Appendix C:
Key Tracker Question Charts by District
NORTHWEST DISTRICT

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

- 2009: 17% Very Satisfied, 61% Somewhat Satisfied, 16% Somewhat Dissatisfied, 6% Very Dissatisfied
- 2010: 22% Very Satisfied, 53% Somewhat Satisfied, 17% Somewhat Dissatisfied, 8% Very Dissatisfied
- 2011: 26% Very Satisfied, 54% Somewhat Satisfied, 14% Somewhat Dissatisfied, 6% Very Dissatisfied
- 2012: 15% Very Satisfied, 60% Somewhat Satisfied, 17% Somewhat Dissatisfied, 8% Very Dissatisfied
- 2013: 27% Very Satisfied, 51% Somewhat Satisfied, 13% Somewhat Dissatisfied, 8% Very Dissatisfied

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

- 2009: 47% Strongly Agree, 41% Somewhat Agree, 7% Somewhat Disagree, 5% Strongly Disagree
- 2010: 51% Strongly Agree, 42% Somewhat Agree, 6% Somewhat Disagree, 1% Strongly Disagree
- 2011: 60% Strongly Agree, 32% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- 2012: 25% Strongly Agree, 69% Somewhat Agree, 5% Somewhat Disagree, 1% Strongly Disagree
- 2013: 51% Strongly Agree, 43% Somewhat Agree, 3% Somewhat Disagree, 2% Strongly Disagree
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: NW District

- **2009**: 47% Strongly Agree, 40% Somewhat Agree, 9% Somewhat Disagree, 4% Strongly Disagree
- **2010**: 50% Strongly Agree, 42% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- **2011**: 58% Strongly Agree, 33% Somewhat Agree, 6% Somewhat Disagree, 3% Strongly Disagree
- **2012**: 21% Strongly Agree, 71% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- **2013**: 50% Strongly Agree, 42% Somewhat Agree, 6% Somewhat Disagree, 3% Strongly Disagree

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

- **2009**: 49% Strongly Agree, 40% Somewhat Agree, 8% Somewhat Disagree, 3% Strongly Disagree
- **2010**: 51% Strongly Agree, 42% Somewhat Agree, 6% Somewhat Disagree, 1% Strongly Disagree
- **2011**: 62% Strongly Agree, 30% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- **2012**: 21% Strongly Agree, 71% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- **2013**: 52% Strongly Agree, 40% Somewhat Agree, 5% Somewhat Disagree, 3% Strongly Disagree
TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: NW District

Year | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree
--- | --- | --- | --- | ---
2009 | 54% | 36% | 7% | 3%
2010 | 54% | 39% | 4% | 3%
2011 | 57% | 37% | 3% | 3%
2012 | 16% | 75% | 6% | 3%
2013 | 55% | 35% | 7% | 3%
NORTHEAST DISTRICT

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

- 2009: 26% Very Satisfied, 62% Somewhat Satisfied, 9% Somewhat Dissatisfied, 3% Very Dissatisfied
- 2010: 27% Very Satisfied, 57% Somewhat Satisfied, 11% Somewhat Dissatisfied, 5% Very Dissatisfied
- 2011: 29% Very Satisfied, 55% Somewhat Satisfied, 11% Somewhat Dissatisfied, 5% Very Dissatisfied
- 2012: 22% Very Satisfied, 65% Somewhat Satisfied, 10% Somewhat Dissatisfied, 3% Very Dissatisfied
- 2013: 30% Very Satisfied, 56% Somewhat Satisfied, 10% Somewhat Dissatisfied, 4% Very Dissatisfied

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

- 2009: 52% Strongly Agree, 40% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- 2010: 54% Strongly Agree, 40% Somewhat Agree, 4% Somewhat Disagree, 2% Strongly Disagree
- 2011: 59% Strongly Agree, 31% Somewhat Agree, 7% Somewhat Disagree, 3% Strongly Disagree
- 2012: 25% Strongly Agree, 71% Somewhat Agree, 3% Somewhat Disagree, 1% Strongly Disagree
- 2013: 56% Strongly Agree, 39% Somewhat Agree, 4% Somewhat Disagree, 1% Strongly Disagree
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: NE District

- **2009**: 50% Strongly Agree, 42% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- **2010**: 51% Strongly Agree, 41% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- **2011**: 57% Strongly Agree, 33% Somewhat Agree, 7% Somewhat Disagree, 3% Strongly Disagree
- **2012**: 24% Strongly Agree, 70% Somewhat Agree, 5% Somewhat Disagree, 1% Strongly Disagree
- **2013**: 54% Strongly Agree, 41% Somewhat Agree, 4% Somewhat Disagree, 1% Strongly Disagree

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

- **2009**: 49% Strongly Agree, 45% Somewhat Agree, 4% Somewhat Disagree, 2% Strongly Disagree
- **2010**: 53% Strongly Agree, 39% Somewhat Agree, 5% Somewhat Disagree, 3% Strongly Disagree
- **2011**: 62% Strongly Agree, 28% Somewhat Agree, 7% Somewhat Disagree, 3% Strongly Disagree
- **2012**: 21% Strongly Agree, 73% Somewhat Agree, 5% Somewhat Disagree, 1% Strongly Disagree
- **2013**: 56% Strongly Agree, 39% Somewhat Agree, 4% Somewhat Disagree, 1% Strongly Disagree
TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: NE District

- 2009: 56% Strongly Agree, 37% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree
- 2010: 54% Strongly Agree, 40% Somewhat Agree, 4% Somewhat Disagree, 2% Strongly Disagree
- 2011: 58% Strongly Agree, 32% Somewhat Agree, 6% Somewhat Disagree, 4% Strongly Disagree
- 2012: 18% Strongly Agree, 75% Somewhat Agree, 6% Somewhat Disagree, 1% Strongly Disagree
- 2013: 60% Strongly Agree, 34% Somewhat Agree, 4% Somewhat Disagree, 2% Strongly Disagree
KANSAS CITY DISTRICT

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

2009: 20% Very Satisfied, 59% Somewhat Satisfied, 14% Somewhat Dissatisfied, 6% Very Dissatisfied
2010: 18% Very Satisfied, 62% Somewhat Satisfied, 13% Somewhat Dissatisfied, 7% Very Dissatisfied
2011: 20% Very Satisfied, 58% Somewhat Satisfied, 17% Somewhat Dissatisfied, 5% Very Dissatisfied
2012: 20% Very Satisfied, 63% Somewhat Satisfied, 12% Somewhat Dissatisfied, 5% Very Dissatisfied
2013: 28% Very Satisfied, 54% Somewhat Satisfied, 12% Somewhat Dissatisfied, 5% Very Dissatisfied

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

2009: 39% Strongly Agree, 47% Somewhat Agree, 12% Somewhat Disagree, 2% Strongly Disagree
2010: 47% Strongly Agree, 43% Somewhat Agree, 8% Somewhat Disagree, 2% Strongly Disagree
2011: 50% Strongly Agree, 39% Somewhat Agree, 7% Somewhat Disagree, 4% Strongly Disagree
2012: 22% Strongly Agree, 72% Somewhat Agree, 5% Somewhat Disagree, 1% Strongly Disagree
2013: 51% Strongly Agree, 42% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: KC District

2009: 38% Strongly Agree, 45% Somewhat Agree, 13% Somewhat Disagree, 4% Strongly Disagree
2010: 46% Strongly Agree, 41% Somewhat Agree, 11% Somewhat Disagree, 2% Strongly Disagree
2011: 49% Strongly Agree, 39% Somewhat Agree, 8% Somewhat Disagree, 4% Strongly Disagree
2012: 17% Strongly Agree, 72% Somewhat Agree, 10% Somewhat Disagree, 1% Strongly Disagree
2013: 48% Strongly Agree, 44% Somewhat Agree, 7% Somewhat Disagree, 2% Strongly Disagree

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

2009: 41% Strongly Agree, 45% Somewhat Agree, 11% Somewhat Disagree, 3% Strongly Disagree
2010: 45% Strongly Agree, 45% Somewhat Agree, 9% Somewhat Disagree, 1% Strongly Disagree
2011: 54% Strongly Agree, 36% Somewhat Agree, 6% Somewhat Disagree, 4% Strongly Disagree
2012: 17% Strongly Agree, 74% Somewhat Agree, 8% Somewhat Disagree, 1% Strongly Disagree
2013: 46% Strongly Agree, 46% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: KC District

- 2009: 49% Strongly Agree, 40% Somewhat Agree, 7% Somewhat Disagree, 3% Strongly Disagree
- 2010: 51% Strongly Agree, 40% Somewhat Agree, 6% Somewhat Disagree, 3% Strongly Disagree
- 2011: 53% Strongly Agree, 35% Somewhat Agree, 8% Somewhat Disagree, 4% Strongly Disagree
- 2012: 14% Strongly Agree, 78% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- 2013: 54% Strongly Agree, 38% Somewhat Agree, 5% Somewhat Disagree, 3% Strongly Disagree
CENTRAL DISTRICT

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

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<th>Very Satisfied</th>
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</tr>
<tr>
<td>2013</td>
<td>27%</td>
<td>58%</td>
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TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: Central District

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<tr>
<td>2013</td>
<td>54%</td>
<td>40%</td>
<td>4%</td>
<td>2%</td>
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</tbody>
</table>
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: Central District

- **2009**: 47% Strongly Agree, 43% Somewhat Agree, 7% Somewhat Disagree, 3% Strongly Disagree
- **2010**: 51% Strongly Agree, 41% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- **2011**: 55% Strongly Agree, 35% Somewhat Agree, 7% Somewhat Disagree, 3% Strongly Disagree
- **2012**: 23% Strongly Agree, 69% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- **2013**: 54% Strongly Agree, 40% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree

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

- **2009**: 49% Strongly Agree, 44% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree
- **2010**: 54% Strongly Agree, 39% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree
- **2011**: 54% Strongly Agree, 35% Somewhat Agree, 8% Somewhat Disagree, 3% Strongly Disagree
- **2012**: 22% Strongly Agree, 71% Somewhat Agree, 6% Somewhat Disagree, 1% Strongly Disagree
- **2013**: 53% Strongly Agree, 40% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree
TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: Central District

- 2009: 54% Strongly Agree, 38% Somewhat Agree, 6% Somewhat Disagree, 8% Strongly Disagree
- 2010: 54% Strongly Agree, 38% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- 2011: 53% Strongly Agree, 37% Somewhat Agree, 6% Somewhat Disagree, 4% Strongly Disagree
- 2012: 18% Strongly Agree, 73% Somewhat Agree, 6% Somewhat Disagree, 3% Strongly Disagree
- 2013: 55% Strongly Agree, 35% Somewhat Agree, 7% Somewhat Disagree, 3% Strongly Disagree

Legend:
- **Strongly Agree**
- **Somewhat Agree**
- **Somewhat Disagree**
- **Strongly Disagree**
ST. LOUIS DISTRICT

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

- 2009: 30% Very Satisfied, 63% Somewhat Satisfied, 6% Somewhat Dissatisfied, 1% Very Dissatisfied
- 2010: 19% Very Satisfied, 63% Somewhat Satisfied, 14% Somewhat Dissatisfied, 4% Very Dissatisfied
- 2011: 25% Very Satisfied, 56% Somewhat Satisfied, 11% Somewhat Dissatisfied, 8% Very Dissatisfied
- 2012: 24% Very Satisfied, 65% Somewhat Satisfied, 8% Somewhat Dissatisfied, 3% Very Dissatisfied
- 2013: 36% Very Satisfied, 52% Somewhat Satisfied, 7% Somewhat Dissatisfied, 5% Very Dissatisfied

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

- 2009: 51% Strongly Agree, 47% Somewhat Agree, 1% Somewhat Disagree, 1% Strongly Disagree
- 2010: 47% Strongly Agree, 42% Somewhat Agree, 10% Somewhat Disagree, 1% Strongly Disagree
- 2011: 52% Strongly Agree, 40% Somewhat Agree, 4% Somewhat Disagree, 4% Strongly Disagree
- 2012: 25% Strongly Agree, 69% Somewhat Agree, 5% Somewhat Disagree, 1% Strongly Disagree
- 2013: 52% Strongly Agree, 41% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: SL District

- **2009**: 53% Strongly Agree, 42% Somewhat Agree, 4% Somewhat Disagree, 1% Strongly Disagree
- **2010**: 44% Strongly Agree, 48% Somewhat Agree, 7% Somewhat Disagree, 1% Strongly Disagree
- **2011**: 52% Strongly Agree, 35% Somewhat Agree, 4% Somewhat Disagree, 5% Strongly Disagree
- **2012**: 20% Strongly Agree, 72% Somewhat Agree, 7% Somewhat Disagree, 1% Strongly Disagree
- **2013**: 55% Strongly Agree, 37% Somewhat Agree, 5% Somewhat Disagree, 3% Strongly Disagree

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

- **2009**: 51% Strongly Agree, 46% Somewhat Agree, 2% Somewhat Disagree, 1% Strongly Disagree
- **2010**: 42% Strongly Agree, 53% Somewhat Agree, 4% Somewhat Disagree, 1% Strongly Disagree
- **2011**: 61% Strongly Agree, 30% Somewhat Agree, 5% Somewhat Disagree, 4% Strongly Disagree
- **2012**: 19% Strongly Agree, 74% Somewhat Agree, 7% Somewhat Disagree, 1% Strongly Disagree
- **2013**: 53% Strongly Agree, 38% Somewhat Agree, 6% Somewhat Disagree, 3% Strongly Disagree
TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: SL District

- 2009: 55% Strongly Agree, 36% Somewhat Agree, 8% Somewhat Disagree, 1% Strongly Disagree
- 2010: 53% Strongly Agree, 40% Somewhat Agree, 6% Somewhat Disagree, 1% Strongly Disagree
- 2011: 53% Strongly Agree, 34% Somewhat Agree, 4% Somewhat Disagree, 9% Strongly Disagree
- 2012: 18% Strongly Agree, 73% Somewhat Agree, 7% Somewhat Disagree, 2% Strongly Disagree
- 2013: 62% Strongly Agree, 30% Somewhat Agree, 5% Somewhat Disagree, 4% Strongly Disagree

Colors: Green = Strongly Agree, Blue = Somewhat Agree, Yellow = Somewhat Disagree, Red = Strongly Disagree
SOUTHWEST DISTRICT

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

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

- 2009: Strongly Agree 48%, Somewhat Agree 43%, Somewhat Disagree 7%, Strongly Disagree 2%
- 2010: Strongly Agree 49%, Somewhat Agree 42%, Somewhat Disagree 6%, Strongly Disagree 3%
- 2011: Strongly Agree 60%, Somewhat Agree 31%, Somewhat Disagree 6%, Strongly Disagree 3%
- 2012: Strongly Agree 20%, Somewhat Agree 71%, Somewhat Disagree 7%, Strongly Disagree 2%
- 2013: Strongly Agree 52%, Somewhat Agree 40%, Somewhat Disagree 5%, Strongly Disagree 3%

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

- 2009: Strongly Agree 49%, Somewhat Agree 43%, Somewhat Disagree 5%, Strongly Disagree 3%
- 2010: Strongly Agree 51%, Somewhat Agree 43%, Somewhat Disagree 4%, Strongly Disagree 2%
- 2011: Strongly Agree 62%, Somewhat Agree 31%, Somewhat Disagree 4%, Strongly Disagree 3%
- 2012: Strongly Agree 19%, Somewhat Agree 74%, Somewhat Disagree 5%, Strongly Disagree 2%
- 2013: Strongly Agree 52%, Somewhat Agree 35%, Somewhat Disagree 5%, Strongly Disagree 4%
TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: SW District

- 2009: 55% Strongly Agree, 37% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- 2010: 55% Strongly Agree, 39% Somewhat Agree, 4% Somewhat Disagree, 2% Strongly Disagree
- 2011: 61% Strongly Agree, 30% Somewhat Agree, 5% Somewhat Disagree, 4% Strongly Disagree
- 2012: 15% Strongly Agree, 75% Somewhat Agree, 9% Somewhat Disagree, 1% Strongly Disagree
- 2013: 57% Strongly Agree, 35% Somewhat Agree, 5% Somewhat Disagree, 4% Strongly Disagree
SOUTHEAST DISTRICT

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

- 2009: 29% Very Satisfied, 59% Somewhat Satisfied, 9% Somewhat Dissatisfied, 3% Very Dissatisfied
- 2010: 32% Very Satisfied, 50% Somewhat Satisfied, 14% Somewhat Dissatisfied, 4% Very Dissatisfied
- 2011: 34% Very Satisfied, 52% Somewhat Satisfied, 9% Somewhat Dissatisfied, 5% Very Dissatisfied
- 2012: 25% Very Satisfied, 59% Somewhat Satisfied, 11% Somewhat Dissatisfied, 5% Very Dissatisfied
- 2013: 33% Very Satisfied, 51% Somewhat Satisfied, 10% Somewhat Dissatisfied, 6% Very Dissatisfied

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

- 2009: 43% Strongly Agree, 47% Somewhat Agree, 8% Somewhat Disagree, 2% Strongly Disagree
- 2010: 55% Strongly Agree, 37% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- 2011: 61% Strongly Agree, 33% Somewhat Agree, 3% Somewhat Disagree, 2% Strongly Disagree
- 2012: 24% Strongly Agree, 70% Somewhat Agree, 5% Somewhat Disagree, 1% Strongly Disagree
- 2013: 50% Strongly Agree, 41% Somewhat Agree, 6% Somewhat Disagree, 3% Strongly Disagree
TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: SE District

- **2009**: 54% Strongly Agree, 37% Somewhat Agree, 7% Somewhat Disagree, 2% Strongly Disagree
- **2010**: 55% Strongly Agree, 39% Somewhat Agree, 4% Somewhat Disagree, 2% Strongly Disagree
- **2011**: 63% Strongly Agree, 30% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree
- **2012**: 19% Strongly Agree, 71% Somewhat Agree, 8% Somewhat Disagree, 2% Strongly Disagree
- **2013**: 56% Strongly Agree, 35% Somewhat Agree, 4% Somewhat Disagree, 4% Strongly Disagree