



Appendix B:

Maps

A Report Card From Missourians

Prepared By:



HEARTLAND
MARKET RESEARCH LLC
Helping You Better
Understand Your StakeholdersSM

INTERPRETING THE MAPS

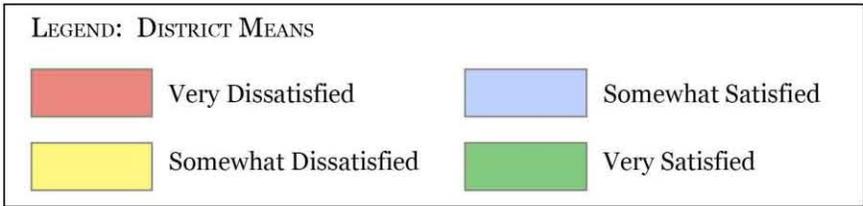
The maps on the following pages show the mean ratings for several questions on the survey by district. The mean ratings were calculated by first allocating 1 point for each very dissatisfied/strongly disagree/very unimportant answer, 2 points for each somewhat dissatisfied/somewhat disagree/somewhat unimportant answer, 3 points for each somewhat satisfied/somewhat agree/somewhat important answer, and 4 points for each very satisfied/strongly agree/very important answer. Then the mean was calculated for each district. Responses of don't know and those who did not provide a response to this question were not included in this analysis.

Mean weightings of 1.00 to 1.75 indicate that the overall population was very dissatisfied with the service, strongly disagreed with the question, or thought the service was very unimportant. Mean weighting of 1.75 to 2.50 indicate that the overall population was somewhat dissatisfied with the service, somewhat disagreed with the question, or thought the service was somewhat unimportant. Mean weightings of 2.50 to 3.25 indicate that the overall population was somewhat satisfied with the service, somewhat agreed with the question, or thought the service was somewhat important. Mean weightings of 3.25 to 4.00 indicate that the overall population was very satisfied with the service, strongly agreed with the question, or thought the service was very important.

If all the areas on a map are the same color, then people generally feel the same about that issue regardless of where they reside.



Q4. I would like to ask how satisfied you are 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?





Q5a. MoDOT provides *accurate* information to citizens about road projects, highway conditions, and work zones.



LEGEND: DISTRICT MEANS			
	Strongly Disagree		Somewhat Agree
	Somewhat Disagree		Strongly Agree

Q5b. MoDOT provides *timely* information to citizens about road projects, highway conditions, and work zones.



LEGEND: DISTRICT MEANS



Strongly Disagree



Somewhat Agree



Somewhat Disagree



Strongly Agree

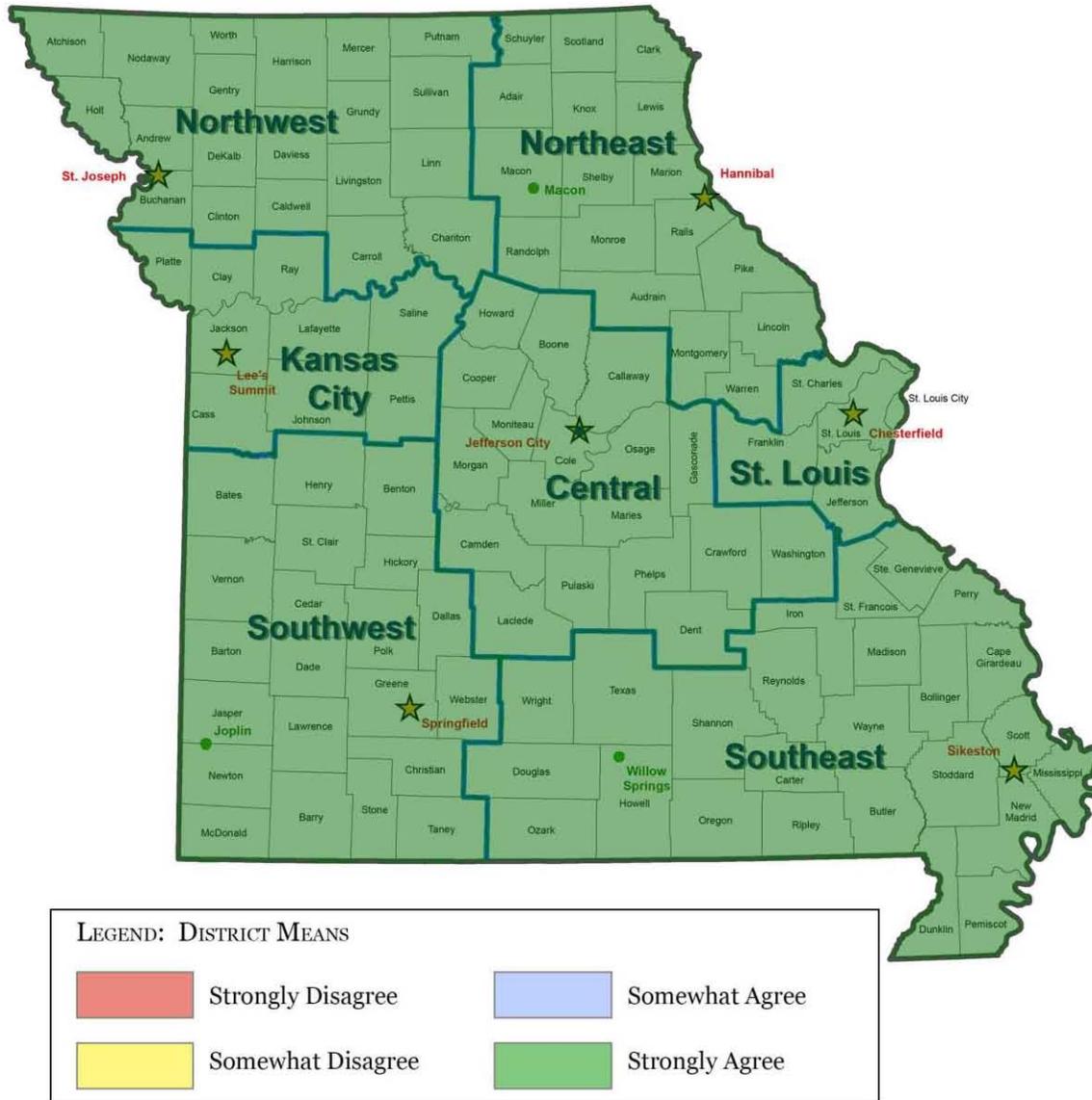


Q5c. MoDOT provides *understandable* information to citizens about road projects, highway conditions, and work zones.

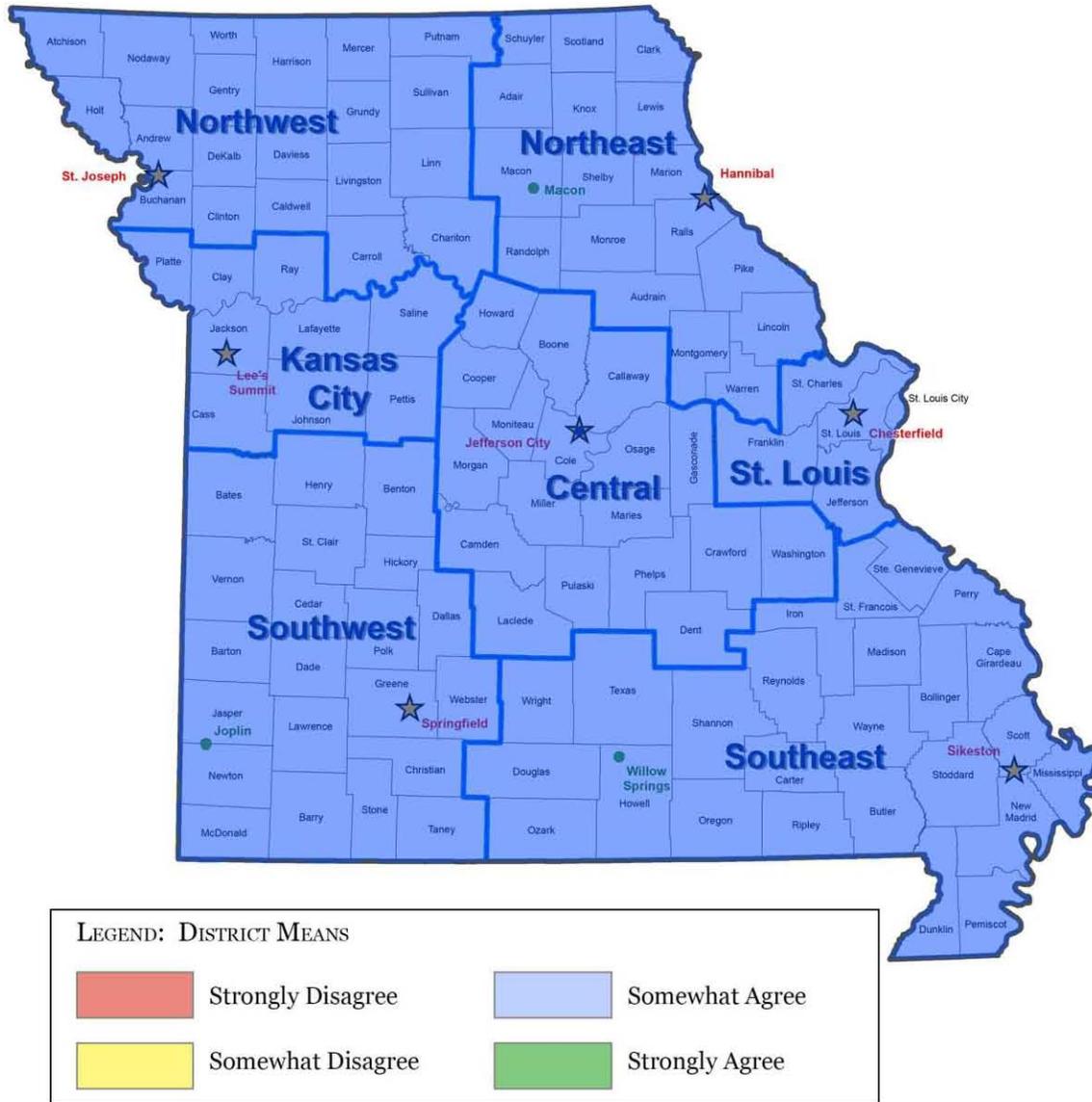


LEGEND: DISTRICT MEANS			
	Strongly Disagree		Somewhat Agree
	Somewhat Disagree		Strongly Agree

Q5d. MoDOT is the primary transportation expert in Missouri.



Q5e. MoDOT keeps its commitments to the public.



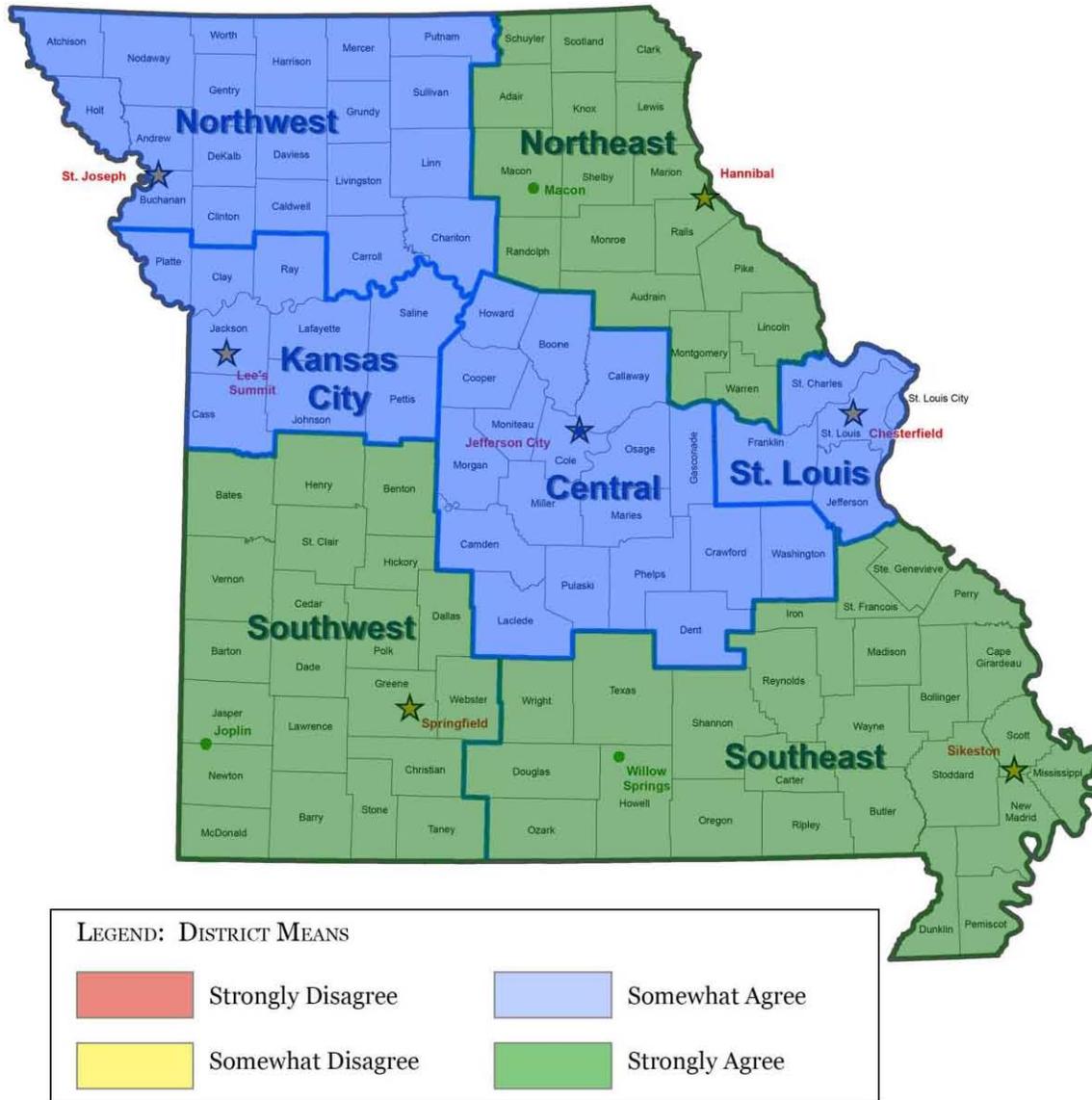
Q5f. MoDOT does a good job of providing advance warning to motorists before entering work zones.



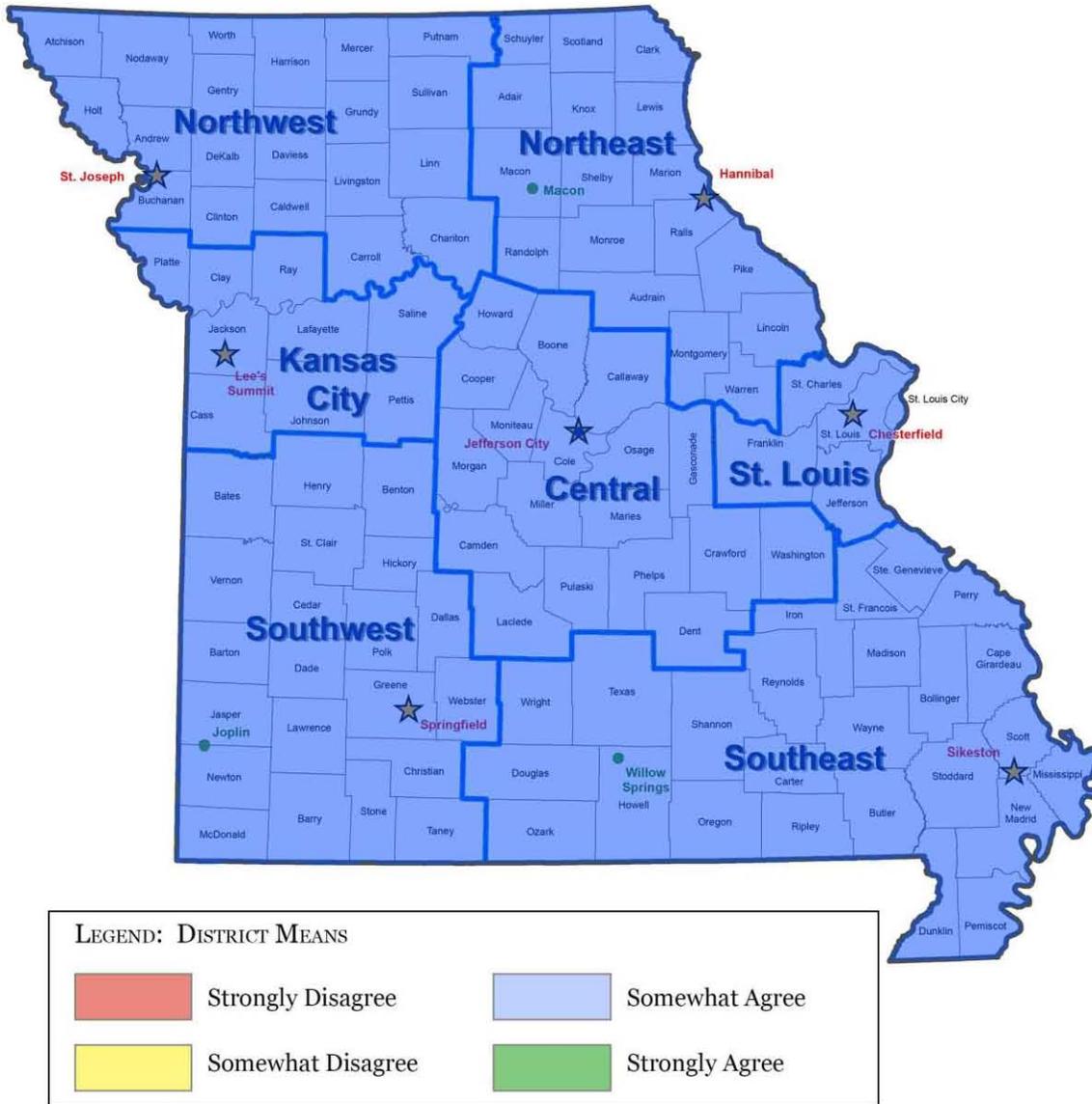
LEGEND: DISTRICT MEANS

 Strongly Disagree	 Somewhat Agree
 Somewhat Disagree	 Strongly Agree

Q5g. MoDOT does a good job of minimizing travel delays caused by work zones.



Q5h. You rely on MoDOT for real-time traffic information.





Q6a. How satisfied are you with MoDOT's efforts to keep the surface of major highways in good condition (smooth and free of potholes)?

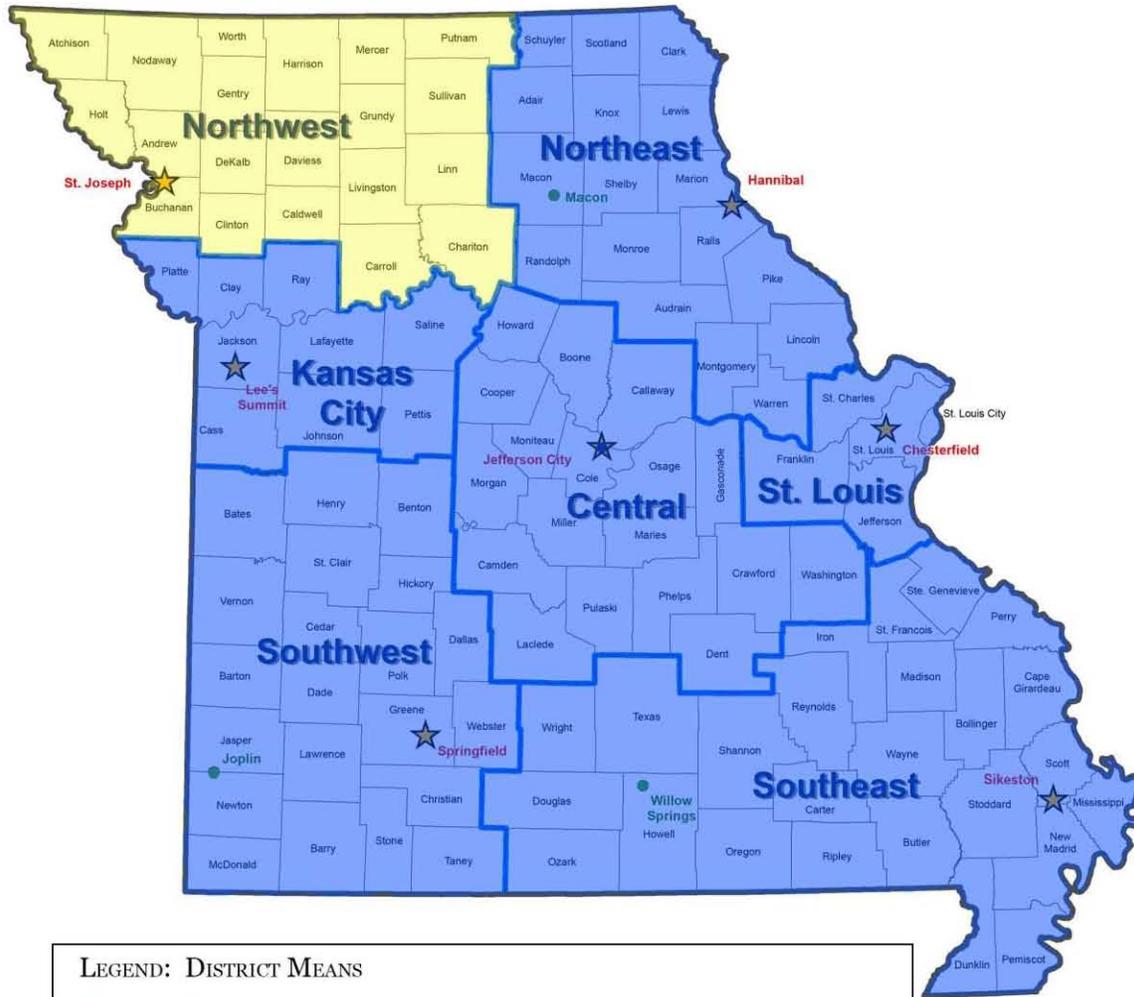


LEGEND: DISTRICT MEANS

 Very Dissatisfied	 Somewhat Satisfied
 Somewhat Dissatisfied	 Very Satisfied

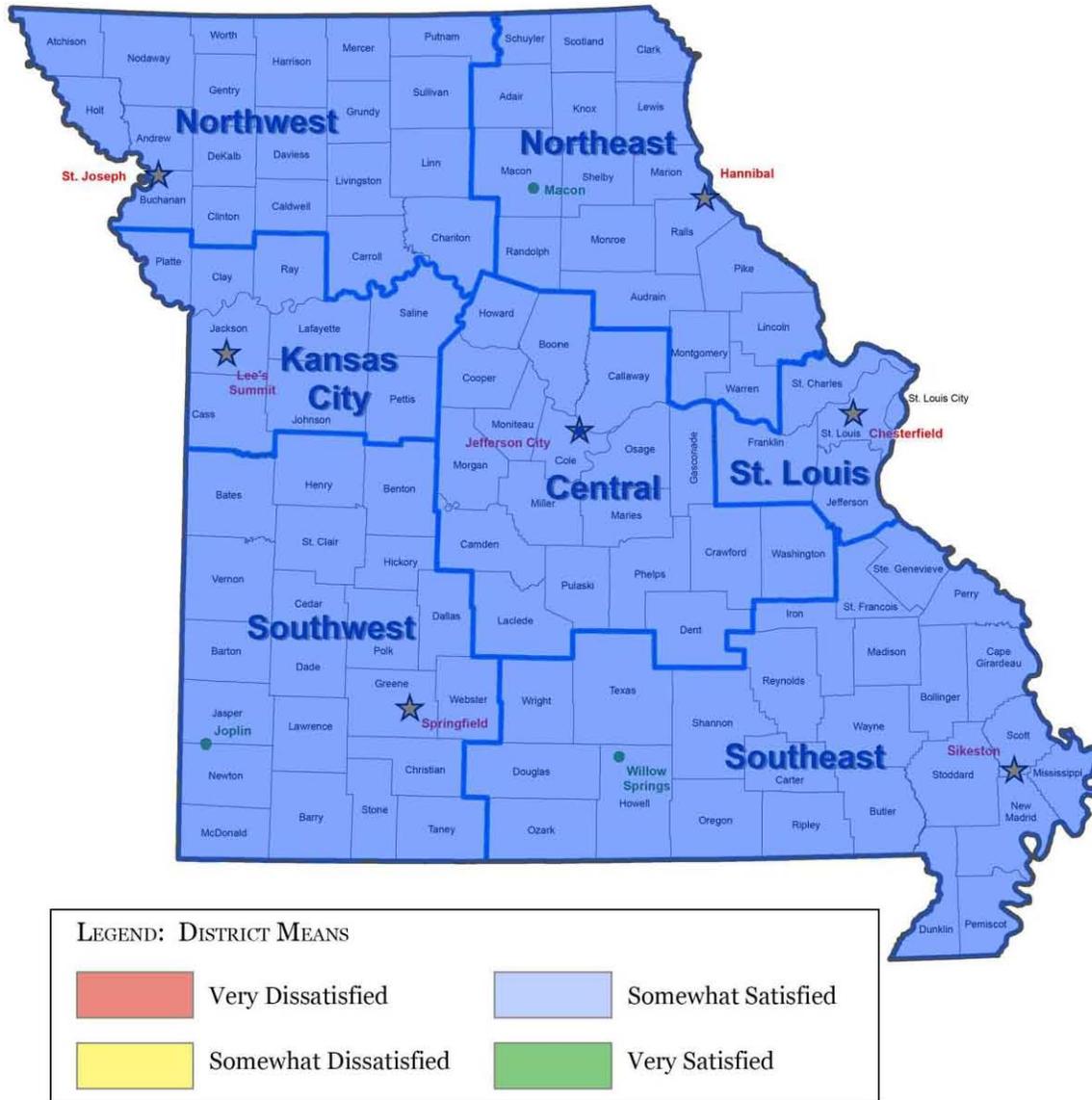


Q6b. How satisfied are you with MoDOT's efforts to keep the surface of *other state highways* in good condition (smooth and free of potholes)?

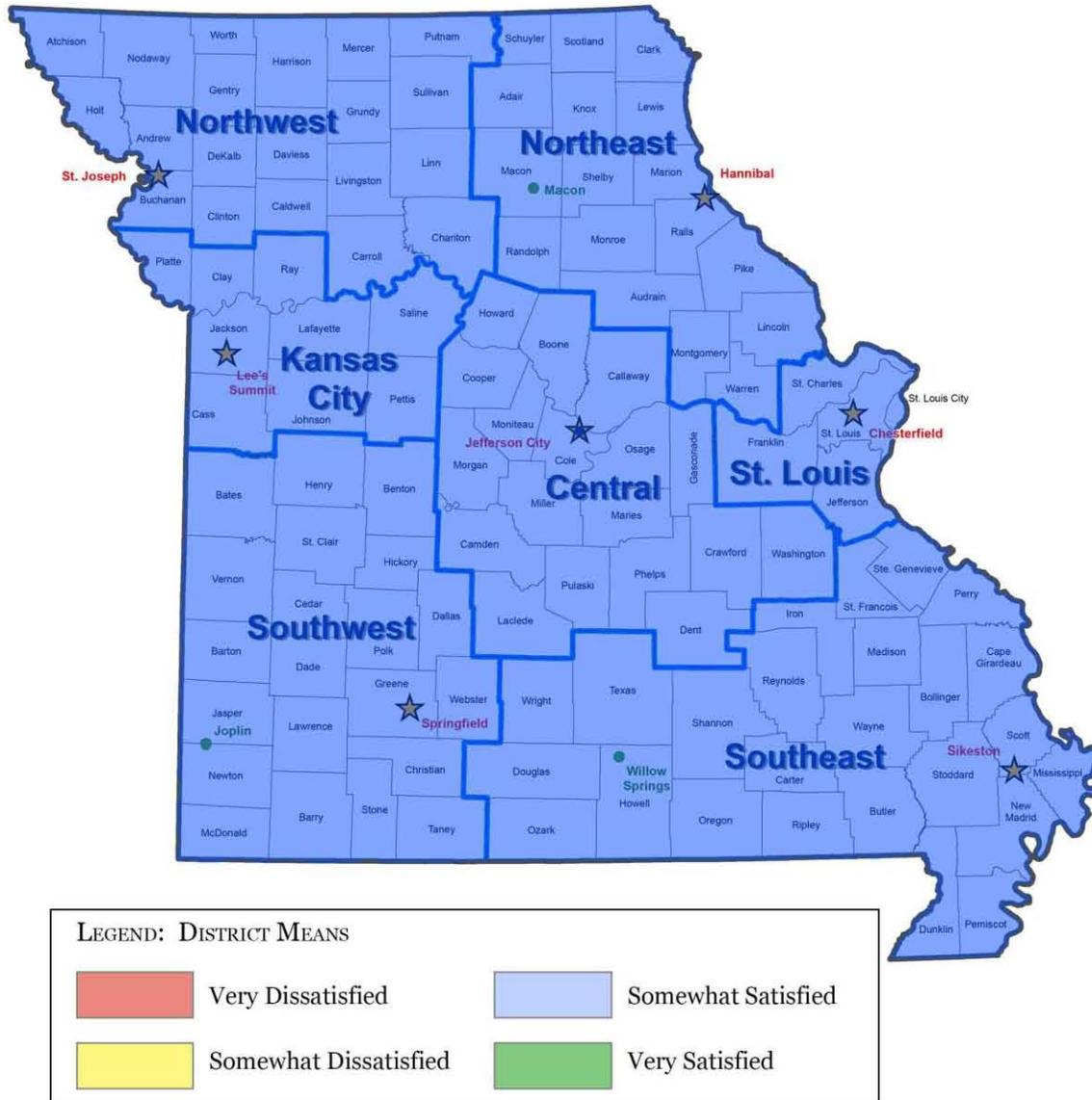


LEGEND: DISTRICT MEANS			
	Very Dissatisfied		Somewhat Satisfied
	Somewhat Dissatisfied		Very Satisfied

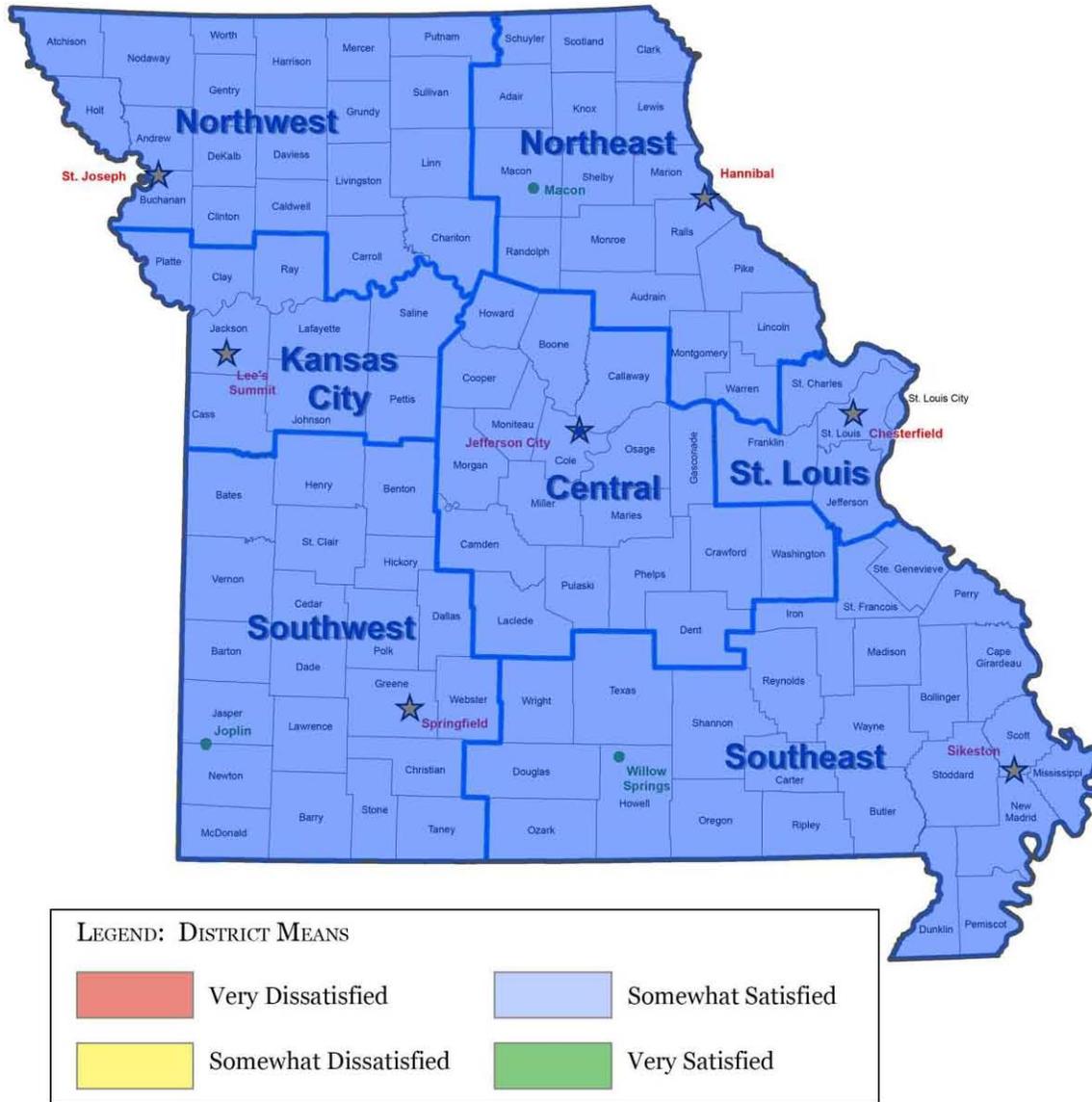
Q6c. How satisfied are you with MoDOT’s efforts to keep bridges in good condition?



Q6d. How satisfied are you with MoDOT's efforts to minimize congestion on highways?



Q6e. How satisfied are you with MoDOT's efforts to manage snow and ice on highways?



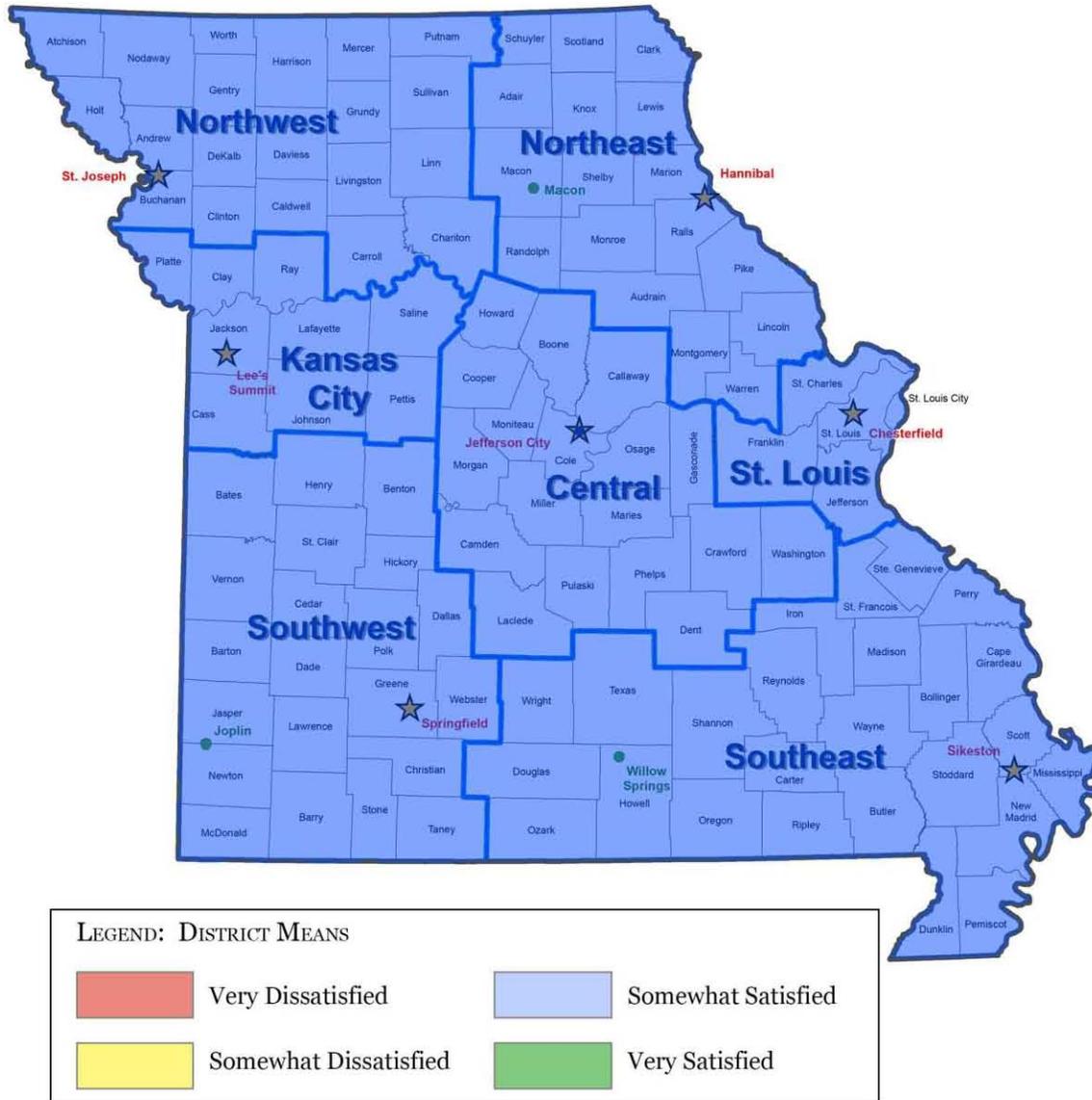
Q6f. How satisfied are you with MoDOT's efforts to keep the shoulders on highways in good condition?



LEGEND: DISTRICT MEANS

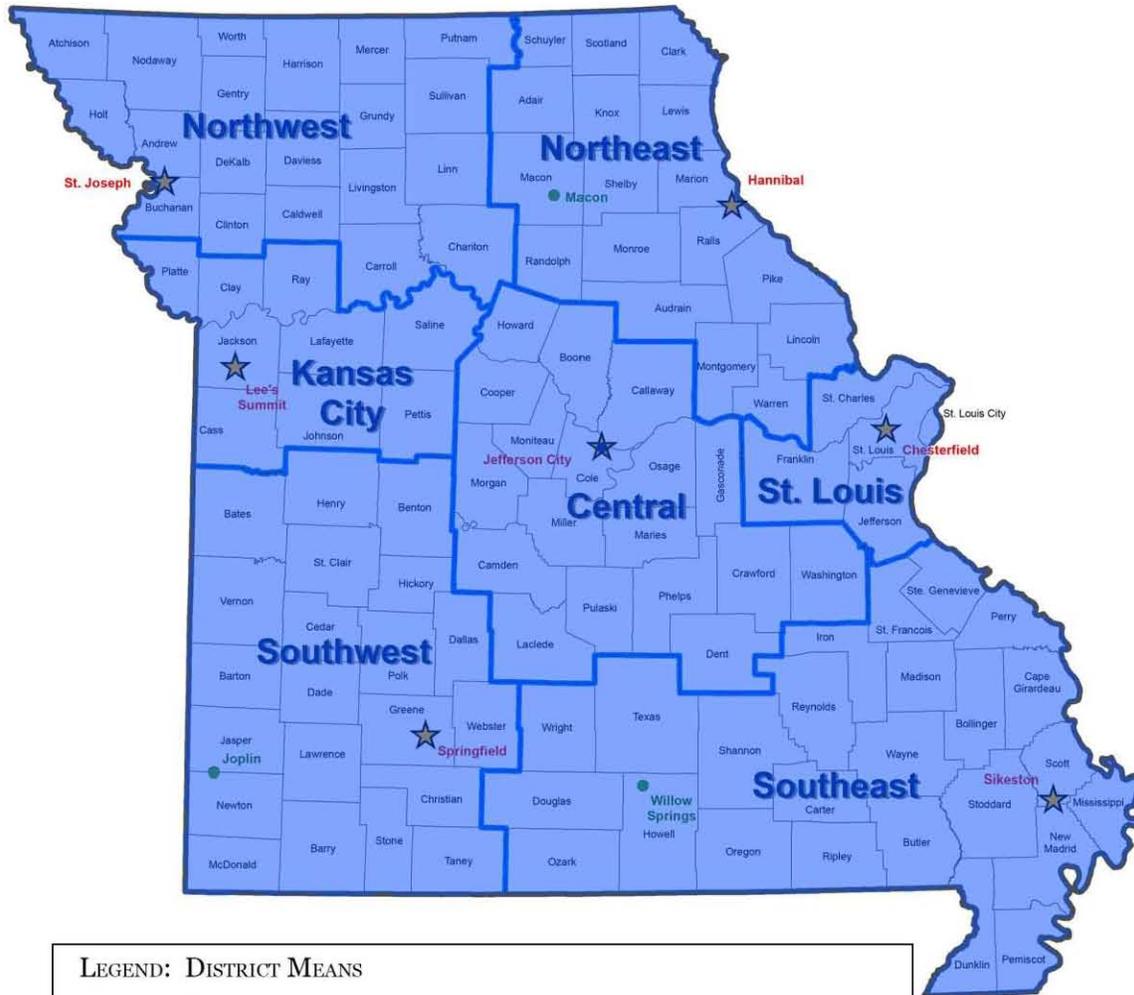
	Very Dissatisfied		Somewhat Satisfied
	Somewhat Dissatisfied		Very Satisfied

Q6g. How satisfied are you with MoDOT's efforts to mow and trim trees, grass and weeds along highways?





Q6h. How satisfied are you with MoDOT's efforts to remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways?



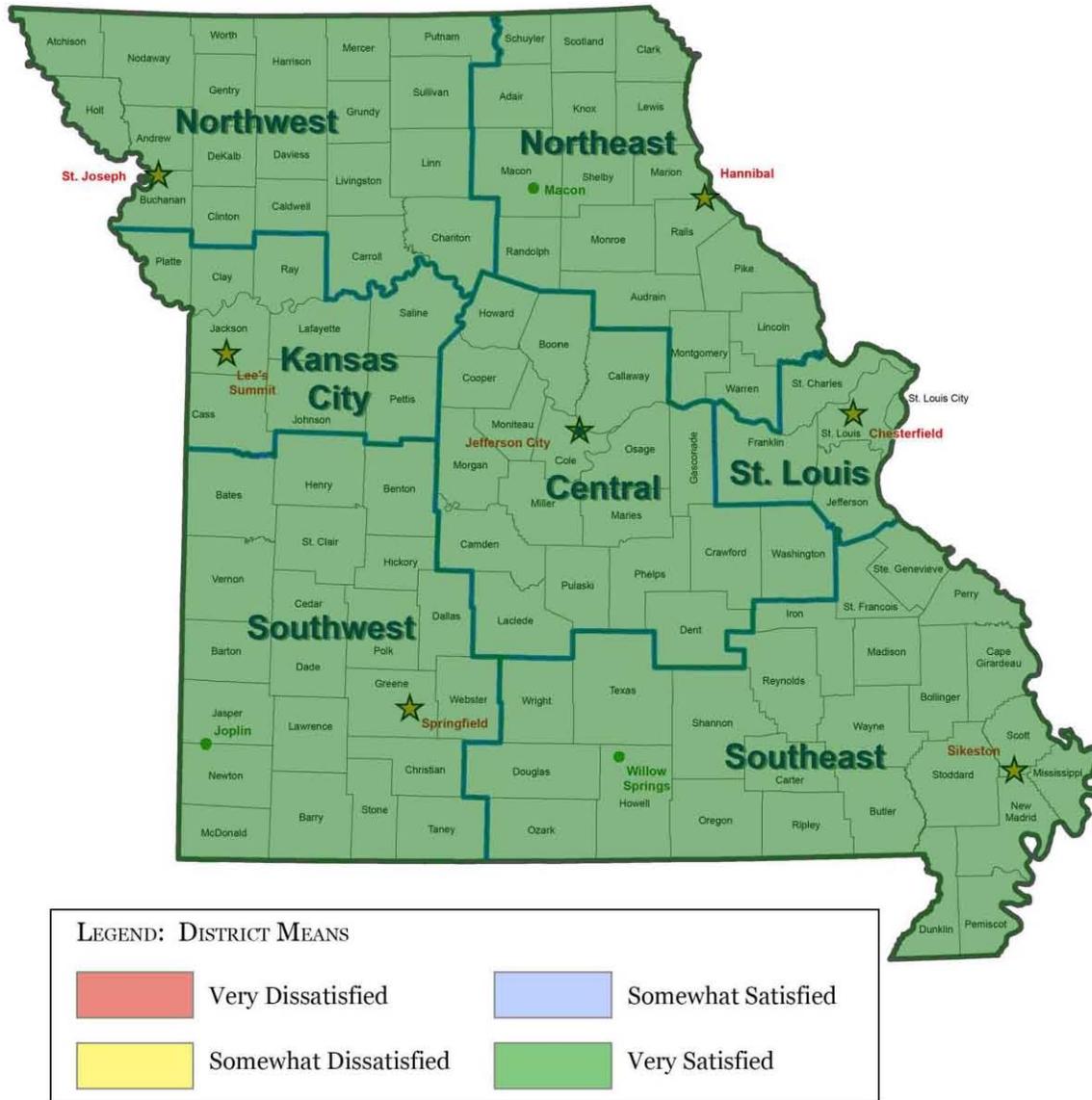
LEGEND: DISTRICT MEANS			
	Very Dissatisfied		Somewhat Satisfied
	Somewhat Dissatisfied		Very Satisfied



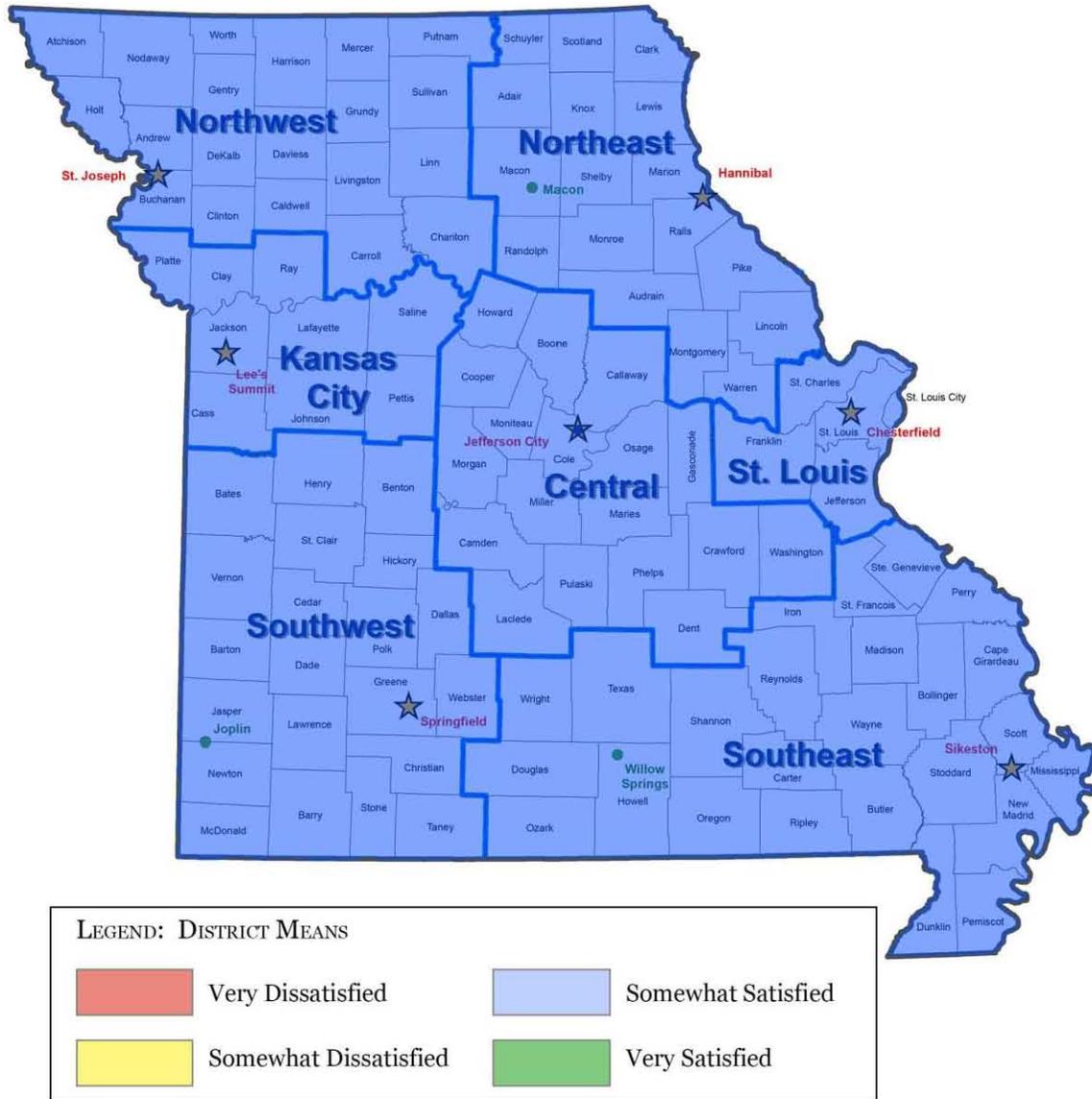
Q6i. How satisfied are you with MoDOT's efforts to provide signs along highways that are easy to understand?



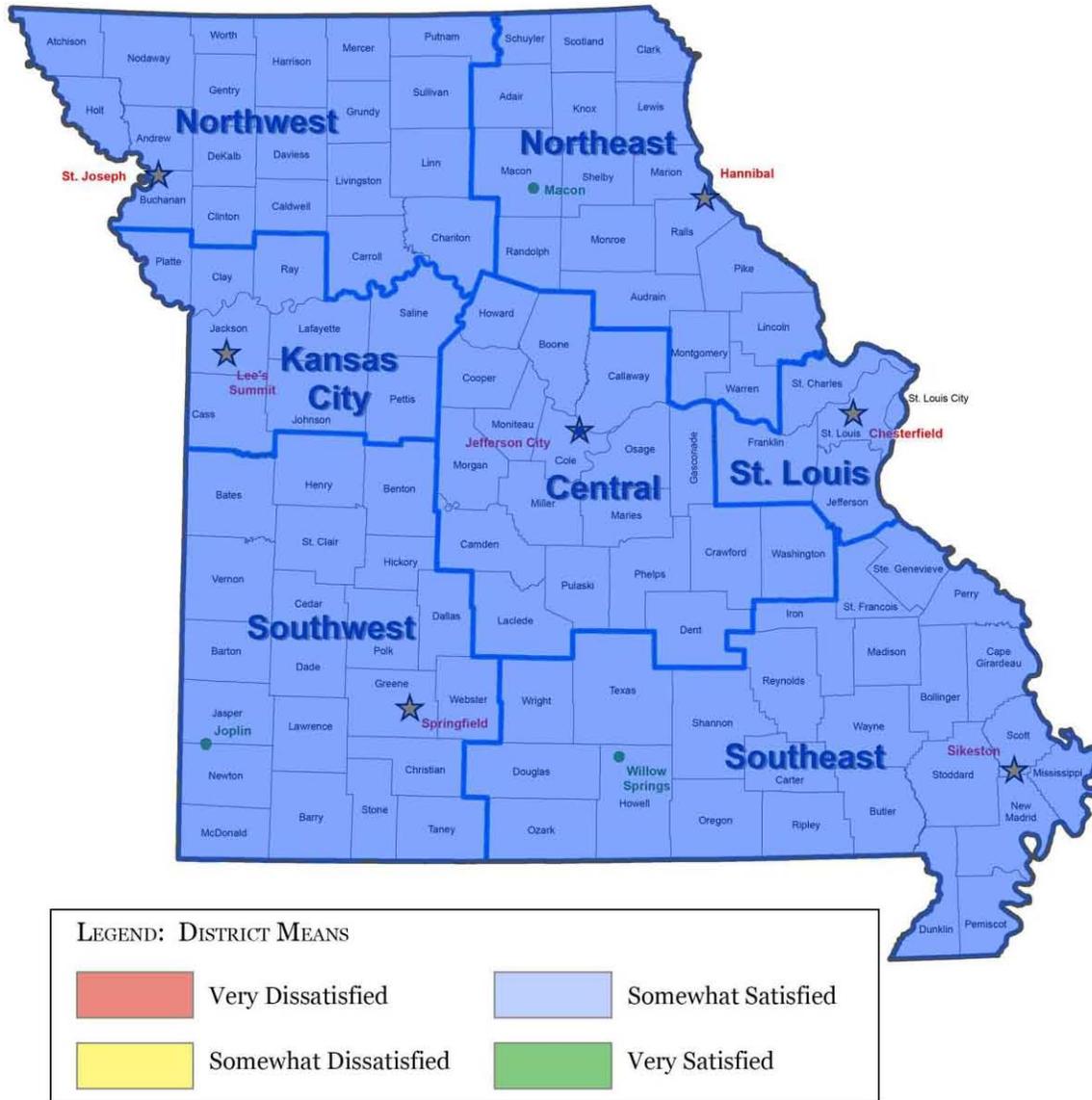
Q6j. How satisfied are you with the brightness of MoDOT's signs?



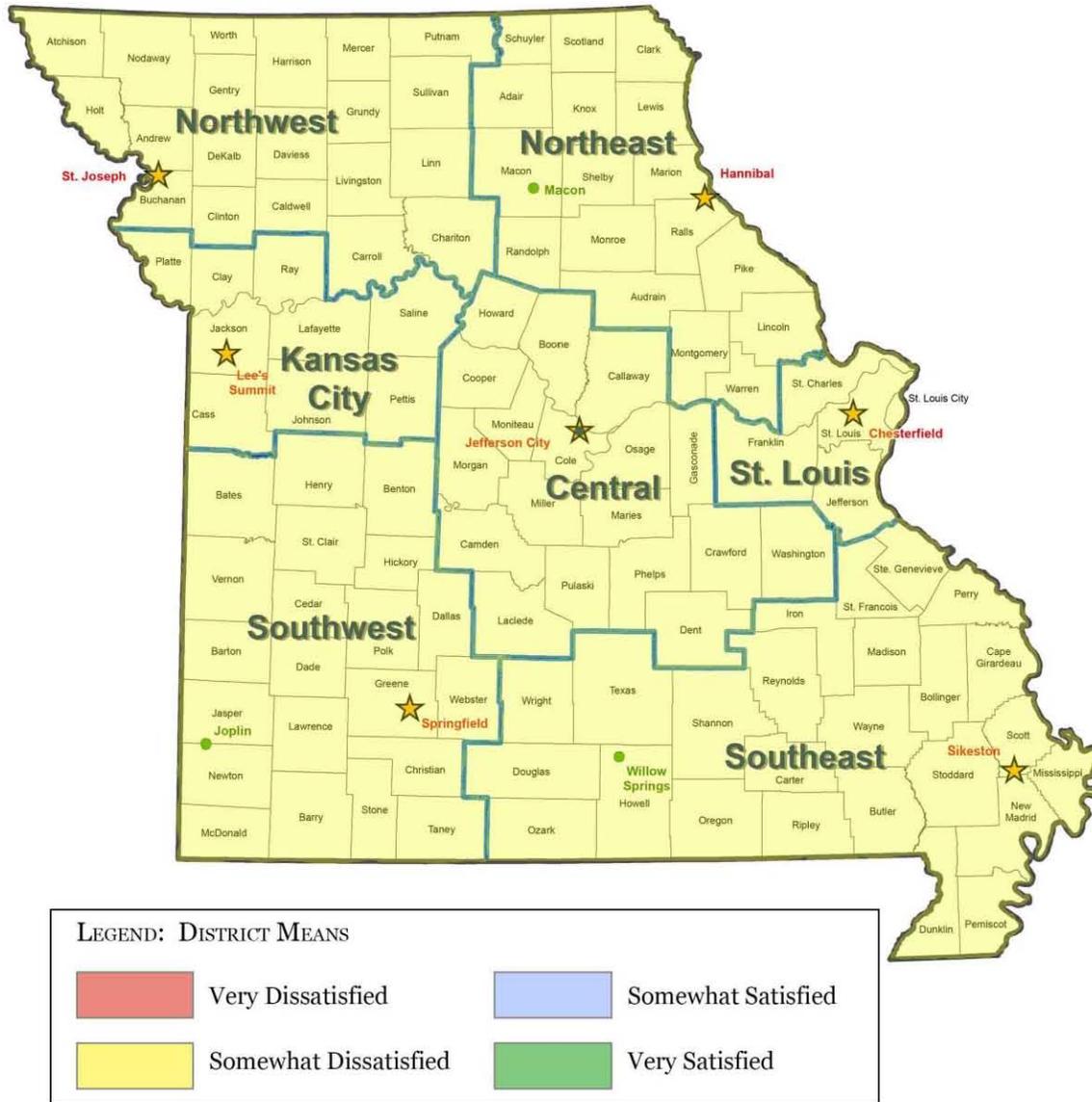
Q6k. How satisfied are you with the brightness of striping on MoDOT highways?



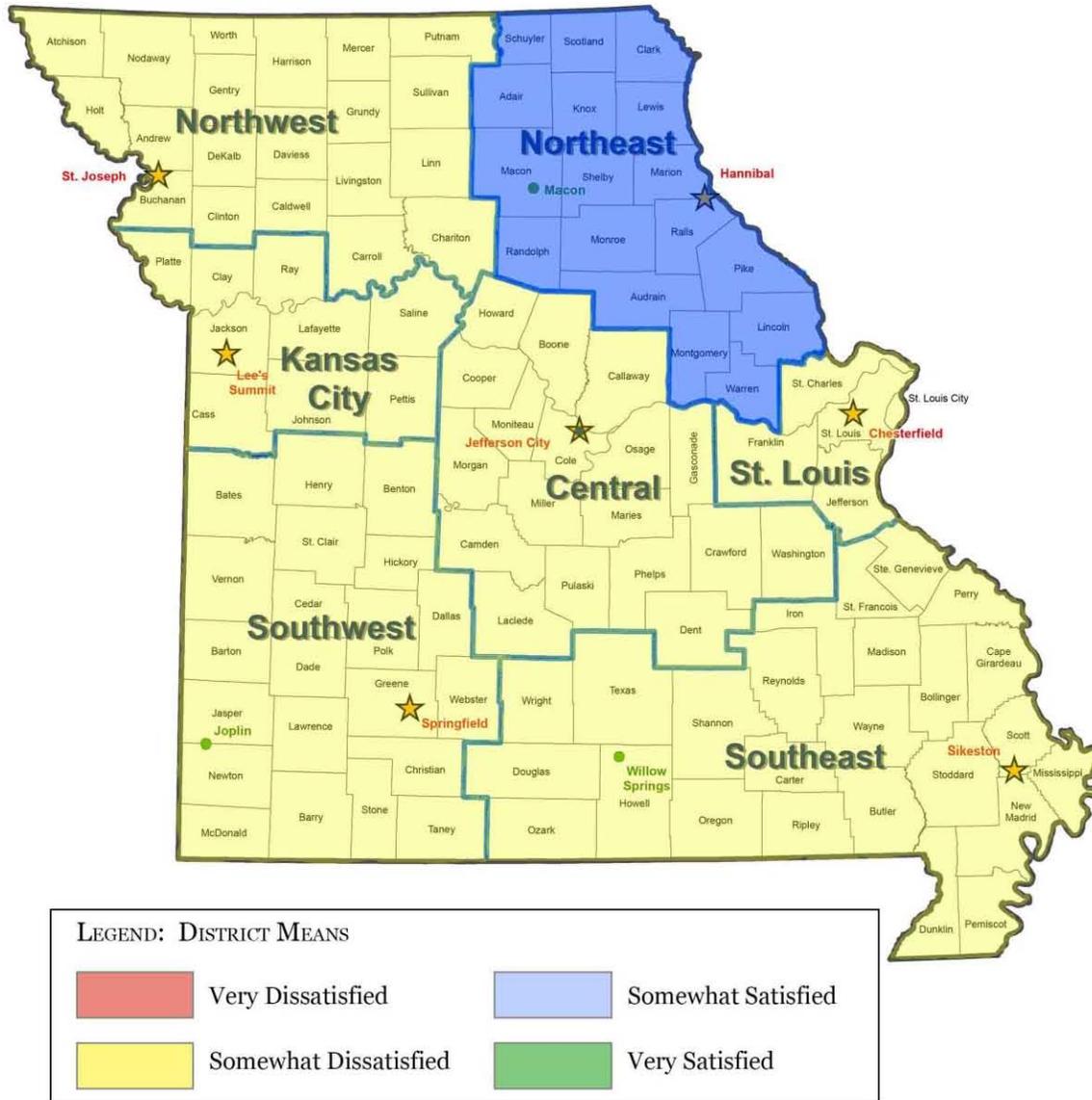
Q61. How satisfied are you with your options for traveling by air?



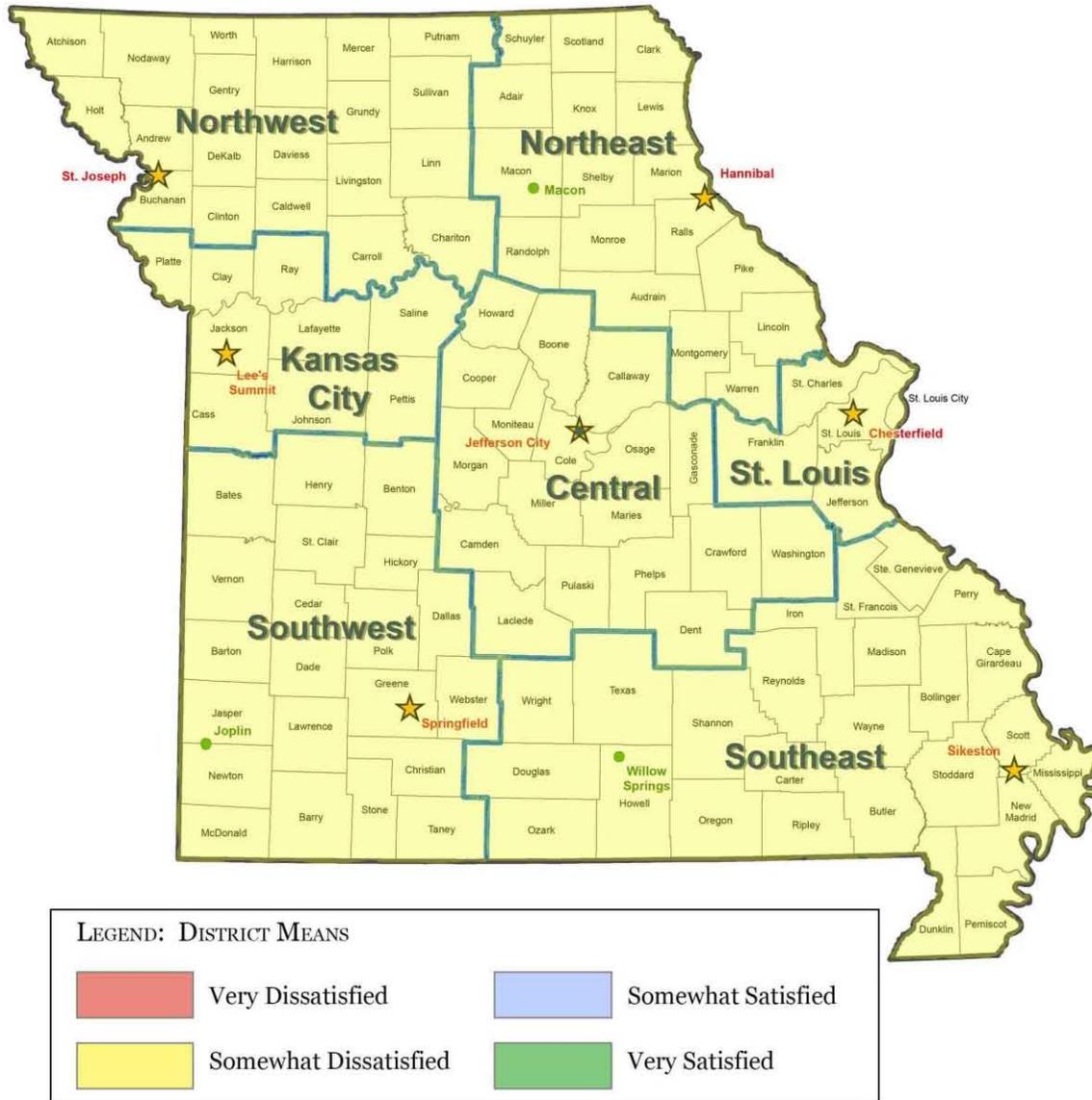
Q6m. How satisfied are you with your options for traveling by public transit such as buses, vans or Metro Link?



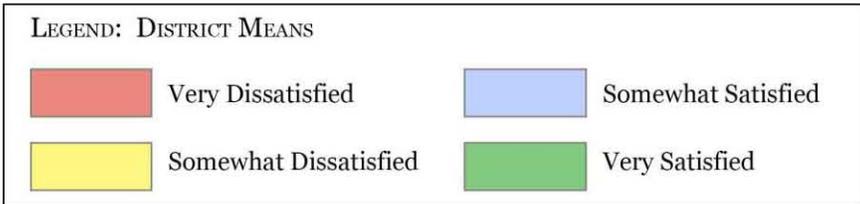
Q6n. How satisfied are you with your options for traveling by Amtrak?



Q60. How satisfied are you with your options for traveling by bicycle on bike lanes or paved shoulders?



Q6p. How satisfied are you with your options for traveling by walking on sidewalks or intersection crossings?





Q7a. How important is it for MoDOT to keep the surface of major highways in good condition (smooth and free of potholes)?

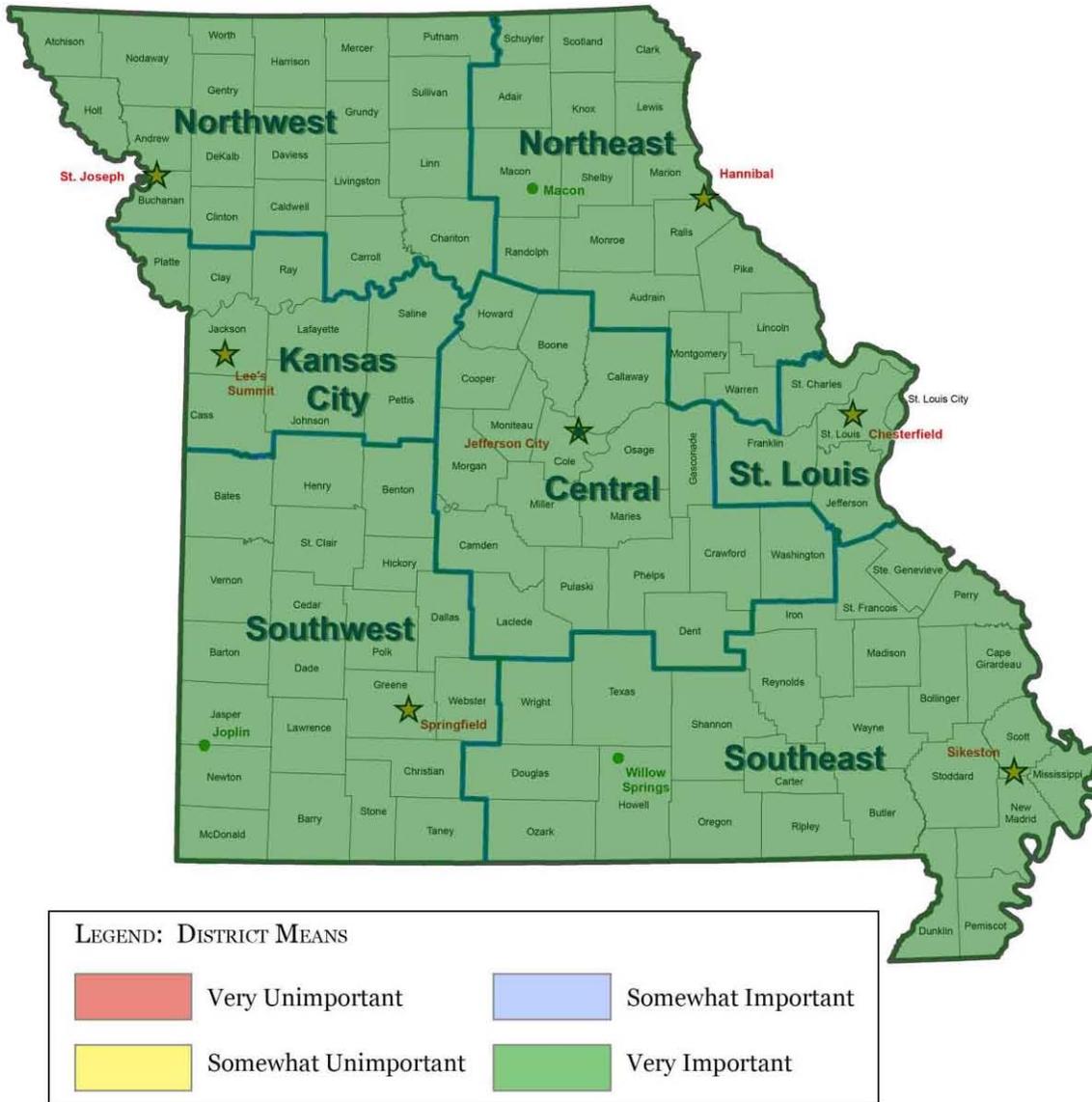




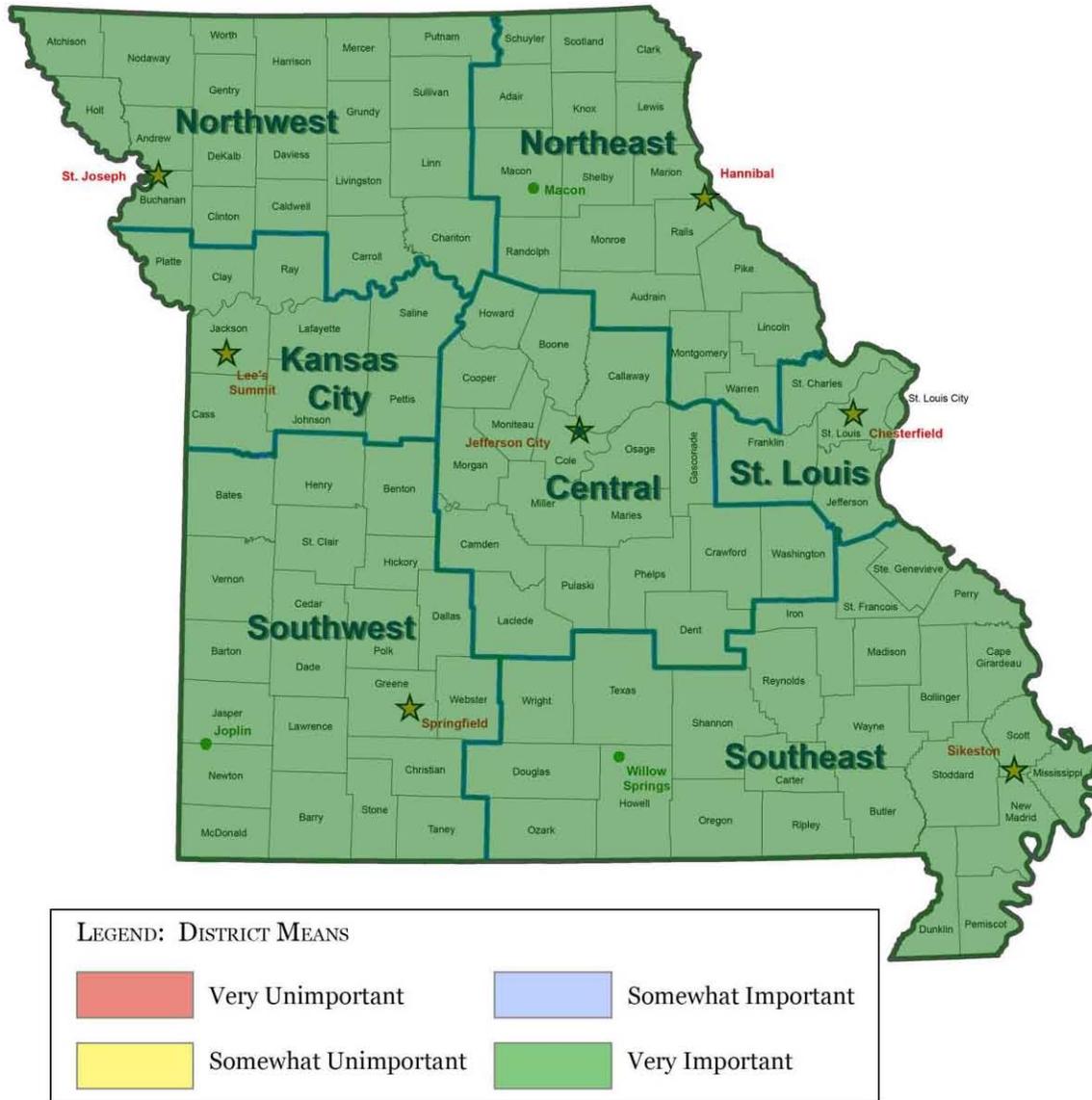
Q7b. How important is it for MoDOT to keep the surface of *other state highways* in good condition (smooth and free of potholes)?



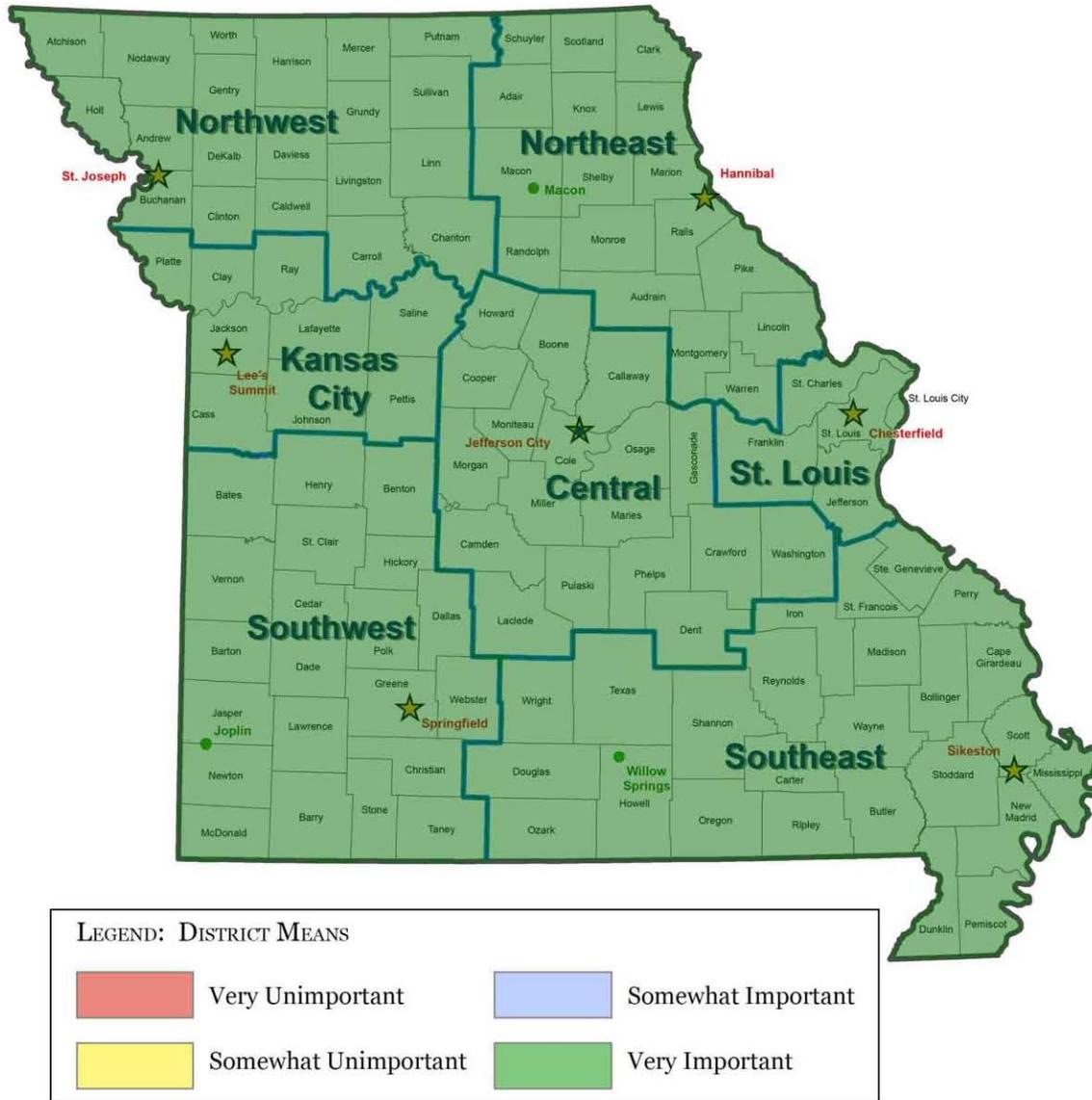
Q7c. How important is it for MoDOT to keep bridges in good condition?



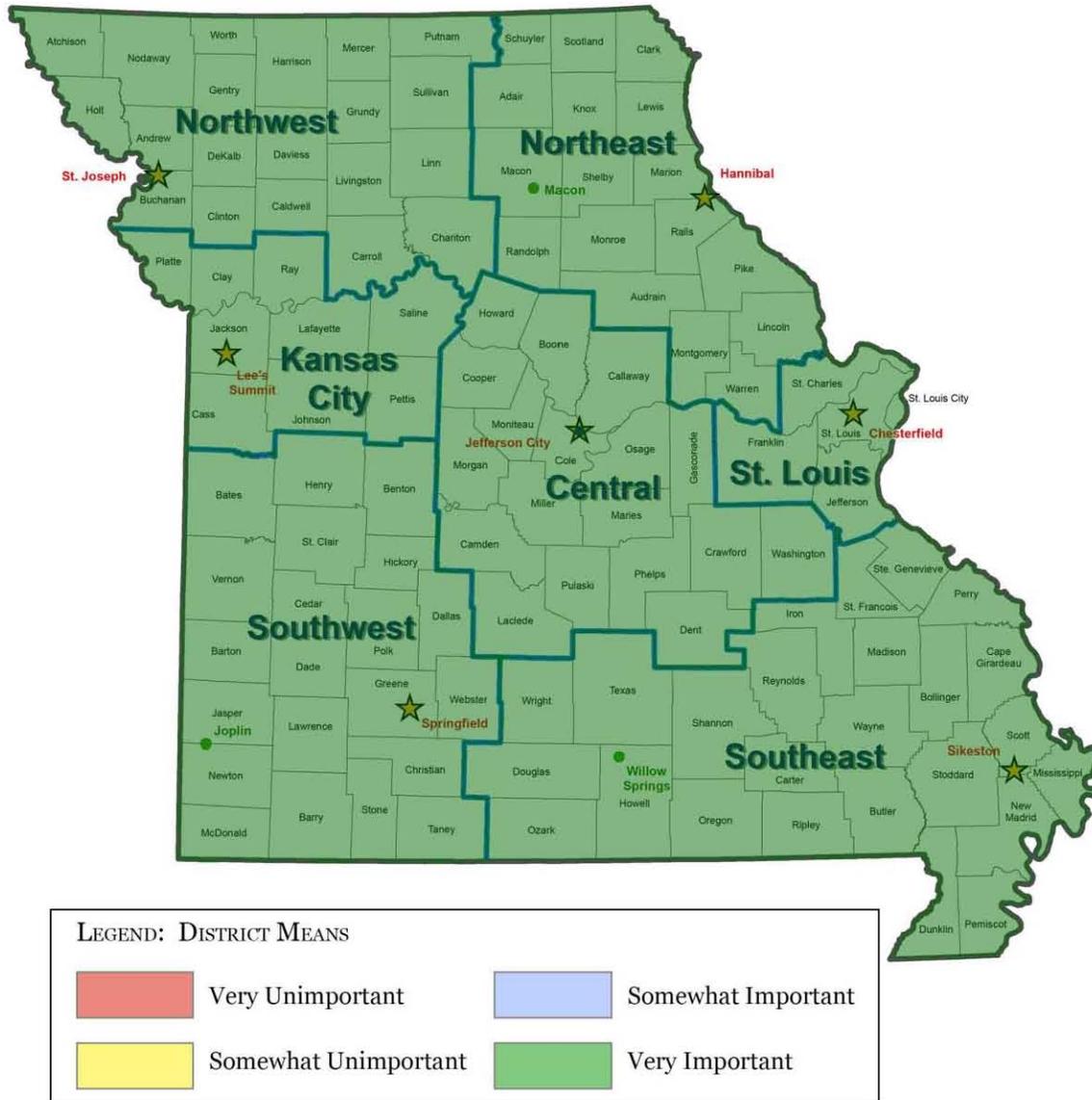
Q7d. How important is it for MoDOT to minimize congestion on highways?



Q7e. How important is it for MoDOT to manage snow and ice on highways?



Q7f. How important is it for MoDOT to keep the shoulders on highways in good condition?



Q7g. How important is it for MoDOT to mow and trim trees, grass and weeds along highways?

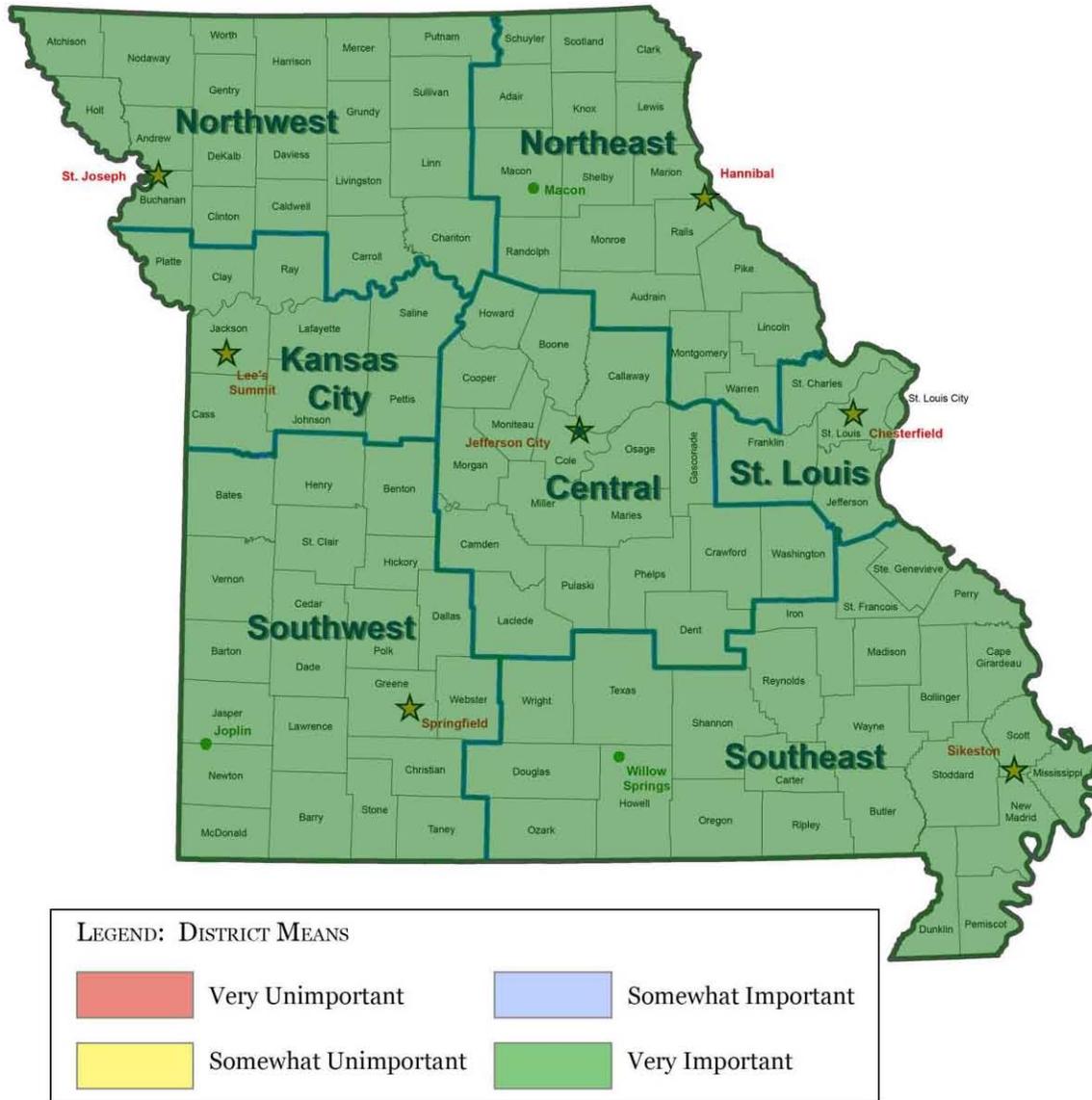




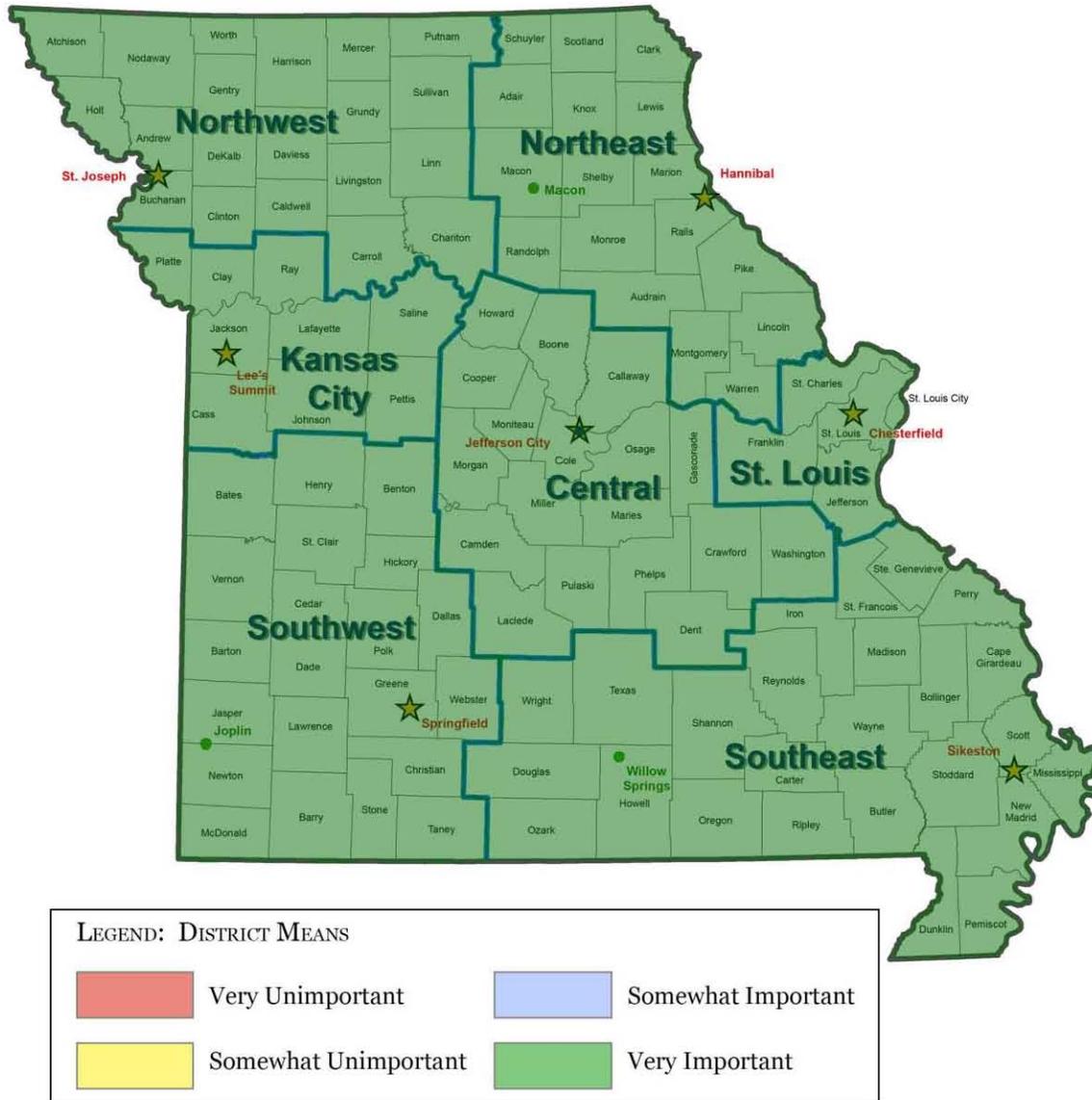
Q7h. How important is it for MoDOT to remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways?



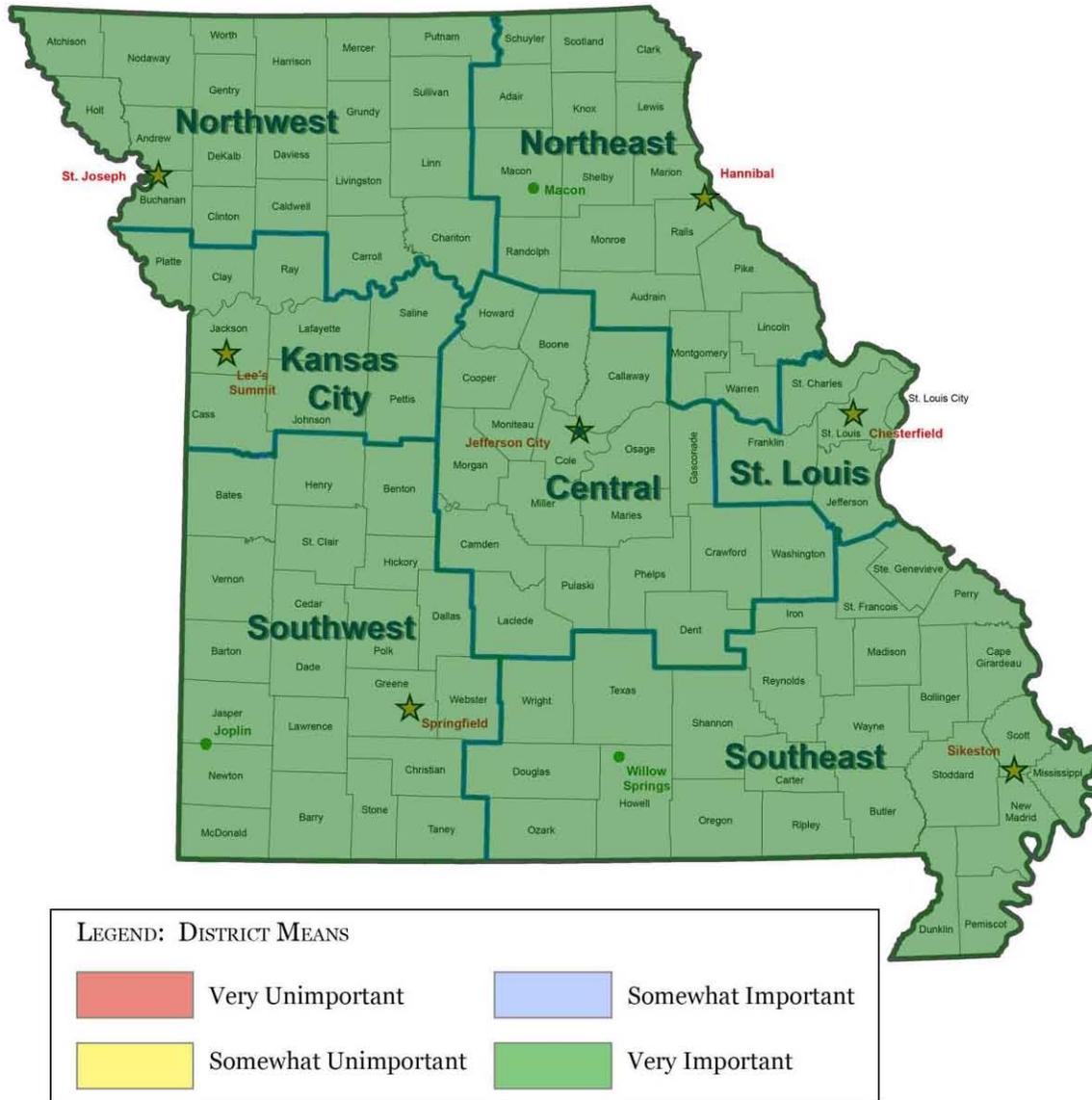
Q7i. How important is it for MoDOT to provide signs along highways that are easy to understand?



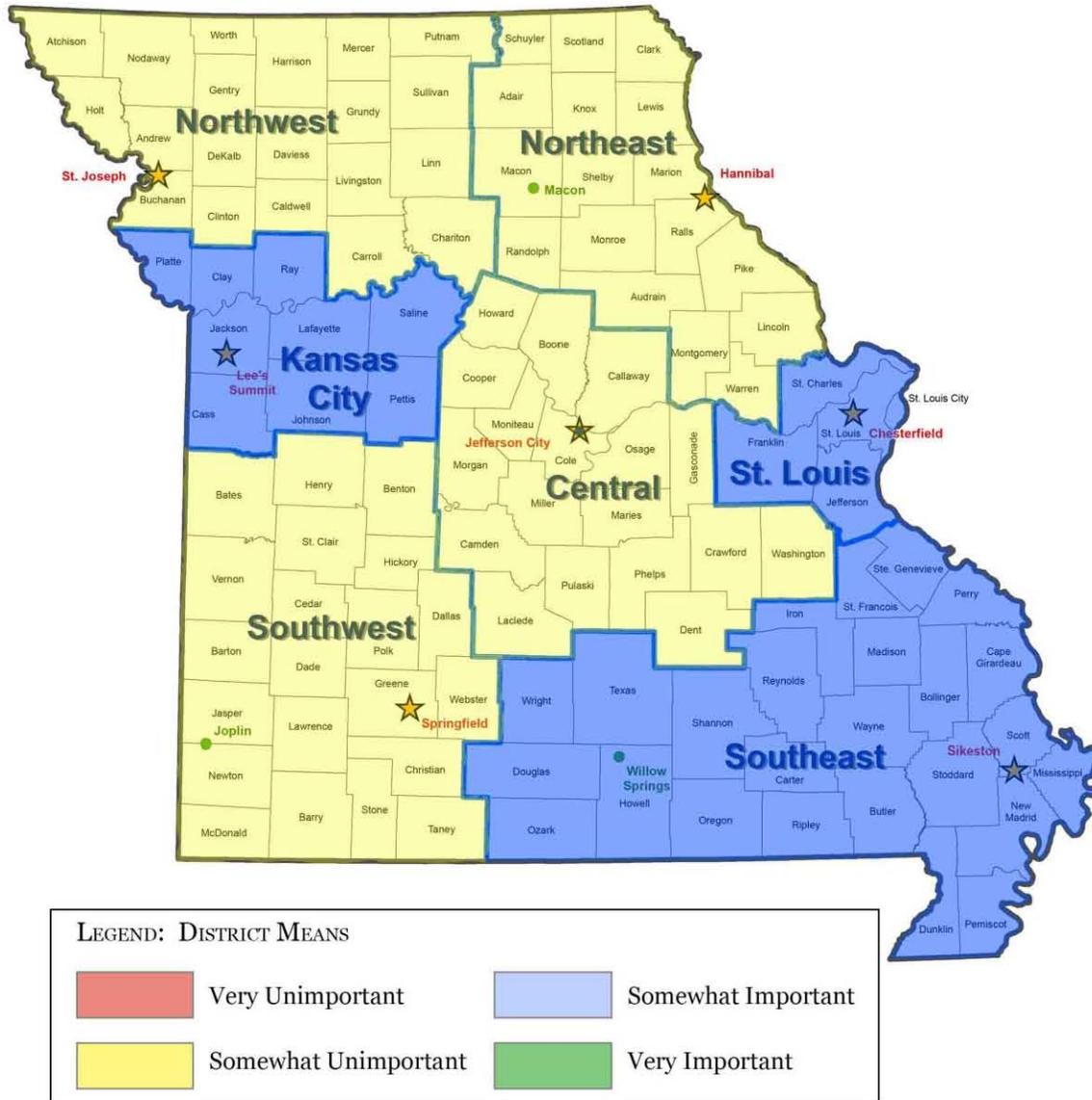
Q7j. How important is it for MoDOT to provide bright signs?



Q7k. How important is it for MoDOT to provide bright striping on highways?



Q71. How important is it for MoDOT to support your options for traveling by air?

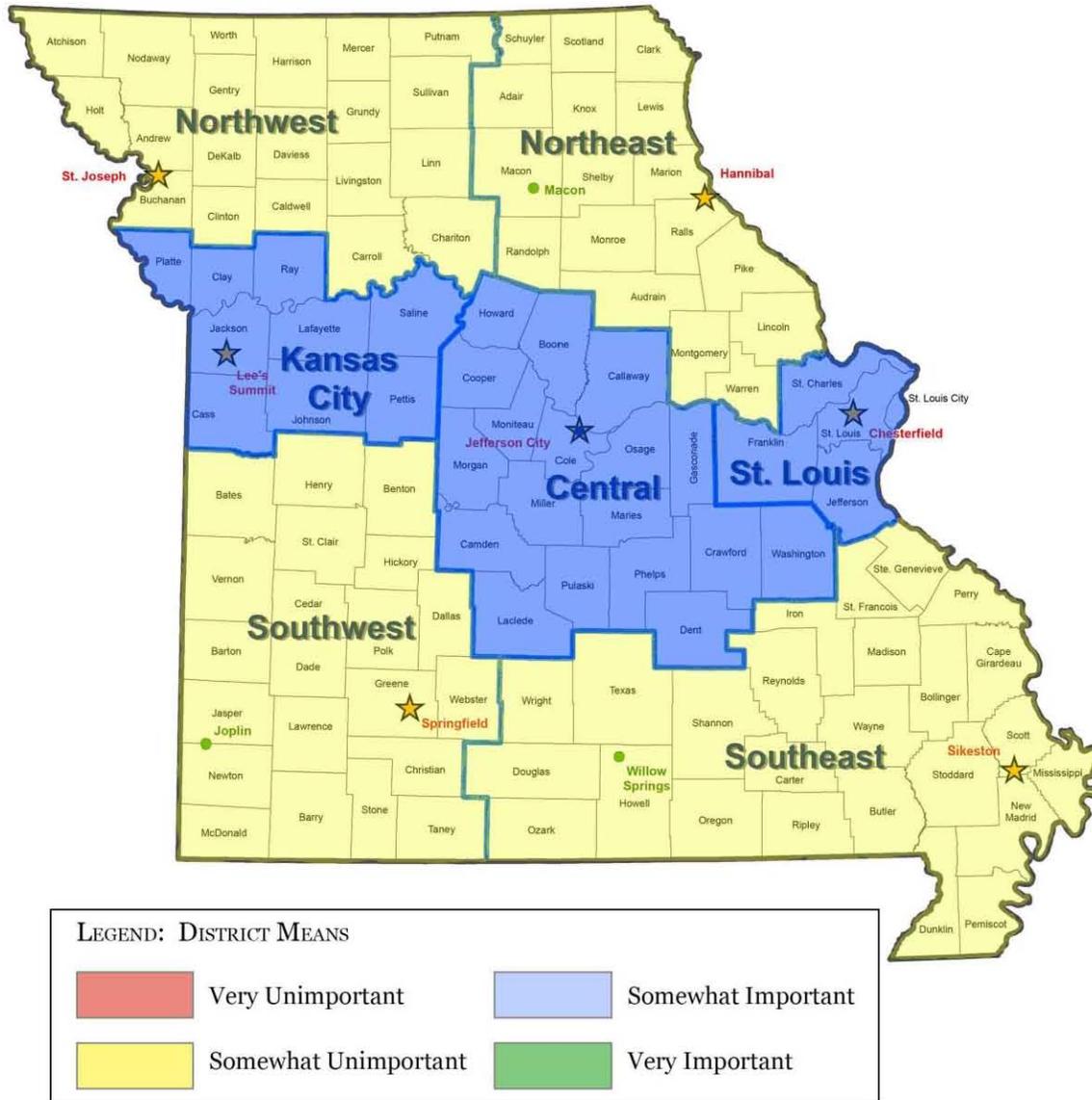




Q7m. How important is it for MoDOT to support your options for traveling by public transit such as buses, vans or Metro Link?



Q7n. How important is it for MoDOT to support your options for traveling by Amtrak?



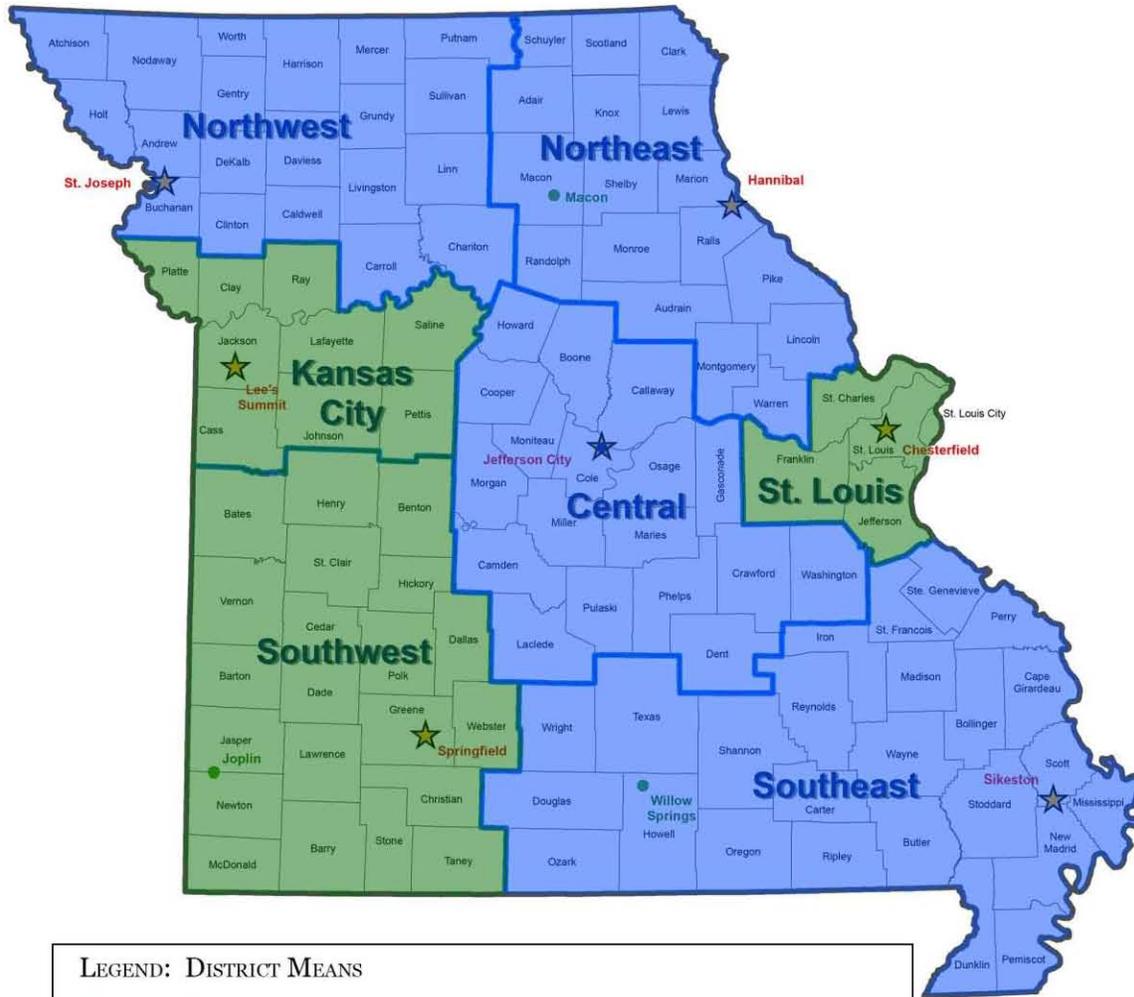


Q70. How important is it for MoDOT to provide bike lanes or paved shoulders for traveling by bicycle?



LEGEND: DISTRICT MEANS			
	Very Unimportant		Somewhat Important
	Somewhat Unimportant		Very Important

Q7p. How important is it for MoDOT to provide sidewalks or intersection crossings for traveling by walking?



LEGEND: DISTRICT MEANS

	Very Unimportant		Somewhat Important
	Somewhat Unimportant		Very Important