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Assessing MoDOT's Efforts to Provide the Right Transportation Solution

Prepared by Heartland
Market Research LLC and
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Transportation

**Assessing MoDOT's Efforts to Provide the
Right Transportation Solution**

TRACKER Measure 9i

For Fiscal Year 2010

Project Number: RD09-034

by



HEARTLAND
MARKET RESEARCH LLC

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The opinions, findings, and conclusions documented in this report are those of the principal investigator. They are not necessarily those of the Missouri Department of Transportation, the United States Department of Transportation, nor the Federal Highway Administration. This publication does not constitute a standard or regulation.

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16. Abstract The basic research design for the project was to sample opinions on a variety of projects spread across the state. When available, a small, medium, and large project from each of the ten MoDOT districts was selected by a regional manager for the project for a total of 30 projects. The sample included 400 addresses per project area for a total of 12,000 Missouri addresses being mailed a copy of the survey. Each survey was focused on one of 30 individual projects, which was briefly described on the survey, and the majority of survey questions related to the recently completed project, such as determining if the completion of the project increased safety, convenience, and made it easier to drive.			
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Executive Summary

The Missouri Department of Transportation (MoDOT) has developed the Tracker system to assess performance with tangible results to help MoDOT “provide a world-class transportation system that delights our customers.” The Tracker system includes the concept of “Fast projects that are of great value,” and an important aspect of this measure is whether Missourians view MoDOT projects as the right transportation solution. To assess customer satisfaction with MoDOT projects, a mail survey was conducted in late 2009 by Heartland Market Research LLC. 2,461 respondents returned a valid survey questionnaire so the general margin of error for the analysis is plus or minus 2.02 percent. These results are similar to that of the two previous years (2,361 and 2,697).

The basic research design for the project was to sample opinions on a variety of projects spread across the state as was done in the previous fiscal year. When available, a small, medium, and large project from each of the ten MoDOT districts was selected by a regional manager for the project for a total of 30 projects. As needed, the regional managers made substitutions as appropriate, such as submitting two medium projects when a large project was not available. Then Heartland drew a sample of residents from one or more ZIP code areas as appropriate for each project which was reviewed by the appropriate MoDOT district. The sample included 400 addresses per project area for a total of 12,000 Missouri addresses being mailed a copy of the survey. Despite this effort to keep the number of addresses even across the districts and projects, the response rate varied by project area.

Each survey was focused on one of 30 individual projects, which was briefly described on the survey, and the majority of survey questions related to the recently completed project, such as determining if the completion of the project increased safety, convenience, and made it easier to drive. In addition, two questions were asked about the overall value of the particular project and the respondents were given the opportunity to provide comments regarding the project.

Table 1: Summary of Key Indicators by Project and District

District	Project	Familiar with Roadway	Safer	More Convenient	Less Congested	Easier to Drive	Better Marked	Right Transportation Solution
1	D1L	96.2%	100.0%	94.2%	60.2%	100.0%	96.5%	97.6%
	D1M	100.0%	97.1%	92.7%	65.1%	97.1%	92.1%	98.5%
	D1S	96.6%	92.5%	94.9%	66.2%	97.3%	90.1%	96.4%
	Total	97.2%	96.7%	94.2%	63.4%	98.4%	93.2%	97.4%
2	D2Ma	100.0%	92.4%	93.4%	80.6%	93.8%	91.8%	96.3%
	D2Mb	95.8%	98.4%	96.5%	79.6%	95.4%	96.8%	97.0%
	D2S	65.9%	100.0%	96.4%	84.6%	94.9%	96.1%	98.6%
	Total	87.0%	96.7%	95.2%	81.3%	94.6%	94.6%	97.2%
3	D3L	99.0%	99.0%	96.9%	96.8%	100.0%	96.8%	99.0%
	D3M	92.0%	97.0%	96.3%	68.9%	97.2%	96.9%	95.5%
	D3S	88.5%	98.8%	93.8%	92.5%	96.2%	94.9%	96.4%
	Total	93.5%	98.4%	95.7%	89.5%	98.0%	96.2%	97.2%
4	D4L	87.3%	91.5%	92.0%	87.5%	91.8%	91.1%	90.0%
	D4M	94.2%	99.0%	94.3%	61.8%	99.0%	99.0%	99.0%
	D4S	87.8%	96.8%	90.2%	75.0%	93.8%	91.7%	95.2%
	Total	90.5%	96.7%	92.4%	73.3%	95.9%	95.0%	95.7%
5	D5L	92.5%	93.0%	95.6%	98.2%	97.4%	94.7%	97.5%
	D5M	100.0%	85.7%	77.5%	80.0%	83.3%	83.8%	78.6%
	D5S	73.5%	97.4%	90.3%	82.6%	90.9%	85.7%	97.1%
	Total	91.4%	91.3%	88.4%	89.9%	91.6%	89.8%	90.7%
6	D6L	98.2%	100.0%	98.2%	100.0%	100.0%	96.3%	100.0%
	D6M	60.4%	94.3%	91.2%	90.0%	94.6%	96.8%	89.2%
	D6S	88.9%	100.0%	96.4%	94.0%	98.2%	96.2%	94.9%
	Total	86.7%	99.0%	96.5%	96.8%	98.5%	96.3%	96.6%
7	D7L	92.9%	89.3%	100.0%	93.6%	94.9%	94.4%	98.7%
	D7M	98.8%	98.8%	100.0%	97.5%	100.0%	98.7%	97.6%
	D7S	65.5%	94.6%	88.2%	79.4%	84.8%	94.4%	87.2%
	Total	88.4%	94.3%	98.0%	92.7%	95.4%	96.2%	96.0%
8	D8L	97.3%	90.4%	91.3%	84.6%	88.3%	92.0%	91.8%
	D8M	85.3%	96.7%	95.1%	95.2%	86.9%	89.8%	89.4%
	D8S	82.9%	100.0%	93.9%	96.7%	93.8%	91.5%	97.1%
	Total	89.7%	94.8%	93.1%	90.7%	89.5%	91.3%	92.7%
9	D9L	87.5%	97.4%	98.7%	97.2%	98.7%	95.7%	100.0%
	D9M	87.4%	86.8%	89.0%	77.8%	88.5%	86.8%	87.2%
	D9S	54.5%	95.3%	94.6%	82.1%	94.3%	93.8%	97.4%
	Total	79.3%	92.9%	94.1%	86.6%	93.6%	91.5%	94.3%
10	D10L	95.0%	94.1%	84.4%	64.3%	94.3%	93.8%	91.4%
	D10M	98.9%	97.6%	94.7%	71.2%	97.6%	98.8%	97.6%
	D10S	79.7%	93.1%	94.2%	80.0%	90.0%	90.0%	96.6%
	Total	91.3%	95.5%	92.5%	72.7%	94.7%	95.1%	96.0%
All Projects:		89.9%	95.7%	94.0%	84.4%	95.2%	93.9%	95.4%

As part of the questionnaire, each respondent had the opportunity to provide comments about why their local project was – or was not – the right transportation solution. Each and every comment that was provided has been scanned so MoDOT stakeholders can review them. The survey was specifically designed so that the most vital questions were on the same page as the comments. When respondents provided comments, the entire page was scanned so MoDOT stakeholders may put the comment in context with how the respondent answered these questions. These comments are available in ten supplemental reports, one for each district.

All of the key measures were statistically similar to last year's high ratings, but the fact that all measures went up suggests a slight improvement overall. The overall results show that most Missourians are very satisfied with their local project and generally believe that MoDOT provides the right transportation solution. 89.9% of the respondents were either "very" or "fairly" familiar with the project roadway. 67.9% of the respondents were regular users of the affected roadway (defined as using it at least once per week). The majority of respondents thought that the project made the roadway safer (95.7%), more convenient (94.0%), less congested (84.4%), easier to drive (95.2%), better marked (92.9%), and was the right transportation solution (95.4%).

Background and Methodology

MoDOT's mission is to "provide a world-class transportation system that delights our customers." The public's perception of MoDOT's performance is crucial to the long-term success of the agency, and an important aspect of the Tracker measure is whether Missouri citizens view MoDOT projects as the right transportation solution. The Tracker system assesses tangible results related to MoDOT's mission, and one of the tangible results is the concept of "Fast projects that are of great value." An element of this measure is an assessment of customer satisfaction with these projects.

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

In FY09, the survey was significantly revised based on the experience from the previous year. The key questions were kept, but many of the auxiliary questions (such as *Approximately how many miles do you drive per year?*) were dropped as they had not proved to be key factors in respondent satisfaction. This survey space was reclaimed for three new survey questions, including a request of respondents to comment directly. The intention of these three new questions was to help MoDOT better understand and address the needs of their constituents. The survey was specifically designed so that the most vital questions were on the same page as the comments. When respondents provided comments, the entire page was scanned so MoDOT stakeholders may review the comment in context with how the respondent answered these questions.

The new questionnaire worked well, so the same questions were used in FY10. This year, the comments are available in ten supplemental reports, one for each district. Following the methodology used in previous years, it was determined to mail 400 surveys for each of the 30 projects for a total of 12,000 surveys. The sample of 400 people per project was initially selected by Heartland Market Research based upon geographical assumptions about which people would be likely to be most familiar with the project. The zip code recommendations were then reviewed by each of the ten MoDOT districts for input. In several cases the zip code selections were then revised based upon input from the districts.

Project Descriptions and Locations

The descriptions listed below were printed on the appropriate surveys for each project. These descriptions were initially provided by MoDOT, sometimes adjusted by the PI if it was thought that the respondents might have questions, and then the descriptions were reviewed, and sometimes adjusted, by the appropriate district contact. The surveys were sent to one or more zip codes as was thought appropriate for each project.

Table 2: Project Descriptions

District	Project	Description	Zip Codes
Northwest	D1L	Route 136 in Nodaway County. Resurfacing and shoulder paving between Route 46 and Route J near Conception (7.35 miles) and another section between the 102 River and Route 46 near Ravenwood. The project began in April and was completed June 18, 2009.	64468 (Maryville area), 64479 (Ravenwood area), 64434 (Conception Junction area), and 64432 (Clyde area)
Northwest	D1M	Business Route 71 in Andrew County. Resurfacing from Interstate 29 to Price Street in Savannah. The project was completed on November 12, 2008.	64485 (Savannah area) and 64421 (Amazonia area).
Northwest	D1S	Route 48 in Andrew County. Resurfacing from Route 71 to Route M. The project was completed on October 1, 2008.	64483 (Rosendale area) and 64480 (Whitesville/Rea area)
North Central	D2Ma	Route 63 in Macon County. Resurfacing and addition of rumble stripes on the southbound lanes from Macon to Jacksonville.	63552 (Macon area), 65247 (Excello area), and 65260 (Jacksonville area)
North Central	D2Mb	Route 65 in Saline County. Resurfacing and addition of rumble stripes on all four lanes from Marshall to the Pettis County line.	65340 (Marshall area)
North Central	D2S	Schuyler County – Two bridge rehabilitation projects as part of the statewide Safe & Sound Bridge Improvement Program. The first was on Route C over the North Fabius River and was completed in 36 days on April 28. The second was on Route V over the North Fork Mid Fabius River. It was completed in 40 days on June 1. The original bridges were nearly 50 years old.	63548 (Lancaster area), 63536 (Downing area), 63541 (Glenwood area), 63535 (Coatsville area)

District	Project	Description	Zip Codes
Northeast	D3L	New four-lane Route 36 from Monroe City to Route 24 (the Rocket). This 10-1/2 mile project is a part of the larger 52-mile Route 36 project that is a cost-share with the taxpayers of Monroe, Marion, Shelby and Macon Counties. This section was opened to traffic in August 2008.	63456 (Monroe City area)
Northeast	D3M	Route 22 improvements in Audrain County. This 6-mile project from west of Route E to west of Route 15 near Mexico rehabilitated the Davis Fork bridge and resurfaced the highway. It was completed in June 2009.	65265 (Mexico area) and 65285 (Thompson area)
Northeast	D3S	Route 47 in Warren County - The project improved the intersection with Warrior Ave. in Warrenton, adding new signals and turn lanes to alleviate congestion and improve safety of a high-traffic area. The project was a cost-share between MoDOT and the City of Warrenton, with participation by the Warren County R-3 School District. It was completed in May 2009.	63383 (Warrenton area)
Kansas City Area	D4L	I-470 in Jackson County. Construction of a new half-diamond interchange at Pryor Road in partnership with the city of Lee's Summit. The project was completed and opened to traffic in August 2008.	64063, 64064, 64081, 64086 (all four are sections of Lee's Summit)
Kansas City Area	D4M	Route 24 in Lafayette County. Pavement treatments from Route 13 to Route 65 between the cities of Lexington and Waverly. Project was completed in November 2008.	64067 (Lexington area), 64022 (Dover area) and 64096 (Waverly area)
Kansas City Area	D4S	Route D in Jackson/Cass Counties. Pavement rehabilitation from Route 150 to Route 58 near the City of Belton. The project was completed and opened to traffic in mid-September 2008.	64012 (Belton area) and 64734 (Cleveland area)
Central	D5L	Route 50 in Cole & Moniteau Counties. This project built a new four-lane divided highway from east of California near Route K to St. Martins. The project was completed and opened to traffic in October 2008.	65018 (California area), 65023 (Centertown area) and 65109 (St. Martins area)
Central	D5M	Routes 50/65 intersection in Pettis County. This project provided improvements at the junction of Routes 50 & 65 in Sedalia. The project was completed in September 2008.	65301/65302 (Sedalia area)
Central	D5S	Callaway Co. Route J – This project redecked the Route J bridge over Interstate 70 as part of the Safe & Sound Bridge Improvement Program. The project was completed in 38 days and reopened to traffic in May 2009.	65251 (Millersburg area) and 65202 (Stephens area)

District	Project	Description	Zip Codes
St. Louis Area	D6L	Route 21 in Jefferson County. This project completed a new four-lane highway between Hayden Road and Route A. The ribbon-cutting ceremony was held Dec. 12, 2008.	63050 (Hillsboro/Goldman area)
St. Louis Area	D6M	Route HH in St. Louis County. This project included grading, widening to three lanes, resurfacing of the old lanes, new signals, lights, bicycle lanes and sidewalks from Route 340 to Baxter Road.	63017 (Chesterfield/Clarkson Valley area)
St. Louis Area	D6S	Route 30 in St. Louis County. The new Gravois Road Bridge over Gravois Creek (west of Grant Road and east of Musick Road) includes eastbound and westbound turn lanes for Grant/McNary Roads, wider shoulders and a pedestrian sidewalk. A ribbon-cutting ceremony was held April 3, 2009.	63123 (Grantwood Village/Affton area)
Southwest	D7L	Route 249 in Jasper County. This project constructed a four-lane freeway on the east side of Joplin from I-44 north to Route 171, and was a cost-share project with the City of Joplin and Jasper County. The project was completed in October 2008.	64835 (Carterville area), 64870 (Webb City area), and 64801/64804 (Joplin area)
Southwest	D7M	Route 60 in Barry County. This project improved Route 60 to four lanes from Route 37 to east of Bridle Drive in Monett, and was a cost-share project with the City of Monett. The project was completed in Winter 2009.	65708 (Monett area)
Southwest	D7S	Route 43 intersection with Douglas Fir Road in Jasper County. This project provided a signalized intersection in a cost-share with the Joplin Special Road District south of I-44 near Loma Linda. The project was completed in August 2009.	64804 (S. Joplin area, includes Loma Linda)
Springfield Area	D8L	Coy Blvd. and Route 160 intersection in Taney County. This project widened the intersection in Forsyth, added left-turn lanes and modified the traffic signal. The project was completed in August, 2009.	65653 (Forsyth area)
Springfield Area	D8M	I-44/Route 13 interchange in Greene County. The project replaced the existing interchange with a "Diverging Diamond" interchange, the first of its type built in the USA. The I-44/Route 13 (Kansas Expressway) project was aimed at reducing congestion and improving safety at the interchange for approximately \$2.9 million. The project was completed in June, 2009.	65802, 65806, 65807, 65803, 65809, 65810 (Springfield area), 65613 (Bolivar area), and 65617 (Brighton area)

District	Project	Description	Zip Codes
Springfield Area	D8S	Route 13 in Greene County. This is a 4.9-mile portion of a project to relocate the northbound lanes of Route 13 from Springfield to south of Bolivar. The project is replacing highway lanes that were built in the 1920s, and was completed in June 2009. An additional portion in Polk County will be finished next year.	65613 (Bolivar area), 65617 (Brighton area) and 65802, 65806, 65807, 65803, 65809, 65810 (Springfield area).
South Central	D9L	Route 60 in Howell County. Added lanes to provide a new four-lane divided highway. Improved the existing roadway alignment to provide for future traffic volumes and efficient transport of people and freight. The project encompassed 8.9 miles and included grading, paving and bridges for a dual divided highway. The project extended from .15 miles east of County Rd. 1550 to .2 miles west of County Rd. 2990. The construction was completed December 2008.	65793 (Willow Springs area) and 65548 (Mountain View area)
South Central	D9M	Route 63 in Phelps County. Project consisted of resurfacing with superpave and addition of climbing/passing lanes and bridge rehabilitation. Project extended from south of Route CC near Rolla to about 3.6 miles south of the Little Piney River near Edgar Springs for 13.1 miles. Another 9.4 mile section north of Edgar Springs of was also resurfaced with the addition of climbing/passing lanes. The entire project was completed was completed August 2008.	65401 (Rolla area) and 65462 (Edgar Springs area).
South Central	D9S	Route 142 in Howell County: Two disconnected low water crossing replacements at the West Fork and South Fork of the Spring River (south of West Plains, just west of Lanton). Replaced low water crossings with triple box structures. Total project length is 0.230 mile and was completed July 2008.	65775 (West Plains area), 65626/65609 (Bakersfield area), and 65692/65791 (Thayer area)
Southeast	D10L	Interstate I-57 in Mississippi County: This project was part of MoDOT's "Better Roads/Brighter Future" initiative. This project included grading, work on bridge approach slabs and paving the southbound lanes. The improvement extends from the Mississippi River to 2 miles south of Route 105. The project was completed in June 2008.	63834 (Charleston area)

District	Project	Description	Zip Codes
Southeast	D10M	Route 53 in Butler County: This project was part of MoDOT's "Better Roads/Brighter Future" initiative, beginning at the southern city limits of Qulin and ending at the southern city limits of Campbell. The project provided for widening and resurfacing of the driving lanes and construction of asphalt shoulders. The length of the work on Route 53 was 13.9 miles and only portions of the roadway were closed during asphalt resurfacing operations. The project was completed in late summer 2008.	63961 (Qulin area) and 63933 (Campbell area)
Southeast	D10S	Route W Bridge at Ditch 35 in Scott County. The Ditch 35 Bridge located on Route W between Oran and Perkins in Scott County was closed in spring 2008 due to structural damages caused by flooding. This bridge has been used by the Southeast District as an example of what MoDOT is accomplishing with the Safe & Sound program: a timely and practical solution to a rural bridge replacement. Contractors completed the bridge replacement a week ahead of schedule in August 2008.	63771 (Oran area) and 63774 (Perkins area)

Respondents

400 unique people were mailed a survey for each one of thirty unique projects for a total of 12,000 mailed surveys. 2,461 surveys were returned via US mail, for a gross response rate of 20.5%. These rates are similar to the previous two years (20.4% and 22.1%).

Table 3: Gross Response Rate by Project and District

District	Project	Mailed	Responses	Gross Response Rate
1	D1L	400	133	33.3%
	D1M	400	72	18.0%
	D1S	400	119	29.8%
	Total	1,200	324	27.0%
2	D2Ma	400	86	21.5%
	D2Mb	400	71	17.8%
	D2S	400	82	20.5%
	Total	1,200	239	19.9%
3	D3L	400	101	25.3%
	D3M	400	76	19.0%
	D3S	400	88	22.0%
	Total	1,200	265	22.1%
4	D4L	400	55	13.8%
	D4M	400	105	26.3%
	D4S	400	74	18.5%
	Total	1,200	234	19.5%
5	D5L	400	121	30.3%
	D5M	400	86	21.5%
	D5S	400	50	12.5%
	Total	1,200	257	21.4%
6	D6L	400	111	27.8%
	D6M	400	54	13.5%
	D6S	400	63	15.8%
	Total	1,200	228	19.0%
7	D7L	400	86	21.5%
	D7M	400	86	21.5%
	D7S	400	56	14.0%
	Total	1,200	228	19.0%

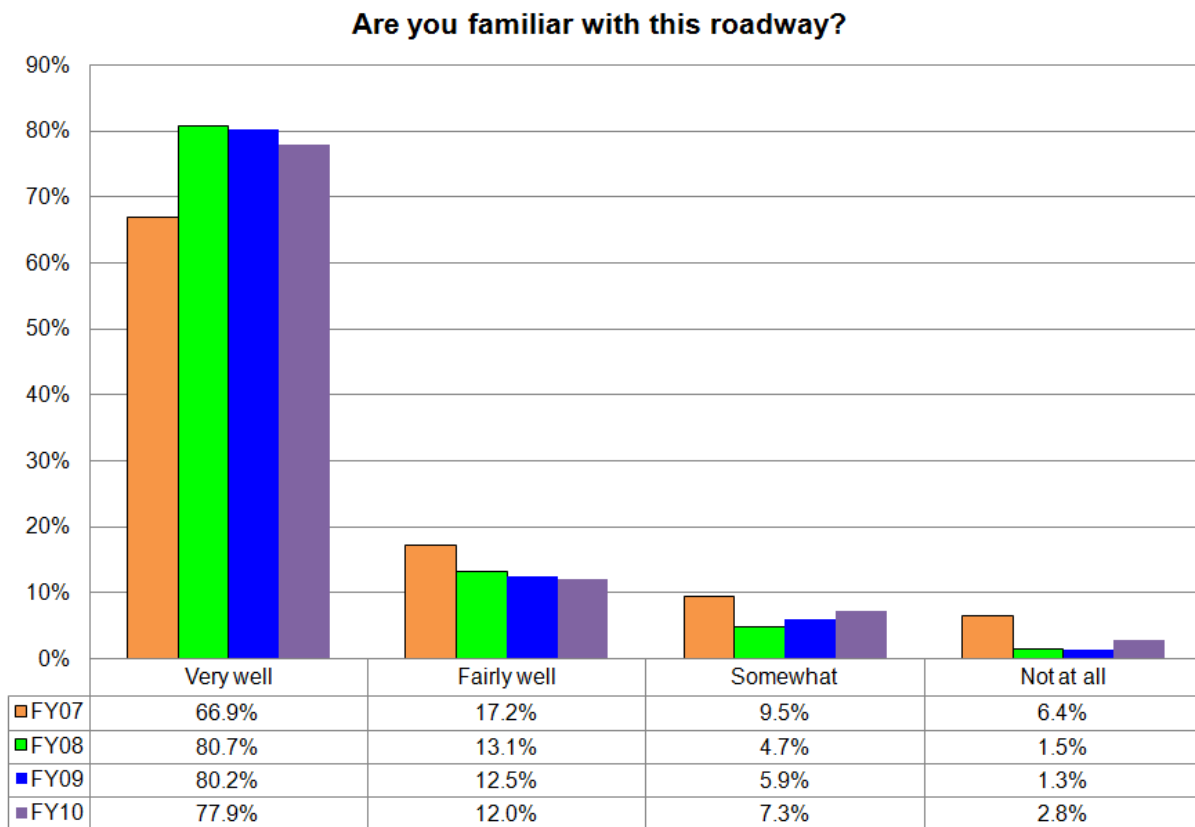
District	Project	Mailed	Responses	Gross Response Rate
8	D8L	400	113	28.3%
	D8M	400	75	18.8%
	D8S	400	76	19.0%
	Total	1,200	264	22.0%
9	D9L	400	83	20.8%
	D9M	400	88	22.0%
	D9S	400	55	13.8%
	Total	1,200	226	18.8%
10	D10L	400	40	10.0%
	D10M	400	87	21.8%
	D10S	400	69	17.3%
	Total	1,200	196	16.3%
Grand Total:		12,000	2,461	20.5%

Twelve projects had gross response rates outside of the normal standard deviation (+/- 5.1%). Projects D4L, D5S, D6M, D7S, D9S, and D10L had gross response rates at least one standard deviation below the norm of 20.5%. Projects D1L, D1S, D4M, D5L, D6L, D8L had gross response rates at least one standard deviation above the norm. All in all, the district response rates were very consistent with the lowest number of responses coming from District 10 (representing 8.0% of the mailed responses) and the highest number coming from District 1 (representing 13.2% of the mailed responses), very close to the ideal of 10% coming from each district.

Familiarity with Roadway (Questions 1 & 2)

The first two questions in the survey help measure the respondent’s familiarity with the affected roadway. The vast majority of the respondents were familiar with the local project used in the study (see Figure 1). Almost seventy-eight percent said they were very familiar with the affected roadway (77.9% with a standard deviation of 15.8%) while most of the others said they were somewhat or fairly familiar with the roadway. Only 2.8% stated that they were not familiar with the affected roadway.

Figure 1



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

Table 4: Familiarity with Roadway by District and Project

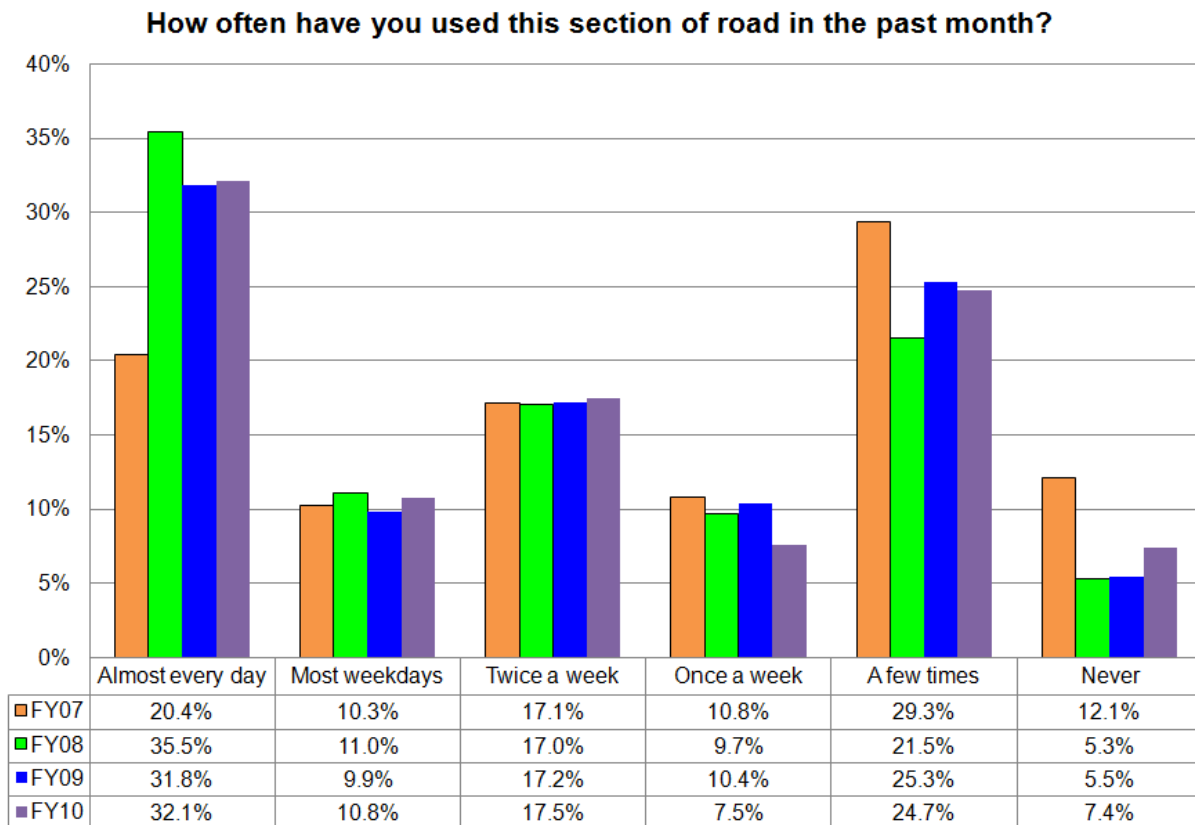
District	Project	Not at all		Somewhat		Fairly well		Very well		Total
1	D1L	0	0.0%	5	3.8%	7	5.3%	120	90.9%	132
	D1M	0	0.0%	0	0.0%	8	11.1%	64	88.9%	72
	D1S	1	0.9%	3	2.6%	15	12.8%	98	83.8%	117
	Total	1	0.3%	8	2.5%	30	9.3%	282	87.9%	321

District	Project	Not at all		Somewhat		Fairly well		Very well		Total
2	D2Ma	0	0.0%	0	0.0%	6	7.1%	79	92.9%	85
	D2Mb	0	0.0%	3	4.2%	6	8.5%	62	87.3%	71
	D2S	4	4.9%	24	29.3%	19	23.2%	35	42.7%	82
	Total	4	1.7%	27	11.3%	31	13.0%	176	73.9%	238
3	D3L	0	0.0%	1	1.0%	8	8.0%	91	91.0%	100
	D3M	2	2.7%	4	5.3%	9	12.0%	60	80.0%	75
	D3S	1	1.1%	9	10.3%	12	13.8%	65	74.7%	87
	Total	3	1.1%	14	5.3%	29	11.1%	216	82.4%	262
4	D4L	0	0.0%	7	12.7%	9	16.4%	39	70.9%	55
	D4M	0	0.0%	6	5.8%	12	11.7%	85	82.5%	103
	D4S	4	5.4%	5	6.8%	8	10.8%	57	77.0%	74
	Total	4	1.7%	18	7.8%	29	12.5%	181	78.0%	232
5	D5L	2	1.7%	7	5.8%	15	12.5%	96	80.0%	120
	D5M	0	0.0%	0	0.0%	2	2.3%	84	97.7%	86
	D5S	6	12.2%	7	14.3%	17	34.7%	19	38.8%	49
	Total	8	3.1%	14	5.5%	34	13.3%	199	78.0%	255
6	D6L	0	0.0%	2	1.8%	6	5.5%	102	92.7%	110
	D6M	13	24.5%	8	15.1%	10	18.9%	22	41.5%	53
	D6S	1	1.6%	6	9.5%	5	7.9%	51	81.0%	63
	Total	14	6.2%	16	7.1%	21	9.3%	175	77.4%	226
7	D7L	1	1.2%	5	6.0%	11	13.1%	67	79.8%	84
	D7M	1	1.2%	0	0.0%	8	9.4%	76	89.4%	85
	D7S	8	14.5%	11	20.0%	7	12.7%	29	52.7%	55
	Total	10	4.5%	16	7.1%	26	11.6%	172	76.8%	224
8	D8L	0	0.0%	3	2.7%	6	5.4%	102	91.9%	111
	D8M	3	4.0%	8	10.7%	11	14.7%	53	70.7%	75
	D8S	3	3.9%	10	13.2%	12	15.8%	51	67.1%	76
	Total	6	2.3%	21	8.0%	29	11.1%	206	78.6%	262
9	D9L	0	0.0%	10	12.5%	9	11.3%	61	76.3%	80
	D9M	2	2.3%	9	10.3%	14	16.1%	62	71.3%	87
	D9S	11	20.0%	14	25.5%	15	27.3%	15	27.3%	55
	Total	13	5.9%	33	14.9%	38	17.1%	138	62.2%	222
10	D10L	0	0.0%	2	5.0%	7	17.5%	31	77.5%	40
	D10M	0	0.0%	1	1.1%	11	12.6%	75	86.2%	87
	D10S	6	8.7%	8	11.6%	7	10.1%	48	69.6%	69
	Total	6	3.1%	11	5.6%	25	12.8%	154	78.6%	196
Grand Total:		69	2.8%	178	7.3%	292	12.0%	1,899	77.9%	2,438

The respondents of five projects (D2S, D5S, D6M, D7S, and D9S) were statistically much less familiar with their project roadway than the other respondents. The respondents for project D5M were statistically more familiar with their project than other respondents.

Respondents were also asked to indicate how often they had used the specified section of the road in the past month (see Figure 2). 42.9% of the respondents were very frequent users of the affected road (defined as those who used the affected section of the road almost every day or most weekdays). 67.9% of the respondents were regular users of the affected roadway. Only 7.4% of the respondents indicated that they had not used the affected section of the roadway in the last month.

Figure 2



As one might expect, respondents were generally more familiar with the larger roads. Likewise, the smaller roads tended to be less frequently used than the larger ones.

The following table summarizes the responses and percentages by both individual projects and districts. There was a wide variety of average frequency of use among the thirty projects. The respondents of seven projects (D2S, D5S, D6M, D7S, D8M, D9S, and D10S) were statistically less frequent users of their project roadway than the other respondents. The respondents of another two projects (D5M and D8L) were statistically more frequent users of their project roadway than the other respondents.

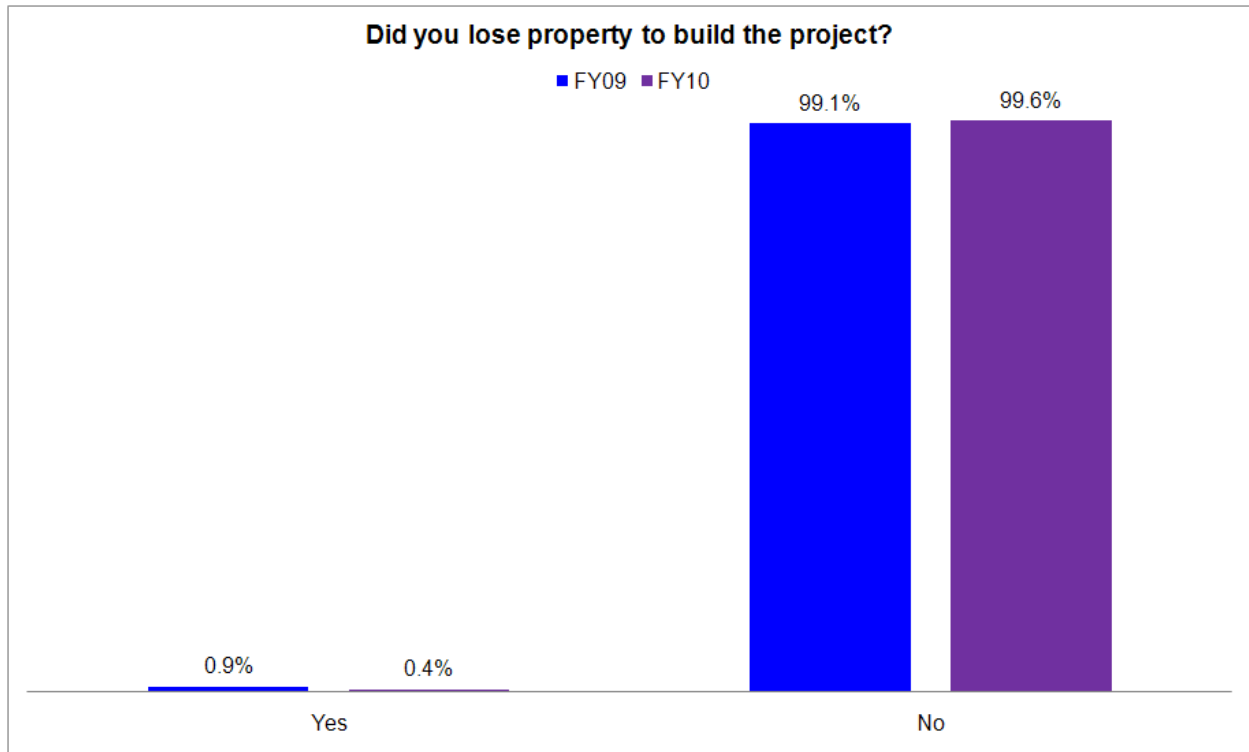
Table 5: Frequency of Roadway Use by District and Project

District	Project	Never		A few times		Once a week		Twice a week		Most weekdays		Almost every day		Total
1	D1L	5	3.8%	13	9.8%	6	4.5%	22	16.7%	13	9.8%	73	55.3%	132
	D1M	2	2.8%	16	22.2%	3	4.2%	14	19.4%	7	9.7%	30	41.7%	72
	D1S	5	4.3%	27	23.1%	6	5.1%	15	12.8%	15	12.8%	49	41.9%	117
	Total	12	3.7%	56	17.4%	15	4.7%	51	15.9%	35	10.9%	152	47.4%	321
2	D2Ma	1	1.2%	11	12.9%	7	8.2%	23	27.1%	11	12.9%	32	37.6%	85
	D2Mb	1	1.4%	17	23.9%	12	16.9%	15	21.1%	8	11.3%	18	25.4%	71
	D2S	18	22.2%	36	44.4%	4	4.9%	9	11.1%	4	4.9%	10	12.3%	81
	Total	20	8.4%	64	27.0%	23	9.7%	47	19.8%	23	9.7%	60	25.3%	237
3	D3L	1	1.0%	11	11.0%	7	7.0%	33	33.0%	15	15.0%	33	33.0%	100
	D3M	3	4.1%	17	23.0%	9	12.2%	12	16.2%	3	4.1%	30	40.5%	74
	D3S	6	6.9%	24	27.6%	7	8.0%	14	16.1%	14	16.1%	22	25.3%	87
	Total	10	3.8%	52	19.9%	23	8.8%	59	22.6%	32	12.3%	85	32.6%	261
4	D4L	5	9.1%	17	30.9%	7	12.7%	10	18.2%	9	16.4%	7	12.7%	55
	D4M	2	1.9%	26	25.2%	12	11.7%	16	15.5%	13	12.6%	34	33.0%	103
	D4S	7	9.7%	14	19.4%	8	11.1%	13	18.1%	10	13.9%	20	27.8%	72
	Total	14	6.1%	57	24.8%	27	11.7%	39	17.0%	32	13.9%	61	26.5%	230
5	D5L	6	5.0%	33	27.5%	8	6.7%	18	15.0%	6	5.0%	49	40.8%	120
	D5M	0	0.0%	8	9.3%	3	3.5%	16	18.6%	14	16.3%	45	52.3%	86
	D5S	15	31.3%	22	45.8%	4	8.3%	3	6.3%	2	4.2%	2	4.2%	48
	Total	21	8.3%	63	24.8%	15	5.9%	37	14.6%	22	8.7%	96	37.8%	254
6	D6L	1	0.9%	14	12.7%	5	4.5%	29	26.4%	25	22.7%	36	32.7%	110
	D6M	12	23.5%	17	33.3%	5	9.8%	9	17.6%	3	5.9%	5	9.8%	51
	D6S	3	4.8%	16	25.4%	5	7.9%	10	15.9%	11	17.5%	18	28.6%	63
	Total	16	7.1%	47	21.0%	15	6.7%	48	21.4%	39	17.4%	59	26.3%	224
7	D7L	4	4.8%	27	32.1%	6	7.1%	21	25.0%	5	6.0%	21	25.0%	84
	D7M	1	1.2%	10	11.8%	4	4.7%	22	25.9%	15	17.6%	33	38.8%	85
	D7S	16	29.6%	20	37.0%	7	13.0%	5	9.3%	2	3.7%	4	7.4%	54
	Total	21	9.4%	57	25.6%	17	7.6%	48	21.5%	22	9.9%	58	26.0%	223
8	D8L	1	0.9%	3	2.7%	3	2.7%	10	9.1%	14	12.7%	79	71.8%	110
	D8M	10	13.3%	25	33.3%	11	14.7%	10	13.3%	7	9.3%	12	16.0%	75
	D8S	7	9.2%	40	52.6%	5	6.6%	4	5.3%	3	3.9%	17	22.4%	76
	Total	18	6.9%	68	26.1%	19	7.3%	24	9.2%	24	9.2%	108	41.4%	261
9	D9L	5	6.3%	19	23.8%	6	7.5%	15	18.8%	7	8.8%	28	35.0%	80
	D9M	7	8.2%	23	27.1%	7	8.2%	17	20.0%	6	7.1%	25	29.4%	85
	D9S	20	36.4%	30	54.5%	1	1.8%	3	5.5%	1	1.8%	0	0.0%	55
	Total	32	14.5%	72	32.7%	14	6.4%	35	15.9%	14	6.4%	53	24.1%	220
10	D10L	0	0.0%	12	30.0%	4	10.0%	11	27.5%	7	17.5%	6	15.0%	40
	D10M	1	1.1%	25	28.7%	9	10.3%	10	11.5%	9	10.3%	33	37.9%	87
	D10S	14	20.6%	27	39.7%	2	2.9%	15	22.1%	2	2.9%	8	11.8%	68
	Total	15	7.7%	64	32.8%	15	7.7%	36	18.5%	18	9.2%	47	24.1%	195
Grand Total:		179	7.4%	600	24.7%	183	7.5%	424	17.5%	261	10.8%	779	32.1%	2,426

Respondent Property Loss (Question 3)

Last year, MoDOT requested that a new question be added to the survey. MoDOT wanted to investigate the possibility that people who lost property to construction projects were significantly negatively impacting the survey results. Since the same methodology was employed for each survey, these results may be generalized to previous years as well.

Figure 3



Less than one percent of the respondents had lost property to build the project in their area. Even these small numbers were not evenly distributed. Some projects, such as bridge repair, are not likely to require any additional property. Therefore it is not surprising that some districts had zero respondents who lost property to the projects under review. The following table provides the actual numbers and percentages for each project.

Table 6: Frequency of Respondents Who Lost Property to Project by District and Project

District	Project	Yes		No		Total
1	D1L	1	0.8%	131	99.2%	132
	D1M	0	0.0%	72	100.0%	72

District	Project	Yes		No		Total
	D1S	1	0.9%	116	99.1%	117
	Total	2	0.6%	319	99.4%	321
2	D2Ma	0	0.0%	85	100.0%	85
	D2Mb	0	0.0%	71	100.0%	71
	D2S	0	0.0%	80	100.0%	80
	Total	0	0.0%	236	100.0%	236
3	D3L	2	2.0%	98	98.0%	100
	D3M	0	0.0%	74	100.0%	74
	D3S	0	0.0%	86	100.0%	86
	Total	2	0.8%	258	99.2%	260
4	D4L	0	0.0%	55	100.0%	55
	D4M	0	0.0%	103	100.0%	103
	D4S	0	0.0%	72	100.0%	72
	Total	0	0.0%	230	100.0%	230
5	D5L	1	0.8%	119	99.2%	120
	D5M	0	0.0%	86	100.0%	86
	D5S	0	0.0%	49	100.0%	49
	Total	1	0.4%	254	99.6%	255
6	D6L	0	0.0%	109	100.0%	109
	D6M	1	1.9%	51	98.1%	52
	D6S	0	0.0%	63	100.0%	63
	Total	1	0.4%	223	99.6%	224
7	D7L	0	0.0%	83	100.0%	83
	D7M	0	0.0%	83	100.0%	83
	D7S	0	0.0%	54	100.0%	54
	Total	0	0.0%	220	100.0%	220
8	D8L	0	0.0%	112	100.0%	112
	D8M	0	0.0%	74	100.0%	74
	D8S	1	1.3%	75	98.7%	76
	Total	1	0.4%	261	99.6%	262
9	D9L	2	2.5%	78	97.5%	80
	D9M	0	0.0%	87	100.0%	87
	D9S	0	0.0%	53	100.0%	53
	Total	2	0.9%	218	99.1%	220
10	D10L	0	0.0%	39	100.0%	39
	D10M	0	0.0%	87	100.0%	87
	D10S	0	0.0%	67	100.0%	67
	Total	0	0.0%	193	100.0%	193
Grand Total:		9	0.4%	2,412	99.6%	2,421

The previous figures show that such a small percentage of people lost property to their local project that they could not have significantly affected the survey results even if losing property was a factor in their evaluation. However, there were no significant differences in responses between those who had lost property and those who had not. Given the small number of people who lost property, the difference between this group and the overall population is not significant. However, even if the results had been statistically significant, the trend was in the opposite direction than anticipated. **100% of the nine respondents who lost property to build the project thought the project was the right transportation solution.** The following table provides the actual numbers and percentages for both groups.

Table 7: Cross Reference of Questions 3 and 5

		Overall, do you think this project was the right transportation solution?					Total
		Not at all	Not really	Somewhat	Very much	Don't know / not sure	
Did you lose property to build the project?	Yes	0	0	1	8	0	9
	No	44	58	402	1,707	164	2,375
Total		44	58	403	1,715	164	2,384

The results of this question clearly accomplished MoDOT's goal for it. For two years in a row, the results were similar. Less than one percent of the respondents lost property as a result of their local project and there was no significant difference between the evaluations of those who lost property and those who did not.

Project Assessment

The survey was designed to obtain detailed information about various aspects of a project so that MoDOT could evaluate whether or not Missourians were pleased with all aspects of a project such as safety, convenience, congestion reduction, drivability, and markings. Obviously MoDOT desires to score highly on all of these aspects, but variance among these dimensions can provide constructive input on areas of potential improvement. In addition, two questions were asked to measure Missourians' assessment of the overall appropriateness of the local project.

Providing the concrete example of a particular project for citizen assessment offers a number of benefits. First, we know which project the citizen is considering as they make an assessment. If a particular project was not named, different citizens could be considering different local projects. Second, the specific example makes it less likely that a single frustration in the distant past with another project will influence the citizen's assessment of current performance. Third, it makes it less likely that the survey respondent will confuse a MoDOT project with a city or county project in the area.

One of the most important factors, if not the single most important factor, in making the survey meaningful, is in ensuring that the respondents may provide knowledgeable input. Since most Missourians are likely to be familiar with only a small portion of the roads maintained by MoDOT, it is vital to ask respondents about a local project that is probably familiar to the respondent. As discussed in the previous section, the vast majority of the respondents were both familiar with the roadway and regular users of the affected roadway. Using a specific project example provides additional research benefits. We know which project was being evaluated by each respondent, thus MoDOT can better understand and apply the feedback obtained by the survey. In addition, the use of a specific project both reduces the chance of the respondents confusing MoDOT's efforts with that of a city or county project while also differentiating the respondents' general attitude toward MoDOT from their evaluation of a particular project. In other words, based upon the survey design and the respondents' familiarity and frequency of use of the affected roadways, we can have confidence in the information provided in this research by the citizens of Missouri.

In order to facilitate better comparisons of changes from year to year, the statistics used in the project assessment usually do not include the “not sure” percentages. This eliminates a major source of random variability and allows a more accurate observation of change over time. In addition, this methodology is consistent with how MoDOT calculates similar Tracker measures. The fiscal year 2007 data discussed in this report was recalculated in the fiscal year 2008 report with this methodology to enable readers to see changes from year to another. Thus, no recalculations were required this fiscal year, all historical data was taken directly from last year’s report.

Safer (Question 4-1)

One of MoDOT’s primary goals is to make Missouri’s roads safer. The overwhelming majority of Missourians agree that the local project achieved this goal. Results were similar to the previous three years with a total of 95.7% of respondents agreeing that the project made the road safer. While the overall results have been fairly constant, the percent of Missourians who strongly agree with this statement has risen slightly each year since the first measure was taken in FY07.

Figure 4

**Thinking of this same project after MoDOT completed work on it...
Is the road now safer?**

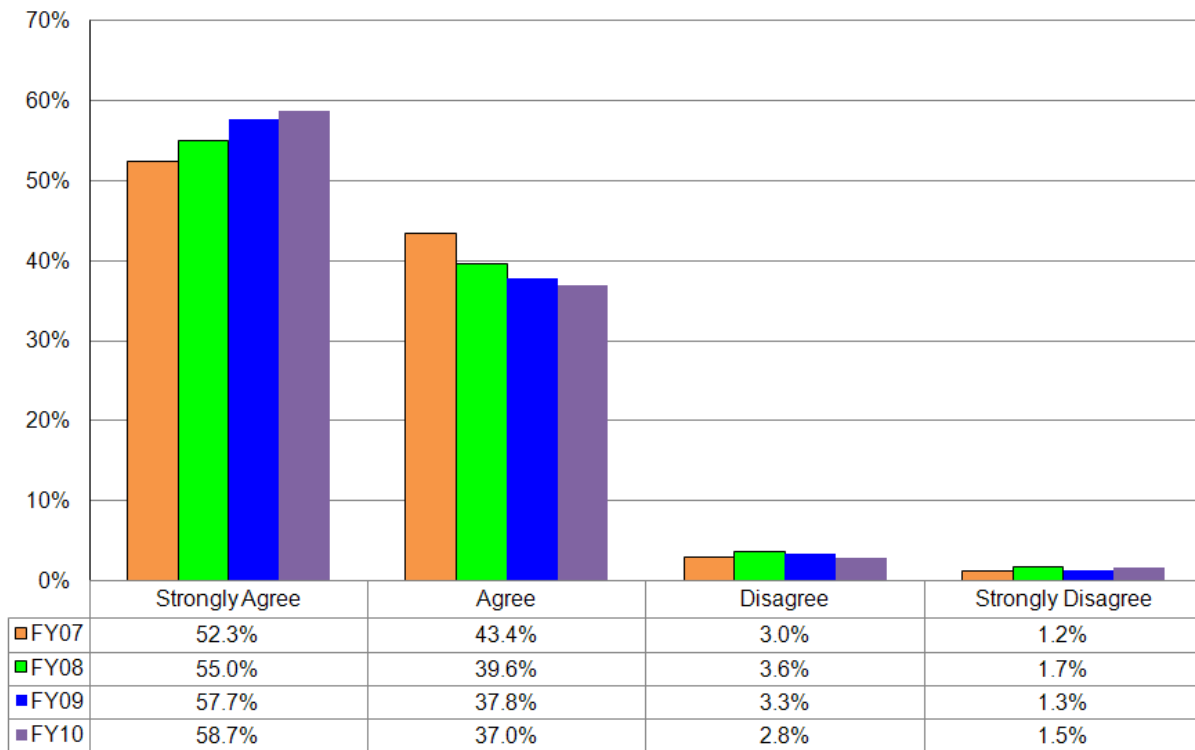


Table 8: Safety Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
1	D1L	95	74.2%	33	25.8%	0	0.0%	0	0.0%	128
	D1M	28	40.0%	40	57.1%	1	1.4%	1	1.4%	70
	D1S	50	47.2%	48	45.3%	7	6.6%	1	0.9%	106
	Total	173	56.9%	121	39.8%	8	2.6%	2	0.7%	304

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
2	D2Ma	40	50.6%	33	41.8%	4	5.1%	2	2.5%	79
	D2Mb	34	53.1%	29	45.3%	0	0.0%	1	1.6%	64
	D2S	29	43.3%	38	56.7%	0	0.0%	0	0.0%	67
	Total	103	49.0%	100	47.6%	4	1.9%	3	1.4%	210
3	D3L	78	78.0%	21	21.0%	0	0.0%	1	1.0%	100
	D3M	33	49.3%	32	47.8%	2	3.0%	0	0.0%	67
	D3S	59	69.4%	25	29.4%	0	0.0%	1	1.2%	85
	Total	170	67.5%	78	31.0%	2	0.8%	2	0.8%	252
4	D4L	23	48.9%	20	42.6%	2	4.3%	2	4.3%	47
	D4M	65	65.0%	34	34.0%	1	1.0%	0	0.0%	100
	D4S	27	42.9%	34	54.0%	2	3.2%	0	0.0%	63
	Total	115	54.8%	88	41.9%	5	2.4%	2	1.0%	210
5	D5L	87	76.3%	19	16.7%	7	6.1%	1	0.9%	114
	D5M	37	48.1%	29	37.7%	7	9.1%	4	5.2%	77
	D5S	15	38.5%	23	59.0%	1	2.6%	0	0.0%	39
	Total	139	60.4%	71	30.9%	15	6.5%	5	2.2%	230
6	D6L	90	81.8%	20	18.2%	0	0.0%	0	0.0%	110
	D6M	18	51.4%	15	42.9%	2	5.7%	0	0.0%	35
	D6S	32	57.1%	24	42.9%	0	0.0%	0	0.0%	56
	Total	140	69.7%	59	29.4%	2	1.0%	0	0.0%	201
7	D7L	40	53.3%	27	36.0%	4	5.3%	4	5.3%	75
	D7M	61	76.3%	18	22.5%	0	0.0%	1	1.3%	80
	D7S	20	54.1%	15	40.5%	2	5.4%	0	0.0%	37
	Total	121	63.0%	60	31.3%	6	3.1%	5	2.6%	192
8	D8L	51	49.0%	43	41.3%	7	6.7%	3	2.9%	104
	D8M	28	45.9%	31	50.8%	2	3.3%	0	0.0%	61
	D8S	51	75.0%	17	25.0%	0	0.0%	0	0.0%	68
	Total	130	55.8%	91	39.1%	9	3.9%	3	1.3%	233
9	D9L	51	65.4%	25	32.1%	1	1.3%	1	1.3%	78
	D9M	34	44.7%	32	42.1%	5	6.6%	5	6.6%	76
	D9S	20	46.5%	21	48.8%	0	0.0%	2	4.7%	43
	Total	105	53.3%	78	39.6%	6	3.0%	8	4.1%	197
10	D10L	12	35.3%	20	58.8%	0	0.0%	2	5.9%	34
	D10M	49	58.3%	33	39.3%	1	1.2%	1	1.2%	84
	D10S	37	63.8%	17	29.3%	3	5.2%	1	1.7%	58
	Total	98	55.7%	70	39.8%	4	2.3%	4	2.3%	176
Grand Total:		1,294	58.7%	816	37.0%	61	2.8%	34	1.5%	2,205

Improving Traffic Flow in the Area

Another goal of MoDOT is to improve traffic flow. Two questions were asked to help capture this information. Respondents were asked if the project resulted in the road being “more convenient” and “less congested”.

More Convenient (Question 4-2)

94.0% of Missourians agreed that the project resulted in a more convenient roadway. This is comparable to the results from the previous three years.

Figure 5

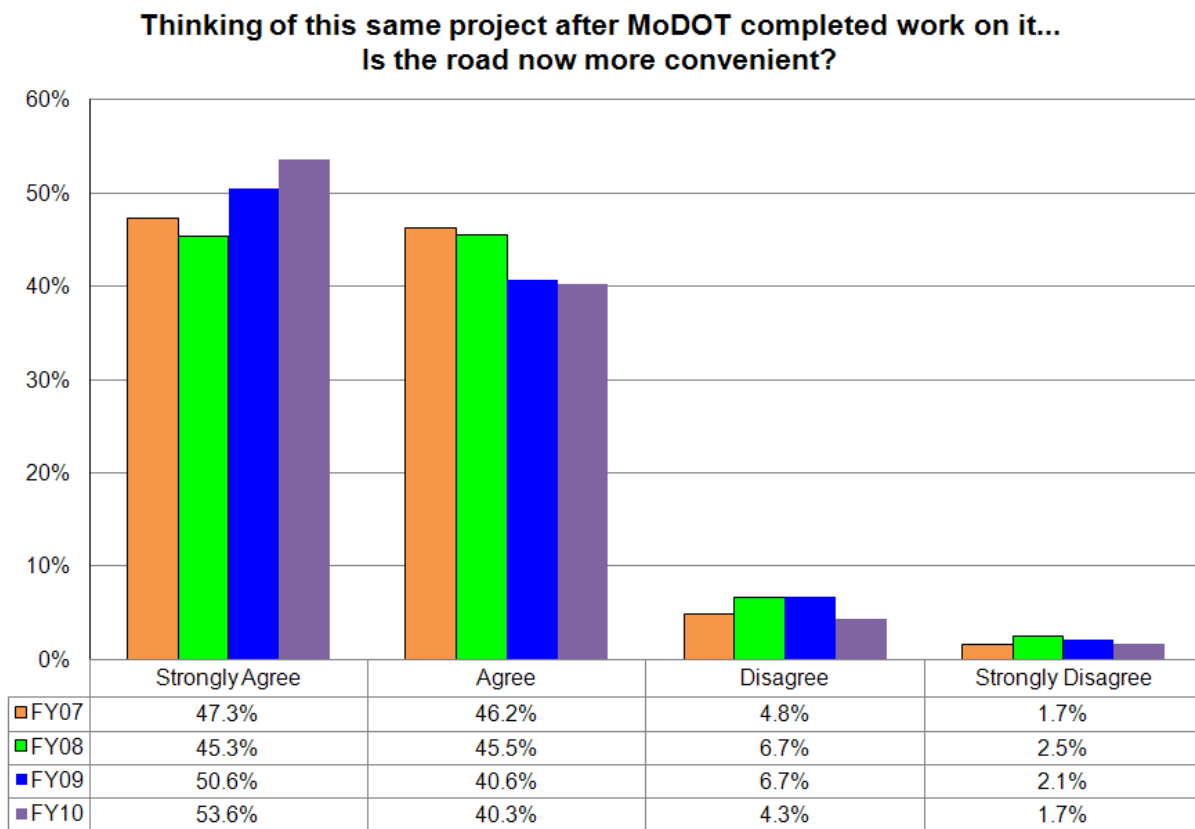


Table 9: Convenience Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
1	D1L	55	52.9%	43	41.3%	5	4.8%	1	1.0%	104
	D1M	19	34.5%	32	58.2%	3	5.5%	1	1.8%	55
	D1S	28	28.6%	65	66.3%	5	5.1%	0	0.0%	98
	Total	102	39.7%	140	54.5%	13	5.1%	2	0.8%	257

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
2	D2Ma	35	46.1%	36	47.4%	3	3.9%	2	2.6%	76
	D2Mb	22	38.6%	33	57.9%	2	3.5%	0	0.0%	57
	D2S	14	25.5%	39	70.9%	2	3.6%	0	0.0%	55
	Total	71	37.8%	108	57.4%	7	3.7%	2	1.1%	188
3	D3L	80	81.6%	15	15.3%	3	3.1%	0	0.0%	98
	D3M	18	33.3%	34	63.0%	2	3.7%	0	0.0%	54
	D3S	39	48.1%	37	45.7%	4	4.9%	1	1.2%	81
	Total	137	58.8%	86	36.9%	9	3.9%	1	0.4%	233
4	D4L	26	52.0%	20	40.0%	4	8.0%	0	0.0%	50
	D4M	46	52.9%	36	41.4%	5	5.7%	0	0.0%	87
	D4S	22	36.1%	33	54.1%	6	9.8%	0	0.0%	61
	Total	94	47.5%	89	44.9%	15	7.6%	0	0.0%	198
5	D5L	88	77.2%	21	18.4%	3	2.6%	2	1.8%	114
	D5M	40	50.0%	22	27.5%	7	8.8%	11	13.8%	80
	D5S	9	29.0%	19	61.3%	3	9.7%	0	0.0%	31
	Total	137	60.9%	62	27.6%	13	5.8%	13	5.8%	225
6	D6L	92	83.6%	16	14.5%	2	1.8%	0	0.0%	110
	D6M	17	50.0%	14	41.2%	3	8.8%	0	0.0%	34
	D6S	30	54.5%	23	41.8%	1	1.8%	1	1.8%	55
	Total	139	69.8%	53	26.6%	6	3.0%	1	0.5%	199
7	D7L	57	71.3%	23	28.8%	0	0.0%	0	0.0%	80
	D7M	65	78.3%	18	21.7%	0	0.0%	0	0.0%	83
	D7S	14	41.2%	16	47.1%	3	8.8%	1	2.9%	34
	Total	136	69.0%	57	28.9%	3	1.5%	1	0.5%	197
8	D8L	55	52.9%	40	38.5%	4	3.8%	5	4.8%	104
	D8M	35	57.4%	23	37.7%	2	3.3%	1	1.6%	61
	D8S	40	60.6%	22	33.3%	4	6.1%	0	0.0%	66
	Total	130	56.3%	85	36.8%	10	4.3%	6	2.6%	231
9	D9L	49	64.5%	26	34.2%	1	1.3%	0	0.0%	76
	D9M	36	49.3%	29	39.7%	5	6.8%	3	4.1%	73
	D9S	10	27.0%	25	67.6%	0	0.0%	2	5.4%	37
	Total	95	51.1%	80	43.0%	6	3.2%	5	2.7%	186
10	D10L	10	31.3%	17	53.1%	3	9.4%	2	6.3%	32
	D10M	34	45.3%	37	49.3%	2	2.7%	2	2.7%	75
	D10S	27	51.9%	22	42.3%	2	3.8%	1	1.9%	52
	Total	71	44.7%	76	47.8%	7	4.4%	5	3.1%	159
Grand Total:		1,112	53.6%	836	40.3%	89	4.3%	36	1.7%	2,073

Less Congested (Question 4-3)

Congestion is one aspect where MoDOT has much less control over the end result compared with other aspects such as safety. In many cases projects are undertaken in areas experience population growth – with populations that continue to grow while the project is under construction, so congestion may not be perceived to be improved even if the roadway is now handling more traffic than it did previously. In addition, many of the projects focused on safety improvements, such as correcting a curve, that may not affect congestion. Nevertheless, 84.4% of Missourians agreed that the project resulted in a less congested roadway, similar to findings from the previous three years.

Figure 6

**Thinking of this same project after MoDOT completed work on it...
Is the road now less congested?**

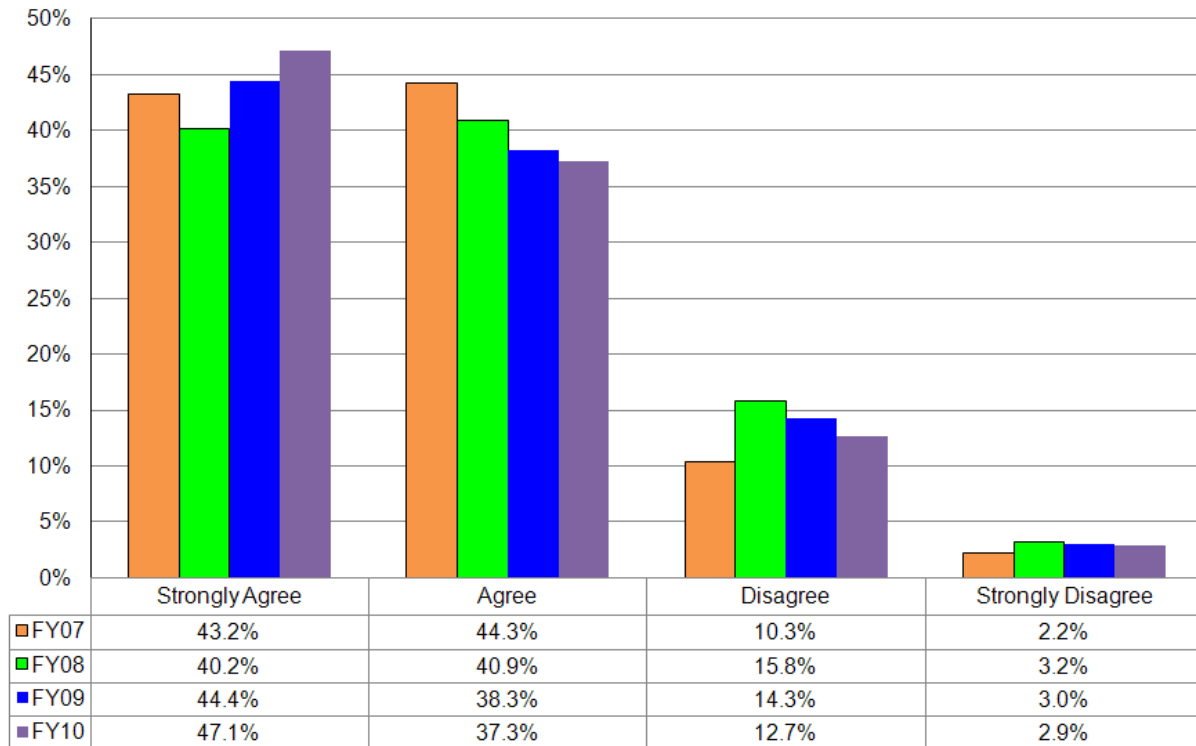


Table 10: Congestion Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
1	D1L	19	22.9%	31	37.3%	30	36.1%	3	3.6%	83
	D1M	6	14.0%	22	51.2%	14	32.6%	1	2.3%	43
	D1S	15	23.1%	28	43.1%	22	33.8%	0	0.0%	65
	Total	40	20.9%	81	42.4%	66	34.6%	4	2.1%	191

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
2	D2Ma	28	38.9%	30	41.7%	14	19.4%	0	0.0%	72
	D2Mb	13	26.5%	26	53.1%	9	18.4%	1	2.0%	49
	D2S	11	28.2%	22	56.4%	6	15.4%	0	0.0%	39
	Total	52	32.5%	78	48.8%	29	18.1%	1	0.6%	160
3	D3L	74	77.9%	18	18.9%	3	3.2%	0	0.0%	95
	D3M	5	11.1%	26	57.8%	12	26.7%	2	4.4%	45
	D3S	42	52.5%	32	40.0%	4	5.0%	2	2.5%	80
	Total	121	55.0%	76	34.5%	19	8.6%	4	1.8%	220
4	D4L	21	43.8%	21	43.8%	4	8.3%	2	4.2%	48
	D4M	18	26.5%	24	35.3%	24	35.3%	2	2.9%	68
	D4S	13	23.2%	29	51.8%	14	25.0%	0	0.0%	56
	Total	52	30.2%	74	43.0%	42	24.4%	4	2.3%	172
5	D5L	85	74.6%	27	23.7%	1	0.9%	1	0.9%	114
	D5M	40	50.0%	24	30.0%	7	8.8%	9	11.3%	80
	D5S	8	34.8%	11	47.8%	2	8.7%	2	8.7%	23
	Total	133	61.3%	62	28.6%	10	4.6%	12	5.5%	217
6	D6L	88	80.7%	21	19.3%	0	0.0%	0	0.0%	109
	D6M	14	46.7%	13	43.3%	3	10.0%	0	0.0%	30
	D6S	24	48.0%	23	46.0%	2	4.0%	1	2.0%	50
	Total	126	66.7%	57	30.2%	5	2.6%	1	0.5%	189
7	D7L	52	66.7%	21	26.9%	4	5.1%	1	1.3%	78
	D7M	57	70.4%	22	27.2%	1	1.2%	1	1.2%	81
	D7S	11	32.4%	16	47.1%	5	14.7%	2	5.9%	34
	Total	120	62.2%	59	30.6%	10	5.2%	4	2.1%	193
8	D8L	46	44.2%	42	40.4%	9	8.7%	7	6.7%	104
	D8M	41	66.1%	18	29.0%	2	3.2%	1	1.6%	62
	D8S	27	45.0%	31	51.7%	1	1.7%	1	1.7%	60
	Total	114	50.4%	91	40.3%	12	5.3%	9	4.0%	226
9	D9L	48	66.7%	22	30.6%	1	1.4%	1	1.4%	72
	D9M	30	41.7%	26	36.1%	11	15.3%	5	6.9%	72
	D9S	10	35.7%	13	46.4%	2	7.1%	3	10.7%	28
	Total	88	51.2%	61	35.5%	14	8.1%	9	5.2%	172
10	D10L	5	17.9%	13	46.4%	7	25.0%	3	10.7%	28
	D10M	19	28.8%	28	42.4%	15	22.7%	4	6.1%	66
	D10S	15	33.3%	21	46.7%	9	20.0%	0	0.0%	45
	Total	39	28.1%	62	44.6%	31	22.3%	7	5.0%	139
Grand Total:		885	47.1%	701	37.3%	238	12.7%	55	2.9%	1,879

Driving Environment

Another goal of the MoDOT improvement projects was to improve the driving environment of the roadways by making them easier to navigate and easier to understand. Two questions were asked to help capture this information. Respondents were asked if the project resulted in the road being “easier to drive” and “better marked”. At the request of MoDOT, the phrasing of these questions was slightly adjusted in FY08 to help respondents better understand the survey. While this had the potential for making it more difficult to make comparisons from FY07 to future years, fine-tuning the Tracker measure was given a higher priority to ensure that this and future surveys capture the most accurate information possible. In practice, even with the improved wording, the results thereafter were quite comparable to that of fiscal year 2007.

Easier to Drive (Question 4-4)

95.2% of Missourians agreed that the project resulted in a roadway that was easier to drive. This is comparable to the respondents in the previous three years who stated that their local project resulted in a roadway that was easier to navigate. While the overall results have been fairly constant, the percent of Missourians who strongly agree with this statement has risen slightly each year since the first measure was taken in FY07.

Figure 7

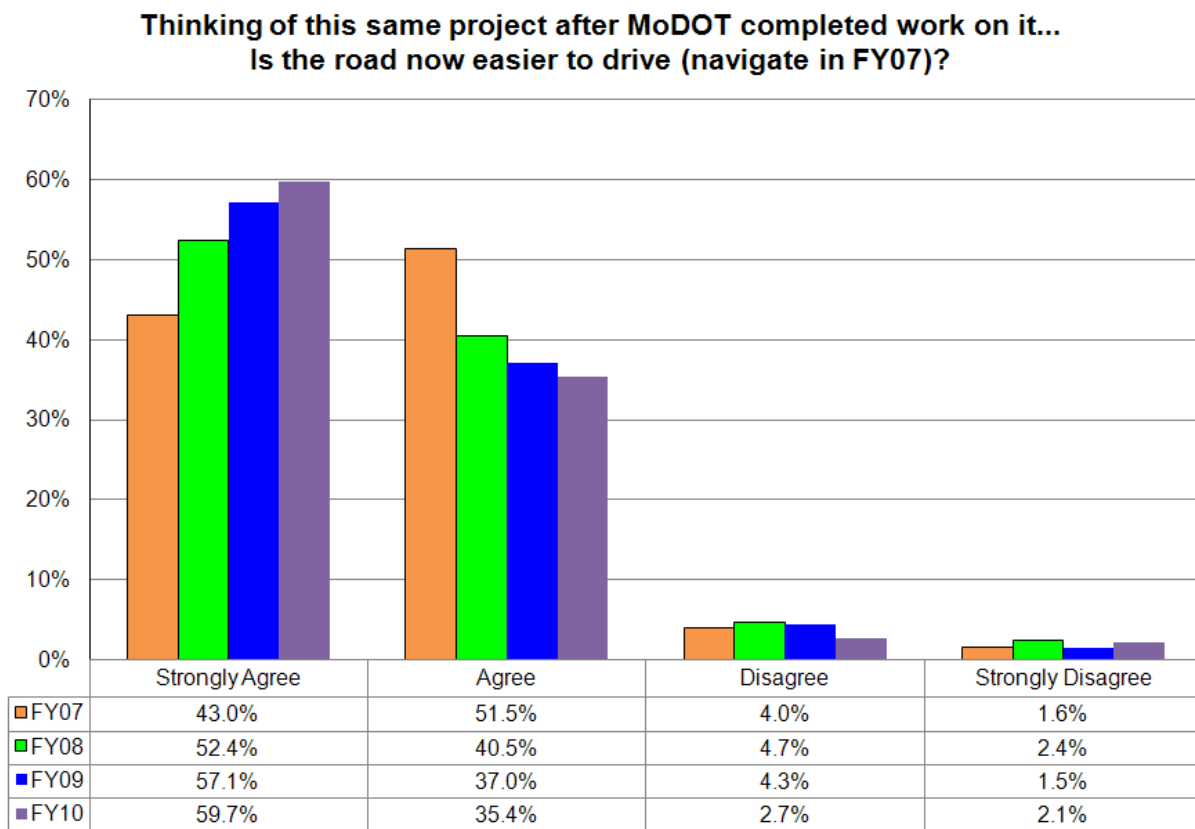


Table 11: Easier to Drive Feedback by Project and District

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
1	D1L	100	80.0%	25	20.0%	0	0.0%	0	0.0%	125
	D1M	36	51.4%	32	45.7%	2	2.9%	0	0.0%	70
	D1S	53	47.7%	55	49.5%	1	0.9%	2	1.8%	111
	Total	189	61.8%	112	36.6%	3	1.0%	2	0.7%	306

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
2	D2Ma	40	49.4%	36	44.4%	4	4.9%	1	1.2%	81
	D2Mb	32	49.2%	30	46.2%	2	3.1%	1	1.5%	65
	D2S	22	37.3%	34	57.6%	2	3.4%	1	1.7%	59
	Total	94	45.9%	100	48.8%	8	3.9%	3	1.5%	205
3	D3L	82	82.0%	18	18.0%	0	0.0%	0	0.0%	100
	D3M	50	70.4%	19	26.8%	2	2.8%	0	0.0%	71
	D3S	40	50.6%	36	45.6%	2	2.5%	1	1.3%	79
	Total	172	68.8%	73	29.2%	4	1.6%	1	0.4%	250
4	D4L	22	44.9%	23	46.9%	2	4.1%	2	4.1%	49
	D4M	76	72.4%	28	26.7%	1	1.0%	0	0.0%	105
	D4S	30	46.9%	30	46.9%	3	4.7%	1	1.6%	64
	Total	128	58.7%	81	37.2%	6	2.8%	3	1.4%	218
5	D5L	93	80.2%	20	17.2%	2	1.7%	1	0.9%	116
	D5M	36	46.2%	29	37.2%	4	5.1%	9	11.5%	78
	D5S	13	39.4%	17	51.5%	2	6.1%	1	3.0%	33
	Total	142	62.6%	66	29.1%	8	3.5%	11	4.8%	227
6	D6L	91	82.0%	20	18.0%	0	0.0%	0	0.0%	111
	D6M	17	45.9%	18	48.6%	2	5.4%	0	0.0%	37
	D6S	32	56.1%	24	42.1%	0	0.0%	1	1.8%	57
	Total	140	68.3%	62	30.2%	2	1.0%	1	0.5%	205
7	D7L	52	66.7%	22	28.2%	2	2.6%	2	2.6%	78
	D7M	60	72.3%	23	27.7%	0	0.0%	0	0.0%	83
	D7S	16	48.5%	12	36.4%	3	9.1%	2	6.1%	33
	Total	128	66.0%	57	29.4%	5	2.6%	4	2.1%	194
8	D8L	46	44.7%	45	43.7%	8	7.8%	4	3.9%	103
	D8M	31	50.8%	22	36.1%	6	9.8%	2	3.3%	61
	D8S	43	66.2%	18	27.7%	3	4.6%	1	1.5%	65
	Total	120	52.4%	85	37.1%	17	7.4%	7	3.1%	229
9	D9L	51	68.0%	23	30.7%	0	0.0%	1	1.3%	75
	D9M	36	46.2%	33	42.3%	3	3.8%	6	7.7%	78
	D9S	10	28.6%	23	65.7%	0	0.0%	2	5.7%	35
	Total	97	51.6%	79	42.0%	3	1.6%	9	4.8%	188
10	D10L	16	45.7%	17	48.6%	0	0.0%	2	5.7%	35
	D10M	53	62.4%	30	35.3%	1	1.2%	1	1.2%	85
	D10S	30	60.0%	15	30.0%	3	6.0%	2	4.0%	50
	Total	99	58.2%	62	36.5%	4	2.4%	5	2.9%	170
Grand Total:		1,309	59.7%	777	35.4%	60	2.7%	46	2.1%	2,192

Better Marked (Question 4-5)

93.9% of Missourians agreed that the project resulted in a roadway that was better marked. This is similar to the results from the last three surveys from respondents who stated that their local roadway was well marked. While the overall results have been fairly constant, the percent of Missourians who strongly agree with this statement has risen slightly each year since the first measure was taken in FY07.

Figure 8

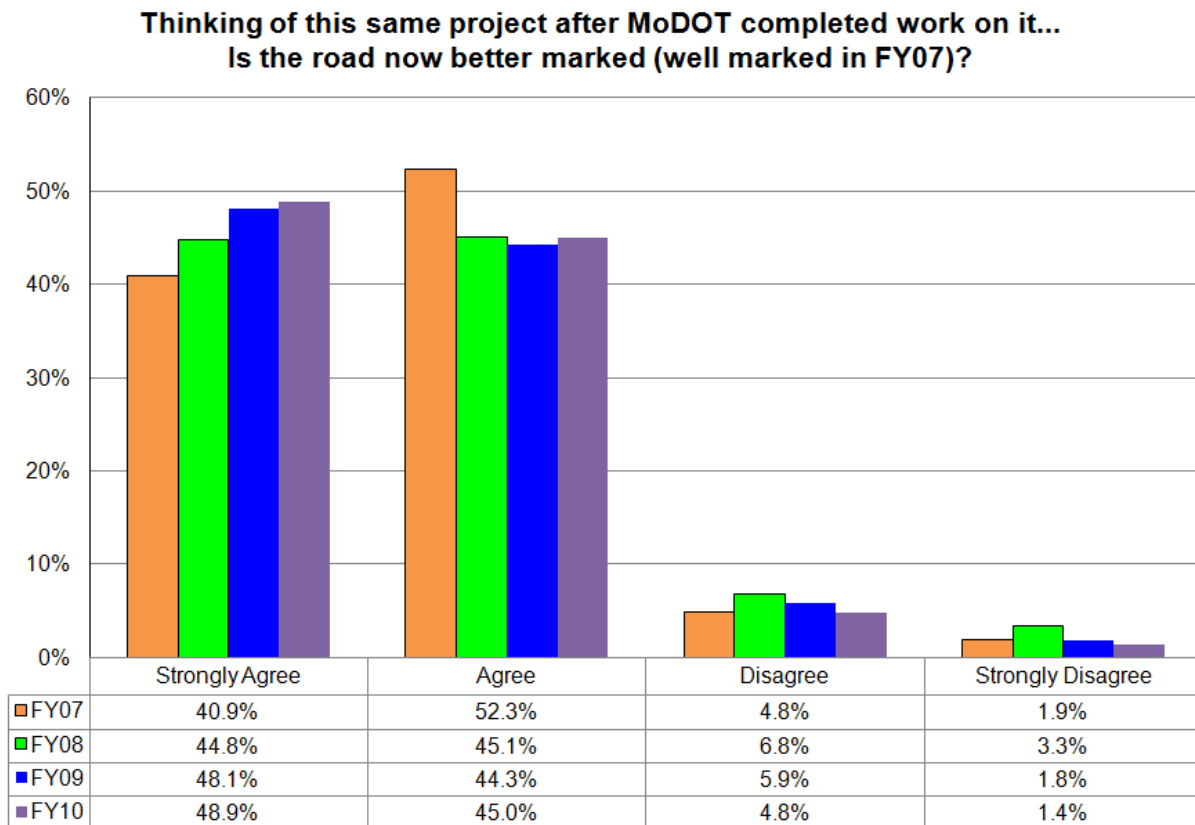


Table 12: Better Marked Feedback by Project and District

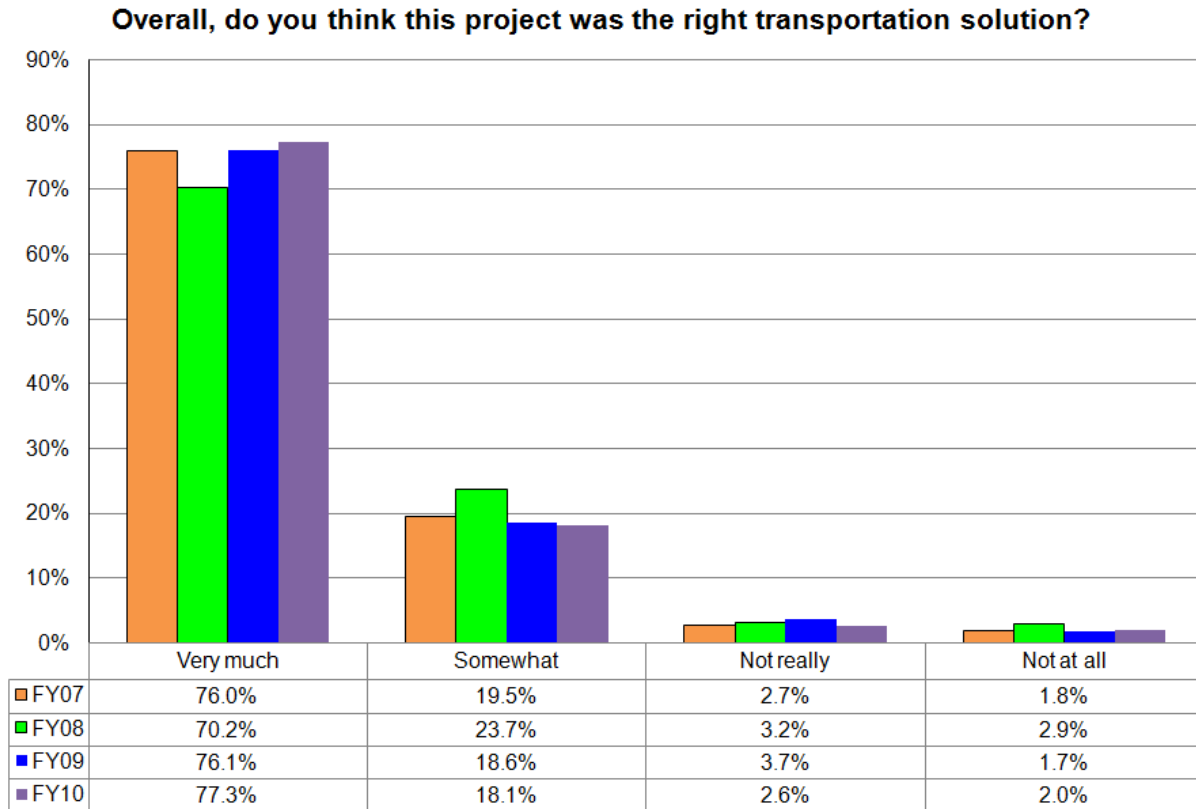
District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
		Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	
1	D1L	80	69.6%	31	27.0%	2	1.7%	2	1.7%	115
	D1M	19	30.2%	39	61.9%	4	6.3%	1	1.6%	63
	D1S	33	32.7%	58	57.4%	9	8.9%	1	1.0%	101
	Total	132	47.3%	128	45.9%	15	5.4%	4	1.4%	279

District	Project	Strongly agree		Agree		Disagree		Strongly disagree		Total
2	D2Ma	36	49.3%	31	42.5%	6	8.2%	0	0.0%	73
	D2Mb	30	48.4%	30	48.4%	1	1.6%	1	1.6%	62
	D2S	18	35.3%	31	60.8%	1	2.0%	1	2.0%	51
	Total	84	45.2%	92	49.5%	8	4.3%	2	1.1%	186
3	D3L	57	61.3%	33	35.5%	3	3.2%	0	0.0%	93
	D3M	31	47.7%	32	49.2%	2	3.1%	0	0.0%	65
	D3S	51	64.6%	24	30.4%	4	5.1%	0	0.0%	79
	Total	139	58.6%	89	37.6%	9	3.8%	0	0.0%	237
4	D4L	13	28.9%	28	62.2%	4	8.9%	0	0.0%	45
	D4M	57	59.4%	38	39.6%	1	1.0%	0	0.0%	96
	D4S	25	41.7%	30	50.0%	5	8.3%	0	0.0%	60
	Total	95	47.3%	96	47.8%	10	5.0%	0	0.0%	201
5	D5L	64	56.6%	43	38.1%	3	2.7%	3	2.7%	113
	D5M	28	37.8%	34	45.9%	10	13.5%	2	2.7%	74
	D5S	8	28.6%	16	57.1%	3	10.7%	1	3.6%	28
	Total	100	46.5%	93	43.3%	16	7.4%	6	2.8%	215
6	D6L	76	70.4%	28	25.9%	4	3.7%	0	0.0%	108
	D6M	15	48.4%	15	48.4%	1	3.2%	0	0.0%	31
	D6S	26	50.0%	24	46.2%	1	1.9%	1	1.9%	52
	Total	117	61.3%	67	35.1%	6	3.1%	1	0.5%	191
7	D7L	39	54.9%	28	39.4%	3	4.2%	1	1.4%	71
	D7M	45	57.0%	33	41.8%	1	1.3%	0	0.0%	79
	D7S	15	41.7%	19	52.8%	2	5.6%	0	0.0%	36
	Total	99	53.2%	80	43.0%	6	3.2%	1	0.5%	186
8	D8L	43	43.0%	49	49.0%	6	6.0%	2	2.0%	100
	D8M	22	37.3%	31	52.5%	6	10.2%	0	0.0%	59
	D8S	28	47.5%	26	44.1%	3	5.1%	2	3.4%	59
	Total	93	42.7%	106	48.6%	15	6.9%	4	1.8%	218
9	D9L	34	49.3%	32	46.4%	3	4.3%	0	0.0%	69
	D9M	31	40.8%	35	46.1%	5	6.6%	5	6.6%	76
	D9S	11	34.4%	19	59.4%	0	0.0%	2	6.3%	32
	Total	76	42.9%	86	48.6%	8	4.5%	7	4.0%	177
10	D10L	9	28.1%	21	65.6%	1	3.1%	1	3.1%	32
	D10M	42	51.9%	38	46.9%	0	0.0%	1	1.2%	81
	D10S	17	34.0%	28	56.0%	4	8.0%	1	2.0%	50
	Total	68	41.7%	87	53.4%	5	3.1%	3	1.8%	163
Grand Total:		1,003	48.9%	924	45.0%	98	4.8%	28	1.4%	2,053

The Right Transportation Solution (Question 5)

Overall, Missourians had a very positive perception of the projects in this survey with 95.4% of the respondents stating that their local project was the right transportation solution. This was similar to the previous findings of the last three surveys.

Figure 9



The standard deviation was 4.8% with six projects falling more than one standard deviation below the norm. The respondents for projects D4L, D5M, D6M, D7S, D8M, and D9M were significantly less likely to think their project was the right transportation solution than the respondents for the other projects. However, even the lowest scoring project (D5M) was considered to be the right transportation solution by over three out of four respondents (78.6%). **The overall score of 95.4% was so high that it was impossible for any project to score significantly above the mean since a score of 100% fell within the standard deviation.** 100% of the respondents for two projects (D6L and D9L) thought their project was the right transportation solution.

Table 13: Right Transportation Solution by Project and District

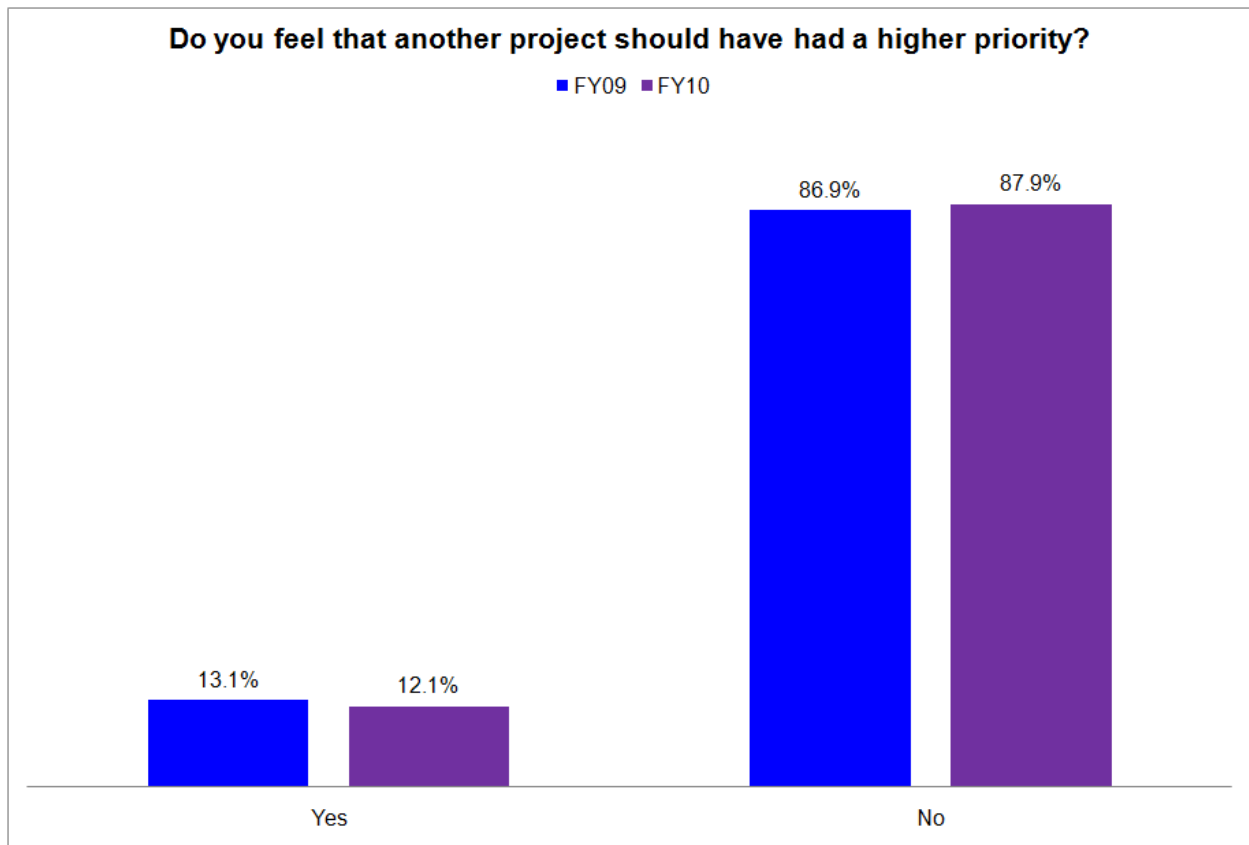
District	Project	Not at all		Not really		Somewhat		Very much		Total
1	D1L	0	0.0%	3	2.4%	18	14.4%	104	83.2%	125
	D1M	1	1.5%	0	0.0%	16	23.5%	51	75.0%	68
	D1S	2	1.8%	2	1.8%	27	24.1%	81	72.3%	112
	Total	3	1.0%	5	1.6%	61	20.0%	236	77.4%	305
2	D2Ma	1	1.2%	2	2.4%	16	19.5%	63	76.8%	82
	D2Mb	1	1.5%	1	1.5%	14	21.2%	50	75.8%	66
	D2S	0	0.0%	1	1.4%	24	34.3%	45	64.3%	70
	Total	2	0.9%	4	1.8%	54	24.8%	158	72.5%	218
3	D3L	0	0.0%	1	1.0%	8	7.9%	92	91.1%	101
	D3M	0	0.0%	3	4.5%	9	13.4%	55	82.1%	67
	D3S	1	1.2%	2	2.4%	11	13.3%	69	83.1%	83
	Total	1	0.4%	6	2.4%	28	11.2%	216	86.1%	251
4	D4L	1	2.0%	4	8.0%	11	22.0%	34	68.0%	50
	D4M	0	0.0%	1	1.0%	7	7.3%	88	91.7%	96
	D4S	0	0.0%	3	4.8%	17	27.0%	43	68.3%	63
	Total	1	0.5%	8	3.8%	35	16.7%	165	78.9%	209
5	D5L	3	2.5%	0	0.0%	18	15.1%	98	82.4%	119
	D5M	10	11.9%	8	9.5%	19	22.6%	47	56.0%	84
	D5S	0	0.0%	1	2.9%	9	26.5%	24	70.6%	34
	Total	13	5.5%	9	3.8%	46	19.4%	169	71.3%	237
6	D6L	0	0.0%	0	0.0%	8	7.4%	100	92.6%	108
	D6M	2	5.4%	2	5.4%	9	24.3%	24	64.9%	37
	D6S	1	1.7%	2	3.4%	11	18.6%	45	76.3%	59
	Total	3	1.5%	4	2.0%	28	13.7%	169	82.8%	204
7	D7L	1	1.3%	0	0.0%	19	24.1%	59	74.7%	79
	D7M	1	1.2%	1	1.2%	9	11.0%	71	86.6%	82
	D7S	3	7.7%	2	5.1%	10	25.6%	24	61.5%	39
	Total	5	2.5%	3	1.5%	38	19.0%	154	77.0%	200
8	D8L	6	5.5%	3	2.7%	35	31.8%	66	60.0%	110
	D8M	3	4.5%	4	6.1%	6	9.1%	53	80.3%	66
	D8S	1	1.4%	1	1.4%	6	8.7%	61	88.4%	69
	Total	10	4.1%	8	3.3%	47	19.2%	180	73.5%	245
9	D9L	0	0.0%	0	0.0%	12	15.6%	65	84.4%	77
	D9M	4	5.1%	6	7.7%	21	26.9%	47	60.3%	78
	D9S	0	0.0%	1	2.6%	7	17.9%	31	79.5%	39
	Total	4	2.1%	7	3.6%	40	20.6%	143	73.7%	194

District	Project	Not at all		Not really		Somewhat		Very much		Total
10	D10L	0	0.0%	3	8.6%	10	28.6%	22	62.9%	35
	D10M	2	2.4%	0	0.0%	16	19.5%	64	78.0%	82
	D10S	1	1.7%	1	1.7%	3	5.2%	53	91.4%	58
	Total	3	1.7%	4	2.3%	29	16.6%	139	79.4%	175
Grand Total:		45	2.0%	58	2.6%	406	18.1%	1,729	77.3%	2,238

The Right Priority (Question 6)

At MoDOT’s request, a new question was added to the survey in Fiscal Year 2009 to help investigate a potential reason why some respondents did not believe their project to be the right transportation solution. This year, 12.1% of the respondents felt another project should have been commissioned before their particular project. This is similar to the 13.1% recorded last year.

Figure 10



These respondents were not evenly distributed across the state. For example, only 1.7% of the respondents for Project D10S thought another project should have had a higher priority. On the other extreme, 29.7% of the respondents for Project D10L thought another project should have had a higher priority than their project.

Figure 11: Priority Feedback by Project and District

District	Project	Yes		No		Total
1	D1L	12	9.4%	116	90.6%	128
	D1M	8	11.9%	59	88.1%	67
	D1S	20	19.0%	85	81.0%	105
	Total	40	13.3%	260	86.7%	300
2	D2Ma	6	8.1%	68	91.9%	74
	D2Mb	10	15.2%	56	84.8%	66
	D2S	12	18.8%	52	81.3%	64
	Total	28	13.7%	176	86.3%	204
3	D3L	4	4.0%	96	96.0%	100
	D3M	9	13.2%	59	86.8%	68
	D3S	7	9.0%	71	91.0%	78
	Total	20	8.1%	226	91.9%	246
4	D4L	8	15.7%	43	84.3%	51
	D4M	11	11.2%	87	88.8%	98
	D4S	9	13.8%	56	86.2%	65
	Total	28	13.1%	186	86.9%	214
5	D5L	12	10.7%	100	89.3%	112
	D5M	18	22.8%	61	77.2%	79
	D5S	8	20.5%	31	79.5%	39
	Total	38	16.5%	192	83.5%	230
6	D6L	5	4.9%	97	95.1%	102
	D6M	7	17.9%	32	82.1%	39
	D6S	10	18.5%	44	81.5%	54
	Total	22	11.3%	173	88.7%	195
7	D7L	5	6.2%	76	93.8%	81
	D7M	4	5.3%	72	94.7%	76
	D7S	10	21.3%	37	78.7%	47
	Total	19	9.3%	185	90.7%	204
8	D8L	12	12.4%	85	87.6%	97
	D8M	10	14.7%	58	85.3%	68
	D8S	5	7.0%	66	93.0%	71
	Total	27	11.4%	209	88.6%	236

District	Project	Yes		No		Total
9	D9L	7	9.1%	70	90.9%	77
	D9M	11	13.9%	68	86.1%	79
	D9S	11	24.4%	34	75.6%	45
	Total	29	14.4%	172	85.6%	201
10	D10L	11	29.7%	26	70.3%	37
	D10M	5	6.0%	79	94.0%	84
	D10S	1	1.7%	59	98.3%	60
	Total	17	9.4%	164	90.6%	181
Grand Total:		268	12.1%	1,943	87.9%	2,211

For the second year in a row, the belief that another project should have taken priority over the local project appears to have made a significant impact on the overall results. The following table provides the actual numbers and percentages for both groups.

Table 14: Cross Reference of Questions 5 and 6

		Overall, do you think this project was the right transportation solution?					Total
		Not at all	Not really	Somewhat	Very much	Don't know / not sure	
Do you feel that another project should have had a higher priority?	Yes	26	37	88	96	18	265
	No	16	18	274	1,538	93	1,939
Total		42	55	362	1,634	111	2,204

Only 74.5% of the respondents who thought another project should have been given priority thought their local project was the right transportation solution compared to 98.2% of those who did not believe another project should have been given priority.¹

This is a very strong statistical difference and supports MoDOT's hypothesis that a respondent's belief that another project should have been commissioned first is a significant factor in their evaluation. However, it is important to note that this study cannot test casualty. There is clearly a strong link between these two factors.

However, it is possible that the respondent's disagreement that a project was the right transportation solution is influencing their opinion on whether or not another project should have had a higher priority.

It can be very difficult to determine causality, and if this is important to MoDOT, they should commission a research study focused on this subject. However, no matter which factor is the dependent factor, MoDOT can help address this issue by publicizing the reasons why the projects that are selected are a priority.

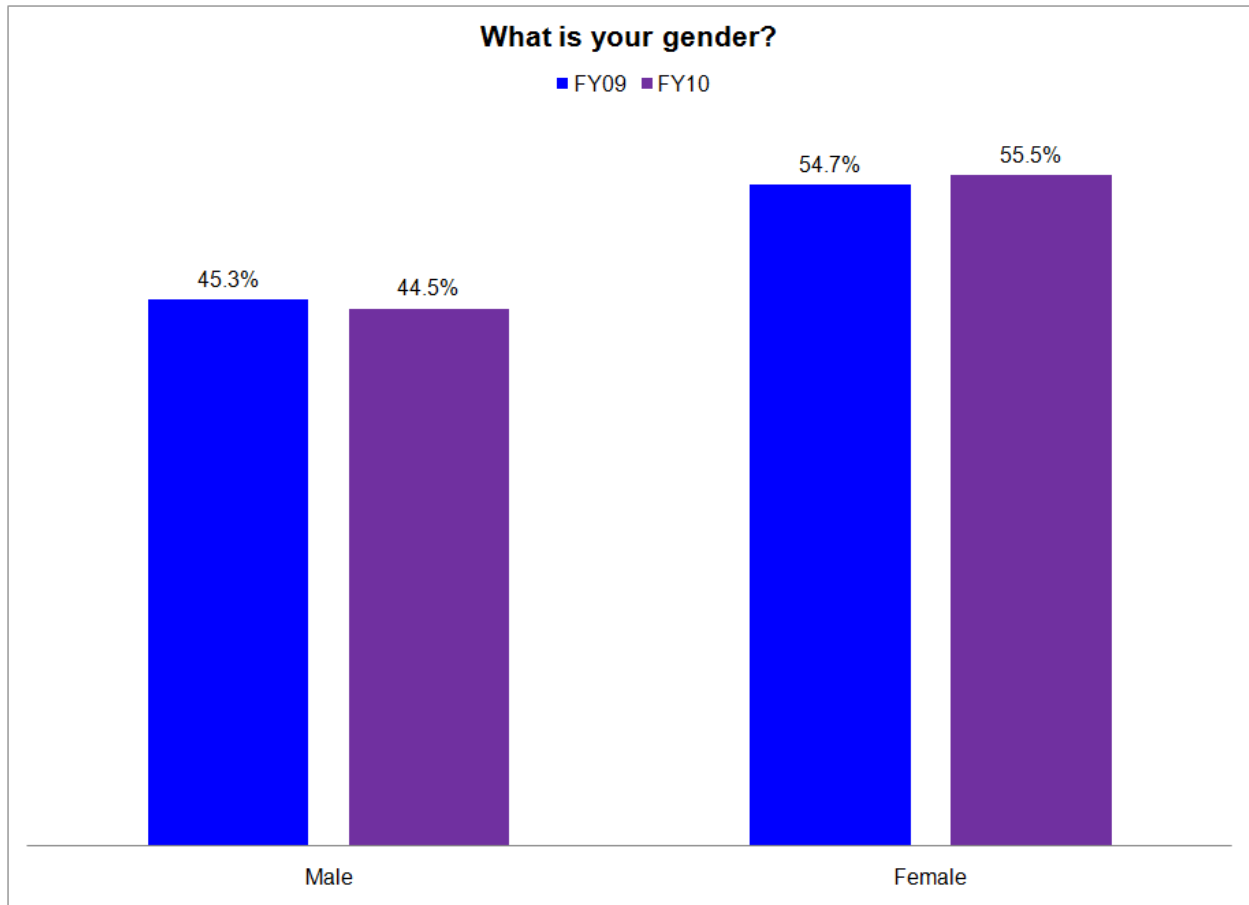
Assuming the respondent's belief that another project should have had a higher priority affects the respondent's belief that their project was the right transportation solution, a regression analysis indicates that this effect would be responsible for 15% of the variance in beliefs that a project was the right transportation solution. 15% is a very strong effect as this is independent of the project itself given the assumption that the Q5 is the dependent variable.

¹ These percentages were calculated by following standard practice for the Tracker measures. The respondents who answered "Don't know / not sure" were not included in these calculations to facilitate comparisons across multiple years.

Gender (Question 7)

Added in FY09, question seven captured the respondent’s gender.

Figure 12



A slight majority of the respondents were women, representing 55.5% of the overall respondents. These results were similar to last year. The percentage of men and women varied more widely from project to project as shown in the following table.

Table 15: Respondent Gender by Project and District

District	Project	Male		Female		Total
1	D1L	70	53.0%	62	47.0%	132
	D1M	33	45.8%	39	54.2%	72
	D1S	54	47.4%	60	52.6%	114
	Total	157	49.4%	161	50.6%	318

District	Project	Male		Female		Total
2	D2Ma	34	41.5%	48	58.5%	82
	D2Mb	25	35.7%	45	64.3%	70
	D2S	37	48.1%	40	51.9%	77
	Total	96	41.9%	133	58.1%	229
3	D3L	41	41.0%	59	59.0%	100
	D3M	34	45.9%	40	54.1%	74
	D3S	35	41.2%	50	58.8%	85
	Total	110	42.5%	149	57.5%	259
4	D4L	26	48.1%	28	51.9%	54
	D4M	43	41.0%	62	59.0%	105
	D4S	31	43.1%	41	56.9%	72
	Total	100	43.3%	131	56.7%	231
5	D5L	40	33.6%	79	66.4%	119
	D5M	35	41.7%	49	58.3%	84
	D5S	23	46.9%	26	53.1%	49
	Total	98	38.9%	154	61.1%	252
6	D6L	49	45.0%	60	55.0%	109
	D6M	21	41.2%	30	58.8%	51
	D6S	22	34.9%	41	65.1%	63
	Total	92	41.3%	131	58.7%	223
7	D7L	42	50.6%	41	49.4%	83
	D7M	42	50.0%	42	50.0%	84
	D7S	27	49.1%	28	50.9%	55
	Total	111	50.0%	111	50.0%	222
8	D8L	43	38.7%	68	61.3%	111
	D8M	34	46.6%	39	53.4%	73
	D8S	34	44.7%	42	55.3%	76
	Total	111	42.7%	149	57.3%	260
9	D9L	34	42.5%	46	57.5%	80
	D9M	41	48.8%	43	51.2%	84
	D9S	27	50.9%	26	49.1%	53
	Total	102	47.0%	115	53.0%	217
10	D10L	14	35.9%	25	64.1%	39
	D10M	39	47.0%	44	53.0%	83
	D10S	38	55.9%	30	44.1%	68
	Total	91	47.9%	99	52.1%	190
Grand Total:		1,068	44.5%	1,333	55.5%	2,401

There was no significant impact of gender on Tracker Measure 9i. 94.8% of men and 96.4% of women thought their project was the right transportation solution.²

Table 16: Cross Reference of Questions 5 and 7

		Overall, do you think this project was the right transportation solution?					Total
		Not at all	Not really	Somewhat	Very much	Don't know / not sure	
Gender	Male	24	28	200	747	58	1,057
	Female	18	25	202	962	104	1,311
Total		42	53	402	1,709	162	2,368

Summary

The overall results show that most Missourians are very satisfied with their local project and generally believe that MoDOT provides the right transportation solution. Results were statistically similar to last year's high scores. Since all measures slightly increased, this suggests that that performance was better this year even though the number surveyed was not high enough to statistically validate this slight improvement.

89.9% of the respondents were either “very” or “fairly” familiar with the project roadway. 67.9% of the respondents were regular users of the affected roadway (defined as using it at least once per week). The majority of respondents thought that the project made the roadway safer (95.7%), more convenient (94.0%), less congested (84.4%), easier to drive (95.2%), better marked (93.9%), and was the right transportation solution (95.4%).

² These percentages were calculated by following standard practice for the Tracker measures. The respondents who answered “Don’t know / not sure” were not included in these calculations to facilitate comparisons across multiple years.

Appendix A. Survey Instrument

The next two pages show the front and back side of the survey instrument. On the front page, the respondents' name and address were printed on a detachable part of the survey and this was visible through the mailing envelopes' windows. In the blank blue rectangle, a unique project description was printed for each of the thirty projects. The actual descriptions are available under Project Descriptions and Locations starting on page 6.

2009 MoDOT Project Survey



September 18, 2009

Dear Resident,

Please help us. The Missouri Department of Transportation is committed to providing you with a world-class transportation experience, and we need your feedback on our progress in making Missouri roads smoother and safer. We know you expect MoDOT to get the best value out of every dollar spent, and the best way to measure our progress is to ask our customers. Therefore, we ask you to take a short survey on a recent MoDOT project in your area.

We are working with Heartland Market Research LLC to develop and conduct this survey. Your responses will be kept confidential, and your participation is voluntary. If you prefer to not answer a question, please leave it blank and continue to the next question. The survey should take about 5 minutes to complete, and you can return the survey to us in the postage paid envelope that is enclosed. Thank you for taking your time to help us get even better.

Sincerely,

Pete K. Rahn

Director, Missouri Department of Transportation

In recent years, MoDOT completed a project in your area on:

The questions on this survey refer to this project.

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



OR



OR



1. Are you familiar with this roadway?

- Not at all
- Somewhat
- Fairly well
- Very well

2. How often have you used this section of the road in the past month?

- Never
- A few times
- Once a week
- Twice a week
- Most weekdays
- Almost every day

3. Did you lose property to build the project?

- Yes
- No

Please turn the page and answer the questions on the other side.

Internal Use Only

RTS Project Number

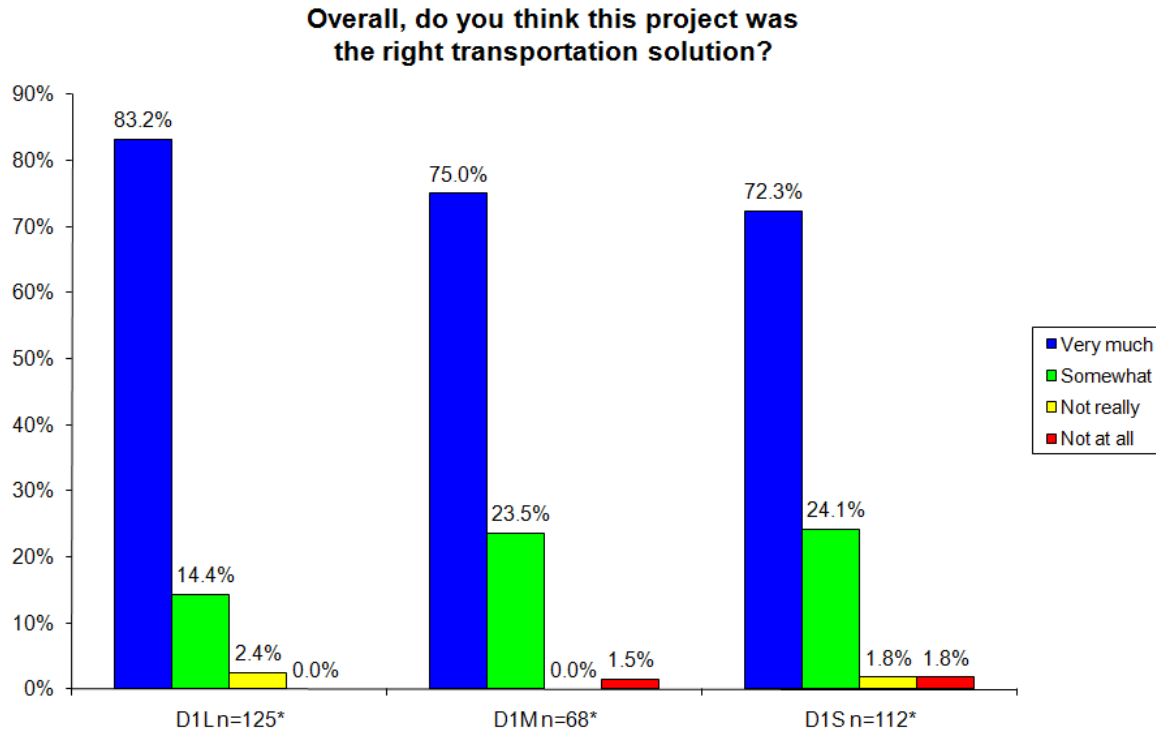
PLEASE DO NOT WRITE IN THIS AREA

Appendix B: Right Transportation Solution by Project

The results from the right transportation solution question have been graphically provided for each project. Readers should use caution when using the information provided to compare projects. Statistically, it is very safe to compare overall results from fiscal year 2010 to previous fiscal years. The margin of error for all years has been approximately 2%. Since the margin of error can go either way (e.g., low in one year and high in another), the margins of error are cumulative. Therefore, we can be 95% confident that differences between years are truly real changes if the overall difference is at least 4%.

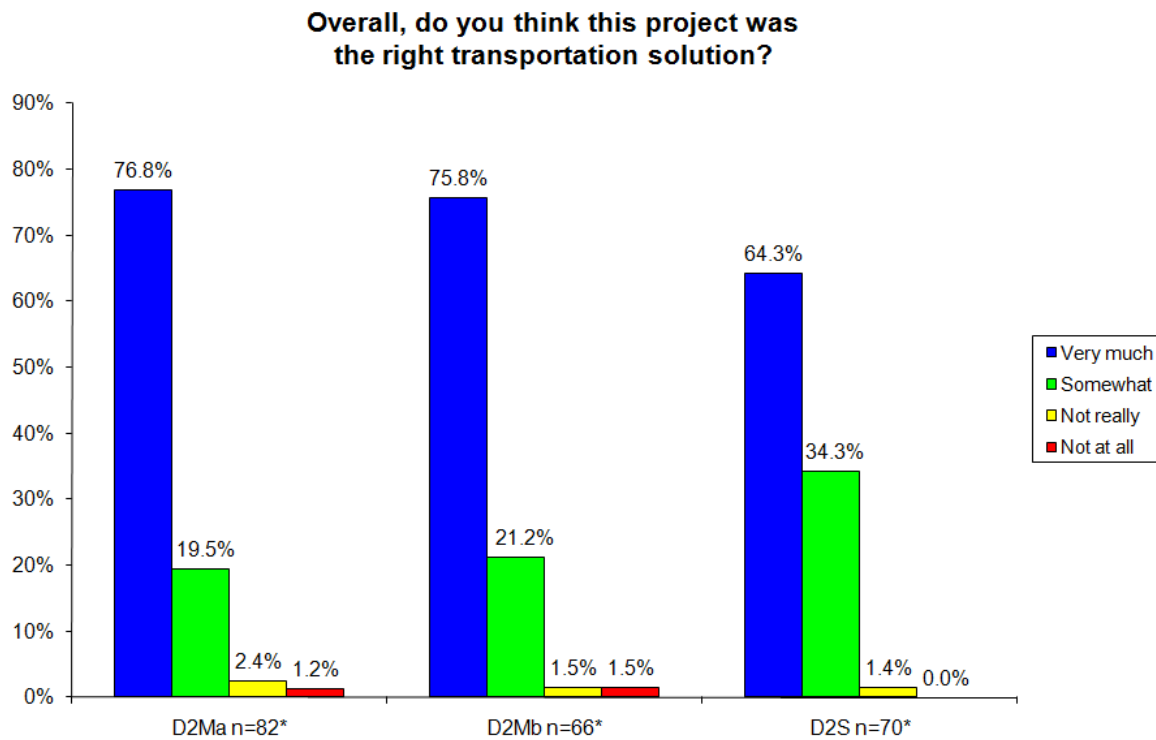
However, the margin of error increases as the sample size decreases. The general margin of error for the results presented in this appendix range from a low of 8.9% for Project D1L (n=125) to a high of 17.1% for Project D5S (n=34). However, despite these statistical concerns, these graphs do provide some useful information. For example, many projects were overwhelmingly the right transportation solution in the eyes of the respondents. The question that can be raised by these graphs is why do a few projects have much lower levels of support than other projects?

Figure 13: District 1



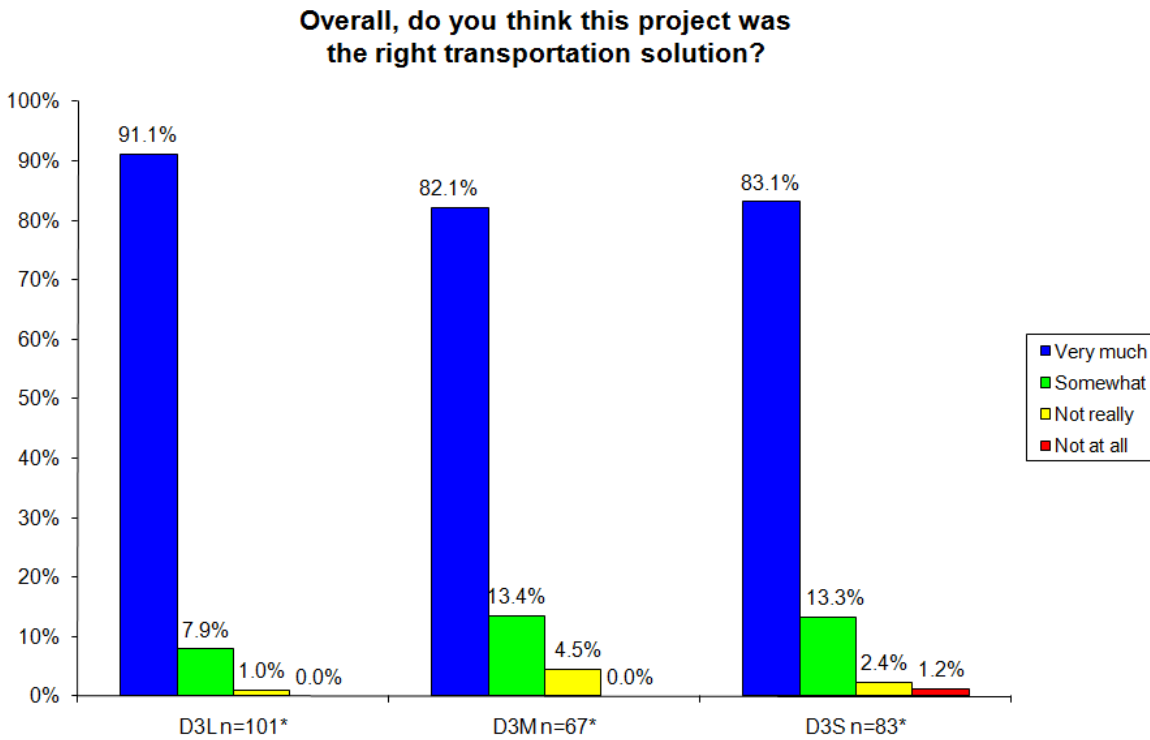
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 14: District 2



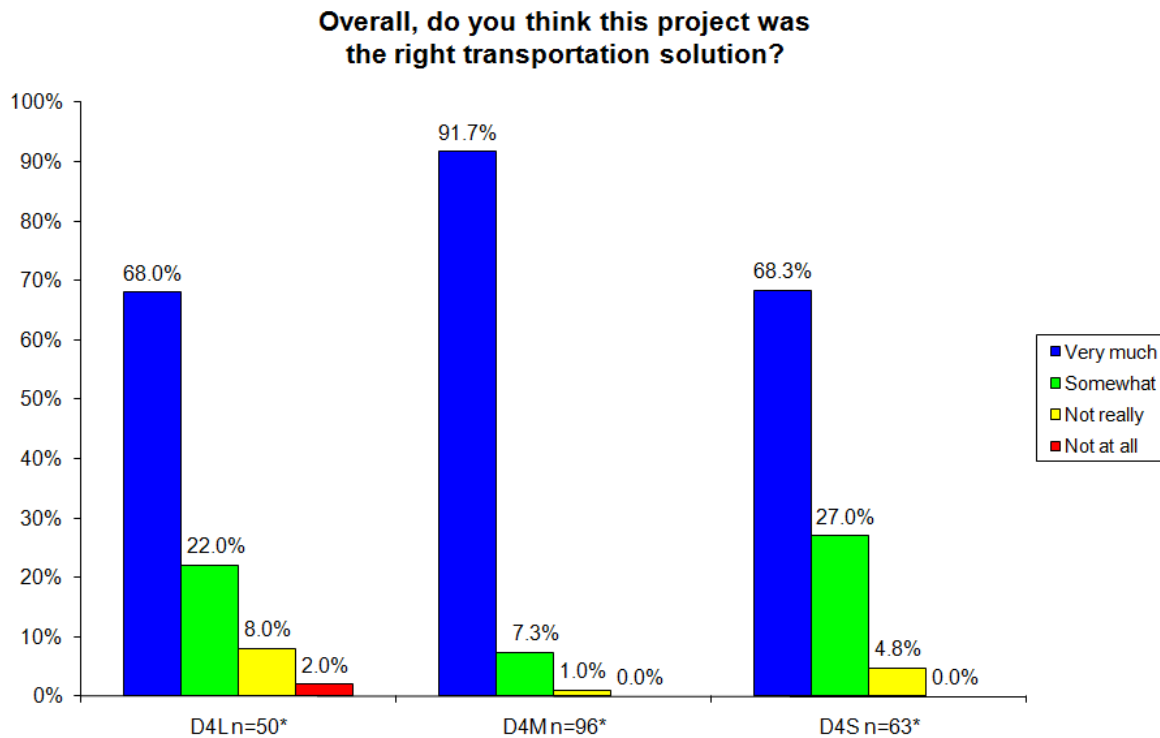
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 15: District 3



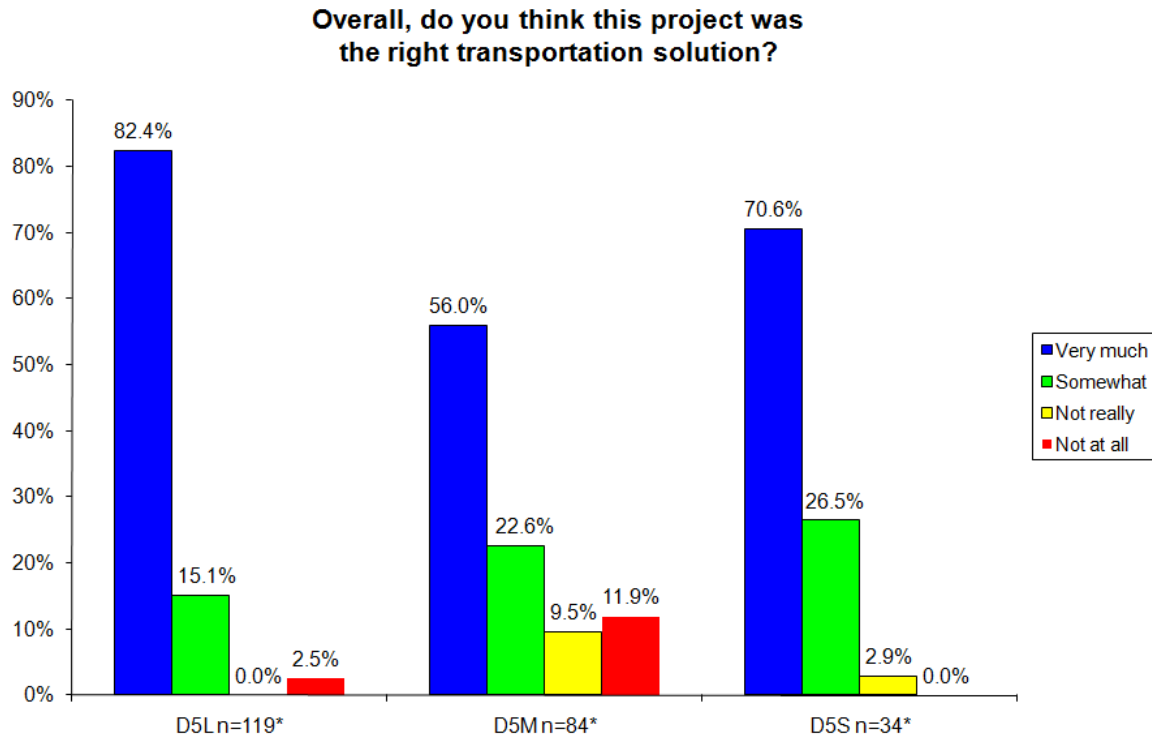
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 16: District 4



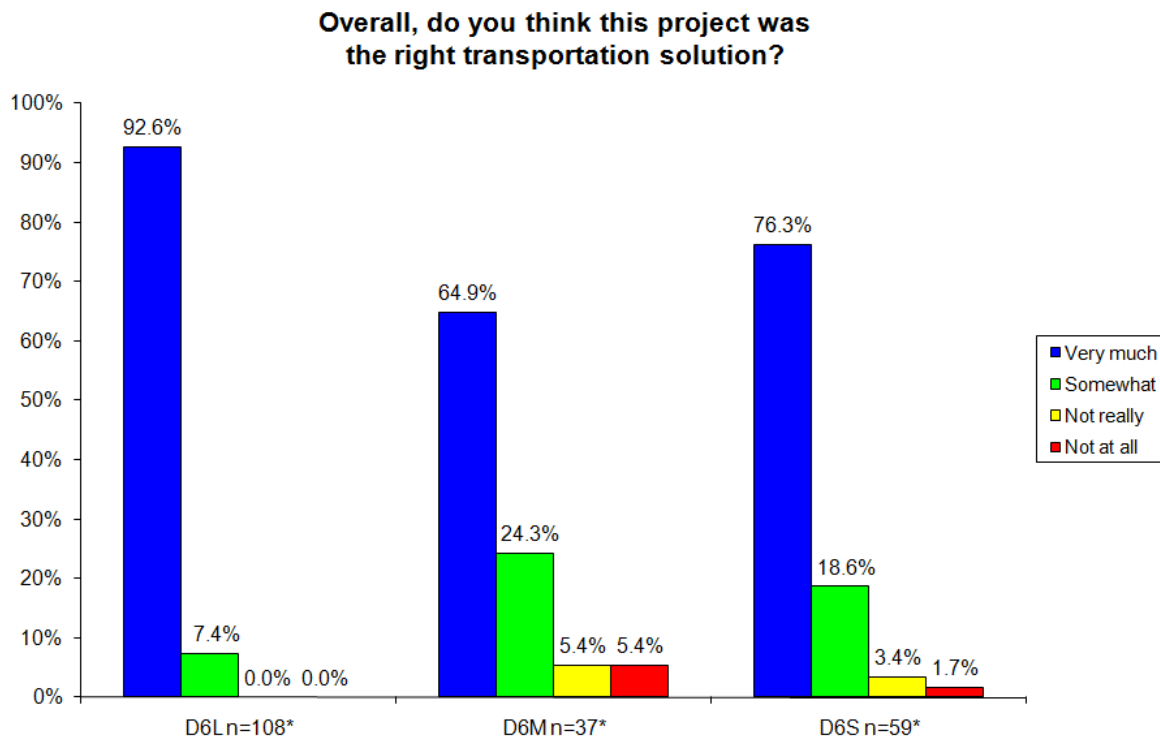
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 17: District 5



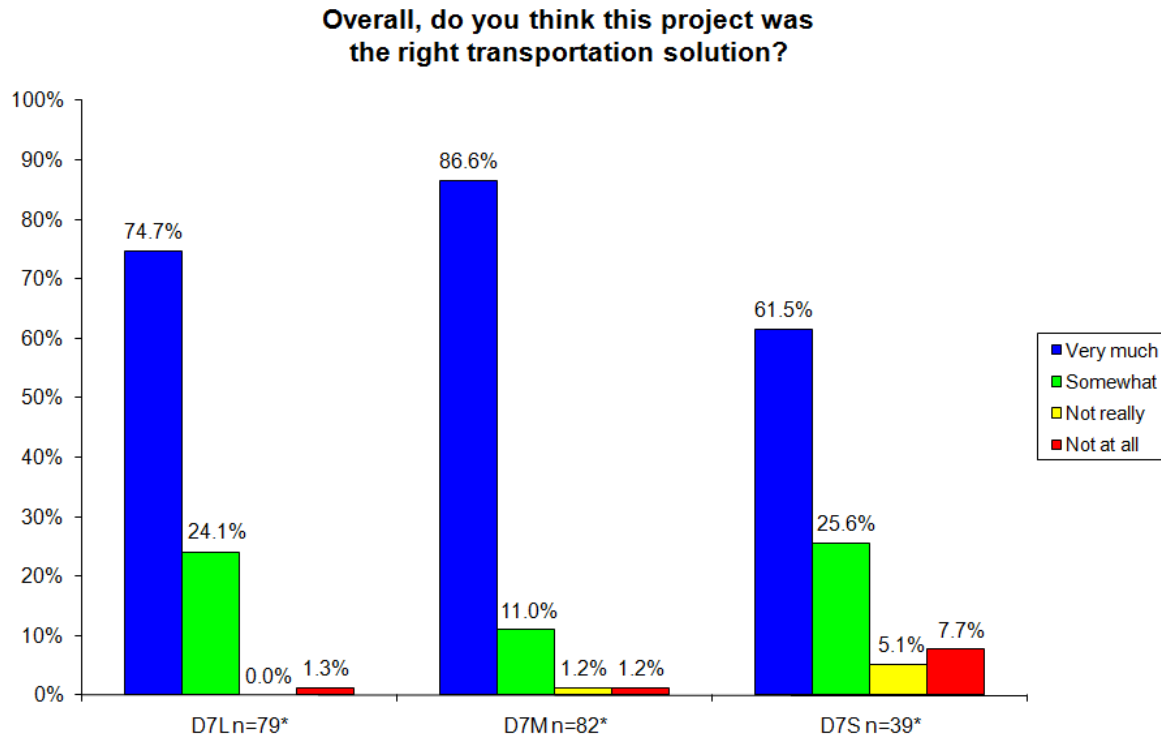
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 18: District 6



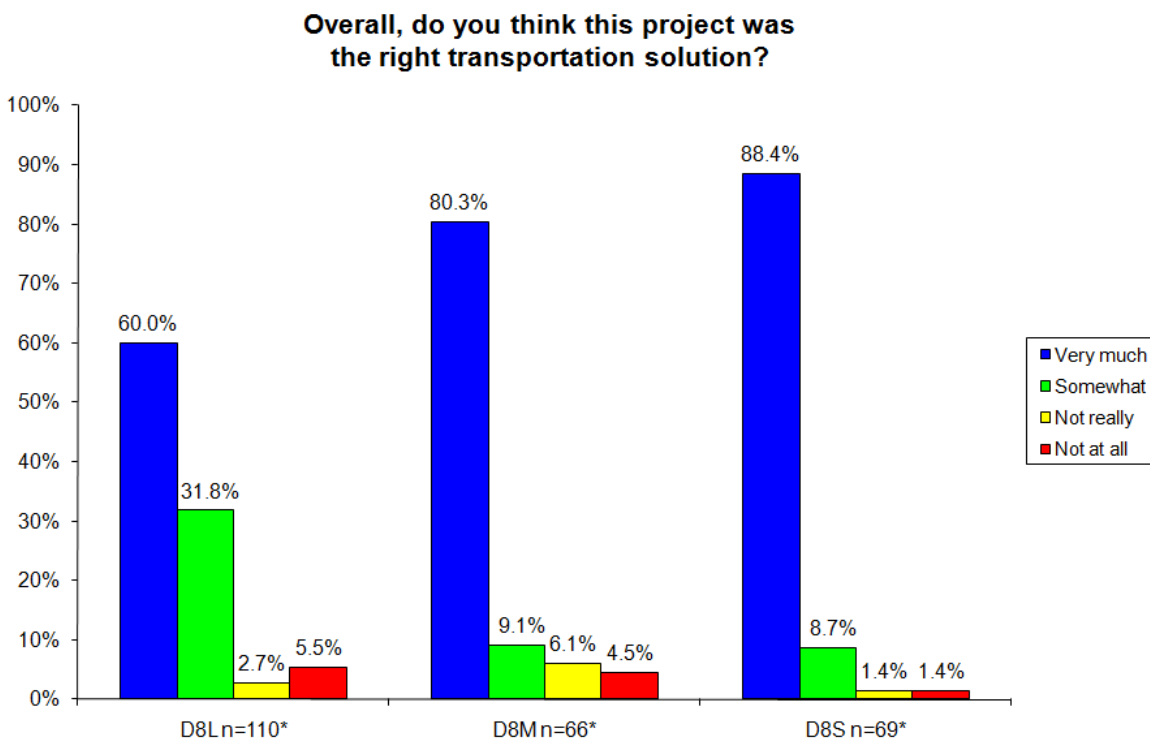
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 19: District 7



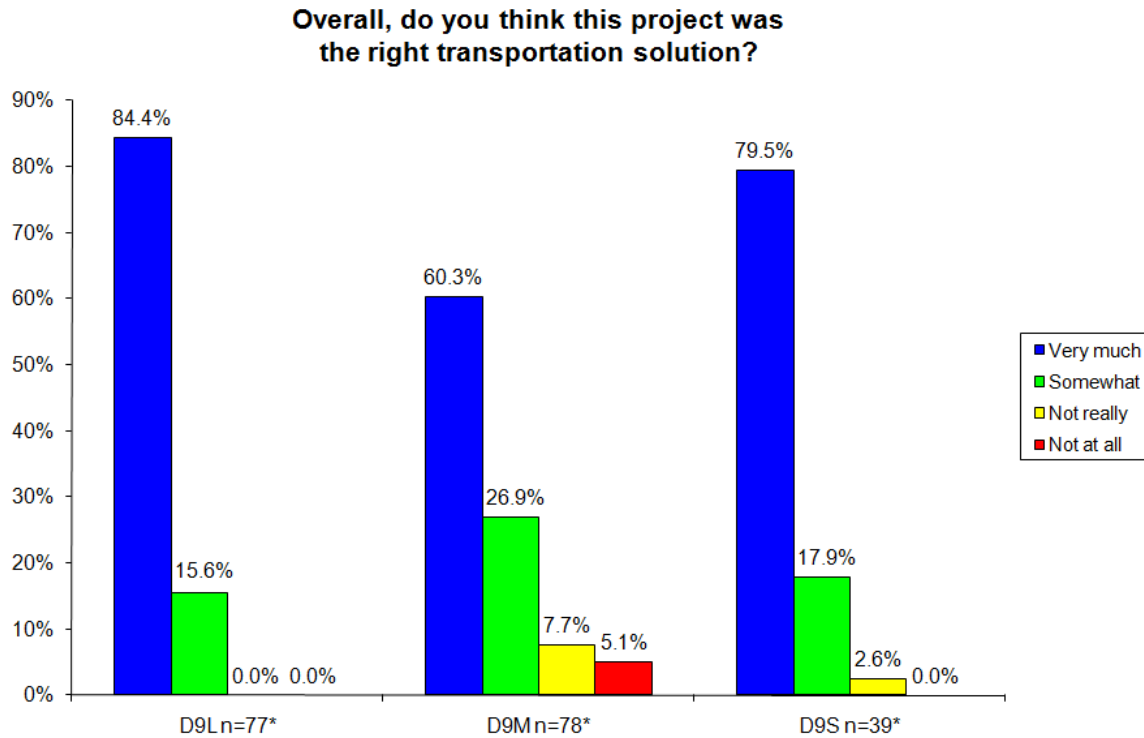
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 20: District 8



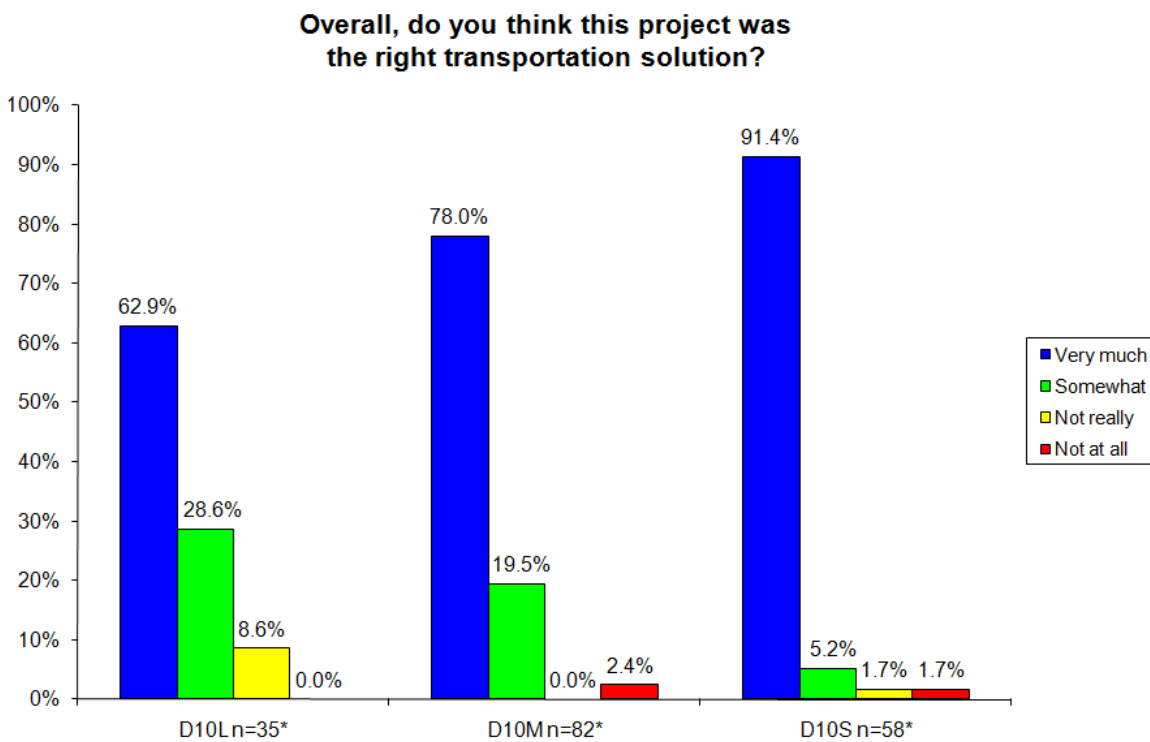
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 21: District 9



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

Figure 22: District 10



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



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