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.
2011 MoDOT Statewide Customer Satisfaction Survey

Q2a MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones

LEGEND
Mean rating on a 4-point scale, where:
1.0-1.75 Strongly Disagree
1.75-2.5 Somewhat Disagree
2.5-3.25 Somewhat Agree
3.25-4.0 Strongly Agree
Other (no responses)
Q2b MoDOT provides timely information to citizens about road projects, highway conditions, and work zones

LEGEND
Mean rating on a 4-point scale, where:
1.0 - 1.75 Strongly Disagree
1.75 - 2.5 Somewhat Disagree
2.5 - 3.25 Somewhat Agree
3.25 - 4.0 Strongly Agree
Other (no responses)

2011 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

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

LEGEND
Mean rating on a 4-point scale, where:
1.0 - 1.75 Strongly Disagree
1.75 - 2.5 Somewhat Disagree
2.5 - 3.25 Somewhat Agree
3.25 - 4.0 Strongly Agree
Other (no responses)

2011 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District
Q2d MoDOT takes into consideration your needs and views in its transportation decision-making

Q2e MoDOT is the primary transportation expert in Missouri
Q2f You are satisfied with the transportation options available to you besides your own personal vehicle.

Q2g MoDOT signs are big enough for you to see.
Q2h MoDOT signs are bright enough for you to see

2011 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Legend
Mean rating on a 4-point scale, where:
1.0-1.75 Strongly Disagree
1.75-2.5 Somewhat Disagree
2.5-3.25 Somewhat Agree
3.25-4.0 Strongly Agree
Other (no responses)

Q2i Striping on MoDOT highways is bright enough for you to see

2011 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Legend
Mean rating on a 4-point scale, where:
1.0-1.75 Strongly Disagree
1.75-2.5 Somewhat Disagree
2.5-3.25 Somewhat Agree
3.25-4.0 Strongly Agree
Other (no responses)
Q2J 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
Mean rating on a 4-point scale, where:
- 1.0-1.75 Strongly Disagree
- 1.75-2.5 Somewhat Disagree
- 2.5-3.25 Somewhat Agree
- 3.25-4.0 Strongly Agree
- Other (no responses)

2011 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q3a Remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways

LEGEND
Mean rating on a 5-point scale, where:
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2011 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District
Q3b Pick up litter and trash along highways

LEGEND
Mean rating on a 5-point scale, where:
1.0 - 1.8 Very Dissatisfied
1.8 - 2.6 Dissatisfied
2.6 - 3.4 Neutral
3.4 - 4.2 Satisfied
4.2 - 5.0 Very Satisfied
Other (no responses)

Q3c Manage snow and ice on highways

LEGEND
Mean rating on a 5-point scale, where:
1.0 - 1.8 Very Dissatisfied
1.8 - 2.6 Dissatisfied
2.6 - 3.4 Neutral
3.4 - 4.2 Satisfied
4.2 - 5.0 Very Satisfied
Other (no responses)
Q3d Mow and trim trees, grass and weeds along highways

**LEGEND**
Mean rating on a 5-point scale, where:
1.0 - 1.8 Very Dissatisfied
1.8 - 2.6 Dissatisfied
2.6 - 3.4 Neutral
3.4 - 4.2 Satisfied
4.2 - 5.0 Very Satisfied
Other (no responses)

2011 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q3e Keep the surface of major highways in good condition (smooth & free of potholes)

**LEGEND**
Mean rating on a 5-point scale, where:
1.0 - 1.8 Very Dissatisfied
1.8 - 2.6 Dissatisfied
2.6 - 3.4 Neutral
3.4 - 4.2 Satisfied
4.2 - 5.0 Very Satisfied
Other (no responses)

2011 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District
Q3f Keep the surface of other state highways in good condition (smooth & free of potholes)

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

Shading reflects the mean rating for all respondents by District

2011 MoDOT Statewide Customer Satisfaction Survey

Q3g Keep shoulders on highways in good condition

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

Shading reflects the mean rating for all respondents by District

2011 MoDOT Statewide Customer Satisfaction Survey
Q3h Keep bridges in good condition

2011 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

Q3i Provide visible roadside and centerline striping on highways

2011 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
Q3j Minimize congestion on highways

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

Q3k Provide signage along highways that is easy to understand

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)
Q31 Support the development of alternative forms of transportation, such as public transportation, biking and pedestrian facilities

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other (no responses)

2011 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District

Q5a MoDOT does a good job of minimizing travel delays caused by construction and maintenance of state highways

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
Other (no responses)

2011 MoDOT Statewide Customer Satisfaction Survey
Shading reflects the mean rating for all respondents by District