July 2011

# A Report Card From Missourians - 2011

## Final Report - Main Report

*Submitted to*

*The Missouri Department of Transportation*

Prepared by ETC Institute and Missouri Department of Transportation

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**FINAL REPORT**

RD08-018
CM12-001

# A Report Card from Missourians - 2011

Prepared for
Missouri Department of Transportation

by

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July 2011

The opinions, findings, and conclusions expressed in this publication are those of the principal investigators. They are not necessarily those of the Missouri Department of Transportation, the U.S. Department of Transportation or the Federal Highway Administration. This report does not constitute a standard or regulation.

# TECHNICAL REPORT DOCUMENTATION PAGE

| | | |
|---|---|---|
| 1. Report No.<br><br>CM12-001 | 2. Government Accession No. | 3. Recipient's Catalog No. |
| 4. Title and Subtitle<br><br>A Report Card From Missourians – 2011 | | 5. Report Date<br><br>July 2011 |
| | | 6. Performing Organization Code<br><br>MoDOT |
| 7. Author(s) | | 8. Performing Organization Report No.<br><br>CM12-001 |
| 9. Performing Organization Name and Address<br><br>ETC Institute<br>725 W Frontier Cir<br>Olathe, KS 66061 | | 10. Work Unit No.<br><br>RI08-018 |
| | | 11. Contract or Grant No. |
| 12. Sponsoring Agency Name and Address<br><br>Missouri Department of Transportation<br>P.O. Box 270-<br>Jefferson City, MO 65102 | | 13. Type of Report and Period Covered<br><br>Final Report |
| | | 14. Sponsoring Agency Code<br><br>MoDOT |

15. Supplementary Notes

The investigation was conducted in cooperation with the U.S. Department of Transportation, Federal Highway Administration.

16. Abstract

This survey populates data for seven customer satisfaction measures for the MoDOT Tracker; 4b, 4c, 5a, 12i, 13c, 16a and 17b. The survey also asks other evaluative and priority questions that measure the public's support for various ways of raising and appropriating revenue for transportation. Using previous annual surveys as a baseline, the investigators collaborated with MoDOT to finalize the survey questions to be asked. A professional calling center was contracted to obtain a representative sample of each of the 10 MoDOT Districts, with a minimum of 350 respondents per District. Potential respondents were contacted through random digit dialing (RDD) from April 19th through May 2nd. A total of 3,524 interviews were completed for the study for a response rate of 43.2%.

| | |
|---|---|
| 17. Key Words<br><br>Customer satisfaction | 18. Distribution Statement<br><br>No restrictions. This document is available to the public through National Technical Information Center, Springfield, Virginia 22161 |

| | | | |
|---|---|---|---|
| 19. Security Classification (of this report)<br><br>Unclassified | 20. Security Classification (of this page)<br><br>Unclassified | 21. No. of Pages<br><br>163 | 22. Price |

Form DOT F 1700.7 (06/98)

# Contents

## Main Report

**Executive Summary** ..... i

**Section 1**: Charts and Graphs ..... 1

**Section 2**: Crosstabular Data by District ..... 20

**Section 3**: Survey Instrument ..... 54

## Appendices

**Appendix A**: Importance – Satisfaction Analysis ..... A - 1

**Appendix B**: Benchmarking Analysis ..... B - 1

**Appendix C**: GIS Maps ..... C - 1

**Appendix D**: Tracker Question Charts by District ..... D - 1

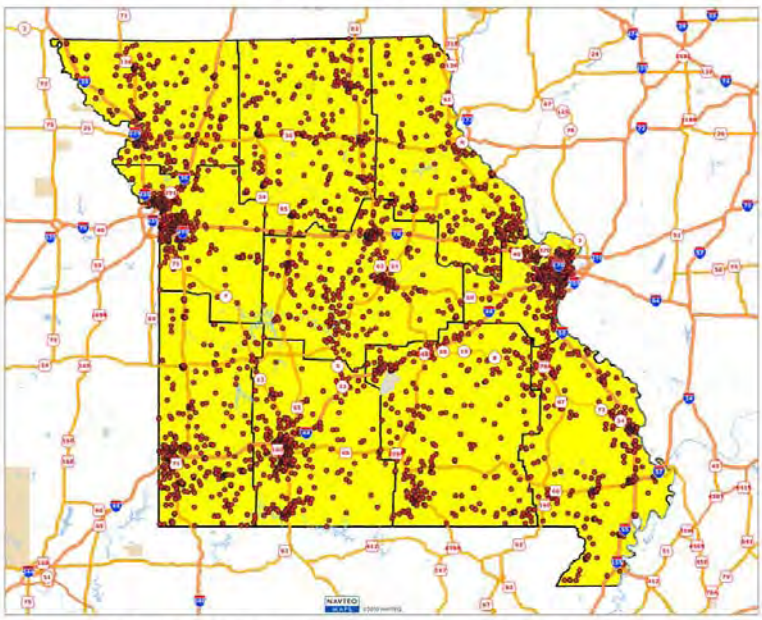
# A Report Card From Missourians - 2011
# Executive Summary

## Purpose

ETC Institute completed its third annual comprehensive statewide customer satisfaction survey for the Missouri Department of Transportation (MoDOT) in the spring of 2011. The purpose of the survey was to help identify and prioritize the transportation services and improvements that are most important to Missourians and to assess MoDOT's overall performance.

## Methodology

The four-page survey was adminstered by phone to a stratified-random sample of 3,524 households in the State of Missouri. The sample was stratified to ensure that at least 350 surveys were completed in each of the 10 districts. The results for each district have a 95% level of confidence with a precision of at least +/- 5.0%. The overall results for the stratified-random sample of 3,524 households have a 95% level of confidence with a precision of at least +/- 1.7%. In order to better understand how well services are being delivered by MoDOT, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.

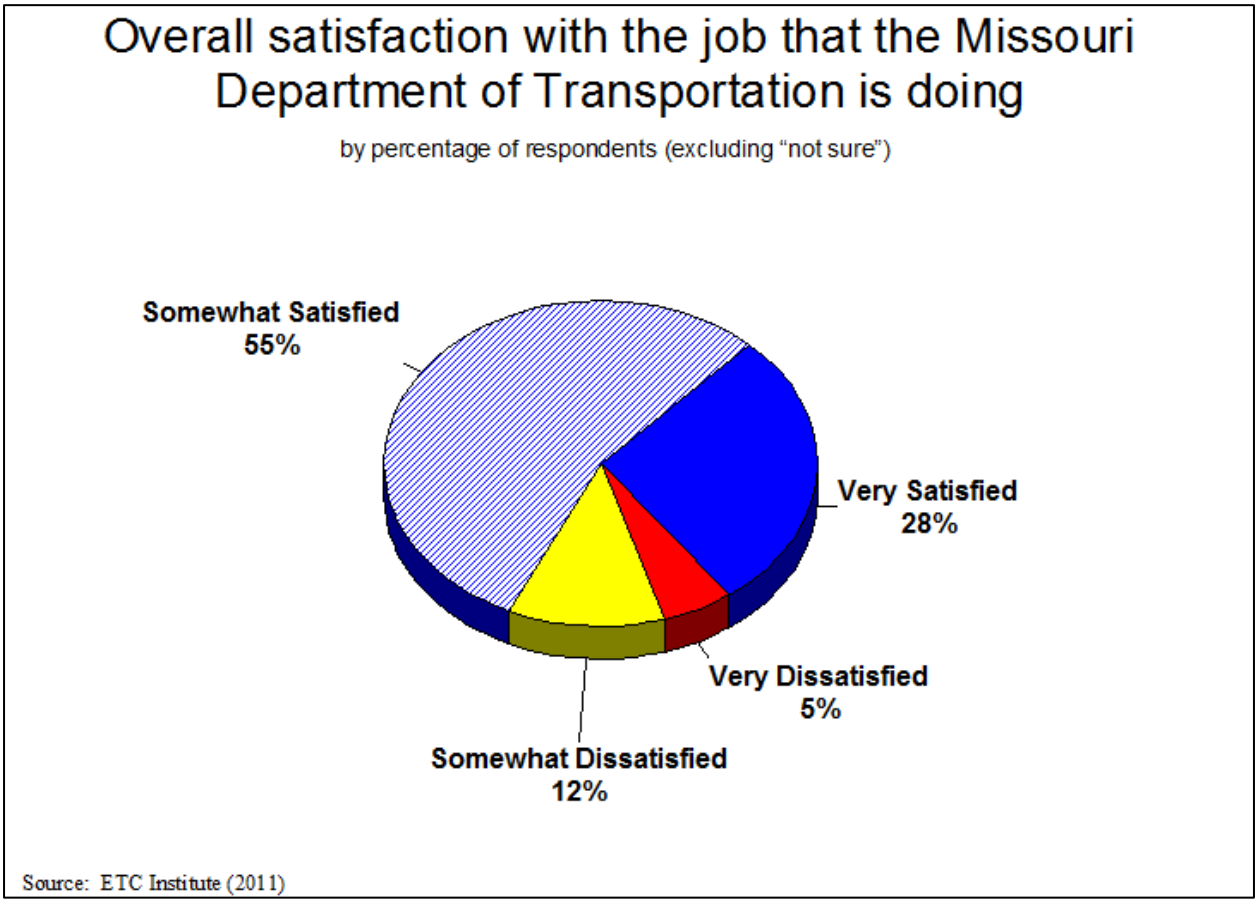


The percentage of "don't know/not sure" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results with previous statewide customer satisfaction surveys and other communities in the DirectionFinder® benchmarking database. When the "don't know/not sure" responses have been excluded, the text of this report will identify those results with the phrase "who had an opinion."

# Major Findings

**Overall Satisfaction with the job that MoDOT is doing remains high.**

Eighty-three percent (83%) of **ALL** the residents surveyed, who had an opinion, were satisfied (combination of "very satisfied" and "satisfied" responses) with the job that MoDOT is doing.

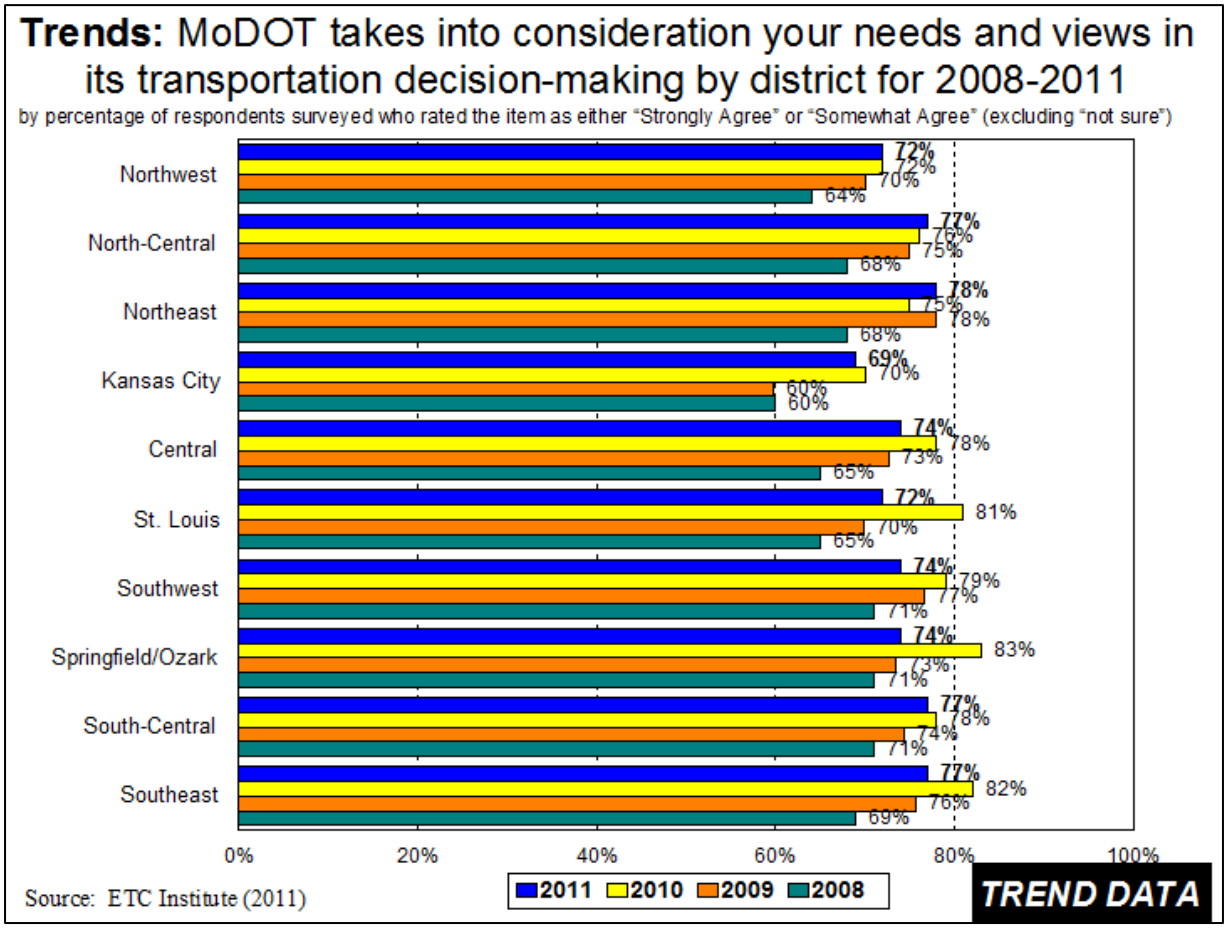


**Residents generally think MoDOT takes their needs and views into consideration in its transportation decision-making.** Seventy-three percent (73%) of **ALL** the residents surveyed, who had an opinion, agreed (combination of "strongly agree" and "somewhat agree" responses) with the statement "MoDOT takes into consideration your needs and views in its transportation decision-making." Although this is a 5% decrease from 2010, it is an 8% increase from just four years ago (2008).

**Only the Northeast District had a significant increase in the level of agreement with the statement "MoDOT takes into consideration your needs and views in its transportation decision-making" since 2010.** Although most districts either stayed the same or decreased in their agreement level with this statement since 2010, all 10 districts have made significant increases from just four years ago. The increases in agreement level of all 10 districts, since 2008, are listed below:

- Northwest District (8%)
- North-Central District (9%)
- Northeast District (10%)
- Kansas City District (9%)
- Central District (9%)
- St. Louis District (7%)
- Southwest District (3%)
- Springfield/Ozark District (4%)
- South-Central District (6%)
- Southeast District (8%)

**The chart below shows the trend in results for all 10 districts.**

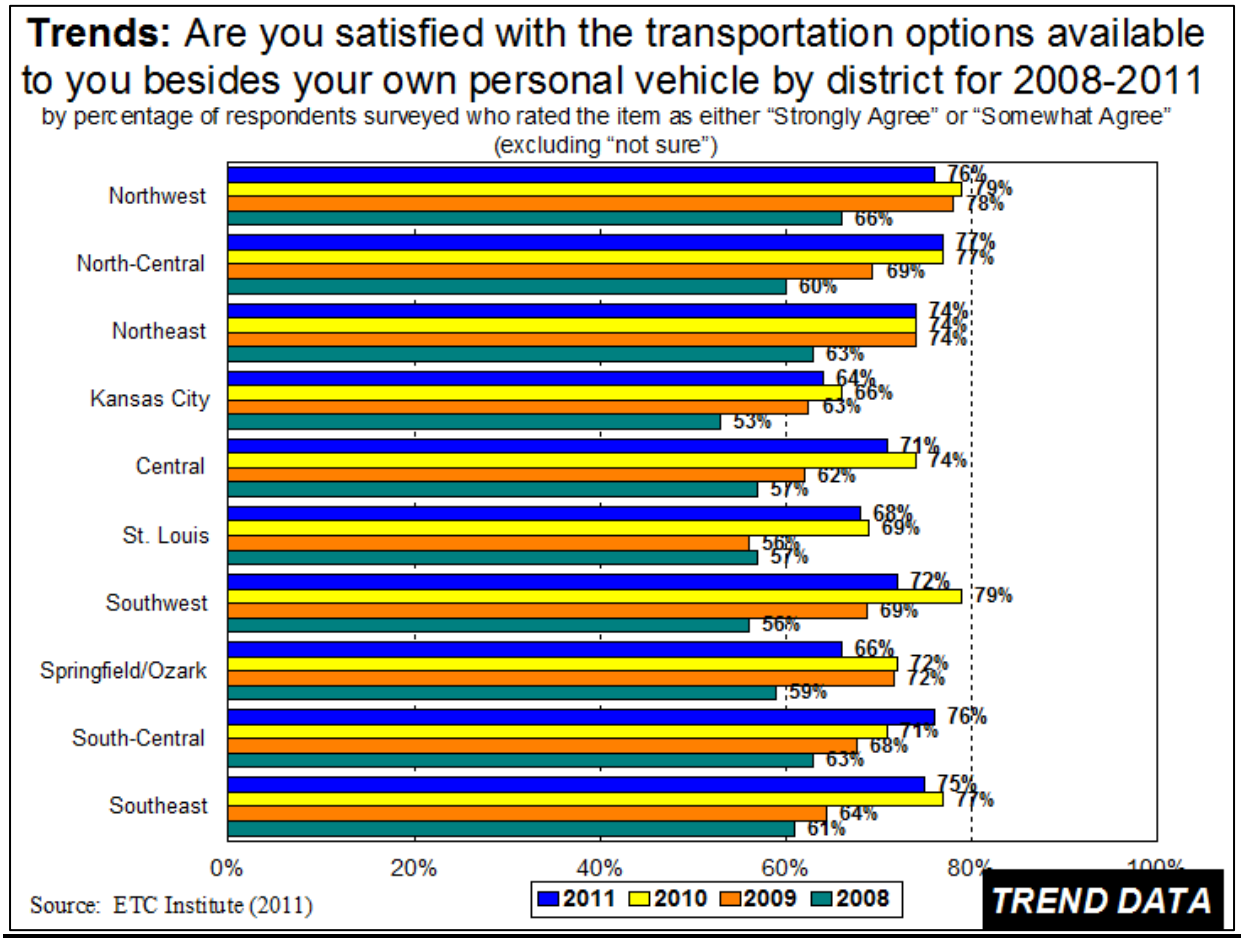


**Residents are generally satisfied with the transportation options that are available to them besides their own vehicle.** Sixty-eight percent (68%) of **ALL** the residents surveyed, who had an opinion, agreed (combination of "strongly agree" and "somewhat agree" responses) with the statement "You are satisfied with the transportation options available to you besides your own personal vehicle". Although this is a 3% decrease from 2010, it is an 11% increase from just four years ago (2008).

**Only the South-Central District had a significant increase in the level of agreement with the statement "You are satisfied with the transportation options available to you besides your own personal vehicle" since 2010.** Although most districts either stayed the same or decreased in their agreement level with this statement since 2010, all 10 districts have made significant increases from just four years ago. The increases in agreement level of all 10 districts, since 2008, are listed below:

- Northwest District (10%)
- North-Central District (17%)
- Northeast District (11%)
- Kansas City District (11%)
- Central District (14%)
- St. Louis District (11%)
- Southwest District (16%)
- Springfield/Ozark District (7%)
- South-Central District (13%)
- Southeast District (14%)

**The chart below shows the trend in results for all 10 districts.**



**Other Findings**

- Fifteen percent (15%) of residents, who had an opinion, thought that funding for transportation in Missouri should be increased greatly over the next 5 years; 33% thought it should be increased slightly, 48% thought it should stay the same while only 4% thought it should either be reduced slightly or reduced greatly.
- Ninety percent (90%) of the residents, who had an opinion, indicated that they trust MoDOT to keep its commitments to the public and only 10% did not.
- Seventy percent (70%) of residents, who had an opinion, agreed (combination of "strongly agree" and "somewhat agree" responses) with the statement "MoDOT does a good job of minimizing travel delays caused by construction & maintenance on highways"; fifteen percent (15%) gave a neutral response, and 15% disagreed with the statement.
- Sixty-two percent (62%) of residents, who had an opinion, were satisfied (combination of "very satisfied" and "satisfied" responses) with the job that MoDOT has done keeping the surface of major highways in good condition. This is a 13% percent increase since 2009.

## How MoDOT Compares to Other Departments of Transportation

**Benchmarking Findings.** MoDOT did well when compared to the other Departments of Transportation in ETC's DirectionFinder® database. Some of the results from the benchmarking analysis are listed below. Appendix B contains all the findings of the benchmarking analysis.

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

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

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

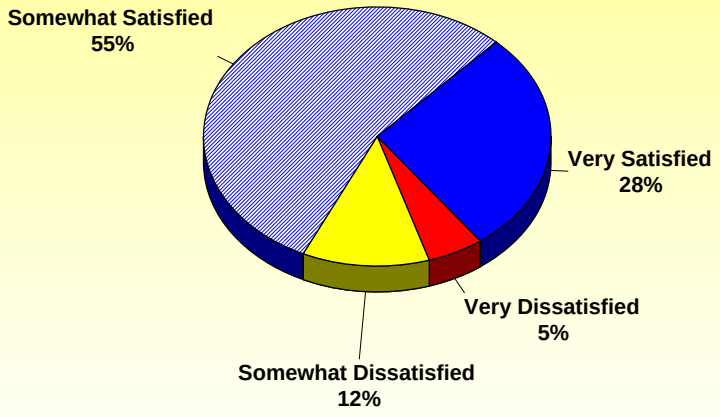
- Keeping bridges in good condition (-10%)

Although "Keeping bridges in good condition" is 10% below the North Central U.S. average, this is still a positive increase of +4% over 2009. The condition of bridges in Missouri remains an area of focus; however, it is obvious that significant steps have been taken to improve the condition of bridges in the state.

# Section 1:
# Charts and Graphs

## Overall satisfaction with the job that the Missouri Department of Transportation is doing

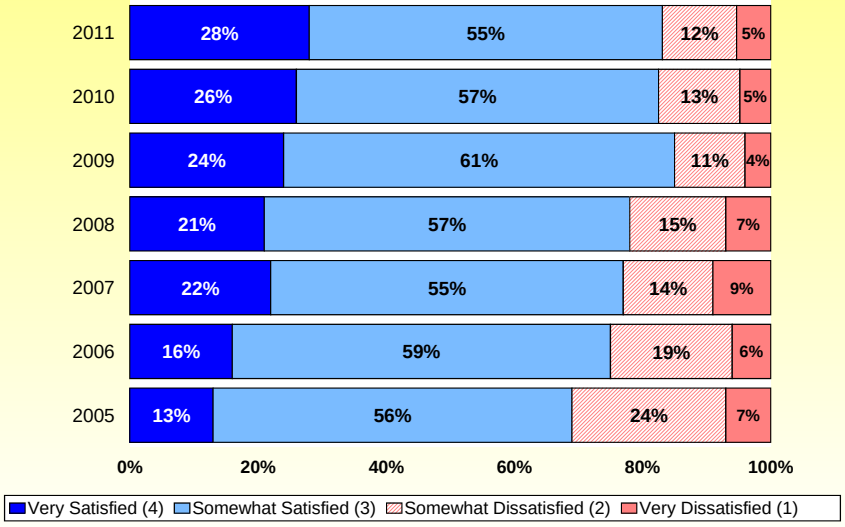
by percentage of respondents (excluding "not sure")




Source: ETC Institute (2011)

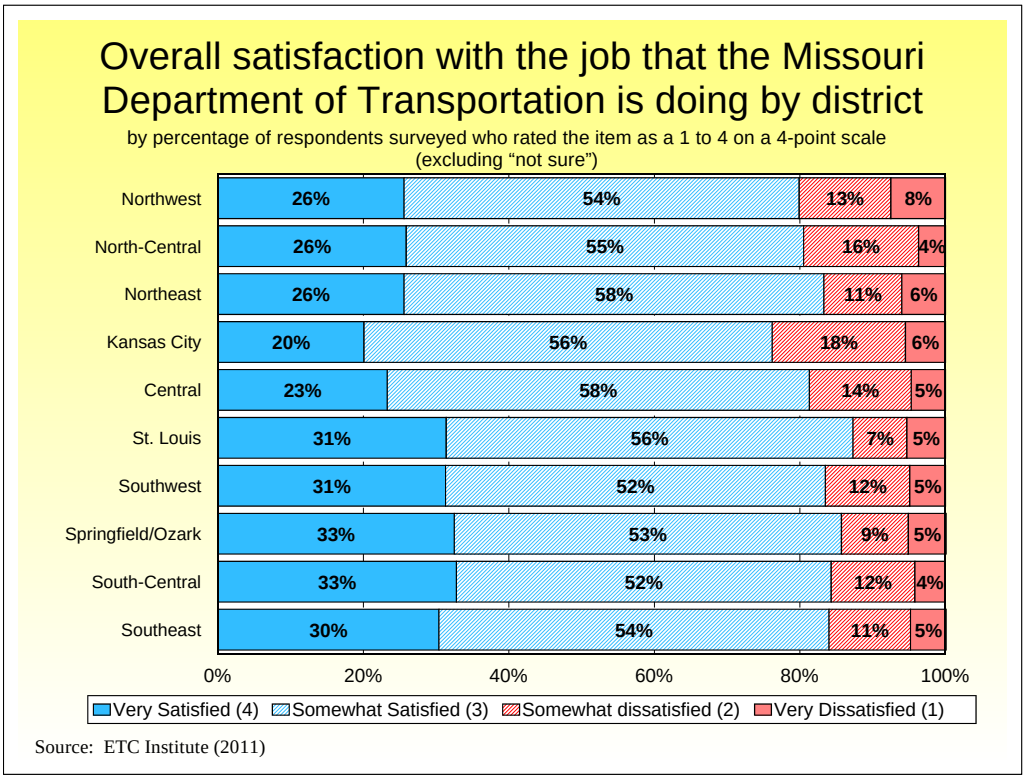
## **Trends:** Overall satisfaction with the job that the Missouri Department of Transportation is doing

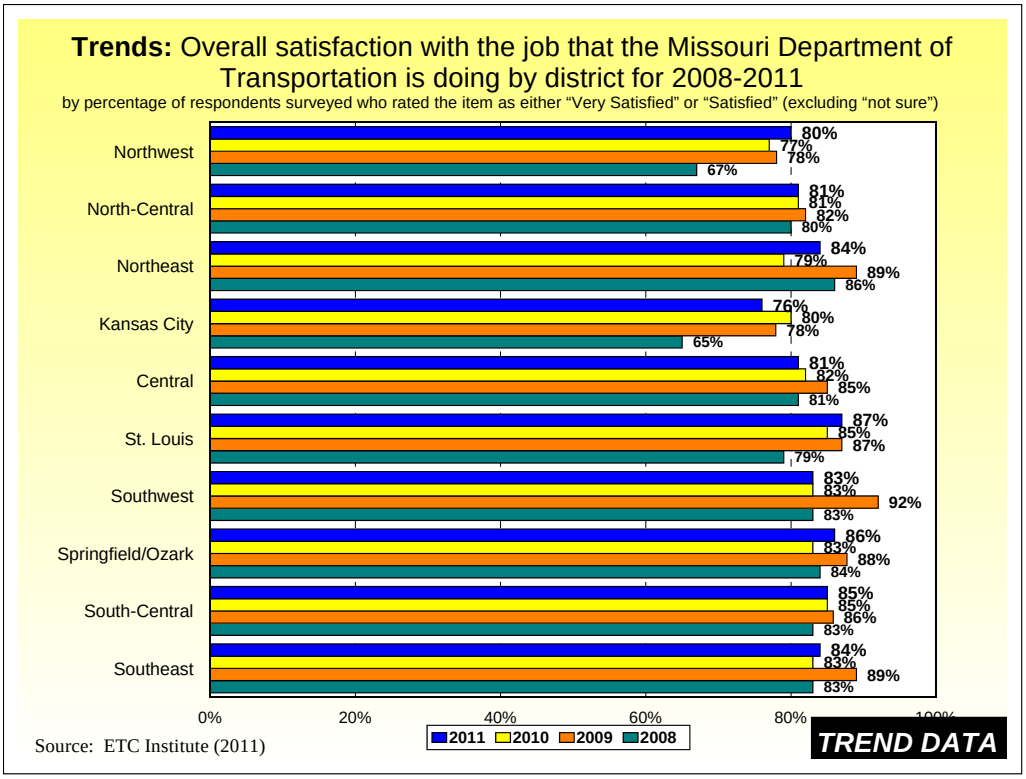
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")




Source: ETC Institute (2011)

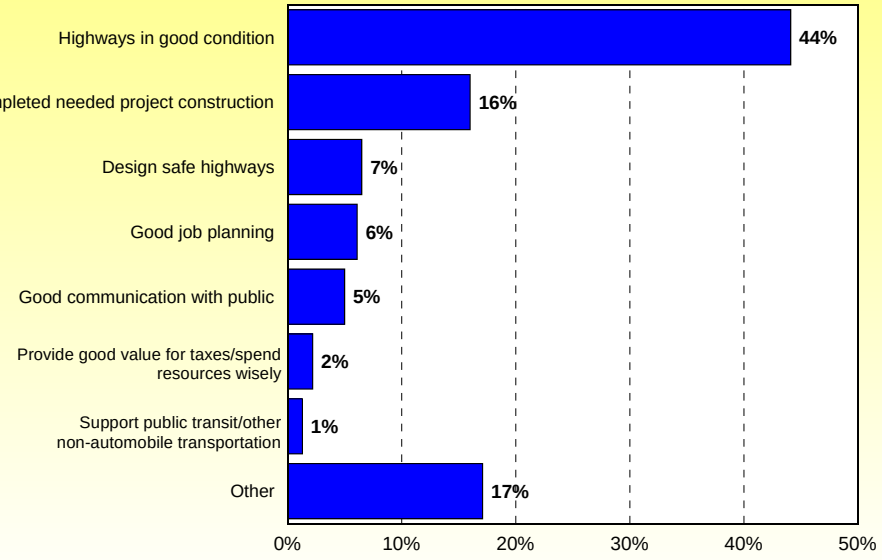
**TREND DATA**


Overall satisfaction with the job that the Missouri Department of Transportation is doing by district
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")
Northwest 26% 54% 13% 8%
North-Central 26% 55% 16% 4%
Northeast 26% 58% 11% 6%
Kansas City 20% 56% 18% 6%
Central 23% 58% 14% 5%
St. Louis 31% 56% 7% 5%
Southwest 31% 52% 12% 5%
Springfield/Ozark 33% 53% 9% 5%
South-Central 33% 52% 12% 4%
Southeast 30% 54% 11% 5%
0% 20% 40% 60% 80% 100%
Very Satisfied (4)
Somewhat Satisfied (3)
Somewhat dissatisfied (2)
Very Dissatisfied (1)
Source: ETC Institute (2011)


Trends: Overall satisfaction with the job that the Missouri Department of Transportation is doing by district for 2008-2011
by percentage of respondents surveyed who rated the item as either "Very Satisfied" or "Satisfied" (excluding "not sure")
Northwest 80% 77% 78% 67%
North-Central 81% 81% 82% 80%
Northeast 84% 79% 89% 86%
Kansas City 76% 80% 78% 65%
Central 81% 82% 85% 81%
St. Louis 87% 85% 87% 79%
Southwest 83% 83% 92% 83%
Springfield/Ozark 86% 83% 88% 84%
South-Central 85% 85% 86% 83%
Southeast 84% 83% 89% 83%
0% 20% 40% 60% 80% 100%
2011 2010 2009 2008
Source: ETC Institute (2011)
TREND DATA

## What about MoDOT are you MOST satisfied with?

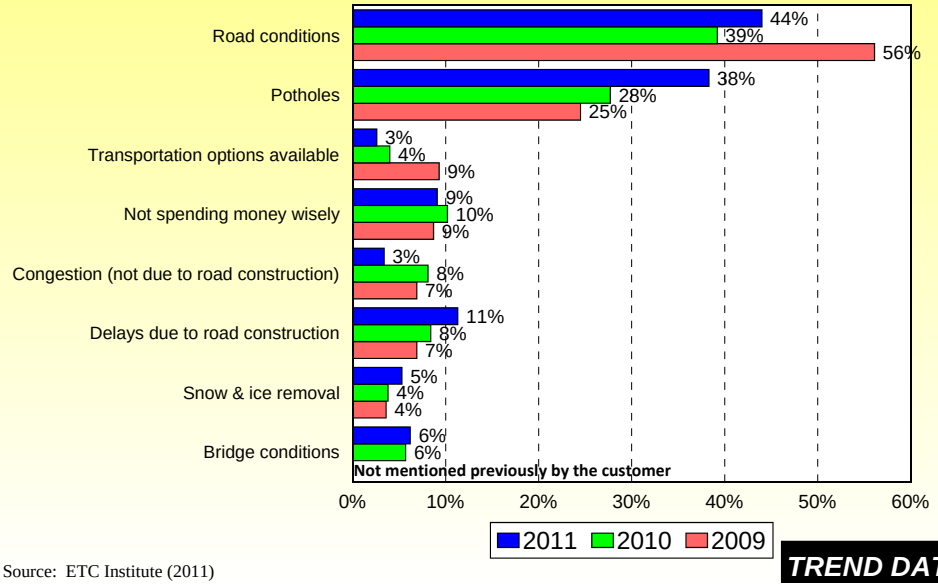
The graph below is a result of direct feedback from respondents who were either "Very Satisfied" or "Satisfied" with the job MoDOT was doing. The responses were not scripted, rather the direct responses from the respondents were placed into categories. (Multiple responses were allowed)




Source: ETC Institute (2011)

## What about MoDOT are you MOST dissatisfied with? 2009-2011

The graph below is a result of direct feedback from respondents who were either "Very Dissatisfied" or "Somewhat Dissatisfied" with the job that MoDOT is doing. The responses were not scripted, rather the direct responses from the respondents were placed into categories. (Multiple responses were allowed)

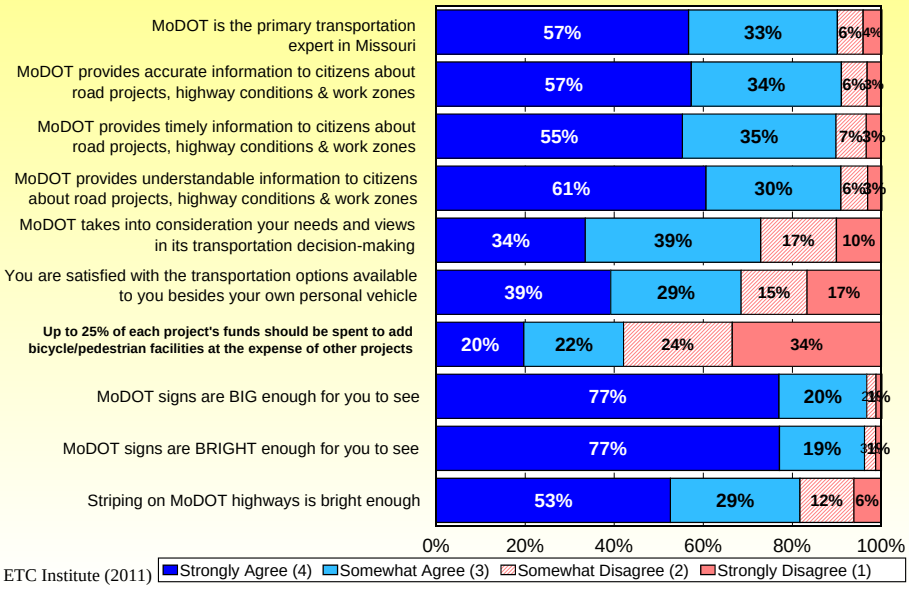



TREND DATA

Source: ETC Institute (2011)

## Level of agreement with statements related to transportation in Missouri and MoDOT

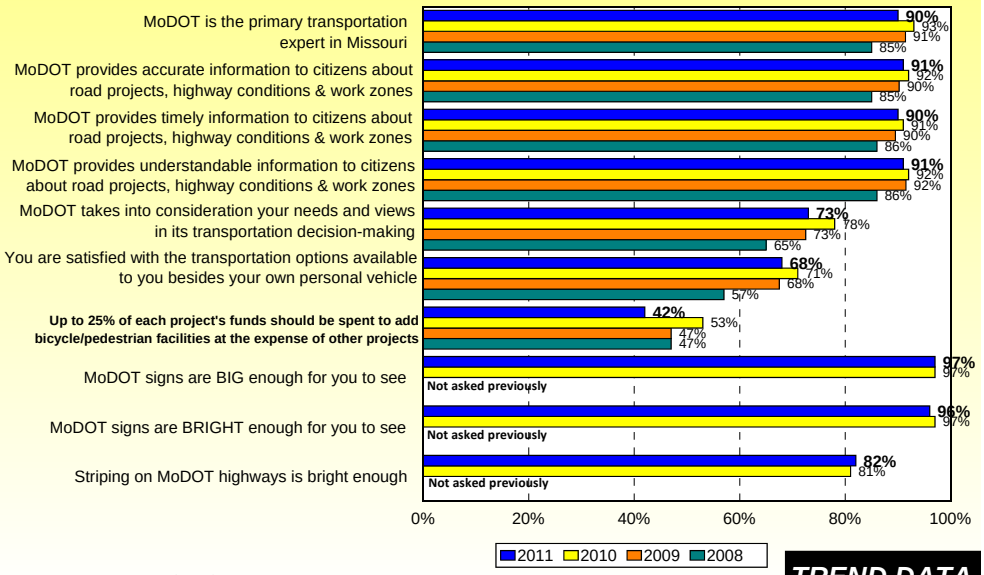
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)




Source: ETC Institute (2011)

## **Trends:** Level of agreement with statements related to transportation in Missouri and MoDOT: 2008-2011

by percentage of respondents surveyed who rated the item as either "Strongly Agree" or "Somewhat Agree" (excluding "not sure")

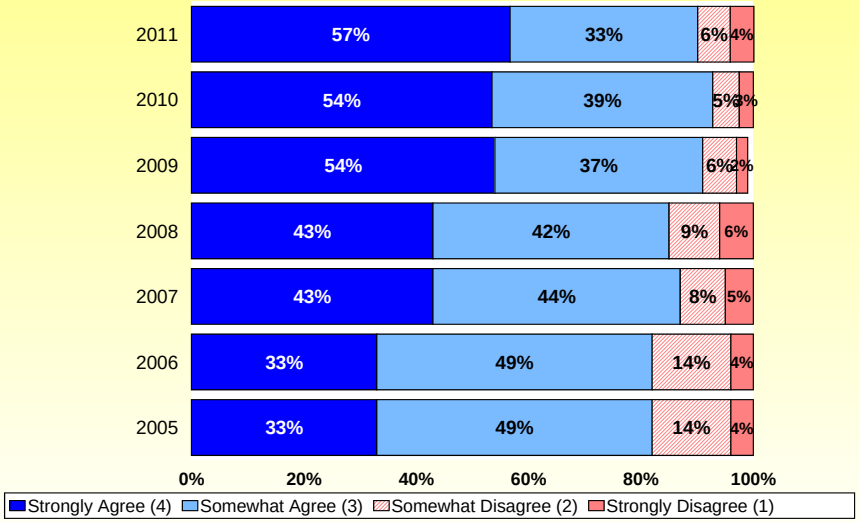



Source: ETC Institute (2011)

**TREND DATA**

## **Trends:** Level of agreement that MoDOT is the primary transportation expert in Missouri

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

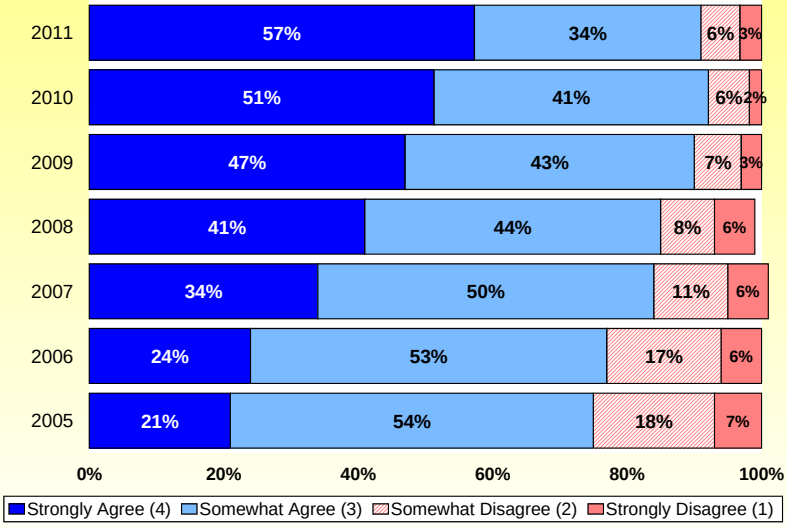



Source: ETC Institute (2011)

**TREND DATA**

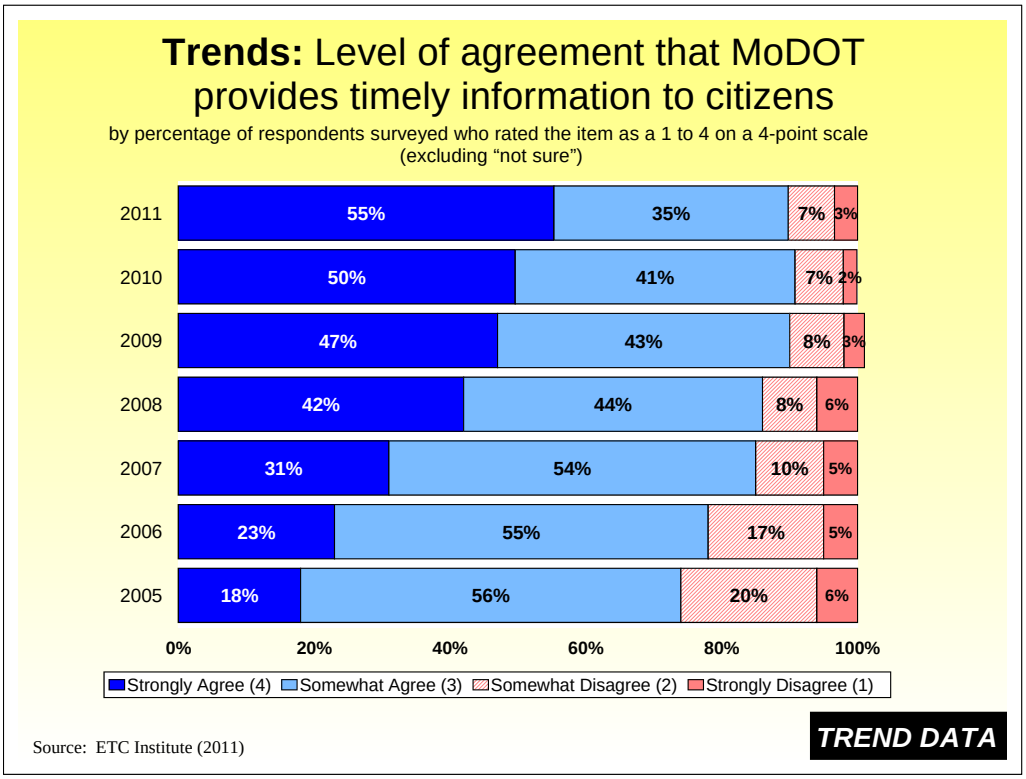
## **Trends:** Level of agreement that MoDOT provides accurate information to citizens

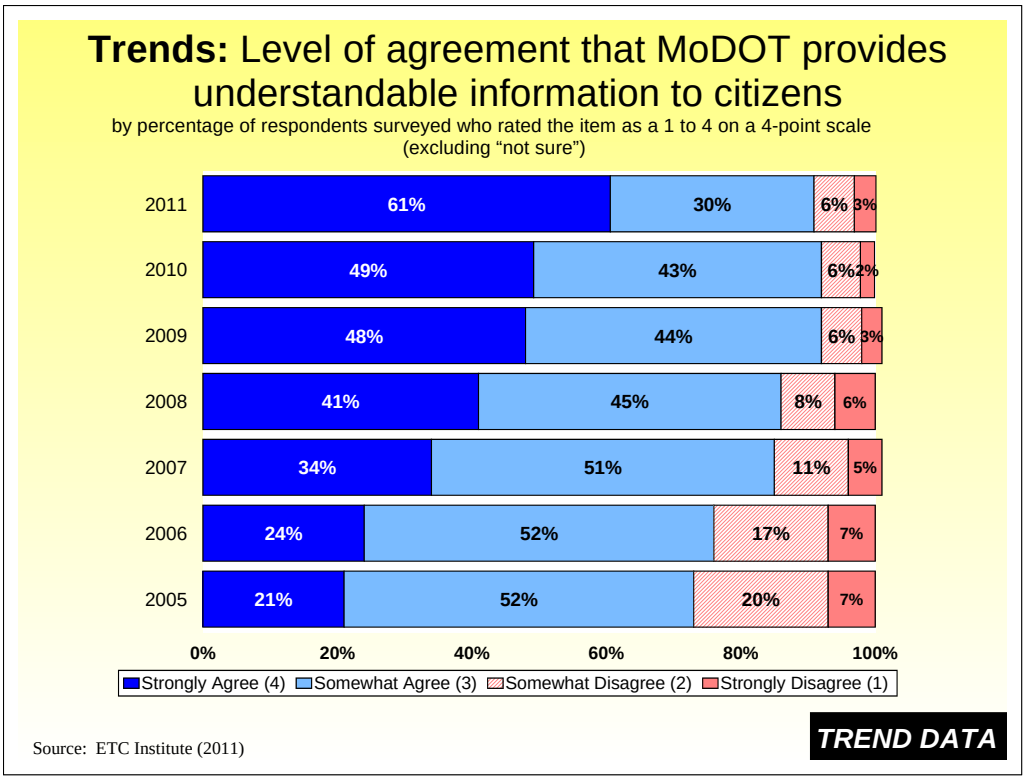
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

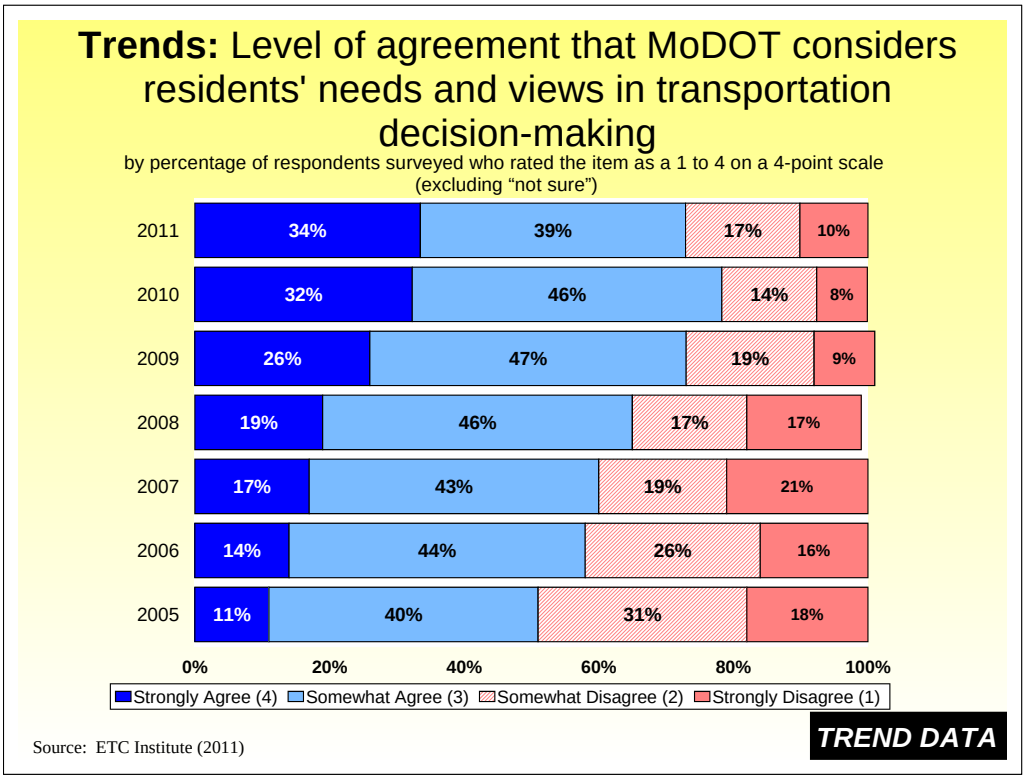


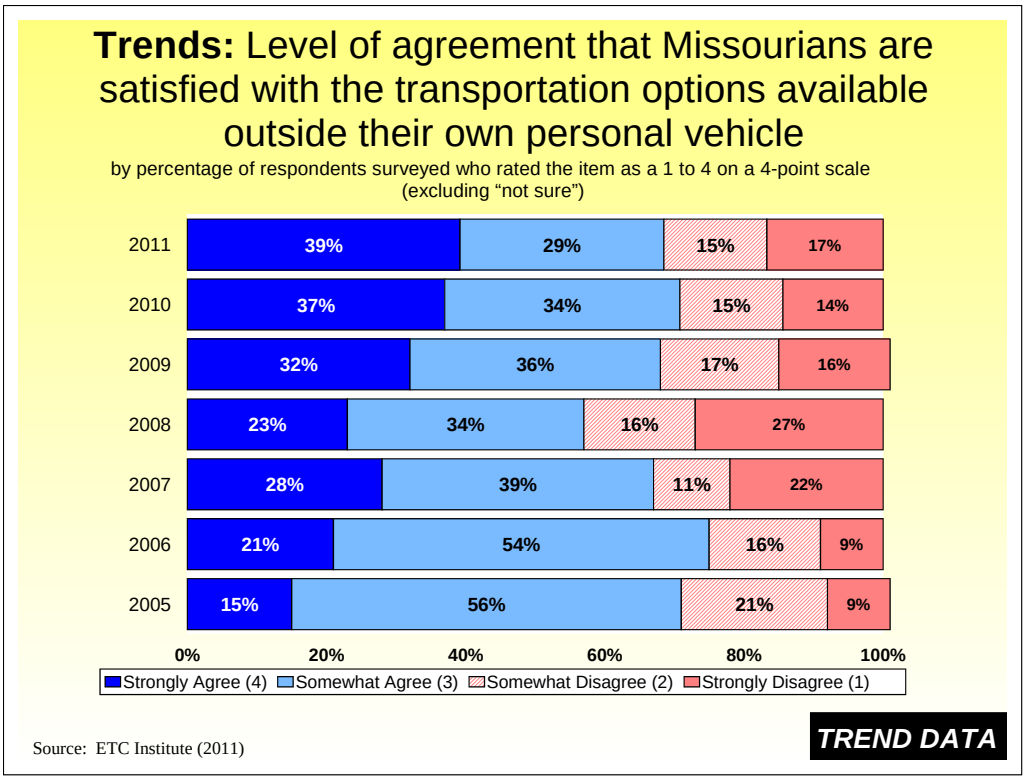

Source: ETC Institute (2011)

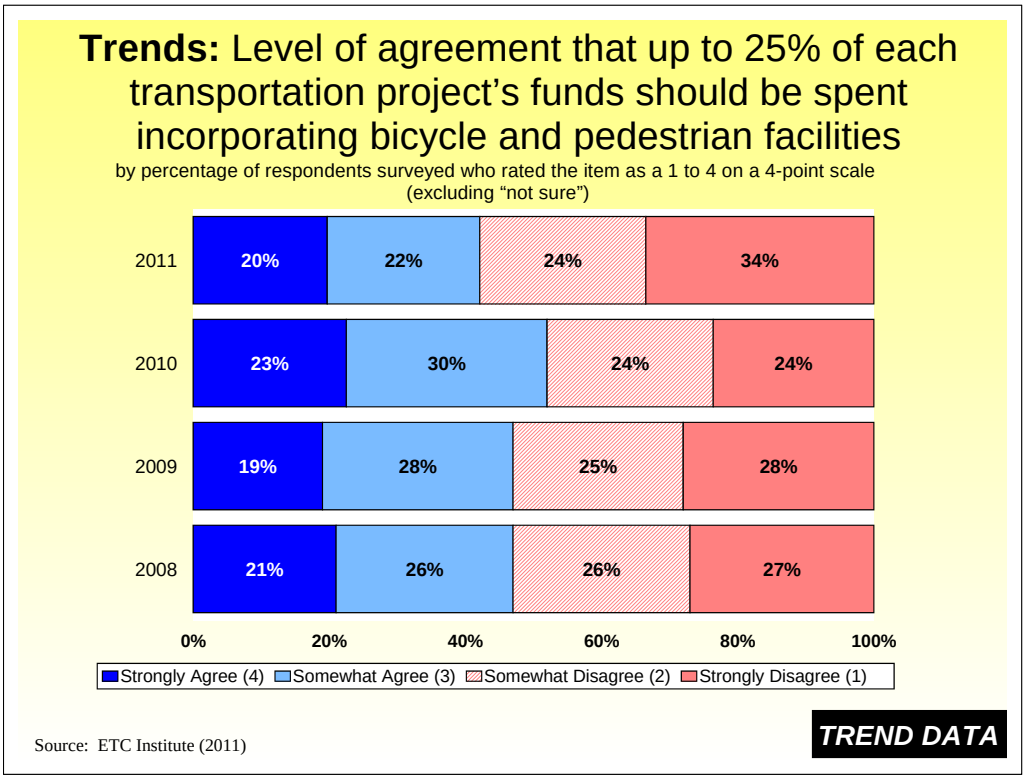
**TREND DATA**

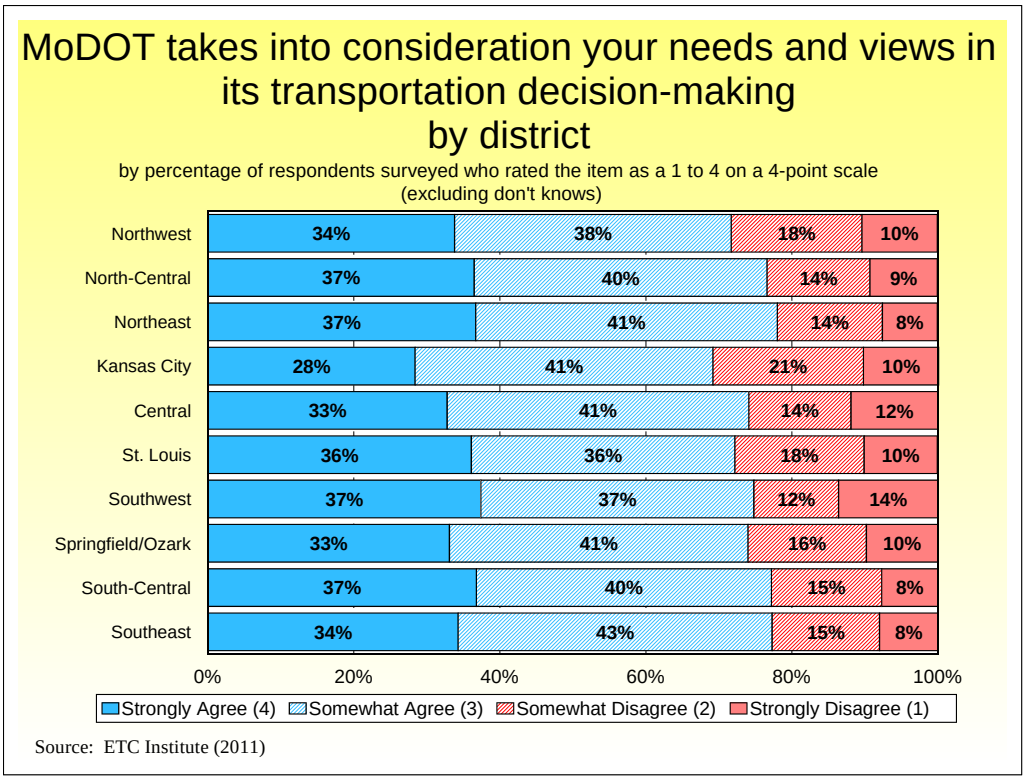

Trends: Level of agreement that MoDOT provides timely information to citizens
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")
2011
55%
35%
7%
3%
2010
50%
41%
7%
2%
2009
47%
43%
8%
3%
2008
42%
44%
8%
6%
2007
31%
54%
10%
5%
2006
23%
55%
17%
5%
2005
18%
56%
20%
6%
0%
20%
40%
60%
80%
100%
Strongly Agree (4)
Somewhat Agree (3)
Somewhat Disagree (2)
Strongly Disagree (1)
Source: ETC Institute (2011)
TREND DATA

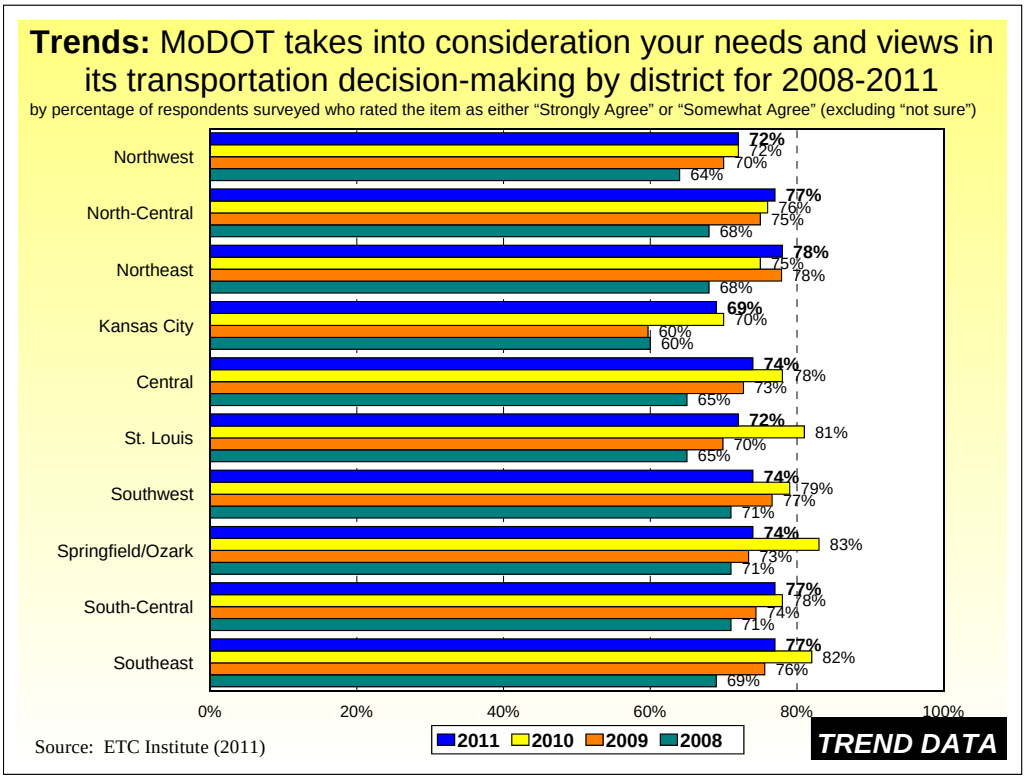

Trends: Level of agreement that MoDOT provides understandable information to citizens
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")
2011
61%
30%
6%
3%
2010
49%
43%
6%
2%
2009
48%
44%
6%
3%
2008
41%
45%
8%
6%
2007
34%
51%
11%
5%
2006
24%
52%
17%
7%
2005
21%
52%
20%
7%
0%
20%
40%
60%
80%
100%
Strongly Agree (4)
Somewhat Agree (3)
Somewhat Disagree (2)
Strongly Disagree (1)
Source: ETC Institute (2011)
TREND DATA

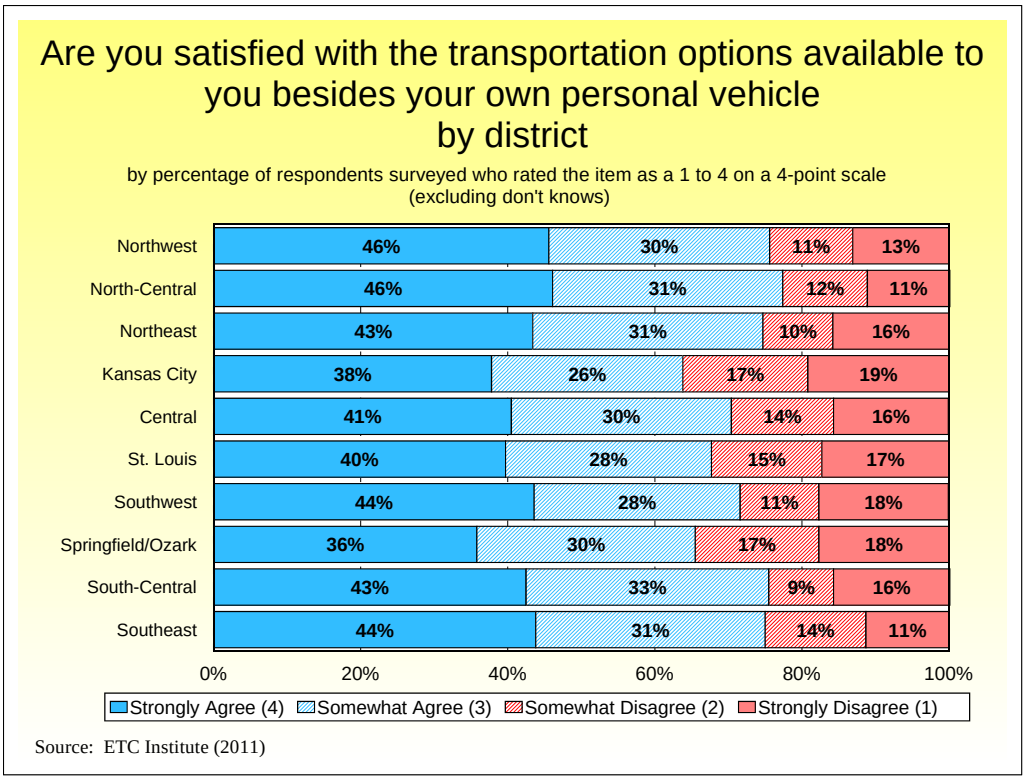

Trends: Level of agreement that MoDOT considers residents' needs and views in transportation decision-making
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")
2011 34% 39% 17% 10%
2010 32% 46% 14% 8%
2009 26% 47% 19% 9%
2008 19% 46% 17% 17%
2007 17% 43% 19% 21%
2006 14% 44% 26% 16%
2005 11% 40% 31% 18%
0% 20% 40% 60% 80% 100%
Strongly Agree (4) Somewhat Agree (3) Somewhat Disagree (2) Strongly Disagree (1)
Source: ETC Institute (2011)
TREND DATA

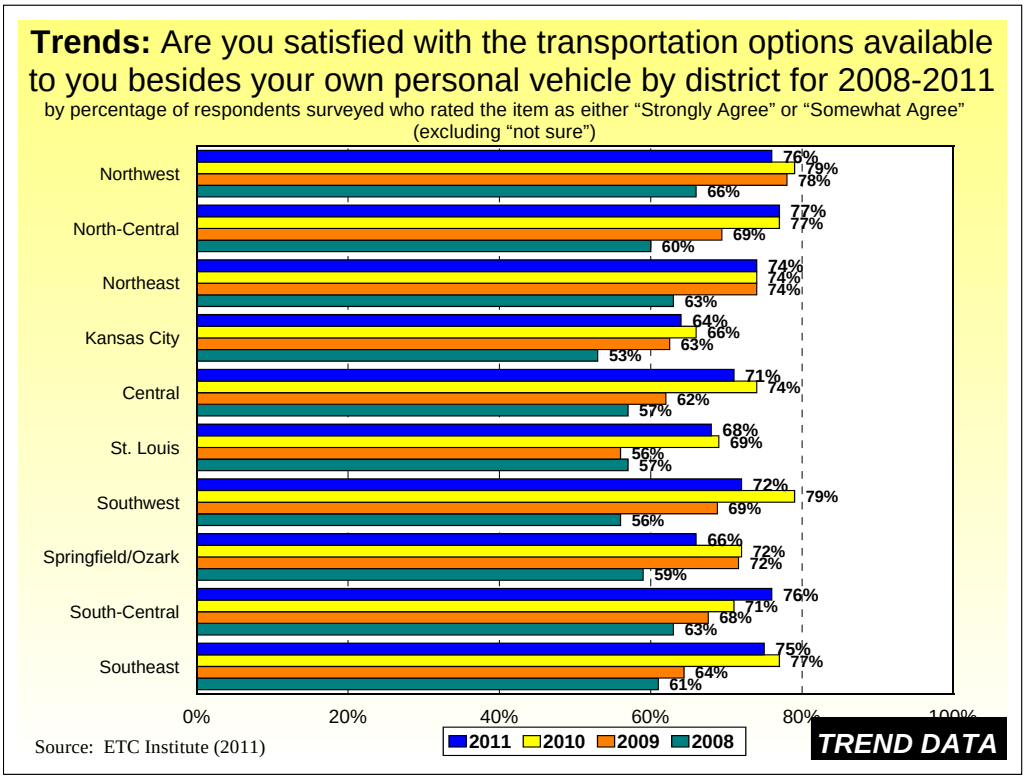

Trends: Level of agreement that Missourians are satisfied with the transportation options available outside their own personal vehicle
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")
2011 39% 29% 15% 17%
2010 37% 34% 15% 14%
2009 32% 36% 17% 16%
2008 23% 34% 16% 27%
2007 28% 39% 11% 22%
2006 21% 54% 16% 9%
2005 15% 56% 21% 9%
0% 20% 40% 60% 80% 100%
Strongly Agree (4) Somewhat Agree (3) Somewhat Disagree (2) Strongly Disagree (1)
Source: ETC Institute (2011)
TREND DATA

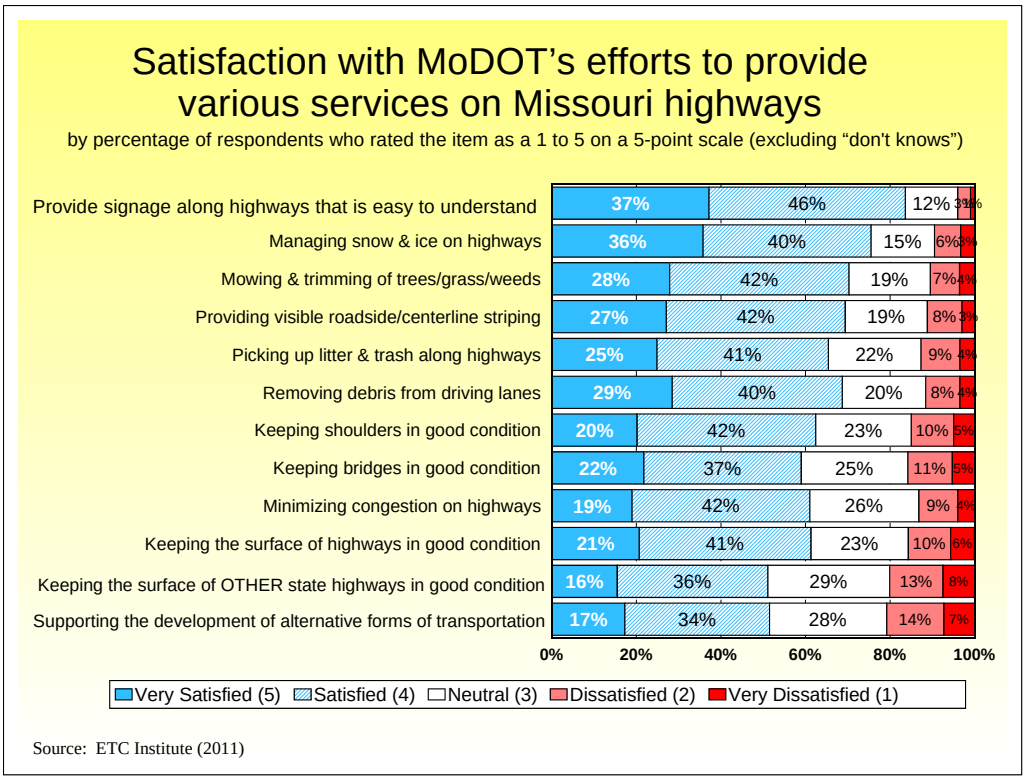

Trends: Level of agreement that up to 25% of each transportation project's funds should be spent incorporating bicycle and pedestrian facilities
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")
2011
20%
22%
24%
34%
2010
23%
30%
24%
24%
2009
19%
28%
25%
28%
2008
21%
26%
26%
27%
0%
20%
40%
60%
80%
100%
Strongly Agree (4)
Somewhat Agree (3)
Somewhat Disagree (2)
Strongly Disagree (1)
Source: ETC Institute (2011)
TREND DATA


MoDOT takes into consideration your needs and views in its transportation decision-making by district
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding don't knows)
Northwest
34%
38%
18%
10%
North-Central
37%
40%
14%
9%
Northeast
37%
41%
14%
8%
Kansas City
28%
41%
21%
10%
Central
33%
41%
14%
12%
St. Louis
36%
36%
18%
10%
Southwest
37%
37%
12%
14%
Springfield/Ozark
33%
41%
16%
10%
South-Central
37%
40%
15%
8%
Southeast
34%
43%
15%
8%
0%
20%
40%
60%
80%
100%
Strongly Agree (4)
Somewhat Agree (3)
Somewhat Disagree (2)
Strongly Disagree (1)
Source: ETC Institute (2011)


Trends: MoDOT takes into consideration your needs and views in its transportation decision-making by district for 2008-2011
by percentage of respondents surveyed who rated the item as either "Strongly Agree" or "Somewhat Agree" (excluding "not sure")
Northwest
72%
72%
70%
64%
North-Central
77%
76%
75%
68%
Northeast
78%
75%
78%
68%
Kansas City
69%
70%
60%
60%
Central
74%
78%
73%
65%
St. Louis
72%
81%
70%
65%
Southwest
74%
79%
77%
71%
Springfield/Ozark
74%
83%
73%
71%
South-Central
77%
78%
74%
71%
Southeast
77%
82%
76%
69%
0%
20%
40%
60%
80%
100%
2011
2010
2009
2008
TREND DATA
Source: ETC Institute (2011)

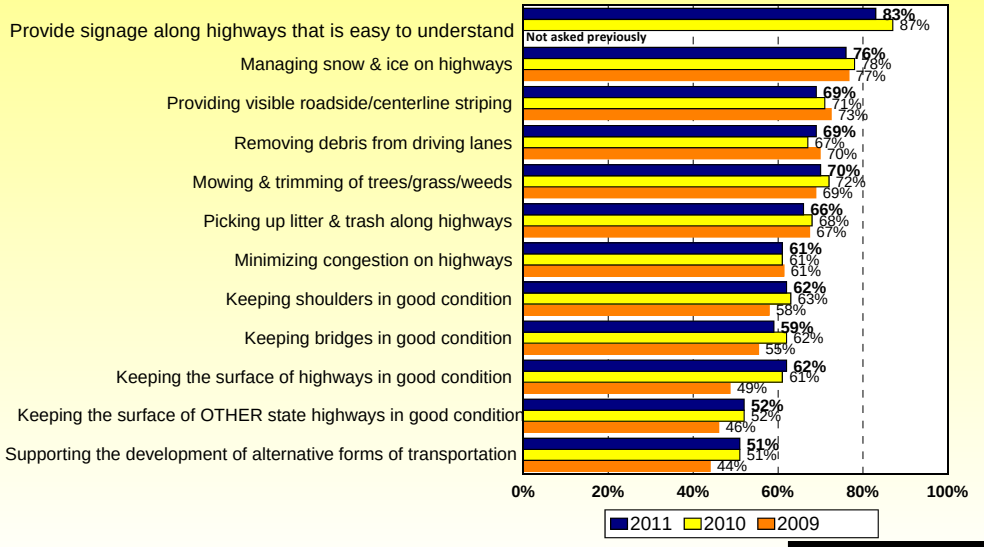

Are you satisfied with the transportation options available to you besides your own personal vehicle by district
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)
Northwest
46%
30%
11%
13%
North-Central
46%
31%
12%
11%
Northeast
43%
31%
10%
16%
Kansas City
38%
26%
17%
19%
Central
41%
30%
14%
16%
St. Louis
40%
28%
15%
17%
Southwest
44%
28%
11%
18%
Springfield/Ozark
36%
30%
17%
18%
South-Central
43%
33%
9%
16%
Southeast
44%
31%
14%
11%
0%
20%
40%
60%
80%
100%
Strongly Agree (4)
Somewhat Agree (3)
Somewhat Disagree (2)
Strongly Disagree (1)
Source: ETC Institute (2011)


Trends: Are you satisfied with the transportation options available to you besides your own personal vehicle by district for 2008-2011
by percentage of respondents surveyed who rated the item as either "Strongly Agree" or "Somewhat Agree" (excluding "not sure")
Northwest
76%
79%
78%
66%
North-Central
77%
77%
69%
60%
Northeast
74%
74%
74%
63%
Kansas City
64%
66%
63%
53%
Central
71%
74%
62%
57%
St. Louis
68%
69%
56%
57%
Southwest
72%
79%
69%
56%
Springfield/Ozark
66%
72%
72%
59%
South-Central
76%
71%
68%
63%
Southeast
75%
77%
64%
61%
0%
20%
40%
60%
80%
100%
2011
2010
2009
2008
TREND DATA
Source: ETC Institute (2011)


Satisfaction with MoDOT's efforts to provide various services on Missouri highways
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't knows")
Provide signage along highways that is easy to understand
37%
46%
12%
Managing snow & ice on highways
36%
40%
15%
6%
Mowing & trimming of trees/grass/weeds
28%
42%
19%
7%
Providing visible roadside/centerline striping
27%
42%
19%
8%
Picking up litter & trash along highways
25%
41%
22%
9%
Removing debris from driving lanes
29%
40%
20%
8%
Keeping shoulders in good condition
20%
42%
23%
10%
5%
Keeping bridges in good condition
22%
37%
25%
11%
5%
Minimizing congestion on highways
19%
42%
26%
9%
Keeping the surface of highways in good condition
21%
41%
23%
10%
6%
Keeping the surface of OTHER state highways in good condition
16%
36%
29%
13%
8%
Supporting the development of alternative forms of transportation
17%
34%
28%
14%
7%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (2)
Very Dissatisfied (1)
Source: ETC Institute (2011)

## Trends: Satisfaction with MoDOT's efforts to provide various services on Missouri highways 2009-2011

by percentage of respondents surveyed who rated the item as either "Very Satisfied" or "Satisfied" (excluding "not sure")

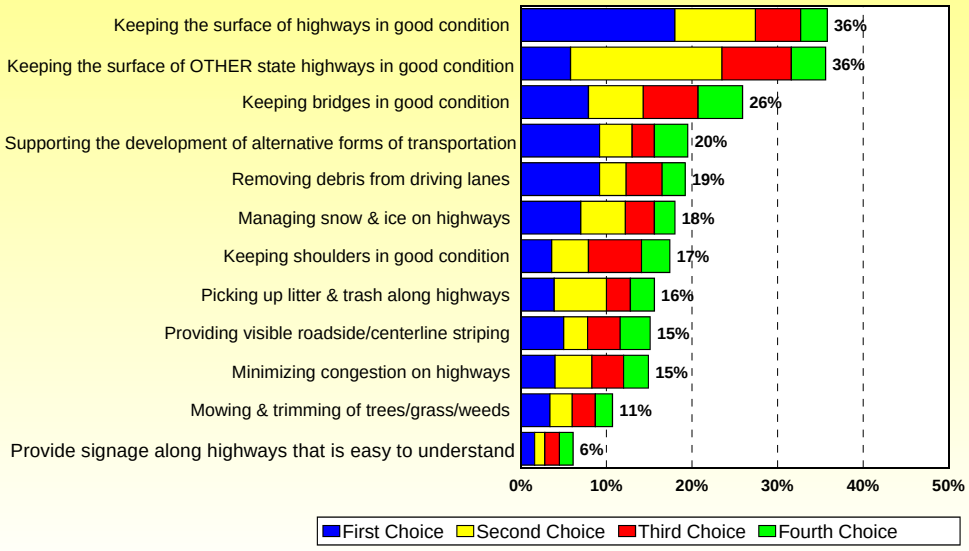



Source: ETC Institute (2011)

**TREND DATA**

## Highway services residents felt were most important for MoDOT to emphasize over the next two years

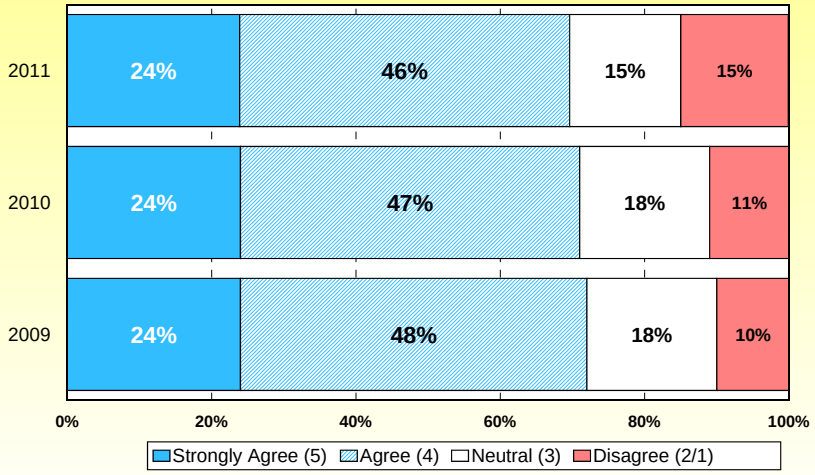
by sum of top four choices




Source: ETC Institute (2011)

## **Trends:** Level of Agreement with the Statement "MoDOT does a good job of minimizing travel delays caused by construction & maintenance on highways"

by percentage of respondents surveyed who rated the item as a 1 to 5 on a 5-point scale, "Disagree" and "Strongly Disagree" were combined. (excluding don't knows)

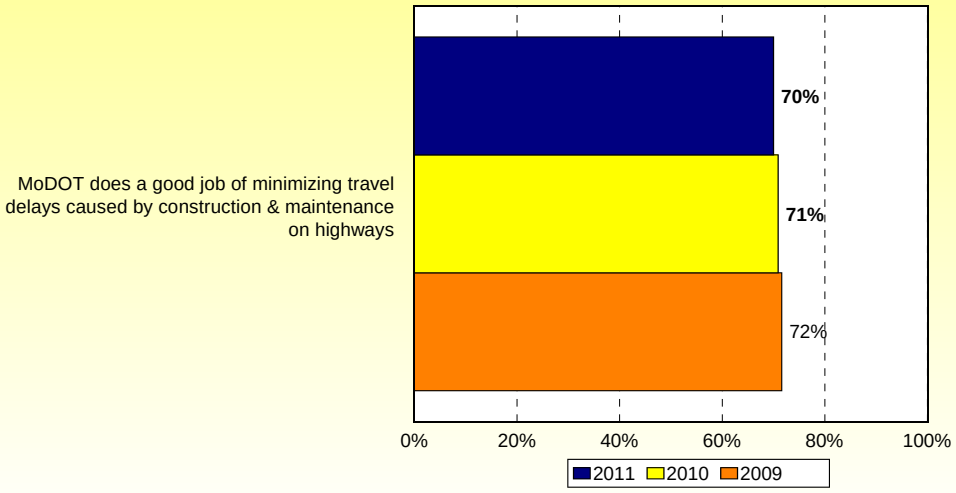



Source: ETC Institute (2011)

**TREND DATA**

## **Trends:** Please rate your level of agreement with the following statements: 2009-2011

by percentage of respondents surveyed who rated the item as "Strongly Agree" or "Agree" (excluding don't knows)

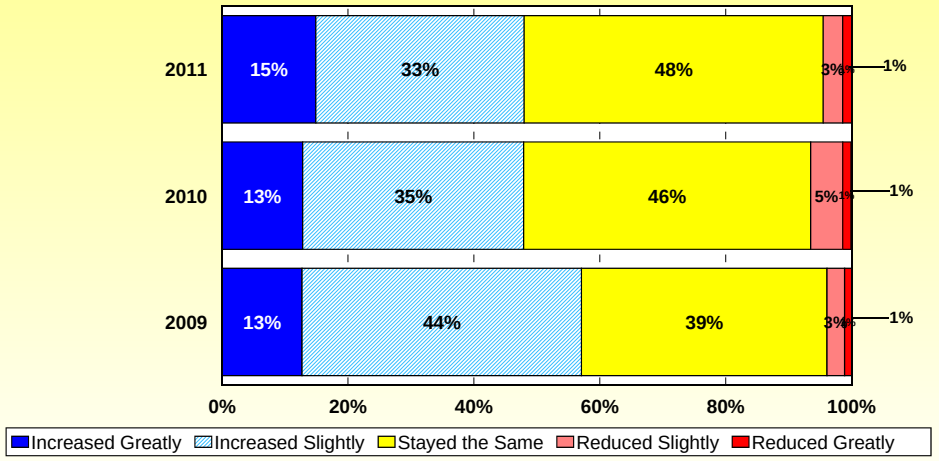



Source: ETC Institute (2011)

**TREND DATA**

**Trends:** How do you think funding for transportation in Missouri should be over the next five years, should it be...?

by percentage of respondents (excluding "not sure")

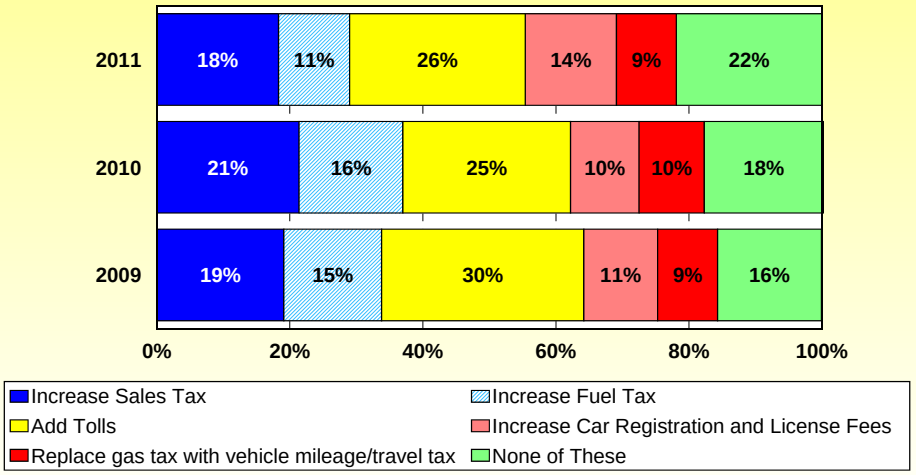



Source: ETC Institute (2011)

**TREND DATA**

**Trends:** If it was determined that the state needs to increase revenues to adequately fund Missouri state highways and roads, which one of the following methods would be most acceptable to you?

by percentage of respondents (excluding "not sure")

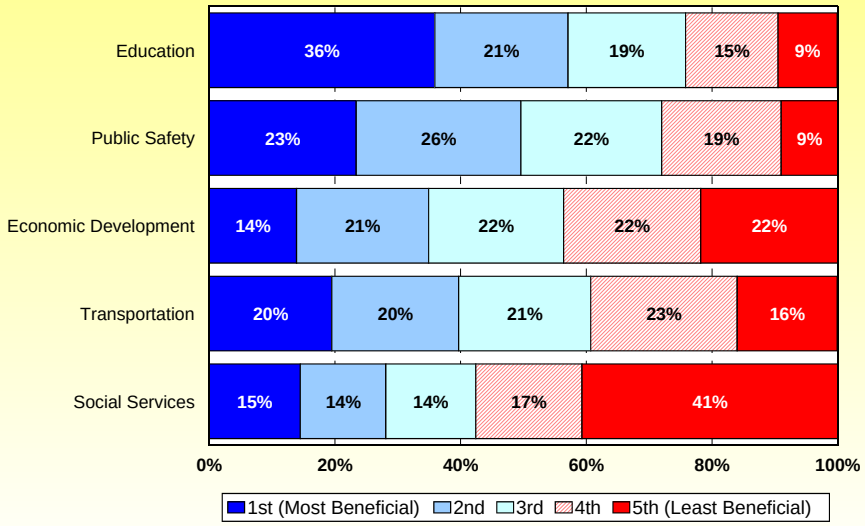



Source: ETC Institute (2011)

**TREND DATA**

## State government expenditures residents feel have been most beneficial to them personally

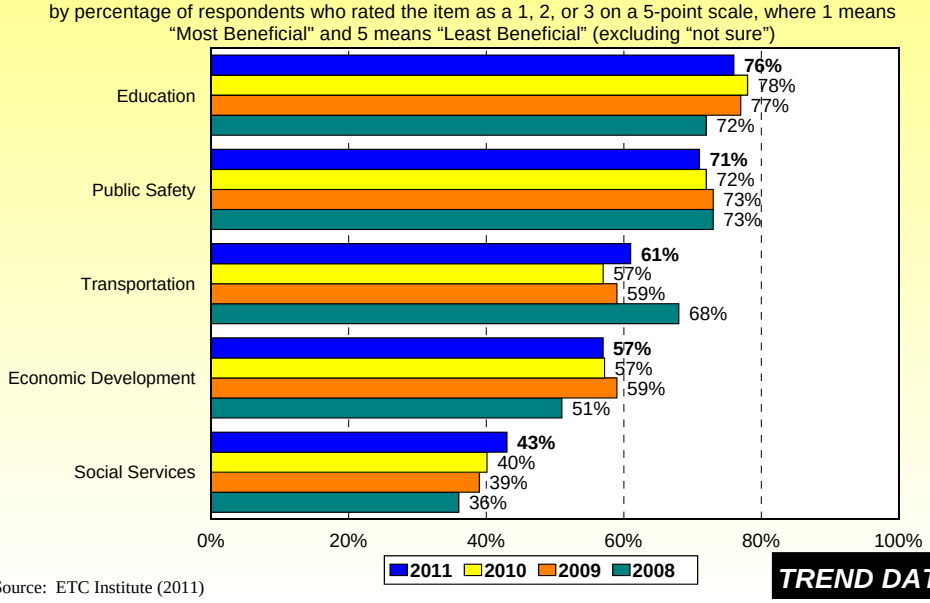
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "not sure")




Source: ETC Institute (2011)

## **Trends:** State government expenditures residents feel have been most beneficial to them personally for 2008-2011

by percentage of respondents who rated the item as a 1, 2, or 3 on a 5-point scale, where 1 means "Most Beneficial" and 5 means "Least Beneficial" (excluding "not sure")

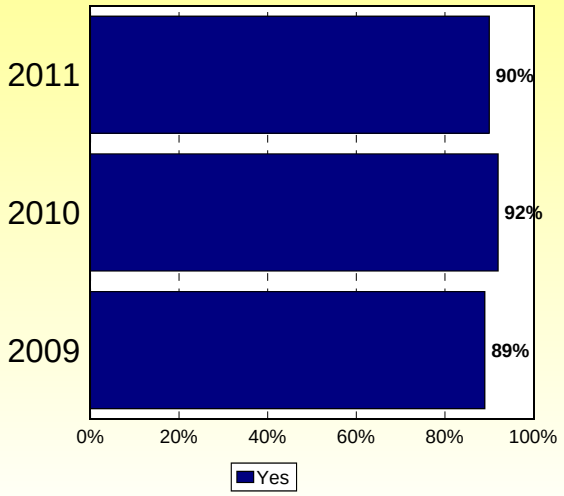



Source: ETC Institute (2011)

**TREND DATA**

## Do you trust MoDOT to keep its commitments to the public?

by percentage of respondents who responded yes (excluding don't knows)

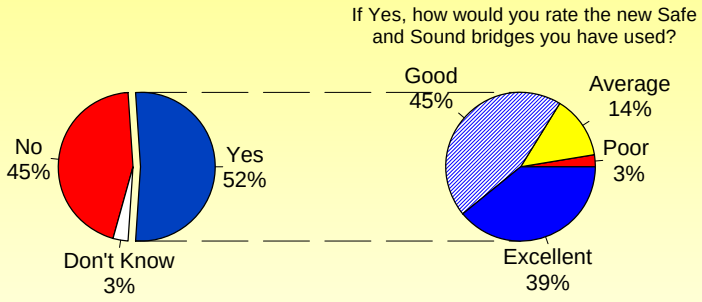



Source: ETC Institute (2011)

**TREND DATA**

## Have you heard about MoDOT's 5-year Safe and Sound Bridge Improvement Program?

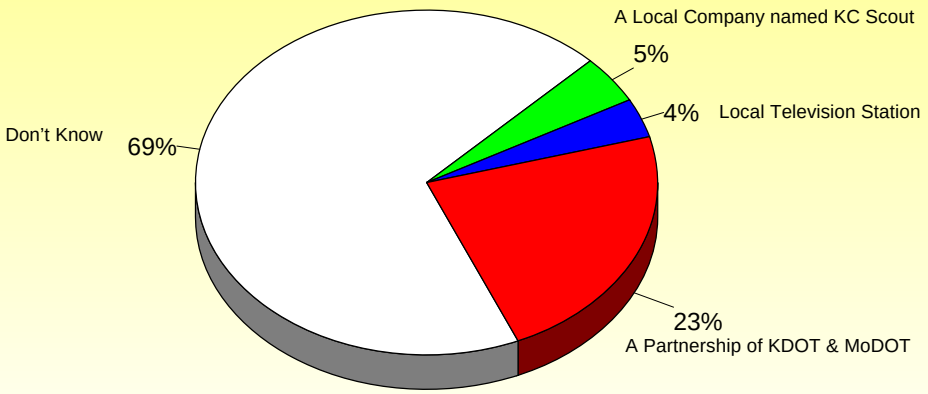
by percentage of respondents




Source: ETC Institute (2011)

## From your perspective, who owns and operates the KC Scout Traffic Management Center?

by percentage of respondents who live in district 4

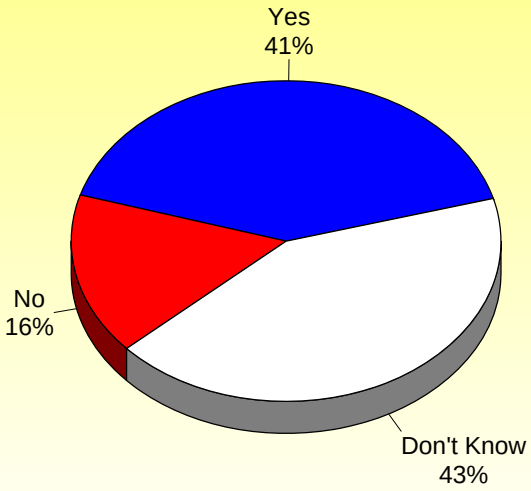



Source: ETC Institute (2011)

***District 4 Only***

## Does KC Scout provide value to you?

by percentage of respondents who live in district 4

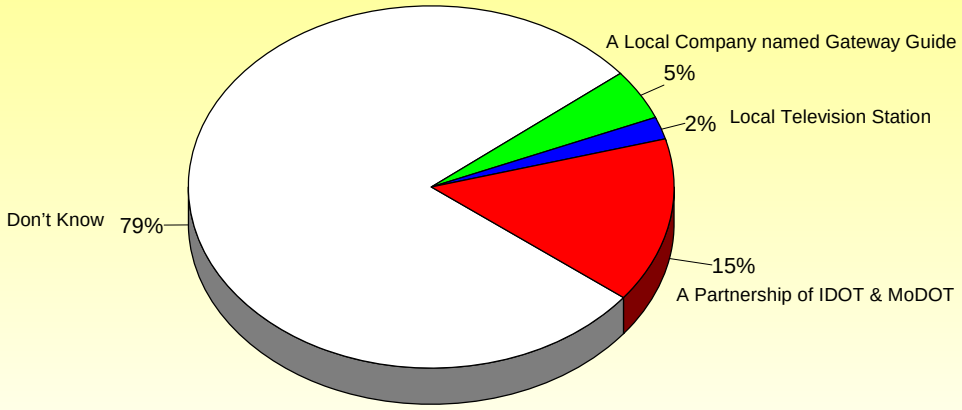



Source: ETC Institute (2011)

***District 4 Only***

## From your perspective, who owns and operates the Gateway Guide Traffic Management Center?

by percentage of respondents who live in district 6

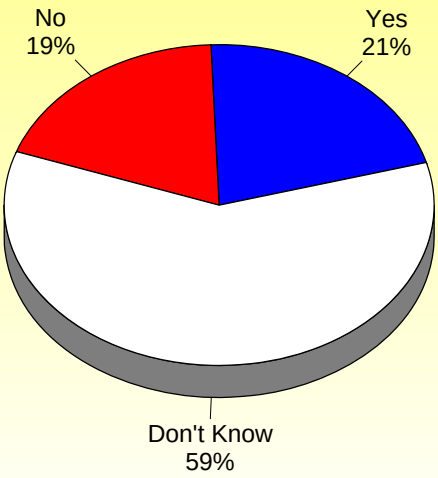



Source: ETC Institute (2011)

**District 6 Only**

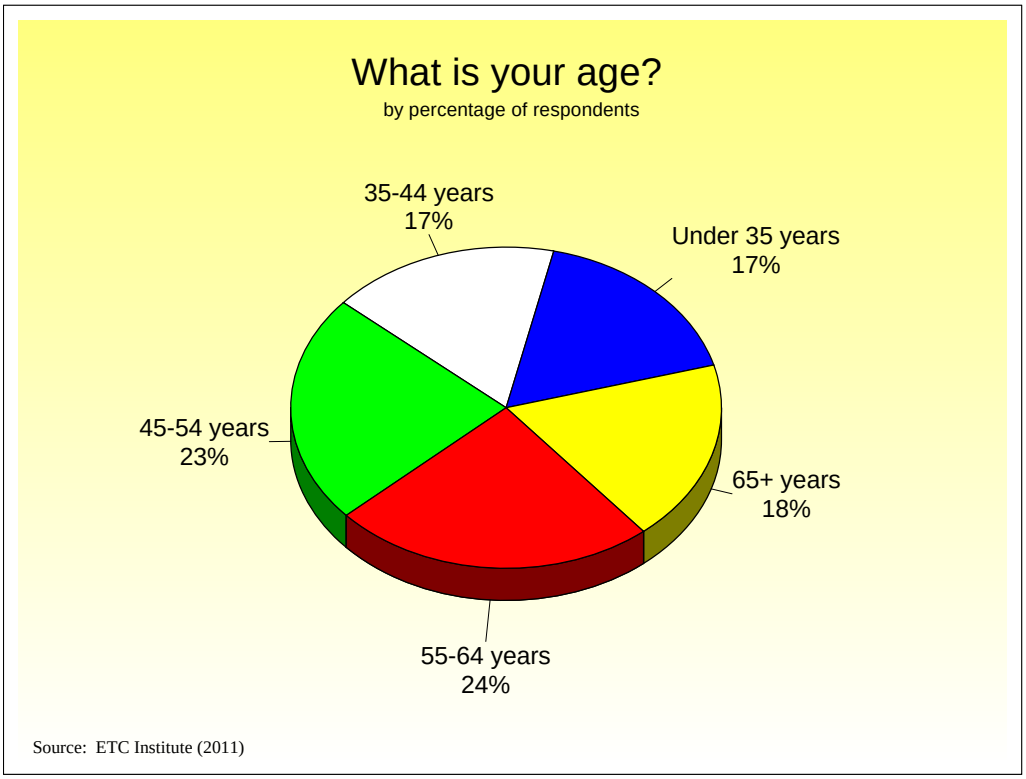
## Does Gateway Guide provide value to you?

by percentage of respondents who live in district 6




Source: ETC Institute (2011)

**District 6 Only**


What is your age?
by percentage of respondents
35-44 years
17%
Under 35 years
17%
45-54 years
23%
65+ years
18%
55-64 years
24%
Source: ETC Institute (2011)

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# Section 2:
# Crosstabular Data by District

**Throughout the crosstabular data, the data by each district is unweighted, while the totals on the end are weighted.**

***The sample was weighted based on the relative population of each district so that the data contained in the statewide total column reflects the actual population of the State.**

Excluding Don't Knows

**Q1. How satisfied are you with the job MoDOT is doing? (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q1. How satisfied are you with MoDOT | | | | | | | | | | | |
| Very satisfied | 25.6% | 25.9% | 25.6% | 20.1% | 23.3% | 31.4% | 31.3% | 32.5% | 32.8% | 30.4% | 28.0% |
| Somewhat satisfied | 54.3% | 54.6% | 57.7% | 56.1% | 58.0% | 55.9% | 52.2% | 53.2% | 51.5% | 53.6% | 55.1% |
| Somewhat dissatisfied | 12.6% | 15.8% | 10.7% | 18.3% | 14.0% | 7.4% | 11.6% | 9.2% | 11.5% | 11.2% | 11.6% |
| Very dissatisfied | 7.5% | 3.7% | 6.0% | 5.5% | 4.7% | 5.3% | 4.9% | 5.2% | 4.1% | 4.9% | 5.3% |

## Q1a. What about MoDOT are you MOST satisfied with?

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q1a. What are you most satisfied with | | | | | | | | | | | |
| Highways are in good condition | 45.0% | 46.4% | 47.1% | 40.5% | 43.7% | 43.1% | 54.5% | 38.6% | 56.1% | 45.1% | 44.1% |
| Completed construction of a project that was needed | 12.2% | 13.6% | 12.9% | 17.9% | 19.7% | 17.6% | 14.2% | 17.8% | 10.9% | 13.3% | 16.0% |
| Good job communicating with public | 2.5% | 3.2% | 3.6% | 3.8% | 3.6% | 7.1% | 4.9% | 4.0% | 3.2% | 5.1% | 5.0% |
| Good job planning | 3.6% | 5.7% | 6.1% | 7.3% | 6.1% | 5.8% | 5.6% | 7.7% | 3.9% | 5.5% | 6.1% |
| Provide good value for taxes/spend resources wisely | 2.2% | 0.0% | 2.5% | 1.5% | 3.9% | 2.0% | 1.7% | 3.4% | 1.1% | 2.4% | 2.2% |
| Design safe highways | 7.2% | 5.7% | 6.1% | 6.5% | 7.9% | 5.8% | 6.9% | 7.0% | 4.9% | 5.5% | 6.5% |
| Support public transit or other non-automobile transportation | 1.4% | 0.0% | 1.1% | 1.1% | 1.1% | 2.0% | 0.7% | 0.7% | 1.1% | 0.3% | 1.3% |
| Other | 22.3% | 20.0% | 22.5% | 15.6% | 15.1% | 16.9% | 15.6% | 18.1% | 15.8% | 18.4% | 17.1% |
| None chosen | 4.7% | 6.8% | 3.2% | 9.2% | 6.8% | 9.2% | 3.8% | 6.4% | 7.0% | 6.1% | 7.7% |

***Please refer to page 21 for an explanation of the data in the Total column**

**Q1b. What about MoDOT are you MOST dissatisfied with?**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q1b. What are you most dissatisfied with | | | | | | | | | | | |
| Potholes | 32.9% | 39.7% | 35.7% | 42.7% | 48.4% | 39.5% | 21.1% | 38.0% | 41.5% | 32.1% | 38.3% |
| Road conditions | 54.3% | 55.9% | 55.4% | 45.1% | 45.3% | 41.9% | 47.4% | 38.0% | 52.8% | 44.6% | 44.0% |
| Bridge conditions | 8.6% | 5.9% | 7.1% | 9.8% | 7.8% | 2.3% | 10.5% | 6.0% | 3.8% | 3.6% | 6.2% |
| Transportation options that are available | 1.4% | 1.5% | 0.0% | 3.7% | 0.0% | 4.7% | 1.8% | 2.0% | 0.0% | 3.6% | 2.6% |
| Congestion | 2.9% | 1.5% | 3.6% | 1.2% | 0.0% | 9.3% | 1.8% | 6.0% | 1.9% | 1.8% | 3.4% |
| Delays due to road construction | 5.7% | 7.4% | 7.1% | 14.6% | 10.9% | 16.3% | 3.5% | 4.0% | 3.8% | 16.1% | 11.3% |
| Not spending money wisely | 8.6% | 14.7% | 8.9% | 4.9% | 9.4% | 11.6% | 12.3% | 14.0% | 5.7% | 10.7% | 9.1% |
| Snow & ice removal | 7.1% | 5.9% | 14.3% | 2.4% | 3.1% | 7.0% | 8.8% | 0.0% | 9.4% | 3.6% | 5.3% |
| Other | 21.4% | 13.2% | 14.3% | 18.3% | 18.8% | 16.3% | 22.8% | 16.0% | 32.1% | 25.0% | 18.6% |
| None chosen | 1.4% | 2.9% | 1.8% | 1.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.5% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q2a. MoDOT provides accurate information to citizens about road projects, highway conditions, & work zones | | | | | | | | | | | |
| Strongly Agree | 59.2% | 59.4% | 56.0% | 47.7% | 60.9% | 60.5% | 57.4% | 61.0% | 55.2% | 62.1% | 57.3% |
| Somewhat Agree | 31.8% | 34.8% | 33.4% | 41.4% | 30.6% | 30.1% | 33.7% | 32.3% | 38.2% | 31.3% | 33.7% |
| Somewhat Disagree | 7.2% | 4.7% | 7.8% | 6.6% | 6.1% | 5.5% | 5.5% | 4.1% | 4.2% | 3.9% | 5.8% |
| Strongly Disagree | 1.8% | 1.2% | 2.7% | 4.2% | 2.4% | 4.0% | 3.3% | 2.6% | 2.4% | 2.7% | 3.2% |
| Q2b. MoDOT provides timely information to citizens about road projects, highway conditions, & work zones | | | | | | | | | | | |
| Strongly Agree | 57.6% | 59.4% | 52.9% | 45.5% | 59.4% | 56.8% | 60.2% | 60.1% | 54.3% | 59.7% | 55.3% |
| Somewhat Agree | 32.0% | 35.5% | 36.0% | 40.9% | 29.5% | 33.2% | 31.2% | 30.5% | 39.0% | 31.3% | 34.5% |
| Somewhat Disagree | 6.7% | 3.6% | 7.9% | 9.2% | 7.7% | 6.3% | 5.6% | 5.9% | 5.2% | 5.7% | 6.8% |
| Strongly Disagree | 3.7% | 1.5% | 3.3% | 4.3% | 3.4% | 3.6% | 3.1% | 3.6% | 1.5% | 3.3% | 3.4% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q2c. MoDOT provides understandable information to citizens about road projects, highway conditions, & work zones | | | | | | | | | | | |
| Strongly Agree | 59.5% | 62.2% | 56.3% | 51.9% | 57.8% | 67.2% | 61.5% | 62.2% | 55.6% | 59.3% | 60.6% |
| Somewhat Agree | 31.5% | 30.5% | 33.4% | 36.8% | 33.1% | 23.7% | 30.9% | 28.2% | 36.9% | 32.3% | 30.3% |
| Somewhat Disagree | 6.9% | 6.2% | 6.9% | 6.5% | 7.0% | 5.8% | 4.3% | 5.6% | 6.0% | 5.6% | 6.0% |
| Strongly Disagree | 2.1% | 1.2% | 3.3% | 4.7% | 2.1% | 3.3% | 3.4% | 4.1% | 1.5% | 2.7% | 3.2% |
| Q2d. MoDOT takes into consideration your needs & views in its transportation decision-making | | | | | | | | | | | |
| Strongly Agree | 33.8% | 36.5% | 36.7% | 28.4% | 32.8% | 36.1% | 37.4% | 33.1% | 36.8% | 34.3% | 33.5% |
| Somewhat Agree | 37.9% | 40.1% | 41.3% | 40.8% | 41.3% | 36.1% | 37.4% | 40.9% | 40.4% | 43.0% | 39.4% |
| Somewhat Disagree | 17.9% | 14.1% | 14.4% | 20.6% | 14.0% | 17.7% | 11.6% | 16.2% | 15.1% | 14.7% | 17.0% |
| Strongly Disagree | 10.3% | 9.2% | 7.5% | 10.3% | 11.9% | 10.0% | 13.6% | 9.8% | 7.7% | 8.0% | 10.1% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q2e. MoDOT is the primary transportation expert in Missouri | | | | | | | | | | | |
| Strongly Agree | 56.4% | 57.7% | 57.1% | 51.9% | 52.9% | 58.8% | 62.4% | 58.4% | 60.1% | 59.4% | 56.7% |
| Somewhat Agree | 37.2% | 35.9% | 31.8% | 34.4% | 34.7% | 31.6% | 27.5% | 33.1% | 34.1% | 31.9% | 33.4% |
| Somewhat Disagree | 2.6% | 3.5% | 8.1% | 10.0% | 7.1% | 4.0% | 6.9% | 4.4% | 4.4% | 5.5% | 5.8% |
| Strongly Disagree | 3.8% | 2.9% | 2.9% | 3.8% | 5.2% | 5.6% | 3.3% | 4.1% | 1.4% | 3.2% | 4.2% |
| 2f. You are satisfied with transportation options available besides your own personal vehicle | | | | | | | | | | | |
| Strongly Agree | 45.6% | 46.1% | 43.4% | 37.8% | 40.5% | 39.7% | 43.6% | 35.8% | 42.5% | 43.8% | 39.2% |
| Somewhat Agree | 30.0% | 31.3% | 31.3% | 26.0% | 29.9% | 28.0% | 28.0% | 29.7% | 33.0% | 31.2% | 29.3% |
| Somewhat Disagree | 11.3% | 11.5% | 9.5% | 17.0% | 13.9% | 15.0% | 10.7% | 16.8% | 8.8% | 13.7% | 14.8% |
| Strongly Disagree | 13.1% | 11.2% | 15.8% | 19.2% | 15.6% | 17.3% | 17.6% | 17.7% | 15.8% | 11.3% | 16.7% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q2g. MoDOT signs are big enough for you to see | | | | | | | | | | | |
| Strongly Agree | 80.0% | 82.4% | 77.2% | 72.3% | 76.2% | 79.6% | 85.1% | 73.2% | 80.0% | 79.8% | 77.0% |
| Somewhat Agree | 18.3% | 15.9% | 19.0% | 23.7% | 21.7% | 17.8% | 13.5% | 19.2% | 18.6% | 16.8% | 19.7% |
| Somewhat Disagree | 0.9% | 0.6% | 2.3% | 3.1% | 1.2% | 1.5% | 0.9% | 5.1% | 0.6% | 1.7% | 2.1% |
| Strongly Disagree | 0.9% | 1.2% | 1.4% | 0.9% | 0.9% | 1.2% | 0.6% | 2.5% | 0.9% | 1.7% | 1.3% |
| Q2h. MoDOT signs are bright enough for you to see | | | | | | | | | | | |
| Strongly Agree | 78.9% | 82.4% | 76.9% | 72.6% | 75.9% | 79.8% | 84.3% | 73.8% | 79.7% | 80.3% | 77.1% |
| Somewhat Agree | 18.8% | 15.0% | 18.7% | 22.3% | 21.2% | 17.0% | 13.7% | 20.0% | 18.6% | 16.6% | 19.1% |
| Somewhat Disagree | 1.4% | 2.0% | 3.5% | 4.0% | 1.7% | 1.8% | 1.4% | 3.9% | 0.9% | 1.7% | 2.5% |
| Strongly Disagree | 0.9% | 0.6% | 0.9% | 1.1% | 1.2% | 1.5% | 0.6% | 2.3% | 0.9% | 1.4% | 1.3% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q2. Please rate your level of agreement with the following statements about transportation in Missouri and about MoDOT. (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q2i. Striping on MoDOT highways is bright enough for you to see | | | | | | | | | | | |
| Strongly Agree | 53.5% | 52.2% | 50.6% | 50.0% | 48.7% | 51.8% | 63.1% | 52.7% | 58.6% | 56.1% | 52.6% |
| Somewhat Agree | 28.8% | 29.6% | 30.5% | 32.1% | 28.1% | 28.0% | 26.3% | 29.3% | 28.2% | 29.0% | 29.1% |
| Somewhat Disagree | 12.8% | 12.8% | 13.1% | 11.6% | 13.6% | 13.1% | 8.6% | 10.7% | 8.3% | 12.4% | 12.1% |
| Strongly Disagree | 4.9% | 5.5% | 5.8% | 6.4% | 9.6% | 7.1% | 2.0% | 7.3% | 4.9% | 2.5% | 6.1% |
| Q2j. Up to 25% of each transportation project's funds should be spent to incorporate bicycle & pedestrian facilities | | | | | | | | | | | |
| Strongly Agree | 12.2% | 18.4% | 14.9% | 21.5% | 18.8% | 20.4% | 19.6% | 18.3% | 24.4% | 20.3% | 19.7% |
| Somewhat Agree | 21.9% | 17.7% | 23.4% | 23.3% | 19.4% | 23.4% | 23.8% | 23.2% | 19.4% | 18.3% | 22.4% |
| Somewhat Disagree | 24.4% | 23.9% | 23.4% | 25.6% | 21.0% | 23.1% | 24.1% | 27.7% | 21.7% | 25.7% | 24.4% |
| Strongly Disagree | 41.5% | 40.0% | 38.3% | 29.7% | 40.8% | 33.1% | 32.5% | 30.9% | 34.4% | 35.7% | 33.5% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q3. Please rate your level of satisfaction with MoDOT's efforts to provide the following services on Missouri highways in area where you live. (excluding "don't know")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q3a. Remove debris from highways | | | | | | | | | | | |
| Very satisfied | 25.1% | 30.7% | 31.8% | 22.6% | 29.4% | 30.1% | 29.9% | 28.8% | 34.4% | 32.6% | 28.5% |
| Satisfied | 36.6% | 35.1% | 39.6% | 42.8% | 40.0% | 40.1% | 38.5% | 42.7% | 35.5% | 33.4% | 40.2% |
| Neutral | 23.3% | 23.6% | 16.5% | 20.2% | 20.3% | 18.7% | 19.3% | 19.7% | 21.8% | 21.1% | 19.7% |
| Dissatisfied | 10.1% | 6.3% | 7.5% | 8.8% | 6.2% | 9.1% | 8.9% | 5.4% | 4.6% | 11.8% | 8.1% |
| Very dissatisfied | 4.9% | 4.3% | 4.6% | 5.6% | 4.1% | 2.0% | 3.4% | 3.4% | 3.7% | 1.1% | 3.6% |
| Q3b. Pick up litter & trash along highways | | | | | | | | | | | |
| Very satisfied | 24.3% | 29.4% | 28.8% | 20.3% | 22.9% | 24.1% | 26.6% | 27.4% | 31.3% | 28.2% | 24.9% |
| Satisfied | 40.1% | 37.5% | 41.3% | 38.1% | 45.2% | 41.2% | 41.9% | 42.4% | 40.3% | 36.7% | 40.5% |
| Neutral | 19.9% | 20.3% | 19.2% | 22.7% | 21.4% | 23.5% | 17.6% | 20.3% | 20.9% | 21.2% | 21.9% |
| Dissatisfied | 12.3% | 8.4% | 7.8% | 12.8% | 7.0% | 8.7% | 10.4% | 5.9% | 5.2% | 11.9% | 9.2% |
| Very dissatisfied | 3.5% | 4.4% | 2.9% | 6.1% | 3.5% | 2.6% | 3.5% | 4.0% | 2.3% | 2.0% | 3.5% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q3. Please rate your level of satisfaction with MoDOT's efforts to provide the following services on Missouri highways in area where you live. (excluding "don't know")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q3c. Manage snow & ice on highways | | | | | | | | | | | |
| Very satisfied | 36.4% | 35.7% | 37.6% | 33.6% | 31.2% | 36.3% | 38.1% | 32.5% | 40.6% | 45.2% | 35.8% |
| Satisfied | 38.4% | 34.8% | 34.1% | 38.3% | 42.0% | 42.4% | 32.7% | 39.1% | 37.7% | 36.6% | 39.7% |
| Neutral | 14.2% | 16.2% | 14.7% | 15.9% | 15.2% | 14.9% | 17.9% | 17.2% | 12.2% | 12.2% | 15.0% |
| Dissatisfied | 7.2% | 9.6% | 8.1% | 7.0% | 6.4% | 5.0% | 7.1% | 7.2% | 6.7% | 4.3% | 6.2% |
| Very dissatisfied | 3.8% | 3.8% | 5.5% | 5.2% | 5.2% | 1.5% | 4.3% | 4.0% | 2.9% | 1.7% | 3.3% |
| Q3d. Mow & trim trees, grass & weeds along highways | | | | | | | | | | | |
| Very satisfied | 26.2% | 30.4% | 27.8% | 23.1% | 25.8% | 30.9% | 30.5% | 27.5% | 30.8% | 30.7% | 27.9% |
| Satisfied | 39.0% | 35.1% | 40.3% | 41.2% | 41.4% | 45.0% | 40.1% | 42.5% | 41.3% | 41.4% | 42.4% |
| Neutral | 22.1% | 20.8% | 19.1% | 22.5% | 22.6% | 16.8% | 17.0% | 18.1% | 15.7% | 18.3% | 19.2% |
| Dissatisfied | 9.6% | 9.4% | 9.6% | 8.2% | 6.1% | 4.7% | 8.1% | 6.8% | 8.4% | 8.5% | 6.9% |
| Very dissatisfied | 3.2% | 4.4% | 3.2% | 5.0% | 4.1% | 2.6% | 4.3% | 5.1% | 3.8% | 1.1% | 3.6% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q3. Please rate your level of satisfaction with MoDOT's efforts to provide the following services on Missouri highways in area where you live. (excluding "don't know")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q3e. Keep surface of major highways in good condition | | | | | | | | | | | |
| Very satisfied | 18.1% | 19.0% | 20.2% | 14.5% | 16.9% | 23.2% | 27.4% | 20.1% | 29.9% | 23.9% | 20.7% |
| Satisfied | 37.4% | 35.2% | 36.7% | 37.1% | 40.7% | 42.3% | 41.6% | 44.5% | 39.0% | 38.3% | 40.6% |
| Neutral | 22.1% | 28.5% | 25.4% | 25.2% | 24.4% | 22.9% | 20.5% | 20.4% | 19.2% | 21.4% | 23.0% |
| Dissatisfied | 16.1% | 12.1% | 11.6% | 14.5% | 10.5% | 6.7% | 7.1% | 8.2% | 9.6% | 12.7% | 10.0% |
| Very dissatisfied | 6.3% | 5.2% | 6.1% | 8.7% | 7.6% | 4.9% | 3.4% | 6.8% | 2.3% | 3.7% | 5.6% |
| Q3f. Keep surface of other state highways in good condition | | | | | | | | | | | |
| Very satisfied | 10.4% | 11.6% | 13.2% | 10.1% | 12.5% | 19.8% | 19.2% | 16.3% | 19.2% | 19.2% | 15.5% |
| Satisfied | 31.5% | 32.0% | 40.6% | 30.1% | 32.8% | 39.3% | 34.2% | 34.0% | 36.9% | 36.7% | 35.6% |
| Neutral | 25.9% | 29.1% | 26.8% | 33.1% | 33.4% | 25.8% | 30.3% | 29.7% | 26.5% | 24.5% | 28.8% |
| Dissatisfied | 19.3% | 16.6% | 12.4% | 17.3% | 14.0% | 8.5% | 11.1% | 12.2% | 11.5% | 13.1% | 12.6% |
| Very dissatisfied | 12.8% | 10.8% | 7.1% | 9.3% | 7.2% | 6.6% | 5.1% | 7.8% | 5.9% | 6.4% | 7.5% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q3. Please rate your level of satisfaction with MoDOT's efforts to provide the following services on Missouri highways in area where you live. (excluding "don't know")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q3g. Keep shoulders on highways in good condition | | | | | | | | | | | |
| Very satisfied | 19.4% | 19.7% | 19.3% | 13.5% | 16.9% | 24.9% | 24.3% | 19.9% | 20.6% | 22.9% | 20.2% |
| Satisfied | 35.0% | 38.7% | 42.4% | 36.2% | 42.0% | 45.1% | 42.5% | 44.2% | 41.4% | 42.4% | 42.2% |
| Neutral | 26.0% | 26.0% | 23.1% | 28.8% | 23.4% | 18.4% | 21.4% | 22.8% | 24.1% | 22.3% | 22.6% |
| Dissatisfied | 11.3% | 9.0% | 9.9% | 15.9% | 11.2% | 7.7% | 7.8% | 6.3% | 8.4% | 9.0% | 10.0% |
| Very dissatisfied | 8.4% | 6.6% | 5.3% | 5.6% | 6.5% | 3.9% | 4.0% | 6.8% | 5.5% | 3.4% | 5.0% |
| Q3h. Keep bridges in good condition | | | | | | | | | | | |
| Very satisfied | 21.7% | 21.4% | 21.5% | 17.2% | 21.4% | 23.8% | 25.9% | 20.2% | 24.3% | 24.4% | 21.8% |
| Satisfied | 35.8% | 39.1% | 39.7% | 34.6% | 38.7% | 36.0% | 37.9% | 40.2% | 42.1% | 42.5% | 37.2% |
| Neutral | 24.3% | 25.5% | 22.6% | 26.2% | 24.0% | 24.7% | 23.9% | 25.7% | 20.2% | 20.7% | 25.2% |
| Dissatisfied | 13.9% | 9.3% | 9.1% | 14.8% | 11.1% | 9.8% | 8.9% | 8.4% | 10.7% | 9.8% | 10.5% |
| Very dissatisfied | 4.3% | 4.6% | 7.1% | 7.3% | 4.7% | 5.7% | 3.4% | 5.5% | 2.7% | 2.6% | 5.3% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q3. Please rate your level of satisfaction with MoDOT's efforts to provide the following services on Missouri highways in area where you live. (excluding "don't know")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q3i. Provide visible roadside & centerline striping on highways | | | | | | | | | | | |
| Very satisfied | 29.1% | 28.7% | 28.0% | 25.8% | 26.5% | 24.7% | 35.5% | 27.8% | 32.2% | 34.8% | 27.1% |
| Satisfied | 41.4% | 41.2% | 41.6% | 41.7% | 43.0% | 40.7% | 40.1% | 44.9% | 42.5% | 41.9% | 42.3% |
| Neutral | 19.4% | 20.3% | 18.5% | 22.9% | 17.2% | 20.3% | 16.9% | 18.0% | 15.8% | 13.5% | 19.4% |
| Dissatisfied | 6.9% | 6.7% | 8.4% | 7.2% | 9.6% | 9.9% | 6.0% | 6.7% | 8.0% | 6.5% | 8.2% |
| Very dissatisfied | 3.1% | 3.2% | 3.5% | 2.3% | 3.8% | 4.4% | 1.4% | 2.5% | 1.4% | 3.4% | 3.1% |
| Q3j. Minimize congestion on highways | | | | | | | | | | | |
| Very satisfied | 20.9% | 27.2% | 22.5% | 12.7% | 20.4% | 17.1% | 26.2% | 20.9% | 25.5% | 26.5% | 19.0% |
| Satisfied | 46.1% | 43.9% | 46.2% | 37.6% | 41.5% | 40.2% | 46.0% | 46.3% | 41.5% | 45.5% | 42.0% |
| Neutral | 27.6% | 25.1% | 20.7% | 27.2% | 27.4% | 29.1% | 19.8% | 20.9% | 27.1% | 20.1% | 25.8% |
| Dissatisfied | 3.9% | 2.7% | 6.9% | 14.5% | 9.5% | 9.6% | 6.1% | 7.4% | 5.2% | 5.8% | 9.2% |
| Very dissatisfied | 1.5% | 1.2% | 3.6% | 8.0% | 1.2% | 3.9% | 1.8% | 4.4% | 0.6% | 2.0% | 4.0% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q3. Please rate your level of satisfaction with MoDOT's efforts to provide the following services on Missouri highways in area where you live. (excluding "don't know")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q3k. Provide signage along highways that is easy to understand | | | | | | | | | | | |
| Very satisfied | 39.4% | 41.2% | 40.9% | 32.8% | 38.6% | 35.1% | 43.8% | 39.4% | 43.6% | 47.2% | 37.2% |
| Satisfied | 45.7% | 44.9% | 46.7% | 50.3% | 47.8% | 46.1% | 44.1% | 41.7% | 43.3% | 38.7% | 46.2% |
| Neutral | 12.1% | 11.9% | 9.6% | 11.0% | 10.1% | 14.6% | 10.1% | 12.7% | 11.2% | 10.2% | 12.4% |
| Dissatisfied | 1.7% | 1.4% | 1.7% | 5.2% | 2.6% | 3.3% | 0.9% | 2.8% | 1.1% | 2.3% | 3.0% |
| Very dissatisfied | 1.1% | 0.6% | 1.2% | 0.6% | 0.9% | 0.9% | 1.2% | 3.4% | 0.9% | 1.7% | 1.0% |
| Q3l. Support development of alternative forms of transportation | | | | | | | | | | | |
| Very satisfied | 16.1% | 21.5% | 18.7% | 10.7% | 19.4% | 19.5% | 21.3% | 15.9% | 23.3% | 19.2% | 17.3% |
| Satisfied | 35.2% | 33.6% | 35.0% | 27.9% | 33.3% | 37.9% | 30.3% | 34.8% | 34.7% | 33.6% | 34.2% |
| Neutral | 33.0% | 28.5% | 27.9% | 29.0% | 28.3% | 23.9% | 30.0% | 31.5% | 23.7% | 30.6% | 27.7% |
| Dissatisfied | 9.6% | 10.6% | 10.2% | 21.0% | 11.1% | 11.9% | 9.7% | 11.6% | 11.1% | 11.1% | 13.5% |
| Very dissatisfied | 6.1% | 5.8% | 8.1% | 11.4% | 7.9% | 6.8% | 8.6% | 6.2% | 7.3% | 5.5% | 7.3% |

***Please refer to page 21 for an explanation of the data in the Total column**

Sum of Top Four Choices

**Q4. Which FOUR of those items from Question #3 do you think are most important for MoDOT to emphasize over the next two years? (SUM OF TOP 4 CHOICES)**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q4. Top choice | | | | | | | | | | | |
| Keep major highway surface in good condition | 39.6% | 39.4% | 37.1% | 44.2% | 39.3% | 30.9% | 29.5% | 35.3% | 30.0% | 35.8% | 35.8% |
| Keep other state highway surface in good condition | 43.6% | 43.7% | 34.0% | 44.7% | 39.9% | 27.4% | 32.9% | 36.4% | 33.1% | 37.7% | 35.7% |
| Keep bridges in good condition | 24.2% | 25.7% | 26.0% | 29.1% | 22.8% | 28.0% | 23.0% | 23.2% | 22.3% | 20.7% | 26.0% |
| Support development of alternative transportation | 12.3% | 10.9% | 14.0% | 25.4% | 21.4% | 20.3% | 18.3% | 16.0% | 14.3% | 14.0% | 19.5% |
| Remove debris from highways | 19.7% | 14.9% | 18.9% | 15.1% | 14.5% | 24.0% | 20.8% | 14.8% | 21.4% | 19.3% | 19.2% |
| Manage snow & ice on highways | 18.8% | 21.4% | 20.9% | 17.1% | 18.8% | 15.7% | 24.2% | 20.4% | 19.4% | 14.8% | 18.1% |
| Keep highway shoulders in good condition | 20.5% | 21.1% | 21.7% | 17.4% | 19.7% | 14.0% | 18.3% | 17.6% | 19.1% | 18.4% | 17.4% |

***Please refer to page 21 for an explanation of the data in the Total column**

Sum of Top Four Choices CONTINUED

**Q4. Which FOUR of those items from Question #3 do you think are most important for MoDOT to emphasize over the next two years? (SUM OF TOP 4 CHOICES)**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q4. Top choice (Cont.) | | | | | | | | | | | |
| Pick up litter & trash along highways | 14.2% | 16.3% | 11.7% | 19.1% | 12.8% | 16.9% | 15.7% | 11.8% | 11.1% | 17.0% | 15.5% |
| Provide visible roadside & centerline striping on highways | 13.4% | 13.1% | 17.4% | 10.5% | 16.0% | 18.3% | 14.6% | 13.4% | 15.4% | 14.0% | 15.0% |
| Minimize congestion on highways | 7.1% | 8.3% | 12.0% | 16.8% | 12.8% | 17.7% | 11.0% | 15.7% | 11.7% | 10.9% | 14.9% |
| Mow & trim along highways | 8.5% | 12.0% | 12.9% | 11.1% | 10.3% | 9.4% | 11.8% | 14.3% | 13.7% | 11.5% | 11.1% |
| Provide easy to understand signage along highways | 4.8% | 4.3% | 6.0% | 4.3% | 4.8% | 7.1% | 5.1% | 8.7% | 6.9% | 7.0% | 6.1% |
| None chosen | 19.9% | 24.3% | 21.7% | 17.9% | 21.4% | 22.0% | 21.1% | 21.3% | 22.6% | 25.4% | 21.1% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q5 Please rate your level of agreement with the following statements. (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q5a. MoDOT does a good job of minimizing travel delays caused by construction & maintenance of state highways | | | | | | | | | | | |
| Strongly agree | 27.9% | 30.7% | 29.7% | 16.2% | 27.4% | 20.5% | 36.4% | 26.5% | 38.3% | 31.3% | 23.9% |
| Agree | 45.5% | 45.0% | 48.1% | 41.8% | 47.6% | 46.7% | 41.6% | 48.5% | 40.1% | 45.7% | 45.7% |
| Neutral | 15.0% | 16.4% | 12.5% | 21.5% | 13.8% | 15.7% | 11.8% | 13.7% | 16.2% | 9.9% | 15.5% |
| Disagree | 9.1% | 5.6% | 5.8% | 11.8% | 7.9% | 12.0% | 7.2% | 8.1% | 4.4% | 9.7% | 10.1% |
| Strongly Disagree | 2.6% | 2.3% | 3.8% | 8.8% | 3.2% | 5.1% | 2.9% | 3.2% | 0.9% | 3.4% | 4.8% |

***Please refer to page 21 for an explanation of the data in the Total column**

**Q6. During the past two weeks, have you biked along a public road in Missouri?**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q6. Have you biked along a public road | | | | | | | | | | | |
| Yes | 4.8% | 3.1% | 4.6% | 4.0% | 6.8% | 9.1% | 3.9% | 4.2% | 3.1% | 3.9% | 5.9% |
| No | 95.2% | 96.9% | 95.4% | 96.0% | 93.2% | 90.9% | 96.1% | 95.8% | 96.9% | 96.1% | 94.1% |

Excluding Don't Knows

**Q6a. Using a scale of 1-5 where 5 means "strongly agree" and 1 means "strongly disagree," please rate your agreement with the following statements about the biking facilities you used during the past two weeks: (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q6a-1. Facility/facilities I used was/were safe | | | | | | | | | | | |
| Strongly agree | 40.0% | 33.3% | 53.3% | 18.2% | 14.3% | 32.3% | 57.1% | 35.7% | 50.0% | 35.7% | 30.5% |
| Agree | 20.0% | 44.4% | 20.0% | 27.3% | 52.4% | 41.9% | 21.4% | 14.3% | 10.0% | 14.3% | 37.4% |
| Neutral | 13.3% | 0.0% | 6.7% | 45.5% | 19.0% | 6.5% | 7.1% | 28.6% | 10.0% | 28.6% | 14.7% |
| Disagree | 6.7% | 11.1% | 13.3% | 0.0% | 9.5% | 9.7% | 0.0% | 14.3% | 30.0% | 7.1% | 7.9% |
| Strongly disagree | 20.0% | 11.1% | 6.7% | 9.1% | 4.8% | 9.7% | 14.3% | 7.1% | 0.0% | 14.3% | 9.5% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q6a. Using a scale of 1-5 where 5 means "strongly agree" and 1 means "strongly disagree," please rate your agreement with the following statements about the biking facilities you used during the past two weeks: (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q6a-2. Facility/facilities I used was/were convenient & accessible | | | | | | | | | | | |
| Strongly agree | 40.0% | 44.4% | 40.0% | 18.2% | 20.0% | 32.3% | 64.3% | 42.9% | 50.0% | 35.7% | 31.7% |
| Agree | 26.7% | 44.4% | 46.7% | 45.5% | 55.0% | 35.5% | 21.4% | 21.4% | 30.0% | 35.7% | 37.0% |
| Neutral | 20.0% | 11.1% | 13.3% | 27.3% | 20.0% | 16.1% | 14.3% | 21.4% | 0.0% | 14.3% | 16.9% |
| Disagree | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.5% | 0.0% | 0.0% | 20.0% | 7.1% | 4.8% |
| Strongly disagree | 13.3% | 0.0% | 0.0% | 9.1% | 5.0% | 9.7% | 0.0% | 14.3% | 0.0% | 7.1% | 9.5% |
| Q6a-3. Facility/facilities I used was/were well connected to other facilities | | | | | | | | | | | |
| Strongly agree | 28.6% | 25.0% | 40.0% | 18.2% | 21.1% | 30.0% | 57.1% | 35.7% | 50.0% | 42.9% | 29.9% |
| Agree | 14.3% | 50.0% | 33.3% | 27.3% | 47.4% | 36.7% | 28.6% | 14.3% | 20.0% | 35.7% | 34.8% |
| Neutral | 14.3% | 12.5% | 20.0% | 45.5% | 26.3% | 16.7% | 7.1% | 14.3% | 0.0% | 14.3% | 20.1% |
| Disagree | 7.1% | 0.0% | 6.7% | 9.1% | 5.3% | 6.7% | 0.0% | 21.4% | 30.0% | 0.0% | 6.5% |
| Strongly disagree | 35.7% | 12.5% | 0.0% | 0.0% | 0.0% | 10.0% | 7.1% | 14.3% | 0.0% | 7.1% | 8.7% |

***Please refer to page 21 for an explanation of the data in the Total column**

**Q7. During the past two weeks, have you walked along a public road in Missouri?**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q7. Have you walked along a public road | | | | | | | | | | | |
| Yes | 19.4% | 22.0% | 18.0% | 25.1% | 19.1% | 26.9% | 16.3% | 23.8% | 18.3% | 21.2% | 23.7% |
| No | 80.6% | 78.0% | 82.0% | 74.9% | 80.9% | 73.1% | 83.7% | 76.2% | 81.7% | 78.8% | 76.3% |

Excluding Don't Knows

**Q7a. Using a scale of 1-5 where 5 means "strongly agree" and 1 means "strongly disagree," please rate your agreement with the following statements about the pedestrian facilities you used during the past two weeks: (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q7a-1. Facility/facilities I used was/were safe | | | | | | | | | | | |
| Strongly agree | 38.1% | 33.3% | 34.4% | 37.0% | 40.6% | 46.0% | 40.0% | 41.3% | 37.3% | 33.3% | 39.2% |
| Agree | 28.6% | 33.3% | 36.1% | 30.9% | 34.4% | 35.6% | 23.6% | 25.0% | 23.7% | 44.4% | 32.9% |
| Neutral | 14.3% | 11.6% | 14.8% | 16.0% | 14.1% | 11.5% | 14.5% | 7.5% | 3.4% | 11.1% | 12.3% |
| Disagree | 4.8% | 13.0% | 8.2% | 11.1% | 3.1% | 3.4% | 14.5% | 16.3% | 22.0% | 2.8% | 8.2% |
| Strongly disagree | 14.3% | 8.7% | 6.6% | 4.9% | 7.8% | 3.4% | 7.3% | 10.0% | 13.6% | 8.3% | 7.4% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q7a. Using a scale of 1-5 where 5 means "strongly agree" and 1 means "strongly disagree," please rate your agreement with the following statements about the pedestrian facilities you used during the past two weeks: (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q7a-2. Facility/facilities I used was/were convenient & accessible | | | | | | | | | | | |
| Strongly agree | 38.1% | 43.3% | 36.1% | 35.8% | 45.3% | 41.4% | 39.3% | 45.0% | 41.4% | 34.7% | 38.4% |
| Agree | 34.9% | 32.8% | 36.1% | 34.6% | 37.5% | 37.9% | 28.6% | 23.8% | 31.0% | 47.2% | 36.4% |
| Neutral | 14.3% | 9.0% | 13.1% | 17.3% | 7.8% | 16.1% | 16.1% | 15.0% | 1.7% | 6.9% | 13.6% |
| Disagree | 6.3% | 6.0% | 11.5% | 6.2% | 3.1% | 1.1% | 8.9% | 11.3% | 15.5% | 6.9% | 5.8% |
| Strongly disagree | 6.3% | 9.0% | 3.3% | 6.2% | 6.3% | 3.4% | 7.1% | 5.0% | 10.3% | 4.2% | 5.8% |
| Q7a-3. Facility/facilities I used was/were well connected to other facilities | | | | | | | | | | | |
| Strongly agree | 32.3% | 32.3% | 43.3% | 30.4% | 40.3% | 32.6% | 40.0% | 35.1% | 43.6% | 29.2% | 32.9% |
| Agree | 37.1% | 27.4% | 30.0% | 35.4% | 38.7% | 38.4% | 29.1% | 27.3% | 29.1% | 37.5% | 35.5% |
| Neutral | 17.7% | 14.5% | 8.3% | 13.9% | 11.3% | 19.8% | 16.4% | 15.6% | 5.5% | 15.3% | 15.3% |
| Disagree | 6.5% | 11.3% | 10.0% | 7.6% | 4.8% | 5.8% | 5.5% | 14.3% | 14.5% | 12.5% | 8.3% |
| Strongly disagree | 6.5% | 14.5% | 8.3% | 12.7% | 4.8% | 3.5% | 9.1% | 7.8% | 7.3% | 5.6% | 8.0% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q8. How do you think funding for transportation in Missouri should change over the next five years? (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q8. How should funding for transportation change over next five years | | | | | | | | | | | |
| Increased greatly | 16.3% | 16.1% | 18.9% | 17.2% | 12.6% | 16.1% | 11.5% | 13.6% | 11.4% | 15.8% | 14.9% |
| Increased slightly | 34.2% | 30.1% | 27.4% | 40.9% | 37.1% | 30.7% | 30.1% | 29.7% | 36.4% | 31.6% | 33.1% |
| About the same | 44.1% | 49.7% | 47.6% | 39.1% | 45.5% | 47.8% | 54.0% | 52.7% | 49.7% | 44.4% | 47.5% |
| Reduced slightly | 2.9% | 2.8% | 4.4% | 1.9% | 3.9% | 3.8% | 3.1% | 2.8% | 1.6% | 5.8% | 3.1% |
| Reduced greatly | 2.6% | 1.3% | 1.6% | 0.9% | 1.0% | 1.6% | 1.2% | 1.3% | 1.0% | 2.4% | 1.4% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q9. If it was determined that the state of Missouri needed to increase revenues in order to adequately fund Missouri state highways and roads, which ONE of the following five methods would be most acceptable to you? (excluding "don't know")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q9. Which method would be most acceptable to you | | | | | | | | | | | |
| Add tolls to some interstate highways | 20.1% | 29.5% | 25.2% | 31.7% | 27.4% | 26.4% | 26.6% | 22.5% | 20.0% | 22.4% | 26.4% |
| None of these | 23.8% | 17.8% | 23.6% | 21.5% | 19.6% | 19.8% | 23.9% | 25.7% | 29.2% | 26.0% | 21.9% |
| Increase general sales tax | 21.1% | 22.9% | 18.1% | 19.6% | 19.9% | 15.8% | 21.5% | 17.0% | 20.3% | 20.8% | 18.3% |
| Increase car registration & license fees | 13.5% | 13.7% | 12.6% | 11.5% | 12.8% | 13.9% | 10.4% | 13.2% | 14.6% | 14.9% | 13.7% |
| Increase state fuel tax | 13.9% | 7.9% | 11.7% | 8.3% | 12.8% | 13.2% | 9.4% | 8.0% | 10.2% | 9.4% | 10.7% |
| Replace state gas tax with vehicle mileage/travel tax | 7.6% | 8.2% | 8.7% | 7.4% | 7.4% | 10.9% | 8.1% | 13.5% | 5.8% | 6.5% | 9.0% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q10. Please indicate which area of state expenditures have been the most beneficial to you personally? (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q10a. Social services | | | | | | | | | | | |
| Most beneficial | 11.0% | 15.0% | 13.8% | 13.0% | 10.2% | 16.0% | 16.8% | 13.8% | 16.6% | 15.1% | 14.5% |
| 2 | 8.9% | 12.6% | 13.1% | 9.4% | 16.5% | 13.9% | 16.1% | 17.9% | 14.1% | 14.7% | 13.6% |
| 3 | 19.2% | 13.3% | 11.7% | 15.7% | 12.3% | 14.2% | 13.7% | 13.4% | 17.3% | 12.7% | 14.3% |
| 4 | 19.9% | 18.2% | 21.3% | 17.1% | 18.7% | 16.3% | 17.1% | 18.3% | 14.1% | 15.4% | 16.9% |
| Least beneficial | 40.9% | 40.9% | 40.1% | 44.8% | 42.3% | 39.6% | 36.3% | 36.6% | 37.9% | 42.1% | 40.8% |
| Q10b. Transportation | | | | | | | | | | | |
| Most beneficial | 19.8% | 22.4% | 21.1% | 16.3% | 22.4% | 22.1% | 17.6% | 19.2% | 17.3% | 12.4% | 19.5% |
| 2 | 24.2% | 20.7% | 21.5% | 18.3% | 22.1% | 19.5% | 21.6% | 21.6% | 20.8% | 24.2% | 20.2% |
| 3 | 19.1% | 23.4% | 21.1% | 19.9% | 21.7% | 21.1% | 23.3% | 20.5% | 21.5% | 23.5% | 21.0% |
| 4 | 20.8% | 22.4% | 22.8% | 25.5% | 19.1% | 21.8% | 23.6% | 22.6% | 22.9% | 23.8% | 23.3% |
| Least beneficial | 16.1% | 11.0% | 13.5% | 19.9% | 14.7% | 15.4% | 14.0% | 16.1% | 17.6% | 16.1% | 15.9% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q10. Please indicate which area of state expenditures have been the most beneficial to you personally? (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q10c. Public Safety | | | | | | | | | | | |
| Most beneficial | 26.3% | 20.3% | 23.5% | 24.6% | 20.8% | 24.2% | 22.4% | 22.0% | 21.3% | 22.9% | 23.4% |
| 2 | 24.9% | 27.2% | 23.5% | 30.4% | 28.4% | 24.9% | 24.4% | 25.7% | 25.4% | 23.5% | 26.2% |
| 3 | 22.1% | 23.8% | 25.9% | 20.7% | 24.4% | 20.9% | 21.1% | 26.0% | 21.6% | 23.2% | 22.4% |
| 4 | 18.0% | 18.3% | 17.3% | 17.5% | 14.5% | 20.9% | 22.8% | 16.4% | 22.6% | 23.5% | 19.0% |
| Least beneficial | 8.7% | 10.3% | 9.9% | 6.8% | 11.9% | 9.1% | 9.2% | 9.9% | 9.1% | 6.9% | 9.0% |
| Q10d. Education | | | | | | | | | | | |
| Most beneficial | 36.3% | 33.0% | 33.8% | 39.4% | 35.6% | 33.0% | 34.6% | 36.5% | 36.8% | 38.7% | 35.9% |
| 2 | 24.7% | 21.1% | 21.3% | 20.6% | 19.1% | 21.6% | 21.8% | 19.6% | 21.5% | 20.5% | 21.2% |
| 3 | 17.8% | 18.0% | 18.8% | 17.1% | 20.1% | 21.0% | 18.8% | 17.9% | 18.4% | 17.5% | 18.7% |
| 4 | 14.7% | 17.3% | 16.4% | 14.5% | 18.5% | 14.1% | 13.1% | 14.6% | 14.9% | 12.3% | 14.7% |
| Least beneficial | 6.5% | 10.5% | 9.8% | 8.4% | 6.6% | 10.3% | 11.7% | 11.3% | 8.3% | 10.9% | 9.4% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q10. Please indicate which area of state expenditures have been the most beneficial to you personally? (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q10e. Economic Development | | | | | | | | | | | |
| Most beneficial | 13.0% | 17.2% | 15.4% | 11.4% | 19.0% | 12.5% | 16.4% | 16.2% | 16.0% | 19.9% | 13.9% |
| 2 | 19.0% | 21.0% | 22.8% | 22.9% | 17.6% | 22.3% | 17.1% | 18.3% | 19.9% | 17.9% | 21.0% |
| 3 | 19.7% | 19.6% | 20.0% | 24.5% | 19.0% | 21.3% | 19.8% | 20.0% | 19.5% | 19.9% | 21.5% |
| 4 | 21.8% | 18.9% | 17.9% | 22.2% | 23.1% | 22.6% | 18.1% | 24.1% | 21.3% | 20.6% | 21.8% |
| Least beneficial | 26.4% | 23.4% | 23.9% | 19.0% | 21.4% | 21.3% | 28.5% | 21.4% | 23.4% | 21.6% | 21.8% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q11. Do you trust MoDOT to keep its commitments to the public? (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q11. Do you trust MoDOT to keep its commitments to public | | | | | | | | | | | |
| Yes | 90.9% | 90.4% | 88.8% | 85.0% | 86.3% | 91.9% | 91.5% | 90.5% | 92.3% | 90.6% | 90.0% |
| No | 9.1% | 9.6% | 11.2% | 15.0% | 13.7% | 8.1% | 8.5% | 9.5% | 7.7% | 9.4% | 10.0% |

***Please refer to page 21 for an explanation of the data in the Total column**

**Q12. Have you heard about MoDOT's 5-year Safe & Sound Bridge Improvement Program to replace or repair more than 800 of the state's poorest bridges? The program is currently about half way finished.**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q12. Have you heard about MoDOT's 5-year Safe & Sound Bridge Improvement Program | | | | | | | | | | | |
| Yes | 62.7% | 60.9% | 57.4% | 49.6% | 65.8% | 48.3% | 52.8% | 55.5% | 48.0% | 48.0% | 52.0% |
| No | 35.0% | 37.4% | 40.9% | 47.0% | 31.9% | 48.0% | 45.2% | 41.7% | 50.0% | 48.0% | 44.8% |
| Don't know | 2.3% | 1.7% | 1.7% | 3.4% | 2.3% | 3.7% | 2.0% | 2.8% | 2.0% | 3.9% | 3.2% |

***Please refer to page 21 for an explanation of the data in the Total column**

Excluding Don't Knows

**Q12a. [IF YES TO #12] Overall, how would you rate the quality of the new Safe and Sound bridges you have used? (excluding "don't knows")**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q12a. How would you rate the new Safe & Sound bridges you have used | | | | | | | | | | | |
| Excellent | 44.3% | 38.8% | 45.3% | 36.9% | 43.2% | 38.3% | 33.5% | 36.6% | 44.5% | 42.6% | 39.1% |
| Good | 38.7% | 43.7% | 32.9% | 47.1% | 38.0% | 48.4% | 54.2% | 42.1% | 39.0% | 40.4% | 44.5% |
| Average | 14.4% | 15.3% | 17.4% | 12.1% | 17.7% | 11.7% | 11.6% | 16.5% | 13.7% | 14.9% | 13.8% |
| Poor | 2.6% | 2.2% | 4.3% | 3.8% | 1.0% | 1.6% | 0.6% | 4.9% | 2.7% | 2.1% | 2.5% |

***Please refer to page 21 for an explanation of the data in the Total column**

**[Asked in Districts 4 and 6 Only] Q13. From your perspective, who owns and operates the KC Scout Gateway Guide Traffic Management Center?**

| | District | | *Total |
|---|---|---|---|
| | 04 | 06 | |
| Q13. Who owns & operates KC Scout Gateway Guide Traffic Management Center | | | |
| Local television stations | 3.7% | 2.0% | 2.6% |
| A local Company named KC Scout | 4.6% | 4.6% | 4.6% |
| A partnership of KDOT & MoDOT or IDOT & MoDOT | 22.8% | 14.6% | 17.8% |
| Don't know | 68.9% | 78.9% | 75.0% |

***Please refer to page 21 for an explanation of the data in the Total column**

**[Asked in Districts 4 and 6 Only] Q14. Does the KC Scout Gateway Guide provide value to you as a user of the state transportation system?**

| | District | | *Total |
|---|---|---|---|
| | 04 | 06 | |
| Q14. Does KC Scout Gateway Guide provide value to you | | | |
| Yes | 41.3% | 21.4% | 28.9% |
| No | 16.2% | 19.1% | 17.9% |
| Don't know | 42.5% | 59.4% | 53.1% |

***Please refer to page 21 for an explanation of the data in the Total column**

**Q15. What is your age?**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q15. Your age | | | | | | | | | | | |
| Under 35 years | 17.9% | 19.1% | 16.0% | 15.1% | 18.2% | 20.3% | 17.7% | 15.7% | 16.9% | 16.2% | 17.4% |
| 35-44 years | 17.4% | 17.4% | 21.1% | 20.5% | 18.5% | 14.3% | 16.6% | 17.6% | 17.7% | 17.9% | 17.1% |
| 45-54 years | 23.4% | 23.4% | 27.4% | 23.6% | 24.2% | 21.4% | 19.9% | 24.1% | 20.6% | 24.3% | 23.0% |
| 55-64 years | 26.2% | 22.9% | 20.0% | 25.4% | 19.4% | 25.4% | 19.7% | 22.7% | 26.6% | 26.3% | 24.3% |
| 65+ years | 15.1% | 17.1% | 15.4% | 15.4% | 19.7% | 18.6% | 26.1% | 19.9% | 18.3% | 15.4% | 18.2% |

***Please refer to page 21 for an explanation of the data in the Total column**

**Q17. Did you vote in the November 2008 election?**

| | District | | | | | | | | | | *Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | |
| Q17. Did you vote in 2008 | | | | | | | | | | | |
| Yes | 86.9% | 84.9% | 83.7% | 84.3% | 82.9% | 88.9% | 83.4% | 85.4% | 80.6% | 81.8% | 85.9% |
| No | 11.1% | 13.7% | 14.0% | 14.0% | 15.1% | 9.4% | 15.4% | 11.5% | 18.3% | 14.0% | 12.3% |
| Would not answer | 2.0% | 1.4% | 2.3% | 1.7% | 2.0% | 1.7% | 1.1% | 3.1% | 1.1% | 4.2% | 1.7% |

***Please refer to page 21 for an explanation of the data in the Total column**

# Section 3:
# Survey Instrument

# 2011 MoDOT Statewide Customer Satisfaction Survey

Hello. My name is _____ and I am calling from ETC Institute on behalf of the Missouri Department of Transportation. We are conducting a brief survey about transportation issues facing people in Missouri. We are not selling anything, and this number was selected at random.

Do you or does any of your immediate family members work for MoDOT? [IF NO, CONTINUE WITH THE SURVEY, IF YES, THANK THEM FOR THEIR TIME AND CLOSE THE CALL]
[IF RESPONDENT IS SUSPICIOUS OR WARY, YOU MAY WANT TO SAY SOMETHING LIKE:] "We are not selling anything, and I will not ask you for a contribution or donation. The survey will take less than 10 minutes of your time.

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1. To begin, I would like to ask you how satisfied you are with the job the Missouri Department of Transportation, also known as MoDOT, is doing—would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with MoDOT?

| | Including Refused/Not Sure | Excluding Refused/Not Sure | Excluding Refused /Not Sure TOTALS |
|---|---|---|---|
| Very satisfied | 27.2% | 28.0% | Satisfied Combined |
| Somewhat satisfied | 53.6% | 55.1% | 83.1% |
| Somewhat dissatisfied | 11.3% | 11.6% | Dissatisfied Combined |
| Very dissatisfied | 5.2% | 5.3% | 16.9% |
| Don't know | 2.6% | 0.0% | |

1a. What about MoDOT are you MOST satisfied with? [Do Not Read] _____

| | |
|---|---|
| Highways are in good condition | 44.1% |
| Completed construction of a project that was needed | 16.0% |
| Design safe highways | 6.5% |
| Good job planning | 6.1% |
| Good job communicating with public | 5.0% |
| Provide good value for taxes/spend resources wisely | 2.2% |
| Support public transit or other non-automobile transportation | 1.3% |
| Other | 17.1% |

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

| | |
|---|---|
| Road conditions | 44.0% |
| Potholes | 38.3% |
| Delays due to road construction | 11.3% |
| Not spending money wisely | 9.1% |
| Bridge conditions | 6.2% |
| Snow & ice removal | 5.3% |
| Congestion | 3.4% |
| Transportation options that are available | 2.6% |
| Other | 18.6% |

2. Next, I am going to read you a series of short statements about transportation in Missouri and about the Missouri Department of Transportation. Please tell me whether you strongly agree, agree, disagree, or strongly disagree with each statement.

| | Strongly Agree | Somewhat Agree | Agree Total | Somewhat Disagree | Strongly Disagree | Disagree Total | Not Sure |
|---|---|---|---|---|---|---|---|
| Q2a. MoDOT provides accurate information to citizens about road projects, highway conditions, & work zones | | | | | | | |
| Including Refused/Not Sure | 54.0% | 31.8% | 85.8% | 5.4% | 3.0% | 8.4% | 5.8% |
| Excluding Refused/Not Sure | 57.3% | 33.7% | 91.0% | 5.8% | 3.2% | 9.0% | 0.0% |
| Q2b. MoDOT provides timely information to citizens about road projects, conditions, & work zones | | | | | | | |
| Including Refused/Not Sure | 51.7% | 32.3% | 84.0% | 6.4% | 3.1% | 9.5% | 6.5% |
| Excluding Refused/Not Sure | 55.3% | 34.5% | 89.8% | 6.8% | 3.4% | 10.2% | 0.0% |
| Q2c. MoDOT provides understandable information to citizens about road projects, highway conditions, & work zones | | | | | | | |
| Including Refused/Not Sure | 57.2% | 28.6% | 85.8% | 5.6% | 3.0% | 8.6% | 5.6% |
| Excluding Refused/Not Sure | 60.6% | 30.3% | 90.9% | 6.0% | 3.2% | 9.2% | 0.0% |
| Q2d. MoDOT takes into consideration your needs & views in its transportation decision-making | | | | | | | |
| Including Refused/Not Sure | 28.1% | 33.0% | 61.1% | 14.2% | 8.5% | 22.7% | 16.2% |
| Excluding Refused/Not Sure | 33.5% | 39.4% | 72.9% | 17.0% | 10.1% | 27.1% | 0.0% |
| Q2e. MoDOT is the primary transportation expert in Missouri | | | | | | | |
| Including Refused/Not Sure | 48.8% | 28.7% | 77.5% | 5.0% | 3.6% | 8.6% | 13.9% |
| Excluding Refused/Not Sure | 56.7% | 33.4% | 90.1% | 5.8% | 4.2% | 10.0% | 0.0% |
| Q2f. You are satisfied with transportation options available besides your own personal vehicle | | | | | | | |
| Including Refused/Not Sure | 33.7% | 25.2% | 58.9% | 12.8% | 14.3% | 27.1% | 14.0% |
| Excluding Refused/Not Sure | 39.2% | 29.3% | 68.5% | 14.8% | 16.7% | 31.5% | 0.0% |
| Q2g. MoDOT signs are big enough for you to see | | | | | | | |
| Including Refused/Not Sure | 76.0% | 19.4% | 95.4% | 2.1% | 1.2% | 3.3% | 1.3% |
| Excluding Refused/Not Sure | 77.0% | 19.7% | 96.7% | 2.1% | 1.3% | 3.4% | 0.0% |
| Q2h. MoDOT signs are bright enough for you to see | | | | | | | |
| Including Refused/Not Sure | 76.1% | 18.8% | 94.9% | 2.4% | 1.3% | 3.7% | 1.3% |
| Excluding Refused/Not Sure | 77.1% | 19.1% | 96.2% | 2.5% | 1.3% | 3.8% | 0.0% |
| Q2i. Striping on MoDOT highways is bright enough for you to see | | | | | | | |
| Including Refused/Not Sure | 51.5% | 28.5% | 80.0% | 11.8% | 6.0% | 17.8% | 2.2% |
| Excluding Refused/Not Sure | 52.6% | 29.1% | 81.7% | 12.1% | 6.1% | 18.2% | 0.0% |
| Q2j. Up to 25% of each transportation project's funds should be spent to incorporate bicycle & pedestrian facilities | | | | | | | |
| Including Refused/Not Sure | 17.3% | 19.6% | 36.9% | 21.4% | 29.3% | 50.7% | 12.3% |
| Excluding Refused/Not Sure | 19.7% | 22.4% | 42.1% | 24.4% | 33.5% | 57.9% | 0.0% |

3. Using a scale of 1 to 5 where 5 means very satisfied and 1 means very dissatisfied, please rate your satisfaction with MoDOT's efforts to provide the following services on Missouri highways in area where you live.

| | Very Satisfied | Satisfied | Satisfied Total | Neutral | Dissatisfied | Very Dissatisfied | Dissatisfied Total | Don't know |
|---|---|---|---|---|---|---|---|---|
| Q3a. Remove debris from highways | | | | | | | | |
| Including Refused/Not Sure | 28.0% | 39.4% | 67.4% | 19.3% | 7.9% | 3.5% | 11.4% | 2.0% |
| Excluding Refused/Not Sure | 28.5% | 40.2% | 68.7% | 19.7% | 8.1% | 3.6% | 11.7% | 0.0% |
| Q3b. Pick up litter & trash along highways | | | | | | | | |
| Including Refused/Not Sure | 24.4% | 39.8% | 64.2% | 21.5% | 9.1% | 3.5% | 12.6% | 1.8% |
| Excluding Refused/Not Sure | 24.9% | 40.5% | 65.4% | 21.9% | 9.2% | 3.5% | 12.7% | 0.0% |
| Q3c. Manage snow & ice on highways | | | | | | | | |
| Including Refused/Not Sure | 35.1% | 39.0% | 74.1% | 14.7% | 6.1% | 3.2% | 9.3% | 1.9% |
| Excluding Refused/Not Sure | 35.8% | 39.7% | 75.5% | 15.0% | 6.2% | 3.3% | 9.5% | 0.0% |
| Q3d. Mow & trim trees, grass & weeds along highways | | | | | | | | |
| Including Refused/Not Sure | 27.3% | 41.4% | 68.7% | 18.7% | 6.8% | 3.5% | 10.3% | 2.3% |
| Excluding Refused/Not Sure | 27.9% | 42.4% | 70.3% | 19.2% | 6.9% | 3.6% | 10.5% | 0.0% |
| Q3e. Keep surface of major highways in good condition | | | | | | | | |
| Including Refused/Not Sure | 20.4% | 40.0% | 60.4% | 22.7% | 9.9% | 5.5% | 15.4% | 1.5% |
| Excluding Refused/Not Sure | 20.7% | 40.6% | 61.3% | 23.0% | 10.0% | 5.6% | 15.6% | 0.0% |
| Q3f. Keep surface of other state highways in good condition | | | | | | | | |
| Including Refused/Not Sure | 14.6% | 33.4% | 48.0% | 27.1% | 11.8% | 7.0% | 18.8% | 6.0% |
| Excluding Refused/Not Sure | 15.5% | 35.6% | 51.1% | 28.8% | 12.6% | 7.5% | 20.1% | 0.0% |
| Q3g. Keep shoulders on highways in good condition | | | | | | | | |
| Including Refused/Not Sure | 19.7% | 41.0% | 60.7% | 22.0% | 9.7% | 4.9% | 14.6% | 2.8% |
| Excluding Refused/Not Sure | 20.2% | 42.2% | 62.4% | 22.6% | 10.0% | 5.0% | 15.0% | 0.0% |
| Q3h. Keep bridges in good condition | | | | | | | | |
| Including Refused/Not Sure | 21.2% | 36.1% | 57.3% | 24.4% | 10.2% | 5.1% | 15.3% | 3.0% |
| Excluding Refused/Not Sure | 21.8% | 37.2% | 59.0% | 25.2% | 10.5% | 5.3% | 15.8% | 0.0% |
| Q3i. Provide visible roadside & centerline striping on highways | | | | | | | | |
| Including Refused/Not Sure | 26.7% | 41.6% | 68.3% | 19.1% | 8.1% | 3.0% | 11.1% | 1.5% |
| Excluding Refused/Not Sure | 27.1% | 42.3% | 69.4% | 19.4% | 8.2% | 3.1% | 11.3% | 0.0% |
| Q3j. Minimize congestion on highways | | | | | | | | |
| Including Refused/Not Sure | 18.0% | 39.8% | 57.8% | 24.5% | 8.7% | 3.7% | 12.4% | 5.2% |
| Excluding Refused/Not Sure | 19.0% | 42.0% | 61.0% | 25.8% | 9.2% | 4.0% | 13.2% | 0.0% |
| Q3k. Provide signage along highways that is easy to understand | | | | | | | | |
| Including Refused/Not Sure | 36.4% | 45.3% | 81.7% | 12.1% | 3.0% | 1.0% | 4.0% | 2.3% |
| Excluding Refused/Not Sure | 37.2% | 46.4% | 83.6% | 12.4% | 3.0% | 1.0% | 4.0% | 0.0% |
| Q3l. Support development of alternative forms of transportation | | | | | | | | |
| Including Refused/Not Sure | 13.9% | 27.5% | 41.4% | 22.2% | 10.9% | 5.9% | 16.8% | 19.6% |
| Excluding Refused/Not Sure | 17.3% | 34.2% | 51.5% | 27.7% | 13.5% | 7.3% | 20.8% | 0.0% |

4. **Which FOUR of the items listed above do you think are the most important for MoDOT to emphasize over the next two years?** [Write the letters below for their top 4 choices using the letters from Question 3; if they do not think any improvements are needed circle "NONE"]

| | 1st Choice | 2nd Choice | 3rd Choice | 4th Choice | **Sum of All Four Choices** |
|---|---|---|---|---|---|
| Keep bridges in good condition | 7.9% | 6.4% | 6.4% | 5.2% | **26.0%** |
| Keep highway shoulders in good condition | 3.6% | 4.3% | 6.2% | 3.3% | **17.4%** |
| Keep major highway surface in good condition | 18.0% | 9.4% | 5.3% | 3.1% | **35.8%** |
| Keep other state highway surface in good condition | 5.8% | 17.7% | 8.1% | 4.0% | **35.7%** |
| Manage snow & ice on highways | 7.0% | 5.2% | 3.4% | 2.4% | **18.1%** |
| Minimize congestion on highways | 4.0% | 4.3% | 3.7% | 2.9% | **14.9%** |
| Mow & trim along highways | 3.7% | 2.6% | 2.7% | 2.0% | **11.1%** |
| Pick up litter & trash along highways | 3.9% | 6.1% | 2.8% | 2.8% | **15.5%** |
| Provide easy to understand signage along highways | 1.6% | 1.2% | 1.7% | 1.6% | **6.1%** |
| Provide visible roadside & centerline striping on highways | 5.0% | 2.8% | 3.8% | 3.5% | **15.0%** |
| Remove debris from highways | 9.2% | 3.1% | 4.2% | 2.7% | **19.2%** |
| Support development of alternative transportation | 9.2% | 3.8% | 2.6% | 3.9% | **19.5%** |

5. Using a scale of 1 to 5 where 5 means strongly agree and 1 means strongly disagree, please rate your level of agreement with the following statements.

| | Strongly Agree | Agree | Agreement Total | Neutral | Disagree | Strongly Disagree | Disagreement Total | Don't know |
|---|---|---|---|---|---|---|---|---|
| Q5a. MoDOT does a good job of minimizing travel delays caused by construction & maintenance of state highways | | | | | | | | |
| Including Don't Knows | 23.0% | 44.1% | 67.1% | 14.9% | 9.7% | 4.6% | 14.3% | 3.6% |
| Excluding Don't Knows | 23.9% | 45.7% | 69.6% | 15.5% | 10.1% | 4.8% | 14.9% | 0.0% |

6. During the past two weeks, have you biked along a public road in Missouri?

| Q6. Have you biked along a public road | Percent |
|---|---|
| Yes | 5.9% |
| No | 94.1% |

6a. Using a scale of 1-5 where 5 means strongly agree and 1 means strongly disagree, please rate your agreement with the following statements about the biking facilities you used during the past two weeks:

| | Strongly Agree | Agree | Agree Total | Neutral | Disagree | Strongly Disagree | Disagree Total | Don't know |
|---|---|---|---|---|---|---|---|---|
| Q6a-1. Facility/facilities I used was/were safe | | | | | | | | |
| Including Refused/Not Sure | 27.8% | 34.0% | 61.8% | 13.4% | 7.2% | 8.6% | 15.8% | 9.1% |
| Excluding Refused/Not Sure | 30.5% | 37.4% | 67.9% | 14.7% | 7.9% | 9.5% | 17.4% | 0.0% |
| Q6a-2. Facility/facilities I used was/were convenient & accessible | | | | | | | | |
| Including Refused/Not Sure | 28.7% | 33.5% | 62.2% | 15.3% | 4.3% | 8.6% | 12.9% | 9.6% |
| Excluding Refused/Not Sure | 31.7% | 37.0% | 68.7% | 16.9% | 4.8% | 9.5% | 14.3% | 0.0% |
| Q6a-3. Facility/facilities I used was/were well connected to other facilities | | | | | | | | |
| Including Refused/Not Sure | 26.3% | 30.6% | 56.9% | 17.7% | 5.7% | 7.7% | 13.4% | 12.0% |
| Excluding Refused/Not Sure | 29.9% | 34.8% | 64.7% | 20.1% | 6.5% | 8.7% | 15.2% | 0.0% |

7. During the past two weeks, have you walked along a public road in Missouri?

| Q7. Have you walked along a public road | Percent |
|---|---|
| Yes | 23.7% |
| No | 76.3% |

7b. Using a scale of 1-5 where 5 means strongly agree and 1 means strongly disagree, please rate your agreement with the following statements about the pedestrian facilities you used during the past two weeks:

| | Strongly Agree | Agree | Agree Total | Neutral | Disagree | Strongly Disagree | Disagree Total | Don't know |
|---|---|---|---|---|---|---|---|---|
| Q7a-1. Facility/facilities I used was/were safe | | | | | | | | |
| Including Refused/Not Sure | 36.5% | 30.7% | 67.2% | 11.5% | 7.7% | 6.9% | 14.6% | 6.7% |
| Excluding Refused/Not Sure | 39.2% | 32.9% | 72.1% | 12.3% | 8.2% | 7.4% | 15.6% | 0.0% |
| Q7a-2. Facility/facilities I used was/were convenient & accessible | | | | | | | | |
| Including Refused/Not Sure | 35.8% | 33.9% | 69.7% | 12.7% | 5.4% | 5.4% | 10.8% | 6.8% |
| Excluding Refused/Not Sure | 38.4% | 36.4% | 74.8% | 13.6% | 5.8% | 5.8% | 11.6% | 0.0% |
| Q7a-3. Facility/facilities I used was/were well connected to other facilities | | | | | | | | |
| Including Refused/Not Sure | 29.9% | 32.3% | 62.2% | 13.9% | 7.5% | 7.3% | 14.8% | 9.0% |
| Excluding Refused/Not Sure | 32.9% | 35.5% | 68.4% | 15.3% | 8.3% | 8.0% | 16.3% | 0.0% |

8. How do you think funding for transportation in Missouri should change over the next five years? Should it be:

| Q8. How should funding for transportation change over next five years | Including Not Sure | Excluding Not Sure | Excluding Refused/Not Sure TOTALS |
|---|---|---|---|
| Increased greatly | 13.4% | 14.9% | Increased Combined |
| Increased slightly | 29.9% | 33.1% | 48.0% |
| About the same | 42.8% | 47.5% | |
| Reduced slightly | 2.8% | 3.1% | Reduced Combined |
| Reduced greatly | 1.3% | 1.4% | 4.5% |
| Not sure | 9.8% | 0.0% | |

9. If it was determined that the state of Missouri needed to increase revenues in order to adequately fund Missouri state highways and roads, which one of the following five methods would be most acceptable to you?

| Q9. Which method would be most acceptable to you | Including Not Sure | Excluding Not Sure |
|---|---|---|
| Add tolls to some interstate highways | 22.8% | 26.4% |
| Increase general sales tax | 15.8% | 18.3% |
| Increase car registration & license fees | 11.9% | 13.7% |
| Increase state fuel tax | 9.3% | 10.7% |
| Replace state gas tax with vehicle mileage/travel tax | 7.8% | 9.0% |
| Don't know/Not Sure | 13.4% | 0.0% |
| None of these | 19.0% | 21.9% |

10. I am going to read a list of 5 general areas that the state government focuses its expenditures. After I read the list, please tell me which area of state expenditures have been the most beneficial to you personally [READ LIST—RANDOM ORDER] Of the remaining four, [READ LIST OF REMAINING 4 CHOICES—RANDOM ORDER], in which area have state expenditures been the most beneficial to you personally? Of the remaining three, [READ LIST OF REMAINING 3 CHOICES—RANDOM ORDER], in which area have state expenditures been the most beneficial to you personally? Of the final two, [READ LIST OF REMAINING 2 CHOICES—RANDOM ORDER], in which area have state expenditures been the least beneficial to you personally?

| | Most beneficial | 2nd Most Beneficial | 3rd Most Beneficial | 4th Most Beneficial | Least beneficial | Not sure |
|---|---|---|---|---|---|---|
| Q10a. Social services | | | | | | |
| Including Not Sure | 12.0% | 11.2% | 11.8% | 14.0% | 33.7% | 17.4% |
| Excluding Not Sure | 14.5% | 13.6% | 14.3% | 16.9% | 40.8% | 0.0% |
| Q10b. Transportation | | | | | | |
| Including Not Sure | 16.6% | 17.2% | 17.8% | 19.8% | 13.5% | 15.0% |
| Excluding Not Sure | 19.5% | 20.2% | 21.0% | 23.3% | 15.9% | 0.0% |
| Q10c. Public Safety | | | | | | |
| Including Not Sure | 20.1% | 22.5% | 19.2% | 16.3% | 7.7% | 14.2% |
| Excluding Not Sure | 23.4% | 26.2% | 22.4% | 19.0% | 9.0% | 0.0% |
| Q10d. Education | | | | | | |
| Including Not Sure | 30.5% | 18.0% | 15.9% | 12.5% | 8.0% | 15.2% |
| Excluding Not Sure | 35.9% | 21.2% | 18.7% | 14.7% | 9.4% | 0.0% |
| Q10e. Economic Development | | | | | | |
| Including Not Sure | 11.5% | 17.5% | 17.9% | 18.2% | 18.2% | 16.7% |
| Excluding Not Sure | 13.9% | 21.0% | 21.5% | 21.8% | 21.8% | 0.0% |

11. Do you trust MoDOT to keep its commitments to the public?

| Q11. Do you trust MoDOT to keep its commitments to public | Including Not Sure | Excluding Not Sure |
|---|---|---|
| Yes | 84.8% | 90.0% |
| No | 9.4% | 10.0% |
| Not sure | 5.8% | 0.0% |

12. Prior to this call, had you heard about MoDOT's 5-year Safe & Sound Bridge Improvement Program to replace or repair more than 800 of the state's poorest bridges? The program is currently about half way finished.

| Q12. Have you heard about MoDOT's 5-year Safe & Sound Bridge Improvement Program | Including Don't Know | Excluding Don't Know |
|---|---|---|
| Yes | 52.0% | 53.8% |
| No | 44.8% | 46.2% |
| Don't know | 3.2% | 0.0% |

12a. [IF YES TO #12a] Overall, how would you rate the quality of the new Safe and Sound bridges you have used?

| Q12a. How would you rate the new Safe & Sound bridges you have used | Including Don't Know | Excluding Don't Know |
|---|---|---|
| Excellent | 32.3% | 39.1% |
| Good | 36.8% | 44.5% |
| Average | 11.4% | 13.8% |
| Poor | 2.1% | 2.5% |
| Don't know | 17.5% | 0.0% |

13. [ONLY FOR RESIDENTS OF DISTRICTS #4 (KC) and 6 (ST LOUIS)] From your perspective, who owns and operates the KC Scout [KC]/Gateway Guide [STL] Traffic Management Center? [Do Not Read]

| Q13. Who owns & operates KC Scout Gateway Guide Traffic Management Center | Including Don't Know | Excluding Don't Know |
|---|---|---|
| Local television stations | 2.6% | 10.5% |
| A local Company named KC Scout | 4.6% | 18.4% |
| A partnership of KDOT & MoDOT or IDOT & MoDOT | 17.8% | 71.1% |
| Don't know | 75.0% | 0.0% |

14. [ONLY FOR RESIDENTS OF DISTRICTS #4 (KC) and 6 (ST LOUIS)] Does the KC Scout [KC]/Gateway Guide [STL] provide value to you as a user of the state transportation system?

| Q14. Does KC Scout Gateway Guide provide value to you | Including Don't Know | Excluding Don't Know |
|---|---|---|
| Yes | 28.9% | 61.7% |
| No | 17.9% | 38.3% |
| Don't know | 53.1% | 0.0% |

15. What is your age?

| Q15. Your age | Percent |
|---|---|
| Under 35 years | 17.4% |
| 35-44 years | 17.1% |
| 45-54 years | 23.0% |
| 55-64 years | 24.3% |
| 65+ years | 18.2% |

17. Did you vote in the November 2008 election?

| Q18. Did you vote in 2008 | Including Refused/Not Sure | Excluding Refused/Not Sure |
|---|---|---|
| Yes | 85.9% | 87.4% |
| No | 12.3% | 12.6% |
| Would not answer | 1.7% | 0.0% |

THIS CONCLUDES THE SURVEY. MoDOT THANKS YOU FOR YOUR INPUT