

MoDOT Customer Survey for kclCON

1. To start, how satisfied are you with the job the Missouri Department of Transportation, also known as MoDOT, is doing on the New Paseo Bridge, also known as kclCON, project in your area—would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with MoDOT? [If dissatisfied, follow-up with question Q1a]

- (4) Very satisfied [SKIP TO 1a, then Q2]
- (3) Somewhat satisfied [SKIP TO 1a, then Q2]
- (2) Somewhat dissatisfied [SKIP TO 1b, then Q2]
- (1) Very dissatisfied [SKIP TO 1b, then Q2]
- (9) NOT SURE [SKIP TO Q2]

1a. What about this construction project are you MOST satisfied with? [Do Not Read]

- ___(1) Well informed about the project
- ___(2) Project timelines are aggressive
- ___(3) Signs tell me where to drive to avoid traffic
- ___(4) This bridge will make an iconic landmark for KC
- ___(5) Detours are reasonable
- ___(6)
- ___(7)
- ___(8)
- ___(9)
- ___(10) Other: _____

1b. What about this construction project are you MOST dissatisfied with? [Do Not Read]

- ___(1) Never heard of the project – I've never received any information on it.
- ___(2) Unsure of project timelines
- ___(3) Need better signs to help traffic
- ___(4) Slows down my commute
- ___(5) Detours take me too far around
- ___(6) Limited access to businesses, jobs, home
- ___(7)
- ___(8)
- ___(9)
- ___(10) Other: _____

2. Next, I am going to read you a series of short statements about this project and about the Missouri Department of Transportation, that is MoDOT. Please tell me whether you agree or disagree with the statement I have just read. If you don't know how you feel about a particular statement, just say so and we'll go on.

	Strongly Agree	Smwht Agree	Smwht Disagree	Strongly Disagree	[NOT SURE]
a) The kclCON project is a good use of taxpayer dollars	4.....	3.....	2.....	1.....	9
b) MoDOT is keeping the public informed on this project	4.....	3.....	2.....	1.....	9
c) This new bridge will be an iconic landmark for the KC area	4.....	3.....	2.....	1.....	9
d) The kclCON project has improved my opinion of MoDOT.....	4.....	3.....	2.....	1.....	9
e) MoDOT is responsive to the questions and issues I've raised regarding the kclCON project	4.....	3.....	2.....	1.....	9
e) MoDOT takes into consideration your needs and views in its transportation decision-making.....	4.....	3.....	2.....	1.....	9

2e(1). [If Somewhat or Strongly Disagree with 2e] What could MoDOT do to improve efforts to consider your needs and views in transportation decision-making [Do Not Read]

- ___(1) Advertise meetings more

- __ (2) Take comments on projects via blogs
- __ (3) Meet with me individually
- __ (4) Incorporate my suggestions or provide reasons why they weren't used
- __ (5)
- __ (6)
- __ (7)
- __ (8)
- __ (9)
- __ (10) Other: _____

3. Where would you most likely go to get information about this project?

- __ (1) TV
- __ (2) Radio
- __ (3) Newspaper
- __ (4) Internet
- __ (5) E-mail
- __ (6) Call 888-ASK-MoDOT
- __ (7) Call the project office or phone number on kciCON website (816-841-8888)
- __ (7) Other: _____

4. What (if anything) would impress you regarding this construction project? [Do Not Read]

- __ (1) If it were completed early
- __ (2) If all the work was done at off-peak times
- __ (3) If I received up-to-date information when it affects me
- __ (4) If it came in under budget
- __ (5) If all lanes of traffic were open at rush hour
- __ (6)
- __ (7) Other: _____

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

- 5. What is your age? _____ years
- 6. In which county do you live? _____
- 7. What is your home zip code? _____

THIS CONCLUDES THE SURVEY. MoDOT THANKS YOU FOR YOUR INPUT