Appendix C:

Tracker Question Charts by District

A Report Card From Missourians

Prepared By:

HEARTLAND MARKET RESEARCH LLC
Helping You Better Understand Your StakeholdersSM
NORTHWEST DISTRICT

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

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

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

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

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

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

- 2012: 16% Strongly Agree, 75% Somewhat Agree, 6% Somewhat Disagree, 3% Strongly Disagree
- 2011: 57% Strongly Agree, 37% Somewhat Agree, 3% Somewhat Disagree, 3% Strongly Disagree
- 2010: 54% Strongly Agree, 39% Somewhat Agree, 4% Somewhat Disagree, 3% Strongly Disagree
- 2009: 54% Strongly Agree, 36% Somewhat Agree, 7% Somewhat Disagree, 3% Strongly Disagree
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, 5% 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
- Very Satisfied: 22%
- Somewhat Satisfied: 65%
- Somewhat Dissatisfied: 10%
- Very Dissatisfied: 3%

2011
- Very Satisfied: 29%
- Somewhat Satisfied: 55%
- Somewhat Dissatisfied: 11%
- Very Dissatisfied: 5%

2010
- Very Satisfied: 27%
- Somewhat Satisfied: 57%
- Somewhat Dissatisfied: 11%
- Very Dissatisfied: 5%

2009
- Very Satisfied: 26%
- Somewhat Satisfied: 62%
- Somewhat Dissatisfied: 9%
- Very Dissatisfied: 3%

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

2012
- Strongly Agree: 25%
- Somewhat Agree: 71%
- Somewhat Disagree: 3%
- Strongly Disagree: 1%

2011
- Strongly Agree: 59%
- Somewhat Agree: 31%
- Somewhat Disagree: 7%
- Strongly Disagree: 3%

2010
- Strongly Agree: 54%
- Somewhat Agree: 40%
- Somewhat Disagree: 4%
- Strongly Disagree: 3%

2009
- Strongly Agree: 52%
- Somewhat Agree: 40%
- Somewhat Disagree: 6%
- Strongly Disagree: 2%
TRENDS: Level of Agreement MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: 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>10%</td>
<td>62%</td>
<td>23%</td>
<td>5%</td>
</tr>
<tr>
<td>2011</td>
<td>35%</td>
<td>40%</td>
<td>16%</td>
<td>9%</td>
</tr>
<tr>
<td>2010</td>
<td>33%</td>
<td>45%</td>
<td>13%</td>
<td>9%</td>
</tr>
<tr>
<td>2009</td>
<td>29%</td>
<td>46%</td>
<td>18%</td>
<td>7%</td>
</tr>
</tbody>
</table>

TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: 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>18%</td>
<td>75%</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td>2011</td>
<td>58%</td>
<td>32%</td>
<td>6%</td>
<td>4%</td>
</tr>
<tr>
<td>2010</td>
<td>54%</td>
<td>40%</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>2009</td>
<td>56%</td>
<td>37%</td>
<td>5%</td>
<td>2%</td>
</tr>
</tbody>
</table>
TRENDS: Level of Agreement Missourians are Satisfied with the Transportation Options Available Besides Their Own Personal Vehicle: NE District

- 2012:
  - Strongly Agree: 11%
  - Somewhat Agree: 67%
  - Somewhat Disagree: 14%
  - Strongly Disagree: 8%

- 2011:
  - Strongly Agree: 43%
  - Somewhat Agree: 30%
  - Somewhat Disagree: 13%
  - Strongly Disagree: 14%

- 2010:
  - Strongly Agree: 36%
  - Somewhat Agree: 35%
  - Somewhat Disagree: 13%
  - Strongly Disagree: 16%

- 2009:
  - Strongly Agree: 31%
  - Somewhat Agree: 34%
  - Somewhat Disagree: 18%
  - Strongly Disagree: 17%
KANSAS CITY DISTRICT

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

- 2012: 20% Very Satisfied, 63% Somewhat Satisfied, 12% Somewhat Dissatisfied, 5% Very Dissatisfied
- 2011: 20% Very Satisfied, 58% Somewhat Satisfied, 17% Somewhat Dissatisfied, 5% Very Dissatisfied
- 2010: 18% Very Satisfied, 62% Somewhat Satisfied, 13% Somewhat Dissatisfied, 7% Very Dissatisfied
- 2009: 20% Very Satisfied, 59% Somewhat Satisfied, 14% Somewhat Dissatisfied, 6% Very Dissatisfied

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

- 2012: 22% Strongly Agree, 72% Somewhat Agree, 5% Somewhat Disagree, 1% Strongly Disagree
- 2011: 50% Strongly Agree, 39% Somewhat Agree, 7% Somewhat Disagree, 4% Strongly Disagree
- 2010: 47% Strongly Agree, 43% Somewhat Agree, 8% Somewhat Disagree, 2% Strongly Disagree
- 2009: 39% Strongly Agree, 47% Somewhat Agree, 12% Somewhat Disagree, 2% Strongly Disagree
CENTRAL DISTRICT

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

- 2012: 20% Very Satisfied, 65% Somewhat Satisfied, 12% Somewhat Dissatisfied, 3% Very Dissatisfied
- 2011: 25% Very Satisfied, 56% Somewhat Satisfied, 11% Somewhat Dissatisfied, 8% Very Dissatisfied
- 2010: 26% Very Satisfied, 58% Somewhat Satisfied, 12% Somewhat Dissatisfied, 4% Very Dissatisfied
- 2009: 21% Very Satisfied, 64% Somewhat Satisfied, 11% Somewhat Dissatisfied, 4% Very Dissatisfied

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

- 2012: 27% Strongly Agree, 66% Somewhat Agree, 6% Somewhat Disagree, 1% Strongly Disagree
- 2011: 56% Strongly Agree, 35% Somewhat Agree, 6% Somewhat Disagree, 3% Strongly Disagree
- 2010: 53% Strongly Agree, 39% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- 2009: 47% Strongly Agree, 44% Somewhat Agree, 7% Somewhat Disagree, 2% Strongly Disagree
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: Central District

- 2012: 23% Strongly Agree, 69% Somewhat Agree, 6% Somewhat Disagree, 0% Strongly Disagree
- 2011: 55% Strongly Agree, 35% Somewhat Agree, 7% Somewhat Disagree, 3% Strongly Disagree
- 2010: 51% Strongly Agree, 41% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- 2009: 47% Strongly Agree, 43% Somewhat Agree, 7% Somewhat Disagree, 3% Strongly Disagree

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

- 2012: 22% Strongly Agree, 71% Somewhat Agree, 6% Somewhat Disagree, 1% Strongly Disagree
- 2011: 54% Strongly Agree, 35% Somewhat Agree, 8% Somewhat Disagree, 3% Strongly Disagree
- 2010: 54% Strongly Agree, 39% Somewhat Agree, 5% Somewhat Disagree, 0% Strongly Disagree
- 2009: 49% Strongly Agree, 44% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree
TRENDS: Level of Agreement MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: Central District

2012
- Strongly Agree: 9%
- Somewhat Agree: 61%
- Somewhat Disagree: 22%
- Strongly Disagree: 8%

2011
- Strongly Agree: 33%
- Somewhat Agree: 42%
- Somewhat Disagree: 15%
- Strongly Disagree: 10%

2010
- Strongly Agree: 33%
- Somewhat Agree: 44%
- Somewhat Disagree: 16%
- Strongly Disagree: 7%

2009
- Strongly Agree: 24%
- Somewhat Agree: 49%
- Somewhat Disagree: 19%
- Strongly Disagree: 8%

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

2012
- Strongly Agree: 18%
- Somewhat Agree: 73%
- Somewhat Disagree: 0%
- Strongly Disagree: 3%

2011
- Strongly Agree: 53%
- Somewhat Agree: 37%
- Somewhat Disagree: 6%
- Strongly Disagree: 4%

2010
- Strongly Agree: 54%
- Somewhat Agree: 38%
- Somewhat Disagree: 6%
- Strongly Disagree: 5%

2009
- Strongly Agree: 54%
- Somewhat Agree: 38%
- Somewhat Disagree: 6%
- Strongly Disagree: 5%
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>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>11%</td>
<td>60%</td>
<td>21%</td>
<td>8%</td>
</tr>
<tr>
<td>2011</td>
<td>39%</td>
<td>32%</td>
<td>15%</td>
<td>14%</td>
</tr>
<tr>
<td>2010</td>
<td>36%</td>
<td>37%</td>
<td>12%</td>
<td>15%</td>
</tr>
<tr>
<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 Considers Residents' Needs and Views in Transportation Decision-Making: SL District

2012: 9% Strongly Agree, 63% Somewhat Agree, 23% Somewhat Disagree, 5% Strongly Disagree
2011: 34% Strongly Agree, 39% Somewhat Agree, 17% Somewhat Disagree, 10% Strongly Disagree
2010: 26% Strongly Agree, 55% Somewhat Agree, 15% Somewhat Disagree, 4% Strongly Disagree
2009: 30% Strongly Agree, 47% Somewhat Agree, 12% Somewhat Disagree, 11% Strongly Disagree

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

2012: 18% Strongly Agree, 73% Somewhat Agree, 7% Somewhat Disagree, 2% Strongly Disagree
2011: 53% Strongly Agree, 34% Somewhat Agree, 4% Somewhat Disagree, 9% Strongly Disagree
2010: 53% Strongly Agree, 40% Somewhat Agree, 6% Somewhat Disagree, 1% Strongly Disagree
2009: 55% Strongly Agree, 36% Somewhat Agree, 8% 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
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 MoDOT Considers Residents' Needs and Views in Transportation Decision-Making: SW District

- 2012: 10% Strongly Agree, 63% Somewhat Agree, 23% Somewhat Disagree, 4% Strongly Disagree
- 2011: 36% Strongly Agree, 39% Somewhat Agree, 13% Somewhat Disagree, 12% Strongly Disagree
- 2010: 36% Strongly Agree, 45% Somewhat Agree, 12% Somewhat Disagree, 7% Strongly Disagree
- 2009: 27% Strongly Agree, 47% Somewhat Agree, 18% Somewhat Disagree, 8% Strongly Disagree

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

- 2012: 15% Strongly Agree, 75% Somewhat Agree, 5% Somewhat Disagree, 1% Strongly Disagree
- 2011: 61% Strongly Agree, 30% Somewhat Agree, 5% Somewhat Disagree, 4% Strongly Disagree
- 2010: 55% Strongly Agree, 39% Somewhat Agree, 4% Somewhat Disagree, 2% Strongly Disagree
- 2009: 55% Strongly Agree, 37% 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: 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

Legend:
- Green: Strongly Agree
- Blue: Somewhat Agree
- Yellow: Somewhat Disagree
- Red: Strongly Disagree
Southeast District

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

- 2012: 25% Very Satisfied, 59% Somewhat Satisfied, 11% Somewhat Dissatisfied, 5% Very Dissatisfied
- 2011: 34% Very Satisfied, 52% Somewhat Satisfied, 9% Somewhat Dissatisfied, 5% Very Dissatisfied
- 2010: 32% Very Satisfied, 50% Somewhat Satisfied, 24% Somewhat Dissatisfied, 4% Very Dissatisfied
- 2009: 29% Very Satisfied, 59% Somewhat Satisfied, 9% Somewhat Dissatisfied, 3% Very Dissatisfied

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

- 2012: 24% Strongly Agree, 70% Somewhat Agree, 5% Somewhat Disagree, 1% Strongly Disagree
- 2011: 61% Strongly Agree, 33% Somewhat Agree, 3% Somewhat Disagree, 3% Strongly Disagree
- 2010: 55% Strongly Agree, 37% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- 2009: 43% Strongly Agree, 47% Somewhat Agree, 8% 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