A Report Card from Missourians

FINAL REPORT
2023

Prepared By:

ETC INSTITUTE

Commissioned by the Missouri Department of Transportation

MoDOT

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Final Report

Report Number: cmr 23-018

A Report Card from Missourians - 2023

Prepared for the
Missouri Department of Transportation

December 2023

By

ETC Institute

The opinions, findings, and conclusions expressed in this publication are those of the principal investigator. They are not necessarily those of the Missouri Department of Transportation, the U.S. Department of Transportation or the Federal Highway Administration. This report does not constitute a standard or regulation.

1. Report No. cmr 23-018	**2. Government Accession No.**	**3. Recipient Catalog No.**
4. Title and Subtitle A Report Card from Missourians - 2023		**5. Report Date** December 2023 Published: January 2024
		6. Performing Organization Code
7.Author(s) ETC Institute		**8. Performing Organization Report No.**
9. Performing Organization Name and Address ETC Institute 725 W. Frontier Lane Olathe, KS 66061 www.ETCInstitute.com		**10. Work Unit No.**
		11. Contract or Grant No.
12. Sponsoring Agency Name and Address Missouri Department of Transportation (SPR) Transportation Planning Division P.O. Box 270 Jefferson City, MO 65102		**13. Type of Report and Period Covered** Final Report (February-December 2023)
		14. Sponsoring Agency Code

15. Supplementary Notes
Conducted in cooperation with the U.S. Department of Transportation, Federal Highway Administration. MoDOT research reports are available in the Innovation Library at https://www.modot.org/research-publications.

16. Abstract
Overall statewide satisfaction with MoDOT and additional feedback about MoDOT's operations was obtained from a representative sample of the general adult public in Missouri. Texts were sent to residents in each county to obtain a diverse sample across Missouri, postcards and social media ads were used to remind and follow-up with residents. Specific minimums were given, such as 500 responses per district, with gender and age-range targets for each county in Missouri. 5,047 completed responses were obtained between May 17, 2023 and June 30, 2023. The data was weighted in accordance with the true distribution of the regional population in terms of geographic (county), gender, and age distributions using the most recent (2020) US government census information available. With a minimum of 504 responses per district, the district measures have a 95% level of confidence with a precision (margin of error) of +/- 4.37% or less. The statewide results for the stratified-random sample of 5,047 Missourians have a 95% level of confidence with a precision of +/- 1.38%.

17. Key Words Customer survey, customer satisfaction, partners, construction projects, transportation solutions, communication preferences, report card	**18. Distribution Statement** No restrictions. This document is available through the National Technical Information Service, Springfield, VA 22161.		
19. Security Classif. (of this report) Unclassified.	**20. Security Classif. (of this page)** Unclassified.	**21. No. of Pages** 111	**22. Price**

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EXECUTIVE SUMMARY

BACKGROUND

ETC Institute completed a comprehensive statewide customer satisfaction study to evaluate MoDOT's overall performance as perceived by Missouri's general public and to identify the transportation services and improvements that are most important to Missourians. The survey asked questions to populate multiple MoDOT Tracker measures and to assess the public's support for transportation.

ETC Institute obtained a representative sample of the state as well as each of MoDOT's seven districts, with a minimum of 500 respondents per district. A total of 5,047 Missourians participated in the study.

GENERAL SATISFACTION FINDINGS

- The majority of Missourians were satisfied with the job MoDOT is doing. Overall satisfaction was at 68%.
- 15% of Missourians were very satisfied with the job MoDOT is doing.
- There is a wide variance in overall satisfaction with MoDOT across the seven districts with the Southwest District being the most satisfied (76%) and the Northwest District being the least satisfied (46%).
- Missourians continued to agree that MoDOT provides accurate (88%), timely (87%), and understandable (85%) information about projects in their areas.
- 84% of Missourians agreed that MoDOT was the primary transportation expert. This is 5% lower than reported in 2021.
- 76% of the residents indicated they trust MoDOT to keep its commitments to the public compared to 79% in 2021. In 2023, 32% of the population strongly agreed with this measure, an increase of 3 percentage points as compared to 2021.
- Missourians are more satisfied with MoDOT's management of snow and ice (82%) than previously recorded in 2021 (79%). This is the highest measured since 2017, when it was at 84%.
- Most Missourians surveyed (91%) feel the condition of major highways is very important. Over half of respondents (61%) feel either "very satisfied" or "somewhat satisfied" with the condition of major highways. When assessing satisfaction versus importance, maintaining major highways in good condition has the greatest impact on resident satisfaction.

- Eighty-six percent (86%) of Missourians surveyed feel the condition of other highways is very important. Fifty-three percent (53%) of respondents felt "very satisfied" or "somewhat satisfied" with the condition of other highways. When assessing satisfaction relative to importance, maintaining the good condition of other state highways emerges as the second most impactful service in enhancing resident satisfaction.
- Most respondents (75%) agree that MoDOT does a good job of minimizing travel delays caused by work zones. The Northeast region had the greatest improvement in satisfaction (77% in 2021 vs. 82% in 2023).
- The highest percentage of respondents strongly agree (47%) that MoDOT provides advance warning to motorists before entering work zones.
- Missourians continue to be satisfied (70%) with the condition of bridges, similar to 2021 (71%). 92% of Missourians surveyed felt the condition of bridges was very important, which ranked the highest of all of the transportation services.

Funding Findings

- The highest percentage of respondents (41%) estimated that the average driver currently pays $30 per month in taxes and fees to fund Missouri state roads, in 2021 only 24% estimated this amount. The average driver actually pays $32 per month in taxes and fees to fund Missouri state roads.
- 77% of residents were willing to pay more to adequately fund Missouri state roads.
- Missourians grossly underestimate the cost of congestion, poor road conditions, and safety issues. Just over two-thirds (68%) of the respondents thought the cost was $300 or less per month. Traffic congestion, poor road conditions, and safety issues actually cost the average Missouri driver about $511 a month in time, fuel, and car repairs.
- In 2023, 27% selected tolls as the most acceptable option for increasing revenues to adequately fund Missouri state highways and roads followed by increasing the fuel tax (22%).

IMPORTANCE-SATISFACTION ANALYSIS FINDINGS

- The essential findings of the Importance-Satisfaction analysis were similar to those measured in 2021. Some changes include the importance of the brightness of MoDOT's signs increased from lower priority to medium priority and the importance of options to travel by walking and mowing and trimming along highways decreasing to lower priority from medium priority.
- In 2023, Missourians indicated there were a number of very important services needing improvement. Based upon the importance-satisfaction analysis, MoDOT can most improve resident satisfaction with improved offerings on three key services, these services were ranked as "highest priority":
    1. Keeping the surface of major highways in good condition.
    2. Keeping the surface of other highways in good condition.
    3. Keeping bridges in good condition.
- Four items fell into the category of "higher priority" and MoDOT can greatly improve resident satisfaction with improved offerings on these services:
    1. Removing debris from the driving lanes on highways
    2. Brightness of striping on MODOT highways
    3. Minimizing congestion on highways
    4. Managing snow and ice on highways
- The remaining seven items fell into the categories of "medium" and "lower" priority, as respondents generally felt more satisfied with these items or ranked them of lower importance.

CONCLUSIONS

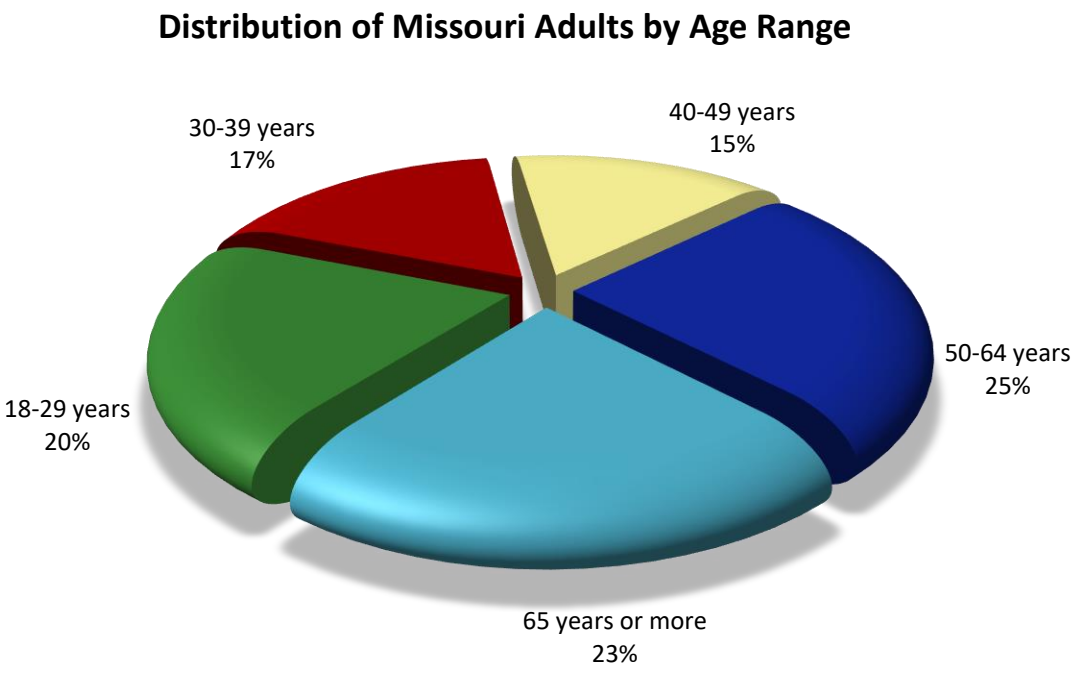
- The findings were clear that overall satisfaction remained high but has continued to decrease for the third study in a row.
- There is ample variance in overall satisfaction across Missouri. Those in the northern and Kansas City parts of Missouri were less satisfied than those in the southern, central, and St. Louis districts.
- A regression analysis was conducted on the survey data. Given reasonable causal assumptions, [1] the drop in Missourian satisfaction with MoDOT is primarily due to decreased satisfaction with MoDOT's efforts to keep the surface of highways in good condition (smooth and free of potholes).

[1] Statistics can indicate correlations, not causality. For this research, it was assumed that overall satisfaction with MoDOT was the result of the other items measured in this research. Given this assumption, 52.7% of the variance in respondents' overall satisfaction with MoDOT can be predicted by measuring their satisfaction with MoDOT's efforts to keep the surface of highways in good condition (36.0% for major state highways and 2.9% for other state highways), their trust that MoDOT will keep its commitments to the public (11.1%), their satisfaction with MoDOT's efforts to keep the highway shoulders in good condition (0.8%), and seven other combined measures that explain another 1.9% of the variance in the overall satisfaction measure. 47.3% of the variance in overall satisfaction is due to individual reasons or other reasons that were not captured by this research.

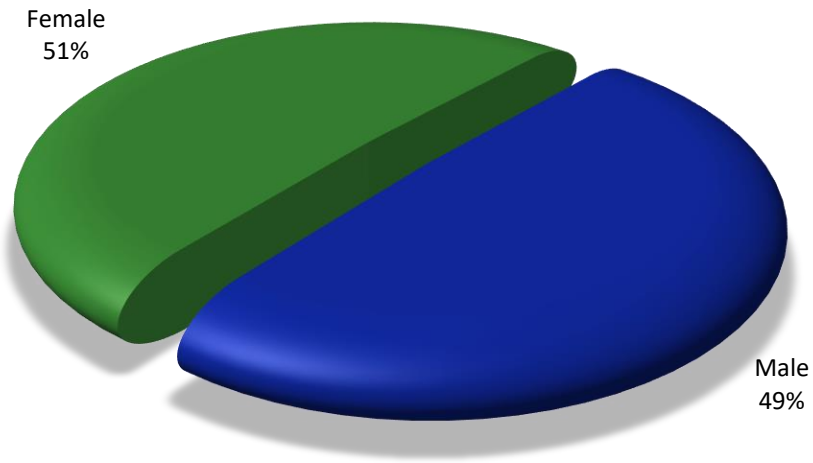
METHODOLOGY

In order to reach the most representative sample feasible, text messages were sent to residents in each county to obtain a diverse sample across Missouri. Additional follow-ups occurred via text message, social media platforms such as Facebook and Instagram, and via mailed postcards to target those who did not respond to the survey based on the initial contact attempts. The survey was also offered in both English and Spanish as a way to ensure equitable access regardless of the respondent's preferred language. Specific minimums were given, such as 500 responses per district, with gender and age-range targets for each county in Missouri. 5,047 completed responses were obtained between May 17, 2023 and June 30, 2023.

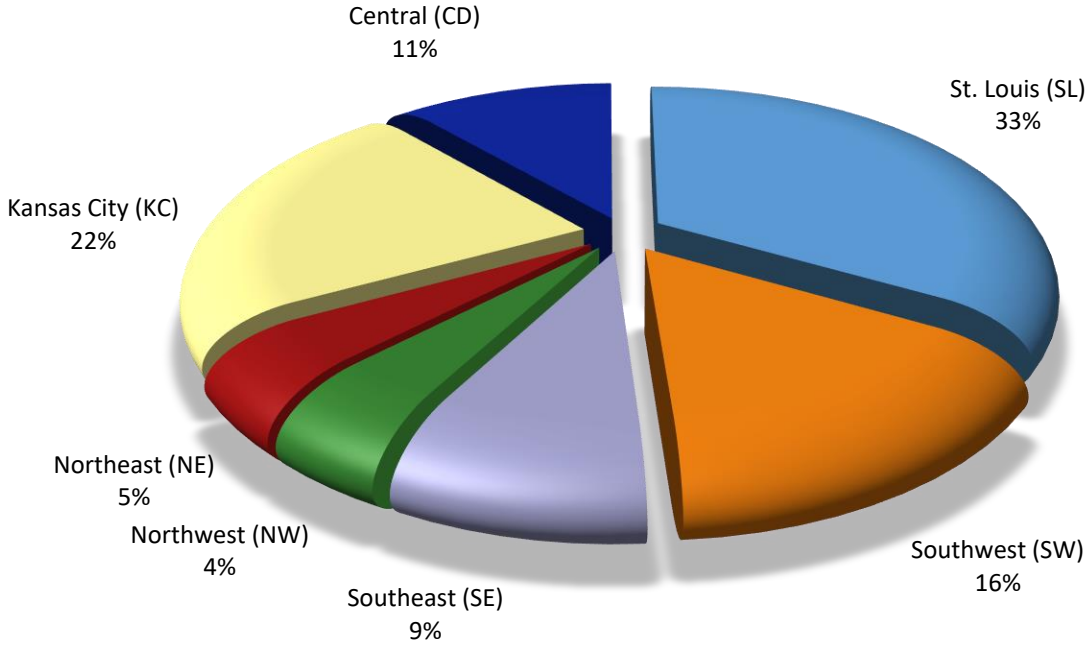
All results presented are weighted results. The data were weighted in accordance with the true distribution of the regional population in terms of geographic (county), gender, and age distributions using the most recent (2020) U.S. government census information available. The following three tables show the distribution of adults in Missouri according to the 2020 census based on their age range, their gender, and their location by MoDOT district.



Distribution of Missouri Adults by Gender



Distribution of Missouri Adults by MoDOT District



With a minimum goal of 500 responses per district, the district measures have a 95% level of confidence with a precision (margin of error) of +/- 4.37 or less. The statewide results for the stratified-random sample of 5,047 Missourians have a 95% level of confidence with a precision of +/- 1.38%.

All charts, graphs, and summaries are rounded. More precise numbers rounded to the nearest tenth of a percent may be found in the tables in Sections 2. Totals may not sum to exactly 100% because of rounding artifacts.

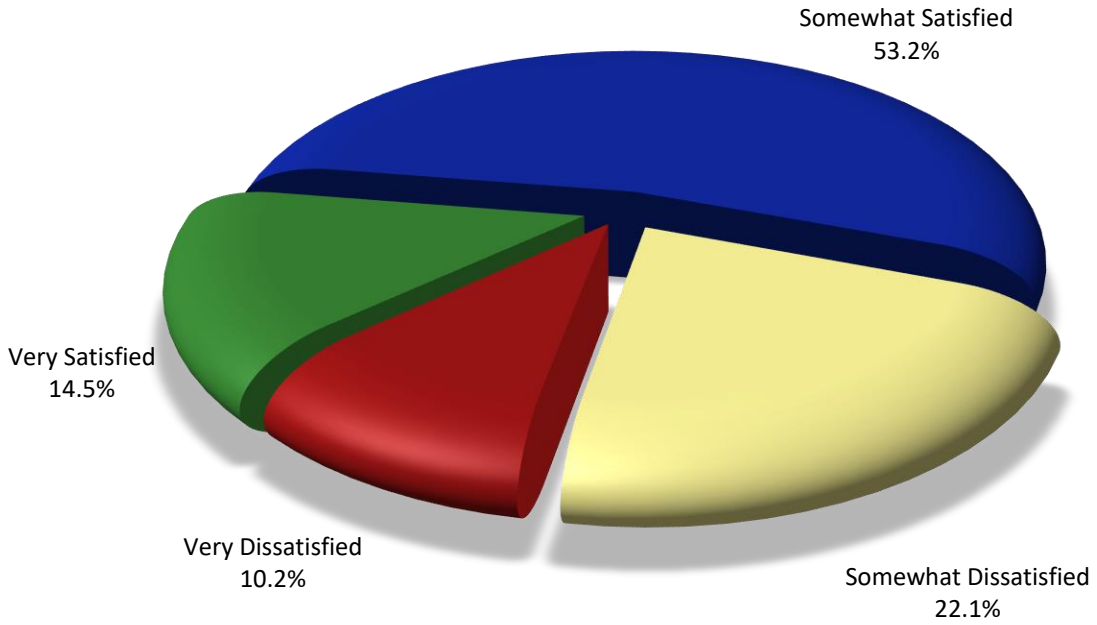
The survey questions were the same as the previous (2021) statewide satisfaction study to facilitate comparisons across surveys.

Section 1:

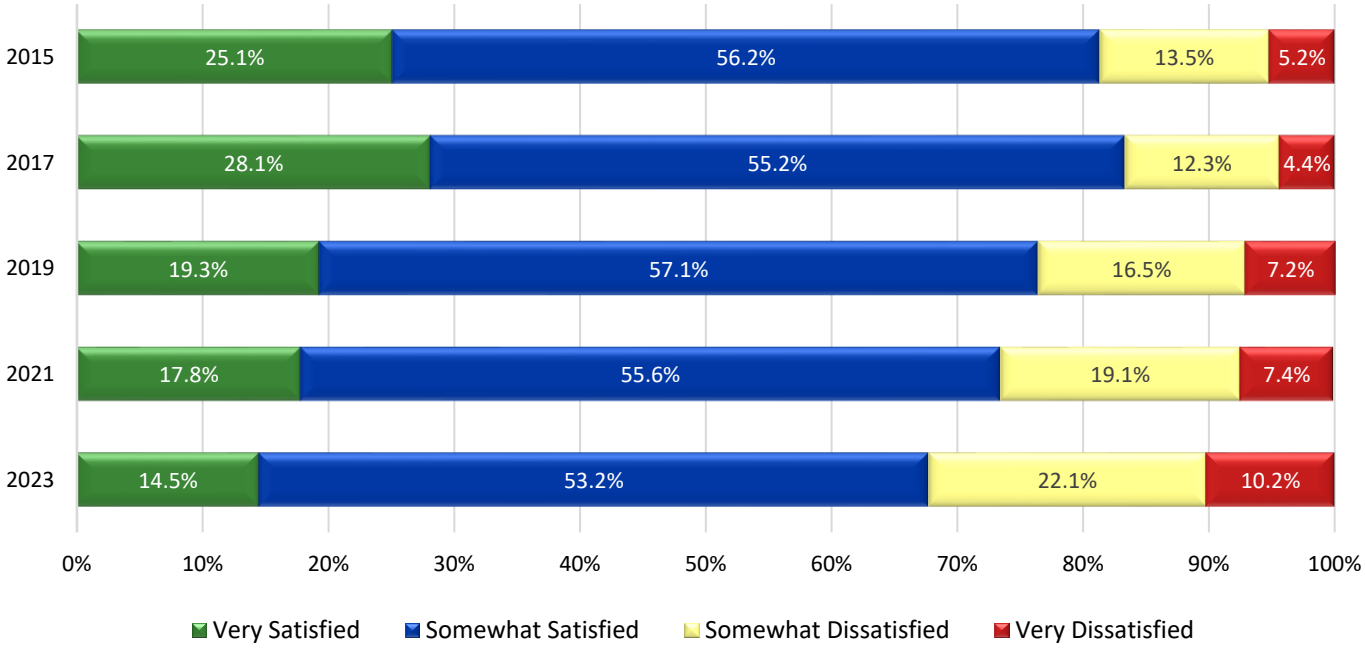
Charts & Graphs

A Report Card from Missourians

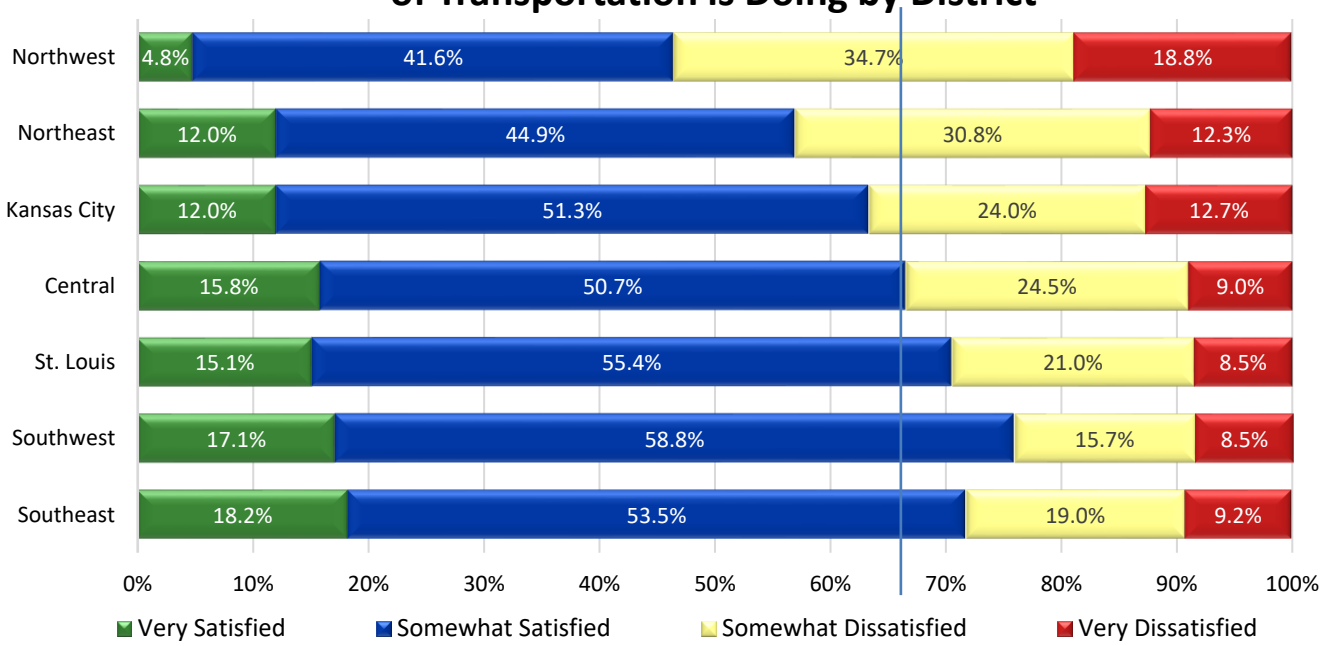
Overall Satisfaction With the Job the Missouri Department of Transportation is Doing



TRENDS: Level of Satisfaction with the Job the Missouri Department of Transportation is Doing



Level of Satisfaction with the Job the Missouri Department of Transportation is Doing by District



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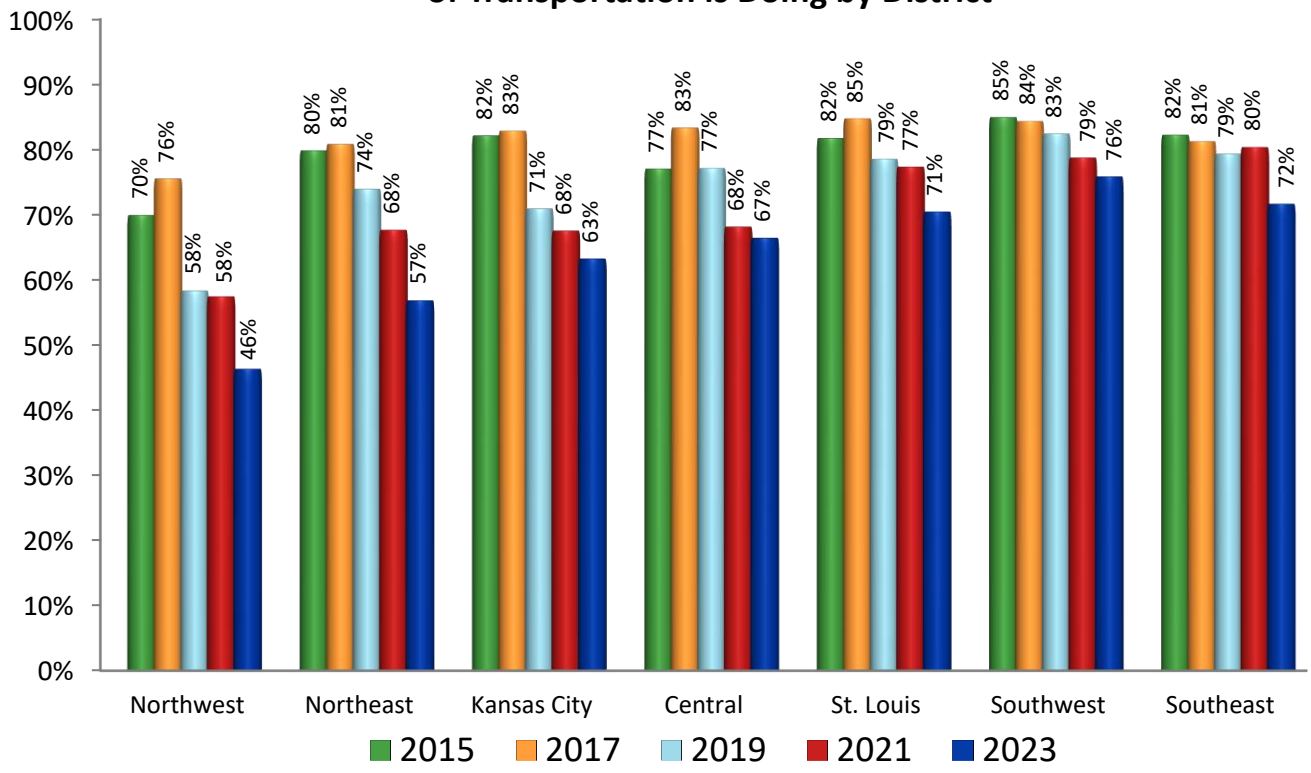
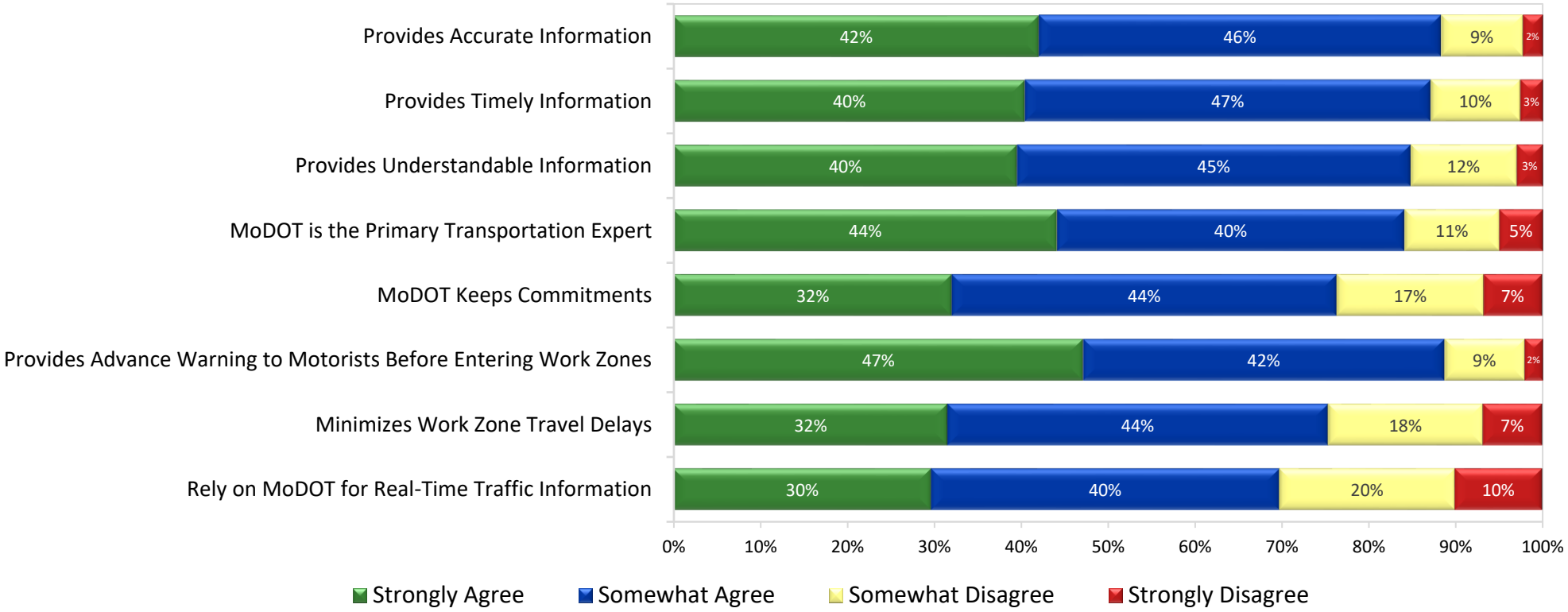


Level of Agreement with the Following Statements Related to Transportation in Missouri and MoDOT



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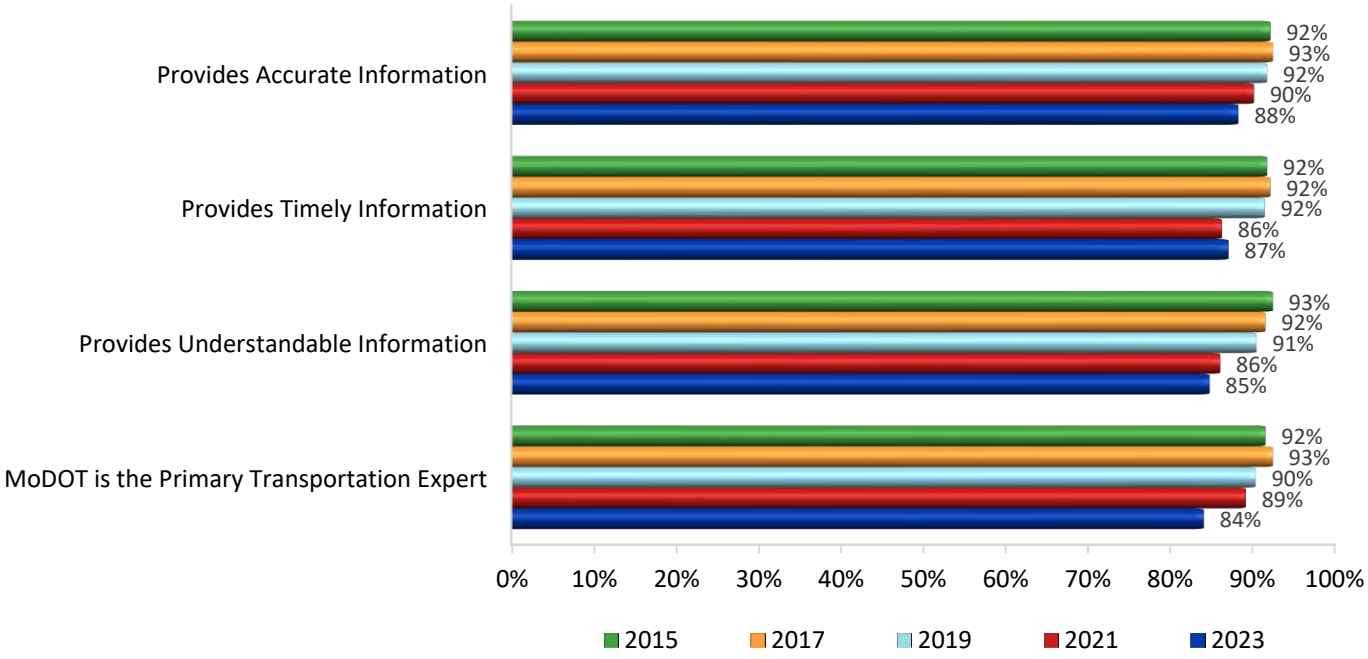

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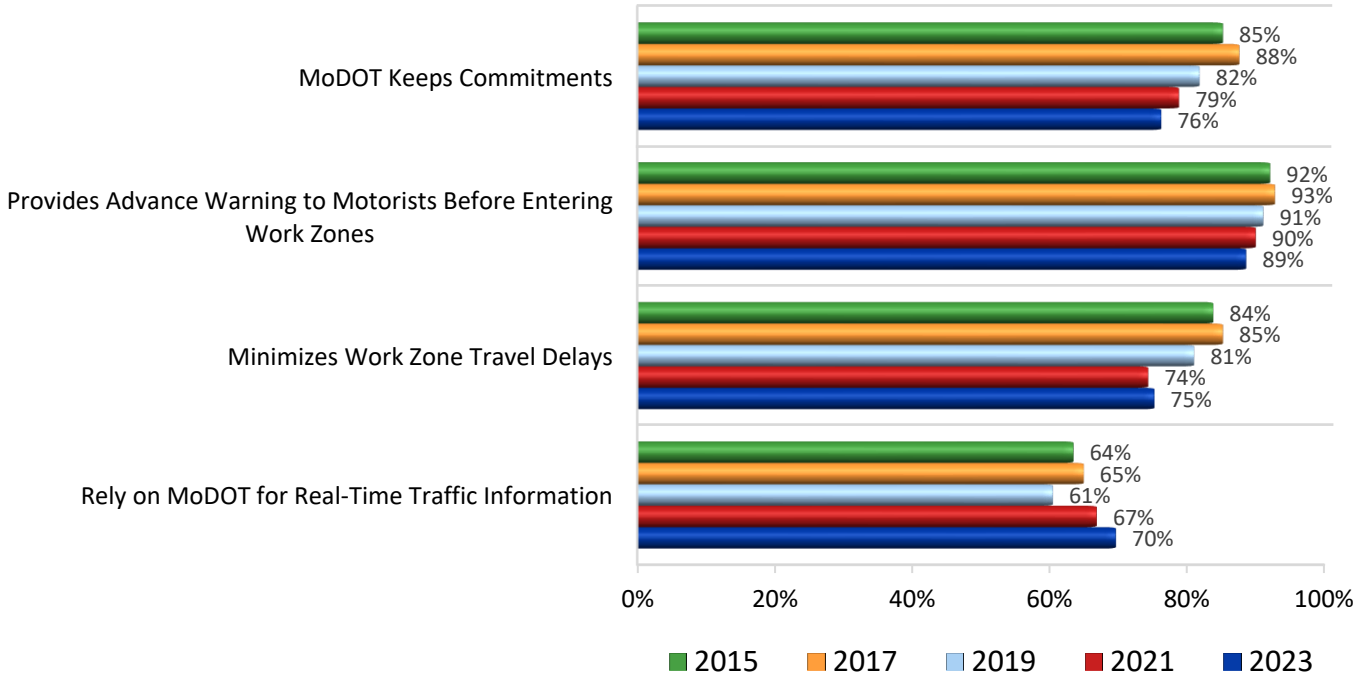
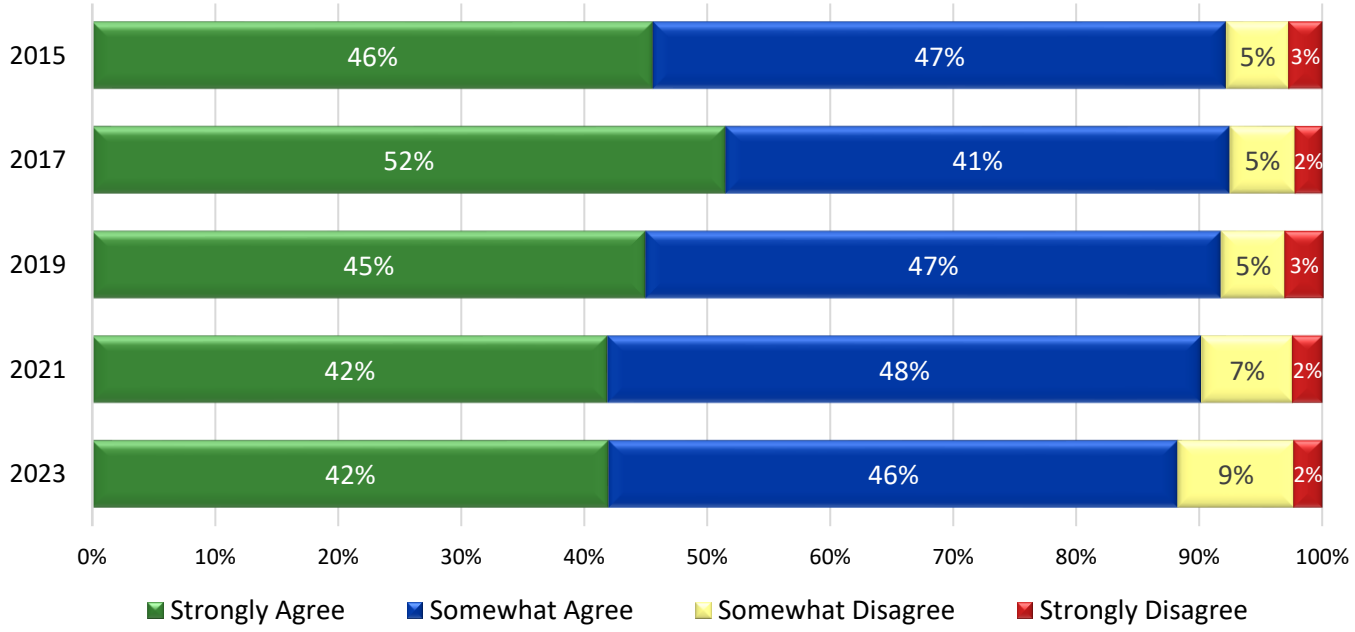
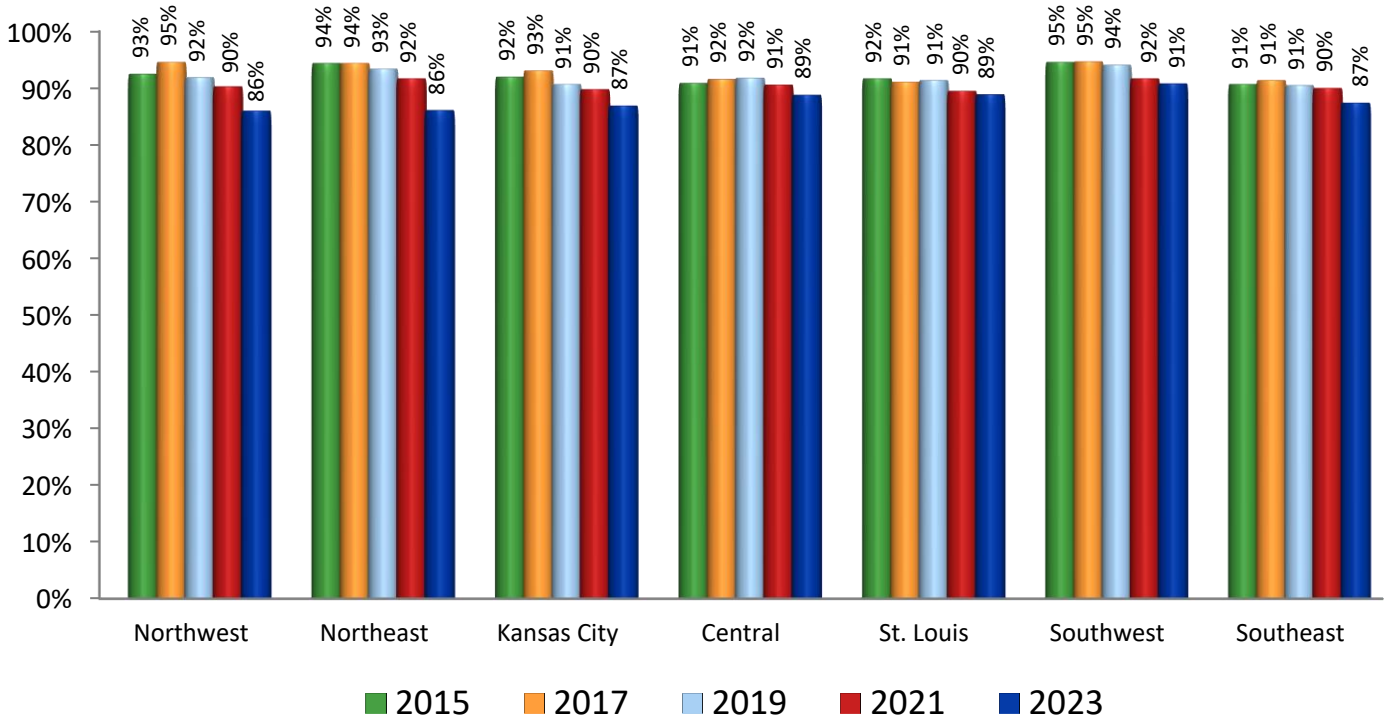


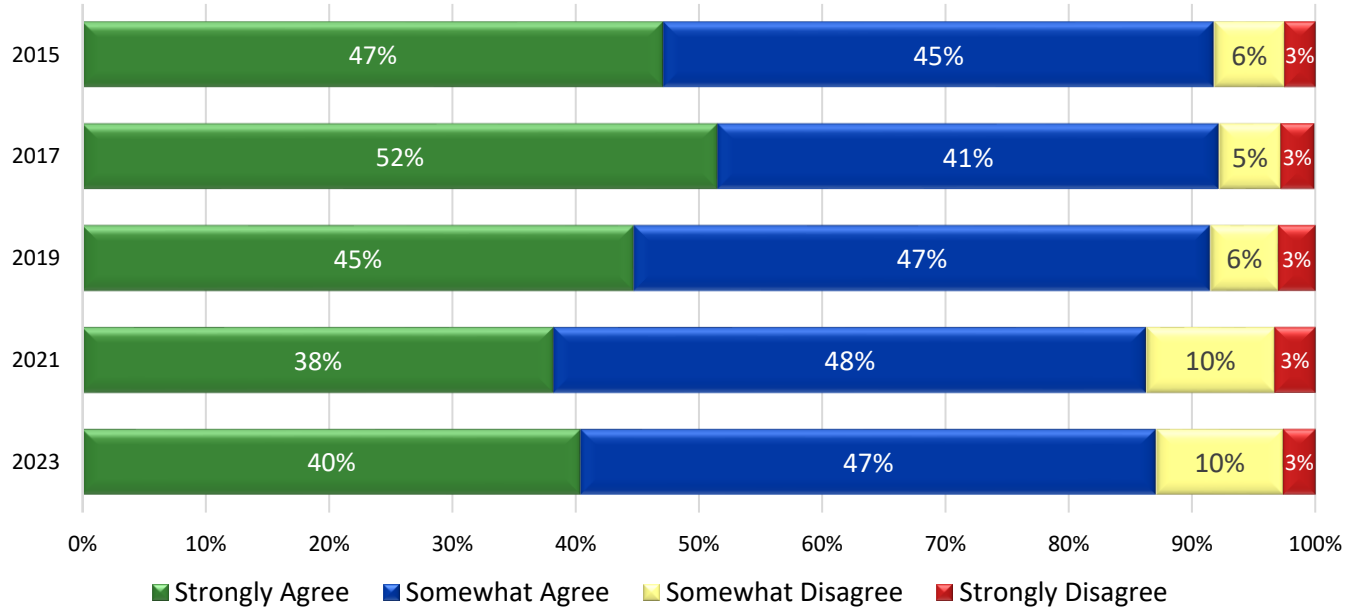
TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens



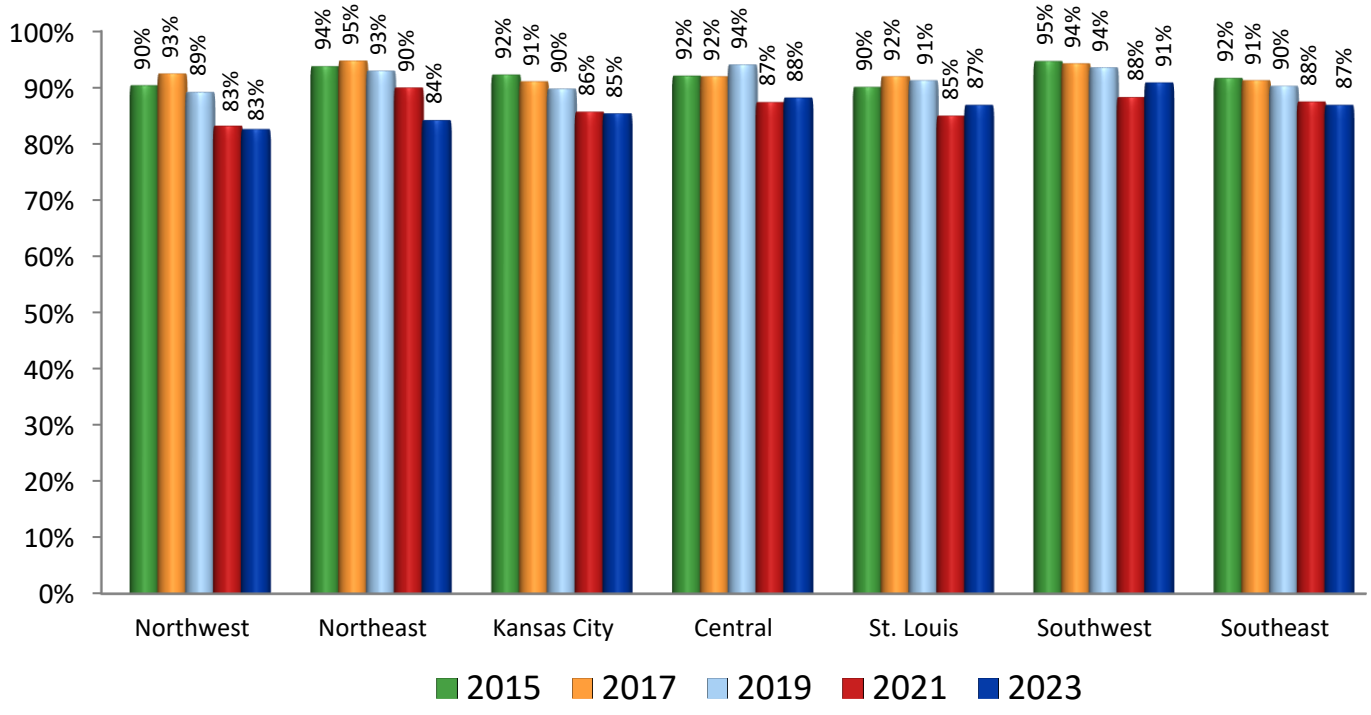
TRENDS: Overall Agreement MoDOT Provides Accurate Information to Citizens by District



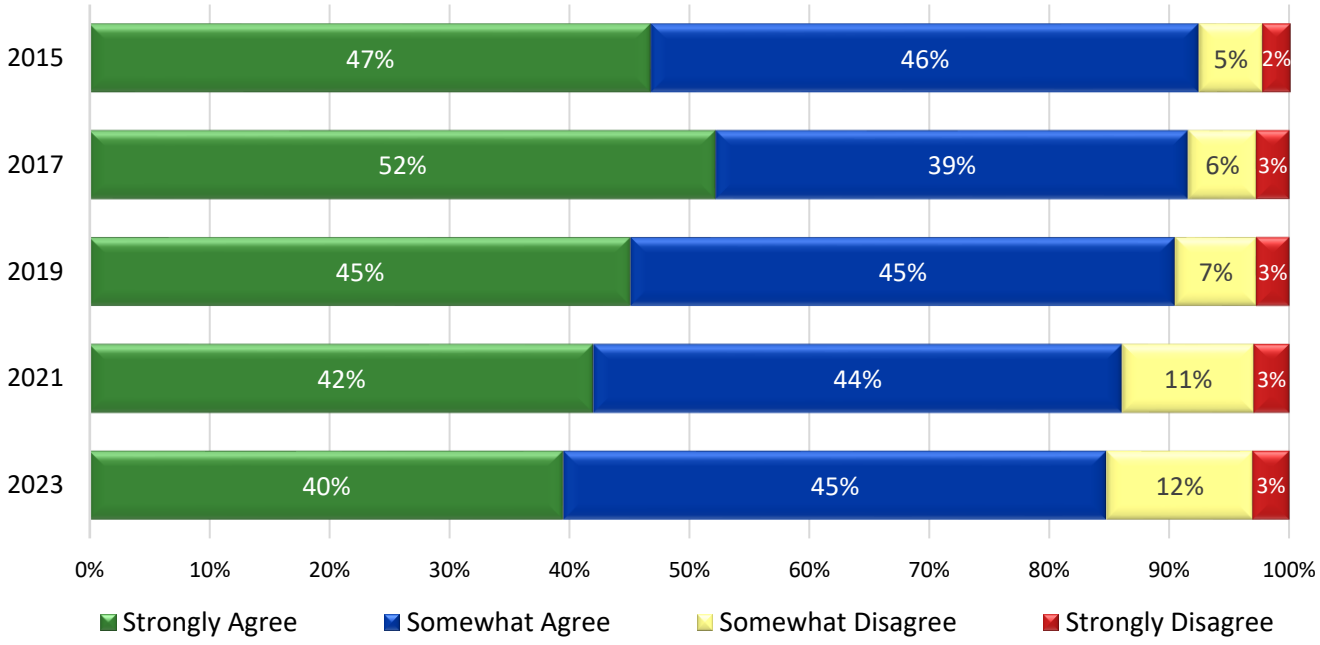
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens



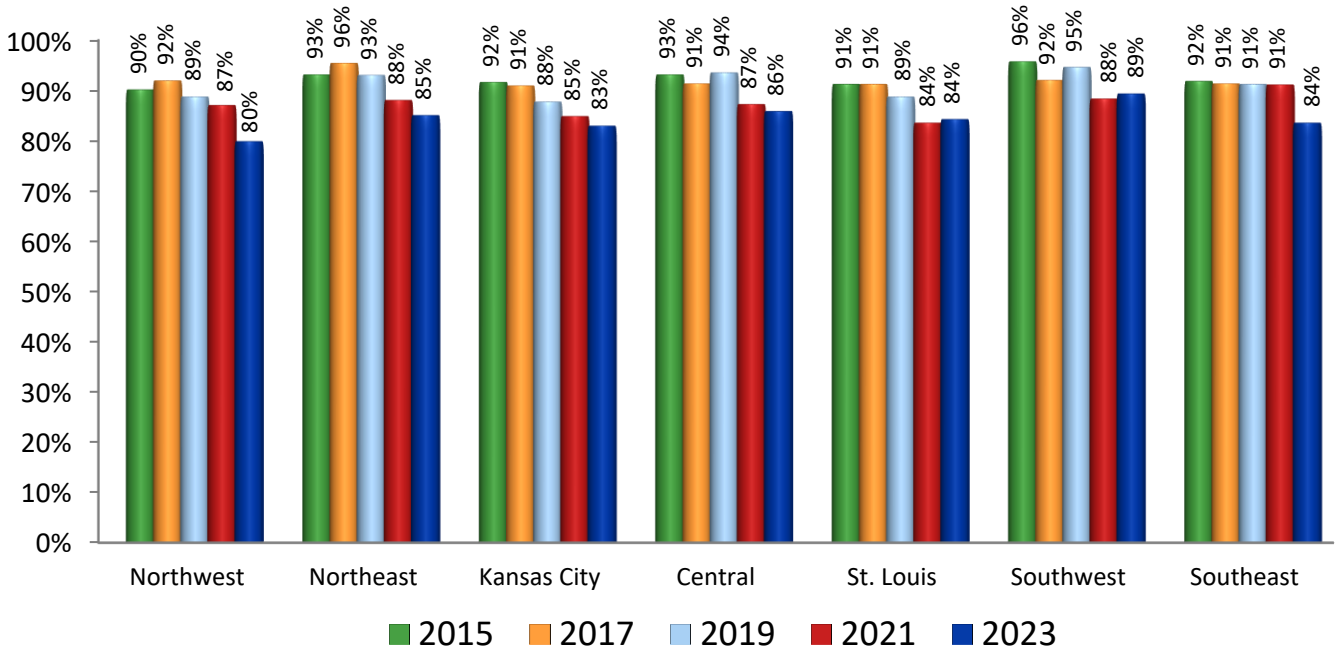
TRENDS: Overall Agreement MoDOT Provides Timely Information to Citizens by District



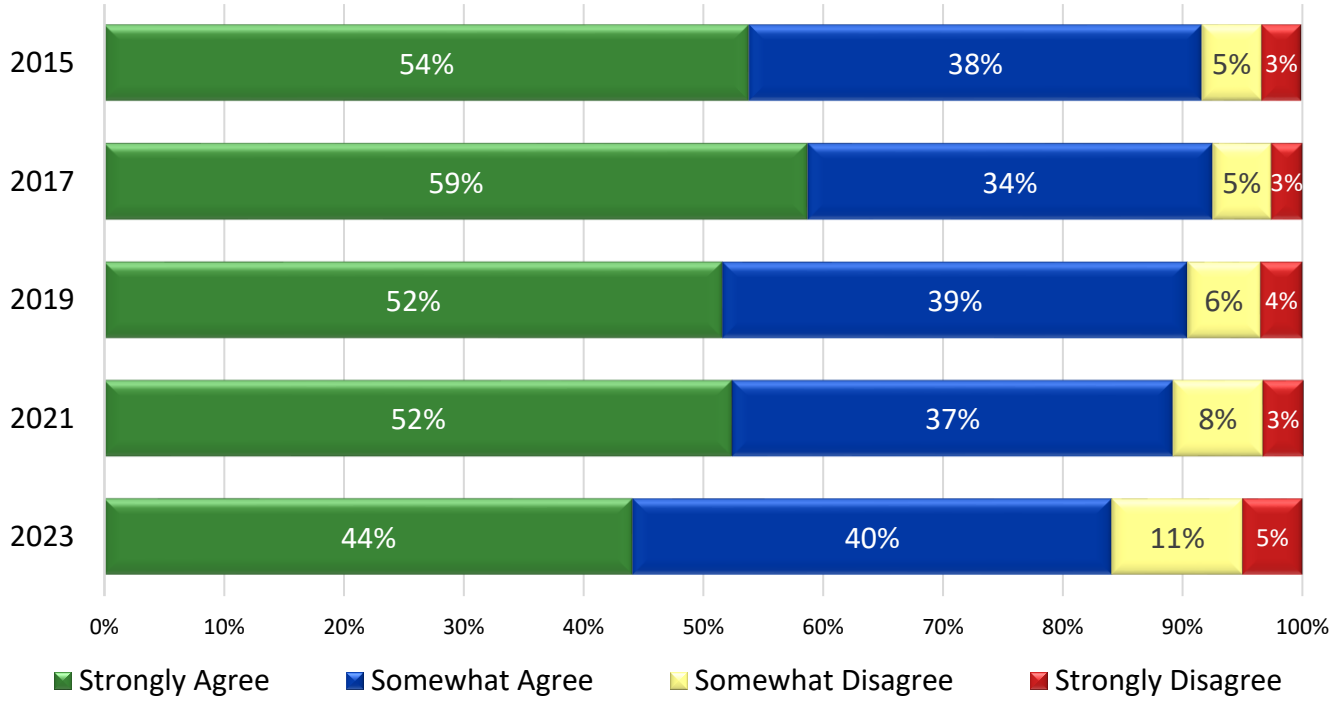
TRENDS: Level of Agreement MoDOT Provides Understandable Information to Citizens



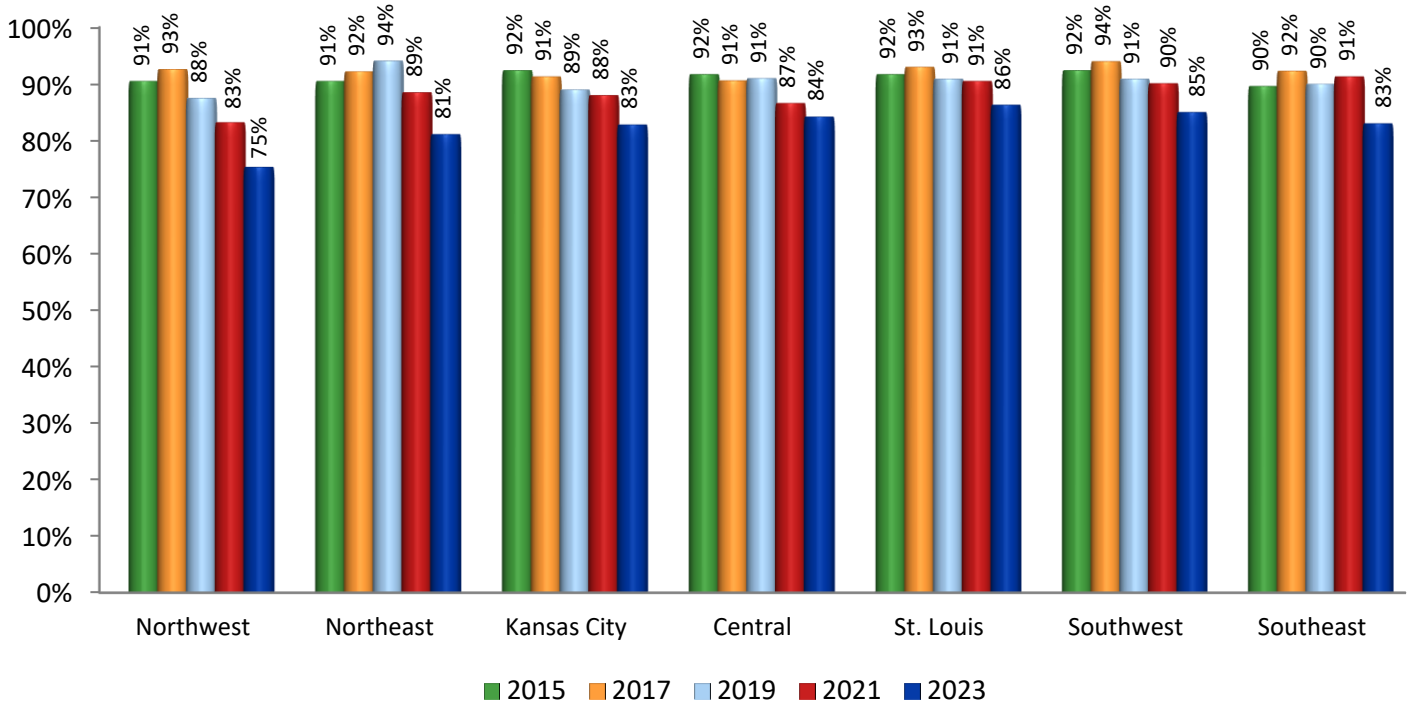
TRENDS: Overall Agreement MoDOT Provides Understandable Information to Citizens by District



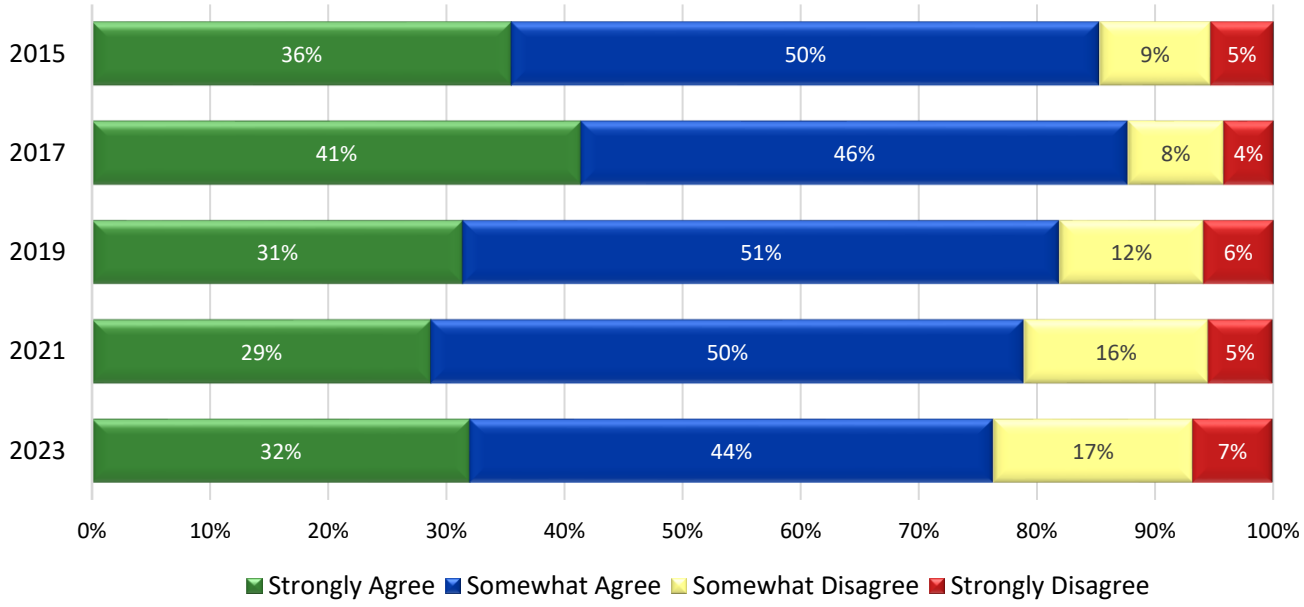
TRENDS: Level of Agreement MoDOT is the Primary Transportation Expert in Missouri



TRENDS: Overall Agreement MoDOT is the Primary Transportation Expert in Missouri by District



TRENDS: Level of Agreement MoDOT Keeps Its Commitments to the Public



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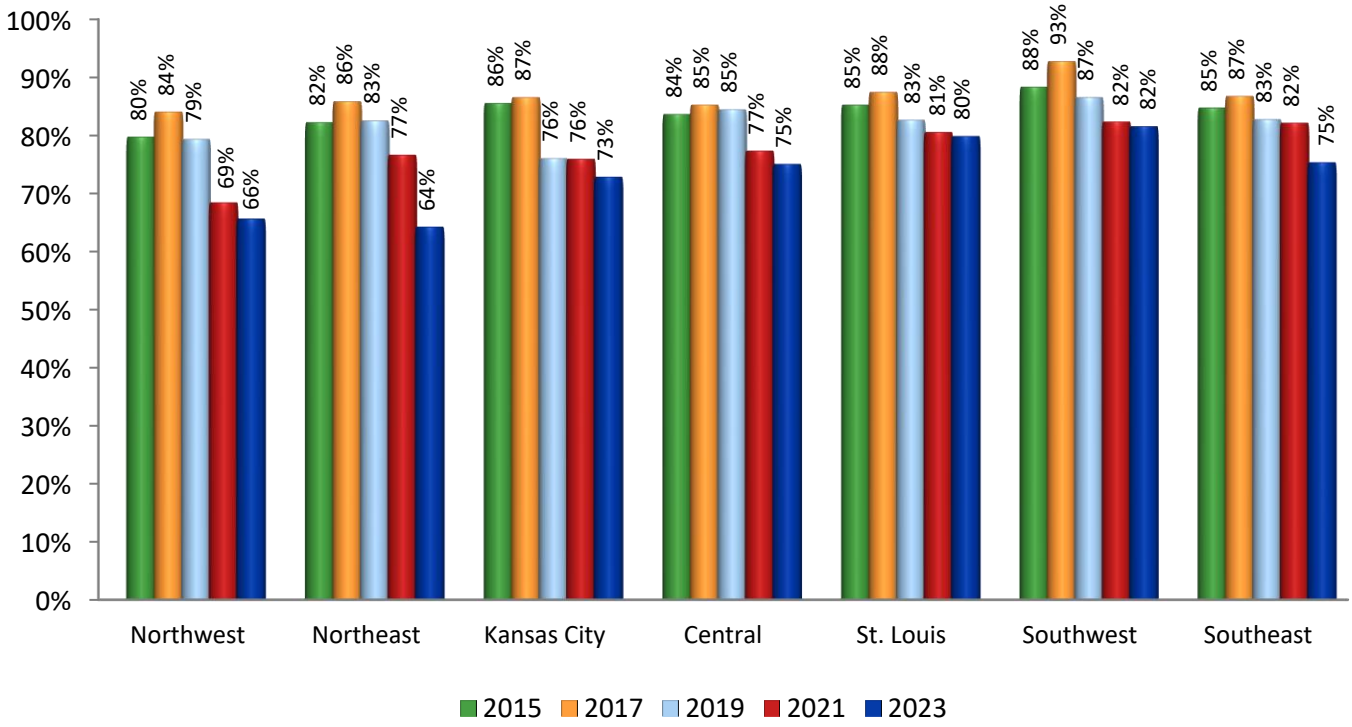
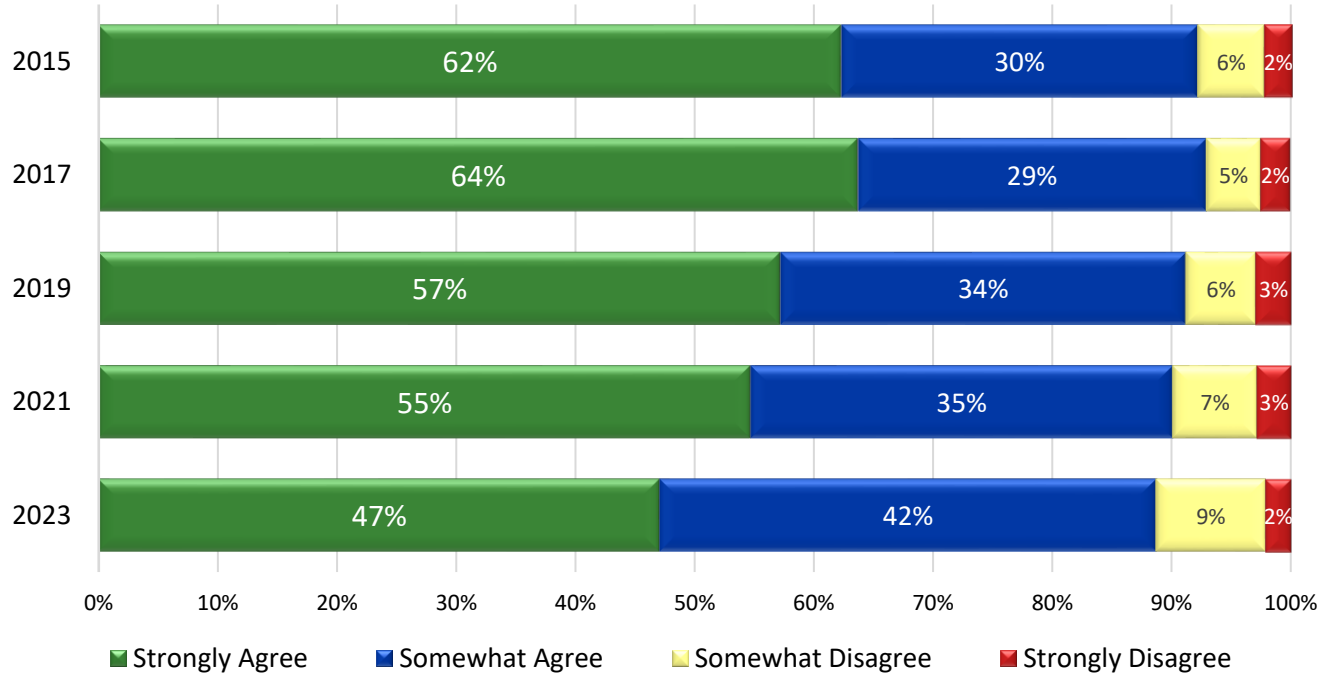


TRENDS: Level of Agreement MoDOT Does a Good Job Providing Advance Warning to Motorists Before Entering Work Zones



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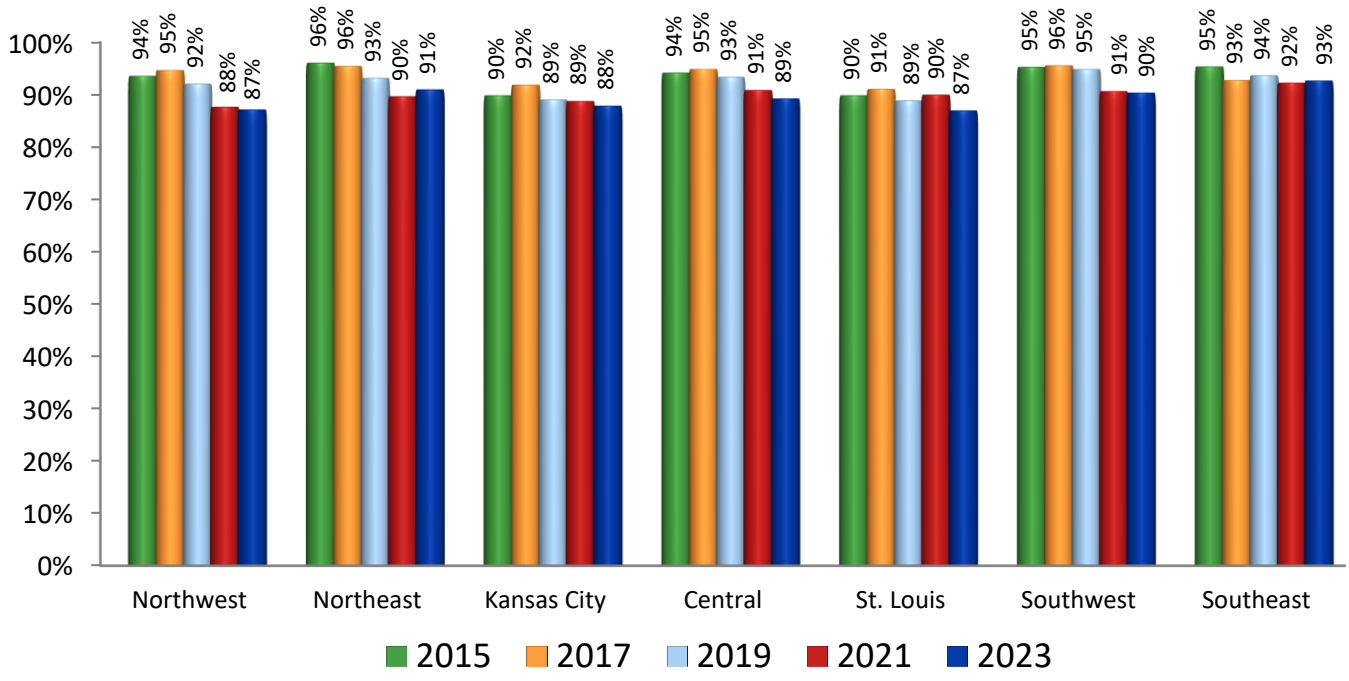
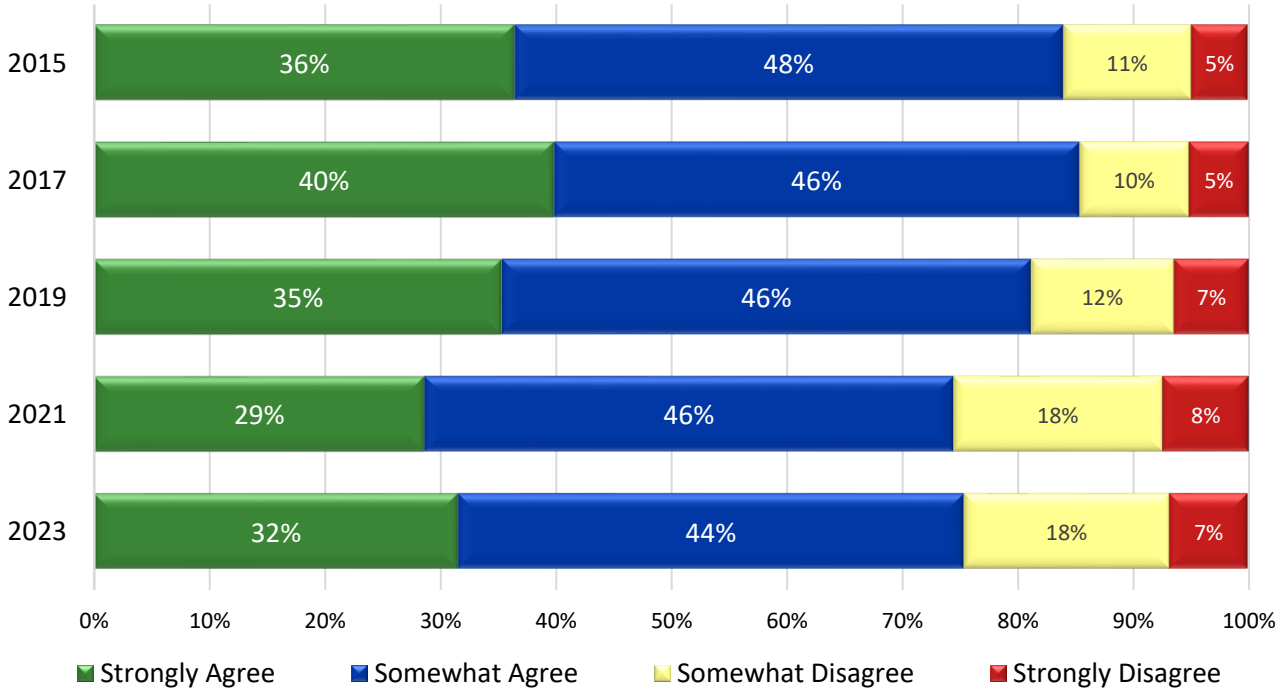


TRENDS: Level of Agreement MoDOT Does a Good Job of Minimizing Travel Delays Caused by Work Zones



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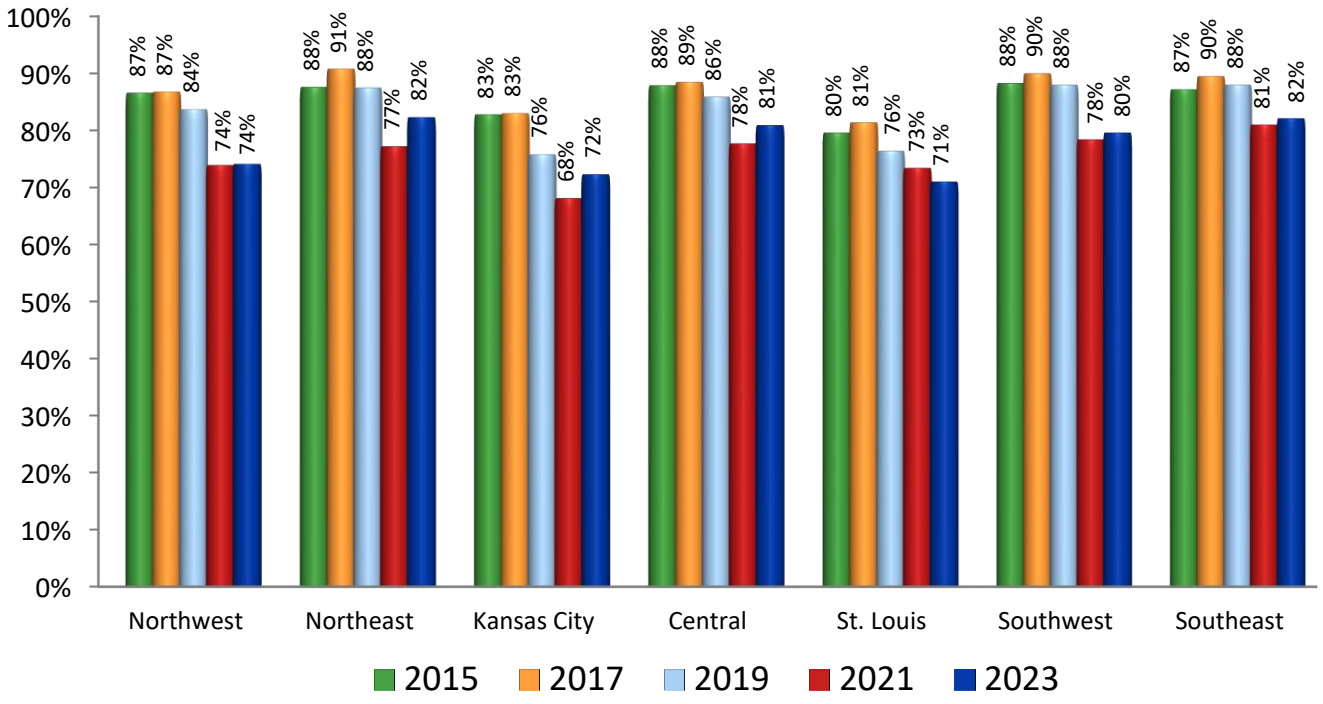
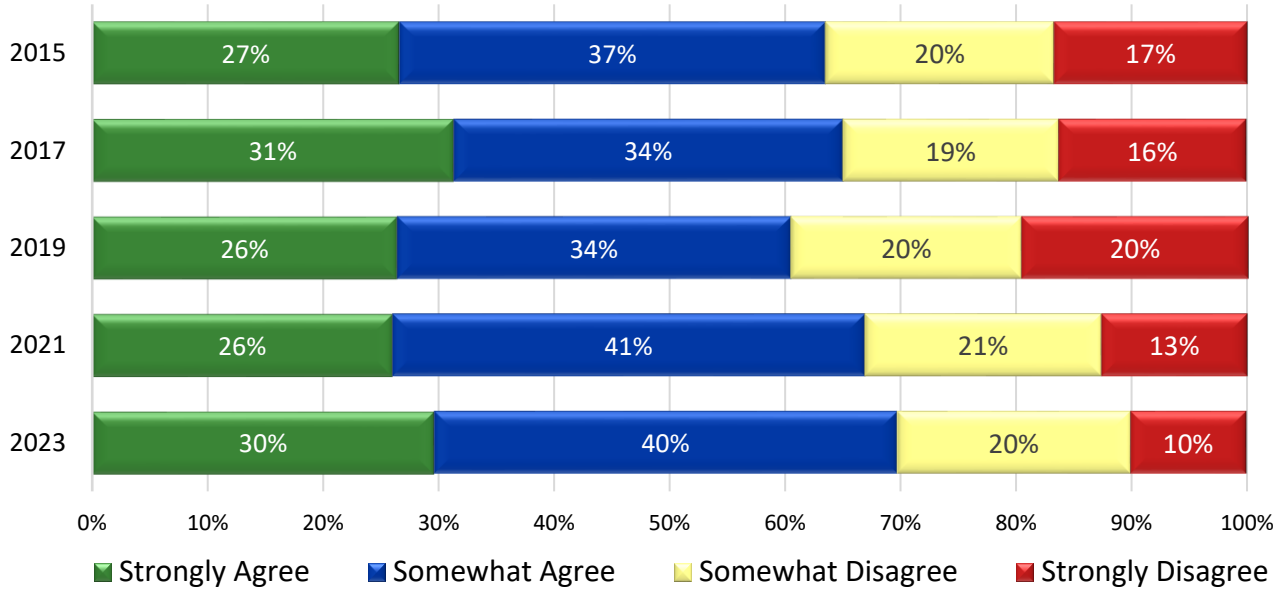


TRENDS: Level of Agreement Missouri Residents Rely on MoDOT For Real-Time Traffic Information



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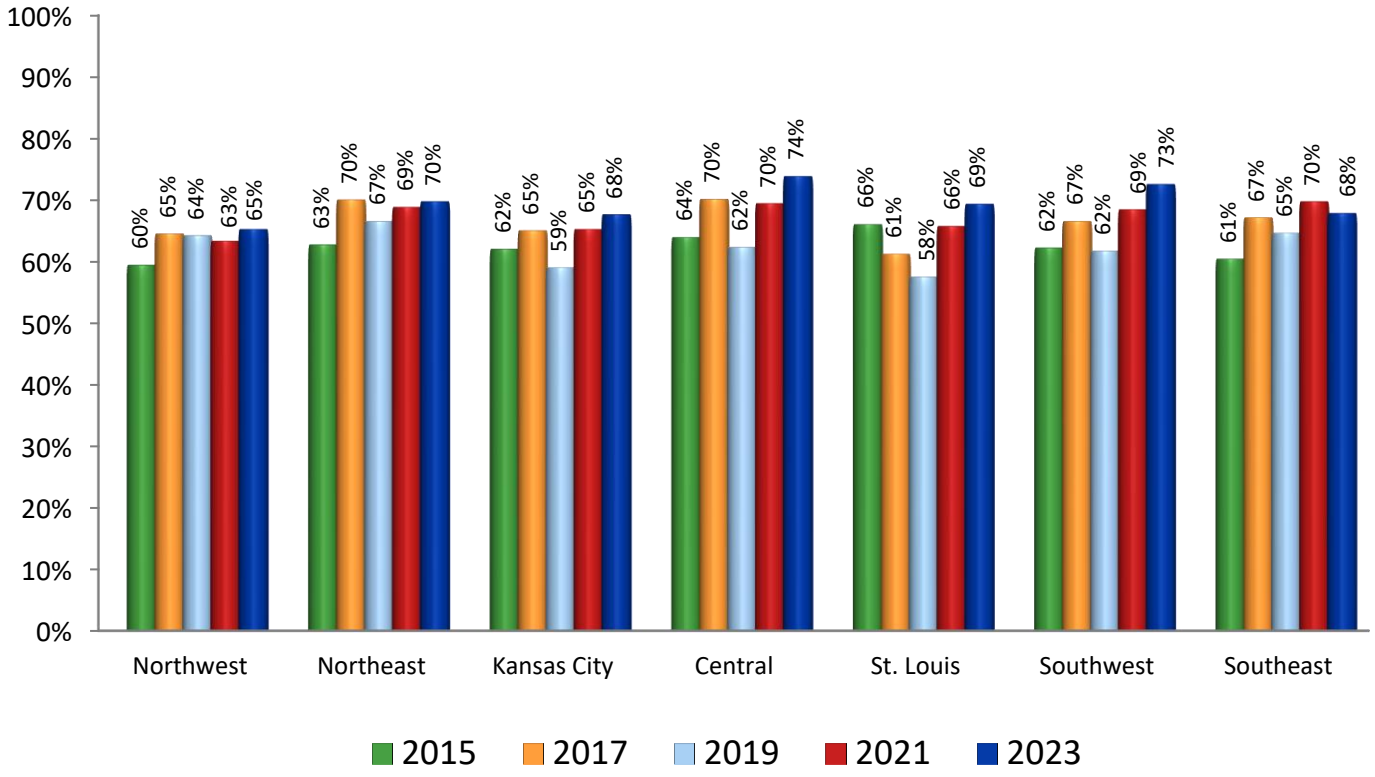
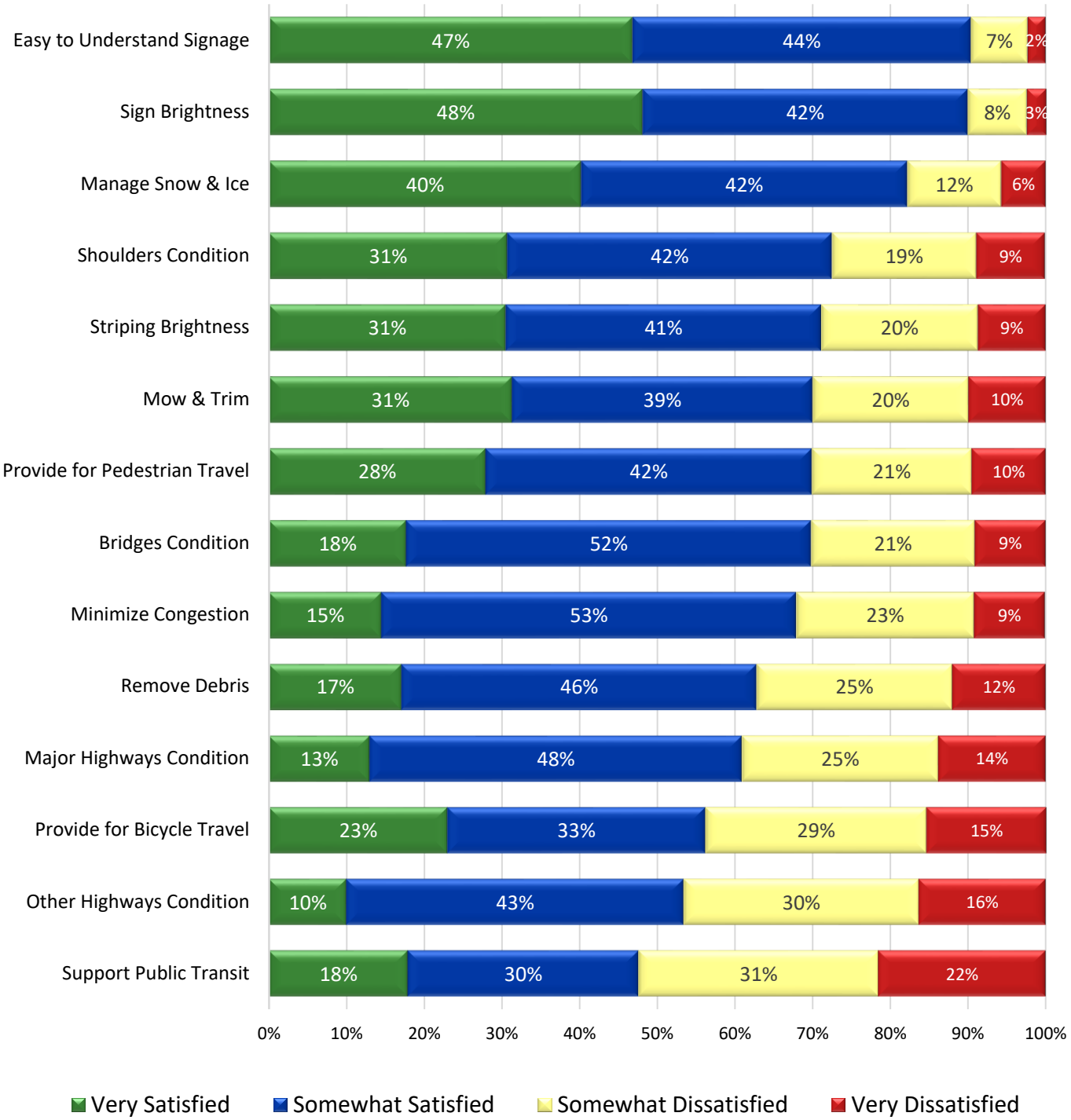
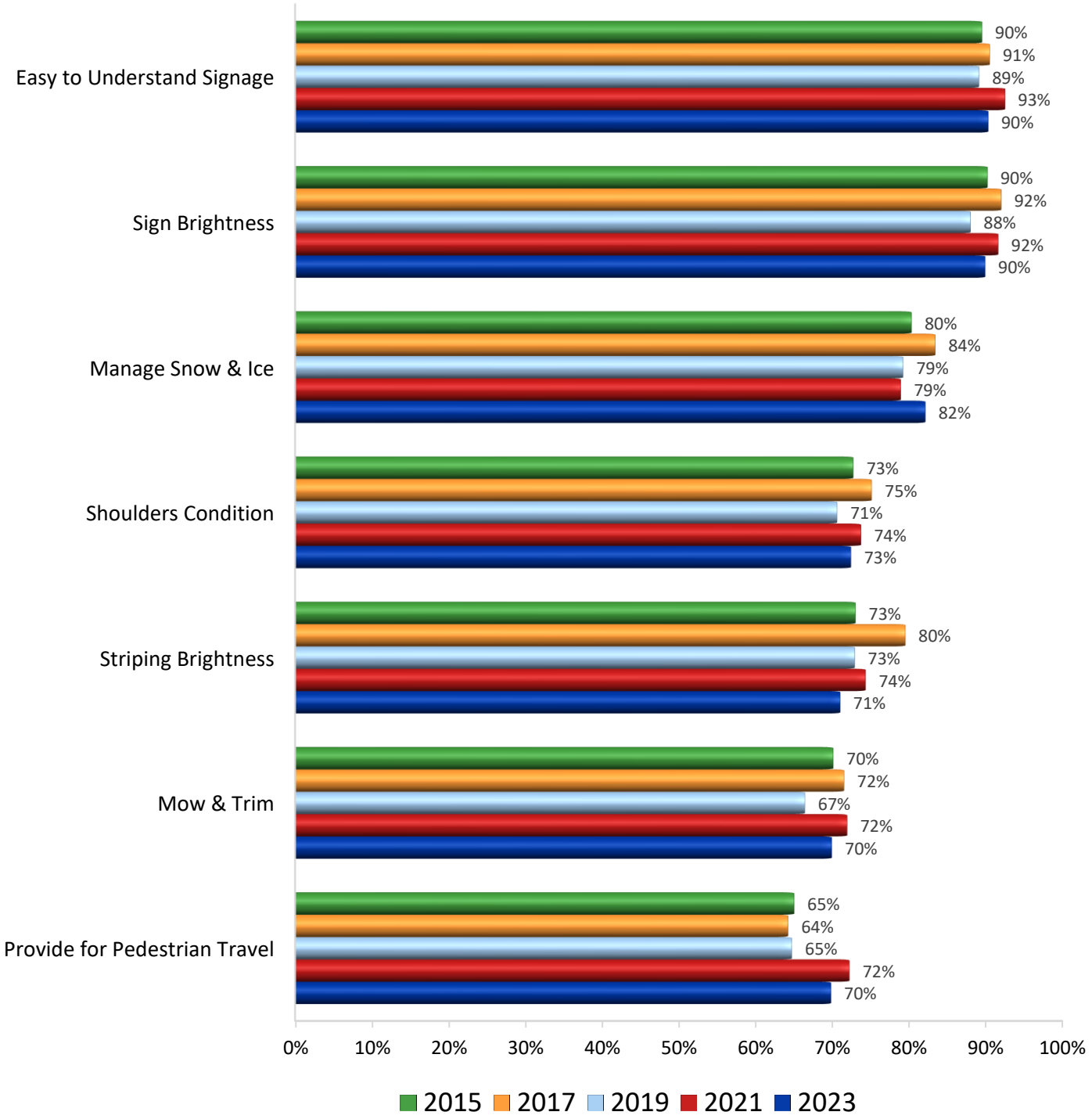


Level of Satisfaction With the Job the Missouri Department of Transportation is Doing Regarding...



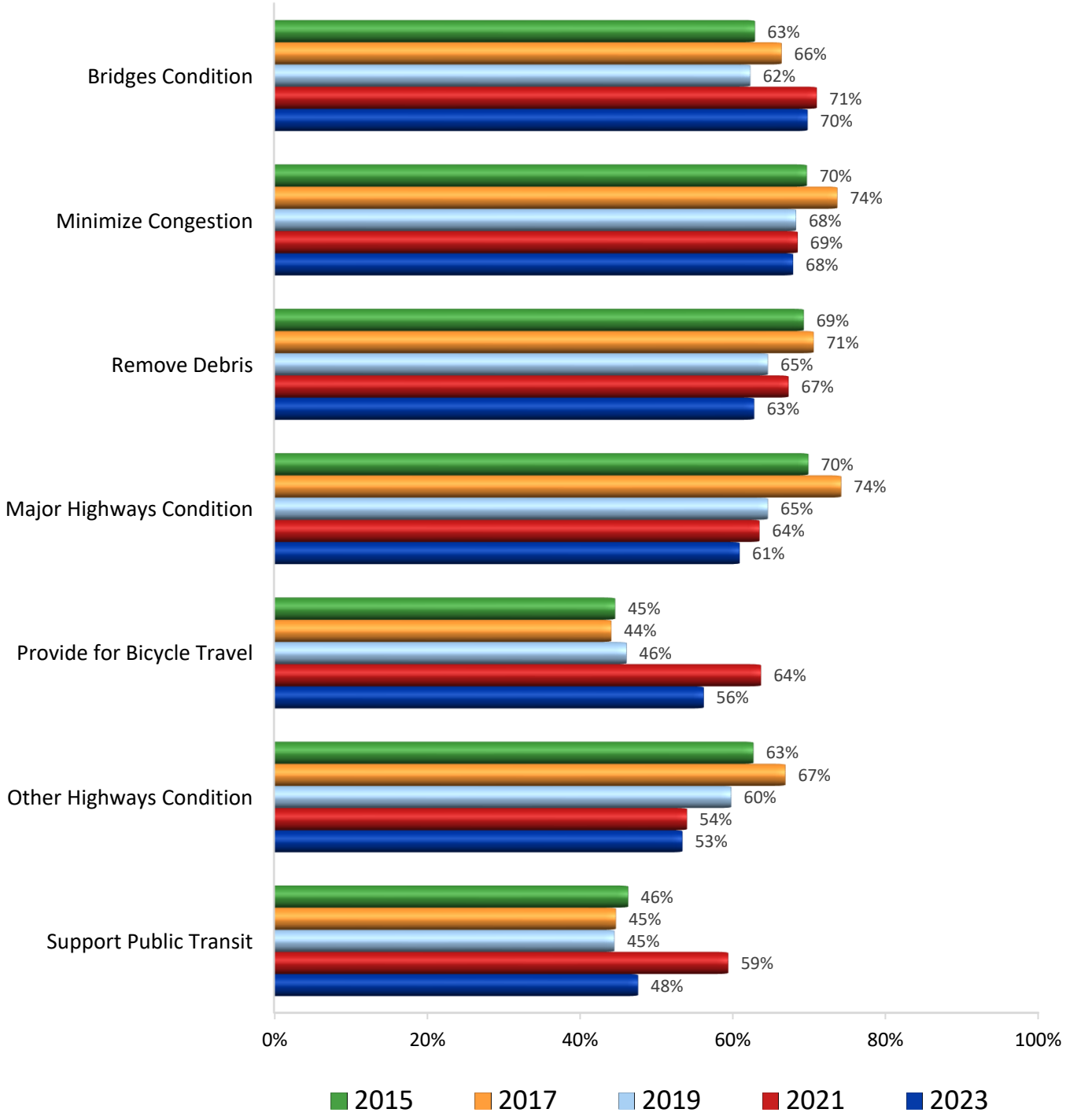
The MoDOT descriptions in the above chart are abbreviated from the more detailed descriptions provided to the survey respondents.

TRENDS: Overall Satisfaction With MoDOT's Efforts to Provide Various Services on Missouri Highways



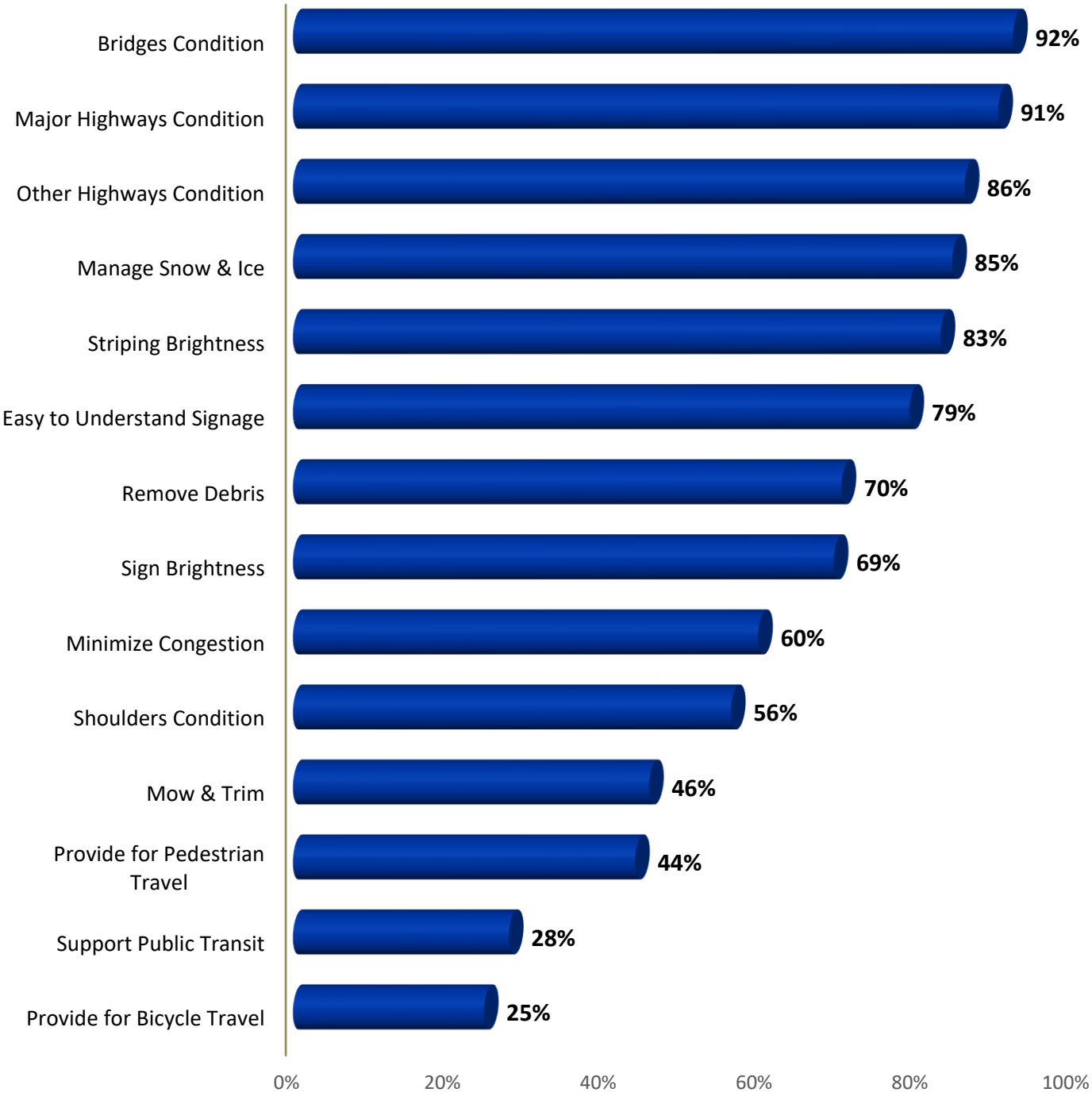
Overall satisfaction for the years above was calculated by adding the very satisfied and the somewhat satisfied responses.

TRENDS: Overall Satisfaction With MoDOT's Efforts to Provide Various Services on Missouri Highways

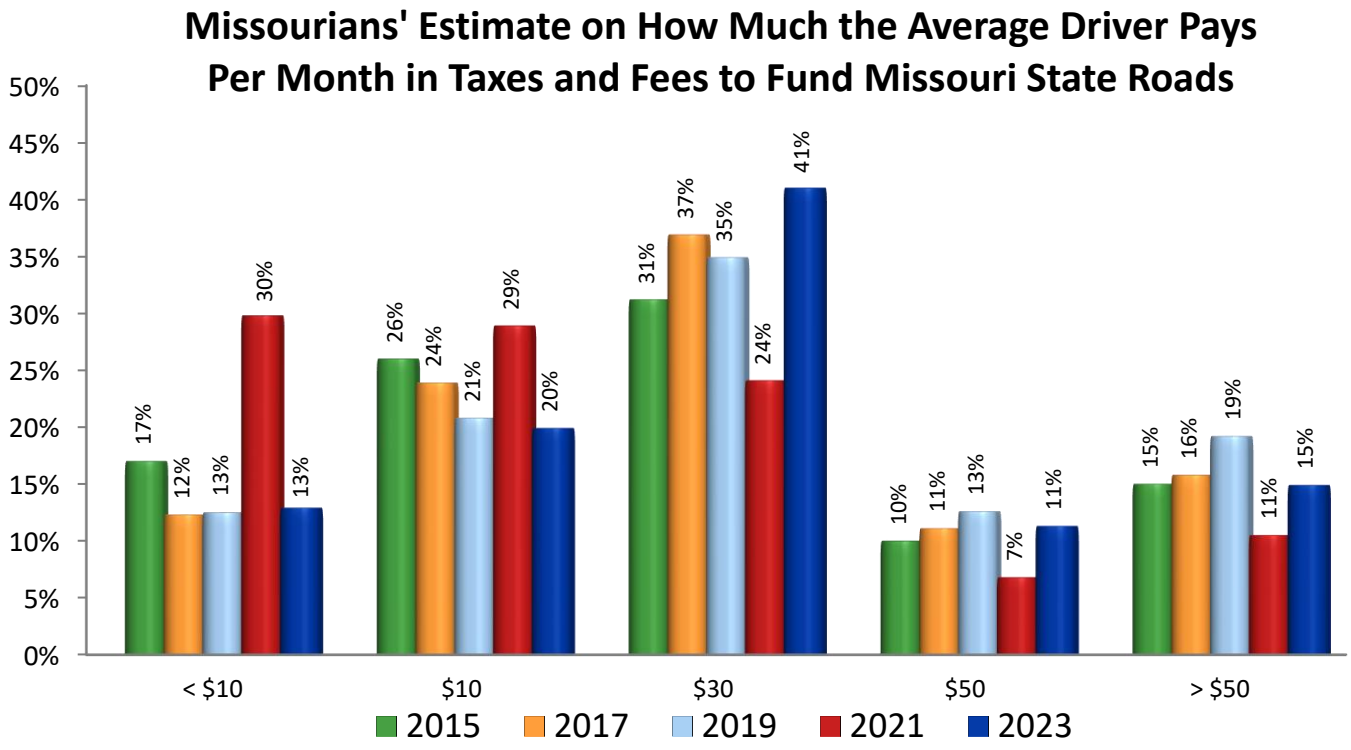


Overall satisfaction for the years above was calculated by adding the very satisfied and the somewhat satisfied responses.

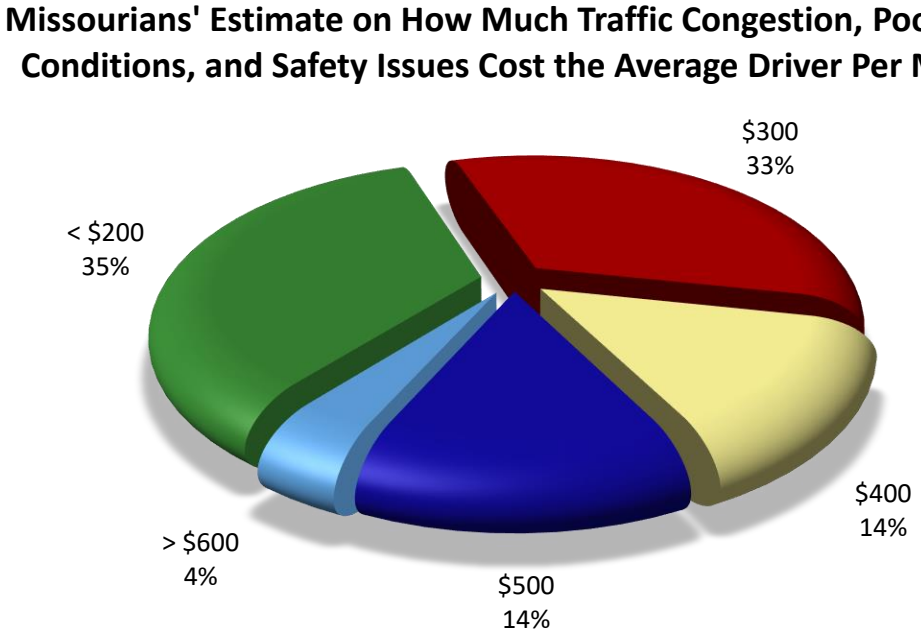
Transportation Services Residents Felt Were Very Important



The transportation services are listed in the order of greatest importance to least importance based on the percentage of Missourians who stated each service was very important.



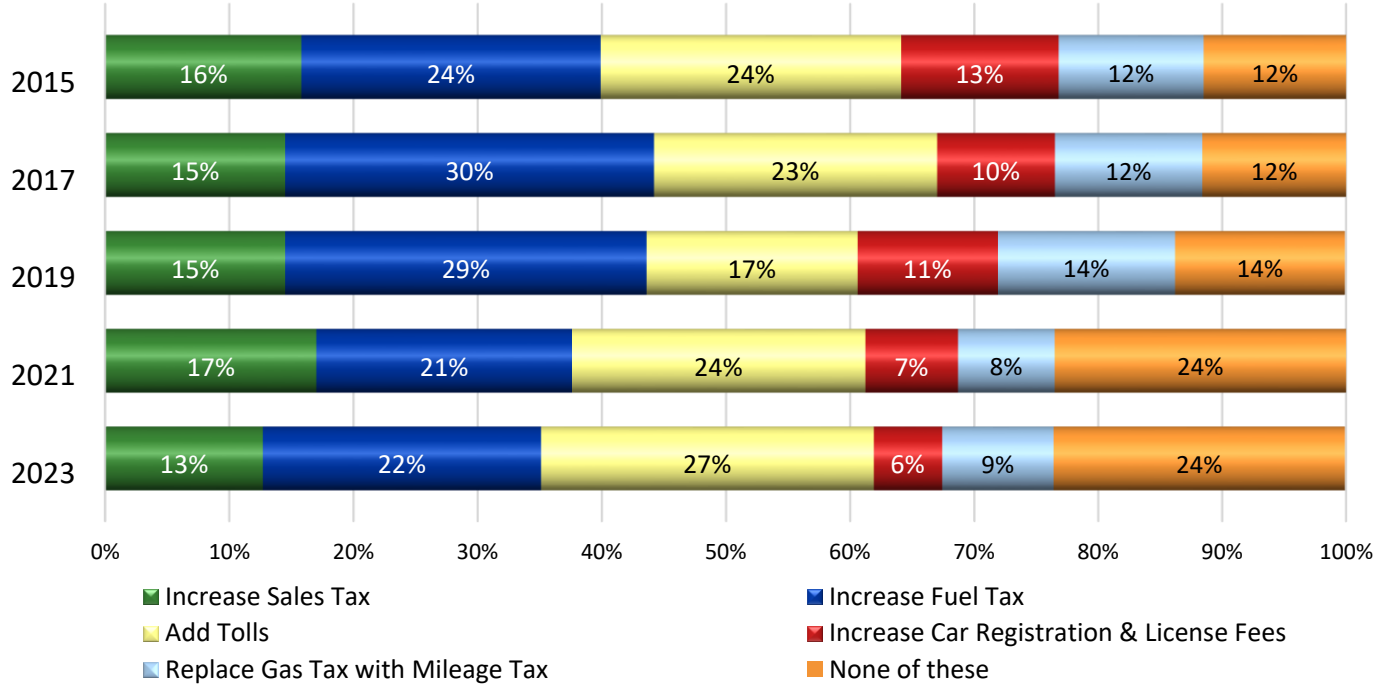
On average, Missourians actually spend $32 per month in taxes and fees to fund Missouri state roads. [2]



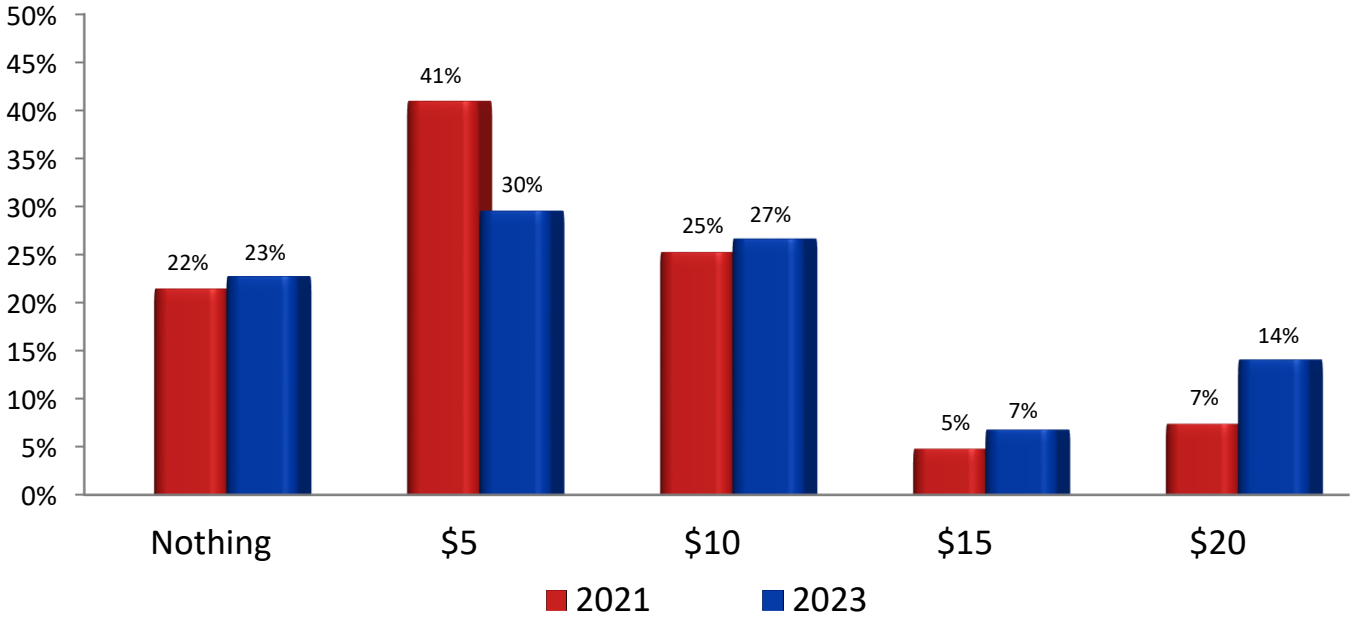
Prior to 2023, all options for this question were below $200.
The most recent estimated cost was about $511 per month.[2]

[2] https://www.modot.org/citizens-guide-transportation-funding-missouri

TRENDS: If it were Determined that the State Needs to Increase Revenues to Adequately Fund Missouri State Highways & Roads, Which One of the Following Methods Would be Most Acceptable to You?

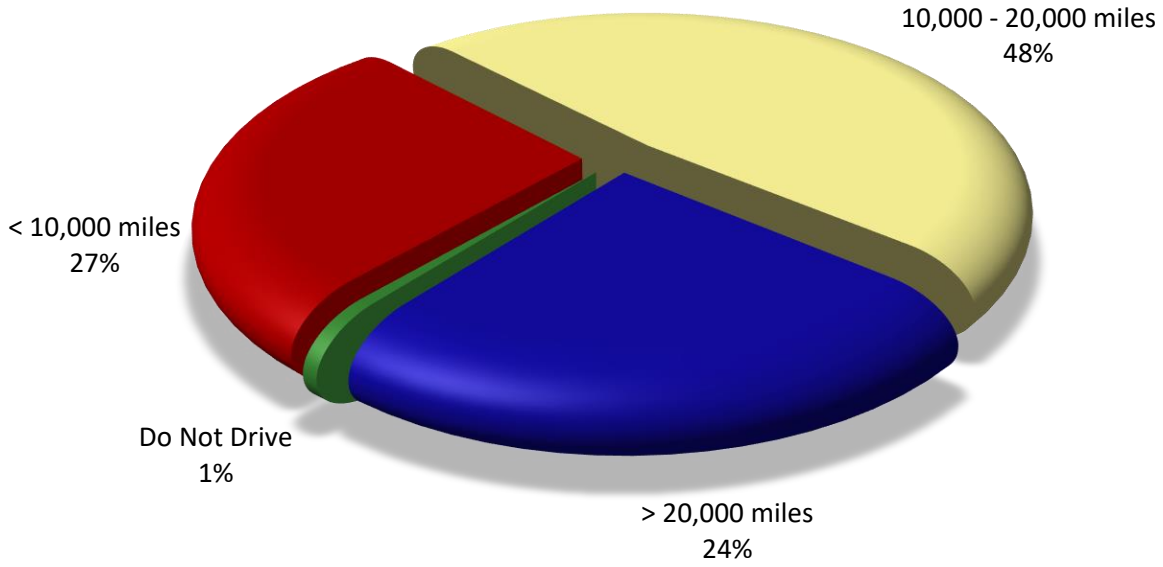


Additional Amount Missourians are Willing to Pay Each Month to Fund Missouri State Roads



Before 2021, $1 was an option and the highest option was >$10

Approximate Miles Per Year Driven by Respondents



Section 2:

Cross Tabular Data by District

A Report Card from Missourians

Q4. Please rate your level of satisfaction with the job the Missouri Department of Transportation, also known as MoDOT, is doing.								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	4.8%	12.0%	12.0%	15.8%	15.1%	17.1%	18.2%	14.5%
Somewhat Satisfied	41.6%	44.9%	51.3%	50.7%	55.4%	58.8%	53.5%	53.2%
Somewhat Dissatisfied	34.7%	30.8%	24.0%	24.5%	21.0%	15.7%	19.0%	22.1%
Very Dissatisfied	18.8%	12.3%	12.7%	9.0%	8.5%	8.5%	9.2%	10.2%
Q5[01]. MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones								
	NW	NE	KC	CD	SL	SW	SE	State
Strongly Agree	35.0%	45.2%	41.7%	44.1%	42.2%	42.6%	40.5%	42.0%
Somewhat Agree	51.0%	40.9%	45.2%	44.7%	46.7%	48.2%	46.9%	46.3%
Somewhat Disagree	10.5%	10.9%	10.0%	9.1%	9.6%	7.1%	9.7%	9.4%
Strongly Disagree	3.5%	3.0%	3.1%	2.2%	1.5%	2.1%	2.9%	2.3%
Q5[02]. MoDOT provides timely information to citizens about road projects, highway conditions, and work zones								
	NW	NE	KC	CD	SL	SW	SE	State
Strongly Agree	31.3%	40.9%	38.4%	44.1%	41.2%	40.4%	41.3%	40.4%
Somewhat Agree	51.3%	43.3%	47.0%	44.1%	45.7%	50.5%	45.6%	46.7%
Somewhat Disagree	14.6%	13.2%	11.1%	9.3%	10.7%	7.4%	9.8%	10.3%
Strongly Disagree	2.8%	2.5%	3.5%	2.5%	2.4%	1.7%	3.3%	2.6%
Q5[03]. MoDOT provides understandable information to citizens about road projects, highway conditions, and work zones								
	NW	NE	KC	CD	SL	SW	SE	State
Strongly Agree	30.0%	40.7%	38.6%	40.6%	40.1%	40.3%	40.4%	39.5%
Somewhat Agree	49.9%	44.4%	44.4%	45.3%	44.2%	49.1%	43.2%	45.3%
Somewhat Disagree	16.1%	12.2%	13.9%	11.3%	12.4%	8.8%	12.5%	12.2%
Strongly Disagree	3.9%	2.7%	3.1%	2.8%	3.3%	1.8%	3.8%	3.0%

Q5[04]. MoDOT is the primary transportation expert in Missouri								
	NW	NE	KC	CD	SL	SW	SE	State
Strongly Agree	29.5%	43.6%	44.1%	43.4%	47.5%	43.8%	40.3%	44.1%
Somewhat Agree	45.8%	37.5%	38.7%	40.8%	38.8%	41.2%	42.7%	40.0%
Somewhat Disagree	17.4%	13.3%	11.4%	10.4%	10.0%	9.4%	12.3%	10.9%
Strongly Disagree	7.3%	5.6%	5.8%	5.4%	3.7%	5.6%	4.7%	5.0%
Q5[05]. MoDOT keeps its commitments to the public								
	NW	NE	KC	CD	SL	SW	SE	State
Strongly Agree	17.9%	29.7%	31.0%	34.0%	32.7%	34.6%	33.5%	32.0%
Somewhat Agree	47.8%	34.6%	41.9%	41.1%	47.2%	47.0%	41.9%	44.3%
Somewhat Disagree	22.3%	28.0%	19.2%	18.4%	14.4%	12.6%	18.5%	16.9%
Strongly Disagree	12.0%	7.8%	7.9%	6.5%	5.7%	5.9%	6.1%	6.7%
Q5[06]. MoDOT does a good job of providing advance warning to motorists before entering work zones								
	NW	NE	KC	CD	SL	SW	SE	State
Strongly Agree	39.4%	51.1%	46.4%	47.5%	46.9%	47.5%	50.4%	47.1%
Somewhat Agree	47.8%	39.9%	41.5%	41.8%	40.1%	42.9%	42.3%	41.6%
Somewhat Disagree	10.0%	7.0%	9.5%	9.1%	10.9%	7.5%	5.9%	9.2%
Strongly Disagree	2.9%	2.1%	2.6%	1.6%	2.0%	2.1%	1.4%	2.1%
Q5[07]. MoDOT does a good job of minimizing travel delays caused by work zones								
	NW	NE	KC	CD	SL	SW	SE	State
Strongly Agree	26.1%	38.0%	30.8%	34.1%	28.3%	34.6%	36.3%	31.5%
Somewhat Agree	48.0%	44.3%	41.5%	46.8%	42.7%	45.0%	45.8%	43.8%
Somewhat Disagree	19.0%	14.9%	20.6%	13.8%	20.3%	14.4%	13.3%	17.8%
Strongly Disagree	6.9%	2.8%	7.1%	5.3%	8.7%	6.0%	4.6%	6.8%

Q5[08]. I rely on MoDOT for real-time traffic information								
	NW	NE	KC	CD	SL	SW	SE	State
Strongly Agree	22.2%	31.0%	27.2%	33.6%	29.1%	31.4%	32.0%	29.6%
Somewhat Agree	43.1%	38.8%	40.5%	40.3%	40.3%	41.2%	35.9%	40.1%
Somewhat Disagree	22.8%	23.1%	20.9%	18.7%	21.3%	16.3%	20.8%	20.2%
Strongly Disagree	11.9%	7.2%	11.4%	7.4%	9.4%	11.1%	11.2%	10.0%
Q6[01]. MoDOT's efforts to keep the surface of major highways in good condition (smooth and free of potholes)								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	6.3%	11.2%	11.4%	13.4%	12.6%	16.4%	16.6%	13.0%
Somewhat Satisfied	36.5%	45.0%	43.2%	46.4%	49.8%	53.7%	51.1%	47.9%
Somewhat Dissatisfied	33.5%	26.7%	29.3%	26.3%	25.4%	19.0%	19.7%	25.3%
Very Dissatisfied	23.8%	17.1%	16.1%	13.8%	12.2%	10.9%	12.6%	13.8%
Q6[02]. MoDOT's efforts to keep the surface of other state highways in good condition (smooth and free of potholes)								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	2.9%	7.4%	8.4%	10.6%	10.4%	12.8%	12.3%	10.0%
Somewhat Satisfied	25.7%	30.7%	38.9%	41.5%	48.6%	47.7%	45.7%	43.4%
Somewhat Dissatisfied	41.3%	37.0%	33.6%	31.3%	27.9%	27.7%	25.0%	30.3%
Very Dissatisfied	30.2%	24.9%	19.1%	16.6%	13.1%	11.9%	17.1%	16.3%
Q6[03]. MoDOT's efforts to keep bridges in good condition								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	12.0%	17.7%	15.9%	16.0%	20.0%	17.3%	18.6%	17.7%
Somewhat Satisfied	51.3%	47.0%	51.2%	52.9%	51.9%	55.4%	51.9%	52.1%
Somewhat Dissatisfied	24.0%	23.4%	22.5%	21.5%	20.5%	18.7%	21.3%	21.1%
Very Dissatisfied	12.7%	11.9%	10.4%	9.6%	7.6%	8.6%	8.2%	9.1%

Q6[04]. MoDOT's efforts to minimize congestion on highways								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	13.1%	16.4%	12.9%	14.4%	12.8%	17.0%	20.7%	14.5%
Somewhat Satisfied	61.4%	53.5%	51.8%	52.6%	51.0%	56.6%	57.8%	53.4%
Somewhat Dissatisfied	16.7%	21.5%	25.1%	24.3%	25.7%	18.9%	16.4%	22.9%
Very Dissatisfied	8.7%	8.6%	10.2%	8.7%	10.6%	7.6%	5.1%	9.1%
Q6[05]. MoDOT's efforts to manage snow and ice on highways								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	32.2%	35.4%	39.6%	39.4%	41.1%	42.6%	41.8%	40.2%
Somewhat Satisfied	43.7%	37.0%	41.0%	46.5%	41.0%	43.9%	40.8%	42.0%
Somewhat Dissatisfied	14.8%	16.0%	13.2%	10.1%	12.1%	9.9%	12.7%	12.1%
Very Dissatisfied	9.4%	11.6%	6.3%	4.0%	5.8%	3.7%	4.7%	5.7%
Q6[06]. MoDOT's efforts to keep the shoulders on highways in good condition								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	16.8%	30.2%	28.0%	31.1%	33.1%	33.0%	31.3%	30.7%
Somewhat Satisfied	36.7%	33.0%	40.5%	42.0%	43.6%	45.2%	39.3%	41.8%
Somewhat Dissatisfied	28.4%	23.2%	21.4%	19.0%	16.8%	14.5%	18.3%	18.6%
Very Dissatisfied	18.1%	13.6%	10.1%	7.8%	6.5%	7.3%	11.1%	8.8%
Q6[07]. MoDOT's efforts to mow and trim trees, grass, and weeds along highways								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	20.4%	29.1%	25.9%	32.4%	37.3%	29.2%	30.5%	31.3%
Somewhat Satisfied	36.6%	35.1%	35.3%	35.8%	43.4%	39.8%	34.6%	38.7%
Somewhat Dissatisfied	27.2%	24.3%	25.0%	20.2%	13.9%	21.5%	23.0%	20.1%
Very Dissatisfied	15.8%	11.6%	13.8%	11.6%	5.4%	9.5%	11.9%	9.9%

Q6[08]. MoDOT's efforts to remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	13.5%	16.3%	14.3%	16.6%	18.1%	19.4%	18.8%	17.1%
Somewhat Satisfied	45.0%	46.7%	37.1%	46.2%	48.7%	49.8%	47.7%	45.7%
Somewhat Dissatisfied	25.4%	25.7%	34.1%	24.9%	22.5%	20.8%	21.4%	25.2%
Very Dissatisfied	16.1%	11.3%	14.6%	12.4%	10.7%	10.0%	12.2%	12.0%
Q6[09]. MoDOT's efforts to provide signs along highways that are easy to understand								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	39.2%	45.9%	45.6%	46.5%	48.4%	48.2%	46.5%	46.8%
Somewhat Satisfied	50.7%	44.0%	44.0%	43.6%	42.2%	42.7%	45.4%	43.6%
Somewhat Dissatisfied	7.0%	6.7%	8.4%	7.4%	7.6%	6.2%	5.3%	7.3%
Very Dissatisfied	3.1%	3.3%	2.0%	2.5%	1.8%	2.8%	2.8%	2.3%
Q6[10]. The brightness of MoDOT's signs								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	41.3%	49.1%	48.7%	48.7%	48.8%	48.5%	45.5%	48.1%
Somewhat Satisfied	47.7%	41.7%	41.3%	42.1%	41.0%	42.3%	43.0%	41.9%
Somewhat Dissatisfied	8.1%	6.5%	7.5%	6.6%	8.1%	6.8%	8.4%	7.6%
Very Dissatisfied	2.9%	2.7%	2.6%	2.7%	2.1%	2.3%	3.0%	2.5%
Q6[11]. The brightness of striping on MoDOT highways								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	29.4%	31.5%	30.2%	31.8%	28.2%	32.5%	34.5%	30.5%
Somewhat Satisfied	44.2%	41.1%	38.0%	39.6%	40.6%	44.0%	40.2%	40.6%
Somewhat Dissatisfied	18.3%	20.6%	22.5%	22.0%	21.5%	15.0%	16.9%	20.2%
Very Dissatisfied	8.1%	6.8%	9.3%	6.6%	9.6%	8.5%	8.5%	8.7%

Q6[12]. Your options for traveling by public transit such as bus, light rail, or streetcar								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	16.3%	15.6%	16.7%	20.4%	16.9%	18.0%	25.5%	17.9%
Somewhat Satisfied	34.6%	27.9%	31.9%	30.3%	27.3%	31.7%	29.1%	29.7%
Somewhat Dissatisfied	29.6%	37.1%	29.7%	29.2%	32.4%	31.2%	25.9%	30.9%
Very Dissatisfied	19.5%	19.4%	21.7%	20.2%	23.4%	19.0%	19.5%	21.5%
Q6[13]. Your options for traveling by bicycle on bike lanes or paved shoulders								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	18.0%	22.8%	21.1%	24.5%	23.3%	23.8%	25.0%	23.0%
Somewhat Satisfied	31.7%	33.8%	30.9%	38.4%	31.9%	37.6%	30.6%	33.2%
Somewhat Dissatisfied	32.4%	28.5%	33.5%	23.4%	28.3%	24.1%	29.2%	28.5%
Very Dissatisfied	17.9%	15.0%	14.5%	13.8%	16.5%	14.5%	15.2%	15.4%
Q6[14]. Your options for traveling by walking on sidewalks or intersection crossings								
	NW	NE	KC	CD	SL	SW	SE	State
Very Satisfied	18.8%	29.2%	27.3%	30.6%	28.1%	26.6%	31.3%	27.9%
Somewhat Satisfied	45.2%	40.1%	40.7%	43.5%	41.5%	43.6%	41.7%	42.0%
Somewhat Dissatisfied	23.5%	22.0%	21.2%	18.7%	19.8%	22.5%	19.5%	20.6%
Very Dissatisfied	12.5%	8.6%	10.8%	7.2%	10.5%	7.3%	7.5%	9.5%
Q7[01]. To keep the surface of major highways in good condition (smooth and free of potholes)								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	91.2%	88.0%	92.0%	88.8%	91.9%	88.1%	88.4%	90.5%
Somewhat Important	5.7%	9.1%	6.2%	8.1%	5.8%	9.8%	9.5%	7.2%
Somewhat Unimportant	1.1%	1.3%	0.2%	1.3%	1.4%	1.1%	0.6%	1.0%
Very Unimportant	2.0%	1.5%	1.7%	1.7%	1.0%	1.0%	1.5%	1.3%

Q7[02]. To keep the surface of other state highways in good condition (smooth and free of potholes)								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	90.9%	87.9%	88.9%	83.7%	85.0%	85.3%	85.2%	86.2%
Somewhat Important	5.8%	9.0%	9.3%	12.7%	12.6%	12.0%	12.0%	11.3%
Somewhat Unimportant	0.6%	1.0%	0.6%	1.1%	1.5%	1.3%	0.6%	1.1%
Very Unimportant	2.6%	2.1%	1.2%	2.6%	0.9%	1.3%	2.2%	1.5%
Q7[03]. To keep bridges in good condition								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	91.9%	91.1%	92.8%	90.7%	93.0%	92.2%	92.2%	92.4%
Somewhat Important	5.7%	7.1%	5.7%	7.3%	5.5%	5.7%	6.2%	5.9%
Somewhat Unimportant	1.0%	0.6%	0.4%	1.0%	0.8%	0.7%	0.7%	0.7%
Very Unimportant	1.3%	1.2%	1.0%	1.0%	0.7%	1.3%	0.9%	1.0%
Q7[04]. To minimize congestion on highways								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	48.5%	54.0%	58.5%	59.0%	62.7%	61.5%	57.5%	59.7%
Somewhat Important	44.3%	39.4%	37.2%	36.5%	32.8%	33.9%	37.3%	35.6%
Somewhat Unimportant	4.9%	4.7%	3.2%	3.6%	3.6%	3.5%	4.2%	3.7%
Very Unimportant	2.2%	1.9%	1.1%	0.8%	0.9%	1.1%	1.0%	1.1%
Q7[05]. To manage snow and ice on highways								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	84.6%	84.5%	84.4%	81.1%	86.9%	82.7%	83.9%	84.6%
Somewhat Important	12.3%	13.5%	14.0%	16.1%	11.4%	14.5%	12.9%	13.3%
Somewhat Unimportant	1.7%	0.7%	0.7%	2.2%	1.2%	1.6%	1.8%	1.3%
Very Unimportant	1.4%	1.3%	0.8%	0.7%	0.5%	1.1%	1.4%	0.8%

Q7[06]. To keep the shoulders on highways in good condition								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	64.9%	61.5%	56.9%	51.5%	54.0%	57.6%	59.3%	56.2%
Somewhat Important	29.5%	34.7%	37.6%	43.2%	40.5%	37.0%	36.4%	38.5%
Somewhat Unimportant	3.8%	2.6%	3.9%	4.2%	4.8%	4.3%	3.1%	4.2%
Very Unimportant	1.8%	1.2%	1.5%	1.2%	0.8%	1.1%	1.2%	1.1%
Q7[07]. To mow and trim trees, grass, and weeds along highways								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	50.7%	51.5%	46.9%	49.0%	36.0%	53.6%	56.3%	45.7%
Somewhat Important	38.9%	40.1%	40.7%	40.4%	50.0%	36.8%	37.6%	42.8%
Somewhat Unimportant	7.9%	6.3%	9.7%	9.3%	11.4%	6.0%	3.5%	8.8%
Very Unimportant	2.6%	2.1%	2.7%	1.4%	2.6%	3.6%	2.6%	2.6%
Q7[08]. To remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	63.9%	63.6%	71.6%	66.2%	74.8%	68.1%	66.7%	70.4%
Somewhat Important	30.7%	31.0%	25.1%	27.9%	22.3%	28.1%	29.1%	25.8%
Somewhat Unimportant	3.0%	3.9%	1.5%	3.6%	2.2%	1.8%	2.3%	2.3%
Very Unimportant	2.4%	1.6%	1.8%	2.2%	0.7%	2.1%	1.9%	1.5%
Q7[09]. To provide signs along highways that are easy to understand								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	75.5%	74.2%	77.1%	76.5%	82.6%	78.0%	81.0%	79.1%
Somewhat Important	21.3%	22.3%	20.3%	20.4%	15.3%	18.9%	17.1%	18.3%
Somewhat Unimportant	2.4%	2.1%	1.8%	2.4%	1.4%	2.2%	0.6%	1.8%
Very Unimportant	0.8%	1.4%	0.7%	0.7%	0.7%	0.9%	1.3%	0.8%

Q7[10]. To provide bright signs								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	65.4%	66.0%	67.3%	68.1%	72.0%	68.8%	71.4%	69.4%
Somewhat Important	29.7%	27.6%	27.9%	28.3%	24.1%	26.9%	23.7%	26.2%
Somewhat Unimportant	3.7%	5.0%	3.6%	2.6%	3.2%	3.0%	3.5%	3.3%
Very Unimportant	1.2%	1.4%	1.1%	1.0%	0.7%	1.3%	1.4%	1.0%
Q7[11]. To provide bright striping on highways								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	77.4%	81.0%	82.5%	83.3%	85.7%	82.5%	79.5%	83.1%
Somewhat Important	18.3%	16.9%	14.9%	14.3%	12.6%	14.8%	17.1%	14.4%
Somewhat Unimportant	2.6%	0.7%	1.4%	1.6%	1.1%	1.8%	2.0%	1.5%
Very Unimportant	1.7%	1.4%	1.2%	0.8%	0.6%	1.0%	1.4%	1.0%
Q7[12]. To support your options for traveling by public transit such as bus, light rail, or streetcar								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	19.1%	19.1%	25.5%	20.3%	34.9%	28.1%	21.2%	27.7%
Somewhat Important	31.9%	35.5%	36.7%	36.3%	35.6%	34.6%	35.9%	35.6%
Somewhat Unimportant	24.8%	25.7%	22.3%	25.1%	17.5%	20.1%	23.4%	20.9%
Very Unimportant	24.1%	19.7%	15.6%	18.3%	12.0%	17.2%	19.5%	15.7%
Q7[13]. To provide bike lanes or paved shoulders for traveling by bicycle								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	16.3%	17.7%	19.5%	15.7%	31.7%	25.5%	25.5%	24.5%
Somewhat Important	30.9%	32.7%	34.0%	35.5%	34.6%	36.9%	33.1%	34.5%
Somewhat Unimportant	26.9%	23.3%	23.2%	23.3%	20.0%	20.7%	23.4%	21.9%
Very Unimportant	26.0%	26.3%	23.2%	25.5%	13.8%	17.0%	17.9%	19.0%

Q7[14]. To provide sidewalks or intersection crossings for traveling by walking								
	NW	NE	KC	CD	SL	SW	SE	State
Very Important	32.4%	34.5%	38.5%	32.3%	53.9%	45.5%	40.2%	43.9%
Somewhat Important	39.0%	39.8%	42.8%	43.0%	33.5%	37.7%	38.0%	38.1%
Somewhat Unimportant	15.8%	15.4%	9.6%	14.7%	8.8%	11.0%	14.5%	11.0%
Very Unimportant	12.8%	10.3%	9.0%	10.0%	3.8%	5.8%	7.3%	6.9%
Q8. How much do you think the average driver pays a month in taxes and fees to fund Missouri state roads?								
	NW	NE	KC	CD	SL	SW	SE	State
Less than $10 per month	10.9%	9.7%	13.3%	14.3%	12.9%	12.5%	13.7%	12.9%
$10 per month	18.2%	16.9%	18.6%	18.2%	22.8%	19.7%	17.1%	19.9%
$30 per month	42.7%	44.0%	41.8%	41.2%	39.3%	42.1%	41.3%	41.0%
$50 per month	14.5%	10.7%	10.4%	10.4%	11.9%	10.9%	11.5%	11.3%
More than $50 per month	13.7%	18.8%	15.9%	16.0%	13.0%	14.8%	16.5%	14.9%
Q9. Traffic congestion, poor road conditions and safety issues cost Missouri drivers time, fuel, and car repairs. How much do you think this totals each month for an average driver?								
	NW	NE	KC	CD	SL	SW	SE	State
Less than $200 per month	31.4%	33.1%	32.2%	37.3%	33.1%	37.8%	37.0%	34.4%
$300 per month	32.9%	31.6%	32.8%	31.7%	36.1%	31.2%	31.6%	33.4%
$400 per month	14.9%	14.4%	16.8%	12.8%	13.1%	14.1%	13.5%	14.2%
$500 per month	16.4%	16.0%	14.2%	14.1%	13.8%	13.6%	14.0%	14.1%
More than $600 per month	4.4%	4.9%	3.9%	4.2%	3.9%	3.3%	4.0%	3.9%

Q10. If it was determined the state of Missouri needed to increase revenues in order to adequately fund Missouri state roads, which one of the following five methods would be most acceptable to you?

	NW	NE	KC	CD	SL	SW	SE	State
Increase general sales tax	11.5%	14.5%	10.3%	10.8%	11.7%	17.3%	16.1%	12.7%
Increase state fuel tax	21.5%	21.2%	19.3%	21.7%	27.2%	21.1%	16.8%	22.4%
Add tolls to some interstate highways	26.4%	28.9%	32.4%	29.6%	23.3%	24.3%	26.4%	26.8%
Increase car registration and license fees	4.2%	4.7%	5.2%	4.0%	6.7%	5.6%	4.7%	5.5%
Replace state gas tax with vehicle mileage tax	9.4%	7.2%	8.1%	10.6%	10.7%	7.4%	6.7%	9.0%
None of these	27.1%	23.5%	24.6%	23.3%	20.4%	24.5%	29.3%	23.5%

Q11. If it was determined the state of Missouri needed to increase revenues in order to adequately fund Missouri state roads through some sort of tax as discussed in the previous question, how much more per month would you be willing to pay for safer roads?

	NW	NE	KC	CD	SL	SW	SE	State
Nothing	25.8%	24.3%	25.6%	25.8%	19.5%	20.1%	26.9%	22.8%
$5 per month	23.6%	24.9%	28.5%	25.2%	29.5%	36.4%	32.4%	29.6%
$10 per month	27.2%	28.9%	25.5%	27.3%	28.1%	25.5%	24.5%	26.7%
$15 per month	6.3%	5.7%	6.8%	4.7%	7.7%	7.2%	5.6%	6.8%
$20 per month	17.2%	16.2%	13.6%	17.0%	15.3%	10.8%	10.6%	14.1%

Appendix A:

Importance-Satisfaction Analysis

IMPORTANCE-SATISFACTION ANALYSIS

OVERVIEW

In a world with no resource limitations, public officials would devote enough resources to satisfy all citizens for all desired services. However, in the real world, community leaders must make tough decisions about which services to provide and how much funding to allocate for each offered service. An importance-satisfaction analysis provides feedback on services that indicate both the importance of the service in the eyes of the citizens as well as how satisfied (or dissatisfied) the citizens are with the current service. By reviewing the relative importance- satisfaction ratings of the various services currently offered by MoDOT, decision-makers can understand where Missourians as a whole would prefer their limited resources be focused.

IMPORTANCE-SATISFACTION MATRIX

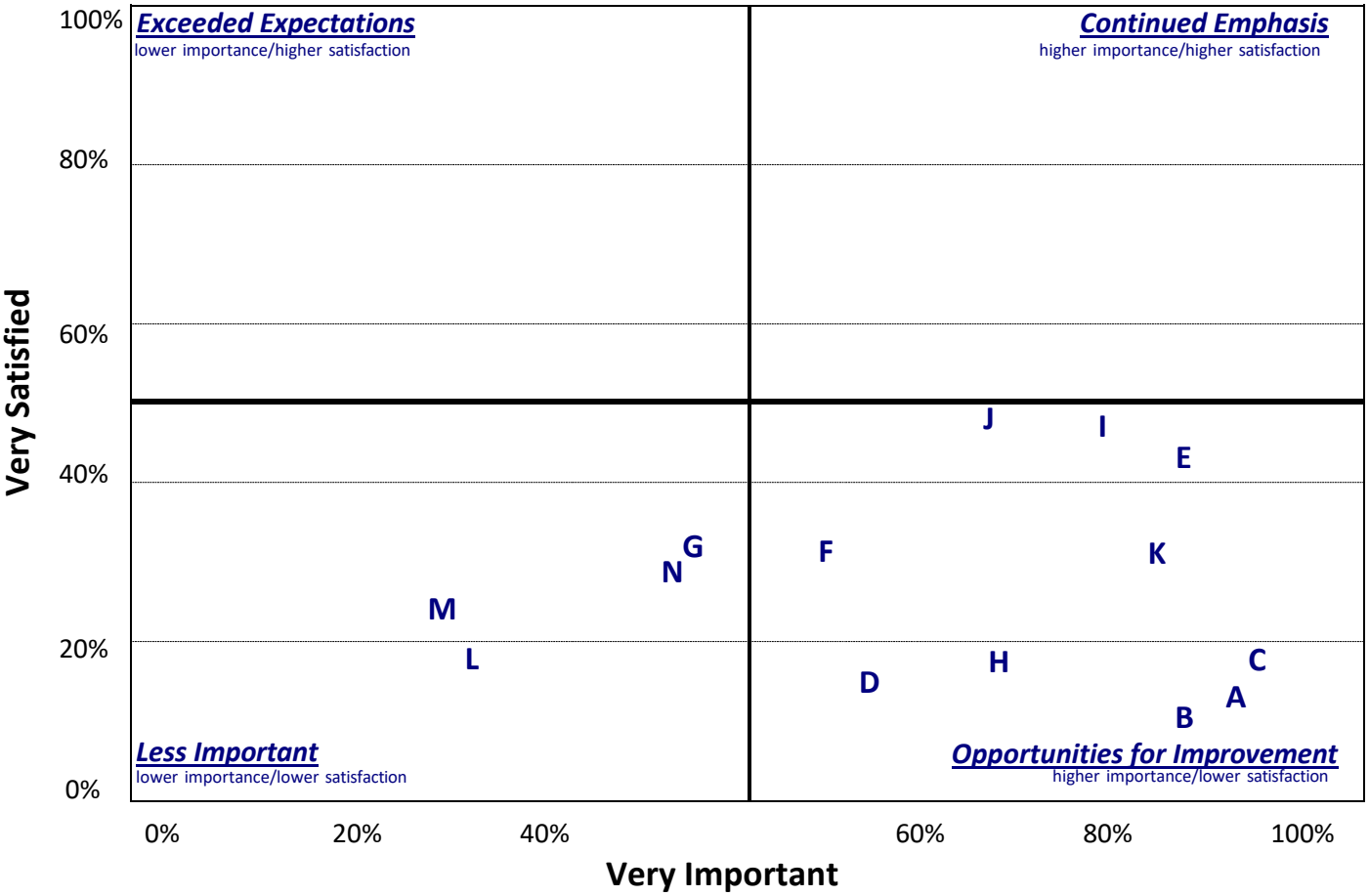
The Importance-Satisfaction Matrix is simply a plot of the services offered by MoDOT with the percentage of Missourians who believed a service was very important on one axis and the percentage of Missourians who were very satisfied with the service on the other axis.

The Importance-Satisfaction Matrix should be interpreted as follows:

- **Exceeded Expectations** – This quadrant shows areas where citizens have indicated that services are less important to them than other services and where citizens are highly satisfied with the results that MoDOT is providing. Items in this quadrant do not significantly impact citizens' overall satisfaction.
- **Continued Emphasis** – This quadrant shows areas where citizens believe that the service provided by MoDOT should be a priority and where citizens are highly satisfied with the results that MoDOT is providing. Items in this quadrant have a significant impact on citizens' overall satisfaction.
- **Opportunities for Improvement** – This quadrant shows areas where citizens believe that the service provided by MoDOT should be a priority and where citizens are not satisfied with MoDOT's current performance. Items in this quadrant have a significant impact on citizens' overall satisfaction.
- **Less Important** – This quadrant shows areas where citizens have indicated that the services are less important to them than other services and where citizens also are less satisfied with MoDOT's current performance. Items in this quadrant do not significantly impact citizens' overall satisfaction.

Importance-Satisfaction Assessment Matrix

-Satisfaction with MoDOT Efforts to Provide Transportation Services-



Legend	MoDOT Service
A	Keep the surface of **major highways** in good condition
B	Keep the surface of **other state highways** in good condition
C	Keep bridges in good condition
D	Minimize congestion on highways
E	Manage snow and ice on highways
F	Keep the shoulders on highways in good condition
G	Mow and trim trees, grass, and weeds along highways
H	Remove debris such as dead animals, glass, and torn tires from the driving lanes on highways
I	Provide signs along highways that are easy to understand
J	Provide bright signs
K	Provide bright striping on highways
L	Support your options for traveling by public transit such as bus, light rail, or streetcar
M	Provide bike lanes or paved shoulders for traveling by bicycle
N	Provide sidewalks or intersection crossings for traveling by walking

While there was some movement, results were similar to the previous survey conducted in 2021. The primary trend was another slight decrease in those that were very satisfied for most measures from 2023 to 2021, this same trend was discovered when comparing 2021 results to 2019 results. Only four items changed quadrants since the previous study: “Provide bright signs” and “Provide signs along highways that are easy to understand” moved from “Continued Emphasis” to “Opportunities for Improvement” and “Provide sidewalks or intersection crossings for traveling by walking” or “Mow and trim trees, grass, and weeds along highways” moved from “Opportunities for Improvement” to “Less Important”.

For the third consecutive survey, most services fell into the opportunities for improvement quadrant, such as keeping the surfaces of all highways (major and other state highways) in good condition. These are services that most Missourians believe are very important, few are very satisfied. Improving these services will have the greatest impact on increasing overall Missourian satisfaction with MoDOT’s efforts to provide transportation services.

In 2023, four items were in the “Less Important” quadrant. This does not mean these services are unimportant to those who utilize them, but that – as a whole – Missouri residents value them less than other services. Improving services in this quadrant will not markedly improve the satisfaction of most state residents.

IMPORTANCE-SATISFACTION RATING

The importance-satisfaction (IS) rating is simply the very important percentage multiplied by the percentage of people who were not very satisfied. The latter is calculated by subtracting those that were very satisfied from 100%.

$$IS\ rating = very\ important\ \%\ x\ (100\% - very\ satisfied\ \%)$$

For example, in order to calculate the importance-satisfaction rating of keeping the surface of other highways in good condition, one would look up the very important percentage for this service (86.2%) and the very satisfied percentage with this service (10%). One would then plug these numbers into the equation:

$$IS\ rating = very\ important\ \%\ x\ (100\% - very\ satisfied\ \%)$$

$$IS\ rating = 86.2\%\ x\ (100\% - 10\%)$$

$$IS\ rating = 86.2\%\ x\ 90\%$$

$$IS\ rating = .776$$

While only one decimal place is shown in the data, the actual calculations were completed by software that utilized double precision point numbers, equivalent to 15 decimal places.

One characteristic of IS ratings is that items where MoDOT is currently excelling (such as services related to signage) rank relatively low. Even though most Missourians believe these services are very important, improvements in these services will only have a relatively minor impact on overall satisfaction since most residents are already very satisfied with MoDOT's performance on these services.

Based upon the importance-satisfaction analysis, MoDOT can most improve resident satisfaction with improved offerings on three key services:

1. **Keeping the surface of *major* highways in good condition.**
2. **Keeping the surface of *other* highways in good condition.**
3. **Keeping bridges in good condition.**

These options are listed in order of potential impact. As shown on the preceding tables, all sixteen services have an Importance-Satisfaction Rating Rank (rightmost column).

Improvements to the service with rank 1 will have a greater impact than improvements to the service with rank 2 (and a much greater impact than improvements to the service with rank 14).

The following tables show the priority that Missourians as a whole give to the various transportation services that MoDOT provides to the public.

Highest Priority (IS>.600)						
MoDOT Service	Very Important %	Very Important Rank	Very Satisfied %	Very Satisfied Rank	Importance-Satisfaction Rating	Importance-Satisfaction Rating Rank
Keeping the surface of major highways in good condition (smooth and free of potholes)	90.5%	2	13.0%	13	0.7874	1
Keeping the surface of other state highways in good condition (smooth and free of potholes)	86.2%	3	10.0%	14	0.7758	2
Keeping bridges in good condition	92.4%	1	17.7%	10	0.7605	3

Higher Priority (IS .500 to .590)						
MoDOT Service	Very Important %	Very Important Rank	Very Satisfied %	Very Satisfied Rank	Importance-Satisfaction Rating	Importance-Satisfaction Rating Rank
Removing debris, such as dead animals, glass, and torn tires from the driving lanes on highways	70.4%	7	17.1%	11	0.5836	4
Brightness of striping on MoDOT highways	83.1%	5	30.5%	6	0.5775	5
Minimizing congestion on highways	59.7%	9	14.5%	12	0.5104	6
Managing snow and ice on highways	84.6%	4	40.2%	3	0.5059	7

Medium Priority (IS .350 to .490)						
MoDOT Service	Very Important %	Very Important Rank	Very Satisfied %	Very Satisfied Rank	Importance-Satisfaction Rating	Importance-Satisfaction Rating Rank
Providing signs along highways that are easy to understand	79.1%	6	46.8%	2	0.4208	8
Keeping the shoulders on highways in good condition	56.2%	10	30.7%	5	0.3895	9
Brightness of MoDOT's signs	69.4%	8	48.1%	1	0.3602	10

Lower Priority (IS <.350)						
MoDOT Service	Very Important %	Very Important Rank	Very Satisfied %	Very Satisfied Rank	Importance-Satisfaction Rating	Importance-Satisfaction Rating Rank
Options for traveling by walking on sidewalks or intersection crossings	43.9%	12	27.9%	7	0.3165	11
Mowing and trimming trees, grass, and weeds along highways	45.7%	11	31.3%	4	0.3140	12
Options for traveling by public transit such as bus, light rail, or streetcar	27.7%	13	17.9%	9	0.2274	13
Options for traveling by bicycle on bike lanes or paved shoulders	24.5%	14	23.0%	8	0.1887	14

Appendix B:

Maps

A Report Card from Missourians

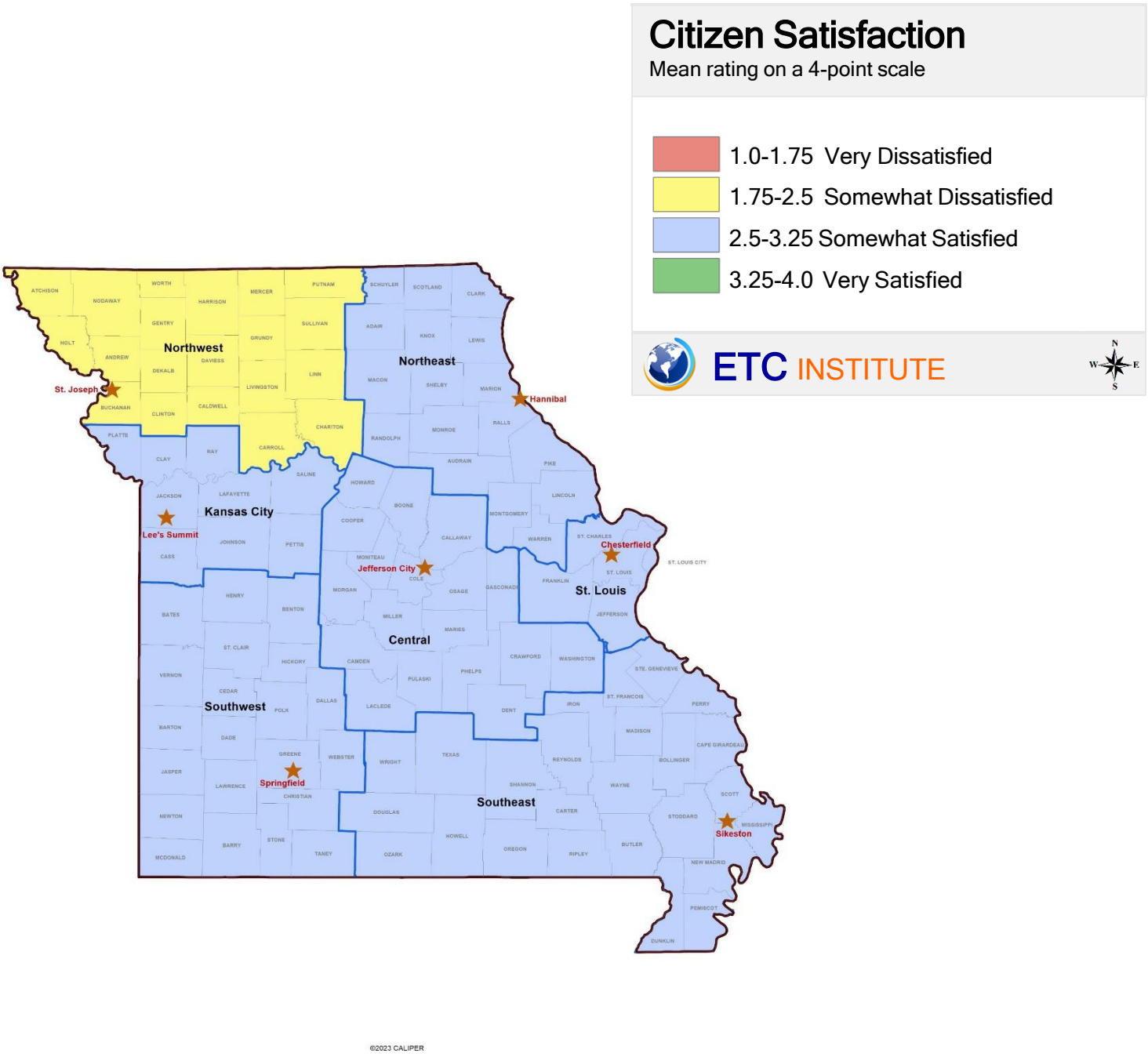
INTERPRETING THE MAPS

The maps on the following pages show the mean ratings for several questions on the survey by district. The mean ratings were calculated by first allocating 1 point for each very dissatisfied/strongly disagree/very unimportant answer, 2 points for each somewhat dissatisfied/somewhat disagree/somewhat unimportant answer, 3 points for each somewhat satisfied/somewhat agree/somewhat important answer, and 4 points for each very satisfied/strongly agree/very important answer. Then the mean was calculated for each district.

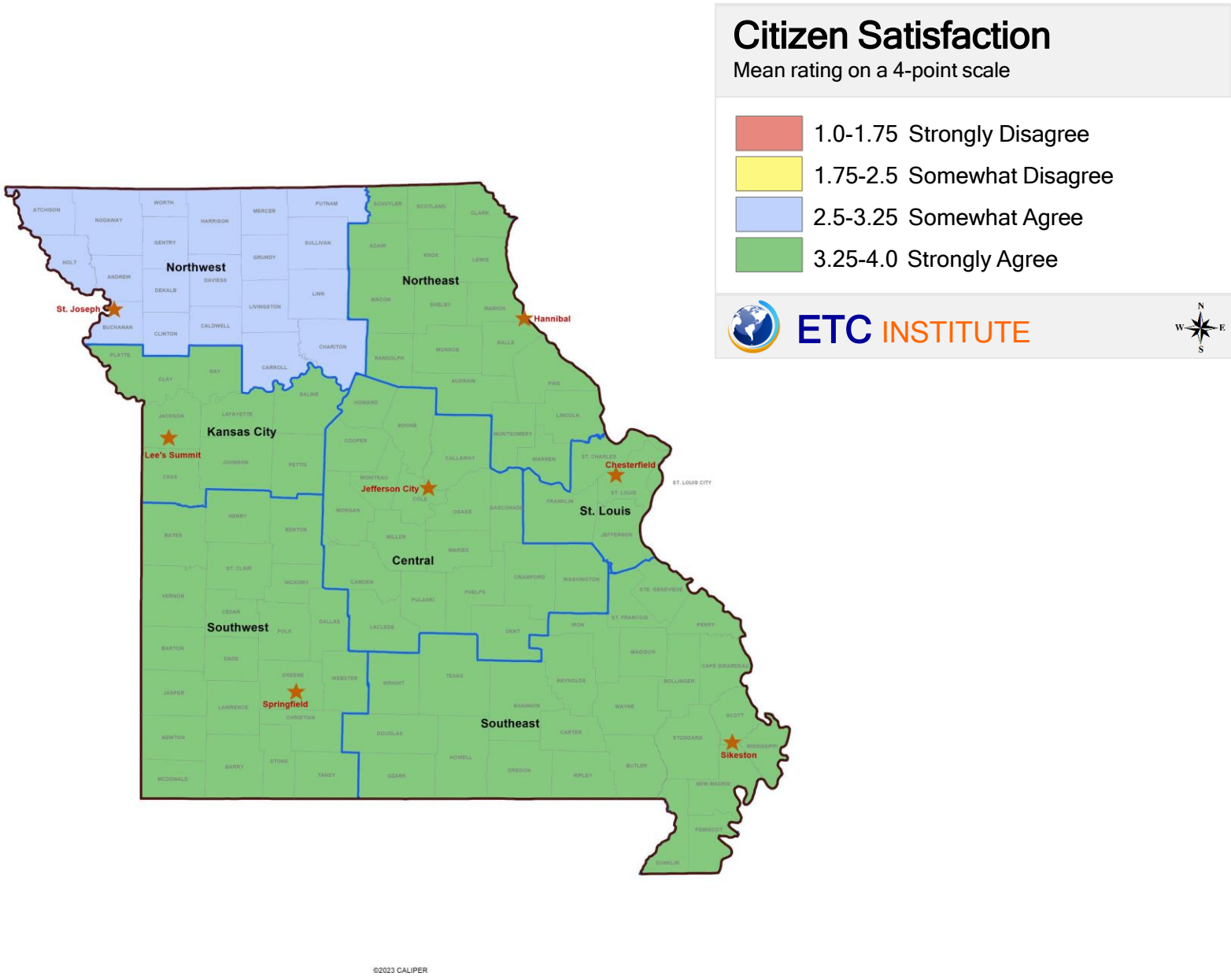
Mean weightings of 1.00 to 1.75 indicate the overall population was very dissatisfied with the service, strongly disagreed with the statement, or thought the service was very unimportant. Mean weightings of 1.75 to 2.50 indicate the overall population was somewhat dissatisfied with the service, somewhat disagreed with the statement, or thought the service was somewhat unimportant. Mean weightings of 2.50 to 3.25 indicate the overall population was somewhat satisfied with the service, somewhat agreed with the statement, or thought the service was somewhat important. Mean weightings of 3.25 to 4.00 indicate the overall population was very satisfied with the service, strongly agreed with the statement, or thought the service was very important.

If all the areas on a map are the same color, then people generally feel the same about that issue regardless of where they reside.

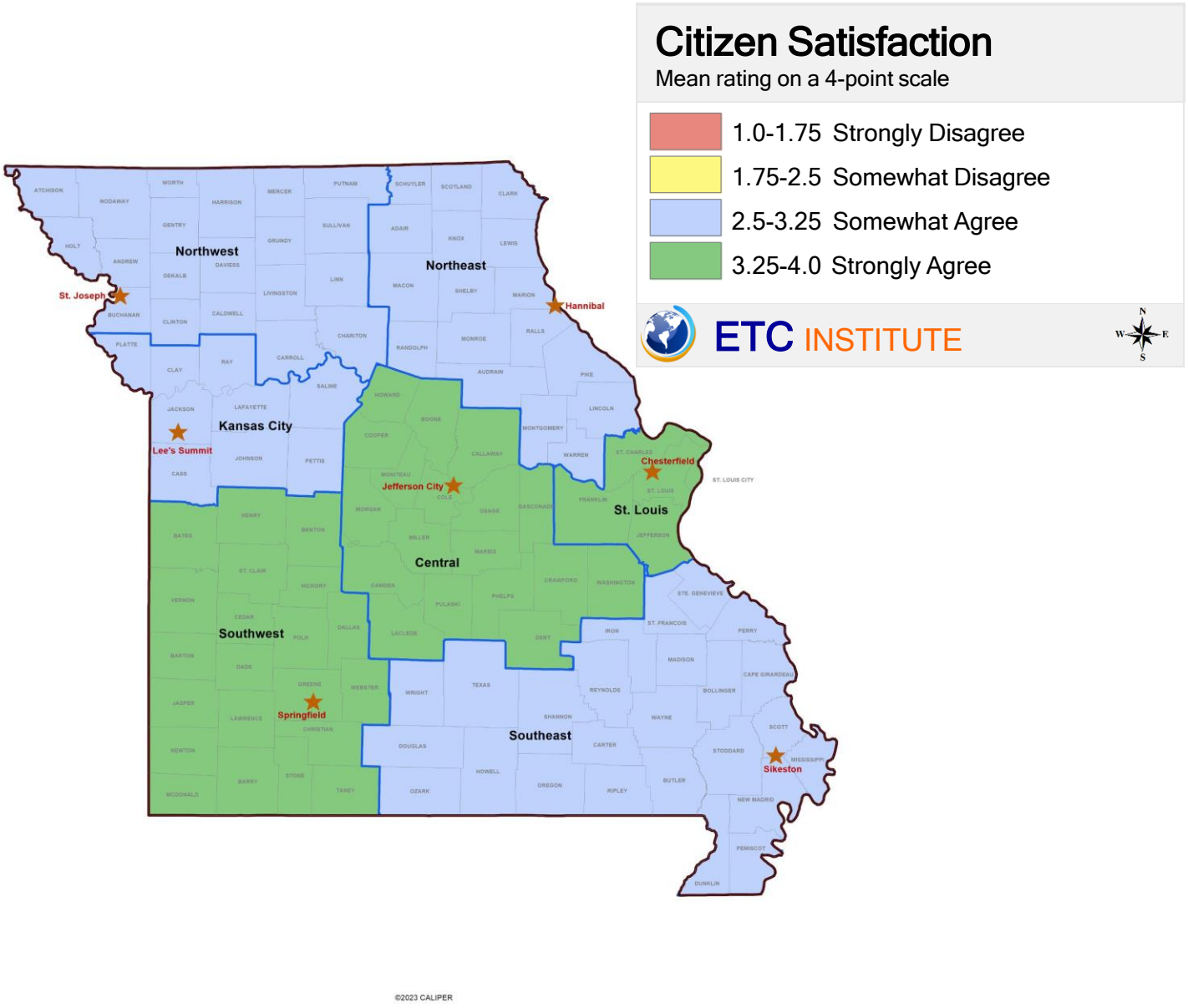
Q4. Please rate your level of satisfaction with the job the Missouri Department of Transportation, also known as MoDOT, is doing.



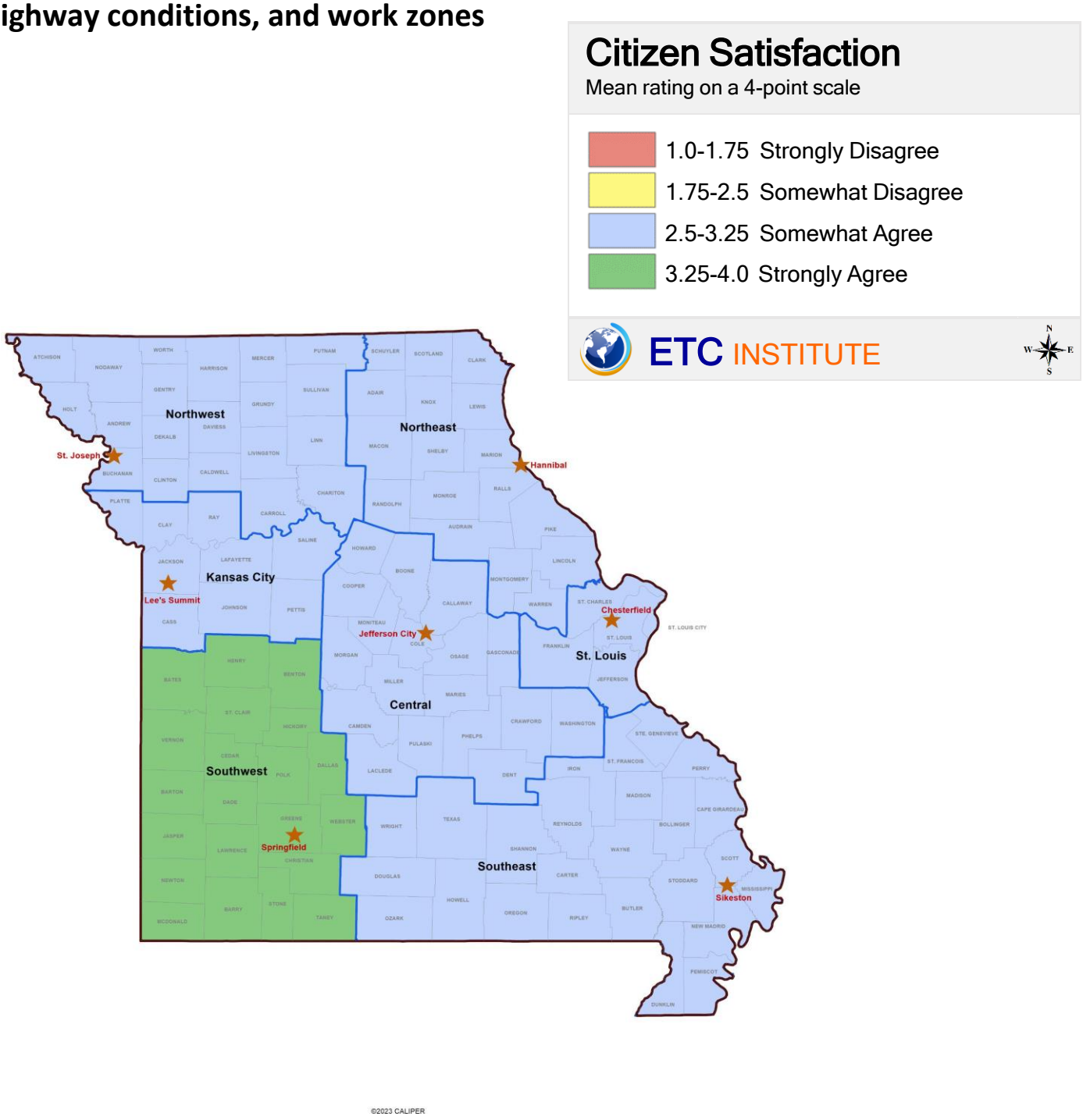
Q5[01]. MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones



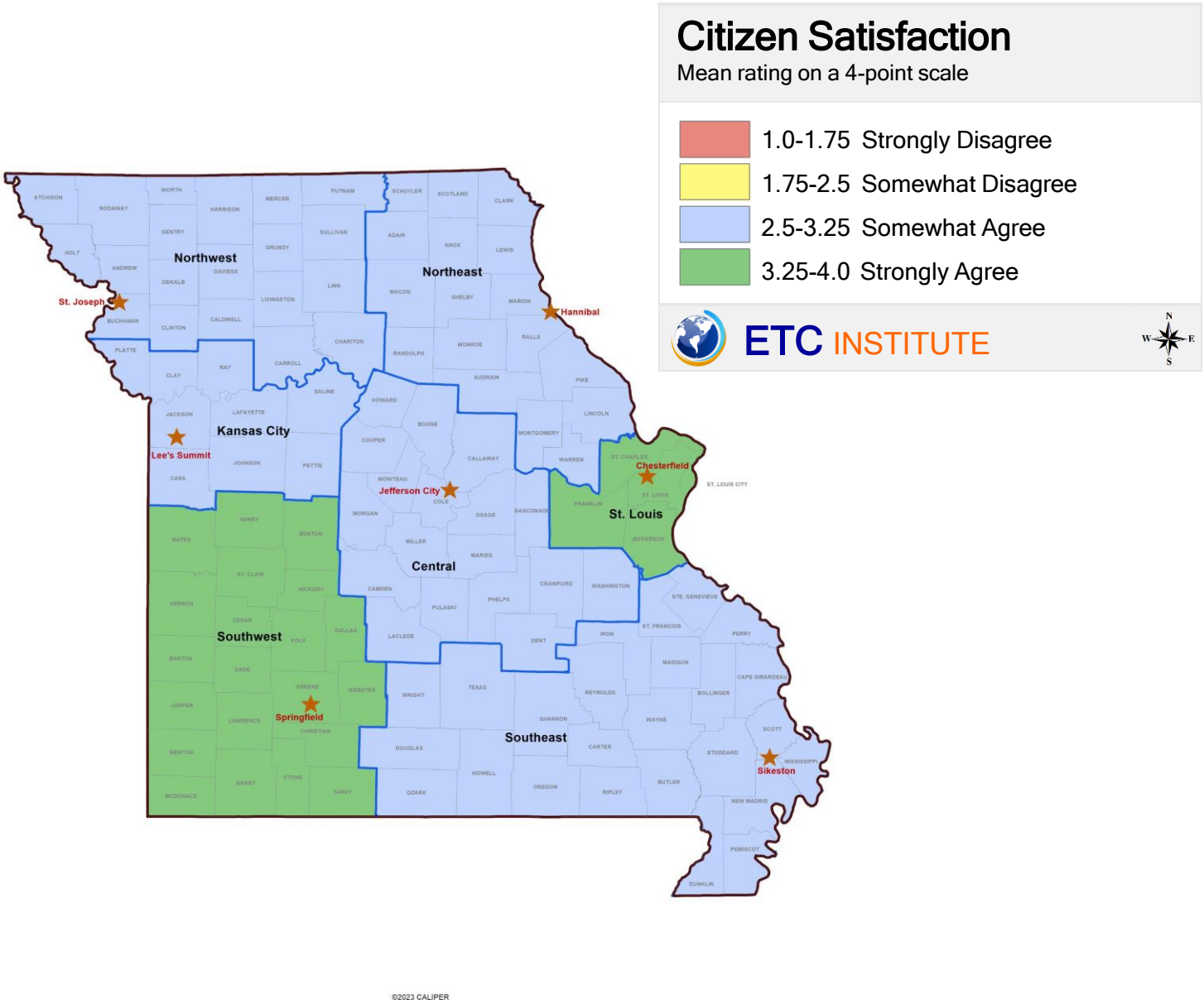
Q5[02]. MoDOT provides timely information to citizens about road projects, highway conditions, and work zones



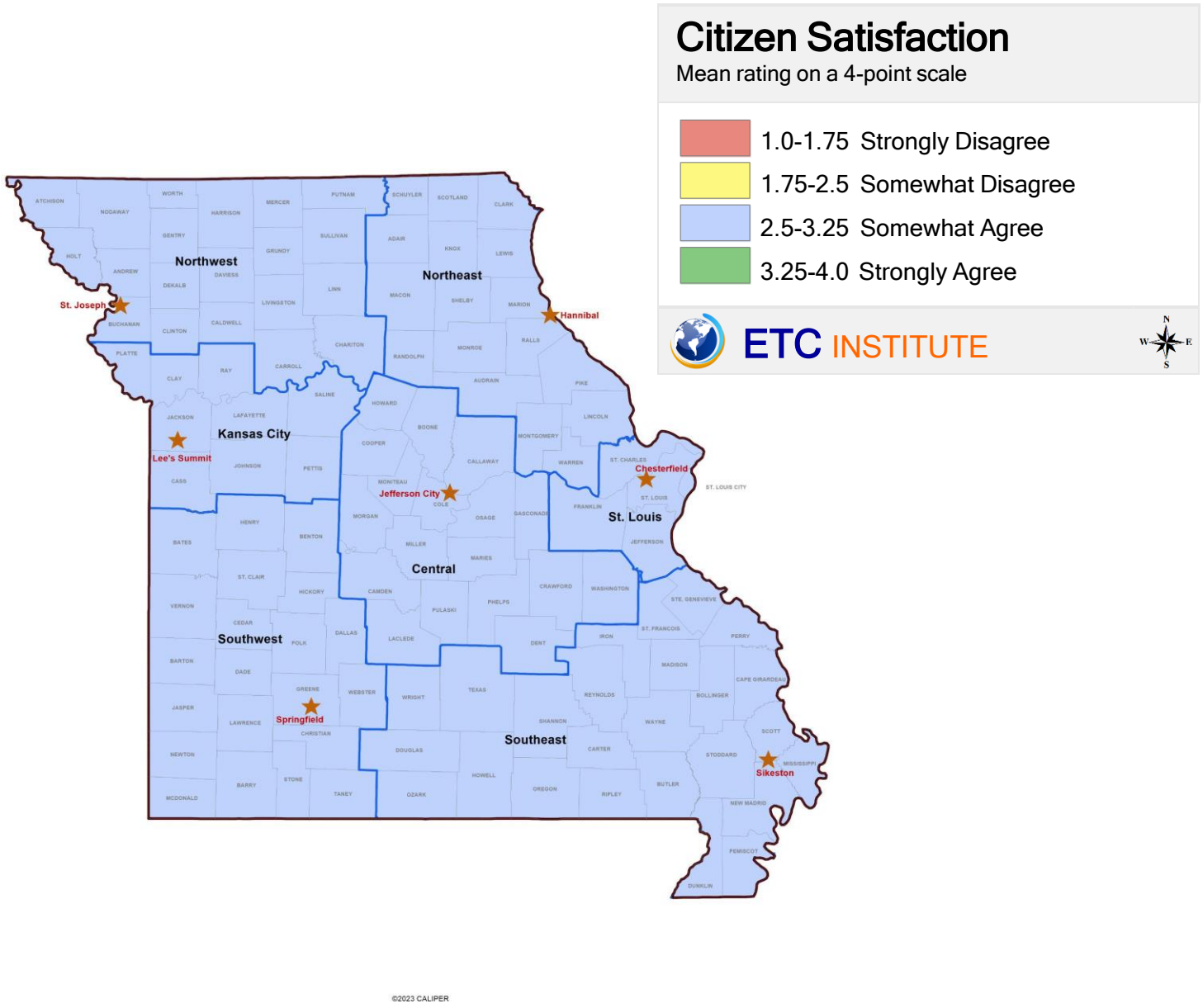
Q5[03]. MoDOT provides understandable information to citizens about road projects, highway conditions, and work zones



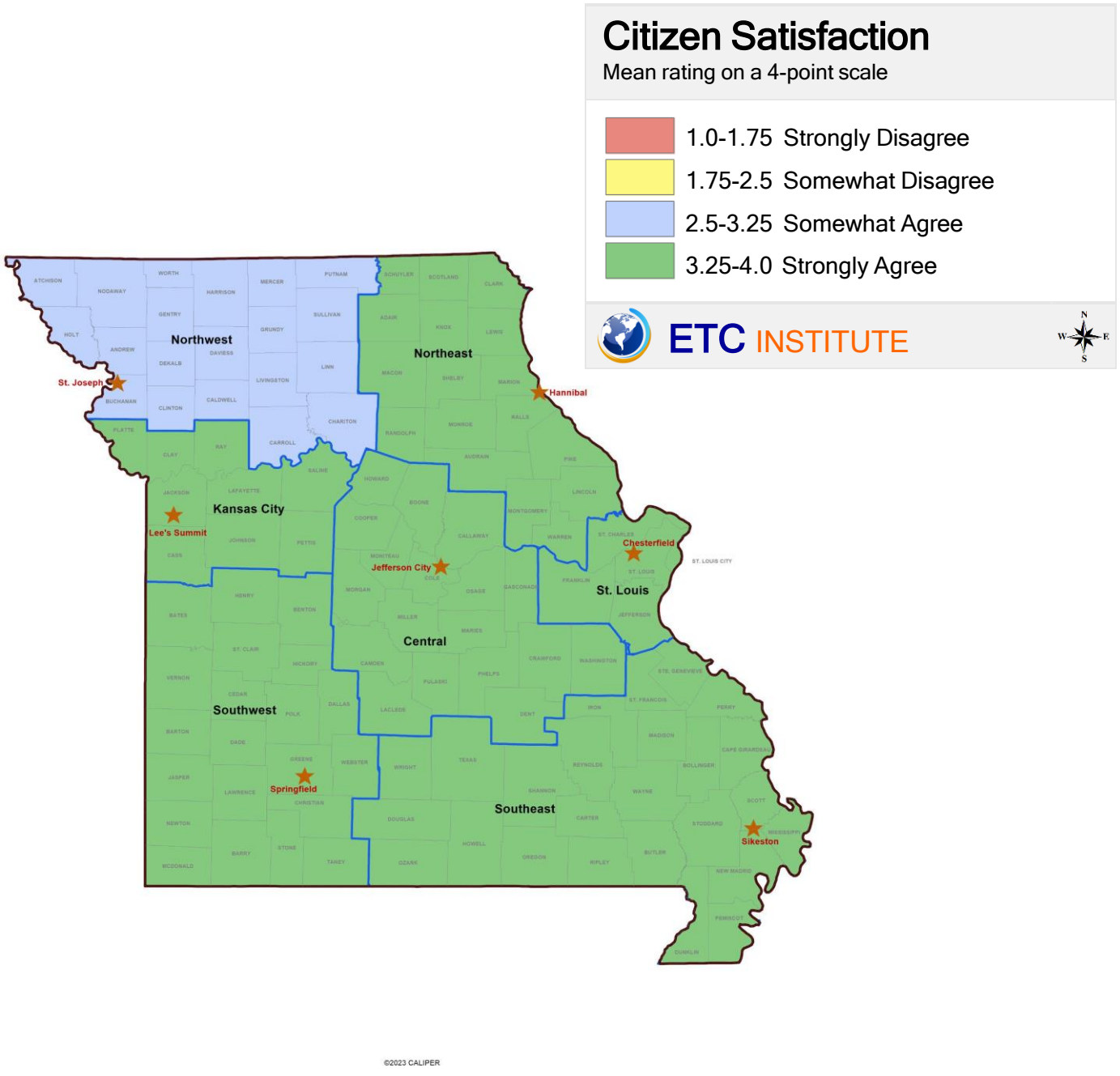
Q5[04]. MoDOT is the primary transportation expert in Missouri



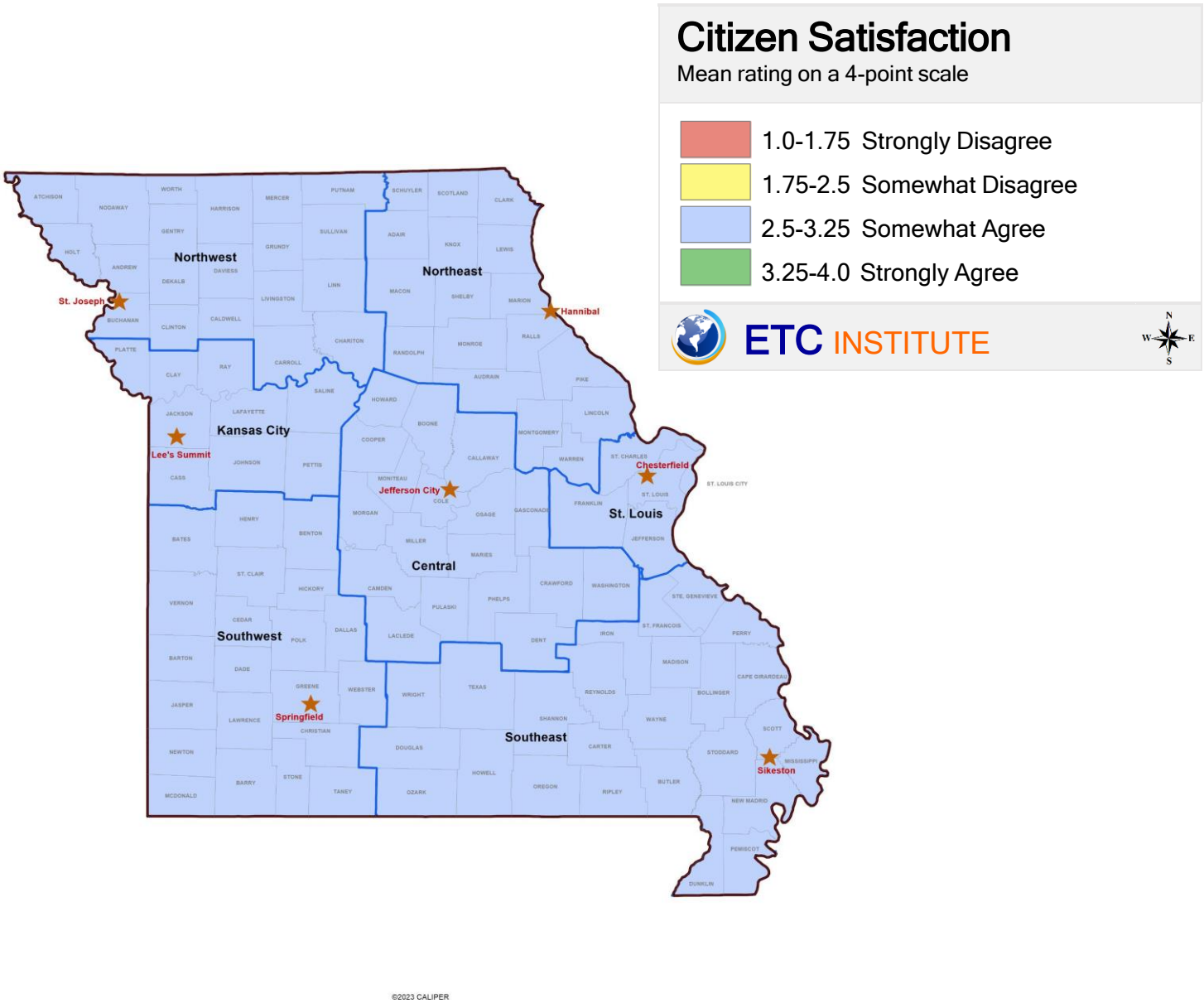
Q5[05]. MoDOT keeps its commitments to the public



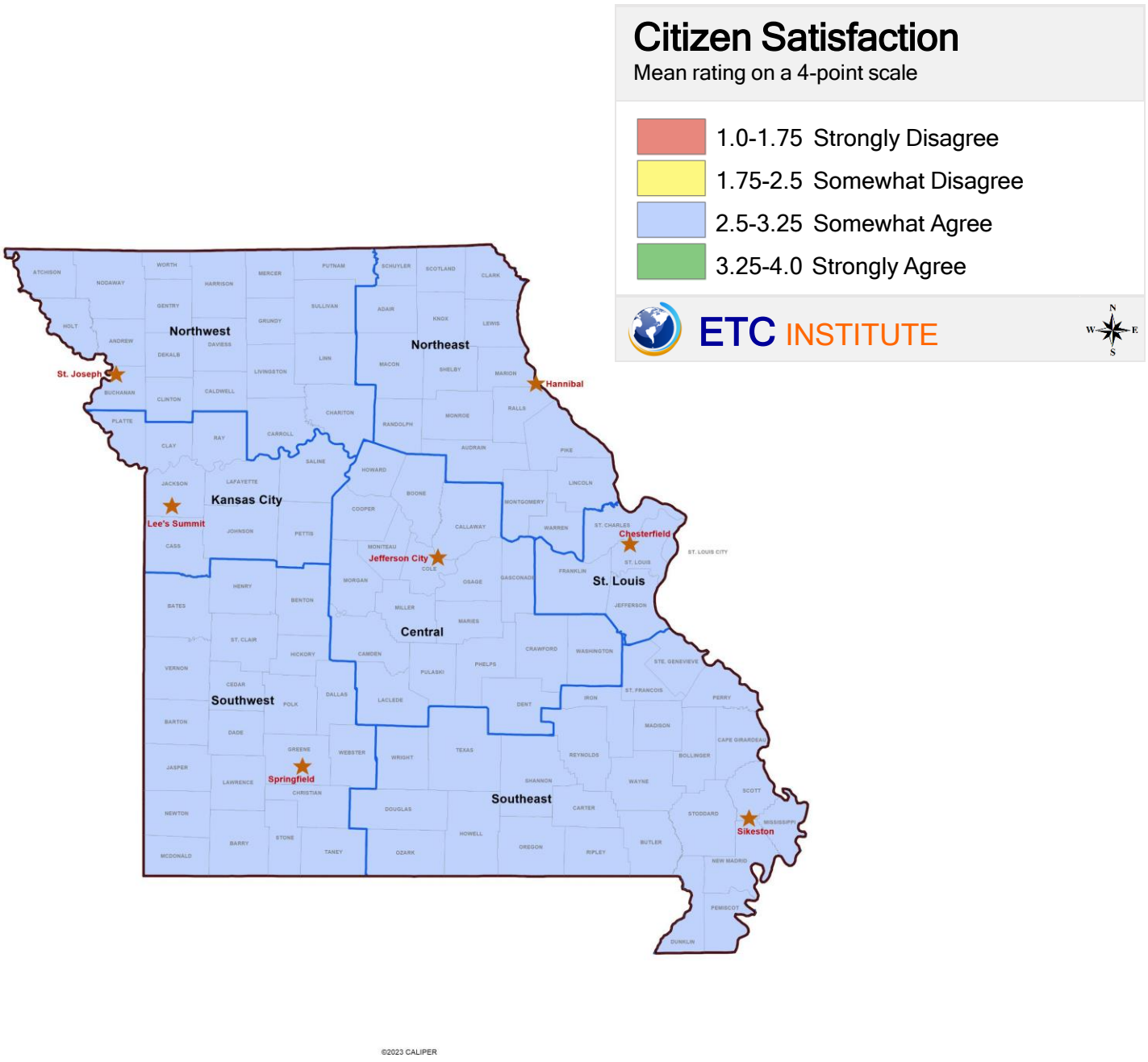
Q5[06]. MoDOT does a good job of providing advance warning to motorists before entering work zones



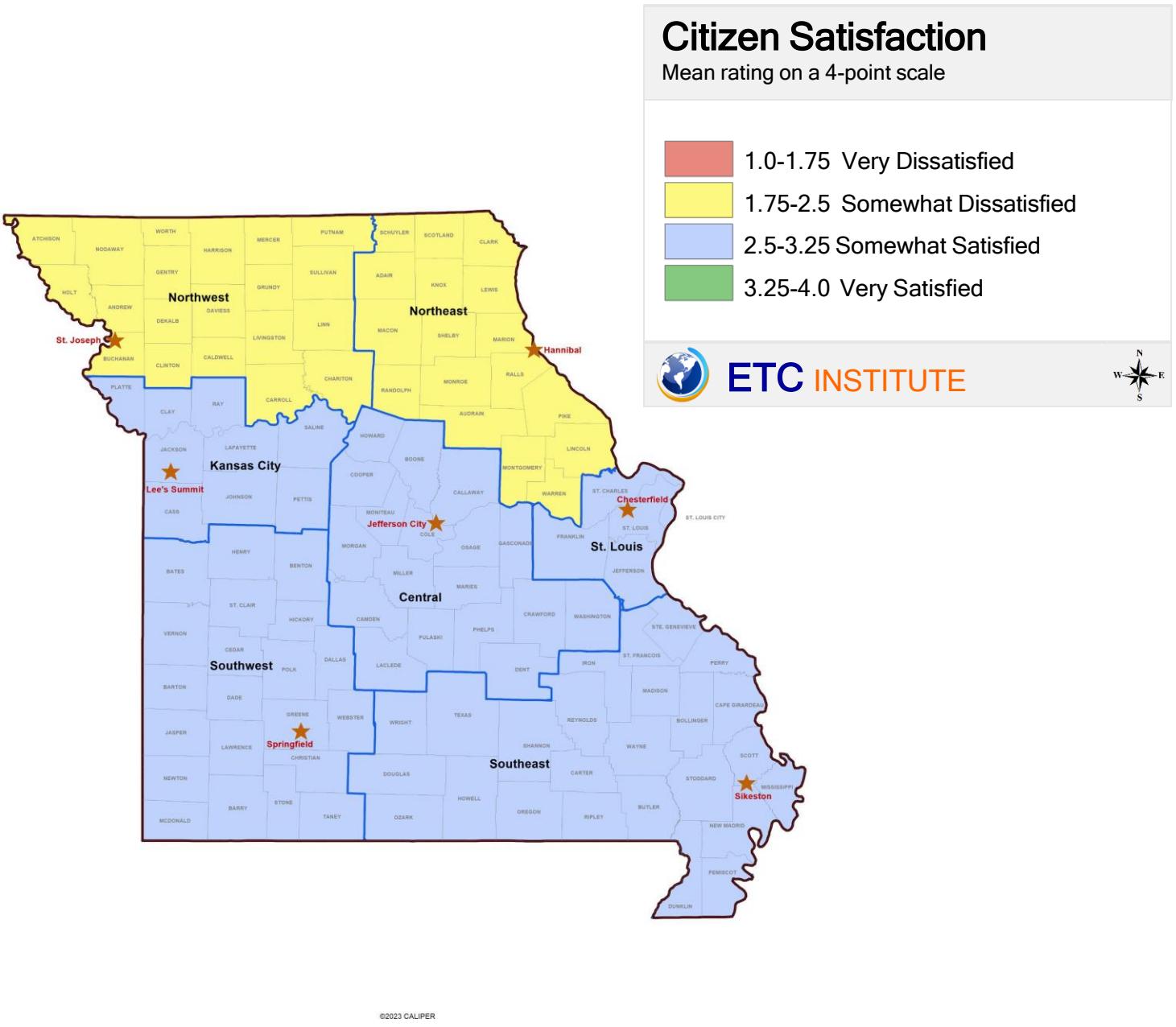
Q5[07]. MoDOT does a good job of minimizing travel delays caused by work zones



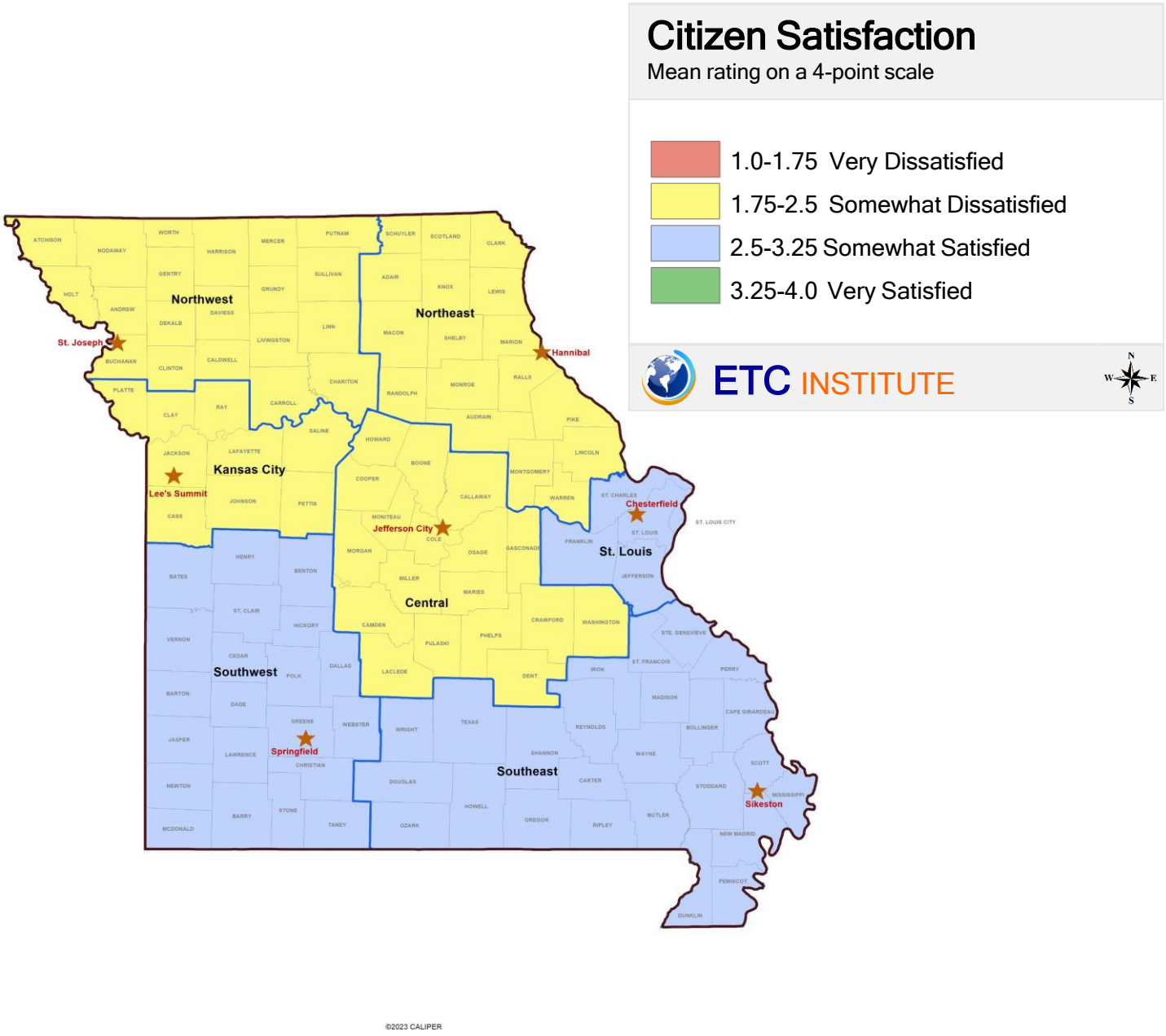
Q5[08]. I rely on MoDOT for real-time traffic information.



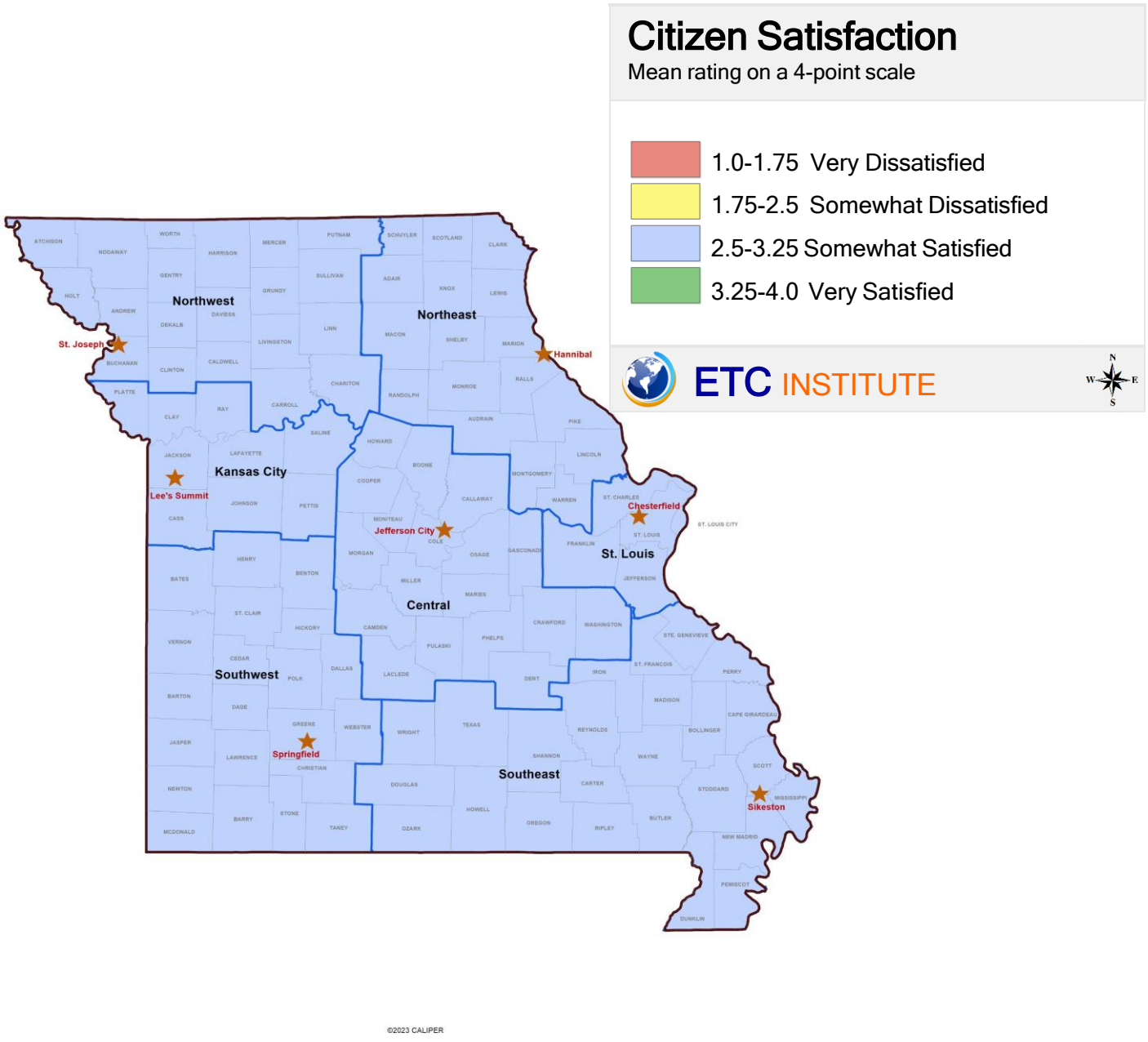
Q6[01]. MoDOT's efforts to keep the surface of major highways in good condition (smooth and free of potholes)



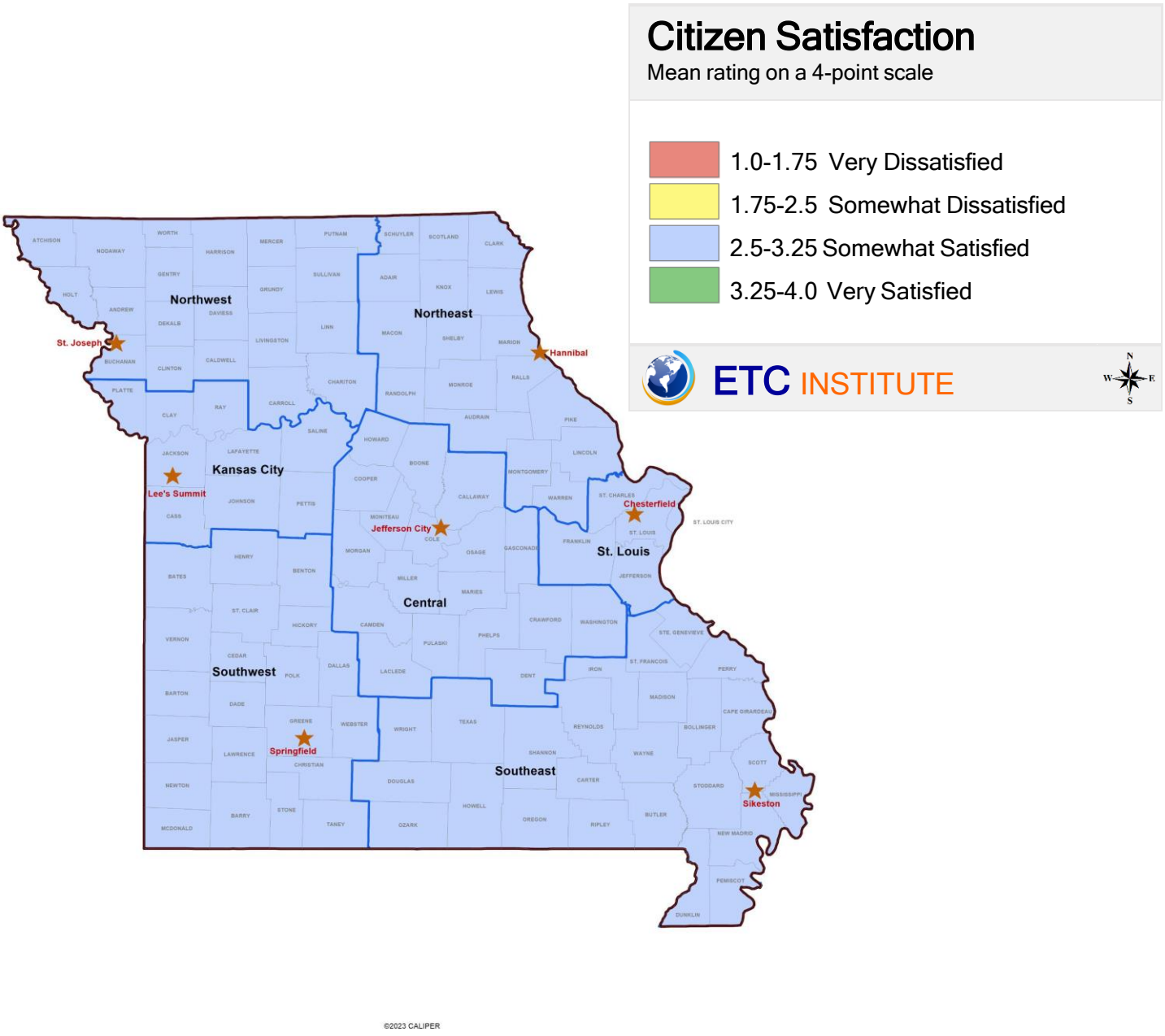
Q6[02]. MoDOT's efforts to keep the surface of other state highways in good condition (smooth and free of potholes)



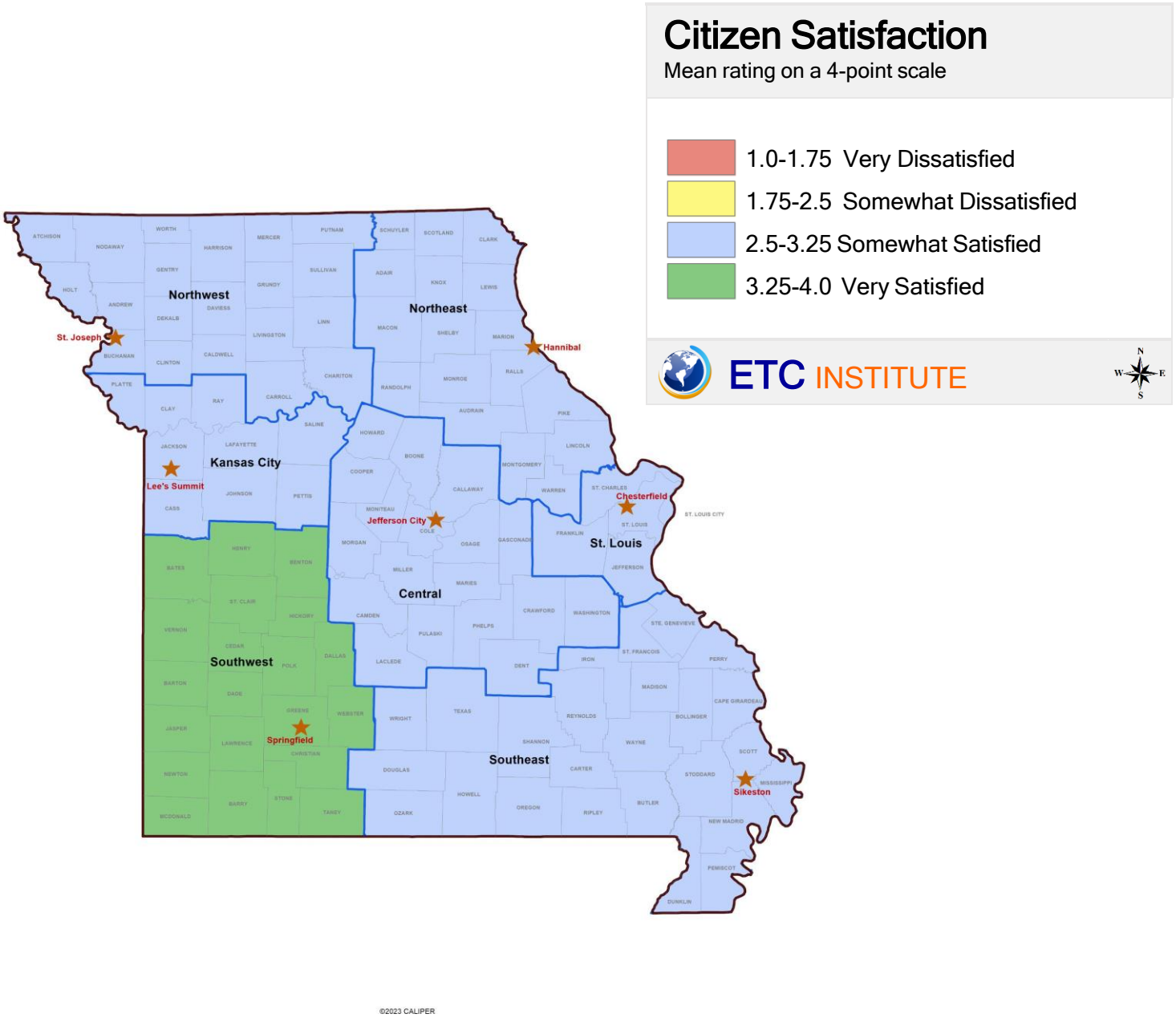
Q6[03]. MoDOT's efforts to keep bridges in good condition



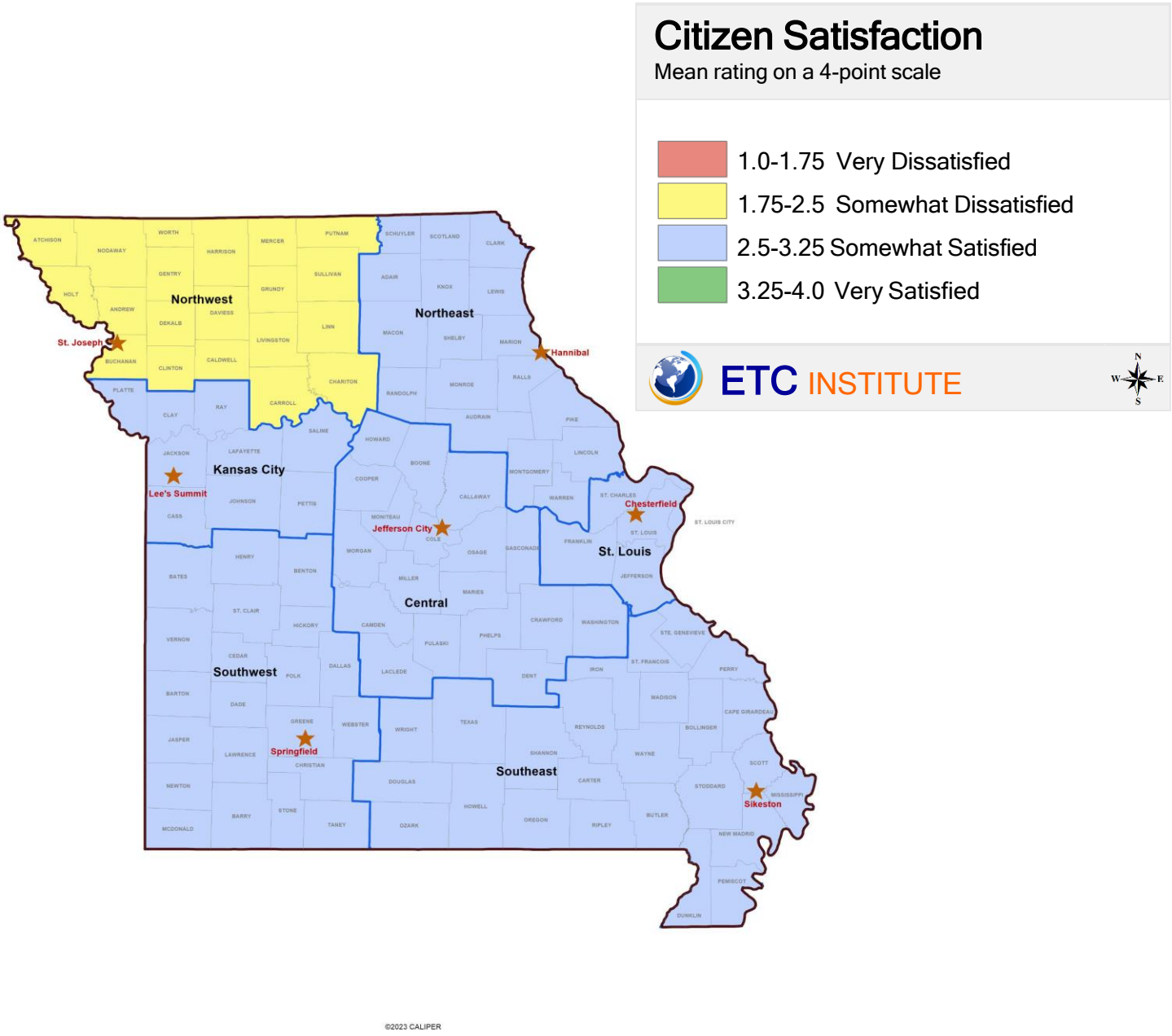
Q6[04]. MoDOT's efforts to minimize congestion on highways



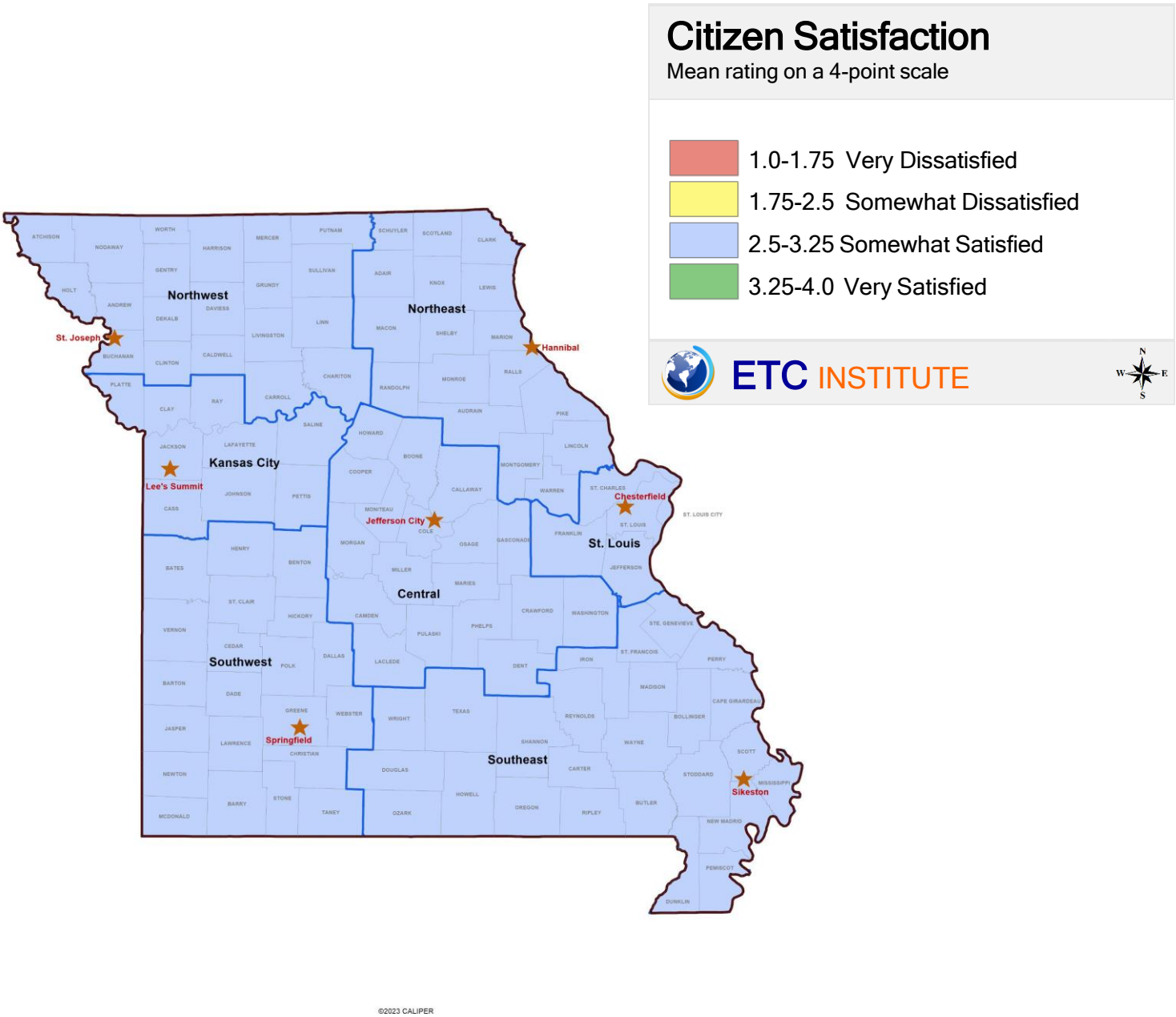
Q6[05]. MoDOT's efforts to manage snow and ice on highways



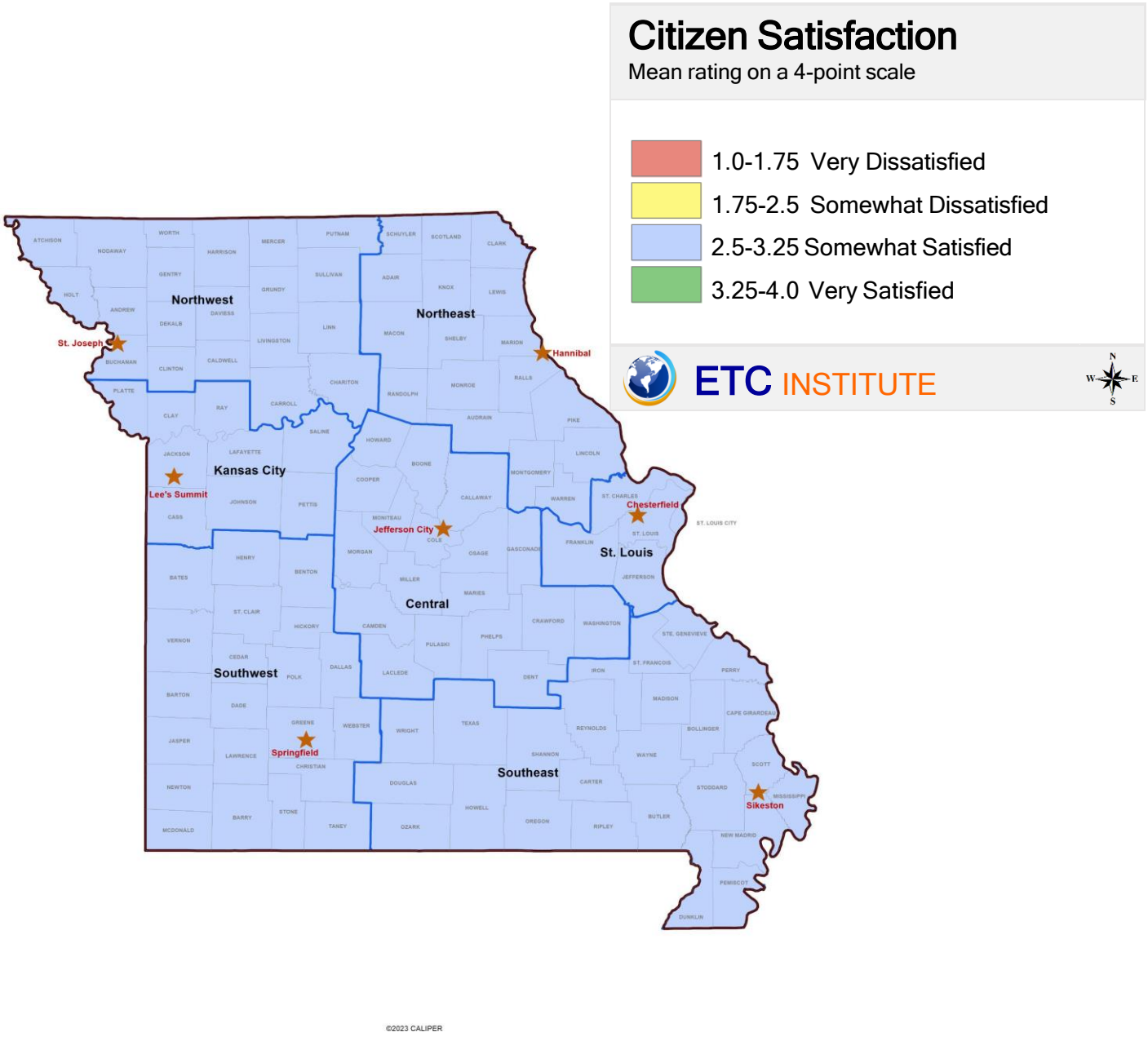
Q6[06]. MoDOT's efforts to keep the shoulders on highways in good condition



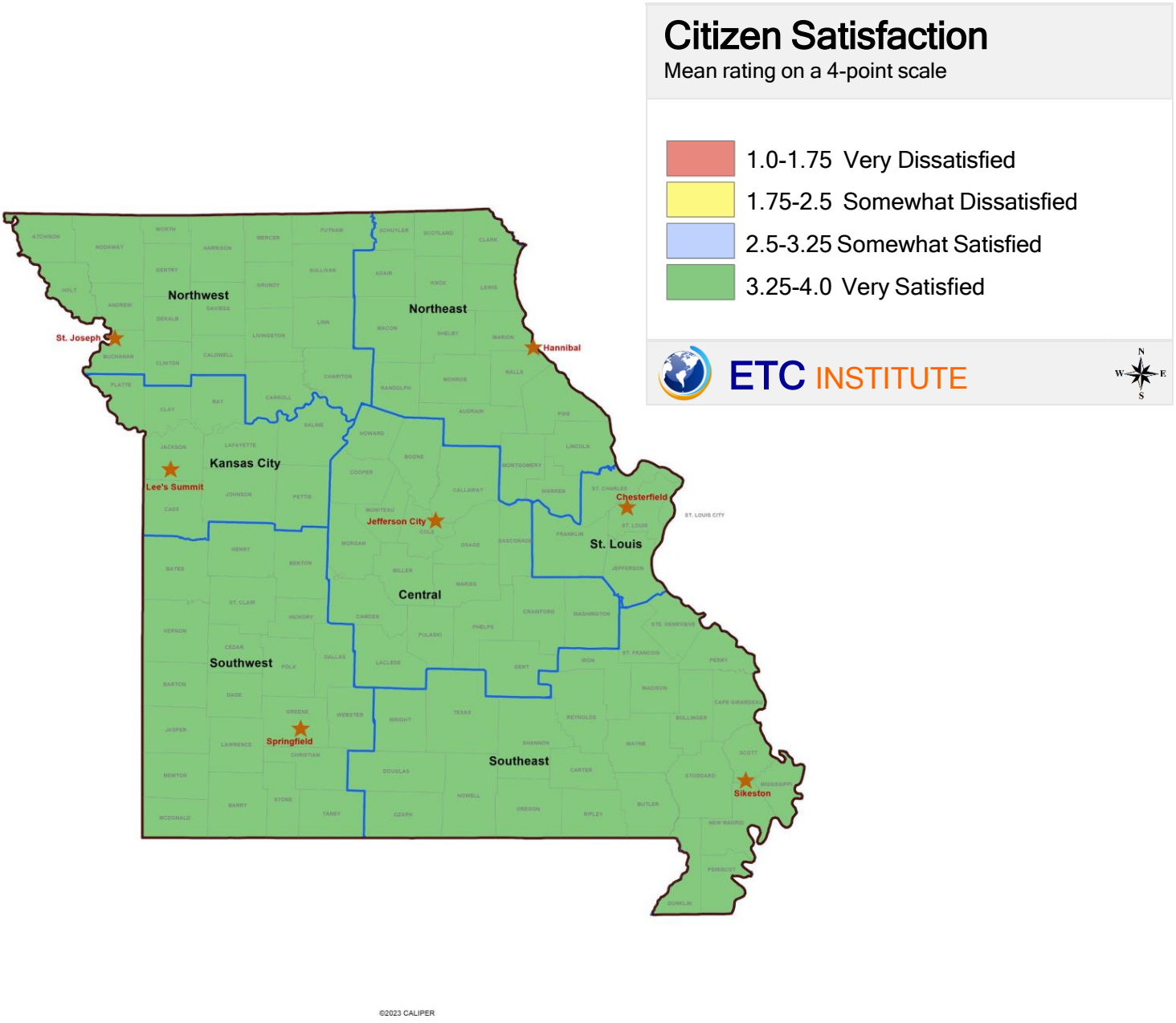
Q6[07]. MoDOT's efforts to mow and trim trees, grass, and weeds along highways



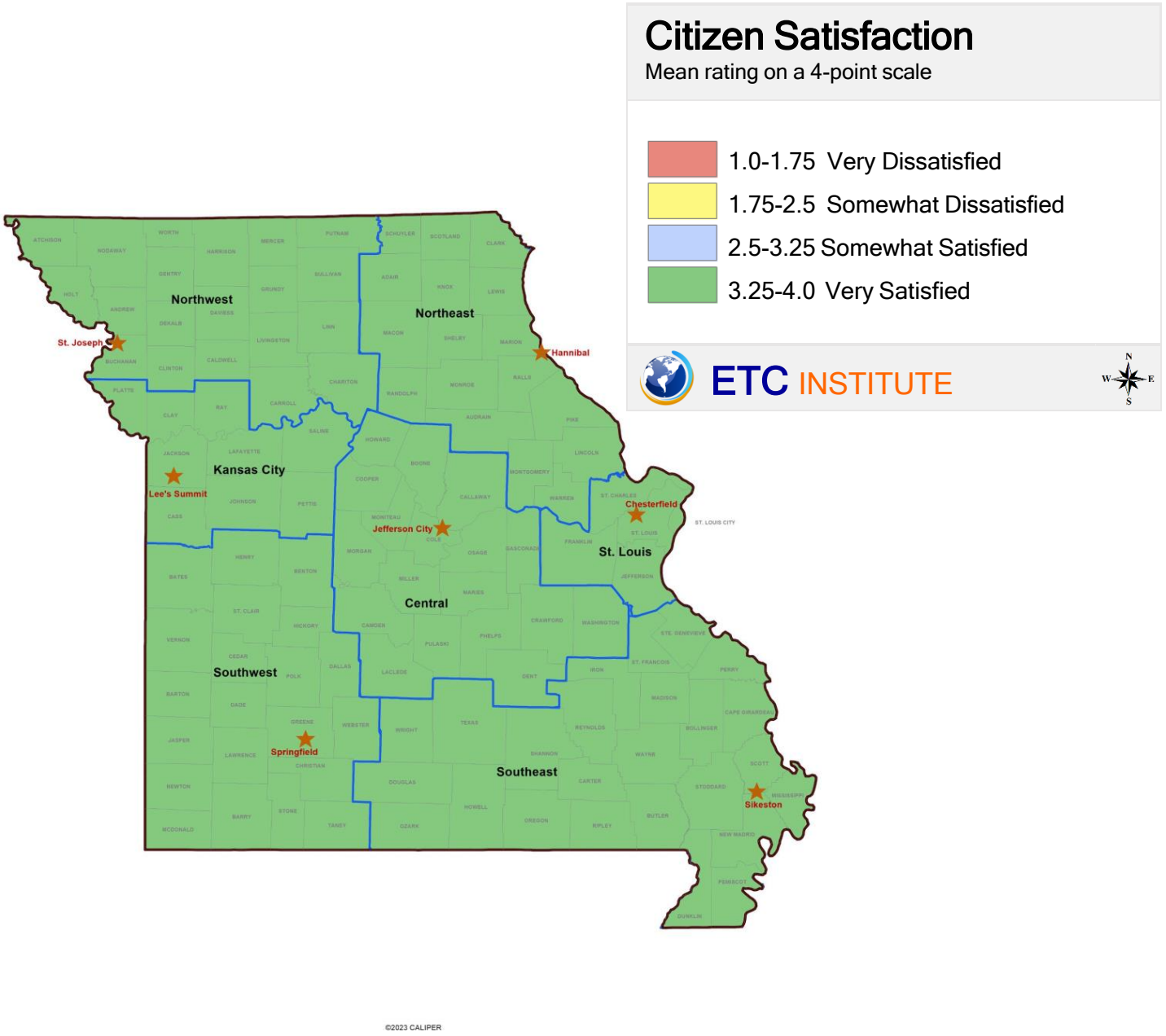
Q6[08]. MoDOT's efforts to remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways



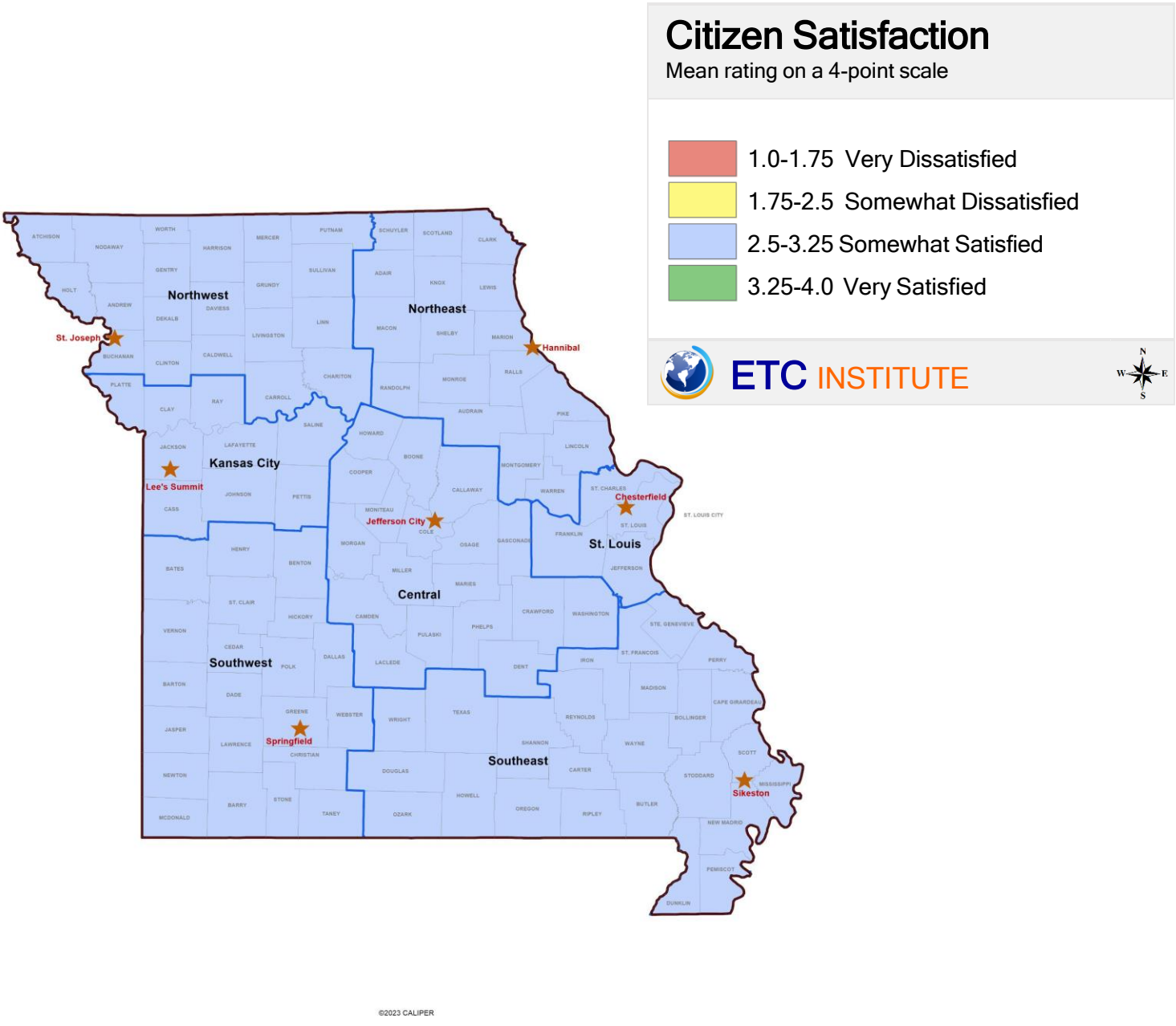
Q6[09]. MoDOT's efforts to provide signs along highways that are easy to understand



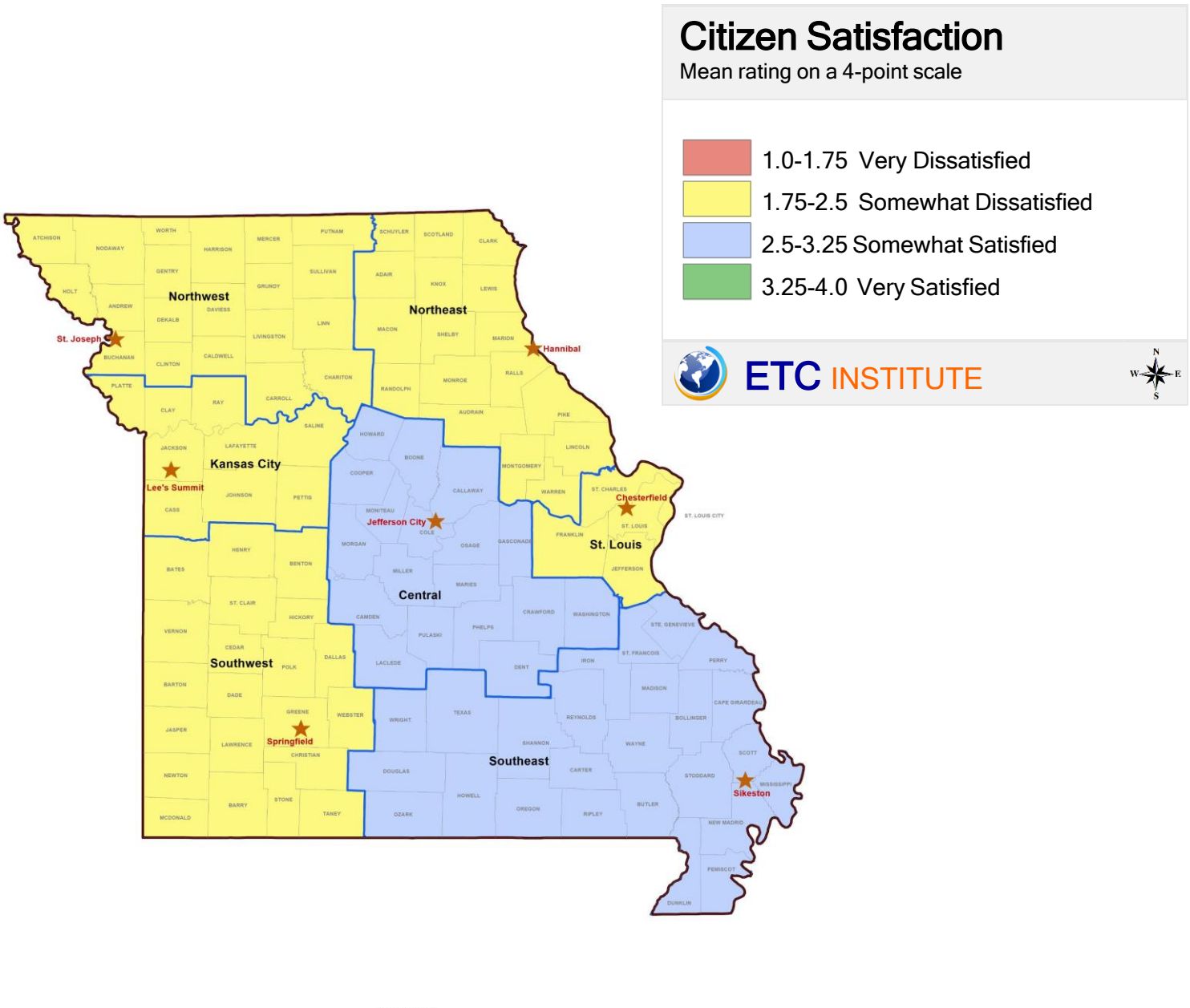
Q6[10]. The brightness of MoDOT's signs



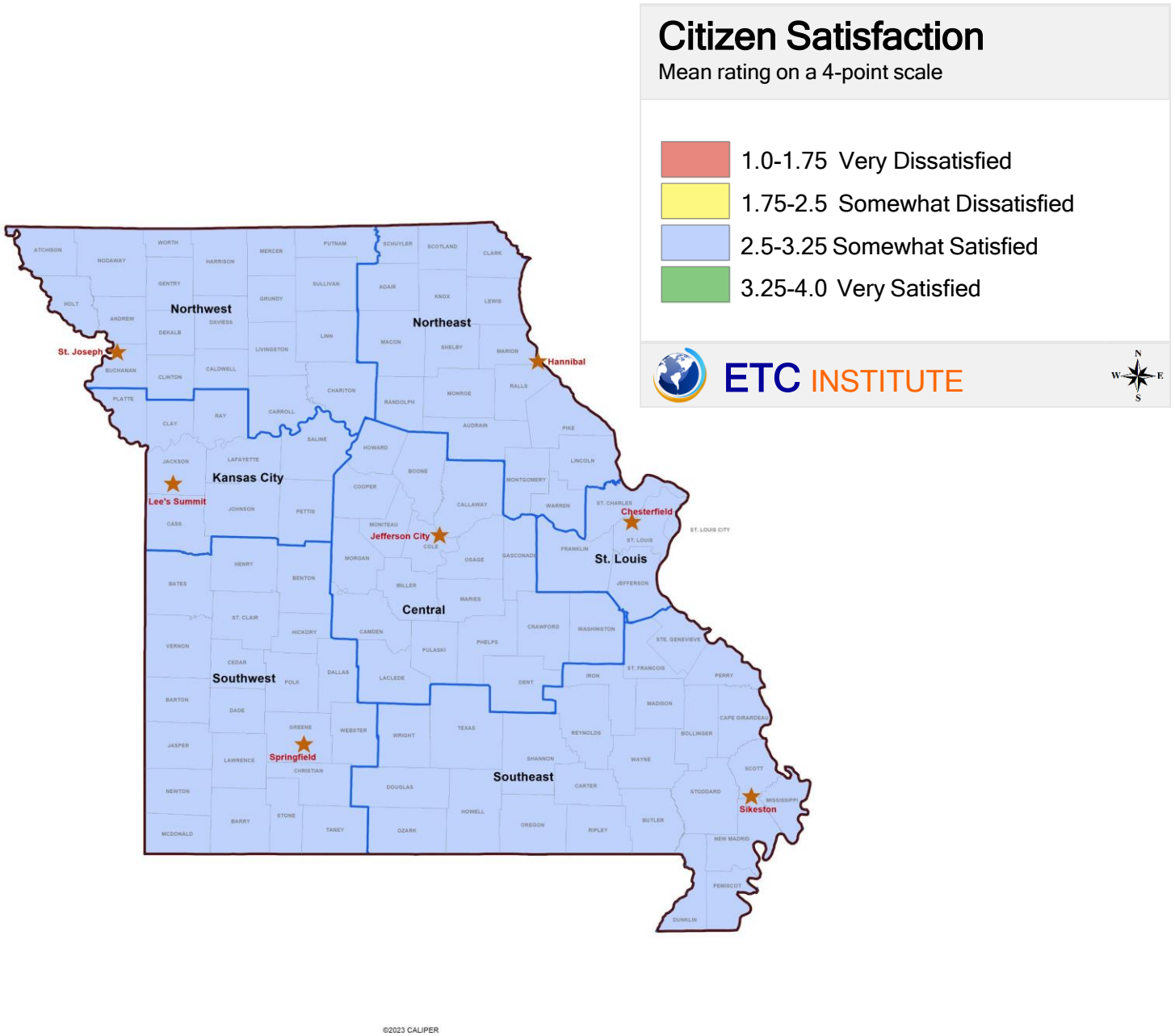
Q6[11]. The brightness of striping on MoDOT highways



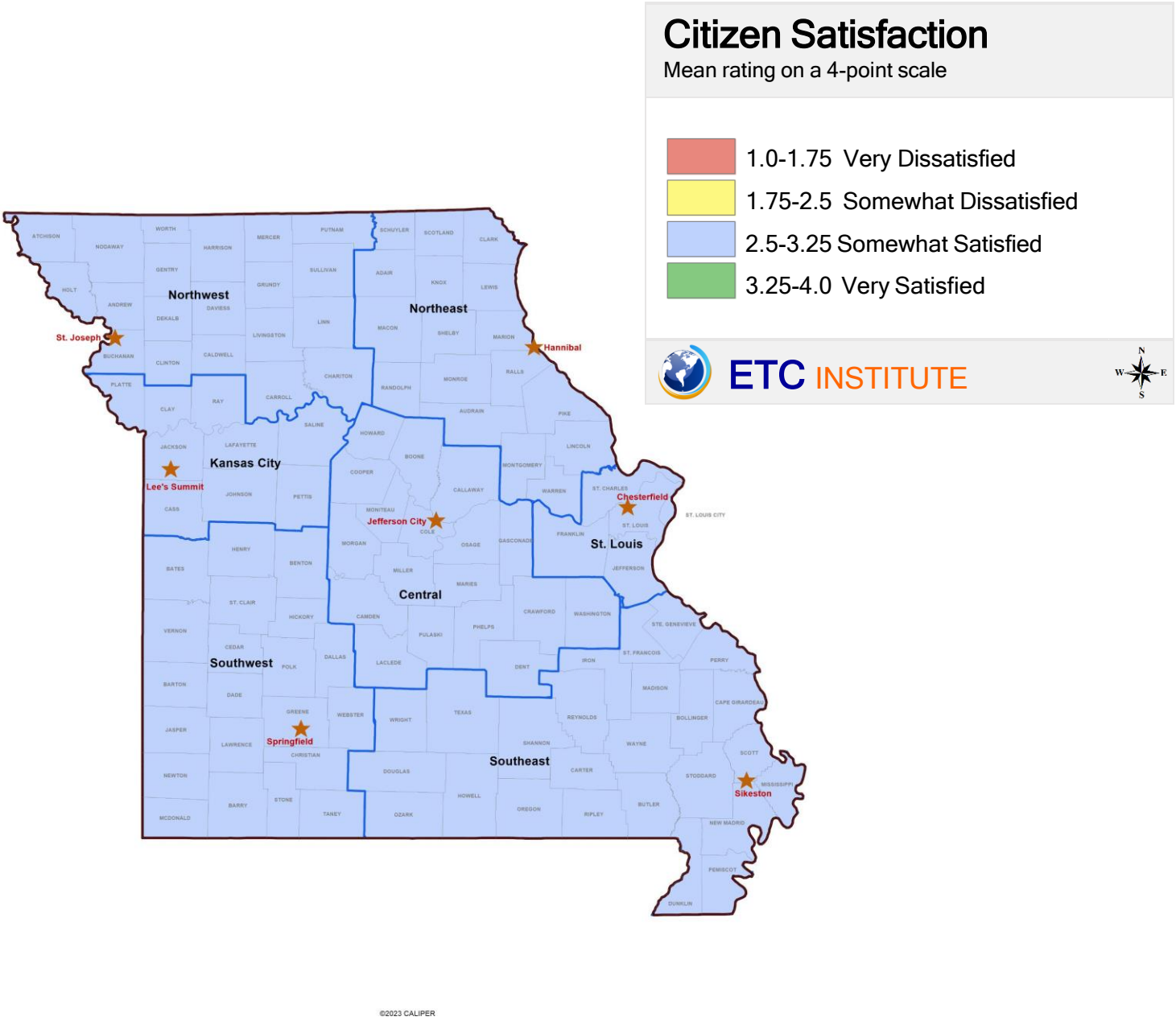
Q6[12]. Your options for traveling by public transit such as bus, light rail, or streetcar



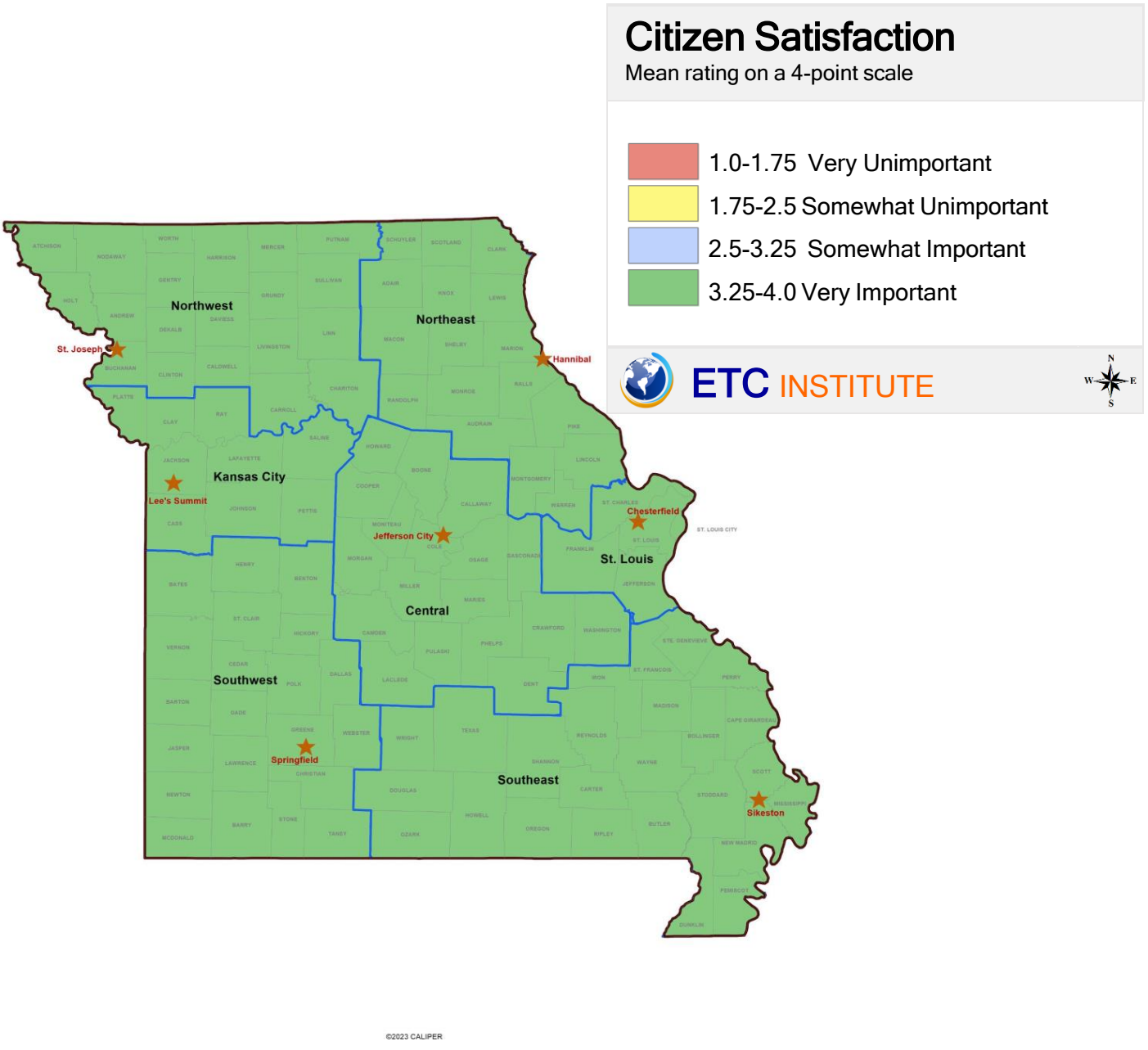
Q6[13]. Your options for traveling by bicycle on bike lanes or paved shoulders



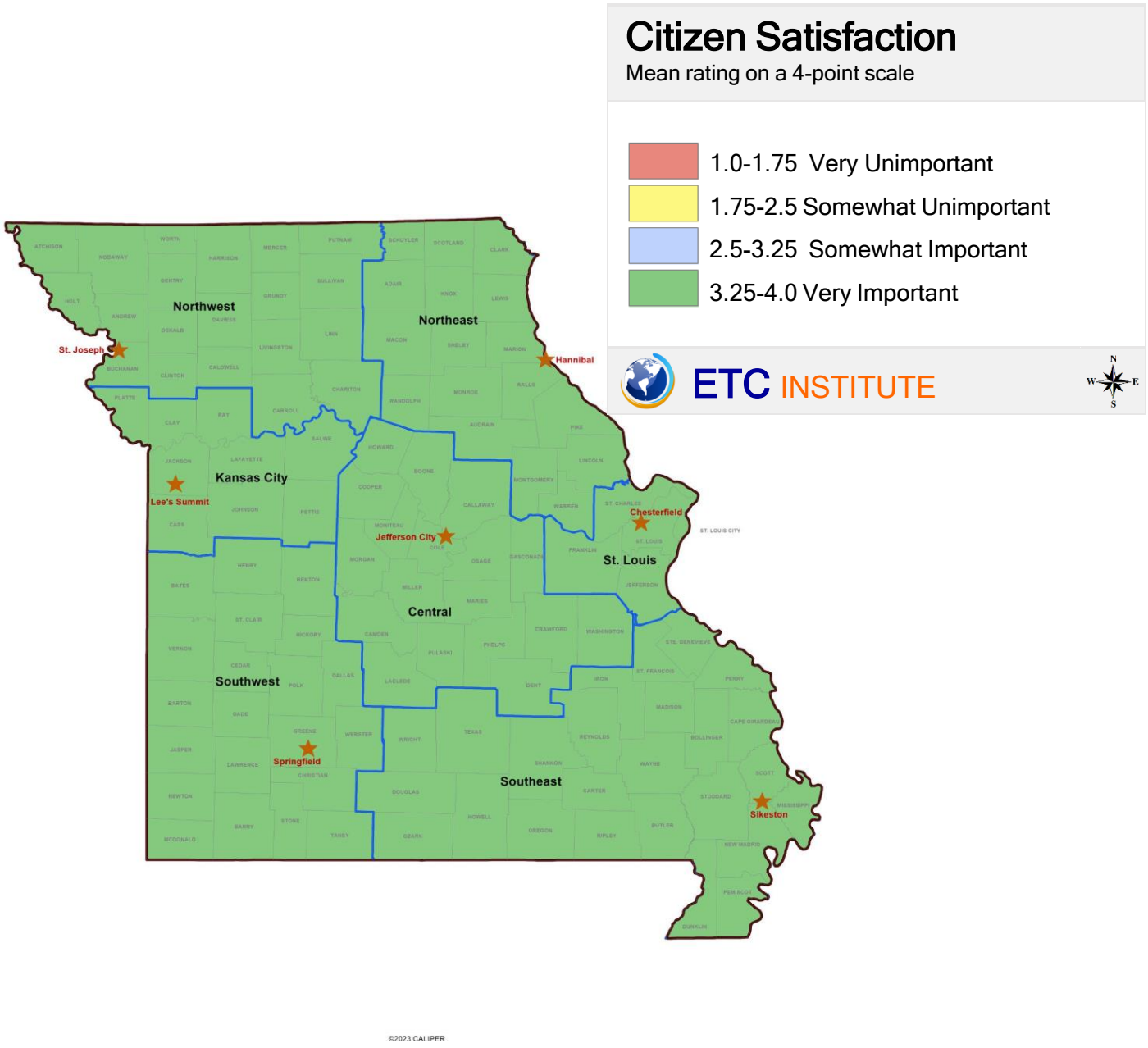
Q6[14]. Your options for traveling by walking on sidewalks or intersection crossings



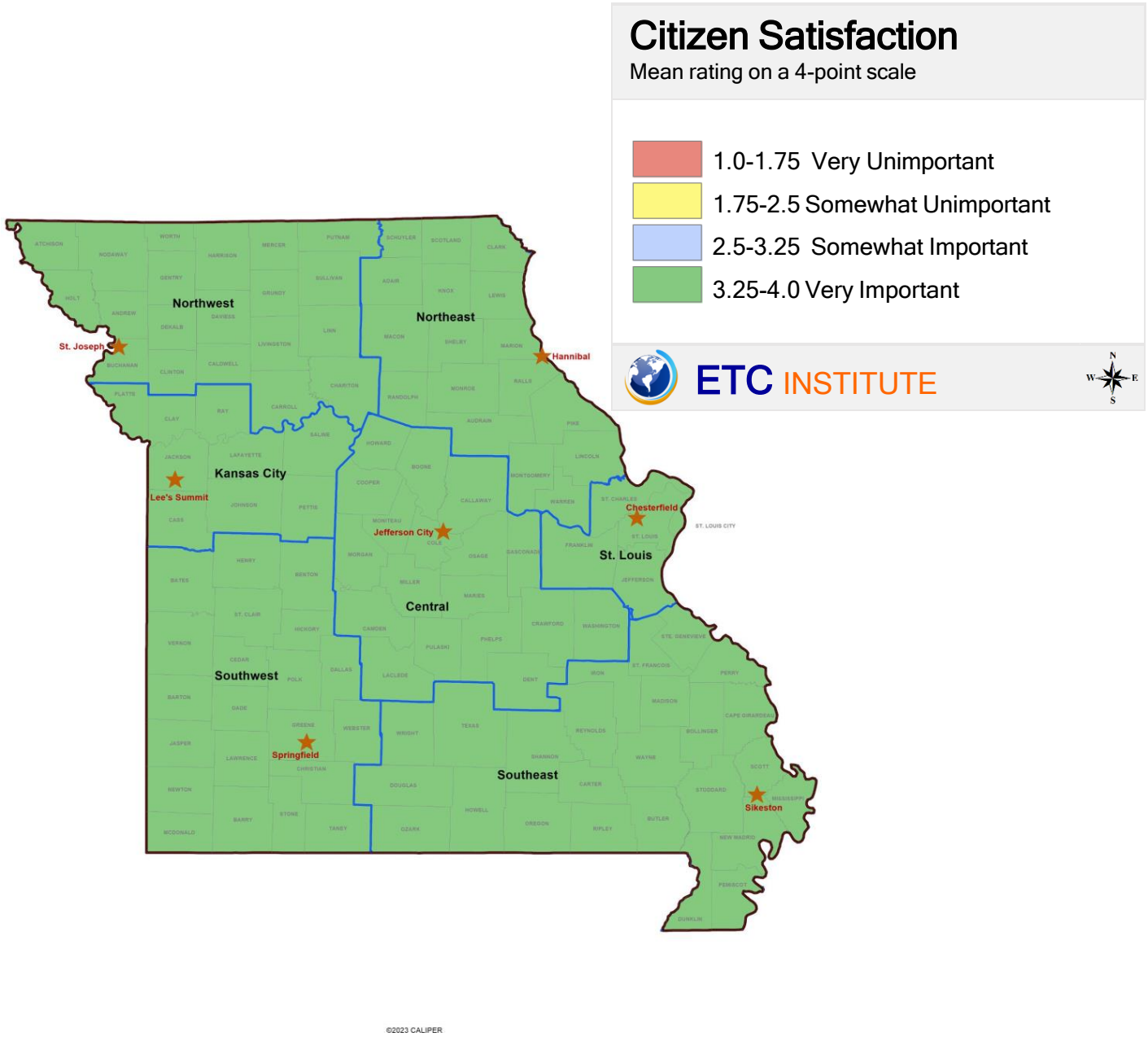
Q7[01]. To keep the surface of major highways in good condition (smooth and free of potholes)



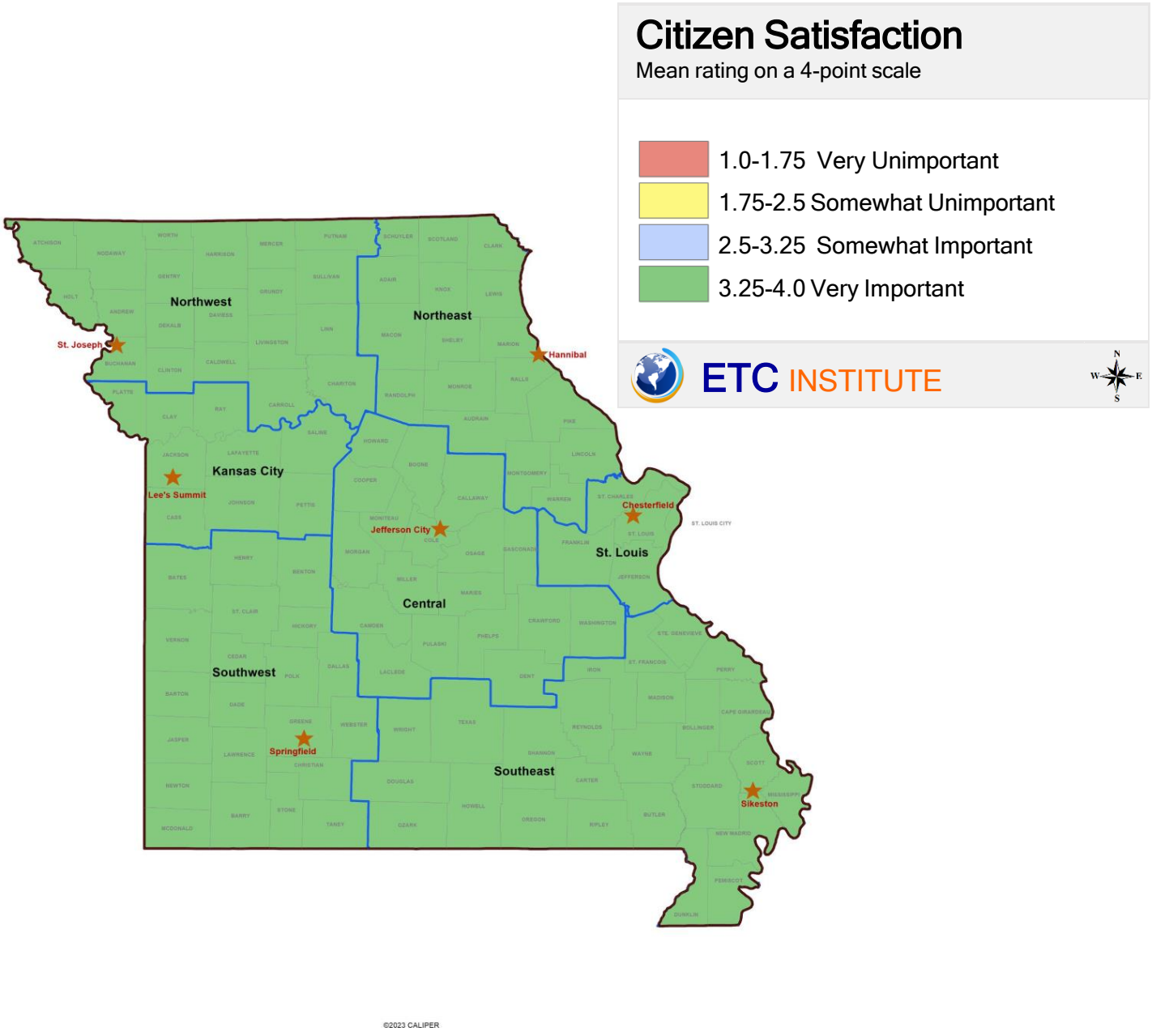
Q7[02]. To keep the surface of other state highways in good condition (smooth and free of potholes)



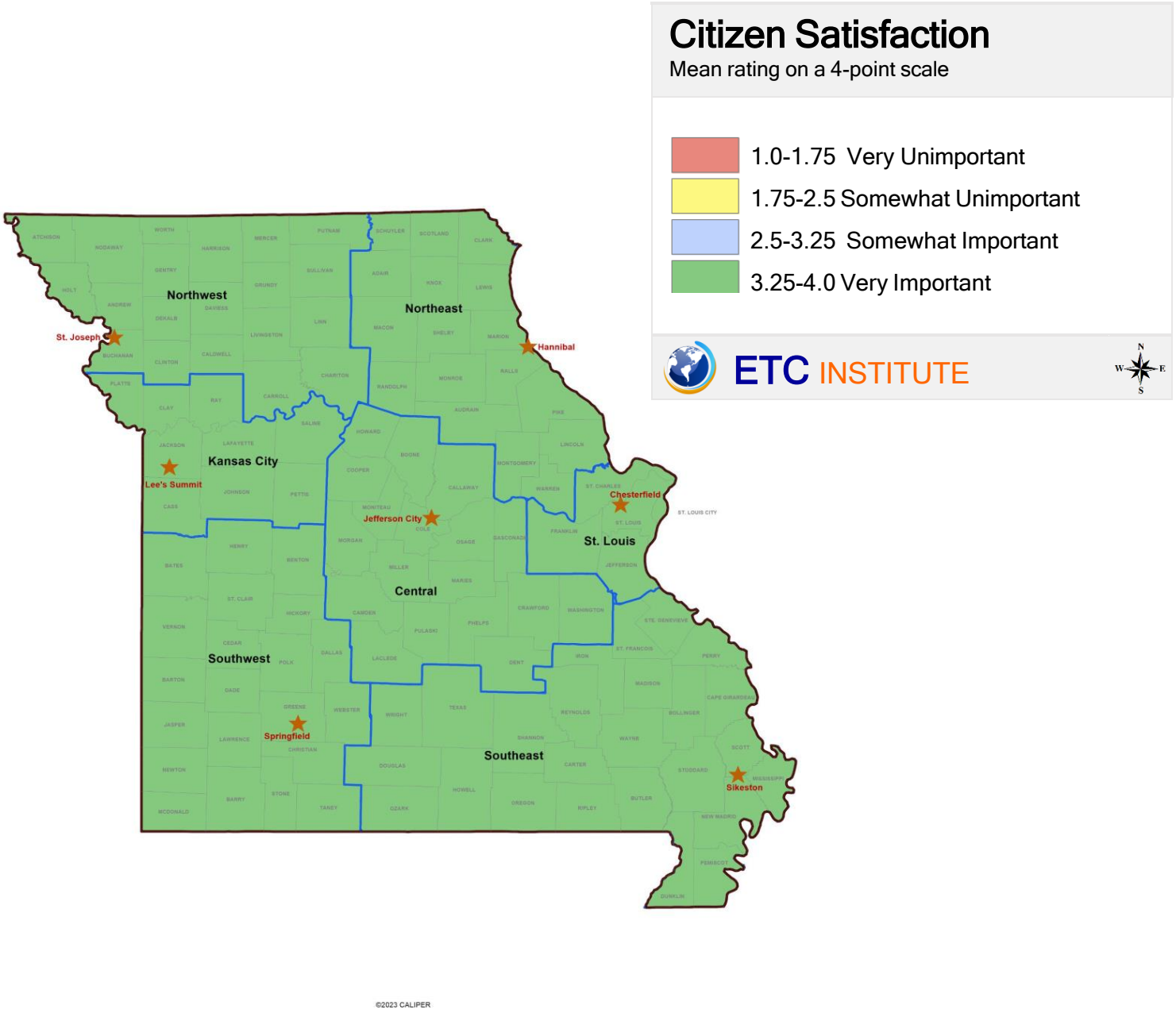
Q7[03]. To keep bridges in good condition



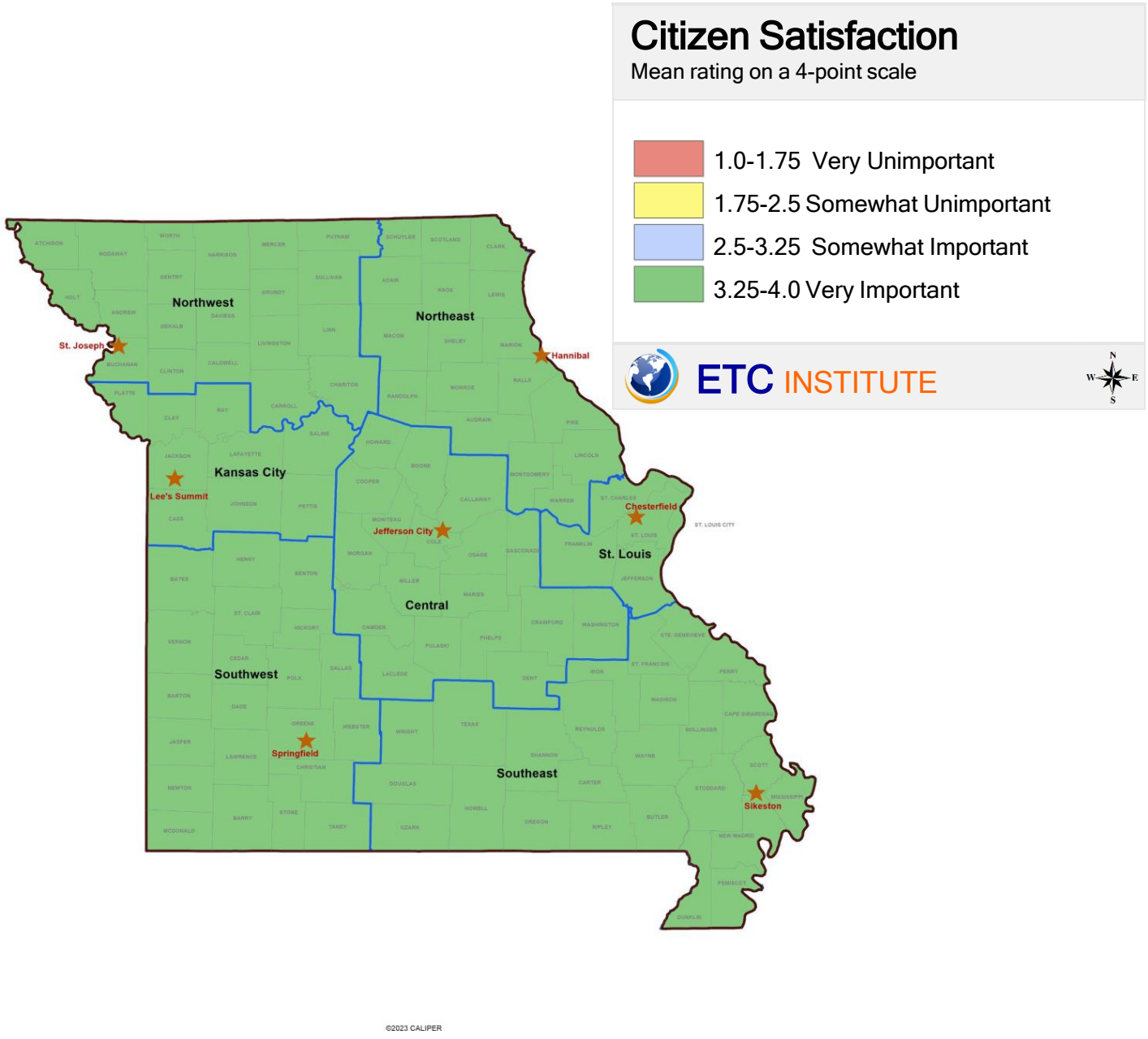
Q7[04]. To minimize congestion on highways



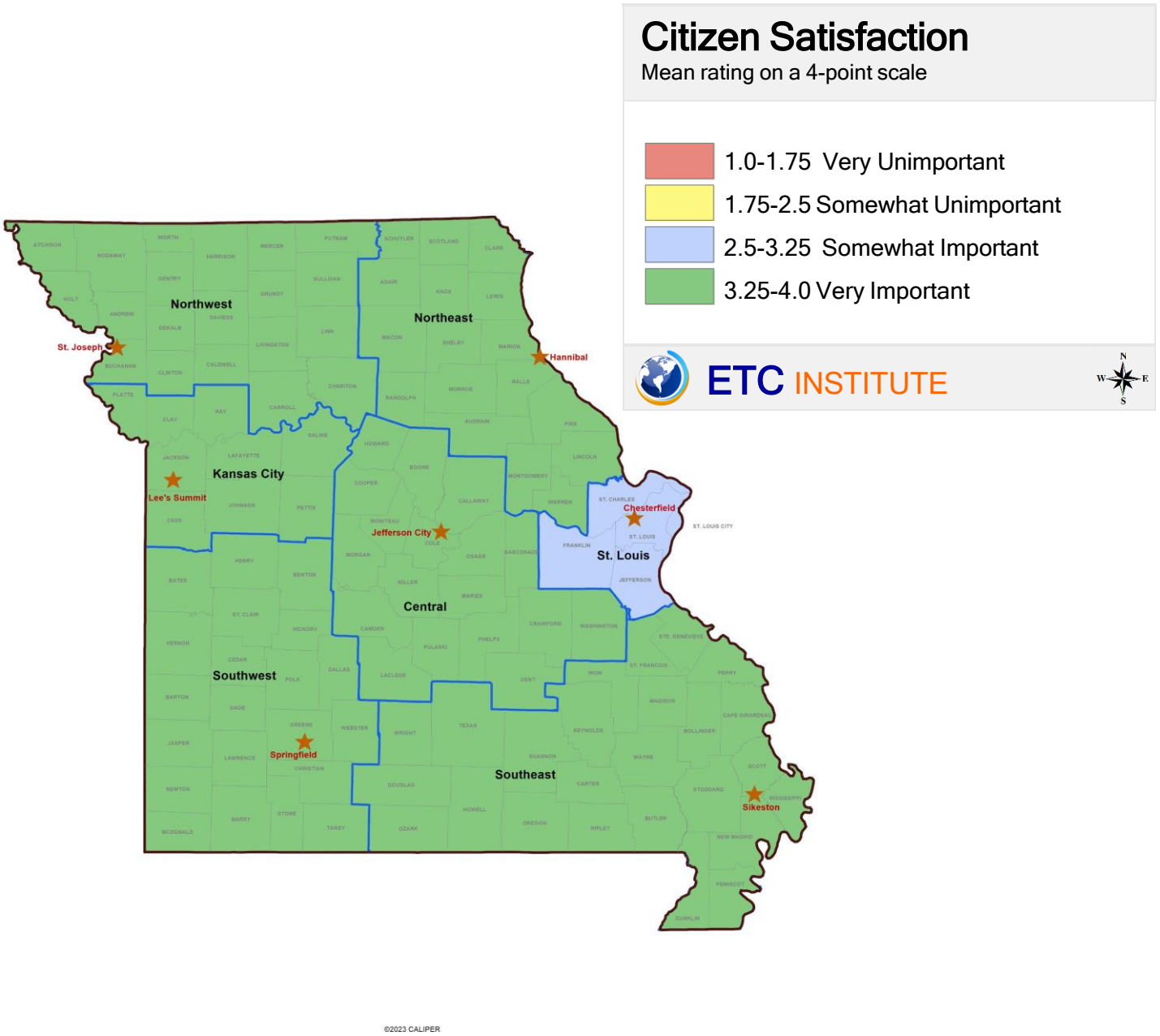
Q7[05]. To manage snow and ice on highways



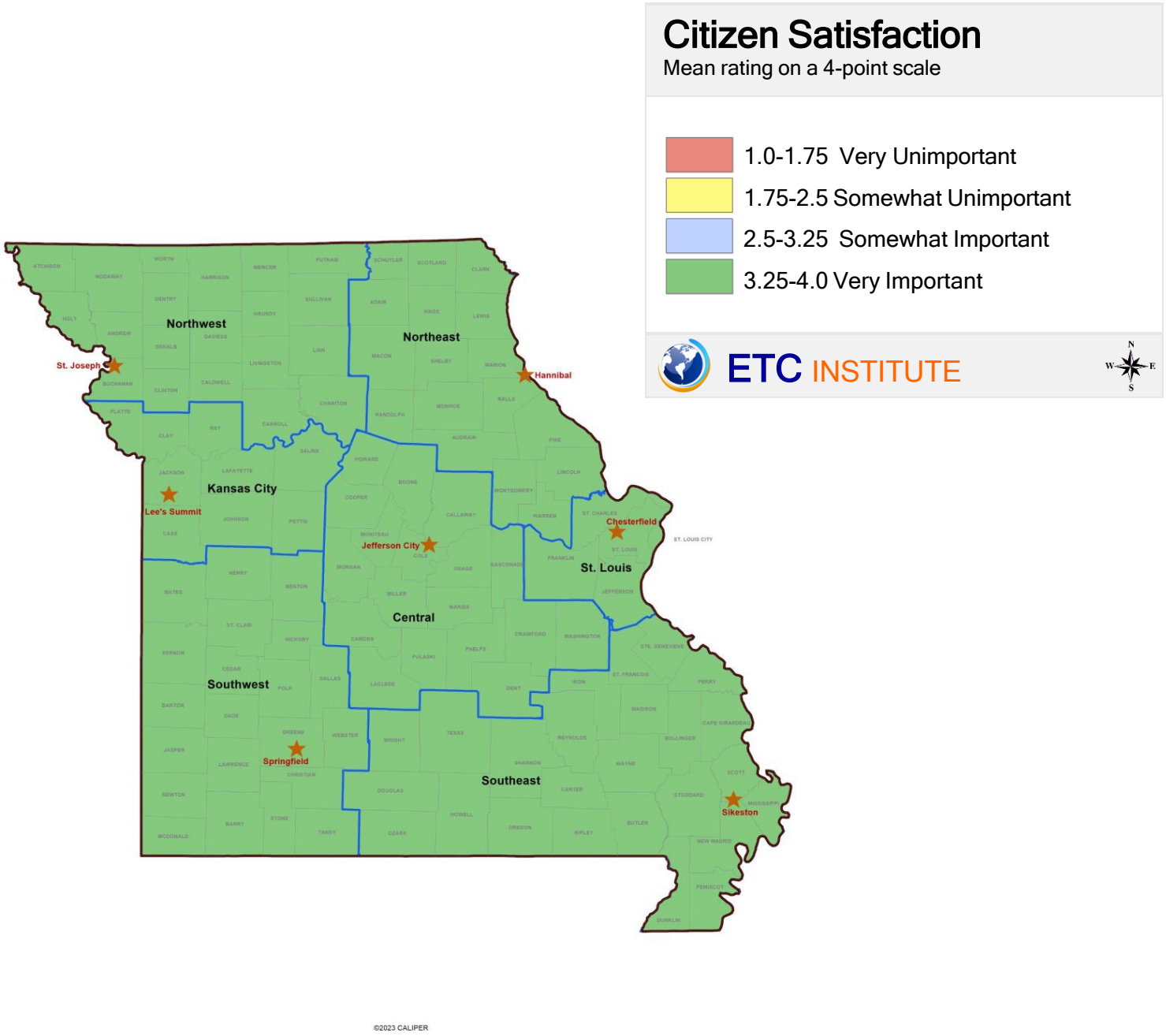
Q7[06]. To keep the shoulders on highways in good condition



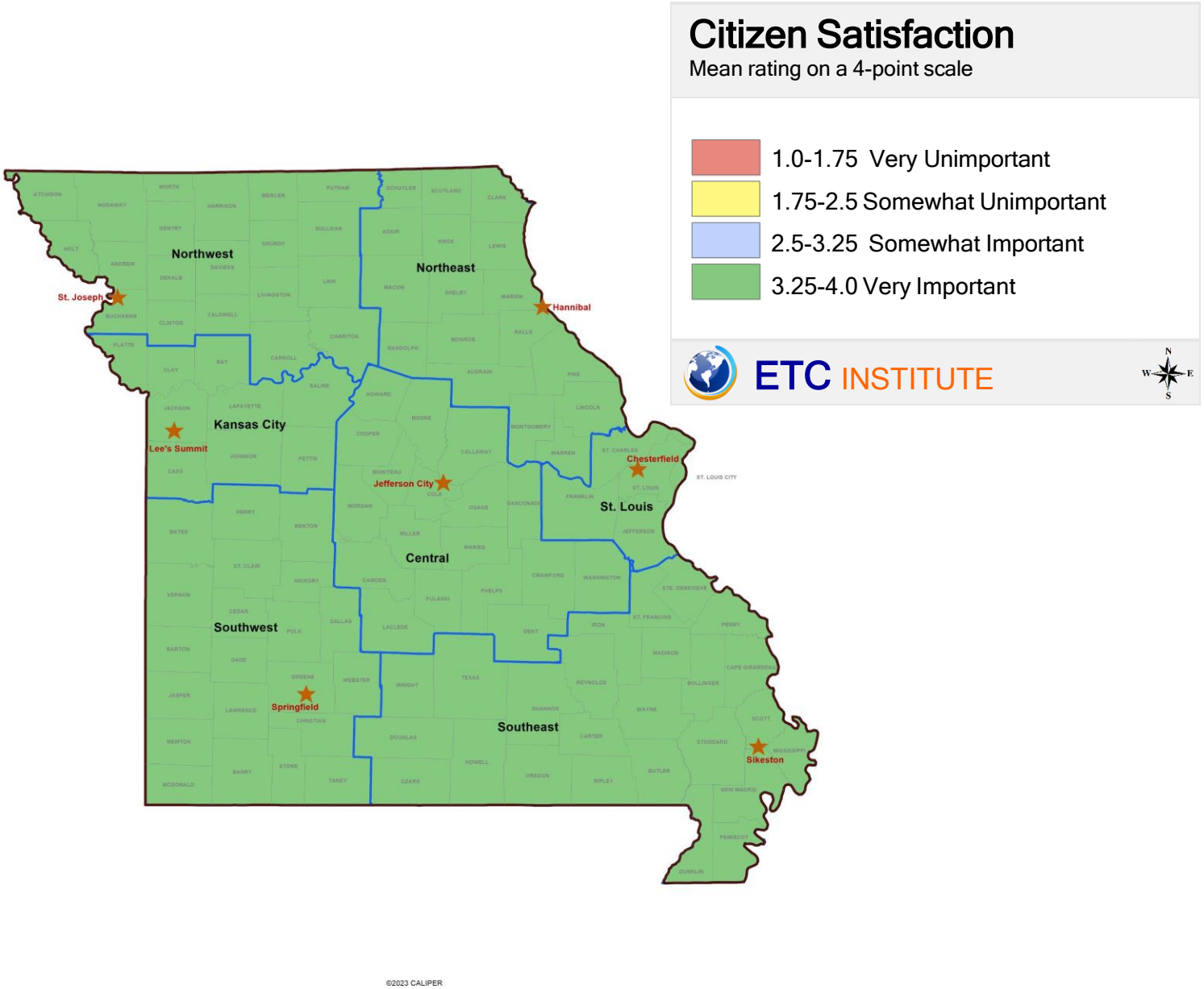
Q7[07]. To mow and trim trees, grass, and weeds along highways



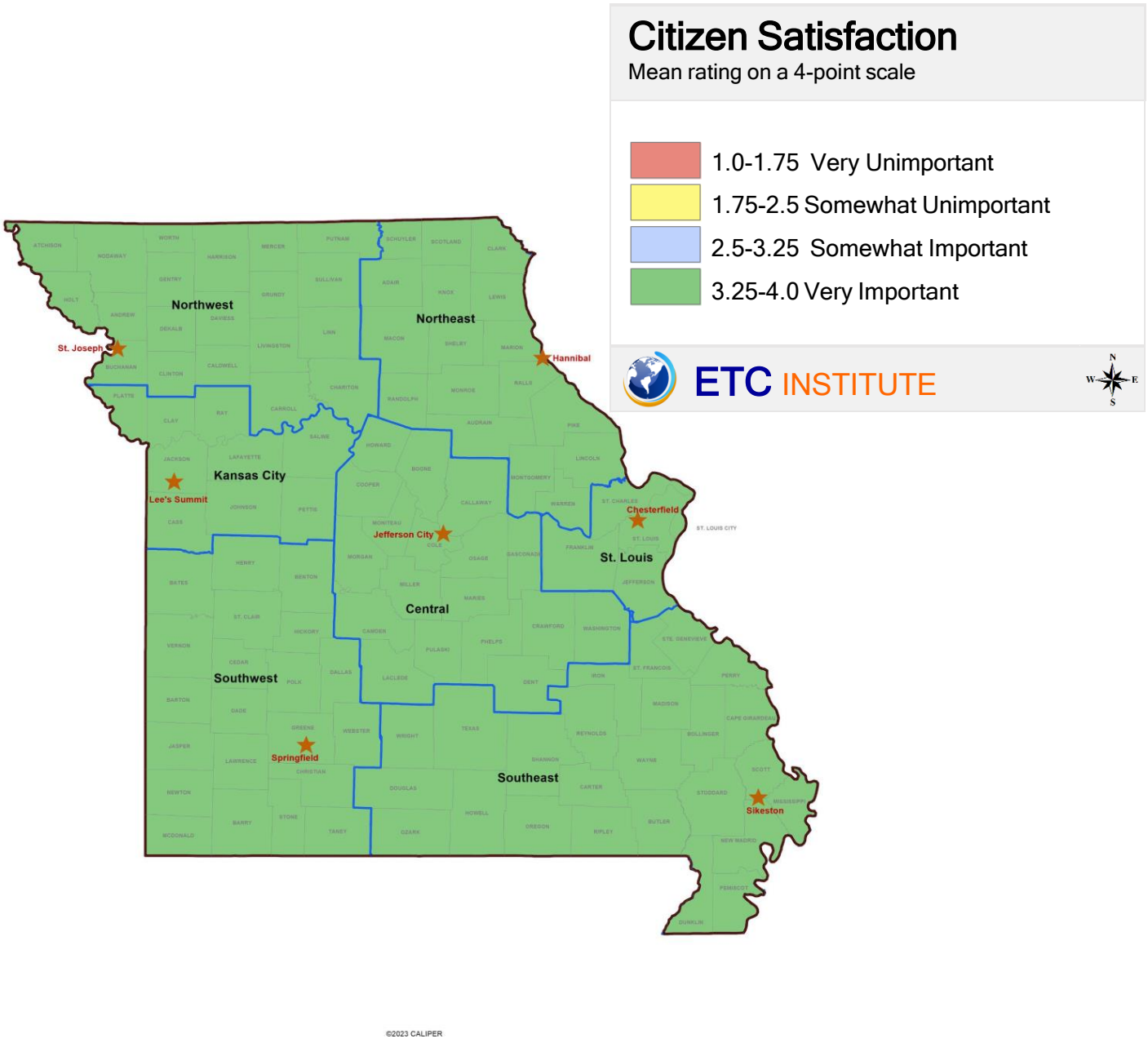
Q7[08]. To remove debris, such as dead animals, glass, and torn tires from the driving lanes on highways



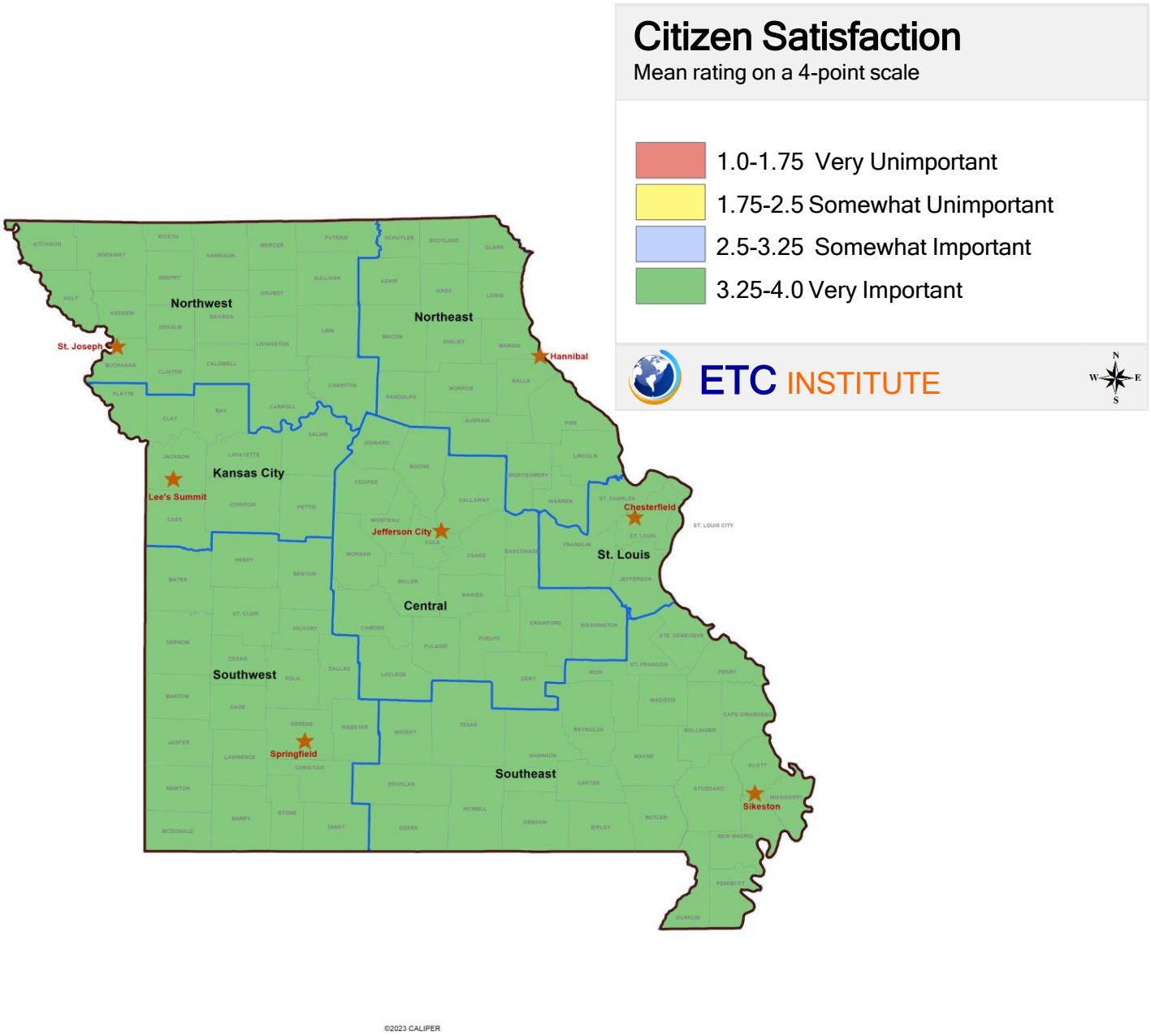
Q7[09]. To provide signs along highways that are easy to understand.



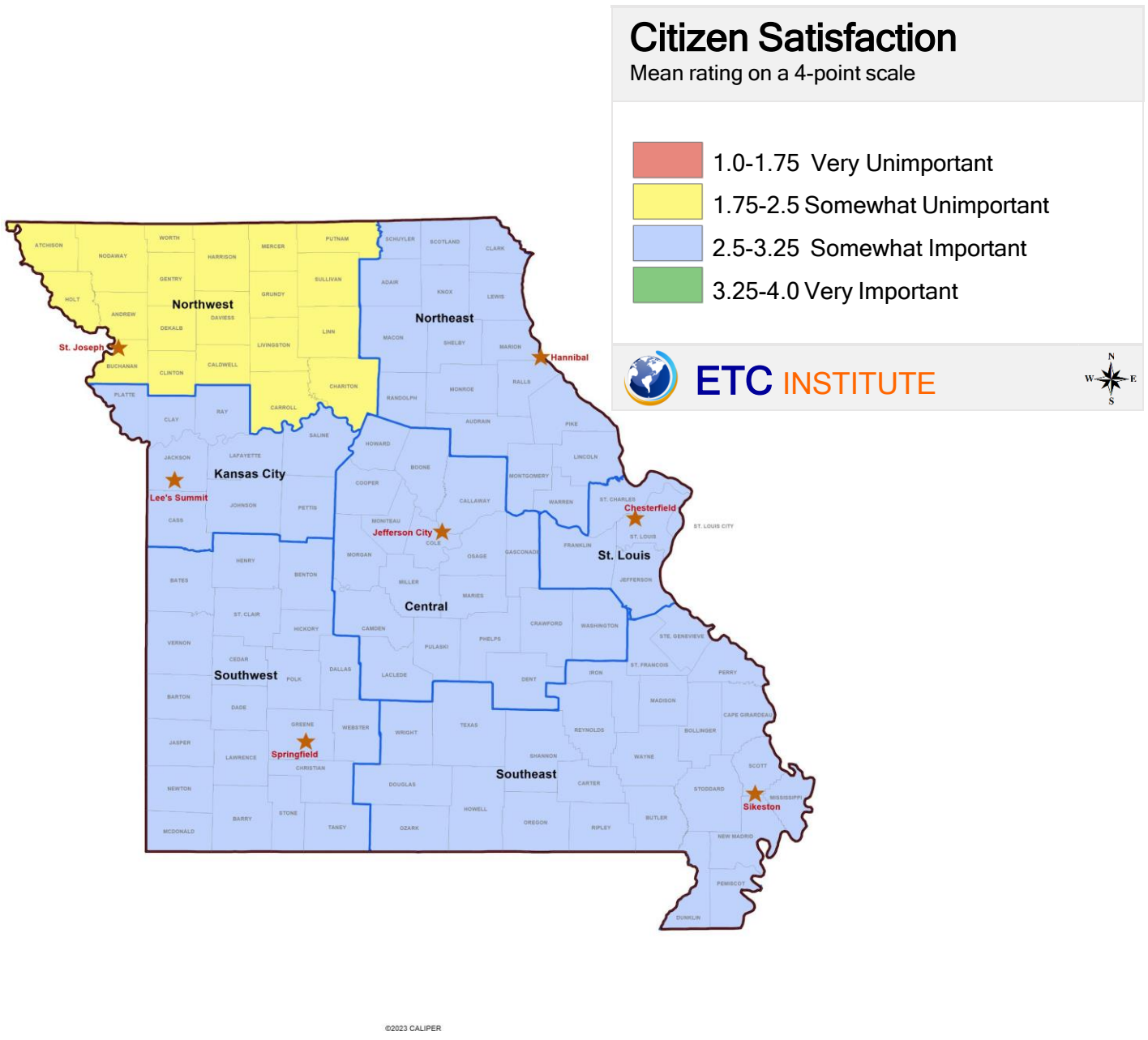
Q7[10]. To provide bright signs



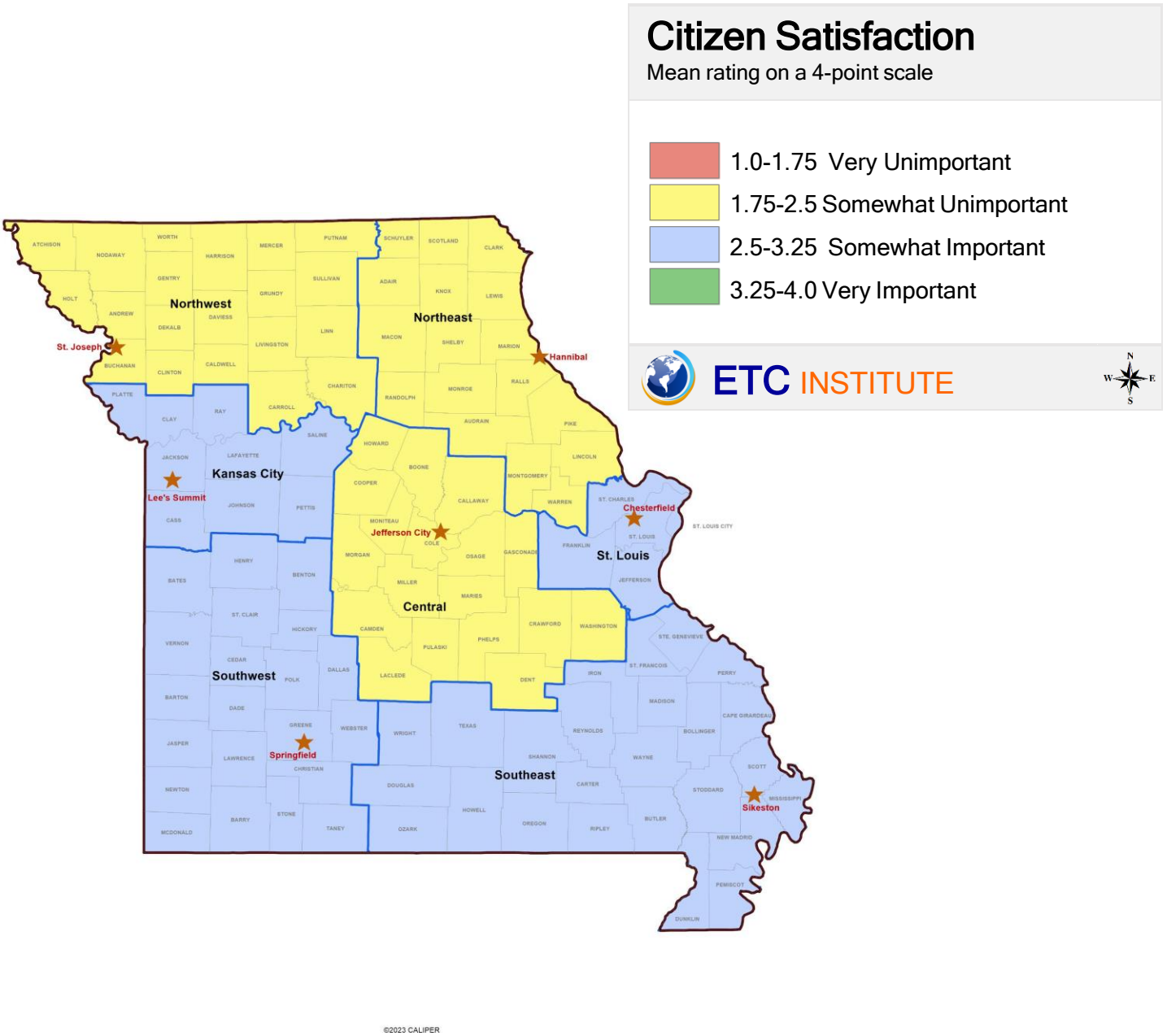
Q7[11]. To provide bright striping on highways



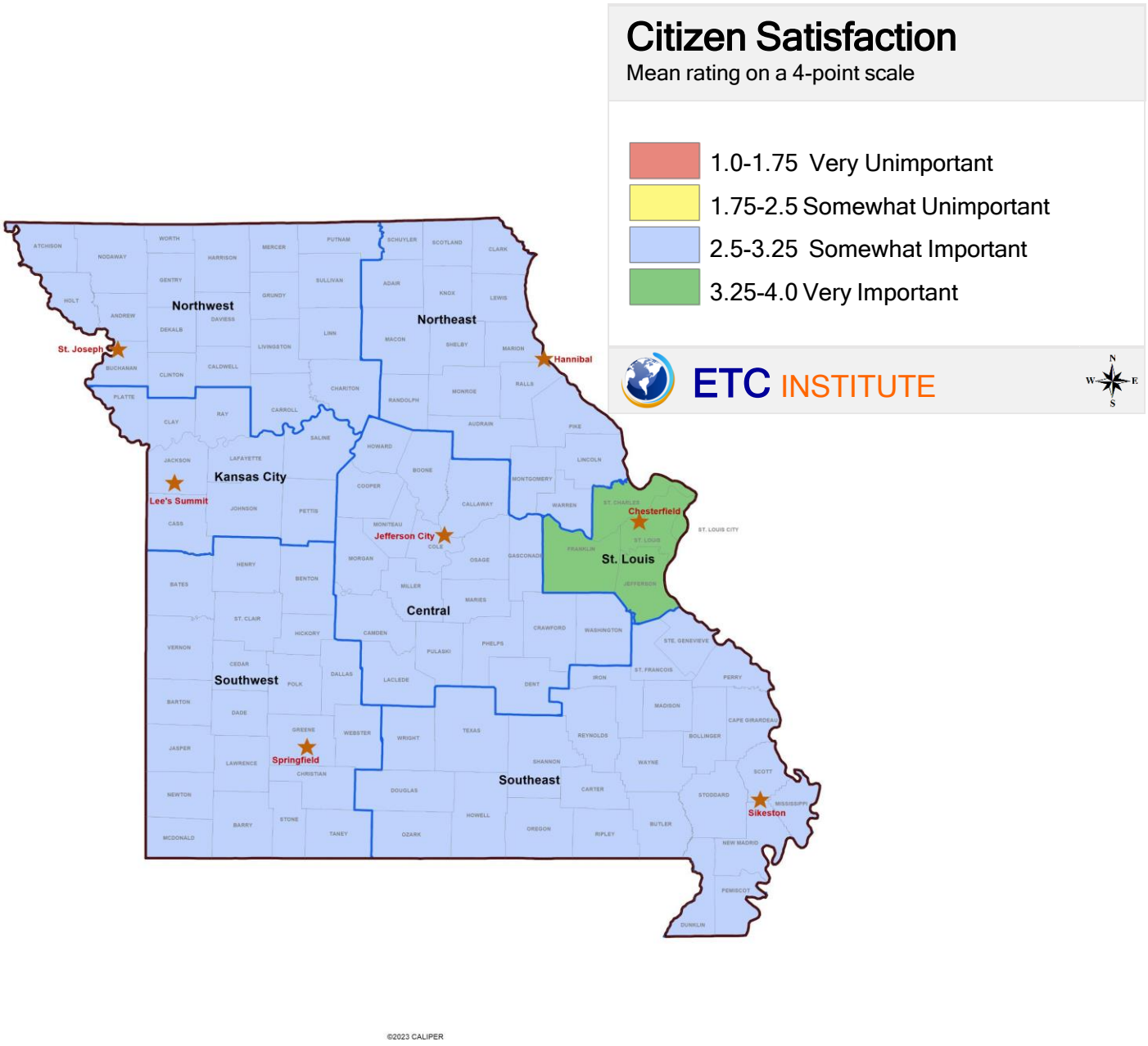
Q7[12]. To support your options for traveling by public transit such as bus, light rail, or streetcar



Q7[13]. To provide bike lanes or paved shoulders for traveling by bicycle



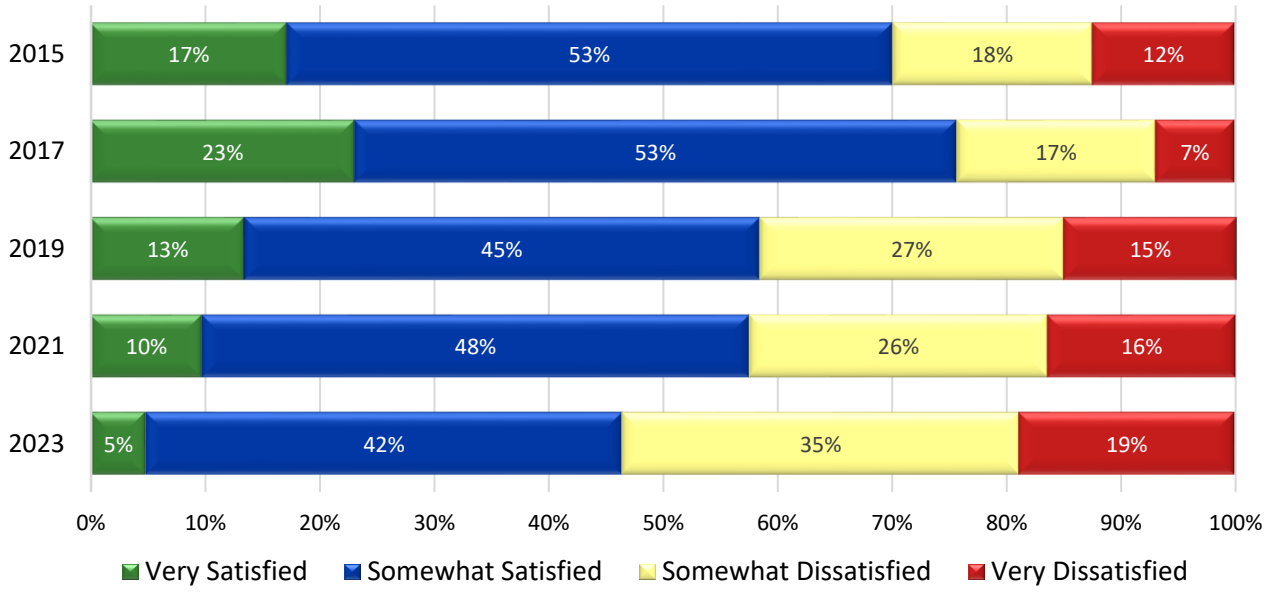
Q7[14]. To provide sidewalks or intersection crossings for traveling by walking



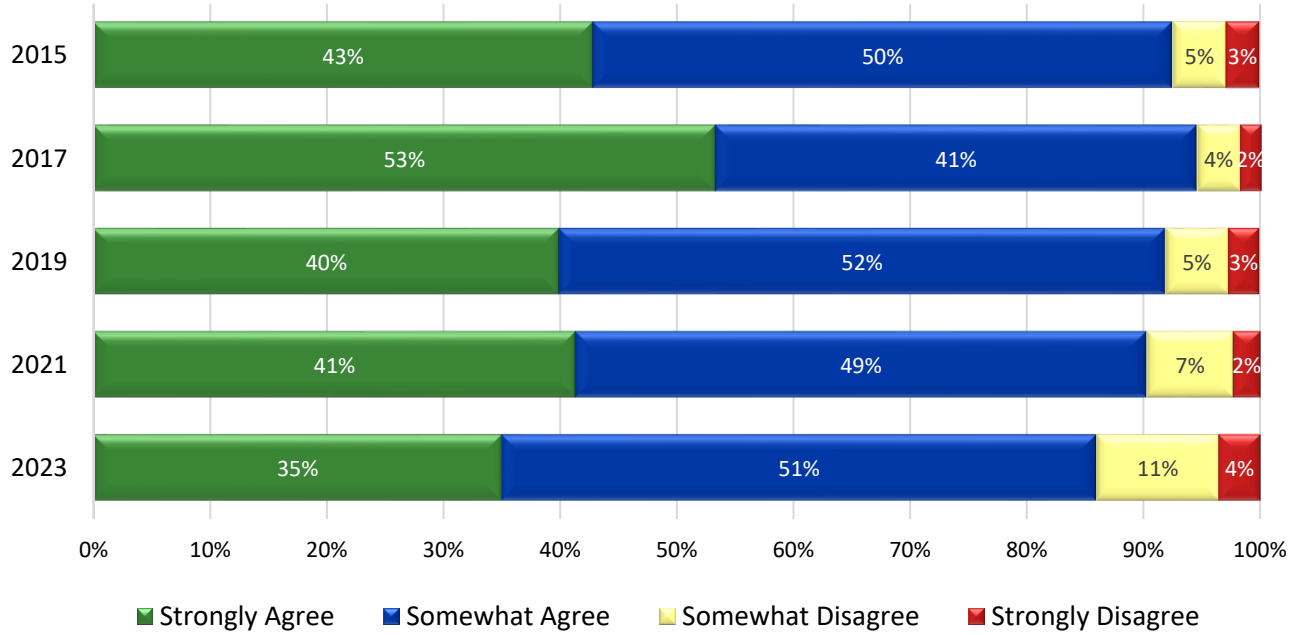
Appendix C:
Key Tracker Question Charts by District

NORTHWEST DISTRICT

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

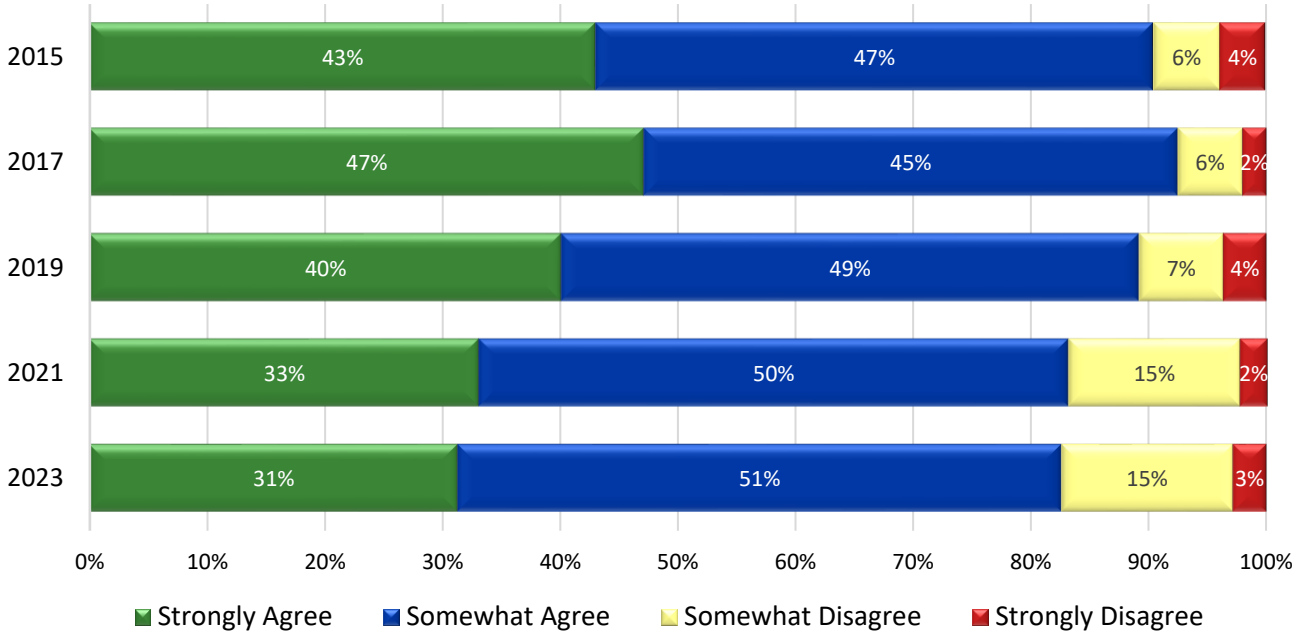


TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: NW District

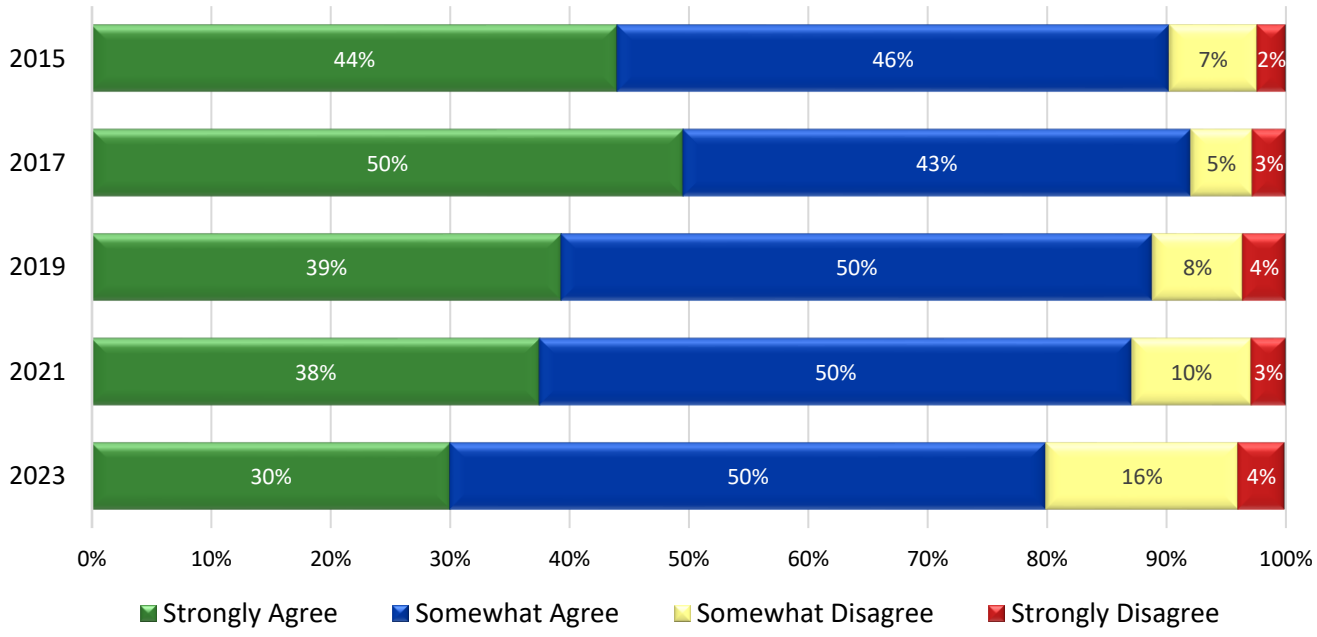


NORTHWEST DISTRICT

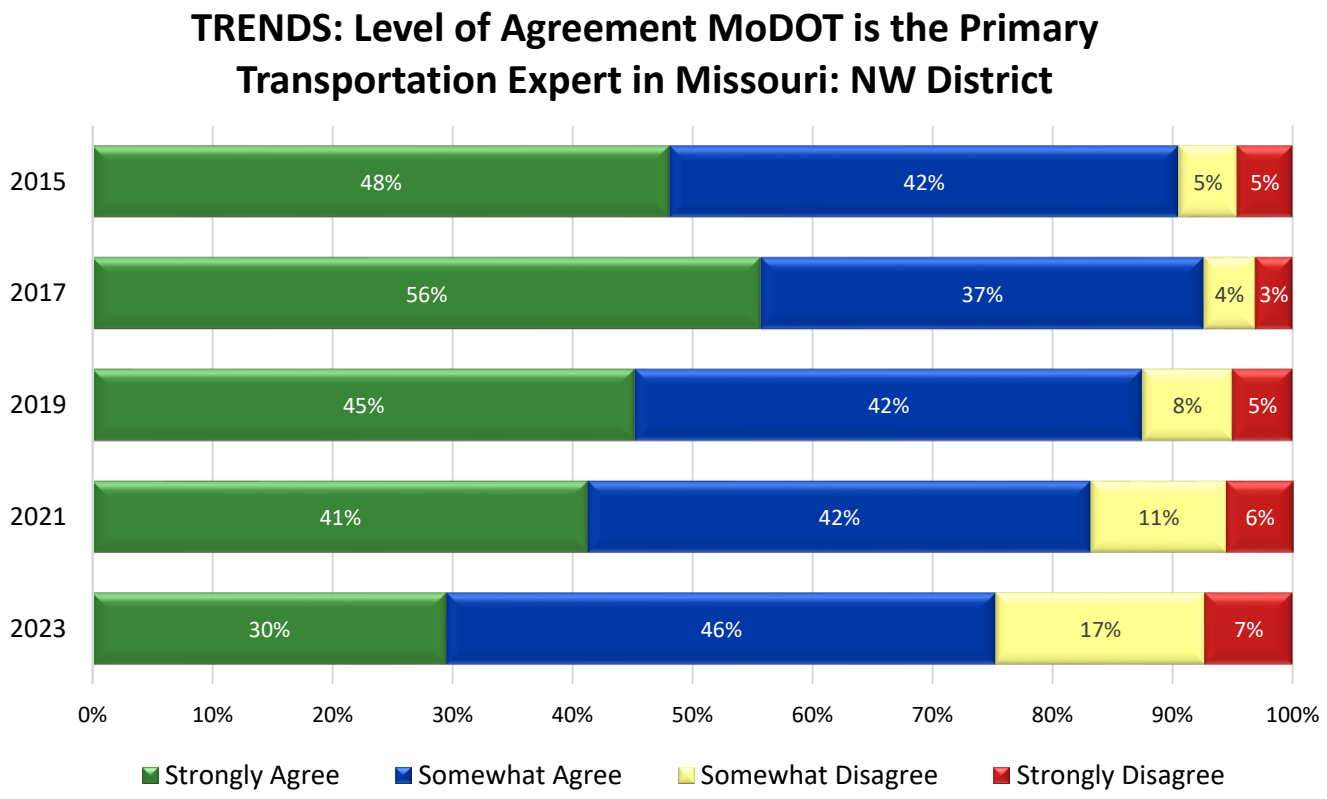
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: NW District



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

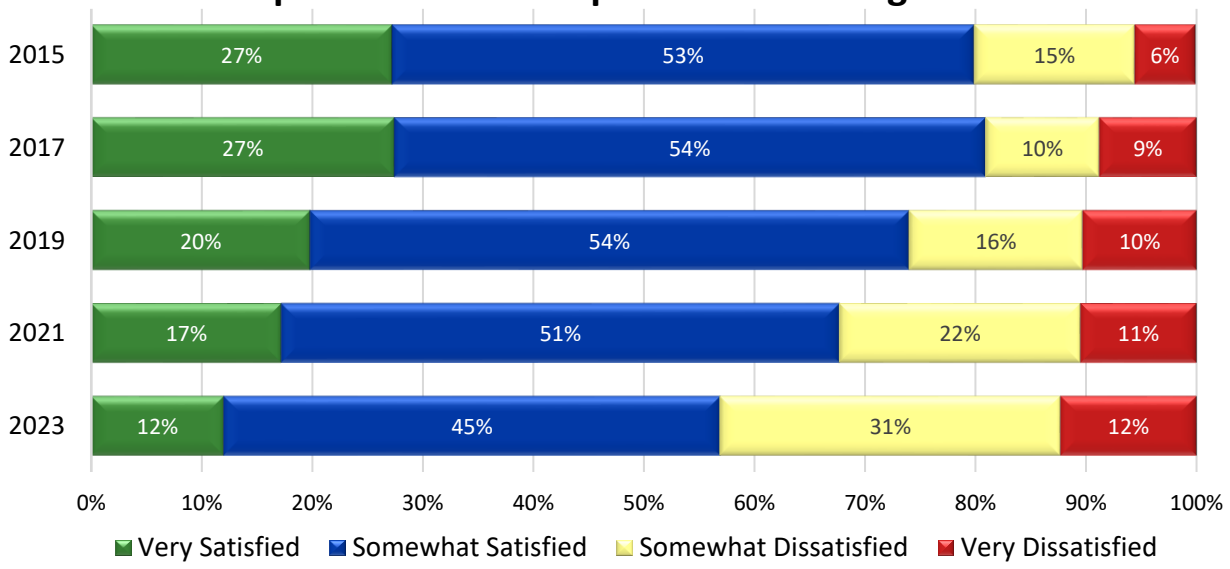


NORTHWEST DISTRICT

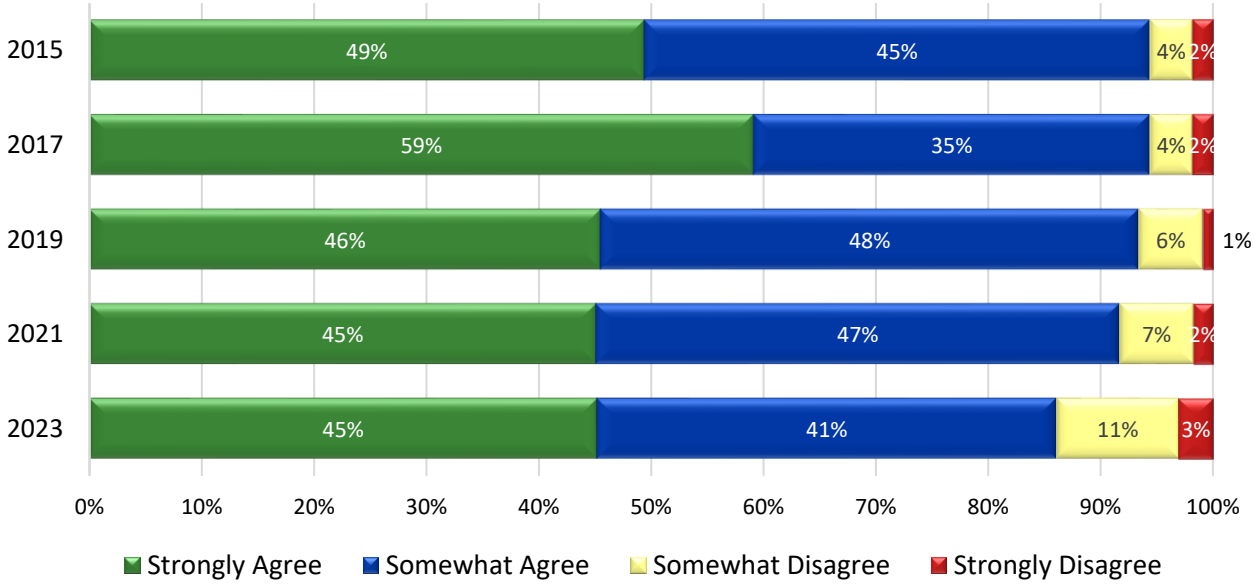


NORTHEAST DISTRICT

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

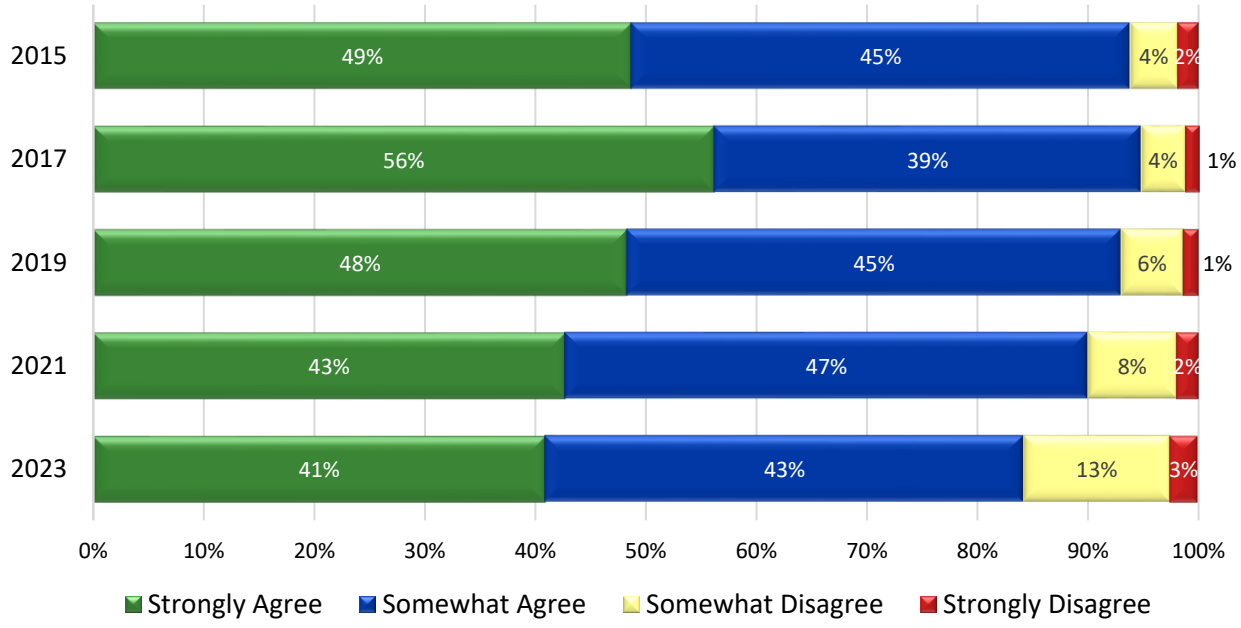


TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: NE District

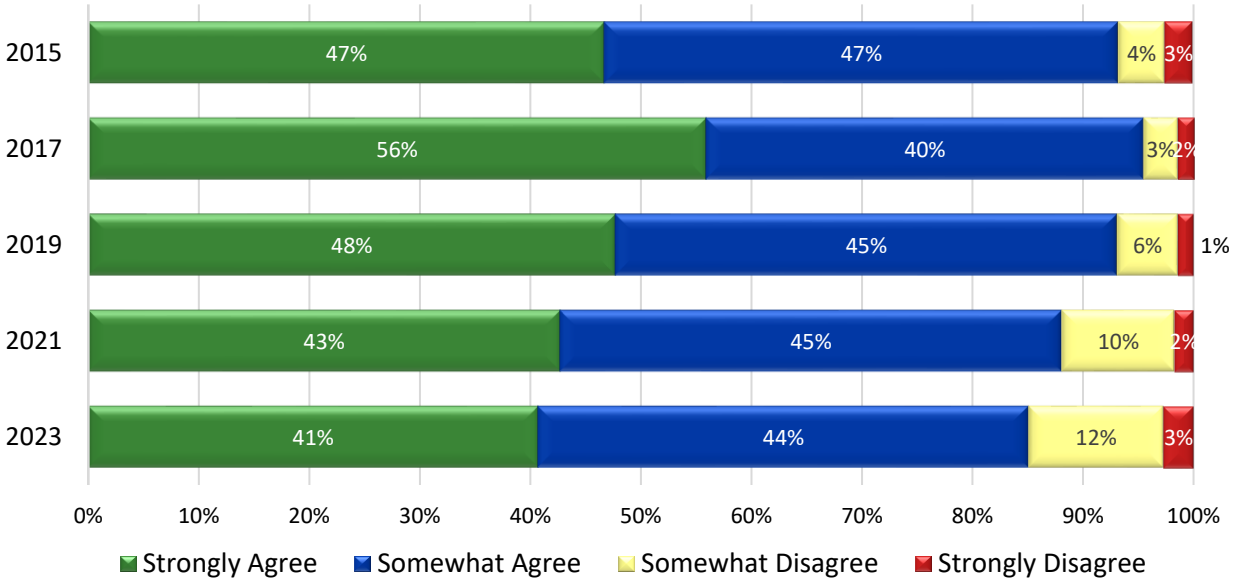


NORTHEAST DISTRICT

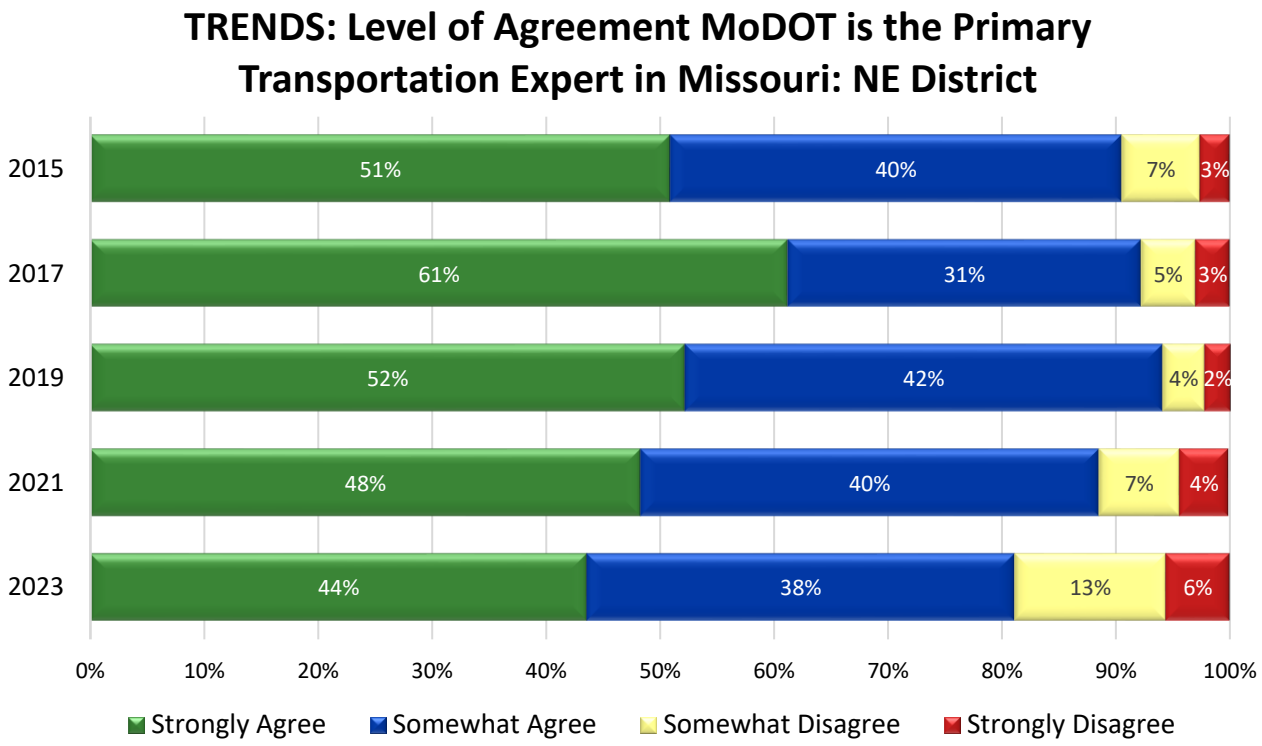
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: NE District



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

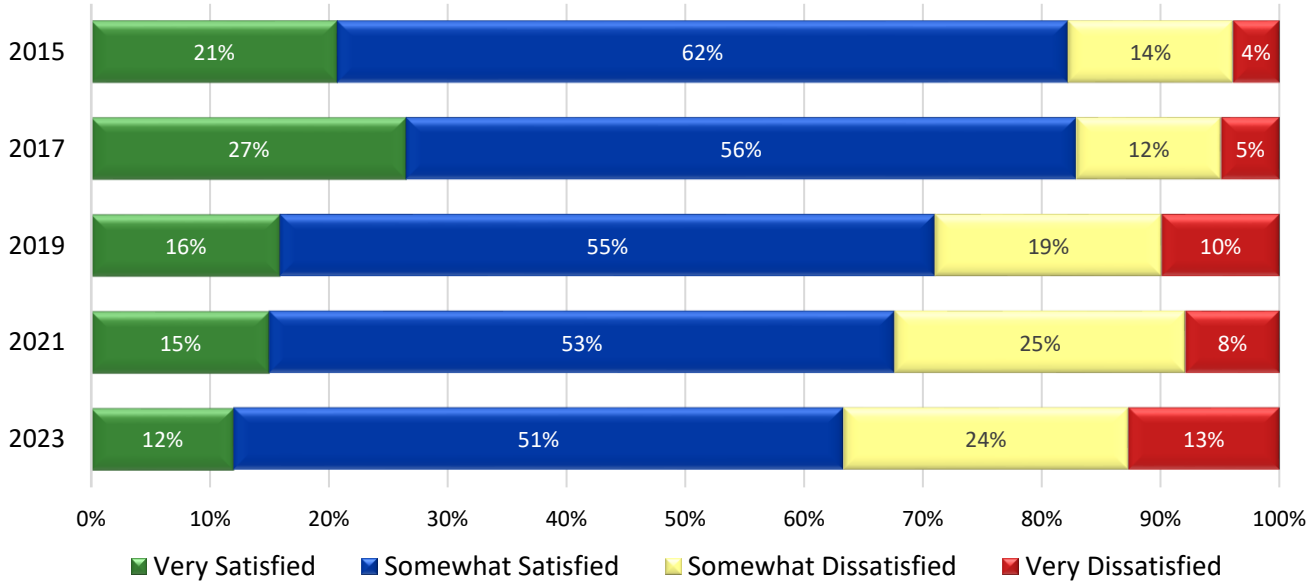


NORTHEAST DISTRICT

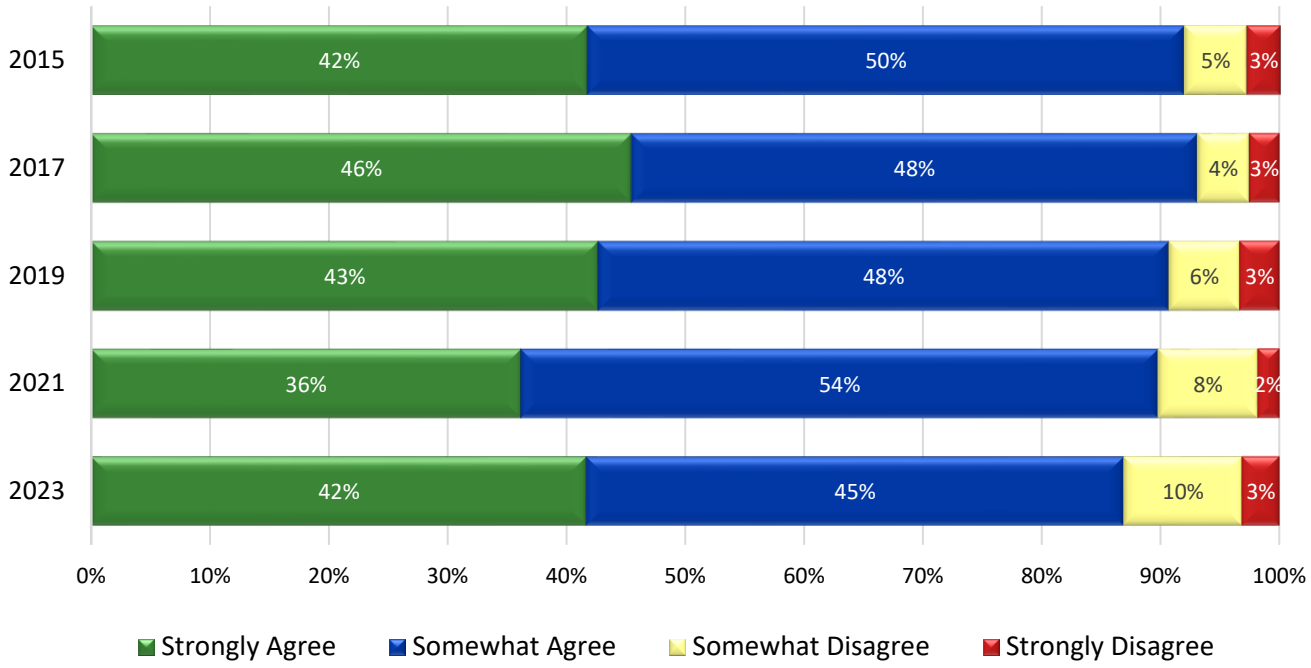


KANSAS CITY DISTRICT

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

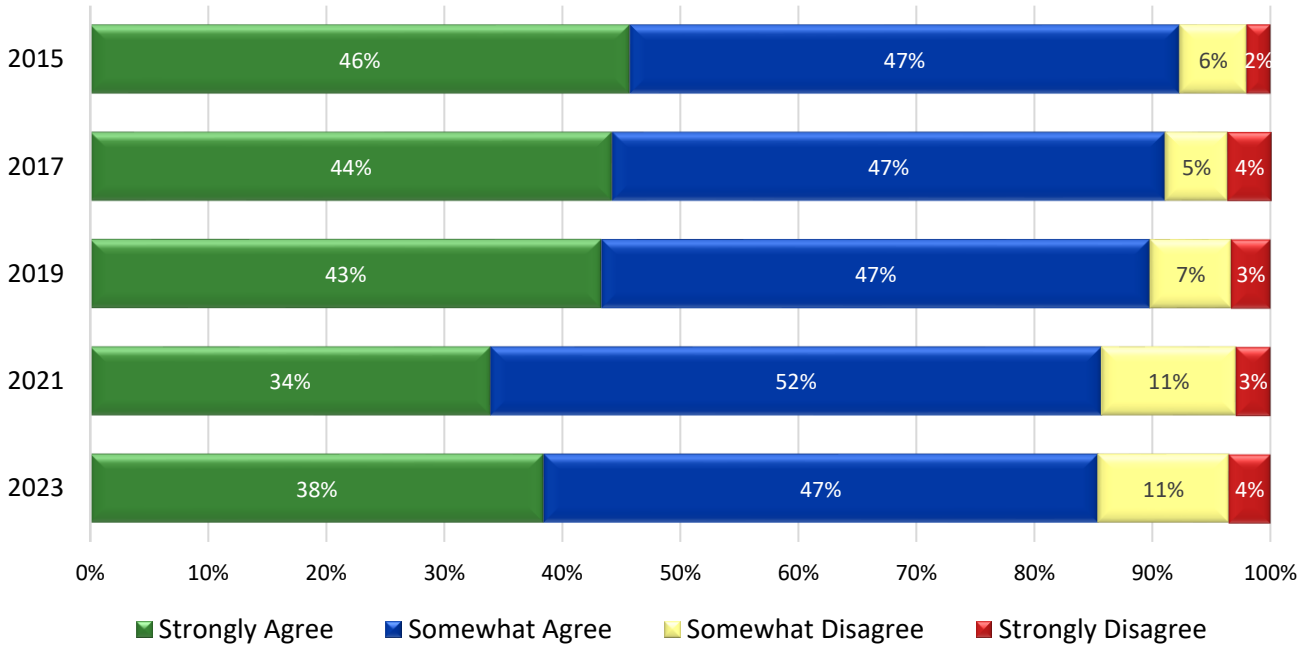


TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: KC District

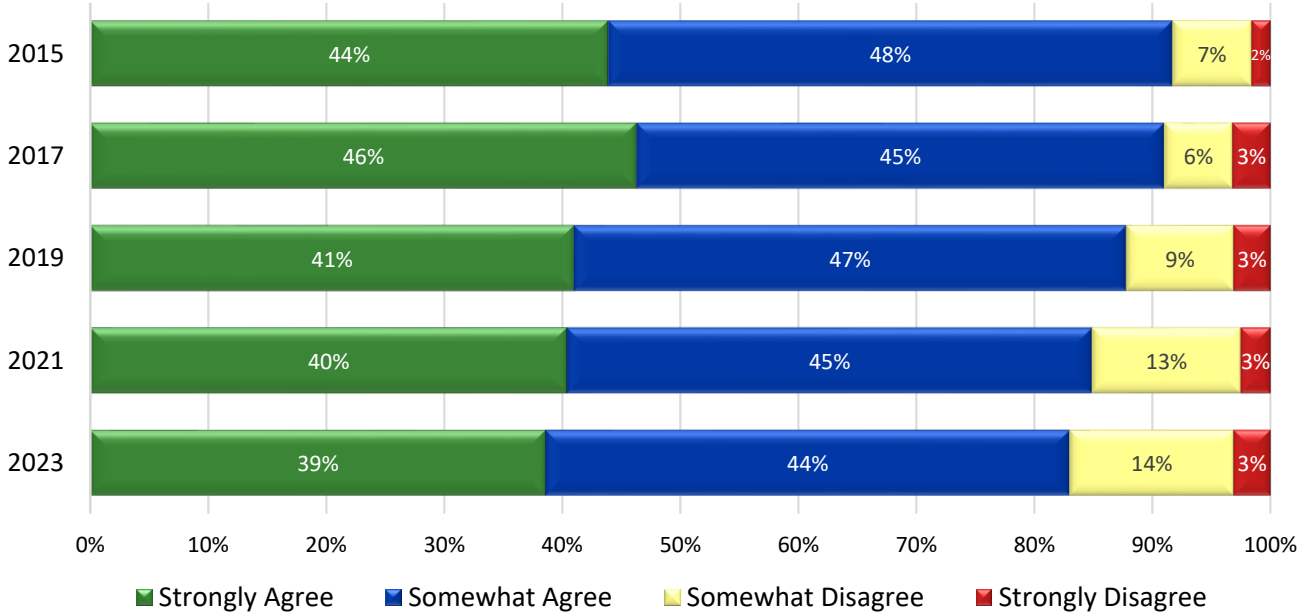


KANSAS CITY DISTRICT

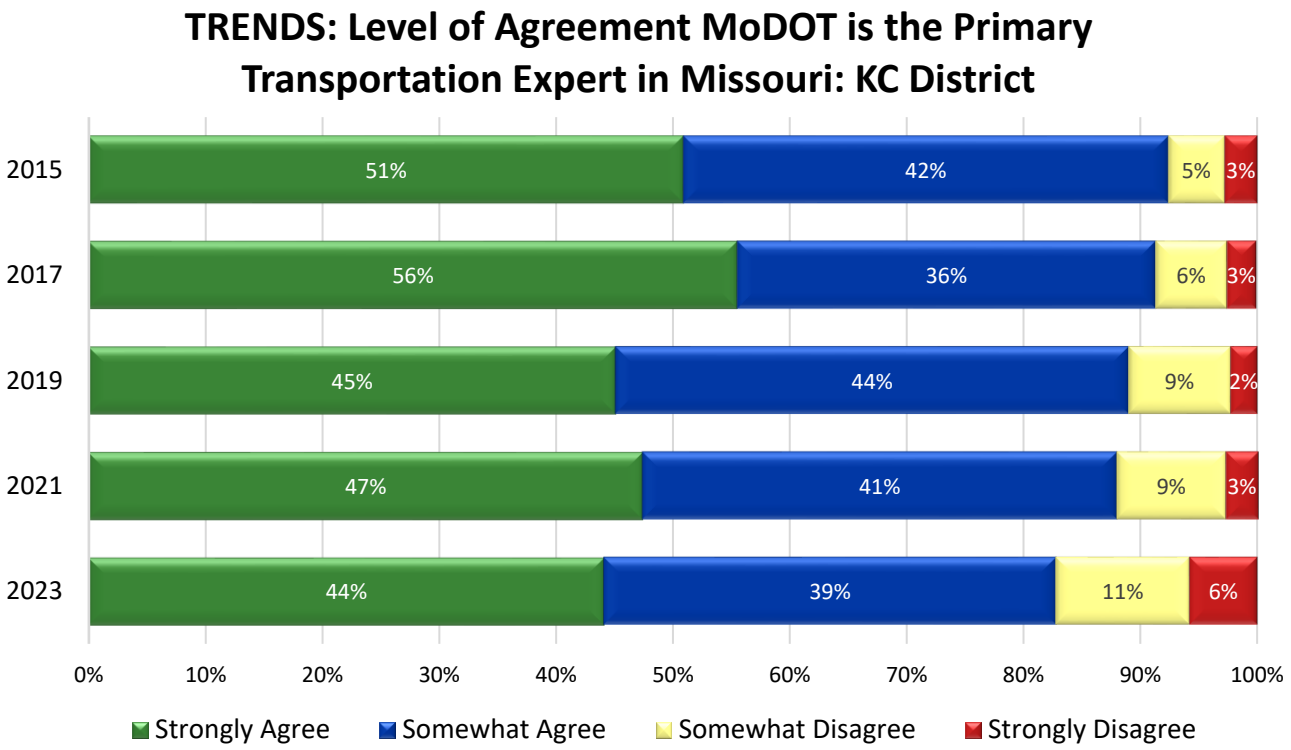
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: KC District



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

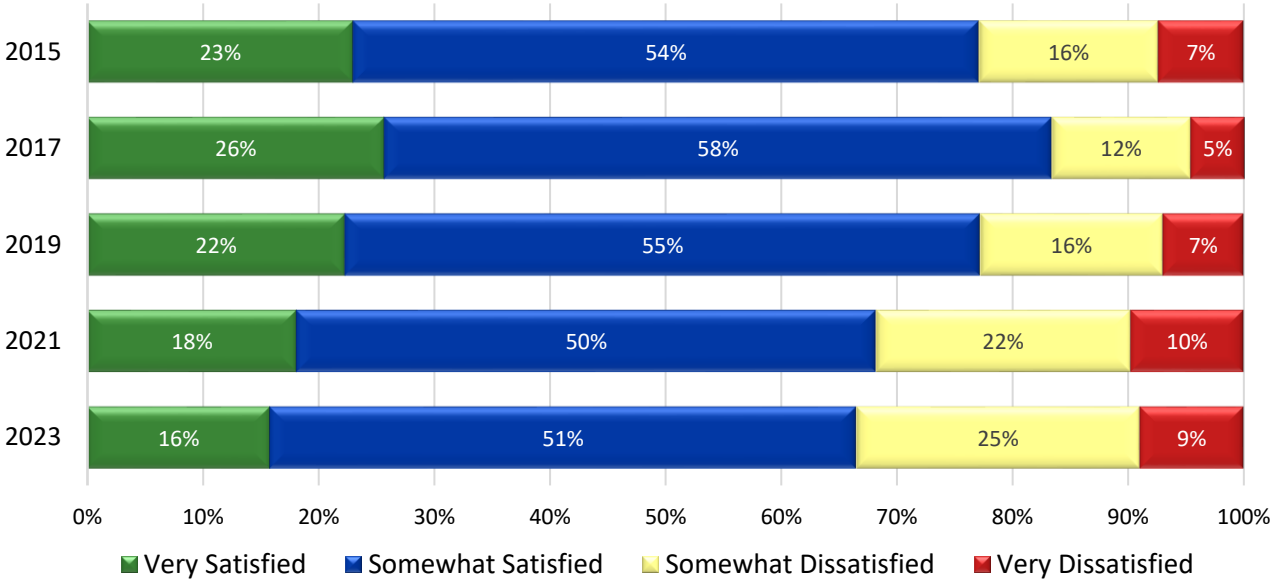


KANSAS CITY DISTRICT

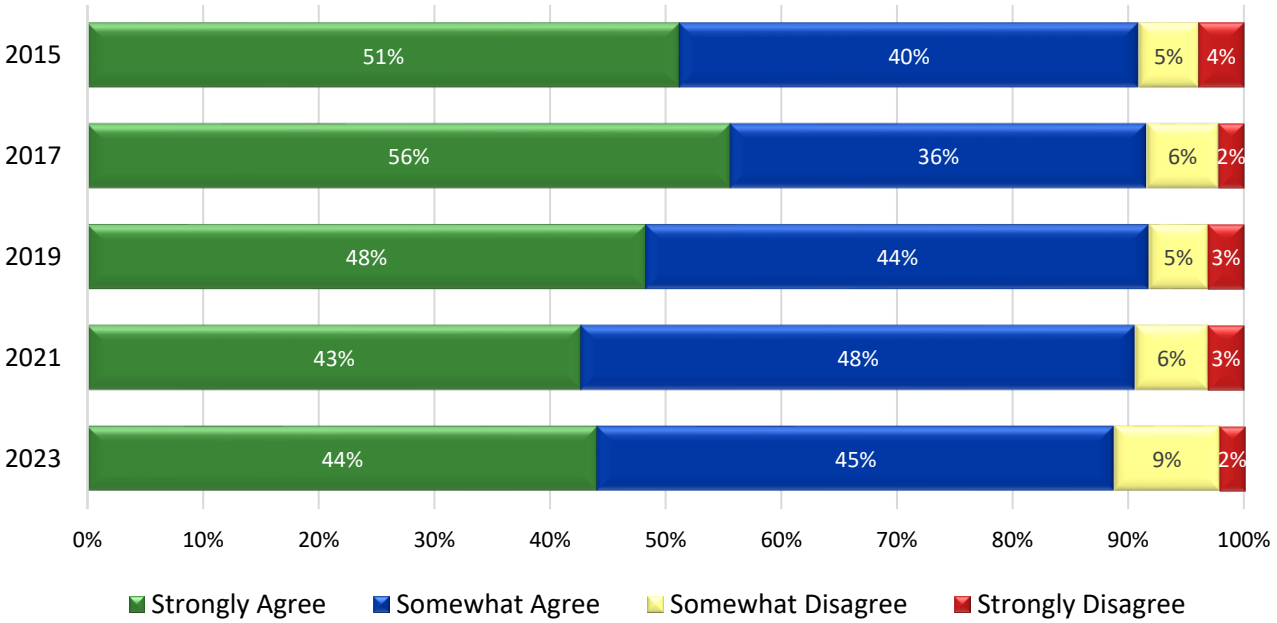


CENTRAL DISTRICT

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

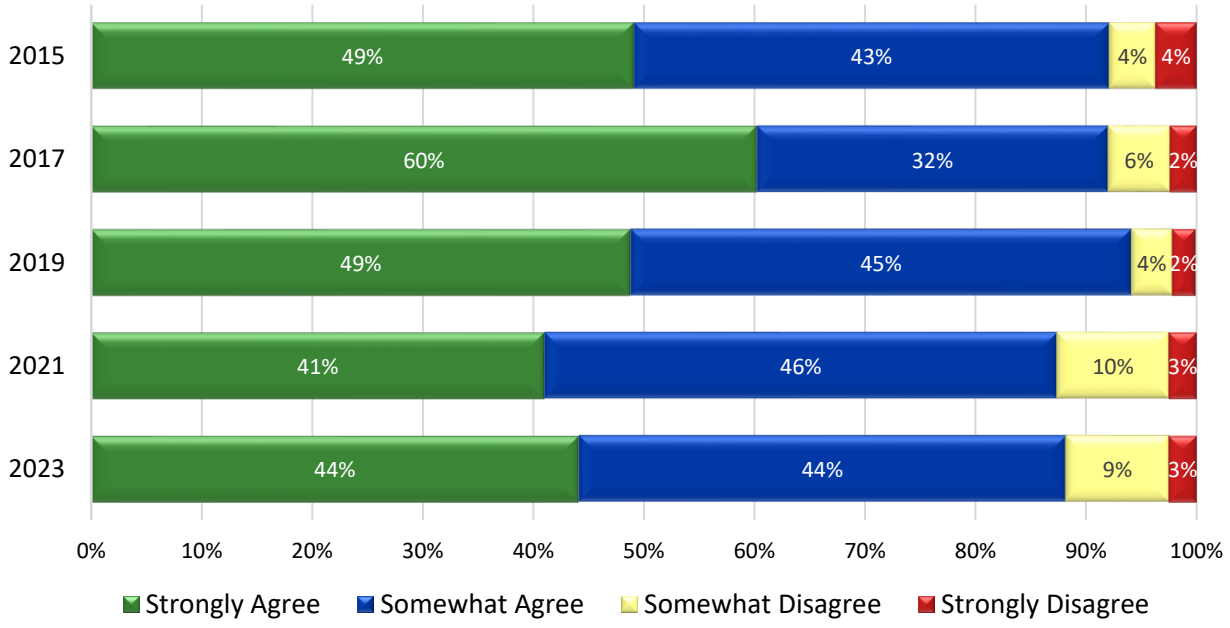


TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: Central District

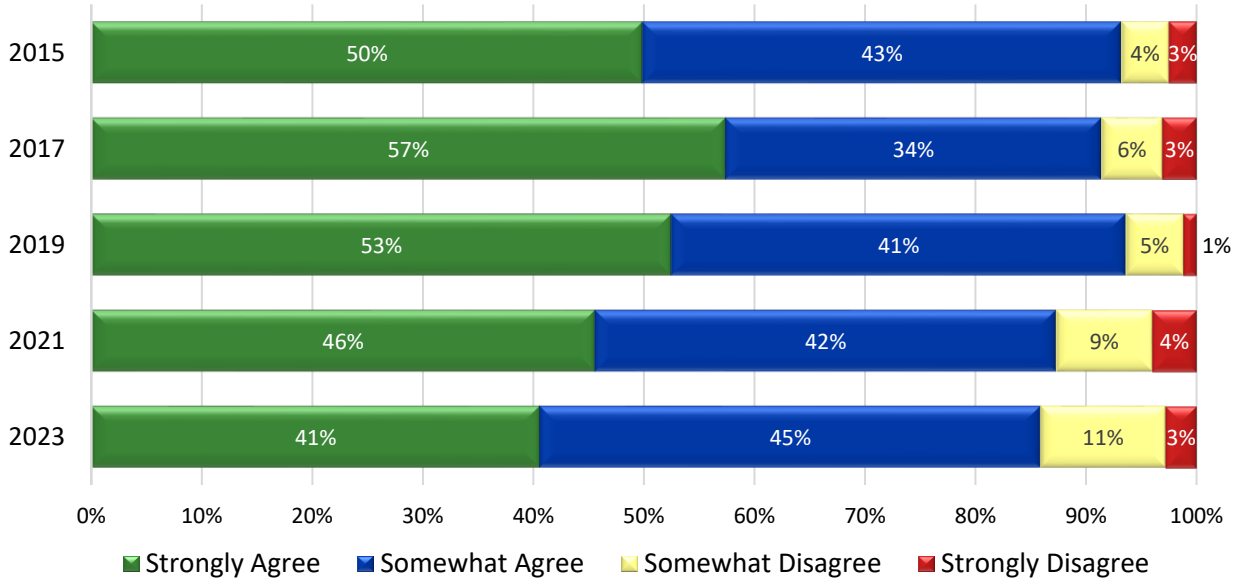


CENTRAL DISTRICT

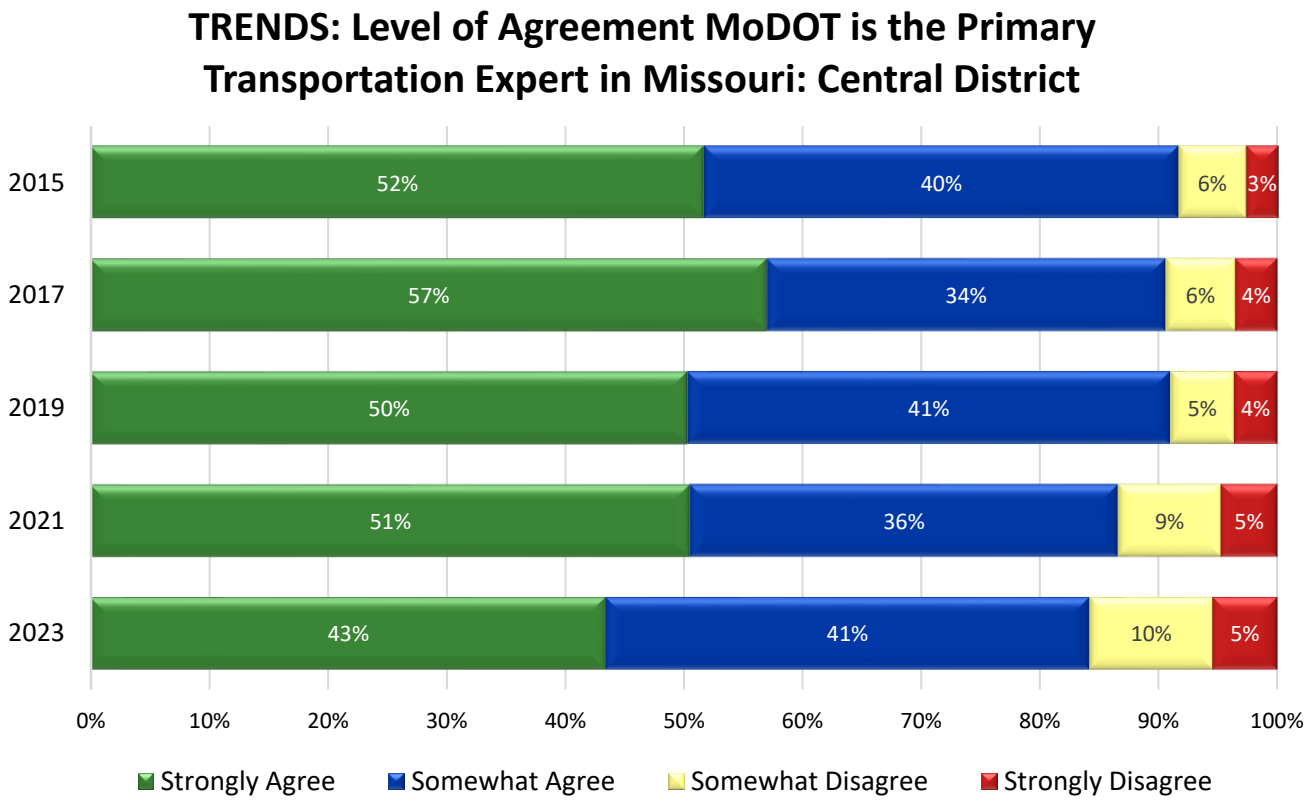
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: Central District



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

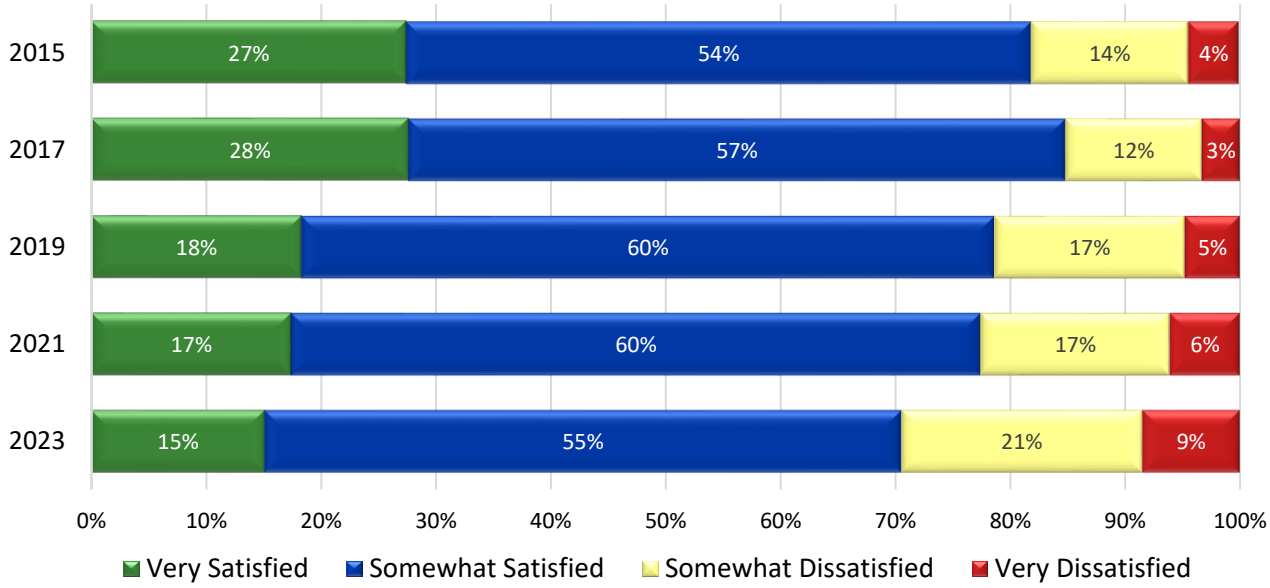


CENTRAL DISTRICT

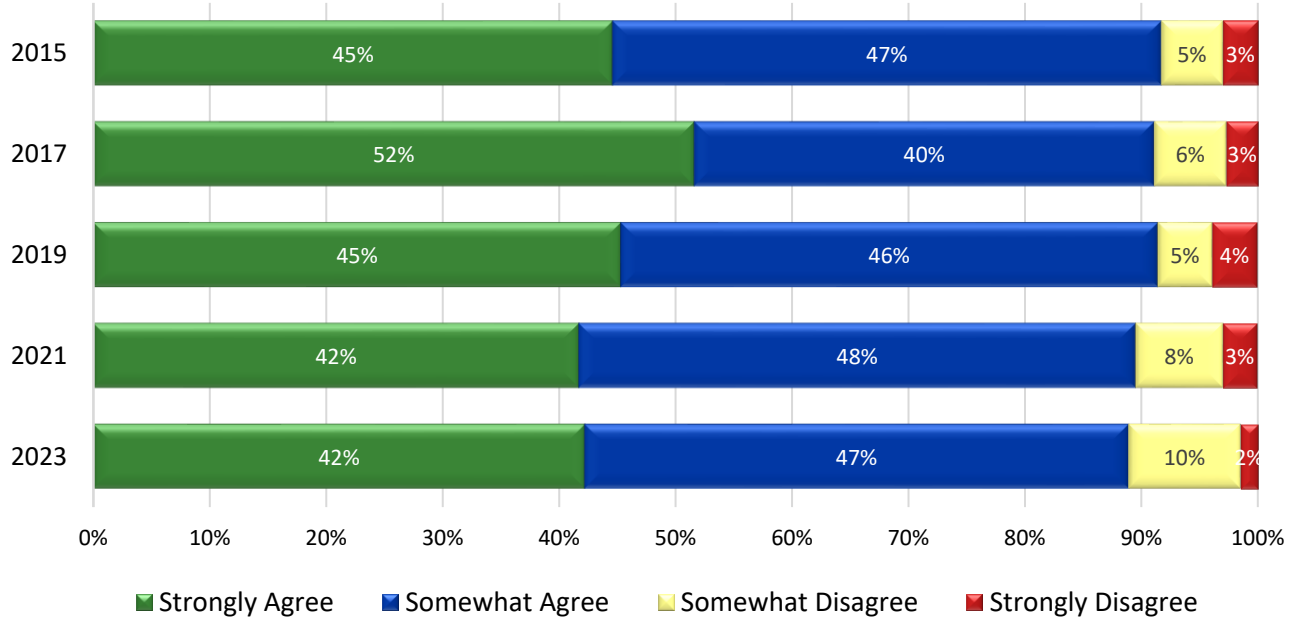


ST. LOUIS DISTRICT

TRENDS: Level of Satisfaction with the Job the Missouri Department of Transportation is Doing: St. Louis District

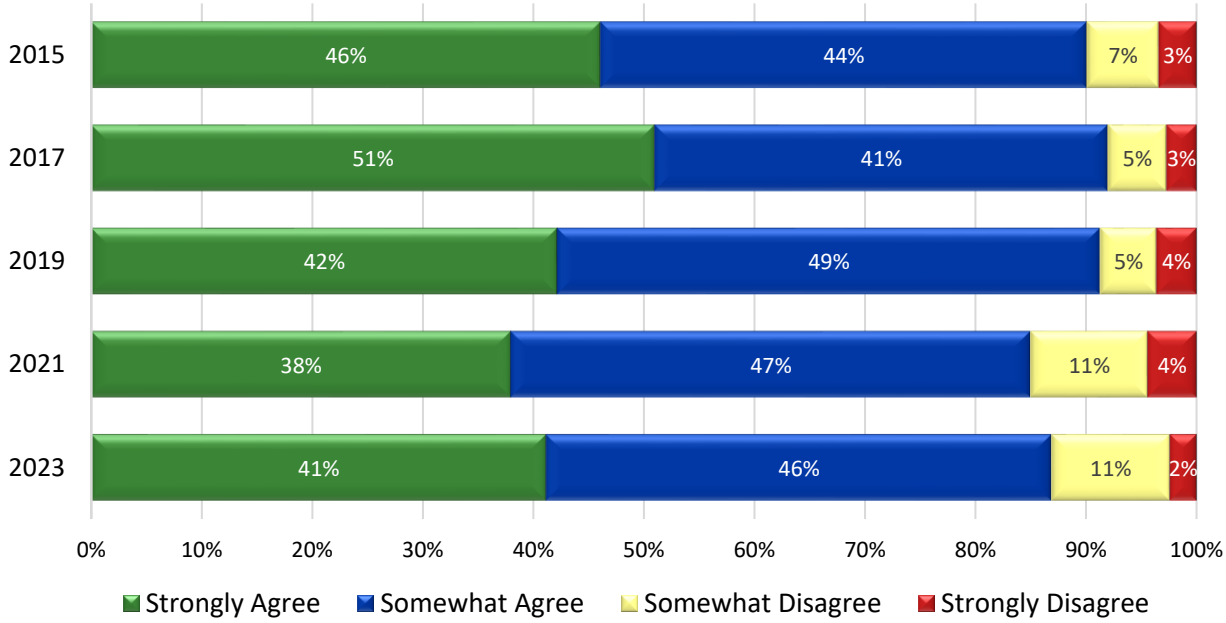


TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: St. Louis District

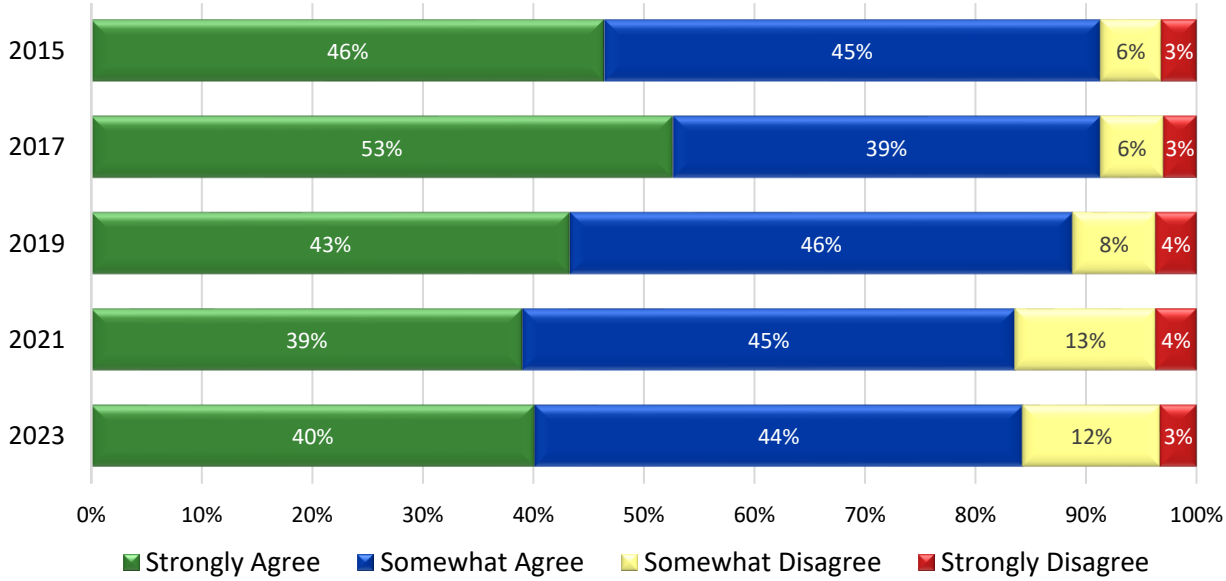


ST. LOUIS DISTRICT

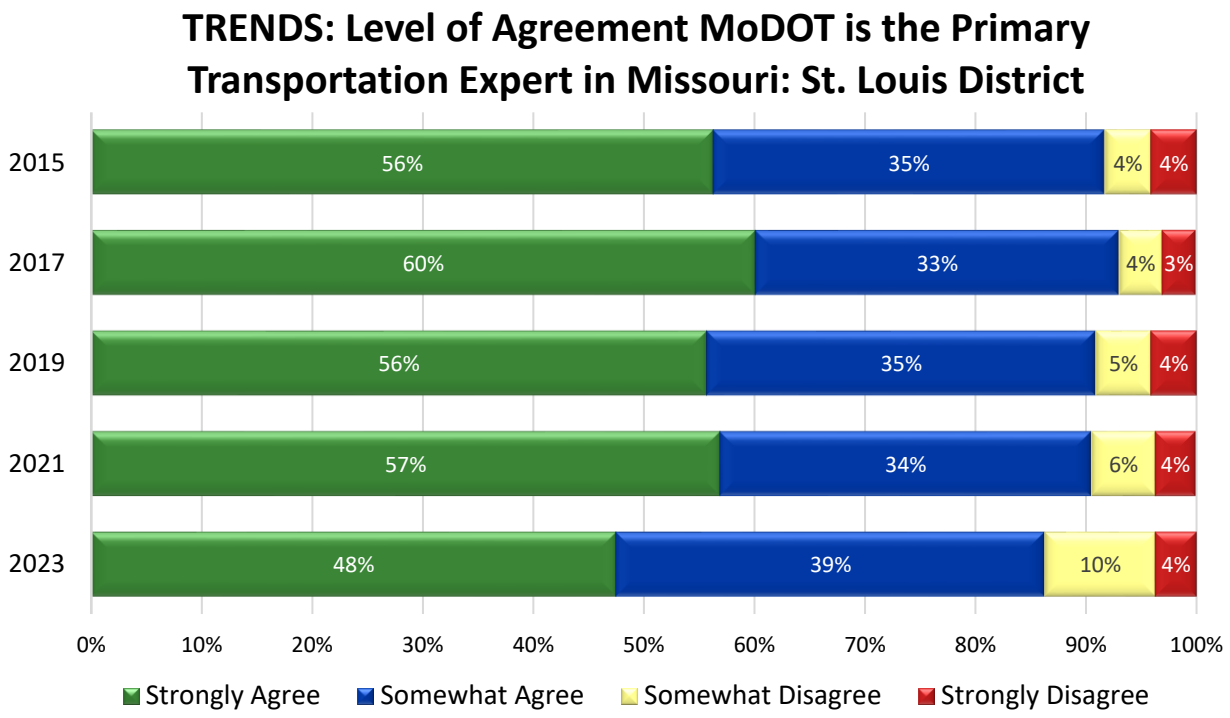
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: St. Louis District



TRENDS: Level of Agreement MoDOT Provides Understandable Information to Citizens: St. Louis District

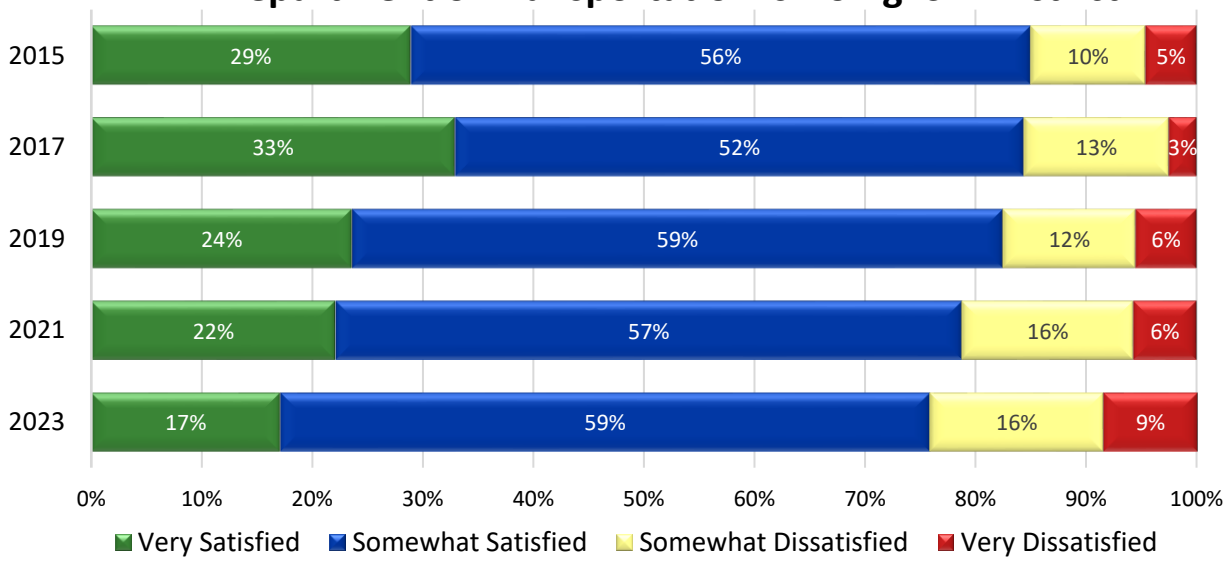


ST. LOUIS DISTRICT

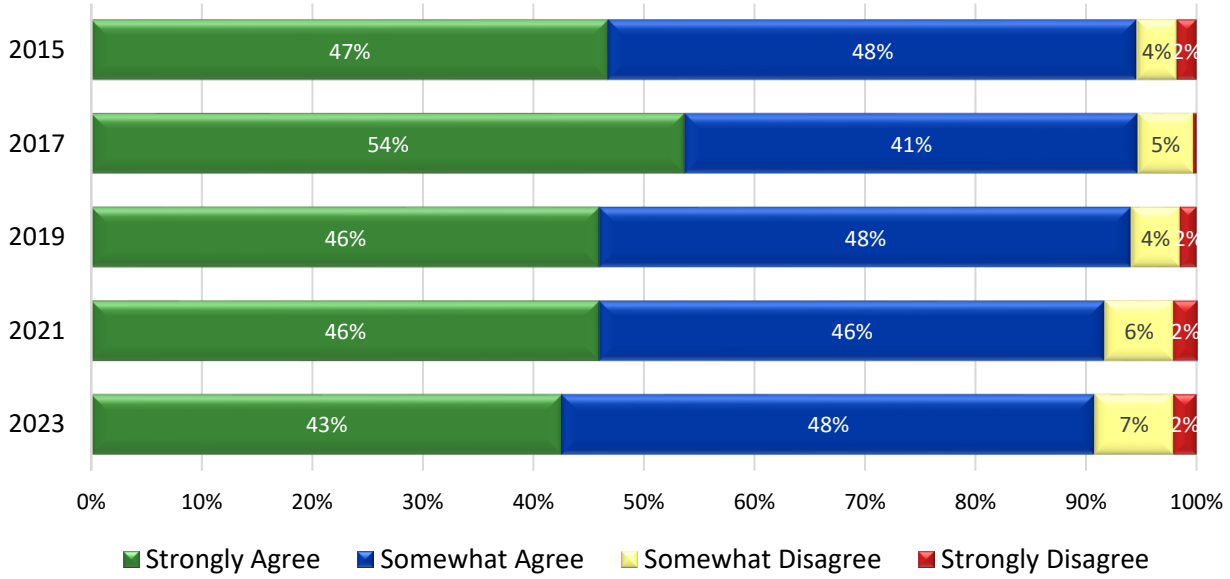


SOUTHWEST DISTRICT

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

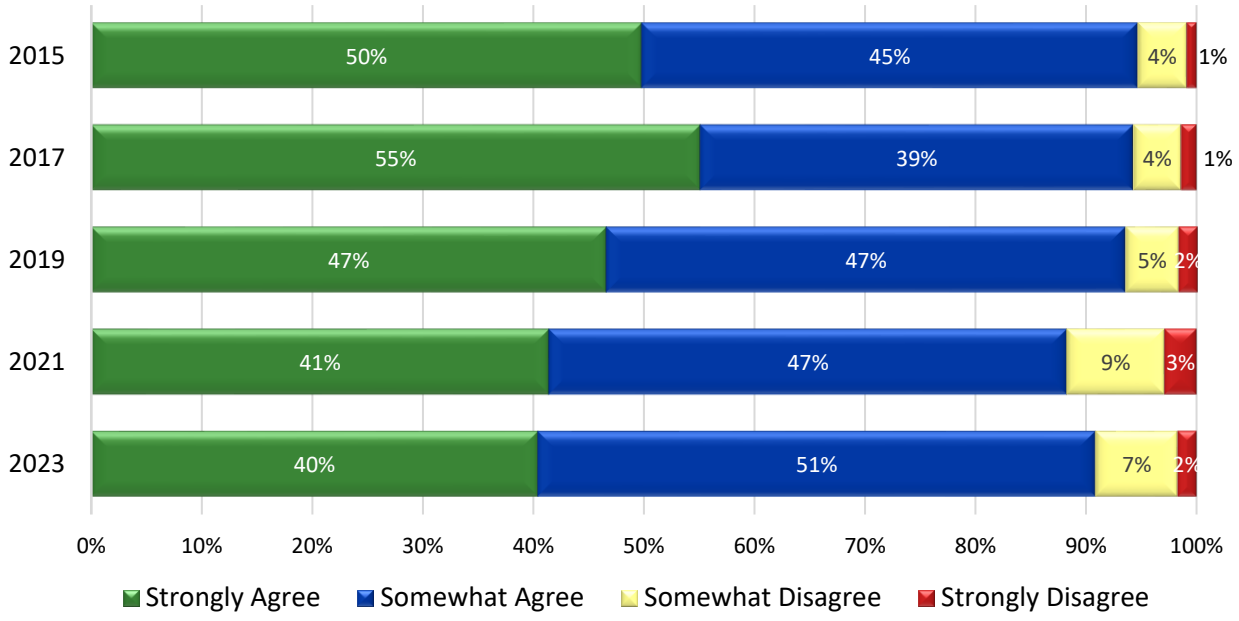


TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: SW District

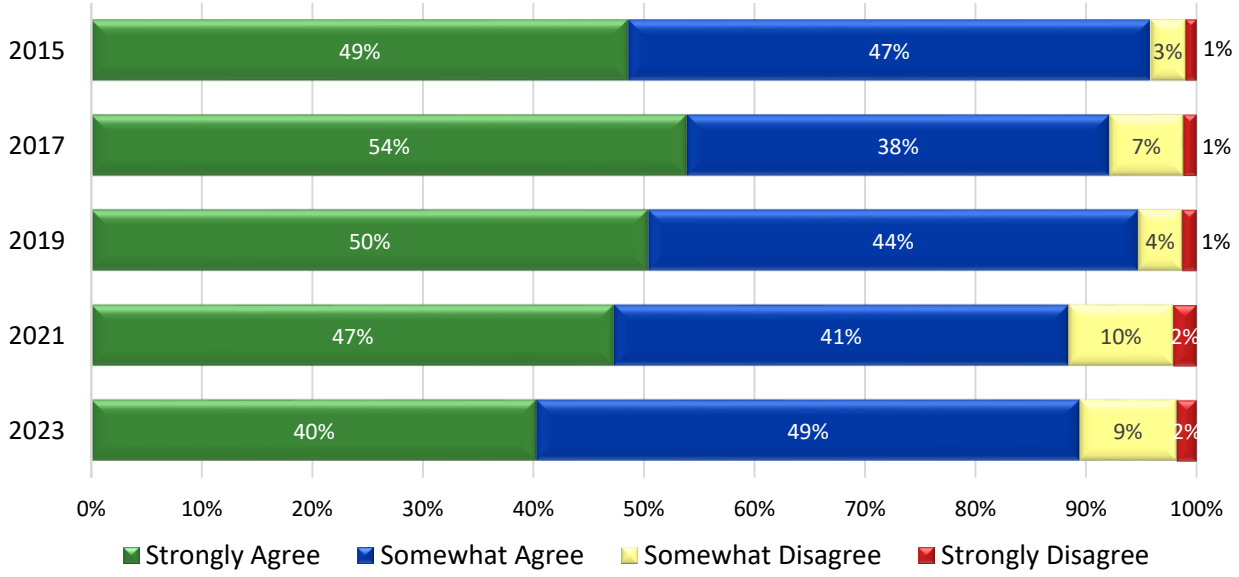


SOUTHWEST DISTRICT

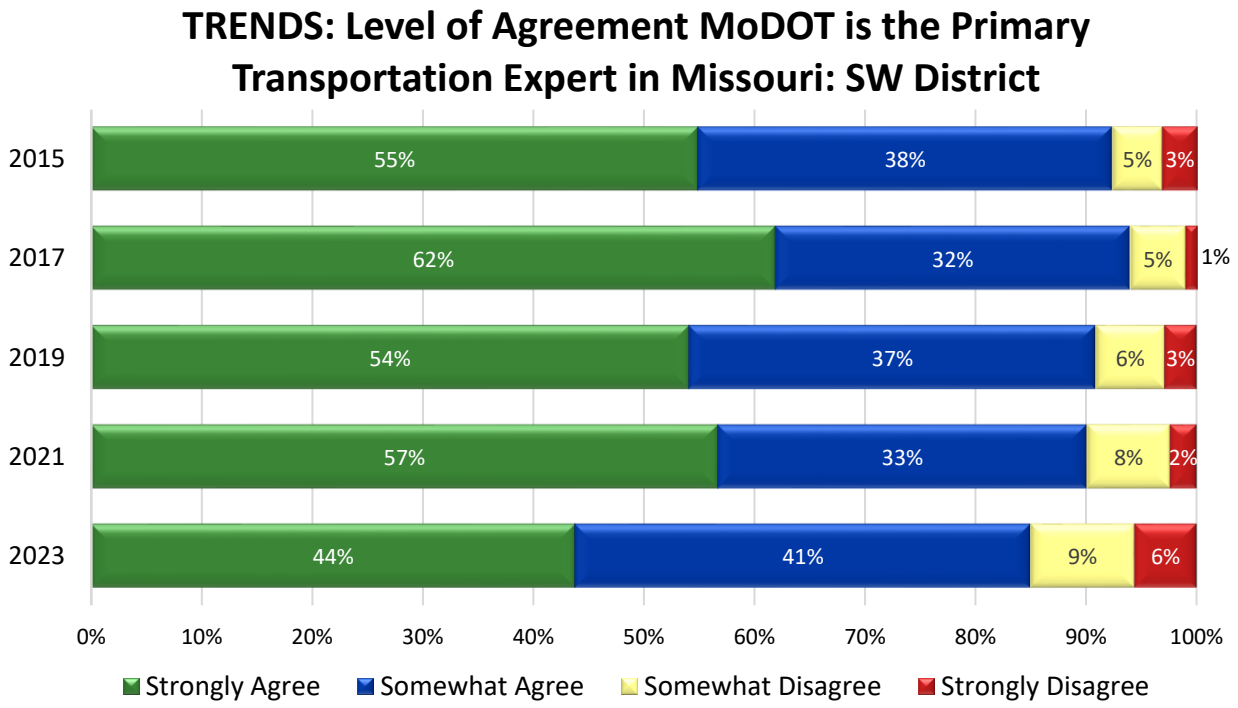
TRENDS: Level of Agreement MoDOT Provides Timely Information to Citizens: SW District



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

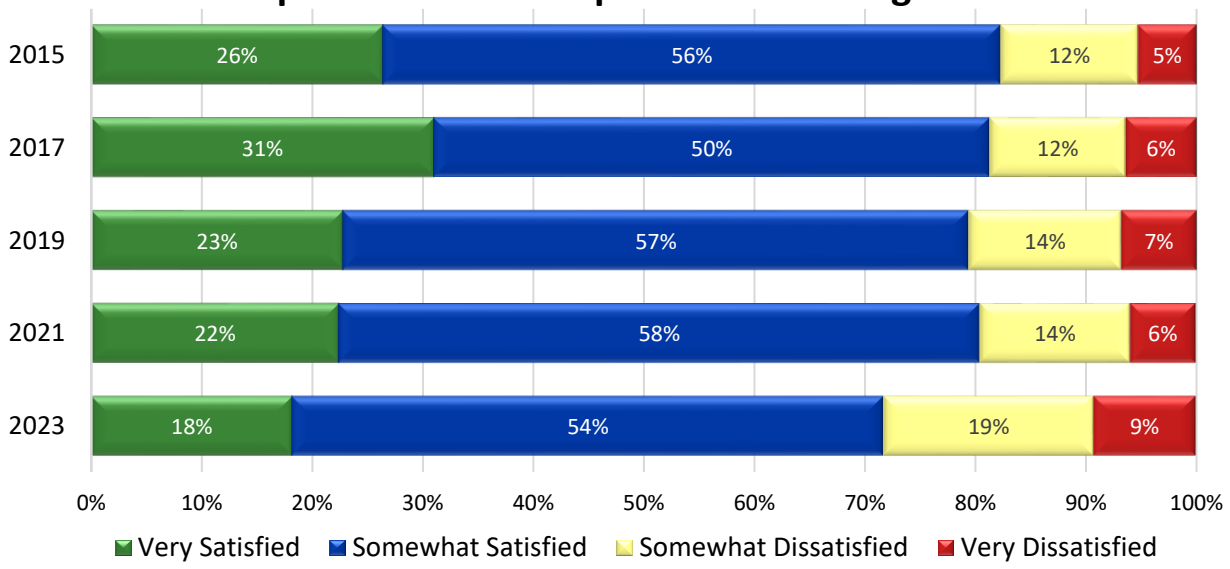


SOUTHWEST DISTRICT

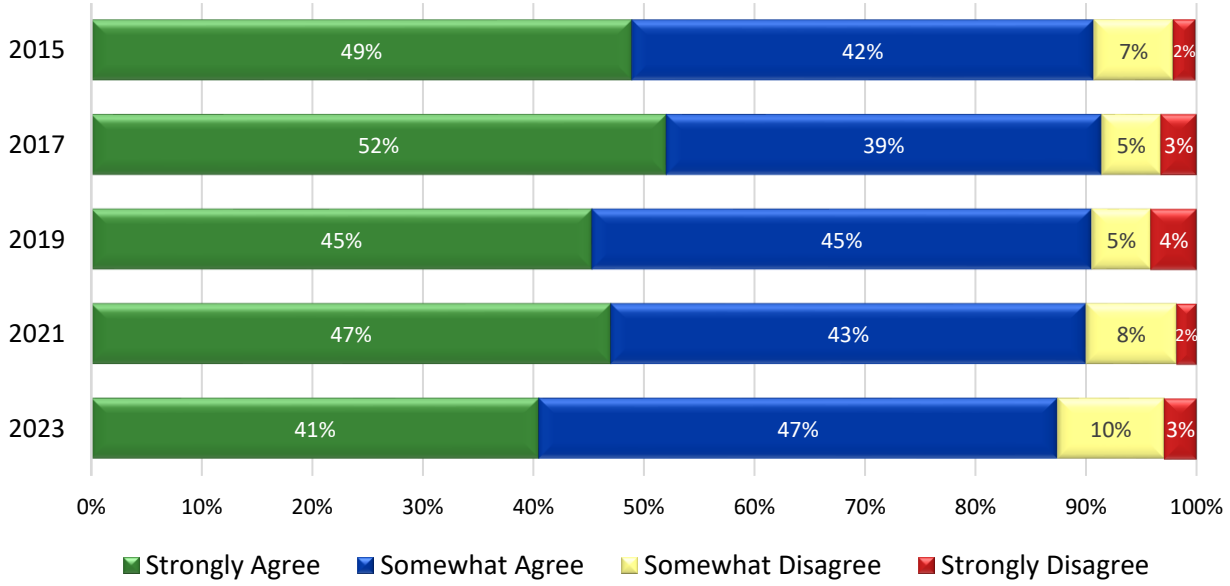


SOUTHEAST DISTRICT

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

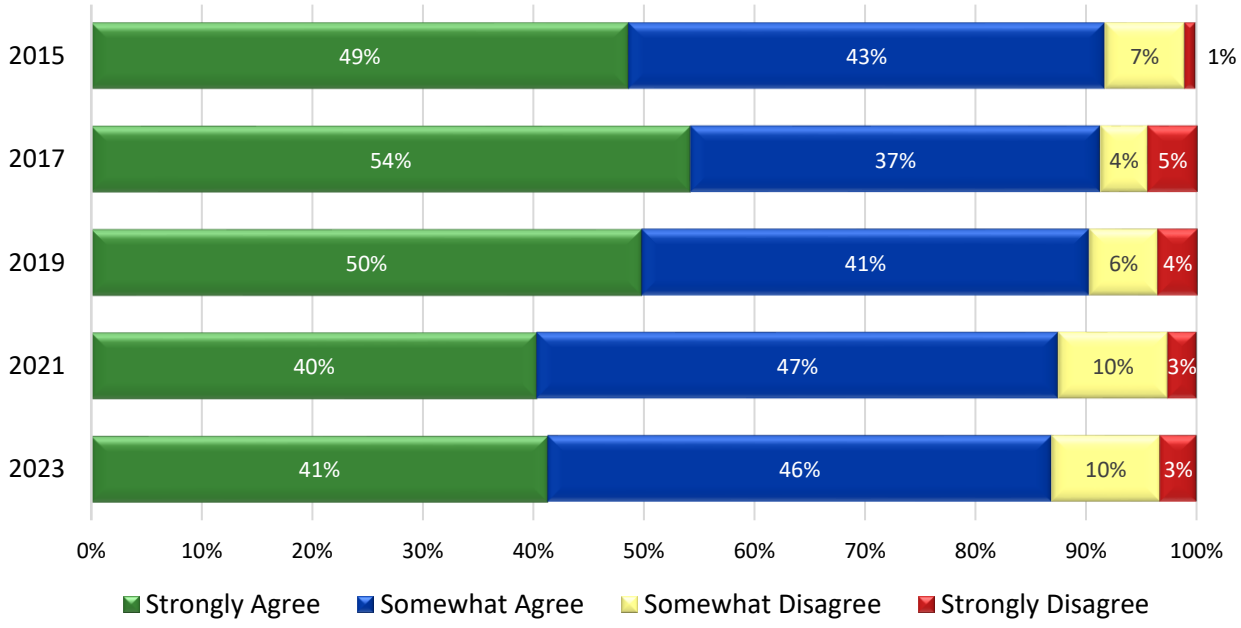


TRENDS: Level of Agreement MoDOT Provides Accurate Information to Citizens: SE District

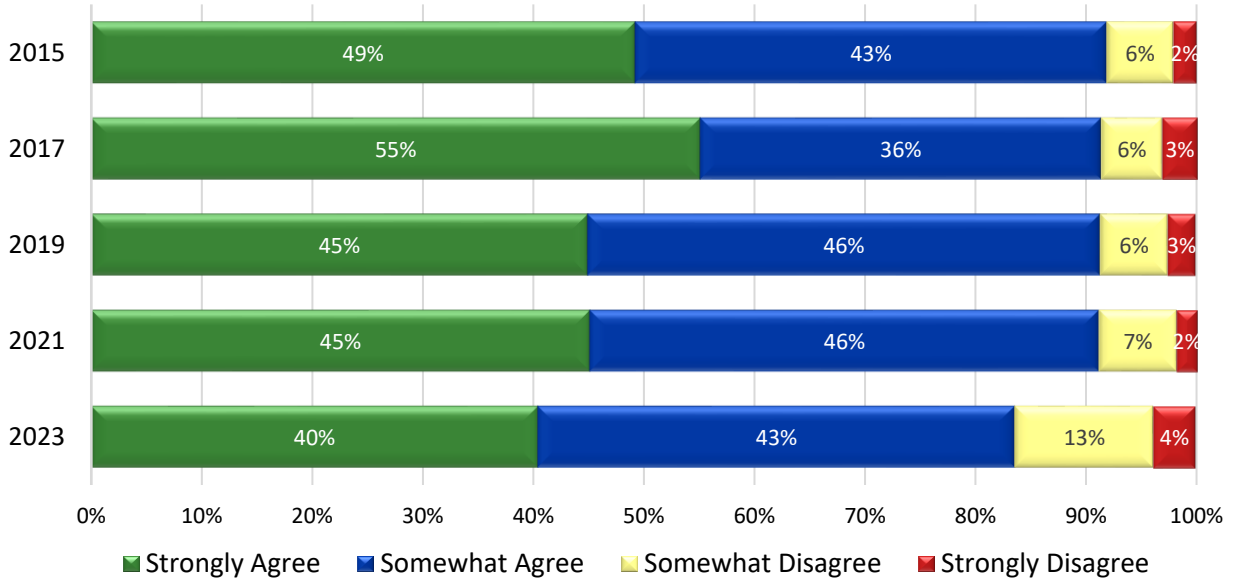
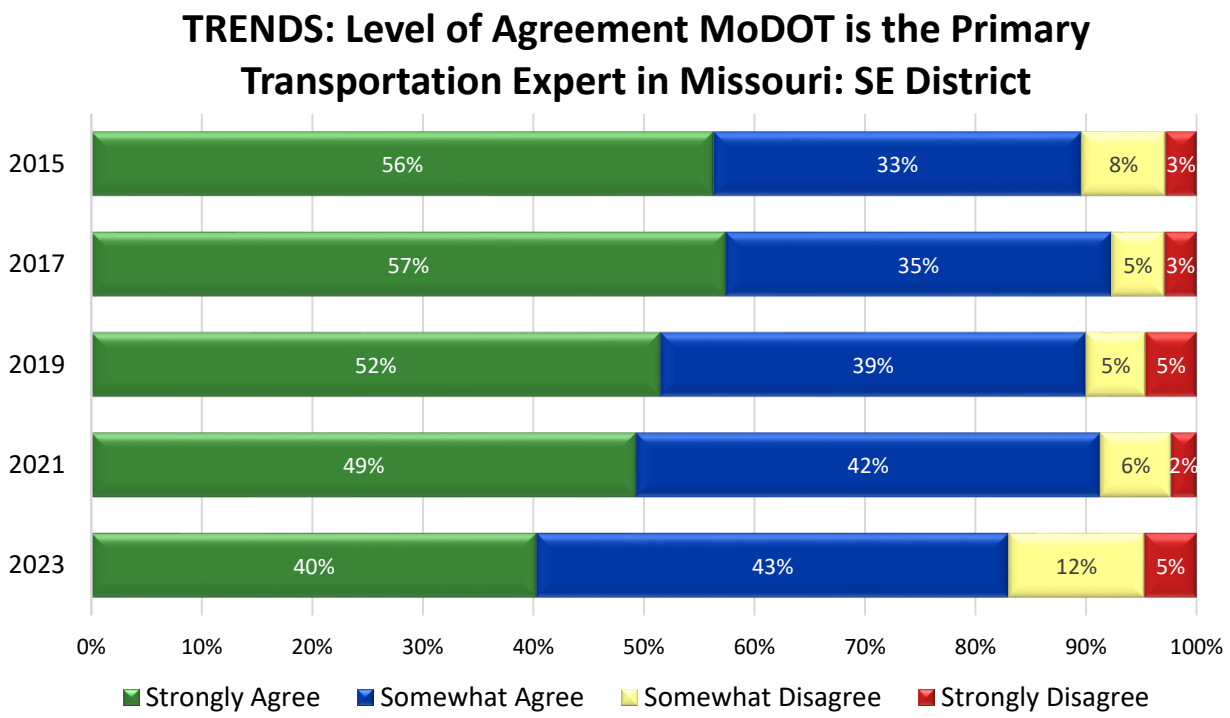


SOUTHEAST DISTRICT

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



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



SOUTHEAST DISTRICT