

## A Report Card From Missourians – 2010

A summary by Organizational Results

### Background

ETC Institute completed a comprehensive statewide customer satisfaction study to evaluate MoDOT's overall performance and identify the transportation services and improvements that are most important to Missourians. The study involved a survey that asked questions to populate five MoDOT Tracker measures and assess the public's support for various ways of raising and appropriating revenue for transportation. ETC Institute obtained a representative sample of each of the 10 MoDOT districts, with a minimum of 350 respondents per district.

### General Satisfaction Findings

- Missourians are satisfied with the job MoDOT is doing. Overall satisfaction was at 83%, down just 2% from last year. *(Figure 1 and Appendix A)*
- Customer perception that MoDOT is the "primary transportation expert" increased from the previous two years. *(93%, up 2% from last year and up 8% from 2008) (Figure 2)*
- Missourians continue to agree that MoDOT provides accurate, timely and understandable information about projects in their area. *(90% range similar to last year) (Figure 2)*
- Missourians increasingly agree that MoDOT considers their needs and views in decision-making. *(78%, up 5% from last year and a 13% increase from 2008) (Figure 2)*
- More Missourians are satisfied with transportation options than in the past two years. Seventy-one percent (71%) indicated satisfaction on the report card, an increase of 3% from last year, up 14% from 2008. *(Figure 2)*
- Of those Missourians who are satisfied with MoDOT, respondents listed road conditions (21.5%) and upkeep/maintenance/repairs (21.1%) as the things about MoDOT they are most satisfied with. Thirty-nine percent (39%) of dissatisfied residents named road conditions as their issue of most concern, a 17 percent improvement from last year. *(Figure 3 & 4)*
- Ninety-two percent (92%, up 3% from last year) of the residents indicated that they trust MoDOT to keep its commitments to the public and only eight percent did not. *(Figure 5)*
- Sixty-one percent (61%) of residents, who had an opinion, were satisfied with the job MoDOT has done to keep the surface of major highways in good condition, up 12% from 2009. *(Figure 6)*

### Funding Findings

- Missourians continue to choose tolling as the most acceptable revenue generating method for transportation. However, the 25% that selected tolling is down 5% from last year. Increasing sales taxes continued to be the second choice among Missourians at 21%, which was up by 2% from last year. Increasing fuel tax, the third choice, saw a slight gain at 16%, up 1% from last year. Increasing car registration and license fees, the fourth choice came in at 10%, down 1% from last year. Replacing gas tax with vehicle mileage/travel tax was introduced last year and tied for fourth choice by gaining 1% level of support at 10% this year. Missourians who independently selected "None of these" increased 2 percent from last year to 18%. *(Figure 7)*
- Ninety-four percent (94%) of the residents, who had an opinion, indicated that they thought funding for transportation in Missouri should increase or stay the same over the next five years. Only six percent thought it should be reduced. *(Figure 8)*
- More than two thirds (70%) of residents, who had an opinion, agreed with the statement "MoDOT did a good job putting money from the Federal Stimulus Package to use quickly"; seventeen percent (17%) gave a neutral response, and 13% disagreed with the statement. *(Figure 9)*



Figure 1

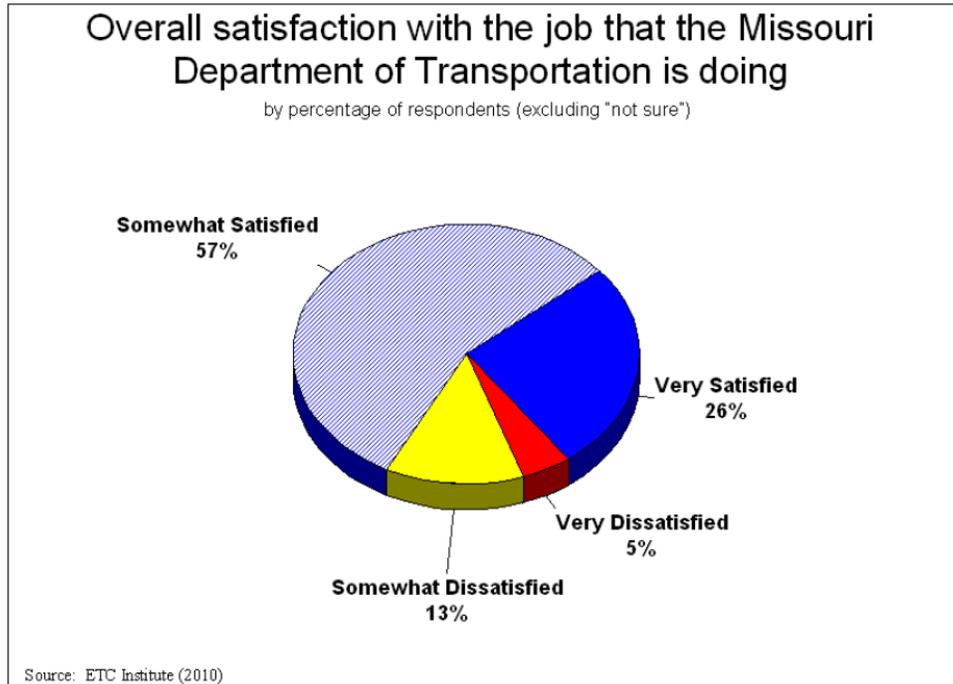


Figure 2

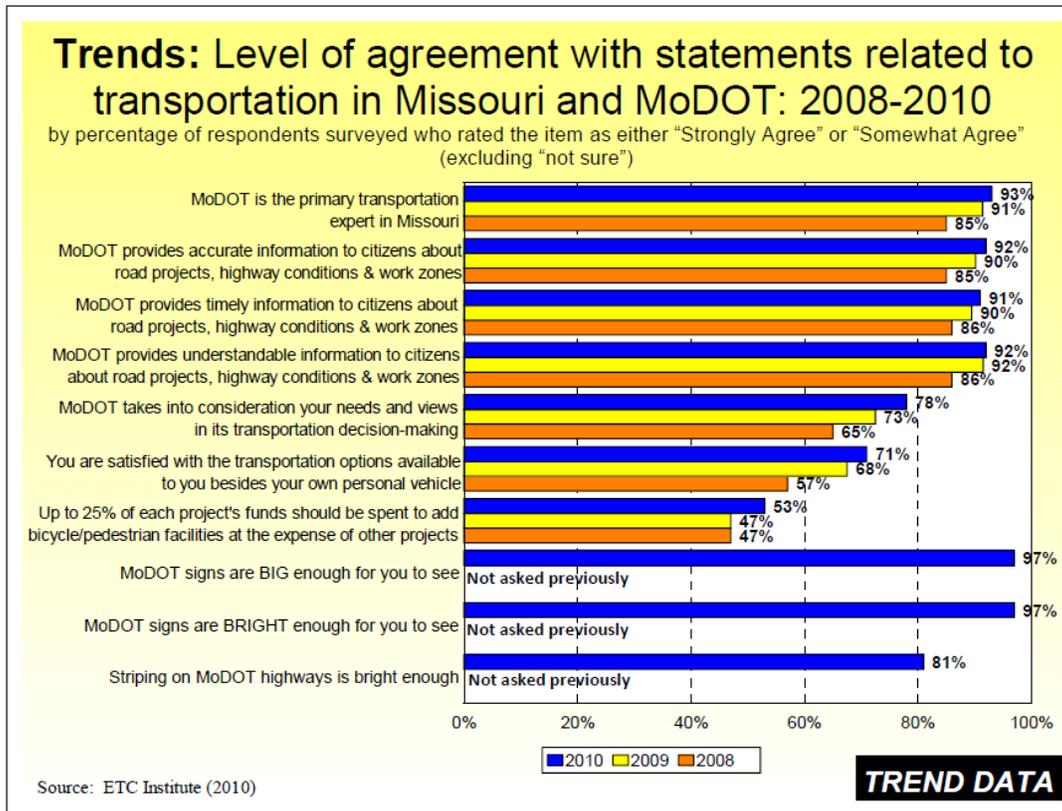
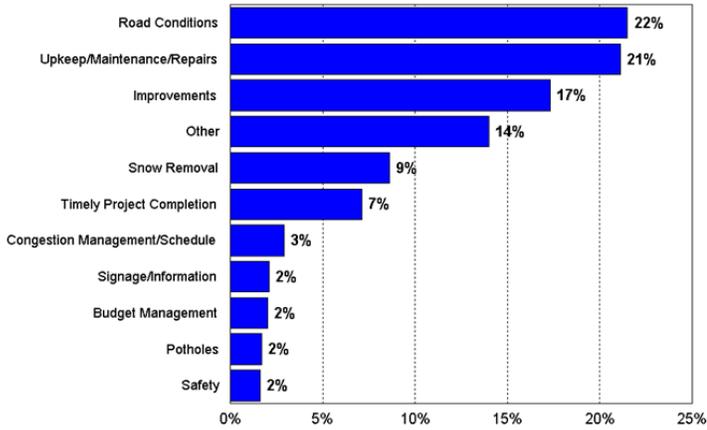


Figure 3

1a. What about MoDOT are you MOST satisfied with?

Respondents' open-ended comments were categorized after the completion of the survey

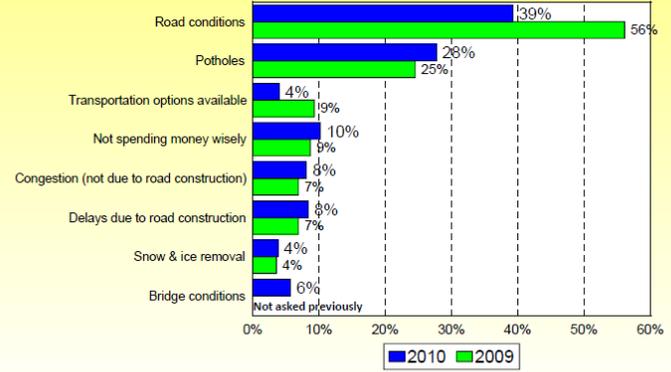


Source: ETC Institute (2010)

Figure 4

What about MoDOT are you MOST dissatisfied with?  
2009 vs 2010

by percentage of respondents who indicated they were "very dissatisfied" or "somewhat dissatisfied" with the job that MoDOT is doing (multiple responses were allowed)



Source: ETC Institute (2010)

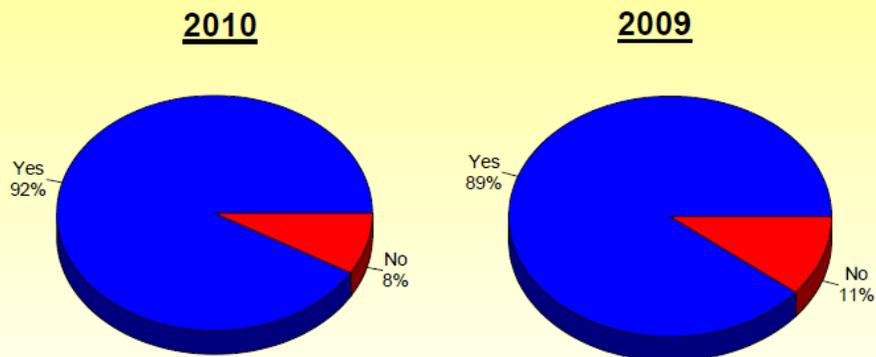
**TREND DATA**

This follow-up question was initiated in the 2010 survey.

Figure 5

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

by percentage of respondents (excluding "not sure")



Source: ETC Institute (2010)

Figure 6

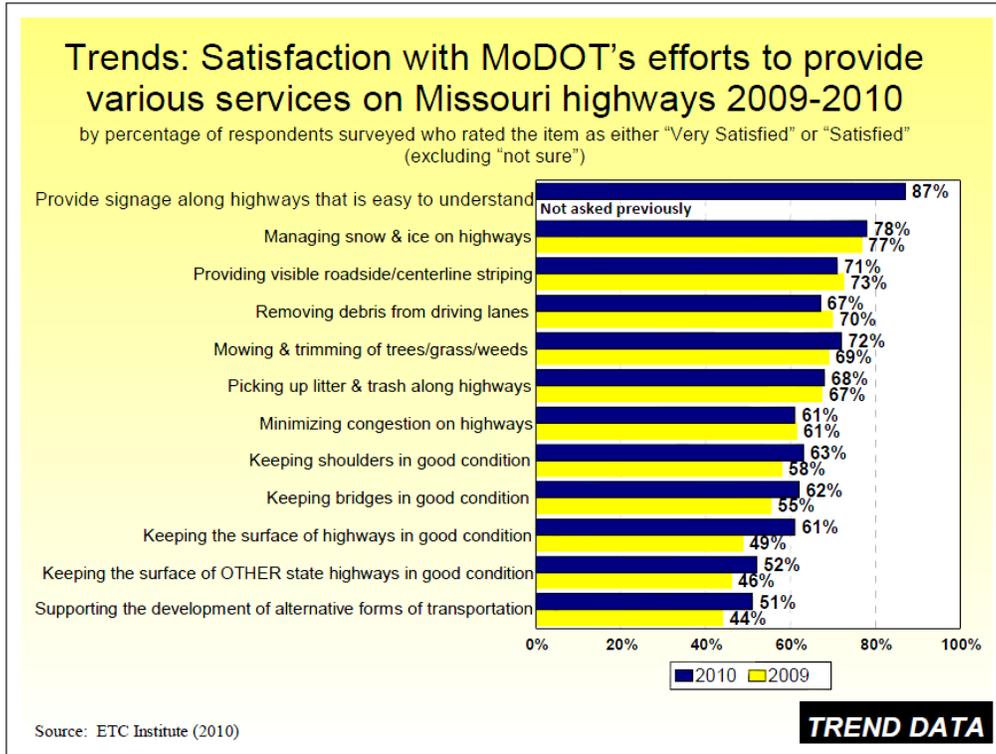


Figure 7

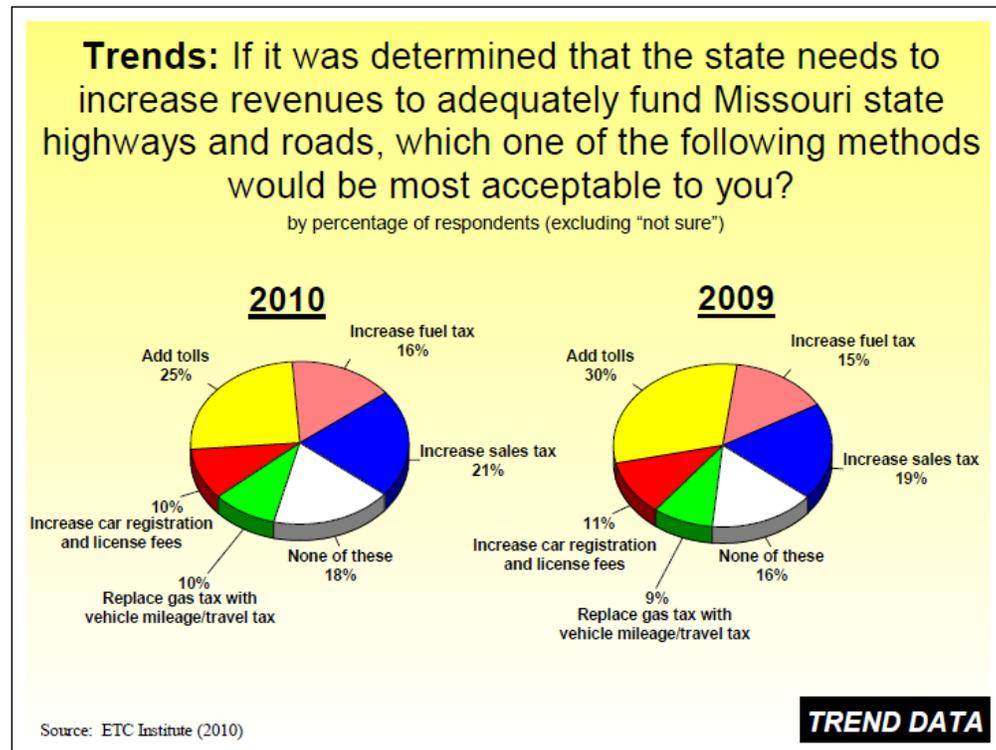


Figure 8

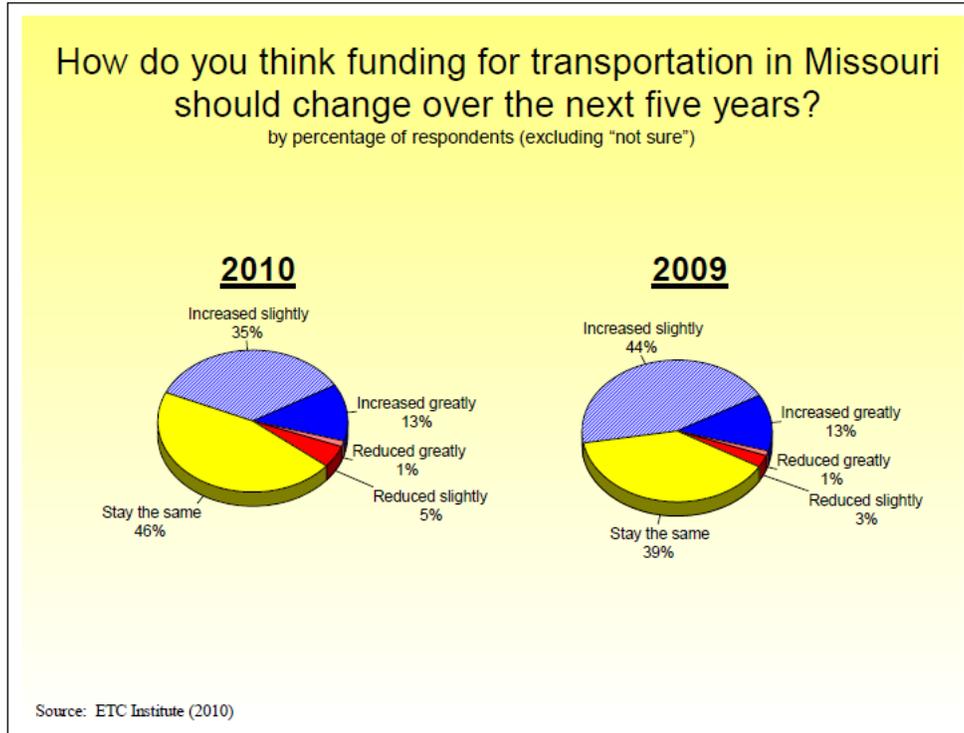
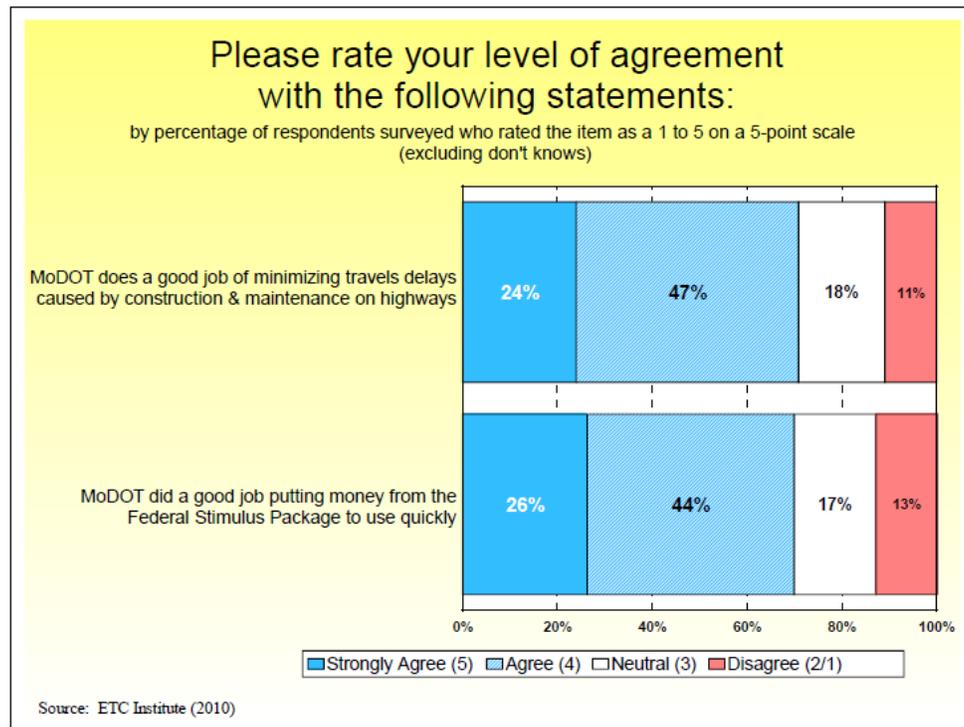


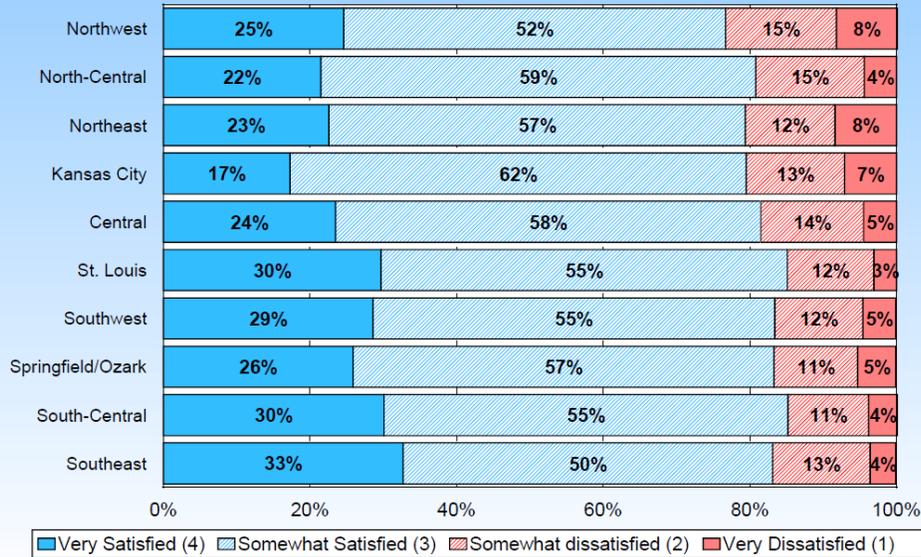
Figure 9



**Appendix A:**  
District Trends on MoDOT Tracker measures

### Q1. Overall satisfaction with the job that the Missouri Department of Transportation is doing by Region

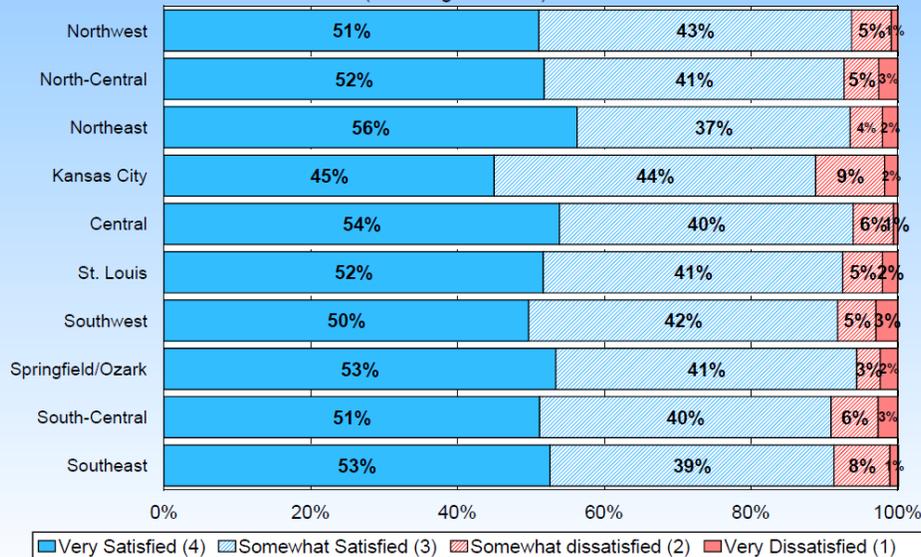
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")



Source: ETC Institute (2010)

### Q2a. MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones

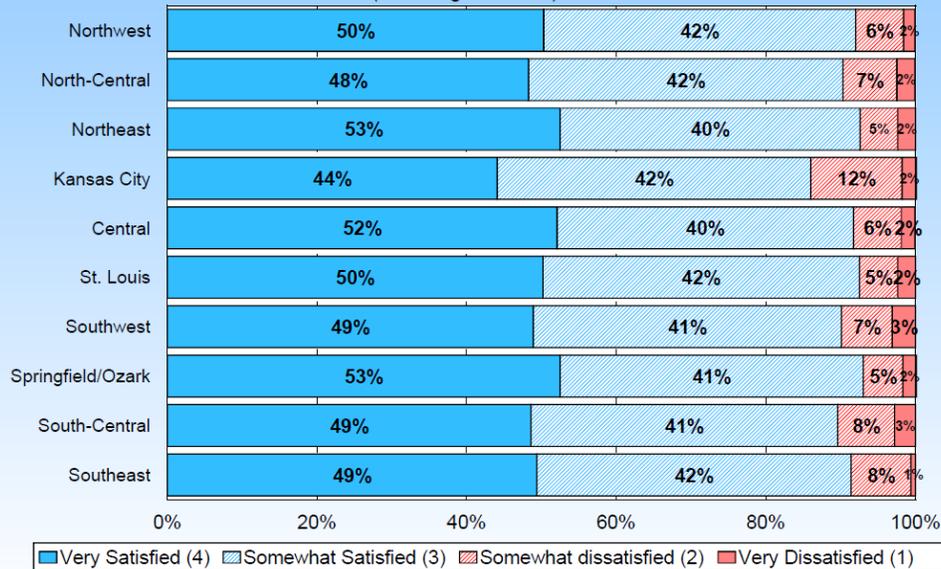
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")



Source: ETC Institute (2010)

### Q2b. MoDOT provides timely information to citizens about road projects, highway conditions, and work zones

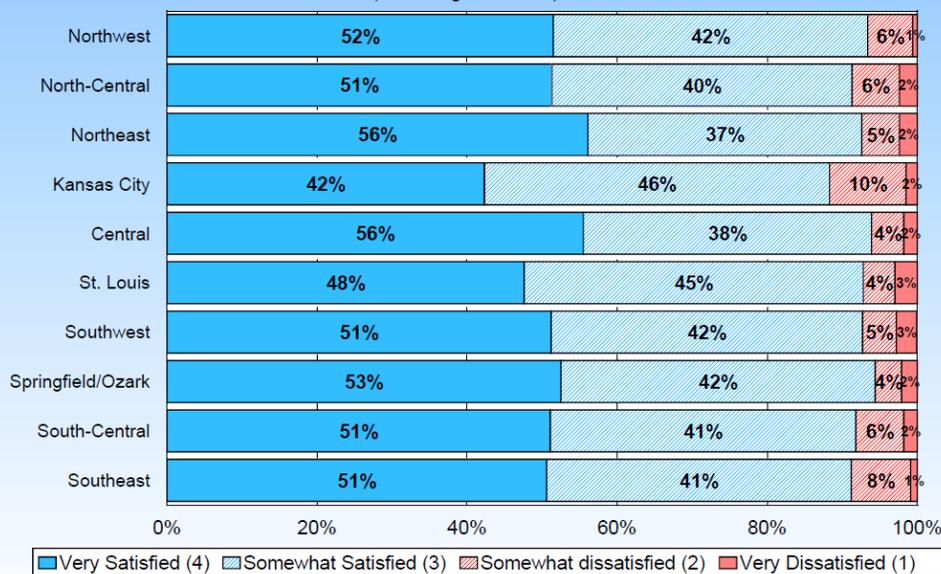
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")



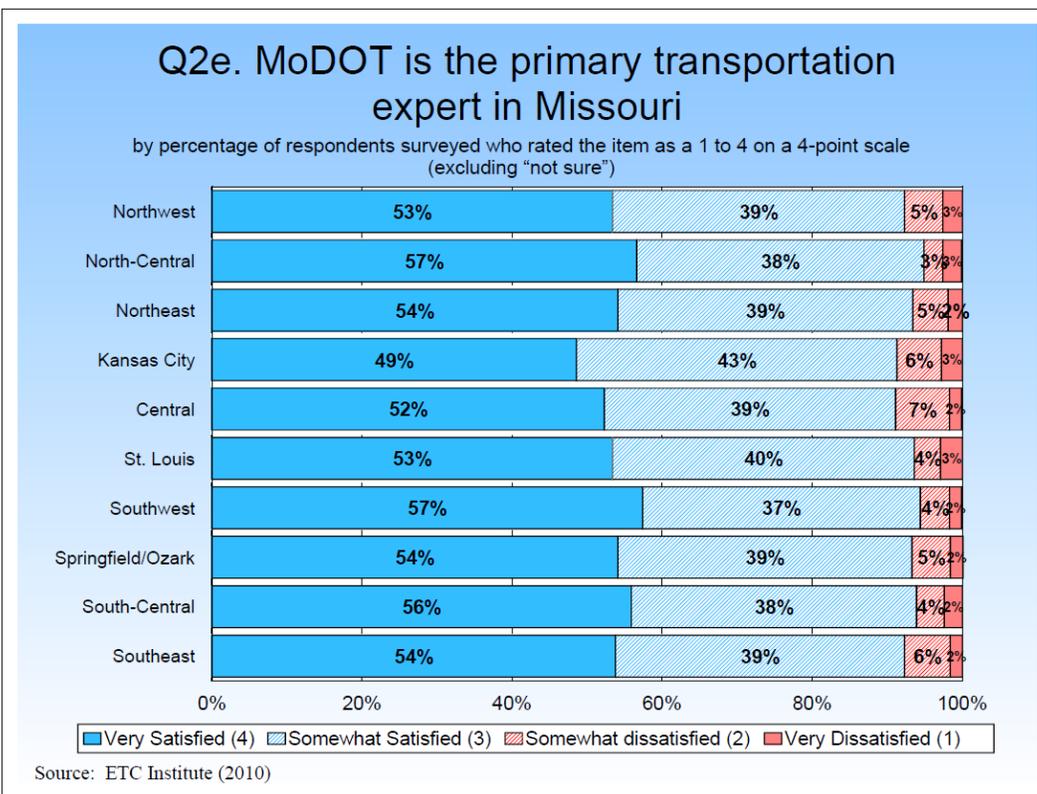
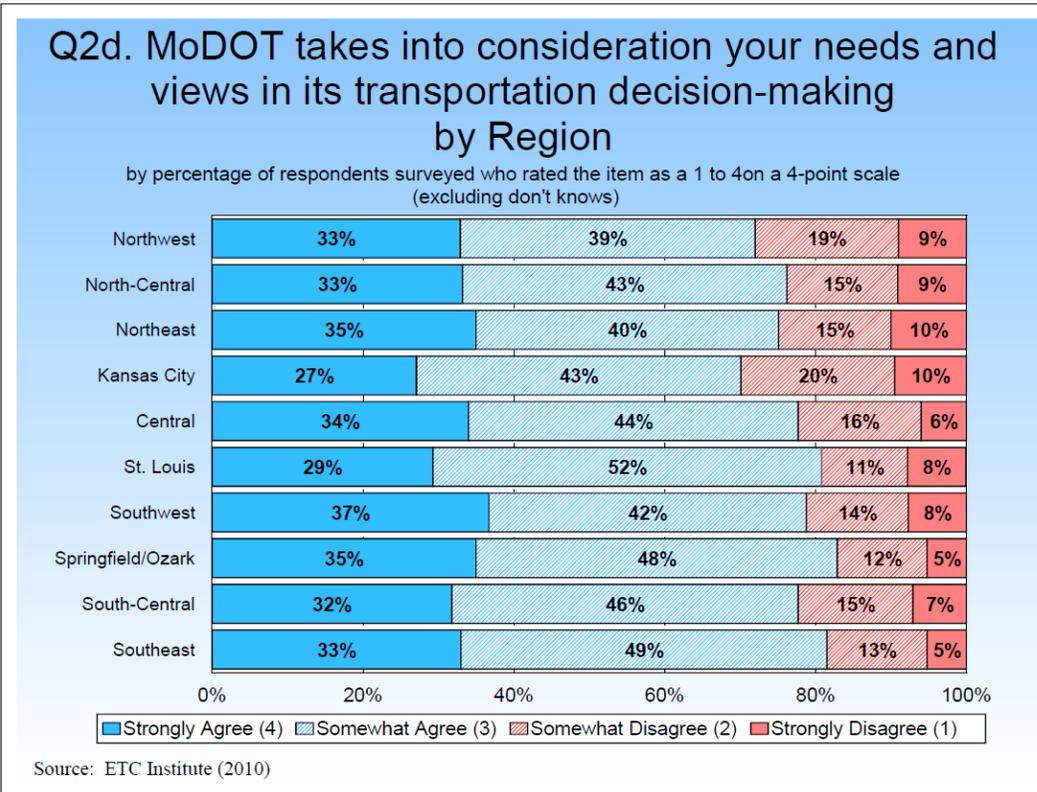
Source: ETC Institute (2010)

### Q2c. MoDOT provides understandable information to citizens about road projects, highway conditions, and work zones

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

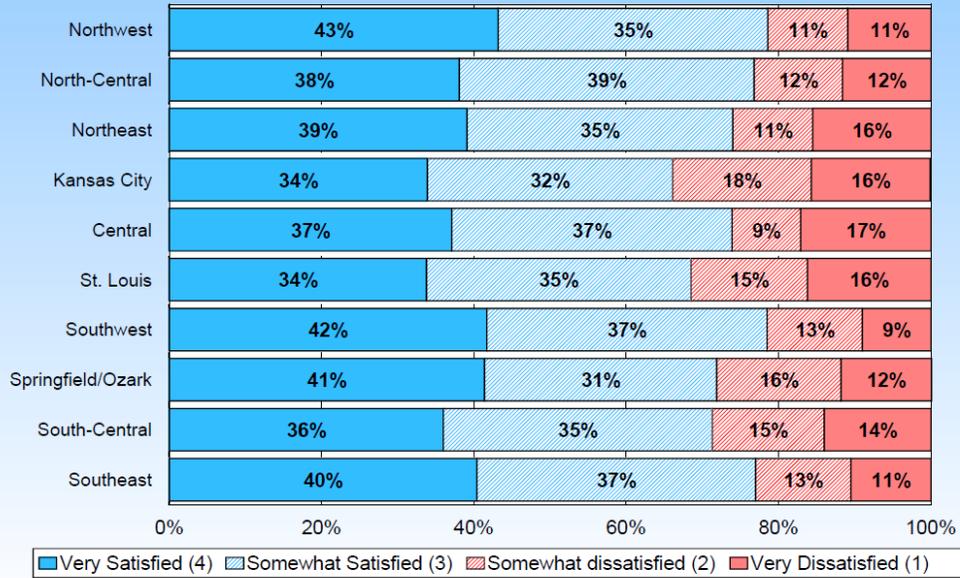


Source: ETC Institute (2010)



### Q2f. You are satisfied with the transportation options available to you besides your 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")



Source: ETC Institute (2010)