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

TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: NW District
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, 2% Strongly Disagree
2015: 44% Strongly Agree, 46% Somewhat Agree, 6% Somewhat Disagree, 4% 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, 3% 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
2015: 45% Strongly Agree, 45% Somewhat Agree, 8% Somewhat Disagree, 2% Strongly Disagree
TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: NW District

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NORTHEAST DISTRICT

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

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<tr>
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<td>27%</td>
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TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: NE District

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<td>2015</td>
<td>50%</td>
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</tbody>
</table>
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
- 2013: 54% Strongly Agree, 41% Somewhat Agree, 4% Somewhat Disagree
- 2015: 49% Strongly Agree, 45% Somewhat Agree, 4% Somewhat Disagree

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

- 2009: 49% Strongly Agree, 45% Somewhat Agree, 4% Somewhat Disagree
- 2010: 53% Strongly Agree, 39% Somewhat Agree, 5% Somewhat Disagree
- 2011: 62% Strongly Agree, 28% Somewhat Agree, 7% Somewhat Disagree
- 2012: 21% Strongly Agree, 73% Somewhat Agree, 5% Somewhat Disagree
- 2013: 56% Strongly Agree, 39% Somewhat Agree, 4% Somewhat Disagree
- 2015: 46% Strongly Agree, 47% Somewhat Agree, 4% Somewhat Disagree
TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: NE District

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

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
- 2% Strongly Disagree

2013
- 60% Strongly Agree
- 34% Somewhat Agree
- 4% Somewhat Disagree
- 2% Strongly Disagree

2015
- 51% Strongly Agree
- 40% Somewhat Agree
- 7% Somewhat Disagree
- 3% Strongly Disagree
KANSAS CITY DISTRICT

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

TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: KC District
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, 2% Strongly Disagree
- 2013: 48% Strongly Agree, 44% Somewhat Agree, 7% Somewhat Disagree, 2% Strongly Disagree
- 2015: 46% Strongly Agree, 47% Somewhat Agree, 6% 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, 2% Strongly Disagree
- 2013: 46% Strongly Agree, 46% Somewhat Agree, 6% Somewhat Disagree, 2% Strongly Disagree
- 2015: 45% Strongly Agree, 47% Somewhat Agree, 7% Somewhat Disagree, 2% Strongly Disagree
TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: KC District

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

- **2009**: 49% 40% 7% 2%
- **2010**: 51% 40% 6% 3%
- **2011**: 53% 35% 8% 4%
- **2012**: 14% 78% 6% 2%
- **2013**: 54% 38% 5% 3%
- **2015**: 51% 41% 5% 3%
CENTRAL DISTRICT

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

Year | Very Satisfied | Somewhat Satisfied | Somewhat Dissatisfied | Very Dissatisfied
--- | -------------- | ------------------- | --------------------- | ------------------
2009 | 21%            | 64%                | 11%                  | 4%                
2010 | 26%            | 58%                | 12%                  | 4%                
2011 | 25%            | 56%                | 11%                  | 8%                
2012 | 20%            | 65%                | 12%                  | 3%                
2013 | 27%            | 58%                | 9%                   | 6%                
2015 | 21%            | 55%                | 16%                  | 8%                

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

Year | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree
--- | --------------- | --------------- | ------------------ | ------------------
2009 | 47%            | 44%             | 7%                 | 2%                 
2010 | 53%            | 39%             | 6%                 | 2%                 
2011 | 56%            | 35%             | 6%                 | 3%                 
2012 | 27%            | 66%             | 6%                 | 1%                 
2013 | 54%            | 40%             | 4%                 | 2%                 
2015 | 52%            | 40%             | 5%                 | 3%                 

Commissioned By: The Missouri Department of Transportation
Final Report – 2015
TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri: Central District

- 2009: 54% Strongly Agree, 38% Somewhat Agree, 6% Somewhat Disagree, 2% 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
- 2015: 50% Strongly Agree, 41% Somewhat Agree, 6% Somewhat Disagree, 3% Strongly Disagree

Strongly Agree: Green
Somewhat Agree: Blue
Somewhat Disagree: Yellow
Strongly Disagree: Red
SAINT LOUIS DISTRICT

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

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

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

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

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

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

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- 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**

2009:
- Very Satisfied: 27%
- Somewhat Satisfied: 62%
- Somewhat Dissatisfied: 7%
- Very Dissatisfied: 4%

2010:
- Very Satisfied: 27%
- Somewhat Satisfied: 56%
- Somewhat Dissatisfied: 11%
- Very Dissatisfied: 6%

2011:
- Very Satisfied: 33%
- Somewhat Satisfied: 53%
- Somewhat Dissatisfied: 10%
- Very Dissatisfied: 4%

2012:
- Very Satisfied: 28%
- Somewhat Satisfied: 58%
- Somewhat Dissatisfied: 11%
- Very Dissatisfied: 3%

2013:
- Very Satisfied: 31%
- Somewhat Satisfied: 52%
- Somewhat Dissatisfied: 10%
- Very Dissatisfied: 7%

2015:
- Very Satisfied: 27%
- Somewhat Satisfied: 56%
- Somewhat Dissatisfied: 12%
- Very Dissatisfied: 5%

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

2009:
- Strongly Agree: 49%
- Somewhat Agree: 42%
- Somewhat Disagree: 7%
- Strongly Disagree: 2%

2010:
- Strongly Agree: 50%
- Somewhat Agree: 43%
- Somewhat Disagree: 4%
- Strongly Disagree: 3%

2011:
- Strongly Agree: 59%
- Somewhat Agree: 33%
- Somewhat Disagree: 5%
- Strongly Disagree: 3%

2012:
- Strongly Agree: 22%
- Somewhat Agree: 71%
- Somewhat Disagree: 5%
- Strongly Disagree: 2%

2013:
- Strongly Agree: 50%
- Somewhat Agree: 42%
- Somewhat Disagree: 5%
- Strongly Disagree: 3%

2015:
- Strongly Agree: 48%
- Somewhat Agree: 47%
- Somewhat Disagree: 4%
- Strongly Disagree: 2%
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
- 2015: 48% Strongly Agree, 46% 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
- 2015: 48% Strongly Agree, 46% Somewhat Agree, 4% Somewhat Disagree, 1% 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>
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<th>Somewhat Satisfied</th>
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TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: SE District

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<tr>
<th>Year</th>
<th>Strongly Agree</th>
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</tr>
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<td>2%</td>
</tr>
</tbody>
</table>
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
- **2015**: 49% Strongly Agree, 43% Somewhat Agree, 7% Somewhat Disagree, 2% 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
- **2015**: 48% Strongly Agree, 43% Somewhat Agree, 6% Somewhat Disagree, 2% 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
- **2015**: 54% Strongly Agree, 36% Somewhat Agree, 7% Somewhat Disagree, 3% Strongly Disagree

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