A Report Card From Missourians - 2011

Appendix B: Benchmarking Analysis

Submitted to

The Missouri Department of Transportation

Prepared by ETC Institute and Missouri Department of Transportation
Benchmarking Analysis
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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: MoDOT 57%, North Central U.S. 69%
- Picking up trash/litter along highways: MoDOT 56%, North Central U.S. 65%
- Removing snow/ice along highways: MoDOT 69%, North Central U.S. 76%
- Mowing/trimming trees/grass/weeds along highways: MoDOT 64%, North Central U.S. 70%
- Surface of Interstate highways in good condition: MoDOT 53%, North Central U.S. 61%
- Surface of other state highways in good condition: MoDOT 47%, North Central U.S. 51%
- Shoulders on highways in good condition: MoDOT 51%, North Central U.S. 62%
- Keeping bridges in good condition: MoDOT 59%, North Central U.S. 69%
- Roadway striping on highways: MoDOT 49%, North Central U.S. 70%
- Minimizing congestion on highways: MoDOT 49%, North Central U.S. 61%

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: MoDOT Rated Higher than the Average for the North Central U.S. (12%)
- Removing debris from highways: MoDOT Rated Higher than the Average for the North Central U.S. (11%)
- Picking up trash/litter along highways: MoDOT Rated Higher than the Average for the North Central U.S. (9%)
- Surface of Interstate highways in good condition: MoDOT Rated Higher than the Average for the North Central U.S. (9%)
- Removing snow/ice along highways: MoDOT Rated Lower than the Average for the North Central U.S. (6%)
- Mowing/trimming trees/grass/weeds along highways: MoDOT Rated Lower than the Average for the North Central U.S. (6%)
- Surface of other state highways in good condition: MoDOT Rated Lower than the Average for the North Central U.S. (4%)
- Roadway striping on highways: MoDOT Rated Lower than the Average for the North Central U.S. (-1%)
- Shoulders on highways in good condition: MoDOT Rated Lower than the Average for the North Central U.S. (-3%)
- Keeping bridges in good condition: MoDOT Rated Lower than the Average for the North Central U.S. (-10%)

Source: ETC Institute (MoDOT 2011)