

2010 MoDOT kcICON Survey

Final Report

Prepared for

*The Missouri Department of
Transportation*



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February 2010

FINAL REPORT

TRyy015

2010 MoDOT kcICON Survey

Prepared for the
Missouri Department of Transportation
Organizational Results

By

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725 West Frontier Circle
Olathe, Kansas 66061

February 2010

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

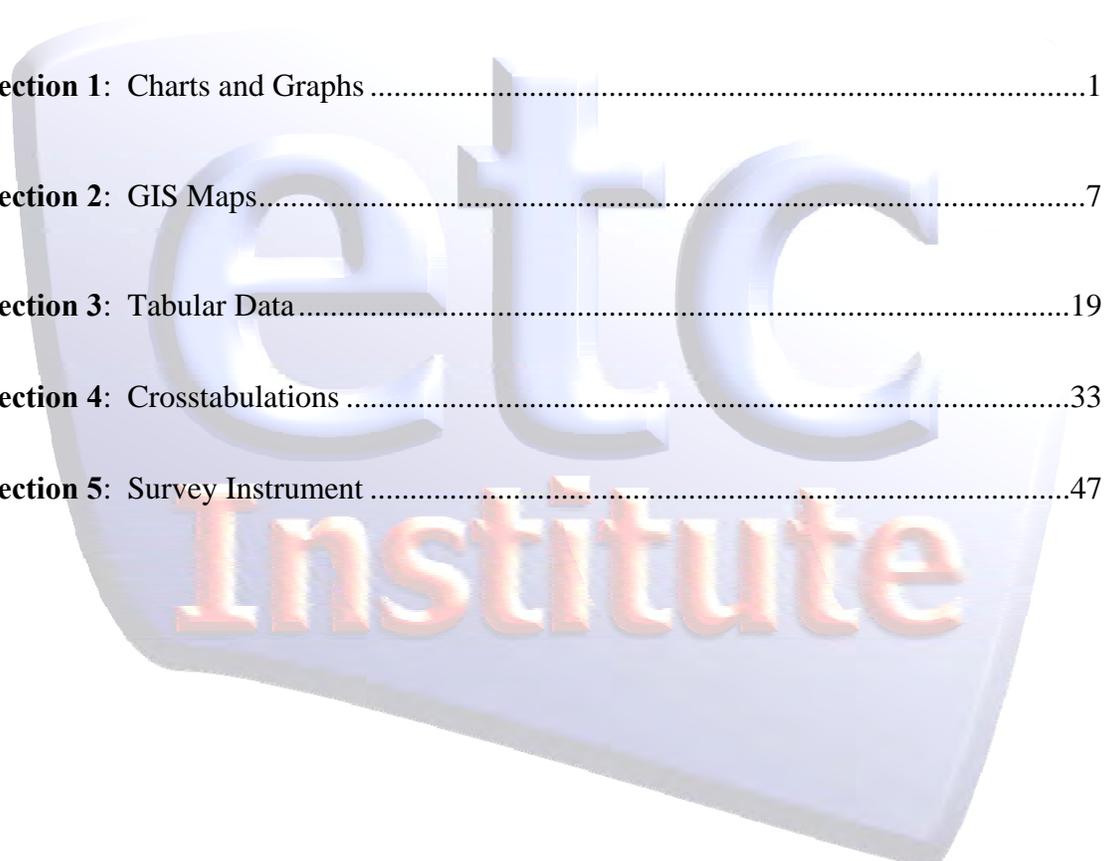
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16. Abstract The survey measures the Kansas City area residents' satisfaction with the kcICON project, their perceptions of MoDOT as a result of the project and what, if anything, would impress them regarding the kcICON project. A professional calling center was contracted to obtain a representative sample of MoDOT's District four to obtain a 95% confidence level with a precision of at least +/- 2.4% for the survey. Potential respondents were contacted through random digit dialing (RDD) from late January through mid-February 2010. A total of 1,606 interviews were completed for the study.			
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Overview and Methodology

The Missouri Department of Transportation (MoDOT) conducted a survey of Kansas City area residents living in District 4 during January of 2010. The survey was designed to gather input from residents about the kcICON project that is currently being completed by MoDOT. A two page survey was administered by phone to a random sample of residents living in MoDOT District 4. A total of 1,606 residents completed the survey. The results for the random sample of 1,606 households have a 95% level of confidence with a precision of at least +/- 2.4%.

This report contains:

- an executive summary of the methodology
- charts depicting the overall results of the survey
- GIS mapping
- tabular data for all questions on the survey
- crosstabulations for all questions on the survey by county of residency
- a copy of the survey instrument.

Major Findings

- Eighty-six (86%) percent of the residents surveyed indicated that prior to the survey call they had not heard of the kcICON project. Of the 86% of residents who had not heard of the kcICON project 59% indicated that they were familiar with the construction of the New Paseo Bridge and improvements being made to that section of I-29/35.
- Of those residents familiar with the construction half (48%) were either “very satisfied” or “somewhat satisfied” with the job the Missouri Department of Transportation is doing on the project. Thirteen (13%) percent were dissatisfied and the remaining 40% did not know how well MoDOT was doing on the project. *The sum of the percents do not equal 100 due to rounding.* Those residents who indicated they were satisfied were most satisfied with the timeliness at which the project was being completed, how necessary the project was and its ability to improve traffic in the future, and how well the project was planned. Those residents who indicated that they were dissatisfied were most dissatisfied with the timeliness at which the project was being completed, detours near the construction zone, and the delays due to the construction.

- Seventy-seven (77%) percent of residents surveyed who were familiar with the project either “strongly agreed” or “somewhat agreed” that the kcICON project is a good use of tax payers’ dollars; 6% somewhat disagreed with the statement, 4% strongly disagreed, and 13% did not know or did not have an opinion.
- Sixty-six (66%) percent of residents surveyed who were familiar with the project either “strongly agreed” or “somewhat agreed” that the New Paseo Bridge will become a landmark for the City of Kansas City; 11% somewhat disagreed with the statement, 7% strongly disagreed, and 16% did not know or did not have an opinion.
- Fifty-three (53%) percent of residents surveyed who were familiar with the project either “strongly agreed” or “somewhat agreed” that MoDOT is keeping the public informed about the kcICON project; 17% somewhat disagreed with the statement, 13% strongly disagreed, and 17% did not know or did not have an opinion.
- Forty-six (46%) percent of residents surveyed who were familiar with the project either “strongly agreed” or “somewhat agreed” that the kcICON project has improved their opinion of the Missouri Department of Transportation; 14% somewhat disagreed with the statement, 13% strongly disagreed, and 27% did not know or did not have an opinion.
- Thirty-five (35%) percent of residents surveyed who were familiar with the project either “strongly agreed” or “somewhat agreed” that MoDOT is responsive to issues or questions about the kcICON project; 6% somewhat disagreed with the statement, 4% strongly disagreed, and 54% did not know or did not have an opinion.
- Fifty-eight (58%) percent of residents surveyed either “strongly agreed” or “somewhat agreed” with the statement “MoDOT takes into consideration your needs and views in its transportation decision making;” 20% disagreed with the statement, and 22% did not know or did not have an opinion. Of those residents who disagreed with the statement 16% indicated that advertising might improve efforts to consider needs and views of the public in transportation decision making.

OTHER FINDINGS

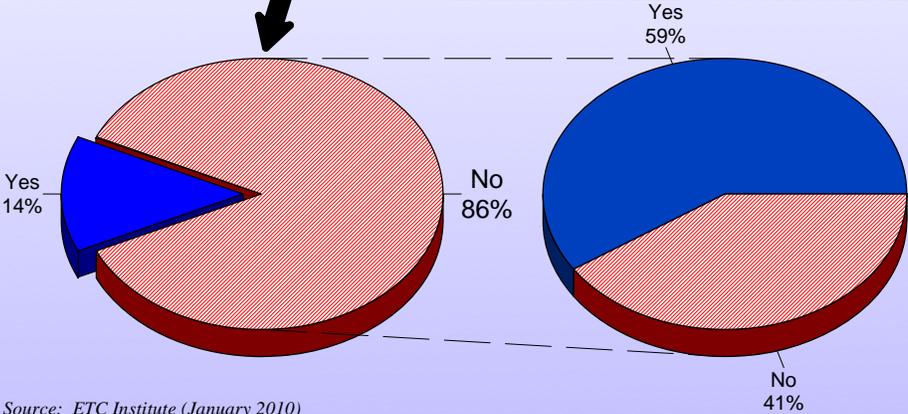
- Fifty-eight percent (58%) of those surveyed indicated that they would most likely go to get information about the kcICON project from the Internet compared to 16% from television, 11% from newspapers, and 5% from the project office.
- When residents who were **satisfied** with the kcICON project were asked why they were satisfied with the project, the most frequently mentioned reason was that the respondent thought the project was being completed in a timely manner. When residents who were **dissatisfied** with the kcICON project were asked to indicate why they were dissatisfied with the project, the most frequently mentioned reason was that the respondent thought the project was taking too long. Different expectations regarding the length of the kcICON project resulted in significant differences in satisfaction. This finding demonstrates the importance of managing customer expectations regarding the length of projects and other issues.

Section 1:
Charts and Graphs

Prior to Receiving This Survey Had You Heard of the kclCON Project?

by percentage of respondents

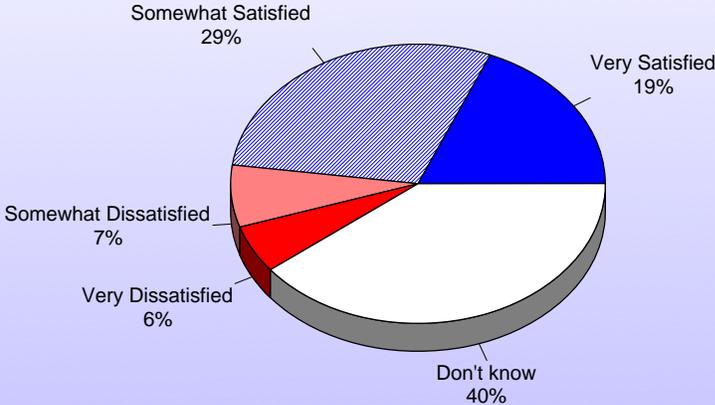
The kclCON project is the project name for the New Paseo Bridge and the improvements that are taking place along I-29/I-35 for about 4 miles north of the Missouri River. Are you familiar with the construction of the New Paseo Bridge and the improvements being made to this section of I-35?



Source: ETC Institute (January 2010)

How Satisfied Residents are with the Job the Missouri Department of Transportation is Doing with the kclCON Project, Which Includes Construction of the New Paseo Bridge

by percentage of respondents



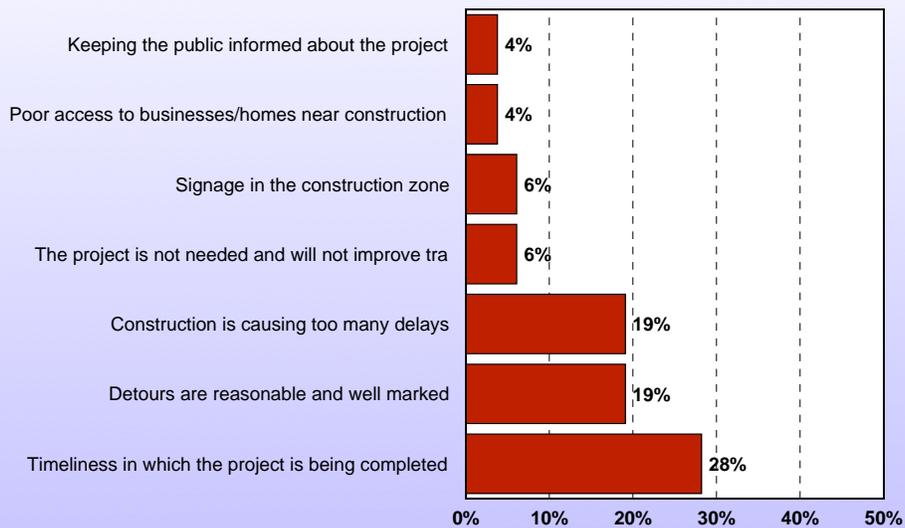
Source: ETC Institute (January 2010)

Project Characteristics Residents are Most Satisfied With
by percentage of respondents who were satisfied with the job MoDOT is doing on the kcICON project (multiple answers possible)



Source: ETC Institute (January 2010)

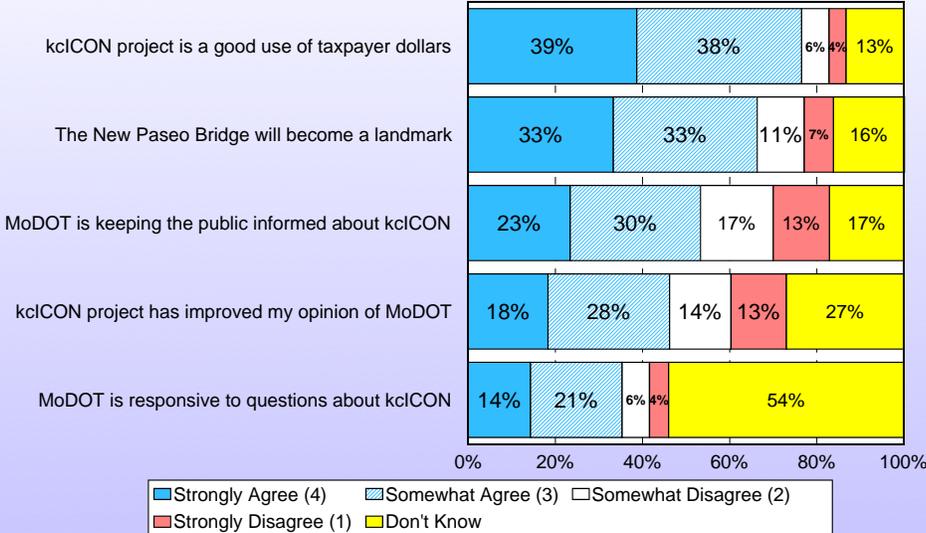
Project Characteristics Residents are Most Dissatisfied With
by percentage of respondents who were satisfied with the job MoDOT is doing on the kcICON project (multiple answers possible)



Source: ETC Institute (January 2010)

Level of Agreement with Statements About the kcICON Project and the Missouri Department of Transportation

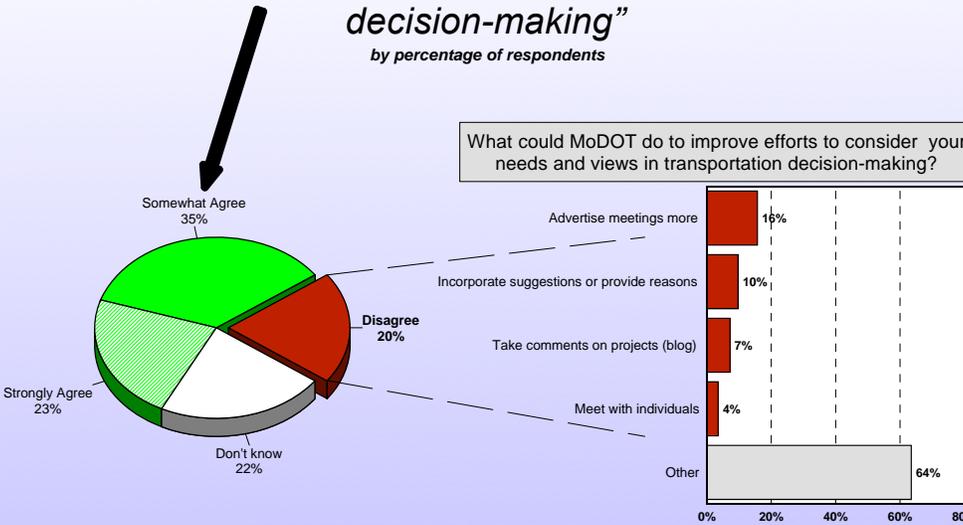
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale



Source: ETC Institute (January 2010)

Agreement with the Statement "MoDOT takes into consideration your needs and views in its transportation decision-making"

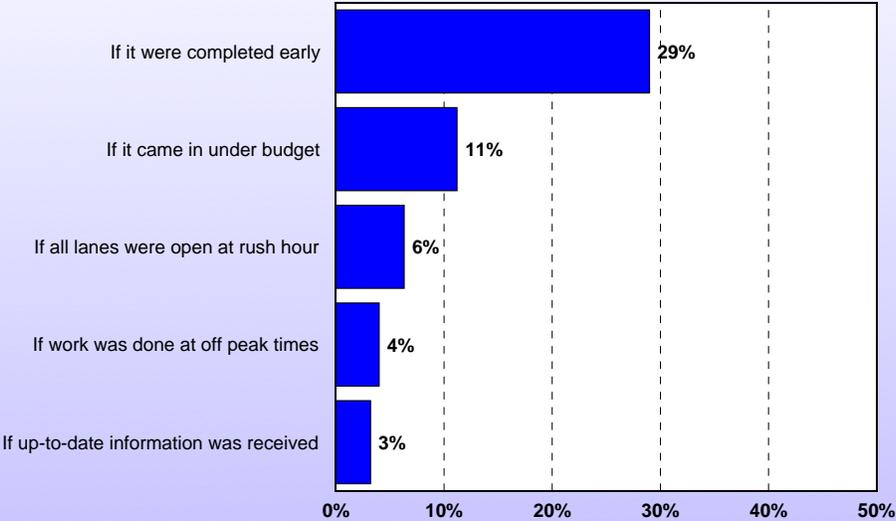
by percentage of respondents



Source: ETC Institute (January 2010)

Statements About the kcICON Project that Would Likely Impress Residents

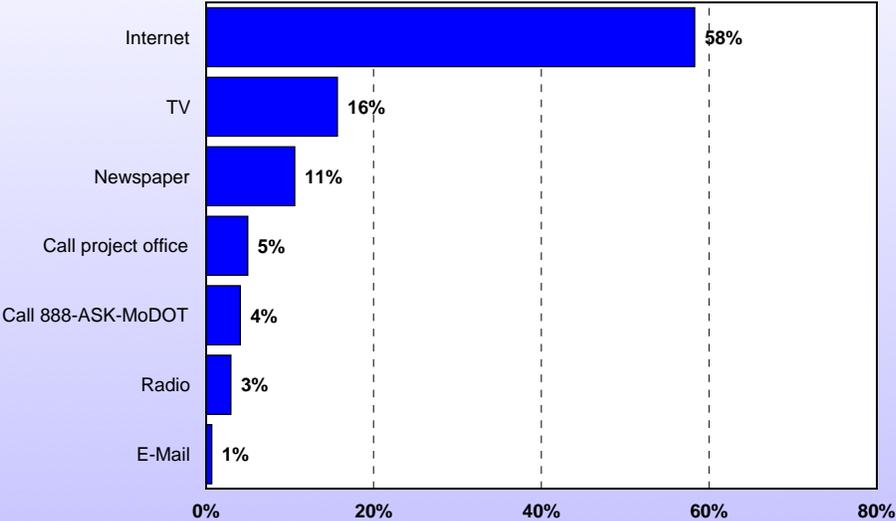
by percentage of respondents (multiple answers possible)



Source: ETC Institute (January 2010)

Where Residents Would Most Likely Get Information About the kcICON Project

by percentage of respondents (multiple answers possible)



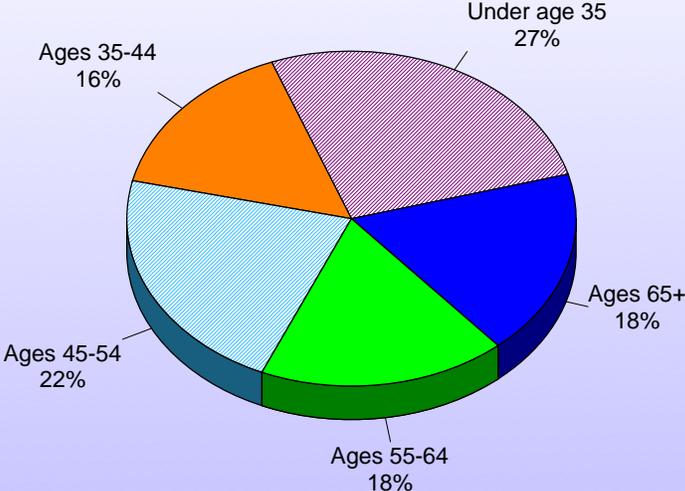
Source: ETC Institute (January 2010)

Demographics

Source: ETC Institute (January 2010)

Ages of Respondents

by percentage of respondents



Source: ETC Institute (January 2010)

Section 2:
GIS Maps



Interpreting the Maps

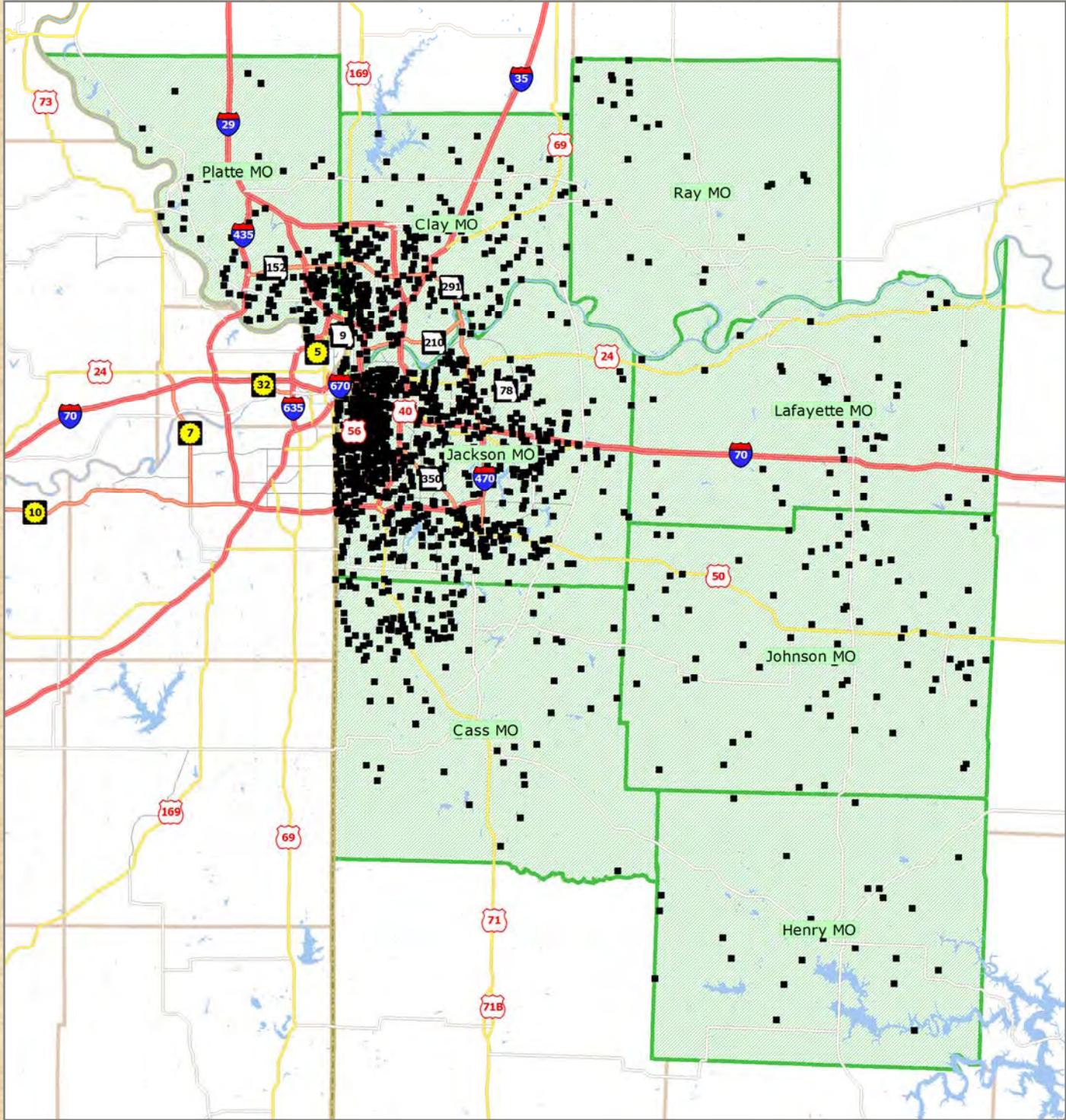
The maps on the following pages show the mean ratings for several questions on the survey by County.

If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

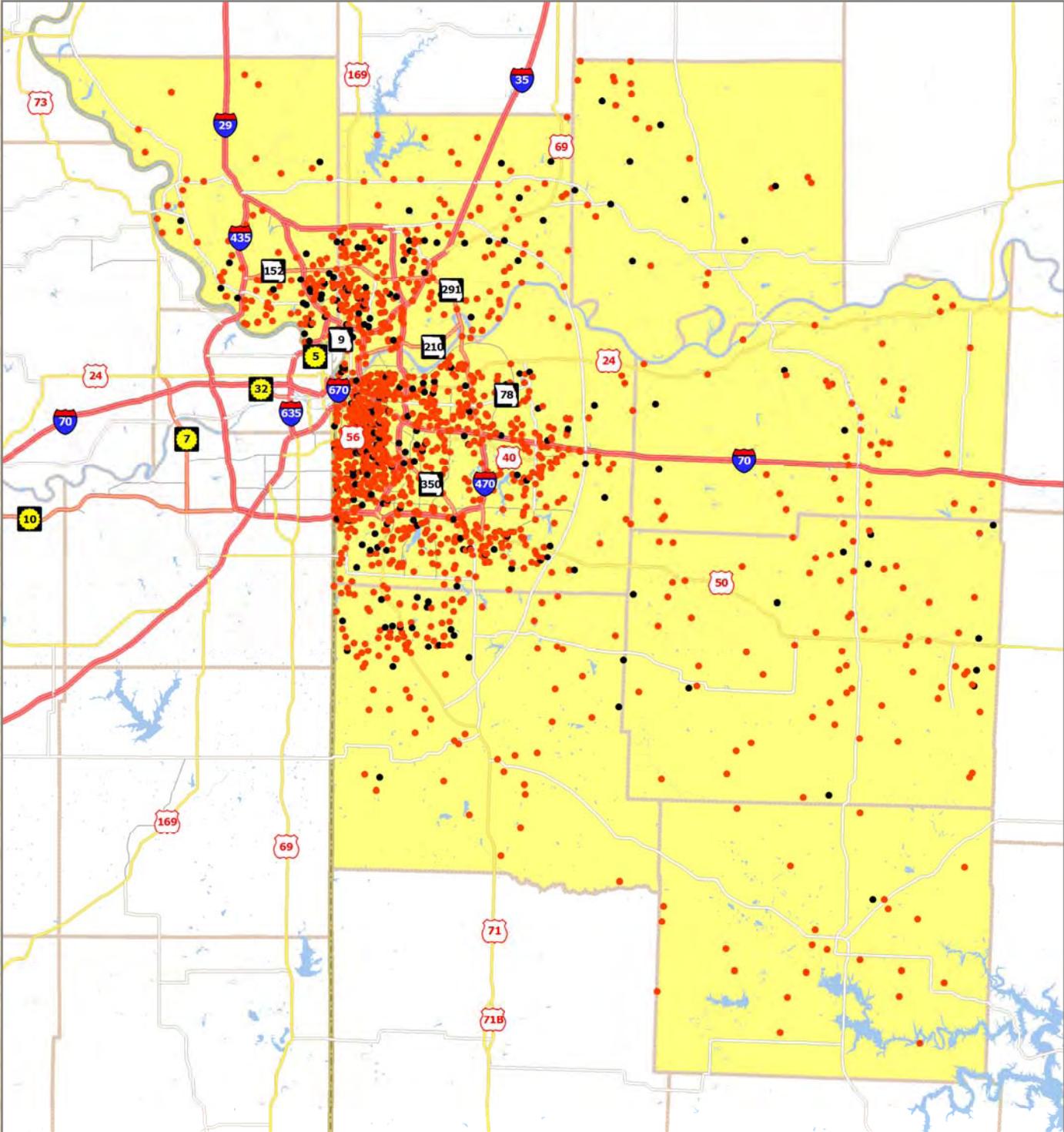
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction/agreement.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction/disagreement.

Location of Respondents by County



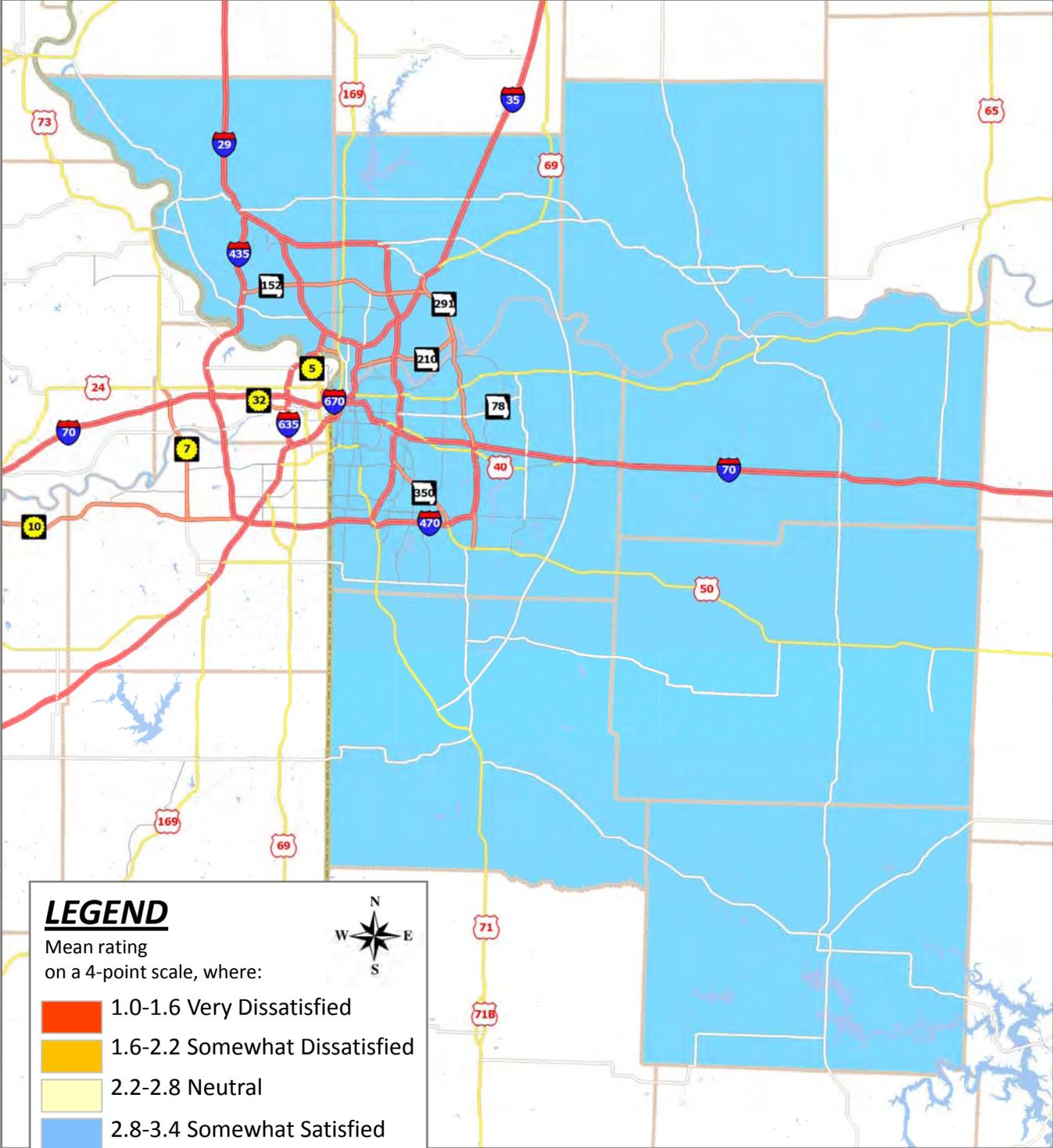
2010 MoDOT kcICON Survey

**Q1 Prior to this call, have you heard of the
kcICON project?
(Black="YES", Red="NO", by County)**



2010 MoDOT kcICON Survey

Q2 How satisfied are you with the job the Missouri Department of Transportation, also known as MoDOT, is doing with the kcICON project, which includes the construction of the New Paseo Bridge?



LEGEND

Mean rating on a 4-point scale, where:

- 1.0-1.6 Very Dissatisfied
- 1.6-2.2 Somewhat Dissatisfied
- 2.2-2.8 Neutral
- 2.8-3.4 Somewhat Satisfied
- 3.4-4.0 Very Satisfied
- Other

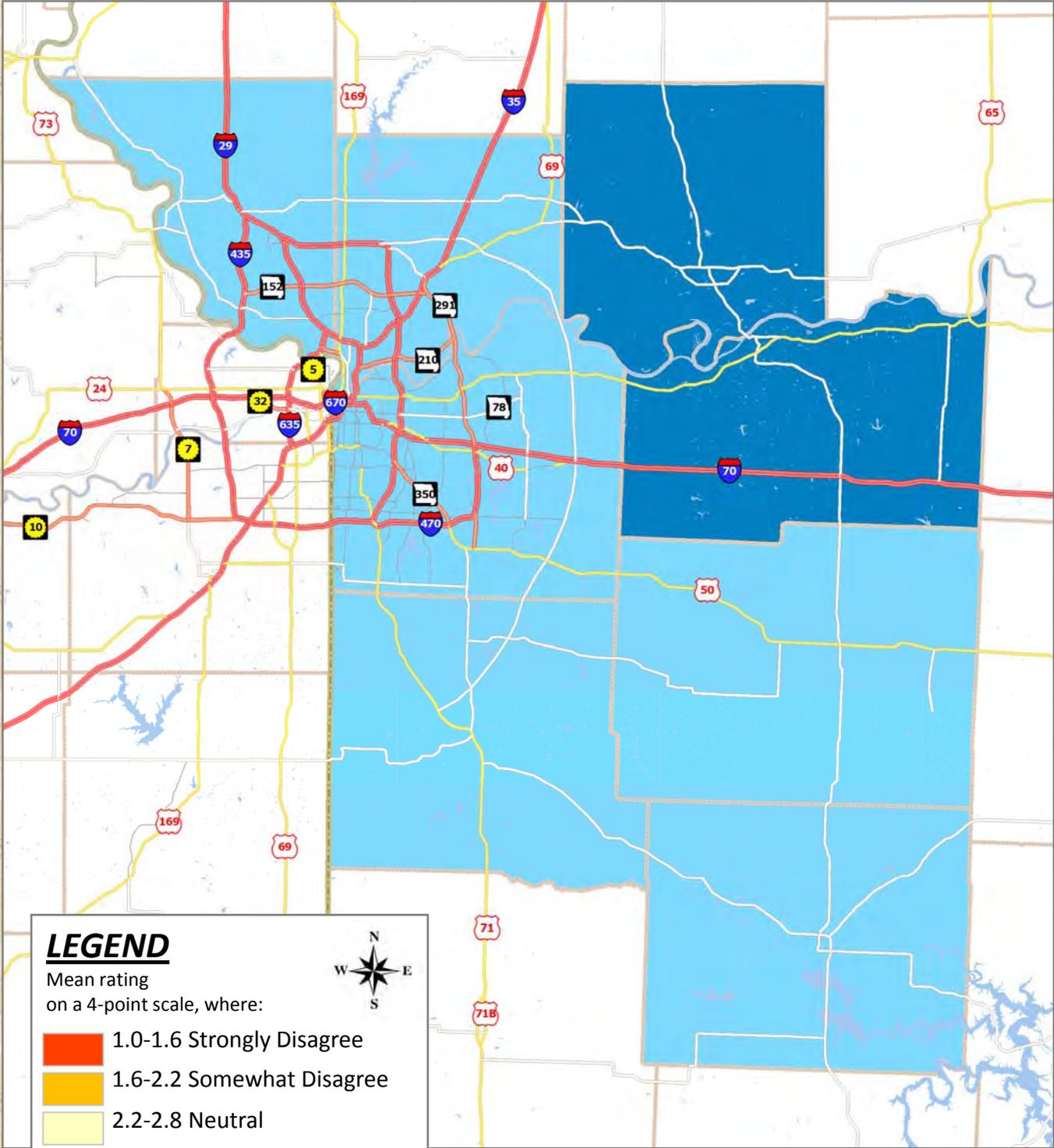


Note: "Other" areas did not contain any responses

2010 MoDOT kcICON Survey

Shading reflects the mean rating for all respondents by County

Q3a Level of agreement with the statement “The kcICON project is a good use of taxpayer dollars”

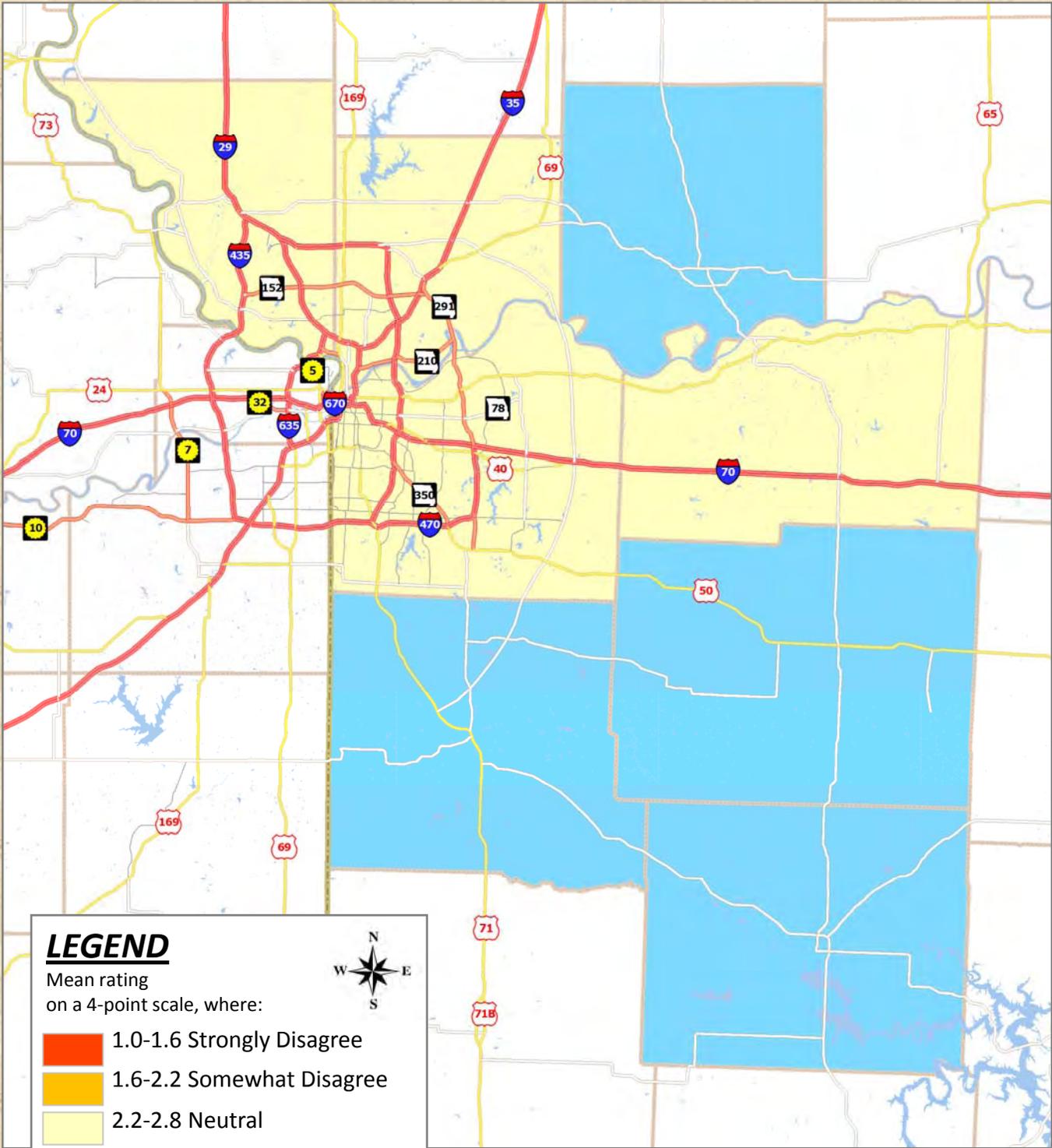


2010 MoDOT kcICON Survey

Shading reflects the mean rating for all respondents by County

Note: "Other" areas did not contain any responses

Q3b Level of agreement with the statement “MoDOT is keeping the public informed on the kcICON project”

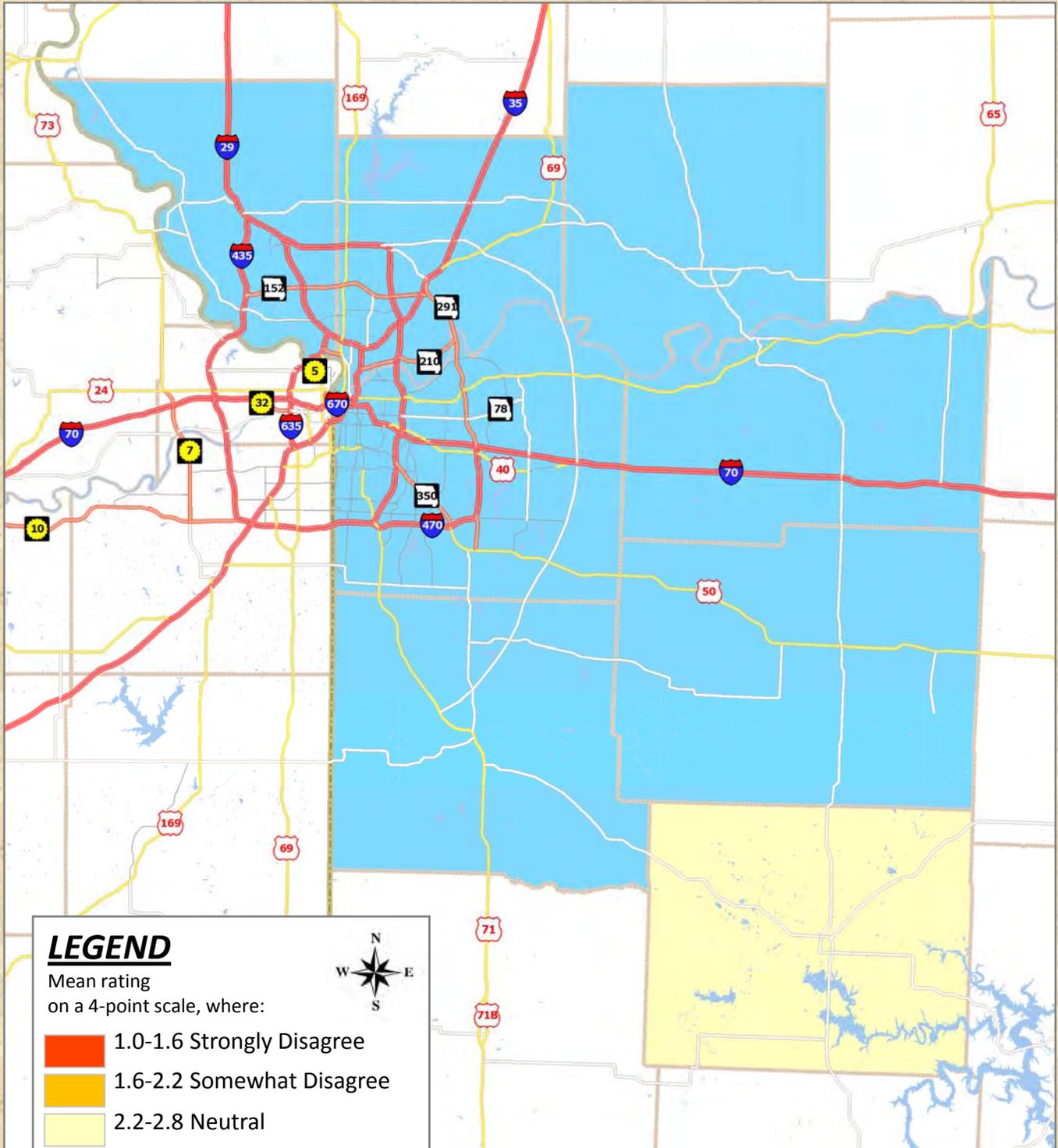


2010 MoDOT kcICON Survey

Shading reflects the mean rating for all respondents by County

Note: "Other" areas did not contain any responses

Q3c Level of agreement with the statement “The New Paseo Bridge will become a landmark for the Kansas City area”



LEGEND

Mean rating on a 4-point scale, where:

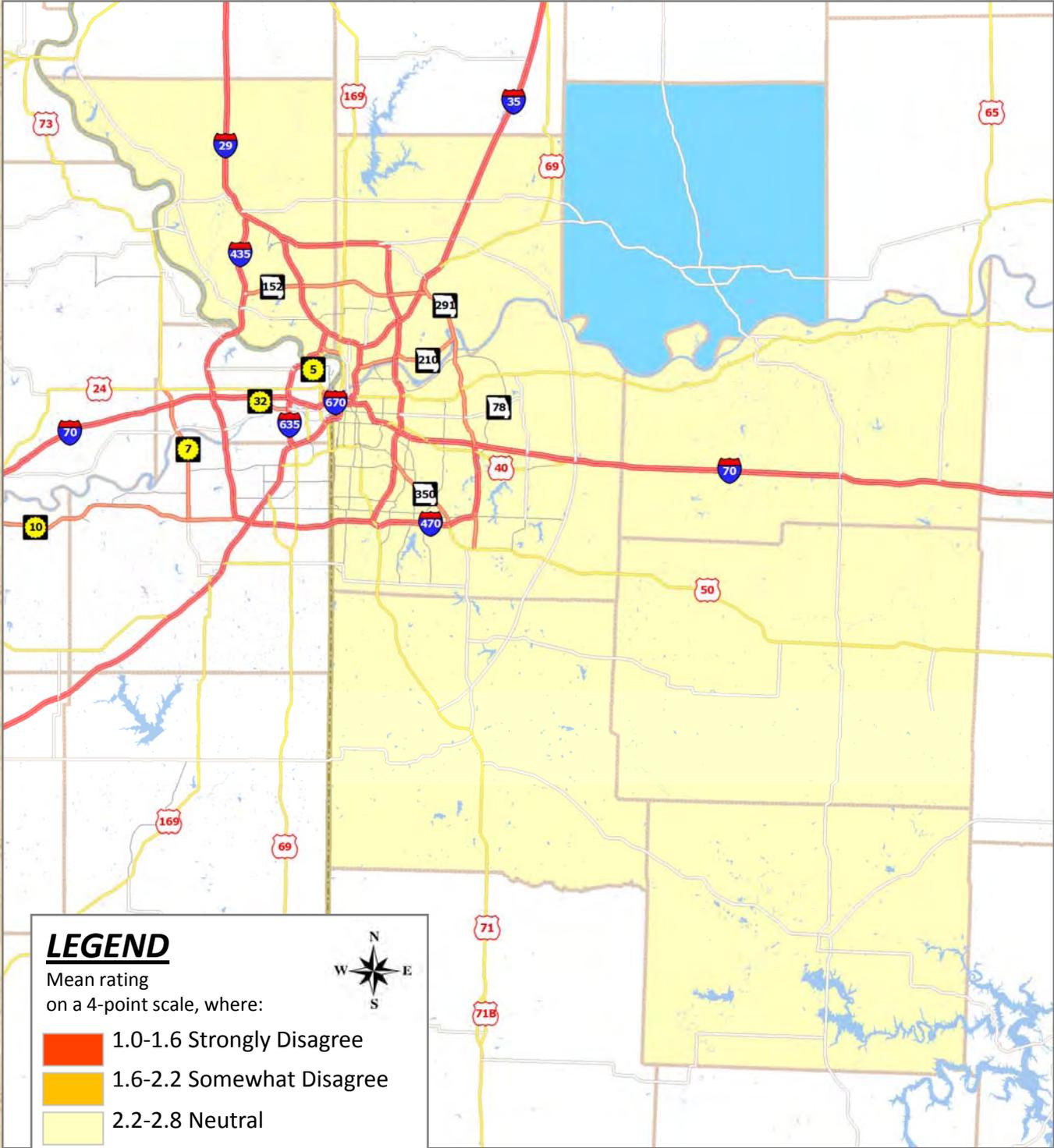
- 1.0-1.6 Strongly Disagree
- 1.6-2.2 Somewhat Disagree
- 2.2-2.8 Neutral
- 2.8-3.4 Somewhat Agree
- 3.4-4.0 Strongly Agree
- Other

Note: "Other" areas did not contain any responses

2010 MoDOT kcICON Survey

Shading reflects the mean rating for all respondents by County

Q3d Level of agreement with the statement “The kcICON project has improved my opinion of MoDOT”



LEGEND

Mean rating on a 4-point scale, where:

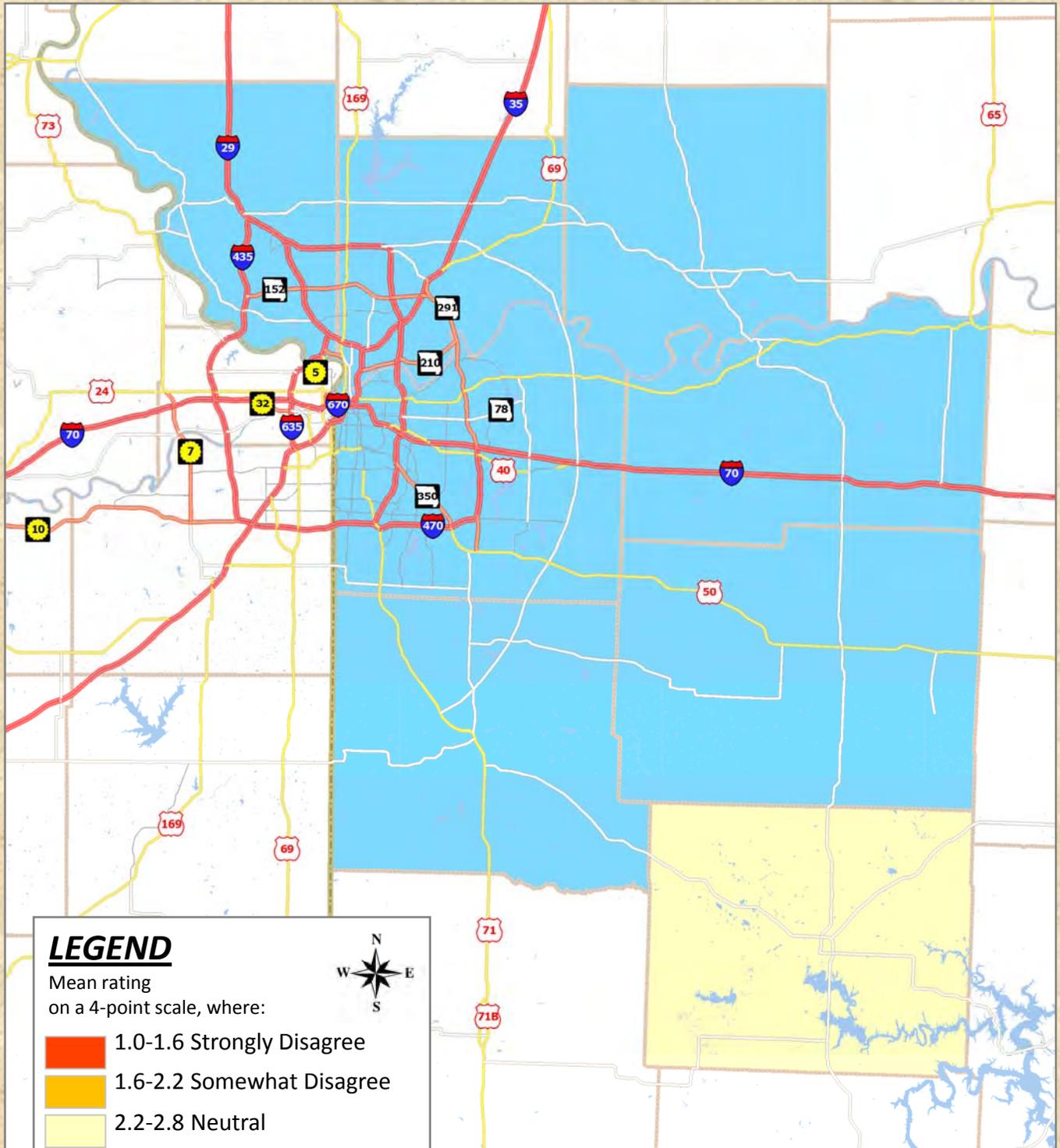
- 1.0-1.6 Strongly Disagree
- 1.6-2.2 Somewhat Disagree
- 2.2-2.8 Neutral
- 2.8-3.4 Somewhat Agree
- 3.4-4.0 Strongly Agree
- Other

Note: "Other" areas did not contain any responses

2010 MoDOT kcICON Survey

Shading reflects the mean rating for all respondents by County

Q3e Level of agreement with the statement “MoDOT has been responsive to the questions and issues I’ve raised regarding the kcICON project”



LEGEND

Mean rating on a 4-point scale, where:

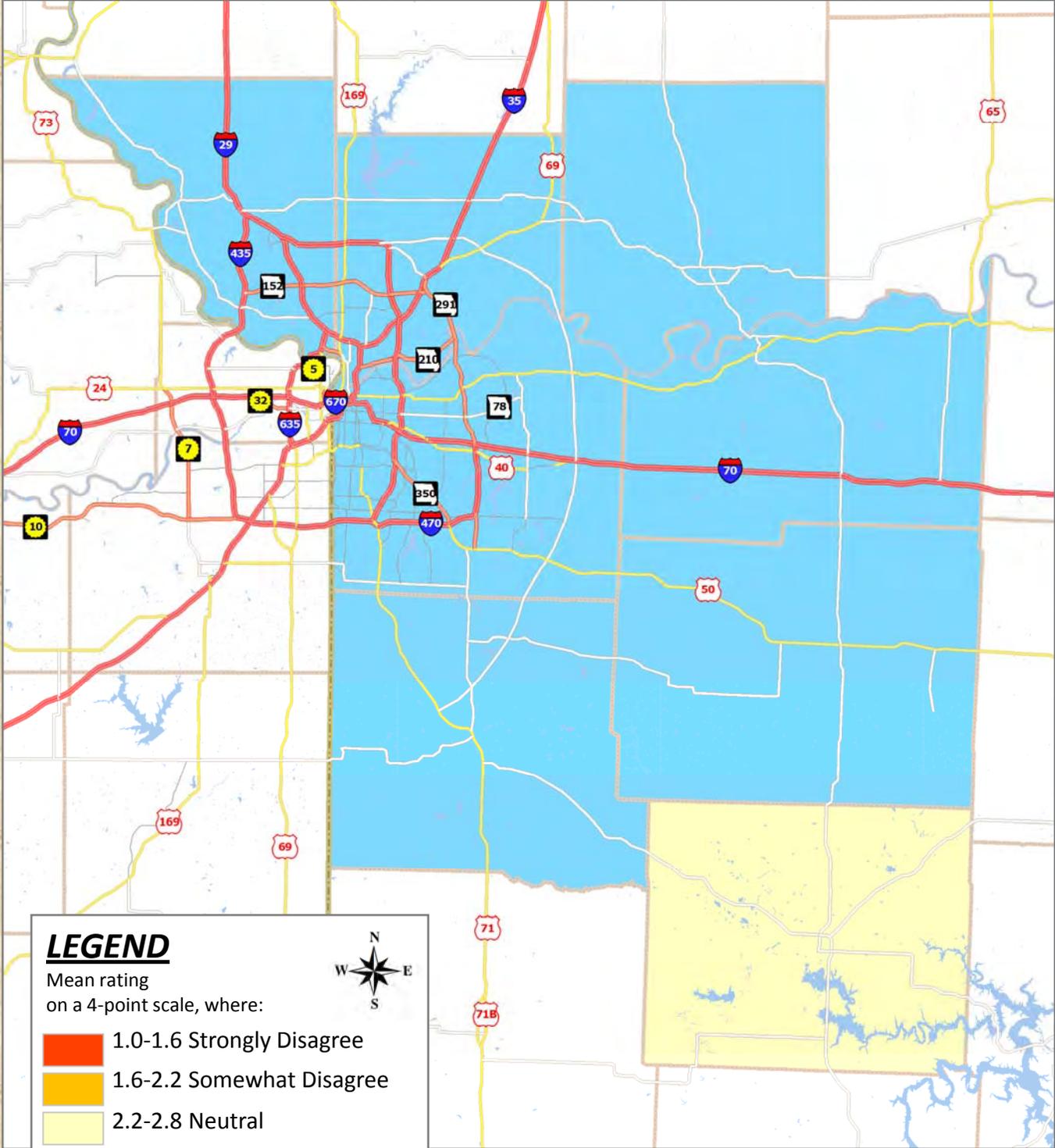
- 1.0-1.6 Strongly Disagree
- 1.6-2.2 Somewhat Disagree
- 2.2-2.8 Neutral
- 2.8-3.4 Somewhat Agree
- 3.4-4.0 Strongly Agree
- Other

Note: "Other" areas did not contain any responses

2010 MoDOT kcICON Survey

Shading reflects the mean rating for all respondents by County

Q3f Level of agreement with the statement “MoDOT takes into consideration your needs and views in its transportation decision-making”



LEGEND

Mean rating on a 4-point scale, where:

- 1.0-1.6 Strongly Disagree
- 1.6-2.2 Somewhat Disagree
- 2.2-2.8 Neutral
- 2.8-3.4 Somewhat Agree
- 3.4-4.0 Strongly Agree
- Other

Note: "Other" areas did not contain any responses

2010 MoDOT kcICON Survey

Shading reflects the mean rating for all respondents by County

Section 3:
Tabular Data

Q1. Have you heard of the kcICON project?

<u>Q1. Have you heard of the kcICON project</u>	<u>Number</u>	<u>Percent</u>
1=Yes	218	13.6 %
2=No	1388	86.4 %
Total	1606	100.0 %

Q1a. [IF NO to Q#1] The kcICON project is the project name for the New Paseo Bridge and the improvements that are taking place along I-29/I-35 for about 4 miles north of the Missouri River. Are you familiar with the construction of the New Paseo Bridge and the improvements being made to this section of I-35?

<u>Q1a. Familiar with construction of New Paseo Bridge & improvements made to I-35</u>	<u>Number</u>	<u>Percent</u>
1=Yes	822	59.3 %
2=No	565	40.7 %
Total	1387	100.0 %

IF YES to Q1 or Q1a

Q2. How satisfied are you with the job the Missouri Department of Transportation, also known as MoDOT, is doing with the kcICON project, which includes the construction of the New Paseo Bridge?

<u>Q2. How satisfied with the job MoDOT is doing</u>	<u>Number</u>	<u>Percent</u>
4=Very satisfied	195	18.8 %
3=Somewhat satisfied	303	29.1 %
2=Somewhat dissatisfied	73	7.0 %
1=Very dissatisfied	58	5.6 %
9=Don't Know	411	39.5 %
Total	1040	100.0 %

EXCLUDING DON'T KNOWS

Q2. How satisfied are you with the job the Missouri Department of Transportation, also known as MoDOT, is doing with the kcICON project, which includes the construction of the New Paseo Bridge?

<u>Q2. How satisfied with the job MoDOT is doing</u>	<u>Number</u>	<u>Percent</u>
4=Very satisfied	195	31.0 %
3=Somewhat satisfied	303	48.2 %
2=Somewhat dissatisfied	73	11.6 %
1=Very dissatisfied	58	9.2 %
Total	629	100.0 %

IF SATISFIED to Q#2

Q2a. What about the kcICON project are you most SATISFIED with? (multiple responses)

NOTE: THE RESPONSES WERE NOT READ BY THE INTERVIEWER

<u>Q2a. What are you MOST satisfied with</u>	<u>Number</u>	<u>Percent</u>
1=MoDOT is keeping public informed	17	3.4 %
2=Project is being completed in a timely manner	113	22.7 %
3=Signage in construction areas is good	25	5.0 %
4=Detours are reasonable & well marked	50	10.0 %
5=Project seems well planned	56	11.2 %
6=Project is needed & will improve future travel	108	21.7 %
7=Will give City a great landmark	35	7.0 %
8=Other	23	4.6 %
9=Don't know	71	14.3 %
Total	498	

IF DISSATISFIED to Q#2

Q2b. What about the kcICON project are you most DISSATISFIED with? (multiple responses)

NOTE: THE RESPONSES WERE NOT READ BY THE INTERVIEWER

<u>Q2b. What are you MOST dissatisfied with</u>	<u>Number</u>	<u>Percent</u>
1=MoDOT has not kept the public informed	5	3.8 %
2=The project is taking too long	37	28.2 %
3=Need better signage in construction areas	8	6.1 %
4=Construction is causing too many delays	25	19.1 %
5=Detours are too long & out of the way	25	19.1 %
6=No access to businesses or homes	5	3.8 %
7=Project is not needed	8	6.1 %
9=Don't Know	18	13.5 %
Total	131	

Q3. Please indicate your level of agreement with each of the following statements.

(N=1040)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Q3a. The kcICON is a good use of taxpayer dollars	38.7%	37.8%	6.3%	3.9%	13.3%
Q3b. MoDOT is keeping public informed on the project	23.4%	29.9%	16.7%	12.9%	17.1%
Q3c. The New Paseo Bridge will become a landmark	33.3%	33.0%	10.8%	6.7%	16.3%
Q3d. The kcICON project has improved my opinion of MoDOT	18.3%	27.9%	14.1%	12.7%	27.0%
Q3e. MoDOT has been responsive to questions & issues regarding kcICON project	14.3%	21.0%	6.3%	4.4%	54.0%

EXCLUDING DON'T KNOWS

Q3. Please indicate your level of agreement with each of the following statements.

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Q3a. The kcICON is a good use of taxpayer dollars	44.6%	43.6%	7.3%	4.5%
Q3b. MoDOT is keeping public informed on the project	28.2%	36.1%	20.2%	15.5%
Q3c. The New Paseo Bridge will become a landmark	39.7%	39.4%	12.9%	8.0%
Q3d. The kcICON project has improved my opinion of MoDOT	25.0%	38.2%	19.4%	17.4%
Q3e. MoDOT has been responsive to questions & issues regarding kcICON project	31.2%	45.6%	13.6%	9.6%

ALL RESPONDENTS RESUME HERE

Q3f. MoDOT considers your needs & views in its decision-making

Q3f. MoDOT considers needs & views in its decision-making	Number	Percent
Strongly agree	362	22.5 %
Somewhat agree	566	35.2 %
Somewhat disagree	157	9.8 %
Strongly disagree	161	10.0 %
Don't know	360	22.4 %
Total	1606	100.0 %

EXCLUDING DON'T KNOWS

Q3f. MoDOT considers your needs & views in its decision-making

Q3f. MoDOT considers needs & views in its decision-making	Number	Percent
Strongly agree	362	29.1 %
Somewhat agree	566	45.4 %
Somewhat disagree	157	12.6 %
Strongly disagree	161	12.9 %
Total	1246	100.0 %

Q3f-1. If Somewhat or Strongly Disagree with 3f, then what could MoDOT do to improve efforts to consider your needs and views in transportation decision-making?

Q3f-1. What could MoDOT do to improve efforts	Number	Percent
1=Advertise more meetings	50	15.7 %
2=Take comments on projects via blogs	23	7.2 %
3=Meet with individuals	11	3.5 %
4=Incorporate suggestions or provide reasons	31	9.7 %
5=Other (listed below)	202	63.5 %
9=Don't know	43	13.5 %
Total	360	

Q3f-1. Other Items Respondents Mentioned MoDOT Could Do to Better Involve the Public in Transportation Decision-Making.

- 311 ACTION CENTER COULD BE USEFUL, MODOT DON'T ADDRESS ISSUE
- ACT ON INFO GIVEN TO MODOT
- ADDRESS ISSUES AND ROADWAYS
- ADDRESS PROBLEM AREAS IN OTHER AREAS OF MISSOURI
- ATTEND FORUMS OR VIEW
- BASE THEIR DECISION MAKING ON THE NATL HWY RATINGS FOR MO
- BASIC CONSTRUCTION IS ADEQUATE, BETTER TO FIX POTHOLES
- BE MORE CONSIDERATE TO NEEDS
- BE MORE EFFICIENT & FINISH PROJECT BEFORE MOVING TO NEXT ONE
- BE MORE INFORMATIVE
- BE MORE INFORMATIVE ABOUT PROJECTS
- BE MORE OPEN
- BETTER COMMUNICATION
- BETTER CUSTOMER SERVICE
- BETTER PLANNING
- BETTER PLANNING & GETTING AROUND IN THE CONSTRUCTION
- BICYCLE & PEDESTRIAN SHOULD HAVE MORE ROOM
- BUS SERVICE
- BUS SERVICE AVAILABILITY
- CHANGE YIELD ON GREEN LEFT TURN LIGHTS
- CLEANING STREETS, REROUTE TRAFFIC PROPERLY
- COMMUNICATE WITH THE PUBLIC
- CONSIDER SMALLER PEOPLE
- COULD'VE BUILD A SHELTER FOR PEOPLE SLEEPING UNDER BRIDGE
- DIRECTLY CONTACT THE PUBLIC IN THE PLANNING STAGES
- DO A BETTER JOB AT PUTTING OUT INFO ABOUT PROJECTS
- DO MORE SURVEYS, ON-LINE SURVEYS
- DO THE ROADS RIGHT DON'T PATCH OVER EVERYTHING
- DO WAHT THEY SAY THAT THEY ARE GOING TO DO
- DO WHAT THEY PROMISED BEFORE
- DOESN'T FEEL LIKE THEY CARE
- LISTENE

Q3f-1. Other - continued

- DON'T CARE
- DON'T DO CONSTRUCTION ON IMPORTANT ROADS AT BUSY TIMES
- DON'T FOLLOW MODOT AT ALL, FEEL THEY ARE DOING WELL
- DON'T TAKE SO LONG
- DONT THINK THEY CARE AT ALL WHAT I SAY
- ELECTRONIC SIGNS
- EXPAND THEIR RANGE OF WORK LIKE OTHER RURAL AREAS
- EXPANSION OF PUBLIC TRANSPORTATION
- EXPLAIN DECISIONS BETTER
- FASTER REPAIRS IS NEEDED
- FINISH PROJECTS INSTEAD OF STARTING A WHOLE BUNCH
- FIX HIGHWAY FIRST
- FIX HOLES IN THE ROAD
- FIX POTHOLES
- FIX POTHOLES
- FIX ROADS
- FIX ROADS BETTER
- FIX THE ROADS
- FIX THE ROADS FASTER
- FIX TRAFFIC CONGESTION
- FLYERS OR MORE INFO TO PUBLIC
- FOLLOW THROUGH WITH DEAD LINES & HIRE MORE
- FORGET ABOUT RURAL AREAS
- GET AN IDEAN OF WHAT'S REALLY NEEDED
- GET LIGHT RAIL (TRAINS) GOING
- GET LIGHT RAIL GOING
- GET MORE PUBLIC INPUT REGARDING PROJECT BEFOREHAND
- GET POTHOLES FILLED AND STOP SPENDING MONEY
- GET PROJECTS DONE QUICKER
- GET THE WORD OUT
- GETTING RID OF CONGESTION
- GIVE PROS & CONS
- GIVE VOTERS MORE OF A SAY SO IN DECISION MAKING
- GO HOUSE TO HOUSE, TAKE A BUS, GET OUT AMOUNG THE PEOPLE
- HEARD FROM FRIENDS THAT THEY DON'T CONSIDER RESIDENTS NEEDS
- HIGHWAY MAINTENANCE
- HIRE MORE EMPLOYEES
- HIRE MORE PEOPLE
- HIRE MORE PEOPLE
- HIRE MORE PEOPLE TO GET PROJECTS DONE QUICK
- HURRY UP WITH DECISION MAKING
- HUSBAND DISAGREES WITH MODOT
- I WOULD SEND AN EMAIL TO TELL YOU
- IMPROVE BUS SERVICES
- IMPROVE ROAD CONDITIONS
- IMPROVE THE ROADS IN THE STATE
- INFORM PEOPLE BETTER

Q3f-1. Other - continued

- INFORM PEOPLE BETTER
- INFORM THE PUBLIC MORE & RIGHT INFO
- INFORMATION
- JUST HOW I FEEL
- KEEP MORE INFORMED
- KEEP PEOPLE INFORMED
- KEEP PUBLIC INFORMED
- KEEP ROADS CLEANER DURING BAD WEATHER
- KEEP THE PUBLIC MORE INFORMED
- LET PEOPLE KNOW WHAT THEY ARE DOING BEFORE THEY START PROJ
- LIGHT RAIL
- LIGHT RAIL
- LIKE THE COUNTRY, MODOT DOES NOT FIX ANYTHING FOR US
- LISTEN TO THE PEOPLE
- LISTEN TO THE PEOPLE MORE, SOME ROADWAYS ARE DANGEROUS
- LISTEN TO THE PUBLIC MORE & BE MORE OPEN TO DIFFERENT IDEAS
- LONG TERM PLANNING
- LOOK AT CONDITIONS OF ROADS
- LOOK OTHER OPTIONS TO FIX THINGS
- MAIL INFORMATION
- MAKE INFO READILY AVAILABLE
- MAKE LANES WIDER
- MAKE ME AWARE OF PROJECTS
- MAKE ME MORE AWARE OF WHAT IS GOING ON
- MAKE MODOT BETTER
- MAKE MORE IMPROVEMENTS TO THE ROADS
- MAKE MORE PUBLIC TRANSPORTATION
- MAKE SURE THE PEOPLE ARE MORE INFORMED
- MAKING ACCESSIBILITY #1
- MEETINGS AT PROPER TIMES
- MODOT NEEDS TO GIVE MORE THAN A 10 MIN NOTICE
- MODOT NEEDS TO MAINTAIN THE RDS, RECONSTRUCTION IS NOT GOOD
- MODOT SHOULD BE MORE OPEN WITH THE PEOPLE
- MODOT SHOULD LISTEN TO THE PEOPLE
- MORE BICYCLE LANES & MORE BUSES
- MORE BUS SERVICE
- MORE COMMERCIALS ON TV
- MORE COMMUNICATIONS WITH THE PUBLIC
- MORE FORMS FOR VOTERS TO FILL OUT BEFORE A PROJECT IS STARTED
- MORE FUNDING
- MORE INFO
- MORE INFO & MORE RESPONSE
- MORE INFO FROM MODOT

Q3f-1. Other - continued

- MORE INFO IN LOCAL PAPERS
- MORE INFO TO THE PUBLIC
- MORE INFORMATION
- MORE INFORMATION
- MORE NEWS ON TV AND RADIO
- MORE ON LINE INTERACTION
- MORE OPPORTUNITIES TO VOICE OPINION
- MORE PLANNING
- MORE PROMPT
- MORE PUBLIC FORUMS
- MORE RESIDENTS MORE AWARE
- MORE ROADS IN THE OUTLINE AREAS OF PLEASANT HILL
- MORE UPDATES AND PUBLICITY OF ENTIRE PROJECT
- NEED TO WORK DURING THE NIGHT TO GET IT DONE FASTER
- NO COMMENT
- NOT LISTENED TO PAST CALLS
- NOT SO MANY SHUT DOWNS OR DETOURS
- NOTHING, STICK WITH USING THE MORE QUALIFIED PEOPLE
- NOTHING DOESN'T MATTER
- OTHER BRIDGES NEED IMPROVED, WORK ON THEM
- PAY ATTENTION TO MORE RURAL AREAS AND THE ROADS
- PAY ATTENTION
- PAY MORE NEED OF REPAIRS
- PLAN A FORUM
- PLAN FOR FUTURE CONSTRUCTION BETTER
- PROVIDE MORE INFORMATION
- PUBLIC FORUMS
- PUBLIC TRANSPORTATION NEEDS TO BE ADDRESSED, BETTER STREET
- PUBLISH IDEAS TO SEE IT WORTHWHILE
- PUT A BIKE LANE ON THAT BRIDGE
- PUT MORE BUSES OUT THERE
- PUT MORE DECISIONING ON THE INTERNET
- QUIT SPENDING UNNECESSARY TAXPAYER MONEY & DO THEIR JOB
- REPAIR SIDE STREETS
- REPLACE SAME BRIDGE
- RESPONSIVENESS TO REQUESTS
- ROAD NEEDS WORK
- SEND ME A SURVEY FOR MY OPINION ABOUT ROAD CONDITIONS
- SEND OUT A SURVEY
- SEND OUT A SURVEY
- SEND OUT INFORMATION
- SEND OUT LETTERS BEFORE DOING A PROJECT
- SEND OUT MORE INFO
- SEND OUT MORE INFORMATION
- SEND OUT NOTICES
- SEND OUT QUESTIONAIRES
- SEND SOMETHING TO RESIDENTS
- SLOW CONSTRUCTION AROUND HIGHWAYS

Q3f-1. Other - continued

- SMOOTH THE STREETS
- SNOW PILE UPS ARE CAUSING A PROBLEM IN NEIGHBORHOOD
- SPEND MONEY TO REPAIR THE STREETS PROPERLY
- STAY BETTER ON TOP OF REPAIRS
- STAY ON TARGET TO COMPLETE
- STILL HAVE PROBLEMS
- STOP TAKING SO MANY JOBS, PLAN BETTER
- SUPPLY PUBLIE WITH PUBLIC TRANSPORTATION SYSTEM-A GOOD ONE
- SURVEYS
- TALK TO PEOPLE
- TELL PEOPLE MORE ABOUT IT
- THEY CAN'T
- THEY DON'T MAKE ME AWARE OF THINGS GOING ON
- THEY NEED MORE POTHOLE CREWS TO FILL THE HOLES
- THEY NEED TO TAKE CARE OF SIDE STREETS
- THEY SHOULD TAKE SURVEYS AND SEND FLYERS
- TRANSIT SYSTEM SHOULD BE TAKEN CARE OF
- TRANSPORTAITON (BUSES) SHOULD BE MORE OF THEM
- UPDATED SIGNING, PROJECTED COMPLETION DATE
- USE TAX MONEY FOR PROJECTS & NOT PEOPLE'S
- USE TAX MONEY WISELY
- VOTE, LET PEOPLE MAKE DECISIONS
- WANT TO KNOW MORE ABOUT IT
- WAY OF COMMUNITCATING LIKE WEBSITE & SIGN OF COMPLETION
- WE NEED A REAL TRANSPORTATION SYSTEM
- WIDEN I-70
- WORK HARDER
- WORK MORE EFFICIENTLY
- WORK ON HIGHWAYS

Q4. What (if anything) would impress you regarding the kcICON project?

Q4. What would impress you regarding kcICON project	Number	Percent
1=If it were completed early	466	29.0 %
2=If work was done at off-peak times	64	4.0 %
3=If I received up-to-date information	51	3.2 %
4=If it came in under budget	180	11.2 %
5=If all lanes were open at rush hour	101	6.3 %
6=Other (see below)	333	20.7 %
9=Not sure	630	39.2 %
Total	1825	

Q4: Most frequently mentioned “Other” Comments:

- If the new bridge has good architecture and/or is visually attractive
- If the new bridge improves traffic flow
- If the new bridge makes driving safer (results in fewer accidents)
- If the condition of the roadway improves (better pavement; no pot holes)
- If the project is actually finished on-time
- If the bridge is bike and pedestrian friendly
- If the lanes on the bridge are wide

Q5. Where would you most likely go to get information about the kcICON project?

Q5. Where would you most likely go to get information about kcICON project	Number	Percent
1=TV	252	15.7 %
2=Radio	48	3.0 %
3=Newspaper	171	10.6 %
4=Internet	936	58.3 %
5=E-Mail	11	0.7 %
6=Call 888-ASK-MoDOT	66	4.1 %
7=Call project office	81	5.0 %
8=Other	151	9.4 %
9=Don't know	113	7.0 %
Total	1829	

Q6. What is your age?

Q6. Age	Number	Percent
Under 35	426	26.5 %
35 to 44	253	15.8 %
45 to 54	355	22.1 %
55 to 64	284	17.7 %
65+	288	17.9 %
Total	1606	100.0 %

Q7. In which county do you live?

<u>Q7. County</u>	<u>Number</u>	<u>Percent</u>
CA=Cass	115	7.2 %
CL=Clay	259	16.1 %
HE=Henry	32	2.0 %
JA=Jackson	922	57.4 %
JO=Johnson	77	4.8 %
LA=Lafayette	49	3.1 %
PL=Platte	116	7.2 %
RA=Ray	36	2.2 %
Total	1606	100.0 %

Q8. What is your home zip code?

<u>Q8. Home zip code</u>	<u>Number</u>	<u>Percent</u>
64001	1	0.1 %
64011	6	0.4 %
64012	37	2.3 %
64013	1	0.1 %
64014	26	1.6 %
64015	37	2.3 %
64016	2	0.1 %
64019	3	0.2 %
64020	7	0.4 %
64021	2	0.1 %
64024	16	1.0 %
64029	15	0.9 %
64030	19	1.2 %
64034	9	0.6 %
64035	2	0.1 %
64037	21	1.3 %
64040	11	0.7 %
64048	3	0.2 %
64050	24	1.5 %
64052	23	1.4 %
64053	8	0.5 %
64054	5	0.3 %
64055	28	1.7 %
64056	19	1.2 %
64057	14	0.9 %
64058	4	0.2 %
64060	16	1.0 %
64061	7	0.4 %
64062	13	0.8 %
64063	24	1.5 %

Q8. What is your home zip code? - continued

Q8. Home zip code	Number	Percent
64064	16	1.0 %
64067	4	0.2 %
64068	40	2.5 %
64069	1	0.1 %
64070	1	0.1 %
64072	1	0.1 %
64074	2	0.1 %
64075	8	0.5 %
64076	3	0.2 %
64077	2	0.1 %
64078	13	0.8 %
64079	14	0.9 %
64080	9	0.6 %
64081	35	2.2 %
64082	19	1.2 %
64083	31	1.9 %
64084	2	0.1 %
64085	8	0.5 %
64086	27	1.7 %
64088	4	0.2 %
64089	8	0.5 %
64093	31	1.9 %
64096	2	0.1 %
64097	1	0.1 %
64098	3	0.2 %
64104	1	0.1 %
64106	6	0.4 %
64108	17	1.1 %
64109	26	1.6 %
64110	31	1.9 %
64111	10	0.6 %
64112	2	0.1 %
64113	20	1.2 %
64114	31	1.9 %
64116	26	1.6 %
64117	12	0.7 %
64118	58	3.6 %
64119	28	1.7 %
64123	13	0.8 %
64124	17	1.1 %
64125	4	0.2 %
64126	8	0.5 %
64127	35	2.2 %
64128	35	2.2 %
64129	8	0.5 %
64130	85	5.3 %
64131	32	2.0 %

Q8. What is your home zip code? - continued

Q8. Home zip code	Number	Percent
64132	65	4.0 %
64133	38	2.4 %
64134	34	2.1 %
64137	4	0.2 %
64138	25	1.6 %
64139	2	0.1 %
64145	7	0.4 %
64146	1	0.1 %
64149	1	0.1 %
64150	5	0.3 %
64151	36	2.2 %
64152	32	2.0 %
64153	11	0.7 %
64154	11	0.7 %
64155	31	1.9 %
64156	4	0.2 %
64157	21	1.3 %
64158	4	0.2 %
64167	1	0.1 %
64300	1	0.1 %
64360	1	0.1 %
64371	1	0.1 %
64439	2	0.1 %
64624	1	0.1 %
64668	1	0.1 %
64701	12	0.7 %
64725	1	0.1 %
64726	1	0.1 %
64733	2	0.1 %
64734	2	0.1 %
64735	16	1.0 %
64738	1	0.1 %
64739	1	0.1 %
64740	1	0.1 %
64742	2	0.1 %
64746	3	0.2 %
64747	1	0.1 %
64753	1	0.1 %
64761	2	0.1 %
64770	2	0.1 %
64788	2	0.1 %
65305	5	0.3 %
65336	12	0.7 %
65360	6	0.4 %
Total	1606	100.0 %

Section 4:
Crosstabulations

Q1. Have you heard of the kcICON project?

	Q7. County								Total
	Cass CA	Clay CL	Henry HE	Jackson JA	Johnson JO	Lafayette LA	Platte PL	Ray RA	
Total	7.2%	16.1%	2.0%	57.4%	4.8%	3.1%	7.2%	2.2%	100.0%
<u>Q1. Have you heard of the kcICON project</u>									
1=Yes	14.8%	16.6%	3.1%	11.4%	15.6%	10.2%	21.6%	30.6%	13.6%
2=No	85.2%	83.4%	96.9%	88.6%	84.4%	89.8%	78.4%	69.4%	86.4%

Q1a. The kcICON project is the project name for the New Paseo Bridge and the improvements that are taking place along I-29/I-35 for about 4 miles north of the Missouri River. If NO to Question #1, are you familiar with the construction of the New Paseo Bridge and the improvements being made to this section of I-35?

	Q7. County								Total
	Cass CA	Clay CL	Henry HE	Jackson JA	Johnson JO	Lafayette LA	Platte PL	Ray RA	
Total	7.1%	15.6%	2.2%	58.9%	4.7%	3.2%	6.6%	1.8%	100.0%
<u>Q1a. Familiar with construction of New Paseo Bridge & improvements made to I-35</u>									
1=Yes	38.8%	84.3%	29.0%	57.9%	30.8%	38.6%	71.4%	76.0%	59.3%
2=No	61.2%	15.7%	71.0%	42.1%	69.2%	61.4%	28.6%	24.0%	40.7%

EXCLUDING DON'T KNOWS

Q2. How satisfied are you with the job the Missouri Department of Transportation, also known as MoDOT, is doing with the kcICON project, which includes the construction of the New Paseo Bridge?

	Q7. County								Total
	Cass CA	Clay CL	Henry HE	Jackson JA	Johnson JO	Lafayette LA	Platte PL	Ray RA	
Total	5.3%	21.6%	1.0%	55.5%	3.1%	2.1%	8.6%	2.9%	100.0%
<u>Q2. How satisfied with the job MoDOT is doing</u>									
4=Very satisfied	25.0%	26.9%	0.0%	34.7%	14.3%	25.0%	30.5%	33.3%	31.0%
3=Somewhat satisfied	50.0%	46.2%	100.0%	45.8%	78.6%	50.0%	50.8%	58.3%	48.2%
2=Somewhat dissatisfied	20.0%	16.0%	0.0%	10.9%	7.1%	8.3%	5.1%	8.3%	11.6%
1=Very dissatisfied	5.0%	10.9%	0.0%	8.6%	0.0%	16.7%	13.6%	0.0%	9.2%

IF SATISFIED to Q#2

Q2a. What about the kcICON project are you MOST satisfied with? EXCLUDING DON'T KNOWS

Multiple responses allowed

	Q7. County								Total
	Cass CA	Clay CL	Henry HE	Jackson JA	Johnson JO	Lafayette LA	Platte PL	Ray RA	
Total	3.0%	22.9%	1.4%	56.4%	2.6%	1.8%	9.6%	2.2%	100.0%
<u>Q2a. What are you MOST satisfied with</u>									
1=MoDOT keeping public informed	6.7%	4.4%	0.0%	2.5%	23.1%	0.0%	2.1%	0.0%	3.4%
2=Project completed timely	20.0%	15.8%	42.9%	24.9%	30.8%	11.1%	22.9%	27.3%	22.7%
3=Signage in construction is good	0.0%	7.0%	0.0%	4.3%	7.7%	11.1%	6.3%	0.0%	5.0%
4=Detours are reasonable & well marked	13.3%	12.3%	0.0%	8.5%	15.4%	0.0%	14.6%	9.1%	10.0%
5=Project seems well planned	13.3%	8.8%	0.0%	11.7%	23.1%	22.2%	12.5%	0.0%	11.2%
6=Project is needed & will improve future travel	13.3%	20.2%	14.3%	21.7%	23.1%	22.2%	27.1%	27.3%	21.7%
7=Will give City a great landmark	0.0%	9.6%	0.0%	5.3%	7.7%	33.3%	10.4%	0.0%	7.0%
8=Other	33.3%	28.9%	0.0%	20.6%	7.7%	11.1%	16.7%	36.4%	22.1%

IF DISSATISFIED to Q#2

Q2b. What about the kcICON project are you MOST dissatisfied with? EXCLUDING DON'T KNOWS

Multiple responses allowed

	Q7. County							Total
	Cass	Clay	Jackson	Johnson	Lafayette	Platte	Ray	
	CA	CL	JA	JO	LA	PL	RA	
Total	3.8%	32.1%	51.9%	0.8%	2.3%	8.4%	0.8%	100.0%
<u>Q2b. What are you MOST dissatisfied with</u>								
1=MoDOT has not kept the public informed	0.0%	7.1%	2.9%	0.0%	0.0%	0.0%	0.0%	3.8%
2=The project takes too long	40.0%	21.4%	32.4%	0.0%	0.0%	36.4%	0.0%	28.2%
3=Need better signage	0.0%	7.1%	7.4%	0.0%	0.0%	0.0%	0.0%	6.1%
4=Construction causes too many delays	20.0%	23.8%	17.6%	0.0%	0.0%	18.2%	0.0%	19.1%
5=Detours are too long & far out of the way	40.0%	21.4%	17.6%	0.0%	33.3%	0.0%	100.0%	19.1%
6=No access to businesses or homes	20.0%	4.8%	1.5%	0.0%	0.0%	9.1%	0.0%	3.8%
7=Project not needed	0.0%	4.8%	8.8%	0.0%	0.0%	0.0%	0.0%	6.1%
8=Other	20.0%	31.0%	29.4%	100.0%	33.3%	36.4%	100.0%	31.3%

Q3. Please indicate your level of agreement with each of the following statements. EXCLUDING DON'T KNOWS

	Q7. County								Total
	Cass CA	Clay CL	Henry HE	Jackson JA	Johnson JO	Lafayette LA	Platte PL	Ray RA	
Total	5.3%	21.6%	1.0%	55.5%	3.1%	2.1%	8.6%	2.9%	100.0%
<u>Q3a. The kcICON is a good use of taxpayer dollars</u>									
4=Strongly agree	38.3%	45.2%	50.0%	45.1%	25.0%	58.8%	45.1%	46.2%	44.6%
3=Somewhat agree	42.6%	43.7%	33.3%	42.3%	58.3%	41.2%	46.3%	50.0%	43.6%
2=Somewhat disagree	10.6%	7.5%	0.0%	7.8%	16.7%	0.0%	3.7%	0.0%	7.3%
1=Strongly disagree	8.5%	3.5%	16.7%	4.8%	0.0%	0.0%	4.9%	3.8%	4.5%
<u>Q3b. MoDOT is keeping public informed on the project</u>									
4=Strongly agree	37.5%	23.1%	57.1%	30.3%	36.4%	31.3%	15.4%	32.0%	28.2%
3=Somewhat agree	37.5%	36.0%	28.6%	32.8%	45.5%	31.3%	51.3%	48.0%	36.1%
2=Somewhat disagree	17.5%	25.8%	14.3%	20.9%	9.1%	12.5%	14.1%	4.0%	20.2%
1=Strongly disagree	7.5%	15.1%	0.0%	16.0%	9.1%	25.0%	19.2%	16.0%	15.5%

Q3. Please indicate your level of agreement with each of the following statements. EXCLUDING DON'T KNOWS

	Q7. County								Total
	Cass CA	Clay CL	Henry HE	Jackson JA	Johnson JO	Lafayette LA	Platte PL	Ray RA	
Total	5.3%	21.6%	1.0%	55.5%	3.1%	2.1%	8.6%	2.9%	100.0%
<u>Q3c. The New Paseo Bridge will become a landmark</u>									
4=Strongly agree	26.8%	35.2%	20.0%	43.9%	41.7%	33.3%	34.6%	36.4%	39.7%
3=Somewhat agree	46.3%	39.9%	40.0%	38.2%	41.7%	33.3%	43.2%	36.4%	39.4%
2=Somewhat disagree	19.5%	14.5%	20.0%	11.2%	4.2%	20.0%	14.8%	18.2%	12.9%
1=Strongly disagree	7.3%	10.4%	20.0%	6.7%	12.5%	13.3%	7.4%	9.1%	8.0%
<u>Q3d. The kcICON project has improved my opinion of MoDOT</u>									
4=Strongly agree	9.4%	19.6%	0.0%	29.4%	20.0%	20.0%	23.1%	22.7%	25.0%
3=Somewhat agree	40.6%	42.9%	60.0%	36.8%	45.0%	26.7%	36.9%	27.3%	38.2%
2=Somewhat disagree	34.4%	22.6%	0.0%	16.4%	20.0%	13.3%	23.1%	27.3%	19.4%
1=Strongly disagree	15.6%	14.9%	40.0%	17.4%	15.0%	40.0%	16.9%	22.7%	17.4%

Q3. Please indicate your level of agreement with each of the following statements. EXCLUDING DON'T KNOWS

	Q7. County								Total
	Cass CA	Clay CL	Henry HE	Jackson JA	Johnson JO	Lafayette LA	Platte PL	Ray RA	
Total	5.3%	21.6%	1.0%	55.5%	3.1%	2.1%	8.6%	2.9%	100.0%

Q3e. MoDOT has been responsive to questions & issues regarding kcICON project

4=Strongly agree	15.0%	28.0%	33.3%	33.0%	33.3%	50.0%	31.0%	22.2%	31.2%
3=Somewhat agree	70.0%	46.0%	33.3%	43.4%	60.0%	40.0%	42.9%	55.6%	45.6%
2=Somewhat disagree	10.0%	17.0%	0.0%	13.6%	6.7%	0.0%	14.3%	11.1%	13.6%
1=Strongly disagree	5.0%	9.0%	33.3%	10.0%	0.0%	10.0%	11.9%	11.1%	9.6%

ALL RESPONDENTS RESUME HERE

Q3f. MoDOT considers your needs & views in its decision-making EXCLUDING DON'T KNOWS

	Q7. County								Total
	Cass CA	Clay CL	Henry HE	Jackson JA	Johnson JO	Lafayette LA	Platte PL	Ray RA	
Total	7.2%	16.1%	2.0%	57.4%	4.8%	3.1%	7.2%	2.2%	100.0%

Q3f. MoDOT considers needs & views in its decision-making

4=Strongly agree	25.9%	26.6%	16.0%	29.8%	37.1%	44.4%	24.2%	27.6%	29.1%
3=Somewhat agree	50.6%	43.8%	40.0%	44.4%	40.3%	38.9%	57.6%	48.3%	45.4%
2=Somewhat disagree	10.6%	16.3%	28.0%	11.7%	12.9%	11.1%	10.1%	10.3%	12.6%
1=Strongly disagree	12.9%	13.3%	16.0%	14.0%	9.7%	5.6%	8.1%	13.8%	12.9%

Q3f-1. If Somewhat or Strongly Disagree with 3f, then what could MoDOT do to improve efforts to consider your needs and views in transportation decision-making? EXCLUDING DON'T KNOWS

	Q7. County								Total
	Cass CA	Clay CL	Henry HE	Jackson JA	Johnson JO	Lafayette LA	Platte PL	Ray RA	
Total	6.3%	18.9%	3.5%	57.2%	4.4%	1.9%	5.7%	2.2%	100.0%
<u>Q3f-1. What could MoDOT do to improve efforts</u>									
1=Advertise more meetings	5.0%	11.7%	27.3%	19.2%	7.1%	16.7%	5.6%	14.3%	15.7%
2=Take comments on projects via blogs	5.0%	6.7%	9.1%	8.2%	0.0%	0.0%	5.6%	14.3%	7.2%
3=Meet with individuals	5.0%	3.3%	0.0%	2.7%	7.1%	0.0%	11.1%	0.0%	3.5%
4=Incorporate suggestions or provide reasons	10.0%	6.7%	0.0%	9.3%	14.3%	0.0%	27.8%	14.3%	9.7%
5=Other	75.0%	68.3%	45.5%	64.8%	57.1%	50.0%	50.0%	42.9%	63.5%

Q4. What (if anything) would impress you regarding the kcICON project?

	Q7. County								Total
	Cass CA	Clay CL	Henry HE	Jackson JA	Johnson JO	Lafayette LA	Platte PL	Ray RA	
Total	7.2%	16.1%	2.0%	57.4%	4.8%	3.1%	7.2%	2.2%	100.0%

Q4. What would impress you regarding kcICON project

1=If it were completed early	24.3%	37.8%	25.0%	26.7%	19.5%	16.3%	41.4%	41.7%	29.0%
2=If work was done at off-peak times	3.5%	6.2%	3.1%	3.8%	2.6%	0.0%	4.3%	2.8%	4.0%
3=If I received up-to-date information	1.7%	3.9%	0.0%	3.6%	0.0%	2.0%	4.3%	0.0%	3.2%
4=If it came in under budget	10.4%	14.7%	15.6%	10.6%	3.9%	10.2%	13.8%	8.3%	11.2%
5=If all lanes were open at rush hour	5.2%	8.5%	3.1%	6.3%	1.3%	2.0%	8.6%	5.6%	6.3%
6=Other	12.2%	24.7%	9.4%	22.5%	18.2%	16.3%	17.2%	8.3%	20.7%

Q5. Where would you most likely go to get information about the kcICON project?

	Q7. County								Total
	Cass CA	Clay CL	Henry HE	Jackson JA	Johnson JO	Lafayette LA	Platte PL	Ray RA	
Total	7.2%	16.1%	2.0%	57.4%	4.8%	3.1%	7.2%	2.2%	100.0%

Q5. Where would you most likely go to get information about kcICON project

1=TV	11.3%	12.4%	9.4%	18.0%	13.0%	14.3%	12.9%	16.7%	15.7%
2=Radio	0.9%	3.1%	0.0%	3.5%	3.9%	2.0%	1.7%	2.8%	3.0%
3=Newspaper	9.6%	10.4%	6.3%	11.4%	1.3%	12.2%	15.5%	2.8%	10.6%
4=Internet	57.4%	61.0%	62.5%	55.7%	64.9%	59.2%	68.1%	55.6%	58.3%
5=E-Mail	0.9%	1.2%	0.0%	0.7%	0.0%	0.0%	0.9%	0.0%	0.7%
6=Call 888-ASK-MoDOT	6.1%	3.1%	3.1%	4.3%	6.5%	2.0%	3.4%	0.0%	4.1%
7=Call project office	6.1%	4.6%	0.0%	5.0%	7.8%	8.2%	2.6%	8.3%	5.0%
8=Other	10.4%	7.3%	9.4%	11.1%	5.2%	8.2%	4.3%	5.6%	9.4%

Q6. What is your age?

N=1606

	Q7. County								Total
	Cass CA	Clay CL	Henry HE	Jackson JA	Johnson JO	Lafayette LA	Platte PL	Ray RA	

Total	7.2%	16.1%	2.0%	57.4%	4.8%	3.1%	7.2%	2.2%	100.0%
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Q6. Age

34=Under 35	28.7%	26.6%	21.9%	26.7%	28.6%	22.4%	27.6%	16.7%	26.5%
44=35 to 44	12.2%	17.0%	18.8%	15.7%	11.7%	14.3%	20.7%	11.1%	15.8%
54=45 to 54	20.0%	23.9%	31.3%	20.2%	35.1%	22.4%	24.1%	22.2%	22.1%
64=55 to 64	18.3%	15.8%	9.4%	18.3%	14.3%	22.4%	15.5%	27.8%	17.7%
65=65+	20.9%	16.6%	18.8%	19.0%	10.4%	18.4%	12.1%	22.2%	17.9%

Section 5:
Survey Instrument

Phone _____

Date: _____

Interviewer: _____

2010 MoDOT kclCON Survey

Hello. My name is _____ and I am calling from ETC Institute on behalf of the Missouri Department of Transportation. We are conducting a brief survey about transportation issues in Missouri. Would you be willing to answer a few questions? The survey takes about 5 minutes.

1. Prior to this call, have you heard of the kclCON project?

- (1) Yes - go to #2
- (2) No - read and ask 1a.

1a. [If No to #1] The kclCON project is the project name for the New Paseo Bridge and the improvements that are taking place along I-29/1-35 for about 4 miles north of the Missouri River. Are you familiar with the construction of the New Paseo Bridge and the improvements being made to this section of I-35?

- (1) Yes - continue
- (2) No - go to #3f

2. How satisfied are you with the job the Missouri Department of Transportation, also known as MoDOT, is doing with the kclCON project, which includes the construction of the New Paseo Bridge —would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the job MoDOT is doing on this project? [If satisfied, follow-up with question Q2a; if dissatisfied Q2b]

- (4) Very satisfied [ask 2a]
- (3) Somewhat satisfied [ask 2a]
- (2) Somewhat dissatisfied [ask 2b]
- (1) Very dissatisfied [ask 2b]
- (9) NOT SURE] [SKIP TO Q3]

2a. What about the kclCON project are you MOST satisfied with? [Do Not Read]

- (1) MoDOT has done a good job keeping the public informed about the project
- (2) The project is being completed in a timely manner
- (3) Signage in construction zones is good
- (4) Detours are reasonable and well marked
- (5) The project seems well planned
- (6) The project is needed and will improve travel in the future
- (7) The bridge will give the City a great landmark (it will become an icon or symbol for Kansas City)
- (8) Other: _____

2b. What about the kclCON project are you MOST dissatisfied with? [Do Not Read]

- (1) MoDOT has not kept the public informed about the project
- (2) It seems like the project is taking too long
- (3) Need better signage
- (4) Construction causes too many delays
- (5) Do not like the detours - they are too long; too far out of the way
- (6) Cannot access businesses or homes in the area
- (7) Project is not needed; not a good use of tax dollars
- (8) Other: _____

3. Next, I am going to read you a series of short statements about the kclCON project and the Missouri Department of Transportation, that is MoDOT. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each statement. If you don't know how you feel about a particular statement, just say so and we'll go on.

	Strongly Agree	Smwht Agree	Smwht Disagree	Strongly Disagree	[DONT KNOW]
a) The kclCON project is a good use of taxpayer dollars.....	4	3	2	1	9
b) MoDOT is keeping the public informed on the kclCON project.....	4	3	2	1	9
c) The New Paseo Bridge will become a landmark for the <u>Kansas City</u> area	4	3	2	1	9
d) The kclCON project has improved my opinion of MoDOT.....	4	3	2	1	9
e) MoDOT has been responsive to the questions and issues I've raised regarding the kclCON project.....	4	3	2	1	9

CONTINUE AND ASK THESE QUESTIONS OF ALL RESPONDENTS)

3f) MoDOT takes into consideration your needs and views in its transportation decision-making 4 3 2 1 9

3f(1). [If Somewhat or Strongly Disagree with 3f] What could MoDOT do to improve efforts to consider your needs and views in transportation decision-making

(DO NOT READ - check all that are mentioned)

- (1) Advertise meetings more
- (2) Take comments on projects via blogs
- (3) Meet with me individually
- (4) Incorporate my suggestions or provide reasons why they weren't used
- (5) Other: _____

4. What (if anything) would impress you regarding the kclCON project? (DO NOT READ - check all that are mentioned)

- (1) If it were completed early
- (2) If all the work was done at off-peak times
- (3) If I received up-to-date information when it affects me
- (4) If it came in under budget
- (5) If all lanes of traffic were open at rush hour
- (6) Other: _____

5. Where would you most likely go to get information about the kclCON project? (DO NOT READ - check all that are mentioned)

- (1) TV
- (2) Radio
- (3) Newspaper
- (4) Internet
- (5) E-mail
- (6) Call 888-ASK-MoDOT
- (7) Call the project office or phone number on kclCON website (816-841-8888)
- (8) Other: _____

Before we end this call, I am going to ask you a few demographic questions to ensure that the survey sample is representative.

6. What is your age? _____ years

7. In which county do you live?

CA=Cass CL=Clay HE=Henry JA=Jackson JO=Johnson

LA=Lafayette PL=Platte RA=Ray

8. What is your home zip code? _____



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