

July 2009
OR10.001

A Report Card From Missourians - 2009

Main Report

Submitted to

*The Missouri Department of
Transportation*



Prepared by ETC Institute and
Missouri Department of
Transportation



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FINAL REPORT

RD08-018

A Report Card from Missourians – 2009

Prepared for the
Missouri Department of Transportation
Organizational Results

By

ETC Institute
725 West Frontier Circle
Olathe, Kansas 66061

July 2009

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.

TECHNICAL REPORT DOCUMENTATION PAGE

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16. Abstract This survey populates data for five customer satisfaction measures for the MoDOT Tracker; 5a, 12j, 13c, 17d and 18b. The survey also asks other evaluative and priority questions that measure the public's support for various ways of raising and appropriating revenue for transportation. Using previous annual surveys as a baseline, the investigators collaborated with MoDOT to finalize the survey questions to be asked. A professional calling center was contracted to obtain a representative sample of each of the 10 MoDOT Districts, with a minimum of 350 respondents per District. Potential respondents were contacted through random digit dialing (RDD) from May 11 through May 22. The participation rate (completed interviews over the total number completed, refused, and terminated interviews) was 65 percent. A total of 3,567 interviews were completed for the study.			
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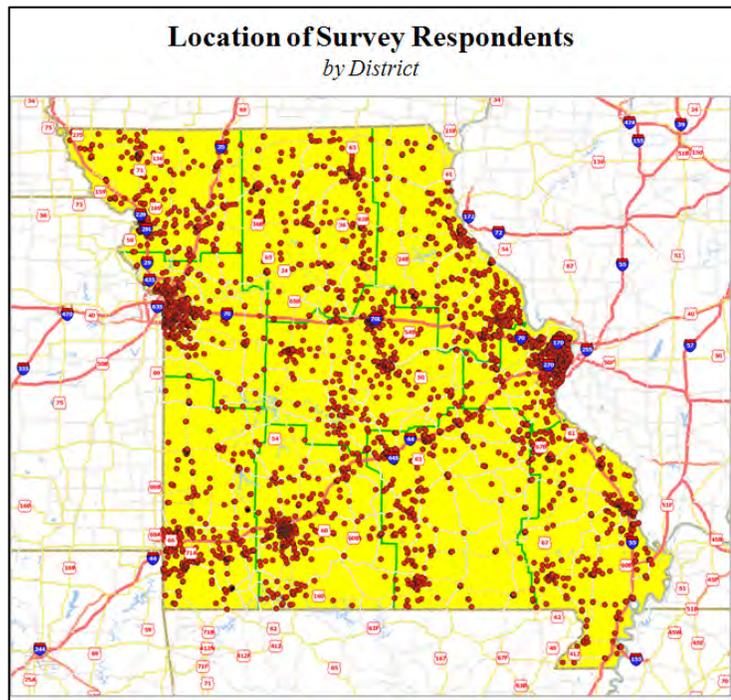
A Report Card From Missourians - 2009 Executive Summary

Purpose

ETC Institute completed a comprehensive statewide customer satisfaction survey for the Missouri Department of Transportation (MoDOT) in the spring of 2009. The purpose of the survey was to help identify and prioritize the transportation services and improvements that are most important to Missourians and to assess MoDOT's overall performance.

Methodology

The three-page survey was administered by phone to a stratified-random sample of 3,567 households in the State of Missouri. The sample was stratified to ensure that at least 350 surveys were completed in each of the ten districts. The results for each district have a 95% level of confidence with a precision of at least +/- 5.0%. The overall results for the stratified-random sample of 3,567 households have a 95% level of confidence with a precision of at least +/- 1.7%. In order to better understand how well services are being delivered by the State, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.

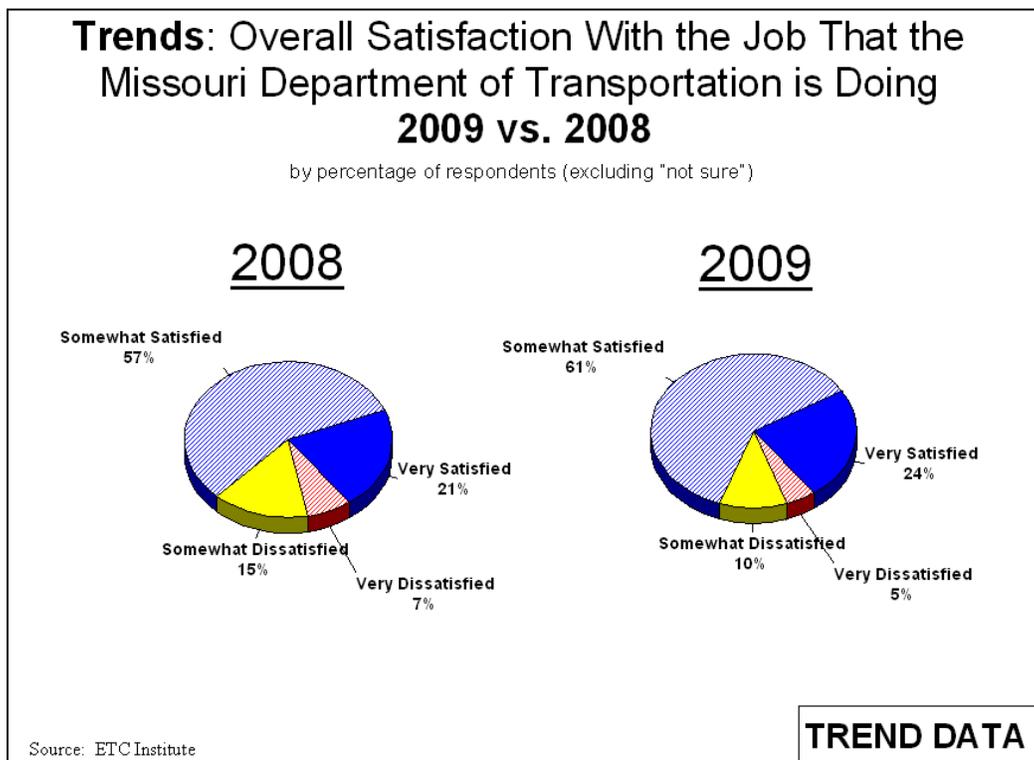


The percentage of “don’t know/not sure” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results with previous statewide customer satisfaction surveys and other communities in the DirectionFinder® benchmarking database. When the “don’t know/not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

Major Findings

Overall Satisfaction with the Job that MoDOT is Doing has Increased.

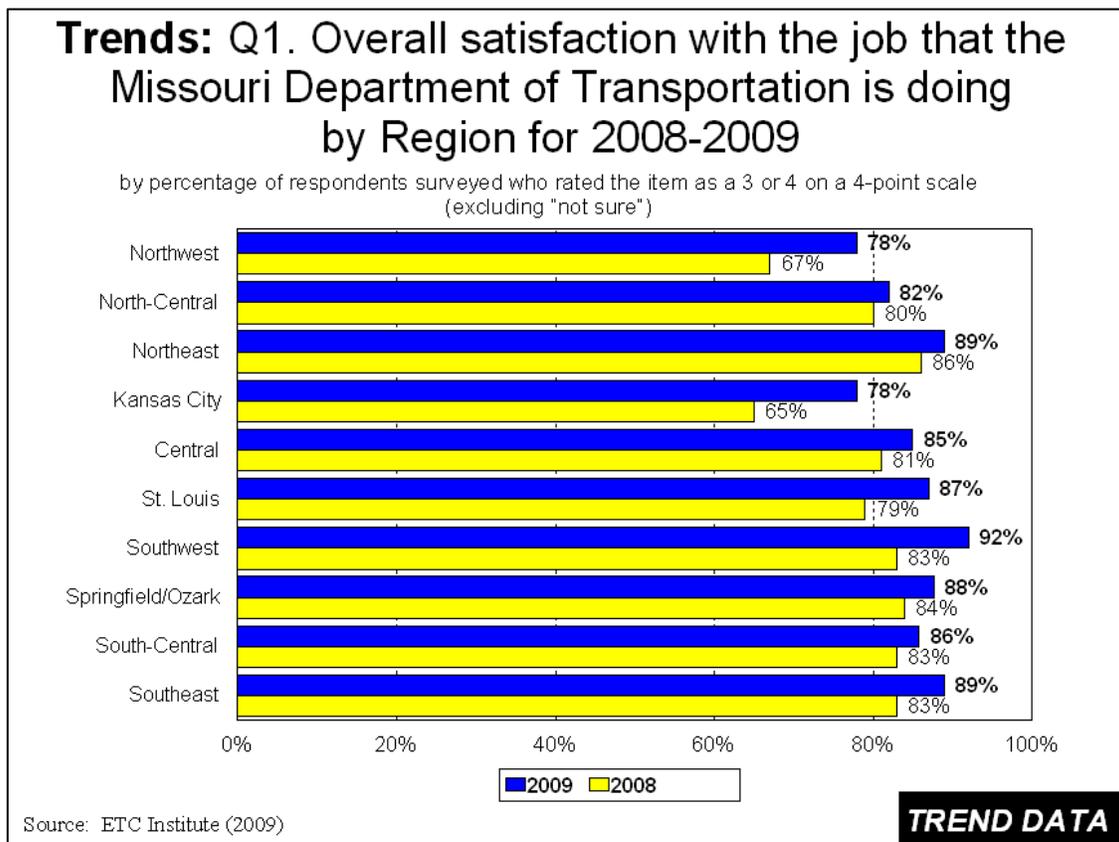
Eighty-five percent (85%) of **ALL** the residents surveyed, who had an opinion, were satisfied (combination of “very satisfied” and “satisfied” responses) with the job that MoDOT is doing. This is an increase of 7% over the satisfaction levels reported in 2008.



Overall Satisfaction with the Job that MoDOT is Doing has Increased in All 10 Regions Since 2008. Overall satisfaction with the job that MoDOT is doing has increased across the board since 2008. The regions with the largest increases in satisfaction are listed below:

- Kansas City Region (+13%)
- Northwest Region (+11%)
- Southwest Region (+9%)
- St. Louis Region (+8%)
- Southeast Region (+6%)

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

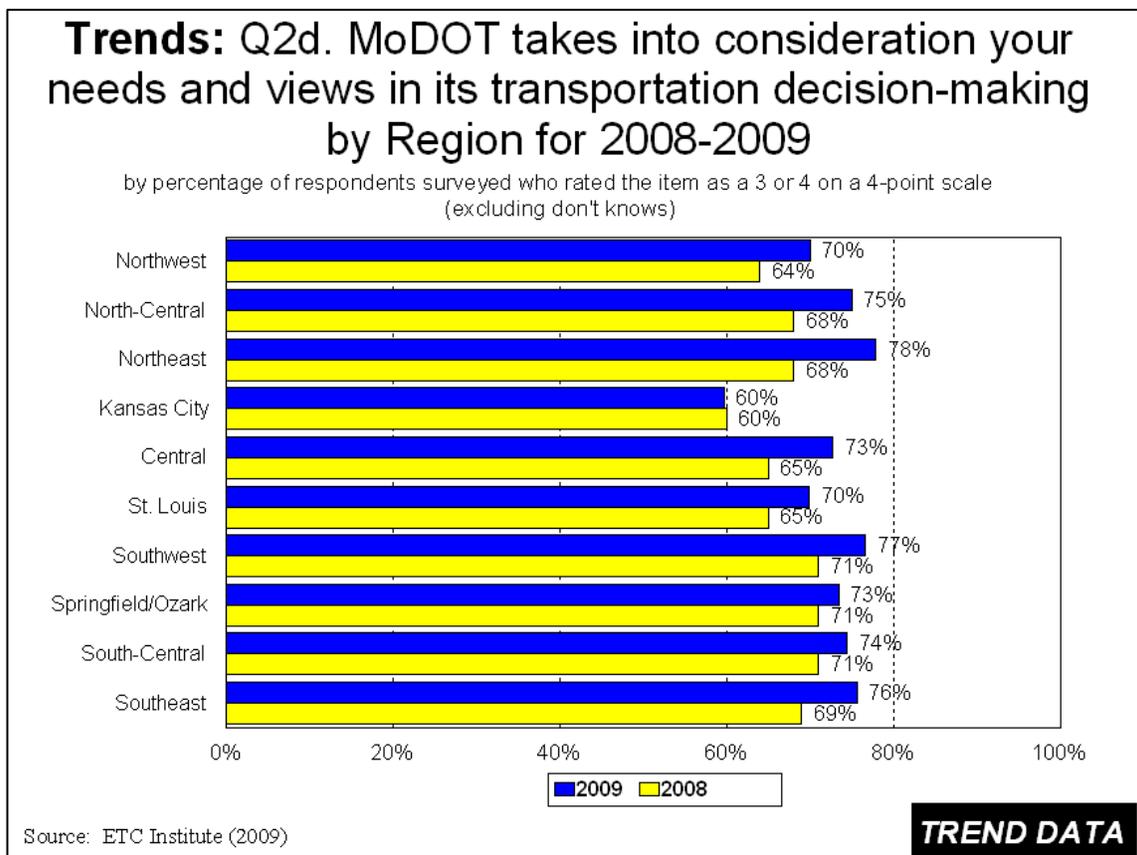


Residents Generally Think MoDOT Takes Their Needs and Views into Consideration in its Transportation Decision-making. Seventy-three percent (73%) of ALL the residents surveyed, who had an opinion, agreed (combination of “strongly agree” and “somewhat agree” responses) with the statement “MoDOT takes into consideration your needs and views in its transportation decision-making”. This is an 8% increase from 2008.

Nine Regions Had an Increase in the Level of Agreement with the statement “MoDOT takes into consideration your needs and views in its transportation decision-making” Since 2008. The regions with the largest increases in agreement level are listed below:

- Northeast Region (+10%)
- Central Region (+8%)
- Southeast Region (+7%)
- North-Central Region (+7%)
- Northwest Region (+6%)
- Southwest Region (+6%)

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

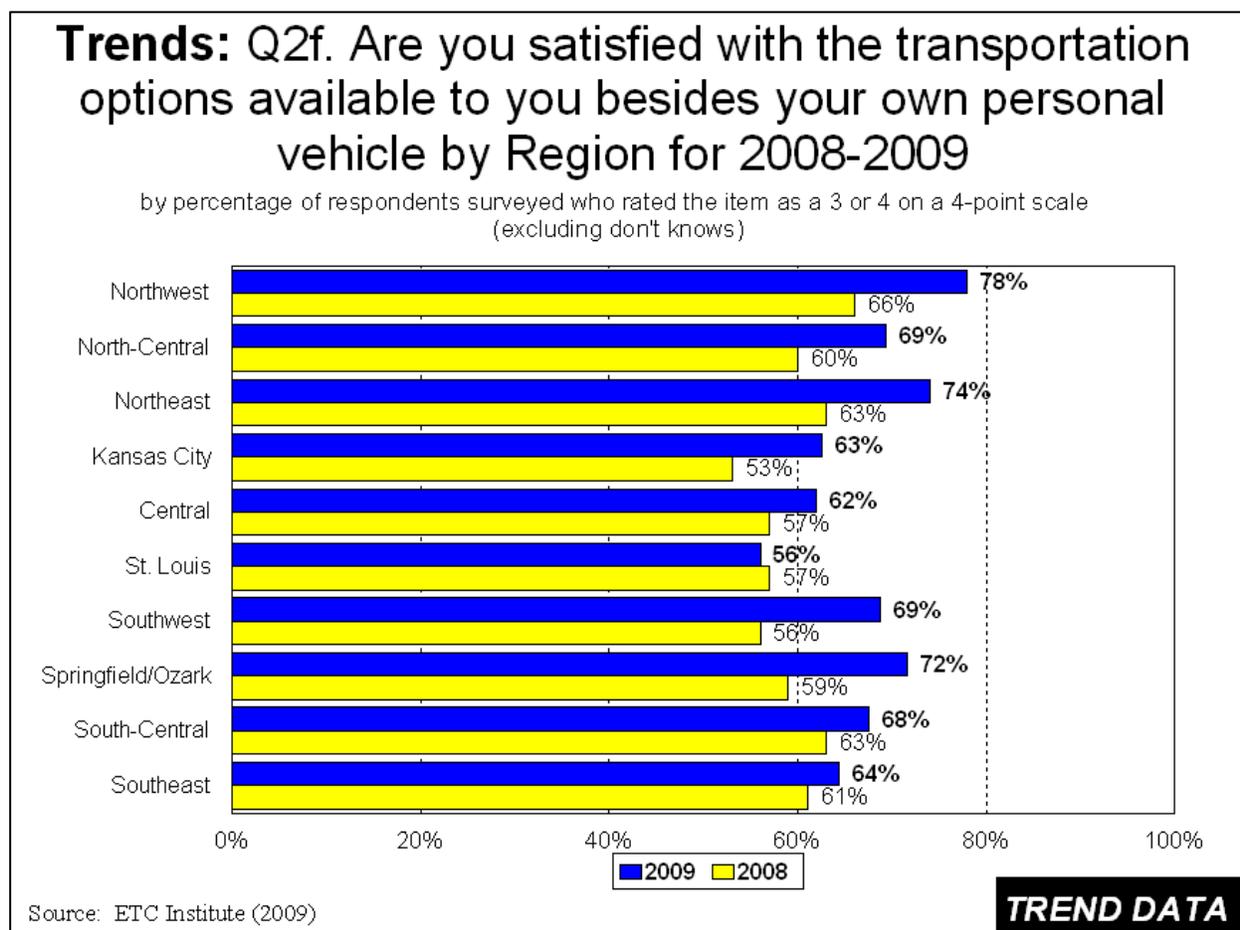


Residents are Generally Satisfied with the Transportation Options that are Available to them Besides Their Own Vehicle. Sixty-eight percent (68%) of ALL the residents surveyed, who had an opinion, agreed (combination of “strongly agree” and “somewhat agree” responses) with the statement “You are satisfied with the transportation options available to you besides your own personal vehicle”. This is an 11% increase from 2008.

Nine Regions Had an Increase in the Level of Agreement with the statement “You are satisfied with the transportation options available to you besides your own personal vehicle” Since 2008. The regions with the largest increases in agreement level are listed below:

- Southwest Region (+13%)
- Springfield/Ozark Region (+13%)
- Northwest Region (+12%)
- Northeast Region (+11%)
- Kansas City Region (+10%)
- North-Central Region (+9%)

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



Other Findings

- Ninety-six percent (96%) of the residents, who had an opinion, indicated that they thought funding for transportation in Missouri should increase or stay the same over the next five years. Only 4% thought it should be reduced.
- Eighty-nine percent (89%) of the residents, who had an opinion, indicated that they trust MoDOT to keep its commitments to the public and 11% did not.
- More than two-thirds (67%) of residents, who had an opinion, agreed (combination of “strongly agree” and “somewhat agree” responses) with the statement “MoDOT did a good job putting money from the Federal Stimulus Package to use quickly”; nineteen percent (19%) gave a neutral response, and 14% disagreed with the statement.

How MoDOT Compares to Other Departments of Transportation

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

Areas Where MoDOT Performed BETTER than the North Central U.S. Areas where MoDOT’s ratings were significantly better than the North Central U.S. included:

- Removing debris from highways (+13%)
- Minimizing congestion on highways (+12%)
- Picking up trash/litter along highways (+11%)
- Removing snow/ice along highways (+8%)
- Mowing/trimming trees/grass/weeds along highways (+5%)

Areas Where MoDOT Performed WORSE than North Central U.S. Areas where MoDOT’s ratings were significantly lower than the North Central U.S. included:

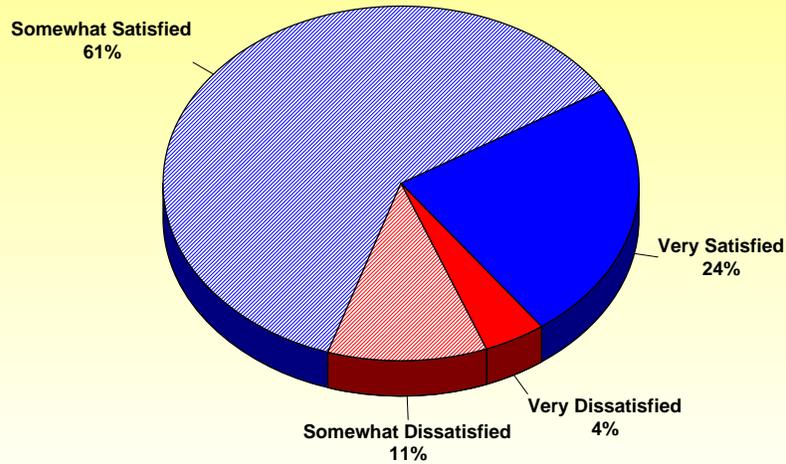
- Keeping bridges in good condition (-14%)
- Shoulders on highways in good condition (-8%)

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Section 1: Charts and Graphs

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

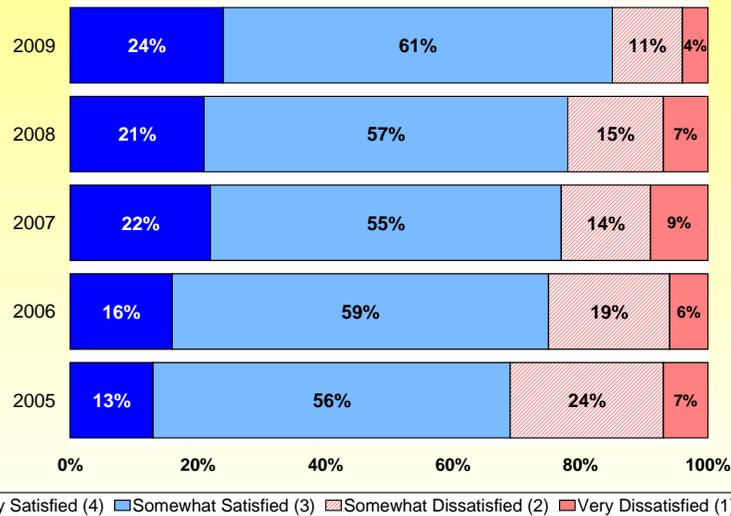
by percentage of respondents (excluding "not sure")



Source: ETC Institute (2009)

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

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

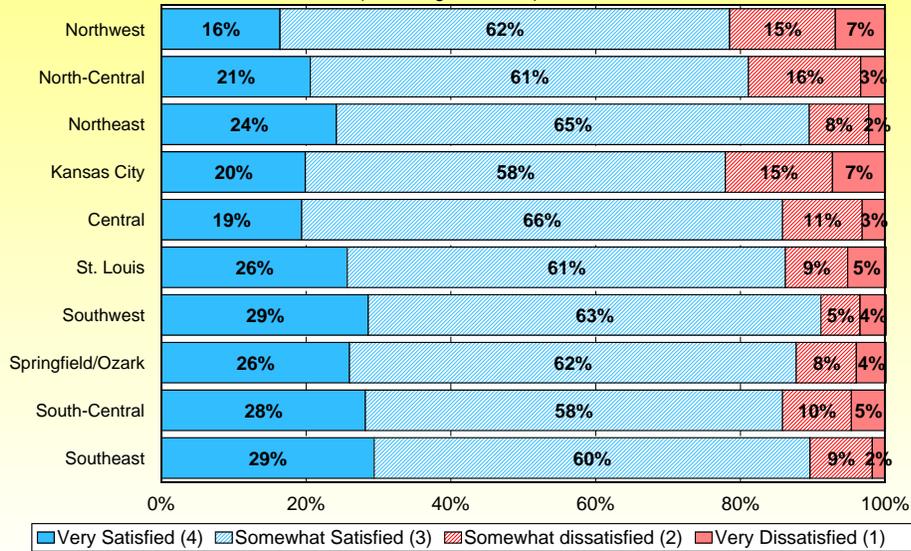


Source: ETC Institute (2009)

TREND DATA

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

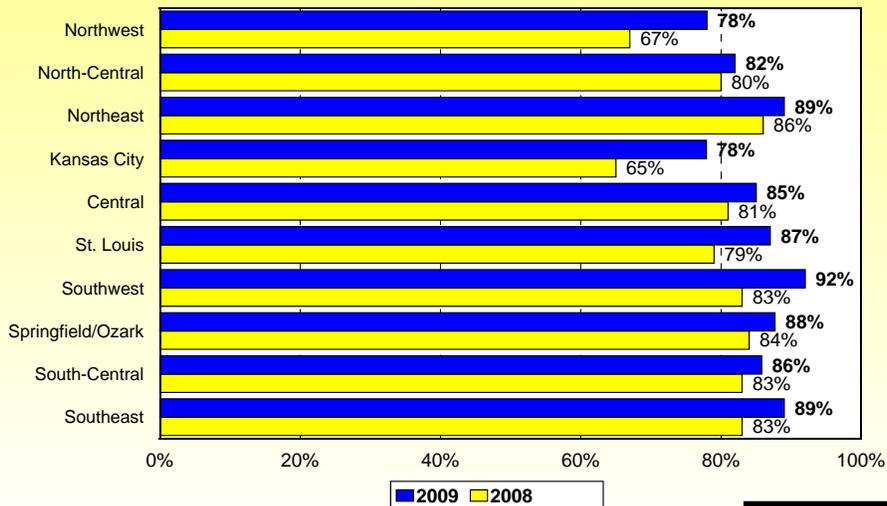
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")



Source: ETC Institute (2009)

Trends: Q1. Overall satisfaction with the job that the Missouri Department of Transportation is doing by Region for 2008-2009

by percentage of respondents surveyed who rated the item as a 3 or 4 on a 4-point scale (excluding "not sure")

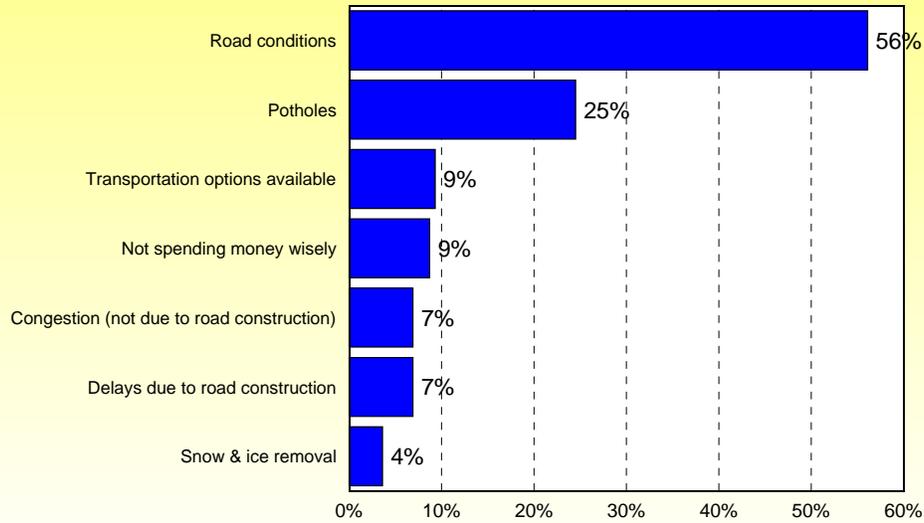


Source: ETC Institute (2009)

TREND DATA

What about MoDOT are you MOST dissatisfied with?

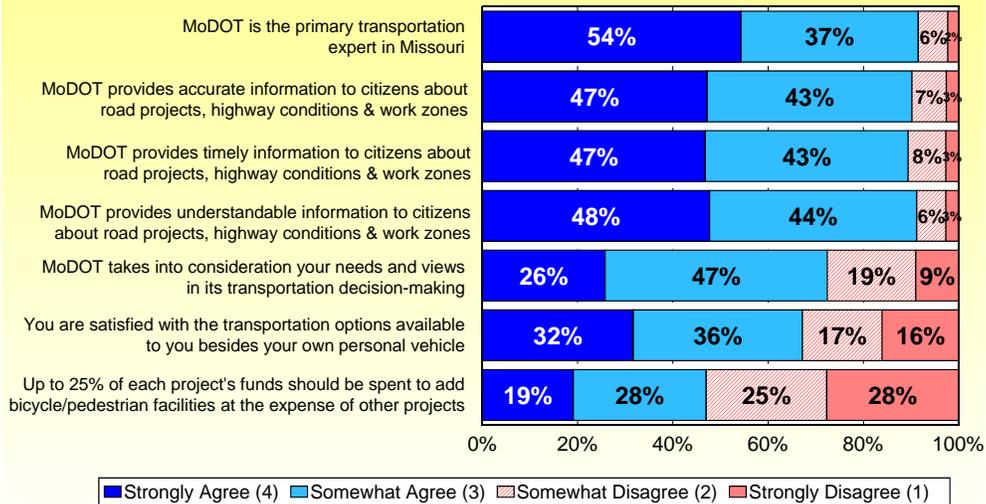
by percentage of respondents who indicated they were "very dissatisfied" or "somewhat dissatisfied" with the job that MoDOT is doing (multiple responses were allowed)



Source: ETC Institute (2009)

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

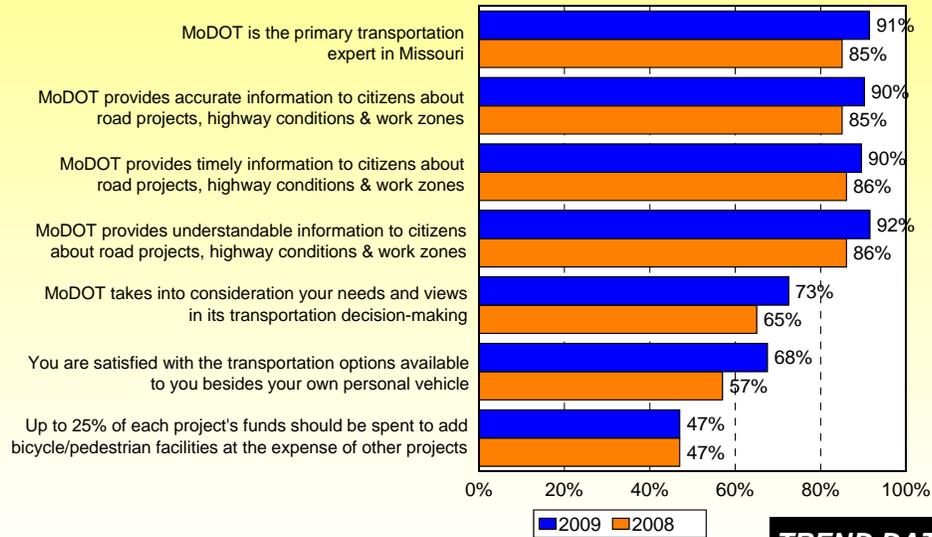
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2009)

Trends: Level of agreement with statements related to transportation in Missouri and MoDOT- 2009 vs. 2008

by percentage of respondents surveyed who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)

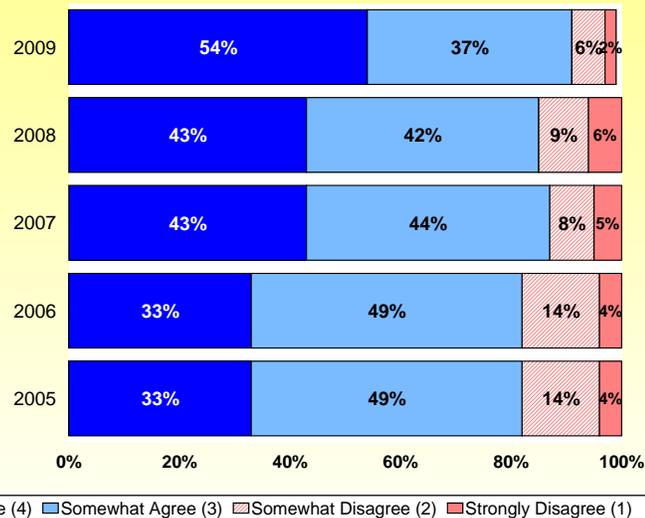


Source: ETC Institute (2009)

TREND DATA

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

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

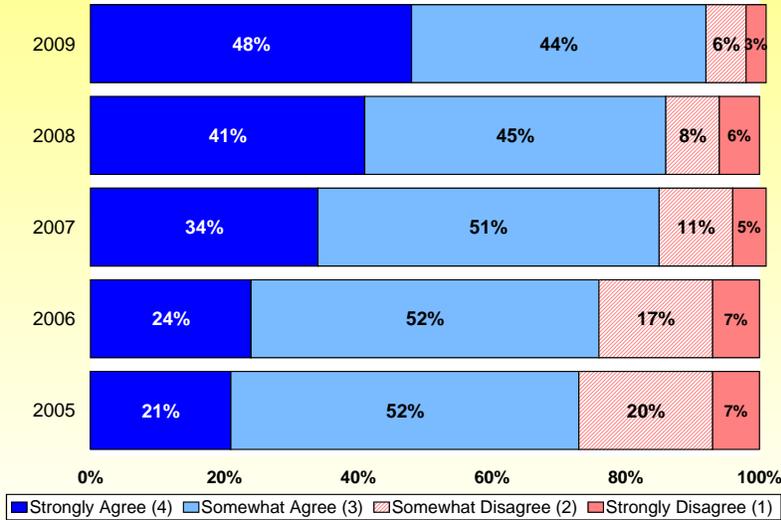


Source: ETC Institute (2009)

TREND DATA

Trends: Level of agreement that MoDOT provides understandable information to citizens

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

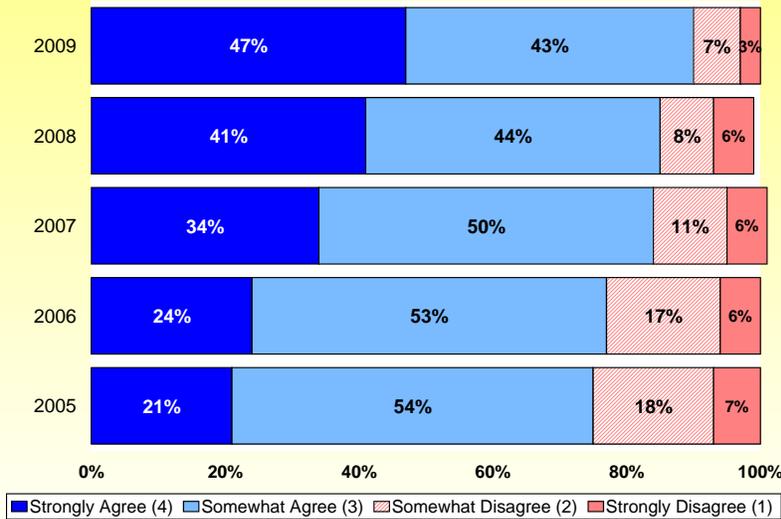


Source: ETC Institute (2009)

TREND DATA

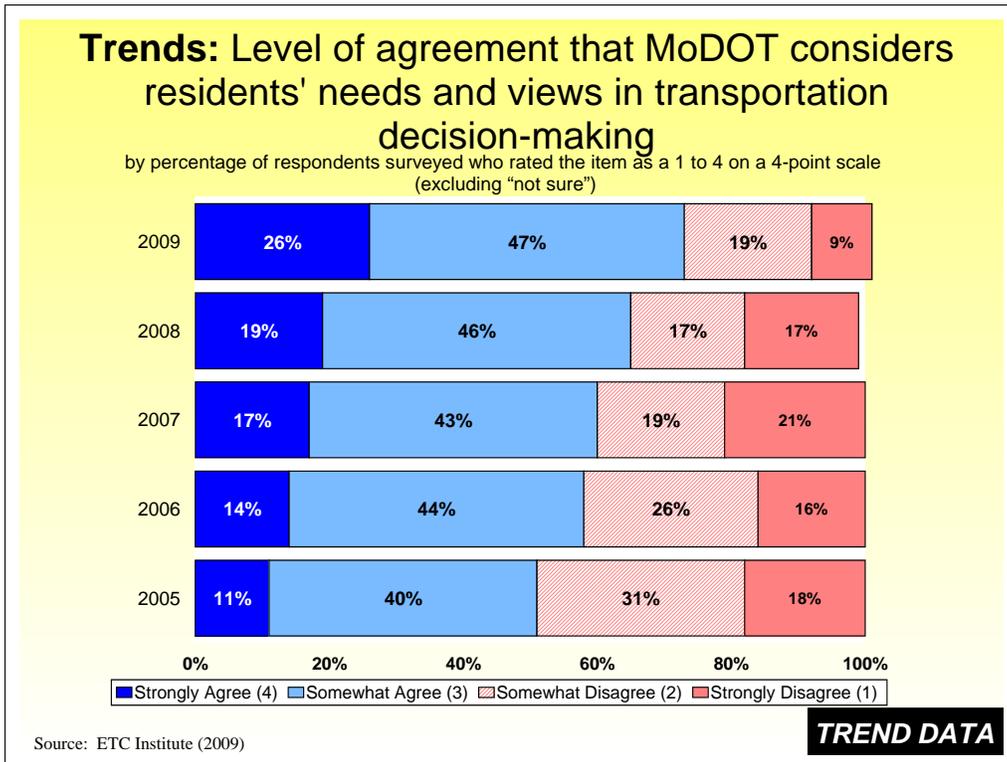
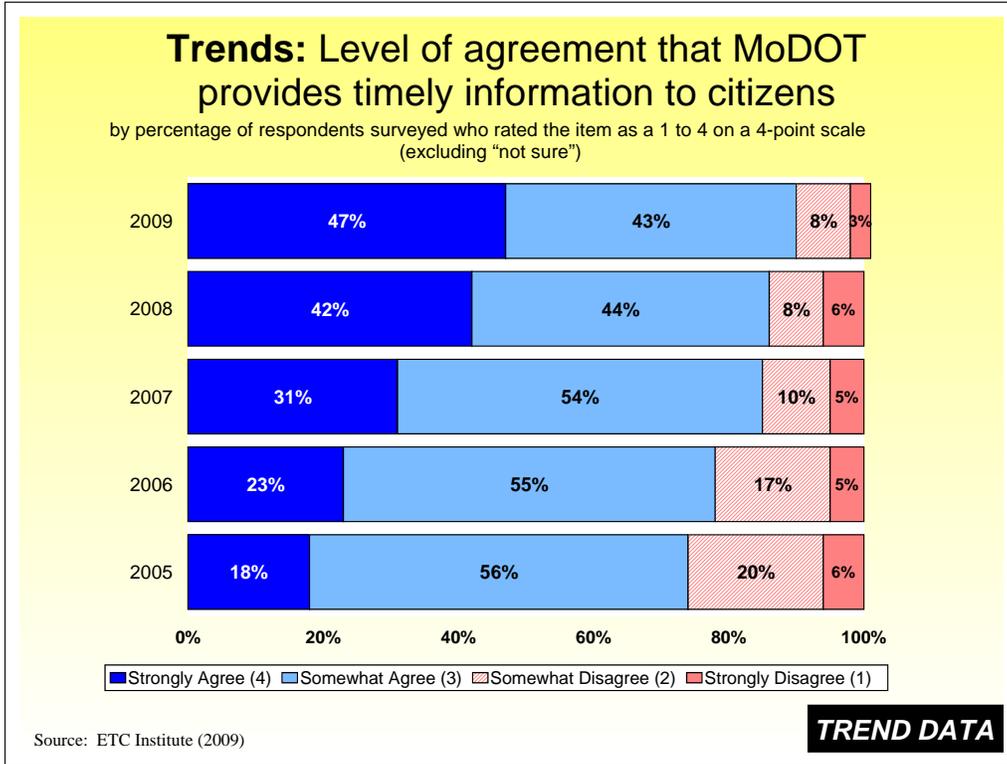
Trends: Level of agreement that MoDOT provides accurate information to citizens

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



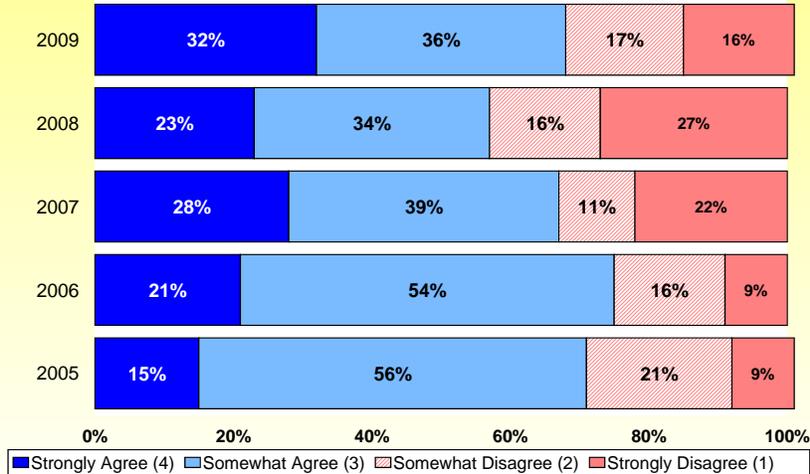
Source: ETC Institute (2009)

TREND DATA



Trends: Level of agreement that Missourians are satisfied with the transportation options available outside their own personal vehicle

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

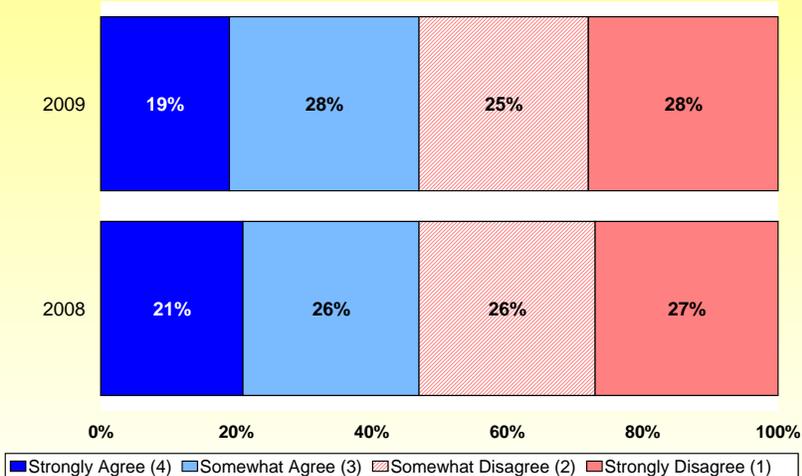


Source: ETC Institute (2009)

TREND DATA

Trends: Level of agreement that up to 25% of each transportation project's funds should be spent incorporating bicycle and pedestrian facilities

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

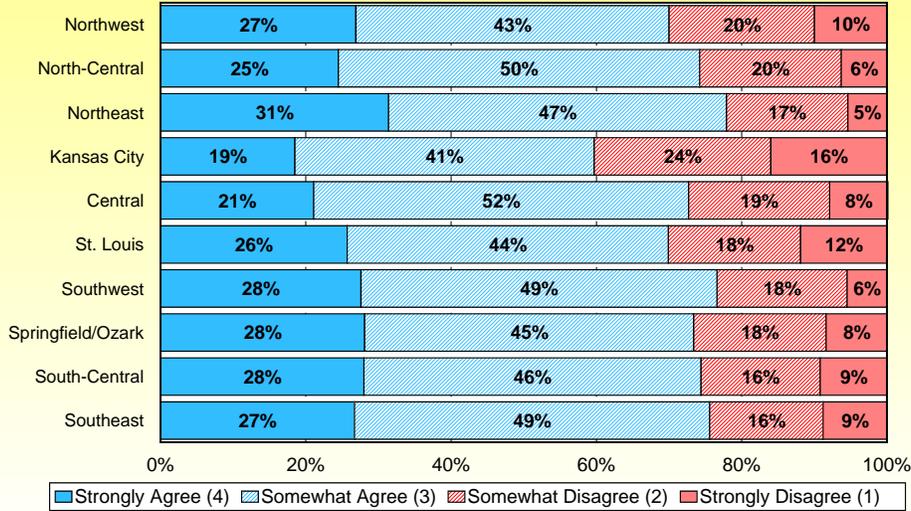


Source: ETC Institute (2009)

TREND DATA

Trends: Q2d. MoDOT takes into consideration your needs and views in its transportation decision-making by Region

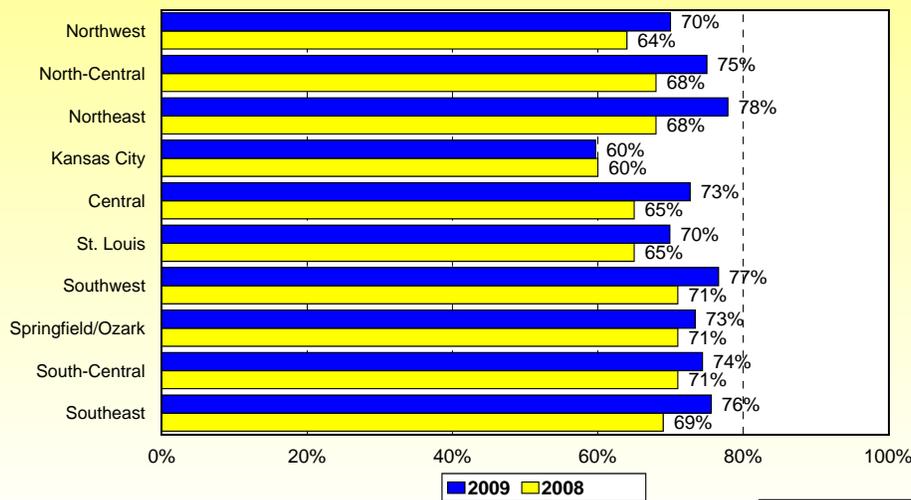
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2009)

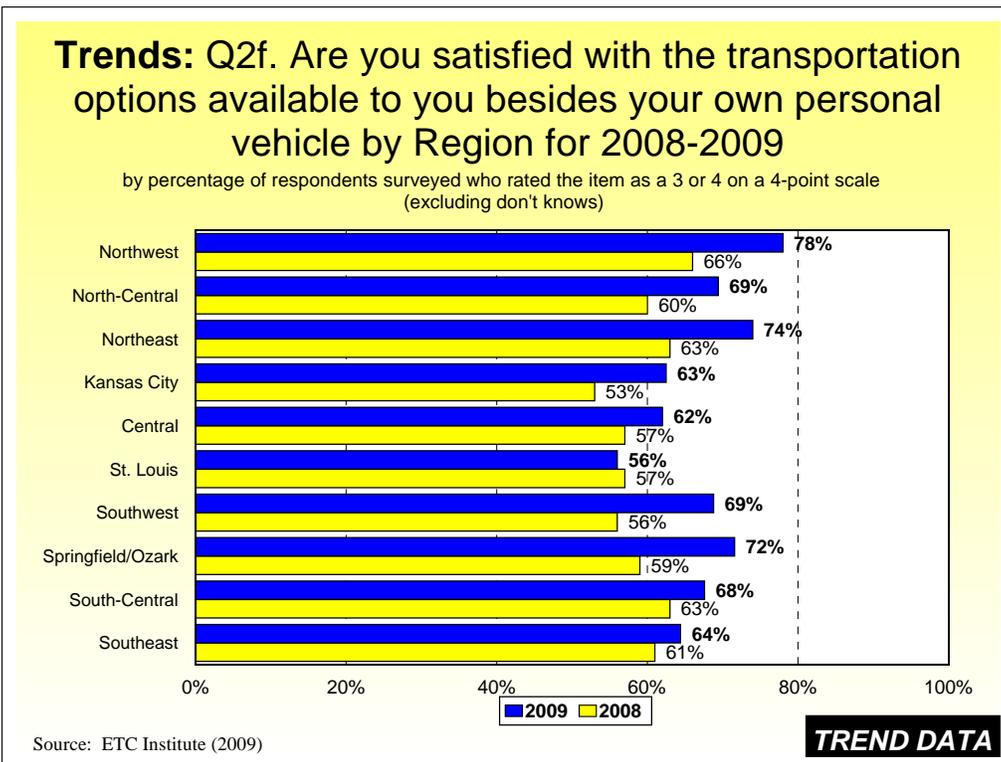
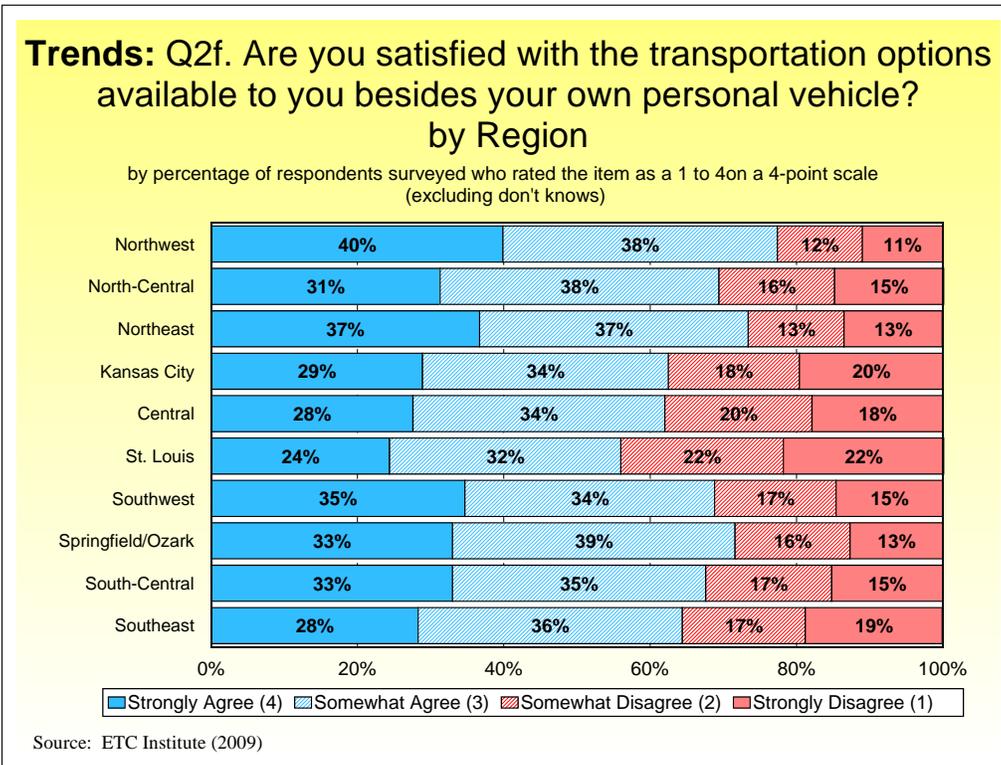
Trends: Q2d. MoDOT takes into consideration your needs and views in its transportation decision-making by Region for 2008-2009

by percentage of respondents surveyed who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



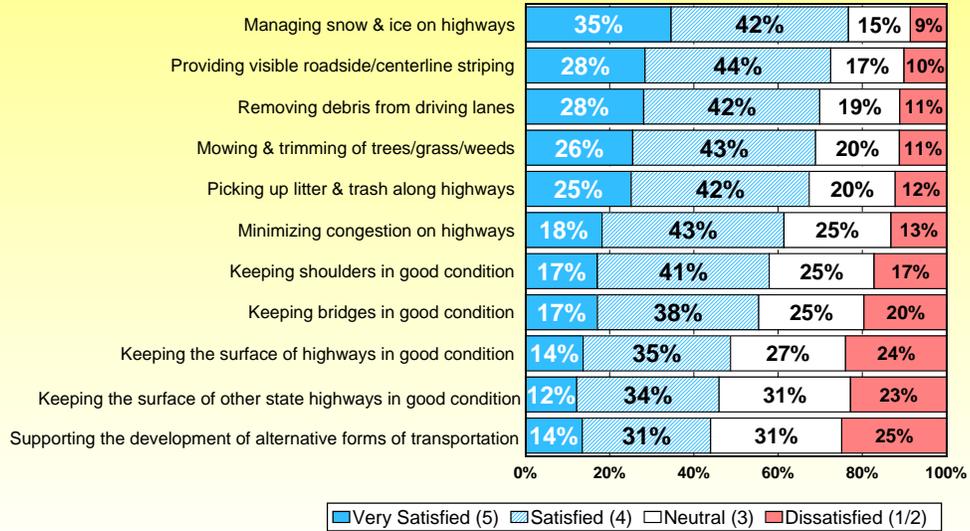
Source: ETC Institute (2009)

TREND DATA



Satisfaction with MoDOT's efforts to provide various services on Missouri highways

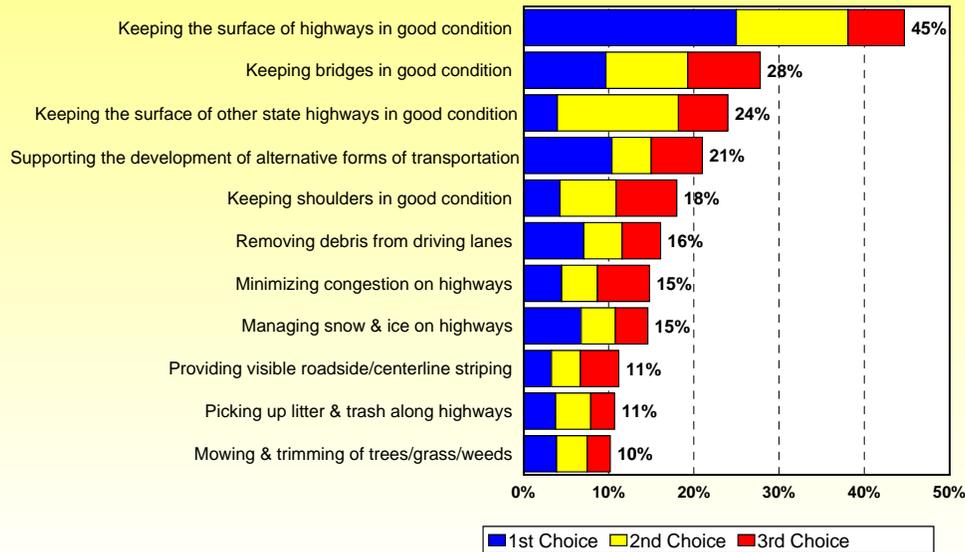
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't knows")



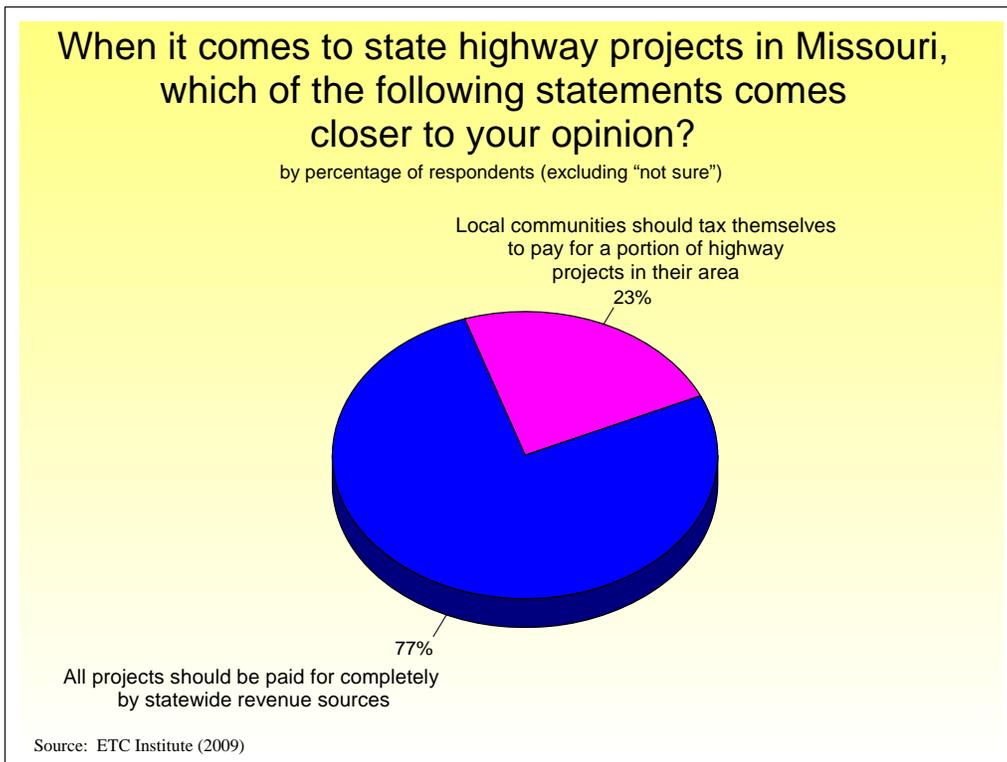
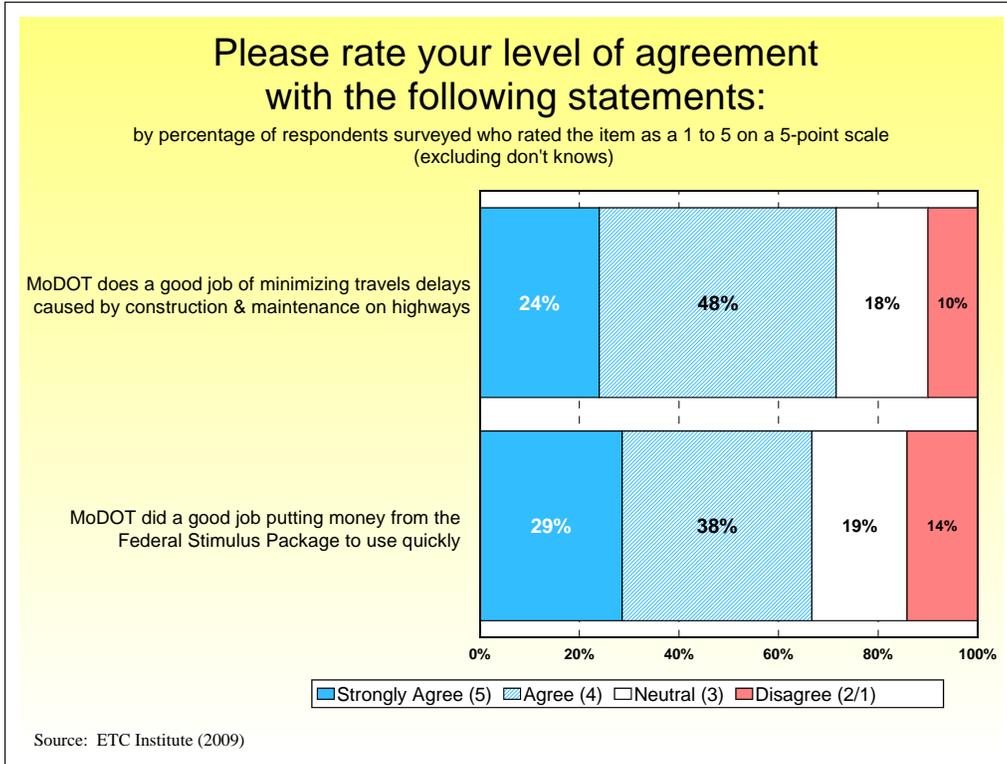
Source: ETC Institute (2009)

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

by sum of top three choices

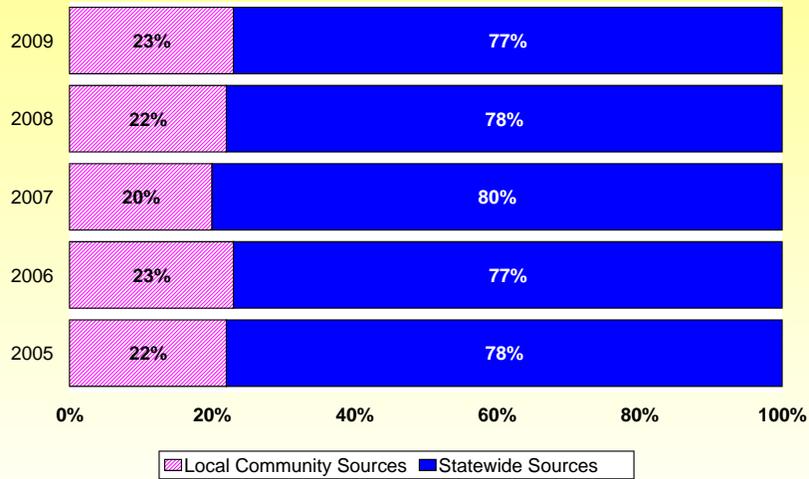


Source: ETC Institute (2009)



Trends: Support for using community tax revenues vs. statewide revenue sources to fund Missouri highway projects

by percentage of respondents (excluding "not sure")

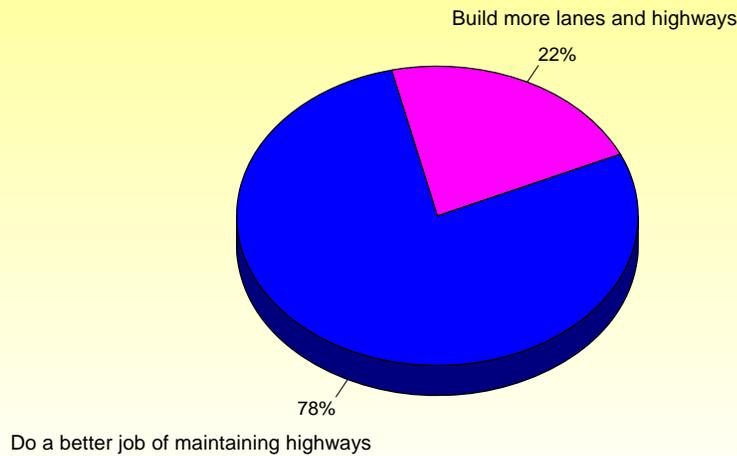


Source: ETC Institute (2009)

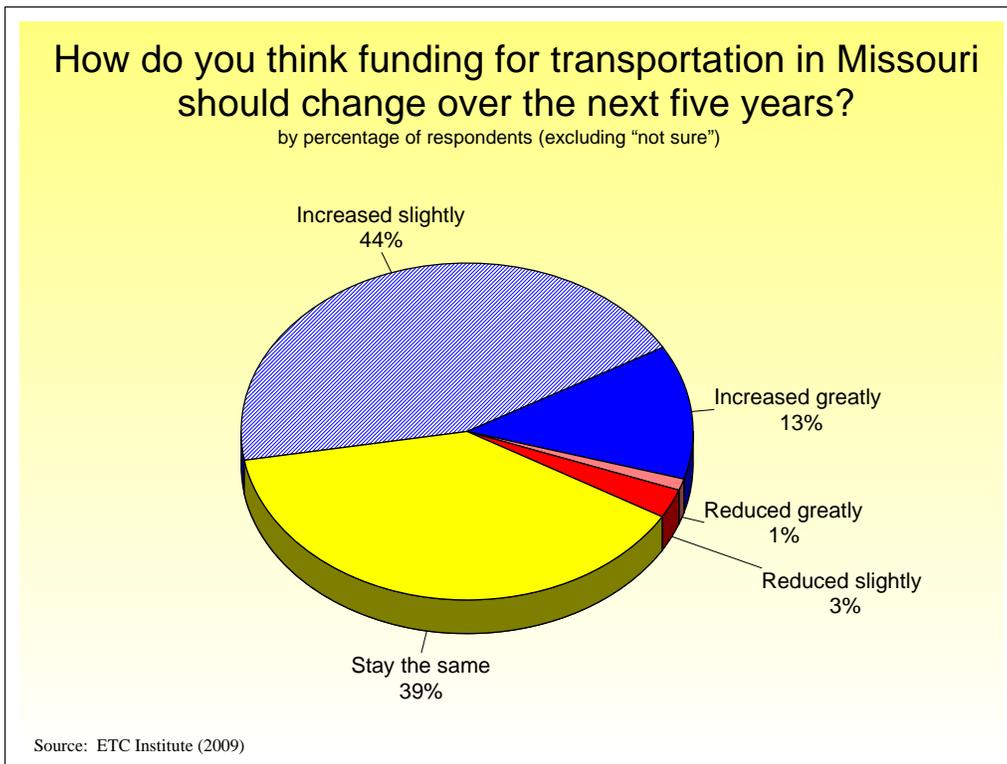
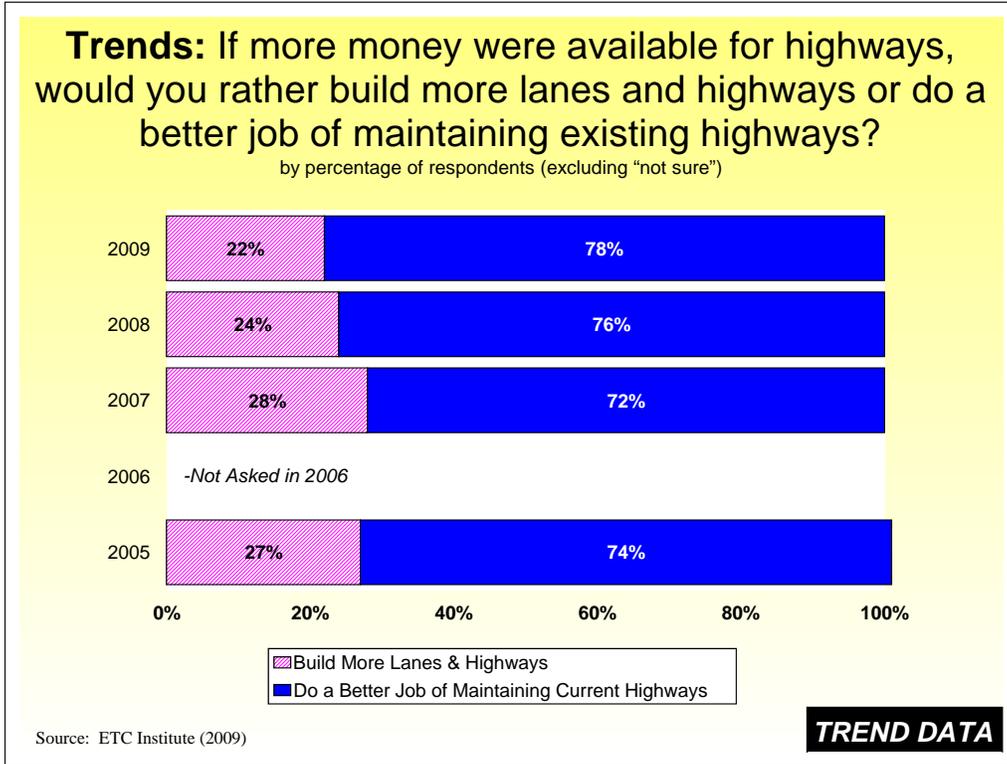
TREND DATA

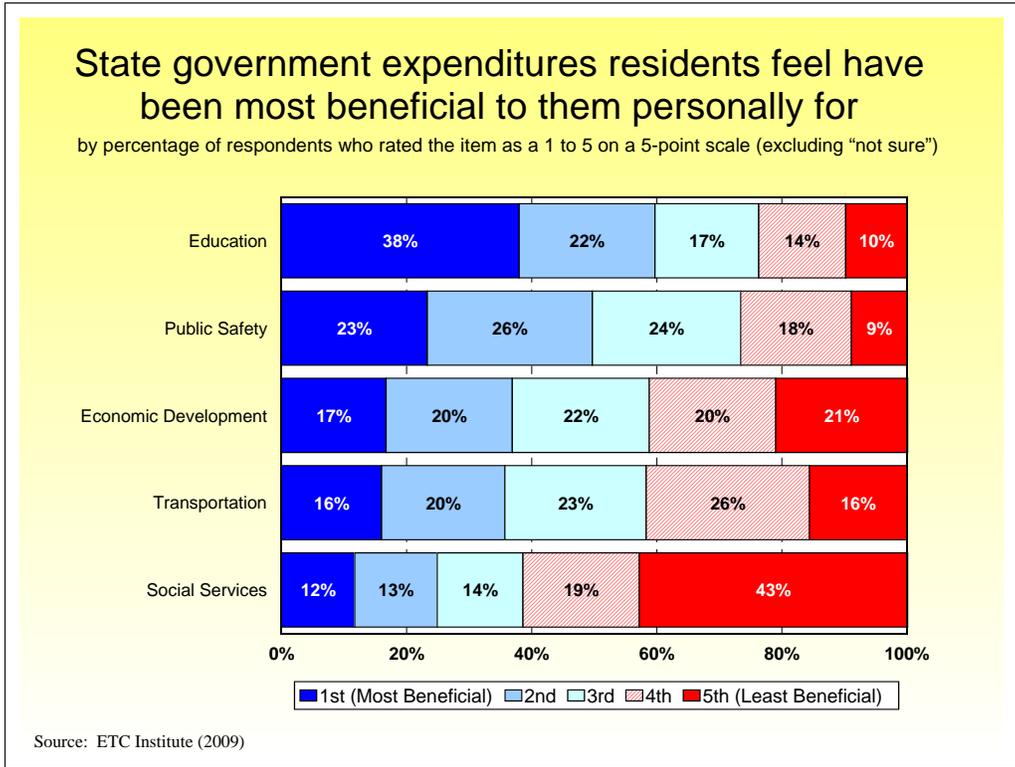
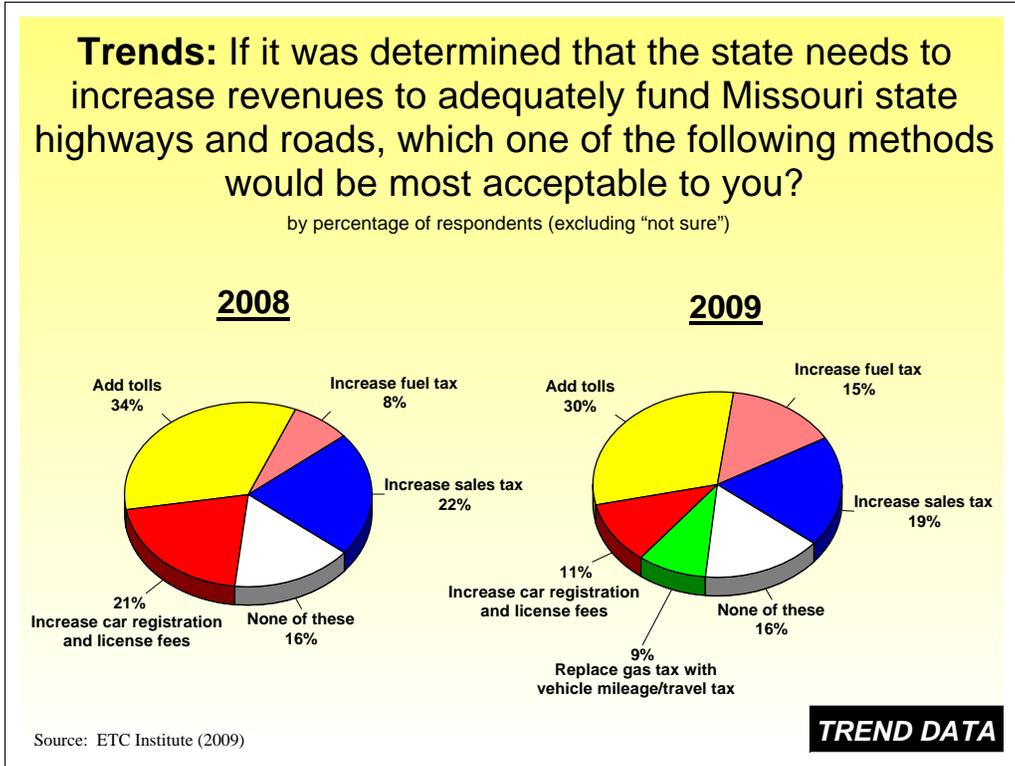
If money were available for highways, would you rather build more lanes and highways or do a better job of maintaining existing highways?

by percentage of respondents (excluding "not sure")



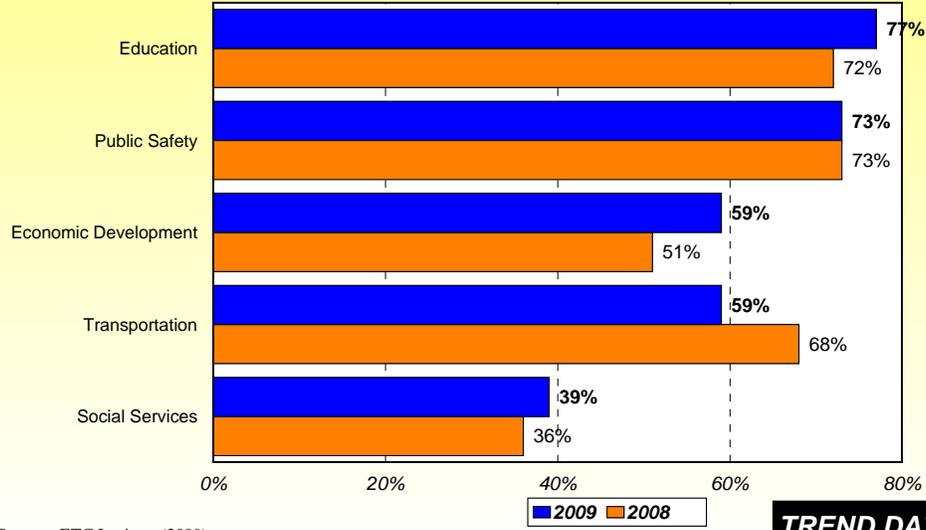
Source: ETC Institute (2009)





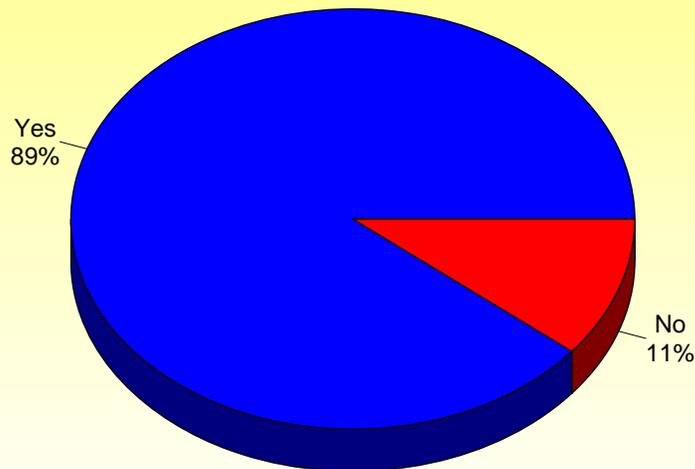
Trends: State government expenditures residents feel have been most beneficial to them personally for 2008-2009

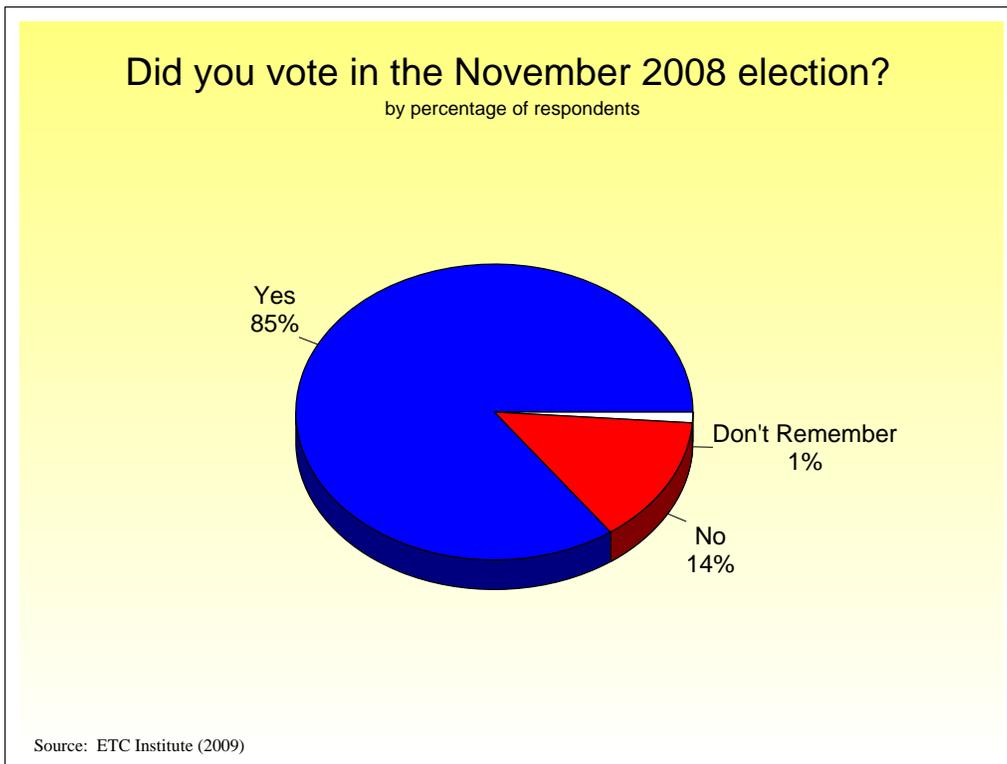
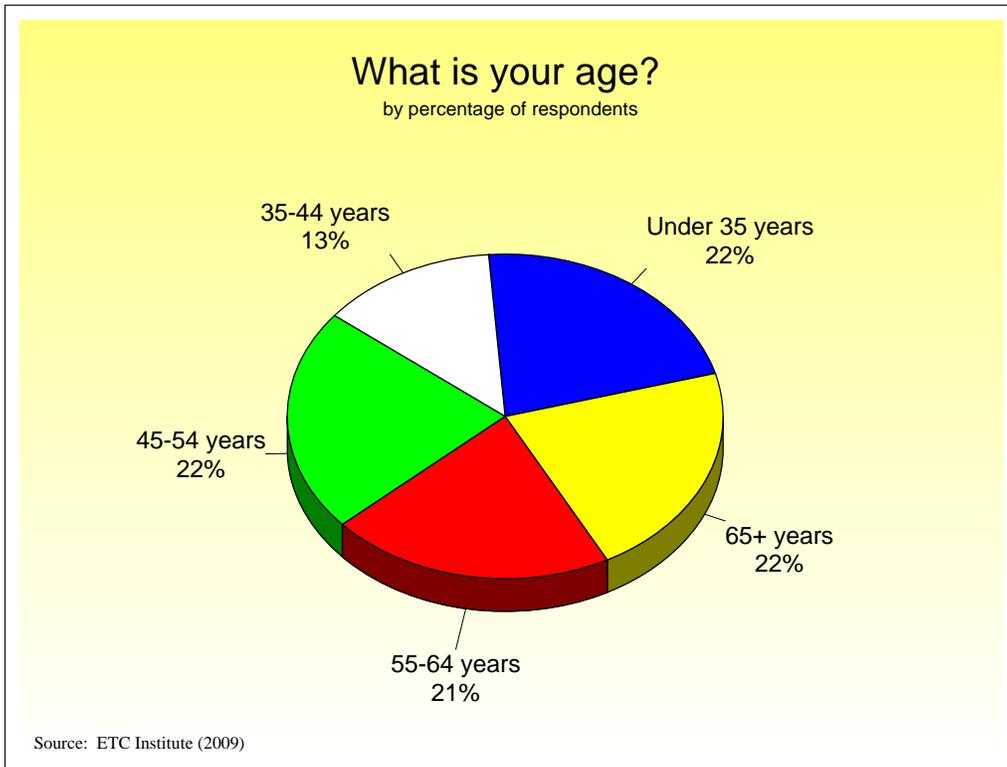
by percentage of respondents who rated the item as a 1, 2, or 3 on a 5-point scale, where 1 means "Most Beneficial" and 5 means "Least Beneficial" (excluding "not sure")



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

by percentage of respondents (excluding "not sure")





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Section 2:
Crosstabular Data by District

Q1 How satisfied are you with the job MoDOT is doing? (excluding “not sure”)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q1 How satisfied with job MoDOT is doing?</u>											
4=Very satisfied	16.4%	20.6%	24.2%	19.9%	19.4%	25.7%	28.6%	26.0%	28.2%	29.4%	23.8%
3=Somewhat satisfied	62.1%	60.5%	65.3%	58.0%	66.4%	60.5%	62.5%	61.7%	57.6%	60.2%	61.5%
2=Somewhat dissatisfied	14.6%	15.5%	8.2%	14.8%	11.0%	8.6%	5.4%	8.3%	9.5%	8.6%	10.5%
1=Very dissatisfied	6.9%	3.4%	2.3%	7.3%	3.2%	5.3%	3.6%	4.1%	4.7%	1.7%	4.3%

Q1a What about MoDOT are you MOST dissatisfied with?

N=506	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q1a MOST dissatisfied with?</u>											
1=Potholes	31.9%	26.9%	30.6%	19.0%	14.3%	10.6%	40.0%	21.4%	31.3%	25.0%	24.5%
2=Road conditions	65.3%	62.7%	47.2%	54.4%	55.1%	34.0%	63.3%	50.0%	68.8%	52.8%	56.1%
3=Transportation options available	2.8%	4.5%	2.8%	11.4%	6.1%	36.2%	3.3%	11.9%	8.3%	5.6%	9.3%
4=Congestion not due to road construction	4.2%	6.0%	13.9%	7.6%	12.2%	6.4%	3.3%	9.5%	4.2%	2.8%	6.9%
5=Delays due to road construction	2.8%	6.0%	5.6%	8.9%	6.1%	12.8%	6.7%	2.4%	4.2%	16.7%	6.9%
6=Not spending money wisely	9.7%	7.5%	5.6%	5.1%	10.2%	14.9%	6.7%	19.0%	4.2%	5.6%	8.7%
7=Snow & ice removal	2.8%	0.0%	2.8%	2.5%	2.0%	4.3%	6.7%	2.4%	10.4%	5.6%	3.6%
8=Other	18.1%	17.9%	16.7%	13.9%	20.4%	25.5%	26.7%	38.1%	20.8%	36.1%	21.9%

Q2 Please rate your level of agreement with the following statements. (excluding don't know)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q2a MoDOT provides timely information to citizens about road projects, highway conditions, and work zones</u>											
4=Strongly Agree	47.0%	45.0%	49.4%	38.8%	44.3%	51.5%	45.1%	54.7%	46.8%	45.9%	46.8%
3=Somewhat Agree	39.3%	44.4%	44.6%	42.6%	47.0%	40.4%	43.6%	38.7%	41.5%	44.1%	42.6%
2=Somewhat Disagree	9.5%	8.8%	4.5%	13.9%	6.3%	5.7%	8.6%	5.1%	9.5%	6.6%	7.9%
1=Strongly Disagree	4.3%	1.7%	1.5%	4.6%	2.4%	2.4%	2.8%	1.5%	2.2%	3.3%	2.7%
<u>Q2b MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones</u>											
4=Strongly Agree	46.6%	46.8%	53.5%	40.7%	45.7%	49.7%	48.6%	51.1%	45.9%	43.5%	47.2%
3=Somewhat Agree	41.6%	43.0%	39.6%	44.2%	45.7%	41.5%	42.4%	40.7%	45.6%	45.9%	43.0%
2=Somewhat Disagree	6.5%	7.6%	5.7%	12.8%	6.8%	4.6%	7.4%	5.5%	7.5%	7.5%	7.2%
1=Strongly Disagree	5.3%	2.6%	1.2%	2.4%	1.9%	4.3%	1.5%	2.7%	0.9%	3.0%	2.6%

Q2 Please rate your level of agreement with the following statements. (excluding don't know)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	

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

4=Strongly Agree	48.8%	47.0%	48.1%	42.3%	46.6%	48.3%	49.5%	50.0%	50.9%	46.1%	47.7%
3=Somewhat Agree	39.3%	44.7%	47.5%	43.1%	46.9%	43.8%	41.2%	43.8%	40.3%	44.3%	43.5%
2=Somewhat Disagree	8.6%	6.6%	3.0%	11.4%	4.9%	4.2%	6.8%	2.4%	6.9%	6.5%	6.1%
1=Strongly Disagree	3.4%	1.7%	1.5%	3.2%	1.5%	3.6%	2.5%	3.9%	1.9%	3.0%	2.6%

Q2d MoDOT takes into consideration your needs and views in its transportation decision-making

4=Strongly Agree	26.9%	24.5%	31.4%	18.5%	21.1%	25.7%	27.6%	28.1%	28.0%	26.7%	25.8%
3=Somewhat Agree	43.1%	49.7%	46.5%	41.2%	51.6%	44.2%	49.0%	45.3%	46.4%	48.9%	46.6%
2=Somewhat Disagree	20.0%	19.5%	16.7%	24.3%	19.4%	18.2%	17.9%	18.2%	16.4%	15.6%	18.6%
1=Strongly Disagree	10.0%	6.3%	5.4%	16.0%	8.0%	11.9%	5.5%	8.4%	9.2%	8.8%	9.0%

Q2 Please rate your level of agreement with the following statements. (excluding don't know)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q2e MoDOT is the primary transportation expert in Missouri</u>											
4=Strongly Agree	55.1%	53.0%	55.2%	48.7%	54.3%	57.1%	58.2%	53.3%	57.8%	50.2%	54.3%
3=Somewhat Agree	34.6%	37.5%	37.0%	40.6%	38.8%	35.9%	36.0%	38.0%	33.1%	40.5%	37.2%
2=Somewhat Disagree	6.6%	6.4%	6.5%	6.8%	5.0%	5.0%	4.7%	7.0%	6.5%	7.1%	6.2%
1=Strongly Disagree	3.7%	3.0%	1.2%	3.9%	1.9%	2.0%	1.0%	1.7%	2.6%	2.3%	2.3%
<u>Q2f You are satisfied with the transportation options available to you besides your own personal vehicle</u>											
4=Strongly Agree	39.9%	31.3%	36.7%	28.9%	27.6%	24.4%	34.7%	33.0%	33.0%	28.3%	31.7%
3=Somewhat Agree	37.5%	38.1%	36.7%	33.6%	34.4%	31.6%	34.1%	38.6%	34.6%	36.1%	35.5%
2=Somewhat Disagree	11.6%	15.8%	13.1%	17.9%	20.1%	22.2%	16.6%	15.7%	17.2%	16.8%	16.7%
1=Strongly Disagree	11.0%	14.9%	13.4%	19.6%	17.9%	21.9%	14.6%	12.7%	15.2%	18.7%	16.1%

Q2 Please rate your level of agreement with the following statements. (excluding don't know)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q2g Up to 25% of each transportation project's funds should be spent to incorporate bicycle and pedestrian facilities at the expense of other projects</u>											
4=Strongly Agree	20.5%	16.0%	19.1%	18.4%	18.4%	21.5%	21.1%	20.0%	20.7%	15.9%	19.1%
3=Somewhat Agree	27.2%	24.2%	26.0%	28.1%	26.7%	29.4%	27.6%	29.7%	31.3%	28.9%	27.9%
2=Somewhat Disagree	21.9%	25.8%	28.2%	25.4%	25.7%	25.3%	24.5%	24.7%	22.3%	29.2%	25.3%
1=Strongly Disagree	30.5%	34.0%	26.6%	28.1%	29.2%	23.7%	26.9%	25.7%	25.7%	26.0%	27.7%

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

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q3a Remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways</u>											
5=Very Satisfied	24.9%	25.7%	31.6%	21.2%	28.2%	28.3%	31.0%	31.5%	30.3%	28.6%	28.1%
4=Satisfied	39.9%	46.4%	40.2%	43.5%	43.9%	45.2%	42.8%	36.1%	39.4%	40.3%	41.8%
3=Neutral	19.7%	18.0%	17.7%	23.6%	17.9%	17.5%	16.7%	21.7%	15.7%	20.9%	19.0%
2=Dissatisfied	10.4%	6.9%	8.3%	8.2%	7.7%	6.7%	5.2%	6.9%	8.7%	8.0%	7.7%
1=Very Dissatisfied	5.2%	3.0%	2.3%	3.5%	2.3%	2.3%	4.3%	3.8%	5.8%	2.3%	3.5%
<u>Q3b Pick up liter/trash along highways</u>											
5=Very Satisfied	25.2%	25.4%	29.4%	17.4%	23.7%	23.8%	27.7%	26.5%	28.8%	23.0%	25.1%
4=Satisfied	38.6%	44.1%	42.6%	41.7%	45.7%	42.4%	44.8%	38.7%	41.5%	42.6%	42.3%
3=Neutral	21.7%	18.7%	18.0%	27.2%	18.8%	20.3%	17.9%	23.8%	17.9%	19.6%	20.4%
2=Dissatisfied	11.9%	7.8%	7.7%	10.1%	10.1%	11.0%	6.4%	8.1%	8.4%	11.6%	9.3%
1=Very Dissatisfied	2.6%	3.9%	2.3%	3.5%	1.7%	2.3%	3.2%	2.9%	3.5%	3.1%	2.9%

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

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q3c Manage snow and ice on highways</u>											
5=Very Satisfied	34.2%	32.0%	37.3%	31.3%	30.1%	37.2%	34.4%	36.5%	33.8%	39.3%	34.6%
4=Satisfied	40.8%	45.9%	42.2%	41.6%	43.9%	44.5%	42.9%	40.3%	38.2%	40.7%	42.1%
3=Neutral	17.2%	13.4%	12.0%	16.6%	17.9%	11.5%	16.0%	14.5%	13.7%	13.8%	14.7%
2=Dissatisfied	4.3%	5.2%	5.7%	6.0%	5.2%	5.0%	4.7%	6.1%	9.3%	4.8%	5.6%
1=Very Dissatisfied	3.4%	3.6%	2.8%	4.6%	2.9%	1.8%	2.0%	2.6%	5.0%	1.4%	3.0%
<u>Q3d Mow and trim trees, grass and weeds along highways</u>											
5=Very Satisfied	29.9%	25.7%	24.6%	22.1%	24.7%	22.8%	25.9%	26.9%	23.7%	28.5%	25.5%
4=Satisfied	36.8%	43.9%	45.1%	48.0%	48.6%	47.6%	45.1%	37.9%	40.5%	40.0%	43.4%
3=Neutral	21.0%	20.4%	20.6%	19.9%	16.1%	21.6%	18.3%	22.0%	21.4%	18.3%	19.9%
2=Dissatisfied	9.2%	6.1%	8.0%	7.1%	8.3%	6.2%	6.7%	9.2%	9.0%	9.6%	7.9%
1=Very Dissatisfied	3.2%	3.9%	1.7%	3.0%	2.3%	1.8%	4.1%	4.0%	5.5%	3.7%	3.3%

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

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q3e Keep surface of highways in good condition</u>											
5=Very Satisfied	11.1%	11.0%	14.4%	10.0%	10.8%	15.7%	17.2%	16.2%	16.5%	14.6%	13.7%
4=Satisfied	30.6%	30.3%	40.2%	29.9%	32.8%	36.6%	40.1%	35.8%	38.3%	36.3%	35.0%
3=Neutral	24.3%	29.8%	27.0%	29.1%	30.8%	29.7%	27.0%	24.6%	24.3%	26.5%	27.3%
2=Dissatisfied	22.0%	17.9%	13.5%	18.9%	19.1%	13.1%	9.3%	17.3%	13.0%	16.1%	16.1%
1=Very Dissatisfied	12.0%	11.0%	4.9%	12.1%	6.6%	4.9%	6.4%	6.1%	7.8%	6.5%	7.9%
<u>Q3f Keep surface of other state highways in good condition</u>											
5=Very Satisfied	9.4%	11.5%	13.5%	8.8%	8.2%	14.2%	13.9%	14.5%	13.5%	14.3%	12.2%
4=Satisfied	26.5%	28.8%	40.0%	29.9%	31.5%	37.5%	38.6%	33.7%	38.4%	33.7%	33.8%
3=Neutral	30.9%	32.3%	30.6%	32.8%	34.4%	31.0%	31.3%	29.0%	29.7%	30.4%	31.2%
2=Dissatisfied	21.8%	17.3%	12.4%	18.9%	20.3%	13.0%	10.9%	17.2%	11.7%	16.1%	16.0%
1=Very Dissatisfied	11.5%	10.1%	3.5%	9.6%	5.6%	4.3%	5.3%	5.6%	6.6%	5.4%	6.8%

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

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q3g Keep shoulders on highways in good condition</u>											
5=Very Satisfied	13.9%	17.6%	19.4%	14.8%	12.5%	17.9%	19.0%	20.3%	19.4%	16.3%	17.1%
4=Satisfied	34.4%	34.7%	42.6%	41.7%	40.9%	46.6%	49.3%	36.6%	40.9%	41.1%	40.8%
3=Neutral	26.6%	29.2%	23.1%	25.5%	27.8%	25.2%	19.5%	24.7%	24.7%	22.0%	24.9%
2=Dissatisfied	15.3%	10.5%	10.6%	11.6%	14.2%	8.5%	9.3%	14.2%	9.7%	14.6%	11.9%
1=Very Dissatisfied	9.8%	8.0%	4.3%	6.5%	4.6%	1.8%	2.9%	4.1%	5.3%	5.9%	5.3%
<u>Q3h Keep bridges in good condition</u>											
5=Very Satisfied	15.2%	17.8%	18.1%	12.0%	12.1%	16.1%	19.8%	18.2%	22.0%	19.9%	17.1%
4=Satisfied	33.5%	37.9%	45.6%	31.5%	37.2%	39.6%	48.2%	33.1%	39.9%	36.9%	38.3%
3=Neutral	25.4%	25.1%	20.1%	31.0%	28.3%	24.1%	19.5%	26.4%	22.3%	27.0%	25.0%
2=Dissatisfied	16.3%	13.8%	13.2%	16.0%	13.9%	16.7%	10.7%	16.4%	9.2%	10.2%	13.7%
1=Very Dissatisfied	9.6%	5.4%	3.2%	9.5%	8.6%	3.6%	1.8%	5.9%	6.5%	6.0%	6.0%

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

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q3i Provide visible roadside and centerline striping on highways</u>											
5=Very Satisfied	25.9%	27.7%	32.2%	23.6%	22.9%	25.8%	33.2%	28.7%	33.0%	31.6%	28.4%
4=Satisfied	43.1%	42.6%	42.7%	45.5%	46.0%	42.3%	47.7%	46.4%	43.5%	41.5%	44.1%
3=Neutral	18.7%	19.0%	16.5%	22.5%	17.7%	17.4%	12.4%	16.2%	15.7%	17.8%	17.4%
2=Dissatisfied	9.5%	6.0%	5.4%	5.1%	8.6%	11.9%	6.1%	6.7%	5.2%	7.1%	7.1%
1=Very Dissatisfied	2.9%	4.7%	3.1%	3.3%	4.9%	2.6%	0.6%	2.0%	2.6%	2.0%	2.9%
<u>Q3j Minimize congestion on highways</u>											
5=Very Satisfied	19.5%	21.3%	21.9%	9.5%	13.5%	10.0%	24.2%	17.6%	22.3%	22.9%	18.2%
4=Satisfied	47.0%	44.9%	43.2%	39.3%	47.6%	34.4%	47.9%	40.2%	46.5%	41.5%	43.2%
3=Neutral	23.4%	24.4%	24.0%	28.4%	23.5%	35.3%	19.6%	27.1%	20.8%	26.8%	25.4%
2=Dissatisfied	6.8%	8.0%	9.5%	14.8%	12.6%	16.2%	6.4%	11.3%	7.0%	7.4%	10.0%
1=Very Dissatisfied	3.3%	1.4%	1.5%	8.1%	2.6%	4.1%	1.8%	3.9%	3.4%	1.5%	3.2%

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

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q3k Support the development of alternative forms of transporatation</u>											
5=Very Satisfied	14.9%	13.0%	15.6%	10.9%	8.7%	10.2%	14.0%	16.2%	18.5%	13.2%	13.5%
4=Satisfied	29.1%	34.5%	36.5%	24.4%	33.3%	25.4%	34.9%	27.8%	29.5%	30.5%	30.5%
3=Neutral	31.0%	29.9%	29.2%	31.8%	34.0%	32.0%	30.9%	28.9%	28.7%	33.9%	31.1%
2=Dissatisfied	16.8%	14.1%	13.5%	19.3%	16.3%	21.1%	12.9%	18.3%	14.9%	14.6%	16.2%
1=Very Dissatisfied	8.2%	8.5%	5.2%	13.5%	7.6%	11.2%	7.4%	8.8%	8.4%	7.8%	8.7%

Q4 Which THREE of those items from Question 3 do you think are most important for MoDOT to emphasize over the next two years? (Sum of Top 3 Choices)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q4 Most important</u>											
A=Remove debris from driving lanes on highways	18.8%	13.4%	14.4%	15.5%	13.6%	18.2%	18.5%	15.7%	19.7%	13.5%	16.1%
B=Pick up litter/trash along highways	10.5%	9.8%	9.6%	10.9%	9.3%	13.7%	10.5%	11.1%	11.4%	10.5%	10.7%
C=Manage snow and ice on highways	11.6%	14.4%	15.5%	13.9%	15.6%	13.7%	15.7%	15.4%	18.8%	11.8%	14.6%
D=Mow and trim trees, grass and weeds along highways	8.5%	9.3%	10.7%	6.7%	10.5%	8.8%	11.4%	10.9%	13.7%	12.4%	10.3%
E=Keep surfaces of highways in good condition	50.9%	48.0%	45.8%	48.0%	46.2%	40.2%	42.5%	41.1%	39.6%	44.9%	44.7%
F=Keep surfaces of other State highways in good condition	27.6%	29.7%	24.6%	22.9%	28.9%	16.0%	23.9%	24.3%	20.5%	21.8%	24.0%
G=Keep shoulders of highways in good condition	24.7%	18.8%	21.8%	13.1%	19.8%	13.1%	14.8%	20.3%	16.0%	17.9%	18.0%
H=Keep bridges in good condition	29.0%	26.2%	27.7%	30.4%	29.7%	30.8%	23.9%	31.4%	23.4%	25.6%	27.8%
I=Provide visible roadside and centerline striping on highways	9.9%	10.9%	12.7%	9.3%	14.4%	13.7%	9.4%	10.0%	12.0%	10.2%	11.2%

Q4 (CONTINUED) Which THREE of those items from Question 3 do you think are most important for MoDOT to emphasize over the next two years? (Sum of Top 3 Choices)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q4 Most important (Cont.)</u>											
J=Minimize congestion on highways	10.5%	12.5%	15.8%	19.7%	15.6%	25.4%	12.3%	16.0%	10.8%	8.5%	14.7%
K=Support development of alternative forms of transportation	16.2%	15.5%	18.6%	27.7%	20.7%	31.9%	19.7%	20.9%	21.7%	17.9%	21.1%
Z=None chosen	15.9%	18.8%	17.2%	13.9%	14.4%	14.0%	19.9%	15.7%	18.8%	23.4%	17.2%

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

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q5a MoDOT does a good job of minimizing travel delays caused by construction and maintenance of state highways</u>											
5=Strongly Agree	24.9%	23.5%	29.2%	15.9%	23.6%	21.8%	28.9%	24.3%	25.6%	23.3%	24.0%
4=Agree	47.1%	50.0%	48.1%	43.0%	48.7%	44.8%	46.9%	49.0%	51.5%	47.1%	47.6%
3=Neither Agree nor Disagree	16.7%	16.8%	16.3%	22.2%	21.6%	20.6%	17.1%	17.3%	15.6%	19.3%	18.4%
2=Disagree	7.6%	6.7%	5.2%	11.8%	4.7%	8.4%	5.9%	6.2%	5.0%	7.2%	6.9%
1=Strongly Disagree	3.8%	3.1%	1.2%	7.1%	1.5%	4.4%	1.2%	3.2%	2.4%	3.2%	3.1%
<u>Q5b MoDOT did a good job putting money from the Federal Stimulus Package to use quickly</u>											
5=Strongly Agree	23.3%	30.6%	31.5%	23.2%	25.1%	24.3%	28.1%	39.4%	29.2%	31.2%	28.6%
4=Agree	40.8%	40.8%	37.0%	34.0%	42.2%	43.2%	36.2%	34.6%	37.1%	34.4%	38.1%
3=Neither Agree nor Disagree	17.5%	17.0%	21.5%	22.7%	21.3%	17.8%	20.5%	13.5%	18.8%	20.6%	19.1%
2=Disagree	13.1%	6.3%	5.0%	10.3%	7.6%	6.5%	5.9%	7.2%	8.9%	5.8%	7.7%
1=Strongly Disagree	5.3%	5.3%	5.0%	9.8%	3.8%	8.1%	9.2%	5.3%	5.9%	7.9%	6.5%

Q6 When it comes to state highway projects in Missouri, which of the following statements comes closer to your opinion? (excluding “not sure”)

N=3567

	District										Total
	01	02	03	04	05	06	07	08	09	10	

Q6 Which comes closer to your opinion?

1=Local communities should tax themselves to pay for a portion of the state highway projects that happen in their area

20.0%	24.8%	24.6%	25.5%	30.1%	21.9%	22.6%	21.2%	18.4%	23.1%	23.3%
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2=All state highway projects should be paid for completely from statewide revenue sources

80.0%	75.2%	75.4%	74.5%	69.9%	78.1%	77.4%	78.8%	81.6%	76.9%	76.7%
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Q7 If more money were available for highways, would you rather build more lanes and highways or do a better job of maintaining existing highways? (excluding “not sure”)

N=3567

	District										Total
	01	02	03	04	05	06	07	08	09	10	

Q7 Rather build more lanes/highways or do better job maintaining existing highways?

1=Build more lanes and highways	10.0%	16.4%	26.9%	27.1%	27.7%	26.1%	16.3%	29.6%	19.9%	19.3%	21.9%
2=Do a better job of maintaining existing highways	90.0%	83.6%	73.1%	72.9%	72.3%	73.9%	83.7%	70.4%	80.1%	80.7%	78.1%

Q8 How do you think funding for transportation in Missouri should change over the next five years? (excluding “not sure”)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q8 How should funding change?</u>											
1=Increased greatly	15.5%	12.2%	13.0%	14.6%	15.3%	16.8%	10.1%	8.7%	10.5%	10.0%	12.7%
2=Increased slightly	41.0%	43.2%	47.2%	43.7%	42.2%	46.0%	43.5%	50.5%	40.6%	46.5%	44.4%
3=About the same	39.1%	42.0%	35.7%	39.1%	39.4%	33.0%	41.0%	36.8%	44.0%	39.4%	39.0%
4=Reduced slightly	3.1%	2.1%	3.1%	1.4%	2.2%	2.2%	4.1%	3.1%	3.4%	3.5%	2.8%
5=Reduced greatly	1.2%	0.6%	0.9%	1.1%	0.9%	1.9%	1.3%	0.9%	1.5%	0.6%	1.1%

Q9 If it was determined that the state needed to increase revenues in order to adequately fund Missouri state highways and roads, which one of the following five methods would be most acceptable to you? (excluding “not sure”)

N=3567

	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q9 Most acceptable method</u>											
1=Increase general sales tax	19.7%	18.5%	19.9%	11.9%	18.1%	17.1%	22.6%	23.5%	18.4%	22.5%	19.1%
2=Increase state fuel tax	14.6%	13.0%	15.7%	16.7%	13.7%	19.0%	11.6%	11.6%	14.6%	16.6%	14.7%
3=Add tolls to some interstate highways	28.2%	33.6%	27.5%	33.1%	39.7%	26.8%	27.2%	30.5%	30.9%	26.1%	30.4%
4=Increase car registration and license fees	13.6%	7.7%	13.1%	12.2%	10.5%	11.3%	11.3%	10.3%	10.1%	11.1%	11.1%
5=Replace state gas tax with vehicle mileage/travel tax	8.7%	9.6%	8.2%	11.0%	5.1%	14.5%	10.0%	8.0%	8.3%	6.5%	9.0%
6=None of these	15.2%	17.6%	15.7%	15.0%	13.0%	11.3%	17.3%	16.1%	17.7%	17.3%	15.6%

Q10 Please rate the following expenditures in order of how beneficial they have been to you personally. (Excluding “Not Sure”)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q10a Social services</u>											
1=Most beneficial	9.2%	9.9%	8.8%	14.1%	10.2%	9.0%	14.0%	11.9%	16.0%	13.7%	11.7%
2=2nd	12.0%	15.9%	10.8%	12.2%	12.6%	14.3%	13.4%	13.7%	15.2%	11.4%	13.2%
3=3rd	15.1%	16.2%	13.2%	14.1%	12.6%	12.6%	11.3%	12.6%	15.6%	13.7%	13.7%
4=4th	20.4%	16.2%	17.6%	19.3%	18.7%	19.6%	15.8%	18.2%	19.5%	20.4%	18.6%
5=Least beneficial	43.3%	41.7%	49.5%	40.4%	45.9%	44.5%	45.5%	43.5%	33.7%	40.8%	42.9%

Q10 Please rate the following expenditures in order of how beneficial they have been to you personally. (Excluding “Not Sure”)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q10b Transportation</u>											
1=Most beneficial	15.8%	15.9%	19.4%	13.7%	16.6%	17.1%	15.8%	18.3%	12.8%	14.8%	16.0%
2=2nd	21.1%	20.3%	22.0%	18.5%	21.3%	17.1%	20.5%	23.8%	16.0%	16.5%	19.7%
3=3rd	23.2%	22.5%	18.1%	22.5%	25.2%	22.0%	23.5%	17.9%	26.0%	25.4%	22.6%
4=4th	23.2%	28.1%	28.3%	28.9%	24.6%	28.0%	23.8%	25.9%	25.6%	23.7%	26.1%
5=Least beneficial	16.8%	13.1%	12.2%	16.4%	12.3%	15.8%	16.4%	14.1%	19.6%	19.6%	15.6%

Q10 Please rate the following expenditures in order of how beneficial they have been to you personally. (Excluding “Not Sure”)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q10c Public Safety</u>											
1=Most beneficial	20.8%	20.2%	25.0%	24.2%	24.3%	26.0%	24.8%	28.5%	20.1%	19.4%	23.3%
2=2nd	26.4%	24.8%	28.6%	30.1%	26.3%	30.2%	25.7%	23.0%	20.4%	27.6%	26.4%
3=3rd	23.3%	23.6%	22.7%	25.8%	24.7%	20.5%	21.5%	25.1%	25.8%	24.5%	23.7%
4=4th	20.1%	21.1%	17.1%	14.1%	16.3%	14.9%	19.5%	13.7%	22.2%	18.0%	17.7%
5=Least beneficial	9.4%	10.2%	6.6%	5.8%	8.3%	8.4%	8.6%	9.6%	11.5%	10.5%	8.9%

Q10 Please rate the following expenditures in order of how beneficial they have been to you personally. (Excluding “Not Sure”)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q10d Education</u>											
1=Most beneficial	41.0%	42.9%	36.0%	36.2%	43.6%	32.9%	34.4%	29.5%	41.9%	41.7%	38.0%
2=2nd	21.2%	23.3%	20.1%	19.8%	18.8%	18.2%	24.1%	23.4%	24.2%	24.1%	21.7%
3=3rd	17.4%	12.9%	17.8%	16.7%	13.8%	21.5%	18.1%	20.0%	13.1%	14.6%	16.6%
4=4th	10.9%	12.0%	13.9%	15.8%	14.4%	16.3%	14.4%	16.9%	11.1%	13.2%	13.9%
5=Least beneficial	9.6%	8.8%	12.2%	11.6%	9.4%	11.1%	9.0%	10.2%	9.7%	6.4%	9.8%

Q10 Please rate the following expenditures in order of how beneficial they have been to you personally. (Excluding “Not Sure”)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q10e Economic Development</u>											
1=Most beneficial	16.8%	14.5%	16.8%	16.6%	13.7%	19.3%	16.8%	19.0%	17.1%	16.3%	16.7%
2=2nd	20.6%	17.0%	18.5%	20.6%	23.4%	20.7%	16.1%	18.3%	24.9%	21.8%	20.2%
3=3rd	20.3%	24.6%	26.7%	19.9%	21.4%	22.6%	22.9%	21.5%	17.4%	21.1%	21.9%
4=4th	21.7%	20.5%	19.8%	19.0%	20.7%	18.7%	24.7%	19.4%	17.1%	20.8%	20.2%
5=Least beneficial	20.6%	23.3%	18.2%	23.9%	20.7%	18.7%	19.5%	21.8%	23.5%	20.1%	21.1%

Q11 Do you trust MoDOT to keep its commitments to the public? (excluding “not sure”)

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q11 Do you trust MoDOT?</u>											
1=Yes	86.2%	87.7%	93.1%	87.8%	88.5%	88.1%	91.9%	89.9%	89.0%	89.6%	89.2%
2=No	13.8%	12.3%	6.9%	12.2%	11.5%	11.9%	8.1%	10.1%	11.0%	10.4%	10.8%

Q12 What is your age?

N=3567

District											Total
01	02	03	04	05	06	07	08	09	10		

Q12 Respondent's age

1=Under 35 years	20.7%	21.0%	25.4%	19.7%	19.5%	19.1%	26.2%	22.0%	23.9%	22.0%	22.0%
2=35-44 years	16.2%	14.4%	13.8%	12.0%	15.0%	12.3%	11.4%	10.0%	15.7%	11.0%	13.2%
3=45-54 years	24.1%	24.5%	22.9%	24.5%	23.2%	21.7%	18.8%	18.0%	17.1%	27.0%	22.2%
4=55-64 years	19.0%	19.6%	17.8%	22.1%	21.5%	22.8%	19.1%	26.6%	22.5%	20.1%	21.1%
5=65+ years	19.9%	20.4%	20.1%	21.6%	20.7%	24.2%	24.5%	23.4%	20.8%	19.8%	21.5%

Q15 Did you vote in the November 2008 election?

N=3567	District										Total
	01	02	03	04	05	06	07	08	09	10	
<u>Q15 Vote in the November 2008 election?</u>											
1=Yes	83.5%	86.6%	84.7%	90.9%	86.7%	87.2%	80.6%	84.6%	80.6%	83.2%	84.9%
2=No	15.3%	12.0%	13.3%	8.3%	12.7%	11.7%	18.8%	14.0%	18.5%	15.4%	14.0%
9=Would not answer	1.1%	1.4%	2.0%	0.8%	0.6%	1.1%	0.6%	1.4%	0.9%	1.4%	1.1%

Section 3: Survey Instrument

2009 MoDOT Statewide Customer Satisfaction Survey

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

1. To start, how satisfied are you with the job the Missouri Department of Transportation, also known as MoDOT is doing—would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with MoDOT? [If dissatisfied, follow-up with question Q1a]

- (4) Very satisfied [SKIP TO Q2]
- (3) Somewhat satisfied [SKIP TO Q2]
- (2) Somewhat dissatisfied
- (1) Very dissatisfied
- (9) NOT SURE [SKIP TO Q2]

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

- __ (1) potholes
- __ (2) road conditions
- __ (3) transportation options that are available (e.g., lack of public transportation)
- __ (4) congestion (not due to road construction)
- __ (5) delays due to road construction
- __ (6) not spending money wisely
- __ (7) snow & ice removal
- __ (8) Other: _____

2. Next, I am going to read you a series of short statements about transportation in Missouri and about the Missouri Department of Transportation also known as MoDOT. After each statement, please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the 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) MoDOT provides timely information to citizens about road projects, highway conditions, and work zones.....	4.....	3.....	2.....	1.....	9
b) MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones.....	4.....	3.....	2.....	1.....	9
c) MoDOT provides understandable information to citizens about road projects, highway conditions, and work zones.....	4.....	3.....	2.....	1.....	9
d) MoDOT takes into consideration your needs and views in its transportation decision-making.....	4.....	3.....	2.....	1.....	9
e) MoDOT is the primary transportation expert in Missouri	4.....	3.....	2.....	1.....	9
f) You are satisfied with the transportation options available to you besides your own personal vehicle	4.....	3.....	2.....	1.....	9
g) Up to 25% of each transportation project's funds should be spent to incorporate bicycle and pedestrian facilities at the expense of other projects	4.....	3.....	2.....	1.....	9

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

How Satisfied Are You With MoDOT's efforts to:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways	5	4	3	2	1	9
B.	Pick up litter and trash along highways	5	4	3	2	1	9
C.	Manage snow and ice on highways	5	4	3	2	1	9
D.	Mow and trim trees, grass and weeds along highways	5	4	3	2	1	9
E.	Keep the surface of <i>highways</i> in good condition (smooth & free of potholes)	5	4	3	2	1	9
F.	Keep the surface of <i>other state highways</i> in good condition (smooth & free of potholes)	5	4	3	2	1	9
G.	Keep shoulders on highways in good condition	5	4	3	2	1	9
H.	Keep bridges in good condition	5	4	3	2	1	9
I.	Provide visible roadside and centerline striping on highways	5	4	3	2	1	9
J.	Minimize congestion on highways	5	4	3	2	1	9
K.	Support the development of alternative forms of transportation, such as public transportation, biking and pedestrian facilities	5	4	3	2	1	9

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

1st : _____ 2nd: _____ 3rd: _____ NONE

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

Rate your level of agreement with the following statements:		Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Don't Know
A.	MoDOT does a good job of minimizing travel delays caused by construction and maintenance of state highways	5	4	3	2	1	9
B.	MoDOT did a good job putting money from the Federal Stimulus Package to use quickly	5	4	3	2	1	9

6. When it comes to state highway projects in Missouri, which of these following statements comes closer to your opinion? [ROTATE SEQUENCE THAT OPTION 1 and 2 ARE READ]

___(1) Local communities should tax themselves to pay for a portion of the state highway projects that happen in their area

OR ___(2) All state highway projects should be paid for completely from statewide revenue sources

___(9) [NOT SURE]

7. If more money were available for highways, would you rather [ROTATE] build more lanes and highways or do a better job of maintaining existing highways? [ROTATE SEQUENCE THAT OPTION 1 and 2 ARE READ]

___(1) Build more lanes and highways

OR ___(2) Do a better job of maintaining existing highways

___(9) [NOT SURE]

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

- (1) Increased greatly
- (2) Increased slightly
- (3) About the same
- (4) Reduced slightly
- (5) Reduced greatly
- (9) [NOT SURE]

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

- (1) Increase general sales tax
- (2) Increase state fuel tax
- (3) Add tolls to some interstate highways
- (4) Increase car registration and license fees
- (5) Replace state gas tax with vehicle mileage/travel tax
- (6) NONE OF THESE (DO NOT READ)
- (9) [NOT SURE]

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

	Most Beneficial	2 nd	3 rd	4 th	Least Beneficial	[NOT SURE]
A. Social Services	1	2	3	4	5	9
B. Transportation	1	2	3	4	5	9
C. Public Safety.....	1	2	3	4	5	9
D. Education.....	1	2	3	4	5	9
E. Economic Development	1	2	3	4	5	9

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

- (1) Yes
- (2) No
- (9) [DO NOT READ - NOT SURE]

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

- 11. What is your age? _____ years
- 12. In which county do you live? _____
- 13. What is your home zip code? _____
- 14. Did you vote in the November 2008 election?
 - (1) Yes
 - (2) No
 - (9) Would Not Answer

THIS CONCLUDES THE SURVEY. MoDOT THANKS YOU FOR YOUR INPUT

*A Report Card From
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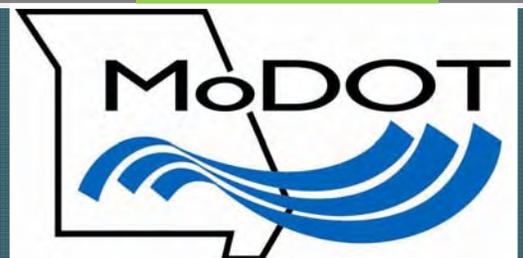
**Appendix A:
Importance-Satisfaction Analysis**

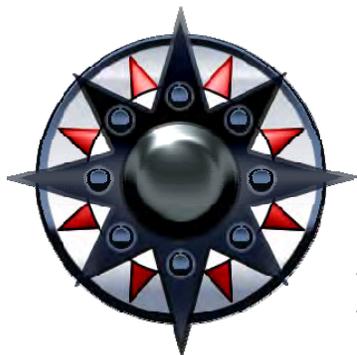
Submitted to

*The Missouri Department of
Transportation*



Prepared by
ETC Institute and
Missouri Department
of Transportation





Importance-Satisfaction Analysis

A Report Card From Missourians - 2009

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that state and county governments will maximize overall resident satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for MoDOT to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the MoDOT's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the services they thought are most important for MoDOT to emphasize over the next two years. Forty-five percent (45%) of residents ranked keeping the surface of major highways in good condition as the most important service for MoDOT to provide.

With regard to satisfaction, keeping the surface of major highways in good condition was ranked 9th overall with forty-nine percent (49%) rating keeping the surface of major highways in good condition as a “4” or a “5” on a 5-point scale, excluding “don’t know” responses. The I-S rating for keeping the surface of major highways in good condition was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 45% was multiplied by 51% (1-0.49). This calculation yielded an I-S rating of **0.2295**, which ranked first out of the 11 service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top choices for MoDOT to provide and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the four most important services for MoDOT to provide.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for MoDOT are provided on the following page.

Importance-Satisfaction Rating Missouri Department of Transportation Satisfaction With MoDOT Efforts to Provide Highway Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Keeping the surface of major highways in good condition	45%	1	49%	9	0.2295	1
<u>High Priority (IS .10-.20)</u>						
Keeping the surface of other state highways in good condition	24%	3	46%	10	0.1296	2
Keeping bridges in good condition	28%	2	55%	8	0.1260	3
Supporting the development of alternative forms of transit	21%	4	45%	11	0.1155	4
<u>Medium Priority (IS <.10)</u>						
Keeping shoulders in good condition	18%	5	58%	7	0.0756	5
Minimizing congestion on highways	15%	7	61%	6	0.0585	6
Removing debris from driving lanes	16%	6	70%	3	0.0480	7
Picking up litter & trash along highways	11%	10	67%	5	0.0363	8
Managing snow & ice on highways	15%	8	77%	1	0.0345	9
Mowing & trimming of trees/grass/weeds	10%	11	69%	4	0.0310	10
Providing visible roadside/centerline striping	11%	9	72%	2	0.0308	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Matrix Analysis.

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- Continued Emphasis (above average importance and above average satisfaction). This area shows where MoDOT is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. MoDOT should maintain (or slightly increase) emphasis on items in this area.
- Exceeding Expectations (below average importance and above average satisfaction). This area shows where MoDOT is performing significantly better than customers expect MoDOT to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with MoDOT services. MoDOT should maintain (or slightly decrease) emphasis on items in this area.
- Opportunities for Improvement (above average importance and below average satisfaction). This area shows where MoDOT is not performing as well as residents expect MoDOT to perform. This area has a significant impact on customer satisfaction, and MoDOT should DEFINITELY increase emphasis on items in this area.
- Less Important (below average importance and below average satisfaction). This area shows where MoDOT is not performing well relative to MoDOT's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with MoDOT services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

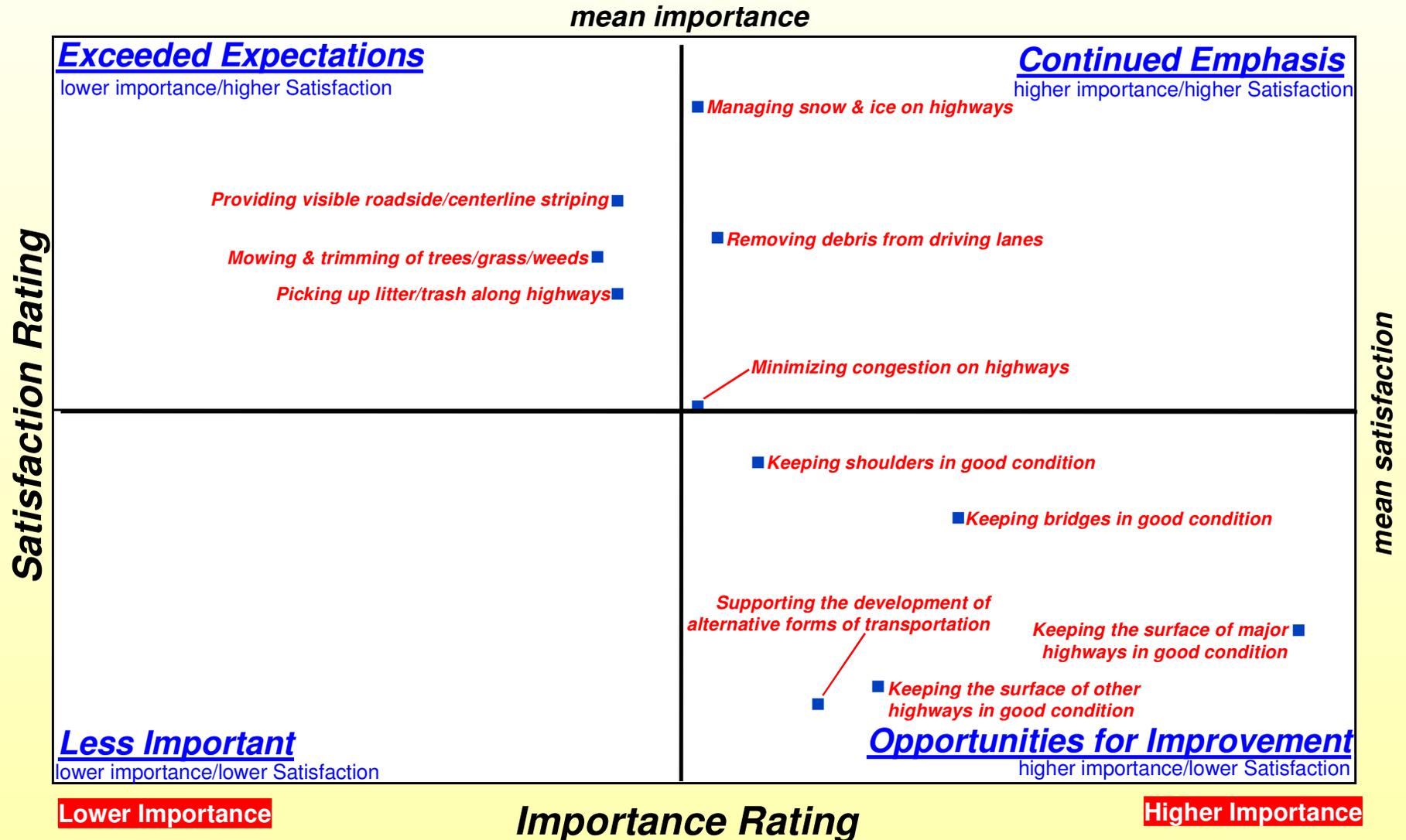
The matrix showing the results for MoDOT are provided on the following page.

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Importance-Satisfaction Assessment Matrix

-Satisfaction With MoDOT Efforts to Provide Highway Services-

(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2009)

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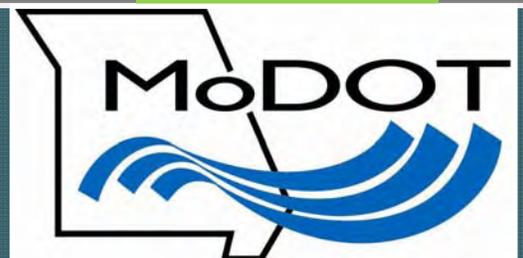
**Appendix B:
Benchmarking Analysis**

Submitted to

*The Missouri Department of
Transportation*



Prepared by
ETC Institute and
Missouri Department
of Transportation





Benchmarking Analysis

A Report Card From Missourians - 2009

Overview

ETC Institute administered a benchmarking survey to a stratified random sample of 400 residents in the North Central United States. The purpose of the survey was to have residents in the North Central United States rate the quality of transportation services **in the state where they live** to assess whether the quality of service provided by MoDOT was better, worse, or about the same as other Departments of Transportation.

The overall results of the benchmarking survey have a precision of at least +/-5% at the 95% level of confidence.

Findings

Areas Where MoDOT Performed BETTER than the North Central U.S. Areas where MoDOT's ratings were significantly better than the North Central U.S. included:

- Removing debris from highways (+13%)
- Minimizing congestion on highways (+12%)
- Picking up trash/litter along highways (+11%)
- Removing snow/ice along highways (+8%)
- Mowing/trimming trees/grass/weeds along highways (+5%)

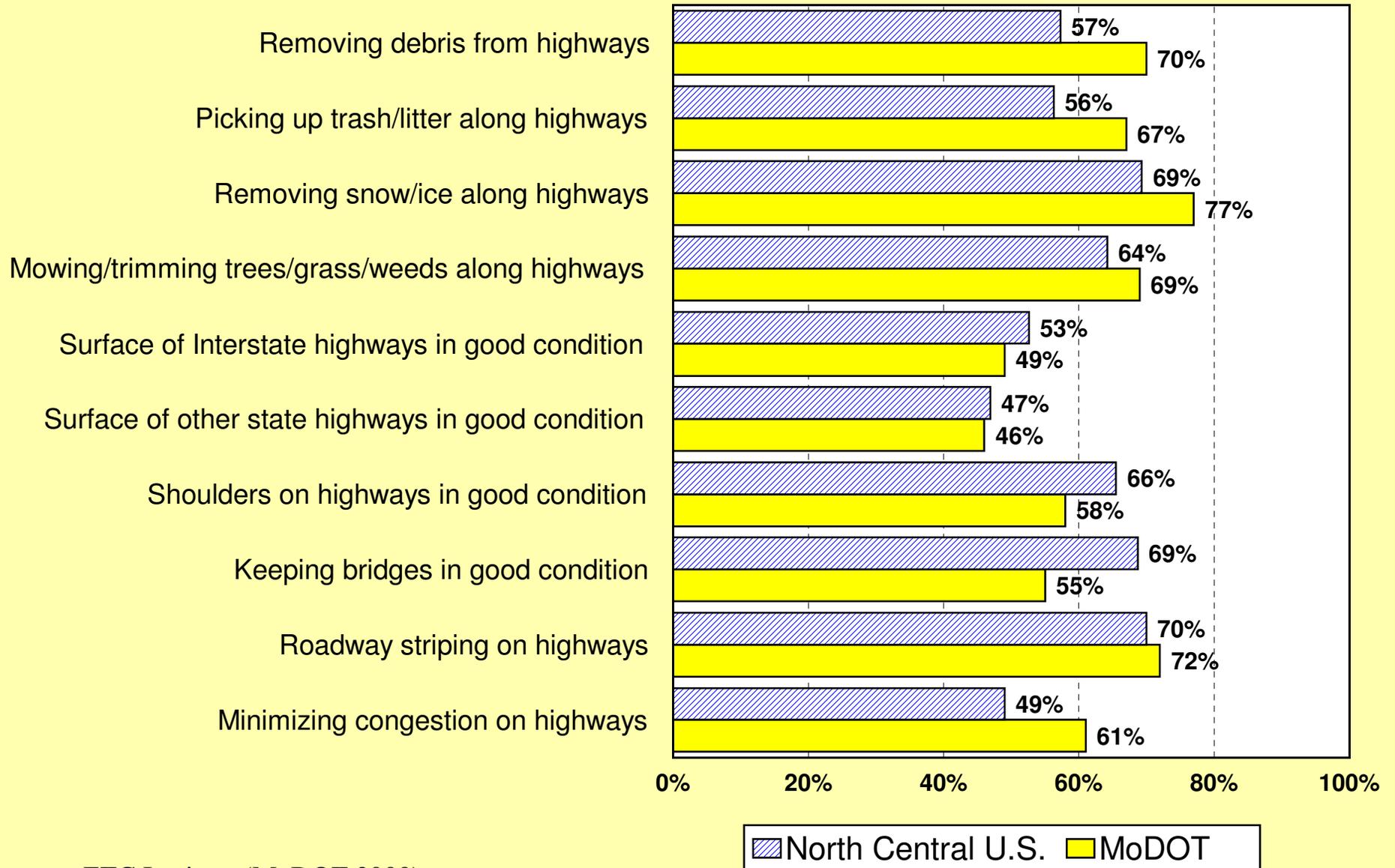
Areas Where MoDOT Performed WORSE than North Central U.S. Areas where MoDOT's ratings were significantly lower than the North Central U.S. included:

- Keeping bridges in good condition (-14%)
- Shoulders on highways in good condition (-8%)

The charts on the following pages show the results for all questions that were included on the benchmarking survey.

Satisfaction With State Department of Transportation Services MoDOT vs. North Central U.S.

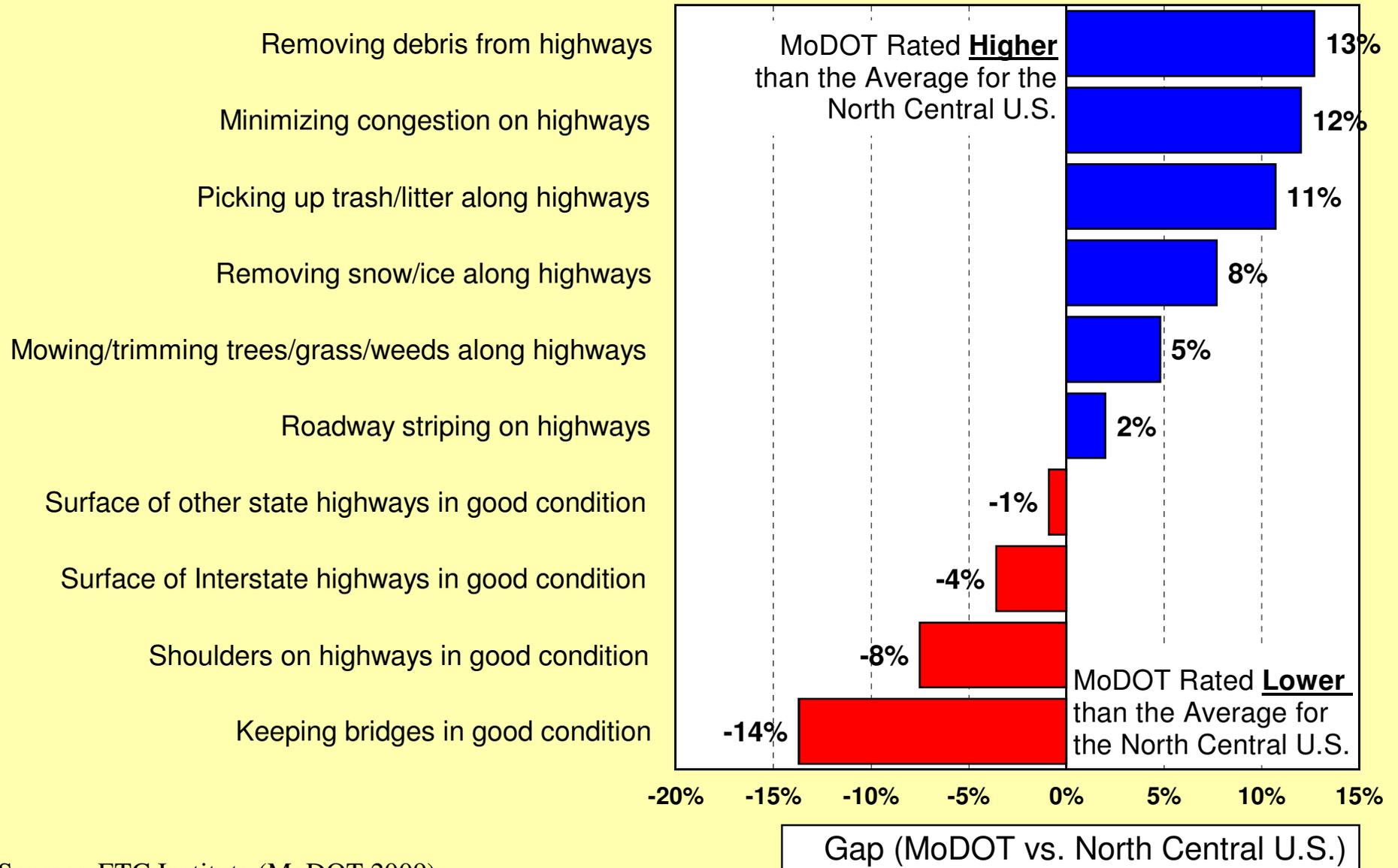
by percentage of respondents, who were either Very Satisfied (5) or Satisfied (4) on a five point scale



Source: ETC Institute (MoDOT 2009)

Overall Satisfaction with Transportation Services MoDOT vs. North Central U.S.

by percentage of respondents, who were either Very Satisfied (5) or Satisfied (4) on a five point scale



Source: ETC Institute (MoDOT 2009)

*A Report Card From
Missourians - 2009*

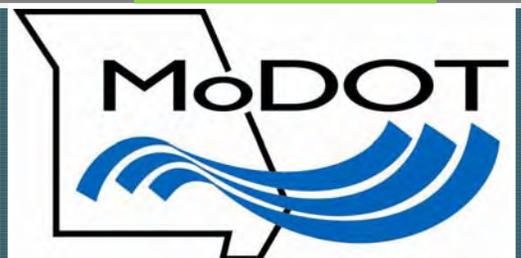
**Appendix C:
GIS Maps**

Submitted to

*The Missouri Department of
Transportation*



Prepared by
ETC Institute and
Missouri Department
of Transportation



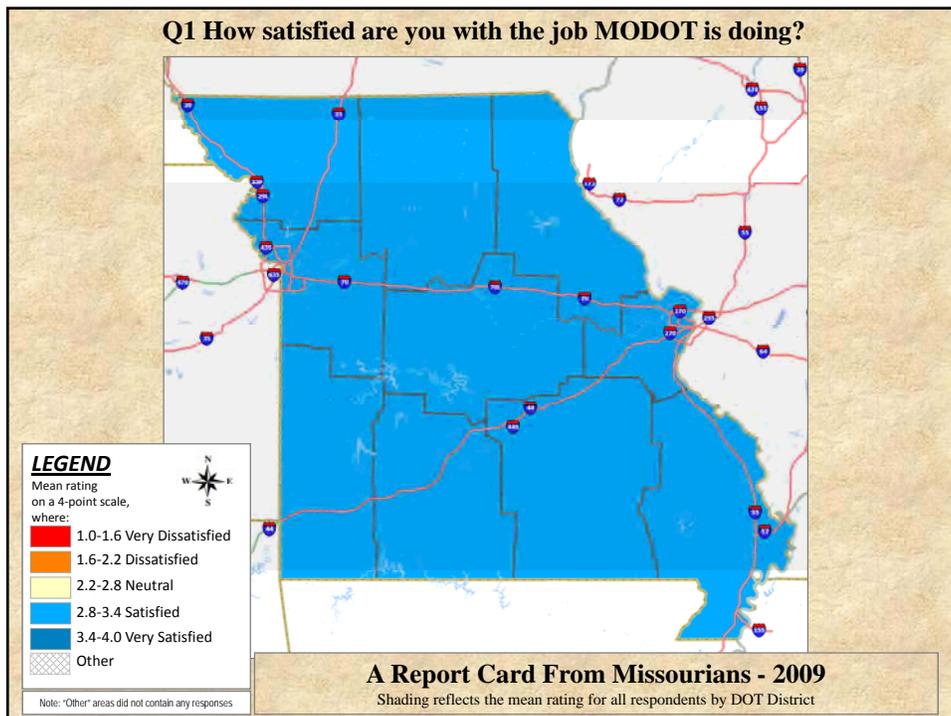
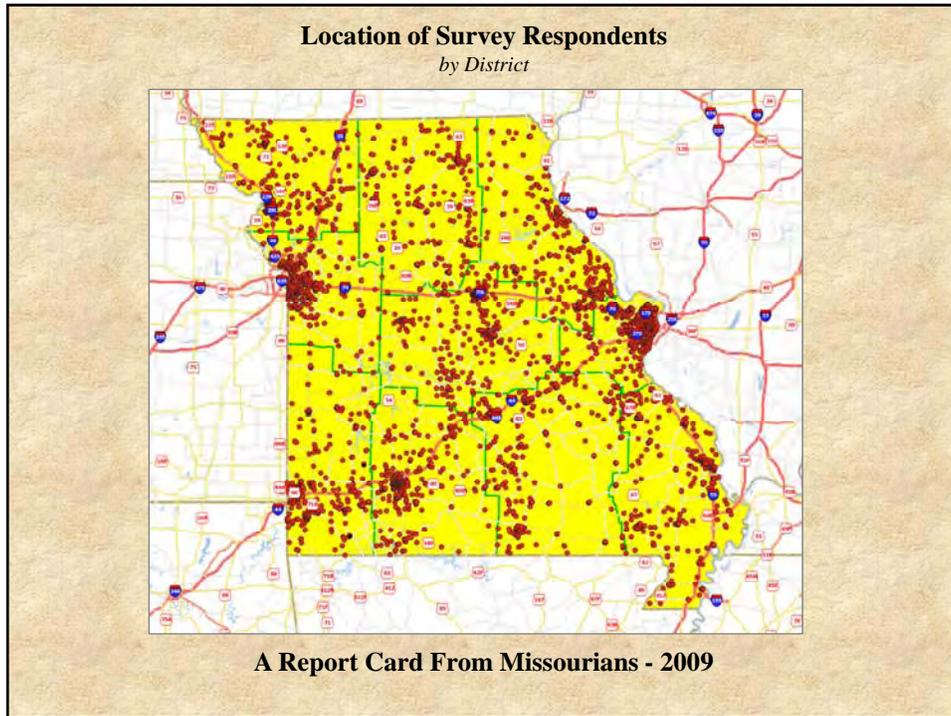
Interpreting the Maps

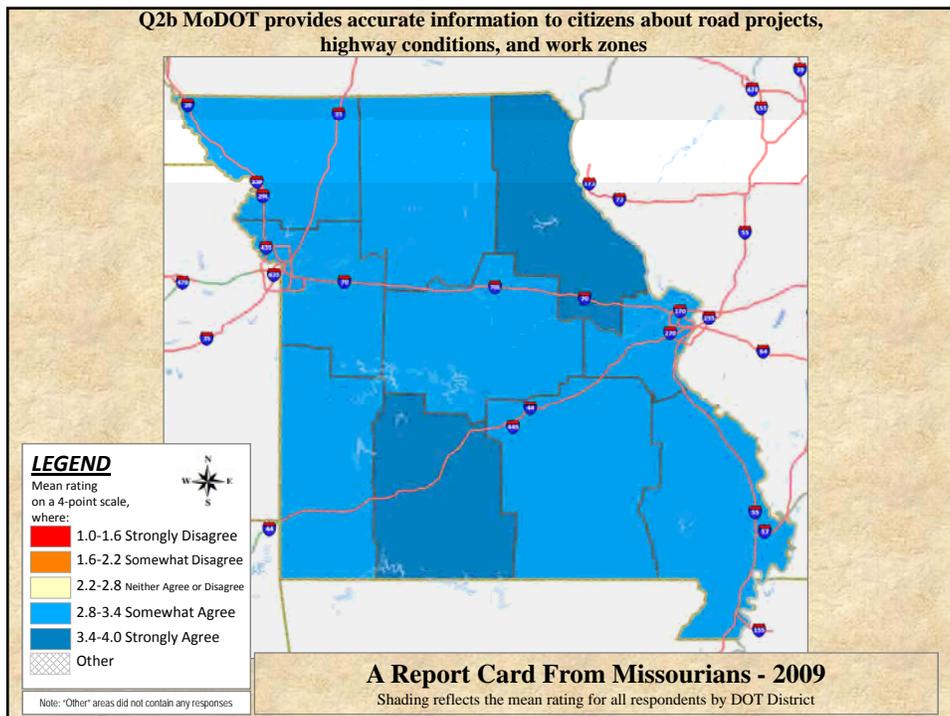
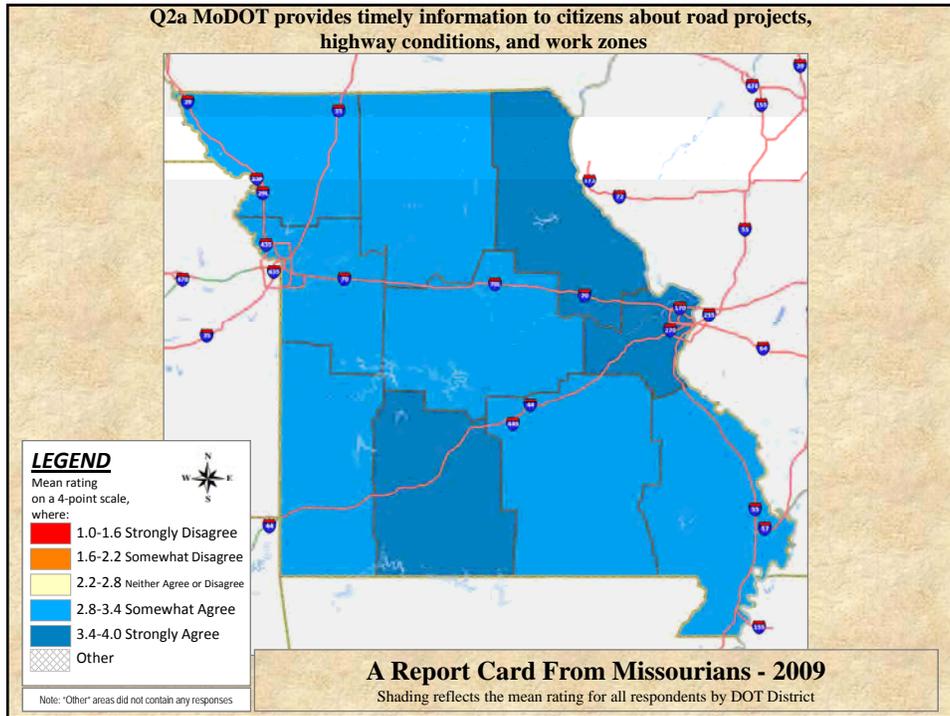
The maps on the following pages show the mean ratings for several questions on the survey by District.

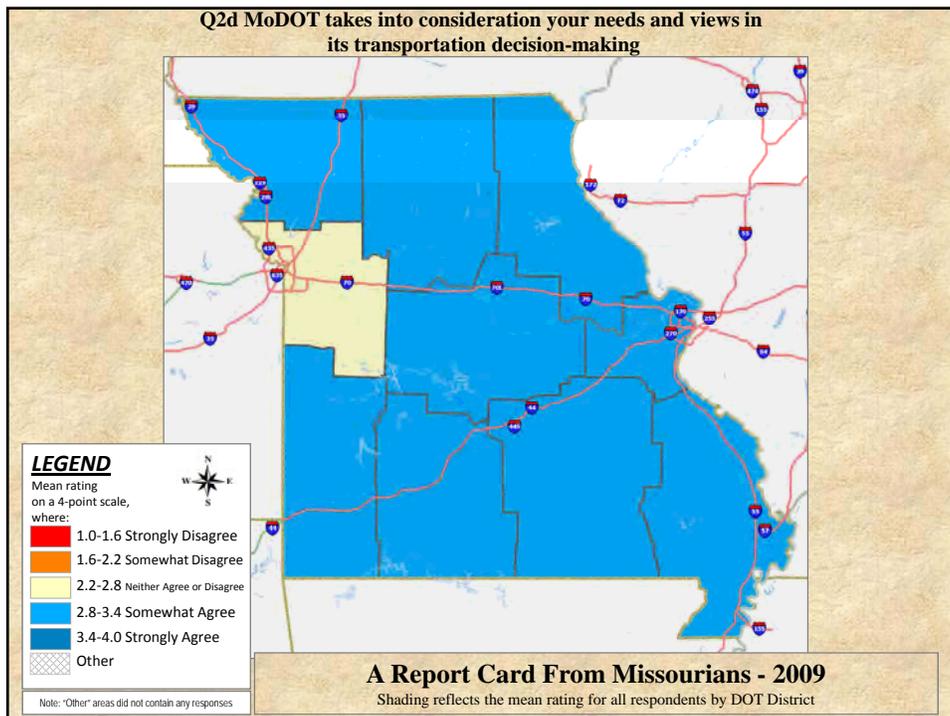
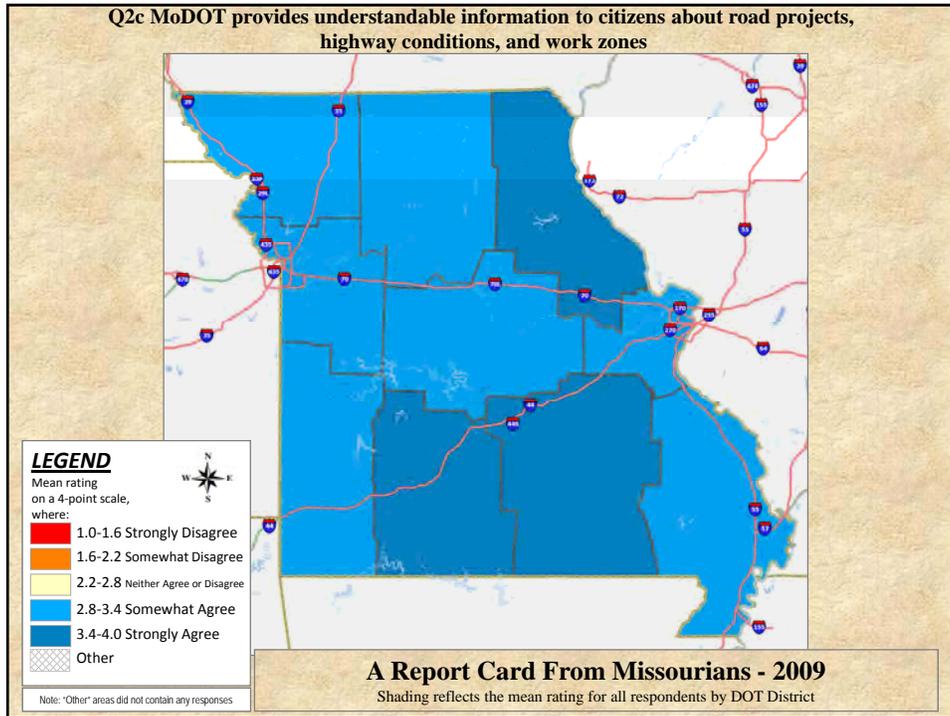
If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

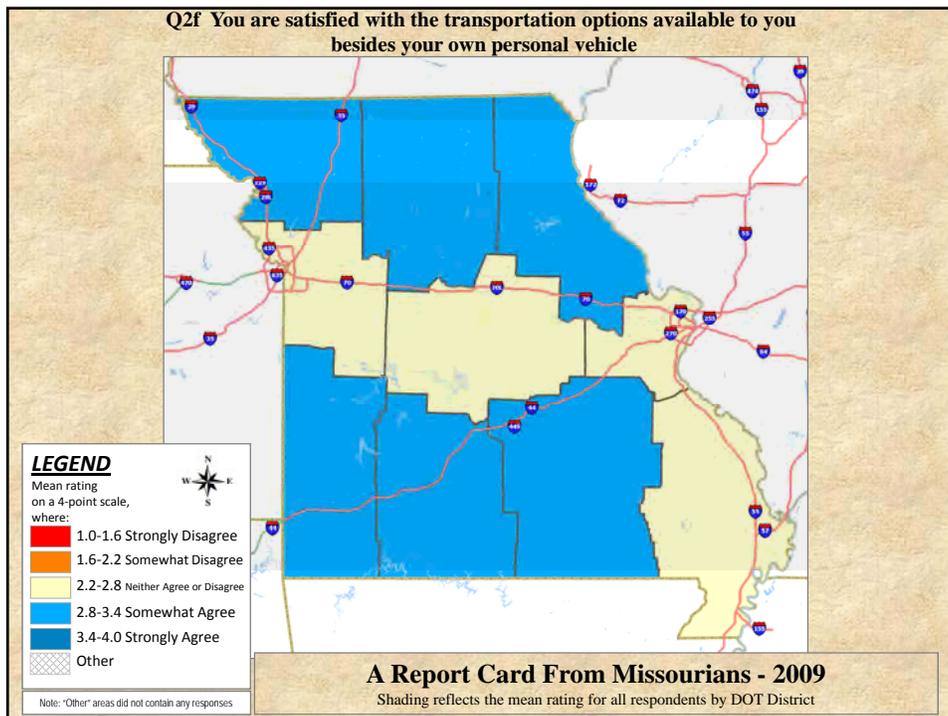
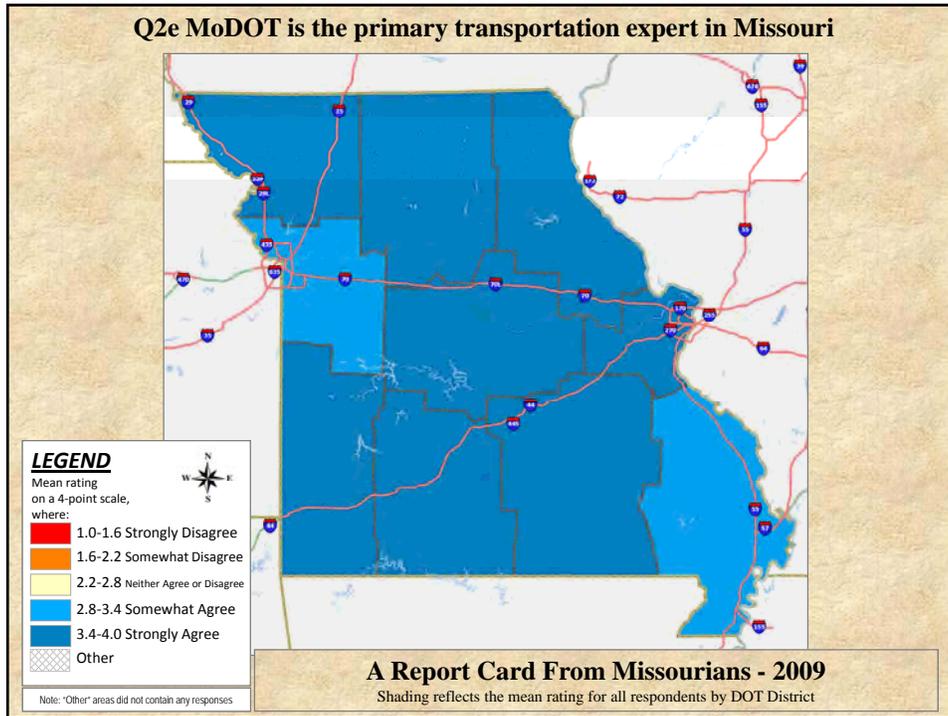
When reading the maps, please use the following color scheme as a guide:

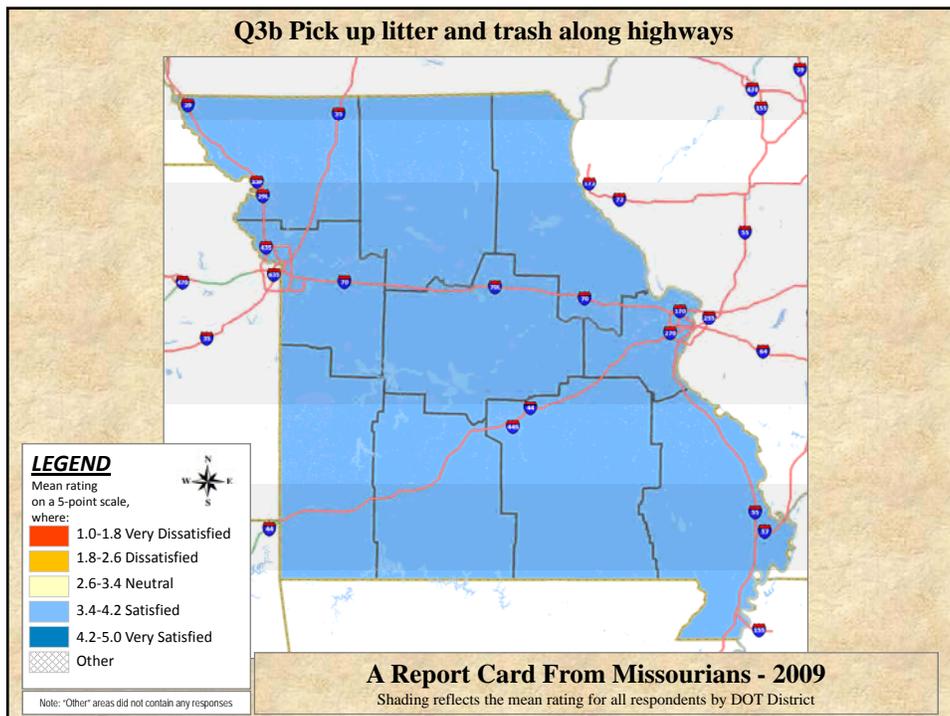
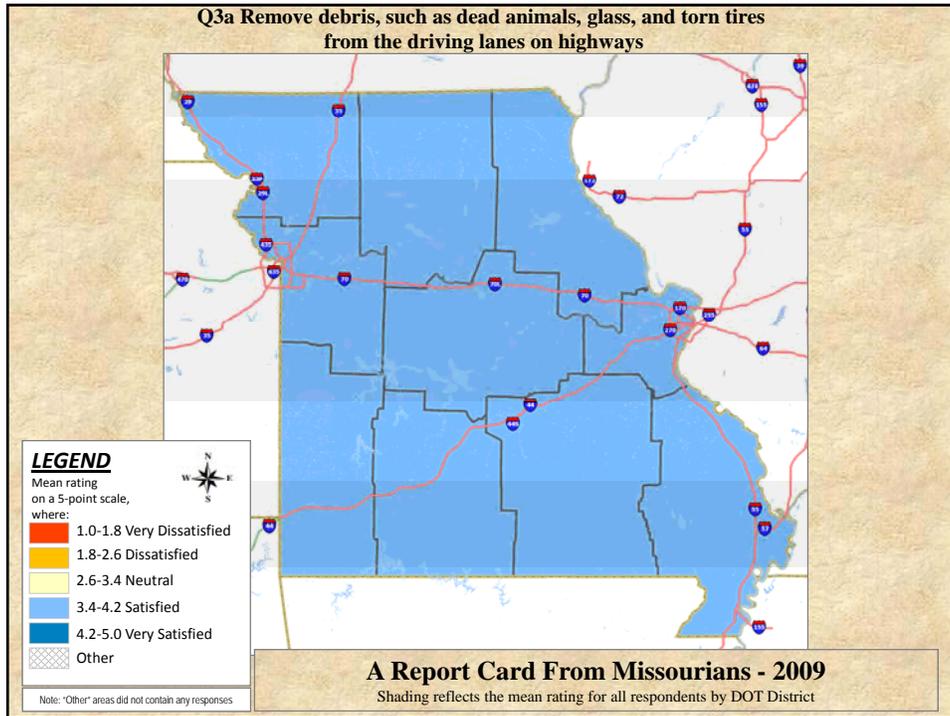
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service.
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service.

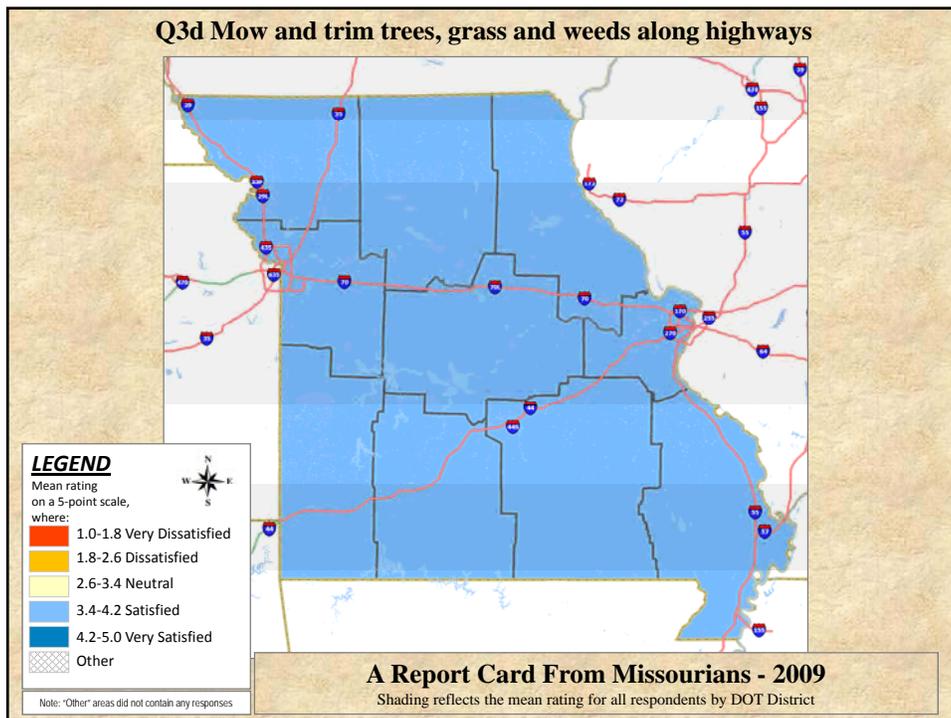
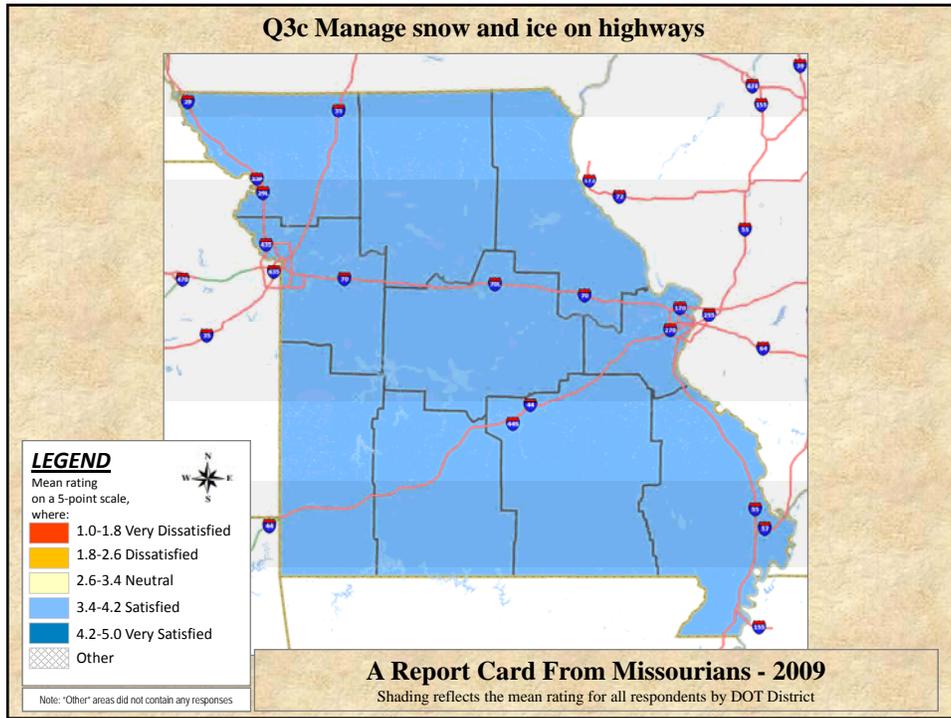


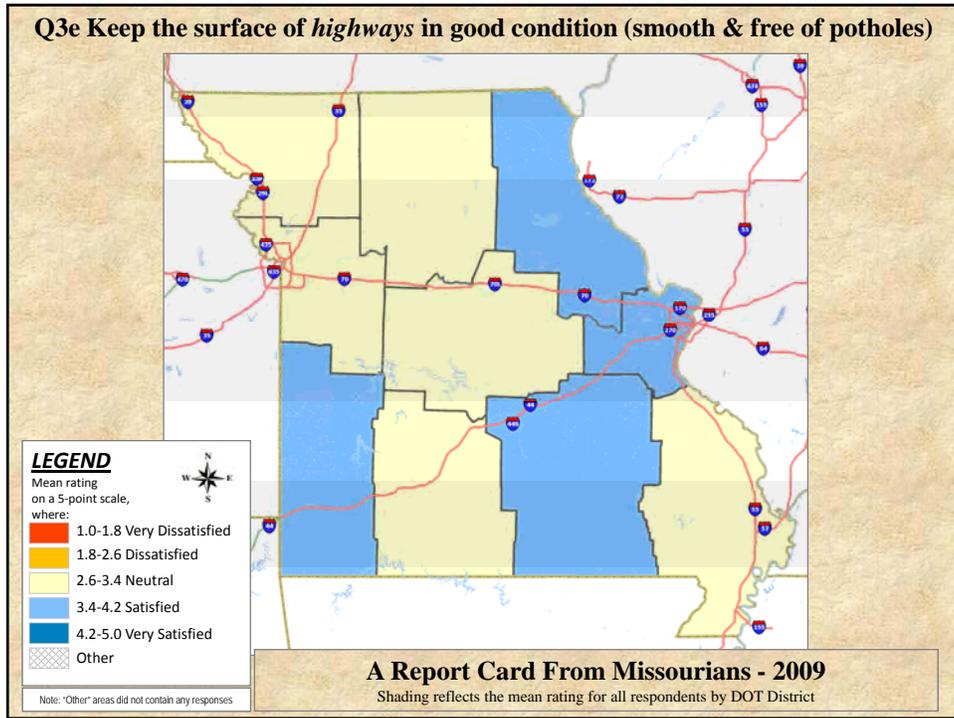


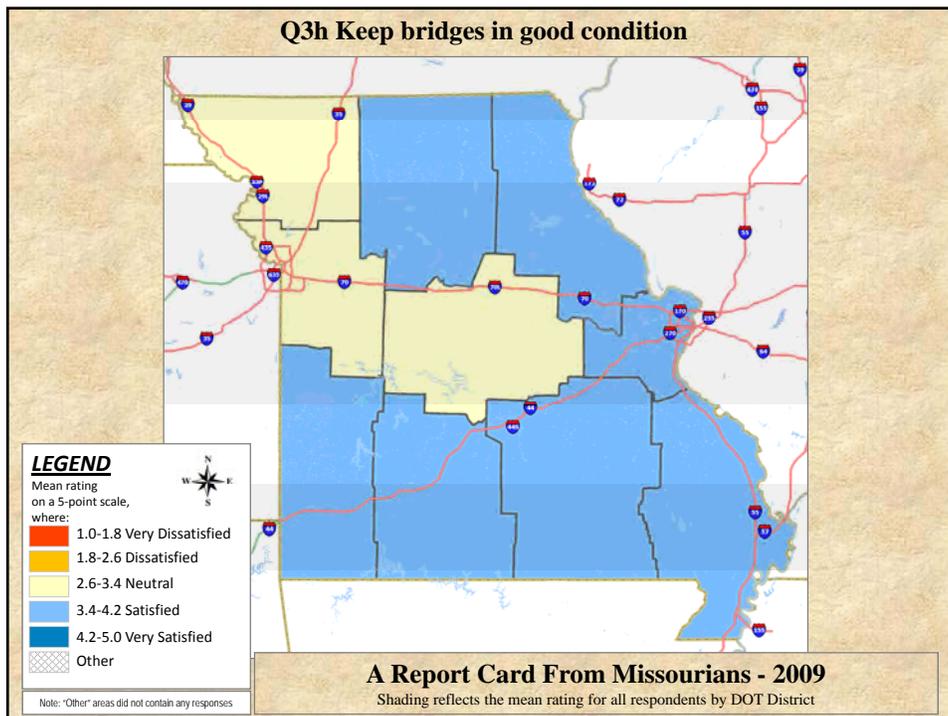
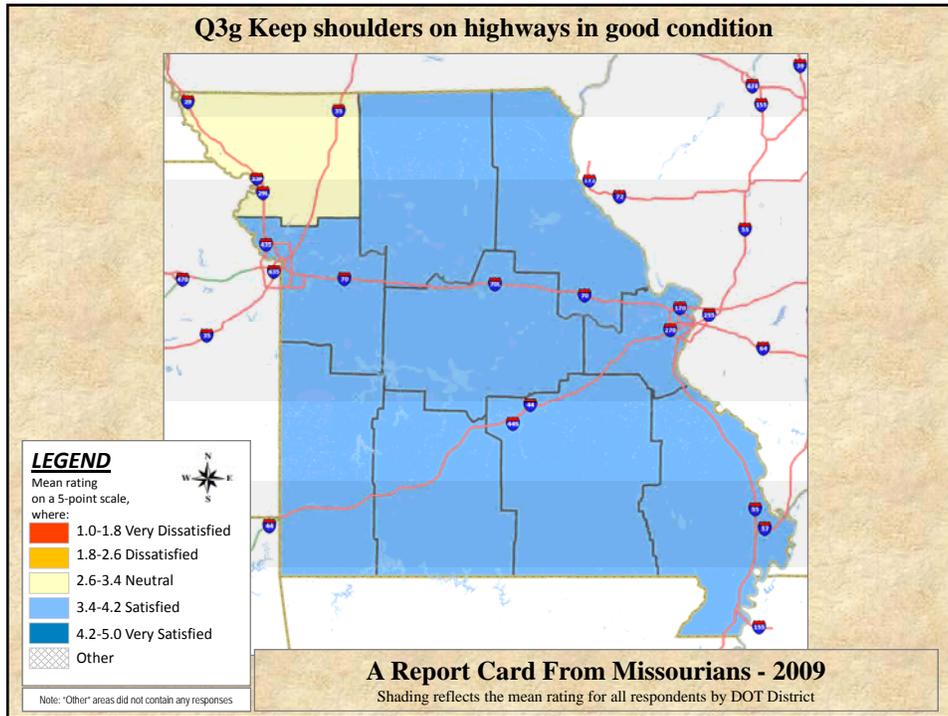


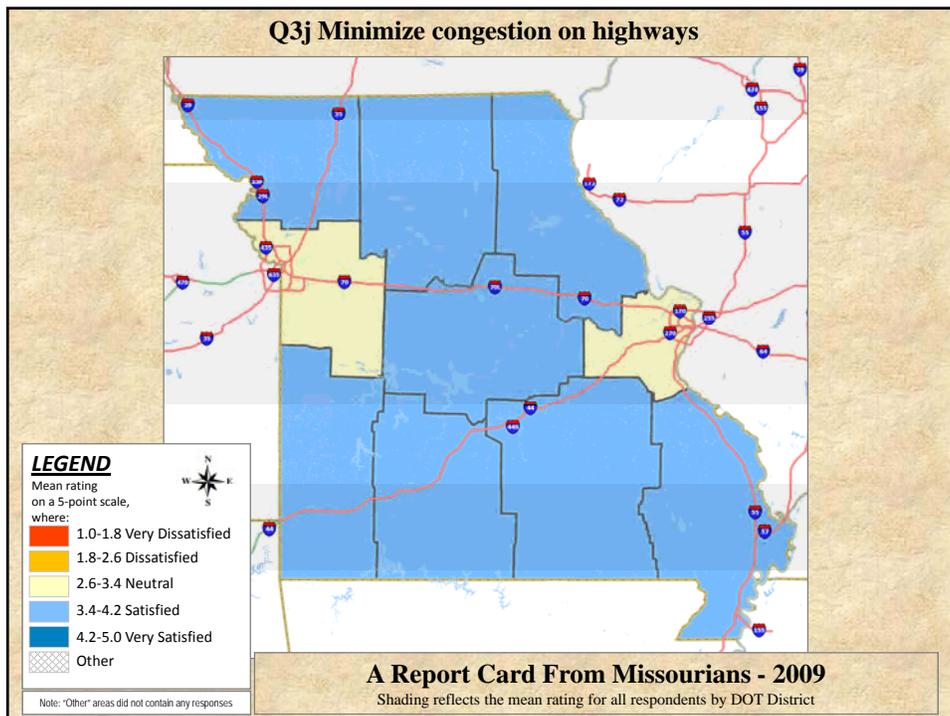
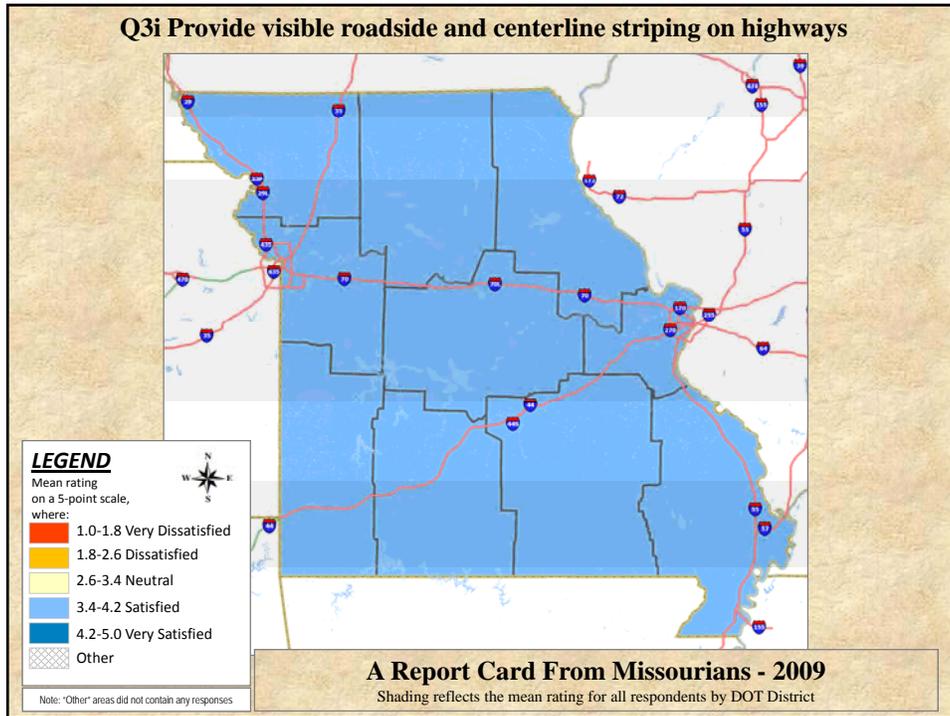


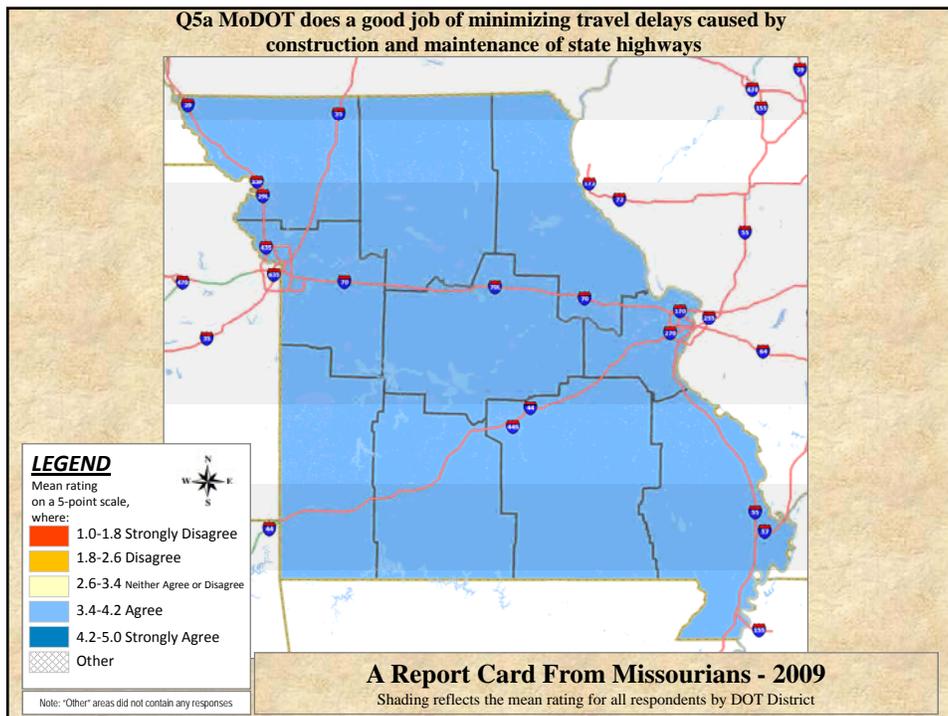
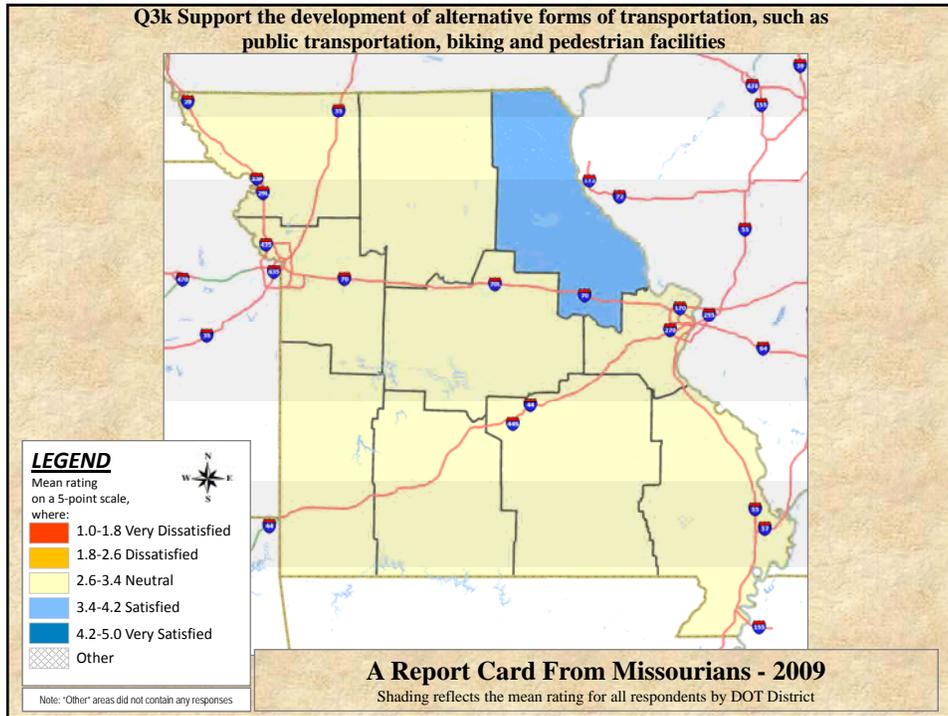


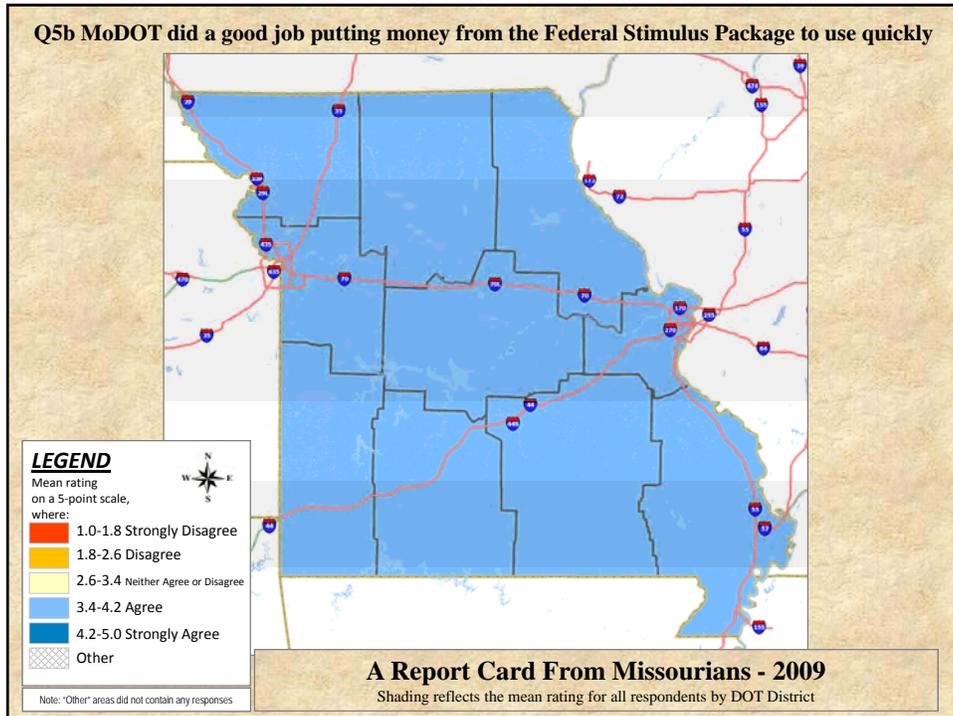












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*A Report Card From
Missourians - 2009*

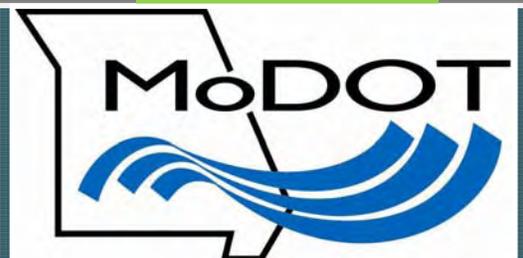
**Appendix D:
Tracker Questions by District**

Submitted to

*The Missouri Department of
Transportation*



Prepared by
ETC Institute and
Missouri Department
of Transportation





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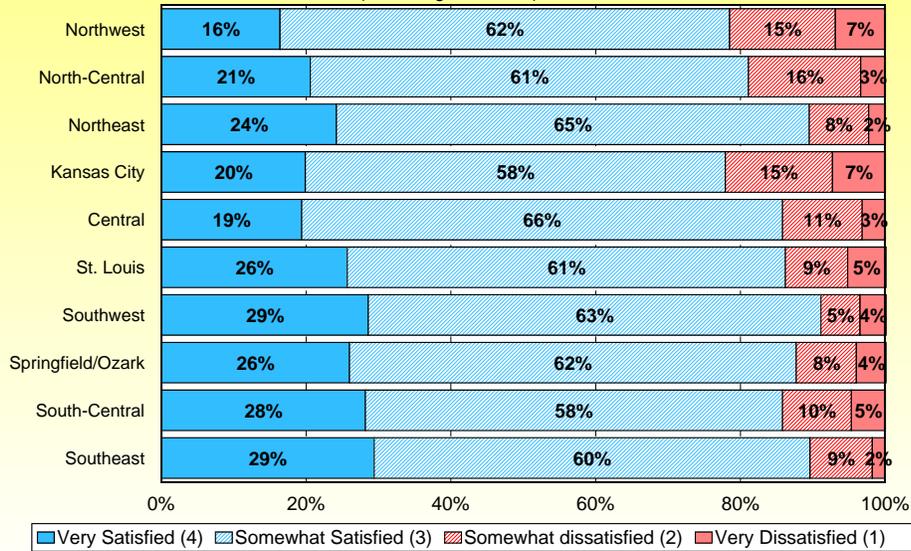
Tracker Question Charts by District

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

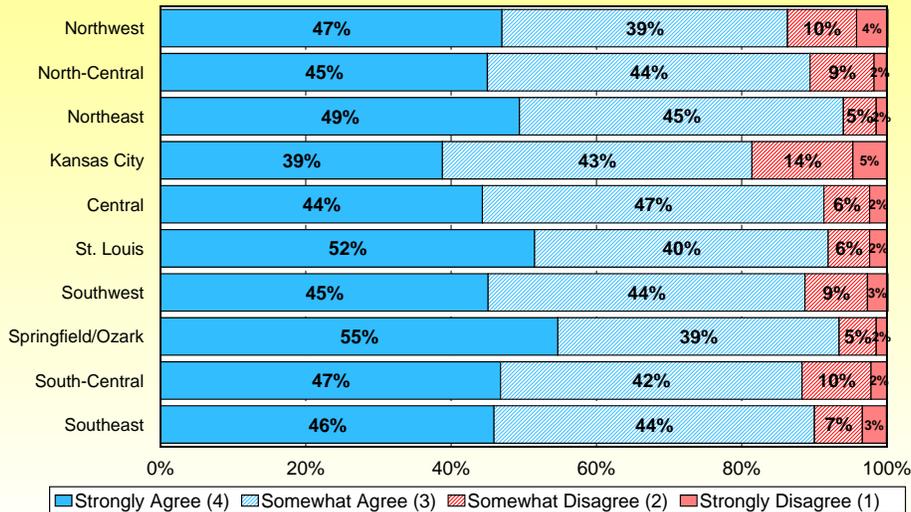
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")



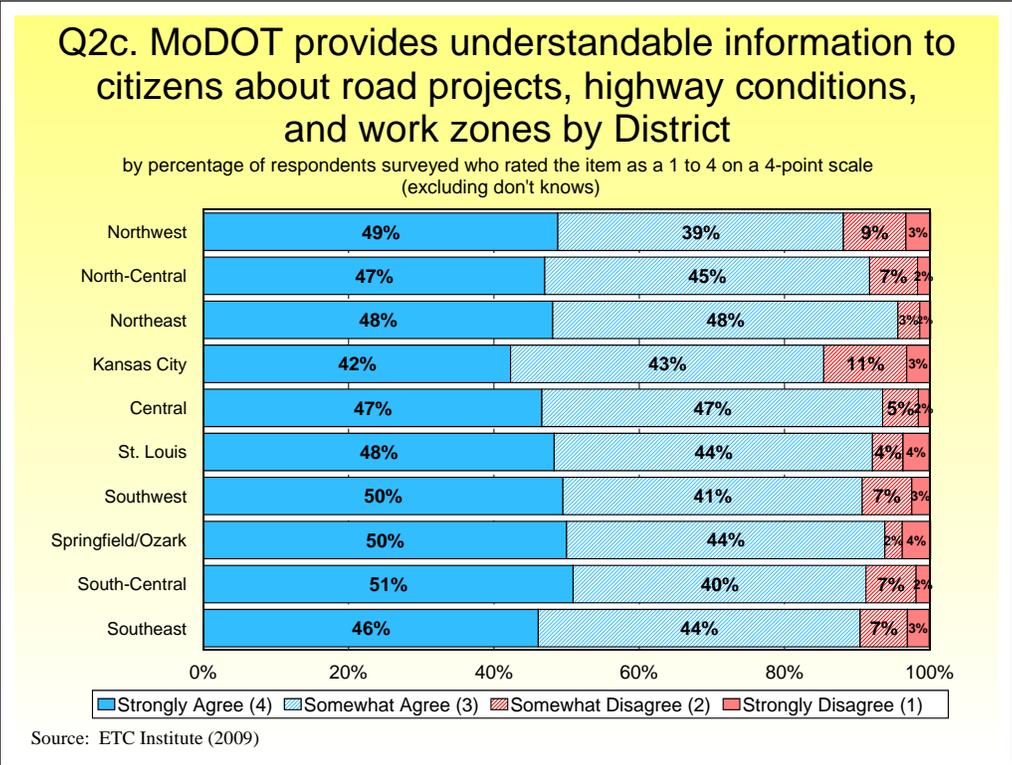
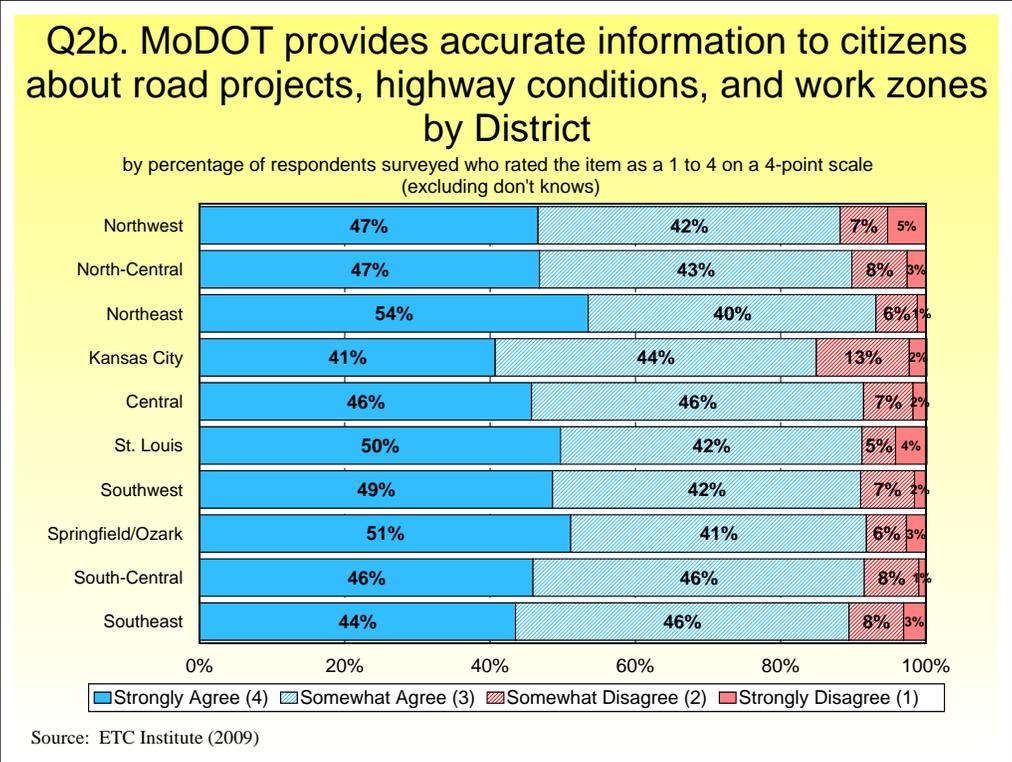
Source: ETC Institute (2009)

Q2a. MoDOT provides timely information to citizens about road projects, highway conditions, and work zones by District

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

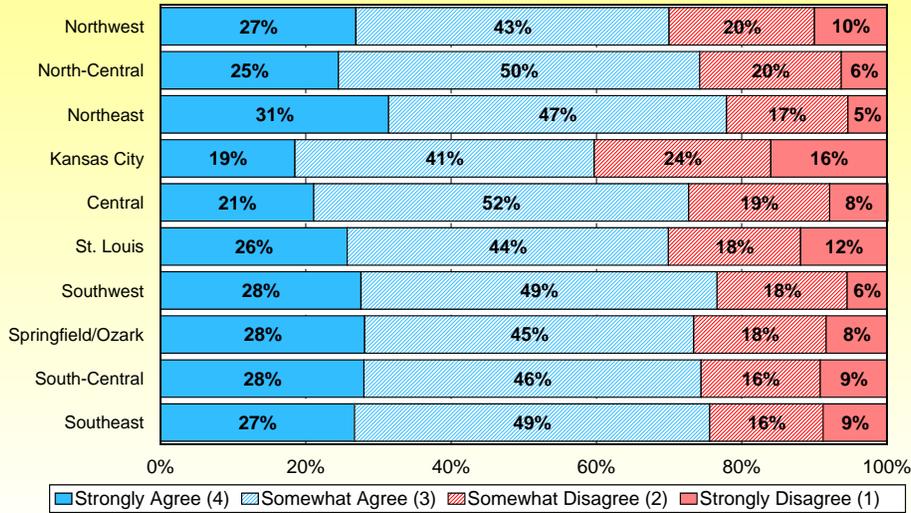


Source: ETC Institute (2009)



Q2d. MoDOT takes into consideration your needs and views in its transportation decision-making by District

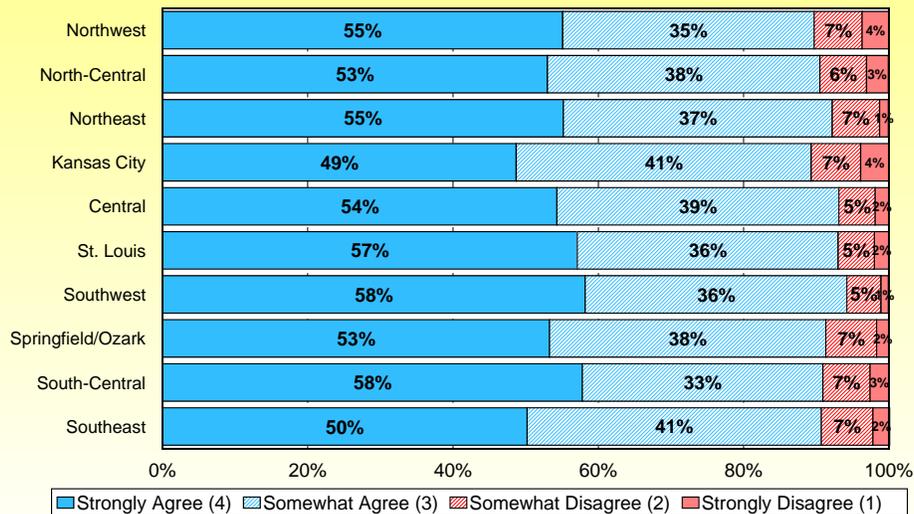
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2009)

Q2e. MoDOT is the primary transportation expert in Missouri by District

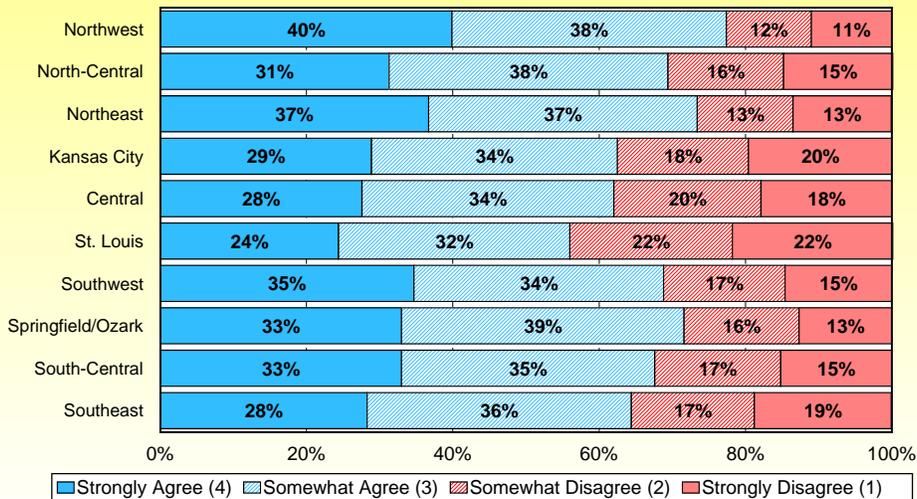
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2009)

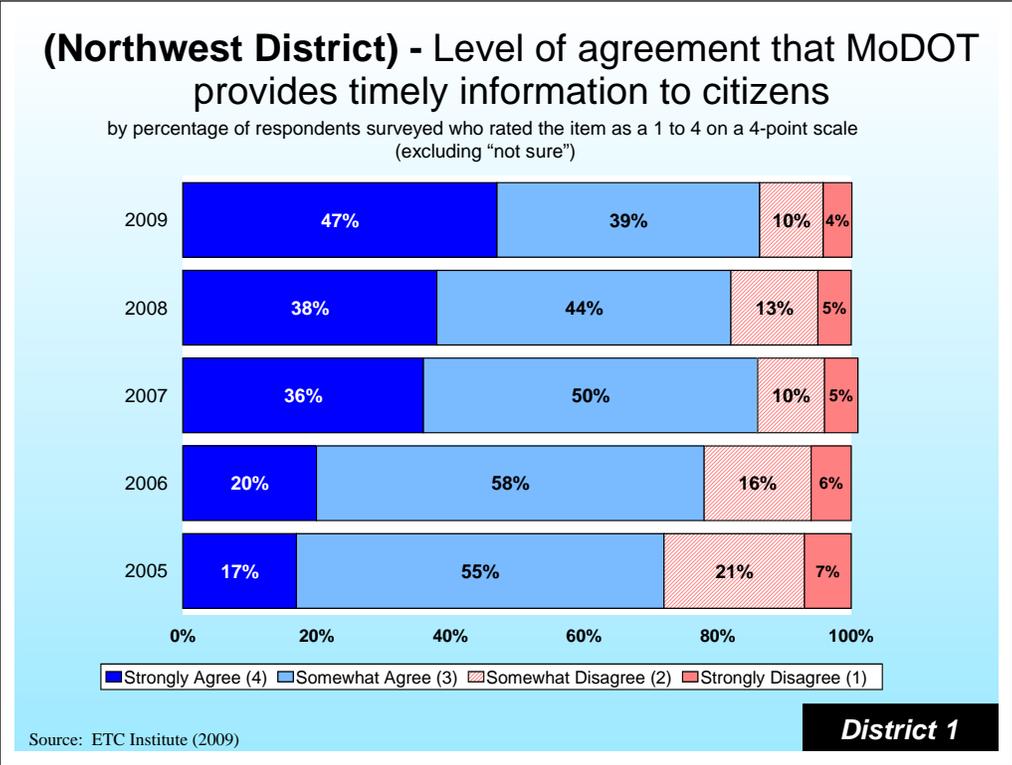
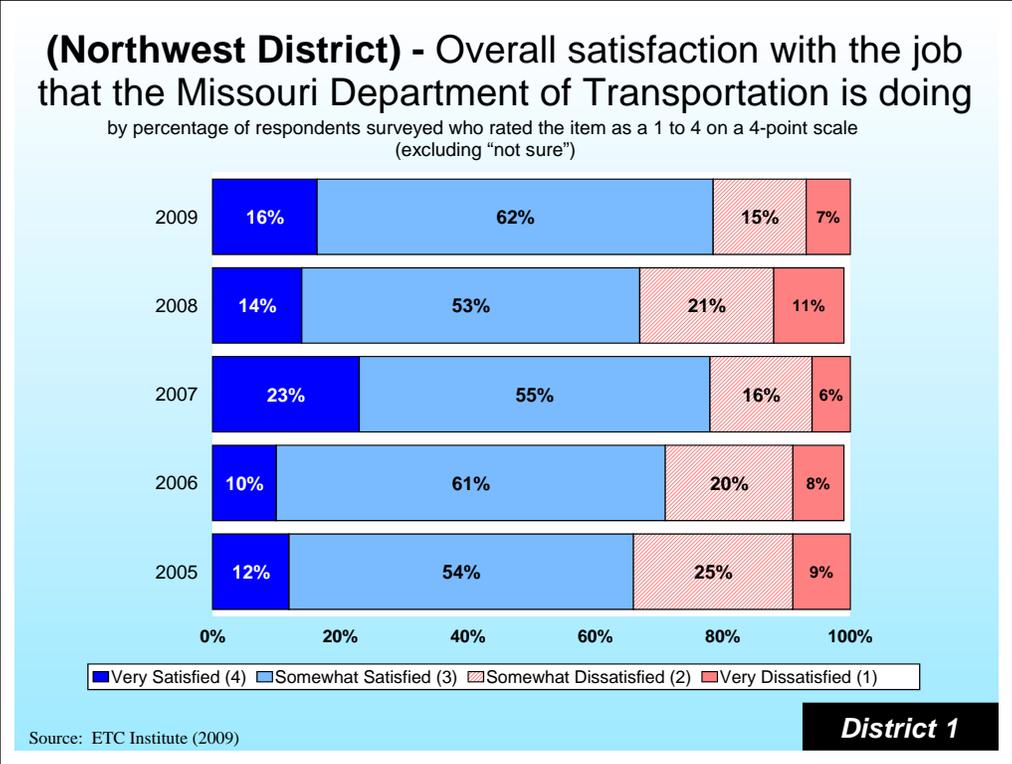
Q2f. Are you satisfied with the transportation options available to you besides your own personal vehicle? by District

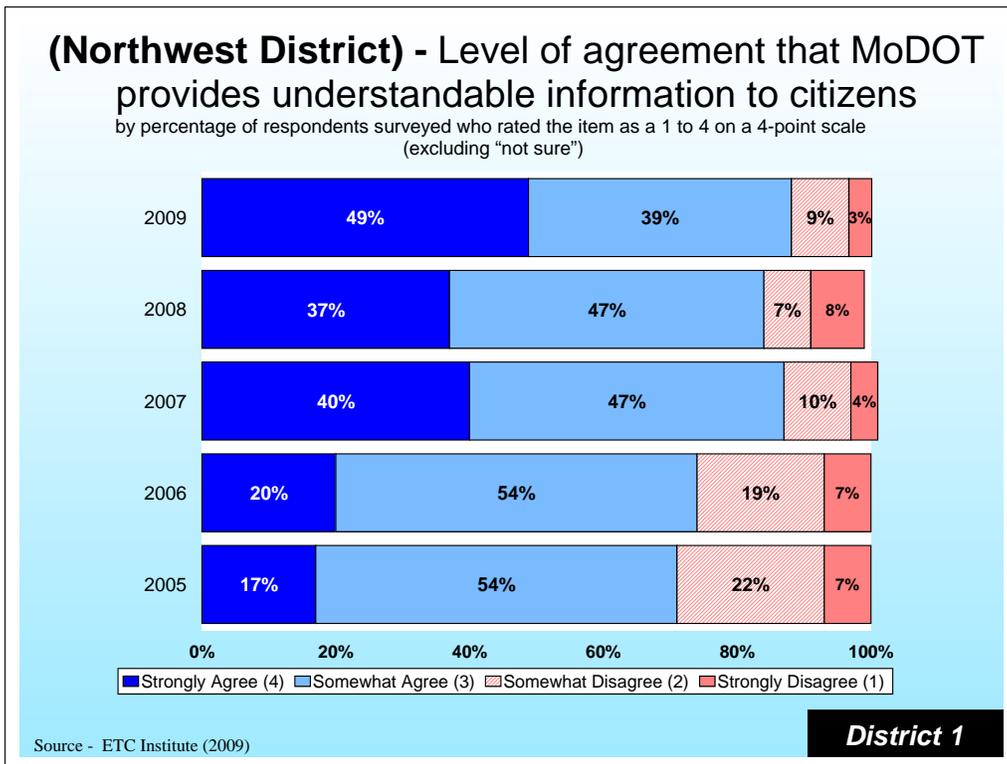
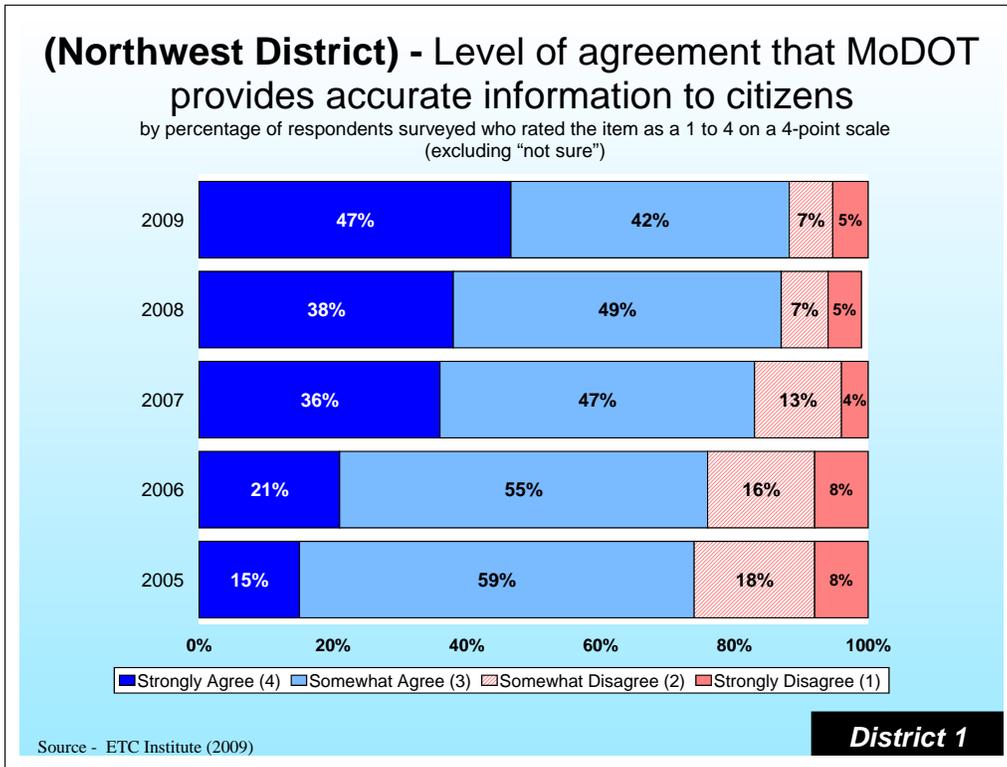
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding don't knows)



Source: ETC Institute (2009)

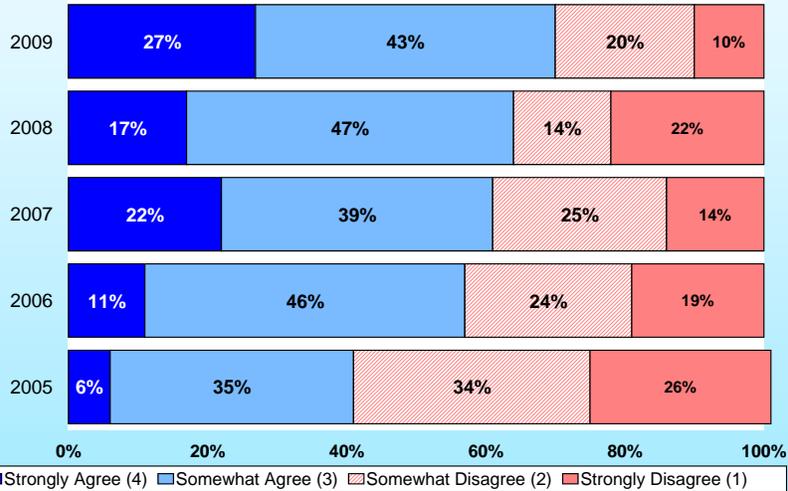
District 1:
Northwest District





(Northwest District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

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

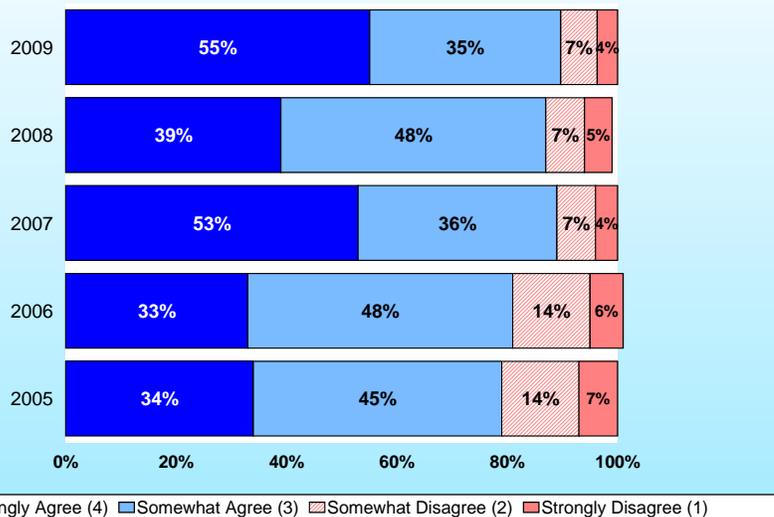


Source - ETC Institute (2009)

District 1

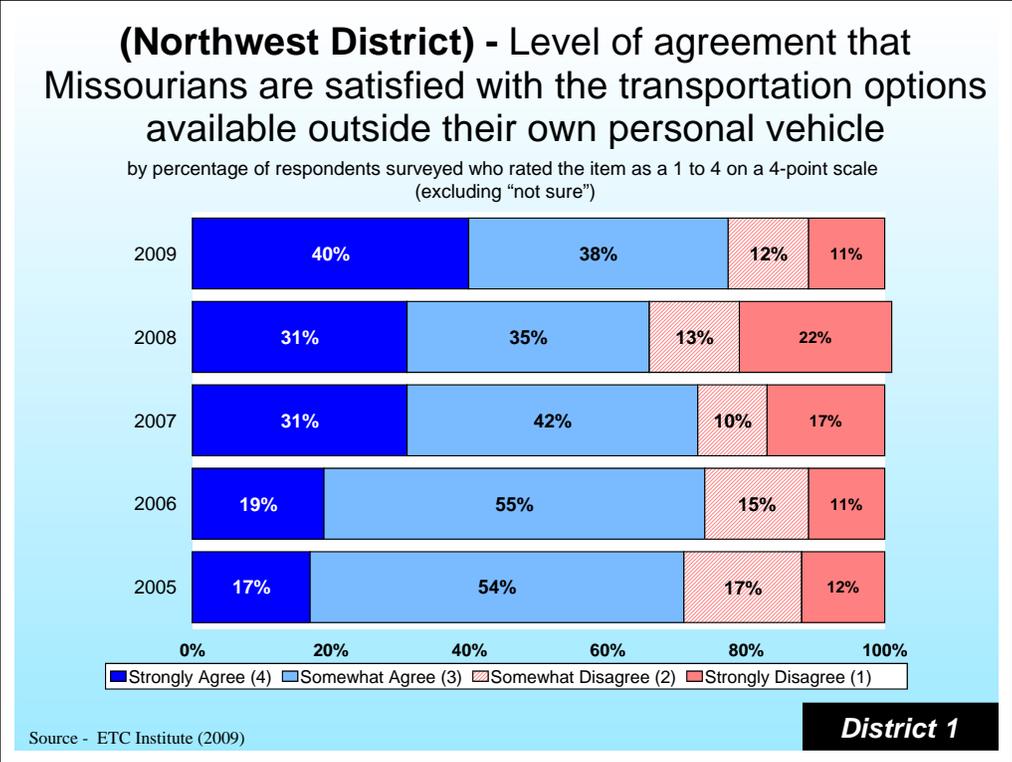
(Northwest District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

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

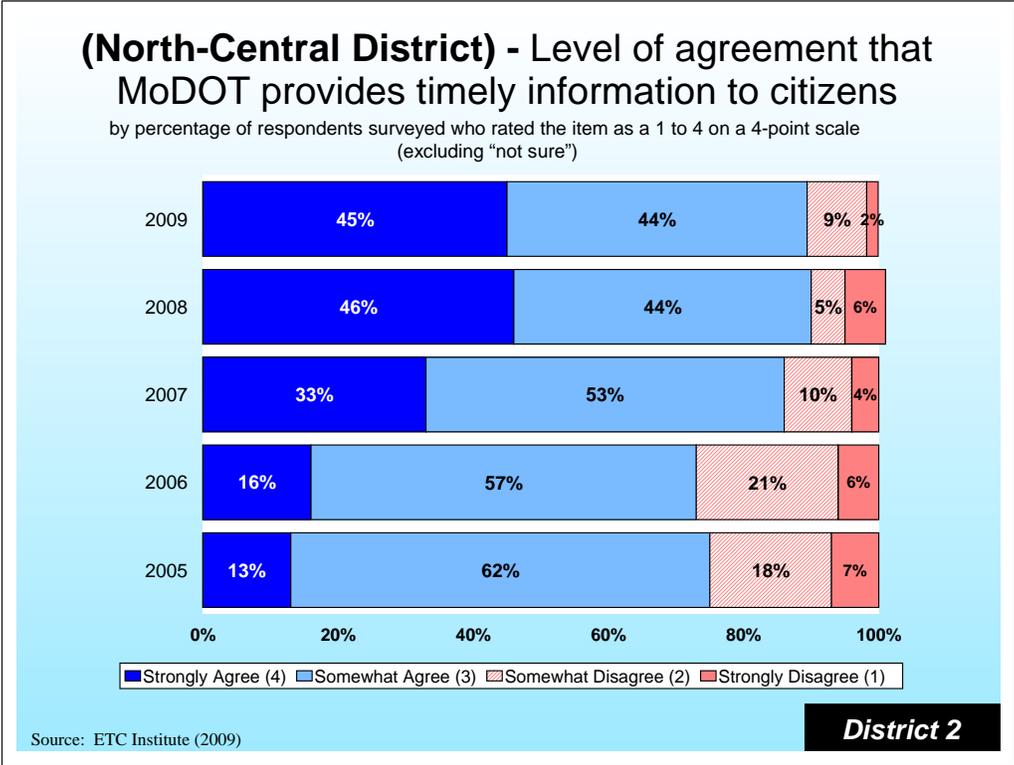
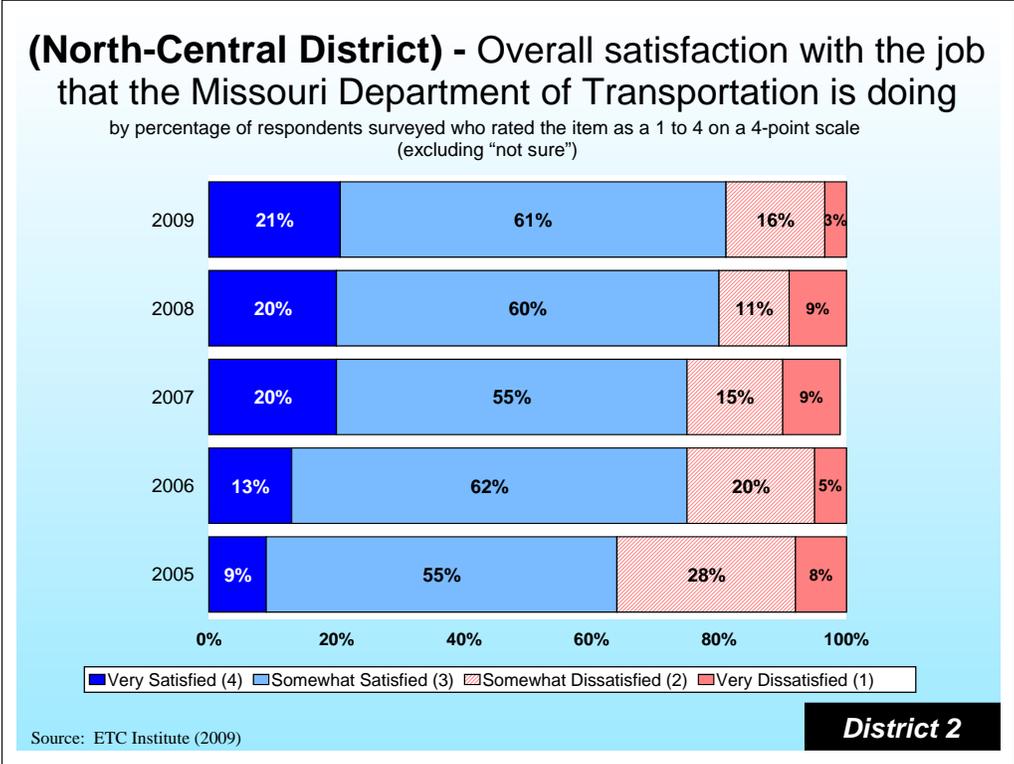


Source - ETC Institute (2009)

District 1

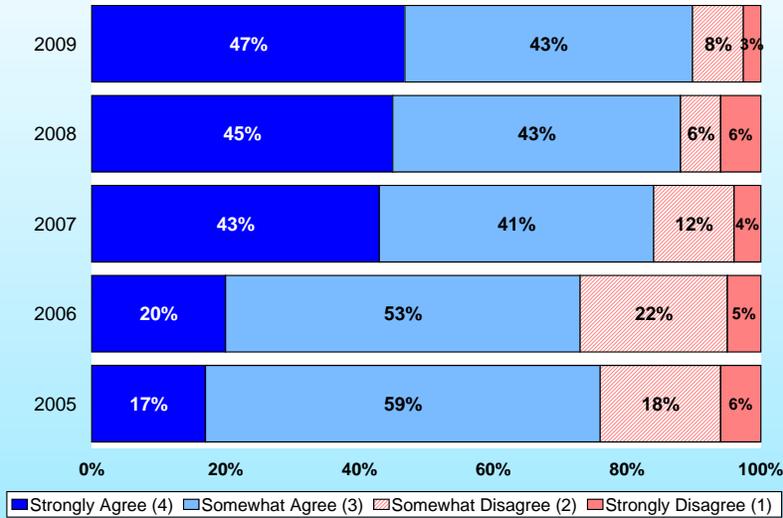


District 2:
North-Central District



(North-Central District) - Level of agreement that MoDOT provides accurate information to citizens

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

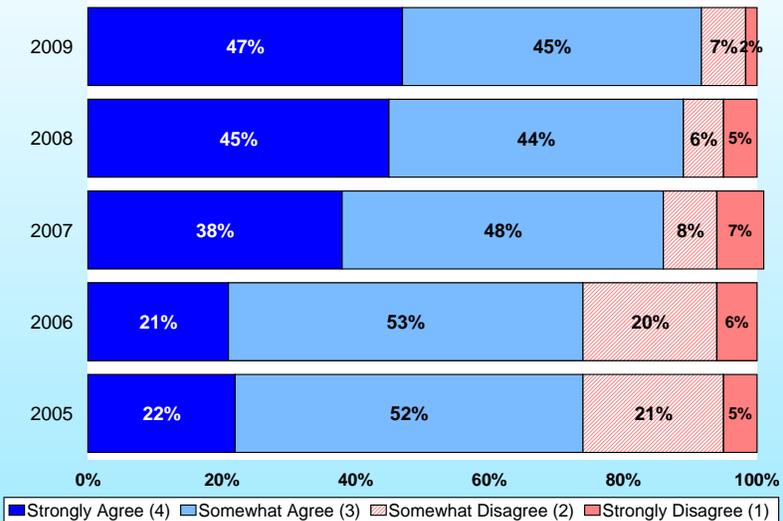


Source - ETC Institute (2009)

District 2

(North-Central District) - Level of agreement that MoDOT provides understandable information to citizens

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

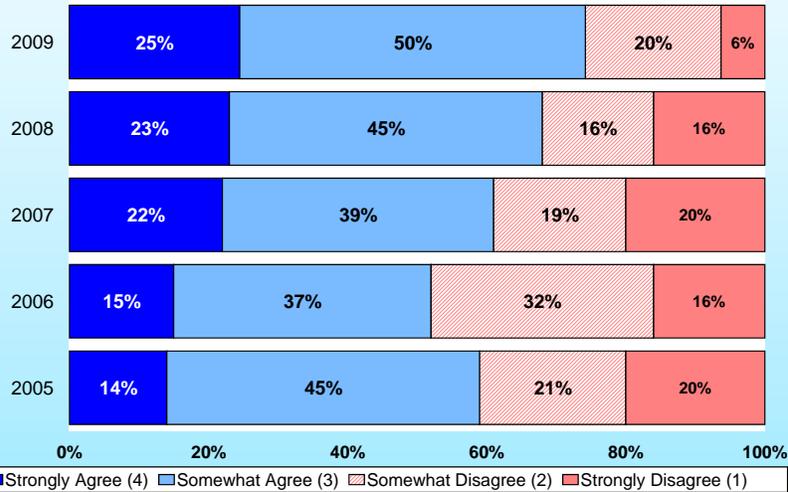


Source - ETC Institute (2009)

District 2

(North-Central District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

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

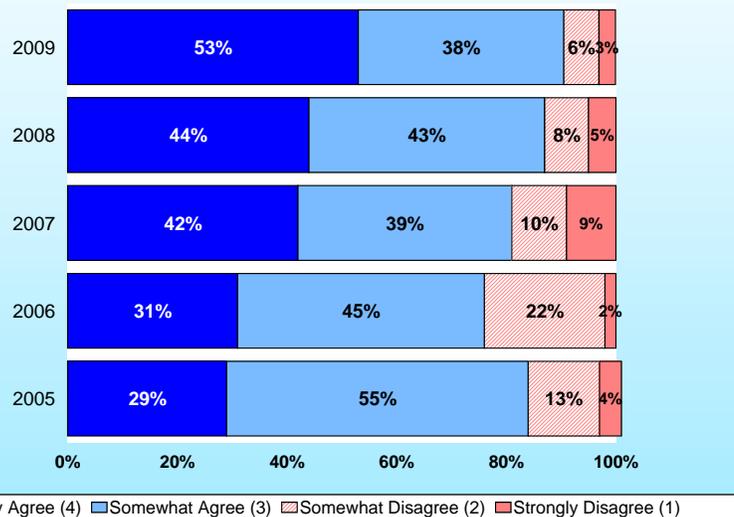


Source - ETC Institute (2009)

District 2

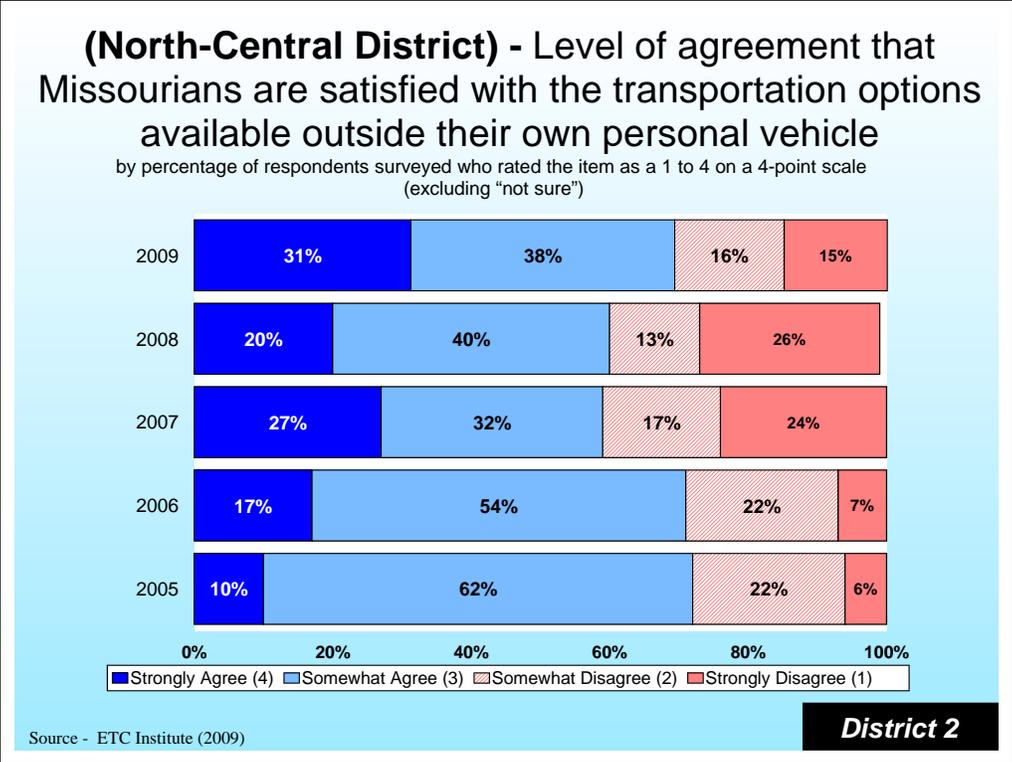
(North-Central District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

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

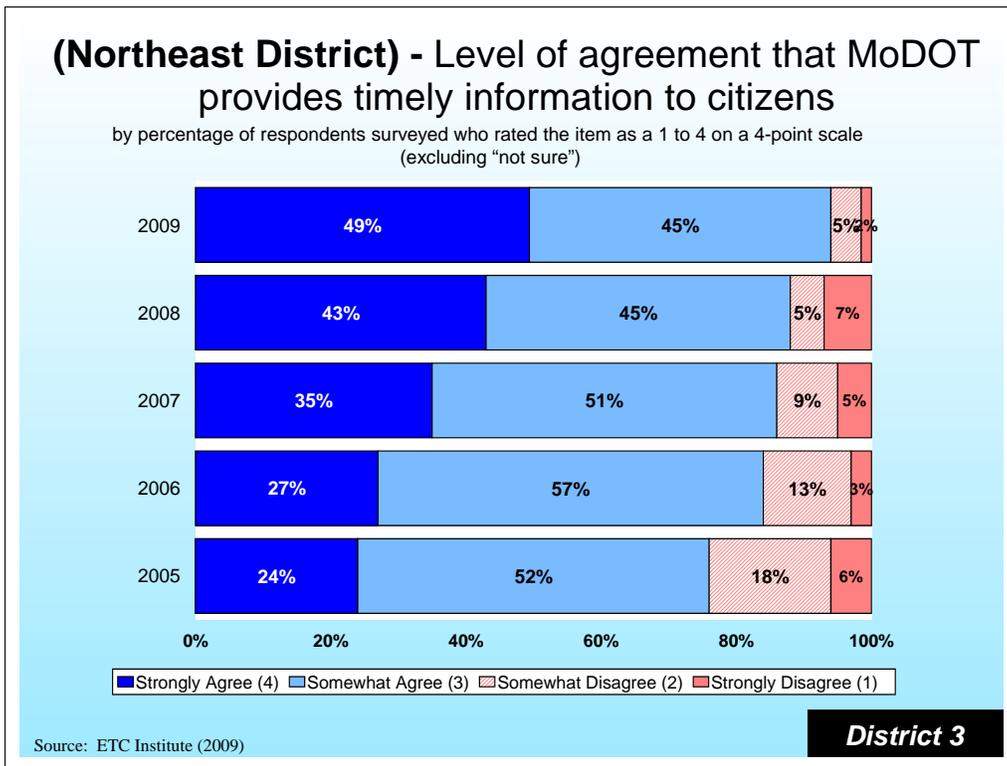
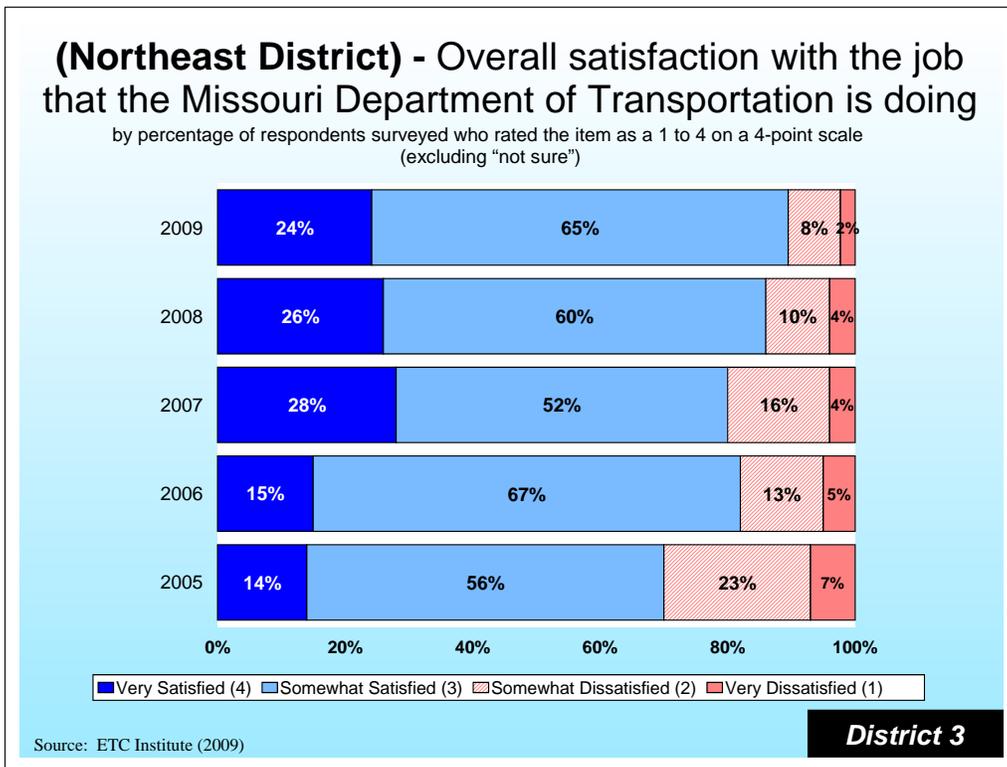


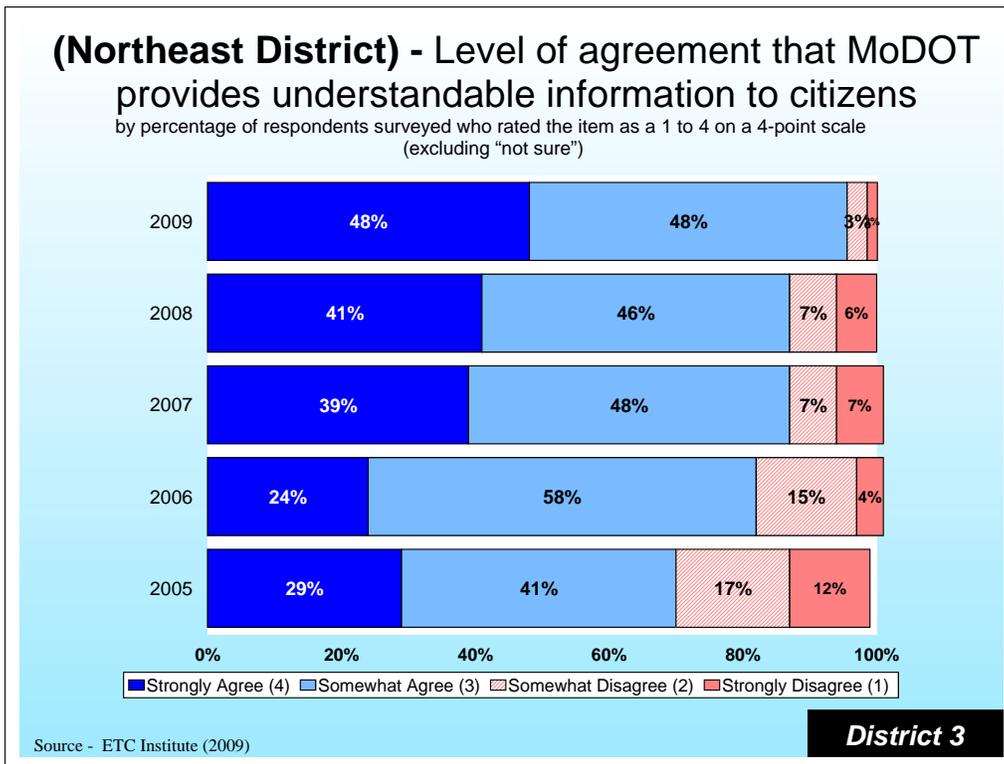
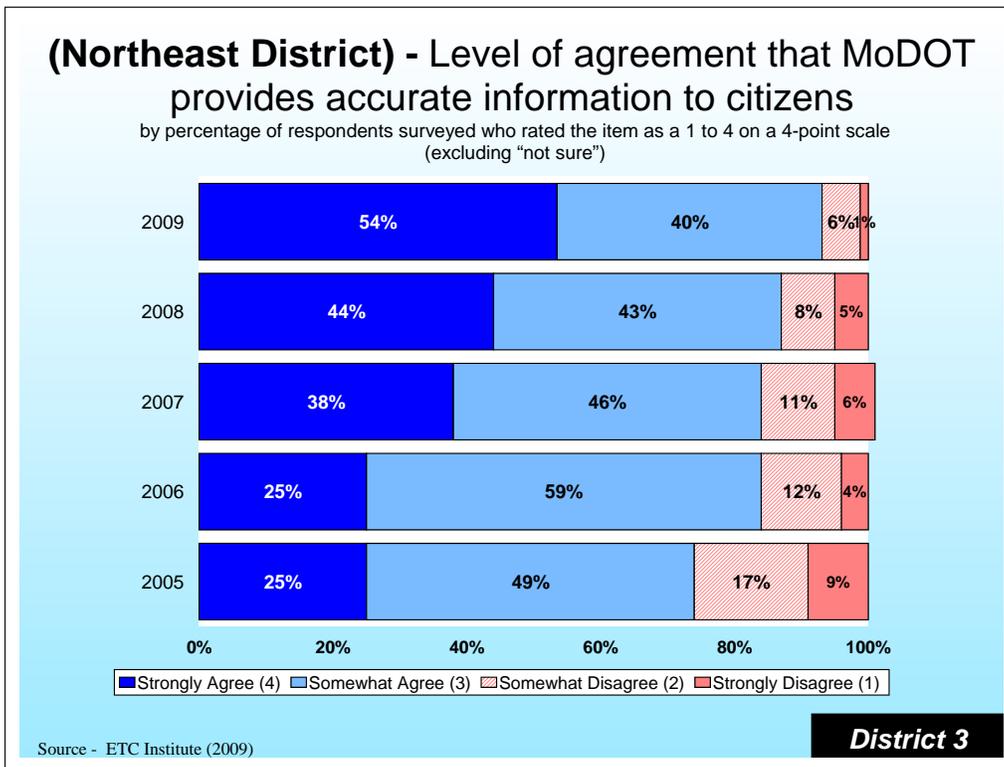
Source - ETC Institute (2009)

District 2



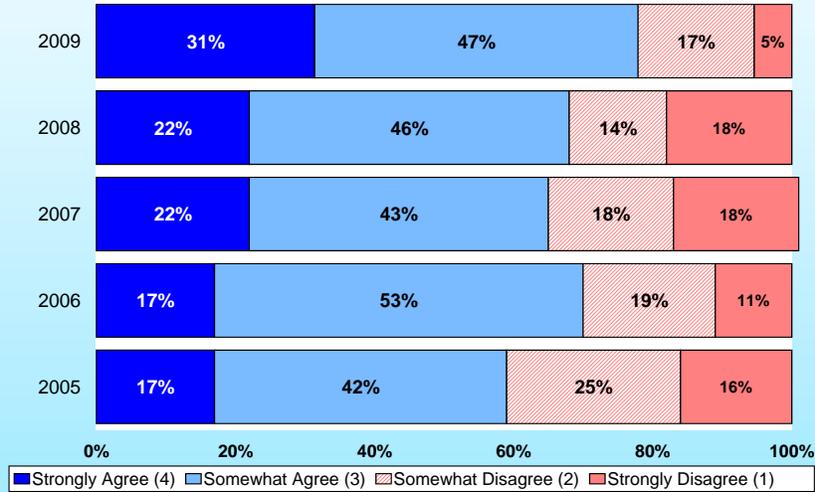
District 3:
Northeast District





(Northeast District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

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

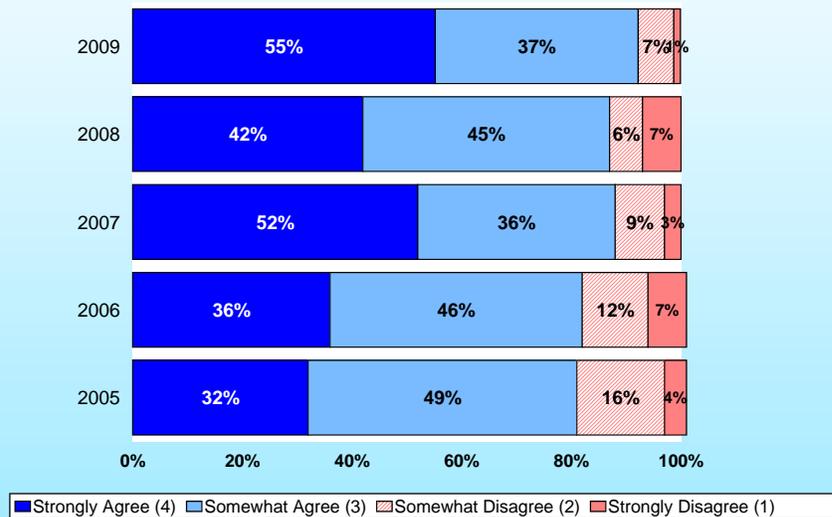


Source - ETC Institute (2009)

District 3

(Northeast District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

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

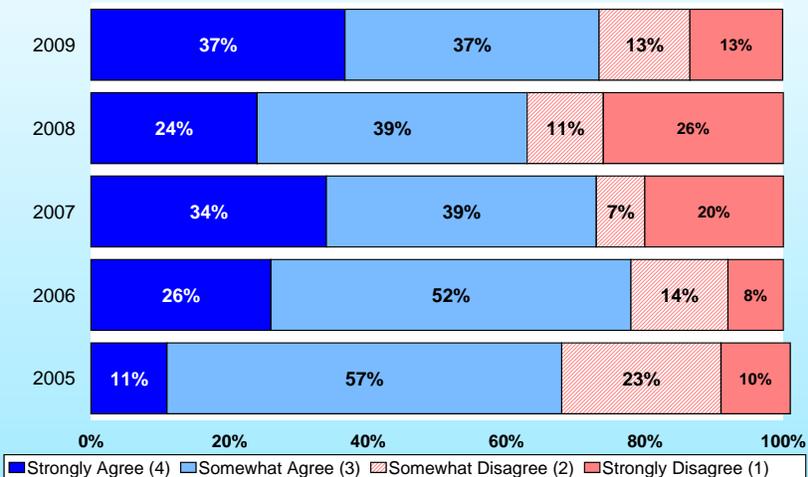


Source - ETC Institute (2009)

District 3

(Northeast District) - Level of agreement that Missourians are satisfied with the transportation options available outside their own personal vehicle

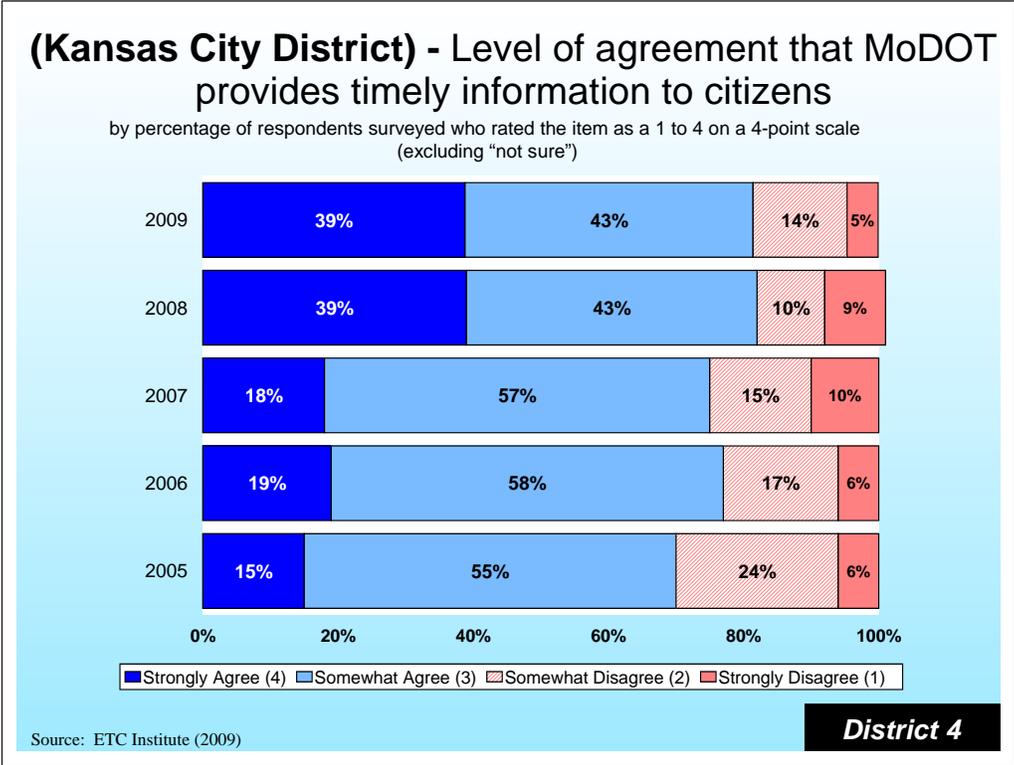
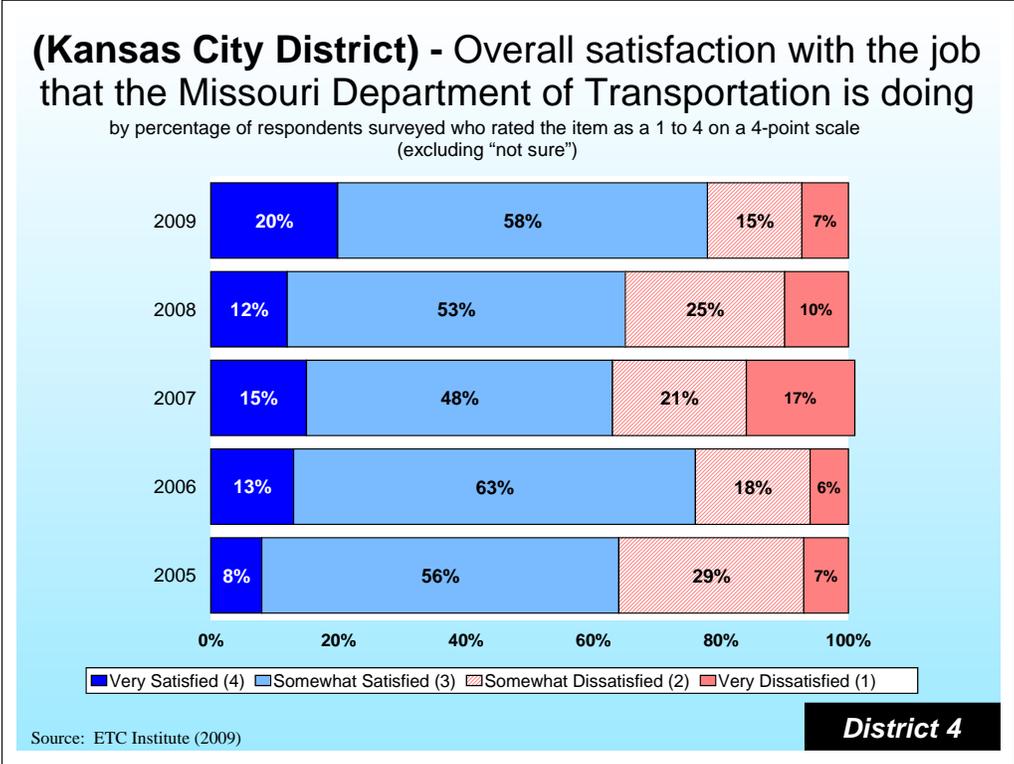
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

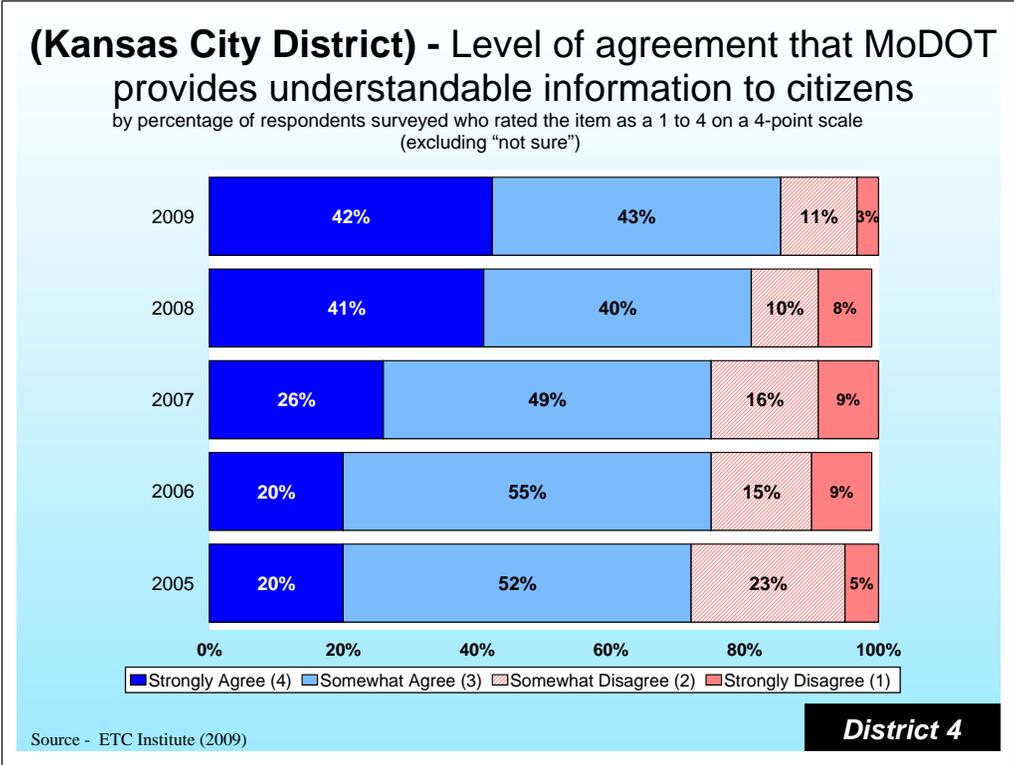
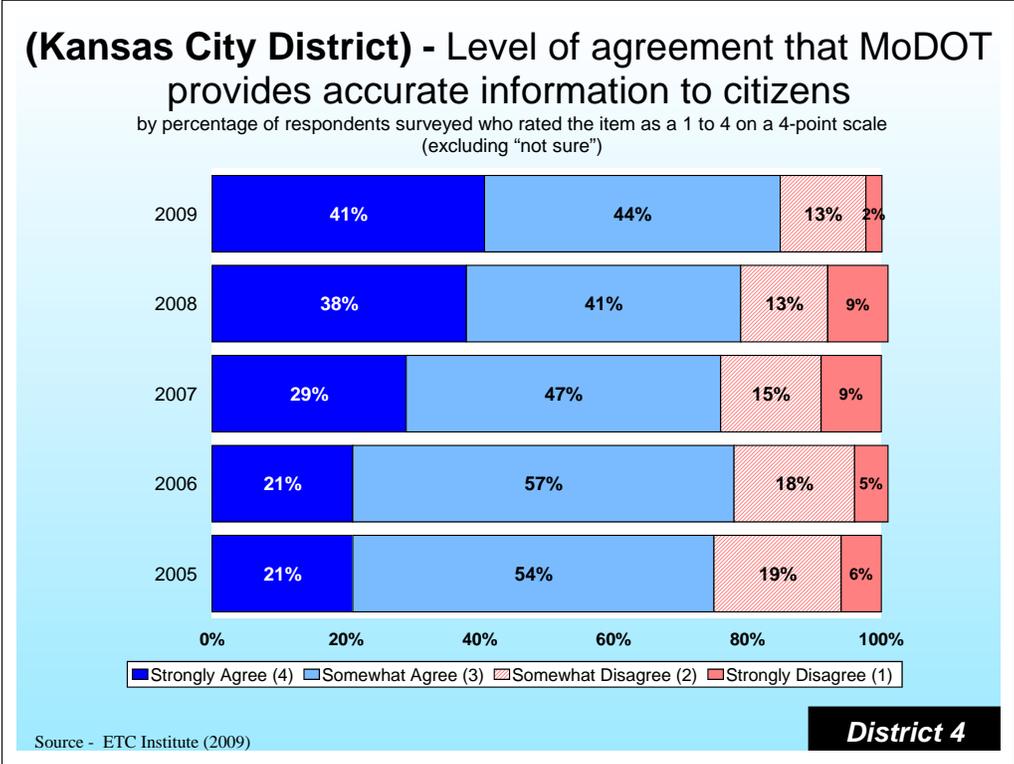


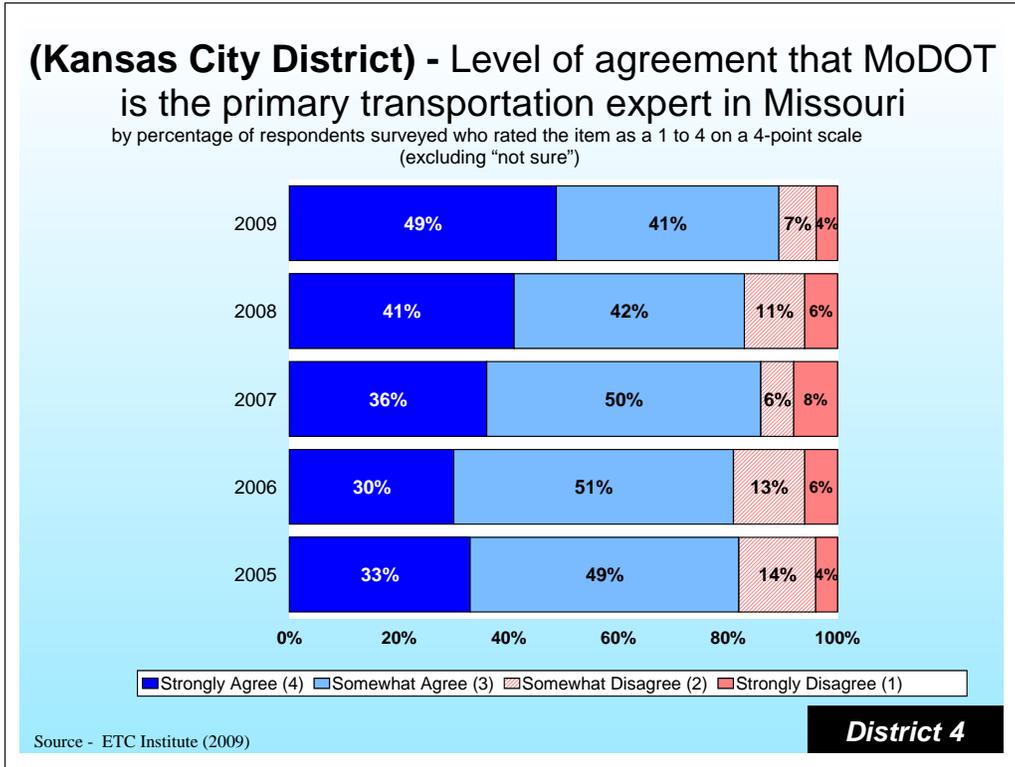
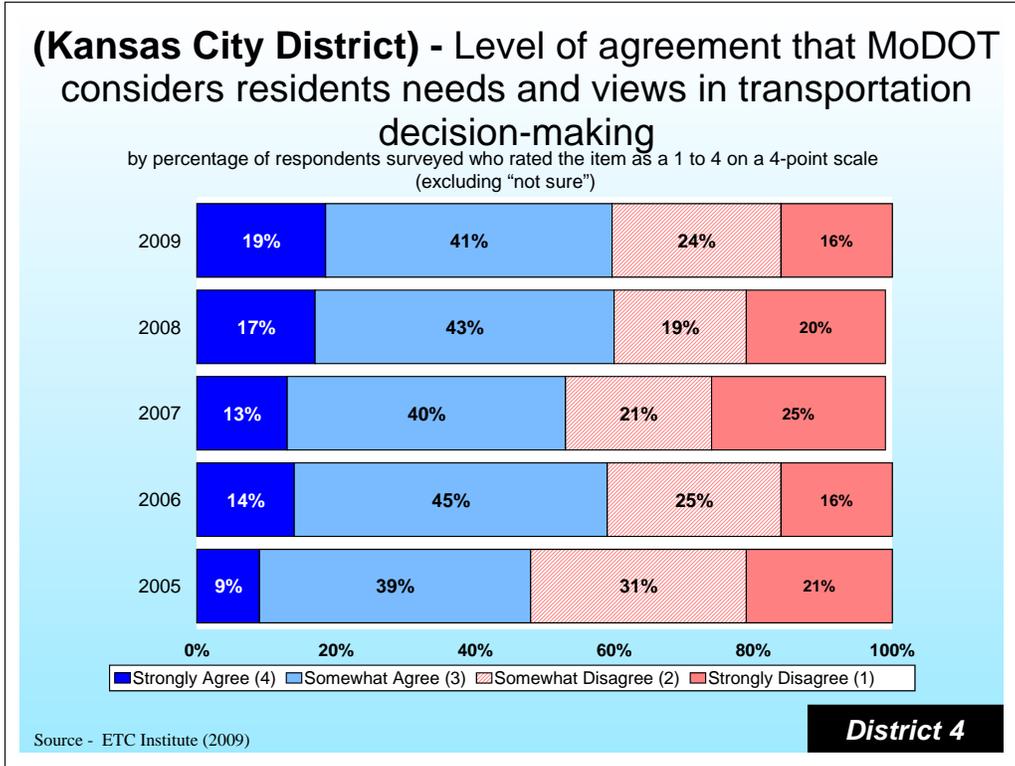
Source - ETC Institute (2009)

District 3

District 4:
Kansas City District

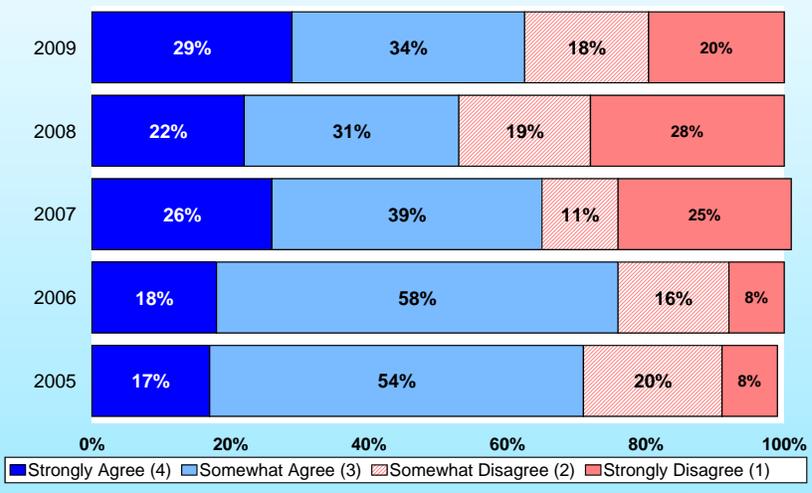






(Kansas City District) - Level of agreement that Missourians are satisfied with the transportation options available outside their own personal vehicle

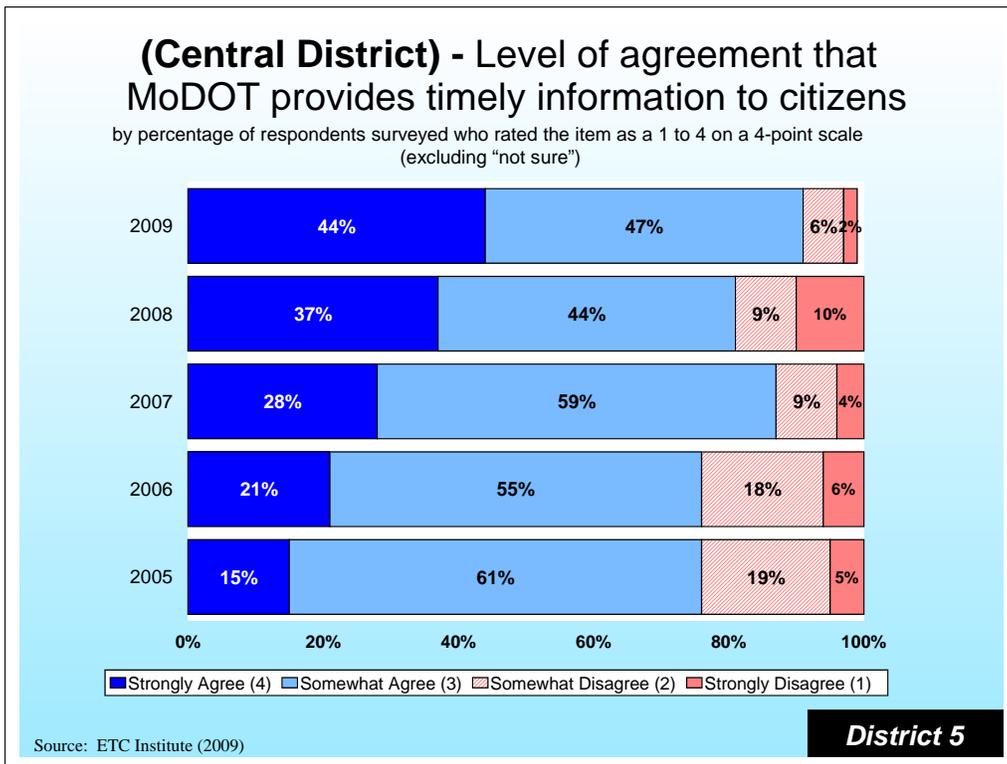
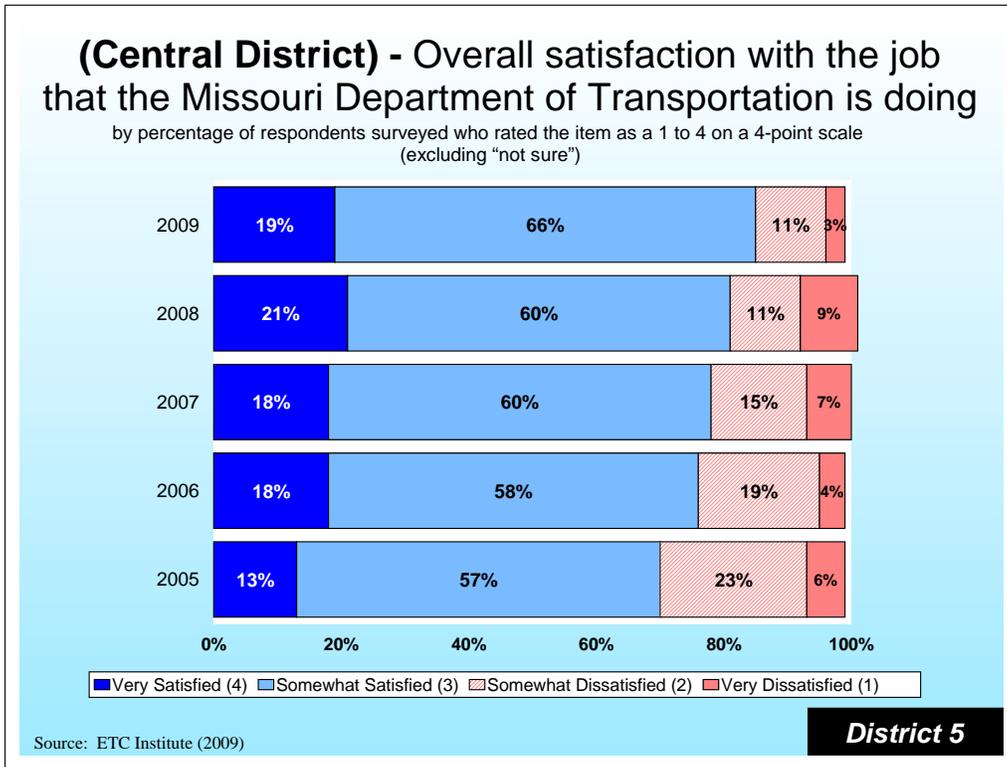
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

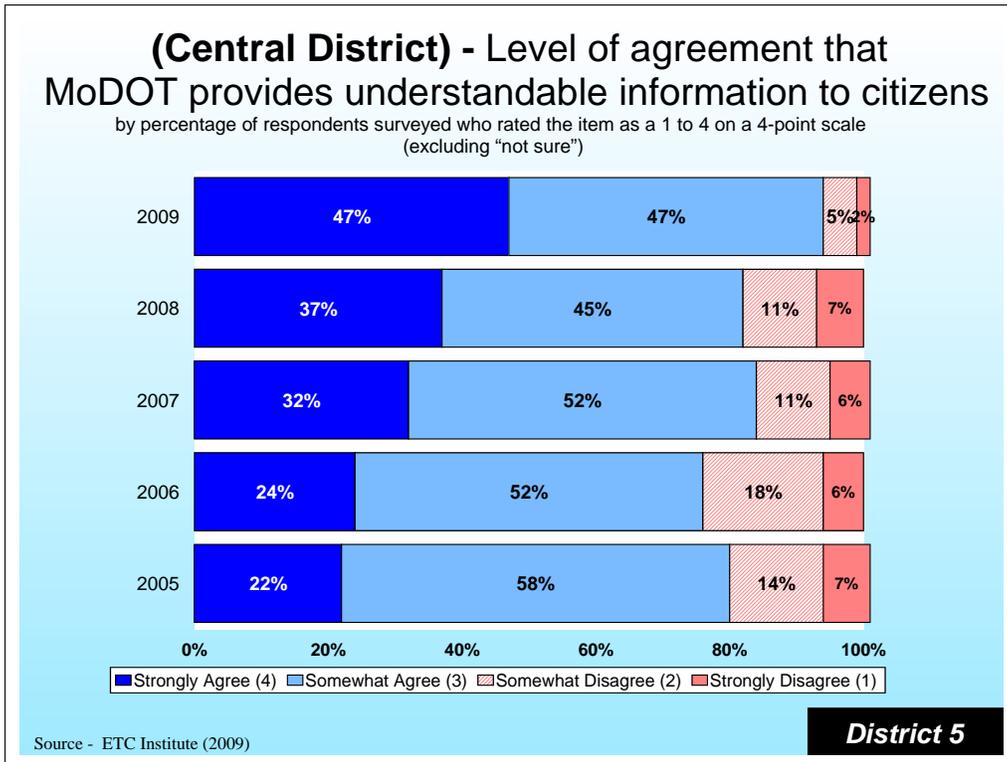
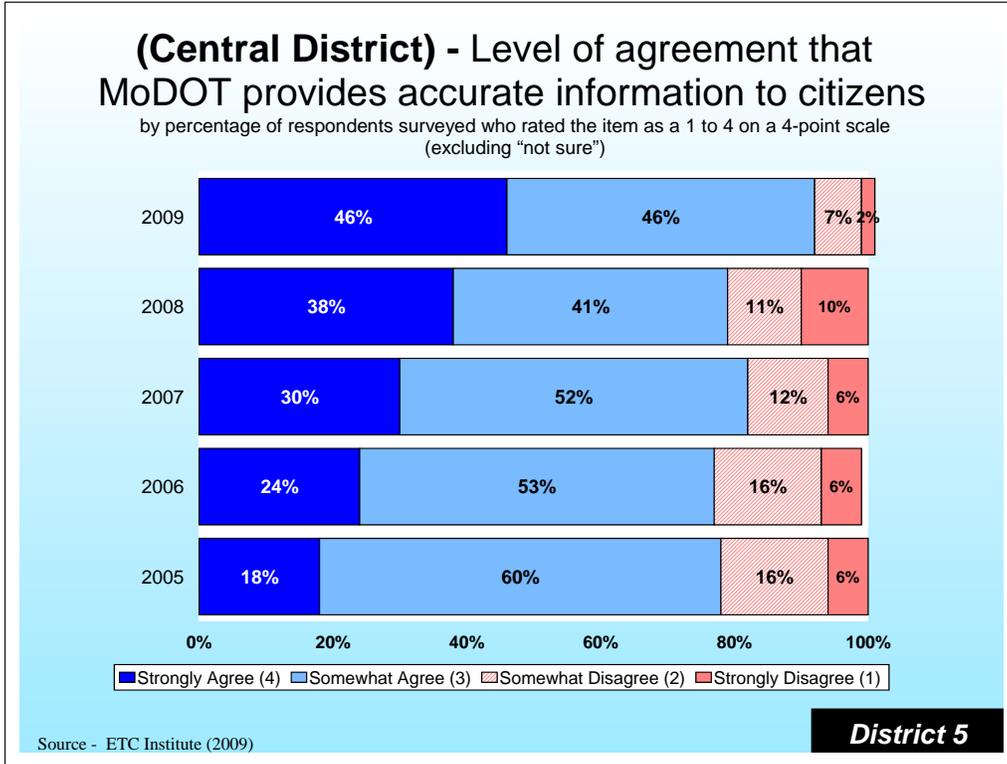


Source - ETC Institute (2009)

District 4

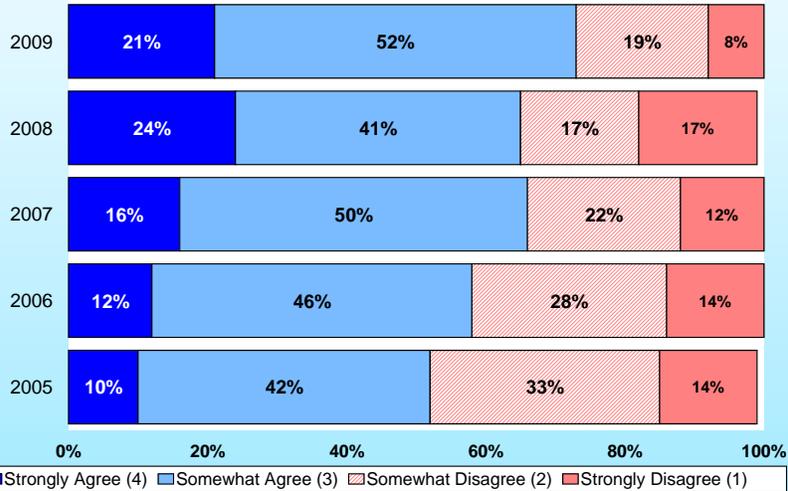
**District 5:
Central District**





(Central District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

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

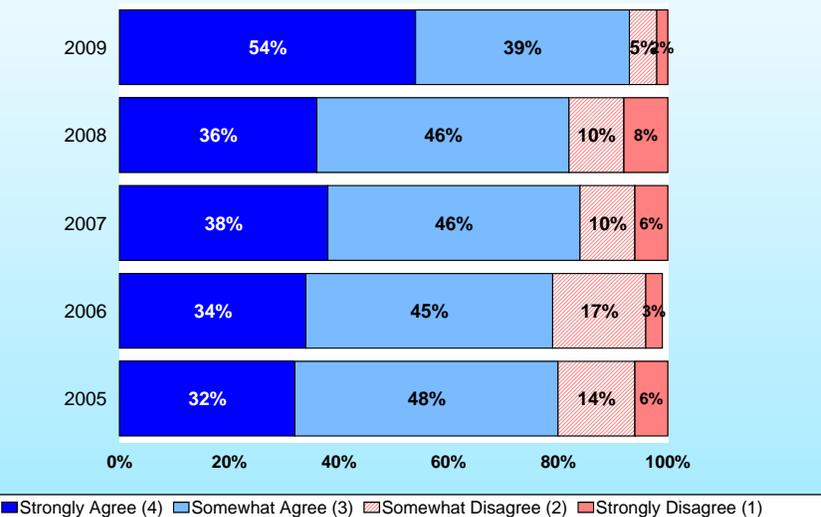


Source - ETC Institute (2009)

District 5

(Central District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

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

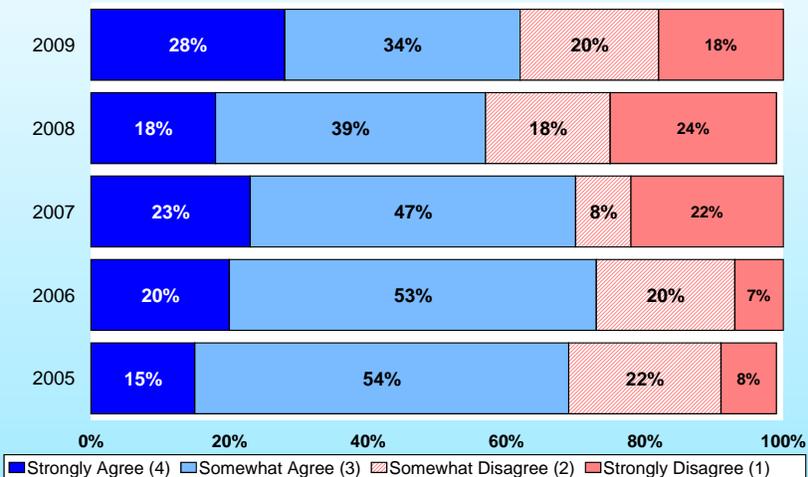


Source - ETC Institute (2009)

District 5

(Central District) - Level of agreement that Missourians are satisfied with the transportation options available outside their own personal vehicle

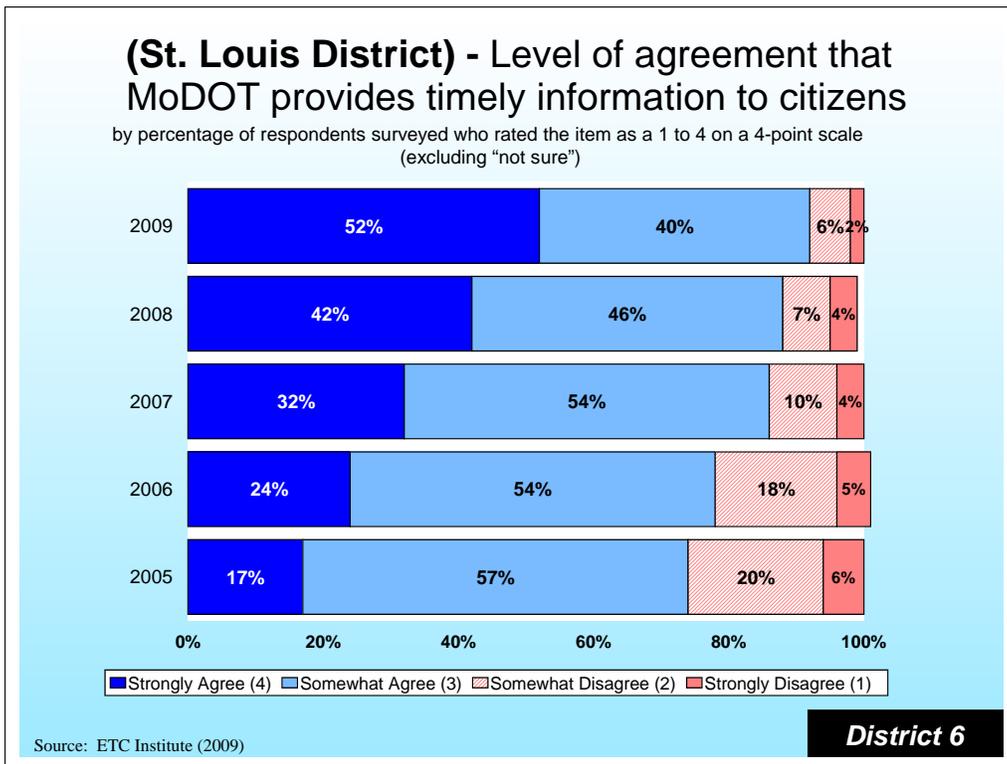
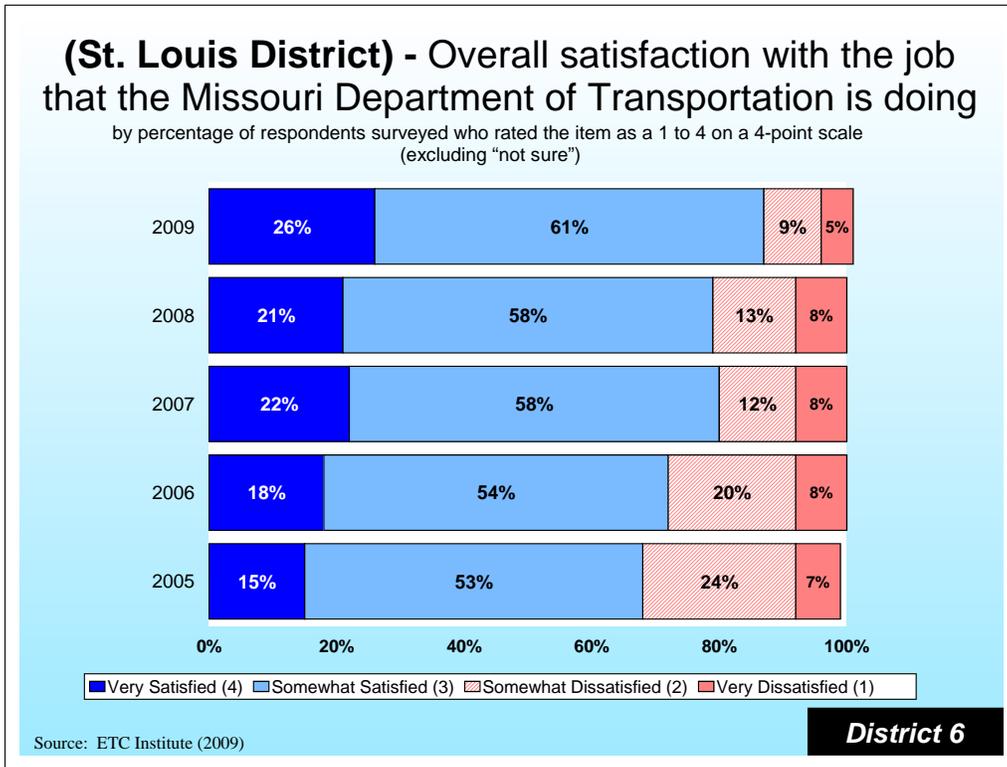
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

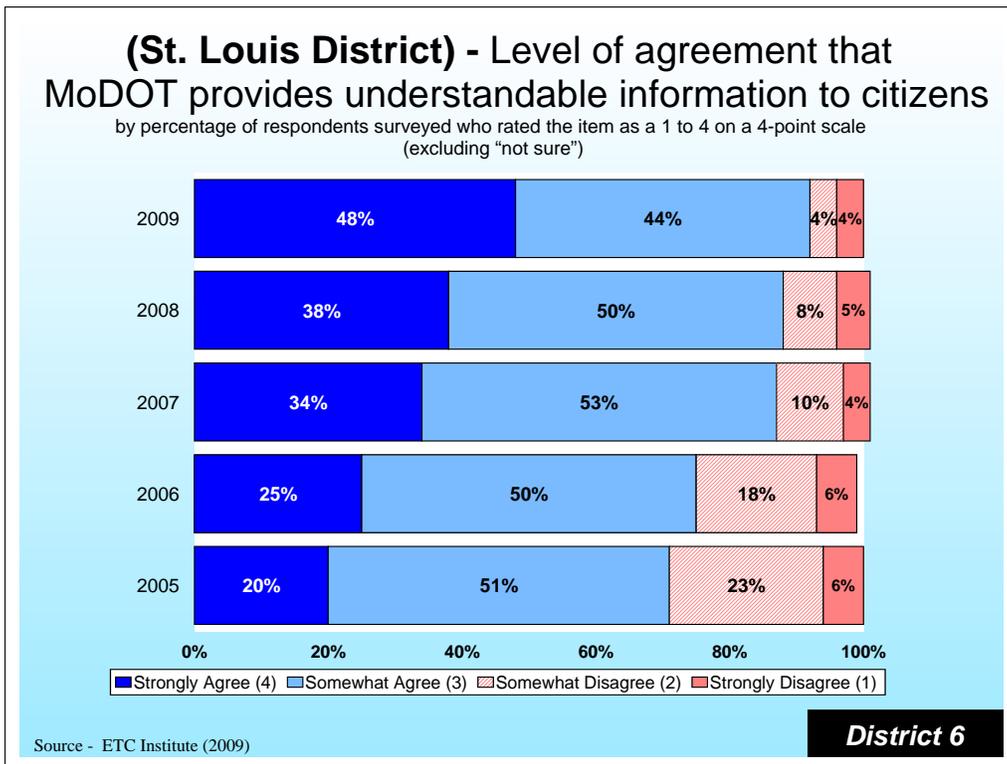
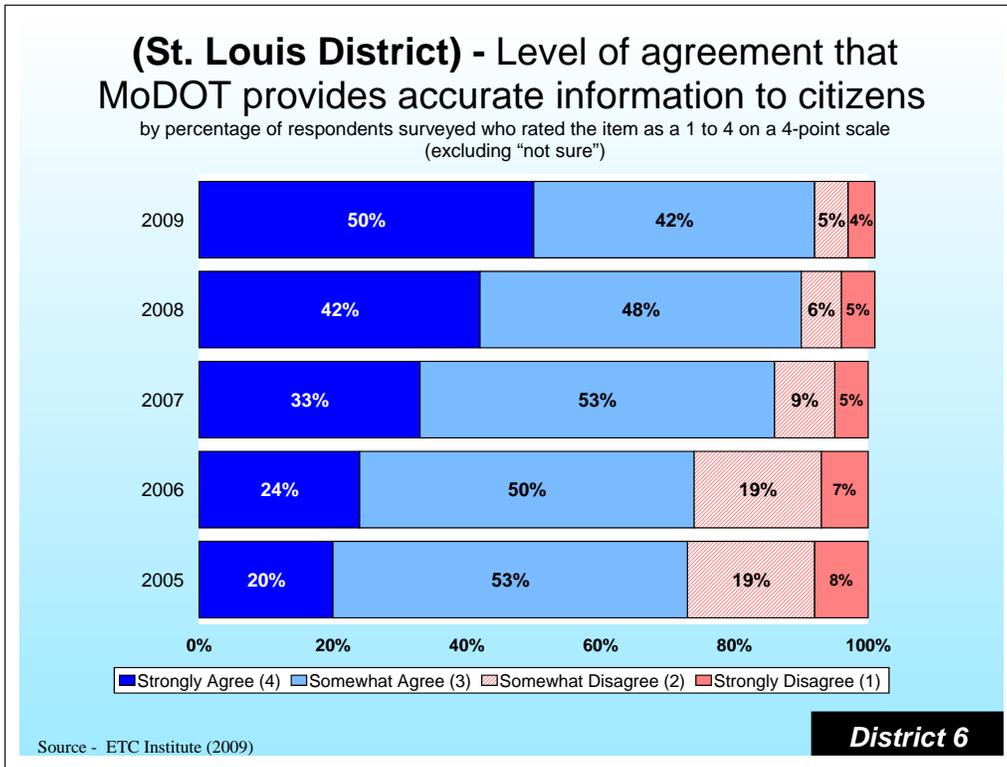


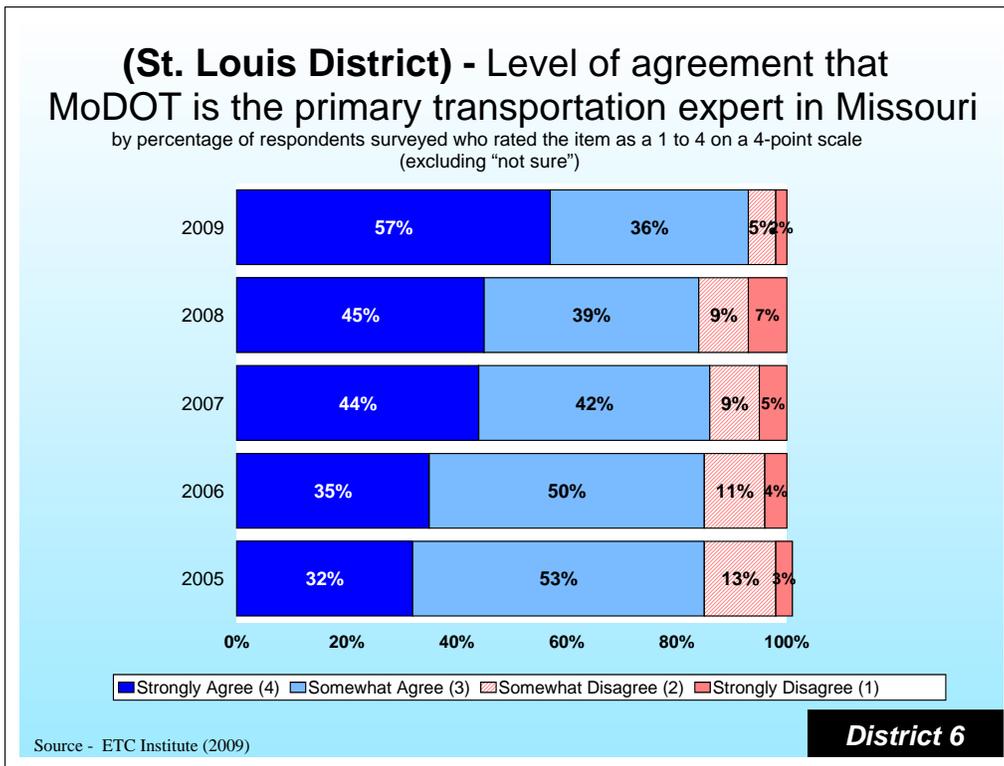
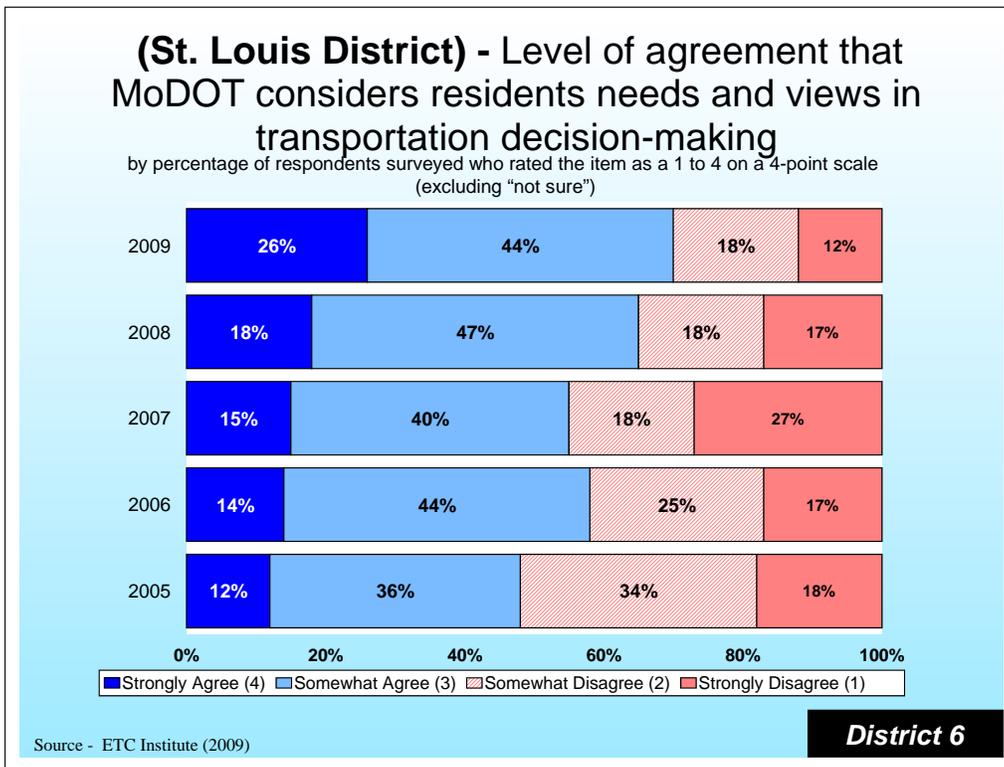
Source - ETC Institute (2009)

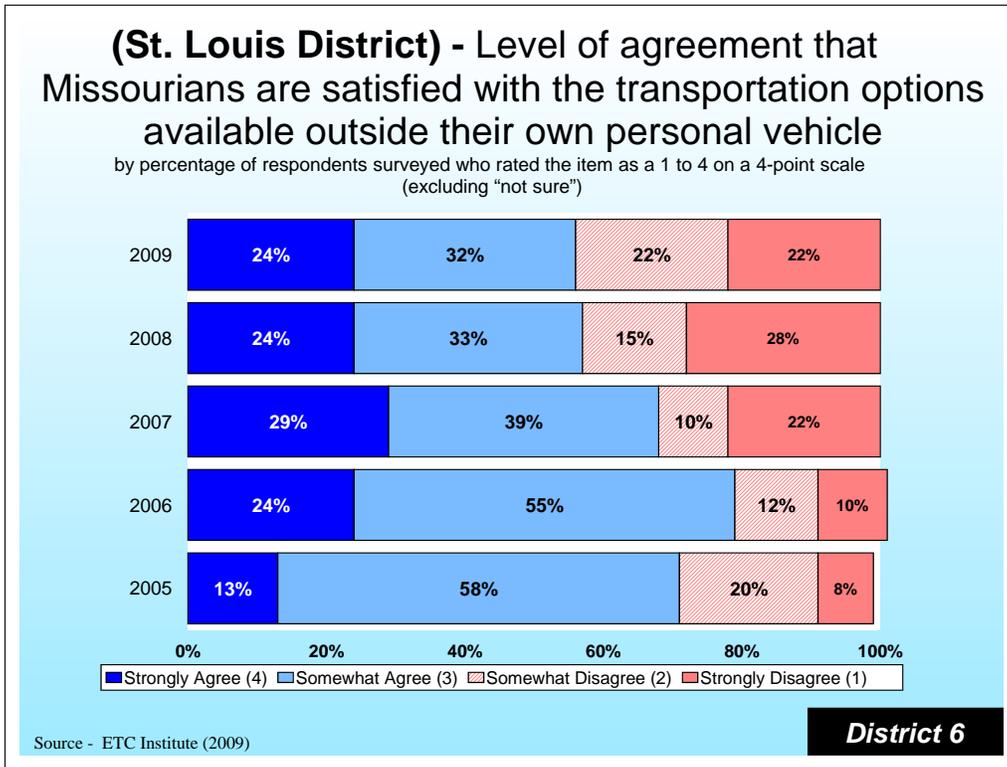
District 5

District 6:
St. Louis District

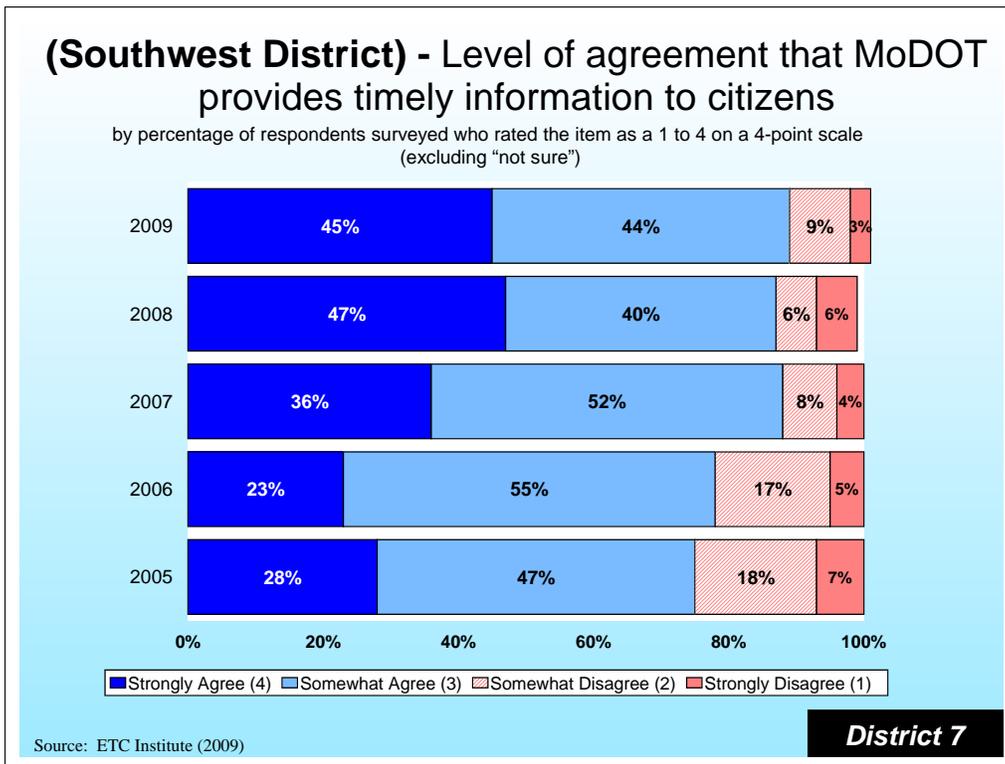
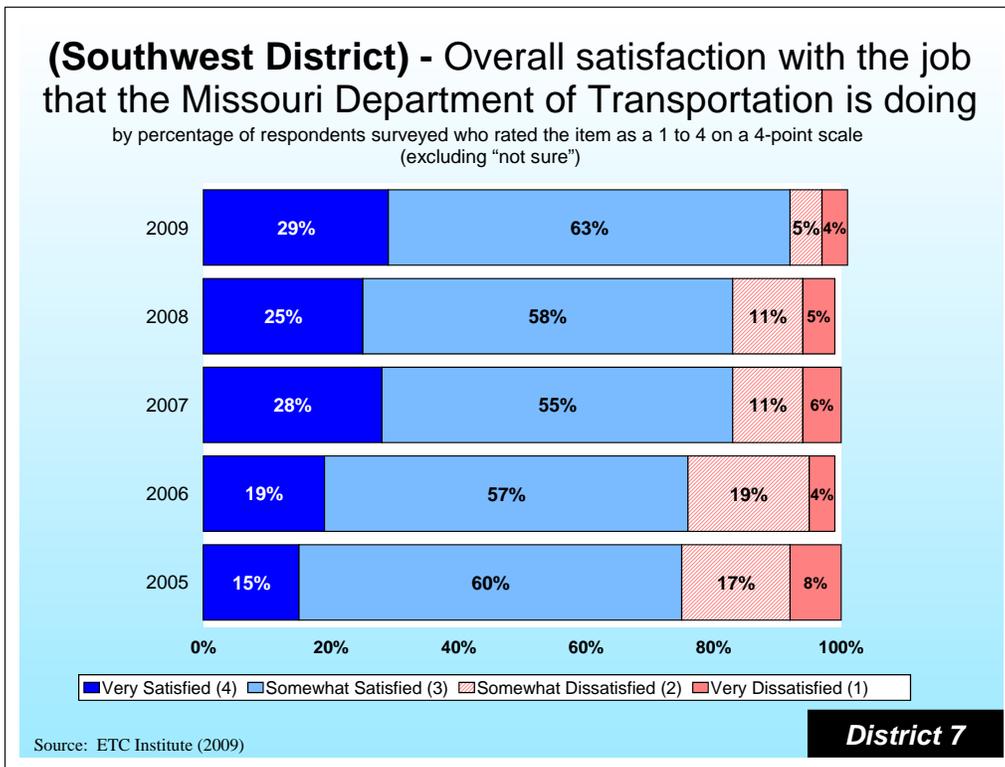


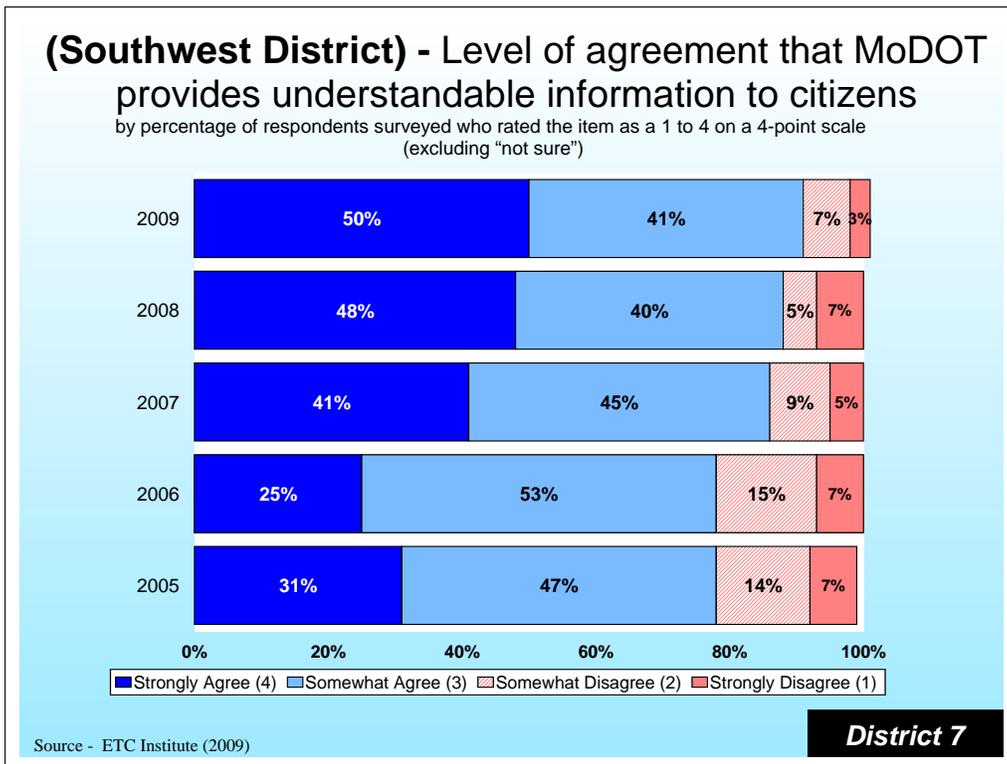
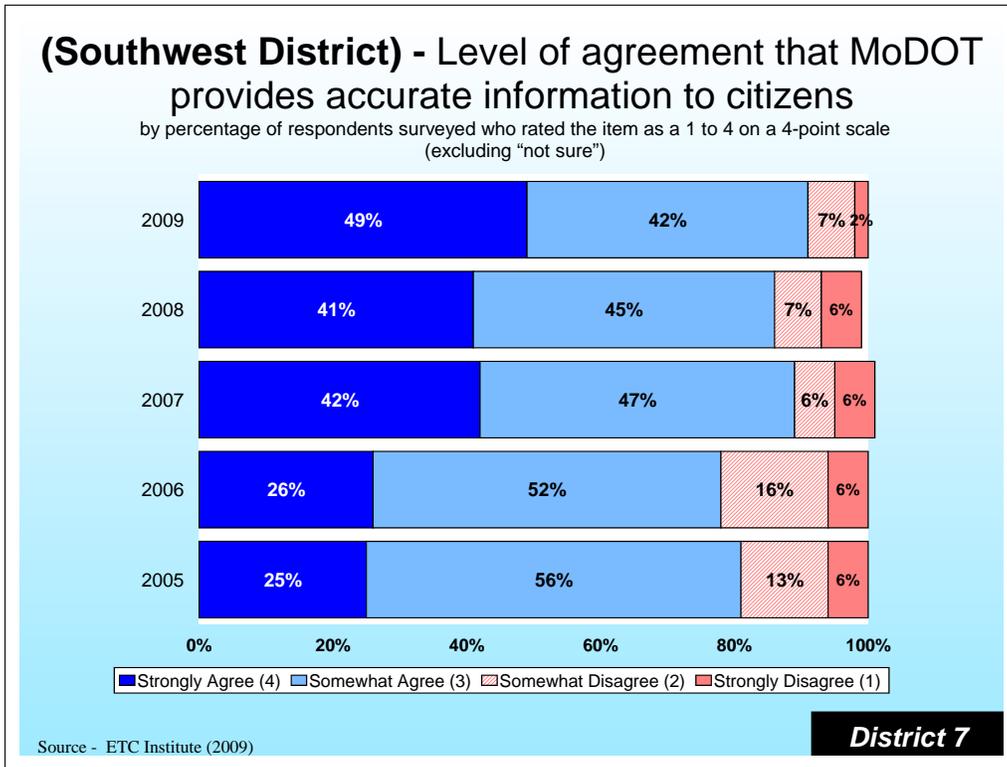


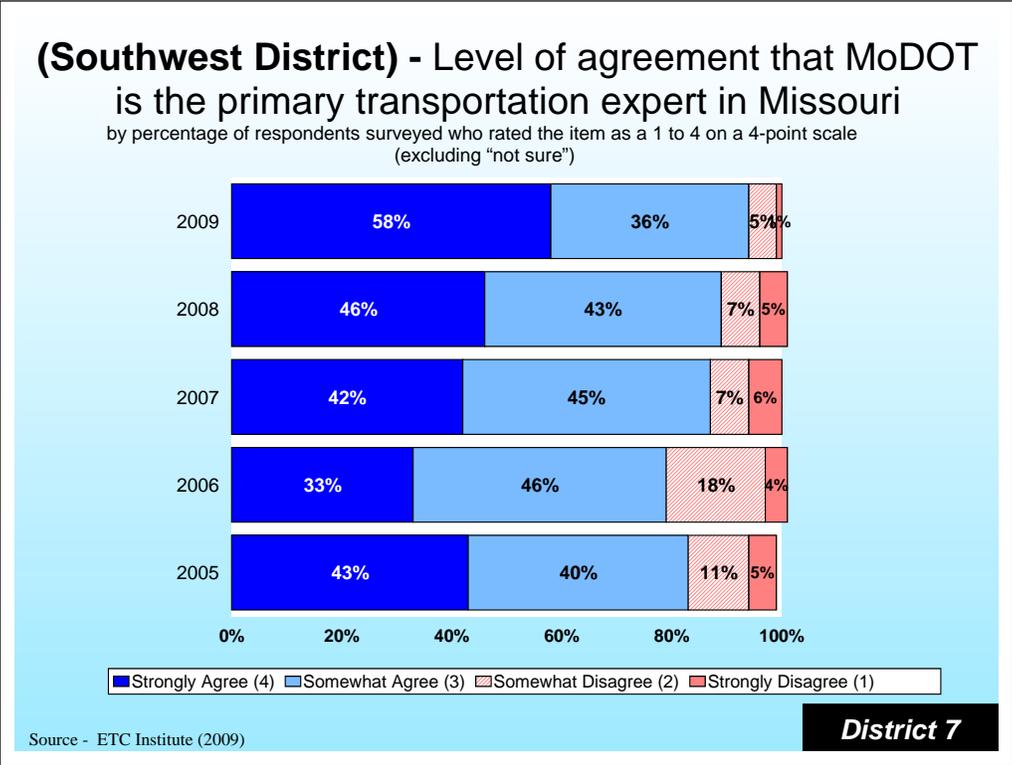
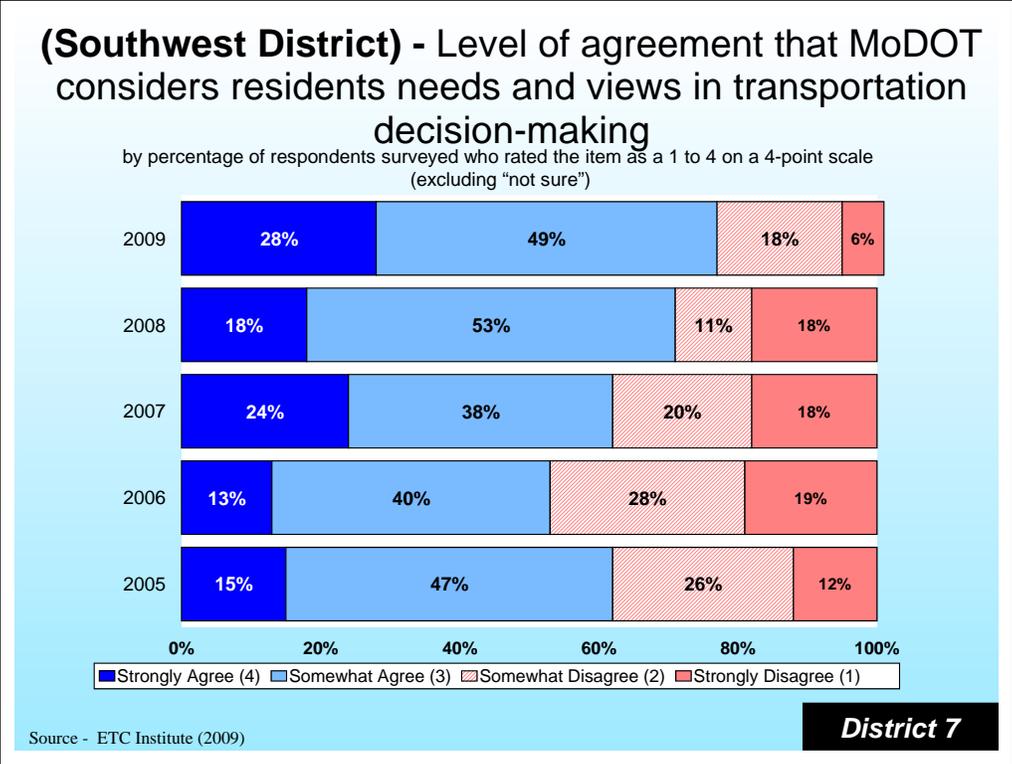


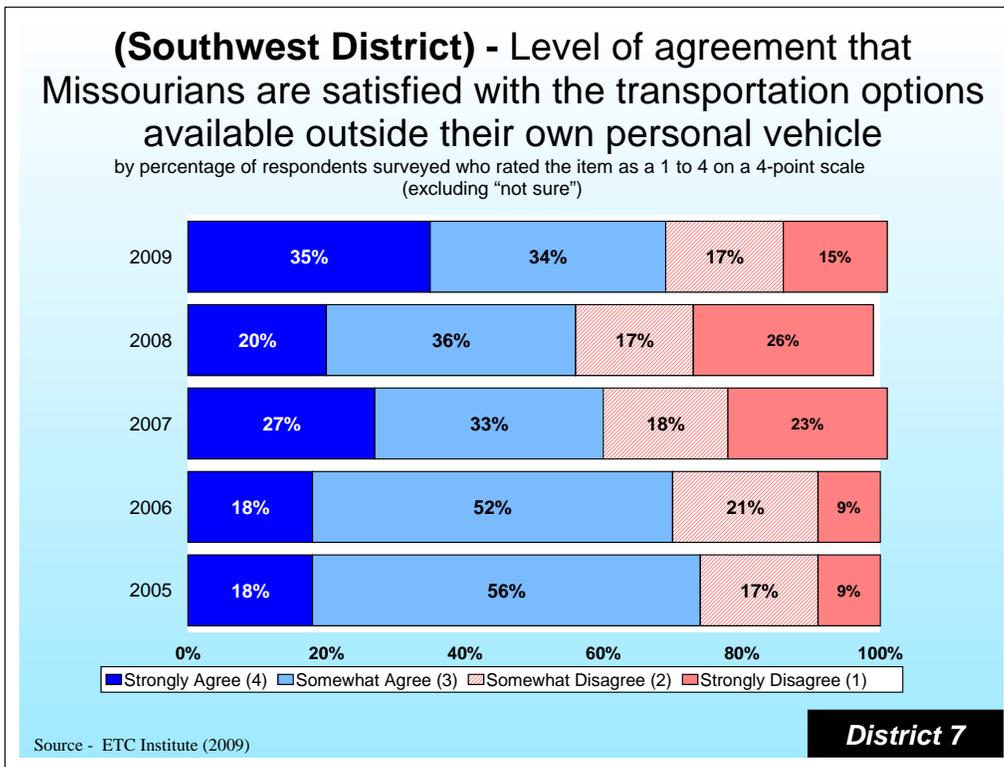


District 7:
Southwest District

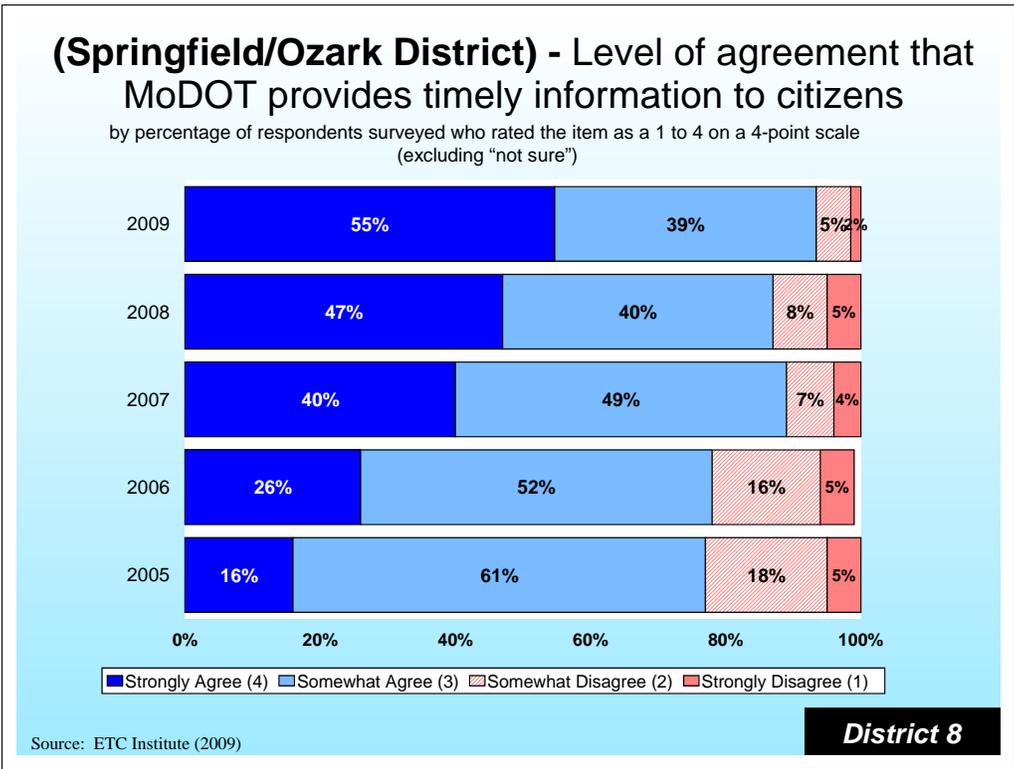
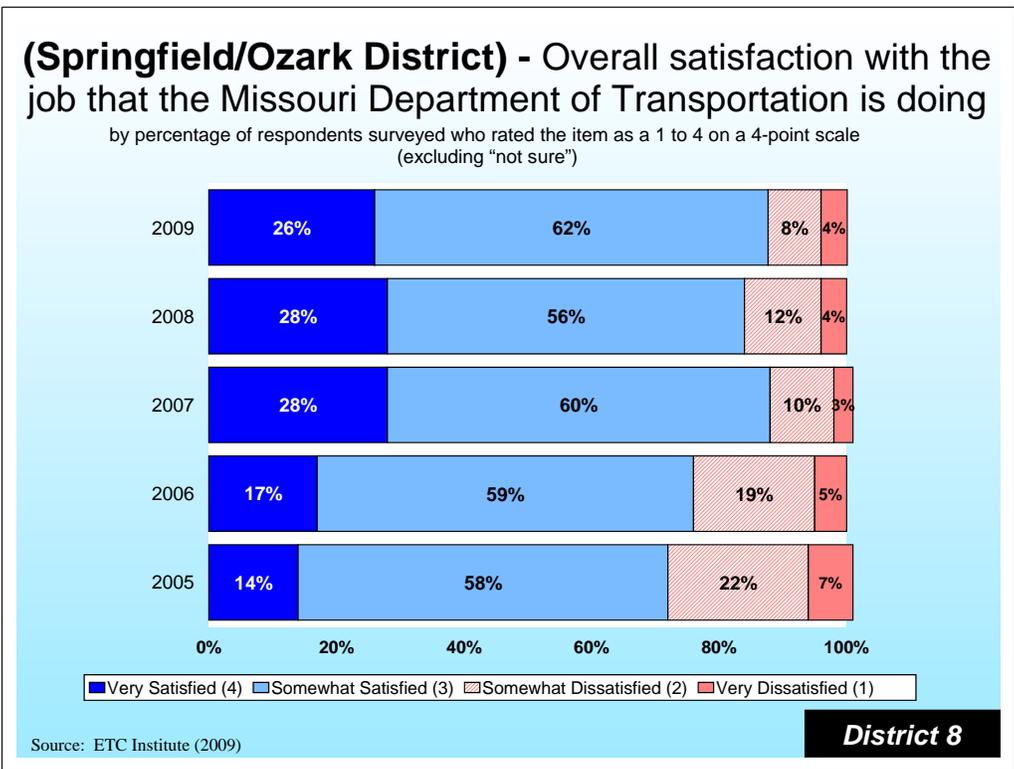


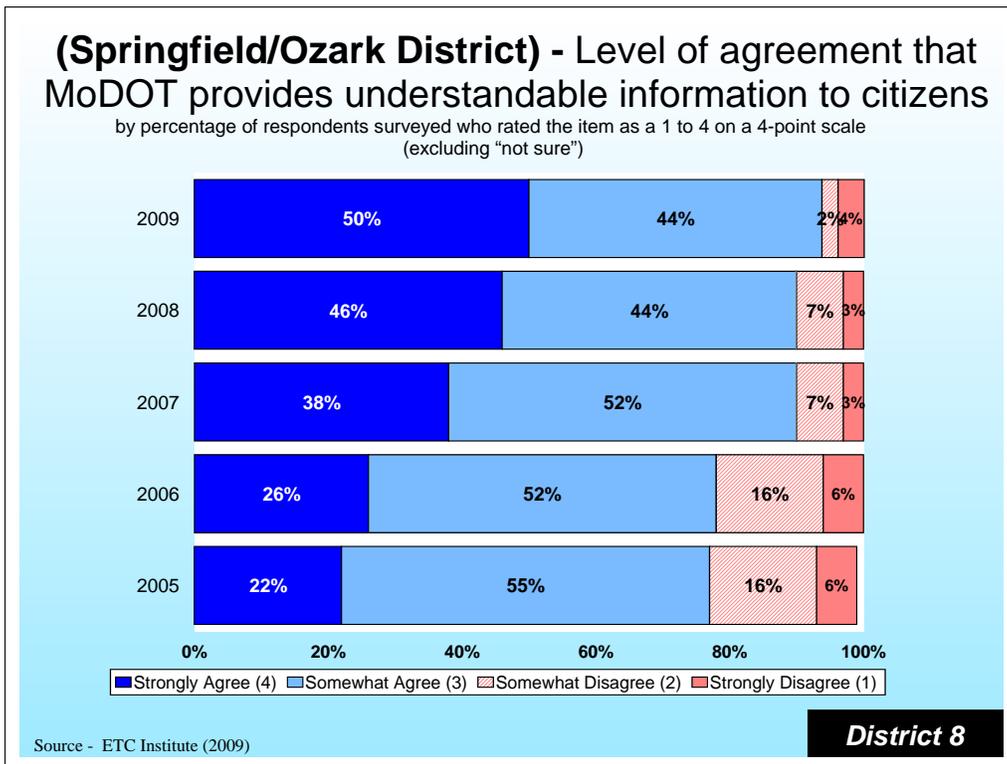
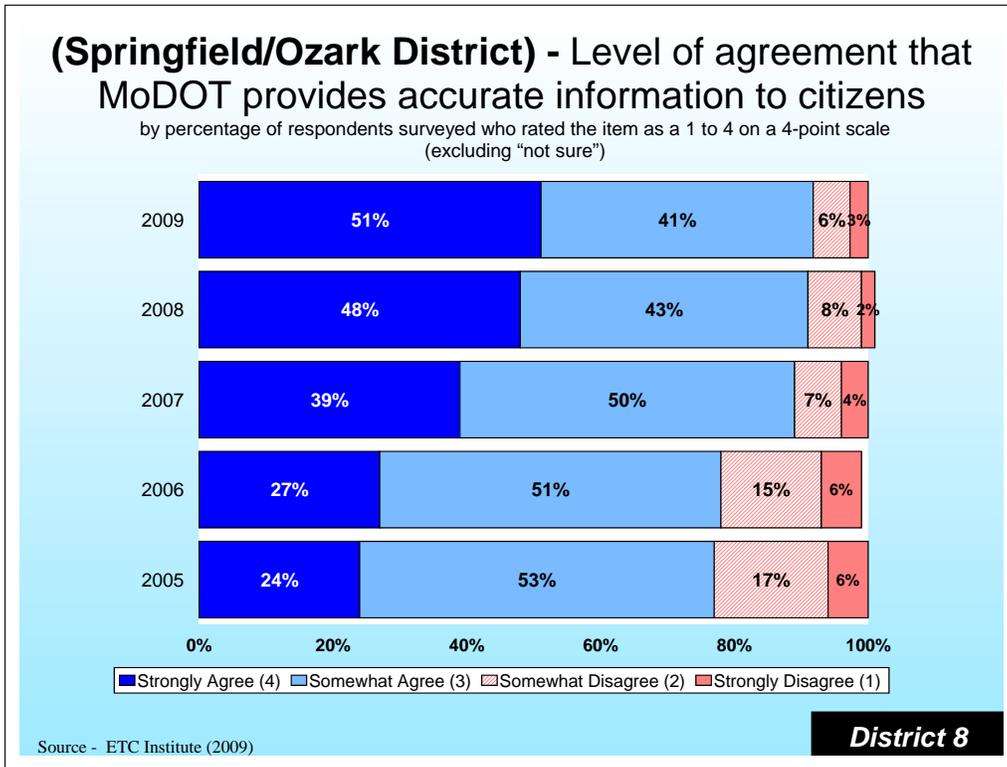






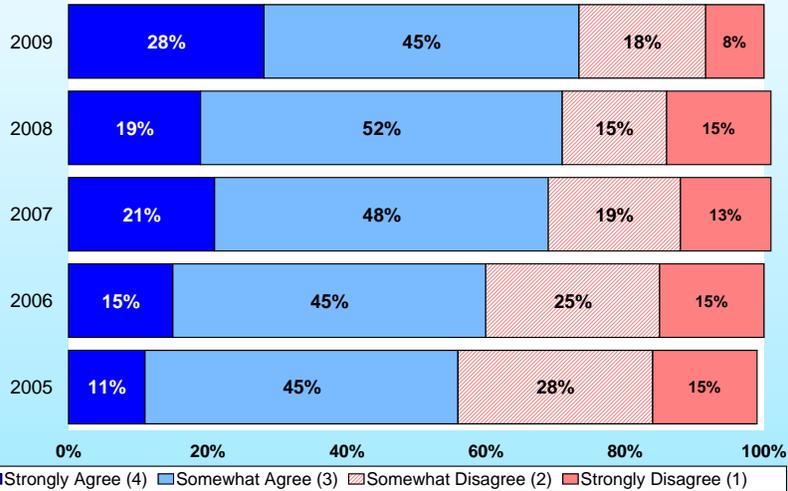
District 8:
Springfield/Ozark District





(Springfield/Ozark District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

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

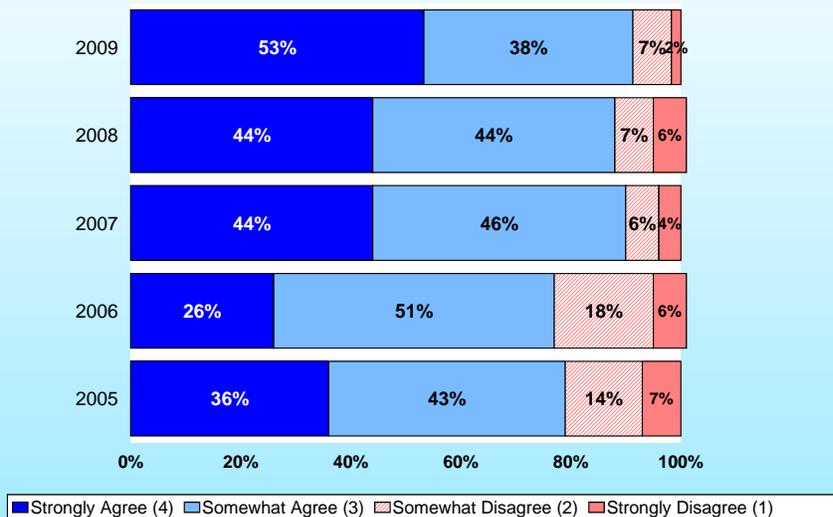


Source - ETC Institute (2009)

District 8

(Springfield/Ozark District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

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

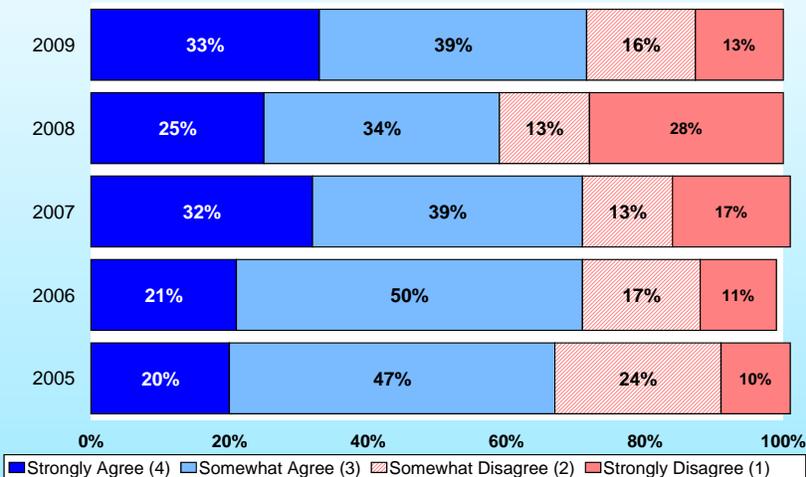


Source - ETC Institute (2009)

District 8

(Springfield/Ozark District) - Level of agreement that Missourians are satisfied with the transportation options available outside their own personal vehicle

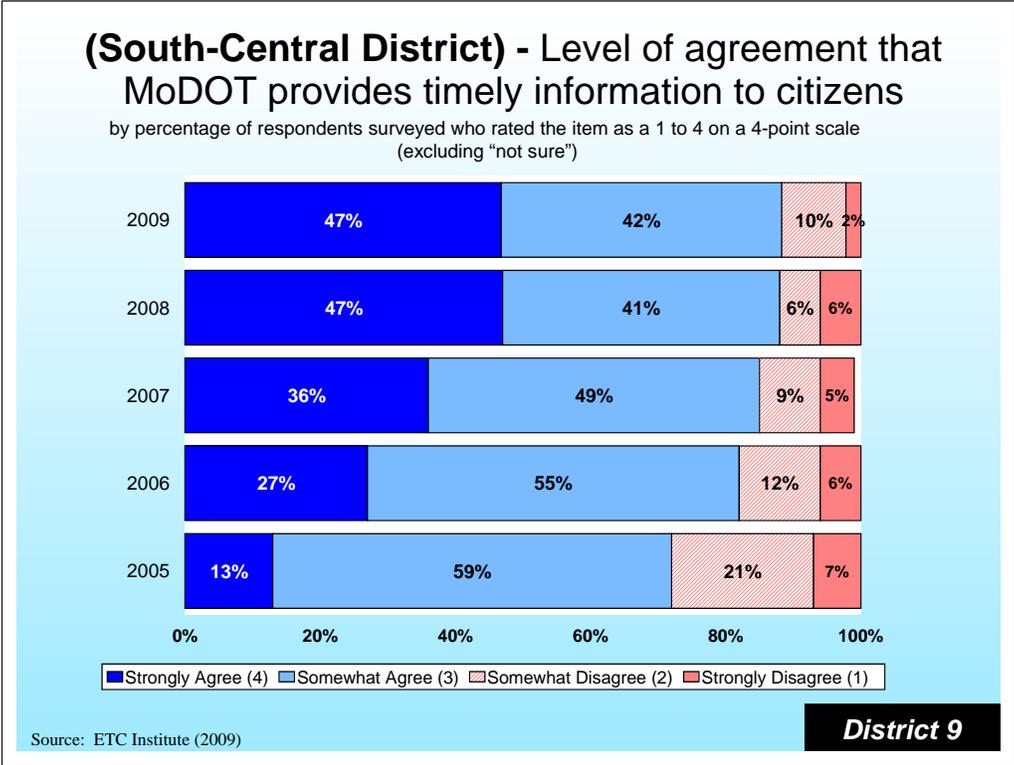
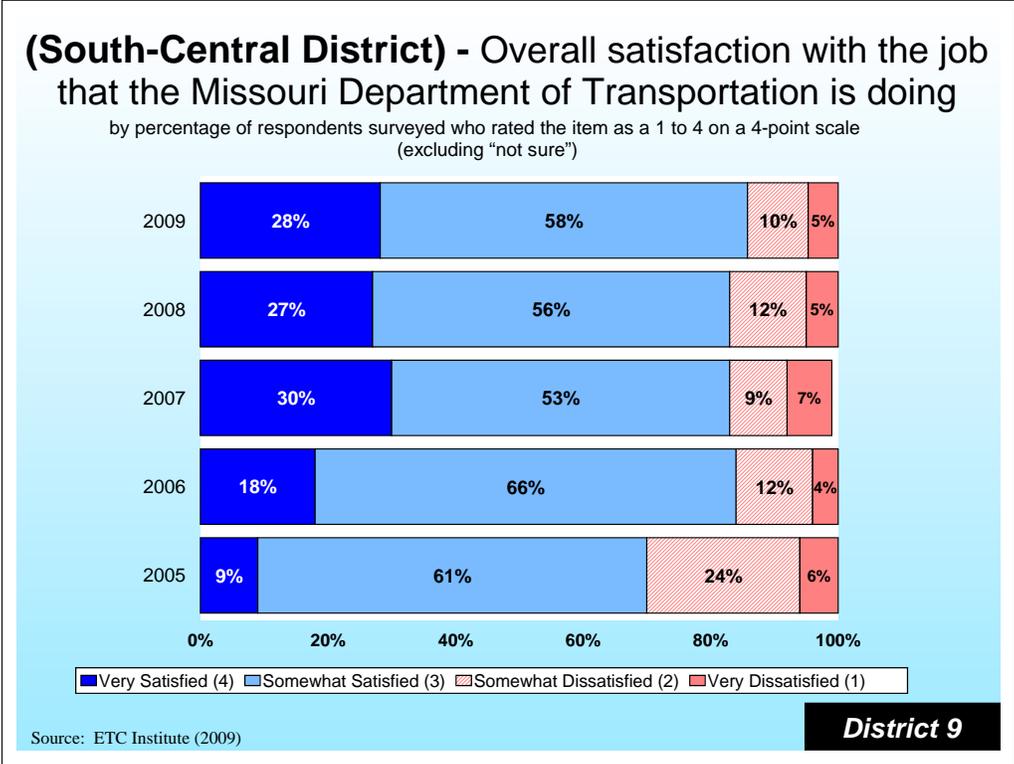
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding "not sure")

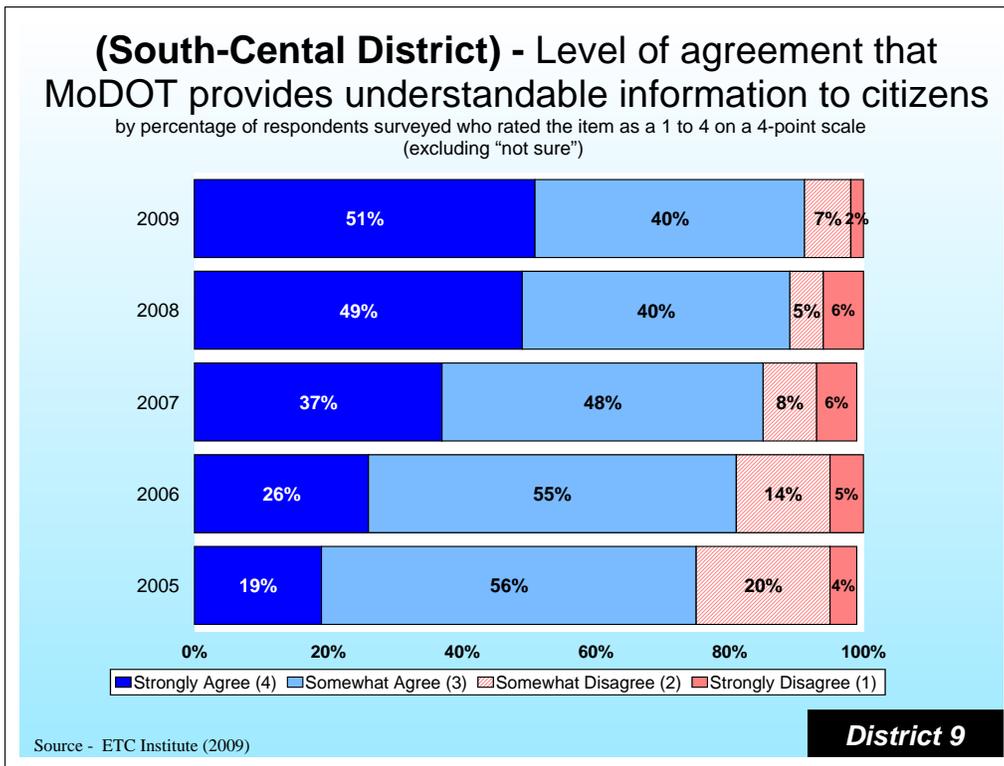
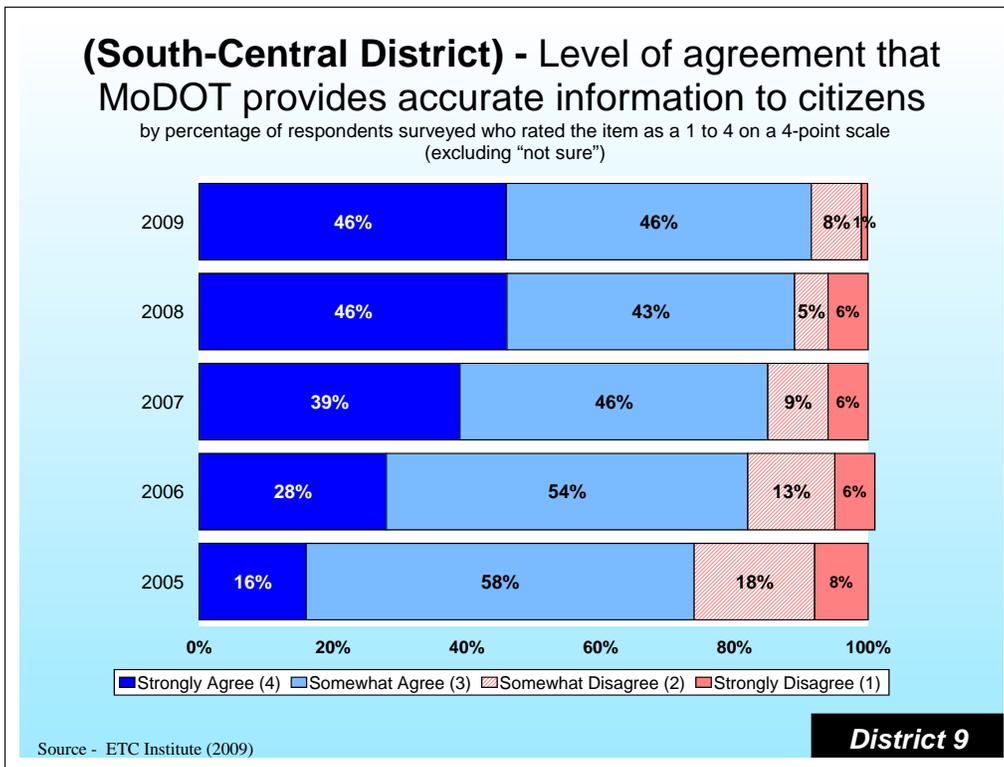


Source - ETC Institute (2009)

District 8

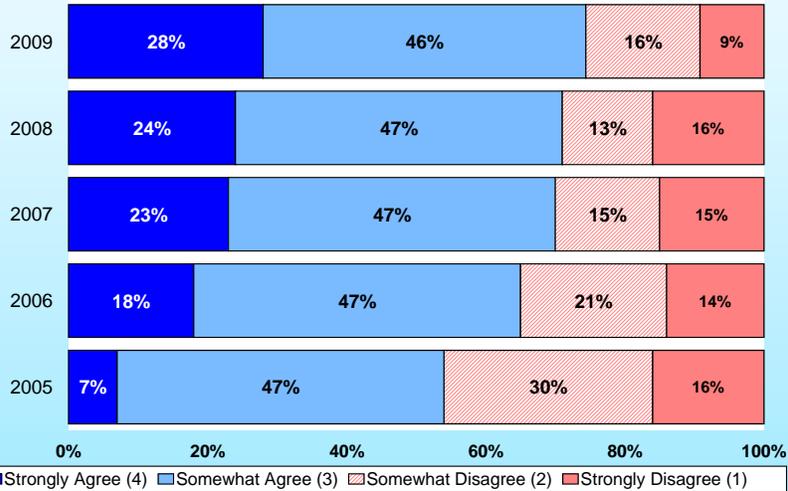
District 9:
South-Central District





(South-Central District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

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

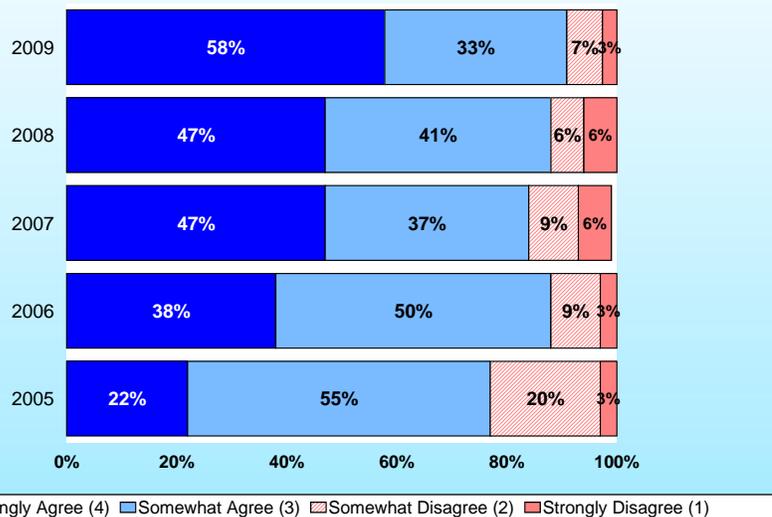


Source - ETC Institute (2009)

District 9

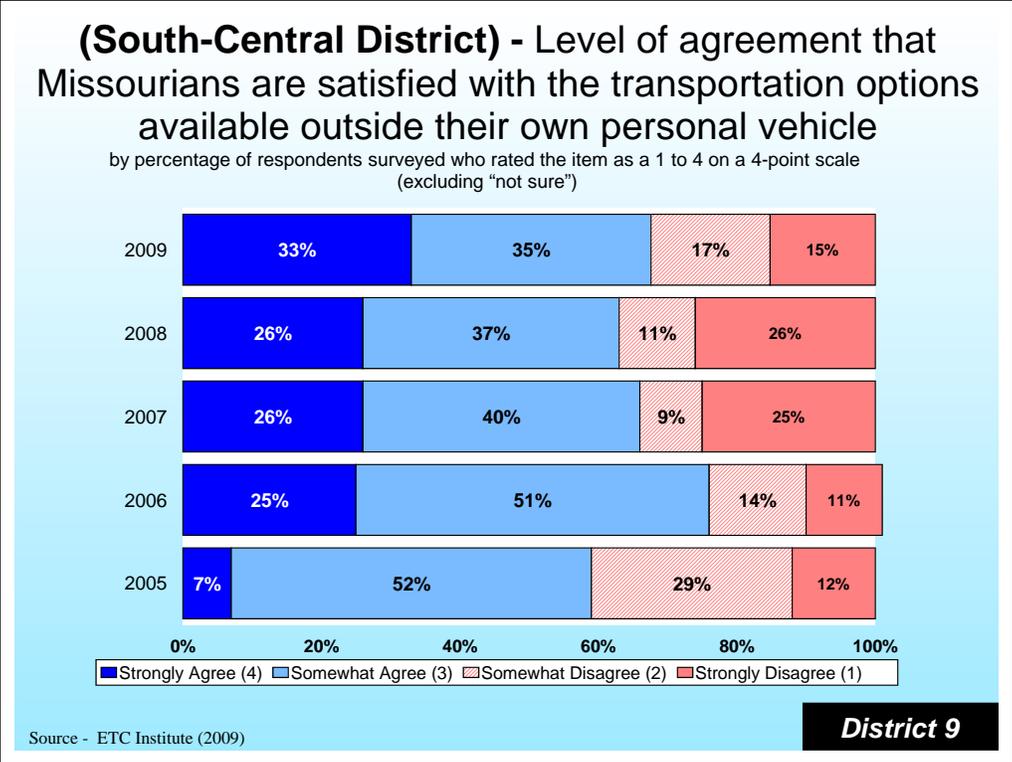
(South-Central District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

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

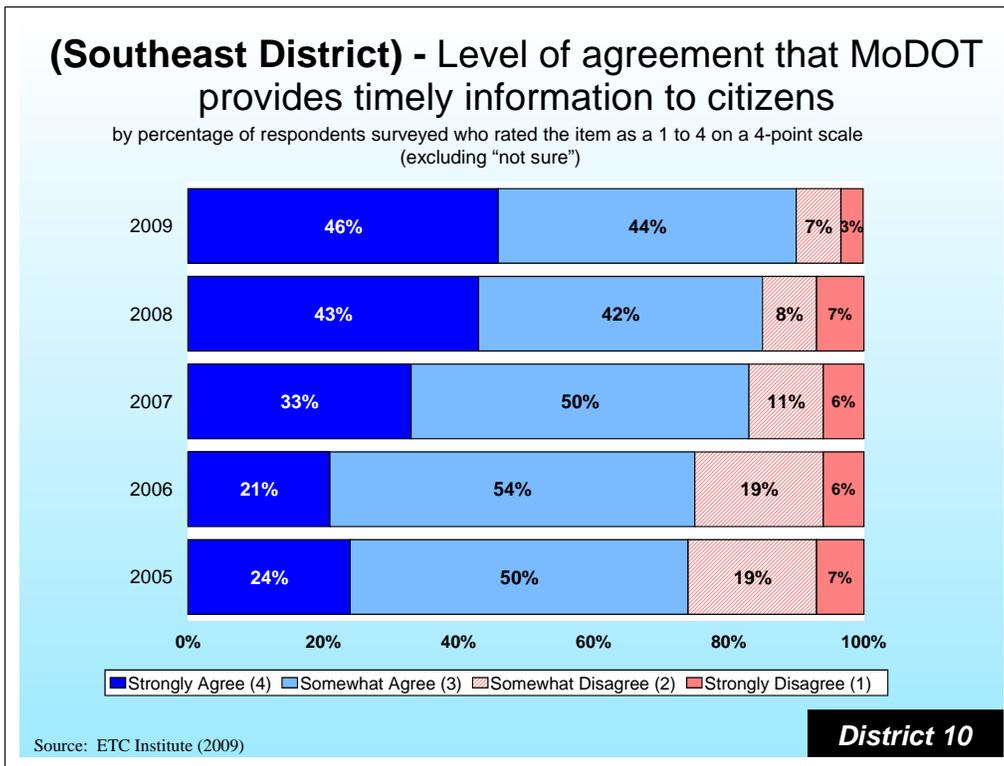
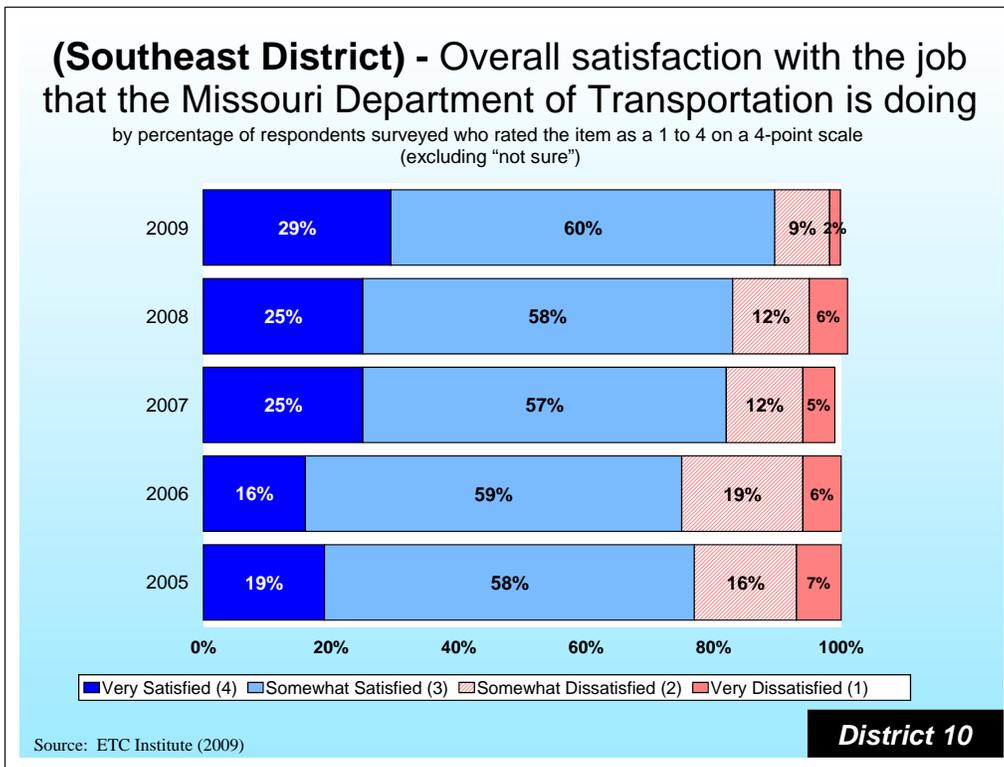


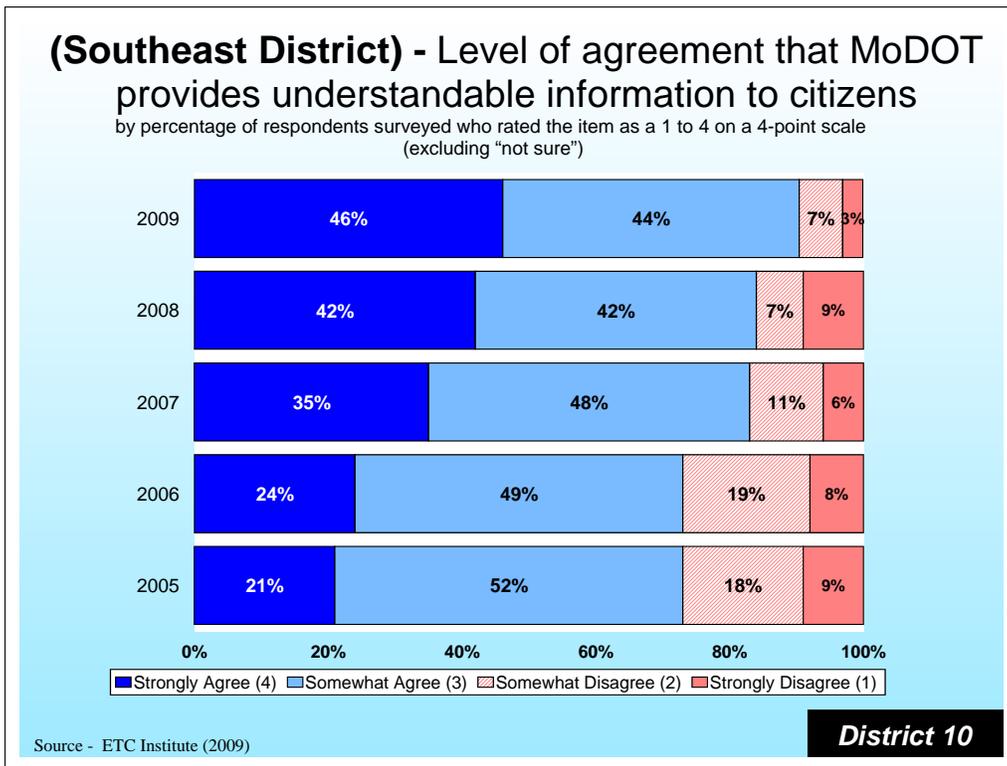
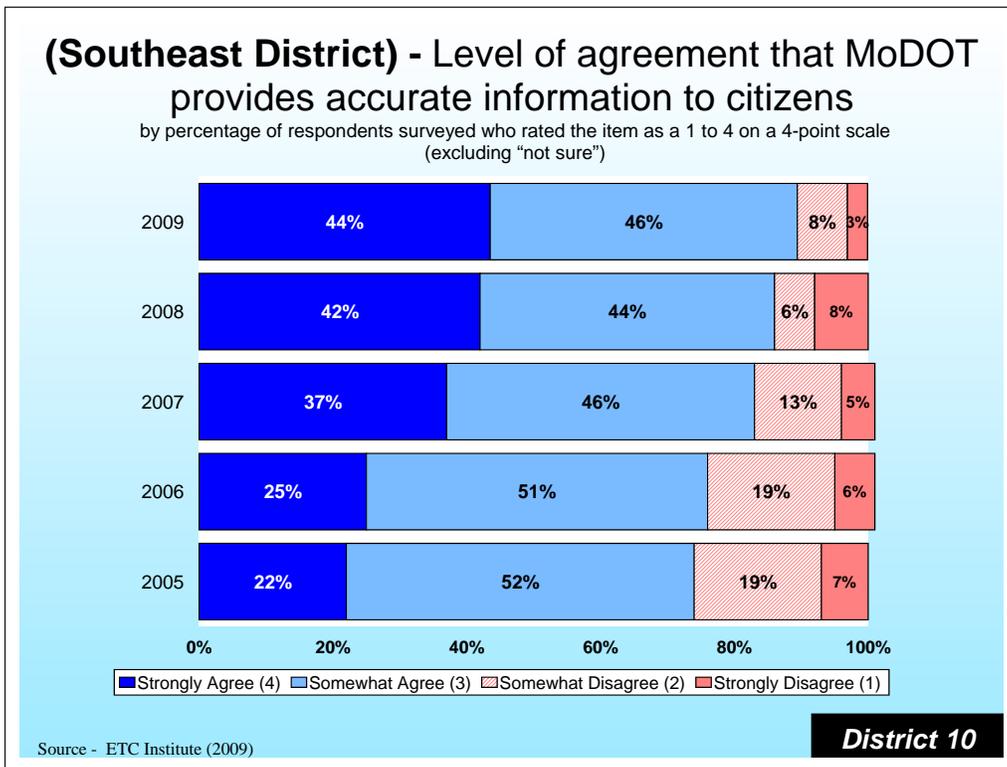
Source - ETC Institute (2009)

District 9



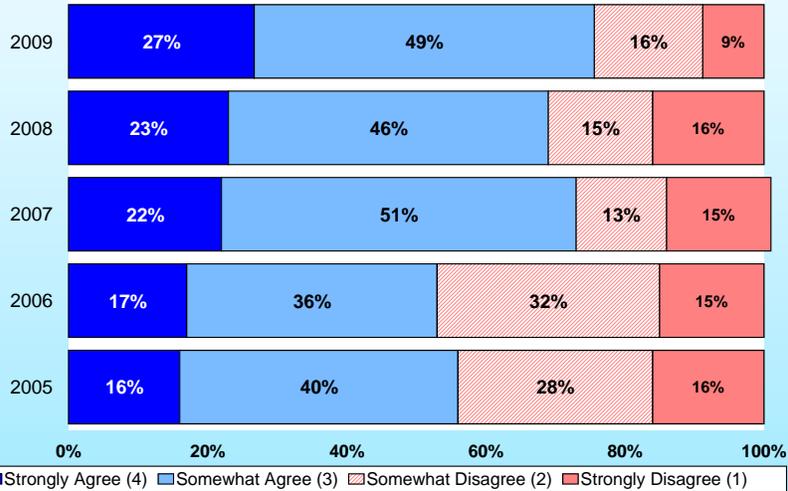
District 10:
Southeast District





(Southeast District) - Level of agreement that MoDOT considers residents needs and views in transportation decision-making

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

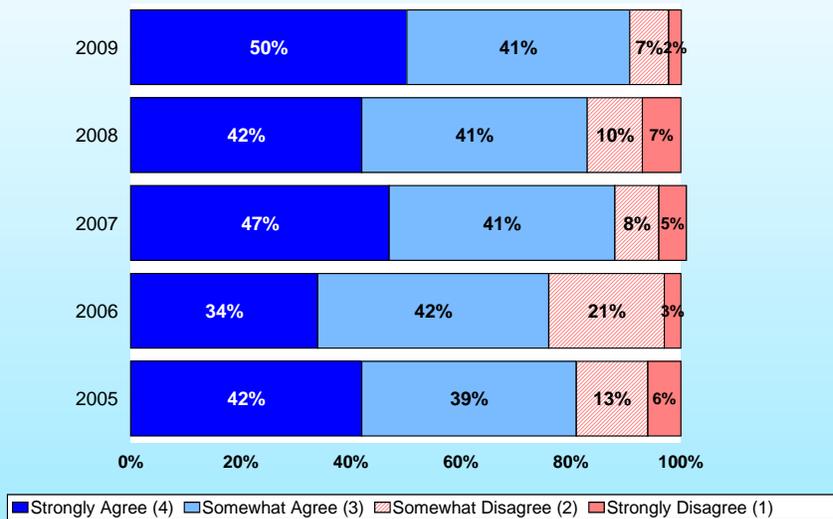


Source - ETC Institute (2009)

District 10

(Southeast District) - Level of agreement that MoDOT is the primary transportation expert in Missouri

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

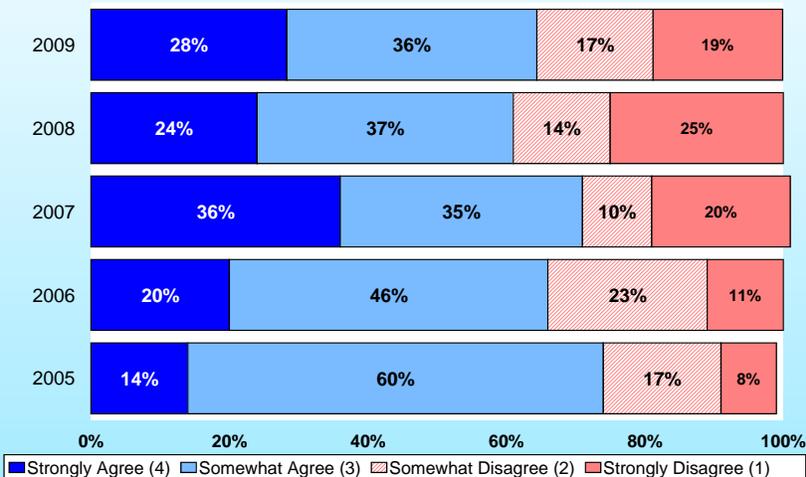


Source - ETC Institute (2009)

District 10

(Southeast District) - Level of agreement that Missourians are satisfied with the transportation options available outside their own personal vehicle

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



Source - ETC Institute (2009)

District 10