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

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

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

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

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<th>Year</th>
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<th>Somewhat Satisfied</th>
<th>Somewhat Dissatisfied</th>
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TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: KC District

<table>
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<td>51%</td>
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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

2009
21% Very Satisfied
64% Somewhat Satisfied
11% Somewhat Dissatisfied
4% Very Dissatisfied

2010
26% Very Satisfied
58% Somewhat Satisfied
12% Somewhat Dissatisfied
4% Very Dissatisfied

2011
25% Very Satisfied
56% Somewhat Satisfied
11% Somewhat Dissatisfied
8% Very Dissatisfied

2012
20% Very Satisfied
65% Somewhat Satisfied
12% Somewhat Dissatisfied
3% Very Dissatisfied

2013
27% Very Satisfied
58% Somewhat Satisfied
9% Somewhat Dissatisfied
6% Very Dissatisfied

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

2009
47% Strongly Agree
44% Somewhat Agree
7% Somewhat Disagree
2% Strongly Disagree

2010
53% Strongly Agree
39% Somewhat Agree
6% Somewhat Disagree
2% Strongly Disagree

2011
56% Strongly Agree
35% Somewhat Agree
6% Somewhat Disagree
3% Strongly Disagree

2012
27% Strongly Agree
66% Somewhat Agree
6% Somewhat Disagree
1% Strongly Disagree

2013
54% Strongly Agree
40% Somewhat Agree
4% Somewhat Disagree
2% Strongly Disagree
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: Central District

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

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<td>2012</td>
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TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: Central District
ST. LOUIS DISTRICT

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

- **Very Satisfied**
- **Somewhat Satisfied**
- **Somewhat Dissatisfied**
- **Very Dissatisfied**

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

- **Strongly Agree**
- **Somewhat Agree**
- **Somewhat Disagree**
- **Strongly Disagree**

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<td>2013</td>
<td>52%</td>
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TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: SL District

- 2009: Strongly Agree 53%, Somewhat Agree 42%, Somewhat Disagree 4%, Strongly Disagree 1%
- 2010: Strongly Agree 44%, Somewhat Agree 48%, Somewhat Disagree 7%, Strongly Disagree 1%
- 2011: Strongly Agree 52%, Somewhat Agree 39%, Somewhat Disagree 4%, Strongly Disagree 5%
- 2012: Strongly Agree 20%, Somewhat Agree 72%, Somewhat Disagree 7%, Strongly Disagree 1%
- 2013: Strongly Agree 55%, Somewhat Agree 37%, Somewhat Disagree 5%, Strongly Disagree 3%

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

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

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<th>Year</th>
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<th>Somewhat Agree</th>
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<td>2013</td>
<td>62%</td>
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SOUTHWEST DISTRICT

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

- 2009: 27% Very Satisfied, 62% Somewhat Satisfied, 7% Somewhat Dissatisfied, 4% Very Dissatisfied
- 2010: 27% Very Satisfied, 56% Somewhat Satisfied, 11% Somewhat Dissatisfied, 6% Very Dissatisfied
- 2011: 33% Very Satisfied, 53% Somewhat Satisfied, 10% Somewhat Dissatisfied, 4% Very Dissatisfied
- 2012: 28% Very Satisfied, 58% Somewhat Satisfied, 11% Somewhat Dissatisfied, 3% Very Dissatisfied
- 2013: 31% Very Satisfied, 52% Somewhat Satisfied, 10% Somewhat Dissatisfied, 7% Very Dissatisfied

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

- 2009: 49% Strongly Agree, 42% Somewhat Agree, 7% Somewhat Disagree, 2% Strongly Disagree
- 2010: 50% Strongly Agree, 43% Somewhat Agree, 4% Somewhat Disagree, 3% Strongly Disagree
- 2011: 59% Strongly Agree, 33% Somewhat Agree, 5% Somewhat Disagree, 5% Strongly Disagree
- 2012: 22% Strongly Agree, 71% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree
- 2013: 50% Strongly Agree, 42% Somewhat Agree, 5% Somewhat Disagree, 3% Strongly Disagree
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: SW District

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

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

- **2009**: 49% Strongly Agree, 43% Somewhat Agree, 5% Somewhat Disagree, 3% Strongly Disagree
- **2010**: 51% Strongly Agree, 43% Somewhat Agree, 4% Somewhat Disagree, 2% Strongly Disagree
- **2011**: 62% Strongly Agree, 31% Somewhat Agree, 4% Somewhat Disagree, 3% Strongly Disagree
- **2012**: 19% Strongly Agree, 74% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree
- **2013**: 52% Strongly Agree, 39% Somewhat Agree, 5% Somewhat Disagree, 4% Strongly Disagree
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

<table>
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<tr>
<th>Year</th>
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<th>Somewhat Dissatisfied</th>
<th>Very Dissatisfied</th>
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TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: SE District

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<th>Year</th>
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<td>2013</td>
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TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: SE District

- **2009**: 45% Strongly Agree, 44% Somewhat Agree, 9% Somewhat Disagree, 2% Strongly Disagree
- **2010**: 51% Strongly Agree, 39% Somewhat Agree, 8% Somewhat Disagree, 2% Strongly Disagree
- **2011**: 59% Strongly Agree, 34% Somewhat Agree, 4% Somewhat Disagree, 3% Strongly Disagree
- **2012**: 20% Strongly Agree, 69% Somewhat Agree, 9% Somewhat Disagree, 2% Strongly Disagree
- **2013**: 50% Strongly Agree, 41% Somewhat Agree, 6% Somewhat Disagree, 3% Strongly Disagree

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

- **2009**: 47% Strongly Agree, 44% Somewhat Agree, 7% Somewhat Disagree, 2% Strongly Disagree
- **2010**: 52% Strongly Agree, 39% Somewhat Agree, 7% Somewhat Disagree, 2% Strongly Disagree
- **2011**: 60% Strongly Agree, 33% Somewhat Agree, 5% Somewhat Disagree, 2% Strongly Disagree
- **2012**: 20% Strongly Agree, 68% Somewhat Agree, 10% Somewhat Disagree, 2% Strongly Disagree
- **2013**: 55% Strongly Agree, 35% Somewhat Agree, 7% Somewhat Disagree, 4% 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