

July 2011

*A Report Card From  
Missourians - 2011*

**Appendix B: Benchmarking Analysis**

*Submitted to*

*The Missouri Department of  
Transportation*



Prepared by ETC Institute and  
Missouri Department of  
Transportation






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## Benchmarking Analysis

### A Report Card From Missourians - 2011

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#### Overview

ETC Institute administered a benchmarking survey to a stratified random sample of 400 residents in the North Central United States. The purpose of the survey was to have residents in the North Central United States rate the quality of transportation services **in the state where they live** to assess whether the quality of service provided by MoDOT was better, worse, or about the same as other Departments of Transportation.

The overall results of the benchmarking survey have a precision of at least +/-5% at the 95% level of confidence.

#### Findings

**Areas Where MoDOT Performed BETTER than the North Central U.S.** Areas where MoDOT's ratings were significantly (+5% or greater) better than the North Central U.S. included:

- Removing debris from highways (+11%)
- Minimizing congestion on highways (+12%)
- Picking up trash/litter along highways (+9%)
- Removing snow/ice along highways (+6%)
- Mowing/trimming trees/grass/weeds along highways (+6%)
- Surface of Interstate highways in good condition (+9%)

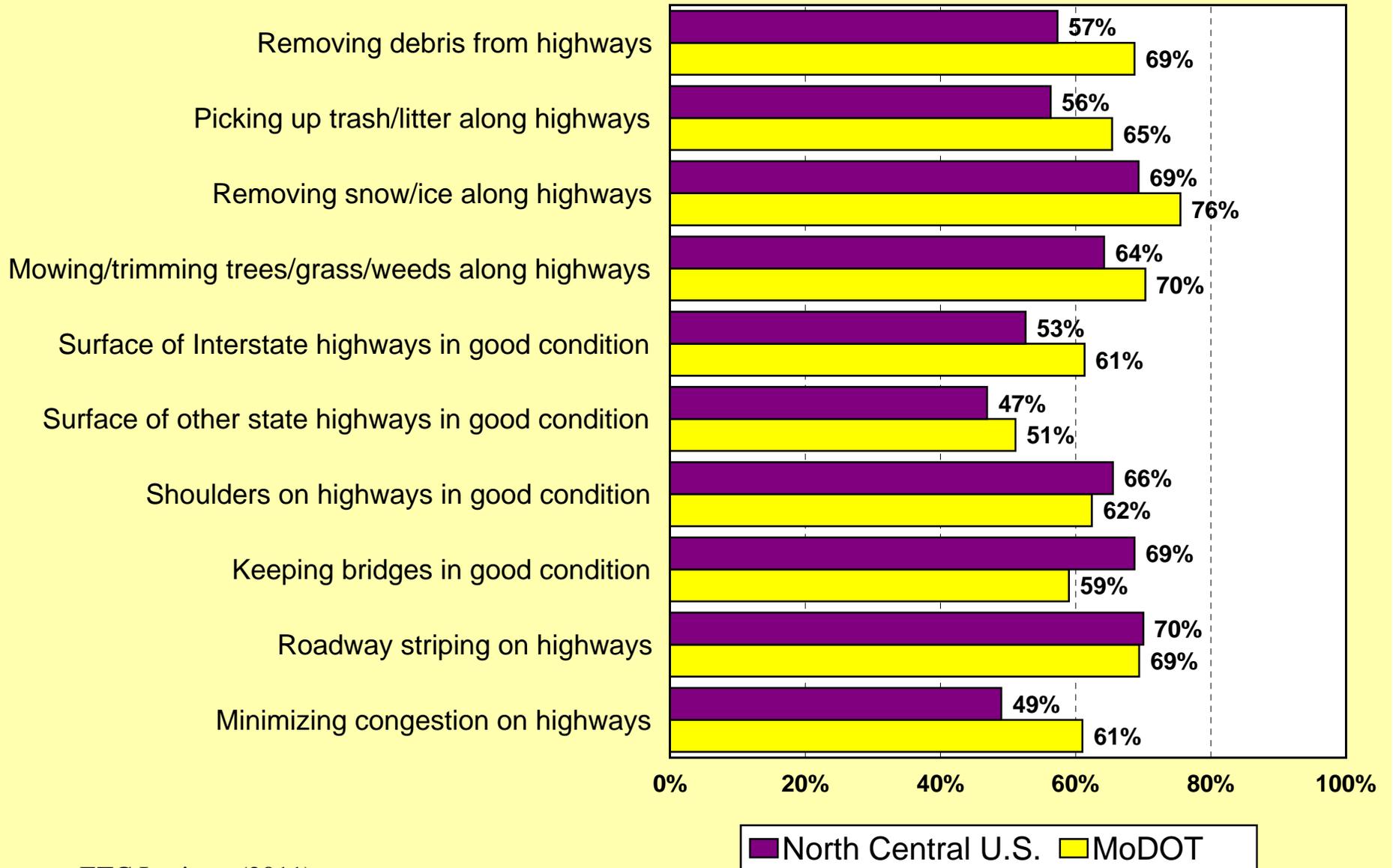
**Areas Where MoDOT Performed WORSE than North Central U.S.** Areas where MoDOT's ratings were significantly lower (-5% or greater) than the North Central U.S. included:

- Keeping bridges in good condition (-10%)

The charts on the following pages show the results for all questions that were included on the benchmarking survey.

# Satisfaction With State Department of Transportation Services MoDOT vs. North Central U.S.

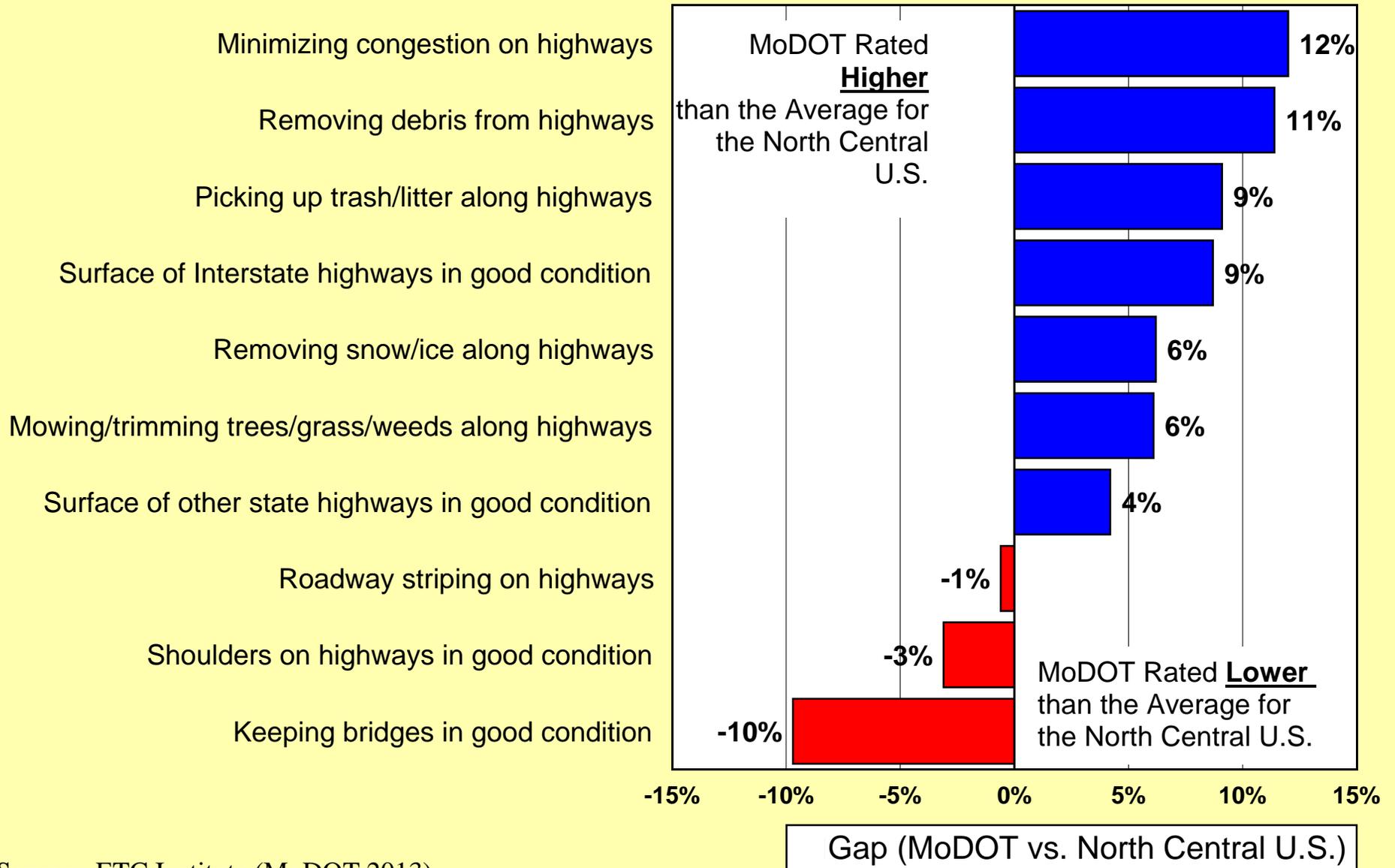
by percentage of respondents, who were either Very Satisfied (5) or Satisfied (4) on a five point scale



Source: ETC Institute (2011)

# Overall Satisfaction with Transportation Services MoDOT vs. North Central U.S.

by percentage of respondents, who were either Very Satisfied (5) or Satisfied (4) on a five point scale



Source: ETC Institute (MoDOT 2013)