Appendix C:

Tracker Question Charts by District
NORTHWEST DISTRICT

TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing: NW District

Year | Very Satisfied | Somewhat Satisfied | Somewhat Dissatisfied | Very Dissatisfied |
-----|---------------|------------------|----------------------|-------------------|
2012 | 15%           | 60%              | 17%                  | 8%                |
2011 | 26%           | 54%              | 14%                  | 6%                |
2010 | 22%           | 53%              | 17%                  | 8%                |
2009 | 17%           | 61%              | 16%                  | 6%                |

TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: NW District

Year | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree |
-----|----------------|---------------|-------------------|------------------|
2012 | 25%            | 69%           | 5%                | 1%               |
2011 | 60%            | 32%           | 6%                | 5%               |
2010 | 51%            | 42%           | 6%                | 1%               |
2009 | 47%            | 41%           | 7%                | 5%               |
TRENDS: Level of Agreement MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: NW District

Year | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree
--- | --- | --- | --- | ---
2012 | 8% | 59% | 25% | 8%
2011 | 35% | 39% | 17% | 9%
2010 | 33% | 40% | 18% | 9%
2009 | 25% | 46% | 20% | 9%

TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: NW District

Year | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree
--- | --- | --- | --- | ---
2012 | 16% | 75% | 6% | 3%
2011 | 57% | 37% | 3% | 3%
2010 | 34% | 39% | 4% | 3%
2009 | 34% | 36% | 7% | 3%
TRENDS: Level of Agreement Missourians are Satisfied with the Transportation Options Available Besides Their Own Personal Vehicle: NW District

- 2012: 10% (Strongly Agree), 62% (Somewhat Agree), 22% (Somewhat Disagree), 6% (Strongly Disagree)
- 2011: 44% (Strongly Agree), 31% (Somewhat Agree), 12% (Somewhat Disagree), 13% (Strongly Disagree)
- 2010: 43% (Strongly Agree), 36% (Somewhat Agree), 10% (Somewhat Disagree), 11% (Strongly Disagree)
- 2009: 38% (Strongly Agree), 37% (Somewhat Agree), 13% (Somewhat Disagree), 12% (Strongly Disagree)
NORTHEAST DISTRICT

TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing: NE District

- 2012: 22% Very Satisfied, 65% Somewhat Satisfied, 10% Somewhat Dissatisfied, 3% Very Dissatisfied
- 2011: 29% Very Satisfied, 55% Somewhat Satisfied, 11% Somewhat Dissatisfied, 5% Very Dissatisfied
- 2010: 27% Very Satisfied, 57% Somewhat Satisfied, 11% Somewhat Dissatisfied, 5% Very Dissatisfied
- 2009: 26% Very Satisfied, 62% Somewhat Satisfied, 9% Somewhat Dissatisfied, 3% Very Dissatisfied

TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: NE District

- 2012: 25% Strongly Agree, 71% Somewhat Agree, 3% Somewhat Disagree, 1% Strongly Disagree
- 2011: 59% Strongly Agree, 31% Somewhat Agree, 7% Somewhat Disagree, 3% Strongly Disagree
- 2010: 54% Strongly Agree, 40% Somewhat Agree, 4% Somewhat Disagree, 2% Strongly Disagree
- 2009: 52% Strongly Agree, 40% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
TRENDS: Level of Agreement Missourians are Satisfied with the Transportation Options Available Besides Their Own Personal Vehicle: NE District

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Somewhat Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>11%</td>
<td>67%</td>
<td>14%</td>
<td>8%</td>
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<td>2011</td>
<td>43%</td>
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<td>2010</td>
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<td>35%</td>
<td>13%</td>
<td>16%</td>
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<tr>
<td>2009</td>
<td>31%</td>
<td>34%</td>
<td>18%</td>
<td>17%</td>
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KANSAS CITY DISTRICT

TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing: KC District

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Satisfied</th>
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<th>Somewhat Dissatisfied</th>
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<tr>
<td>2009</td>
<td>20%</td>
<td>59%</td>
<td>14%</td>
<td>6%</td>
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TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: KC District

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Somewhat Disagree</th>
<th>Strongly Disagree</th>
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<td>2012</td>
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<td>5%</td>
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<td>47%</td>
<td>43%</td>
<td>8%</td>
<td>3%</td>
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<tr>
<td>2009</td>
<td>39%</td>
<td>47%</td>
<td>12%</td>
<td>2%</td>
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</tbody>
</table>
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: KC District

- **2012:** 17% Strongly Agree, 72% Somewhat Agree, 10% Somewhat Disagree, 1% Strongly Disagree
- **2011:** 49% Strongly Agree, 39% Somewhat Agree, 8% Somewhat Disagree, 4% Strongly Disagree
- **2010:** 46% Strongly Agree, 41% Somewhat Agree, 11% Somewhat Disagree, 8% Strongly Disagree
- **2009:** 38% Strongly Agree, 45% Somewhat Agree, 13% Somewhat Disagree, 4% Strongly Disagree

TRENDS: Level of Agreement MoDOT Provides Understandable Information to Citizens: KC District

- **2012:** 17% Strongly Agree, 74% Somewhat Agree, 8% Somewhat Disagree, 1% Strongly Disagree
- **2011:** 54% Strongly Agree, 36% Somewhat Agree, 6% Somewhat Disagree, 4% Strongly Disagree
- **2010:** 45% Strongly Agree, 45% Somewhat Agree, 9% Somewhat Disagree, 3% Strongly Disagree
- **2009:** 41% Strongly Agree, 45% Somewhat Agree, 11% Somewhat Disagree, 3% Strongly Disagree
TRENDS: Level of Agreement MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: KC District

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Somewhat Disagree</th>
<th>Strongly Disagree</th>
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<td>2012</td>
<td>8%</td>
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<tr>
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<td>42%</td>
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<td>9%</td>
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<tr>
<td>2009</td>
<td>20%</td>
<td>44%</td>
<td>22%</td>
<td>14%</td>
</tr>
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</table>

TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: KC District

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Somewhat Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>14%</td>
<td>78%</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
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<td>3%</td>
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<td>2009</td>
<td>49%</td>
<td>40%</td>
<td>7%</td>
<td>4%</td>
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</table>
TRENDS: Level of Agreement Missourians are Satisfied with the Transportation Options Available Besides Their Own Personal Vehicle: KC District

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Somewhat Disagree</th>
<th>Strongly Disagree</th>
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</thead>
<tbody>
<tr>
<td>2012</td>
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<tr>
<td>2009</td>
<td>30%</td>
<td>34%</td>
<td>17%</td>
<td>19%</td>
</tr>
</tbody>
</table>
TRENDS: Level of Agreement MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: Central District

- 2012: 9% Strongly Agree, 61% Somewhat Agree, 22% Somewhat Disagree, 8% Strongly Disagree
- 2011: 33% Strongly Agree, 42% Somewhat Agree, 15% Somewhat Disagree, 10% Strongly Disagree
- 2010: 33% Strongly Agree, 44% Somewhat Agree, 16% Somewhat Disagree, 7% Strongly Disagree
- 2009: 24% Strongly Agree, 49% Somewhat Agree, 19% Somewhat Disagree, 8% Strongly Disagree

TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: Central District

- 2012: 18% Strongly Agree, 73% Somewhat Agree, 6% Somewhat Disagree, 3% Strongly Disagree
- 2011: 53% Strongly Agree, 37% Somewhat Agree, 6% Somewhat Disagree, 4% Strongly Disagree
- 2010: 54% Strongly Agree, 38% Somewhat Agree, 6% Somewhat Disagree, 4% Strongly Disagree
- 2009: 54% Strongly Agree, 38% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
TRENDS: Level of Agreement Missourians are Satisfied with the Transportation Options Available Besides Their Own Personal Vehicle: Central District

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Somewhat Disagree</th>
<th>Strongly Disagree</th>
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<tbody>
<tr>
<td>2012</td>
<td>11%</td>
<td>60%</td>
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<td>8%</td>
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<tr>
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<td>2009</td>
<td>27%</td>
<td>37%</td>
<td>19%</td>
<td>17%</td>
</tr>
</tbody>
</table>
ST. LOUIS DISTRICT

TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing: SL District

2012: 24% Very Satisfied, 65% Somewhat Satisfied, 8% Somewhat Dissatisfied, 3% Very Dissatisfied
2011: 25% Very Satisfied, 56% Somewhat Satisfied, 11% Somewhat Dissatisfied, 8% Very Dissatisfied
2010: 19% Very Satisfied, 63% Somewhat Satisfied, 14% Somewhat Dissatisfied, 4% Very Dissatisfied
2009: 30% Very Satisfied, 63% Somewhat Satisfied, 6% Somewhat Dissatisfied, 1% Very Dissatisfied

TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: SL District

2012: 25% Strongly Agree, 69% Somewhat Agree, 5% Somewhat Disagree, 1% Strongly Disagree
2011: 52% Strongly Agree, 40% Somewhat Agree, 4% Somewhat Disagree, 4% Strongly Disagree
2010: 47% Strongly Agree, 42% Somewhat Agree, 10% Somewhat Disagree, 2% Strongly Disagree
2009: 51% Strongly Agree, 47% Somewhat Agree, 4% Somewhat Disagree, 1% Strongly Disagree
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: SL District

- 2012: 20% Strongly Agree, 72% Somewhat Agree, 7% Somewhat Disagree, 1% Strongly Disagree
- 2011: 52% Strongly Agree, 39% Somewhat Agree, 4% Somewhat Disagree, 5% Strongly Disagree
- 2010: 44% Strongly Agree, 48% Somewhat Agree, 7% Somewhat Disagree, 1% Strongly Disagree
- 2009: 53% Strongly Agree, 42% Somewhat Agree, 4% Somewhat Disagree, 1% Strongly Disagree

TRENDS: Level of Agreement MoDOT Provides Understandable Information to Citizens: SL District

- 2012: 19% Strongly Agree, 74% Somewhat Agree, 7% Somewhat Disagree, 1% Strongly Disagree
- 2011: 63% Strongly Agree, 30% Somewhat Agree, 5% Somewhat Disagree, 4% Strongly Disagree
- 2010: 42% Strongly Agree, 53% Somewhat Agree, 4% Somewhat Disagree, 1% Strongly Disagree
- 2009: 51% Strongly Agree, 46% Somewhat Agree, 2% Somewhat Disagree, 1% Strongly Disagree
TRENDS: Level of Agreement Missourians are Satisfied with the Transportation Options Available Besides Their Own Personal Vehicle: SL District

- 2012: 9% Strongly Agree, 60% Somewhat Agree, 24% Somewhat Disagree, 7% Strongly Disagree
- 2011: 48% Strongly Agree, 22% Somewhat Agree, 11% Somewhat Disagree, 19% Strongly Disagree
- 2010: 32% Strongly Agree, 39% Somewhat Agree, 7% Somewhat Disagree, 22% Strongly Disagree
- 2009: 27% Strongly Agree, 39% Somewhat Agree, 15% Somewhat Disagree, 19% Strongly Disagree

Strongly Agree • Somewhat Agree • Somewhat Disagree • Strongly Disagree
SOUTHWEST DISTRICT

TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing:  SW District

- 2012: 28% Very Satisfied, 58% Somewhat Satisfied, 11% Somewhat Dissatisfied, 3% Very Dissatisfied
- 2011: 33% Very Satisfied, 53% Somewhat Satisfied, 10% Somewhat Dissatisfied, 4% Very Dissatisfied
- 2010: 27% Very Satisfied, 56% Somewhat Satisfied, 11% Somewhat Dissatisfied, 6% Very Dissatisfied
- 2009: 27% Very Satisfied, 62% Somewhat Satisfied, 7% Somewhat Dissatisfied, 4% Very Dissatisfied

TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens:  SW District

- 2012: 22% Strongly Agree, 71% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree
- 2011: 59% Strongly Agree, 33% Somewhat Agree, 5% Somewhat Disagree, 3% Strongly Disagree
- 2010: 50% Strongly Agree, 43% Somewhat Agree, 4% Somewhat Disagree, 3% Strongly Disagree
- 2009: 49% Strongly Agree, 42% Somewhat Agree, 7% Somewhat Disagree, 2% Strongly Disagree
TRENDS: Level of Agreement Missourians are Satisfied with the Transportation Options Available Besides Their Own Personal Vehicle: SW District

- 2012: 10% Strongly Agree, 67% Somewhat Agree, 16% Somewhat Disagree, 7% Strongly Disagree
- 2011: 40% Strongly Agree, 28% Somewhat Agree, 15% Somewhat Disagree, 17% Strongly Disagree
- 2010: 42% Strongly Agree, 34% Somewhat Agree, 14% Somewhat Disagree, 10% Strongly Disagree
- 2009: 34% Strongly Agree, 36% Somewhat Agree, 16% Somewhat Disagree, 14% Strongly Disagree
SOUTHEAST DISTRICT

TRENDS: Level of Satisfaction With the Job the Missouri Department of Transportation is Doing: SE District

<table>
<thead>
<tr>
<th>Year</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Somewhat Dissatisfied</th>
<th>Very Dissatisfied</th>
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<tbody>
<tr>
<td>2012</td>
<td>25%</td>
<td>59%</td>
<td>11%</td>
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<tr>
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<td>2009</td>
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TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: SE District

<table>
<thead>
<tr>
<th>Year</th>
<th>Strongly Agree</th>
<th>Somewhat Agree</th>
<th>Somewhat Disagree</th>
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<tr>
<td>2009</td>
<td>43%</td>
<td>47%</td>
<td>8%</td>
<td>2%</td>
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</tbody>
</table>
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: SE District

2012: 20% Strongly Agree, 69% Somewhat Agree, 9% Somewhat Disagree, 2% Strongly Disagree
2011: 59% Strongly Agree, 34% Somewhat Agree, 4% Somewhat Disagree, 3% Strongly Disagree
2010: 51% Strongly Agree, 38% Somewhat Agree, 8% Somewhat Disagree, 2% Strongly Disagree
2009: 45% Strongly Agree, 44% Somewhat Agree, 9% Somewhat Disagree, 2% Strongly Disagree

TRENDS: Level of Agreement MoDOT Provides Understandable Information to Citizens: SE District

2012: 20% Strongly Agree, 60% Somewhat Agree, 10% Somewhat Disagree, 2% Strongly Disagree
2011: 60% Strongly Agree, 33% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree
2010: 52% Strongly Agree, 39% Somewhat Agree, 7% Somewhat Disagree, 2% Strongly Disagree
2009: 47% Strongly Agree, 44% Somewhat Agree, 7% Somewhat Disagree, 2% Strongly Disagree
TRENDS: Level of Agreement Missourians are Satisfied with the Transportation Options Available Besides Their Own Personal Vehicle: SE District

- **2012**: 9% Strongly Agree, 64% Somewhat Agree, 21% Somewhat Disagree, 6% Strongly Disagree
- **2011**: 44% Strongly Agree, 32% Somewhat Agree, 9% Somewhat Disagree, 15% Strongly Disagree
- **2010**: 41% Strongly Agree, 35% Somewhat Agree, 13% Somewhat Disagree, 11% Strongly Disagree
- **2009**: 33% Strongly Agree, 35% Somewhat Agree, 17% Somewhat Disagree, 15% Strongly Disagree

Legend:
- **Strongly Agree**
- **Somewhat Agree**
- **Somewhat Disagree**
- **Strongly Disagree**