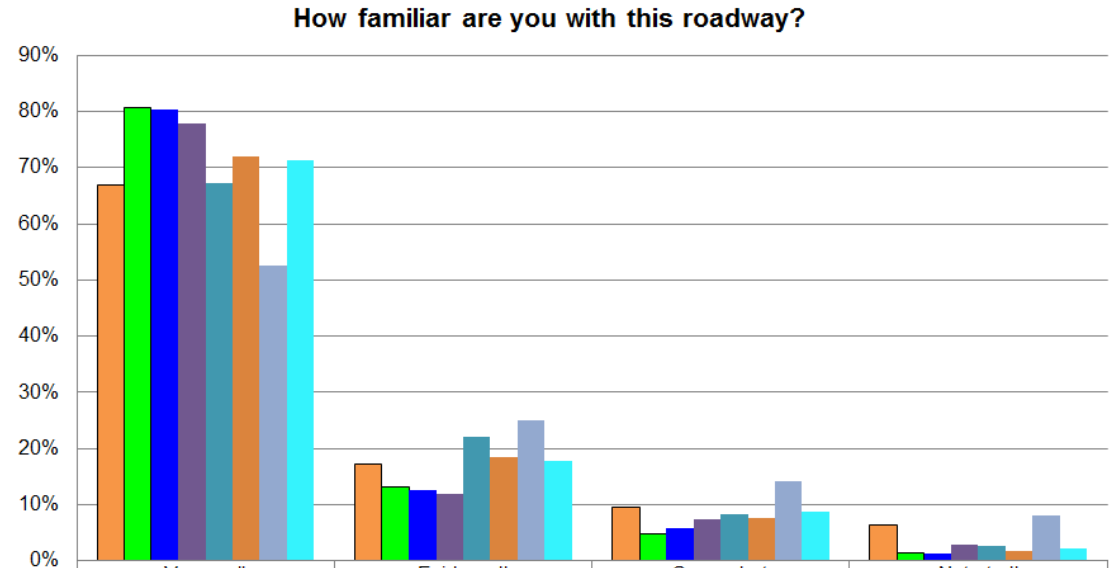
	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
FY12	14.0%	40.8%	27.5%	17.7%
FY13	8.8%	30.0%	36.7%	24.5%
FY14	14.6%	24.2%	21.8%	39.4%

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 (88.9%) of the respondents were very or fairly well familiar with the local project used in the study, higher than last year's measure of 77.7%. 71.2% 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 2.3% 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%

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

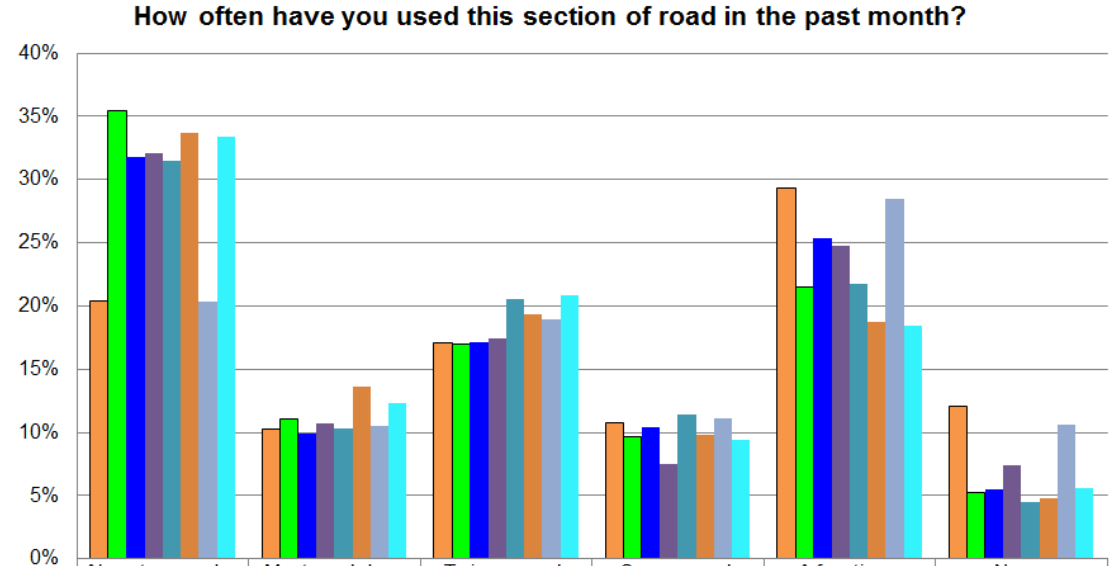
Table 15: Familiarity with Roadway by Project and District

District	Project	Not at all		Somewhat		Fairly well		Very well		Total
Northwest	NW-L	0	0.0%	10	8.8%	19	16.8%	84	74.3%	113
	NW-M	1	1.0%	2	2.1%	13	13.5%	80	83.3%	96
	NW-S	0	0.0%	2	1.9%	1	1.0%	102	97.1%	105
	Total	1	0.3%	14	4.5%	33	10.5%	266	84.7%	314
Northeast	NE-L	2	1.6%	9	7.0%	21	16.4%	96	75.0%	128
	NE-M	4	4.2%	5	5.3%	19	20.0%	67	70.5%	95
	NE-S	7	6.4%	26	23.6%	38	34.5%	39	35.5%	110
	Total	13	3.9%	40	12.0%	78	23.4%	202	60.7%	333
Kansas City	KC-L	13	6.8%	42	22.0%	48	25.1%	88	46.1%	191
	KC-M	4	3.0%	21	15.7%	33	24.6%	76	56.7%	134
	KC-S	2	1.4%	8	5.6%	24	16.7%	110	76.4%	144
	Total	19	4.1%	71	15.1%	105	22.4%	274	58.4%	469
Central	CD-L	0	0.0%	5	2.1%	27	11.4%	204	86.4%	236
	CD-M	1	0.7%	1	0.7%	4	2.9%	133	95.7%	139
	CD-S	0	0.0%	0	0.0%	8	4.9%	156	95.1%	164
	Total	1	0.2%	6	1.1%	39	7.2%	493	91.5%	539
St. Louis	SL-L	9	4.5%	32	16.0%	55	27.5%	104	52.0%	200
	SL-M	1	4.2%	4	16.7%	7	29.2%	12	50.0%	24
	SL-S	3	1.9%	11	6.8%	28	17.3%	120	74.1%	162
	Total	13	3.4%	47	12.2%	90	23.3%	236	61.1%	386
Southwest	SW-L	0	0.0%	8	3.5%	39	17.1%	181	79.4%	228
	SW-M	4	2.5%	18	11.2%	42	26.1%	97	60.2%	161
	SW-S	2	1.6%	14	11.0%	25	19.7%	86	67.7%	127
	Total	6	1.2%	40	7.8%	106	20.5%	364	70.5%	516
Southeast	SE-L	1	1.3%	6	7.9%	9	11.8%	60	78.9%	76
	SE-M	2	3.0%	6	9.0%	7	10.4%	52	77.6%	67
	SE-S	9	7.6%	17	14.3%	33	27.7%	60	50.4%	119
	Total	12	4.6%	29	11.1%	49	18.7%	172	65.6%	262
Grand Total:		65	2.3%	247	8.8%	500	17.7%	2,007	71.2%	2,819

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

Respondents were also asked to indicate how often they had used the specified section of the road in the past month (see Figure 13). 45.7% 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) compared to the 30.9% measured last year. 76.0% of the respondents were regular users of the affected roadway. 5.6% 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%

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

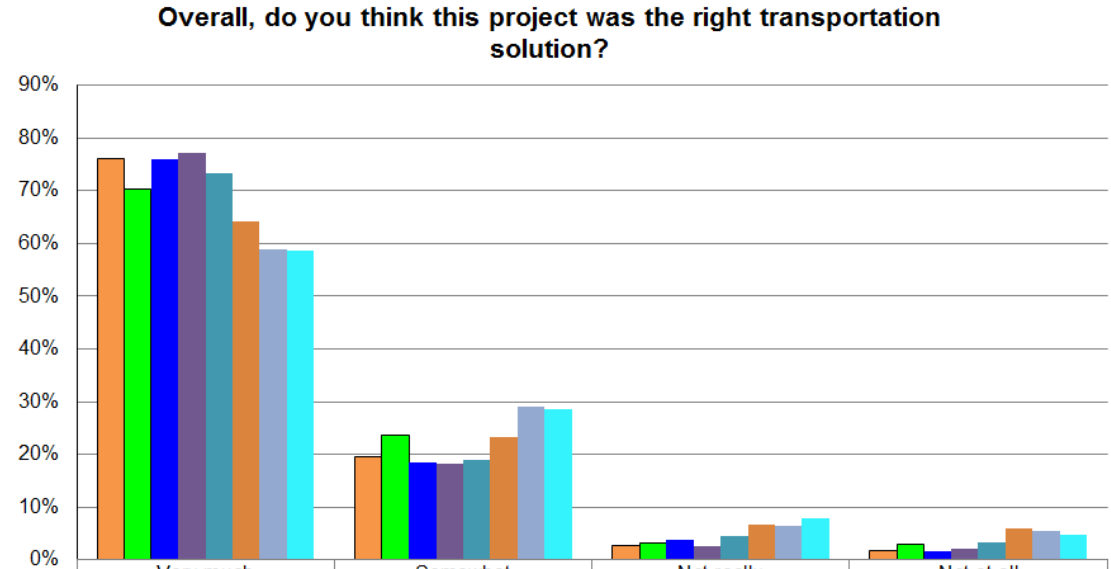
Table 16: Frequency of Roadway Use by Project and District

District	Project	Never		A few times		Once a week		Twice a week		Most weekdays		Almost every day		Total
Northwest	NW-L	6	5.3%	18	15.9%	17	15.0%	26	23.0%	14	12.4%	32	28.3%	113
	NW-M	1	1.1%	3	3.2%	11	11.6%	26	27.4%	19	20.0%	35	36.8%	95
	NW-S	1	1.0%	3	2.9%	2	1.9%	13	12.4%	18	17.1%	68	64.8%	105
	Total	8	2.6%	24	7.7%	30	9.6%	65	20.8%	51	16.3%	135	43.1%	313
Northeast	NE-L	2	1.6%	24	18.9%	17	13.4%	32	25.2%	21	16.5%	31	24.4%	127
	NE-M	4	4.2%	18	18.9%	9	9.5%	21	22.1%	16	16.8%	27	28.4%	95
	NE-S	19	17.1%	47	42.3%	11	9.9%	20	18.0%	8	7.2%	6	5.4%	111
	Total	25	7.5%	89	26.7%	37	11.1%	73	21.9%	45	13.5%	64	19.2%	333
Kansas City	KC-L	36	18.9%	63	33.2%	20	10.5%	32	16.8%	16	8.4%	23	12.1%	190
	KC-M	11	8.2%	40	29.9%	17	12.7%	18	13.4%	6	4.5%	42	31.3%	134
	KC-S	7	4.9%	22	15.3%	14	9.7%	31	21.5%	31	21.5%	39	27.1%	144
	Total	54	11.5%	125	26.7%	51	10.9%	81	17.3%	53	11.3%	104	22.2%	468
Central	CD-L	1	0.4%	31	13.0%	26	10.9%	92	38.5%	33	13.8%	56	23.4%	239
	CD-M	0	0.0%	5	3.6%	7	5.0%	10	7.2%	13	9.4%	104	74.8%	139
	CD-S	0	0.0%	5	3.0%	1	0.6%	7	4.3%	11	6.7%	140	85.4%	164
	Total	1	0.2%	41	7.6%	34	6.3%	109	20.1%	57	10.5%	300	55.4%	542
St. Louis	SL-L	14	7.0%	42	21.1%	26	13.1%	58	29.1%	21	10.6%	38	19.1%	199
	SL-M	2	8.7%	3	13.0%	3	13.0%	11	47.8%	1	4.3%	3	13.0%	23
	SL-S	5	3.1%	8	4.9%	2	1.2%	23	14.2%	29	17.9%	95	58.6%	162
	Total	21	5.5%	53	13.8%	31	8.1%	92	24.0%	51	13.3%	136	35.4%	384
Southwest	SW-L	2	0.9%	31	13.5%	27	11.8%	64	27.9%	41	17.9%	64	27.9%	229
	SW-M	6	3.8%	63	39.4%	19	11.9%	27	16.9%	12	7.5%	33	20.6%	160
	SW-S	6	4.6%	37	28.5%	12	9.2%	26	20.0%	7	5.4%	42	32.3%	130
	Total	14	2.7%	131	25.2%	58	11.2%	117	22.5%	60	11.6%	139	26.8%	519
Southeast	SE-L	5	6.6%	9	11.8%	6	7.9%	21	27.6%	15	19.7%	20	26.3%	76
	SE-M	4	6.0%	14	20.9%	3	4.5%	11	16.4%	7	10.4%	28	41.8%	67
	SE-S	26	22.0%	33	28.0%	16	13.6%	18	15.3%	9	7.6%	16	13.6%	118
	Total	35	13.4%	56	21.5%	25	9.6%	50	19.2%	31	11.9%	64	24.5%	261
Grand Total:		158	5.6%	519	18.4%	266	9.4%	587	20.8%	348	12.3%	942	33.4%	2,820

THE RIGHT TRANSPORTATION SOLUTION

Overall, Missourians had a positive perception of the projects in this survey with 87.3% of the respondents stating that their local project was the right transportation solution. This was almost identical to the findings of the last two 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%

The standard deviation was 10.2% with two projects falling more than one standard deviation below the norm. The respondents for projects CD-M and SW-S were significantly less likely to think their project was the right transportation solution than the respondents for the other projects. Project SL-M was more than one standard deviation above the norm, with 100% of the respondents for this project indicating that it was the right transportation solution.

Table 17: Right Transportation Solution by Project and District

District	Project	Not at all		Not really		Somewhat		Very much		Total
Northwest	NW-L	7	7.2%	14	14.4%	37	38.1%	39	40.2%	97
	NW-M	2	2.3%	4	4.5%	21	23.9%	61	69.3%	88
	NW-S	2	2.0%	4	3.9%	22	21.6%	74	72.5%	102
	Total	11	3.8%	22	7.7%	80	27.9%	174	60.6%	287
Northeast	NE-L	8	6.7%	5	4.2%	22	18.3%	85	70.8%	120
	NE-M	0	0.0%	4	5.3%	27	35.5%	45	59.2%	76
	NE-S	2	2.3%	5	5.8%	52	60.5%	27	31.4%	86
	Total	10	3.5%	14	5.0%	101	35.8%	157	55.7%	282
Kansas City	KC-L	10	5.8%	25	14.5%	38	22.0%	100	57.8%	173
	KC-M	1	0.9%	5	4.3%	22	18.8%	89	76.1%	117
	KC-S	2	1.6%	14	10.9%	47	36.4%	66	51.2%	129
	Total	13	3.1%	44	10.5%	107	25.5%	255	60.9%	419
Central	CD-L	3	1.3%	3	1.3%	30	13.0%	195	84.4%	231
	CD-M	17	12.6%	24	17.8%	51	37.8%	43	31.9%	135
	CD-S	15	9.7%	17	11.0%	66	42.6%	57	36.8%	155
	Total	35	6.7%	44	8.4%	147	28.2%	295	56.6%	521
St. Louis	SL-L	3	1.6%	5	2.7%	31	16.9%	144	78.7%	183
	SL-M	0	0.0%	0	0.0%	10	50.0%	10	50.0%	20
	SL-S	8	5.3%	18	12.0%	76	50.7%	48	32.0%	150
	Total	11	3.1%	23	6.5%	117	33.1%	202	57.2%	353
Southwest	SW-L	3	1.4%	4	1.8%	34	15.6%	177	81.2%	218
	SW-M	5	3.3%	18	12.0%	55	36.7%	72	48.0%	150
	SW-S	25	21.7%	22	19.1%	24	20.9%	44	38.3%	115
	Total	33	6.8%	44	9.1%	113	23.4%	293	60.7%	483
Southeast	SE-L	3	4.5%	9	13.6%	19	28.8%	35	53.0%	66
	SE-M	2	3.1%	1	1.6%	25	39.1%	36	56.3%	64
	SE-S	4	4.1%	4	4.1%	25	25.8%	64	66.0%	97
	Total	9	4.0%	14	6.2%	69	30.4%	135	59.5%	227
Grand Total:		122	4.7%	205	8.0%	734	28.5%	1,511	58.7%	2,572

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 year 2014, 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 is likely that any correlation between project size and the RTS measure is simply random variation or that there is a minor difference that cannot easily be picked up given the sample size.

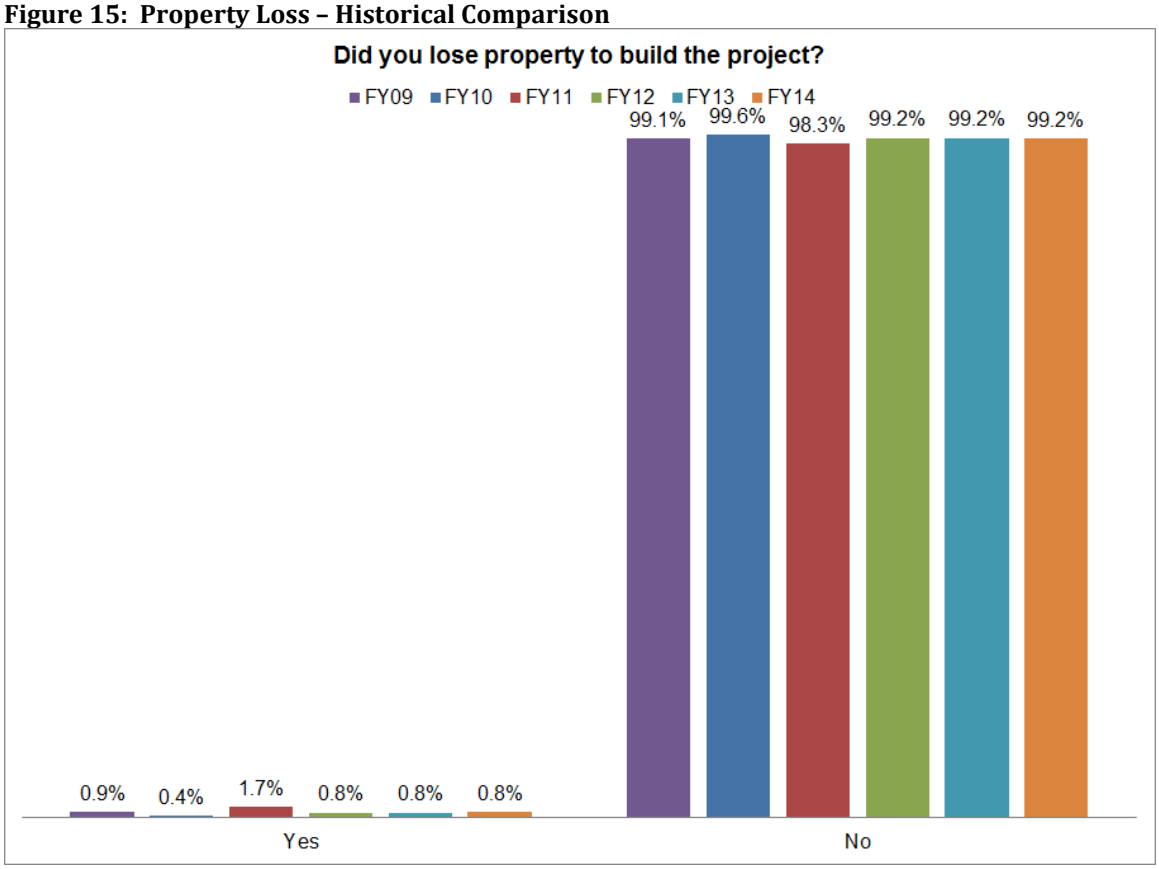
Table 18: Right Transportation Solution by Project Size

Overall, do you think this project was the right transportation solution?						
		Not at all	Not really	Somewhat	Very much	Total
Project Size	Large	37	65	211	775	1,088
		3.4%	6.0%	19.4%	71.2%	100%
	Medium	27	56	211	356	650
		4.2%	8.6%	32.5%	54.8%	100%
	Small	58	84	312	380	834
		7.0%	10.1%	37.4%	45.6%	100%
	Total	122	205	734	1,511	2,572
		4.7%	8.0%	28.5%	58.7%	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. 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	1	0.9%	107	99.1%	108
	NW-M	0	0.0%	95	100.0%	95
	NW-S	0	0.0%	99	100.0%	99
	Total	1	0.3%	301	99.7%	302
Northeast	NE-L	2	1.6%	120	98.4%	122
	NE-M	0	0.0%	94	100.0%	94
	NE-S	0	0.0%	103	100.0%	103
	Total	2	0.6%	317	99.4%	319
Kansas City	KC-L	1	0.5%	185	99.5%	186
	KC-M	0	0.0%	132	100.0%	132
	KC-S	0	0.0%	140	100.0%	140
	Total	1	0.2%	457	99.8%	458
Central	CD-L	0	0.0%	230	100.0%	230
	CD-M	0	0.0%	137	100.0%	137
	CD-S	7	4.3%	155	95.7%	162
	Total	7	1.3%	522	98.7%	529
St. Louis	SL-L	0	0.0%	72	100.0%	72
	SL-M	9	13.4%	58	86.6%	67
	SL-S	1	0.9%	113	99.1%	114
	Total	10	4.0%	243	96.0%	253
Southwest	SW-L	1	0.5%	195	99.5%	196
	SW-M	0	0.0%	23	100.0%	23
	SW-S	0	0.0%	159	100.0%	159
	Total	1	0.3%	377	99.7%	378
Southeast	SE-L	0	0.0%	224	100.0%	224
	SE-M	1	0.6%	154	99.4%	155
	SE-S	0	0.0%	126	100.0%	126
	Total	1	0.2%	504	99.8%	505
Grand Total:		23	0.8%	2,721	99.2%	2,744

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 two of the last three years surveys found statistically significant differences between the two groups. This was also the case in FY14, with those losing property being less likely to agree that the project was the right transportation solution.

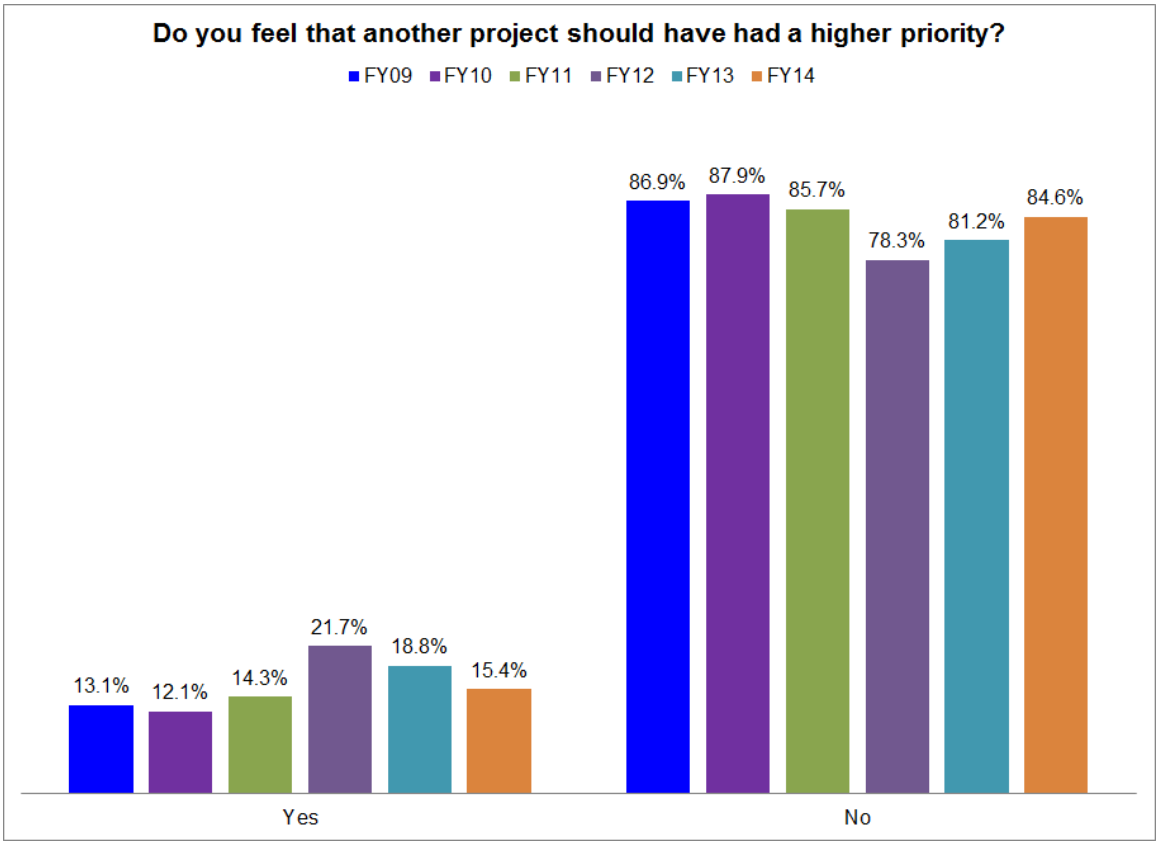
Table 20: Cross Reference of Right Transportation Solution and Property Loss

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	1	5	8	7	21
		4.8%	23.8%	38.1%	33.3%	100.0%
	No	117	197	709	1,465	2,488
		4.7%	7.9%	28.5%	58.9%	100.0%
	Total	118	202	717	1,472	2,509
		4.7%	8.1%	28.6%	58.7%	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, 15.4% of the respondents felt another project should have been commissioned before their particular project. This is lower than that measured 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 (11.4%) from the normal range. People from NE-S, SL-M, and SW-S were much more likely to think another project should have been given priority over their local project. For example, 36.4% of the SL-M respondents thought another project should have been given priority.

At the other extreme, people responding to projects CD-L and SW-L were statistically less likely than the norm to say another project should have been given priority. Less than 4% 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	25	24.3%	78	75.7%	103
	NW-M	15	16.7%	75	83.3%	90
	NW-S	6	6.3%	90	93.8%	96
	Total	46	15.9%	243	84.1%	289
Northeast	NE-L	17	14.3%	102	85.7%	119
	NE-M	13	15.5%	71	84.5%	84
	NE-S	41	44.1%	52	55.9%	93
	Total	71	24.0%	225	76.0%	296
Kansas City	KC-L	44	24.7%	134	75.3%	178
	KC-M	9	7.5%	111	92.5%	120
	KC-S	20	15.9%	106	84.1%	126
	Total	73	17.2%	351	82.8%	424
Central	CD-L	5	2.2%	223	97.8%	228
	CD-M	11	8.2%	123	91.8%	134
	CD-S	37	25.0%	111	75.0%	148
	Total	53	10.4%	457	89.6%	510
St. Louis	SL-L	8	4.3%	178	95.7%	186
	SL-M	8	36.4%	14	63.6%	22
	SL-S	32	21.5%	117	78.5%	149
	Total	48	13.4%	309	86.6%	357
Southwest	SW-L	8	3.8%	205	96.2%	213
	SW-M	18	12.6%	125	87.4%	143
	SW-S	42	35.9%	75	64.1%	117
	Total	68	14.4%	405	85.6%	473
Southeast	SE-L	12	19.7%	49	80.3%	61
	SE-M	5	8.2%	56	91.8%	61
	SE-S	21	20.0%	84	80.0%	105
	Total	38	16.7%	189	83.3%	227
Grand Total:		397	15.4%	2,179	84.6%	2,576

For the fourth 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	180	169	349
		51.6%	48.4%	100.0%
	No	126	1,933	2,059
		6.1%	93.9%	100.0%
	Total	306	2,102	2,408
		12.7%	87.3%	100.0%

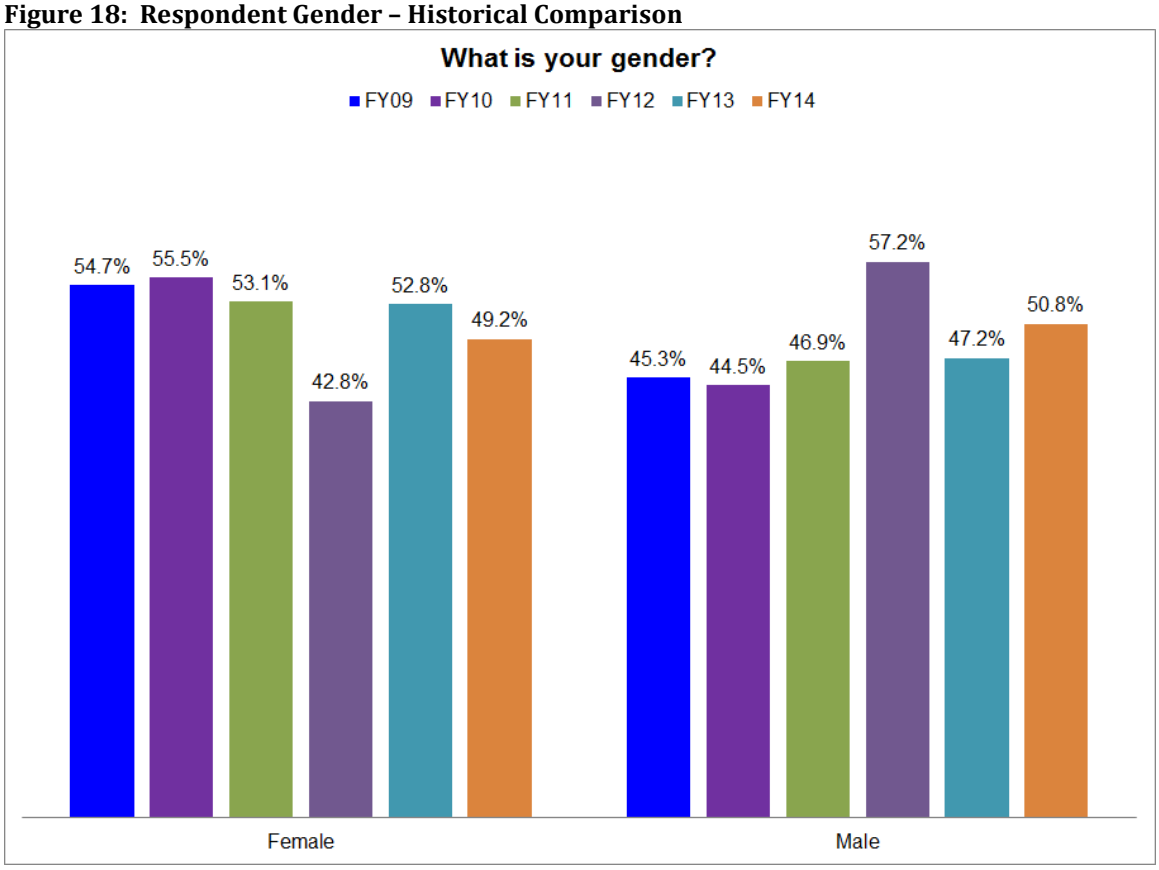
Only 48.4% of the respondents who thought another project should have been given priority thought their local project was the right transportation solution compared to 93.9% of those who did not believe another project should have been given priority. This is a very strong statistical difference and 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.

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.

GENDER

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

Figure 18: Respondent Gender – Historical Comparison



A slight majority of the respondents were men, representing 50.8% of the overall respondents. The percentage of men and women varied more widely from project to project as shown in the following table.

Table 22: Respondent Gender by Project and District

District	Project	Female		Male		Total
Northwest	NW-L	55	52.4%	50	47.6%	105
	NW-M	43	48.9%	45	51.1%	88
	NW-S	45	46.4%	52	53.6%	97
	Total	143	49.3%	147	50.7%	290
Northeast	NE-L	71	57.7%	52	42.3%	123
	NE-M	46	51.7%	43	48.3%	89
	NE-S	49	45.4%	59	54.6%	108
	Total	166	51.9%	154	48.1%	320
Kansas City	KC-L	90	50.6%	88	49.4%	178
	KC-M	50	41.7%	70	58.3%	120
	KC-S	57	42.9%	76	57.1%	133
	Total	197	45.7%	234	54.3%	431
Central	CD-L	99	45.6%	118	54.4%	217
	CD-M	75	55.1%	61	44.9%	136
	CD-S	86	57.0%	65	43.0%	151
	Total	260	51.6%	244	48.4%	504
St. Louis	SL-L	85	45.7%	101	54.3%	186
	SL-M	11	50.0%	11	50.0%	22
	SL-S	72	51.1%	69	48.9%	141
	Total	168	48.1%	181	51.9%	349
Southwest	SW-L	103	47.9%	112	52.1%	215
	SW-M	71	46.7%	81	53.3%	152
	SW-S	68	53.5%	59	46.5%	127
	Total	242	49.0%	252	51.0%	494
Southeast	SE-L	37	52.1%	34	47.9%	71
	SE-M	38	60.3%	25	39.7%	63
	SE-S	43	40.2%	64	59.8%	107
	Total	118	49.0%	123	51.0%	241
Grand Total:		1,294	49.2%	1,335	50.8%	2,629

There was no significant impact of gender on this Tracker Measure. 86.1% of men and 88.9% of women thought their project was the right transportation solution.[1]

Table 23: Cross Reference of Gender and Right Transportation Solution

Overall, do you think this project was the right transportation solution?						
		Not at all	Not really	Somewhat	Very much	Total
Gender	Female	47	81	337	691	1,156
		4.1%	7.0%	29.2%	59.8%	100%
	Male	61	112	345	723	1,241
		4.9%	9.0%	27.8%	58.3%	100%
	Total	108	193	682	1,414	2,397
		4.5%	8.1%	28.5%	59.0%	100%

[1] The total of the Gender/RTS table shows 87.4% of the respondents thought the project was the Right Transportation Solution which differs from the 87.3% used elsewhere in the report. This is not a mistake, some people omitted the gender question and thus these responses were not used in the Gender/RTS table.

ETHNICITY

Added in FY11, this question captured the respondent's ethnicity to help measure MoDOT's compliance with Title Six as it pertains to surveying constituents. Out of those answering this question, 95.7% of the respondents were Caucasian with the rest consisting of African Americans (1.3%), American Indian or Alaskan Natives (1.5%), Asian or Pacific Islanders (0.8%), or Hispanic or Latino (0.7%).

Figure 19: Respondent Ethnicity

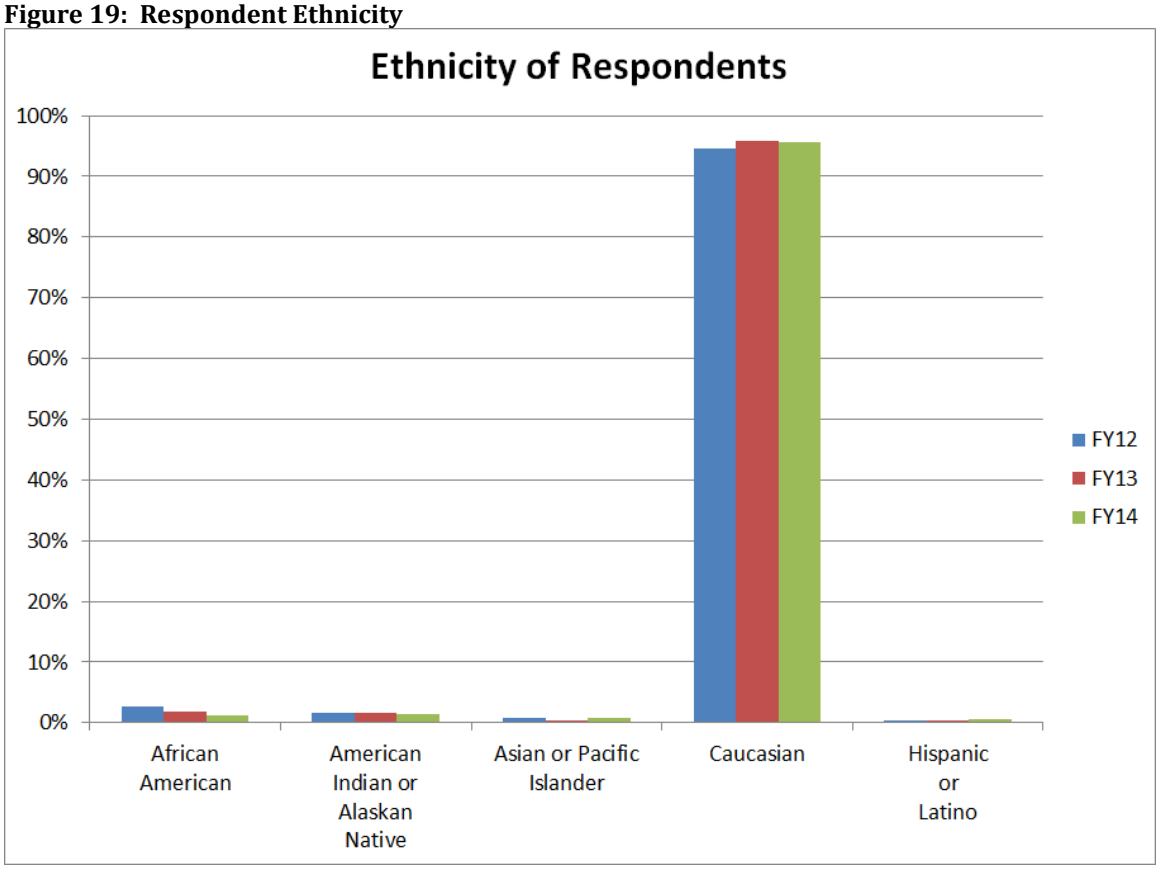


Table 24: Ethnicity by Project and District

District	Project	African American		American Indian or Alaskan Native		Asian or Pacific Islander		Caucasian		Hispanic or Latino		Total
Northwest	NW-L	0	0.0%	1	1.0%	0	0.0%	97	99.0%	0	0.0%	98
	NW-M	0	0.0%	1	1.2%	0	0.0%	83	97.6%	1	1.2%	85
	NW-S	0	0.0%	0	0.0%	0	0.0%	91	100.0%	0	0.0%	91
	Total	0	0.0%	2	0.7%	0	0.0%	271	98.9%	1	0.4%	274
Northeast	NE-L	1	0.9%	0	0.0%	1	0.9%	115	98.3%	0	0.0%	117
	NE-M	1	1.2%	0	0.0%	0	0.0%	84	97.7%	1	1.2%	86
	NE-S	2	1.9%	2	1.9%	2	1.9%	100	92.6%	2	1.9%	108
	Total	4	1.3%	2	0.6%	3	1.0%	299	96.1%	3	1.0%	311
Kansas City	KC-L	4	2.3%	0	0.0%	1	0.6%	164	95.9%	2	1.2%	171
	KC-M	1	0.8%	3	2.5%	1	0.8%	112	94.9%	1	0.8%	118
	KC-S	4	3.1%	2	1.5%	4	3.1%	120	92.3%	0	0.0%	130
	Total	9	2.1%	5	1.2%	6	1.4%	396	94.5%	3	0.7%	419
Central	CD-L	3	1.4%	3	1.4%	0	0.0%	206	97.2%	0	0.0%	212
	CD-M	1	0.8%	6	4.7%	0	0.0%	116	91.3%	4	3.1%	127
	CD-S	3	2.0%	4	2.6%	2	1.3%	142	94.0%	0	0.0%	151
	Total	7	1.4%	13	2.7%	2	0.4%	464	94.7%	4	0.8%	490
St. Louis	SL-L	2	1.1%	4	2.2%	2	1.1%	169	94.9%	1	0.6%	178
	SL-M	6	26.1%	0	0.0%	0	0.0%	17	73.9%	0	0.0%	23
	SL-S	0	0.0%	1	0.7%	1	0.7%	137	98.6%	0	0.0%	139
	Total	8	2.4%	5	1.5%	3	0.9%	323	95.0%	1	0.3%	340
Southwest	SW-L	1	0.5%	4	1.8%	3	1.4%	209	95.9%	1	0.5%	218
	SW-M	0	0.0%	2	1.4%	1	0.7%	143	97.3%	1	0.7%	147
	SW-S	1	0.8%	2	1.7%	1	0.8%	113	95.0%	2	1.7%	119
	Total	2	0.4%	8	1.7%	5	1.0%	465	96.1%	4	0.8%	484
Southeast	SE-L	3	4.2%	2	2.8%	0	0.0%	65	91.5%	1	1.4%	71
	SE-M	0	0.0%	2	3.3%	1	1.7%	57	95.0%	0	0.0%	60
	SE-S	0	0.0%	0	0.0%	0	0.0%	103	100.0%	0	0.0%	103
	Total	3	1.3%	4	1.7%	1	0.4%	225	96.2%	1	0.4%	234
Grand Total:		33	1.3%	39	1.5%	20	0.8%	2,443	95.7%	17	0.7%	2,552

There was some variance in ethnic responses to the right transportation solution, but given the small numbers involved these differences were not significantly significant. [2] This is similar to the findings from previous years. .

Table 25: Ethnicity by Right Transportation Solution

	Overall, do you think this project was the right transportation solution?		
	Not at all / Not really	Somewhat / Very much	Total
African American	5	24	29
	17.2%	82.8%	100.0%
American Indian or Alaskan Native	8	30	38
	21.1%	78.9%	100.0%
Asian or Pacific Islander	-	17	17
	0.0%	100.0%	100.0%
Caucasian	273	1,965	2,238
	12.2%	87.8%	100.0%
Hispanic or Latino	2	15	17
	11.8%	88.2%	100.0%
Total	288	2,051	2,339
	12.3%	87.7%	100.0%

[2] The total of the Ethnicity/RTS table shows 87.7% of the respondents thought the project was the Right Transportation Solution which differs from the 87.3% used elsewhere in the report. This is not a mistake, some people omitted the ethnicity question and thus these responses were not used in the Ethnicity/RTS table.

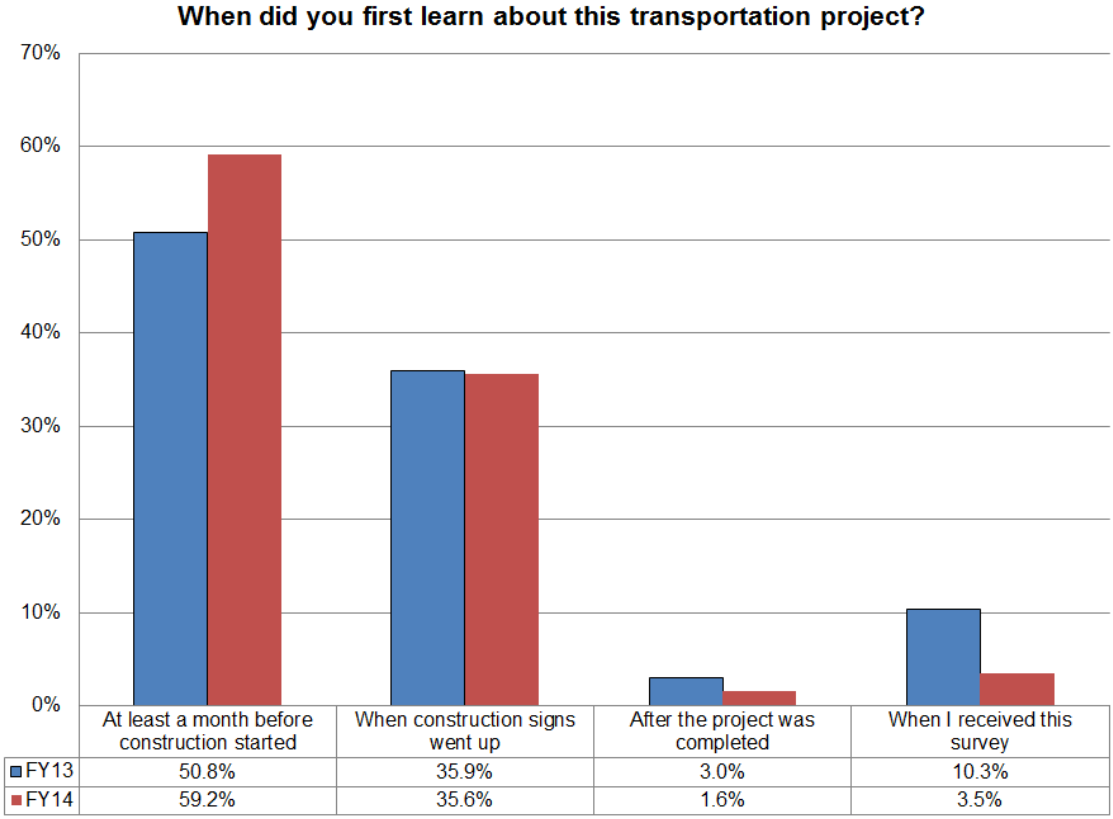
AWARENESS AND SATISFACTION

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 (59.2%) were aware of the project before construction started and 94.8% knew about the project before it was completed.

Figure 20: 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%

Table 26: 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	28	26.9%	71	68.3%	0	0.0%	5	4.8%	104
	NW-M	44	50.0%	40	45.5%	1	1.1%	3	3.4%	88
	NW-S	42	42.0%	57	57.0%	0	0.0%	1	1.0%	100
	Total	114	39.0%	168	57.5%	1	0.3%	9	3.1%	292
Northeast	NE-L	98	81.7%	16	13.3%	1	0.8%	5	4.2%	120
	NE-M	42	51.9%	35	43.2%	1	1.2%	3	3.7%	81
	NE-S	20	23.0%	40	46.0%	12	13.8%	15	17.2%	87
	Total	160	55.6%	91	31.6%	14	4.9%	23	8.0%	288
Kansas City	KC-L	156	84.3%	28	15.1%	1	0.5%	0	0.0%	185
	KC-M	61	48.8%	50	40.0%	2	1.6%	12	9.6%	125
	KC-S	54	41.5%	63	48.5%	7	5.4%	6	4.6%	130
	Total	271	61.6%	141	32.0%	10	2.3%	18	4.1%	440
Central	CD-L	203	90.6%	21	9.4%	0	0.0%	0	0.0%	224
	CD-M	84	64.6%	46	35.4%	0	0.0%	0	0.0%	130
	CD-S	115	73.7%	40	25.6%	1	0.6%	0	0.0%	156
	Total	402	78.8%	107	21.0%	1	0.2%	0	0.0%	510
St. Louis	SL-L	127	70.6%	41	22.8%	2	1.1%	10	5.6%	180
	SL-M	7	31.8%	15	68.2%	0	0.0%	0	0.0%	22
	SL-S	36	24.0%	102	68.0%	5	3.3%	7	4.7%	150
	Total	170	48.3%	158	44.9%	7	2.0%	17	4.8%	352
Southwest	SW-L	176	83.0%	34	16.0%	2	0.9%	0	0.0%	212
	SW-M	46	30.3%	99	65.1%	1	0.7%	6	3.9%	152
	SW-S	95	74.2%	29	22.7%	4	3.1%	0	0.0%	128
	Total	317	64.4%	162	32.9%	7	1.4%	6	1.2%	492
Southeast	SE-L	15	20.0%	56	74.7%	1	1.3%	3	4.0%	75
	SE-M	43	71.7%	13	21.7%	0	0.0%	4	6.7%	60
	SE-S	60	52.6%	39	34.2%	2	1.8%	13	11.4%	114
	Total	118	47.4%	108	43.4%	3	1.2%	20	8.0%	249
Grand Total:		1,552	59.2%	935	35.6%	43	1.6%	93	3.5%	2,623

Table 27: Cross Reference of Project Awareness and Right Transportation Solution

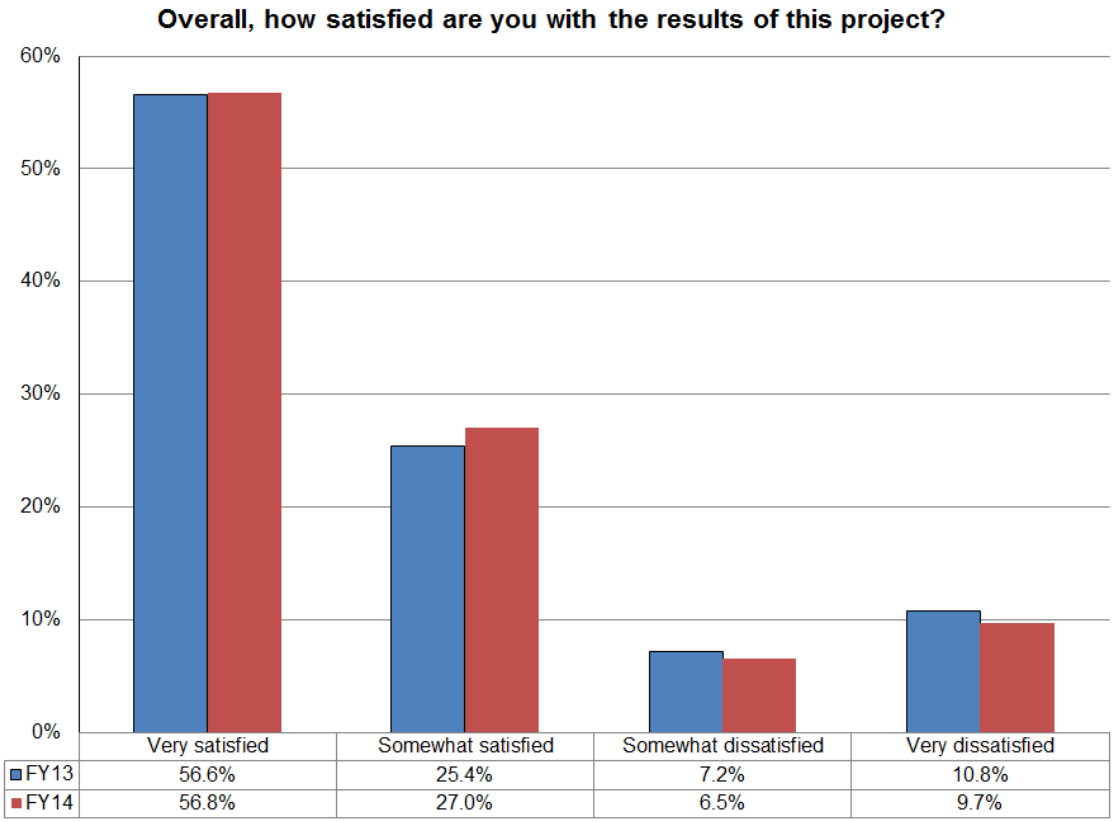
		Overall, do you think this project was the right transportation solution?				
		Not at all	Not really	Somewhat	Very much	Total
When did you first learn about this transportation project?	At least a month before construction started	60	82	339	1003	1,484
		4.0%	5.5%	22.8%	67.6%	100.0%
	When construction signs went up	45	107	305	398	855
		5.3%	12.5%	35.7%	46.5%	100.0%
	After the project was completed	6	4	18	7	35
		17.1%	11.4%	51.4%	20.0%	100.0%
	When I received this survey	7	1	13	15	36
		19.4%	2.8%	36.1%	41.7%	100.0%
	Total	118	194	675	1,423	2,410
		4.9%	8.0%	28.0%	59.0%	100.0%

There were no statistically significant differences found between when a respondent first learned about the project and their RTS measure.

OVERALL SATISFACTION

83.8% of the respondents were satisfied with the results of their project, statistically identical to the findings from last year (82.0%).

Figure 21: 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%

Table 28: Satisfaction by Project and District

District	Project	Very Dissatisfied		Somewhat Dissatisfied		Somewhat Satisfied		Very Satisfied		Total
Northwest	NW-L	16	16.2%	11	11.1%	28	28.3%	44	44.4%	99
	NW-M	7	7.6%	3	3.3%	16	17.4%	66	71.7%	92
	NW-S	8	7.8%	9	8.7%	22	21.4%	64	62.1%	103
	Total	31	10.5%	23	7.8%	66	22.4%	174	59.2%	294
Northeast	NE-L	12	10.0%	6	5.0%	23	19.2%	79	65.8%	120
	NE-M	3	3.5%	5	5.9%	25	29.4%	52	61.2%	85
	NE-S	3	3.6%	6	7.2%	33	39.8%	41	49.4%	83
	Total	18	6.3%	17	5.9%	81	28.1%	172	59.7%	288
Kansas City	KC-L	14	8.5%	13	7.9%	35	21.2%	103	62.4%	165
	KC-M	12	9.9%	4	3.3%	26	21.5%	79	65.3%	121
	KC-S	7	5.1%	9	6.6%	59	43.1%	62	45.3%	137
	Total	33	7.8%	26	6.1%	120	28.4%	244	57.7%	423
Central	CD-L	27	11.3%	1	0.4%	27	11.3%	183	76.9%	238
	CD-M	22	16.2%	17	12.5%	53	39.0%	44	32.4%	136
	CD-S	13	8.2%	20	12.6%	58	36.5%	68	42.8%	159
	Total	62	11.6%	38	7.1%	138	25.9%	295	55.3%	533
St. Louis	SL-L	15	8.2%	4	2.2%	39	21.2%	126	68.5%	184
	SL-M	1	4.5%	1	4.5%	8	36.4%	12	54.5%	22
	SL-S	8	5.2%	16	10.3%	71	45.8%	60	38.7%	155
	Total	24	6.6%	21	5.8%	118	32.7%	198	54.8%	361
Southwest	SW-L	19	8.5%	5	2.2%	39	17.5%	160	71.7%	223
	SW-M	13	8.8%	13	8.8%	51	34.7%	70	47.6%	147
	SW-S	29	24.8%	19	16.2%	28	23.9%	41	35.0%	117
	Total	61	12.5%	37	7.6%	118	24.2%	271	55.6%	487
Southeast	SE-L	8	11.8%	4	5.9%	23	33.8%	33	48.5%	68
	SE-M	3	4.8%	2	3.2%	26	41.9%	31	50.0%	62
	SE-S	13	13.0%	2	2.0%	17	17.0%	68	68.0%	100
	Total	24	10.4%	8	3.5%	66	28.7%	132	57.4%	230
Grand Total:		253	9.7%	170	6.5%	707	27.0%	1,486	56.8%	2,616

Projects NW-L, CD-M, and SW-S were more than one standard deviation below the mean. In fact, Project SW-S was more than three standard deviations below the satisfaction mean which clearly indicates there was something very unusual about how this particular project was perceived by the general public. Project SE-M had satisfaction scores more than one standard deviation above the mean.

Table 29: 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	225	184	409
		55.0%	45.0%	100.0%
	Satisfied	81	2,010	2,091
		3.9%	96.1%	100.0%
	Total	306	2,194	2,500
		12.2%	87.8%	100.0%

For the second 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. Less than 50% of those who were dissatisfied with the result of the project thought the project was the right transportation solution. Over 90% of those satisfied with the project thought the project was the right transportation solution.

While closely related, these measures are not the same thing. While the data shows it is very unlikely for people to be satisfied if they thought the project was not the right transportation solution, the inverse does not hold. For example, 45.0% of the people who were dissatisfied with their project also thought their project was the right transportation solution. This 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. Results were similar to last year's scores. The majority of respondents thought that the project made the roadway safer (90.1%), more convenient (84.4%), less congested (72.0%), easier to travel (86.7%), better marked (84.1%), and was the right transportation solution (87.3%).

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 and to capture Title Six demographic information in accordance with federal guidelines.

HEARTLAND MARKET RESEARCH LLC

2013 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

2013 MoDOT Project Survey

MoDOT

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

OR OR

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 ➡

2013 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 .**

Questions 11 through 13 are asked on behalf of the Federal Government to ensure we do a good job reaching everyone. Feel free to skip any question if you do not feel comfortable answering it.

11. What is your gender?

- ○ Female
- ○ Male

12. What is your ethnicity? *Select all that apply.*

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

13. What is your household income?

- ○ Under $30,000
- ○ $30,000 – $49,999
- ○ $50,000 – $69,999
- ○ $70,000 or greater

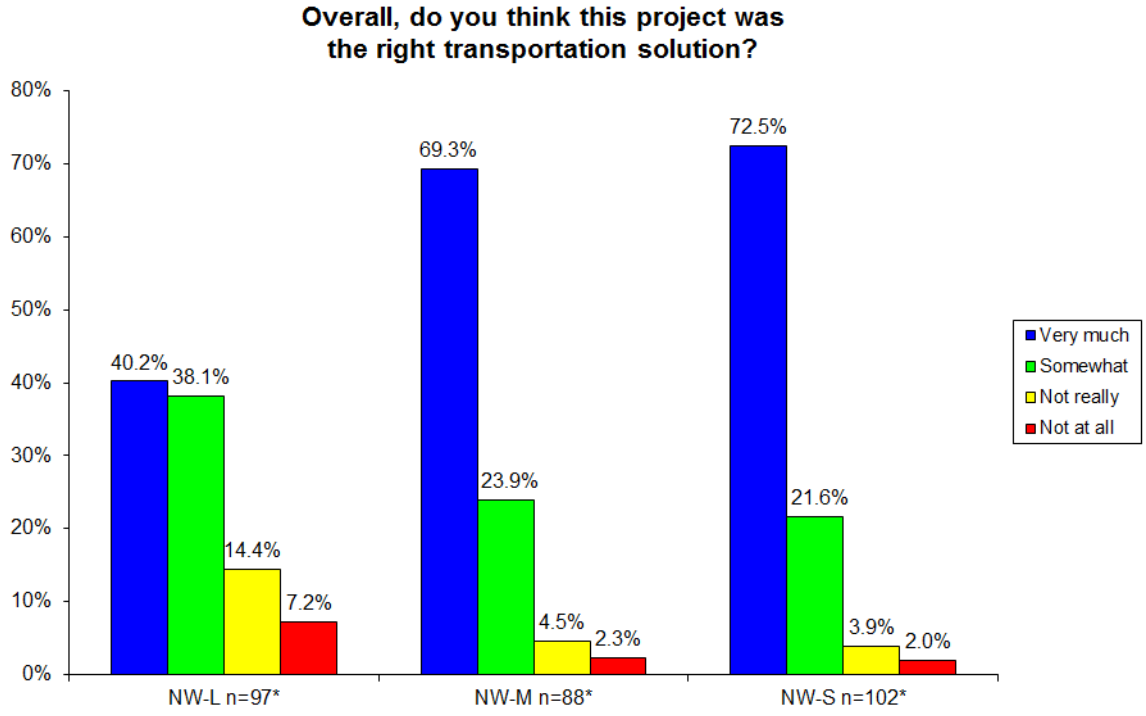
APPENDIX B: RIGHT TRANSPORTATION SOLUTION BY PROJECT

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 30: Project Margin of Error for RTS Measure

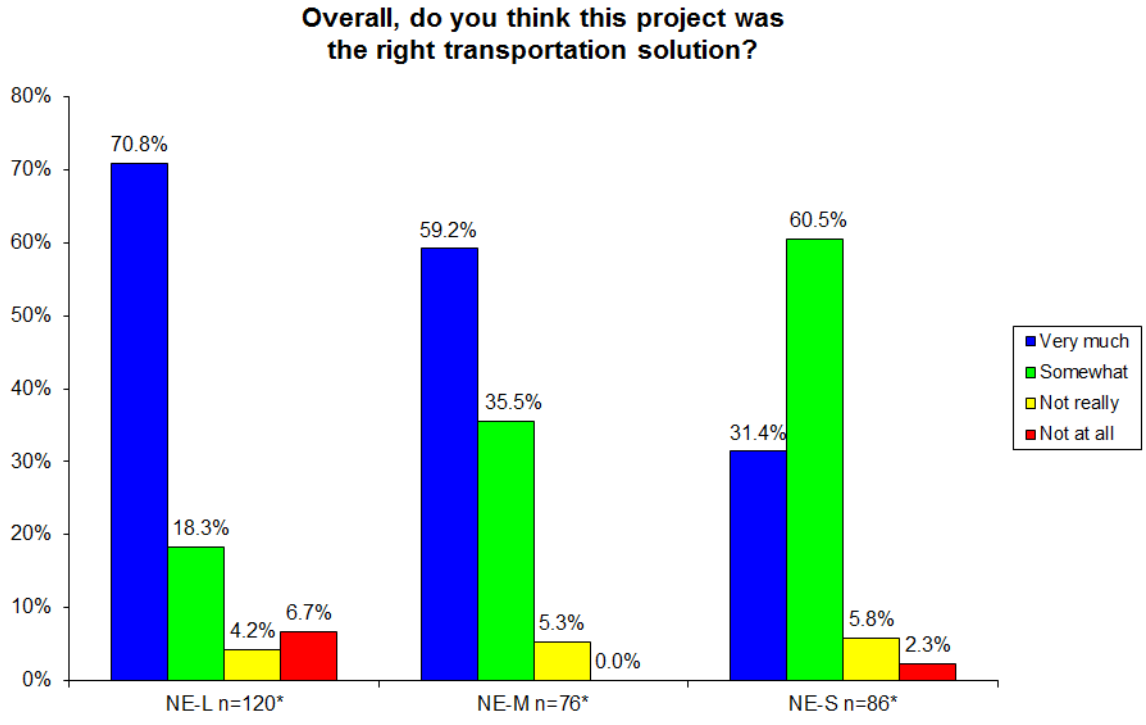
District	Project	RTS Responses	Margin of Error	Brief Description
Northwest	NW-L	97	10.0%	I-35 improvements in Daviess
	NW-M	88	10.4%	Route 36 resurfacing
	NW-S	102	9.7%	Route 169 resurfacing
Northeast	NE-L	120	8.9%	Interchange improvement in Troy
	NE-M	76	11.2%	Route 19 resurfacing
	NE-S	86	10.6%	Route 24/61 intersection improvements
Kansas City	KC-L	173	7.5%	I-35 new Flintlock Road overpass
	KC-M	117	9.1%	Route 45 resurfacing
	KC-S	129	8.6%	I-49/Route 58 interchange improvements
Central	CD-L	231	6.4%	New bridge over Lake Ozark
	CD-M	135	8.4%	Route 42 shoulder additions
	CD-S	155	7.9%	Route K improvements
St. Louis	SL-L	183	7.2%	Route 364 Page Ave Phase II
	SL-M	20	21.9%	Replace I-64/Jefferson Ave bridge
	SL-S	150	8.0%	Route 30 (Gravois Rd) improvements
Southwest	SW-L	218	6.6%	Route 65/60 interchange improvements
	SW-M	150	8.0%	Route 7 improvements
	SW-S	115	9.1%	I-44 diverging diamond interchange
Southeast	SE-L	66	12.1%	I-55 resurfacing
	SE-M	64	12.3%	Route 34 resurfacing
	SE-S	97	10.0%	New Route D bridge over Terre Bleue Creek

Figure 22: Northwest District



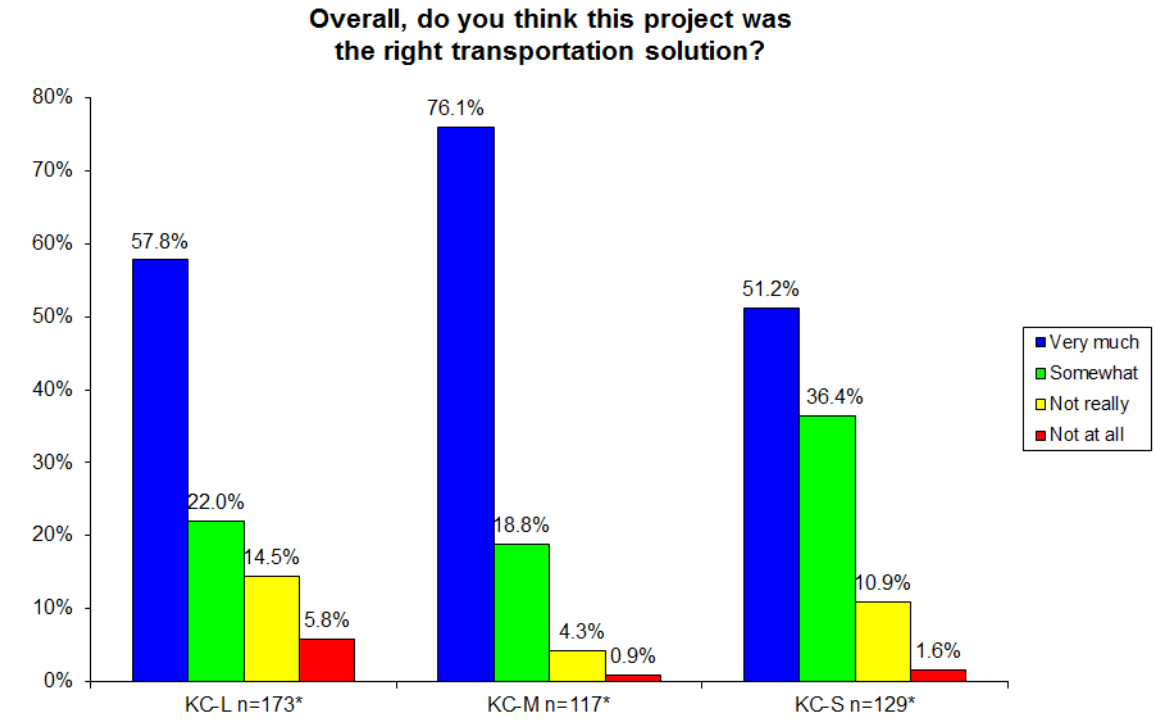
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 23: Northeast District



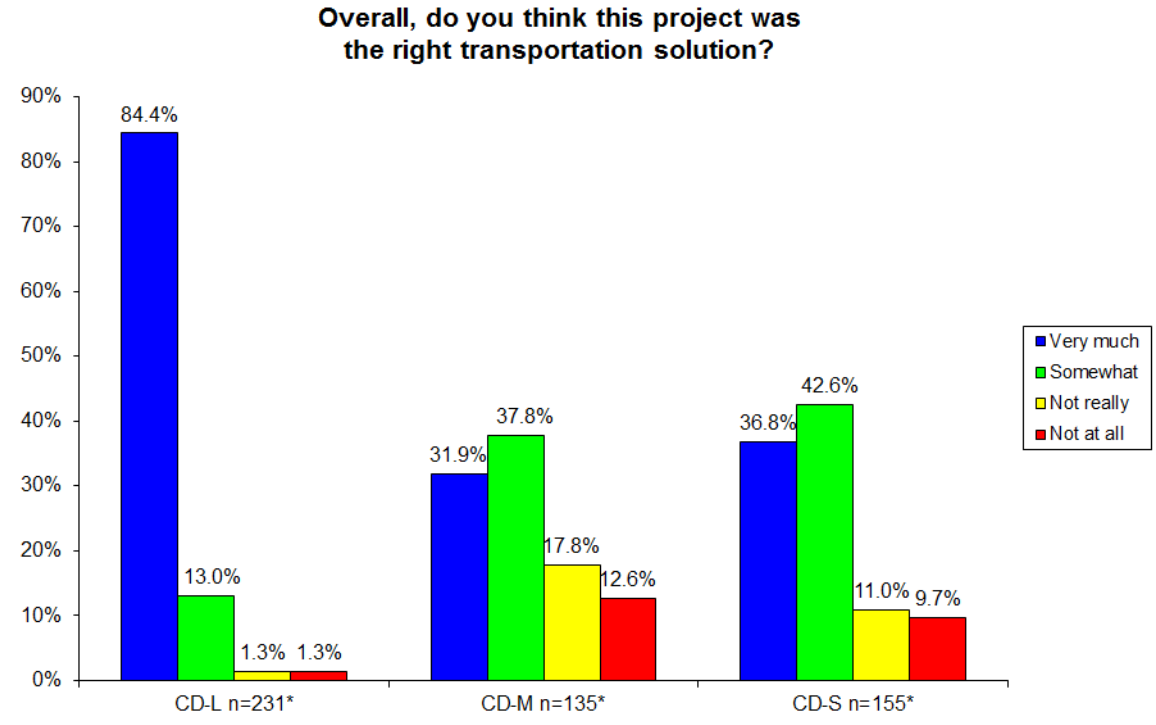
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 24: Kansas City District



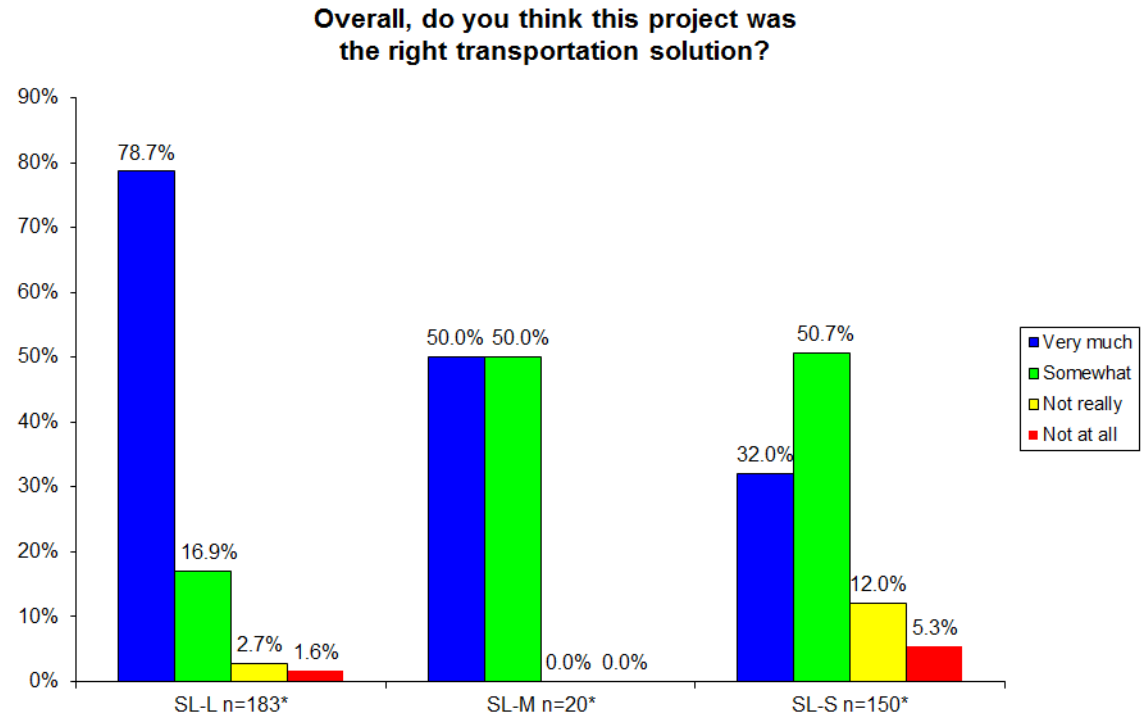
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 25: Central District



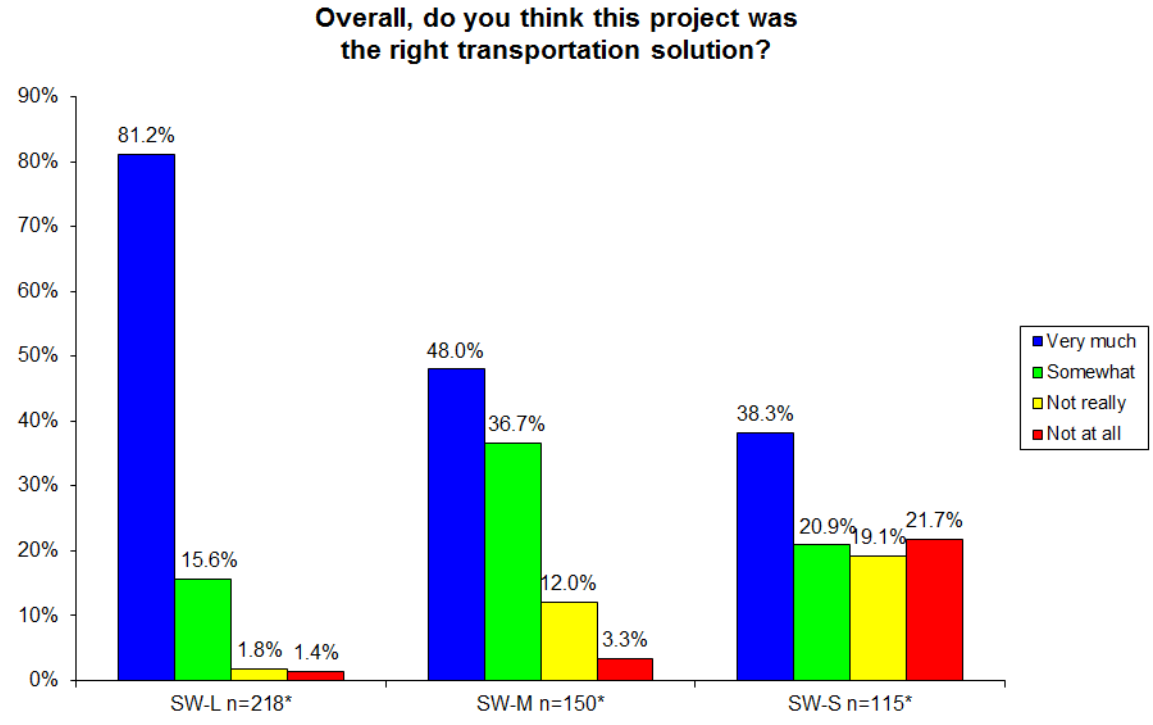
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 26: St. Louis District



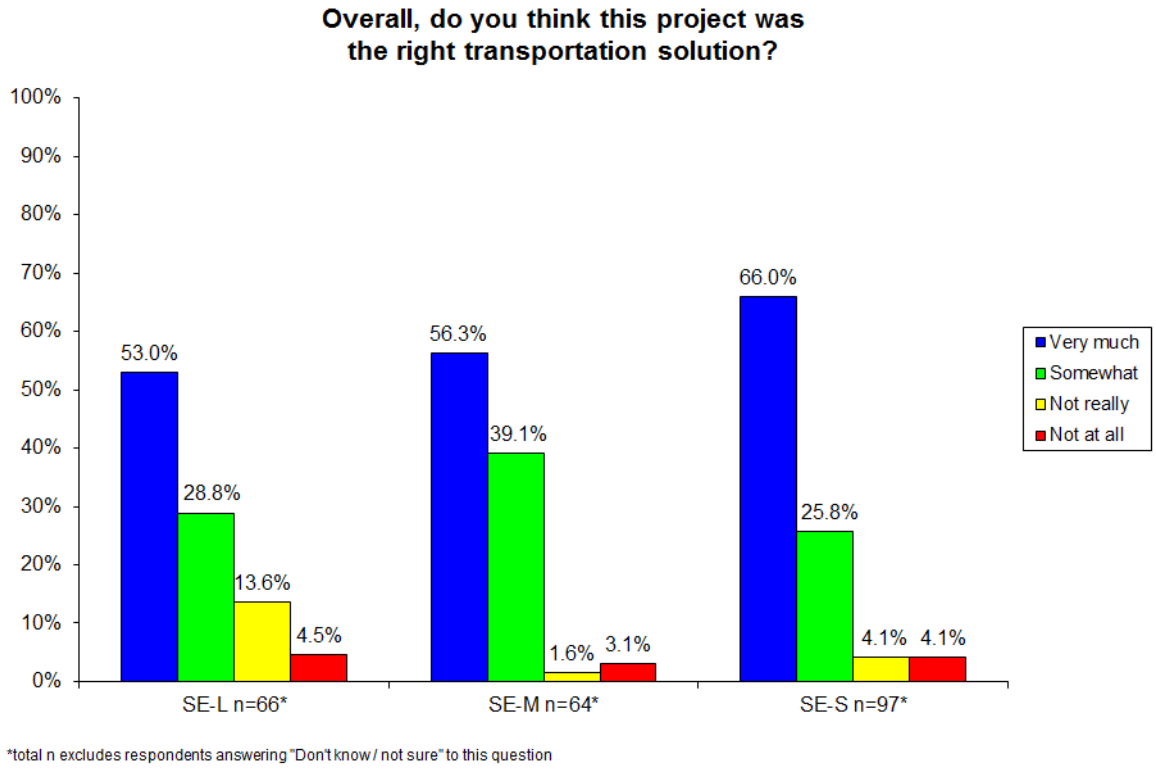
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 27: Southwest District



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

Figure 28: Southeast District



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