Benchmarking Analysis
A Report Card From Missourians - 2011

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 (+5% or greater) better than the North Central U.S. included:

- Removing debris from highways (+11%)
- Minimizing congestion on highways (+12%)
- Picking up trash/litter along highways (+9%)
- Removing snow/ice along highways (+6%)
- Mowing/trimming trees/grass/weeds along highways (+6%)
- Surface of Interstate highways in good condition (+9%)

Areas Where MoDOT Performed WORSE than North Central U.S. Areas where MoDOT’s ratings were significantly lower (-5% or greater) than the North Central U.S. included:

- Keeping bridges in good condition (-10%)

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

Removing debris from highways
Picking up trash/litter along highways
Removing snow/ice along highways
Mowing/trimming trees/grass/weeds along highways
Surface of Interstate highways in good condition
Surface of other state highways in good condition
Shoulders on highways in good condition
Keeping bridges in good condition
Roadway striping on highways
Minimizing congestion on highways

Source: ETC Institute (2011)
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

Minimizing congestion on highways
Removing debris from highways
Picking up trash/litter along highways
Surface of Interstate highways in good condition
Removing snow/ice along highways
Mowing/trimming trees/grass/weeds along highways
Surface of other state highways in good condition
Roadway striping on highways
Shoulders on highways in good condition
Keeping bridges in good condition

MoDOT Rated Higher than the Average for the North Central U.S.

MoDOT Rated Lower than the Average for the North Central U.S.

Source: ETC Institute (MoDOT 2011)