

Organizational Results Research Report

January 2008  
OR09.005

# Quantitative Assessment of Factors Related to Customer Satisfaction with MoDOT in the Kansas City Area

Prepared by Heartland Market  
Research and Missouri  
Department of Transportation

**FINAL REPORT**

**RI07-009a**

**Quantitative Assessment of Factors Related to Customer  
Satisfaction with MoDOT in the  
Kansas City Area**

Prepared for the

Missouri Department of Transportation  
Organizational Results

by



**January 2008**

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

1. Report No. RI07-009-1	2. Government Accession No.	3. Recipient's Catalog No.	
4. Title and Subtitle  Quantitative Assessment of Factors Related to Customer Satisfaction with MoDOT in the Kansas City Area		5. Report Date January 2008	6. Performing Organization Code
7. Author(s) Lance Gentry, Ph.D.		8. Performing Organization Report No.	
9. Performing Organization Name and Address Heartland Market Research LLC 12738 CR 8400 Rolla, MO 65401 <a href="http://www.HeartlandMarketResearch.com">www.HeartlandMarketResearch.com</a>		10. Work Unit No. RI07-009	11. Contract or Grant No.
12. Sponsoring Agency Name and Address Missouri Department of Transportation Organizational Results Division P.O. Box 270 Jefferson City, MO 65102		13. Type of Report and Period Covered Report: October 2007 – January 2008	
15. Supplementary Notes		14. Sponsoring Agency Code	
16. Abstract  <p>A mailed survey was sent to approximately twenty thousand citizens from District Four (Kansas City Area) residents in order to gather statistical evidence for supporting or eliminating reasons for the satisfaction discrepancy between Kansas City Area residents and other Missouri residents. Building upon the October 2007 qualitative study, this quantitative study clearly identified three factors that explained 30.4% of the variance in how satisfied District Four residents were with MoDOT. Additional findings are also discussed.</p>			
17. Key Words Satisfaction, Focus Groups, General Public, Kansas City Area		18. Distribution Statement No restrictions. This document available to the public through the Missouri Department of Transportation (MoDOT). Access may be obtained at <a href="http://modot.mo.gov/services/rdt/byDate.htm">http://modot.mo.gov/services/rdt/byDate.htm</a>	
19. Security Classif. (of this report) Unclassified	20. Security Classif. (of this page) Unclassified	21. No of Pages	22. Price

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## Executive Summary

A representative sample of the citizens in District Four were surveyed to help determine potential factors influencing citizen satisfaction with the job MoDOT is doing. The overall satisfaction of the district's citizens with MoDOT was 60.9%, within the margin of error of the 62.4% recorded in the 2007 phone survey for the district when discounting those who selected "No Opinion." Interestingly, only 0.9% of the mailed survey respondents elected "No Opinion" on this measure compared to 13.1% in the phone survey. One possibility for this large difference is that mail surveys allow respondents to proceed at their own pace with the questions constantly in front of the respondent instead of being audibly asked questions over the phone with no possibility of pausing the survey and returning to it.

Many correlations were found between various factors and overall satisfaction. A regression analysis was performed and **three factors were found to explain 30.4% of the respondents overall satisfaction (or dissatisfaction) with the job MoDOT is doing in District Four.**

Readers unfamiliar with regression analysis should be careful not to underestimate these findings. This research shows that these three factors have an enormous influence over citizen satisfaction. **The Kansas Effect alone, which explains 15.2% of citizen satisfaction with MoDOT in District Four, could account for much or all of the historical difference between District Four and the other nine districts, assuming most or all of the other districts do not also have a Kansas or other state comparison problem.** Respondents' satisfaction with how MoDOT selects which projects get built and satisfaction with the total time it takes to finish a construction project accounts for another 15.2% of the variance in citizen satisfaction.

As resources are available, the following recommendations are made in order of priority and expected impact. First and foremost, the Kansas Effect is a significant issue that District Four will need to address. The majority of citizens in District Four believe that Kansas bridges and roads are better than those in Missouri and this influences their satisfaction with MoDOT. If MoDOT wishes to raise citizen satisfaction with MoDOT, they will need to either persuade people that Missouri roads and bridges are equal or superior to those in Kansas or otherwise make Missourians happy even if they perceive their roads to be of lower quality to those in Kansas (for example, if it turned out that Missourians paid much less for their highway infrastructure, that might compensate for the perceived quality gap).

Secondly, MoDOT should address the dissatisfaction with how MoDOT selects which projects get built. Going back to the focus group data, most citizens were completely unaware that MoDOT requested input on these decision from the general public. Publicizing the process may have a positive impact even if most of the general public does not participate – knowing they have the option to participate should make a difference.

Third, and perhaps most difficult, reducing the total time it takes to finish a construction project should increase customer satisfaction with MoDOT. Publicizing steps that MoDOT is taking to reduce construction time should also help and may help as much or more than reducing the construction time itself.

Finally, MoDOT should consider ways of differentiating the roads that it maintains from those maintained by other organizations. While this was not supported (nor easily tested) by the regression analysis, the data was consistent with the theory that MoDOT is being blamed for poor roads in Missouri that are not under their control. For example, if the mile marker signs on MoDOT maintained highways also had the MoDOT logo on them, the public could be educated to look for these indicators and start better understanding which roads are maintained by MoDOT.

The citizens of some areas were significantly more (or less) satisfied than those in other areas within District 4. These areas have been pointed out by both county and by zip code. The zip code analysis will probably be the most useful. MoDOT employees in these areas should be asked for their insights as to why these areas are outside the norm. MoDOT may already be familiar with the reasons why these locations are exceptional, but the low scoring areas are definite areas of potential improvement while the high scoring areas may provide lessons that could be applied throughout the district.

## **Background**

Historically, residents in District Four have rated MoDOT lower than residents in other Districts for reasons that remain uncertain. In discussions held between MoDOT personnel from District Four, MoDOT's Central Office, and Heartland Market Research LLC, several research questions were raised as possible explanations. It was determined to conduct focus groups to gain input that would help support or dismiss these possibilities as well as to obtain insight into additional possibilities. Five such focus groups were held between August 23 and September 15, 2007. Based upon the findings from this research (see report *Qualitative Assessment of Factors Related to Customer Satisfaction with MoDOT in D4* dated October 11, 2007) a questionnaire was developed and implemented to test some of these factors (see Appendix A: Copy of Survey on page 32.)

### ***Survey Methodology***

When conducting quantitative research, mailed surveys are still the gold standard despite all the advances in communication technology. Neither online surveys nor telephone surveys are representative of the general population. While Kansas City is one of the most connected cities in America, at best two-thirds of their households have internet access and this may drop below half of households in District Four's rural communities. With the growing popularity of both the national Do Not Call list and the cell-phone only households, telephone surveys grow less representative every year (over 2.5 million Missouri phone numbers are now on the DNC list and approximately 13% of American households are now cell-phone only and thus much less likely to participate in phone surveys). Mailed surveys do not have any of these problems, although they share the common problem of requiring a representative list of possible respondents. When conducting similar research in other states, a common practice is to purchase a mailing list of State IDs (e.g., driver licenses and other ID) from the appropriate state agency. While this is permitted under federal law, current Missouri law prohibits this practice and the Missouri Department of Revenue informed us that this information was no longer available by them, even for use by another state department. We then investigated commissioning list brokers. While these businesses could provide a representative sample for each county, or large metropolitan area, they had major gaps in their zip code coverage, especially among rural communities.

We then contacted the State of Missouri's election office. The laws regarding the list of registered voters are protective, but not as much as those protecting that of driver licenses. We discussed the project with one of their agents and he agreed that this project met the letter and spirit of the restrictions so long as we do not put any contact information in any report nor share the contents of the list in any way. Since we always report in the aggregate, this was not a problem. We purchased the list and were pleasantly surprised to find that it is, by far, the most representative list that we could have obtained. There are approximately 4.45 million adults in Missouri. Amazingly, slightly over 88% of these adults were in the list. After reviewing these findings with MoDOT stakeholders, we all agreed that this list was the best possible list to use for our research project.

For most zip codes, we randomly selected a sample of 150 names for the surveys after cleaning up the list by eliminating those names that did not have complete mailing addresses. When there were multiple cities per zip code, we selected a sample for each city. Sometimes 150 names were not available (for example, some of the towns had populations of less than 150 people); in these cases we surveyed everyone on the list. See Appendix D: Summary of Mailing List on page 39 for more details.

We mailed 20,129 surveys on October 31, 2007. Our gross response rate of completed surveys was 13.5%. This rate is lower than our typical response rate when conducting surveys for MoDOT and we attribute this primarily to the very dissatisfaction problem that we are trying to resolve. As an indication of this, we received a number of Business Reply Envelopes back from the project that did not contain a completed survey, but contained various junk mail, advertisements, and other items of no value, but served to increase the postage for this project. Fortunately, MoDOT anticipated a low response rate and instructed us to sample 150 names per zip code when available. Thus, despite the lower than average response rate, the overall margin of error for this project was below 2% (1.92% for the 2,715 responses).

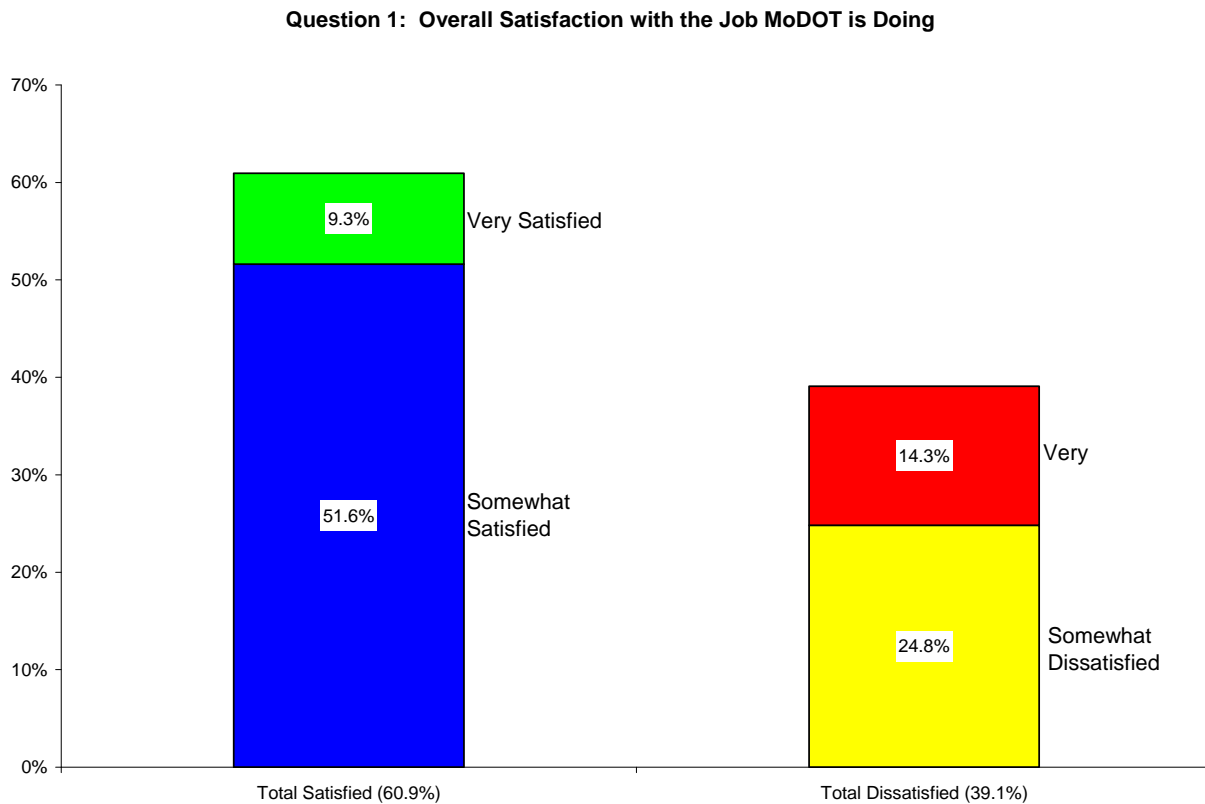


## Research Questions & Overall Results

In discussions held between MoDOT personnel from District Four, MoDOT's Central Office, and Heartland Market Research, multiple research questions were raised as possible explanations as to why residents in District Four have historically rated MoDOT lower than residents in other Districts. The primary purpose of the focus groups was to gain input that would help support or dismiss these possibilities for consideration in the mail survey.

### ***Q1. How satisfied are you with the job that the Missouri Department of Transportation (MoDOT) is doing?***

This question gave us the dependent variable (satisfaction with MoDOT) for this survey. 60.9% of the respondents were satisfied with MoDOT.



When it comes to satisfaction questions, Heartland recommends the practice of discounting those answer “Do Not Know” or “No Opinion” and only counting those with actual opinions. That is not to say that MoDOT should ignore the information about those who answered “No Opinion”, tracking this number is useful information about how well the public understands an issue. However, when measuring satisfaction, discounting those without a solid opinion results in a more reliable result since you are not considering those who have told you that they do not know. In addition, this practice makes is much easier to compare results across surveys. For example, let us compare the results from this survey with that of the previous phone survey. First we will look at all of the information, specifically including those with no opinion.

Timing	Late 2007	Early 2007
Methodology	Mail Survey	Phone Survey
Very Satisfied	9.2%	12.6%
Somewhat Satisfied	51.1%	41.6%
Somewhat Dissatisfied	24.6%	18.2%
Very Dissatisfied	14.1%	14.5%
No Opinion	0.9%	13.1%
Total	100.0%	100.0%
Total Satisfied	60.4%	54.2%
Total Dissatisfied	38.7%	32.7%

Given the difference in percentage between those who answered “No Opinion” in each survey, it is difficult to see the true picture. For example, a quick look shows that those who participated in the mailed survey are both more satisfied (60.4% to 54.2%) and more dissatisfied (38.7% to 32.7%). Now let us recalculate the satisfaction percentages when we discount those with no opinion.

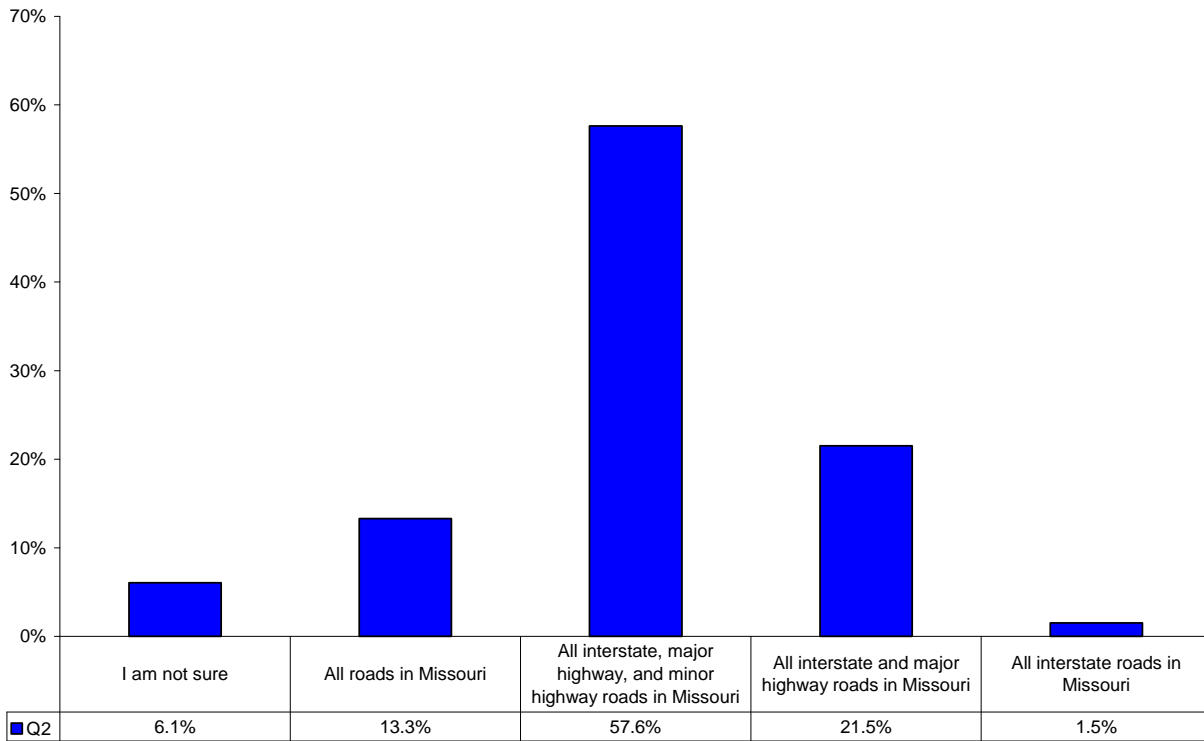
Timing	Late 2007	Early 2007
Methodology	Mail Survey	Phone Survey
Very Satisfied	9.3%	14.5%
Somewhat Satisfied	51.6%	47.9%
Somewhat Dissatisfied	24.8%	20.9%
Very Dissatisfied	14.3%	16.7%
Total	100.0%	100.0%
Total Satisfied	60.9%	62.4%
Total Dissatisfied	39.1%	37.6%

From the second table it is much easier to see that the results are similar (total satisfaction and total dissatisfaction are just 1.5% apart), although there is more variance in the nuances of satisfaction and dissatisfaction. Judging from the 1.5% variance (within the margin of error), it appears that the phone survey was indeed obtaining a representative sample despite the handicaps of phone surveys. The difference in the number answering No Opinion (13.1% for the phone survey, 0.9% for the mailed survey) may be indicative of the problem people have in tracking questions over the phone versus taking their time over a paper survey.

**Q2. For what roads do you think MoDOT is responsible?**

This question was asked for two reasons. First, the focus groups indicated that most people did not understand which roads were the responsibility of MoDOT and which roads were not. This question was intended to see if this was true of the general population. Second, the focus groups indicated that MoDOT was being blamed for the poor condition of roads for which they were not responsible. If this was indeed true, we should see the satisfaction level increase among respondents as their expectations of MoDOT’s responsibilities narrowed. In other words, if MoDOT was being blamed for other roads, we should see the lowest level of satisfaction among those who thought MoDOT was responsible for all roads in Missouri and the highest level of satisfaction among those who believe MoDOT is only responsible for the interstates.

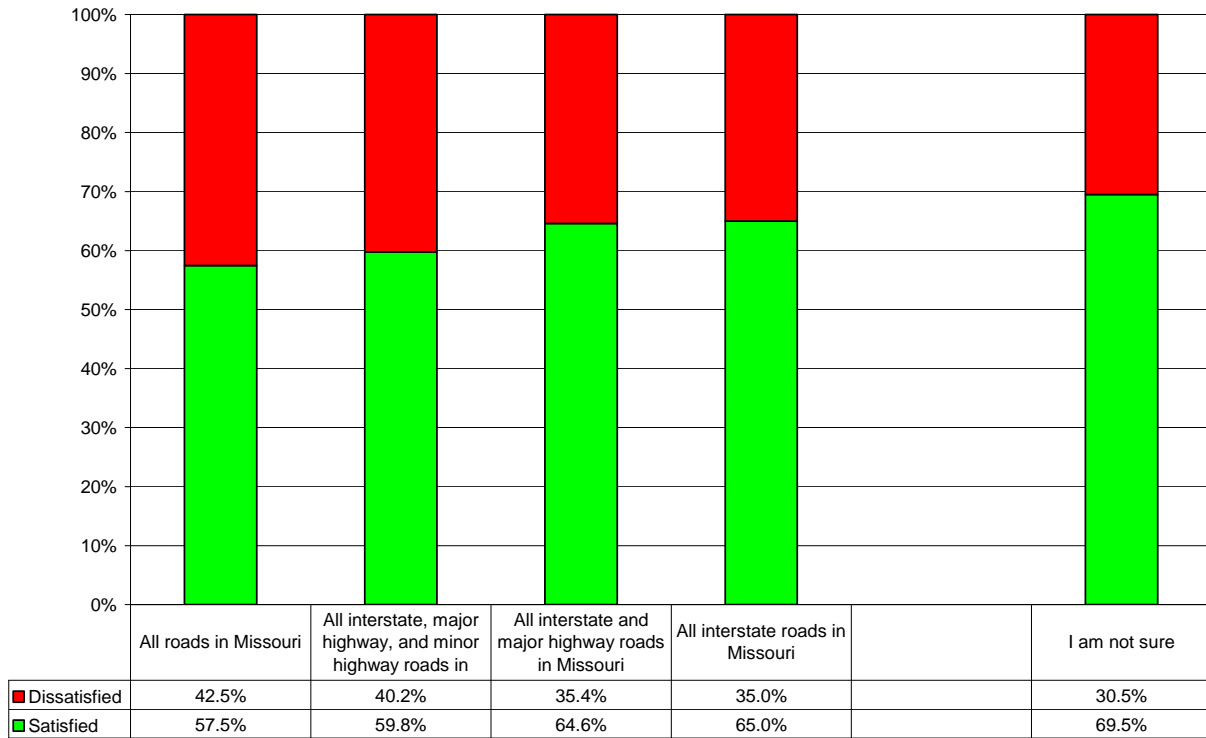
**Question 2: For What Roads Do You Think MoDOT is Responsible?**



The results supported the focus group findings. While the vast majority of respondents knew that MoDOT was responsible for more than the interstates, there was ample confusion over exactly what roads MoDOT maintained.

Excepting those with no opinion, who seemed to give MoDOT the benefit of the doubt, it is clear that MoDOT is being blamed for roads outside their control. As hypothesized, the level of satisfaction increased as respondents' expectations of MoDOT road responsibility decreased. In order to make this relationship more apparent, the "I am not sure" responses have been separated from the other four groups (there is no missing data in the graph below, the gap is deliberate).

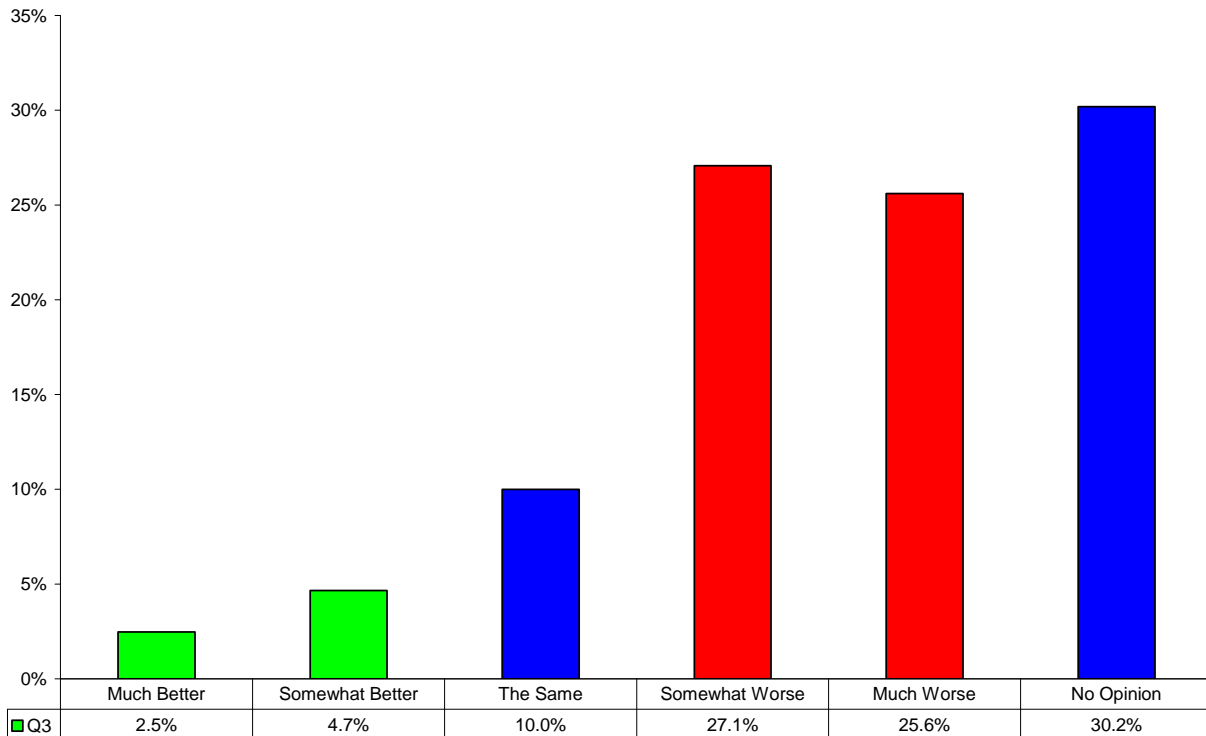
**Overall Satisfaction by Road Responsibility**



***Q3. How do you think Missouri's roads and bridges compare to those in Kansas?***

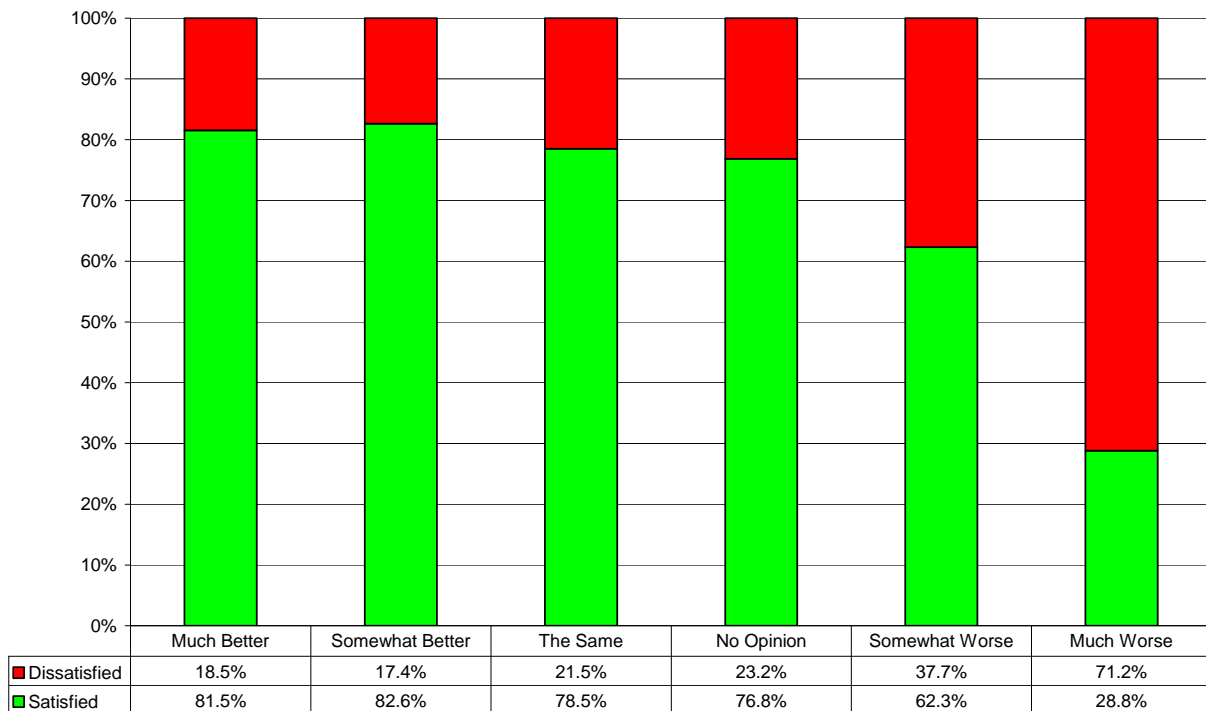
The focus groups also indicated a strong belief among many participants that the roads and bridges in Kansas were better than those in Missouri. If this belief was well represented in the general population, it was thought that this may be a factor in determining citizen satisfaction with MoDOT.

**Question 3: How Do Missouri's Roads and Bridges Compare with Those in Kansas?**



The quantitative results indicated that over half (52.7%) of respondents thought that the roads and bridges in Missouri were worse than those in Kansas. Another 30.2% had no opinion. Ten percent thought the roads and bridges were the same and only 7.1% though Missouri roads and bridges were better than those in Kansas.

**Overall Satisfaction by Evaluation of Missouri Roads & Bridges vs. Those in Kansas  
(Would You Say Missouri's Roads & Bridges Are...)**



While there was no significant difference among satisfaction between those who thought Missouri roads and bridges were much better and somewhat better than those in Kansas, there was a enormous difference between those who thought Missouri's roads and bridges were much worse than those in Kansas versus those who thought they were somewhat worse.

***Q4. Please tell us how satisfied you are with how MoDOT handles the following parts of road and bridge construction projects?***

Based upon both the focus group report and input from MoDOT stakeholders, eight specific satisfaction questions were developed relating to how MoDOT handles road and bridge construction projects. Respondents were asked: *How satisfied are you with...*

4a: *...the total time it takes to finish a construction project*

4b: *...how safe you feel while riding through a work zone*

4c: *...the availability of alternative routes around construction*

4d: *...the project coordination with other construction*

4e: *...the amount of time you spend waiting in the work zone*

4f: *...your opportunity for input on construction projects*

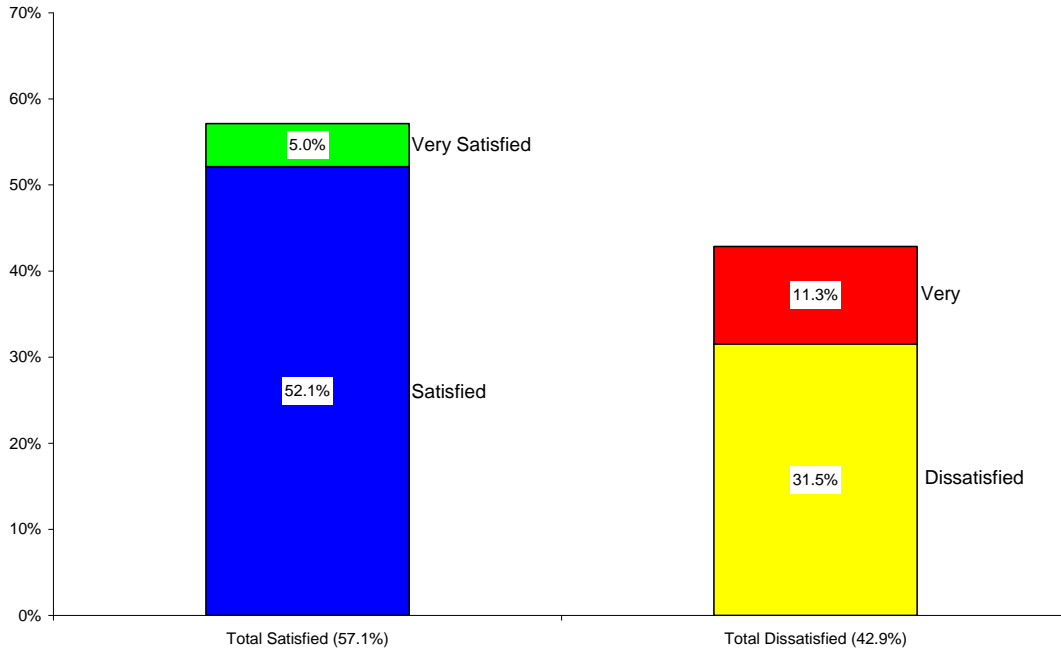
4g: *...how MoDOT selects which projects get built*

4h: *...the amount of notice you receive for traffic changes or road/bridge closures*

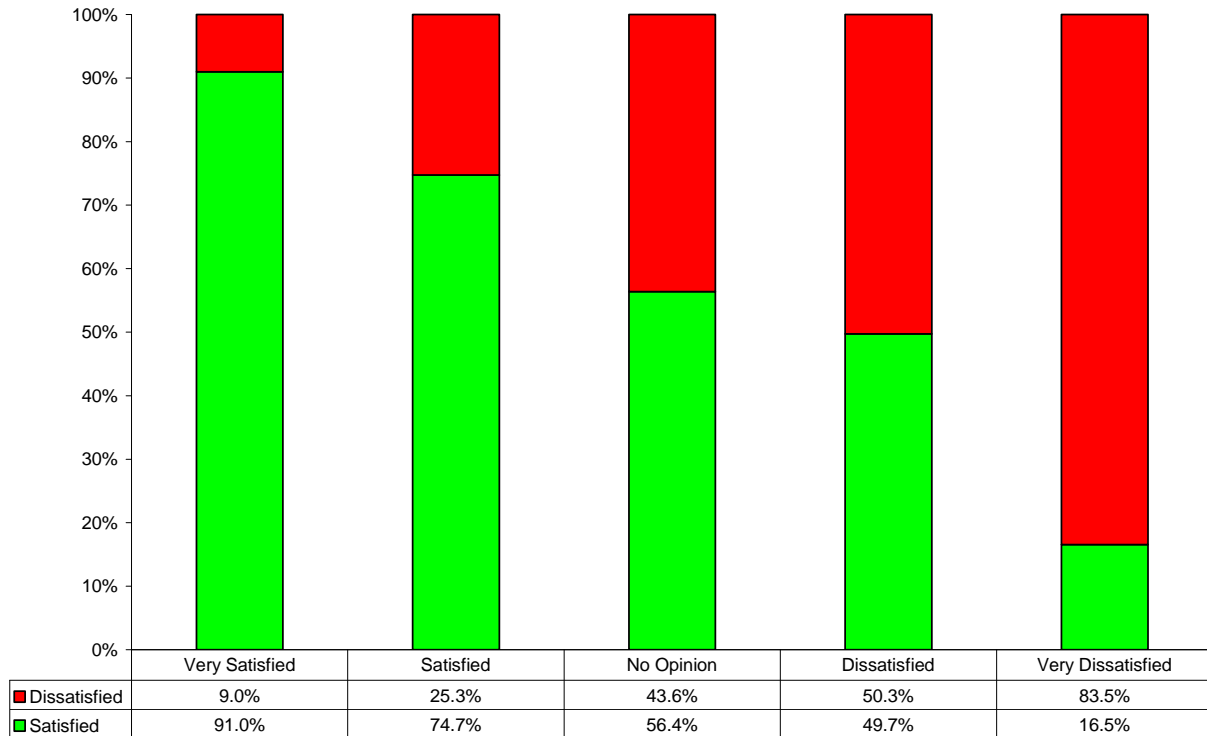
For each of these eight questions, two graphs are presented. The first graph shows the respondents' satisfaction with the question (4a through 4h). Per our recommendation when describing satisfaction, these graphs exclude those who responded "No Opinion" to allow readers to easily compare the results of all eight questions. The second graph is a cross section of the respondents' overall satisfaction (Question 1) with their answers to the particular Question 4 component. In this case, we also showed the cross section of those who answer "No Opinion" on the Question 4 component so readers could see how this corresponded with their overall satisfaction with MoDOT. In most cases there was a strong correlation between respondent answers to these questions and their overall satisfaction with MoDOT. Later in the report (Regression Analysis, starting on page 28) we discuss which of these factors may be causal factors, not just correlations.



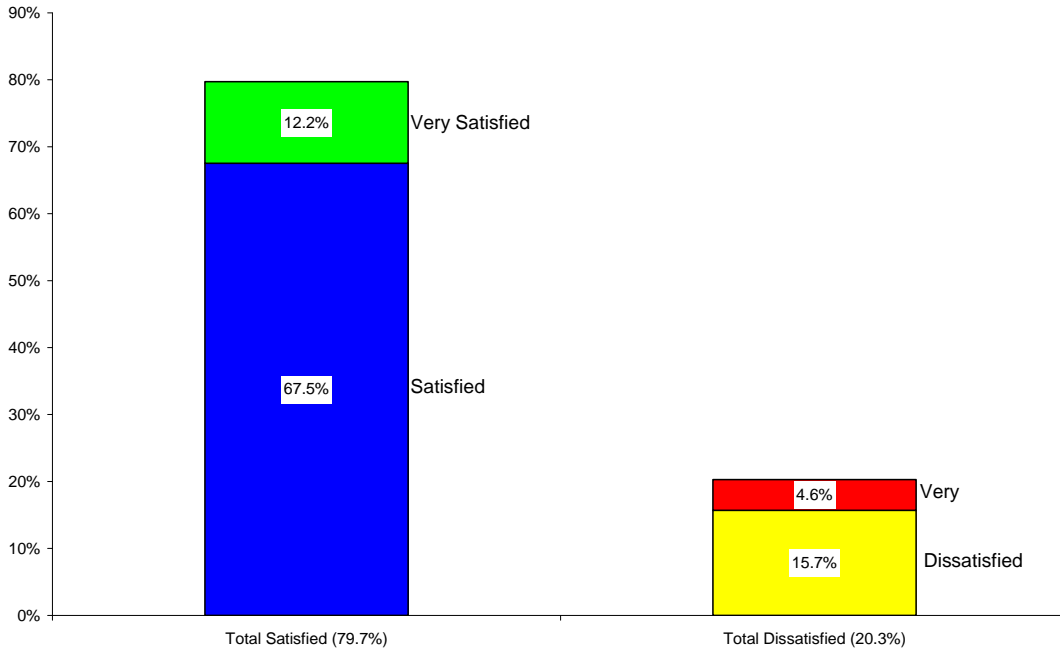
**Question 4a: Satisfaction with the Total Time It Takes to Finish a Construction Project**



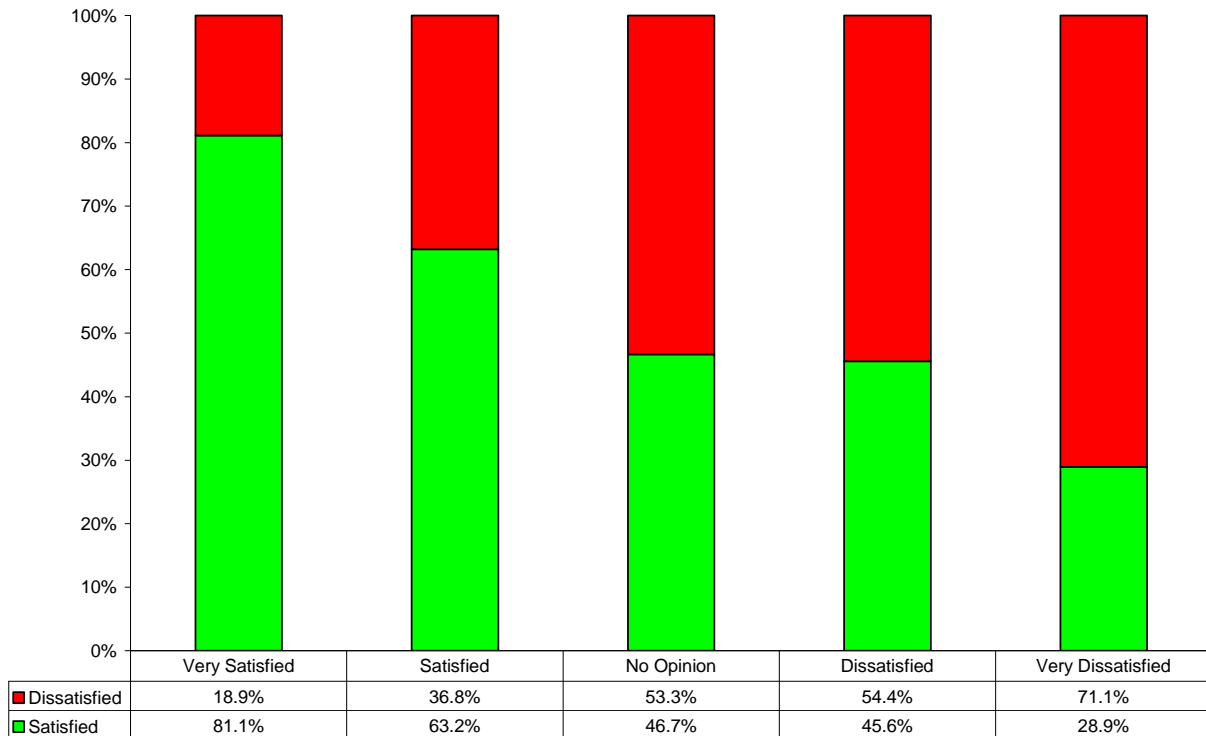
**Overall Satisfaction by Satisfaction with Time to Finish a Construction Project**



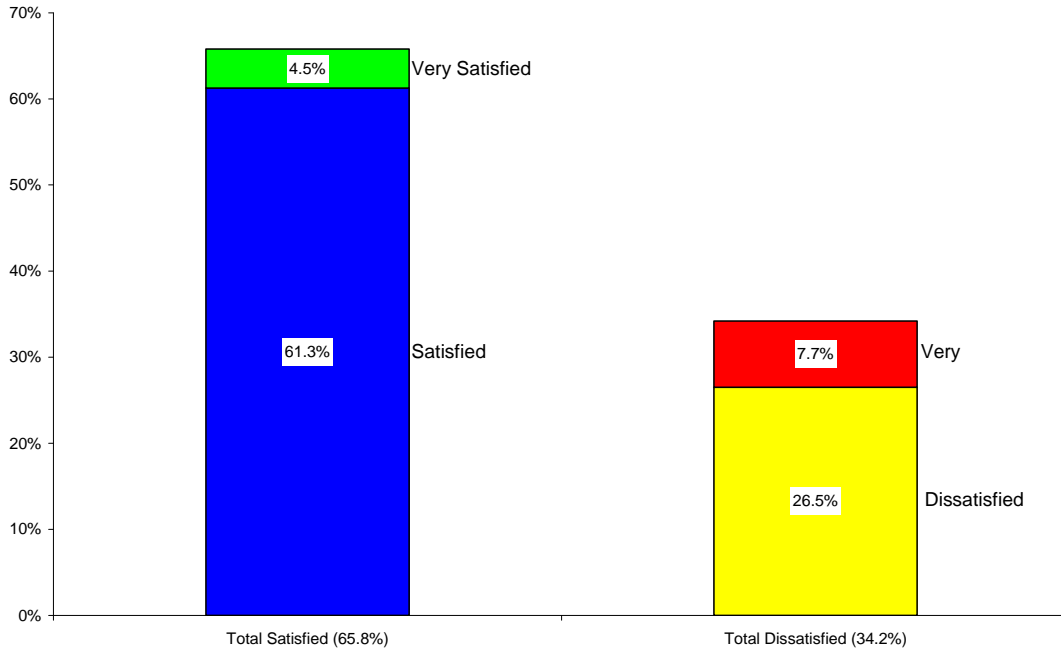
**Question 4b: Satisfaction with How Safe You Feel While Riding Through a Work Zone**



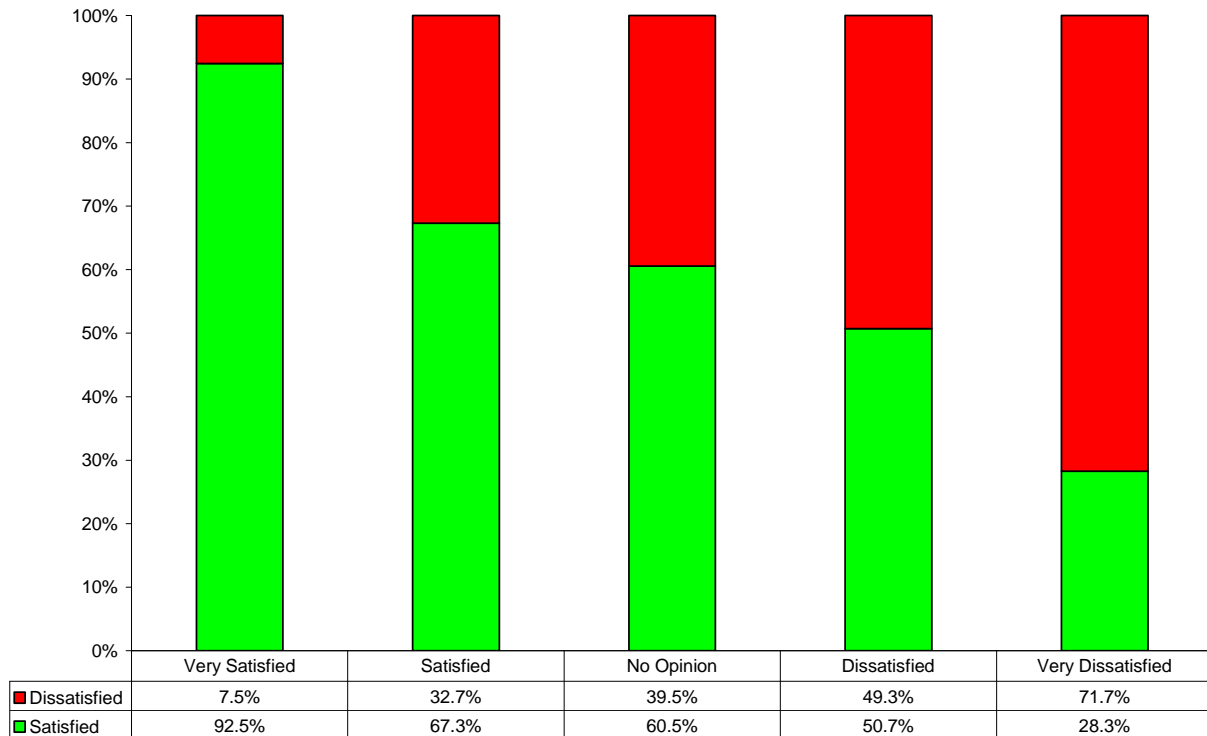
**Overall Satisfaction by Satisfaction with How Safe You Feel While Riding Through Work Zone**



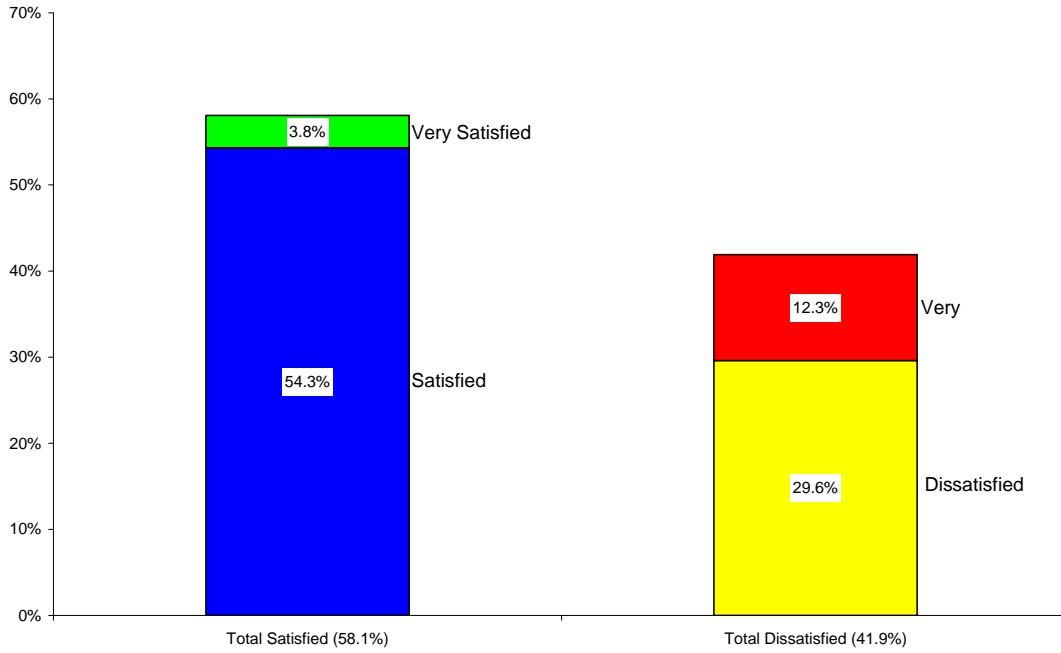
**Question 4c: Satisfaction with the Availability of Alternative Routes around Construction**



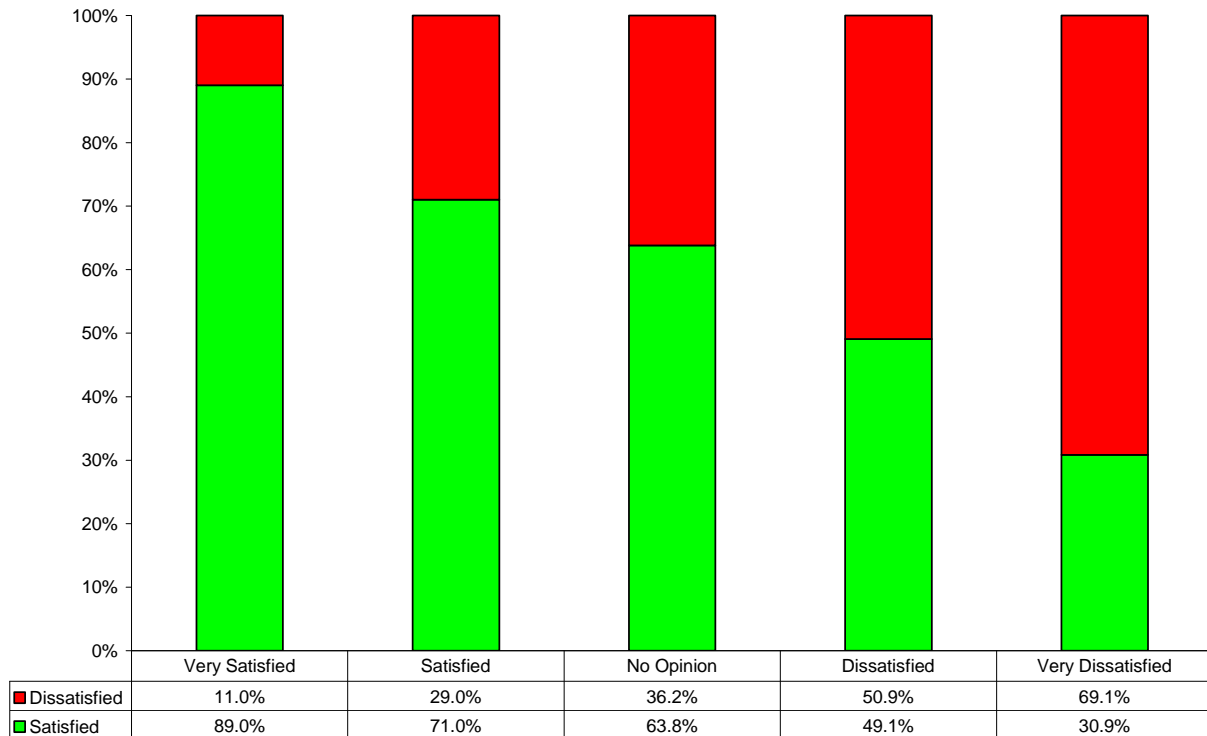
**Overall Satisfaction by Satisfaction with Availability of Alternative Routes**



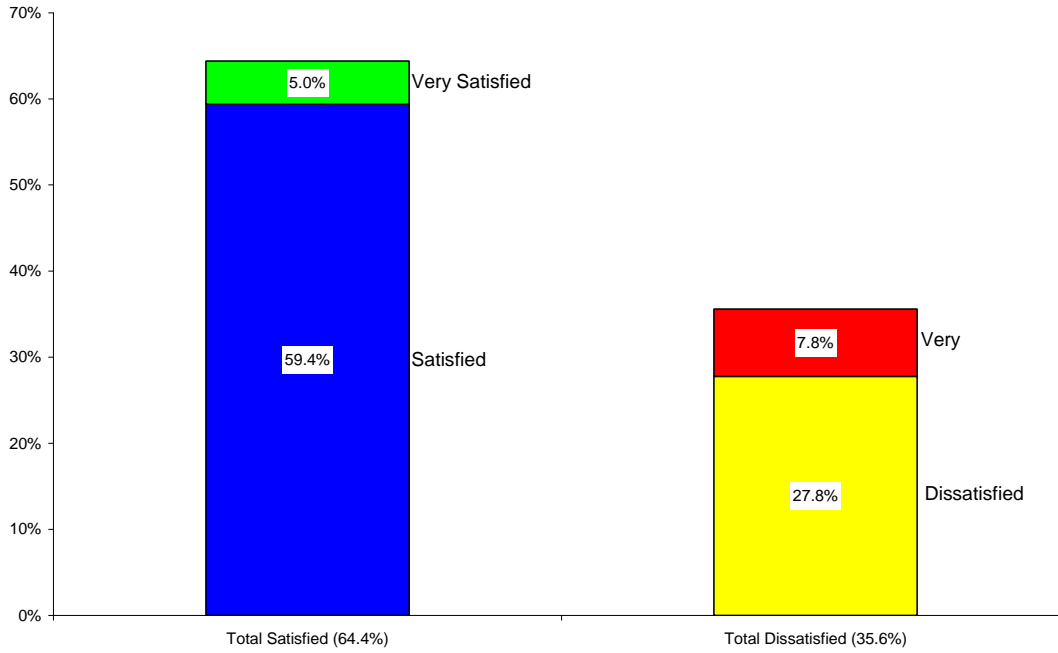
**Question 4d: Satisfaction with the Project Coordination with Other Construction**



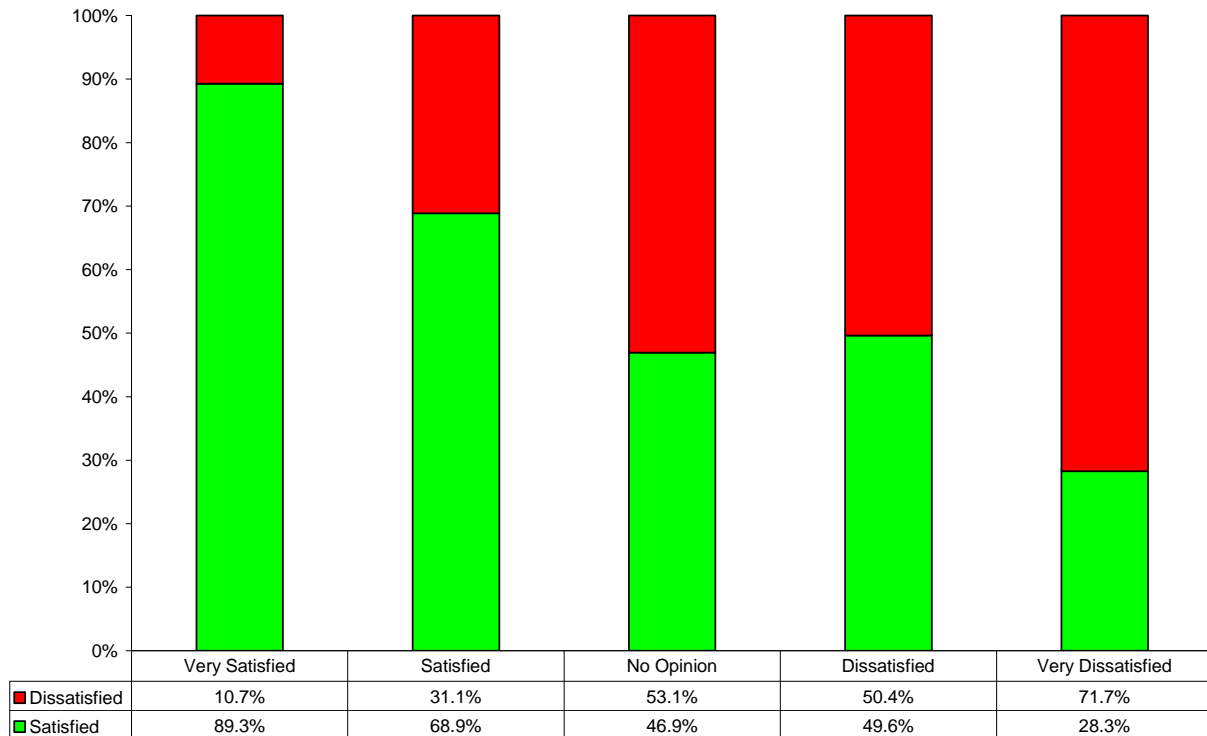
**Overall Satisfaction by Satisfaction with Project Coordination with Other Construction**



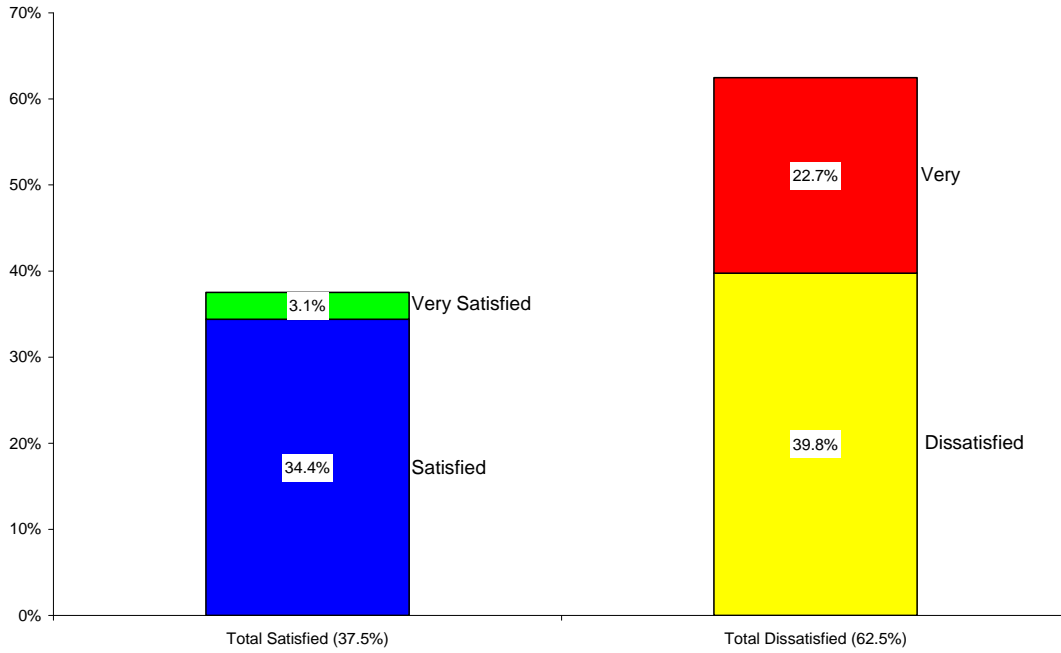
**Question 4e: Satisfaction with the Amount of Time You Spend Waiting in the Work Zone**



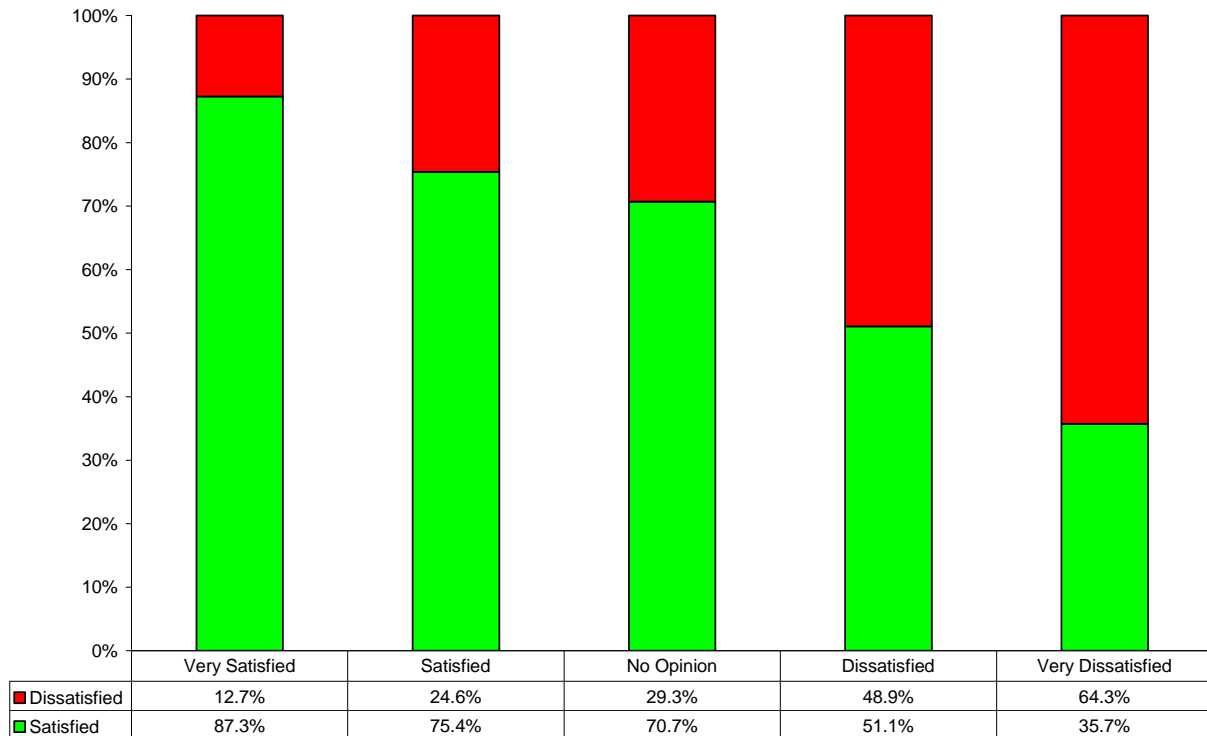
**Overall Satisfaction by Satisfaction with Time Spent Waiting in Work Zone**



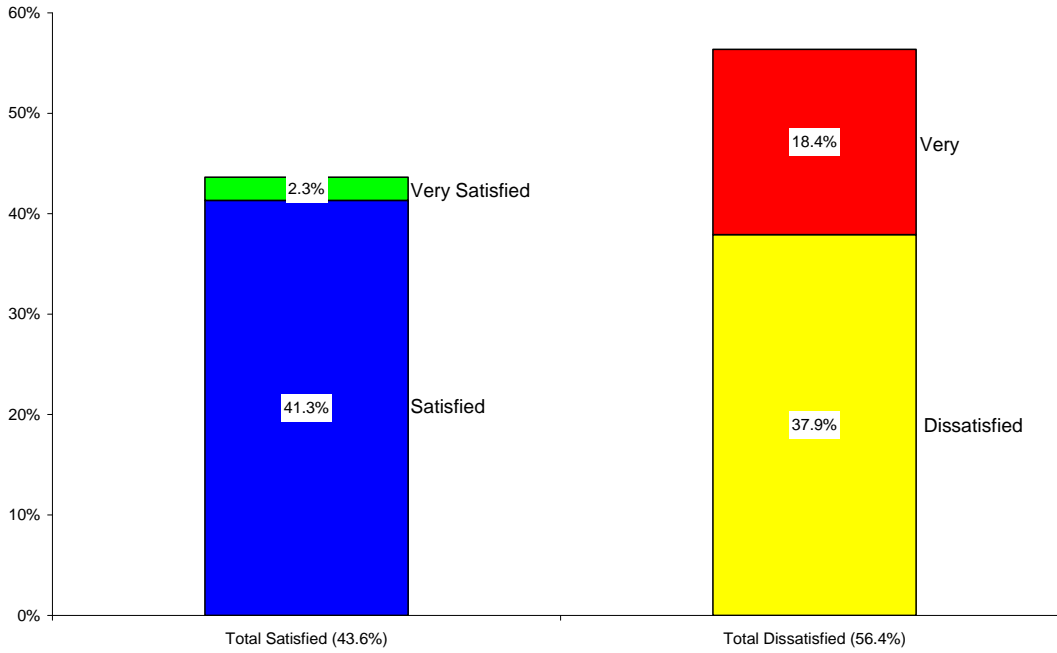
**Question 4f: Satisfaction with Your Opportunity for Input on Construction Projects**



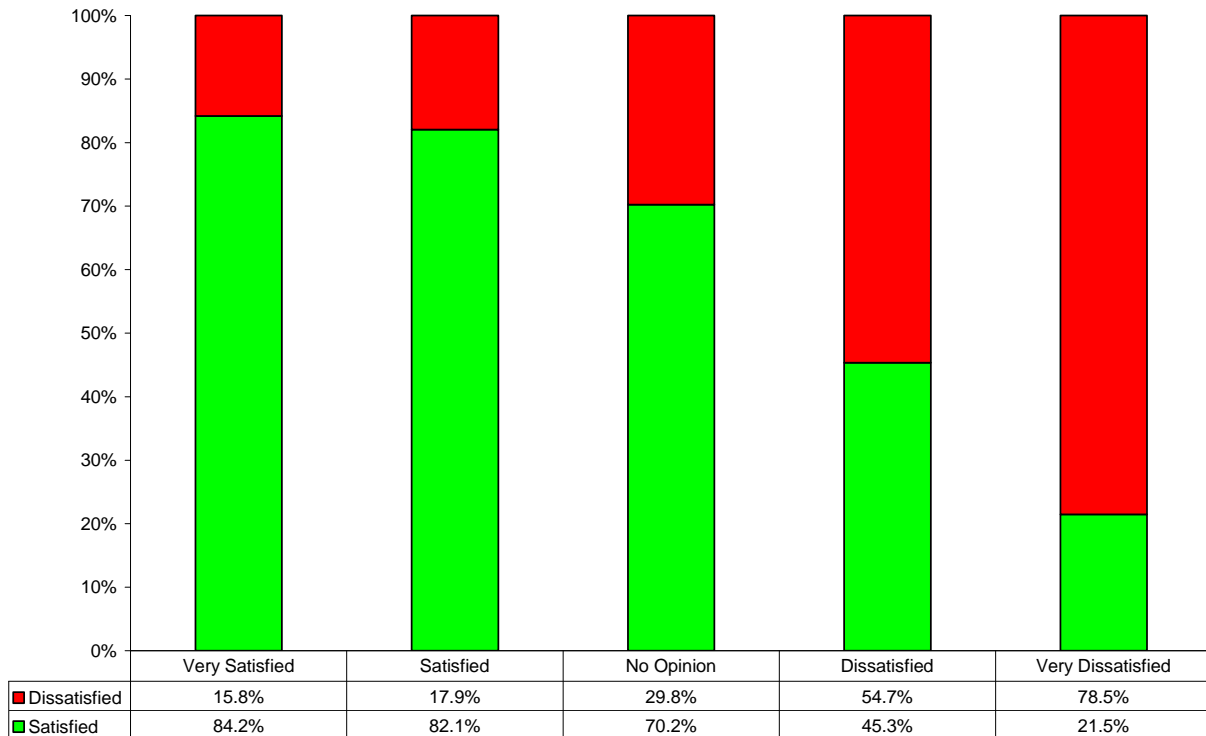
**Overall Satisfaction by Satisfaction with Your Opportunity for Input on Construction Projects**



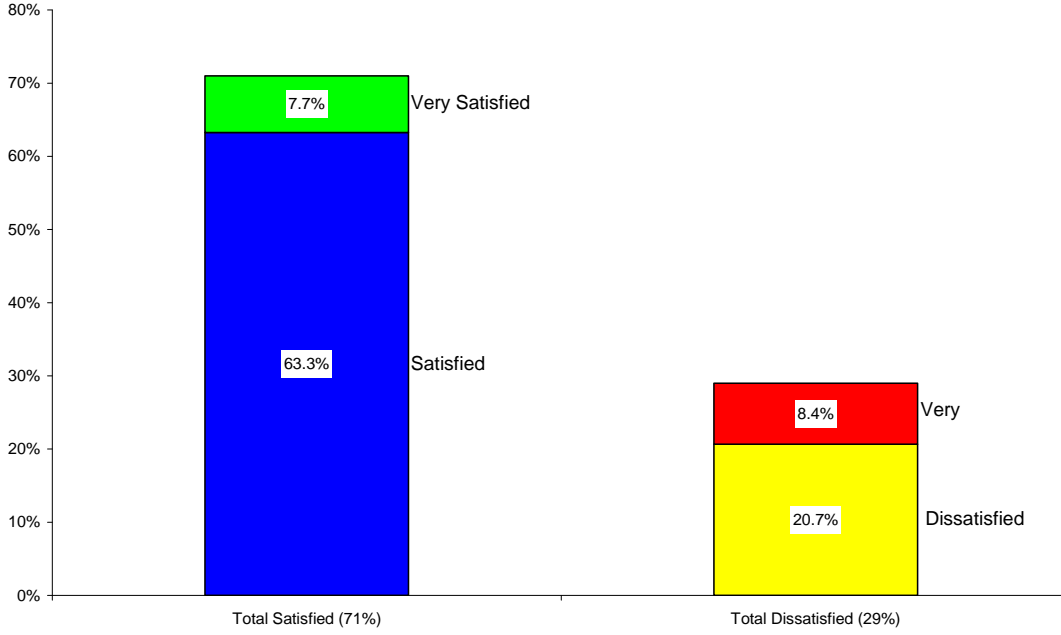
**Question 4g: Satisfaction with How MoDOT Selects Which Projects Get Built**



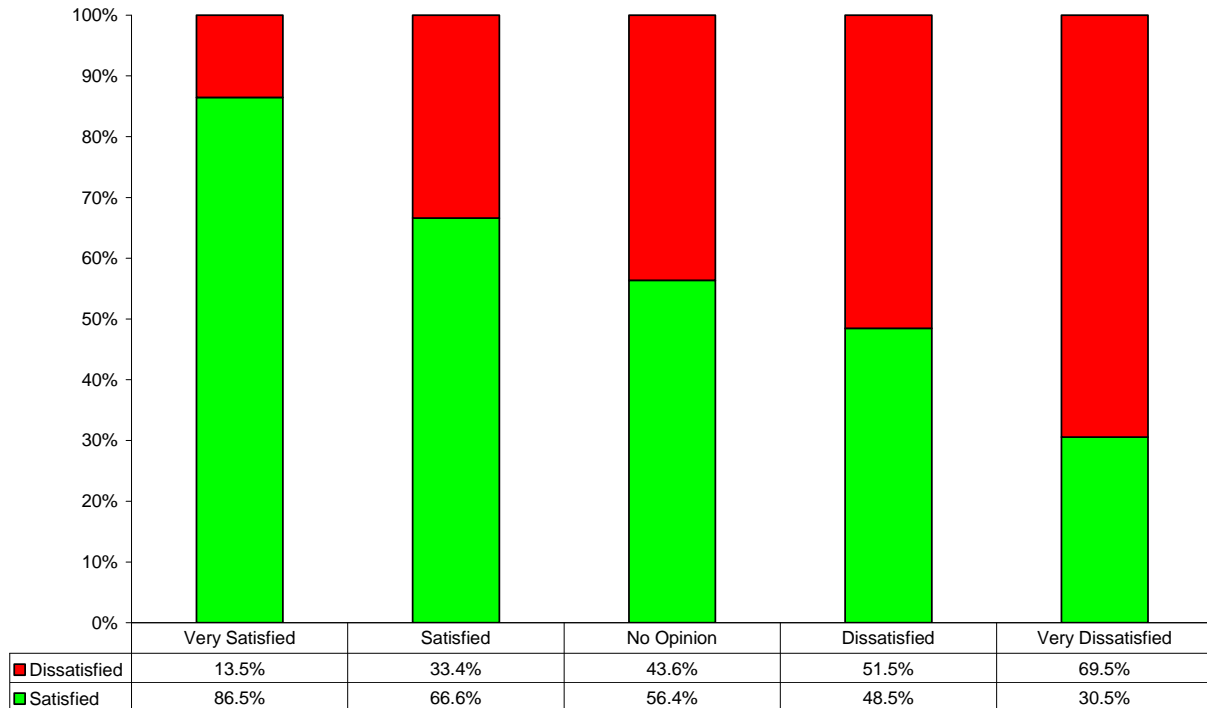
**Overall Satisfaction by Satisfaction with How MoDOT Selects Which Projects Get Built**



**Question 4h: Satisfaction with the Amount of Notice You Receive for Traffic Changes or Road/Bridge Closures**



**Overall Satisfaction by Satisfaction with the Amount of Notice You Receive for Traffic Changes or Road/Bridge Closures**

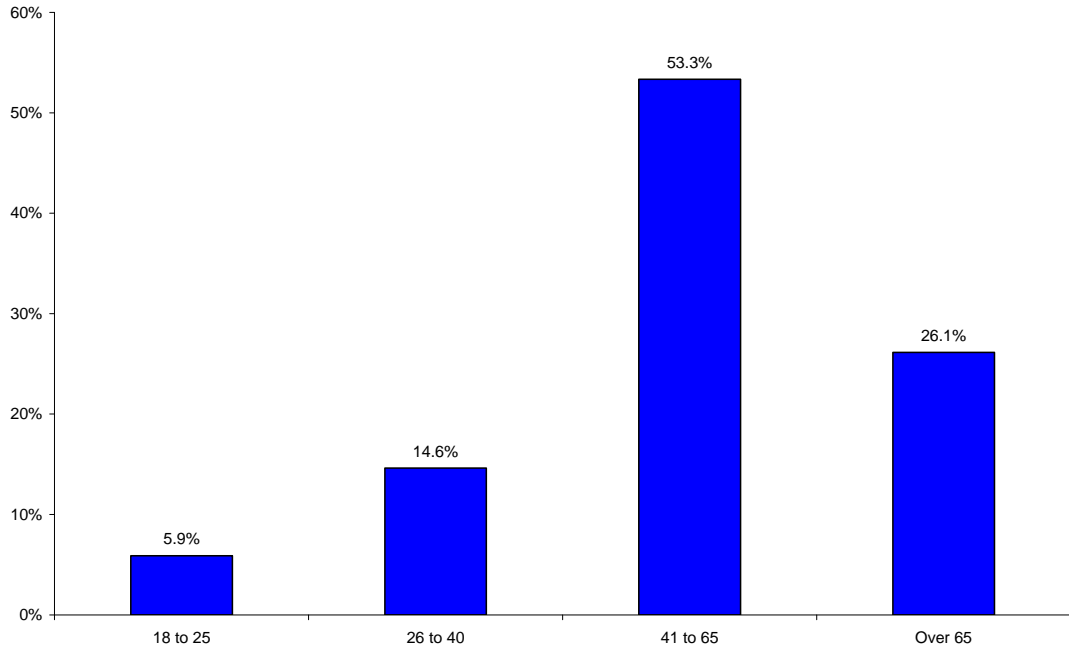




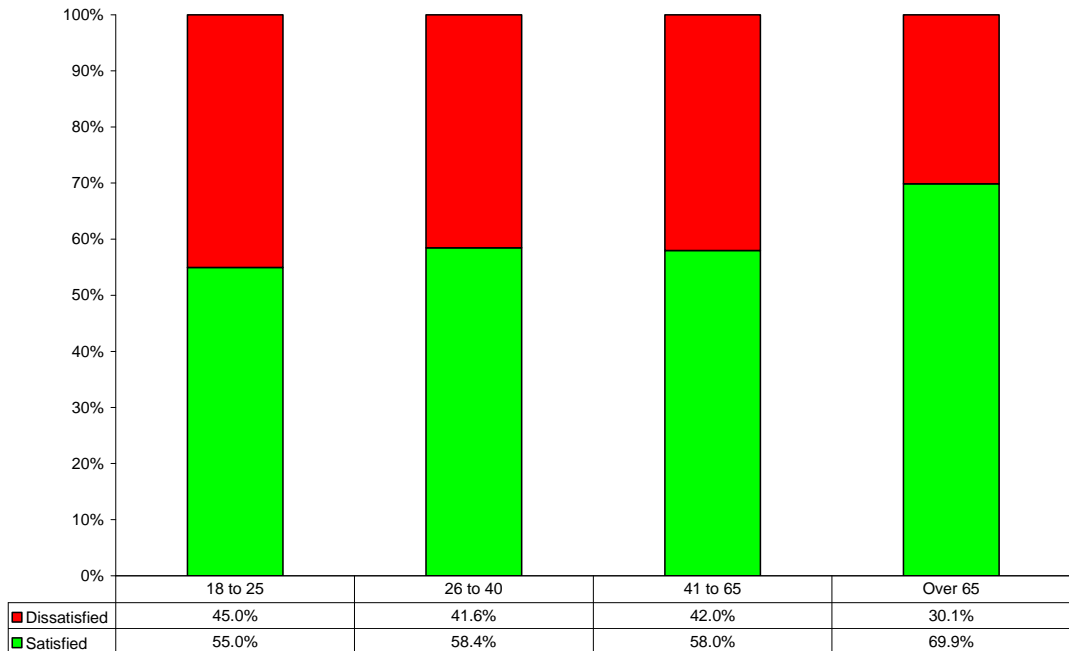
## Age Groups

Respondents represented adults of all ages, with a majority falling between the ages of 41 to 65. The oldest group (Over 65) was more satisfied than the other age groups.

**Distribution of Respondents by Age Group**



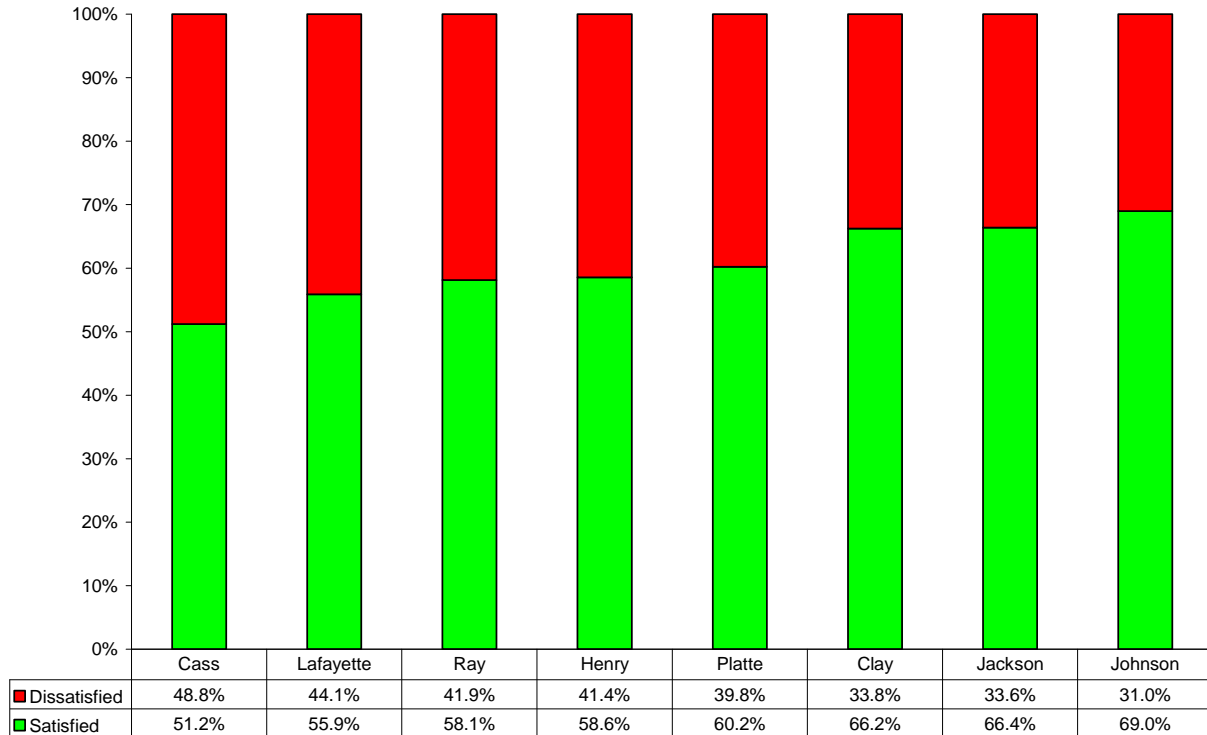
**Overall Satisfaction by Age Groups**



# Geographic Considerations

## By County

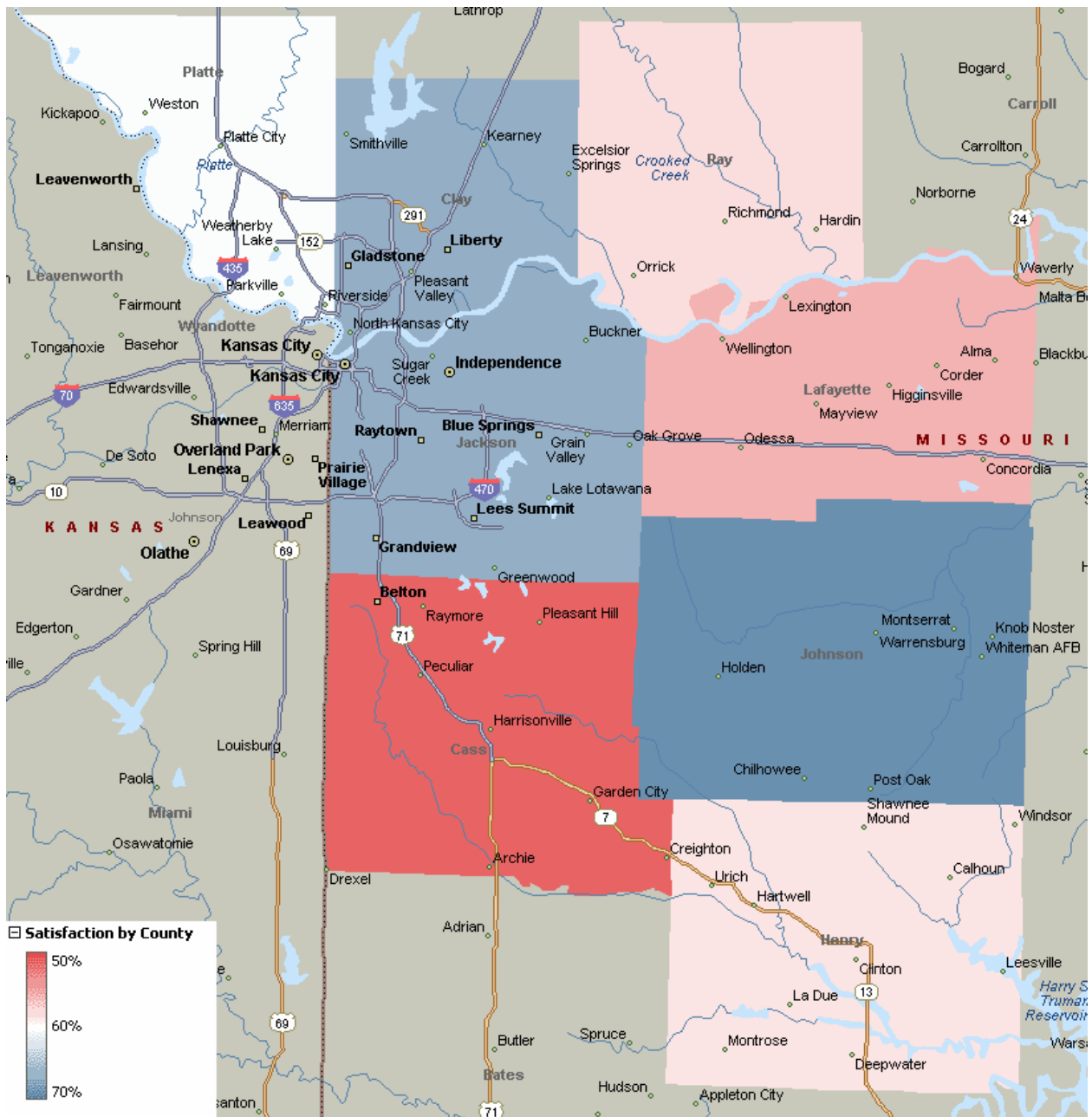
Overall Satisfaction by County



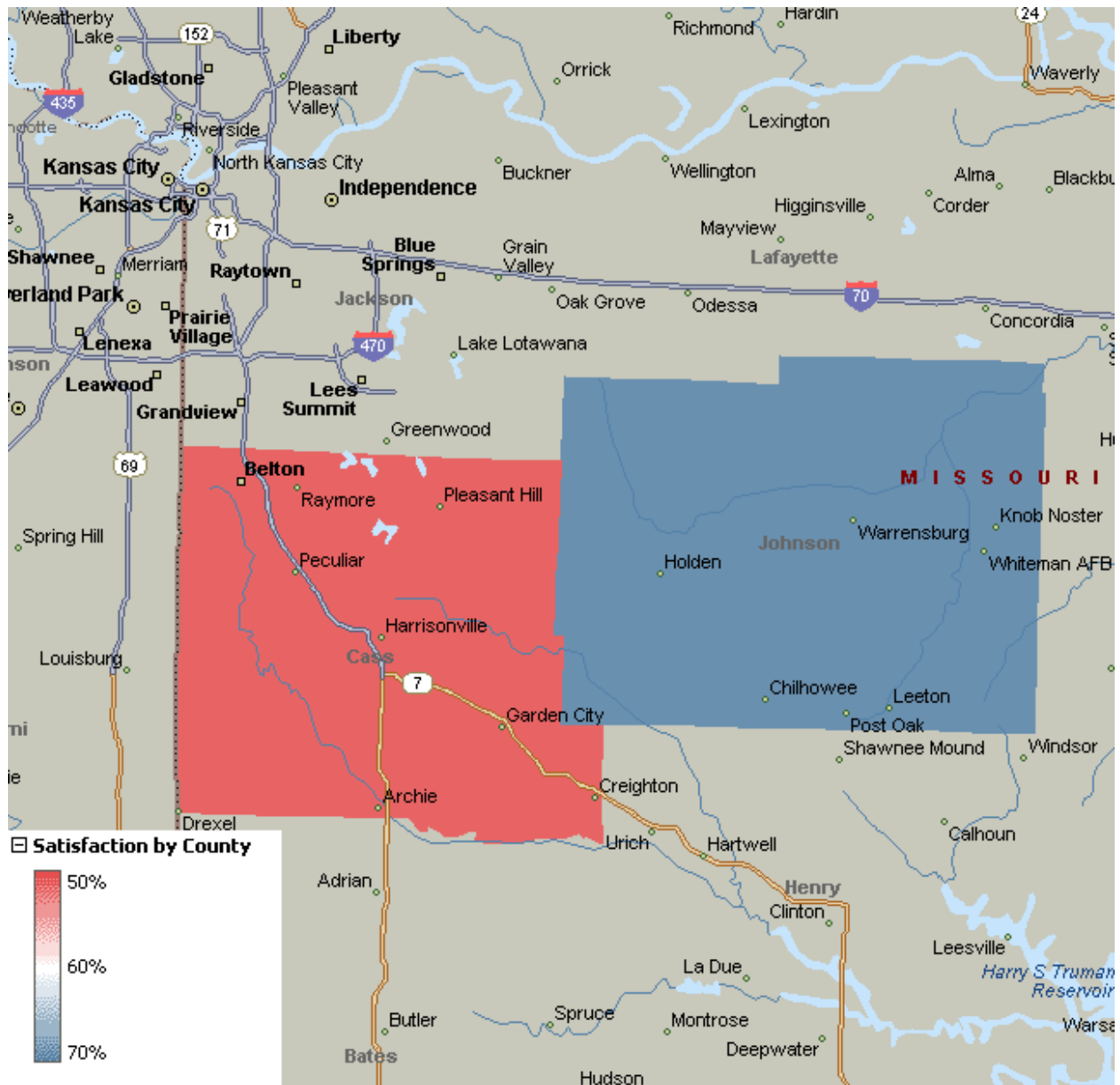
Reviewing the data by county, Cass County scores significantly lower than District Four’s norm and Johnson County scores significantly higher than District Four’s norm. This means that there is at least a 95% chance that something is causing respondents in Cass and Johnson counties to score differently than the other six counties in District Four.

This information is also displayed on the next two pages in a map format. The first graph shows all eight counties. The second graph only shows the two counties that are statistically different from the norm: Cass (low) and Johnson (high).

## Satisfaction by County



### Satisfaction by County – Only Significant Differences from the Mean



## **By Zip Code**

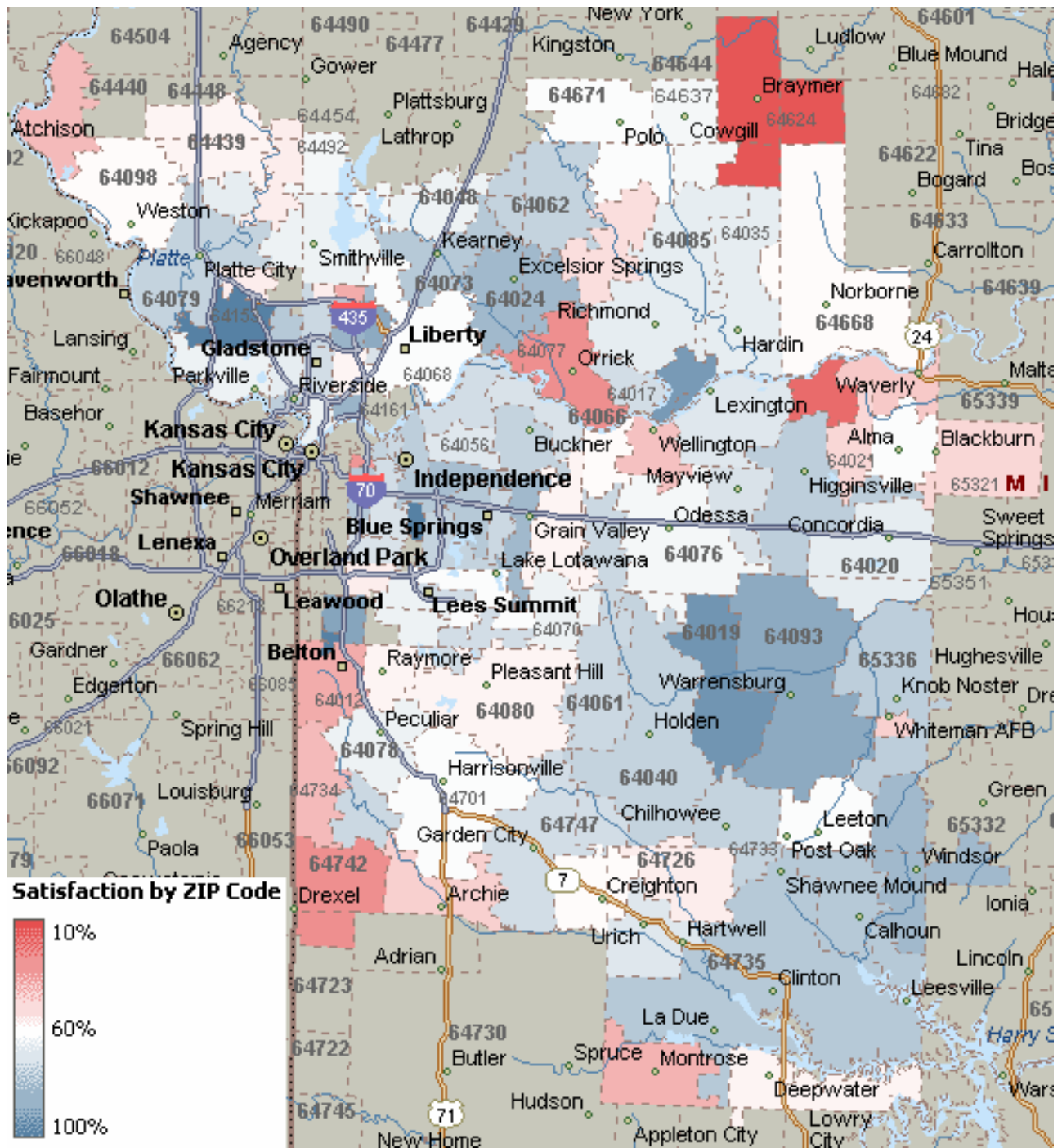
The following table lists the zip codes with statistically lower or higher levels of satisfaction than one would expect. When dealing with statistically small numbers such as ones per category below, the margins of error are much higher. There is at least a 95% chance that there is a reason why those marked “Low” have satisfaction rates lower than the norm for District 4. Likewise, there is probably a good reason why those marked “High” are more satisfied than the District Four norm.

	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Total</b>	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Statistically</b>
64012	29	15	44	65.9%	34.1%	Low
64022	10	2	12	83.3%	16.7%	Low
64077	8	3	11	72.7%	27.3%	Low
64097	14	9	23	60.9%	39.1%	Low
64624	7	1	8	87.5%	12.5%	Low
64734	15	9	24	62.5%	37.5%	Low
64742	20	7	27	74.1%	25.9%	Low
64770	26	15	41	63.4%	36.6%	Low
64019	1	13	14	7.1%	92.9%	High
64024	8	31	39	20.5%	79.5%	High
64093	3	18	21	14.3%	85.7%	High
64153	0	8	8	0.0%	100.0%	High
65360	8	30	38	21.1%	78.9%	High

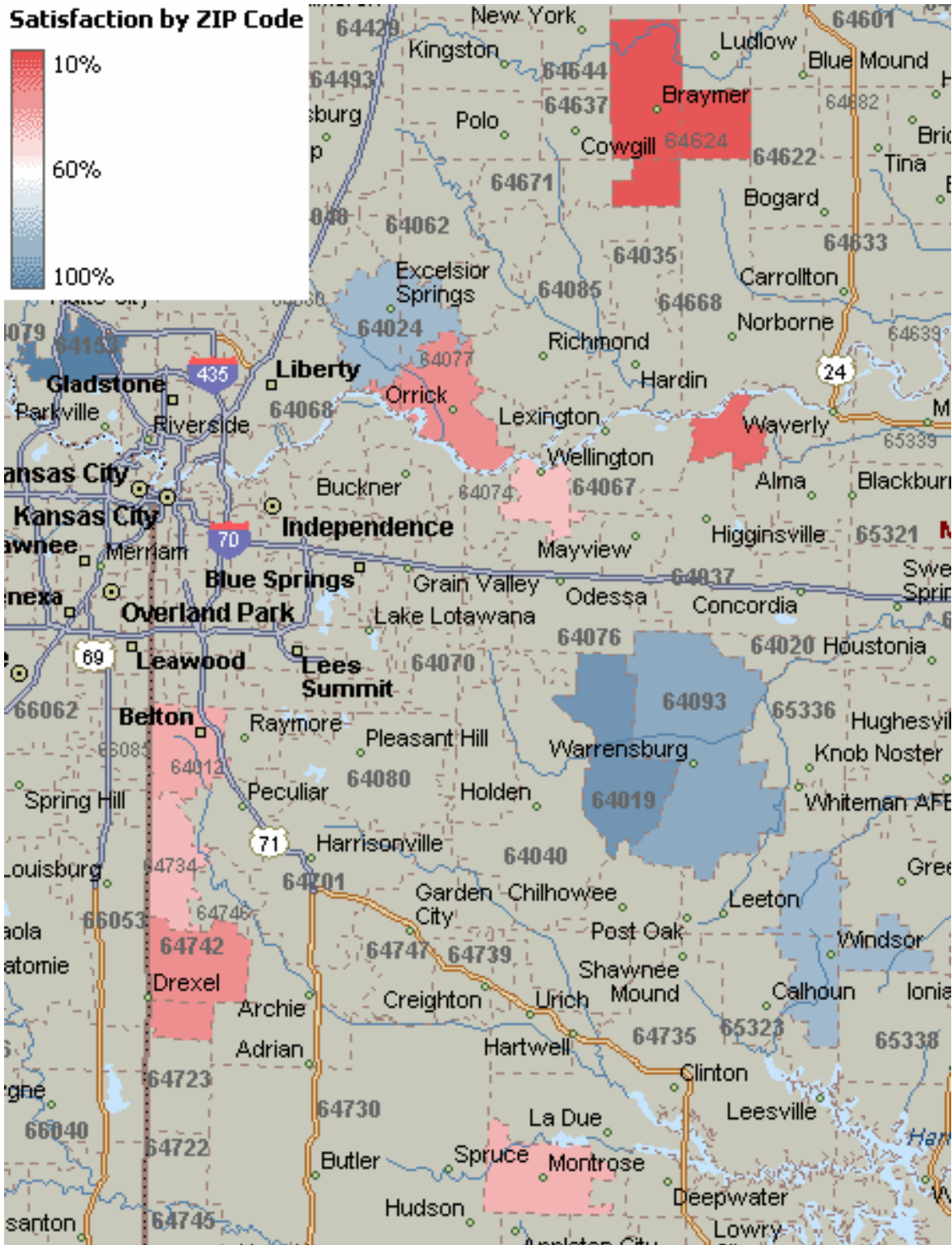
A complete listing of the results for all zip codes is available in Appendix F: Satisfaction by Zip Code starting on page 50.

This information is also displayed on the next two pages in a map format. The first graph shows all zip codes. The second graph only shows the zip codes that are statistically different from the norm. The mapping software fills in an entire zip code, but in the cases where a zip code is partially within District 4 and partially without; only respondents within District 4 were surveyed.

### Satisfaction by Zip Code



### Satisfaction by Zip Code – Only Significant Differences from the Mean



## Regression Analysis

A regression analysis is a statistical tool that helps explain variance. The researcher has to make some causal assumptions and then the tool will help test the impact one or more independent variables may have on a dependent variable. In this case, the dependent variable is the respondent overall satisfaction with the job MoDOT is doing, captured in Question 1. All factors are not suited for regression analysis, but when appropriate, this is a very powerful tool for evaluating potential factors. Three factors measured in this survey explained 30.4% of the variance in respondents' overall satisfaction with MoDOT.

Model Summary

Model	R	R Square	Adjusted R Square
1	.390	.152	.152
2	.504	.254	.254
3	.552	.305	.304
4	.554	.307	.306

Model 1 only considered the respondents' beliefs about how Missouri's roads and bridges compared to those in Kansas. This factor alone explained 15.2% (the adjusted R square) of how satisfied people were with the job MoDOT is doing in District Four. This Kansas Effect was the largest factor measured in the study. In addition to including this factor, Model 2 also included respondents' satisfaction with how MoDOT selects which projects get built. Adding this second factor explains another 10.2% of overall respondent satisfaction with MoDOT. Thus, these two factors explain a total of 25.4% of District Four's satisfaction rating. A third factor, respondent satisfaction with the total time it takes to finish a construction project, explains another 5% of this variance. **In total, these three factors explain 30.4% of the respondents overall satisfaction (or dissatisfaction) with the job MoDOT is doing in District Four.** While there were strong correlations between other factors and respondents overall satisfaction with MoDOT, these others did not have much predictive value. The fourth most significant factor measured by the regression analysis, *the amount of notice you receive for traffic changes or road/bridge closures*, only explained another 0.2% of overall satisfaction with the job MoDOT is doing.



Readers unfamiliar with regression analysis should be careful not to underestimate these findings. This research shows that these three factors have an enormous influence over citizen satisfaction. Assuming most or all of the other districts do not also have a Kansas or other state comparison problem, the Kansas Effect alone could account for much or all of the historical difference between District Four and the other nine districts.

It is important to understand that these findings indicate that almost a third of the respondents' satisfaction with MoDOT do not directly relate to the quality of the work performed by MoDOT. Instead, these findings indicate the citizens are significantly influenced by their impression of how well Missouri's bridges and road compare to those in Kansas, their perception of how MoDOT selects which projects get built, and the total time it takes to finish a work zone.

The regression analysis did not find support that age was a key factor despite the finding that the Over 65 age group was significantly more satisfied than the other age groups. Since we had the actual birthdates of the respondents available for testing, we analyzed this by both actual age and by age group. Neither method indicated that age was a key factor.

The regression analysis also did not find support for the theory that the respondent's belief about which roads for which MoDOT is responsible affects respondents' satisfaction with MoDOT. However, this theory was difficult to test with a regression analysis and based upon the actual data, it appears that this may also be a factor.

## **Recommendations**

### ***Overall***

As resources are available, the follow recommendations are made in order of priority and expected impact. First and foremost, the Kansas Effect is a significant issue that District Four will need to address. The majority of citizens in District Four believe that Kansas bridges and roads are better than those in Missouri and this influences their satisfaction with MoDOT. If MoDOT wishes to raise citizen satisfaction with MoDOT, they will need to either persuade people that Missouri roads and bridges are equal or superior to those in Kansas or otherwise make Missourians happy even if they perceive their roads to be of lower quality to those in Kansas (for example, if it turned out that Missourians paid much less for their highway infrastructure, that might compensate for the perceived quality gap).

Secondly, MoDOT should address the dissatisfaction with how MoDOT selects which projects get built. Going back to the focus group data, most citizens were completely unaware that MoDOT requested input on these decision from the general public. Publicizing the process may have a positive impact even if most of the general public does not participate – knowing they have the option to participate should make a difference.

Third, and perhaps most difficult, reducing the total time it takes to finish a construction project should increase customer satisfaction with MoDOT. Publicizing steps that MoDOT is taking to reduce construction time should also help and may help as much or more than reducing the construction time itself.

Finally, MoDOT should consider ways of differentiating the roads that it maintains from those maintained by other organizations. While this was not supported (nor easily tested) by the regression analysis, the data was consistent with the theory that MoDOT is being blamed for poor roads in Missouri that are not under their control. For example, if the mile marker signs on MoDOT maintained highways also had the MoDOT logo on them, the public could be educated to look for these indicators and start better understanding which roads are maintained by MoDOT.

## ***Geographic***

The citizens of some areas were significantly more (or less) satisfied than those in other areas within District 4. These areas have been pointed out by both county and by zip code. The zip code analysis will probably be the most useful. MoDOT employees in these areas should be asked for their insights as to why these areas are outside the norm. MoDOT may already be familiar with the reasons why these locations are exceptional, but the low scoring areas are definite areas of potential improvement while the high scoring areas may provide lessons that could be applied throughout the district.

# Appendix A: Copy of Survey



HEARTLAND  
MARKET RESEARCH LLC

## Customer Survey about MoDOT

Please complete and return this survey

### MARKING INSTRUCTIONS

- Use pencil or a blue or black ink pen.
- Do not use pens with ink that soaks through the paper.
- **Make solid marks that fill the response completely.**
- Make no stray marks on this form.

CORRECT: ● INCORRECT: ✗ ⊗ ⊖ ⊙

1. How satisfied are you with the job that the Missouri Department of Transportation (MoDOT) is doing? Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with MoDOT?

- very satisfied    somewhat satisfied    somewhat dissatisfied    very dissatisfied    no opinion

2. For what roads do you think MoDOT is responsible? Please answer what you believe to be true.

- I am not sure  
 All roads in Missouri  
 All interstate, major highway, and minor highway roads in Missouri  
 All interstate and major highway roads in Missouri  
 All interstate roads in Missouri

3. How do you think Missouri's roads and bridges compare with those in Kansas? Would you say Missouri's roads and bridges are much better, somewhat better, the same, somewhat worse, or much worse than the roads and bridges in Kansas?

- I am not that familiar with Kansas    much better    somewhat better    much worse  
 somewhat worse    the same    no opinion

4. Please tell us how satisfied you are with how MoDOT handles the following parts of road and bridge construction projects. For each part, would you say you are very satisfied, satisfied, dissatisfied, or very dissatisfied with MoDOT?

How satisfied are you with...	very satisfied	satisfied	dissatisfied	very dissatisfied	no opinion
the total time it takes to finish a construction project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
how safe you feel while riding through a work zone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the availability of alternative routes around construction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the project coordination with other construction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the amount of time you spend waiting in the work zone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
your opportunity for input on construction projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
how MoDOT selects which projects get built	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the amount of notice you receive for traffic changes or road/bridge closures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. We are interested in this information so MoDOT will know how to better communicate with you. How often do you usually read, watch, and/or listen to the following? Pick the option that fits best.

	Daily	Weekly	Monthly	Less Than Monthly	Never
local television news	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
national television news	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
radio news	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
local newspaper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
national	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
news from the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MoDOT's web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

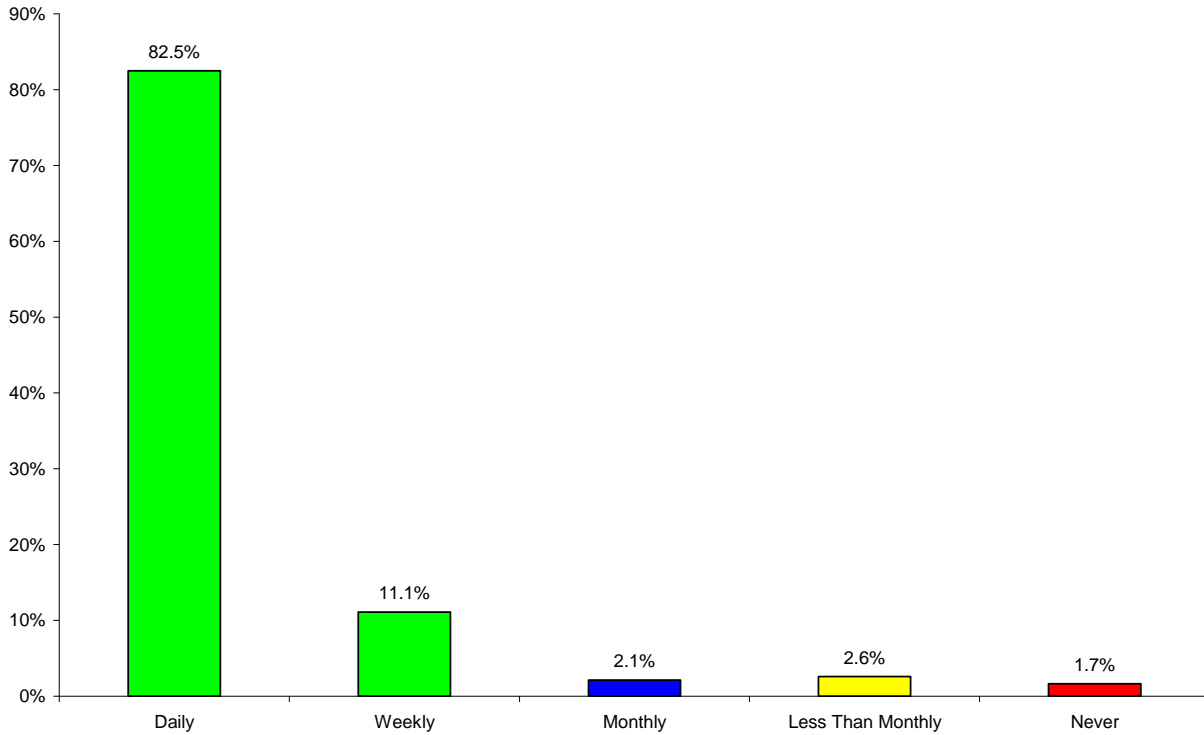


## Appendix B: Communication Questions

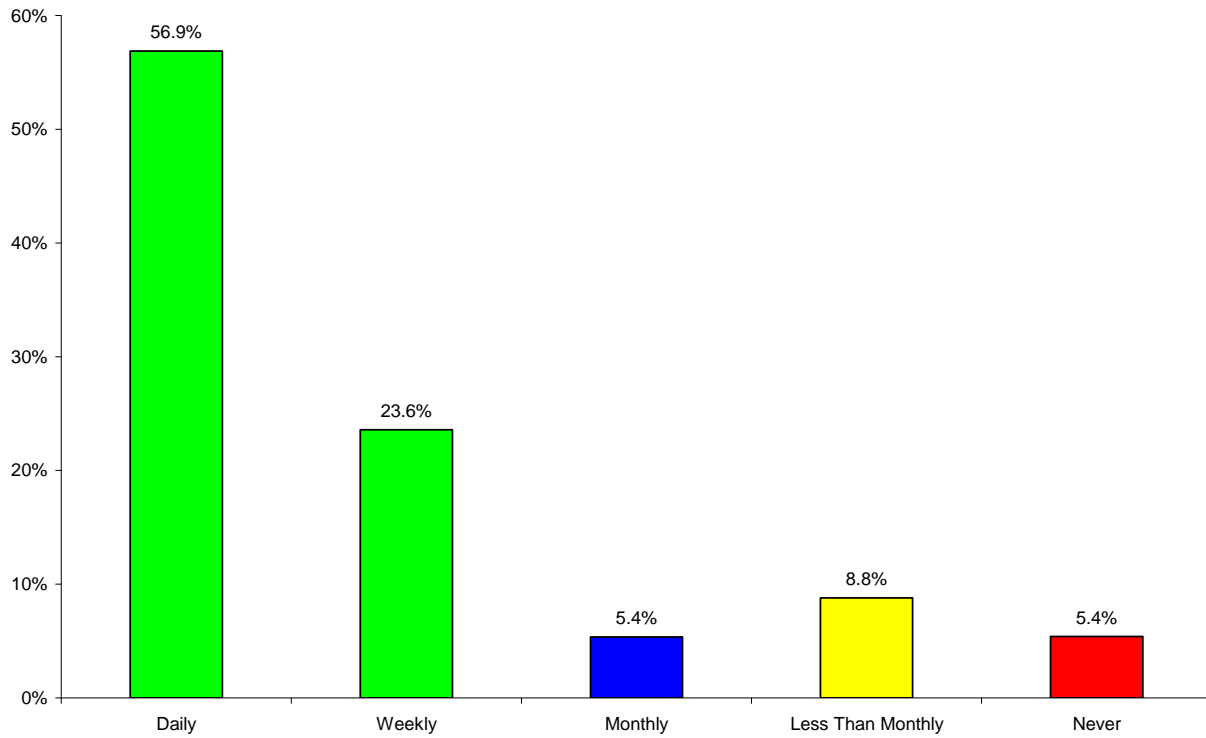
MoDOT was also interested in learning how they might better communicate with their citizens. Therefore, respondents were also asked about their news gathering habits.

### Q5. How often do you usually read, watch, and/or listen to the following?

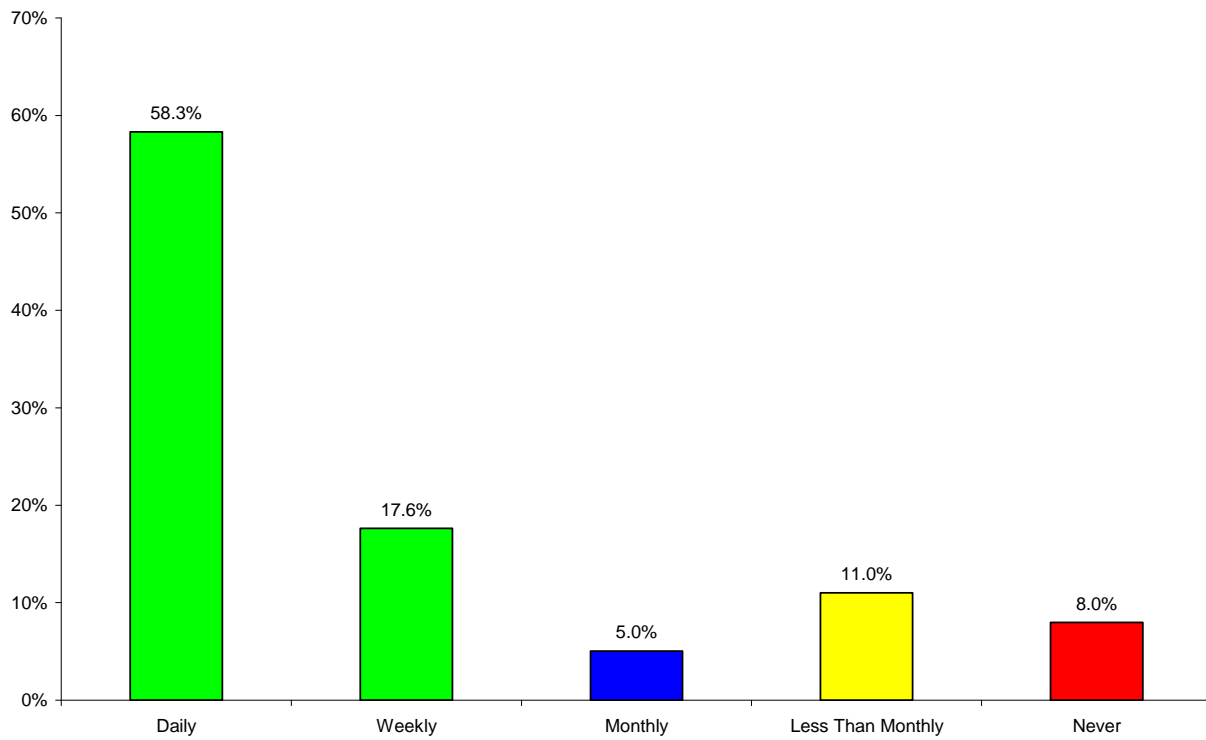
Q5a: How Often Do You Usually Watch Local Television News?



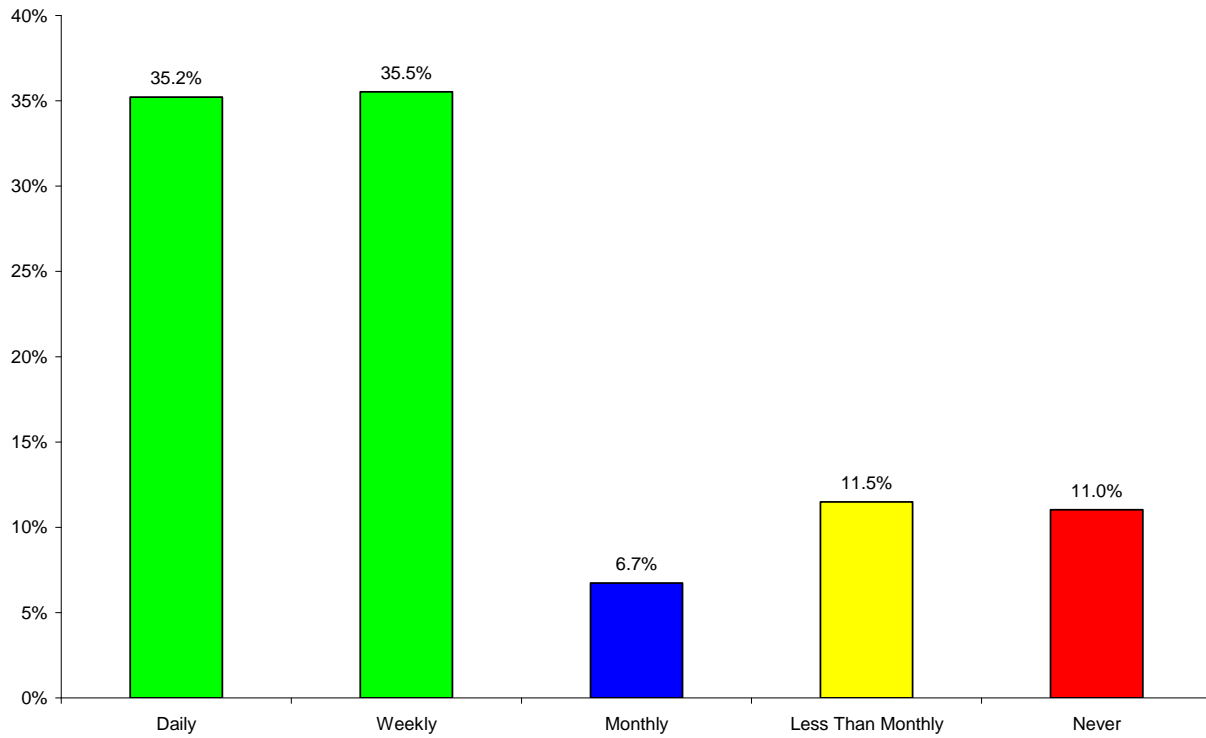
**Q5b: How Often Do You Usually Watch National Television News?**



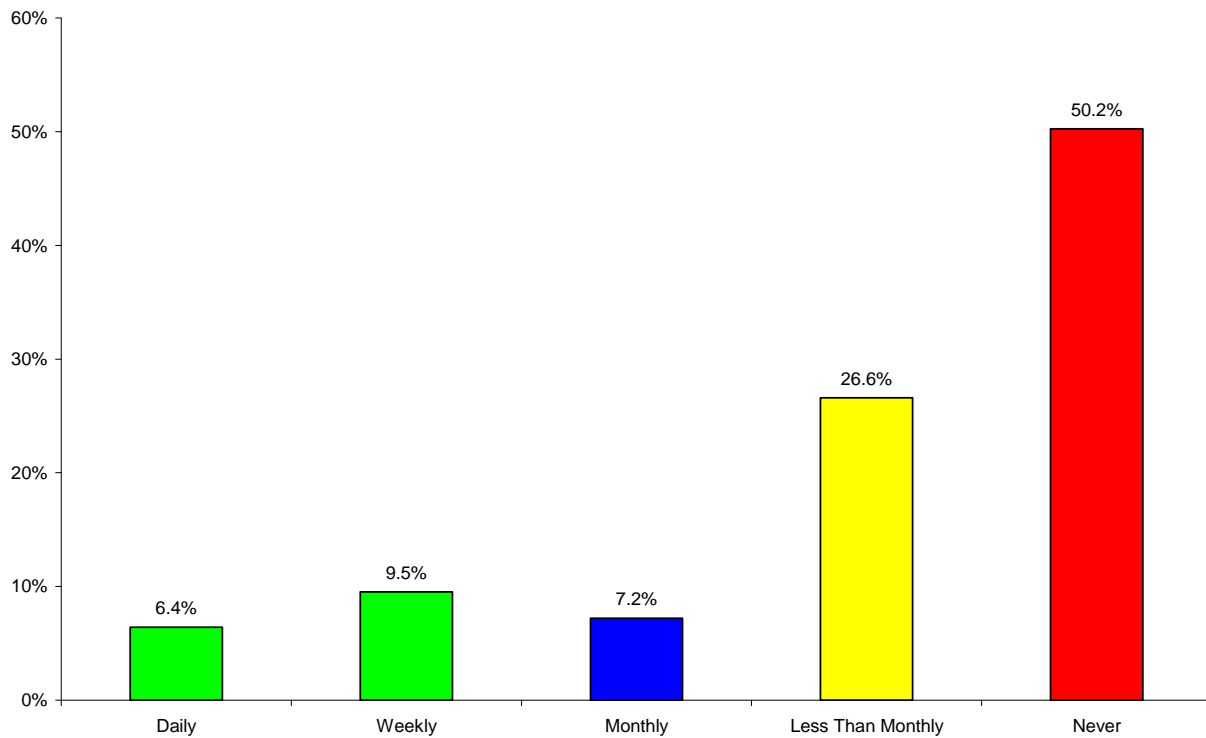
**Q5c: How Often Do You Usually Listen to Radio News?**



**Q5d: How Often Do You Usually Read a Local Newspaper?**

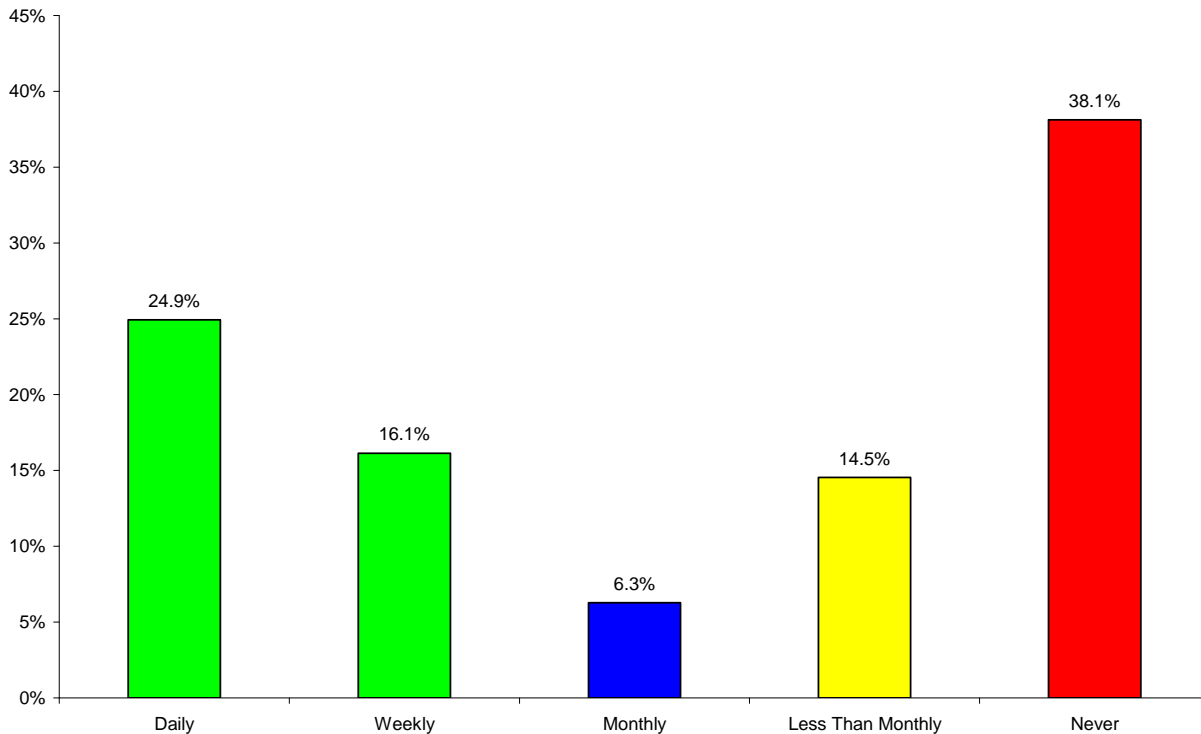


**Q5e: How Often Do You Usually Read a National Newspaper?**

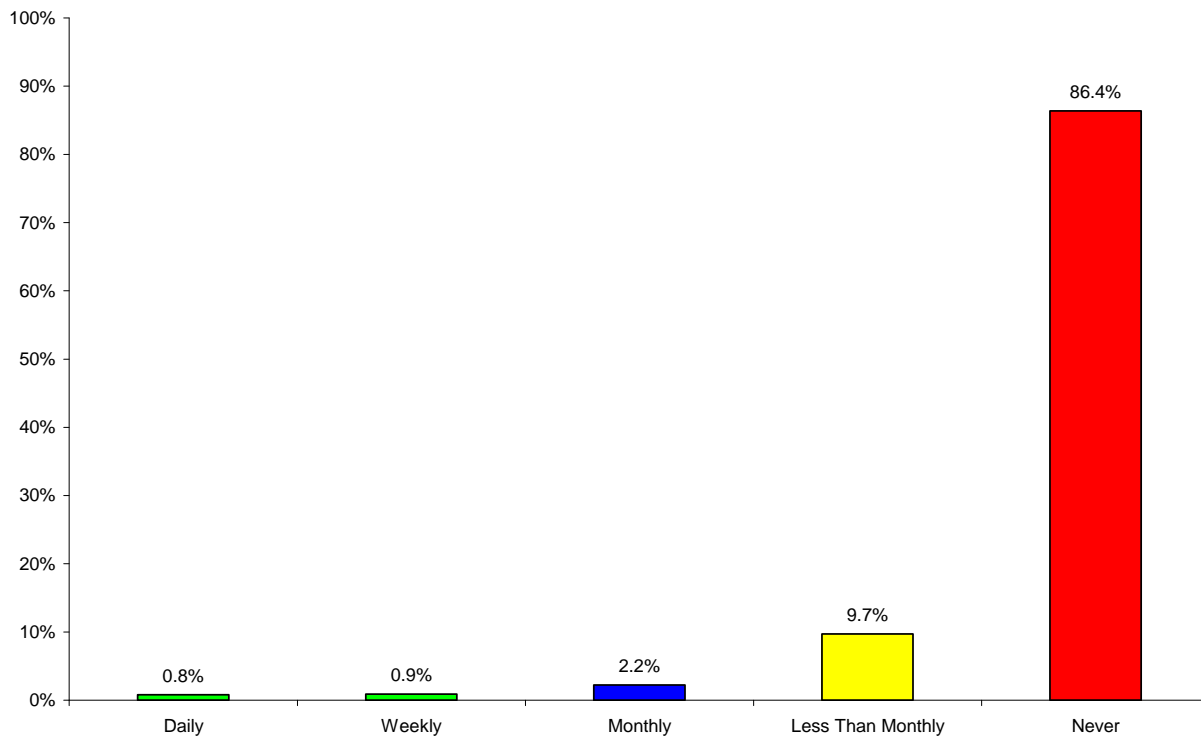




**Q5f: How Often Do You Usually Read News from the Internet?**



**Q5g: How Often Do You Usually Visit MoDOT's Web Site?**



## ***Appendix C: Respondent Comments***

Respondents were also given the opportunity to provide comments to MoDOT. They were specifically asked: *What could MoDOT do to make you more satisfied with the job that they are doing?*

The actual comments have been scanned so readers may see exactly what the respondents wrote, and sometimes drew. However, including these comments in this report, even as an appendix, did not prove feasible as these comments added hundreds of pages to the report. Instead a supplement, *Respondent Comments about Improving Satisfaction with MoDOT in District Four* has been provided along with this report.

## Appendix D: Summary of Mailing List

<b>ZIP Code</b>	<b>City</b>	<b>County</b>	<b>Percent of ZIP Code Addresses in County</b>	<b>Surveyed</b>	<b>Responses</b>	<b>Gross Response Rate</b>
64001	Alma	Lafayette	100.0%	150	33	22.0%
64011	Bates City	Johnson	7.9%	150	29	19.3%
64011	Bates City	Lafayette	91.6%	150	21	14.0%
64012	Belton	Cass	100.0%	150	17	11.3%
64012	Village Of Loch Lloyd	Cass	100.0%	150	30	20.0%
64014	Blue Springs	Jackson	100.0%	150	23	15.3%
64015	Blue Springs	Jackson	100.0%	150	12	8.0%
64015	Lake Tapawingo	Jackson	100.0%	150	18	12.0%
64016	Buckner	Jackson	100.0%	150	22	14.7%
64017	Camden	Ray	100.0%	150	25	16.7%
64018	Camden Point	Platte	100.0%	150	19	12.7%
64019	Centerview	Johnson	100.0%	150	14	9.3%
64020	Concordia	Johnson	7.5%	150	29	19.3%
64020	Concordia	Lafayette	91.2%	150	30	20.0%
64021	Corder	Lafayette	100.0%	150	30	20.0%
64022	Dover	Lafayette	100.0%	134	12	9.0%
64024	Excelsior Springs	Clay	73.3%	150	22	14.7%
64024	Excelsior Springs	Ray	26.6%	150	20	13.3%
64029	Grain Valley	Jackson	100.0%	150	15	10.0%
64030	Grandview	Jackson	100.0%	150	9	6.0%
64034	Lake Winnebago	Cass	100.0%	150	32	21.3%

<b>ZIP Code</b>	<b>City</b>	<b>County</b>	<b>Percent of ZIP Code Addresses in County</b>	<b>Surveyed</b>	<b>Responses</b>	<b>Gross Response Rate</b>
64034	Greenwood	Cass	7.9%	62	6	9.7%
64034	Greenwood	Jackson	92.2%	150	18	12.0%
64035	Hardin	Ray	95.3%	150	22	14.7%
64036	Henrietta	Ray	100.0%	150	12	8.0%
64037	Higginsville	Lafayette	99.5%	150	26	17.3%
64040	Holden	Johnson	100.0%	150	20	13.3%
64048	Holt	Clay	99.9%	150	22	14.7%
64050	Independence	Jackson	100.0%	150	14	9.3%
64050	Sugar Creek	Jackson	100.0%	150	13	8.7%
64052	Independence	Jackson	100.0%	150	17	11.3%
64053	Independence	Jackson	100.0%	150	20	13.3%
64053	Sugar Creek	Jackson	100.0%	100	7	7.0%
64054	Independence	Jackson	100.0%	150	12	8.0%
64054	Sugar Creek	Jackson	100.0%	150	22	14.7%
64055	Independence	Jackson	100.0%	150	25	16.7%
64056	Independence	Jackson	100.0%	150	16	10.7%
64057	Independence	Jackson	100.0%	150	15	10.0%
64058	Independence	Jackson	100.0%	150	12	8.0%
64060	Kearney	Clay	100.0%	150	22	14.7%
64061	Kingsville	Johnson	97.6%	150	18	12.0%
64062	Lawson	Clay	17.5%	150	18	12.0%
64062	Lawson	Ray	66.4%	150	13	8.7%
64063	Lees Summit	Jackson	100.0%	150	17	11.3%
64064	Lees Summit	Jackson	100.0%	150	21	14.0%

<b>ZIP Code</b>	<b>City</b>	<b>County</b>	<b>Percent of ZIP Code Addresses in County</b>	<b>Surveyed</b>	<b>Responses</b>	<b>Gross Response Rate</b>
64066	Levasy	Jackson	100.0%	94	13	13.8%
64067	Lexington	Lafayette	100.0%	150	30	20.0%
64068	Liberty	Clay	100.0%	150	19	12.7%
64070	Lone Jack	Jackson	96.7%	150	21	14.0%
64070	Lone Jack	Johnson	3.3%	150	27	18.0%
64071	Mayview	Lafayette	100.0%	150	27	18.0%
64072	Missouri City	Clay	100.0%	144	16	11.1%
64073	Mosby	Clay	100.0%	59	1	1.7%
64074	Napoleon	Lafayette	100.0%	150	25	16.7%
64075	Oak Grove	Jackson	93.5%	150	24	16.0%
64075	Oak Grove	Lafayette	6.6%	150	41	27.3%
64076	Odessa	Johnson	1.6%	150	17	11.3%
64076	Odessa	Lafayette	98.4%	150	25	16.7%
64077	Orrick	Ray	75.9%	150	12	8.0%
64078	Peculiar	Cass	100.0%	150	29	19.3%
64079	Platte City	Platte	100.0%	150	23	15.3%
64080	Pleasant Hill	Cass	96.6%	150	26	17.3%
64080	Pleasant Hill	Jackson	3.4%	105	16	15.2%
64081	Lees Summit	Jackson	100.0%	150	23	15.3%
64082	Lees Summit	Cass	10.5%	150	24	16.0%
64082	Lees Summit	Jackson	89.5%	150	14	9.3%
64083	Raymore	Cass	100.0%	150	18	12.0%
64084	Rayville	Ray	100.0%	150	20	13.3%
64085	Richmond	Ray	100.0%	150	18	12.0%

<b>ZIP Code</b>	<b>City</b>	<b>County</b>	<b>Percent of ZIP Code Addresses in County</b>	<b>Surveyed</b>	<b>Responses</b>	<b>Gross Response Rate</b>
64086	Lake Lotawana	Jackson	100.0%	150	17	11.3%
64086	Lees Summit	Jackson	100.0%	150	20	13.3%
64088	Sibley	Jackson	100.0%	150	17	11.3%
64089	Smithville	Clay	98.8%	150	20	13.3%
64089	Smithville	Platte	1.2%	150	27	18.0%
64090	Strasburg	Cass	100.0%	94	10	10.6%
64093	Warrensburg	Johnson	100.0%	150	21	14.0%
64096	Waverly	Lafayette	99.0%	150	22	14.7%
64097	Wellington	Lafayette	100.0%	150	25	16.7%
64098	Weston	Platte	100.0%	150	27	18.0%
64116	Kansas City	Clay	100.0%	150	11	7.3%
64116	North Kansas City	Clay	100.0%	150	18	12.0%
64116	Gladstone	Clay	100.0%	42	5	11.9%
64117	Kansas City	Clay	100.0%	150	11	7.3%
64118	Gladstone	Clay	100.0%	150	13	8.7%
64118	Kansas City	Clay	100.0%	150	10	6.7%
64119	Gladstone	Clay	100.0%	150	16	10.7%
64119	Kansas City	Clay	100.0%	150	12	8.0%
64126	Kansas City	Jackson	100.0%	150	9	6.0%
64133	Raytown	Jackson	100.0%	150	18	12.0%
64138	Raytown	Jackson	100.0%	150	16	10.7%
64147	Kansas City	Cass	11.4%	103	3	2.9%
64150	Riverside	Platte	100.0%	150	18	12.0%
64151	Houston Lake	Platte	100.0%	150	18	12.0%

<b>ZIP Code</b>	<b>City</b>	<b>County</b>	<b>Percent of ZIP Code Addresses in County</b>	<b>Surveyed</b>	<b>Responses</b>	<b>Gross Response Rate</b>
64151	Kansas City	Platte	100.0%	150	11	7.3%
64151	Lake Waukomis	Platte	100.0%	150	17	11.3%
64151	Platte Woods	Platte	100.0%	150	20	13.3%
64152	Parkville	Platte	100.0%	150	24	16.0%
64152	Weatherby Lake	Platte	100.0%	150	19	12.7%
64153	Kansas City	Platte	100.0%	150	8	5.3%
64154	Kansas City	Platte	100.0%	150	11	7.3%
64155	Kansas City	Clay	100.0%	150	19	12.7%
64156	Kansas City	Clay	100.0%	150	12	8.0%
64157	Kansas City	Clay	100.0%	150	14	9.3%
64158	Kansas City	Clay	100.0%	150	18	12.0%
64163	Ferrelview	Platte	100.0%	150	10	6.7%
64439	Dearborn	Platte	99.8%	150	24	16.0%
64444	Edgerton	Platte	93.1%	150	28	18.7%
64484	Rushville	Platte	24.2%	150	16	10.7%
64492	Trimble	Clay	0.3%	150	19	12.7%
64624	Braymer	Ray	12.3%	66	9	13.6%
64637	Cowgill	Ray	21.7%	77	24	31.2%
64668	Norborne	Ray	26.2%	150	28	18.7%
64671	Polo	Ray	28.6%	150	18	12.0%
64701	Harrisonville	Cass	100.0%	150	18	12.0%
64725	Archie	Cass	99.8%	150	24	16.0%
64726	Blairstown	Henry	100.0%	150	18	12.0%
64733	Chilhowee	Henry	24.6%	150	29	19.3%

<b>ZIP Code</b>	<b>City</b>	<b>County</b>	<b>Percent of ZIP Code Addresses in County</b>	<b>Surveyed</b>	<b>Responses</b>	<b>Gross Response Rate</b>
64733	Chilhowee	Johnson	70.2%	150	21	14.0%
64734	Cleveland	Cass	100.0%	150	21	14.0%
64734	West Line	Cass	100.0%	39	3	7.7%
64735	Clinton	Henry	94.8%	150	25	16.7%
64739	Creighton	Cass	22.6%	150	28	18.7%
64739	Creighton	Henry	77.4%	132	25	18.9%
64740	Deepwater	Henry	70.8%	150	33	22.0%
64742	Drexel	Cass	87.9%	150	33	22.0%
64743	East Lynne	Cass	100.0%	150	16	10.7%
64746	Freeman	Cass	100.0%	150	21	14.0%
64746	Lake Annette	Cass	100.0%	54	3	5.6%
64747	Garden City	Cass	99.2%	150	21	14.0%
64747	Latour	Cass	unknown	80	3	3.8%
64747	Gunn City	Cass	unknown	77	16	20.8%
64761	Leeton	Henry	7.1%	79	9	11.4%
64761	Leeton	Johnson	92.9%	150	30	20.0%
64770	Montrose	Henry	90.6%	150	43	28.7%
64788	Urich	Henry	82.4%	150	16	10.7%
65305	Whiteman Air Force Base	Johnson	100.0%	150	7	4.7%
65321	Blackburn	Lafayette	39.0%	38	11	28.9%
65323	Calhoun	Henry	99.6%	150	23	15.3%
65327	Emma	Lafayette	100.0%	72	14	19.4%
65336	Knob Noster	Johnson	91.4%	150	24	16.0%
65360	Windsor	Henry	51.4%	150	14	9.3%



ZIP Code	City	County	Percent of ZIP Code Addresses in County	Surveyed	Responses	Gross Response Rate
65360	Windsor	Johnson	9.4%	130	27	20.8%
<b>Special 1:</b>	The following 109 zip codes were a few that were only available via the voter registration records, but not from any commercially available list					
64129	Kansas City (Raytown)	Jackson		18	4	22.2%
64134	Kansas City	Jackson		10	2	20.0%
64136	Kansas City	Jackson		18	1	5.6%
64137	Kansas City	Jackson		11	1	9.1%
64146	Kansas City	Jackson		3	0	0.0%
64161	Kansas City (Birmingham)	Clay		39	0	0.0%
64165	Kansas City	Jackson		10	5	50.0%
64166	Kansas City	Clay		35	4	11.4%
64167	Kansas City	Jackson		54	9	16.7%
<b>Special 2:</b>	The following zip code was not planned - the respondent moved and completed the survey from her new address. Since the respondent had lived in D4 for years, this survey was included in the overall results, but not in the individual results (such as county results).					
65281	Salisbury	Chariton		0	1	n/a
<b>Total:</b>				20,129	2,715	13.5%

## Appendix E: Satisfaction by City

This table is provided for informative purposes and for purposes of completeness. It is expected that in most cases, the zip code list will provide more useful information for decision making since the larger cities consist of multiple zip codes and the smaller cities actually include the rural area around them.

Readers are strongly cautioned to review the last column. When dealing with statistically small numbers such as ones per category below, the margins of error are much higher. Only those indicated in the last column are statistically different that the norm. There is at least a 95% chance that there is a reason why those marked “Low” have satisfaction rates lower than the norm for District 4.

Likewise, there is probably a good reason why those marked “High” are more satisfied than the District Four norm.

City	Dissatisfied	Satisfied	Total	Dissatisfied	Satisfied	Statistically
Alma	13	17	30	43.3%	56.7%	
Archie	13	10	23	56.5%	43.5%	
Bates City	16	34	50	32.0%	68.0%	
Belton	10	6	16	62.5%	37.5%	
Blackburn	6	5	11	54.5%	45.5%	
Blairstown	9	9	18	50.0%	50.0%	
Blue Springs	10	24	34	29.4%	70.6%	
Braymer	7	1	8	87.5%	12.5%	Low
Buckner	6	15	21	28.6%	71.4%	
Calhoun	6	17	23	26.1%	73.9%	
Camden	8	16	24	33.3%	66.7%	
Camden Point	7	11	18	38.9%	61.1%	
Centerview	1	13	14	7.1%	92.9%	High
Chilhowee	13	32	45	28.9%	71.1%	
Cleveland	14	7	21	66.7%	33.3%	Low
Clinton	6	18	24	25.0%	75.0%	

City	Dissatisfied	Satisfied	Total	Dissatisfied	Satisfied	Statistically
Concordia	22	34	56	39.3%	60.7%	
Corder	16	13	29	55.2%	44.8%	
Cowgill	10	14	24	41.7%	58.3%	
Creighton	22	26	48	45.8%	54.2%	
Dearborn	11	12	23	47.8%	52.2%	
Deepwater	15	17	32	46.9%	53.1%	
Dover	10	2	12	83.3%	16.7%	Low
Drexel	20	7	27	74.1%	25.9%	Low
East Lynne	5	11	16	31.3%	68.8%	
Edgerton	14	14	28	50.0%	50.0%	
Emma	6	8	14	42.9%	57.1%	
Excelsior Springs	8	31	39	20.5%	79.5%	High
Ferrelview	5	5	10	50.0%	50.0%	
Freeman	6	14	20	30.0%	70.0%	
Garden City	4	16	20	20.0%	80.0%	
Gladstone	17	16	33	51.5%	48.5%	
Grain Valley	3	12	15	20.0%	80.0%	
Grandview	1	7	8	12.5%	87.5%	
Greenwood	5	17	22	22.7%	77.3%	
Gunn City	2	1	3	66.7%	33.3%	
Hardin	8	13	21	38.1%	61.9%	
Harrisonville	8	10	18	44.4%	55.6%	
Henrietta	1	10	11	9.1%	90.9%	
Higginsville	7	18	25	28.0%	72.0%	
Holden	6	14	20	30.0%	70.0%	
Holt	8	12	20	40.0%	60.0%	
Houston Lake	4	11	15	26.7%	73.3%	
Independence	35	88	123	28.5%	71.5%	High
Kansas City	48	111	159	30.2%	69.8%	High

City	Dissatisfied	Satisfied	Total	Dissatisfied	Satisfied	Statistically
Kearney	5	15	20	25.0%	75.0%	
Kingsville	5	11	16	31.3%	68.8%	
Knob Noster	6	16	22	27.3%	72.7%	
Lake Annette	1	2	3	33.3%	66.7%	
Lake Lotawana	7	10	17	41.2%	58.8%	
Lake Tapawingo	4	12	16	25.0%	75.0%	
Lake Waukomis	4	13	17	23.5%	76.5%	
Lake Winnebago	13	18	31	41.9%	58.1%	
Latour	7	9	16	43.8%	56.3%	
Lawson	9	22	31	29.0%	71.0%	
Lee's Summit	32	59	91	35.2%	64.8%	
Lees Summit	11	10	21	52.4%	47.6%	
Leeton	17	21	38	44.7%	55.3%	
Levasy	3	9	12	25.0%	75.0%	
Lexington	10	17	27	37.0%	63.0%	
Liberty	8	10	18	44.4%	55.6%	
Lone Jack	19	29	48	39.6%	60.4%	
Mayview	9	17	26	34.6%	65.4%	
Missouri City	5	9	14	35.7%	64.3%	
Montrose	26	15	41	63.4%	36.6%	Low
Mosby	0	1	1	0.0%	100.0%	
Napoleon	11	13	24	45.8%	54.2%	
Norborne	13	15	28	46.4%	53.6%	
North Kansas City	7	11	18	38.9%	61.1%	
Oak Grove	28	31	59	47.5%	52.5%	
Odessa	16	22	38	42.1%	57.9%	
Orrick	8	3	11	72.7%	27.3%	Low
Parkville	7	15	22	31.8%	68.2%	
Peculiar	11	16	27	40.7%	59.3%	

City	Dissatisfied	Satisfied	Total	Dissatisfied	Satisfied	Statistically
Platte City	6	15	21	28.6%	71.4%	
Platte Woods	10	10	20	50.0%	50.0%	
Pleasant Hill	18	19	37	48.6%	51.4%	
Polo	8	10	18	44.4%	55.6%	
Raymore	8	9	17	47.1%	52.9%	
Raytown	11	20	31	35.5%	64.5%	
Rayville	10	9	19	52.6%	47.4%	
Richmond	7	11	18	38.9%	61.1%	
Riverside	5	13	18	27.8%	72.2%	
Rushville	10	6	16	62.5%	37.5%	
Salisbury	0	1	1	0.0%	100.0%	
Sibley	6	11	17	35.3%	64.7%	
Smithville	17	26	43	39.5%	60.5%	
Strasburg	5	5	10	50.0%	50.0%	
Sugar Creek	13	26	39	33.3%	66.7%	
Trimble	8	11	19	42.1%	57.9%	
Urich	6	10	16	37.5%	62.5%	
Village of Loch Lloyd	19	9	28	67.9%	32.1%	Low
Warrensburg	3	18	21	14.3%	85.7%	High
Waverly	11	8	19	57.9%	42.1%	
Weatherby Lake	9	9	18	50.0%	50.0%	
Wellington	14	9	23	60.9%	39.1%	Low
West Line	1	2	3	33.3%	66.7%	
Weston	12	14	26	46.2%	53.8%	
Whiteman Air Force Base	4	3	7	57.1%	42.9%	
Windsor	8	30	38	21.1%	78.9%	High

## Appendix F: Satisfaction by Zip Code

This table is provided for informative purposes. However, readers are strongly cautioned to review the last column. When dealing with statistically small numbers such as ones per category below, the margins of error are much higher. Only those indicated in the last column are statistically different that the norm. There is at least a 95% chance that there is a reason why those marked “Low” have satisfaction rates lower than the norm for District 4. Likewise, there is probably a good reason why those marked “High” are more satisfied than the District Four norm.

	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Total</b>	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Statistically</b>
64001	13	17	30	43.3%	56.7%	
64011	16	34	50	32.0%	68.0%	
64012	29	15	44	65.9%	34.1%	Low
64014	7	15	22	31.8%	68.2%	
64015	7	21	28	25.0%	75.0%	
64016	6	15	21	28.6%	71.4%	
64017	8	16	24	33.3%	66.7%	
64018	7	11	18	38.9%	61.1%	
64019	1	13	14	7.1%	92.9%	High
64020	22	34	56	39.3%	60.7%	
64021	16	13	29	55.2%	44.8%	
64022	10	2	12	83.3%	16.7%	Low
64024	8	31	39	20.5%	79.5%	High
64029	3	12	15	20.0%	80.0%	
64030	1	7	8	12.5%	87.5%	
64034	18	35	53	34.0%	66.0%	
64035	8	13	21	38.1%	61.9%	
64036	1	10	11	9.1%	90.9%	
64037	7	18	25	28.0%	72.0%	
64040	6	14	20	30.0%	70.0%	

	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Total</b>	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Statistically</b>
64048	8	12	20	40.0%	60.0%	
64050	7	18	25	28.0%	72.0%	
64052	5	10	15	33.3%	66.7%	
64053	7	17	24	29.2%	70.8%	
64054	10	22	32	31.3%	68.8%	
64055	6	18	24	25.0%	75.0%	
64056	6	10	16	37.5%	62.5%	
64057	3	11	14	21.4%	78.6%	
64058	4	8	12	33.3%	66.7%	
64060	5	15	20	25.0%	75.0%	
64061	5	11	16	31.3%	68.8%	
64062	9	22	31	29.0%	71.0%	
64063	5	10	15	33.3%	66.7%	
64064	6	14	20	30.0%	70.0%	
64066	3	9	12	25.0%	75.0%	
64067	10	17	27	37.0%	63.0%	
64068	8	10	18	44.4%	55.6%	
64070	19	29	48	39.6%	60.4%	
64071	9	17	26	34.6%	65.4%	
64072	5	9	14	35.7%	64.3%	
64073	0	1	1	0.0%	100.0%	
64074	11	13	24	45.8%	54.2%	
64075	28	31	59	47.5%	52.5%	
64076	16	22	38	42.1%	57.9%	
64077	8	3	11	72.7%	27.3%	Low
64078	11	16	27	40.7%	59.3%	
64079	6	15	21	28.6%	71.4%	
64080	18	19	37	48.6%	51.4%	
64081	9	13	22	40.9%	59.1%	

	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Total</b>	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Statistically</b>
64082	14	21	35	40.0%	60.0%	
64083	8	9	17	47.1%	52.9%	
64084	10	9	19	52.6%	47.4%	
64085	7	11	18	38.9%	61.1%	
64086	16	21	37	43.2%	56.8%	
64088	6	11	17	35.3%	64.7%	
64089	17	26	43	39.5%	60.5%	
64090	5	5	10	50.0%	50.0%	
64093	3	18	21	14.3%	85.7%	High
64096	11	8	19	57.9%	42.1%	
64097	14	9	23	60.9%	39.1%	Low
64098	12	14	26	46.2%	53.8%	
64116	14	20	34	41.2%	58.8%	
64117	2	9	11	18.2%	81.8%	
64118	7	14	21	33.3%	66.7%	
64119	13	14	27	48.1%	51.9%	
64126	5	2	7	71.4%	28.6%	
64129	1	3	4	25.0%	75.0%	
64133	6	11	17	35.3%	64.7%	
64134	1	1	2	50.0%	50.0%	
64136	0	1	1	0.0%	100.0%	
64138	5	9	14	35.7%	64.3%	
64147	0	2	2	0.0%	100.0%	
64150	5	13	18	27.8%	72.2%	
64151	23	38	61	37.7%	62.3%	
64152	16	24	40	40.0%	60.0%	
64153	0	8	8	0.0%	100.0%	High
64154	2	6	8	25.0%	75.0%	
64155	6	13	19	31.6%	68.4%	



	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Total</b>	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Statistically</b>
64156	2	9	11	18.2%	81.8%	
64157	2	11	13	15.4%	84.6%	
64158	6	11	17	35.3%	64.7%	
64163	5	5	10	50.0%	50.0%	
64165	2	2	4	50.0%	50.0%	
64166	2	1	3	66.7%	33.3%	
64167	2	7	9	22.2%	77.8%	
64439	11	12	23	47.8%	52.2%	
64444	14	14	28	50.0%	50.0%	
64484	10	6	16	62.5%	37.5%	
64492	8	11	19	42.1%	57.9%	
64624	7	1	8	87.5%	12.5%	Low
64637	10	14	24	41.7%	58.3%	
64668	13	15	28	46.4%	53.6%	
64671	8	10	18	44.4%	55.6%	
64701	8	10	18	44.4%	55.6%	
64725	13	10	23	56.5%	43.5%	
64726	9	9	18	50.0%	50.0%	
64733	13	32	45	28.9%	71.1%	
64734	15	9	24	62.5%	37.5%	Low
64735	6	18	24	25.0%	75.0%	
64739	22	26	48	45.8%	54.2%	
64740	15	17	32	46.9%	53.1%	
64742	20	7	27	74.1%	25.9%	Low
64743	5	11	16	31.3%	68.8%	
64746	7	16	23	30.4%	69.6%	
64747	13	26	39	33.3%	66.7%	
64761	17	21	38	44.7%	55.3%	
64770	26	15	41	63.4%	36.6%	Low

	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Total</b>	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Statistically</b>
64788	6	10	16	37.5%	62.5%	
65305	4	3	7	57.1%	42.9%	
65321	6	5	11	54.5%	45.5%	
65323	6	17	23	26.1%	73.9%	
65327	6	8	14	42.9%	57.1%	
65336	6	16	22	27.3%	72.7%	
65360	8	30	38	21.1%	78.9%	High



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