



Appendix B:

GIS Maps

**A Report Card
From Missourians**

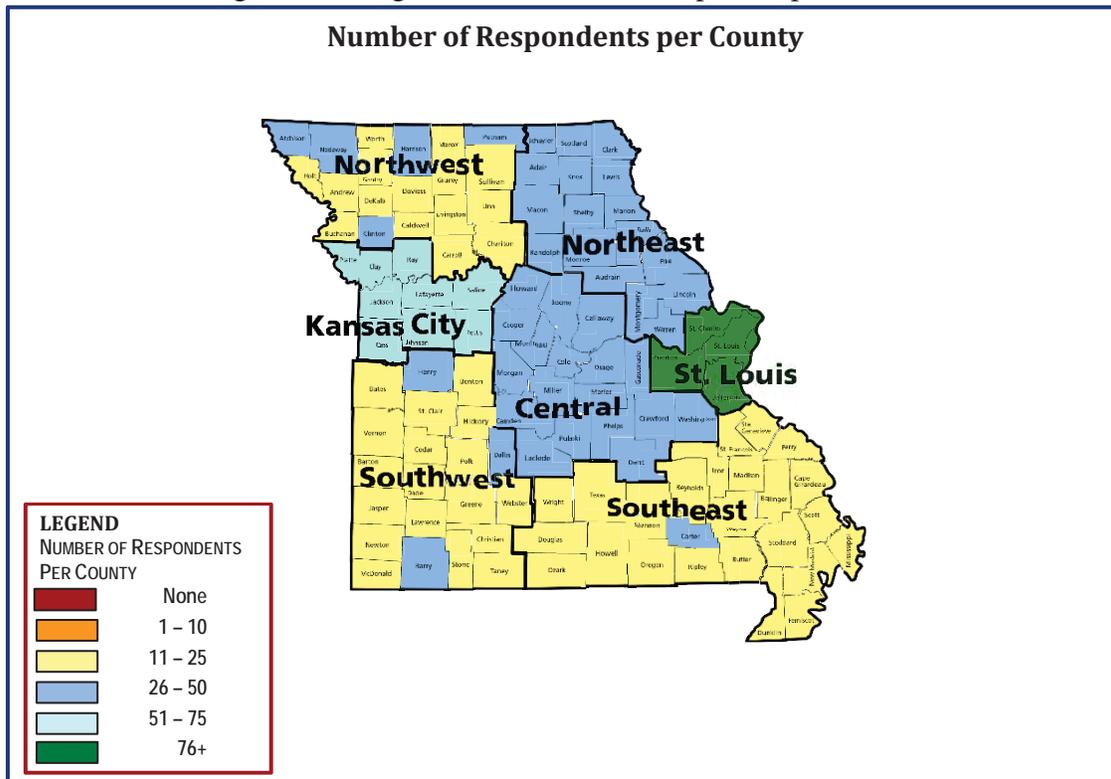
Prepared By:



HEARTLAND
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SURVEY RESPONDENTS PER COUNTY

Respondents from every county in Missouri participated in this research. The following map shows approximately how many surveys were conducted in each county. Some counties had significantly more participants than others due to the research design mandating a minimum of 500 responses per district.



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 allocating 1 point for each strongly disagree, 2 points for each somewhat disagree, 3 points for each somewhat agree, and 4 points for each strongly agree and then computing the mean 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 1.0 to 1.75 indicate that the overall population strongly disagrees with the question. Mean weighting of 1.75 to 2.5 indicate that the overall population somewhat disagrees with the question. Mean weightings of 2.5 to 3.25 indicate that the overall population somewhat agrees with the question. Mean weightings of 3.25 to 4.0 indicate that the overall population strongly agrees with the question. 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.

Q. 2a MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones.



LEGEND: District Means

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 2b MoDOT provides timely information to citizens about road projects, highway conditions, and work zones.



LEGEND: District Means

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 2c MoDOT provides understandable information to citizens about road projects, highway conditions, and work zones.



LEGEND: District Means

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 2d MoDOT takes into consideration your needs and views in its transportation decision-making



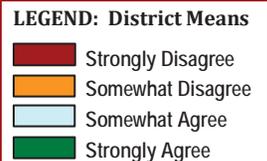
LEGEND: District Means

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

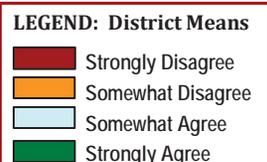


Q. 2e MoDOT is the primary transportation expert in Missouri



2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 2f You are satisfied with the transportation options available to you besides your own personal vehicle

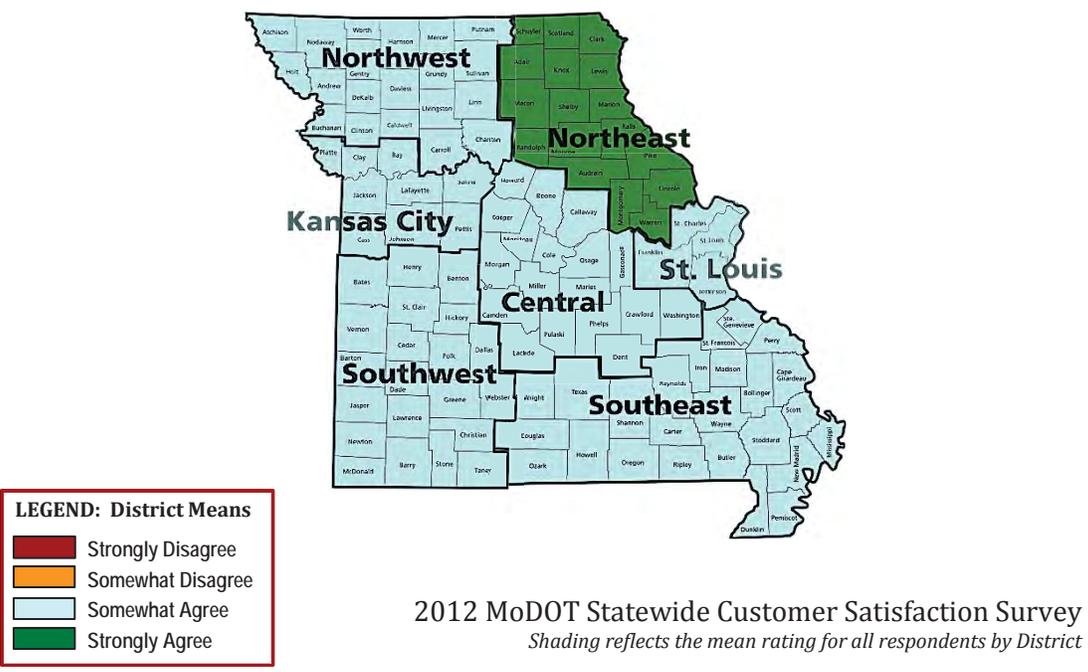


2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 2g MoDOT signs are big enough for you to see



Q. 2h MoDOT signs are bright enough for you to see



Q. 2i Striping on MoDOT highways is bright enough for you to see



LEGEND: District Means

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 2j Up to 25% of each transportation project's funds should be spent to incorporate bicycle and pedestrian facilities at the expense of other projects



LEGEND: District Means

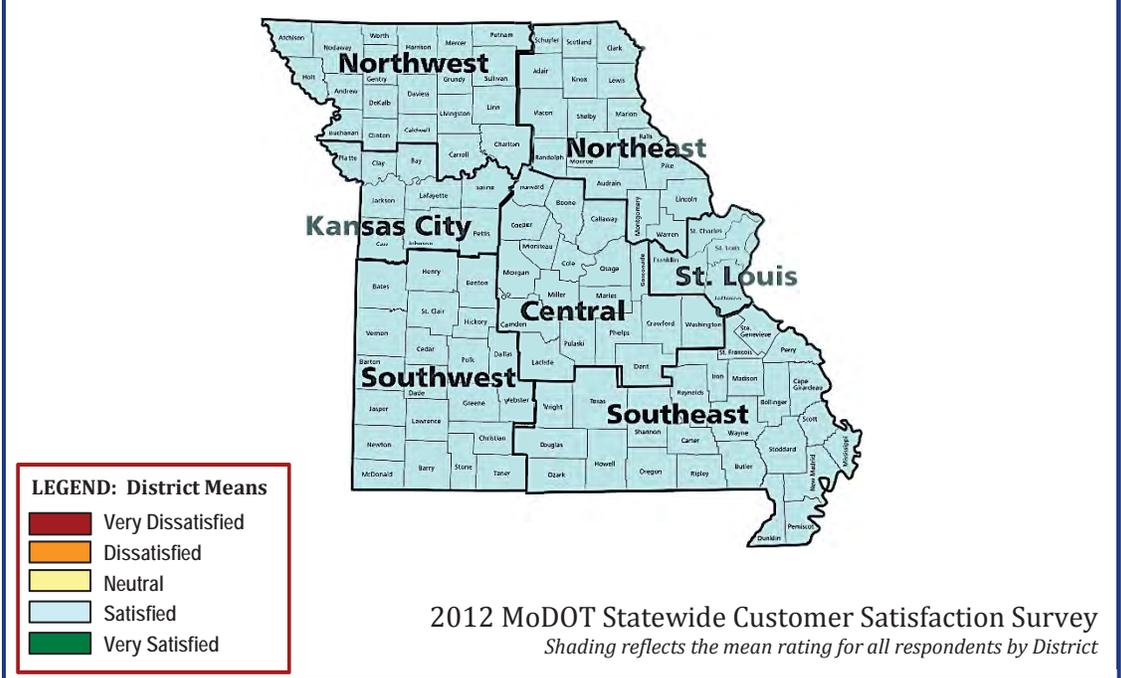
- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

The following maps show the mean ratings for several questions on the survey by district. For these questions, the respondents had the opportunity to select neutral as an option. The mean ratings for these questions were calculated by allocating 1 point for each very dissatisfied or strongly disagree, 2 points for each dissatisfied or somewhat disagree, 3 points for each neutral, 4 points for each satisfied or somewhat agree, and 5 points for each very satisfied or strongly agree and then computing the mean 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 1.0 to 1.8 indicate that the overall population is very dissatisfied with the issue or strongly disagrees with the question. Mean weightings of 1.8 to 2.6 indicate that the overall population is dissatisfied with the issue or somewhat disagrees with the question. Mean weightings of 2.6 to 3.4 indicate the overall population is neutral on this subject. Mean weightings of 3.4 to 4.2 indicate that the overall population is satisfied with the issue or somewhat agrees with the question. Mean weightings of 4.2 to 5.0 indicate that the overall population is very satisfied with the issue or strongly agrees with the question. 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.



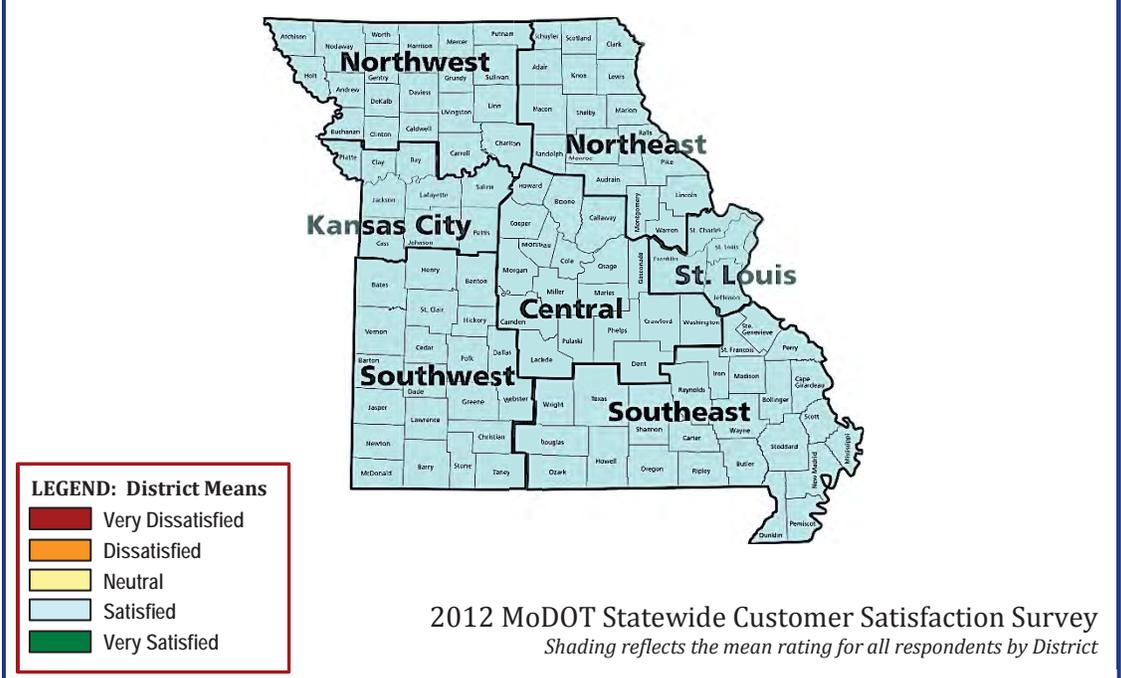
Q. 3b Pick up litter and trash along highways



Q. 3c Manage snow and ice on highways



Q. 3d Mow and trim trees, grass and weeds along highways



Q. 3e Keep the surface of major highways in good condition (smooth and free of potholes)



Q. 3f Keep the surface of other state highways in good condition (smooth and free of potholes)



LEGEND: District Means

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 3g Keep shoulders on highways in good condition

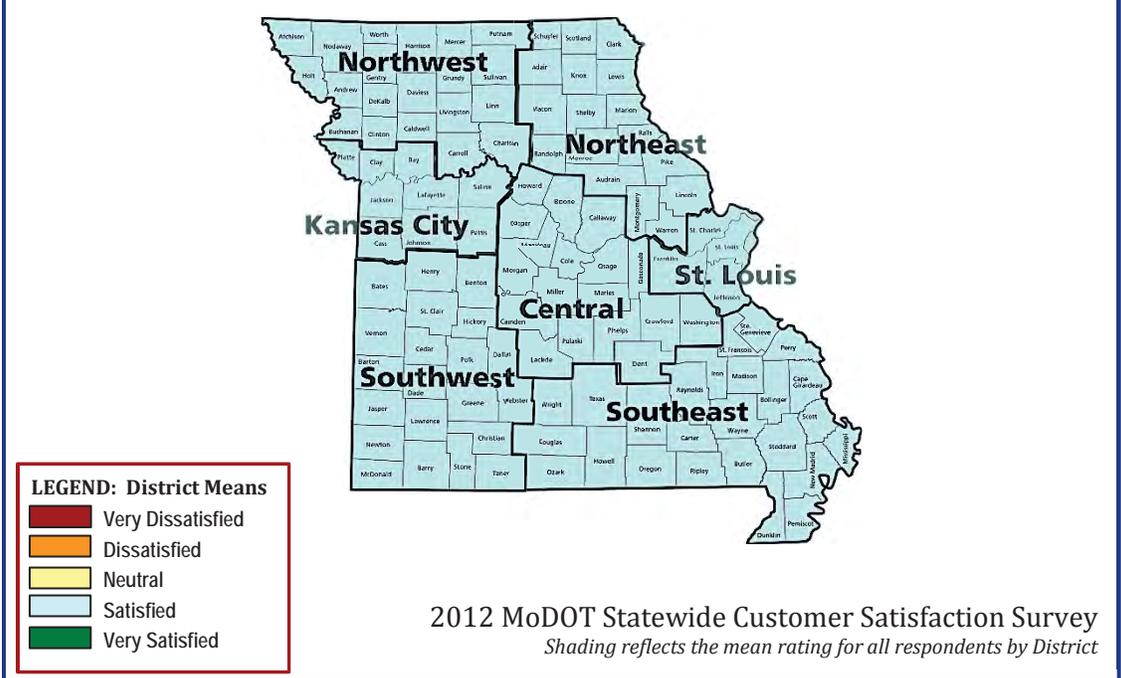


LEGEND: District Means

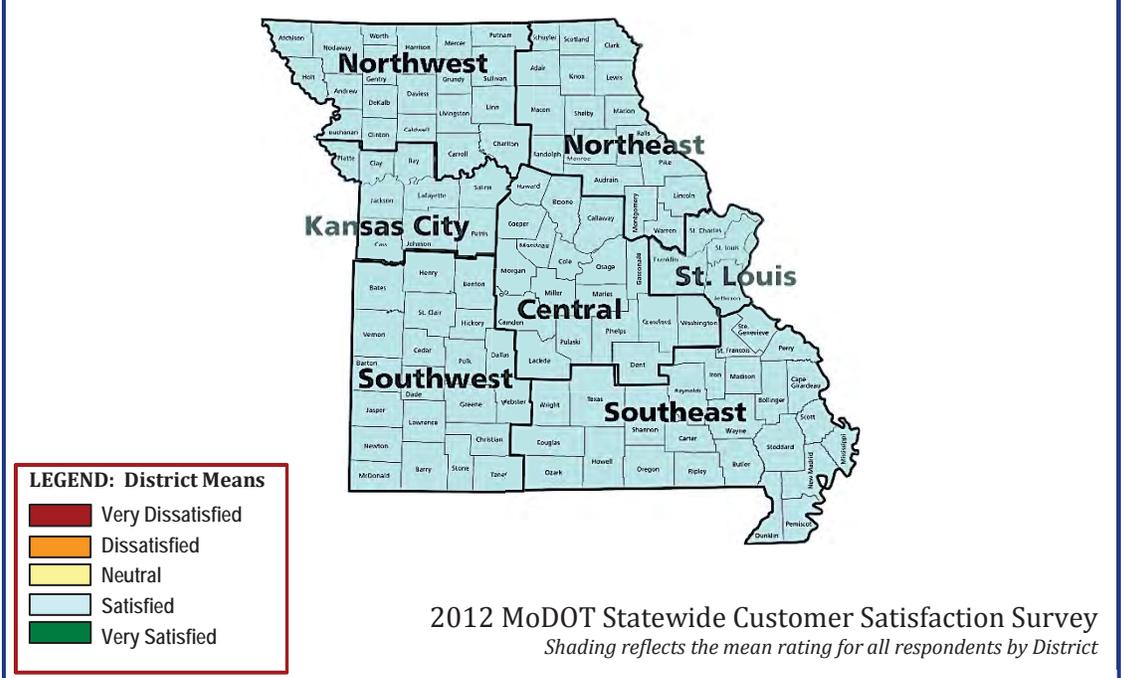
- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

2012 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q. 3h Keep bridges in good condition



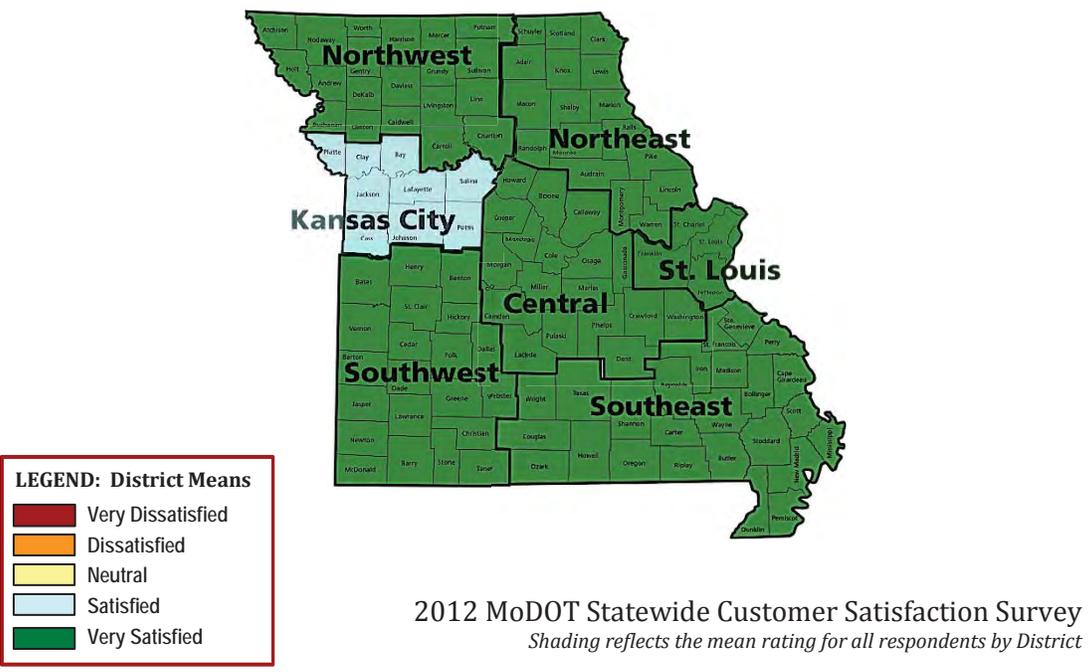
Q. 3i Provide visible roadside and centerline striping on highways



Q. 3j Minimize congestion on highways



Q. 3k Provide signage along highways that is easy to understand



Q. 31 Support the development of alternative forms of transportation, such as public transportation, biking and pedestrian facilities



Q. 5 MoDOT does a good job of minimizing travel delays caused by construction and maintenance of state highways

