A Report Card From Missourians - 2011

Appendix C: GIS Maps

Submitted to
The Missouri Department of Transportation

Prepared by ETC Institute and Missouri Department of Transportation
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.
Q2a MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones.

Location of Survey Respondents

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)
Q2b MoDOT provides timely information to citizens about road projects, highway conditions, and work zones

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)

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

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)
Q2d MoDOT takes into consideration your needs and views in its transportation decision-making

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)

Q2e MoDOT is the primary transportation expert in Missouri

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)
Q2f You are satisfied with the transportation options available to you besides your own personal vehicle

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

Q2g MoDOT signs are big enough for you to see

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
Q2h MoDOT signs are bright enough for you to see

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

Q3a Remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways.
Q3b Pick up litter and trash along highways

Q3c Manage snow and ice on highways
Q3d Mow and trim trees, grass and weeds along highways.

Q3e Keep the surface of major highways in good condition (smooth & free of potholes).
Q3f Keep the surface of other state highways in good condition (smooth & free of potholes)

Q3g Keep shoulders on highways in good condition
Q31 Support the development of alternative forms of transportation, such as public transportation, biking and pedestrian facilities

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