



Organizational Results Research Report

July 2008
OR09.002

Customer Satisfaction: Survey of Missouri Adults

Prepared by
Abacus Associates and
Missouri Department of
Transportation



July 2008

**CUSTOMER SATISFACTION:
SURVEY OF MISSOURI ADULTS**

Commissioned by
Missouri Department of Transportation

**Report
Appendices**

Strategic Research • Polling • Focus Groups
52 School Street, Hatfield, MA 01038
Tel: (413) 247-9430 Fax: (413) 247-5813
www.AbacusAssoc.com

© Abacus 2008. "Abacus" and its logo are service marks of Abacus Associates, Inc.

TECHNICAL REPORT DOCUMENTATION PAGE

1. Report No. OR 09-002	2. Government Accession No.	3. Recipient's Catalog No.	
4. Title and Subtitle Customer Satisfaction: Survey of Missouri Adults		5. Report Date July 2008	
		6. Performing Organization Code MoDOT	
7. Author(s)		8. Performing Organization Report No. OR 09-002	
9. Performing Organization Name and Address Abacus Associates 52 School Street Hatfield, MA 01038		10. Work Unit No. RI07-007	
		11. Contract or Grant No.	
12. Sponsoring Agency Name and Address Missouri Department of Transportation Organizational Results P. O. Box 270-Jefferson City, MO 65102		13. Type of Report and Period Covered Final Report	
		14. Sponsoring Agency Code MoDOT	
15. Supplementary Notes The investigation was conducted in cooperation with the U. S. Department of Transportation, Federal Highway Administration.			
16. Abstract This survey populates data for five customer satisfaction measures for the MoDOT Tracker; 5a, 12j, 13c, 17d and 18b. The survey also asks other evaluative and priority questions that measure the public's support for various ways of raising and appropriating revenue for transportation. Using previous annual surveys as a baseline, the investigators collaborated with MoDOT to finalize the survey questions to be asked. A professional calling center was contracted to obtain a representative sample of each of the 10 MoDOT Districts, with a minimum of 350 respondents per District. Potential respondents were contacted through random digit dialing (RDD) from May 12 through May 23. The participation rate (completed interviews over the total number completed, refused, and terminated interviews) was 36 percent. A total of 3,500 interviews were completed for the study.			
17. Key Words Customer satisfaction		18. Distribution Statement No restrictions. This document is available to the public through National Technical Information Center, Springfield, Virginia 22161	
19. Security Classification (of this report) Unclassified	20. Security Classification (of this page) Unclassified	21. No. of Pages 86	22. Price

Table of Contents

I.	Executive Summary	2
	■ Purpose	2
	■ Summary of Finding	2
II.	Tracking Public Satisfaction	4
	■ Overall Evaluations of MoDOT	4
	■ Evaluations of MoDOT Information	5
	■ Other Evaluations of MoDOT and Transportation	12
III.	Additional Results	19
	■ Snow Removal	19
	■ Funding Transportation	21
	■ Transportation Priorities	32
IV.	Survey Methods	36
V.	Appendix A: Statewide Marginals	37
	■ Verbatim open-ended responses	43
VI.	Appendix B: MoDOT District Overtime Tracker Figures.....	51

Executive Summary

Purpose

The main purpose of this survey is to track customer satisfaction with the Missouri Department of Transportation (MoDOT) using seven "tracker questions" that have been asked exactly one year apart for four consecutive years. This survey also asks other evaluative and priority questions and tracks questions that measure the public's support for various ways of raising revenue for transportation. Many of these questions have also been asked in previous years. Results are presented statewide and broken out by the 10 MoDOT districts (See Figure 1).

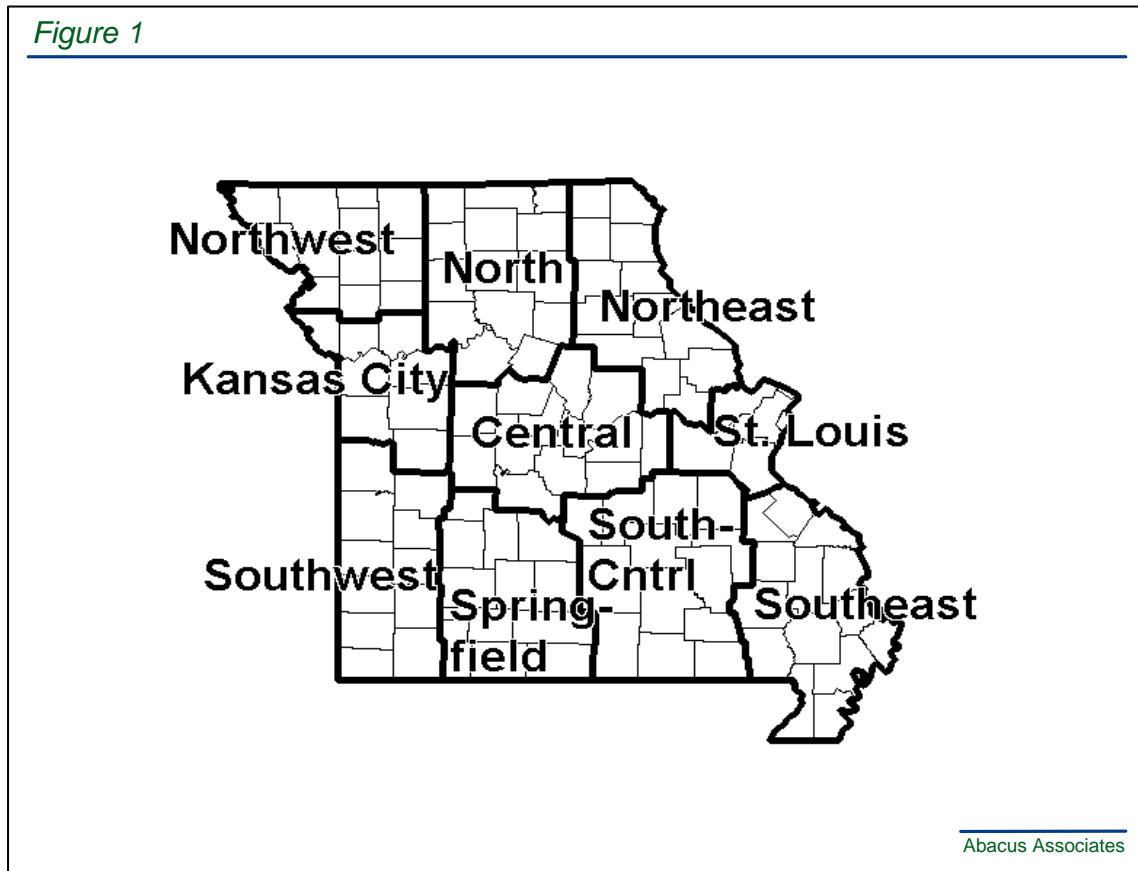
Over time results for each district on key tracker questions can be found in the Appendices of this report. Numbers for 2007 have been revised from last year's report. Previously reported numbers for 2007 were not weighted to match the true distribution of the Missouri population. All numbers in this report have been weighted to match true Missouri population geographic, gender, and age distributions. Adjustments due to weighting produced only minor changes to 2007 results.

Summary of Finding

In four of the seven tracker questions we see growth in MoDOT performance, with clear improvements over previous years. In two other questions, MoDOT performance holds steady from 2007, after showing impressive gains in that year. Finally, one tracker shows a steep decline from previous years. However, this question—satisfaction with available transportation options besides their personal vehicle—is the least directly evaluative of MoDOT as a department. The decline we see here is most certainly tied to the increase in gas prices, making the lack of alternative transportation options much more urgent.

Regionally, performance on all trackers is lowest in the Kansas City MoDOT district. The Central and Northwest districts sometimes join Kansas City as the least satisfied, depending on the question.

There is an increasing perception among Missourians that MoDOT does not receive enough money to take care of existing roads and transportation facilities and build new



facilities. As has been the case over the past five years, Missourians want the state, and not local communities, to pay for state highway projects. Missourians are fairly split over the question of whether up to 25% of all transportation project funds should be set aside to incorporate bicycle and pedestrian facilities.

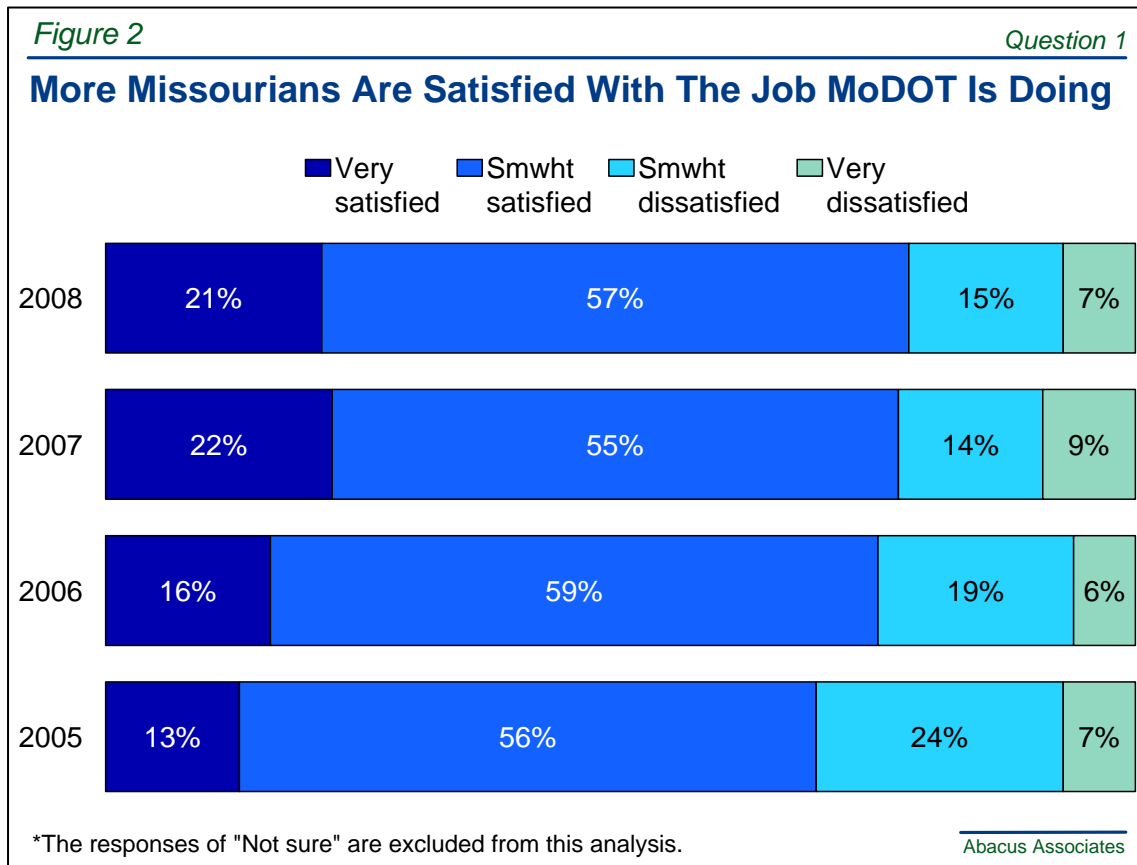
There has been no change since 2007 in respondents' evaluations of how fair it is to use tolls as a way to pay for state highways, although the percentage that see tolls as fair has fallen from 2005 and 2006. However, when given the choice of ways to adequately fund Missouri state highways and roads, adding tolls to highways is the option with the largest plurality. As a state expenditure, transportation is roughly tied with public safety as the second most beneficial. It is seen as less beneficial than education, but more beneficial than economic development and social services.

More than ever, Missourians overwhelmingly want an emphasis on maintaining existing highways over building new ones. However, Missourians continue to be split over whether the state should emphasize constructing and maintaining larger four-lane highways or smaller two-lane state roads. There is a sharp urban/rural divide on this question.

Tracking Public Satisfaction

Overall Evaluations of MoDOT

Public *satisfaction with MoDOT* held constant in the past year, with 78% satisfied (Figure 2). In 2007, nearly the same percentage (77%) of Missourians reported being satisfied. Satisfaction with MoDOT is up from 2006, less because more Missourians are satisfied (78% in 2008 versus 75% in 2006) than because more are *very* satisfied (21% in 2008 versus 16% in 2006). Overall satisfaction with MoDOT is up 9% and the percentage of those who are very satisfied is up 8% from the first time we asked this question in 2005.

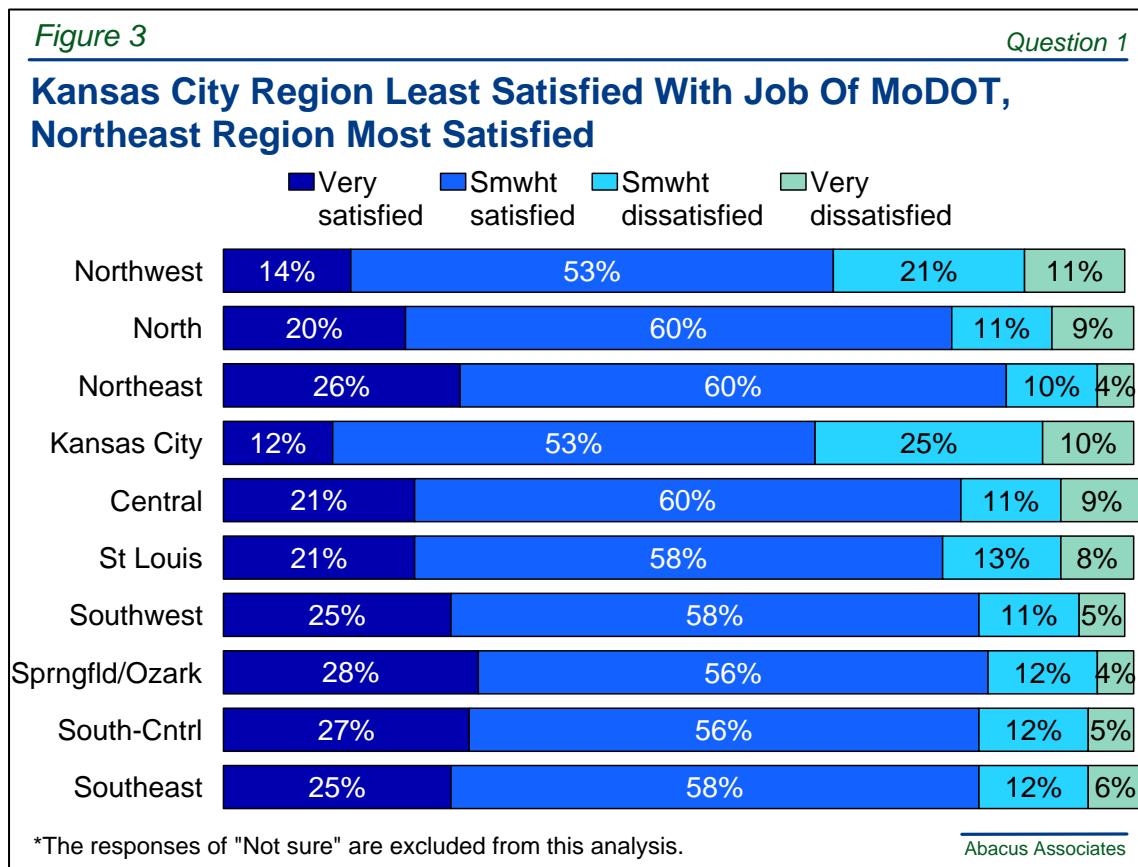


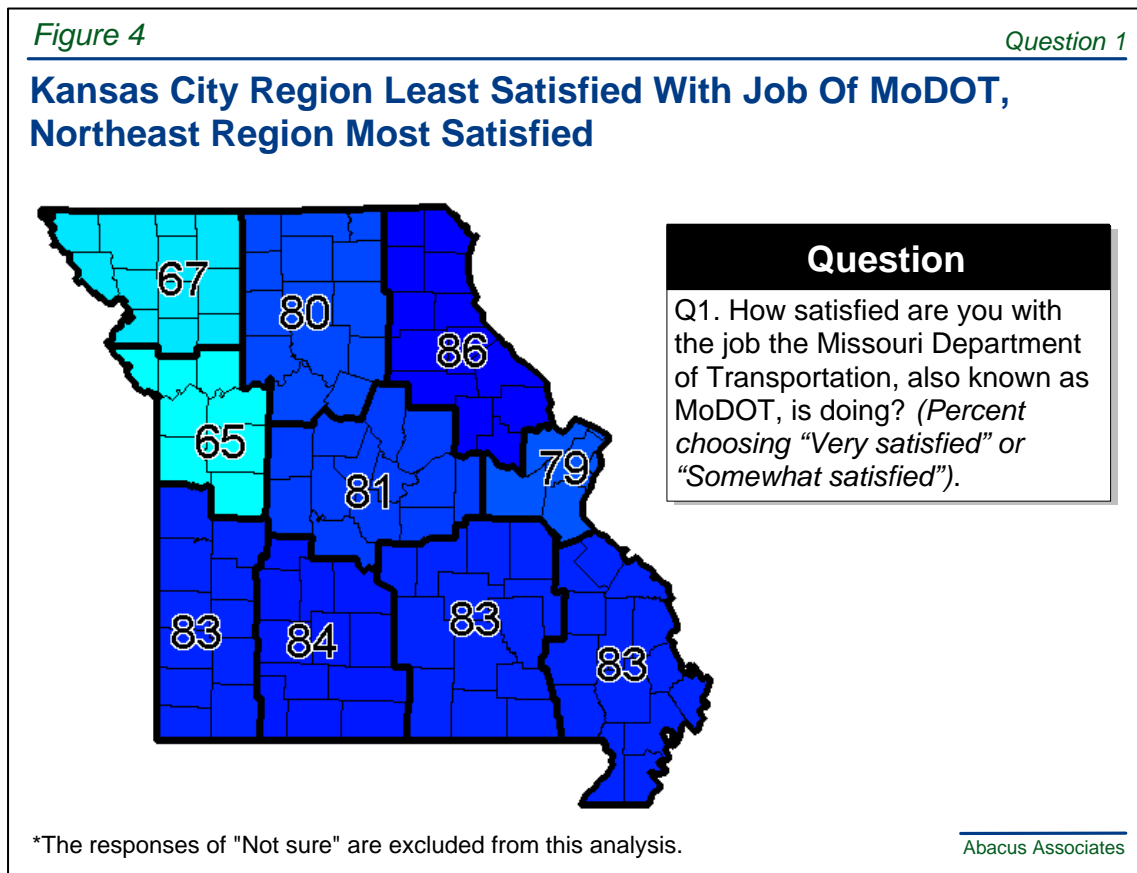
The variation in satisfaction across the 10 MoDOT regions is fairly sharp, with the overall range of highest to lowest levels of satisfaction in the districts being 21% (Figures 3 and 4). Satisfaction is the highest in the Northeast MoDOT district and also quite high across the southern districts. Dissatisfaction is greatest in the Kansas City and Northwest districts.

Evaluations of MoDOT Information

We have three measures of the information MoDOT provides: its timeliness, its accuracy, and its comprehensibility. The questions are asked in an agree/disagree format about whether MoDOT provides timely, accurate, or understandable information about road projects, highway conditions, and work zones. For each of these measures, there has been steady improvement each year since we first started asking them in 2005.

As we have noted in previous reports, the public is not attuned enough to MoDOT's information to make distinctions between these three measures. We continue to recommend that MoDOT combine these trackers into one measure to save time. These three measures are all highly correlated with each other (R^2 ranges from .62 to .64), which strongly suggests that they are measuring the same concept.

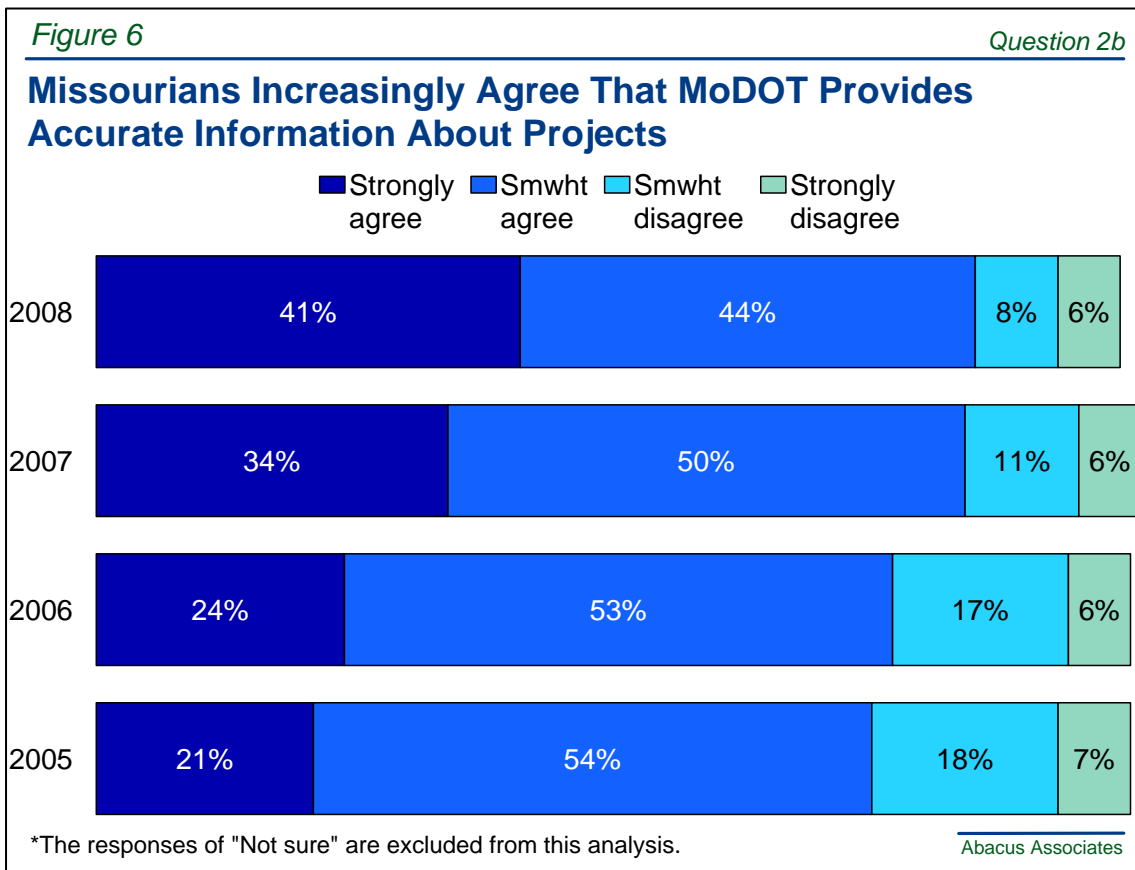
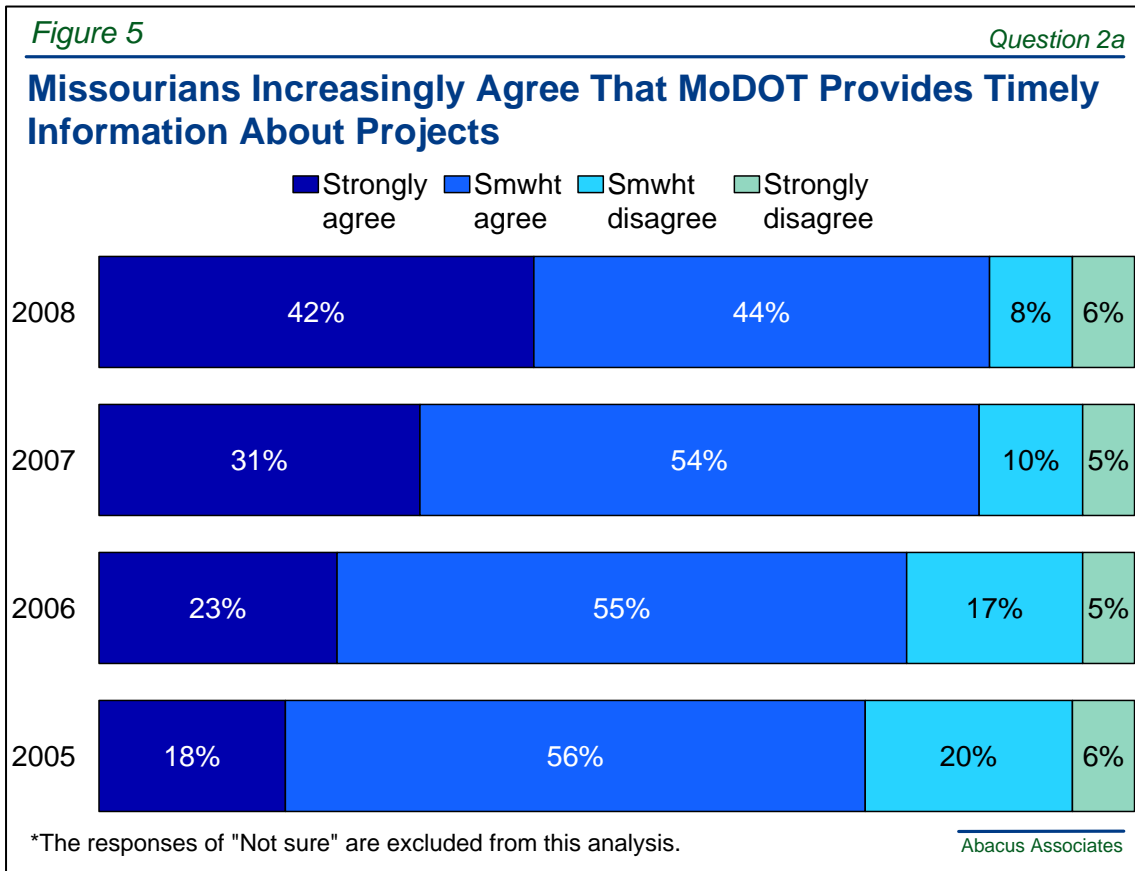


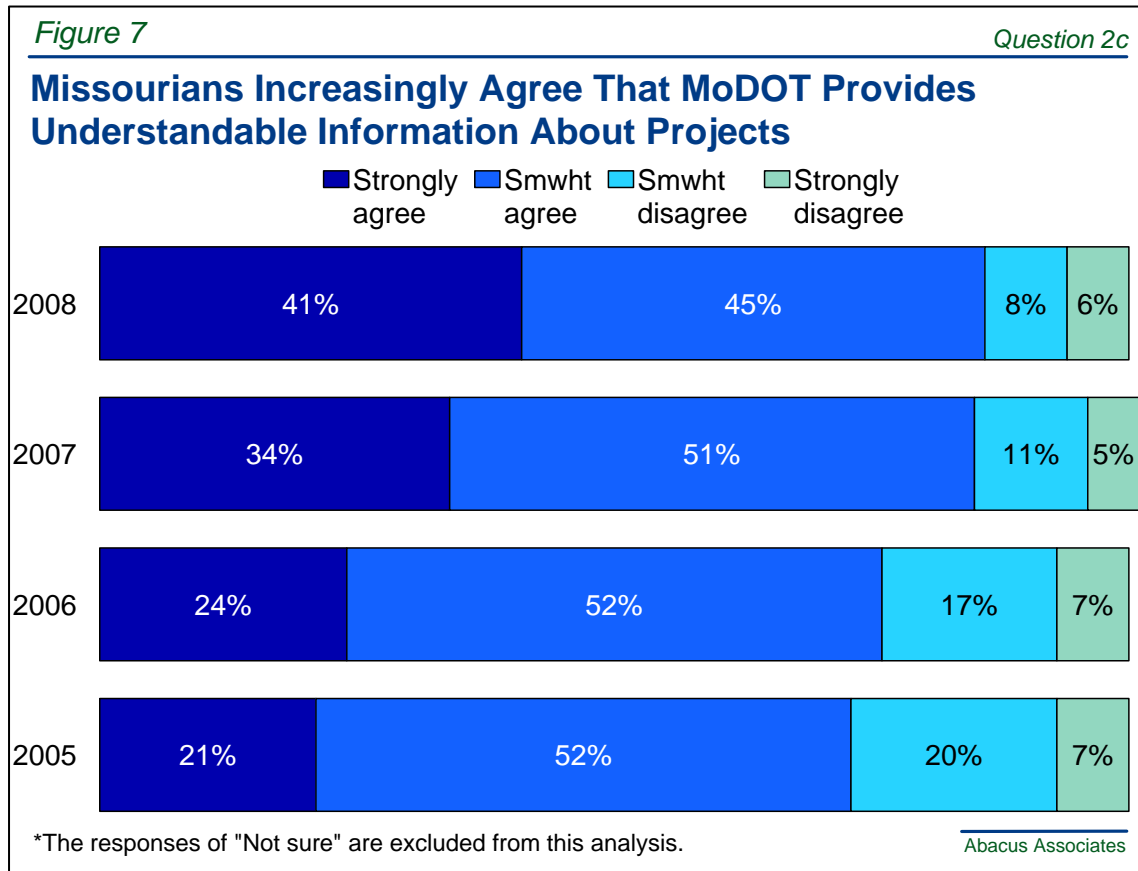


Eighty-six percent (86%) agree that the *information is timely*, which is up from 74% in 2005. Strong agreement that information is timely more than doubled between 2005 and 2008, from 18% to 42% (Figure 5). Indeed, the biggest gains in strong agreement occur this past year, from 31% in 2007 to 42% today.

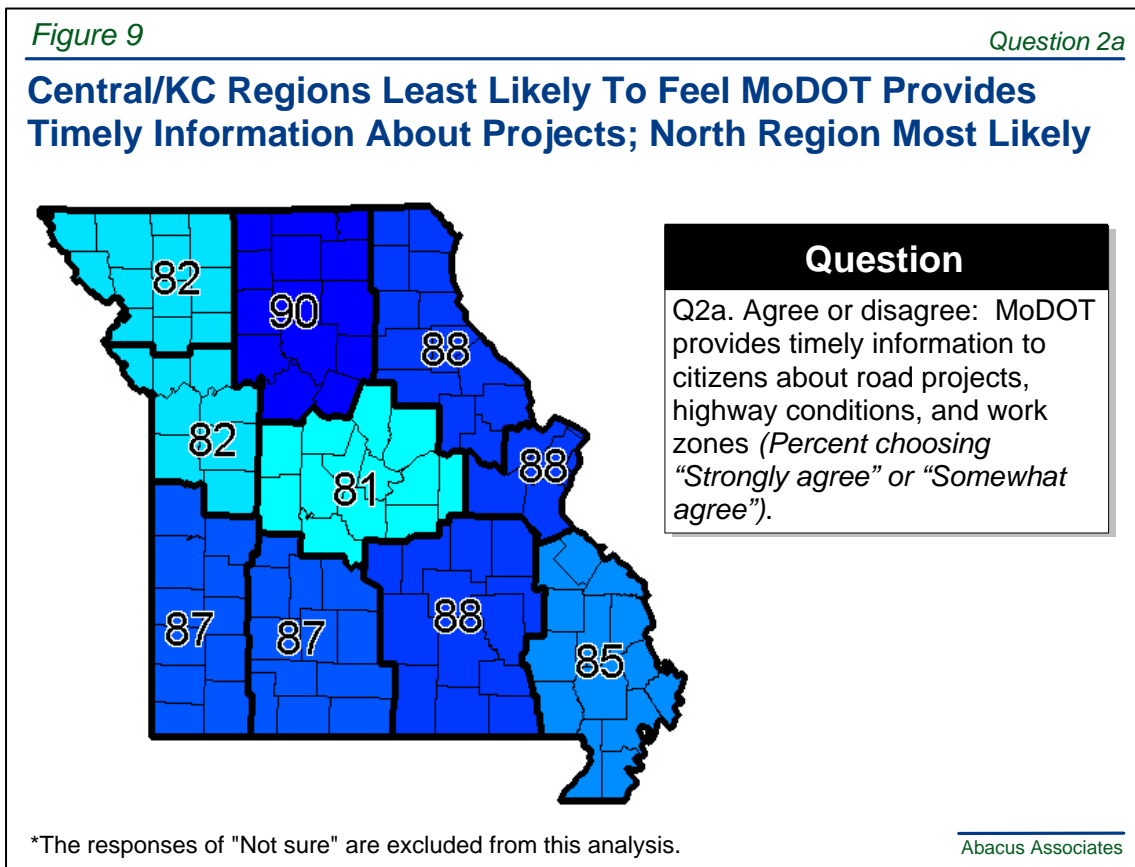
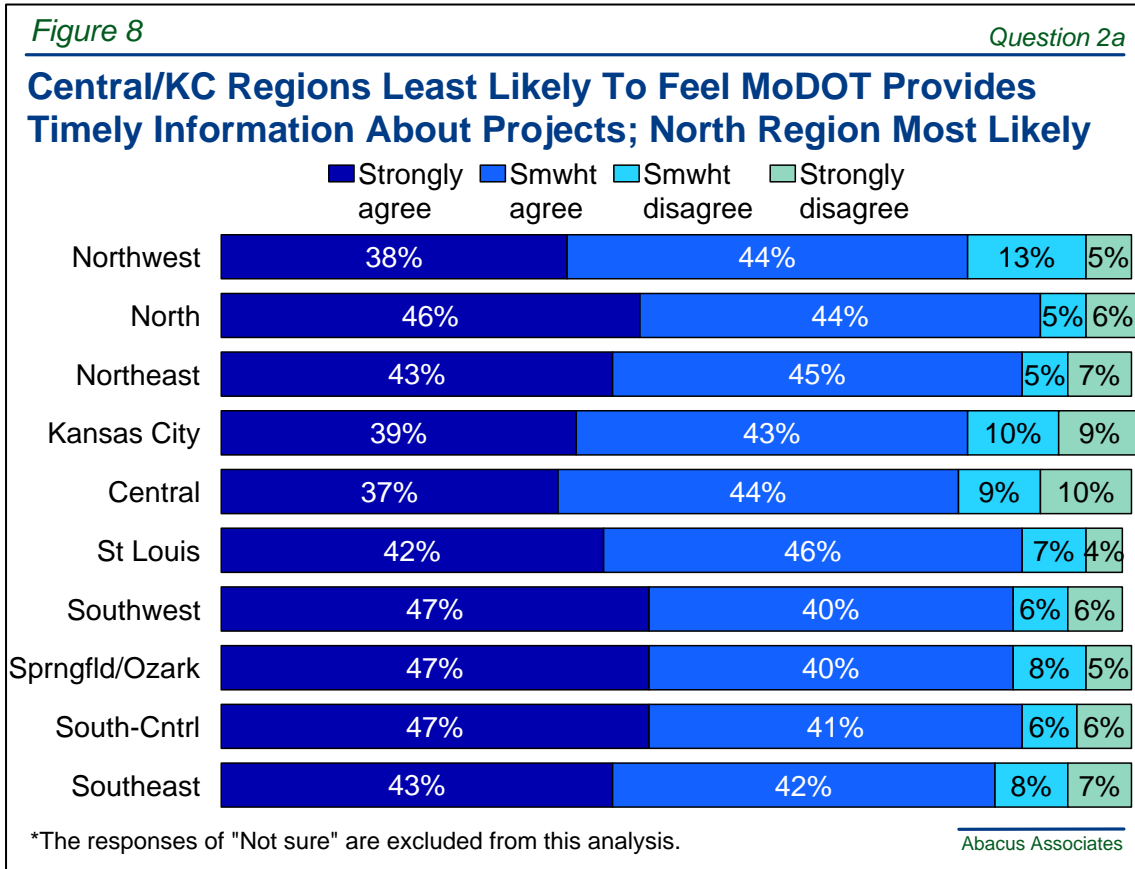
Eighty-five percent (85%) agree that the *information is accurate*, which is up from 75% in 2005 (Figure 6). However, again, the gains come mainly among those who strongly agree, the percentage of which has risen steadily every year and has nearly doubled since 2005 (from 21% to 41%).

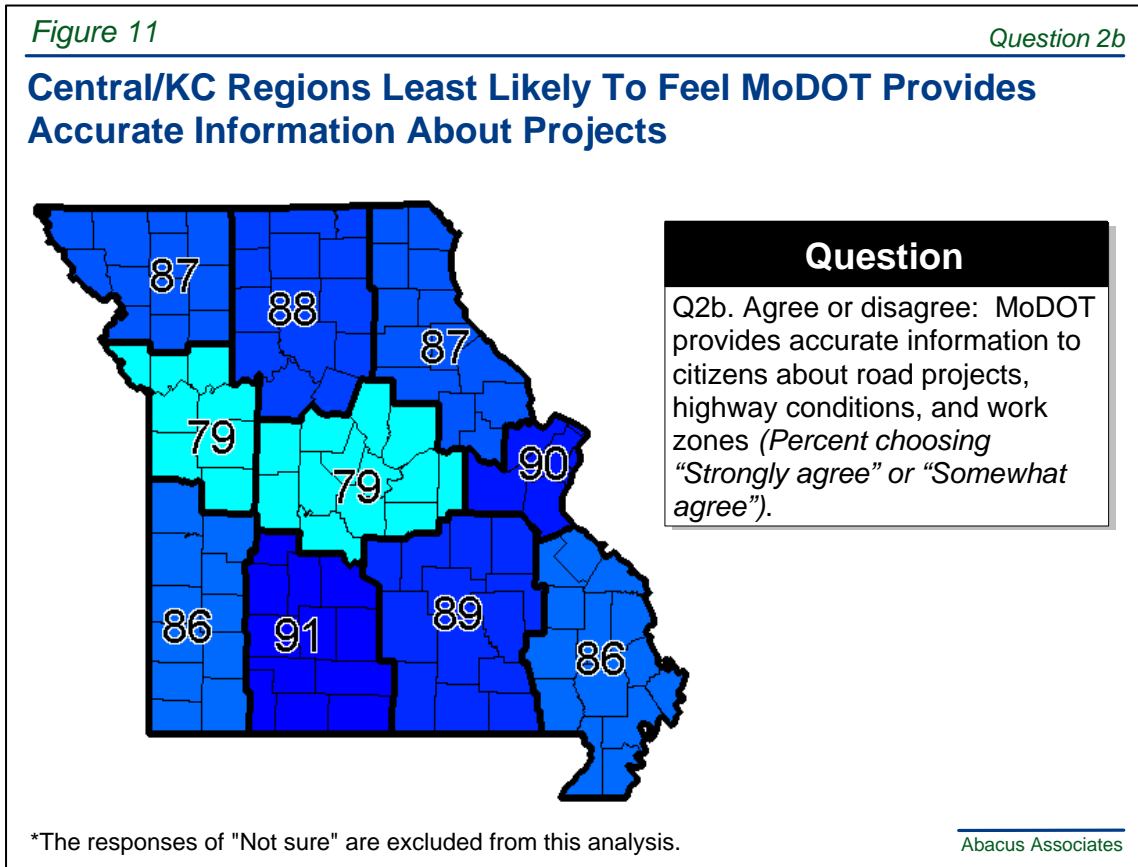
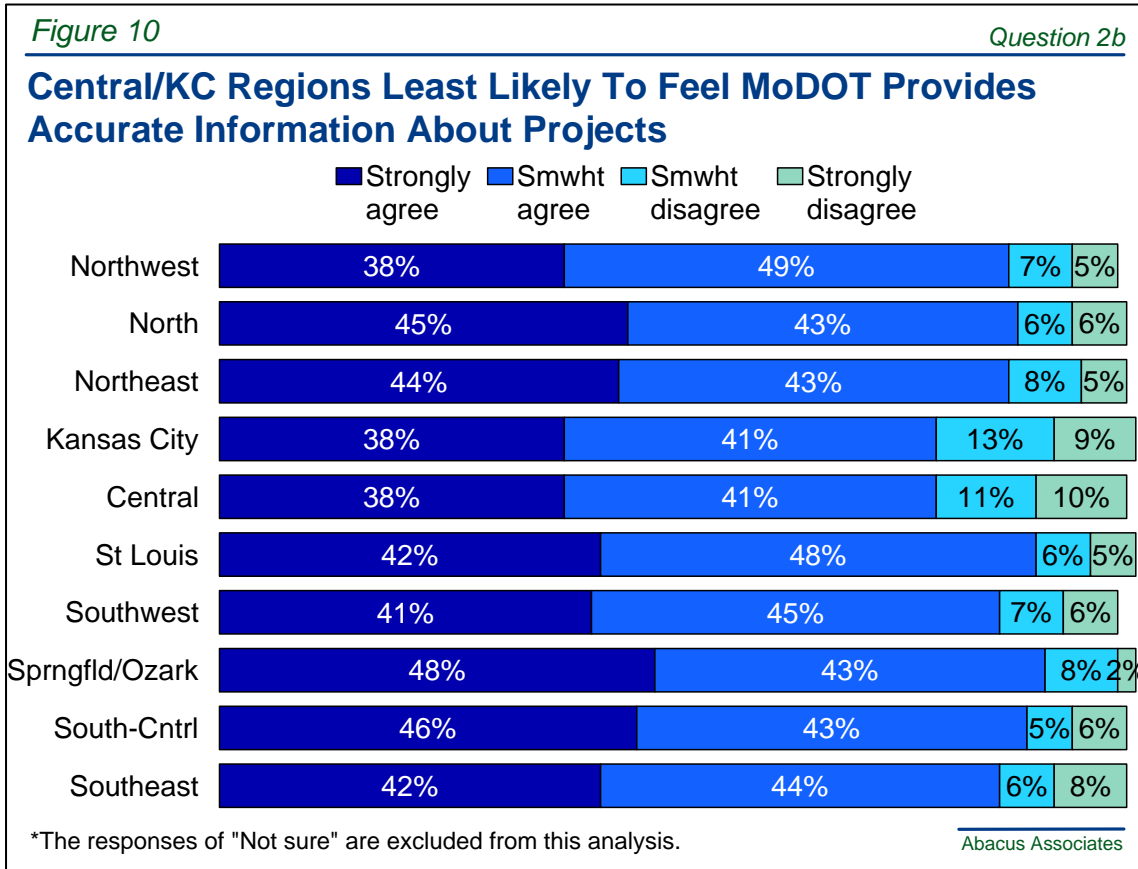
Basically the same percentage of Missourians (86%) agree that the *information is understandable* as agree that it is timely (86%) and accurate (85%—Figure 7). The same is true with the increase that has occurred, with agreement up from 73% in 2005 and strong agreement doubling since 2005 (from 21% to 41%).

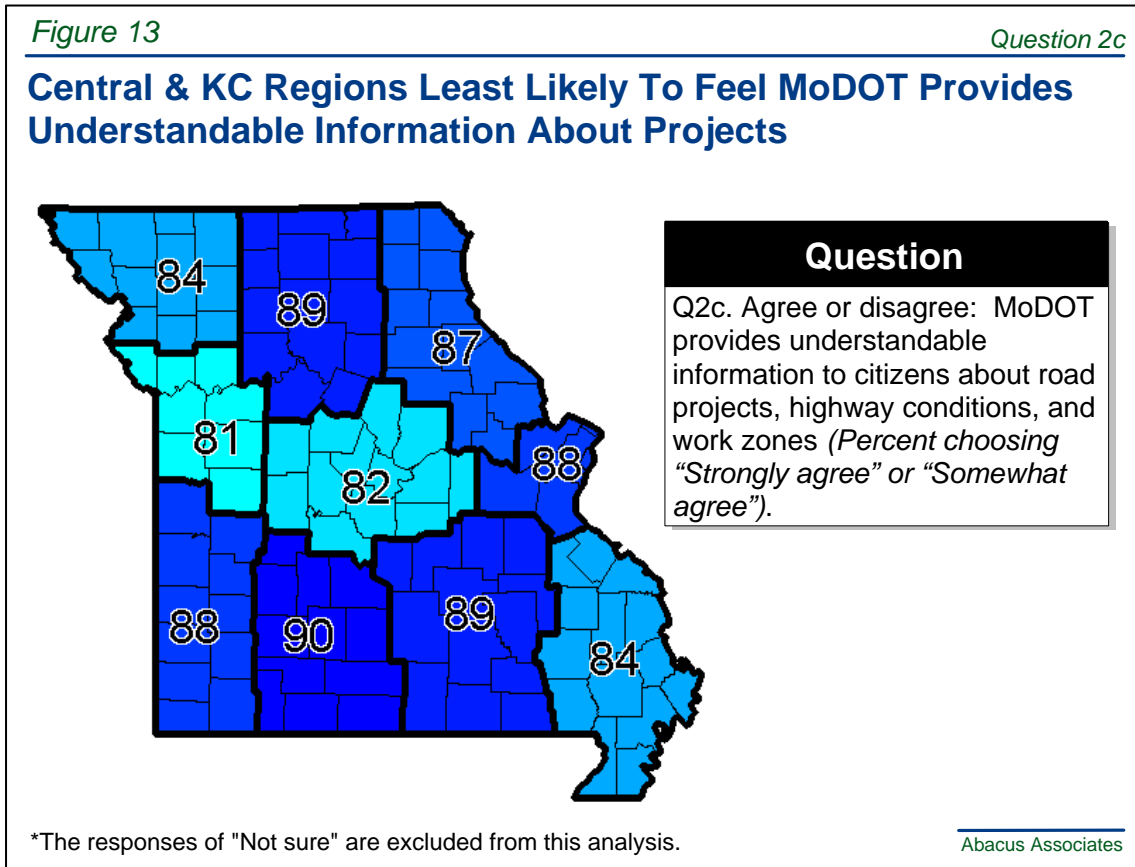
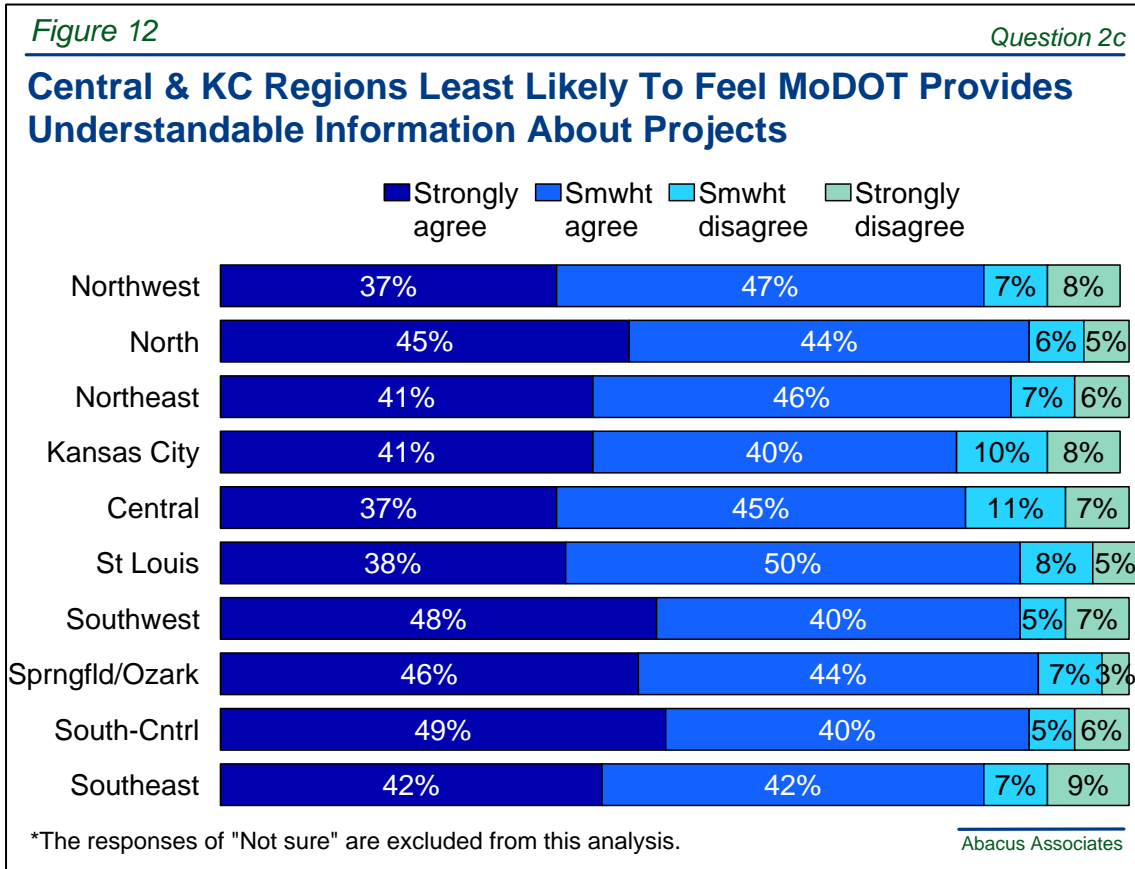




As we have found in previous polls, the regional variation is almost the same for all three of these measures (see Figures 8-13). Agreement that the information MoDOT provides to citizens about road projects, highway conditions, and work zones is accurate, or timely, or understandable is lowest in the Northwest, Kansas City, and Central MoDOT districts. The districts where Missourians are most likely to agree that information is timely, accurate, and understandable tend to be North, Southwest, Springfield/Ozark, South-Central, and Southeast. Again, this consistent regional pattern across all three of these questions underscores the degree to which each question is measuring the same thing.



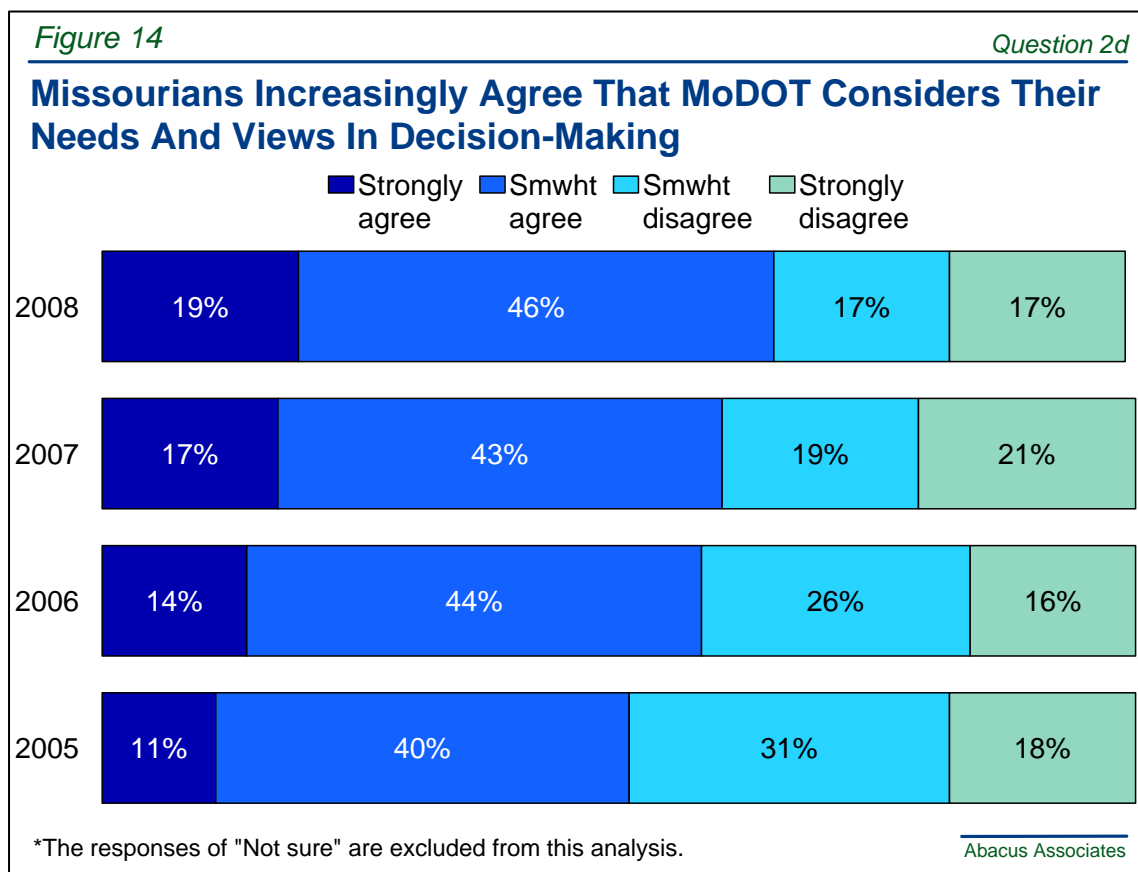




Other Evaluations of MoDOT and Transportation

Sixty-five percent (65%) of Missourians agree that MoDOT *takes into consideration your needs and views* in its transportation decision-making (Figure 14). Agreement on this measure has increased consistently every year it has been asked, up from 60% last year and up from 51% in 2005.

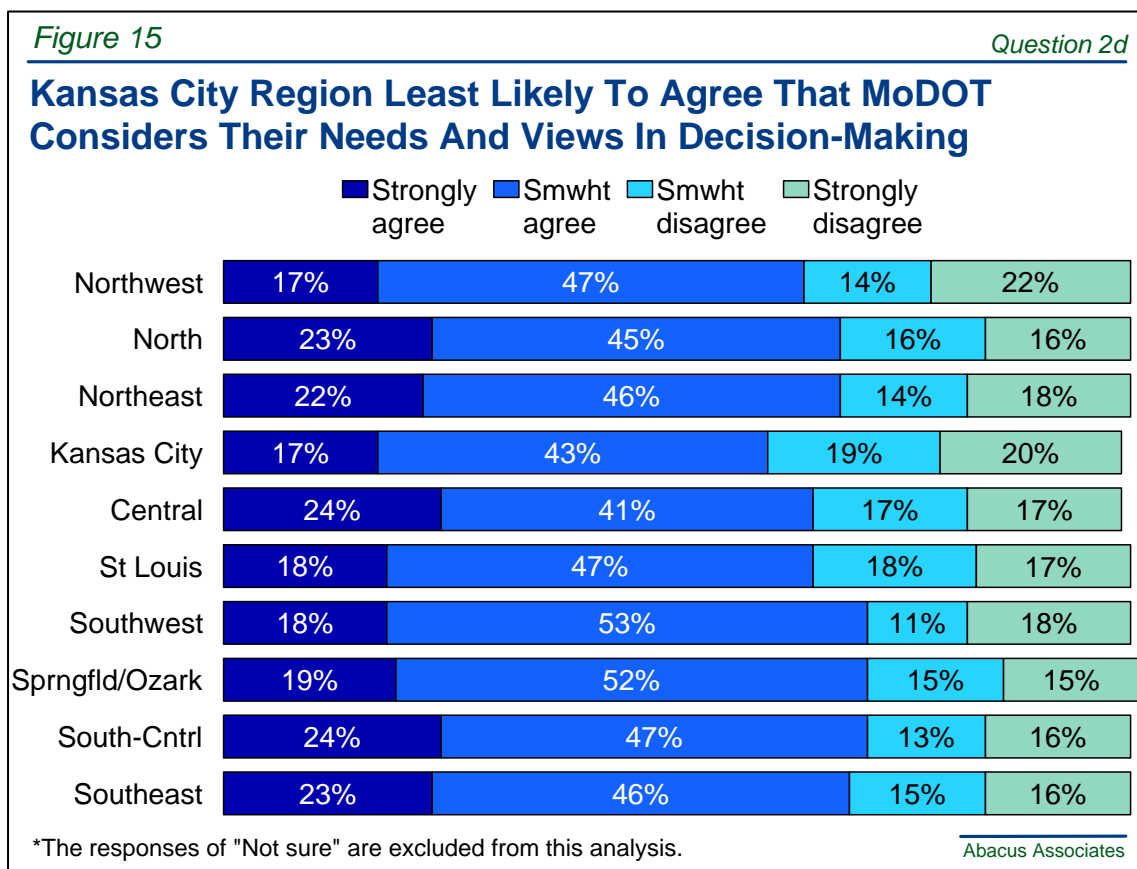
Although in the numbers reported here and in the graphs, we have removed those respondents who said "not sure" from the analysis, it is important to note that 17% of Missourians simply could not answer the question of whether MoDOT takes their needs and views into consideration (see topline results in Appendix). This is not surprising since this question basically asks respondents for insight into MoDOT decision-making—insight that the vast majority will not have and about which 17% refused to make a guess.



The range in the percent across the 10 MoDOT regions of respondents agreeing that MoDOT takes into consideration their needs and views is 11% (Figures 15 and 16). Agreement on this question is strongest in the North/Northeastern part of the state and across the southern four MoDOT districts. Agreement is lowest in Kansas City (60%).

Another evaluation question asked of residents is whether they are *satisfied with the transportation options available to you* besides your own personal vehicle. This is the one tracker where we see a decline, and we suspect that this decline is closely tied to the price of gasoline. When gas prices are lower, we expect Missourians are less concerned about having alternatives to driving. However, when gas prices are high, the lack of alternatives to driving is more likely to be an issue. Fifty-seven percent (57%) agree that they are satisfied with the transportation options available to them, a steady decline from 67% in 2007 and 75% in 2006 (Figure 17). The agreement on this question increased slightly between 2005 and 2006.

For this question, we also see some useful age and gender subgroup differences: men (61%) are more likely than women (54%) to agree they are satisfied with the transportation options available to you besides your own personal vehicle. Missourians over 65 years of age are also considerably more likely to agree with the statement (65%).



Again, these numbers exclude those who refuse or say "not sure" to this question, but there is an important interaction with these responses and age (see statewide marginals in Appendix). Missourians over 65 years of age are considerably more likely (20%) not to be able to respond to this question—probably because they do not have their own personal vehicle and have no transportation options to consider. Indeed, among all respondents 13% were unable to answer this question.

As with many of the other trackers, satisfaction with available transportation options is lowest in Kansas City and fairly low across the middle and southwest corner of the state (Figures 18 and 19). The Northwest region is most satisfied with its transportation options.

The final MoDOT customer satisfaction tracker measure—whether MoDOT is *the primary transportation expert* in the state—has basically not changed over the past year. Eighty-five percent (85%) of Missourians agree with the statement, down just slightly from 87% in 2007 (Figure 20). This slight decrease comes after a very large increase in agreement—especially strong agreement—with this statement between 2006 and 2007. The pattern between the first two years looks a lot like the previous two—that is, hardly any change.

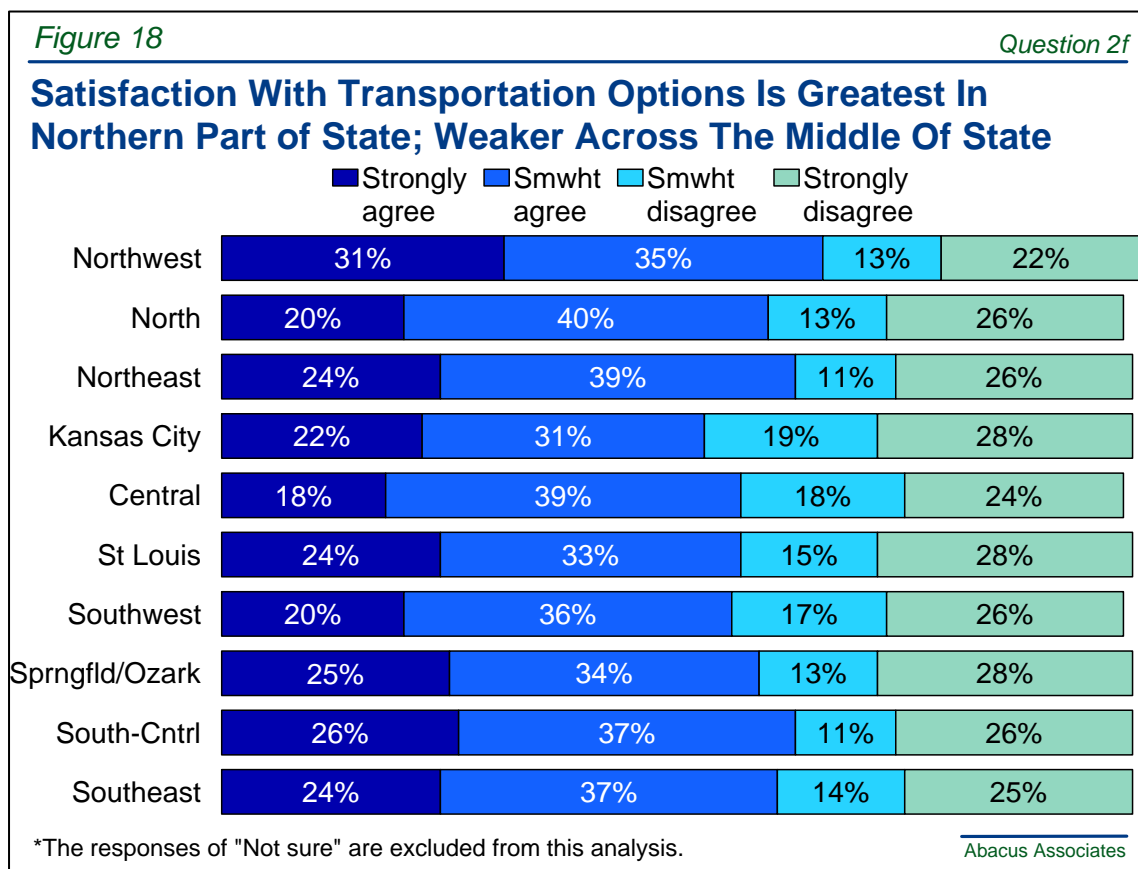
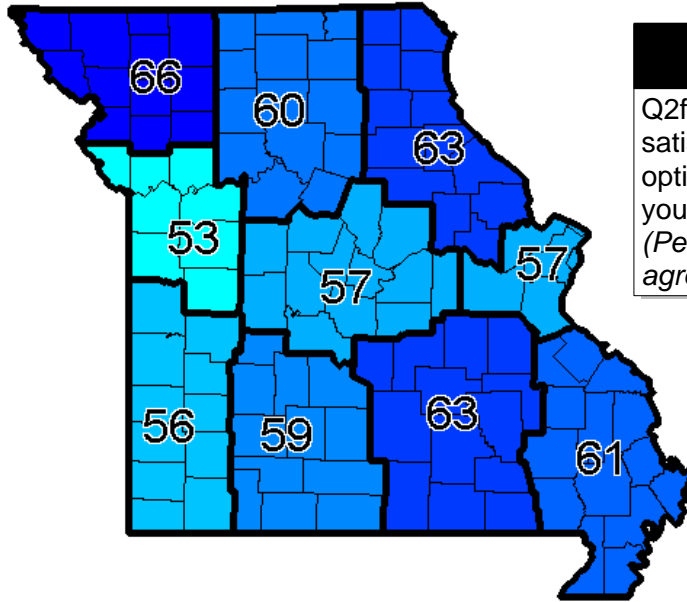


Figure 19

Question 2f

Satisfaction With Transportation Options Is Greatest In Northern Part of State; Weaker Across The Middle Of State



Question
 Q2f. Agree or disagree: You are satisfied with the transportation options available to you besides your own personal vehicle (Percent choosing "Strongly agree" or "Somewhat agree").

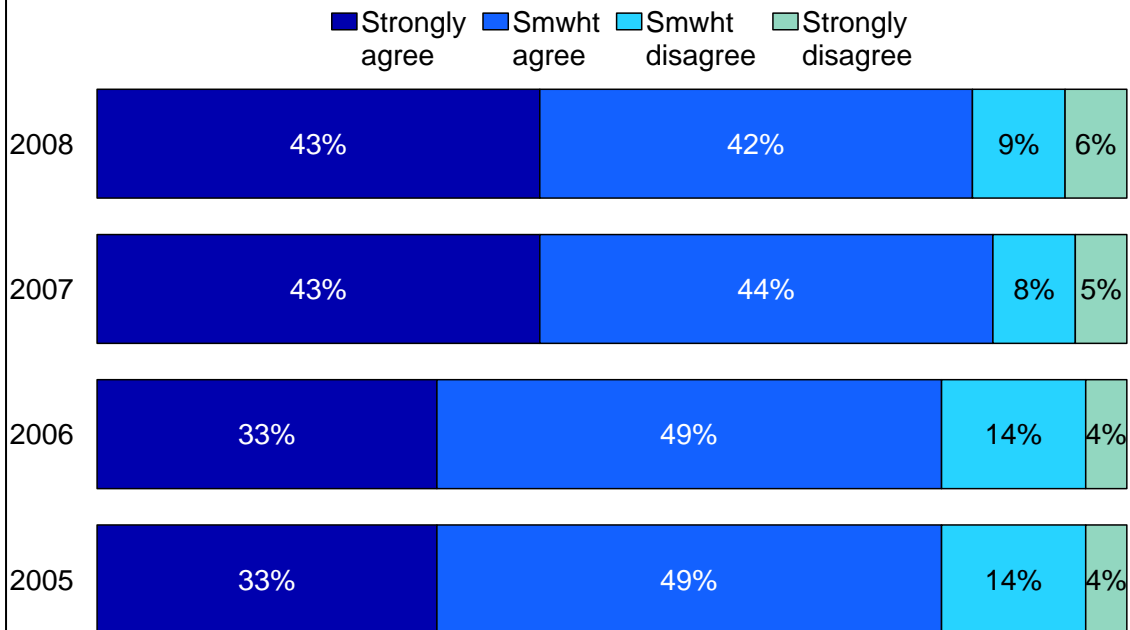
*The responses of "Not sure" are excluded from this analysis.

Abacus Associates

Figure 20

Question 2e

Perception That MoDOT Is The Primary Transportation Expert Is Basically Flat From 2007; Up Greatly From Previous Years



*The responses of "Not sure" are excluded from this analysis.

Abacus Associates

The question of whether MoDOT is the primary transportation expert in the state is another question that has a fairly large proportion (16%) of respondents who are unable to respond (see topline results in Appendix).

Regional variation (7%) is the lowest for this question, with Central having the lowest level of agreement (82%) and Southwest having the highest (89%—Figures 21 and 22).

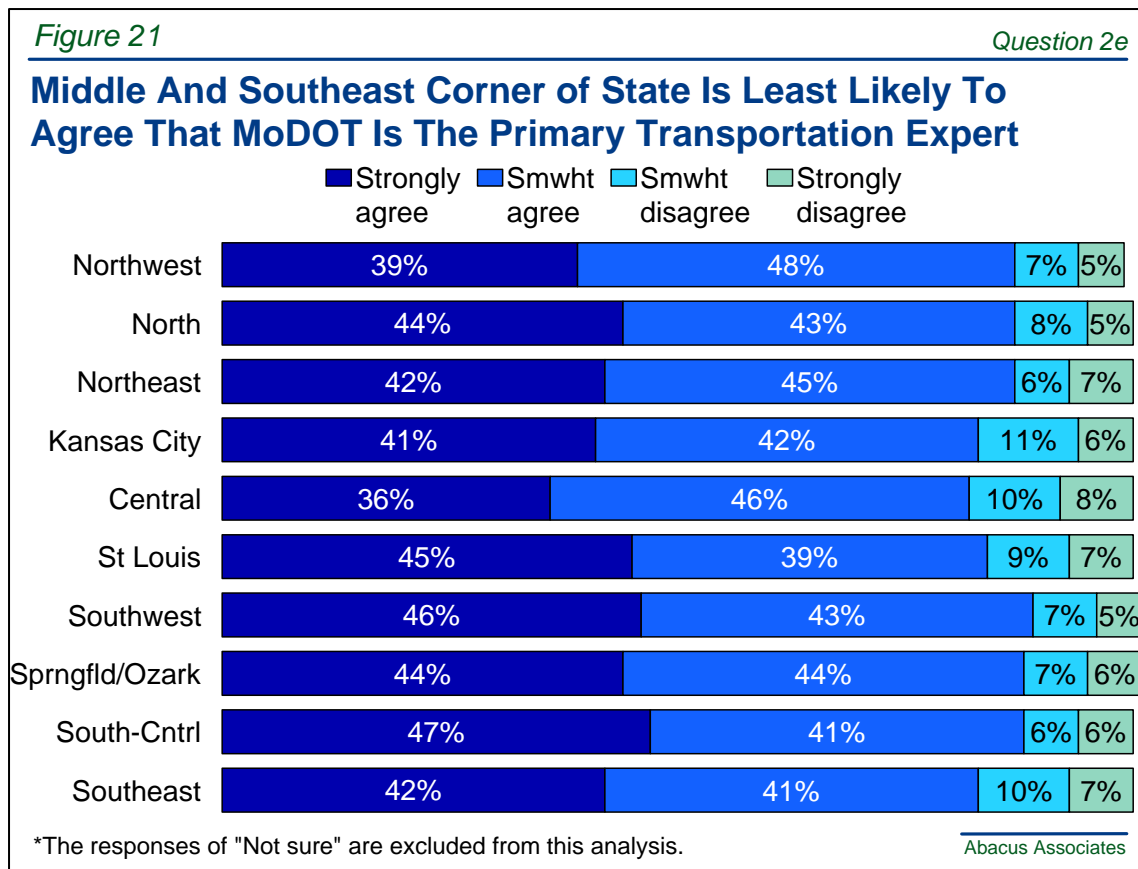
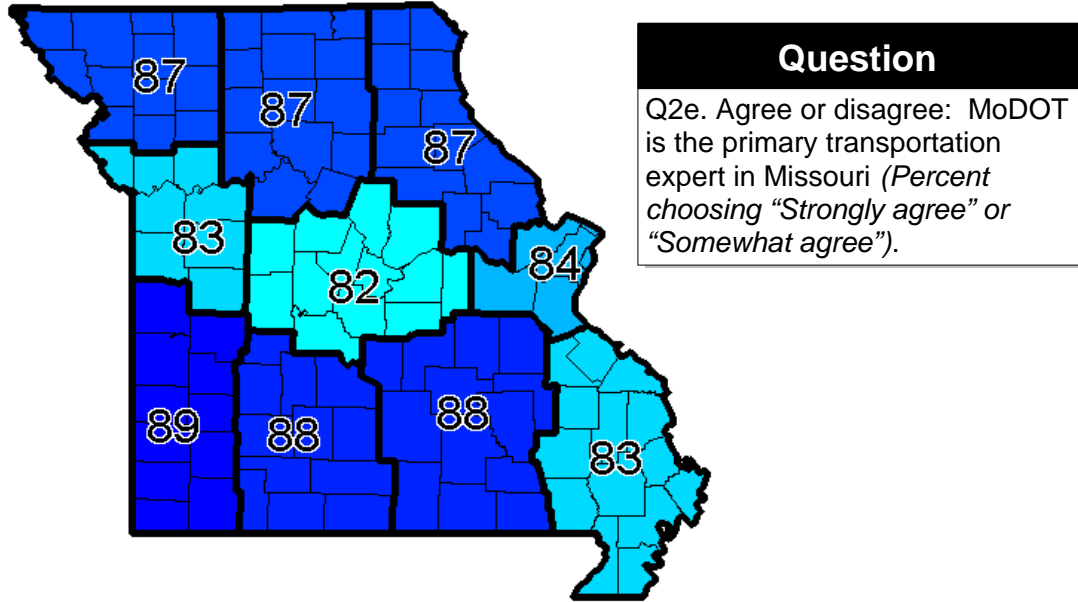


Figure 22

Question 2e

Middle And Southeast Corner of State Is Least Likely To Agree That MoDOT Is The Primary Transportation Expert



Question
Q2e. Agree or disagree: MoDOT is the primary transportation expert in Missouri (Percent choosing "Strongly agree" or "Somewhat agree").

*The responses of "Not sure" are excluded from this analysis.

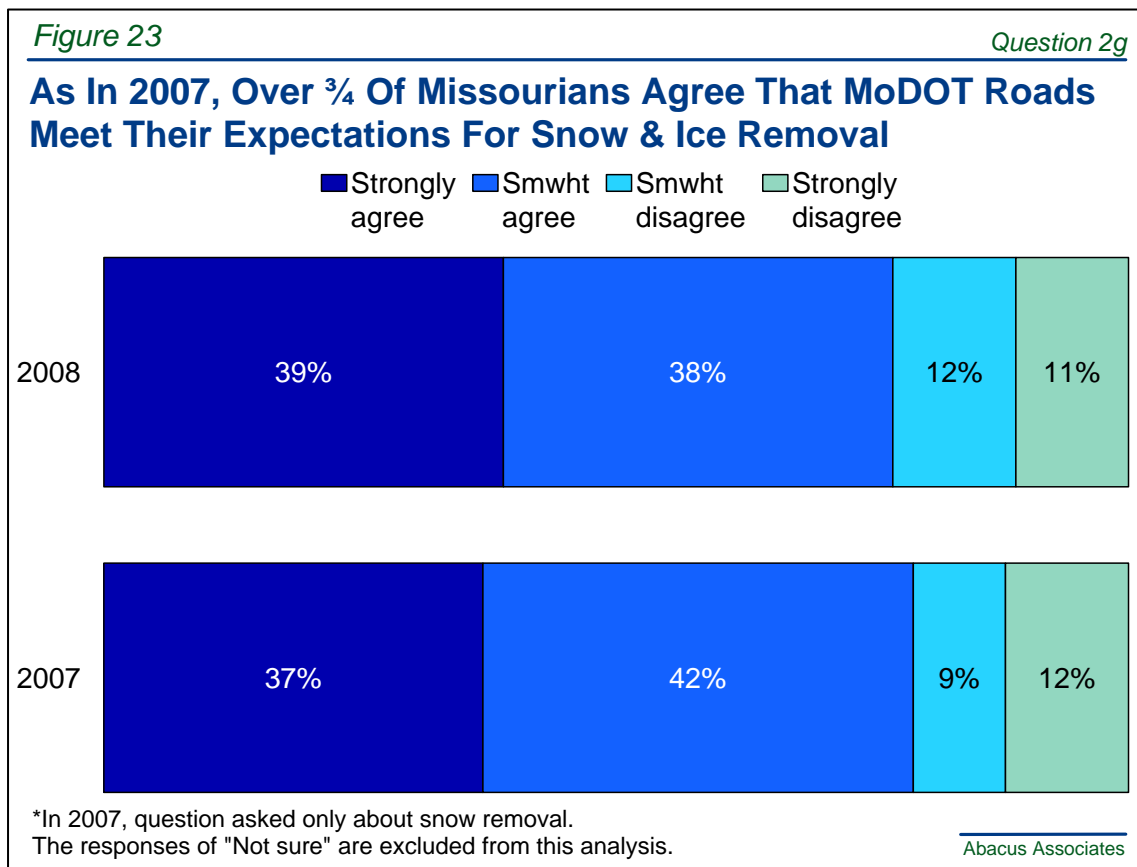
Additional Results

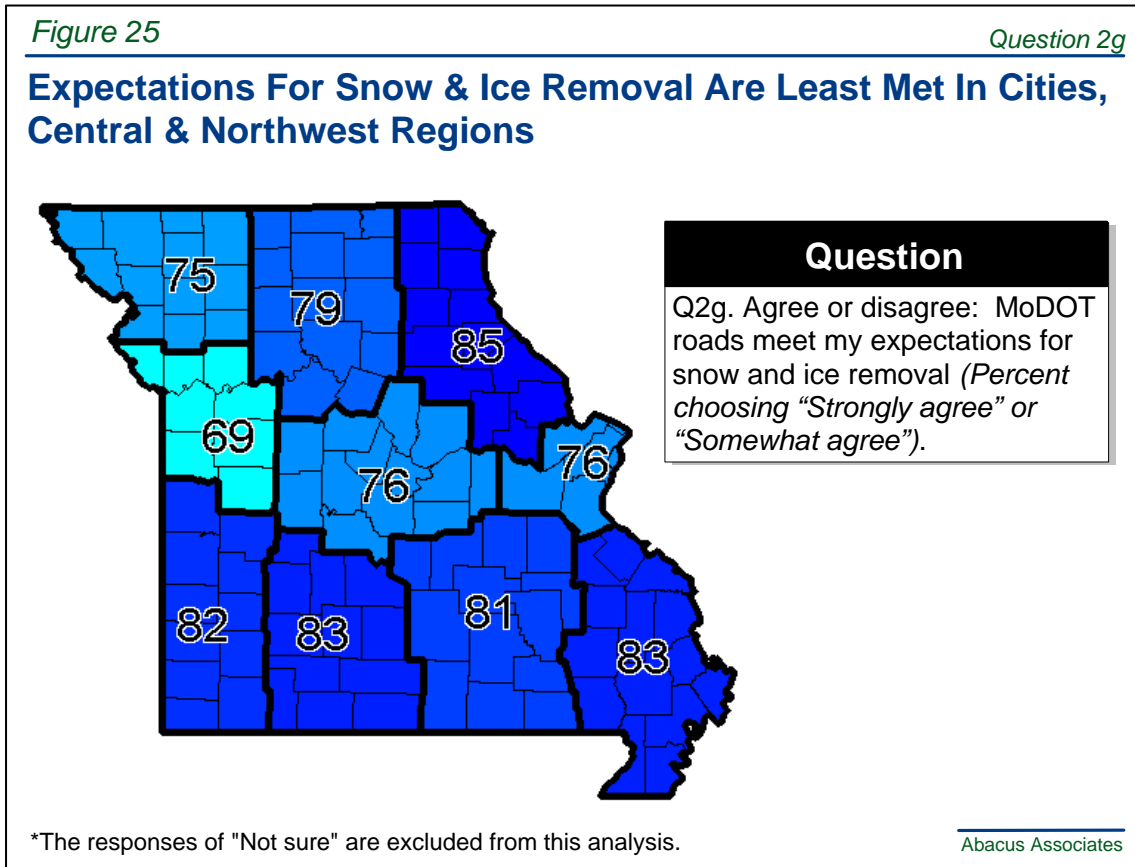
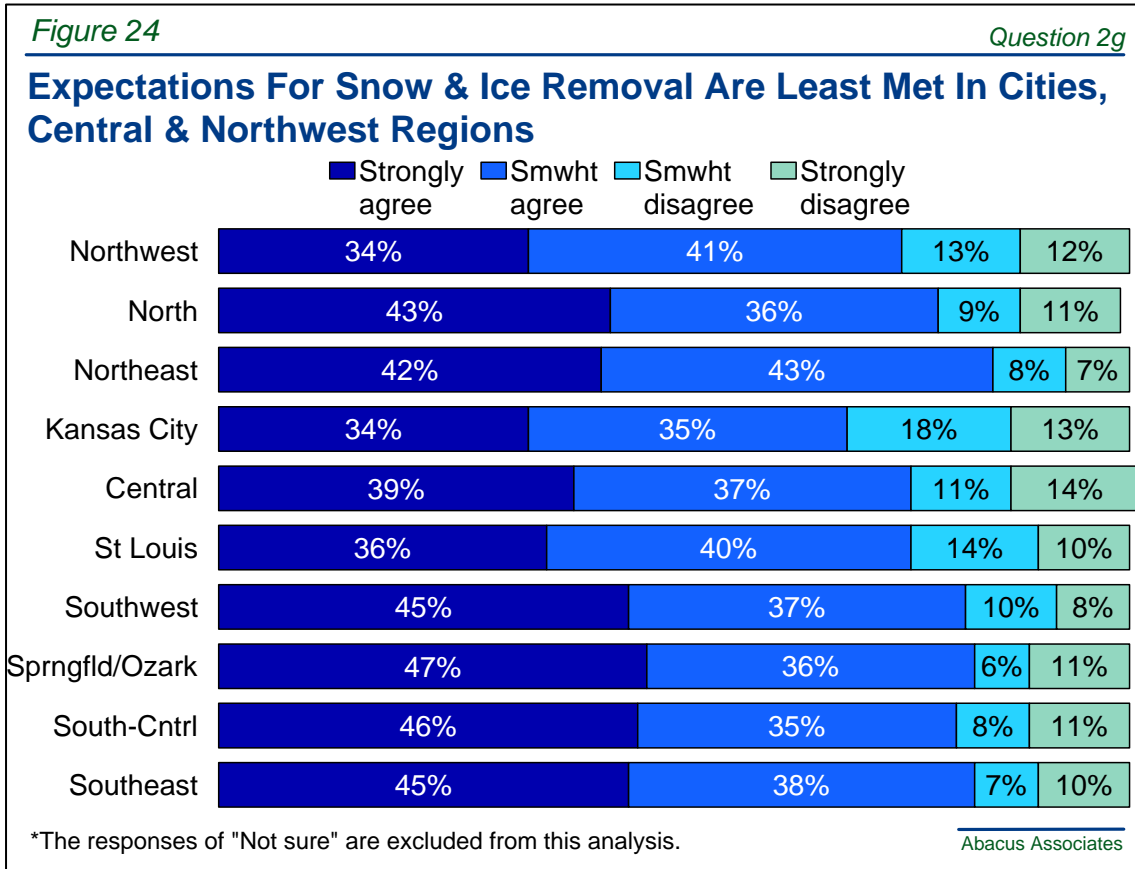
Beyond the seven tracker measures we asked additional questions, some of which have been asked in earlier surveys allowing for some over-time analysis.

Snow Removal

One statement for which we also ask the respondents agree or disagree is an evaluation of MoDOT—*MoDOT roads meet my expectations for snow and ice removal*. Over three-quarters (77%) of Missourians agree with the statement (Figure 23). We asked this question in 2007, and the results were basically the same. There is a slight change in the question wording—this year we asked about "snow and ice removal," whereas in 2007 it was just "snow removal." The change is minor and does not appear to have made any difference.

Agreement with this statement is weakest across the middle of the state (Figures 24 and 25). While most agree in the Northeast, the strongest agreement with this statement comes from the four southernmost districts—the ones with the least amount of snow and ice.



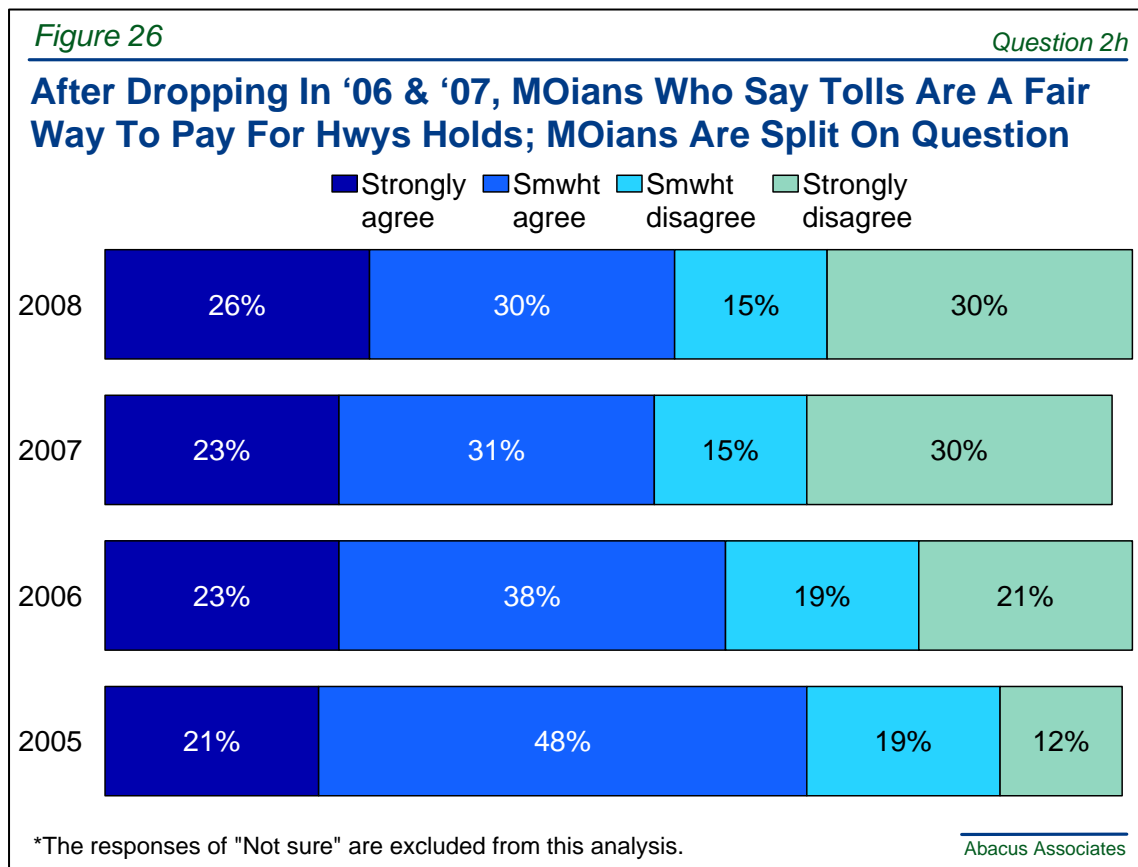


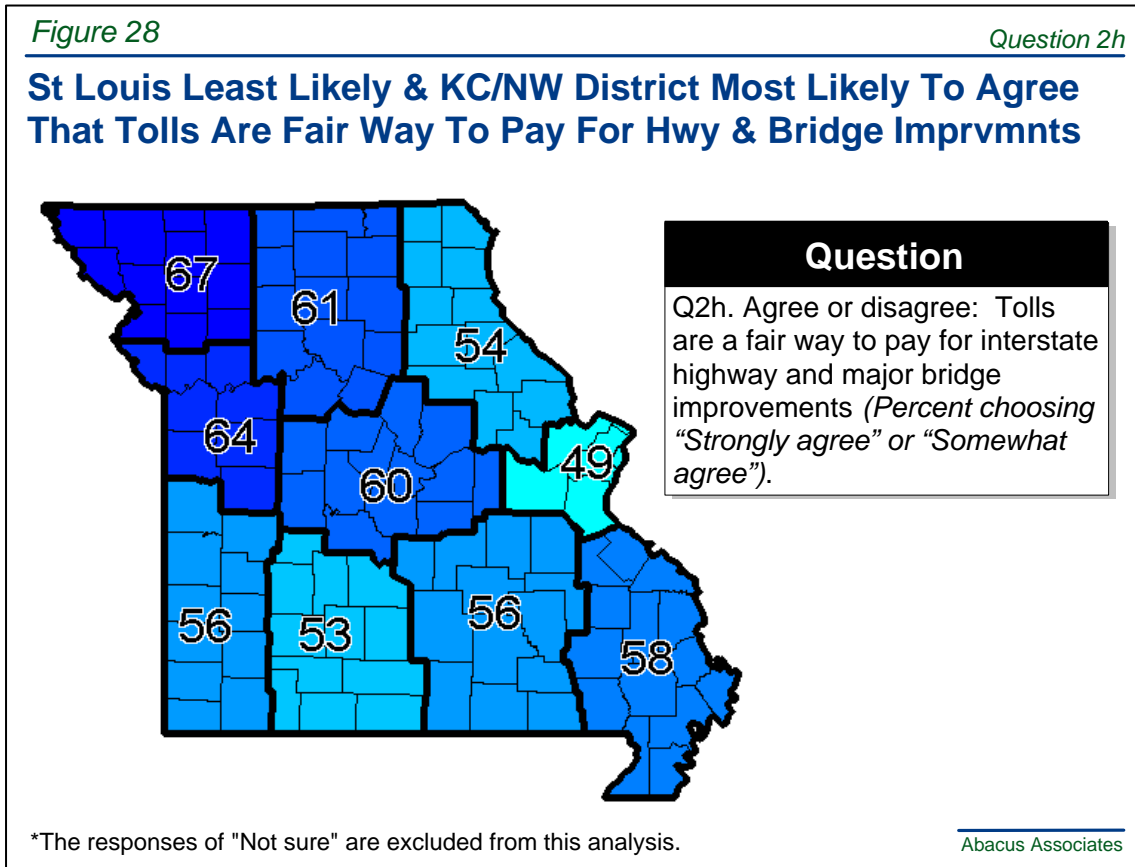
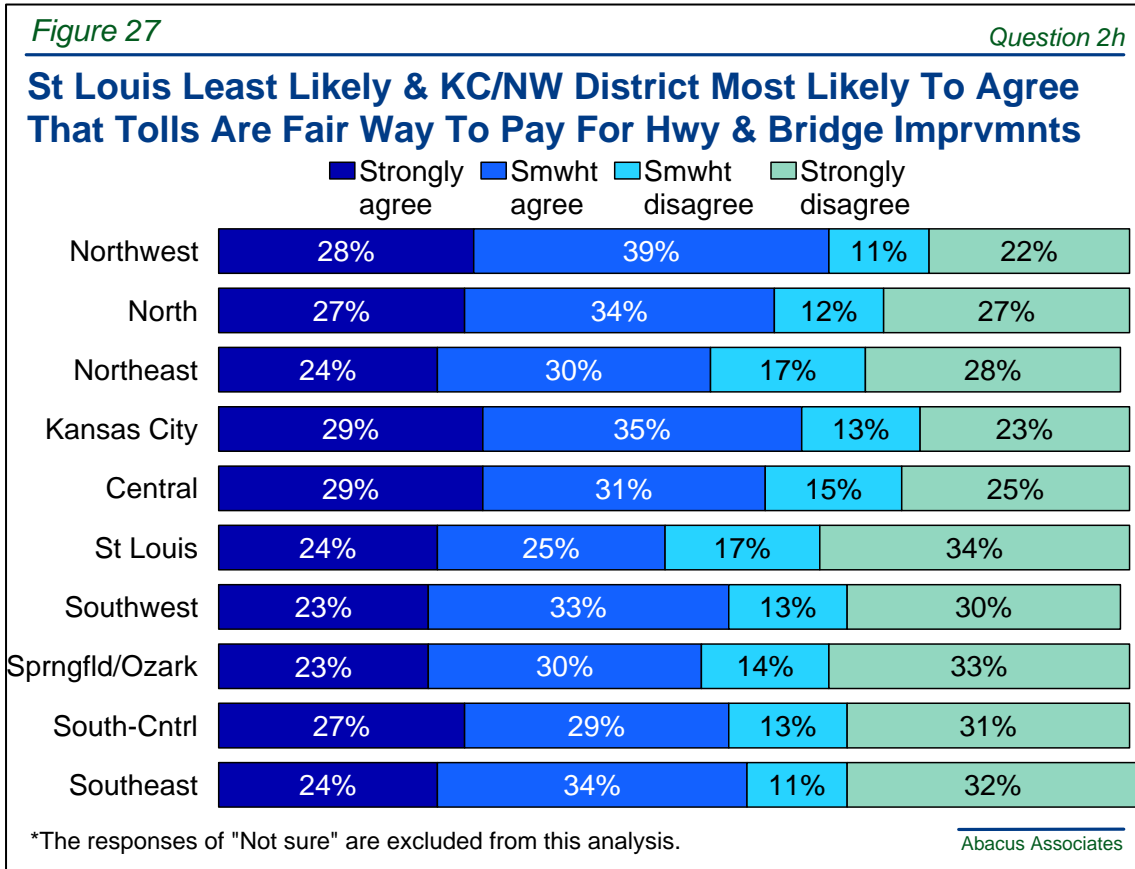
Funding Transportation

We asked respondents a set of divergent questions about funding transportation in the state, many of which have been asked in previous surveys. In some measures, we see remarkable stability on the questions we ask over time, while others show tremendous change.

Slightly over one-half (56%) of Missouri adults agree that *tolls are a fair way to pay for interstate highway and major bridge improvements*, while 45% disagree with the statement (Figure 26). These percentages are roughly the same as last year, but represent a drop in agreement from 2006, which itself was a drop from 2005. In 2005, more than two thirds (69%) of respondents agreed that tolls were a fair way to raise revenues. Strong disagreement with this statement has jumped from 12% to 30% in the four years.

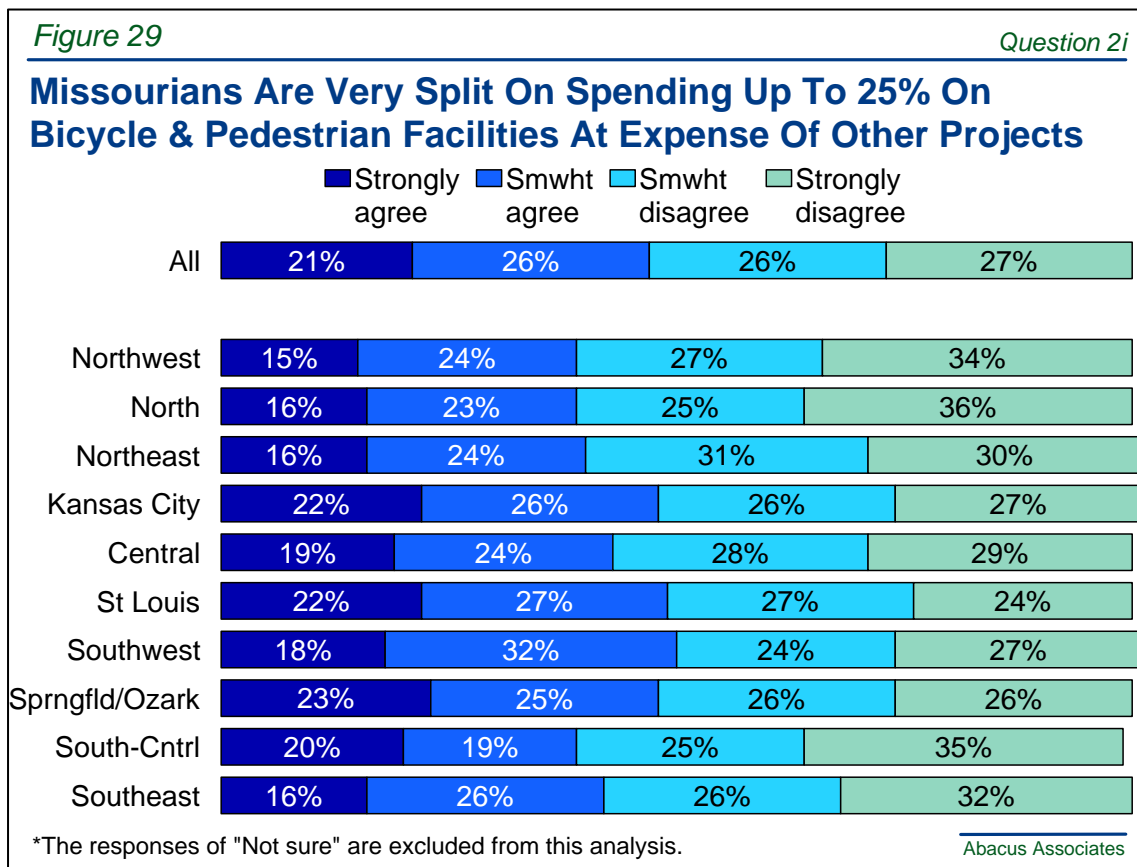
Agreement that tolls are a fair way to raise revenues is strongest in the Northwest and Kansas City districts and weakest in the St. Louis MoDOT district (Figures 27 and 28). Indeed St. Louis is the only region where more people disagree with the statement (51%) than agree with it (49%)—although the result is really more of an even split.

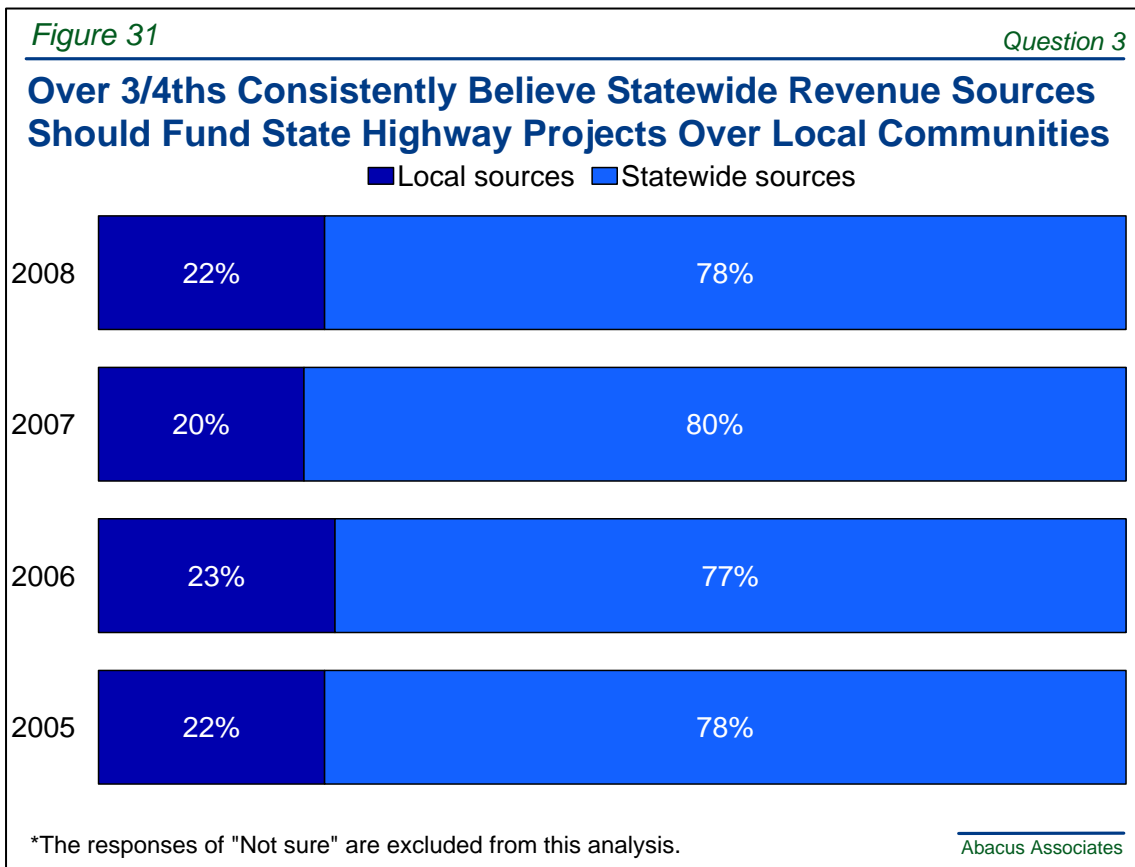
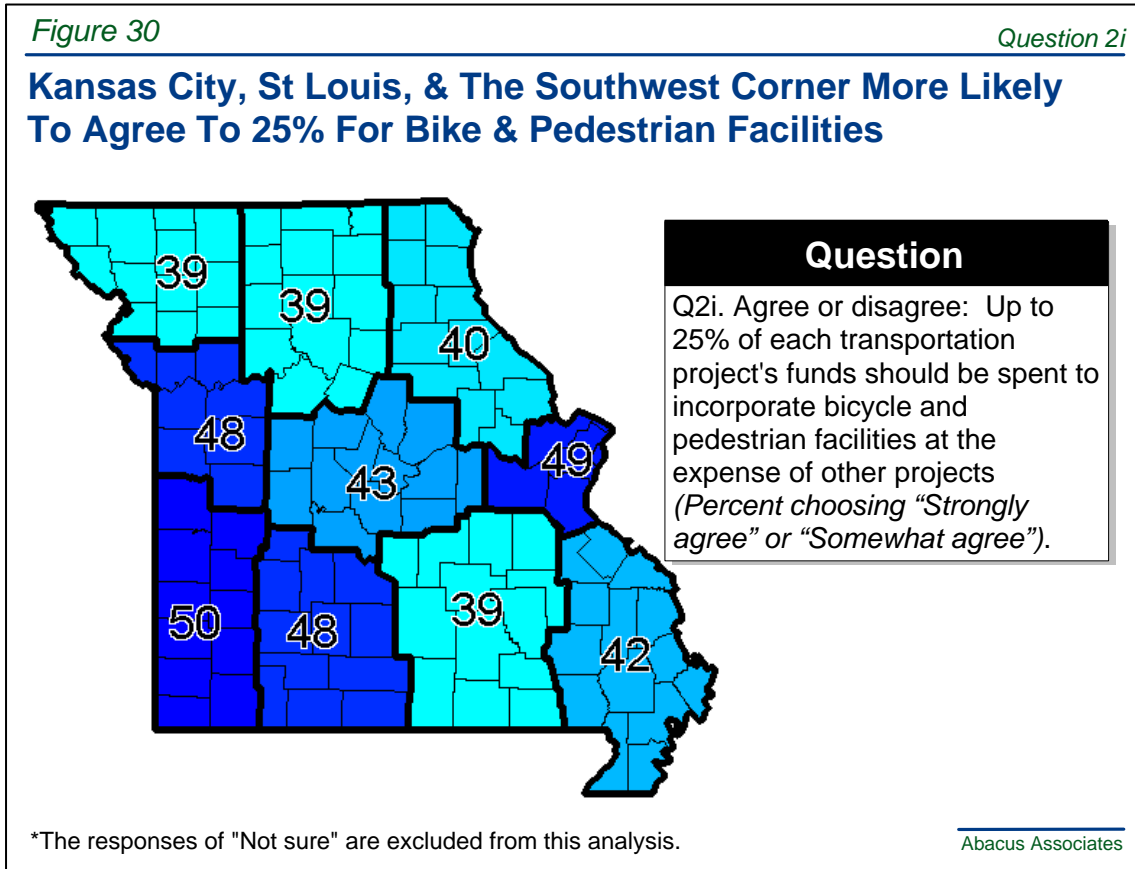




One statement that was asked for the first time this year is ***up to 25% of each transportation project's funds should be spent to incorporate bicycle and pedestrian facilities at the expense of other projects***. Missourians were fairly split on this question, with slightly fewer agreeing with it (47%) than disagreeing (53%—Figure 29). Agreement is highest in the more densely populated districts—Kansas City and St Louis, as well as Southwest and Springfield/Ozark (Figure 30).

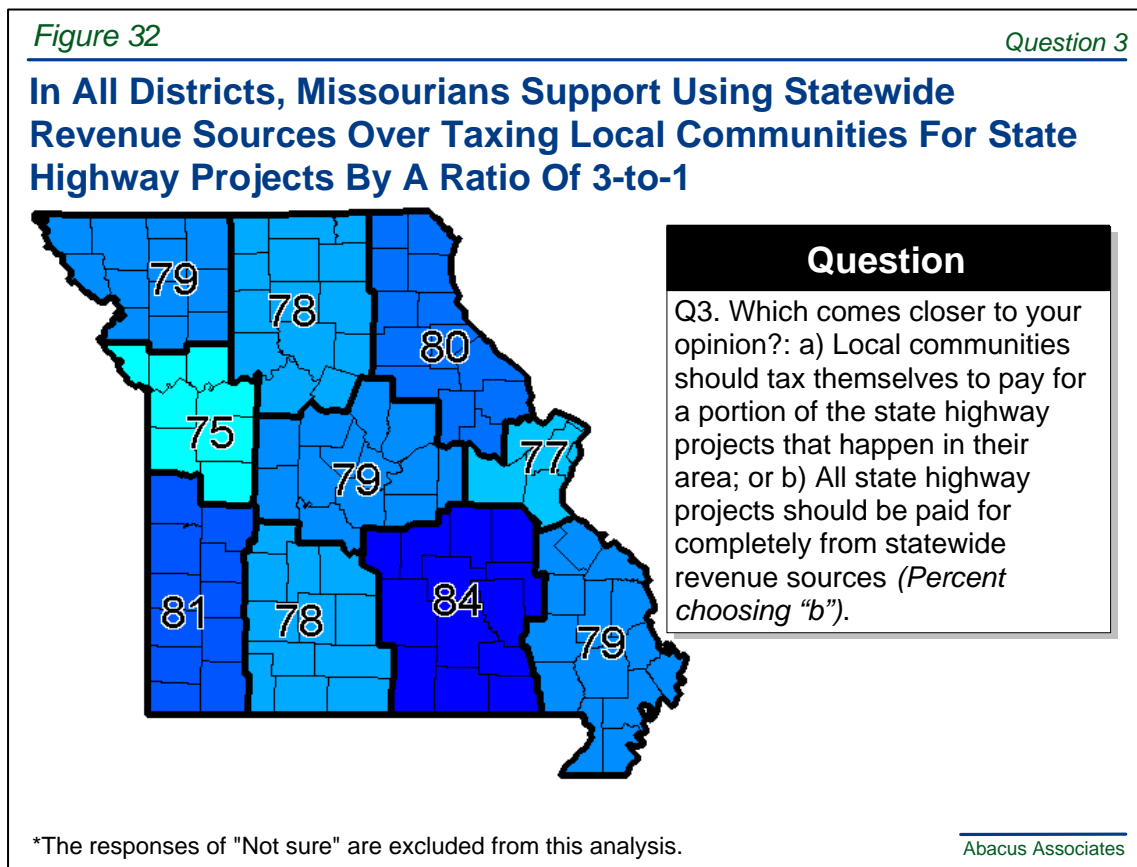
After these series of questions where respondents were given a statement and asked how much they agreed and disagreed with it, we asked what are known as "forced choice" questions—questions that offer two opposing viewpoints and ask respondents to choose the one that is closer to their opinion. In the first of these questions, respondents were asked, regarding state highway projects in Missouri, which comes closer to their opinion: 1) ***Local communities should tax themselves to pay for a portion of the state highway projects that happen in their area***; or 2) ***All state highway projects should be paid for completely from statewide revenue sources***. This measure has been stable over time, with each of the four years having anywhere from 77% to 80% saying all state highway projects should be paid for completely from statewide revenue sources (Figure 31).

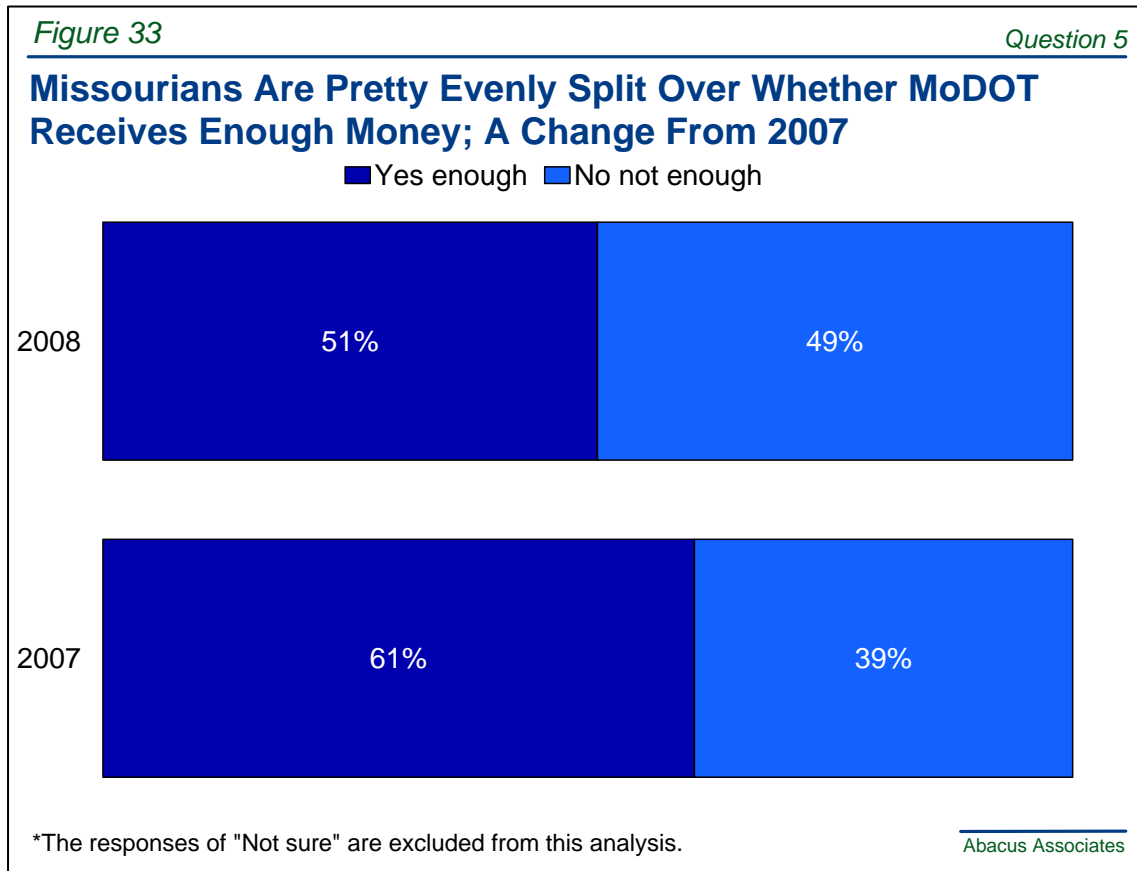




Every region supports paying for state highways through statewide revenue sources rather than taxing local communities by a ratio of at least 3-to-1 (Figure 32). Regionally, the two major metropolitan districts are slightly more supportive of local communities paying for state highways, while South-Central is the strongest supporter of using statewide revenue sources instead of local taxes.

Missourians are evenly split over whether *MoDOT receives enough money at the present to take care of existing roads and transportation facilities and build new facilities*. One-half of respondents (51%) say MoDOT has enough money, while the other half (49%) thinks it does not (Figure 33). This result represents a 10% drop in those who believe MoDOT has enough money (down from 61% in 2007). However, it is important to note that these results, as all results in the poll, exclude those respondents who say they do not know. In this instance, one-third (34%) cannot answer the question, suggesting that Missourians may not have a strong opinion about or enough knowledge to answer this question. Thus, in acting on this data, it is important to keep in mind that as many Missourians do not know whether MoDOT needs more money to adequately fund state highways and roads than either feel MoDOT does or does not need additional funds.





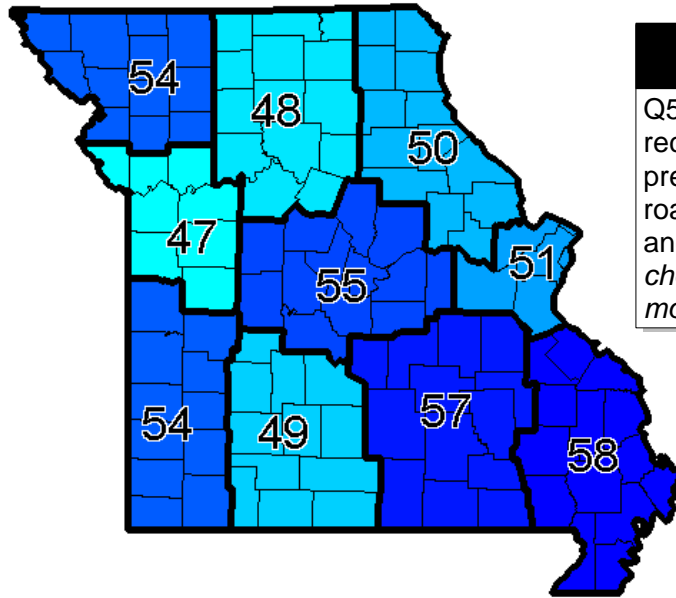
The perception that MoDOT has enough money is highest in the Southeastern corner of the state and lowest in Kansas City, North-Central, and the Springfield/Ozark districts (Figure 34).

When asked which of four options for raising transportation revenues—*if it was determined that the state needed to increase revenues in order to adequately fund Missouri state highways and roads*—was most acceptable, the plurality (34%) chose "adding tolls to some state highways" (Figure 35). The next two most popular options were "an increase in the general sales tax" (22%) and "an increase in car registration and license fees" (21%) in a statistical tie. Last among the four options is an increase in the state fuel tax (8%). While this option may always be the least popular, it is no doubt less popular these days as gas prices skyrocket. While it was not given as an option, 16% of respondents volunteered that none of these four options was acceptable to them.

Figure 34

Question 5

Belief That MoDOT Receives Enough Money Is Lowest In KC, North-Central, & Springfield/Ozark Districts



Question
Q5. Do you think MoDOT receives enough money at the present to take care of existing roads and transportation facilities and build new facilities? (Percent choosing "Yes, receives enough money").

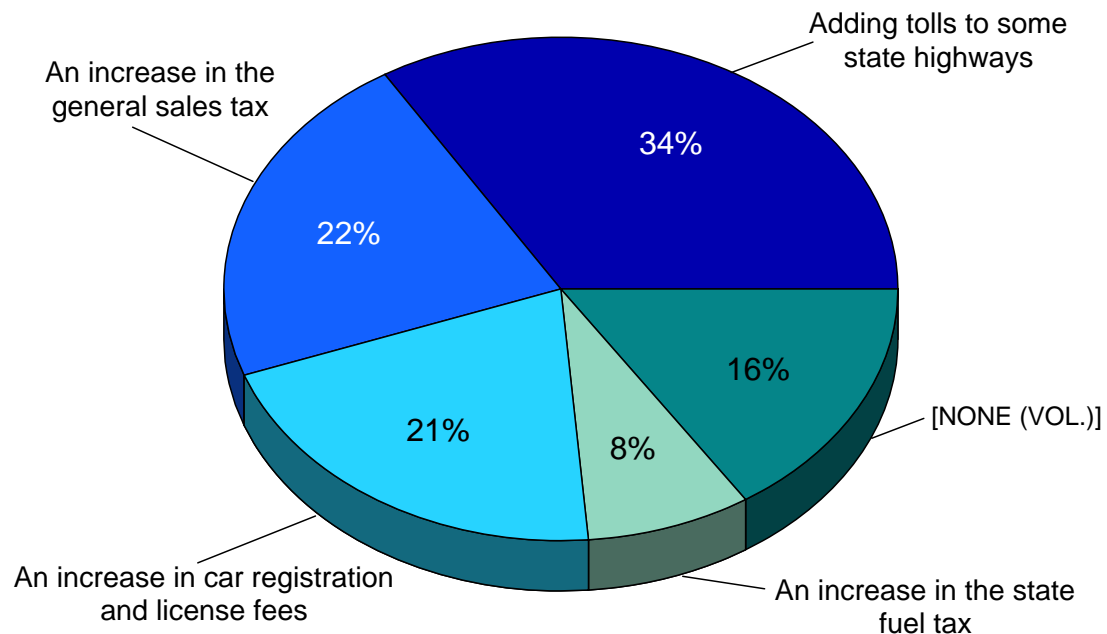
*The responses of "Not sure" are excluded from this analysis.

Abacus Associates

Figure 35

Question 6

Tolls Are Most Acceptable Means Of Raising Transportation Revenue, Followed By Sales Tax & Reg/License Fees



*The responses of "Not sure" are excluded from this analysis.

Abacus Associates

Regionally, there is a divide down the middle of the state when it comes to support for tolls, where the western half of the state tends to be more supportive than the eastern half (Figure 36). That said, in each of the 10 MoDOT regions, more residents chose "adding tolls to some state highways" than any other option for raising more transportation revenues. As was the case with the "tolls are a fair way to raise revenue" question discussed earlier in this report, support for tolls is highest in the Kansas City district and lowest in St. Louis.

Support for an increase in the general sales tax is slightly weaker in the Springfield/Ozark district and pretty even everywhere else (Figure 37). An increase in registration and license fees is the least popular in the southeast and northwest corners of the state, where it ranks a clear third among the four options (Figure 38). Everywhere else, an increase in sales tax and registration fees is in a statistical tie for second choice. Finally, the choice of increasing fuel tax is so unpopular across the state—never more than 10% choose this option in any one district—that it makes little sense to talk about regional variation (Figure 39).

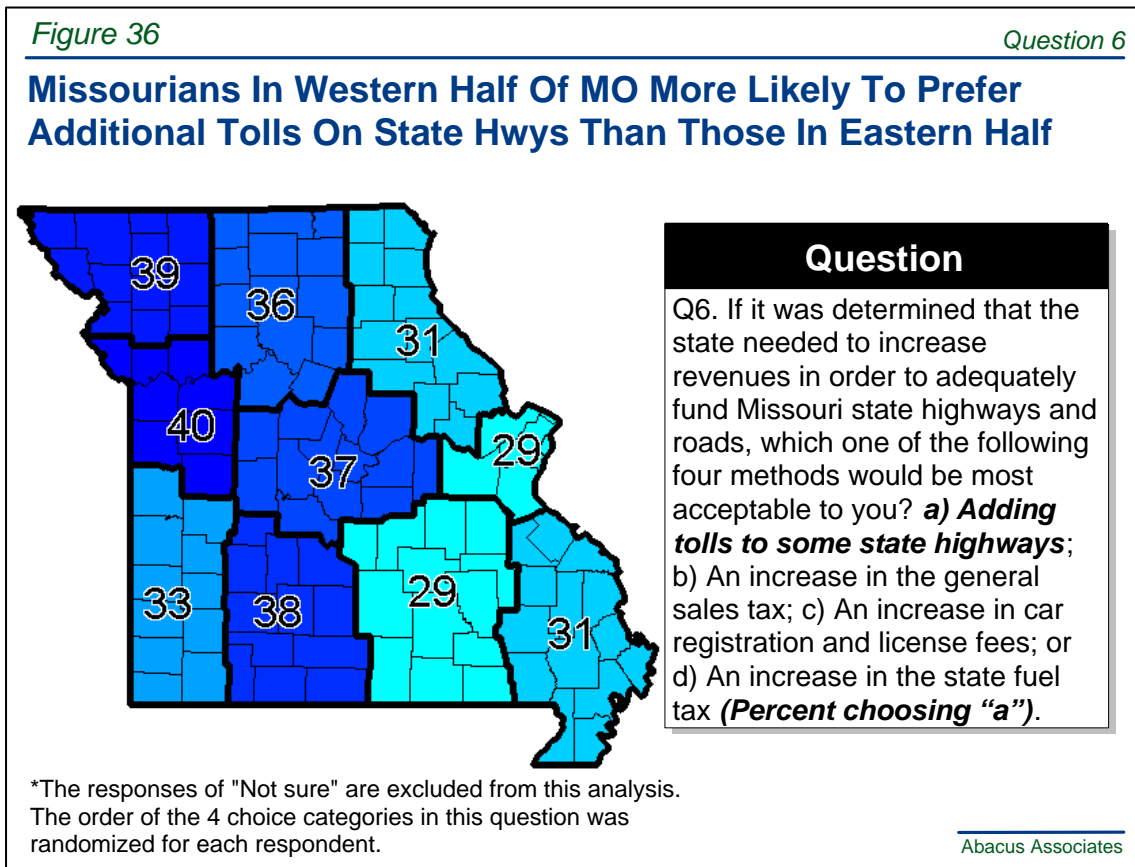
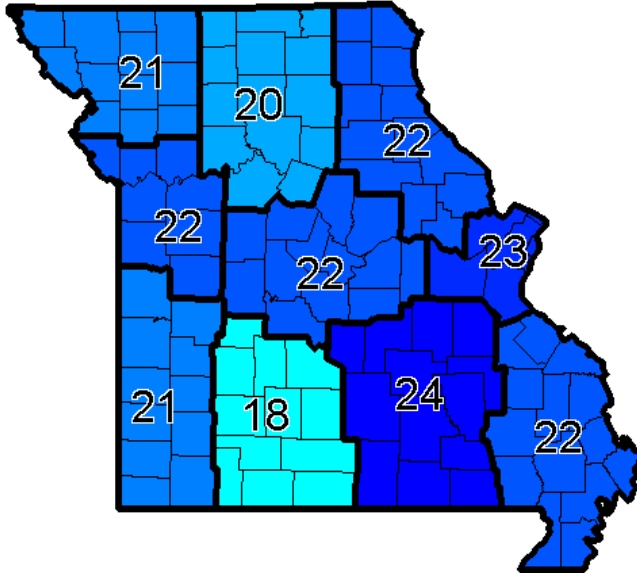


Figure 37

Question 6

Missourians In Springfield/Ozark District Least Likely To Prefer An Increase In General Sales Tax



Question

Q6. If it was determined that the state needed to increase revenues in order to adequately fund Missouri state highways and roads, which one of the following four methods would be most acceptable to you? a) Adding tolls to some state highways; **b) An increase in the general sales tax**; c) An increase in car registration and license fees; or d) An increase in the state fuel tax (**Percent choosing "b"**).

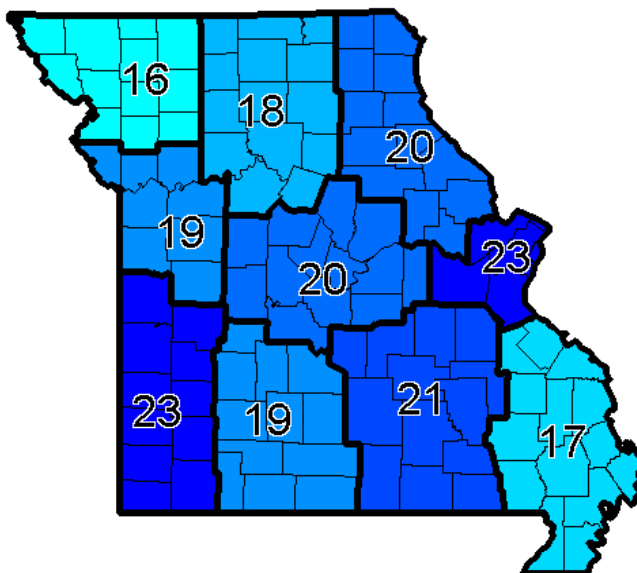
*The responses of "Not sure" are excluded from this analysis. The order of the 4 choice categories in this question was randomized for each respondent.

Abacus Associates

Figure 38

Question 6

Missourians In Northwest & Southeast Districts Less Likely To Prefer Increases To Registration & License Fees

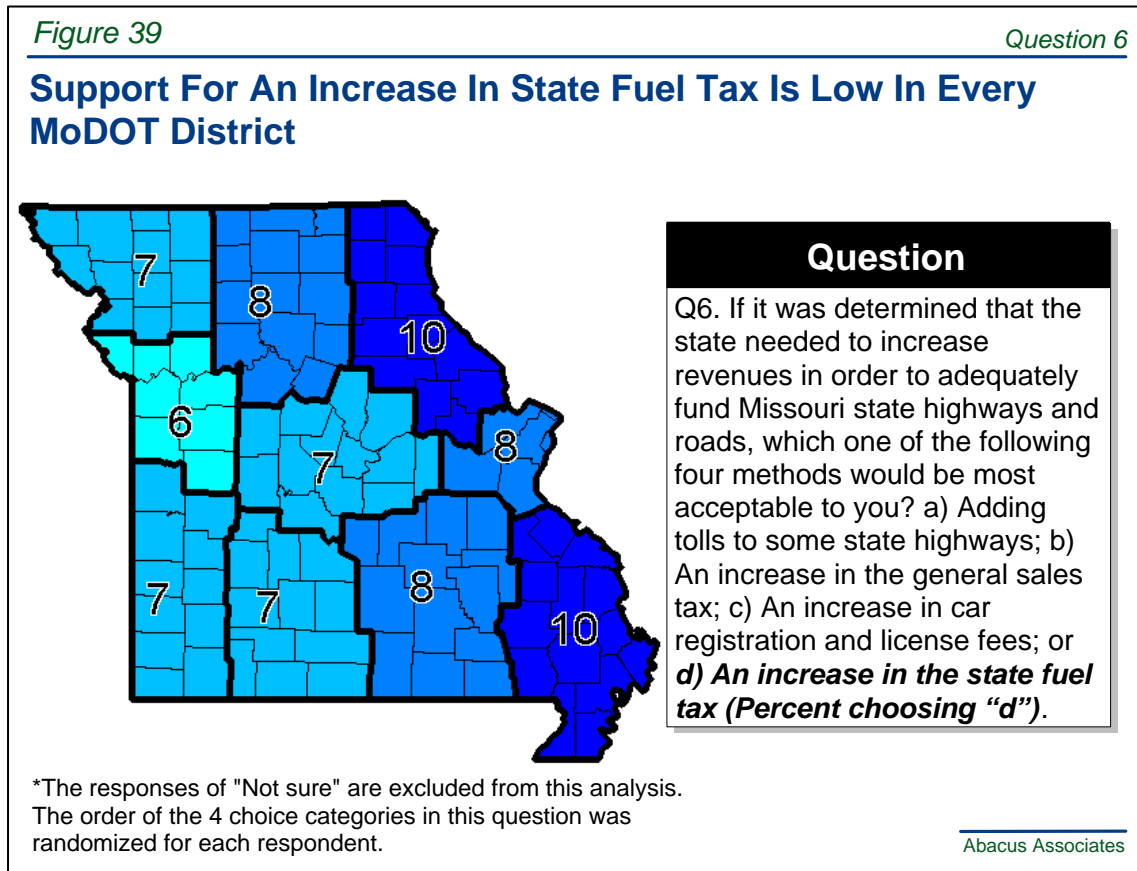


Question

Q6. If it was determined that the state needed to increase revenues in order to adequately fund Missouri state highways and roads, which one of the following four methods would be most acceptable to you? a) Adding tolls to some state highways; b) An increase in the general sales tax; **c) An increase in car registration and license fees**; or d) An increase in the state fuel tax (**Percent choosing "c"**).

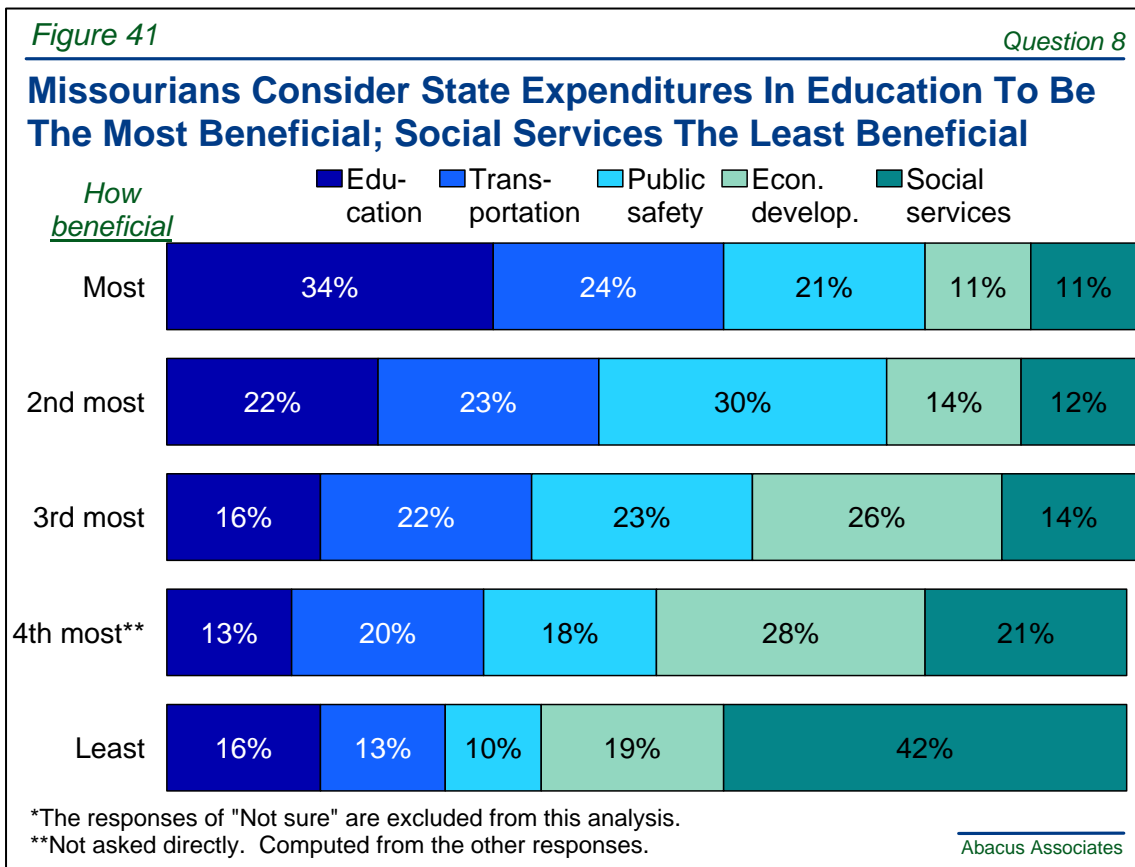
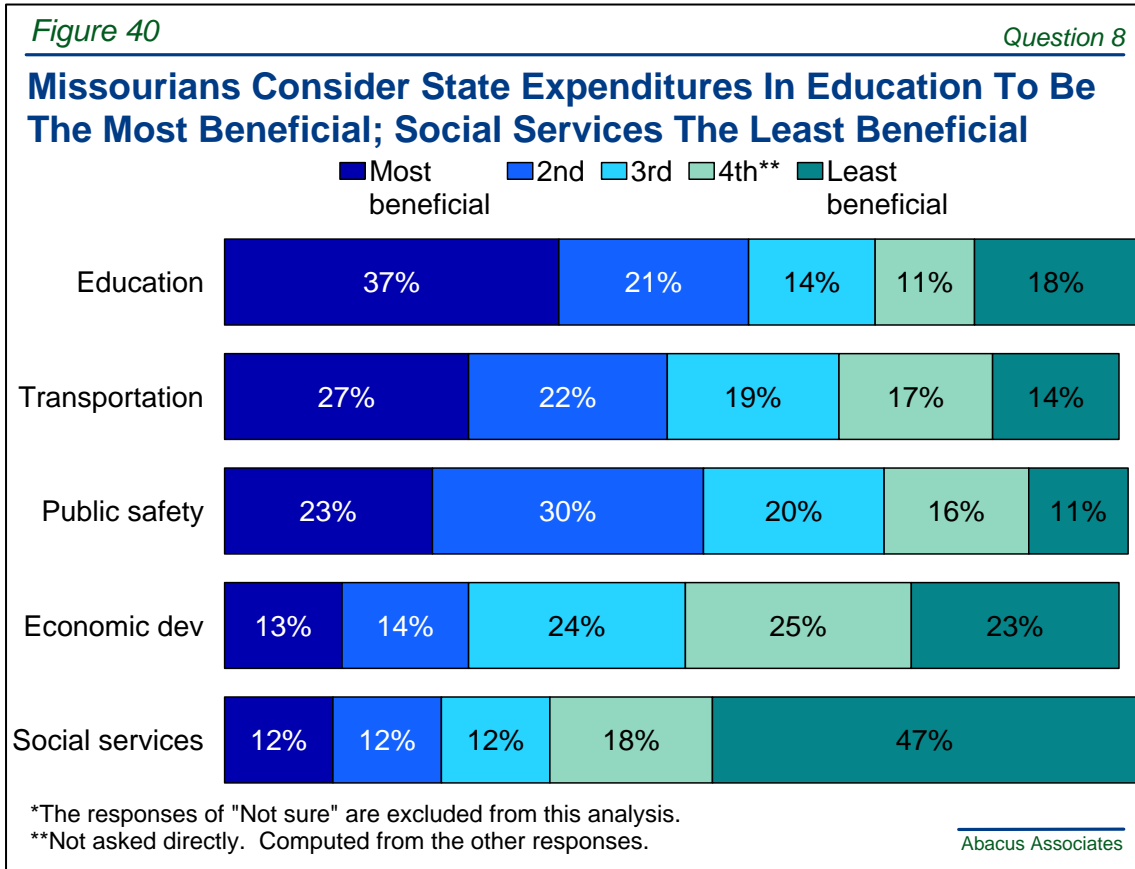
*The responses of "Not sure" are excluded from this analysis. The order of the 4 choice categories in this question was randomized for each respondent.

Abacus Associates



Another question puts transportation funding in the context of expenditures in other areas on which the state government focuses—education, public safety, economic development, and social services. We asked respondents in which of the five focus areas—transportation, education, public safety, economic development, and social services—state expenditures have been most beneficial to them personally (the order of the areas of expenditure was randomized for each respondent). There are two ways of viewing the results of this data. The first is looking at it as it was asked. In this approach, we look at what area of government expenditure Missourians find most beneficial. Then we look at what area of government expenditure Missourians find second most beneficial. We continue this process until we get to what area of government expenditure Missourians find least beneficial. These results can be seen in Figure 40.

Another approach for viewing the data is to flip the matrix, so that we first look at each area of government expenditure and then find out what percentage of Missourians find it most beneficial, second most, etc. (Figure 41). This is not exactly how the questions were asked, but it can be a more useful way of viewing the data. Either way one chooses to view the results, they are the same. Education is the area of expenditure that Missourians find



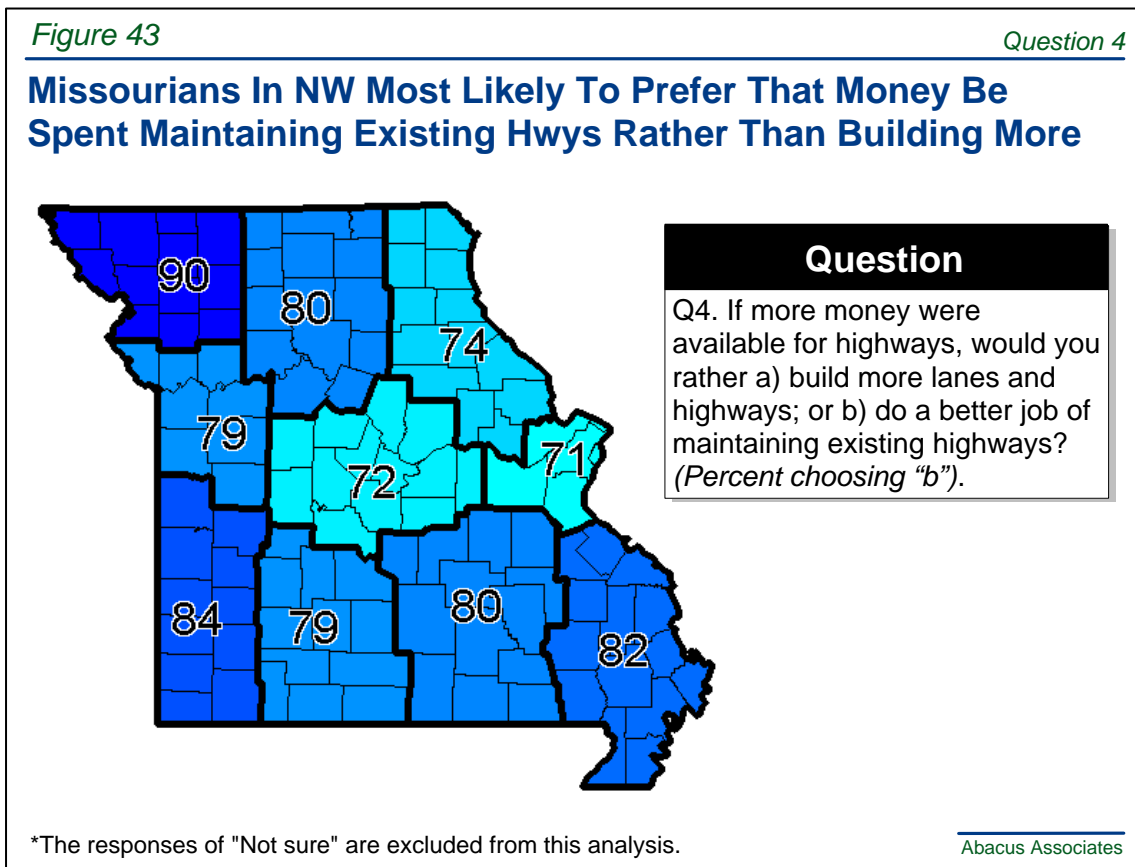
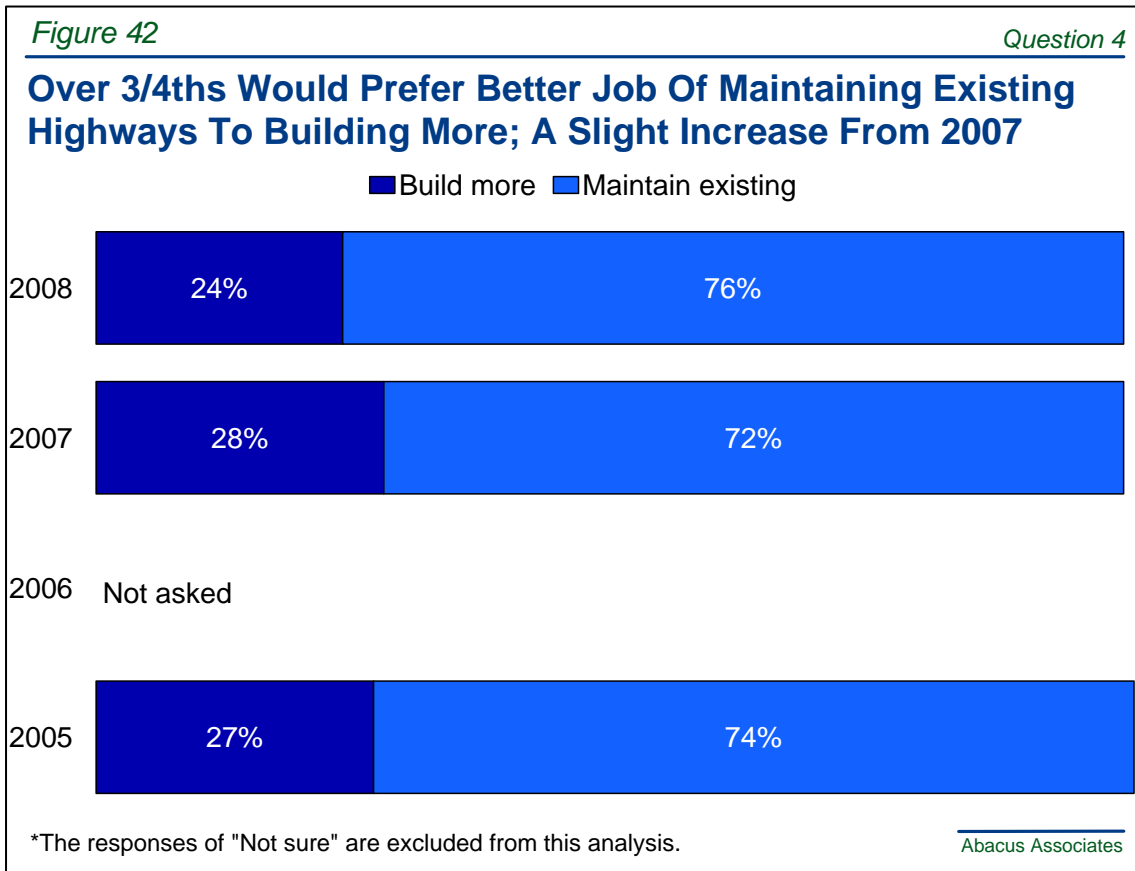
most beneficial. Then there is a rough tie between transportation and public safety. Missourians are a bit more polarized around transportation—more likely to find among the most and least beneficial—than around public safety. However, it should be noted that this question was asked toward the end of the survey, after we asked respondents many questions on transportation evaluations, priorities, and revenues. Such prior questions have likely primed respondents and caused the polarization. Economic development is the fourth most beneficial of the five, followed by social services. It is important to note that the question specifically asks what area benefits the respondent personally. Social services is the kind of expenditure tailored to a smaller group and is not likely to be beneficial to most Missourians personally. Certainly, at least, it is not directly beneficial.

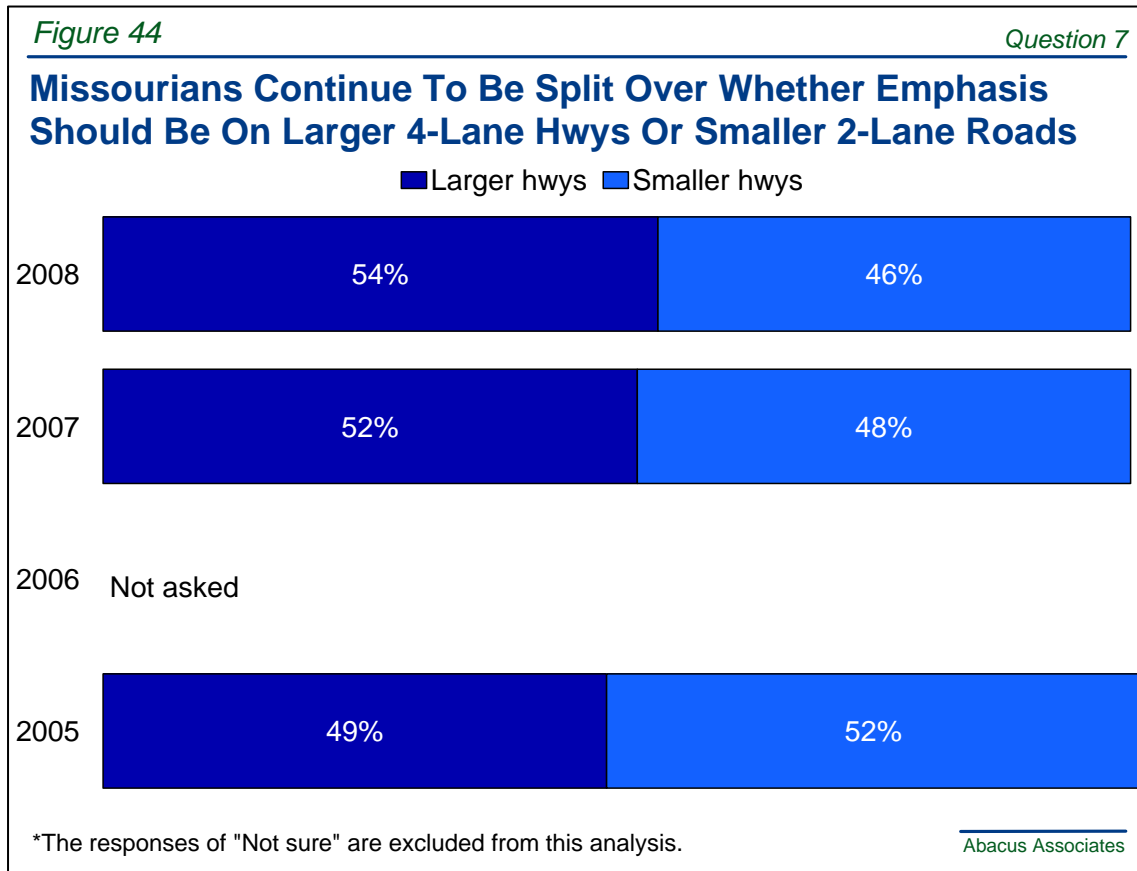
Transportation Priorities

In the final substantive section of this report, we ask Missourians about two "forced choice" questions dealing with priorities in transportation spending. In the first of the questions, we asked respondents if more money were available for highways, would they rather build more lanes and highways or do a better job of maintaining existing highways (the choice of categories being rotated for each respondent). Doing a better job maintaining existing highways is the overwhelming choice this year and has been by a ratio of roughly 3-to-1 since we first asked this question in 2005 (Figure 42). More respondents than ever feel this way, although the difference from previous years is not statistically significant.

Support for doing a better job maintaining existing highways is most preferred in the Northwest MoDOT district, while building more lanes and highways gets its largest percentage in St. Louis, Central, and Northeast districts (Figure 43). However, even in those districts, no more than 29% choose that option.

The second substantive question asks whether they would prefer that "Missouri give greater emphasis to constructing and maintaining a) the larger highways in the state system such as interstates and four-lane divided highways; or b) the smaller mostly two-lane roads that have official state highway numbers or letters but primarily carry local traffic?" Again, we rotated the order of these options for each respondent. Respondents were split on this question, with a small majority (54%) preferring an emphasis on larger four-lane highways and 46% preferring an emphasis on two-lane roads (Figure 44). When we first asked this question in 2005, the majority position, which was even smaller, was for two-lane roads. Opinion has not shifted much since then, but it has shifted enough to flip the majority position on this question. Nonetheless, the two sides are sufficiently close in size that it is most appropriate to say Missourians are basically evenly divided.



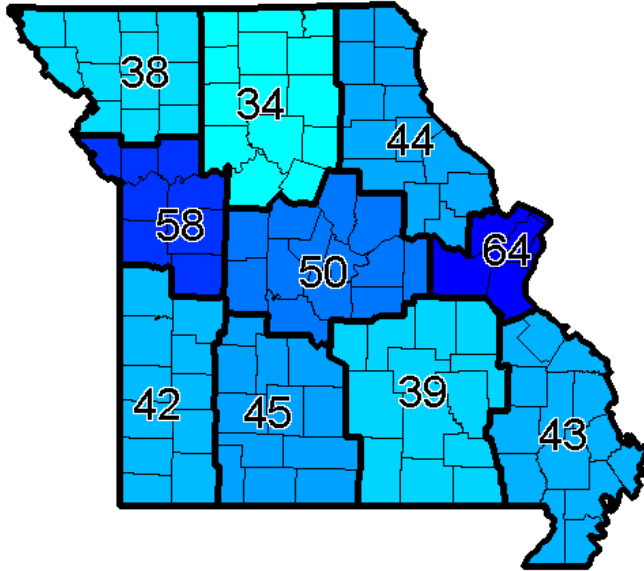


There is, however, a very sharp divide on this question regionally. The Kansas City and, especially, St Louis MoDOT districts strongly prefer an emphasis on larger four-lane highways (Figure 45). The Central District, along the I-70 Corridor, is split 50-50. The rest of the state, along the north and the south, much prefers an emphasis on smaller two-lane roads.

Figure 45

Question 7

Urban Districts Prefer A Greater Emphasis On 4-Lane Highways Over 2-Lane Roads



Question

Q7. Would you prefer Missouri give greater emphasis to constructing and maintaining a) the larger highways in the state system such as interstates and four lane divided highways; or b) the smaller mostly two lane roads that have official state highway numbers or letters but primarily carry local traffic? (Percent choosing "a").

*The responses of "Not sure" are excluded from this analysis.

Survey Methods

Interviewing. Professional interviewers, working from a central, monitored location, between May 12 and May 23, 2008, interviewed a random sample of 3500 Missouri adult residents. The average interview was 7 minutes long. Potential respondents were contacted through random digit dialing (RDD). Randomization methods (alternate oldest/youngest and male/female) were instituted upon initial contact to minimize the bias of who answers the phone. The participation rate (completed interviews over the total number of completed, refused, and terminated interviews) was 36%.

Quotas, oversampling, and weighting. In order to get enough interviews in each of the 10 MoDOT regions, we set a quota of 350 interviews for each region. Data was then weighted proportionally based on the size of the adult population determined in the 2000 census and estimated growth from the 2005 census estimates.

After the data was collected, we also weighted the data within each region by gender and age to match the known proportions in the adult population.

Margin of error. The margin of error at the 95% confidence level is about $\pm 1.7\%$ for a sample of 3500. However, due to the geographic oversampling, a true margin of random error for the entire sample is more like $\pm 3.0\%$. The margin of error for each MoDOT region is $\pm 5.2\%$.

Appendix A: Statewide Marginals

3500 Missouri Adults

May 12-23, 2008

Hello. My name is _____ and I am calling from _____, a national public opinion firm. We are conducting a brief survey about transportation issues facing people in Missouri. We are not selling anything, and this number was selected at random.

[SCREENER] According to my instructions, I am to interview the youngest adult man [ALTERNATE WITH: YOUNGEST ADULT WOMAN, OLDEST MAN, OLDEST WOMAN] in your household. Would that be you?

[RESPONDENT MUST BE 18 YEARS OF AGE OR OLDER]

[IF NOT] May I speak with [HIM/HER]? [IF NOT HOME, CALL BACK TO REACH DESIGNATED PERSON]

[IF RESPONDENT IS SUSPICIOUS OR WARY, YOU MAY WANT TO SAY SOMETHING LIKE:] "We are not selling anything, and I will not ask you for a contribution or donation. This will take about 15 minutes of your time. Your phone number was randomly selected by our computer, and we don't know who you are or where you live."

[CODE WITHOUT ASKING] Gender:

	Including Refused/ Not Sure	Excluding Refused/ Not Sure
Men.....	48%	48%
Women.....	52%	52%

Q1. To start, how satisfied are you with the job the Missouri Department of Transportation, also known as MoDOT, is doing—would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with MoDOT? [IF DISSATISFIED, FOLLOW UP WITH QUESTION Q1a]

	Including Refused/ Not Sure	Excluding Refused/ Not Sure
Very satisfied.....	20%	21% [SKIP TO Q2]
Somewhat satisfied.....	54%	57% [SKIP TO Q2]
Somewhat dissatisfied.....	14%	15%
Very dissatisfied.....	7%	7%
[NOT SURE].....	6%	0% [SKIP TO Q2]

Q1a. What about MoDOT are you dissatisfied with? **SEE RESPONSES AT END OF THIS FILE**

**Percentages may not add to 100% due to rounding. To ensure an ability to discuss results in each of 10 MoDOT regions, quotas of 350 interviews in each region were. The entire sample is then weighted based on 2005 U.S. Census estimates for the regions and then weighted within each region for gender and age based on 2000 census results.*

The margin of error at the 95% confidence level is about ±1.7% for a sample of 3500. However, due to the geographic oversampling, a true margin of random error for the entire sample is more like ±3.0%. The margin of error for each MoDOT region is ±5.2%.

Q2. I am going to read you a series of short statements about transportation in Missouri and about the Missouri Department of Transportation, that is MoDOT. Please tell me whether you agree or disagree with the statement I have just read. If you don't know how you feel about a particular statement, just say so and we'll go on. [RANDOMIZE]

[IF AGREE/DISAGREE] Is that [AGREE/DISAGREE] strongly or somewhat?

	Strongly Agree	Smwht Agree	Smwht Disagree	Strongly Disagree	[NOT SURE]
a. MoDOT provides timely information to citizens about road projects, highway conditions, and work zones					
Including Refused/Not Sure.....	39%	41%	8%	6%	6%
Excluding Refused/Not Sure	42%	44%	8%	6%	0%
b. MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones					
Including Refused/Not Sure.....	39%	42%	7%	6%	6%
Excluding Refused/Not Sure	41%	44%	8%	6%	0%
c. MoDOT provides understandable information to citizens about road projects, highway conditions, and work zones					
Including Refused/Not Sure.....	39%	43%	8%	6%	5%
Excluding Refused/Not Sure	41%	45%	8%	6%	0%
d. MoDOT takes into consideration your needs and views in its transportation decision-making					
Including Refused/Not Sure.....	16%	38%	14%	14%	17%
Excluding Refused/Not Sure	19%	46%	17%	17%	0%
e. MoDOT is the primary transportation expert in Missouri					
Including Refused/Not Sure.....	36%	35%	7%	5%	16%
Excluding Refused/Not Sure	43%	42%	9%	6%	0%
f. You are satisfied with the transportation options available to you besides your own personal vehicle					
Including Refused/Not Sure.....	20%	30%	14%	23%	13%
Excluding Refused/Not Sure	23%	34%	16%	27%	0%
g. MoDOT roads meet my expectations for snow and ice removal					
Including Refused/Not Sure.....	38%	37%	12%	11%	3%
Excluding Refused/Not Sure	39%	38%	12%	11%	0%
h. Tolls are a fair way to pay for interstate highway and major bridge improvements					
Including Refused/Not Sure.....	24%	28%	13%	27%	8%
Excluding Refused/Not Sure	26%	30%	15%	30%	0%
i. Up to 25% of each transportation project's funds should be spent to incorporate bicycle and pedestrian facilities at the expense of other projects?					
Including Refused/Not Sure.....	18%	23%	23%	24%	11%
Excluding Refused/Not Sure	21%	26%	26%	27%	0%

Q3. When it comes to state highway projects in Missouri, which of these following statements comes closer to your opinion? [READ CHOICES, ROTATE]

	Including Refused/ Not Sure	Excluding Refused/ Not Sure
a. Local communities should tax themselves to pay for a portion of the state highway projects that happen in their area	20%	22%
or		
b. All state highway projects should be paid for completely from statewide revenue sources.....	69%	78%
[NOT SURE].....	11%	0%

Q4. If more money were available for highways, would you rather [READ CHOICES, ROTATE]

	Including Refused/ Not Sure	Excluding Refused/ Not Sure
a. Build more lanes and highways.....	21%	24%
or		
b. Do a better job of maintaining existing highways.....	69%	76%
[NOT SURE].....	9%	0%

Q5. Do you think MoDOT receives enough money at the present to take care of existing roads and transportation facilities and build new facilities?

	Including Refused/ Not Sure	Excluding Refused/ Not Sure
Yes, receives enough money.....	34%	51%
No, not enough money.....	32%	49%
[NOT SURE]	34%	0%

Q6. If it was determined that the state needed to increase revenues in order to adequately fund Missouri state highways and roads, which one of the following four methods would be most acceptable to you?

	Including Refused/ Not Sure	Excluding Refused/ Not Sure
An increase in the general sales tax	20%	22%
An increase in the state fuel tax.....	7%	8%
Adding toll to some state highways	31%	34%
An increase car registration and license fees	19%	21%
[NONE (VOL.)].....	15%	16%
[NOT SURE].....	7%	0%

Q7. Would you prefer Missouri give greater emphasis to constructing and maintaining [ROTATE] the larger highways in the state system such as interstates and four lane divided highways or the smaller mostly two lane roads that have official state highway numbers or letters but primarily carry local traffic? [IF BOTH PROBE: "IF YOU HAD TO CHOOSE BETWEEN THESE TWO CHOICES WHICH WOULD YOU PREFER?"]

	Including Refused Not Sure	Excluding Refused Not Sure
a. Constructing and maintaining the larger highways	46%	54%
b. Constructing and maintaining the smaller mostly two lane roads	40%	46%
[NOT SURE].....	15%	0%

Q8a. I am going to list 5 general areas where the state government focuses its expenditures. Afterwards please tell me in which area have state expenditures been the most beneficial to you personally. [READ LIST—RANDOM ORDER]

Q8b. Of the remaining four, [READ LIST OF REMAINING 4 CHOICES—RANDOM ORDER], in which area have state expenditures been the most beneficial to you personally?

Q8c. Of the remaining three, [READ LIST OF REMAINING 3 CHOICES—RANDOM ORDER], in which area have state expenditures been the most beneficial to you personally?

Q8d. Of the final two, [READ LIST OF REMAINING 2 CHOICES—RANDOM ORDER], in which area have state expenditures been the **least** beneficial to you personally?

[AT ANY POINT IN Q8A, Q8B, OR Q8C, IF RESPONDENT IS NOT SURE OR REFUSES, SKIP TO Q8E AND THEN PROCEED TO Q9. OTHERWISE, SKIP DIRECTLY FROM Q8D TO Q9]

Q8e. Perhaps it would be easier to think about least beneficial, of the remaining areas, [READ LIST OF REMAINING CHOICES—RANDOM ORDER] in which area have state expenditures been the **least** beneficial to you personally?

	Social services	Transportation	Public safety	Education	Econ. develop.	Not sure
Most Beneficial						
Including Refused/Not Sure	9%	21%	18%	29%	9%	14%
Excluding Refused/Not Sure	11%	24%	21%	34%	11%	0%
2nd Most Beneficial						
Including Refused/Not Sure	9%	17%	23%	17%	10%	24%
Excluding Refused/Not Sure	12%	23%	30%	22%	14%	0%
3rd Most Beneficial						
Including Refused/Not Sure	9%	15%	15%	11%	18%	32%
Excluding Refused/Not Sure	14%	22%	23%	16%	26%	0%
4th Most Beneficial (computed from the other responses)						
Including Refused/Not Sure	14%	13%	12%	9%	18%	35%
Excluding Refused/Not Sure	21%	20%	18%	13%	28%	0%
Least Beneficial						
Including Refused/Not Sure	36%	11%	9%	14%	17%	13%
Excluding Refused/Not Sure	42%	13%	10%	16%	19%	0%

NOTE: Numbers add up to 100% (or just off of 100%, due to rounding error) in each row from left to right. If respondent was not asked a question (e.g., Q8b) because they said "not sure" to an earlier question (e.g., Q8a), data was recode to represent "not sure" for that question (Q8b) as well. The final category—least beneficial—is a combination of Q8d and Q8e, which ever question was asked of the respondent.

For a different way of viewing these responses—by flipping the matrix—see the next page.

The following is a different way of looking at the same results for the Q8 series, by flipping the matrix. Instead of asking which areas are perceived as most beneficial by Missourians, this approach shows how beneficial voters perceive a particular area (e.g., transportation) to be. Again, numbers add up to 100% (or just off of 100%, due to rounding error) in each row from left to right.

	Most Beneficial	2 nd	3 rd	4 th	Least Beneficial	Not sure
Social Services						
Including Refused/Not Sure	9%	9%	9%	14%	36%	23%
Excluding Refused/Not Sure	12%	12%	12%	18%	47%	0%
Transportation						
Including Refused/Not Sure	21%	17%	15%	13%	11%	24%
Excluding Refused/Not Sure	27%	22%	19%	17%	14%	0%
Public Safety						
Including Refused/Not Sure	18%	23%	15%	12%	9%	24%
Excluding Refused/Not Sure	23%	30%	20%	16%	11%	0%
Education						
Including Refused/Not Sure	29%	17%	11%	9%	14%	21%
Excluding Refused/Not Sure	37%	21%	14%	11%	18%	0%
Economic Development						
Including Refused/Not Sure	9%	10%	18%	18%	17%	27%
Excluding Refused/Not Sure	13%	14%	24%	25%	23%	0%

My last questions are so that we can group your answers with those in similar groups.

Q9. How likely are you to vote in the November 2008 election—will you almost certainly vote, will you probably vote, are the chances about 50-50, are you probably not going to vote, or are you definitely not going to vote?

	Including Refused/ Not Sure	Excluding Refused/ Not Sure
Almost certainly	80%	80%
Probably	6%	6%
50-50	6%	6%
Probably not.....	3%	3%
Definitely not.....	4%	4%
[NOT SURE/REFUSED]	1%	0%

Q10. What is your age?

	Including Refused/ Not Sure	Excluding Refused/ Not Sure
18-29 years old	21%	22%
30-39 years old	16%	17%
40-49 years old	20%	21%
50-64 years old	21%	22%
65+ years old	17%	18%
[REFUSED].....	5%	0%

Q11. What is your zip code? _____ [CODE REFUSED/NOT SURE AS 99999]

Thank you very much.

Verbatim open-ended responses

Q1a. What about MoDOT are you dissatisfied with?

\$600 into car because of road conditions	Bridges
65 hwy needs to be completed	Bridges
A lot of bad roads	Bridges needs to be removed
A lot of potholes	Bridges not good concerned about going over
A lot of potholes and ruff	Broken up shoulders
A lot of roads that need work	Brush removal
Abandonment of 15 year plan	Bumpy and rough roads
After snow continuously plowing and damage	Bumpy roads, inconvenient road work
Aggravated with them	Bumpy roads, pot holes
All roads junk	Can't work within a budget
All the potholes	Cause the roads in miss suck
Alternative forms of transportation	Closing of highway 40
Always breaking down	Completely shut down 40 which is his route to work
Always on the road and nothing gets done	Condition of roads (13 RESPONSES)
Areas of the train	Condition of roads; poor upkeep
Awful lot of roads that are not being taken care	Condition of the roads, washed out
Back road conditions	Conditions highway 64
Back roads have no white lines St Genevieve	Conditions of highway
Bad condition	Conditions of roads in Central Missouri
Bad detours St Louis, Kansas city	Construction
Bad feedback	Construction, traffic
Bad road conditions	County roads are terrible
Bad roads (5 RESPONSES)	County roads need repair; 316 Prairie County Road
Bad roads and RR track in area	Crappy roads
Because I do not see any African Americans working	Crappy roads
Because public trans is not good	Dangerous road conditions, potholes
Black top road	Didn't do a job with blacktop
Blacktop needs to be fixed	Ditch don't get cleaned out
Blind corners	Ditches and potholes
Bought all the land	Do a better job
Bridge caved in	Do more work on bridges

Do not use the money properly
 Does not mow grass and roads not
 repair very good
 Doesn't exist in Joplin
 Doesn't understanding engineering
 department
 Don't do a god job on the roads
 Don't do any good work; too many
 potholes
 Don't do work pick up trash
 Don't fix highways
 Don't fix the roads
 Don't pick up people on Medicaid
 Don't take care of roads
 Drivers aren't good
 Driving on them
 Employees
 Enough access to places for older
 people
 Everything
 Everything they can't give rides to the
 hospital
 Everything they do
 Everything. Amount of pay they get.
 Exchanges to NW Hospital
 Expand a light rail into suburbs for
 commute
 Fail to maintain roads not spending
 money on roads
 Fix it right the 1st time
 Fix the country roads they are in bad
 shape
 Fix the roads better
 Fix the same potholes every year
 Floods
 Fuel prices
 Fuel prices
 Fund going to the southern; part
 leaving KC without
 Gas prices; DOT regulations
 General conditions of the roads is fair
 to poor

General issues
 Generally bad conditions
 Generally bad conditions
 Good
 Government
 Gravel road water on roads
 Gravel roads
 Half doing things
 Hard to get MoDOT to repair roads
 Has to walk too far to get to bus
 Have a lot of old bridges that need to
 be replaced
 Haven't got the job done
 He had a long list of complaints
 about MoDOT
 Highway 13 needs to be fixed
 Highway 70
 Highway 71; has a lot of issues
 around Harrisville
 Highway condition
 Highway conditions
 Highways (**6 RESPONSES**)
 Highways are a mess
 Highways are a mess; potholes
 Highways are terrible on I-87; I-70
 terrible
 Highways not taken care of business
 Highways potholes
 Highways, snow removal
 History of wasting money
 Holes in roads
 Holes in the roads
 Holes in the roads tear your car up
 Hwy 13 in is horrible
 Hwy 36 is terrible in n. Central mo
 I 70 is terrible
 I don't think they are improving the
 things they
 I live on a country road that is very
 ill repair
 I never had it

I think that all the money is taken to
 Branson
 I think they have misallocated money
 I44 a lot no shoulders
 I64 takes too long
 Ice removable
 Improvements
 Inspections
 Intersections
 Interstate 44 in bad shape
 Interstate 71 potholes; Hwy 13
 potholes
 It takes ten guys to fill one pot hole
 It's terrible
 Just do a better job
 KC roads are bumpy
 Keeping roads clean on shoulders
 Keeping traffic backed up
 Lack of foresight for infrastructure in
 Lack of planning with construction
 Lack of public transportation in rural
 areas
 Lack of repair
 Lackluster job of fixing roads
 Level of the roads and pot holes
 Live in Howard County and road
 straight
 Live in small area pot holes or white
 lines down
 Local bridges need repair
 Local traffic roads are poor interstate
 is better
 Long time for con
 Looks like no one is working
 Lots of potholes
 Main interstate for 2 yrs was down
 Mainly hwy 40 and St Louis
 Maintain outer city roads
 Maintaining bridges
 Maintaining local roads and mowing
 Maintenance of rods detour signs
 bridges

Maintenance to the highway
 Management roads
 Marking of zones
 Metro prices too high for low income
 families
 Middle Missouri
 Misuse of money for road
 MoDOT
 MoDOT has no concerns about rural
 areas
 More road repairs
 Most of them are jerks
 Most roads in bad shape
 Need black tops instead of dirt road
 Need improvements roads and
 bridges trains need too
 Need to plan for the future when
 building roads
 Need to take better care of roads
 Never do they're job
 Never does their job
 New overpasses for city not for
 country
 New rode work threw rush hour
 No dealings
 No help in public tran
 No repair on roads federal or state.
 No road improvements
 No transportation
 No transportation in residence
 Noisy truckers; trimming ditches
 None (**3 RESPONSES**)
 Not adequate giving notice or
 alternate rts
 Not doing little work in rural areas
 Not doing there job in time
 Not enough money
 Not enough notice
 Not everyone can use MoDOT
 Not getting the job done, use of gas
 Not in good shape
 Not keeping the roads up

Not much road work
 Not organized
 Not particularly
 Not safe enough roads/ needs more
 rode space
 Not sure
 Not sure
 Not using money from taxes properly
 Nothing in particular
 Number of potholes
 Old bridges
 Only doing patch work
 Our roads are absolutely terrible
 Overpaid
 Pass right for trolleys
 Patches road
 People in Missouri don't have a say in
 anything
 Poor maintenance
 Poor quality
 Poor roads
 Poor use taxpayer dollars
 Poorly
 Potholes (**44 RESPONSES**)
 Pot holes in grand view area
 Pot holes in Kansas City and metal
 plates
 Pot holes in KC, Buchanan County;
 hwy hh; hwy 116
 Pot holes in south Kansas City
 Pot holes road itself
 Pot holes St Joe area
 Pot holes, car damage
 Pot holes, gravel road and no gravel
 Pot holes; not taking care of road
 Potholes and bumpy
 Potholes and cracks
 Potholes and cracks in road in Cape
 Girardeau
 Potholes are bad
 Potholes are horrible

Potholes bad roads no shoulder
 patchwork
 Potholes everywhere/uncompleted
 projects
 Potholes i70
 Potholes in roads
 Potholes not having road closings
 available
 Potholes widen lanes
 Potholes, rough roads
 Potholes/plantings
 Potholes; tear your car up
 Projects on interstate did a
 Projects that they choose
 Projects to long
 Public trans
 Public trans is bad
 Public transportation is very limited
 Public transportation routes and
 times
 Quality of roads
 Quality of roads; slow getting things
 fixed
 Quality roads shoulders too narrow
 Question some expenditures
 Raise gas tax
 Rarely on time
 Rd crews,
 Real bad highways
 Real bad roads (**4 RESPONSES**)
 Real bad roads/ pour maintenance
 Real bad roads/ to many pot holes
 Red light in front of house
 Repair work
 Repairs
 Repairs needed on bridge
 Repave the roads
 Resurfaced roads
 Road
 Road and bridge
 Road and bridge conditions
 Road care

Road condition is bad
 Road condition potholes
 Road conditions **(33 RESPONSES)**
 Road conditions and I-40 closure
 Road conditions are bad
 Road conditions are bad; pot holes
 Road conditions are bad rural areas
 not notified
 Road conditions getting worse
 Road conditions I-70
 Road conditions traffic
 Road conditions, highway m
 Road conditions. Planning and
 appropriation.
 Road conditions; city highways.
 Road conditions; hiring policy; under
 worked
 Road conditions; large highways
 Road conditions; needs someone to
 mix up asphalt
 Road conditions; potholes
 Road construction **(3 RESPONSES)**
 Road crews great management is no
 good
 Road ff is lacking gravel
 Road maintenance
 Road repair planning
 Road repairs
 Road should have been done better,
 although fast
 Road systems need complete overhaul
 Road that lives on it in poor shape
 Road work
 Road; potholes; unkempt
 Roads **(40 RESPONSES)**
 Roads are bad
 Roads are bad bridges need work
 Roads are bad need rebuilt no lights
 Roads are bumpy; no pedestrian
 sidewalk
 Roads are crappy
 Roads are crappy

Roads are crappy; toll roads
 Roads are horrible
 Roads are in poor condition
 Roads are in terrible condition
 Roads are in very bad shape
 Roads are just generally bad
 Roads are not in good enough
 condition
 Roads are not maintained pot holes
 Roads are really bad
 Roads are rough
 Roads are terrible **(6 RESPONSES)**
 Roads are trash
 Roads bad
 Roads being fixed
 Roads bus system more buses
 Roads have a lot of pot hole
 Roads have not been fixed
 Roads in bad condition
 Roads in north Missouri
 Roads need improvement **(3
 RESPONSES)**
 Roads need improvement reflective
 materials
 Roads need improvement; litter
 removal
 Roads need repair; MoDOT stands
 around
 Roads need to be redone
 Roads not repaired in a timely matter
 Roads not visible no turn lanes
 Roads old, not maintained
 Roads poor conditions
 Roads potholes
 Roads potholes
 Roads potholes still fixing
 Roads pour quality north mo
 Roads too many patches
 Roads trashy
 Roads very bad
 Roads; no bus to work

Roadways and ditches and county roads
 Rough do not last long
 Rough roads
 Rough roads and bad bridges
 Rural roads and bridges
 Rural state hwy's need resurfacing
 Sdfg (?)
 Shape of the roads are terrible
 She is about maintaining her own ditch
 She would like something better than a cab
 Shoulders terrible
 Shutting down a major road I-64
 Side roads are the worst
 Signs they put on the hwy every 10th of the mile
 Slow
 Snow
 Snow removal
 Snow removal and up keep of side roads
 Some of the roads are awful
 Spend too much money
 Spend too much money in places they don't need
 Spending money foolishly
 Spending of money, lack of road work
 Spray tar on the roads
 Sprayed roads and killed grass left mud
 Starting construction
 State highway 13
 State of the roads
 Street conditions are not taken care of
 Streets need to be repaired
 Takes too much time to finish projects
 Takes too long complete job
 Taking too long to get things done
 Tax not into fund

Taxing gasoline and lack of action
 That road is dirt
 The bridges are pretty bad
 The bridges on the interstate are not safe
 The bussing
 The cables they have on the interstate
 The citizens have had to pay for
 The city roads
 The conditions of the road he travels
 The conditions of the road; pot holes
 The construction takes too long
 The constructions on the bridges
 The creeks are settling why
 They do a half job on the roads
 They don't take care of the roads
 The highway 40 issue
 The highway in the county
 The highways are terrible
 The highways in your area
 The hwy 40 is not very convenient
 The lack of work and not getting a project done
 The marking on the highway (the yellow)
 The price of window stickers
 The road has a lot of pot holes
 The roads and the way is torn up
 The roads are bad
 The roads are bad
 The roads are bad and there is too many potholes
 The roads are being shut down for too long
 The roads are horrible
 The roads are in bad shape
 The roads are in poor shape
 The roads are in poor shape
 The roads are in terrible shape
 The roads are more
 The roads are not fixed

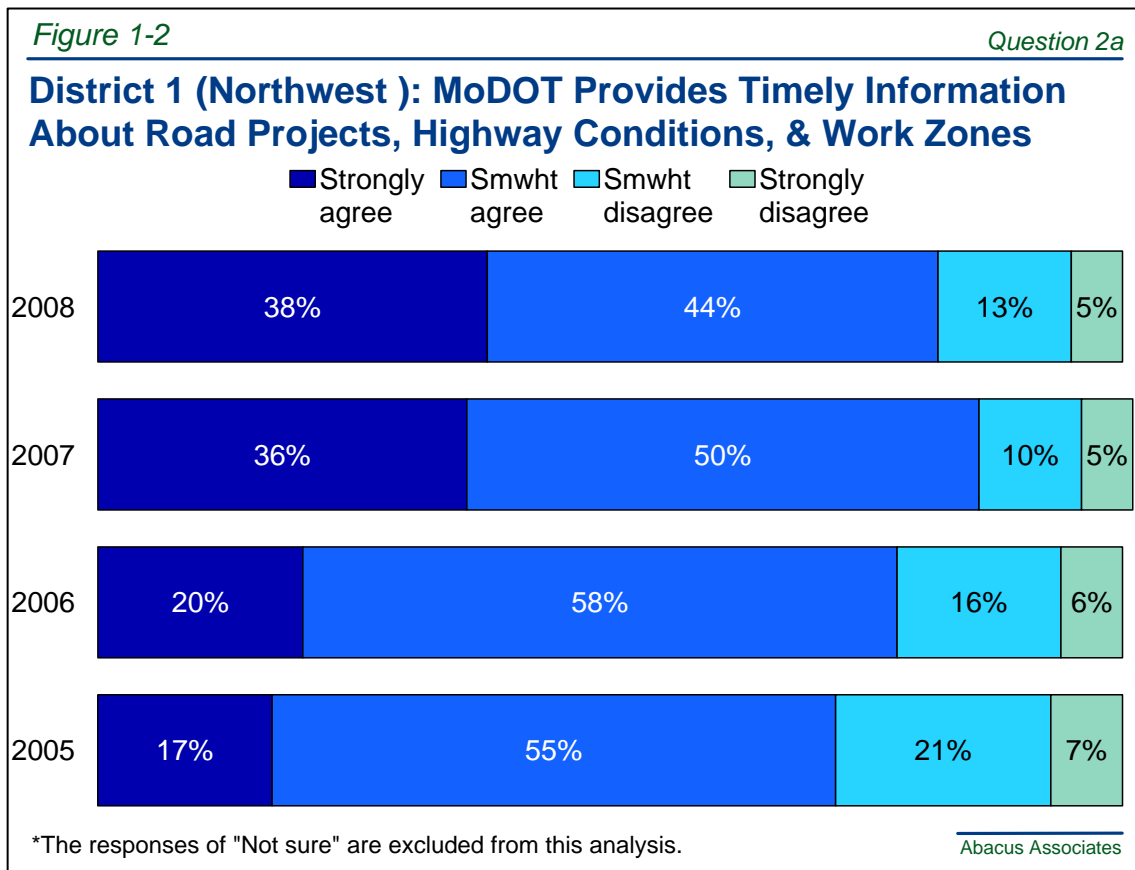
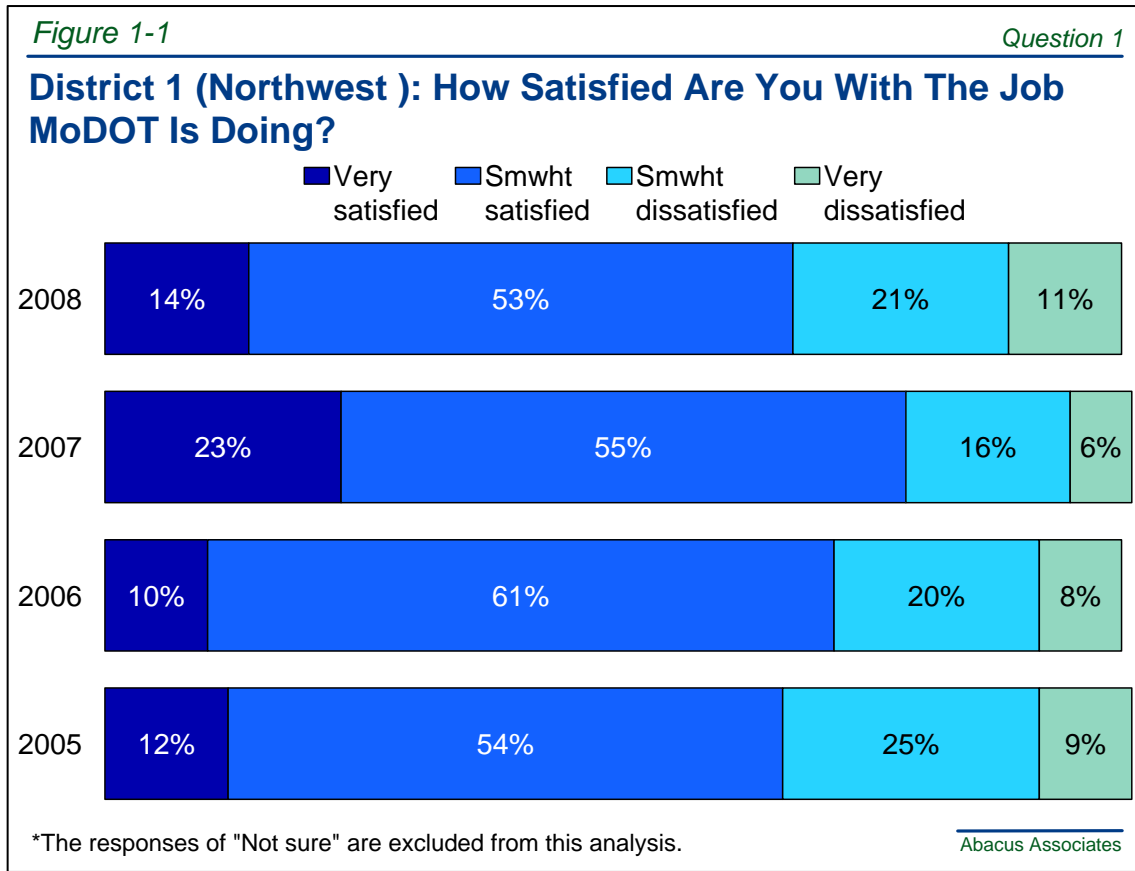
The roads are not good in a lot of areas
 The roads are not kept up and they could be better
 The roads are ruff
 The roads don't get done in the winter
 The roads have got potholes in them
 The roads have potholes everywhere
 The roads just are with potholes
 The roads potholes
 The roadway surfaces are not smooth enough
 The shape of the roads
 The should spend there money more wise
 The state of some of the highways
 The state of the hwys is pretty bad
 The timing on the new stop lights
 The tore up roads
 The traffic sucks
 The use of the money to fix roads
 The way the road work is patched up
 The way they fix
 The way they redirect traffic while improving roads
 The way they shut down us 40 and 64
 There are a lot of roads that need to be
 There are areas where the hwy 54 is in disrepair
 There are holes all over the roads
 There are no busses
 There are no busses in my area
 There are so many holes
 There in the way
 There is no public transportation
 There is too much road construction
 There road repairs
 They are building new highways and letting the old
 They are doing work that does not need to be done

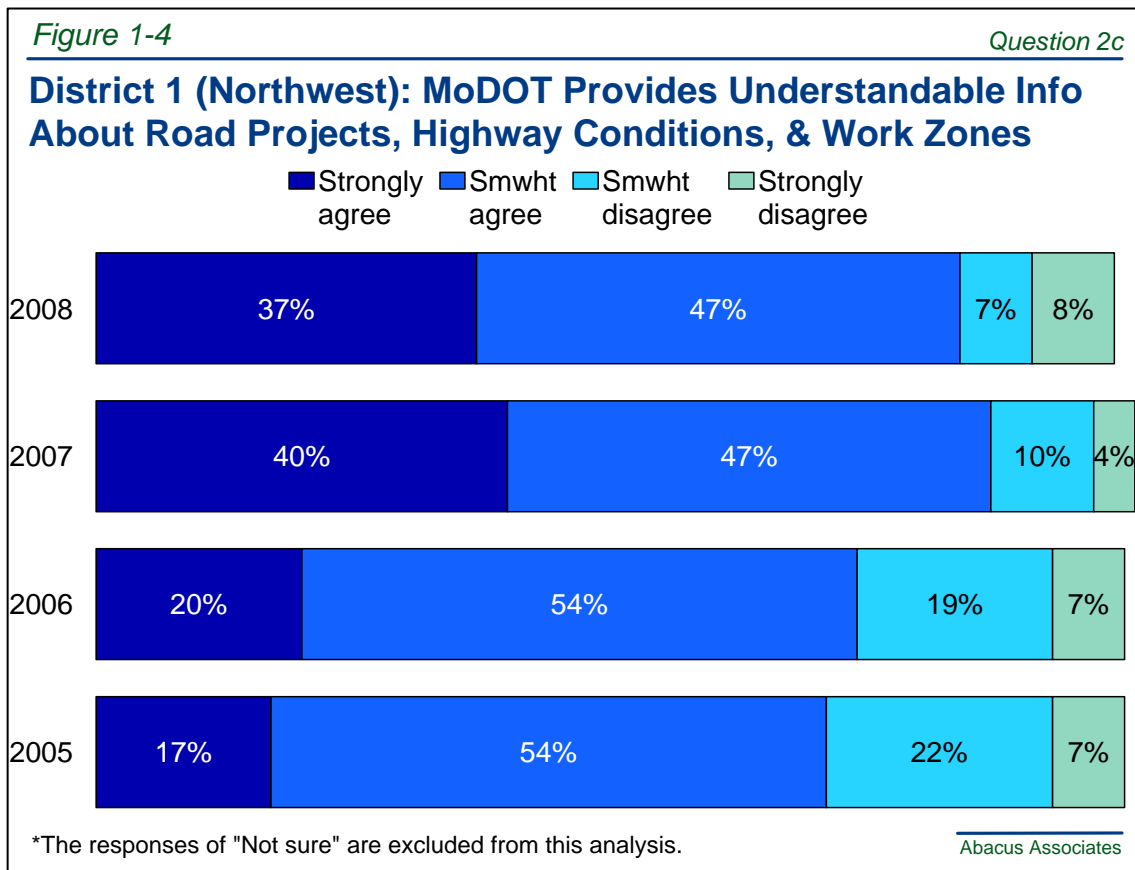
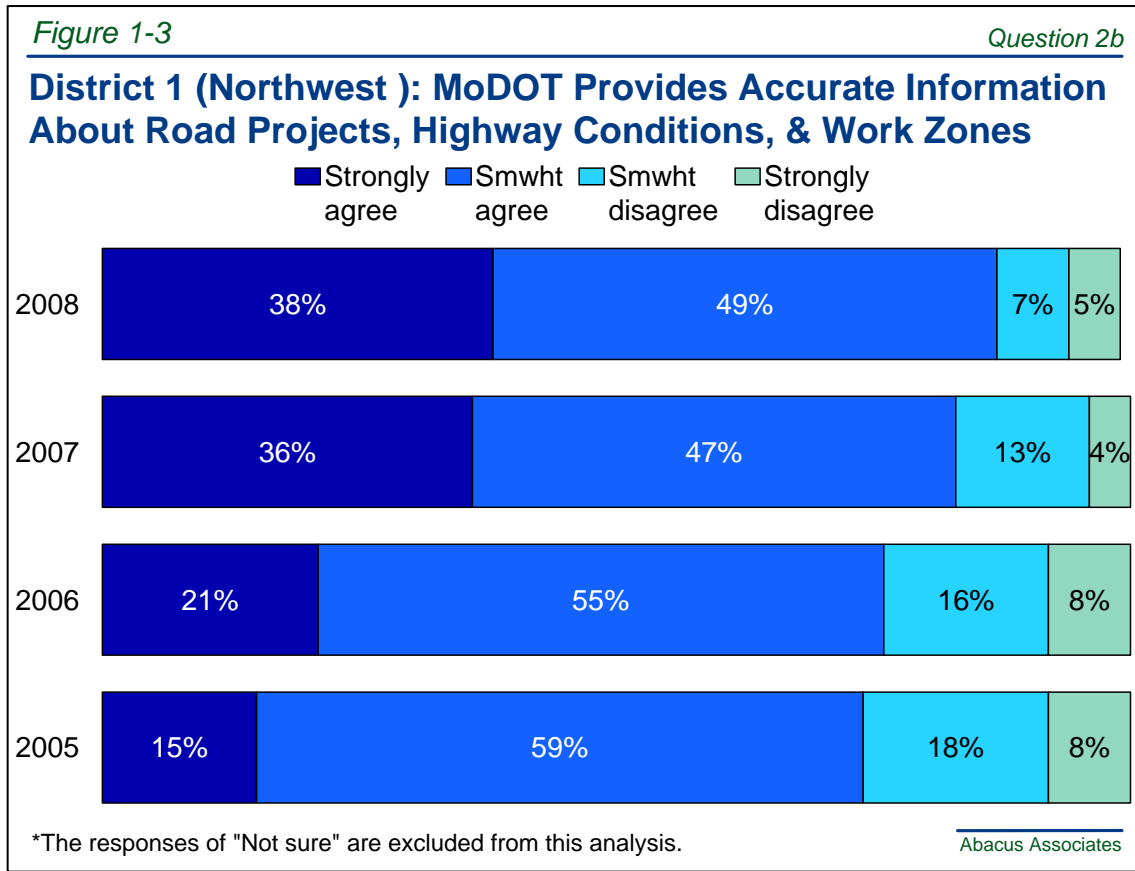
They are not doing a good job on the roads
 They are spending too much money
 They are too much spending of Missouri money
 They could have better public transportation
 They did not take the trees out and they didn't
 They do not do good maintenance
 They do not get the funding to take care
 They do stupid things
 They don't do a good job of repairing the roads
 They don't do the upkeep on the road
 They don't fix the potholes enough
 They don't fix the roads right
 They don't get out to the rural areas very much
 They don't keep his road clear
 They don't repair the roads
 They don't take care of the highways
 They don't take care of the secondary roads
 They don't take care of them
 They don't take of the roads
 They have big potholes everywhere
 They have potholes on the roads where
 They hired people from outside of mo to fix hwy 40
 They keep knocking their mailbox over
 They loose 1000,000 \$\$ and don't know where it is
 They need more funding to improve road conditions
 They never fix the roads & vehicles are torn up
 They only have 1 trolley for the public transportation

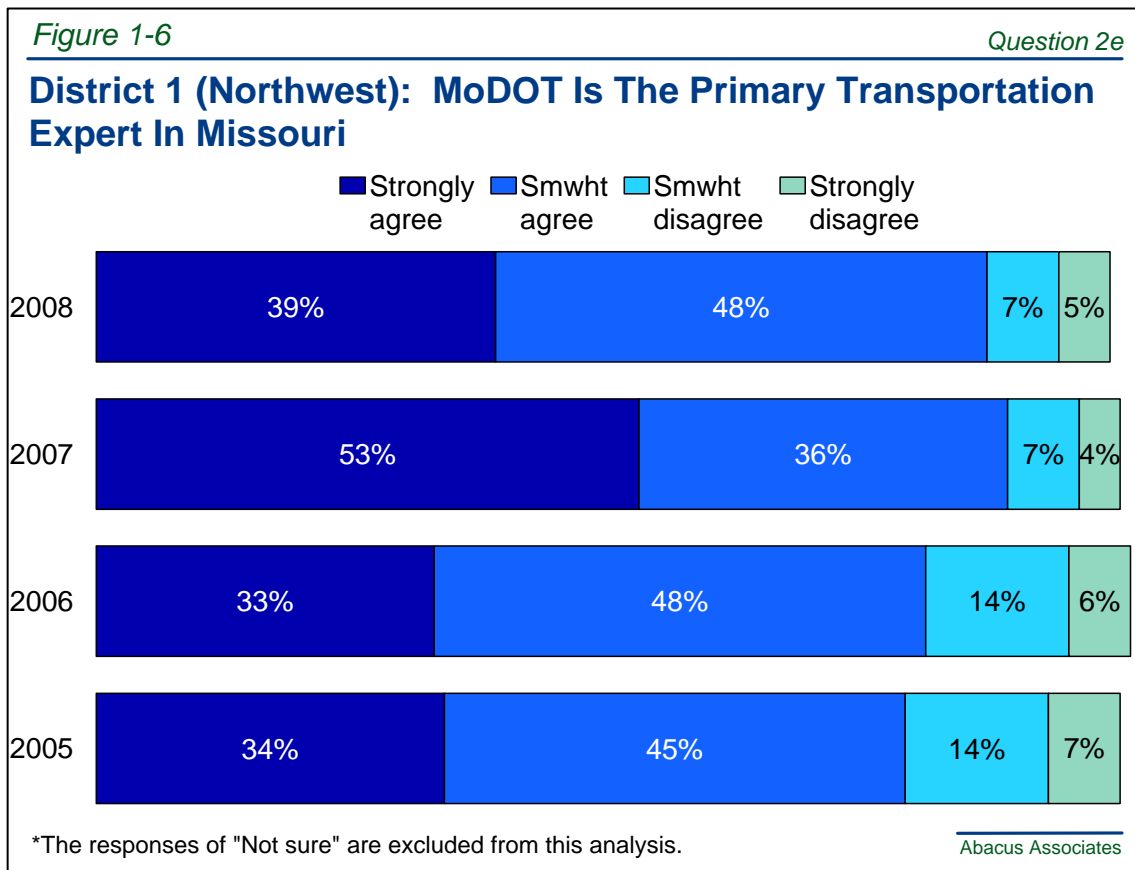
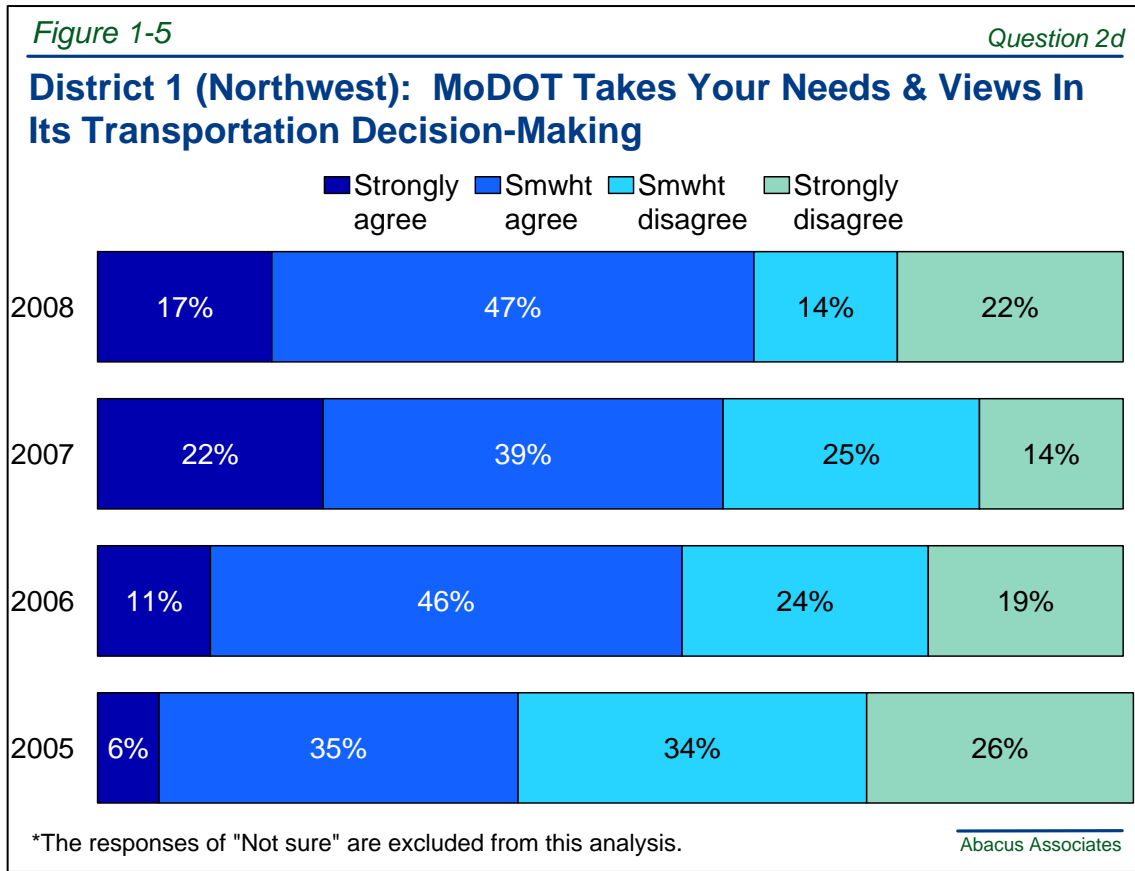
They patch the instead of fixing them
 They to repair the highway and pot
 hole
 They too long to repair streets
 They work too much
 They're not following through w/ road
 construction
 Too early or too late
 Too long on road improvements
 Too long to do work
 Too long to get anything done
 Too many chiefs and not enough
 Indians
 Too many potholes/trash on side of
 rode
 Too many projects
 Too many repairs
 Too much road construction
 Too narrow
 Too rough
 Torn up roads
 Traffic
 Transportation
 Transportation
 Transportation doesn't pick in area
 Trash along the highways
 Two lanes no shoulders
 Unhappy with roadways and
 conditions and outcome
 Unnecessary construction
 Unplanned roads and construction
 more organized.
 Upkeep
 Upkeep of roads
 Upkeep of the hwy in places is not
 too good
 Upkeep of the roads
 Upset with the way they constructed
 the new highway
 Use of private companies,
 subcontracting
 Using roads for bike trails

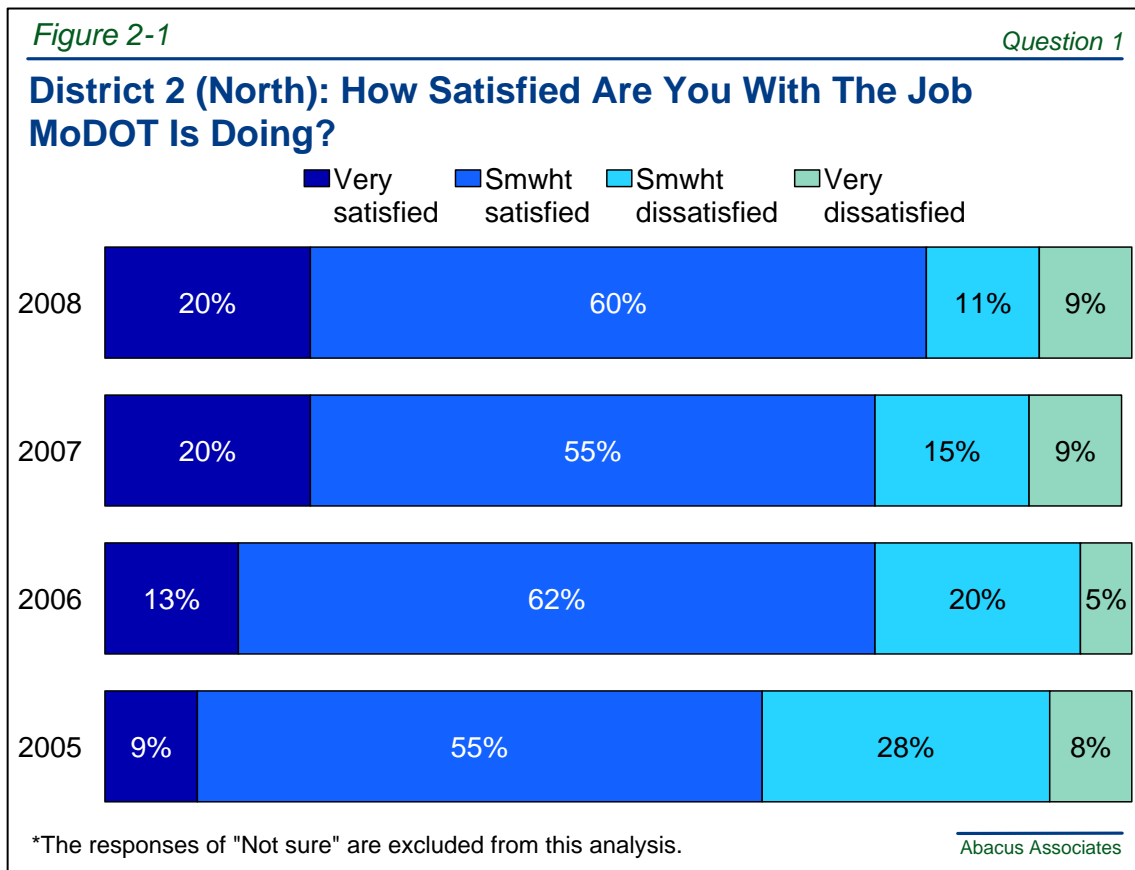
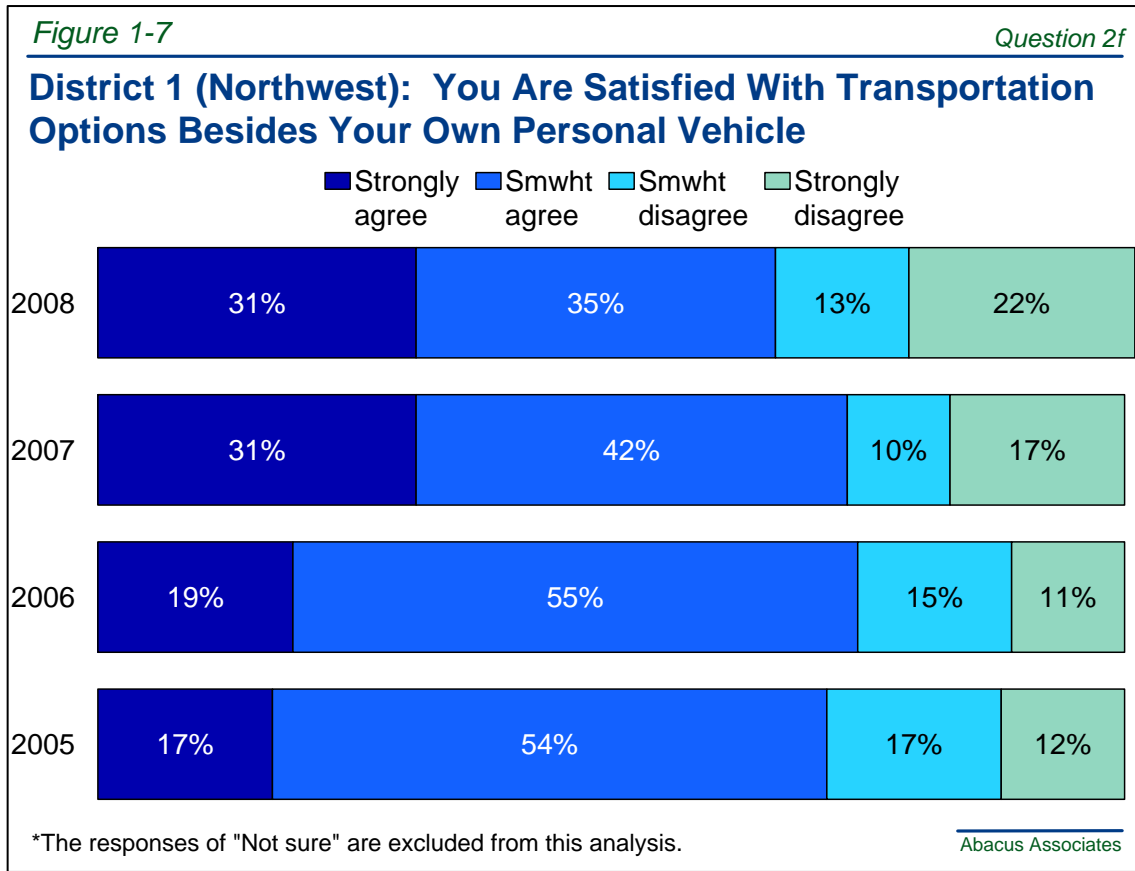
Waste money
 Waste to much
 Wasting funds on certain sound wall
 projects
 Watch were you drive
 Water diverted to creek and they get
 Way they build highways
 We could have a better transit system
 We don't get any money for road
 maintenance
 We have some huge potholes
 We have too many potholes
 Whole city under construction
 Why portions are shut down
 Winter time lack of attention with the
 snow
 Wishes some of the roads were better
 With everything
 With the way they keep the roads
 Won't listen to the citizens
 Work on the wrong projects
 Work projects
 Worked during the day/prefer nights
 Workers
 Workers and the quality of the work
 Working on streets that is not in need
 repair
 Working with limited funds
 Worst roads
 Wrong priorities
 Wrong timing on rode construction
 You're a disabled vet no way to get
 to hospital

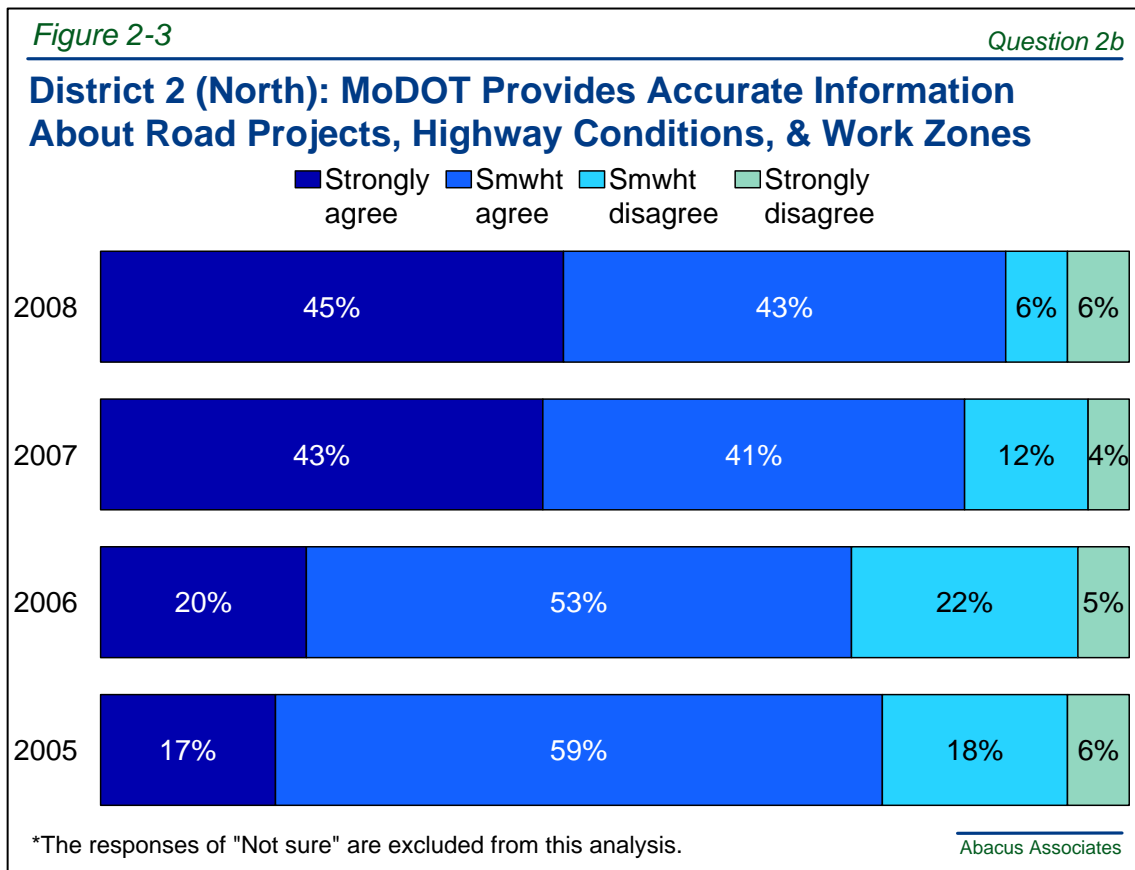
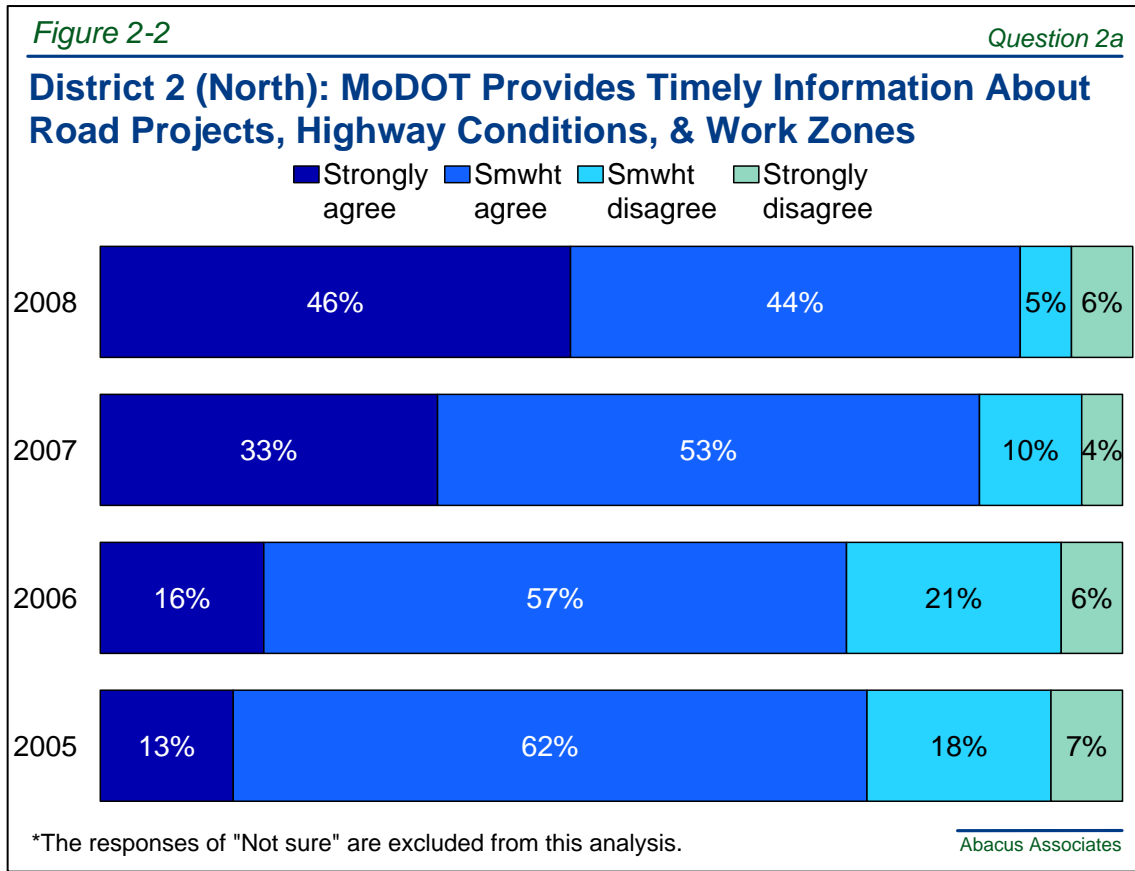
Appendix B: MoDOT District Overtime Tracker Figures

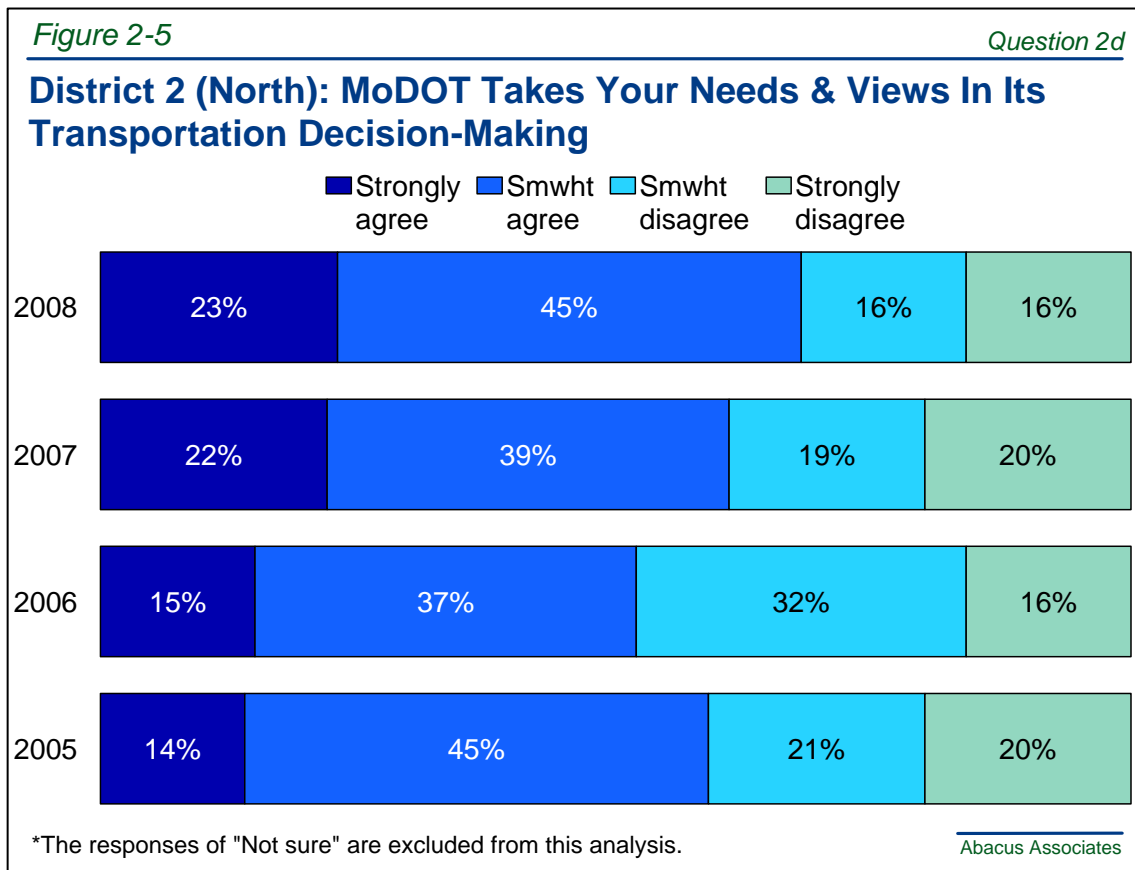
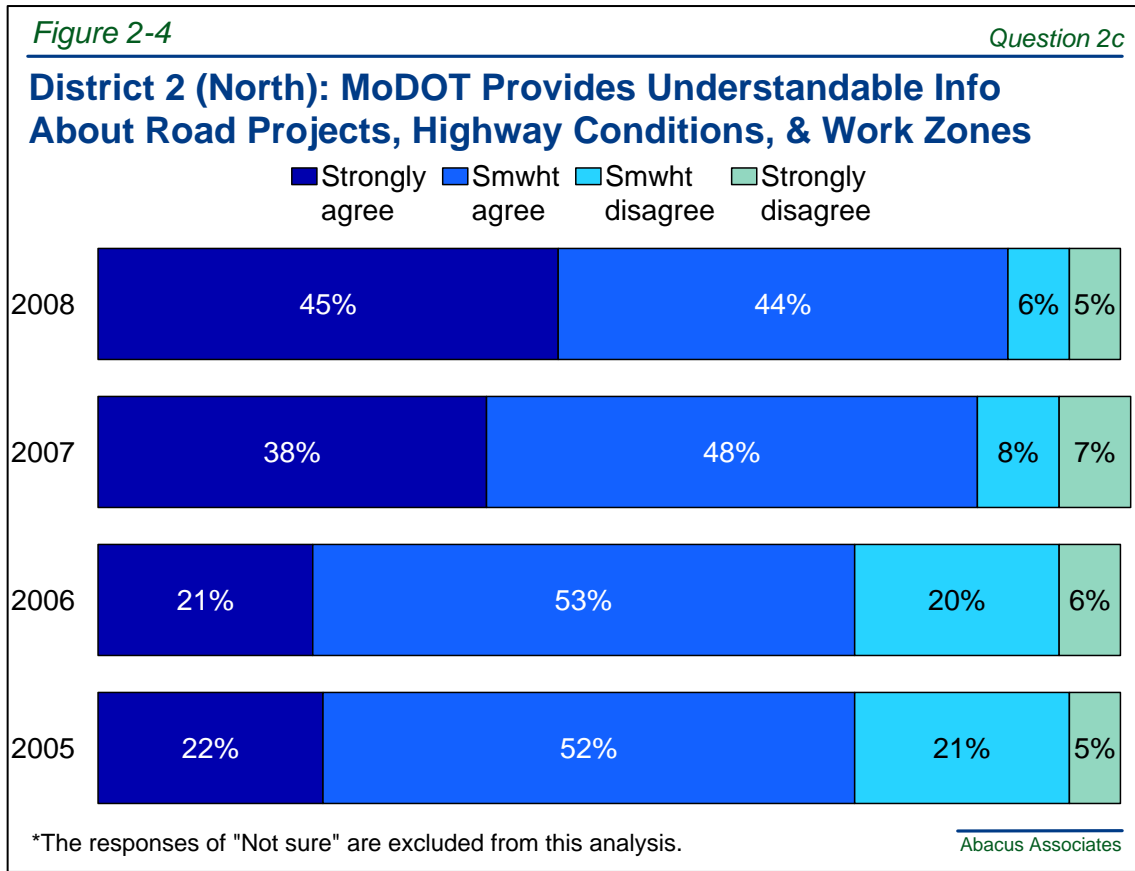


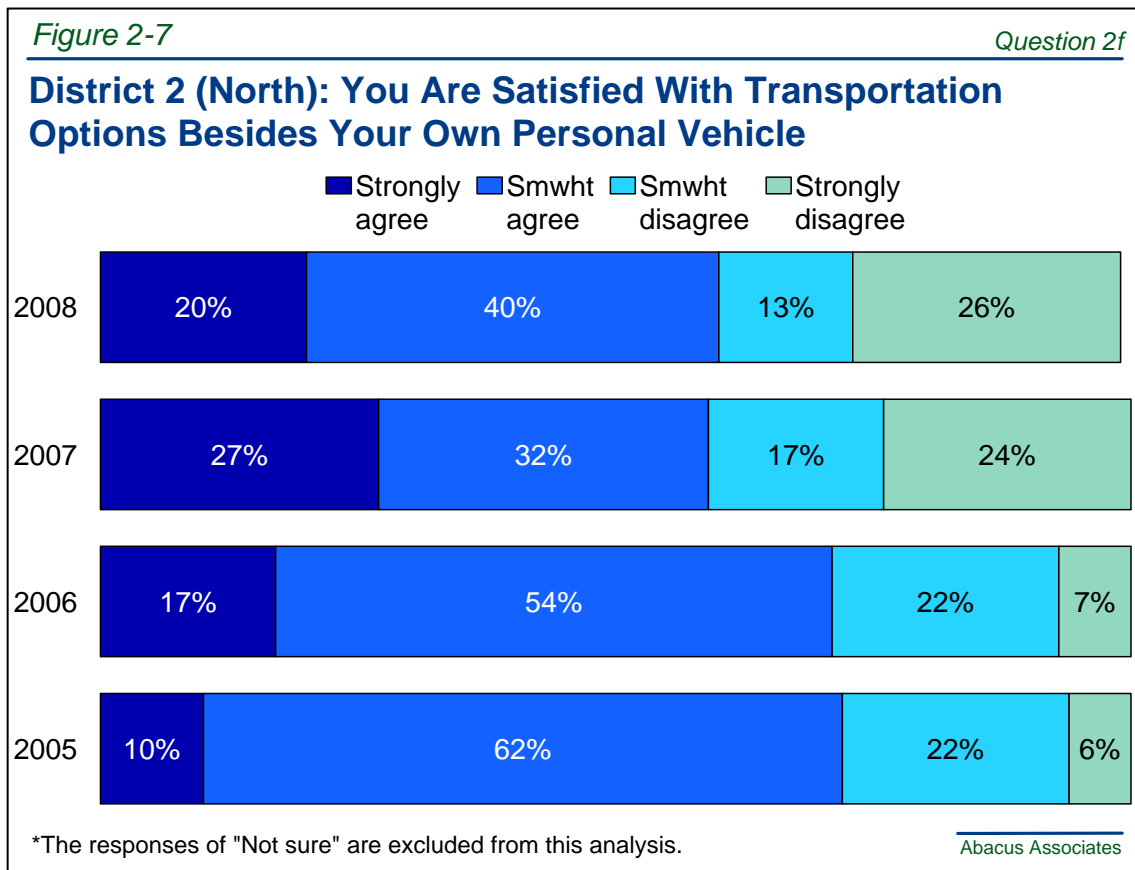
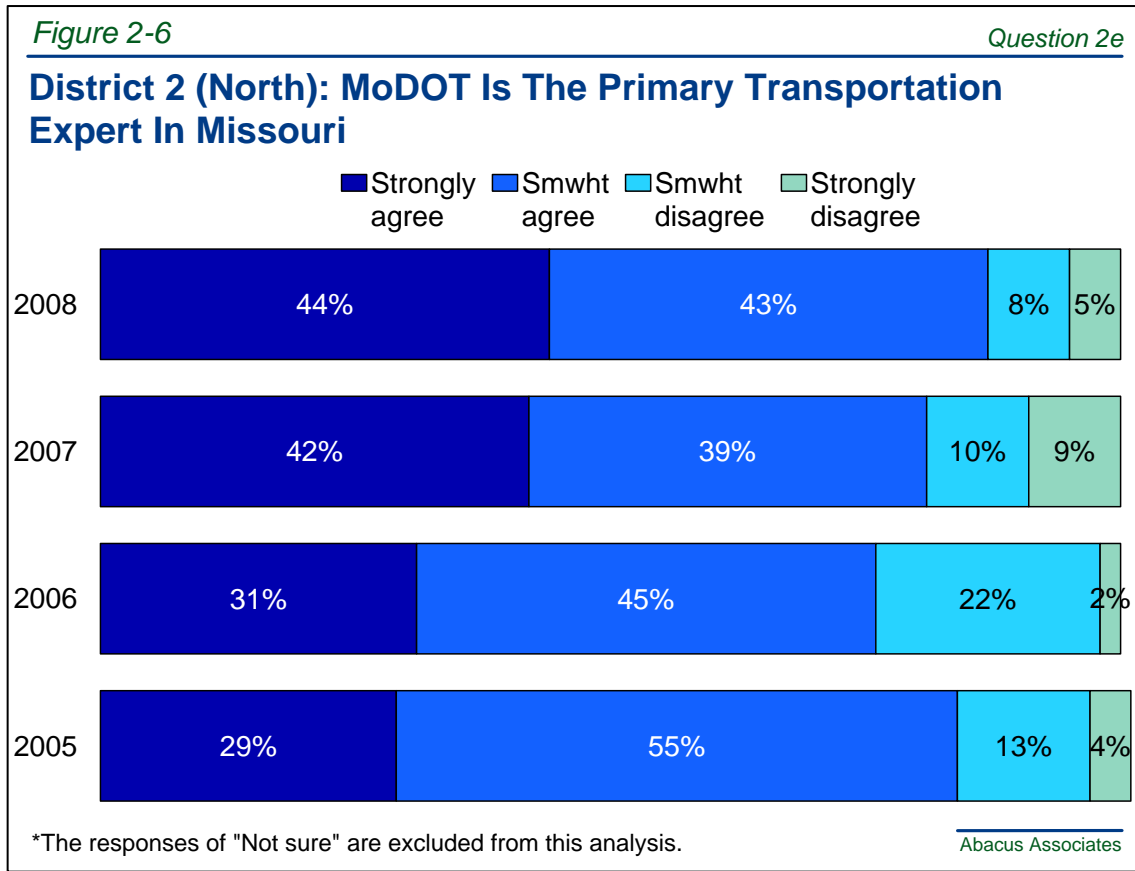


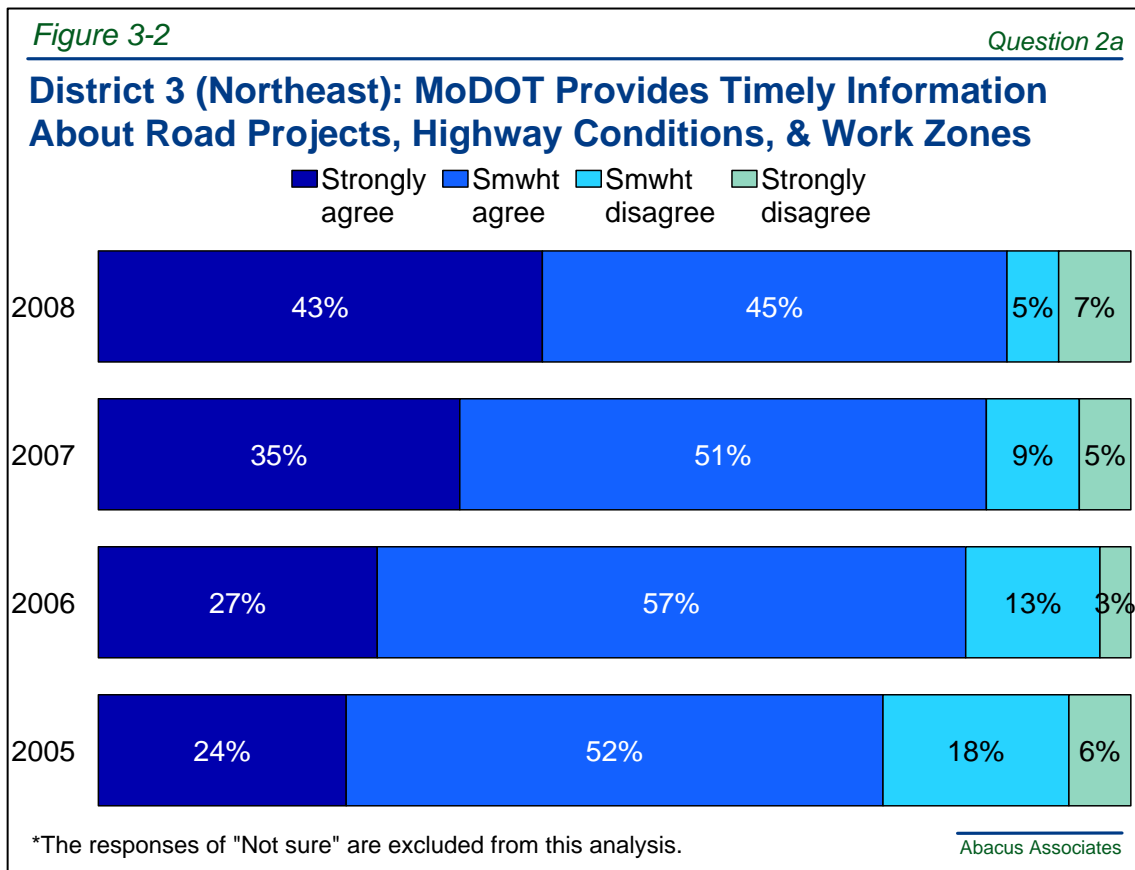
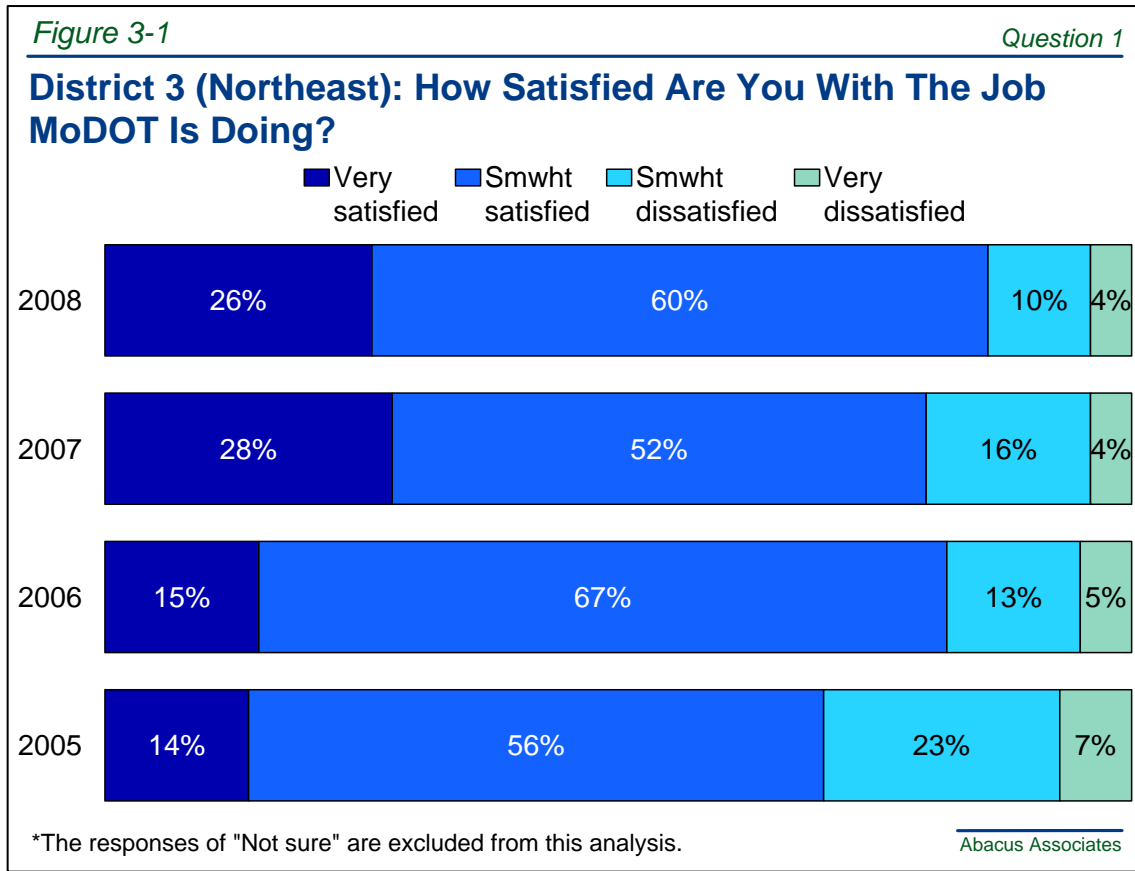


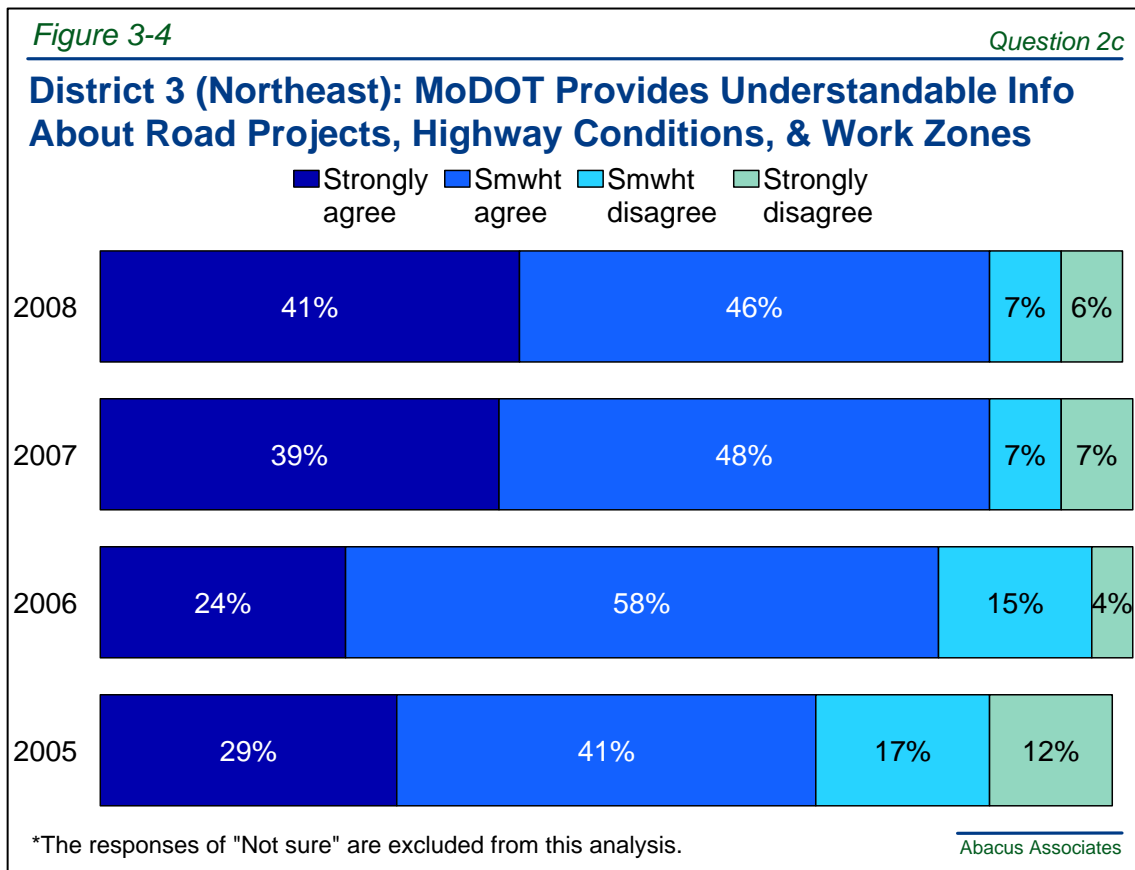
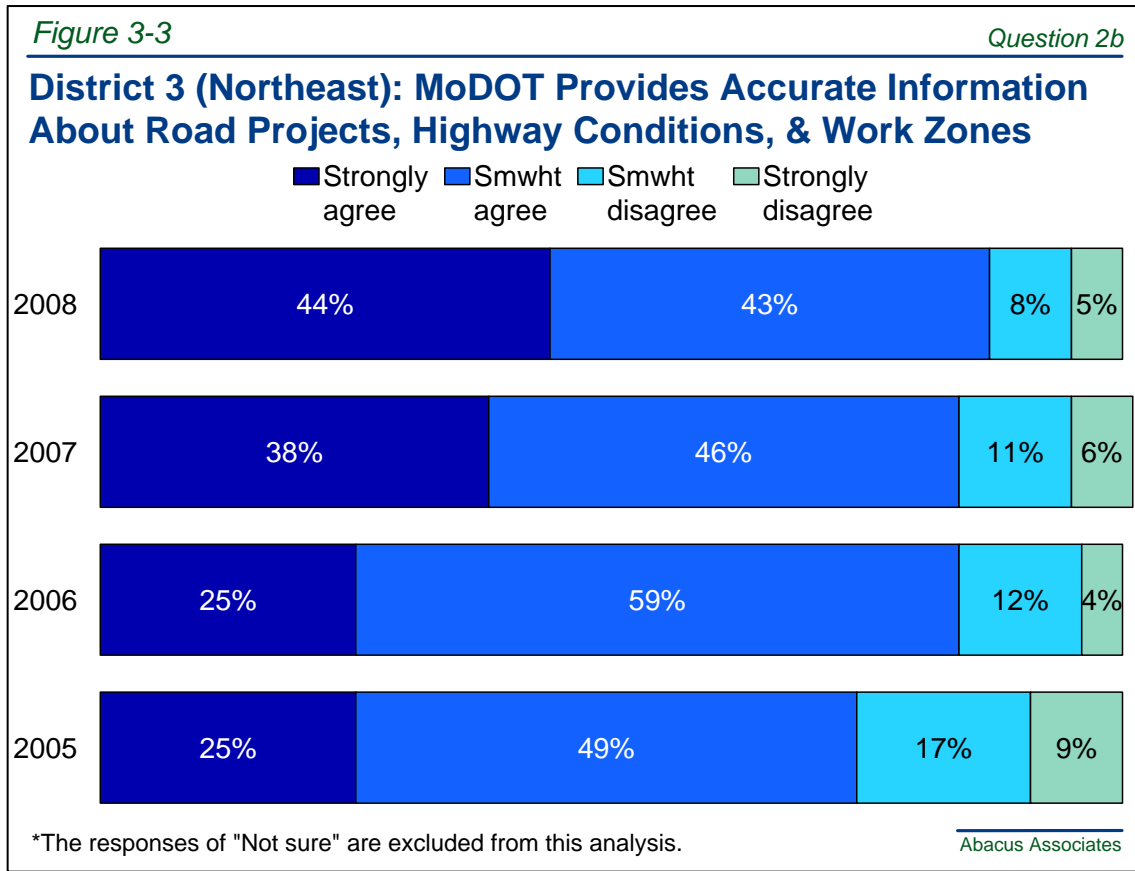


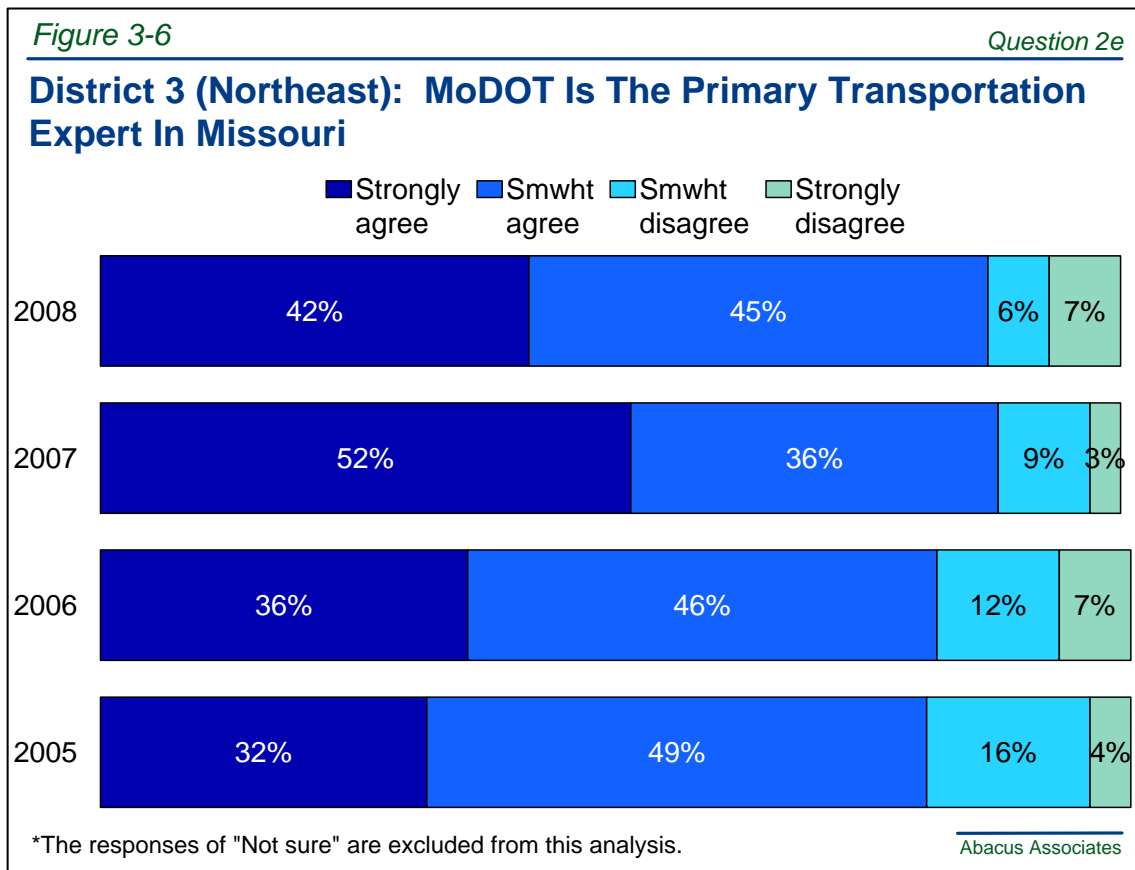
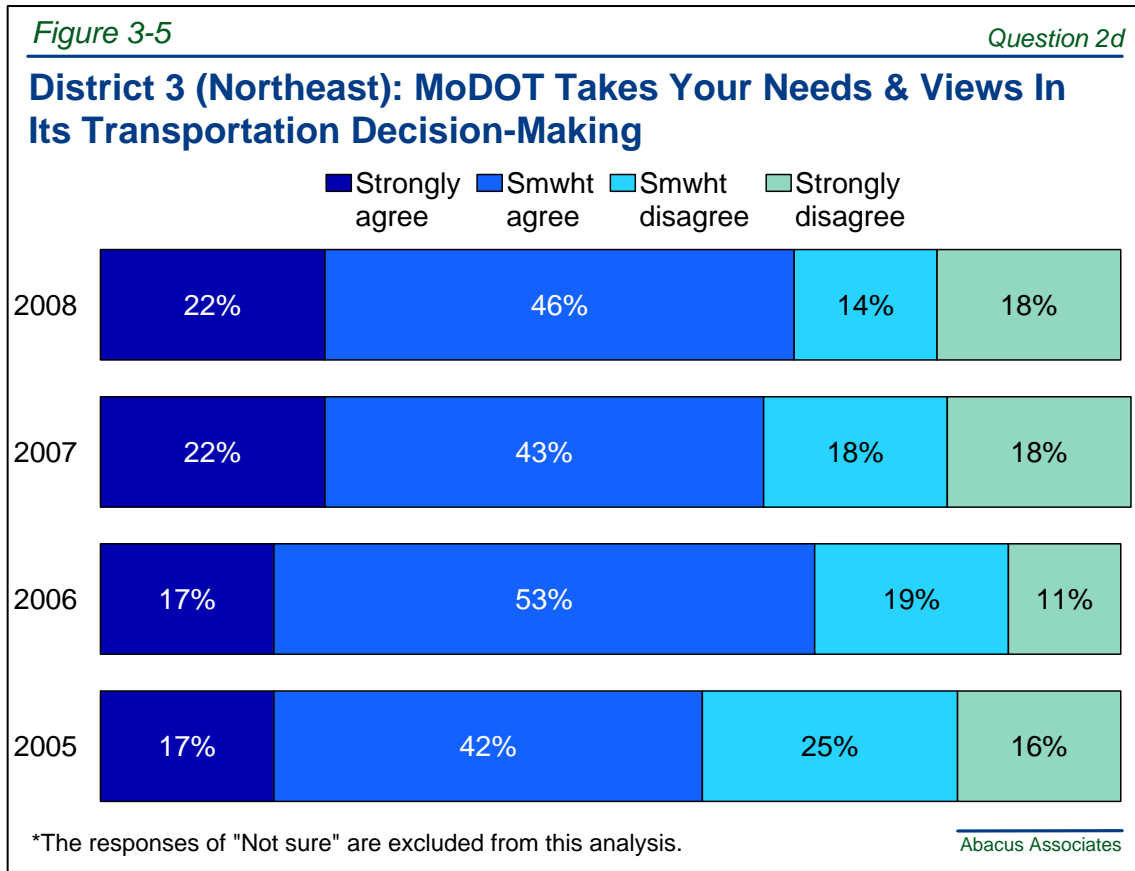


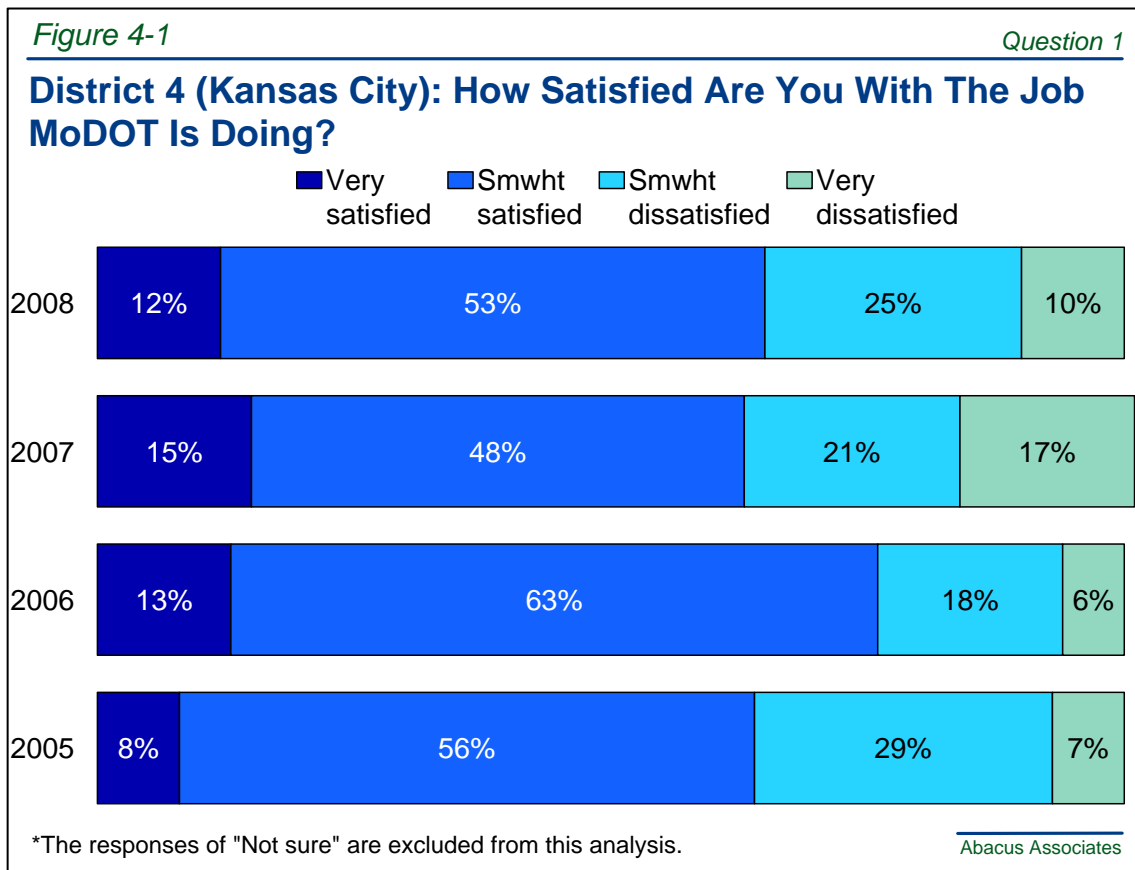
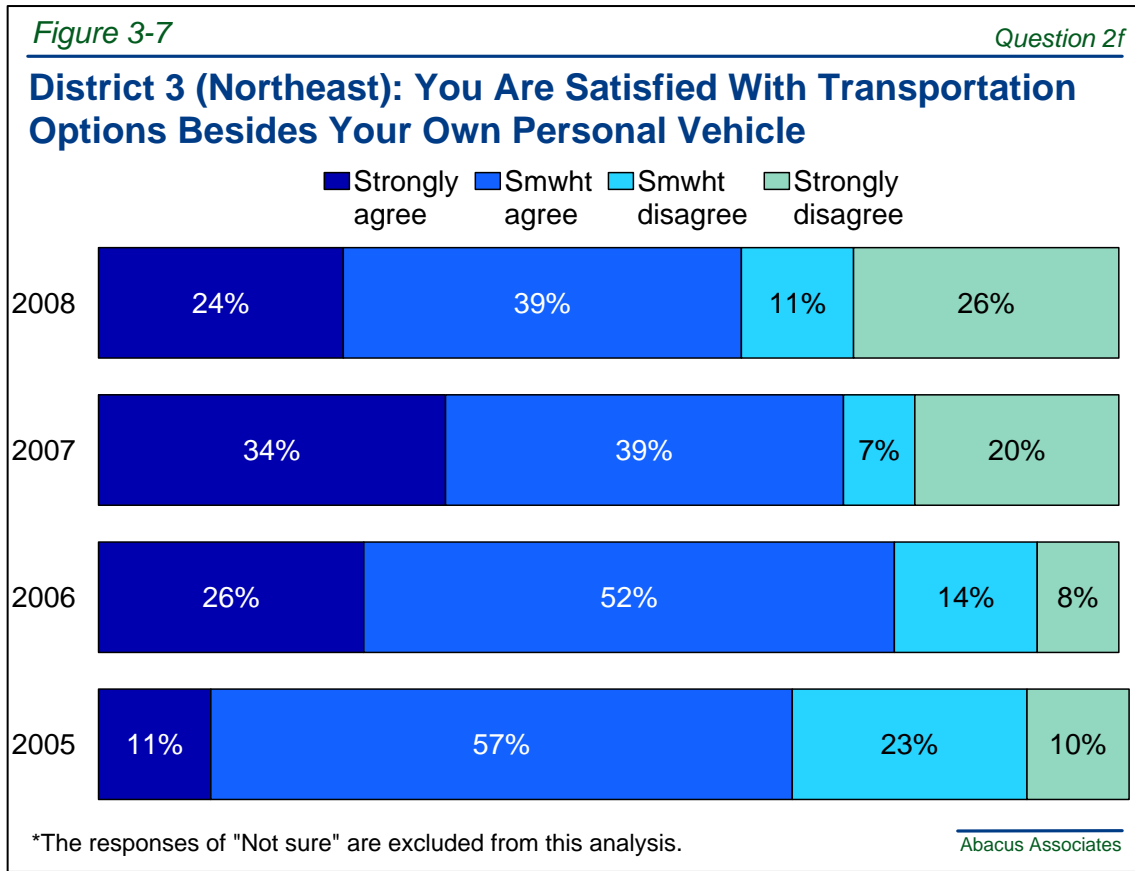


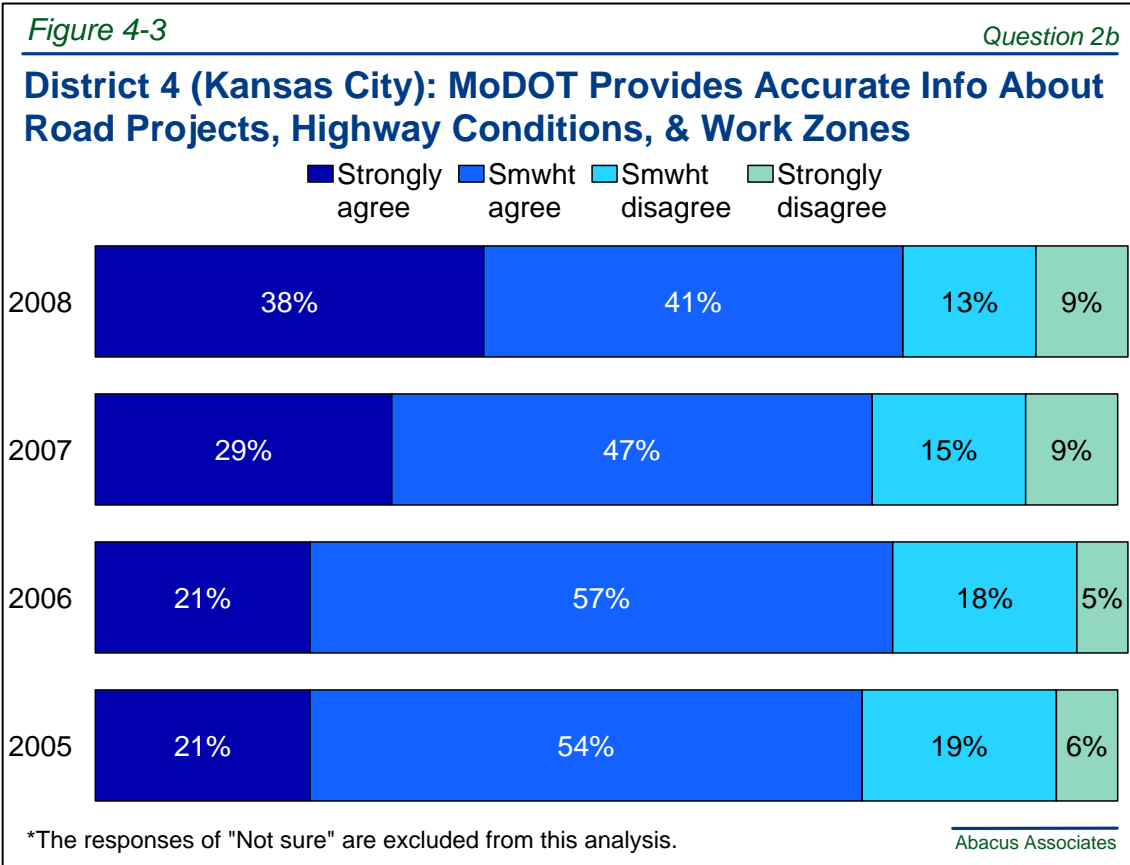
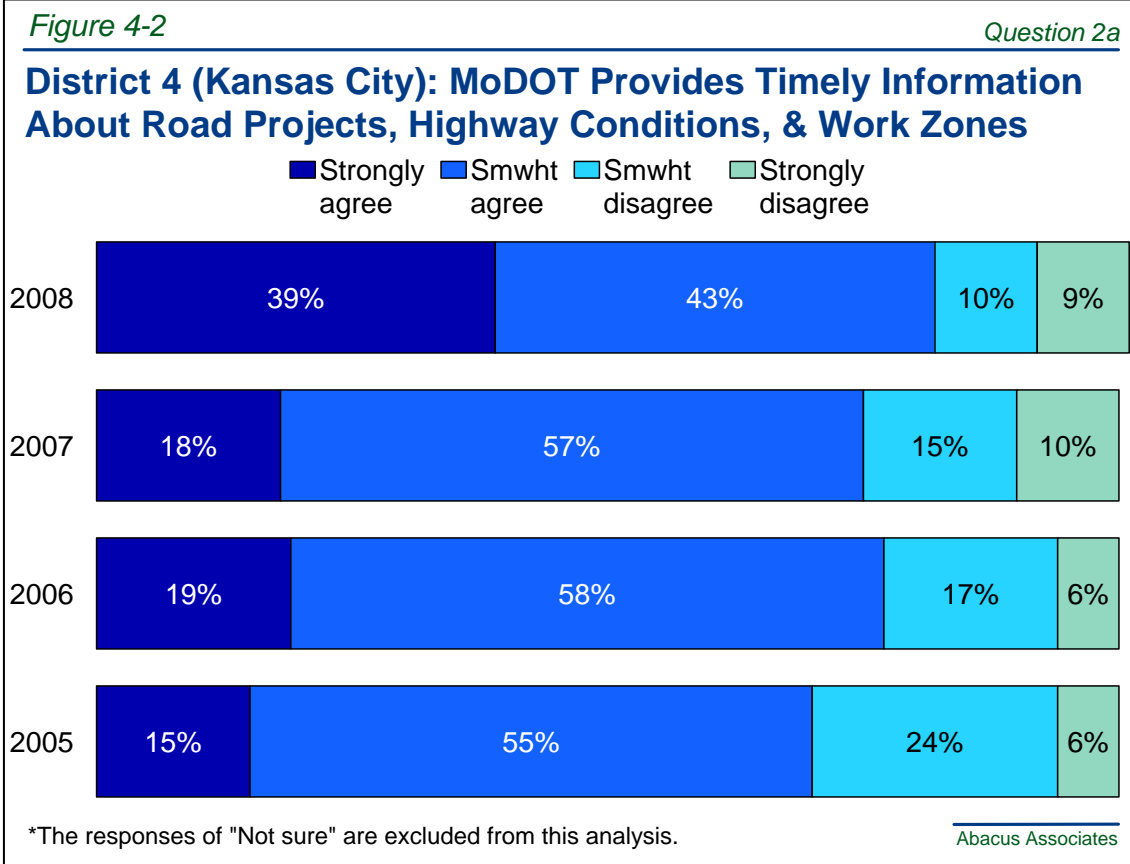


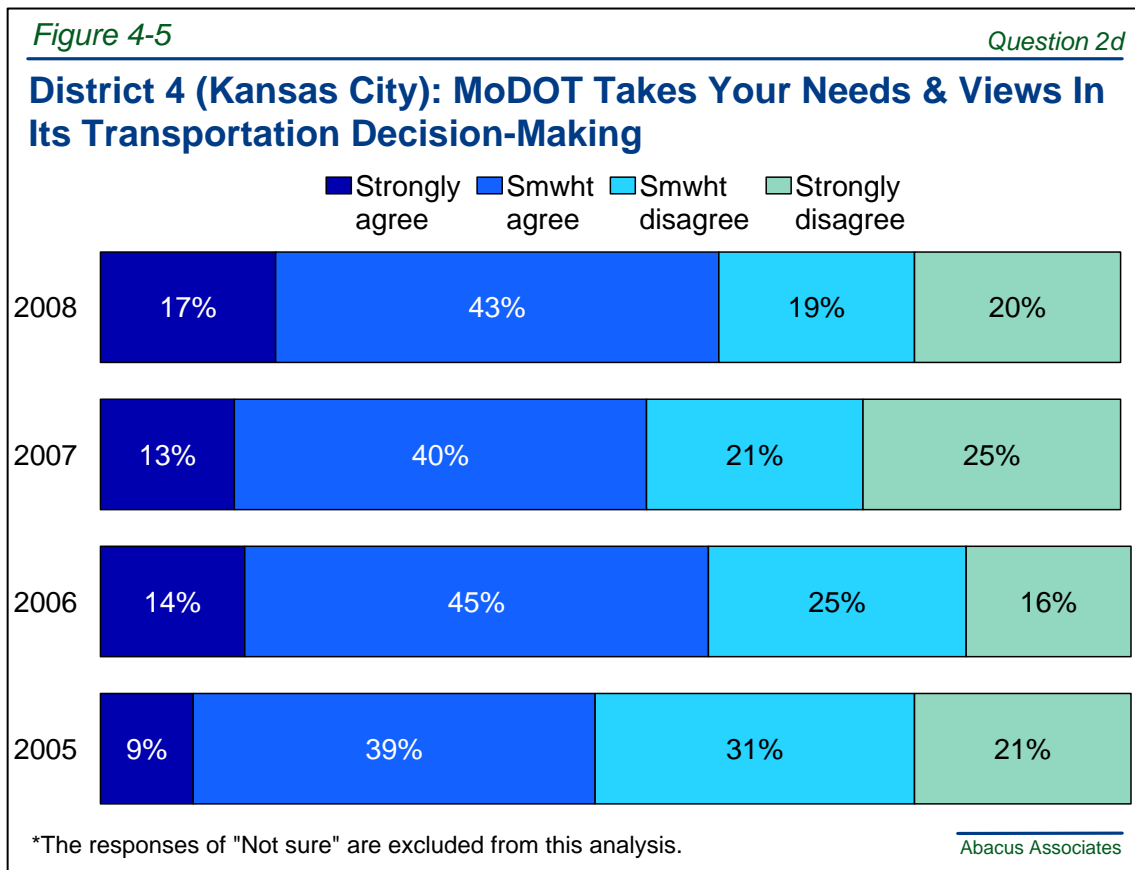
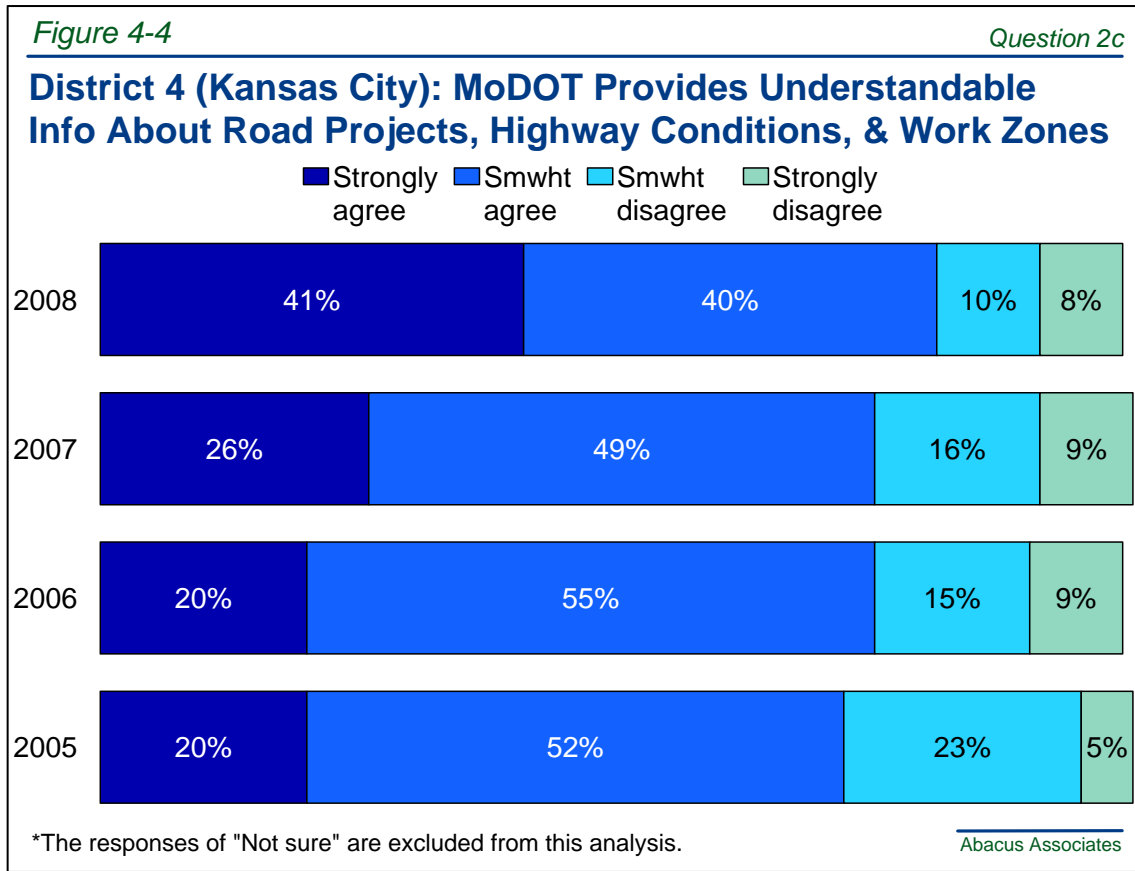


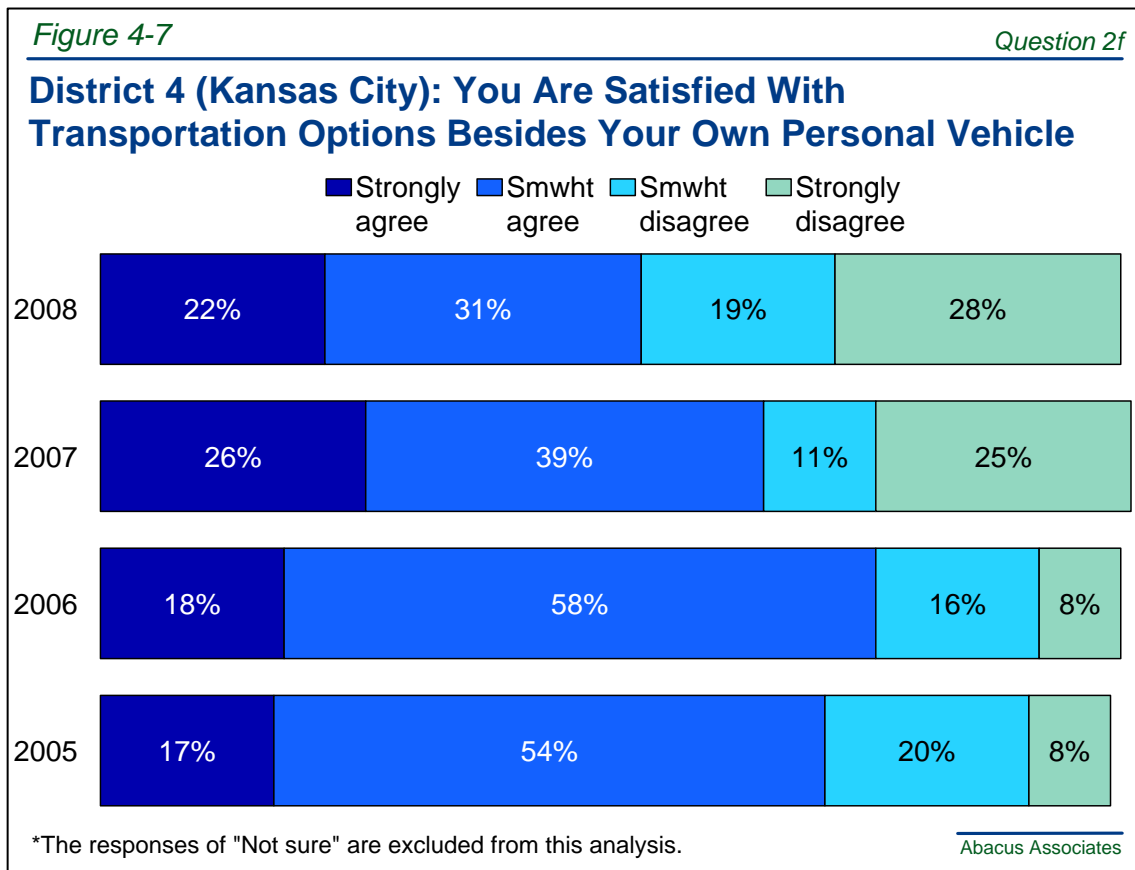
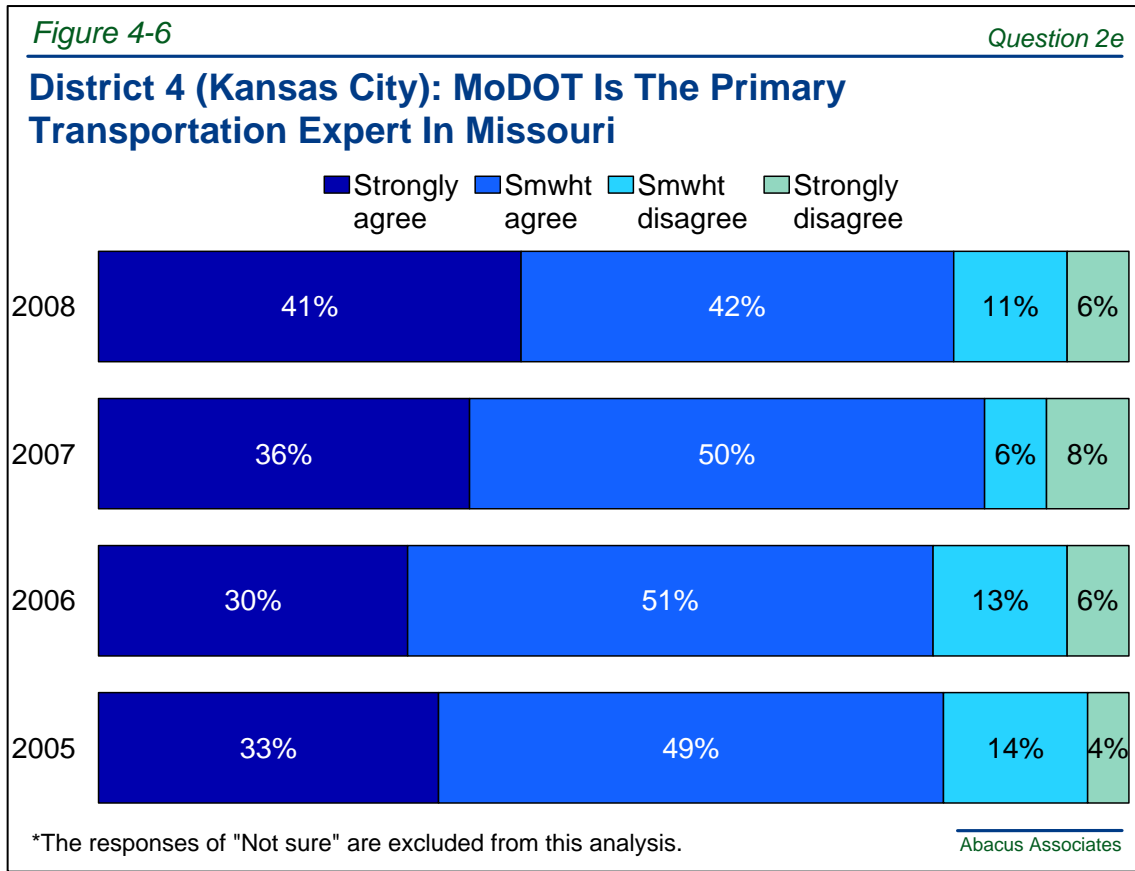


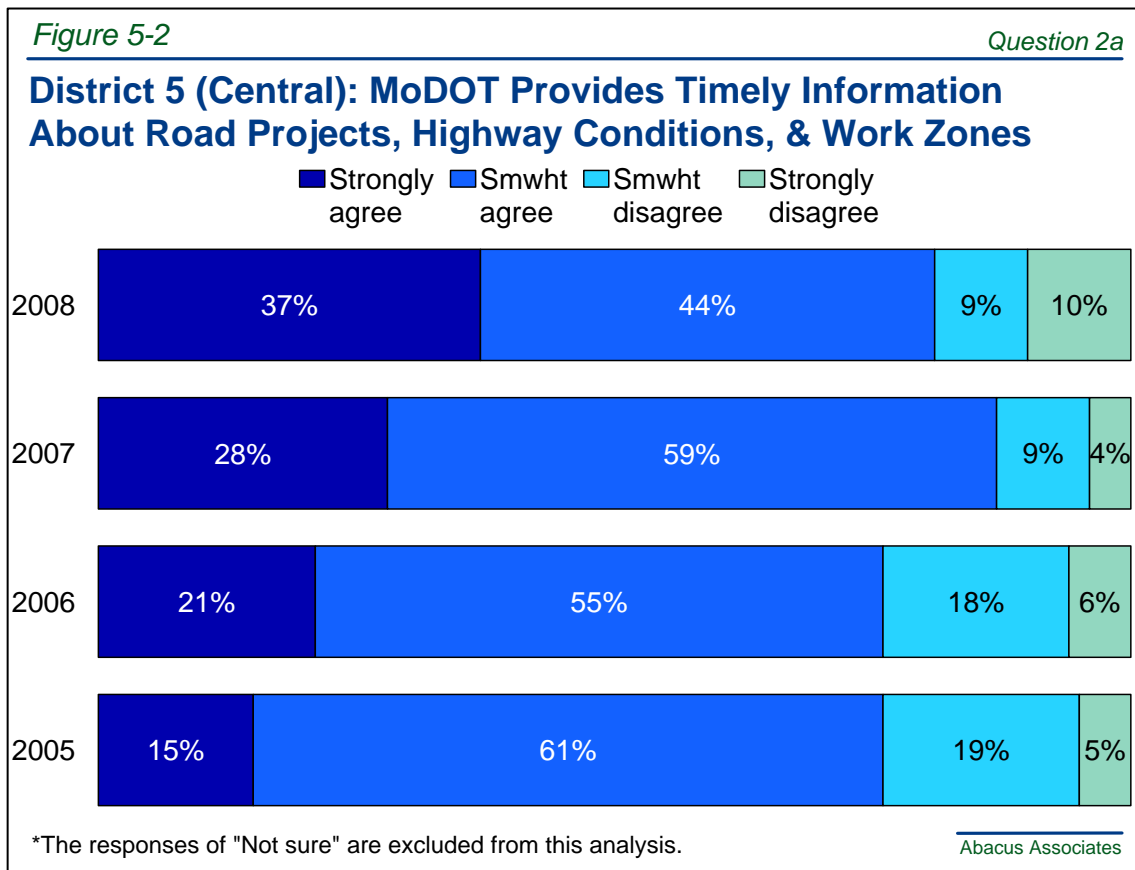
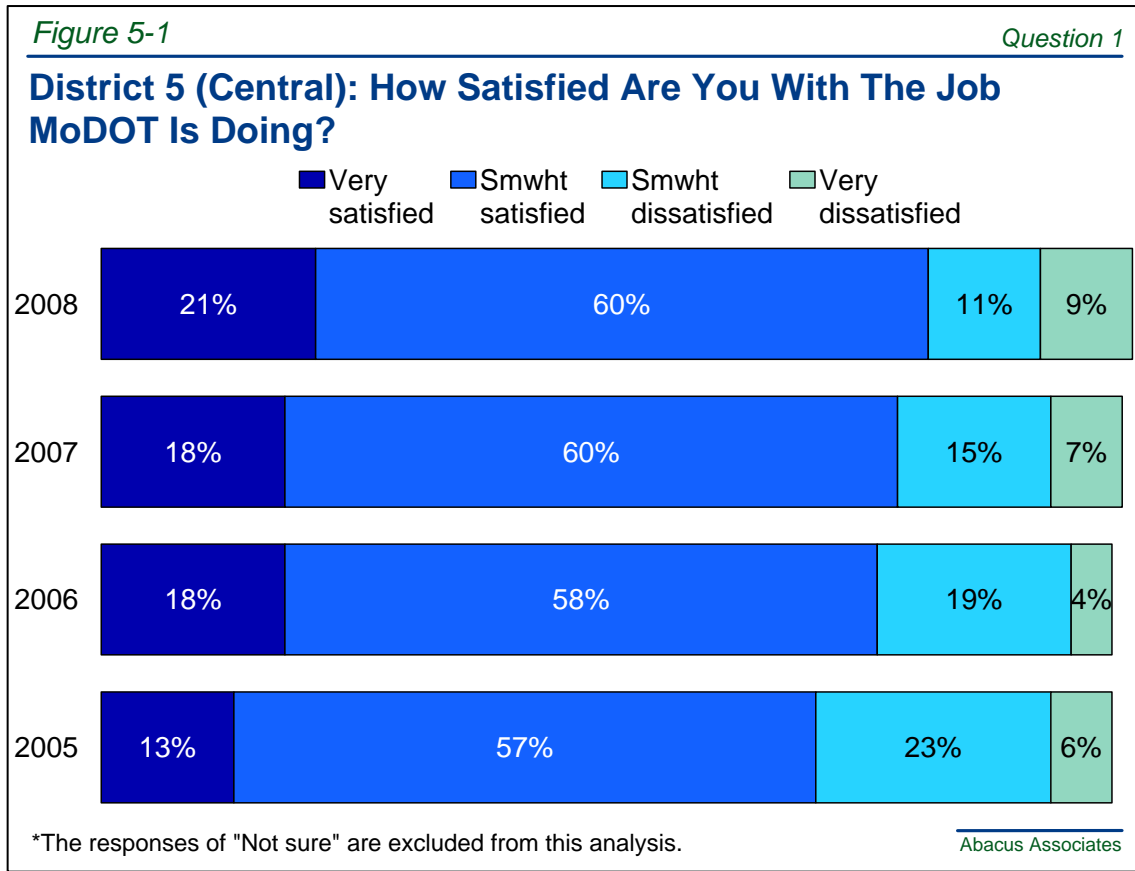


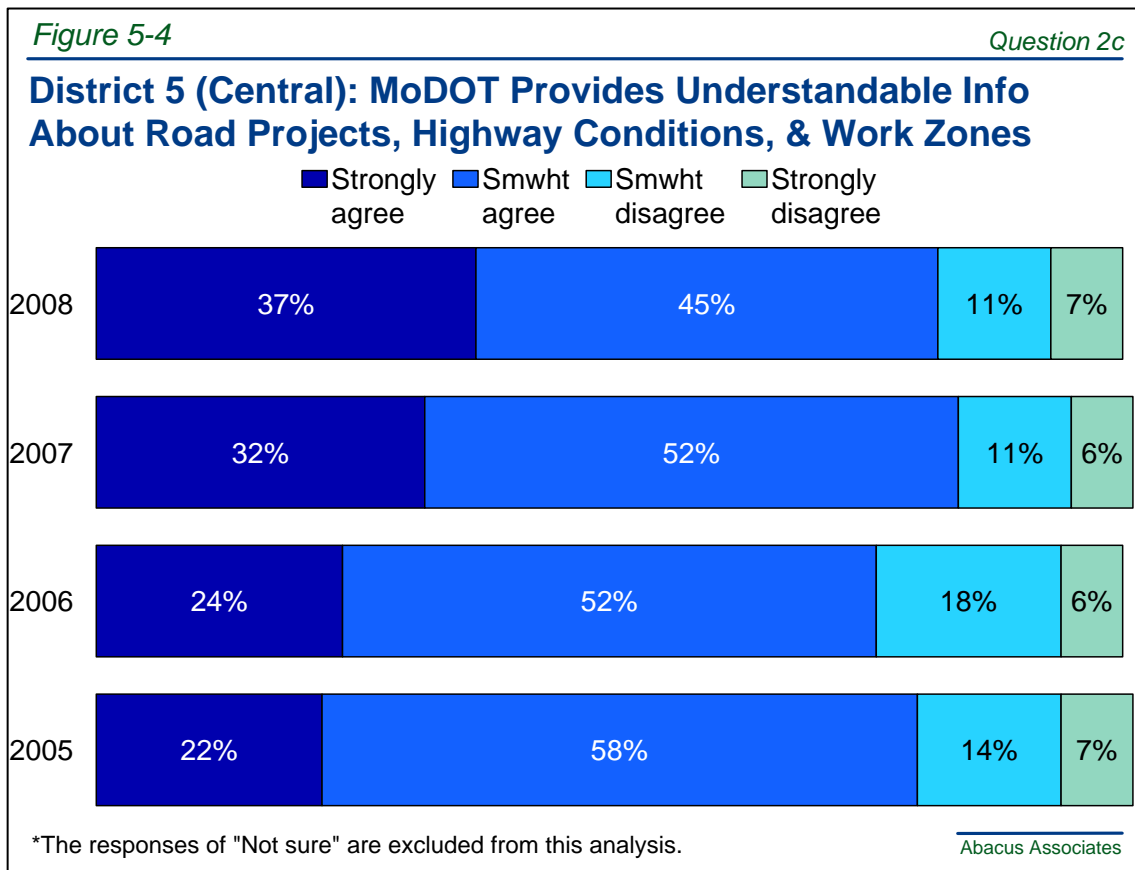
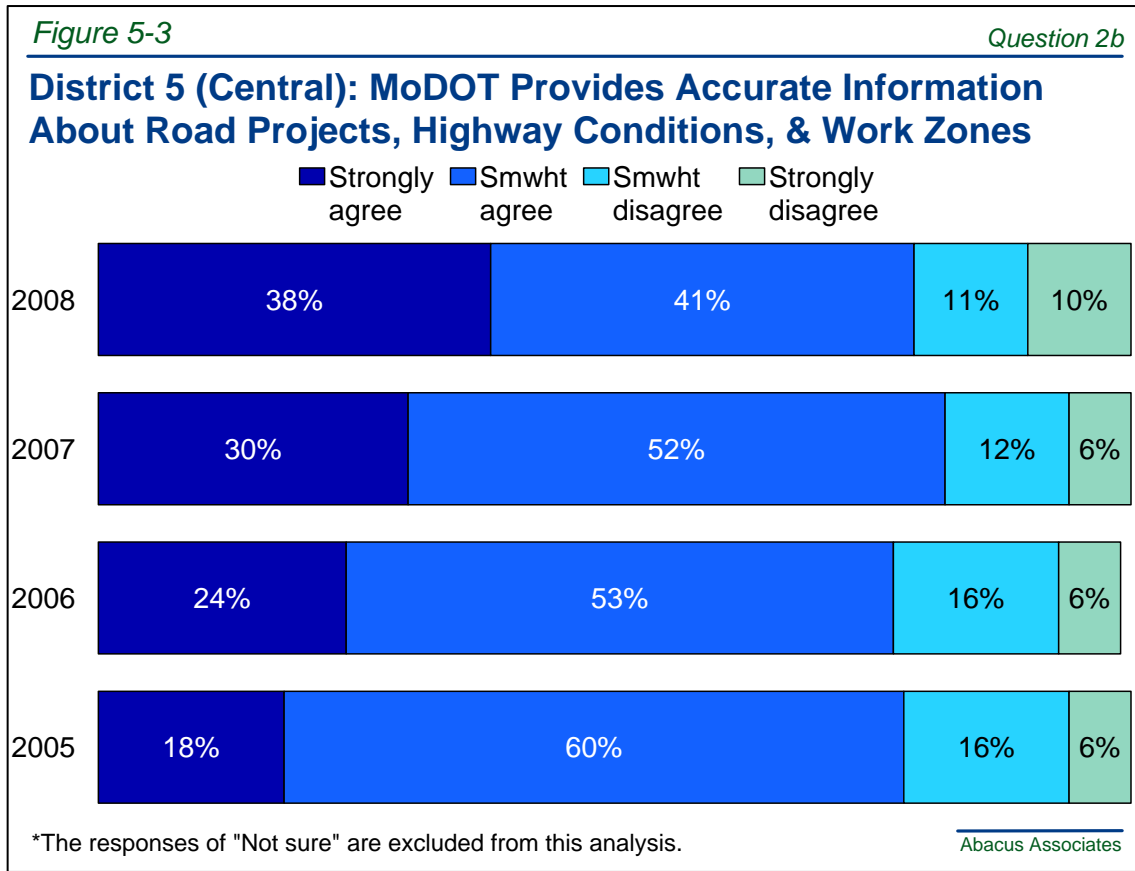


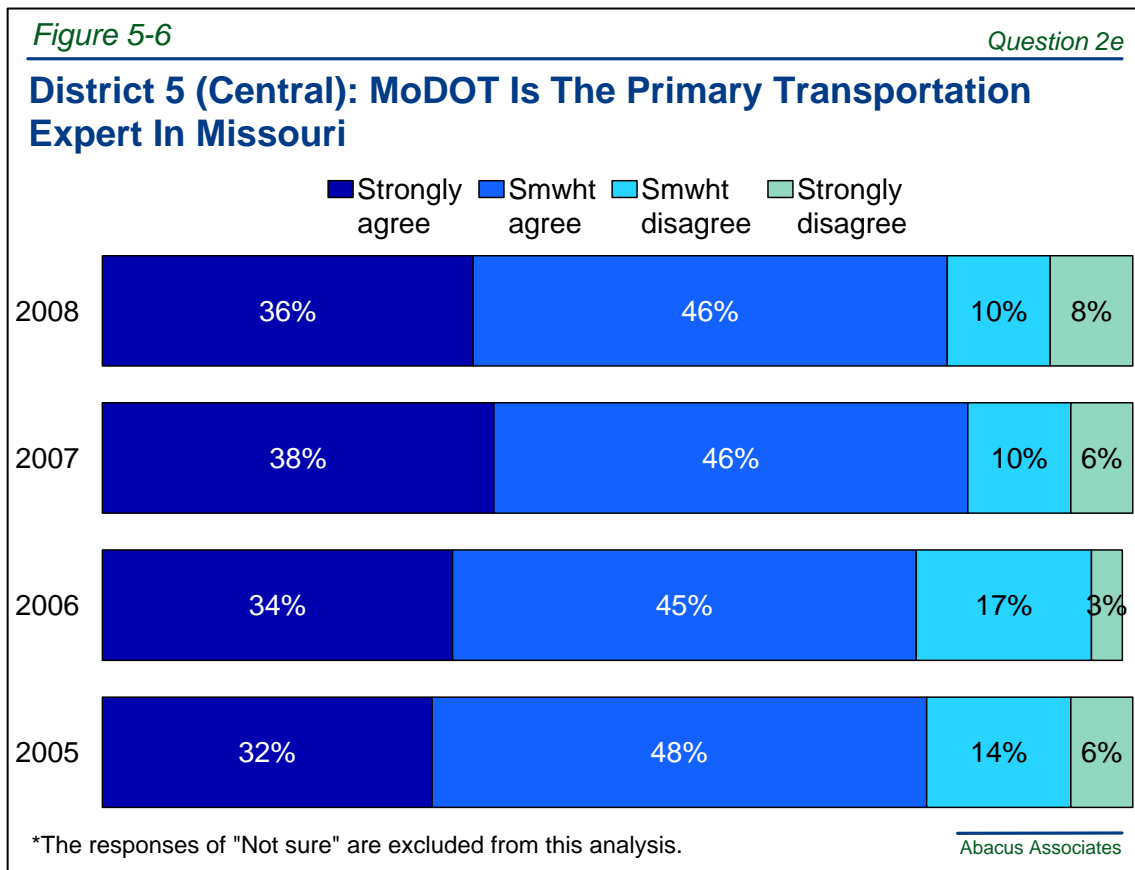
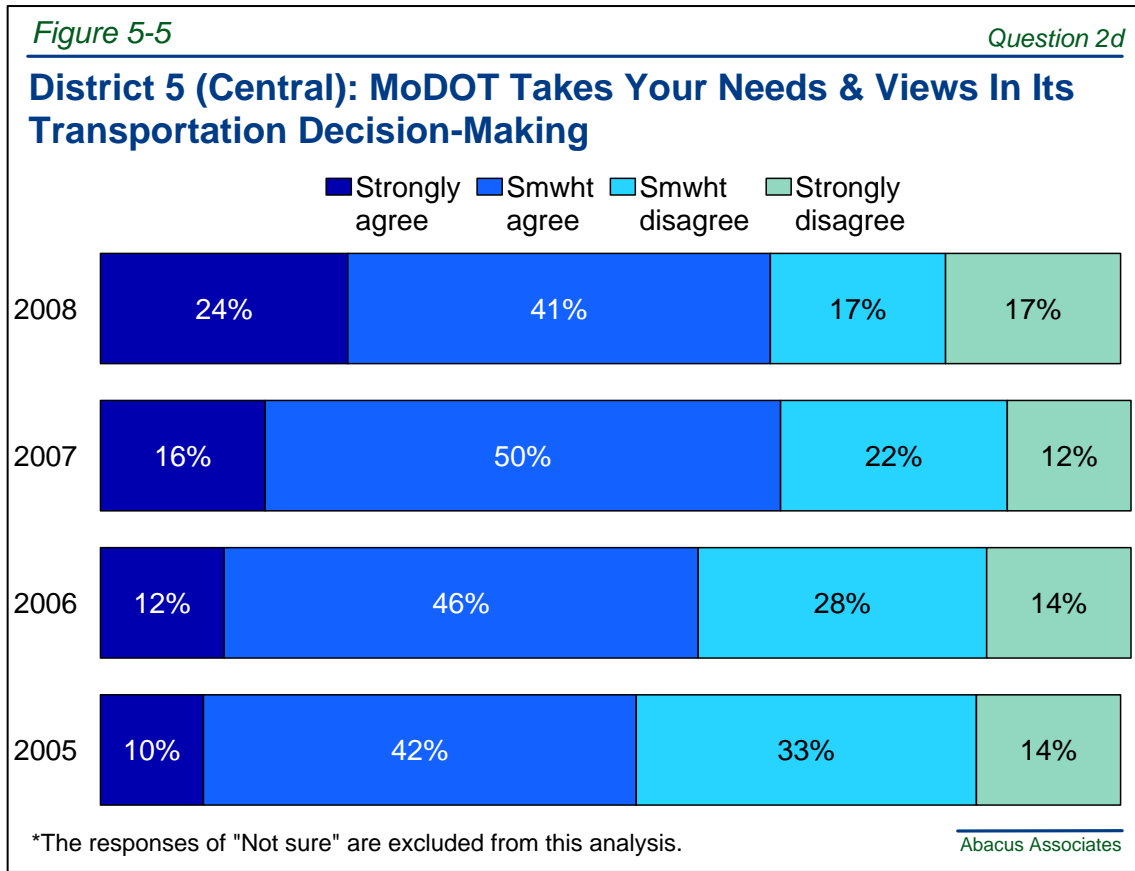


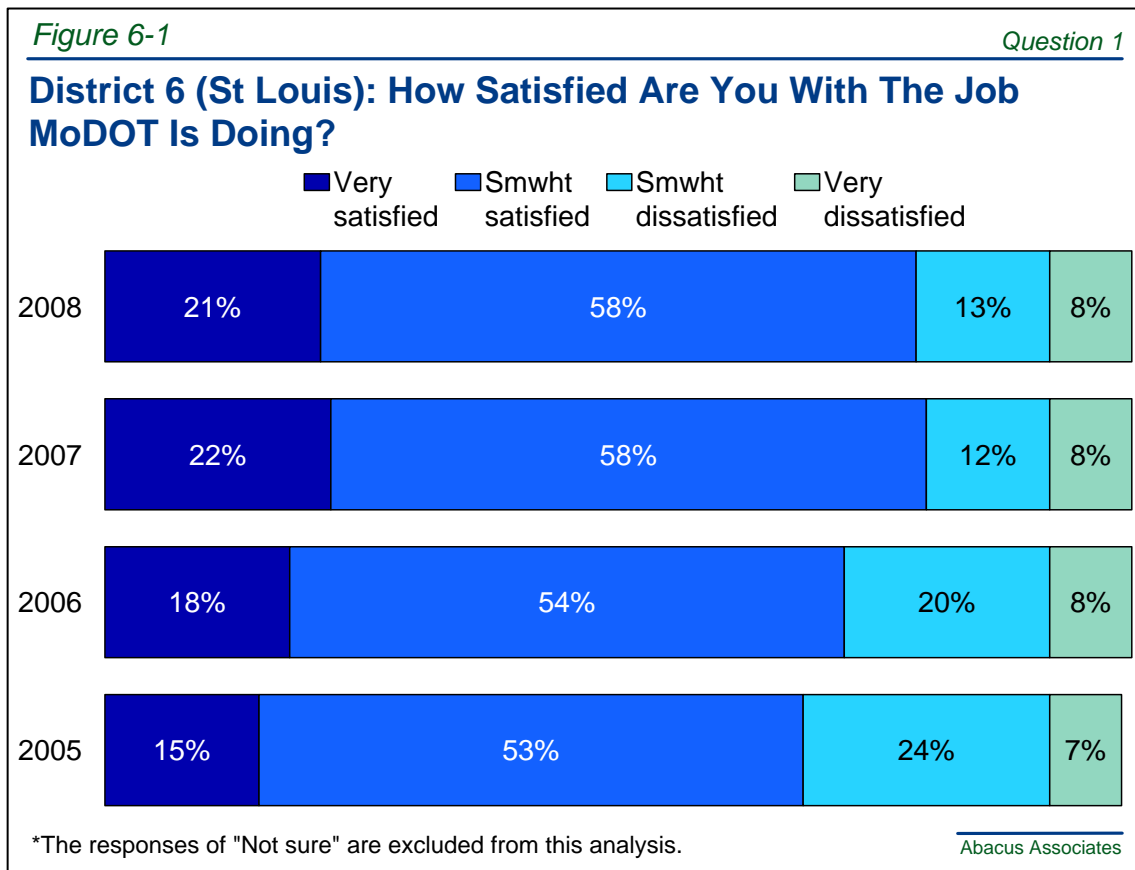
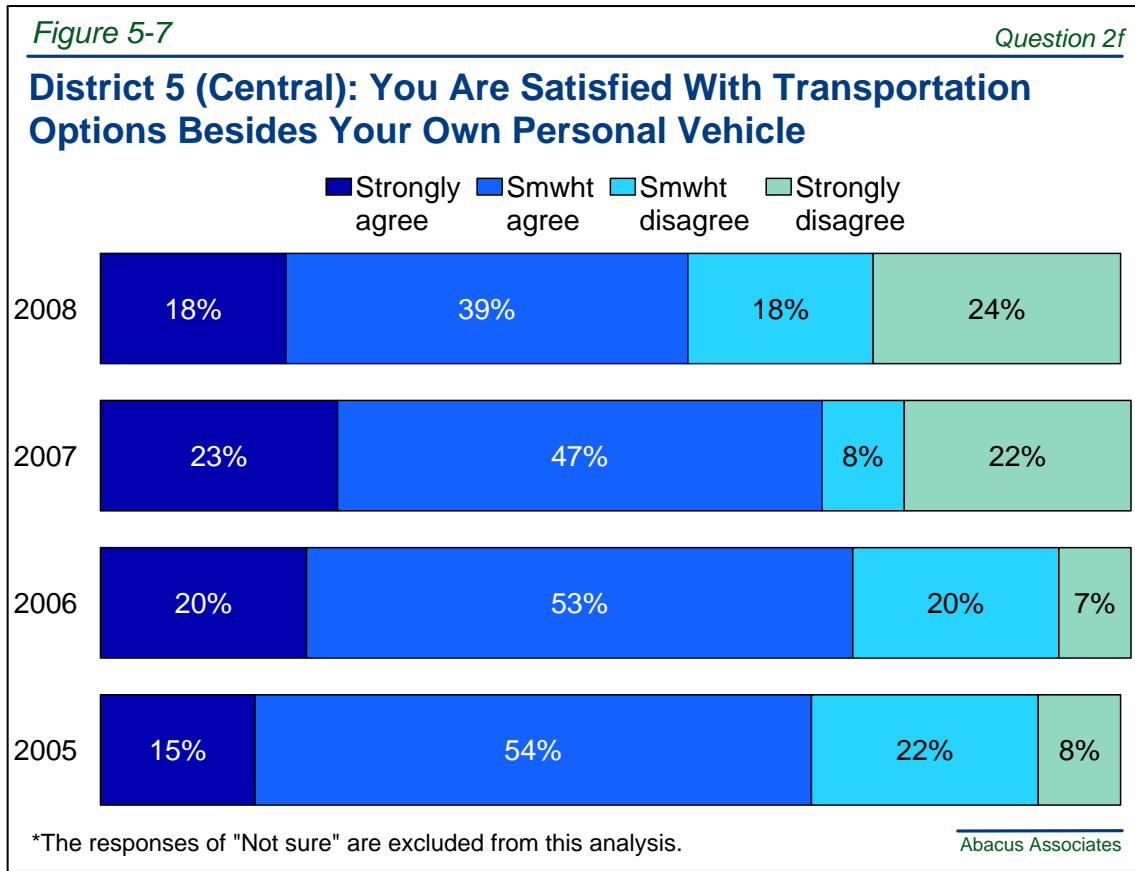


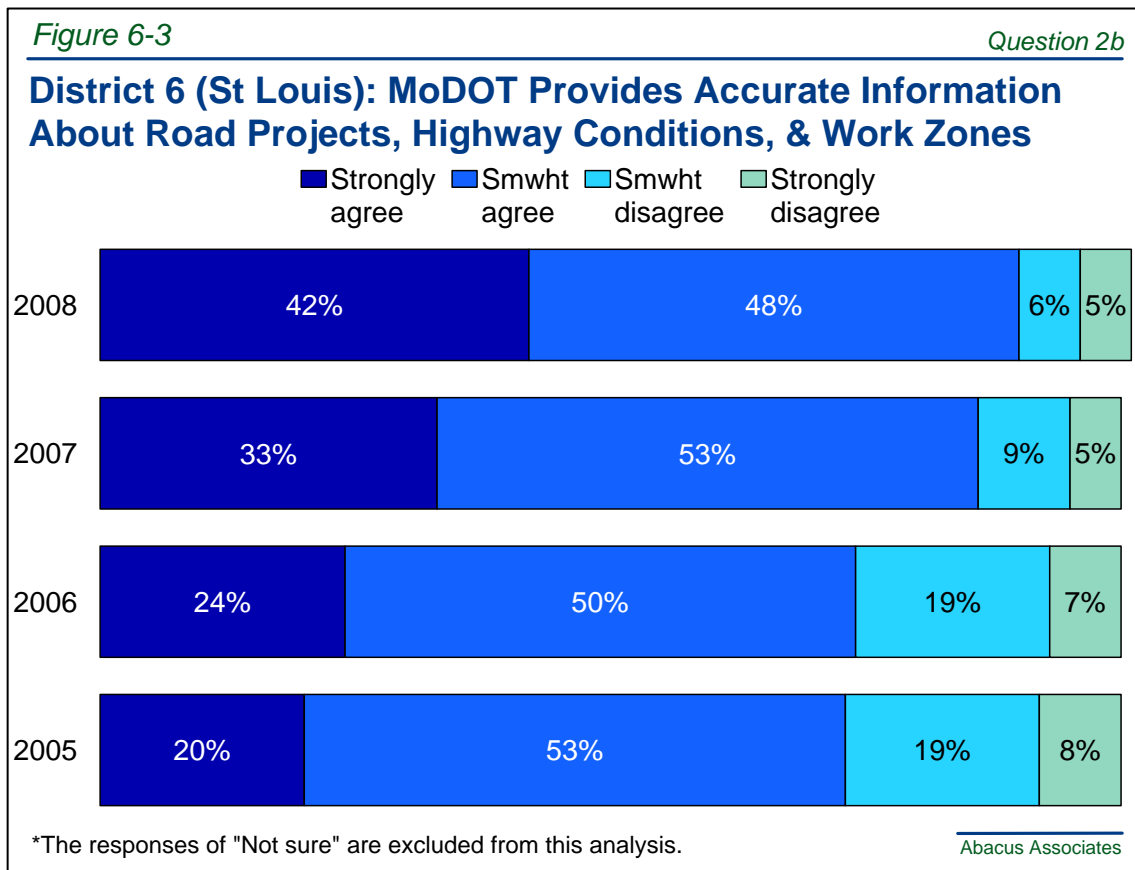
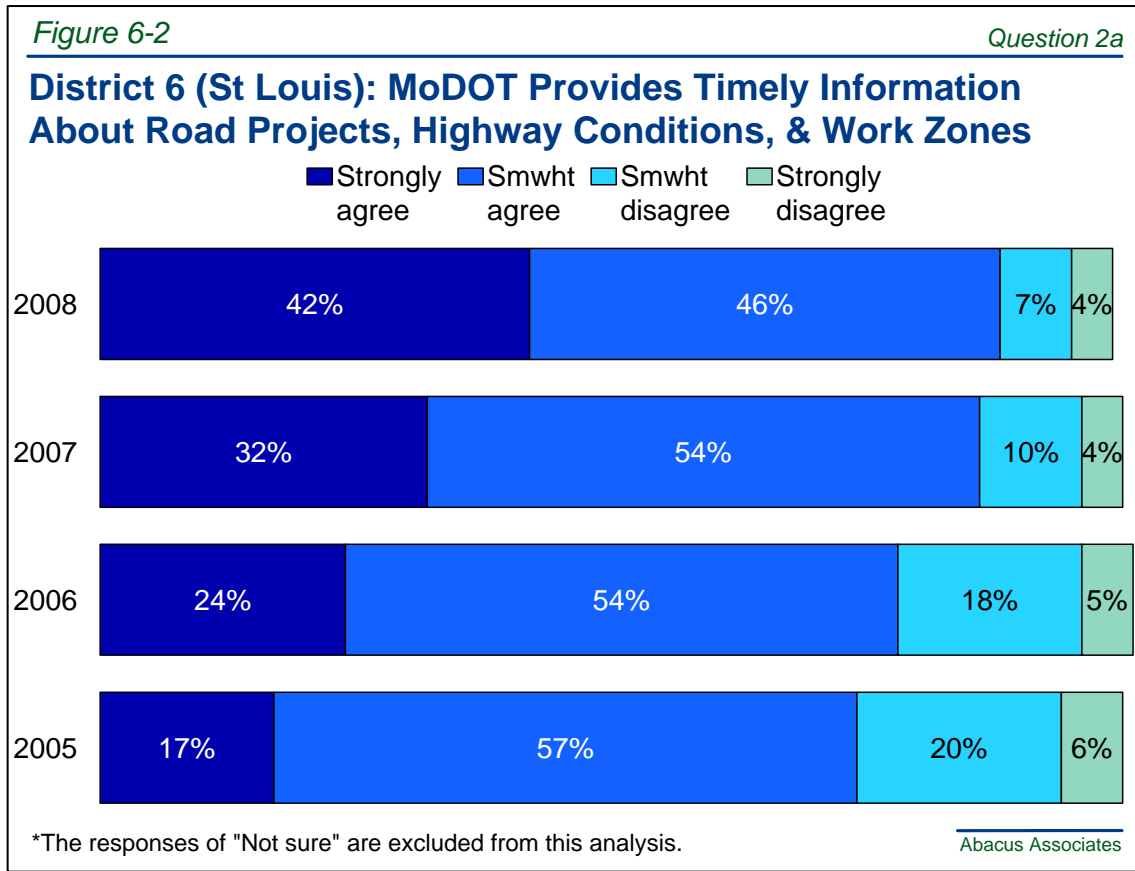


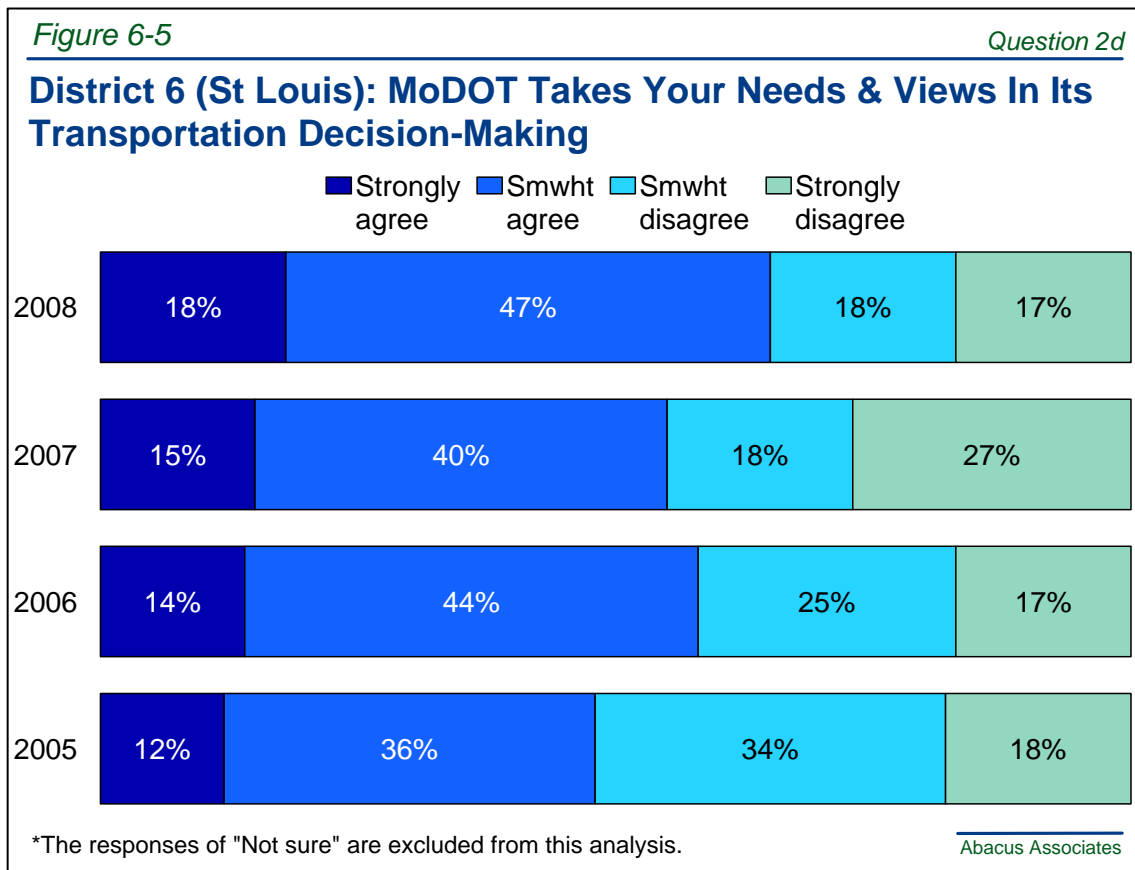
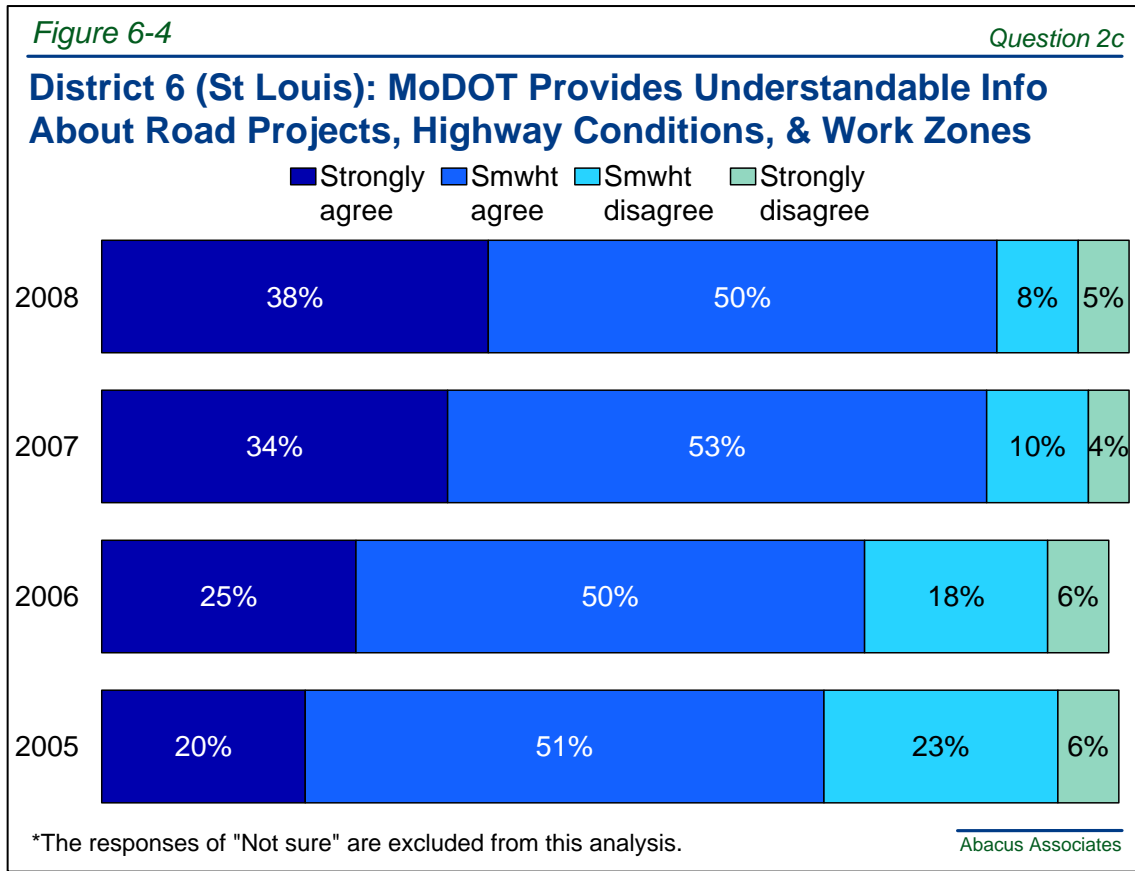


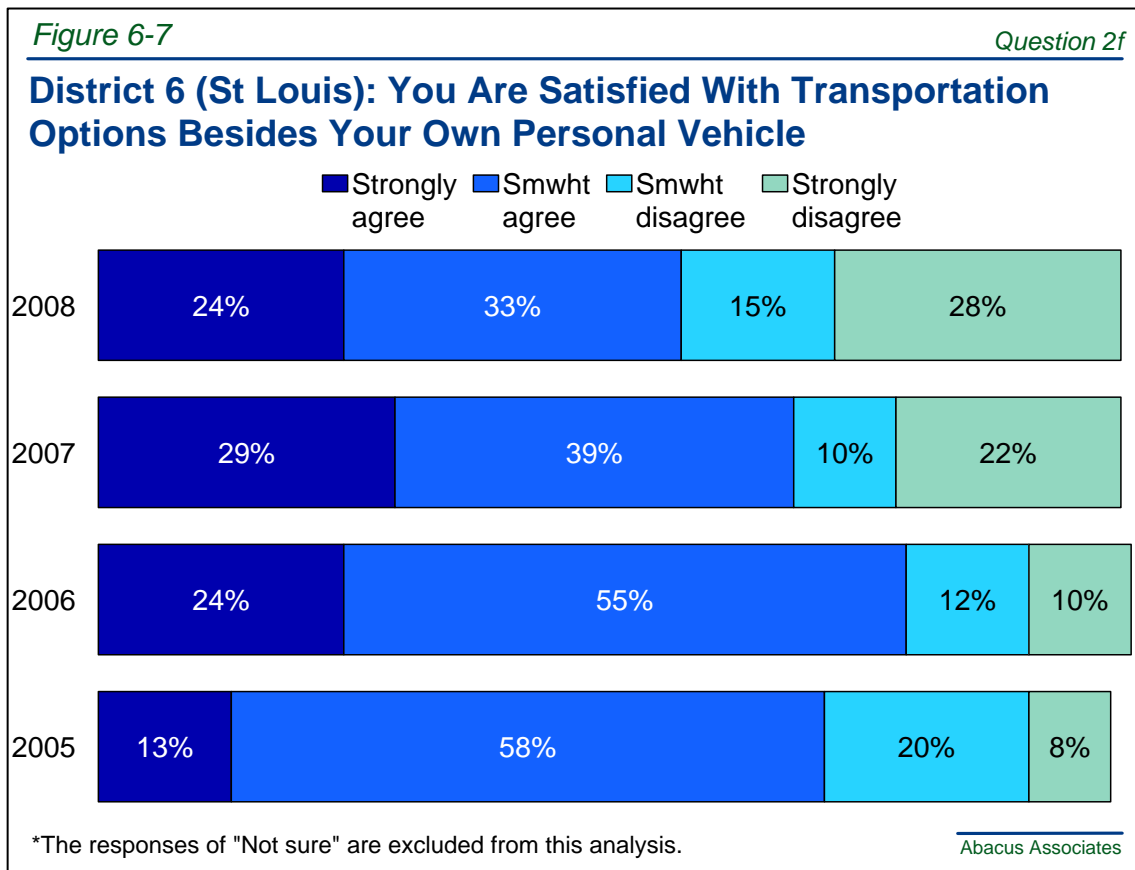
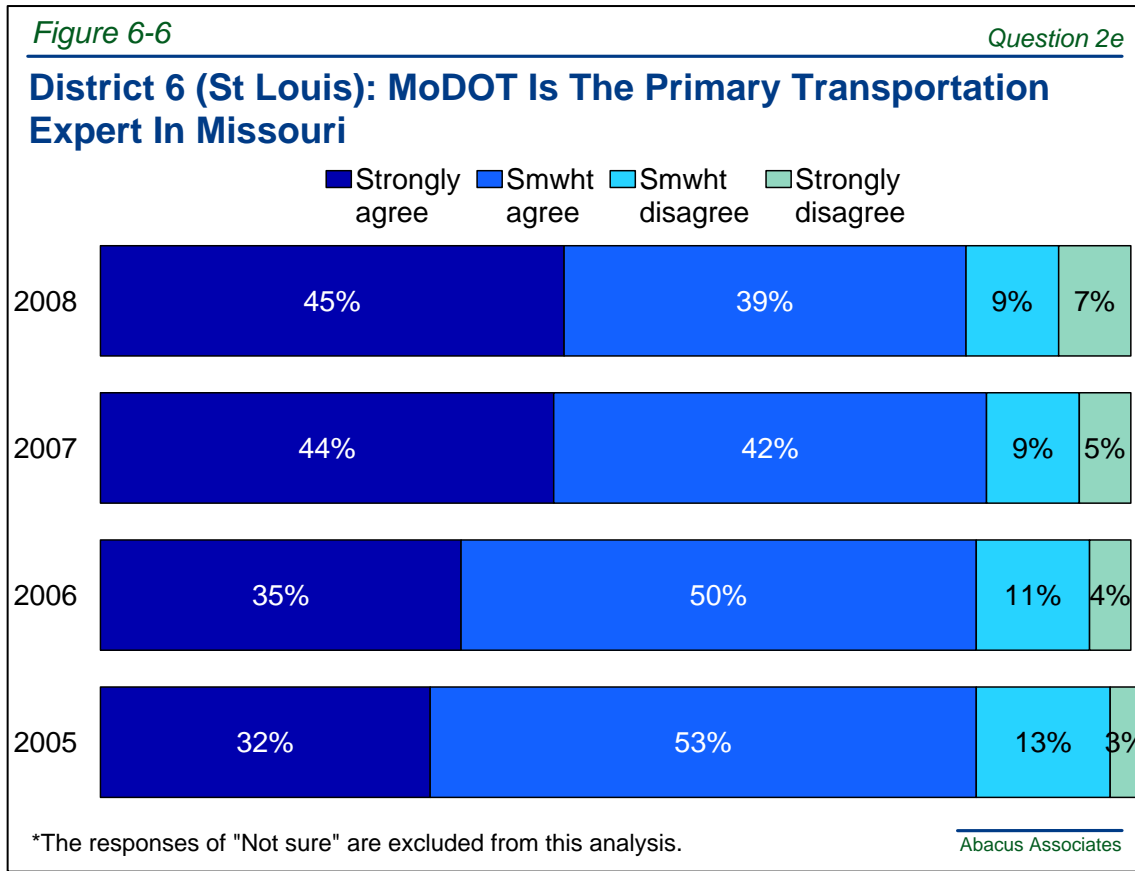


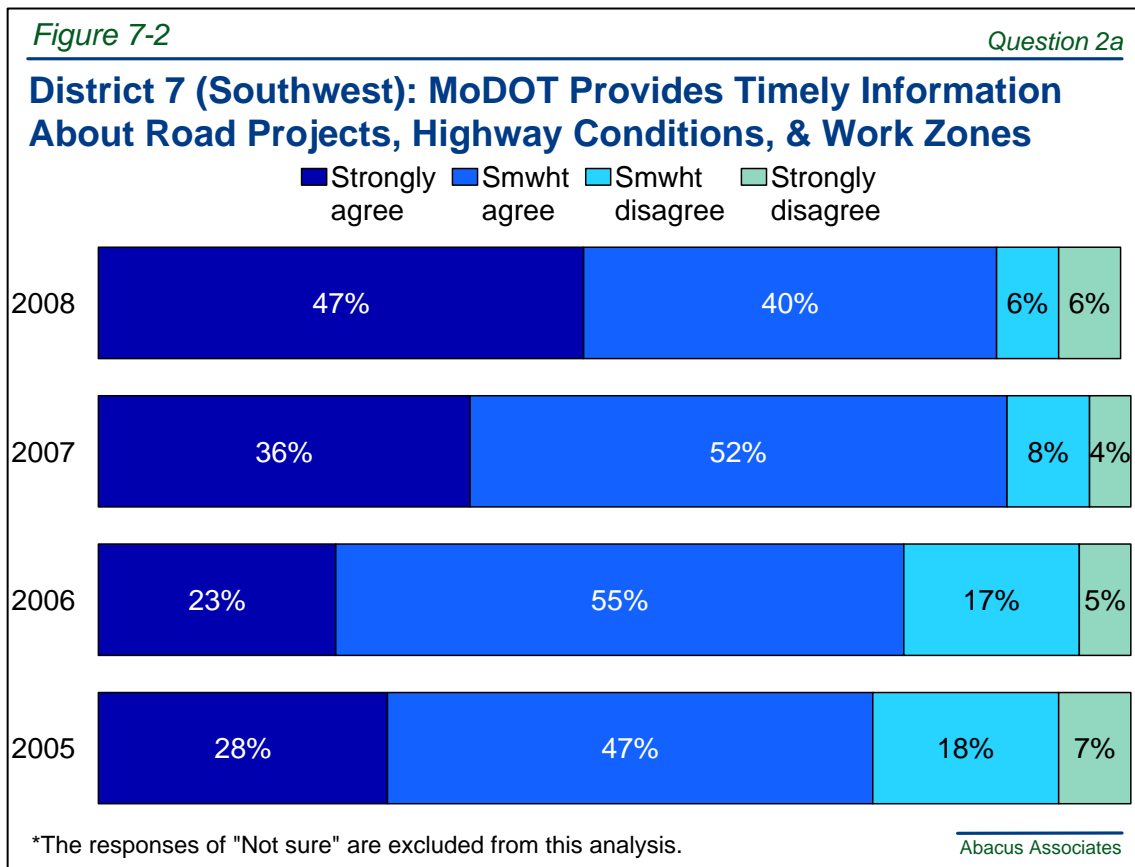
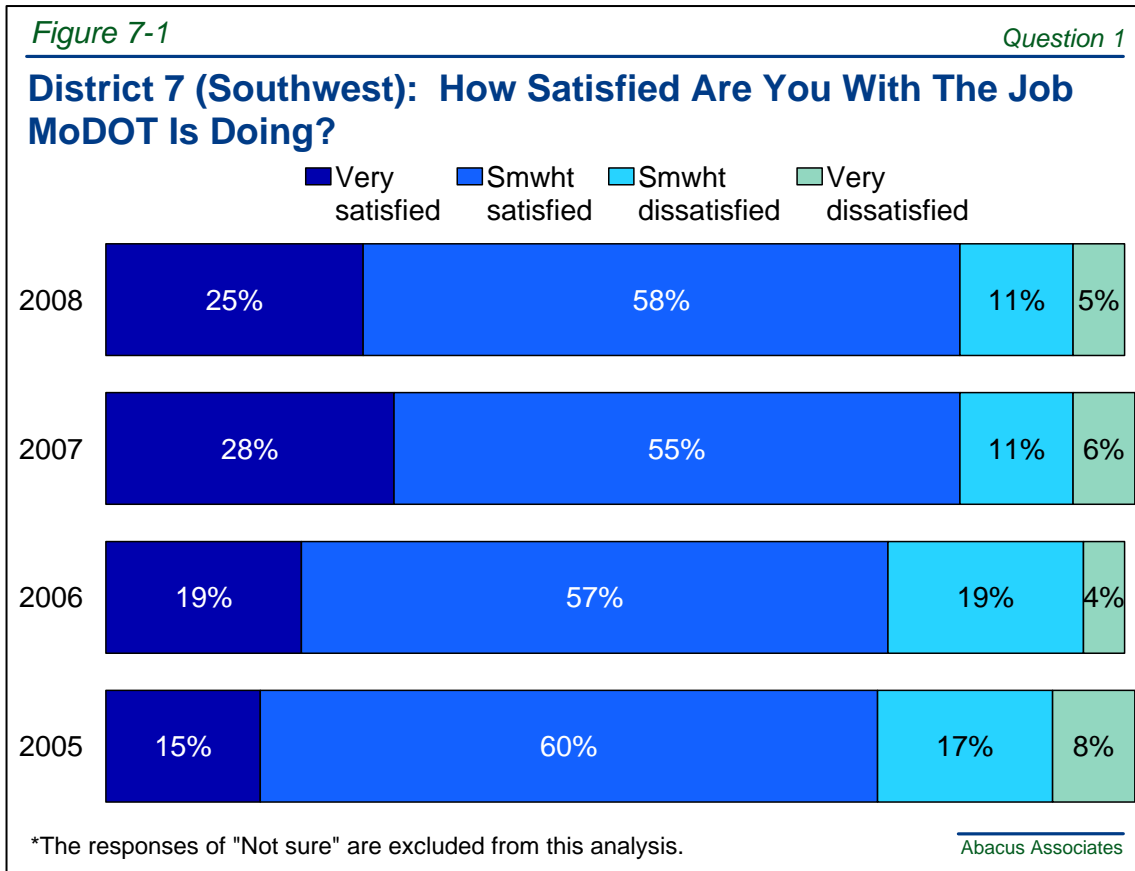


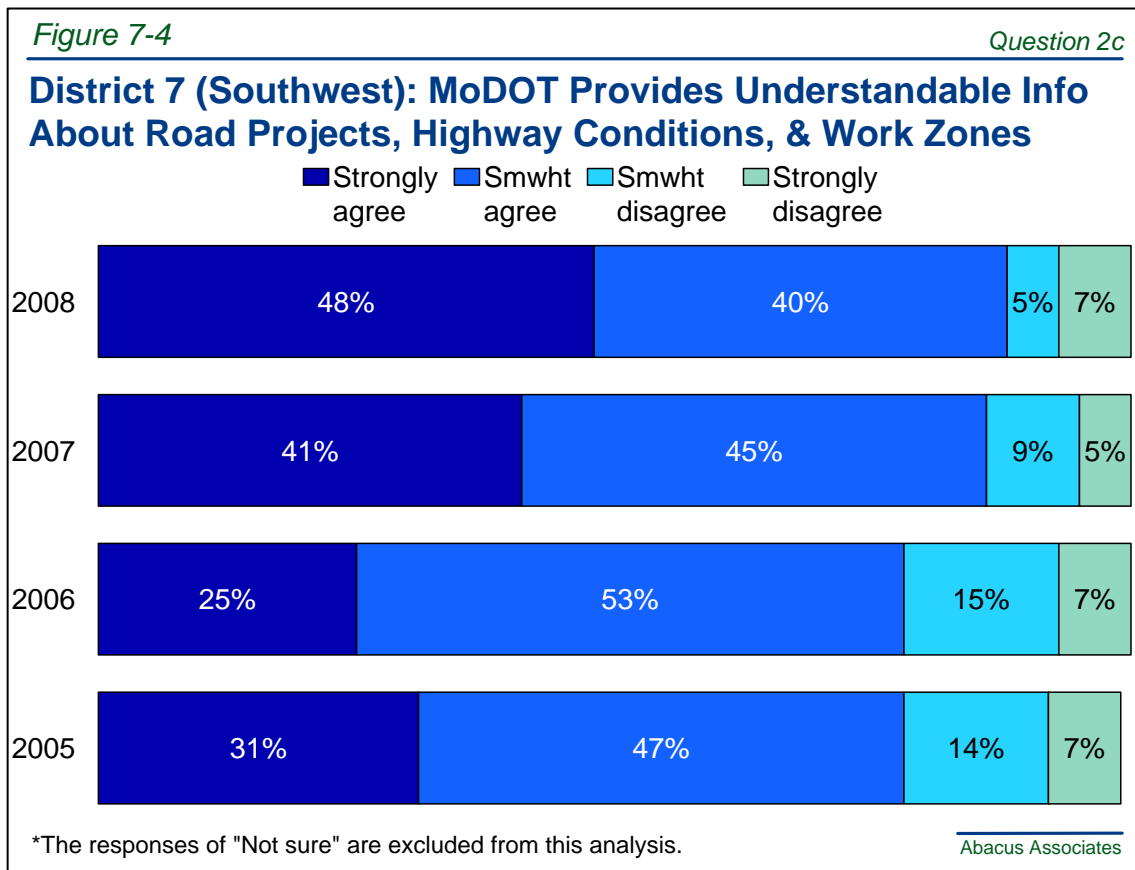
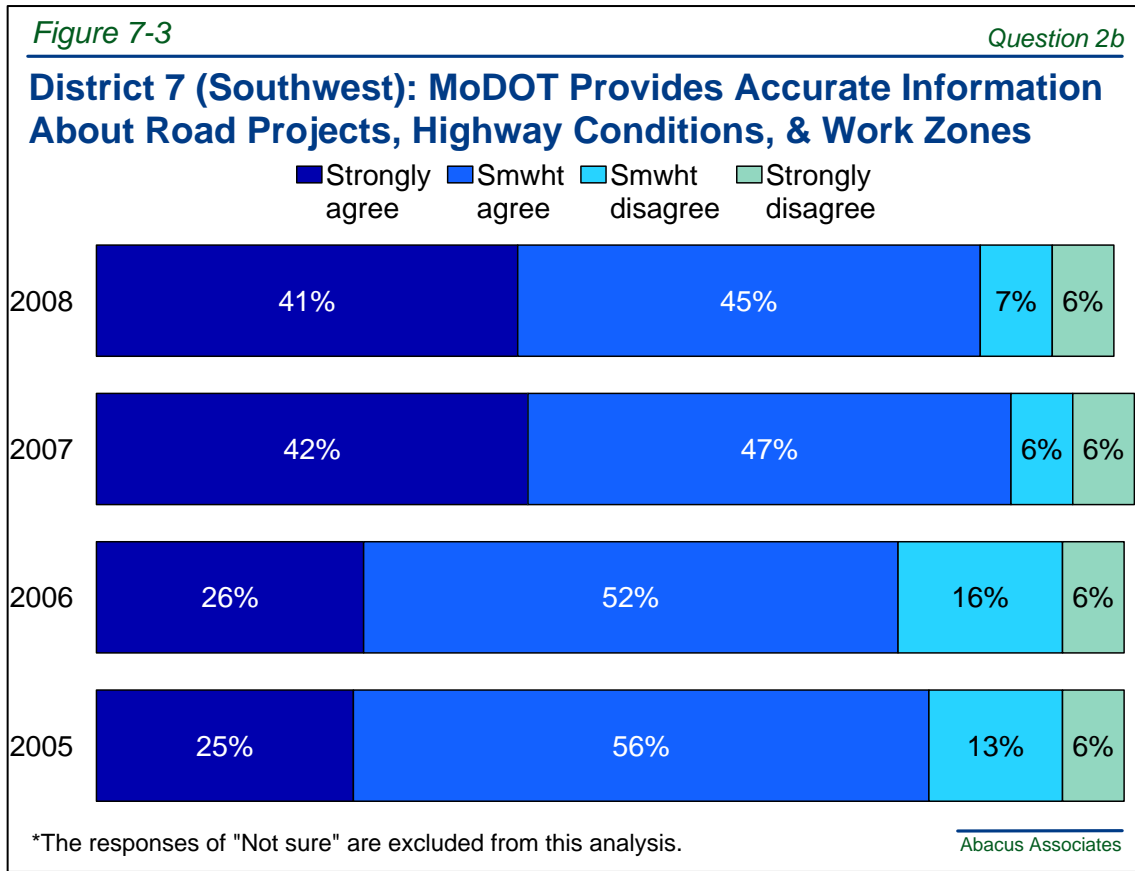


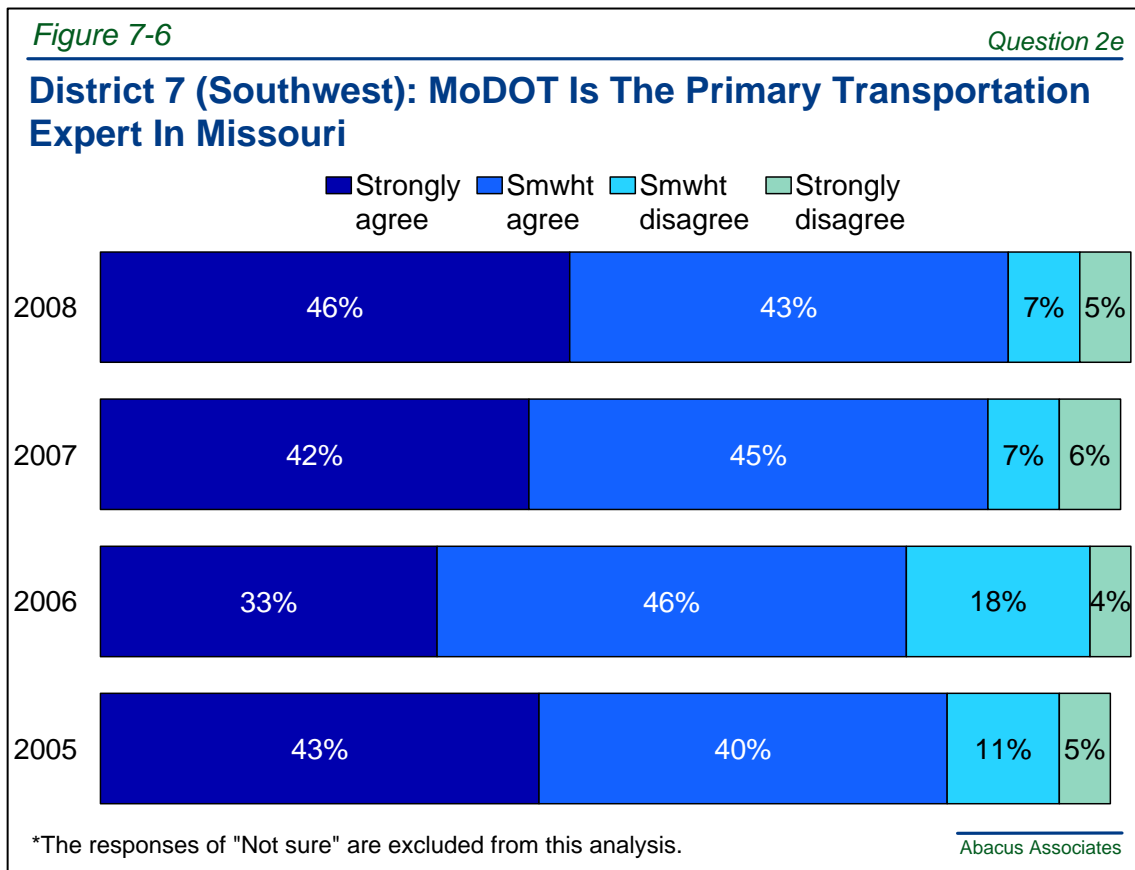
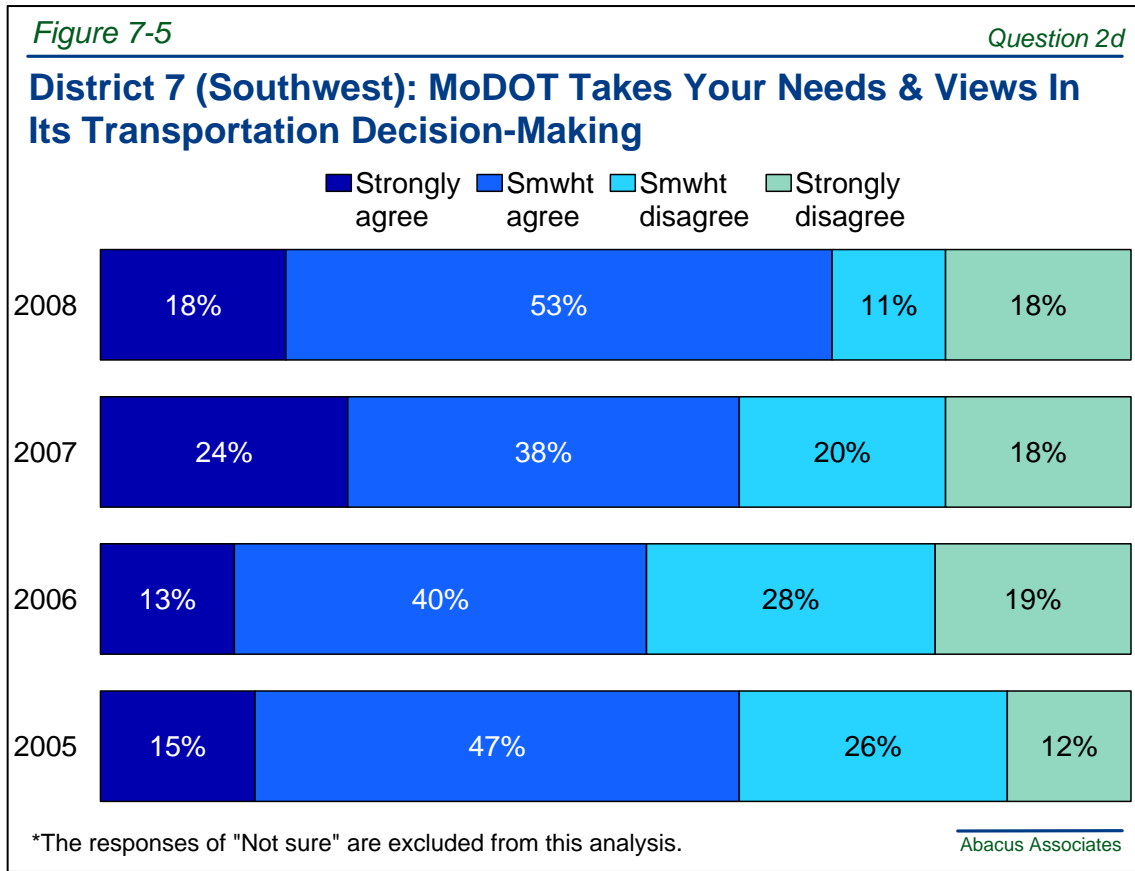


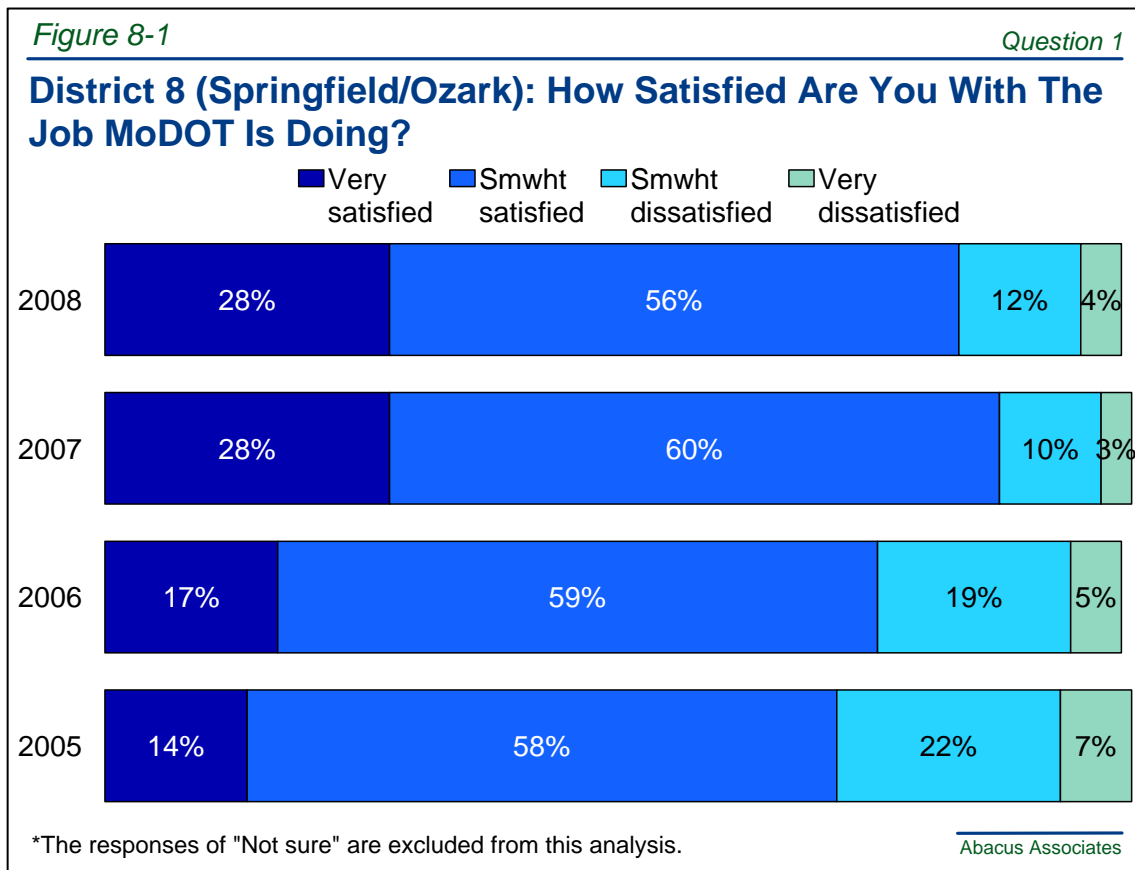
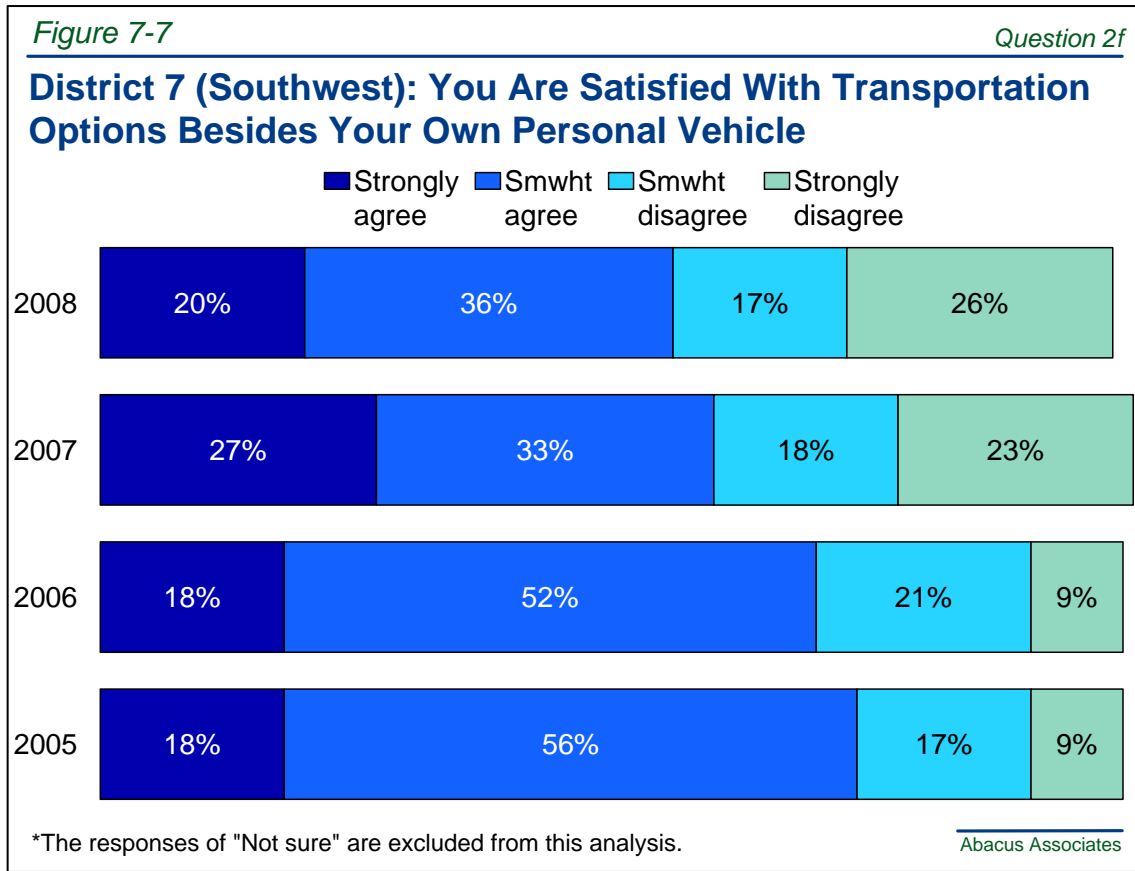


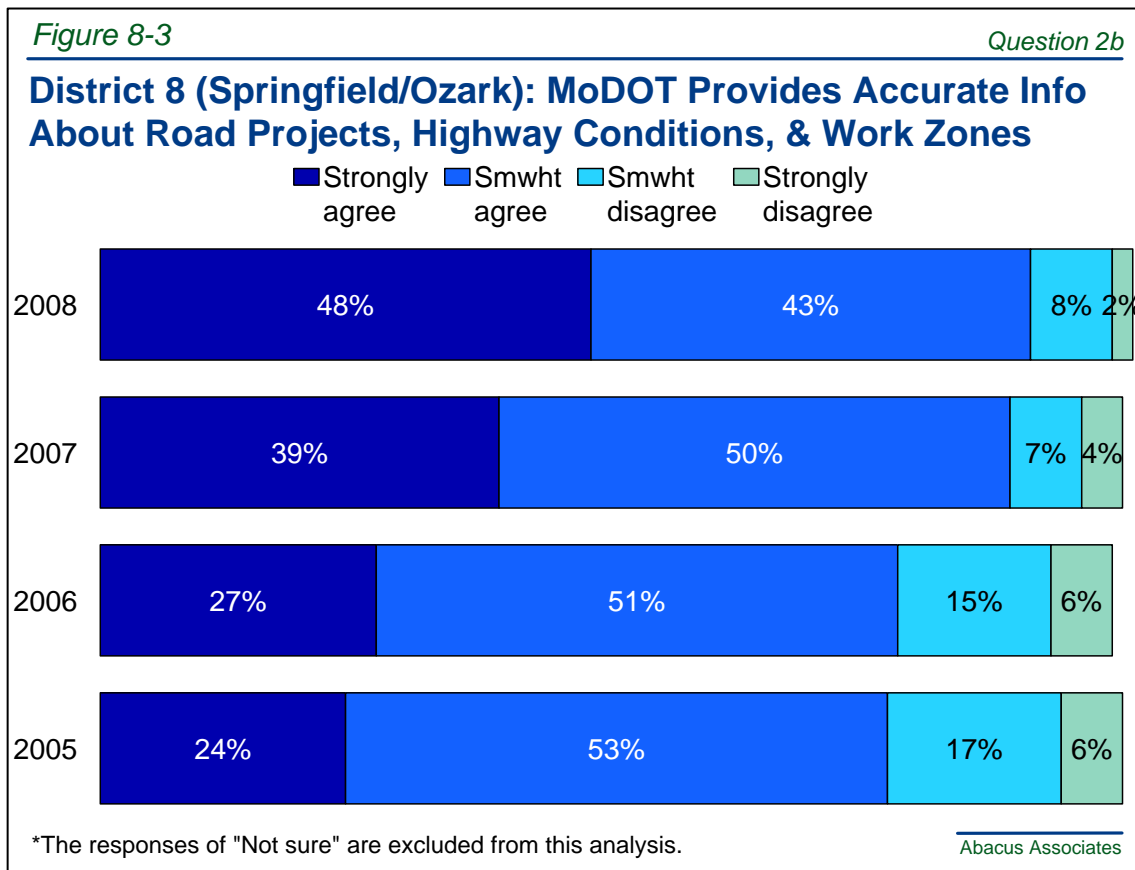
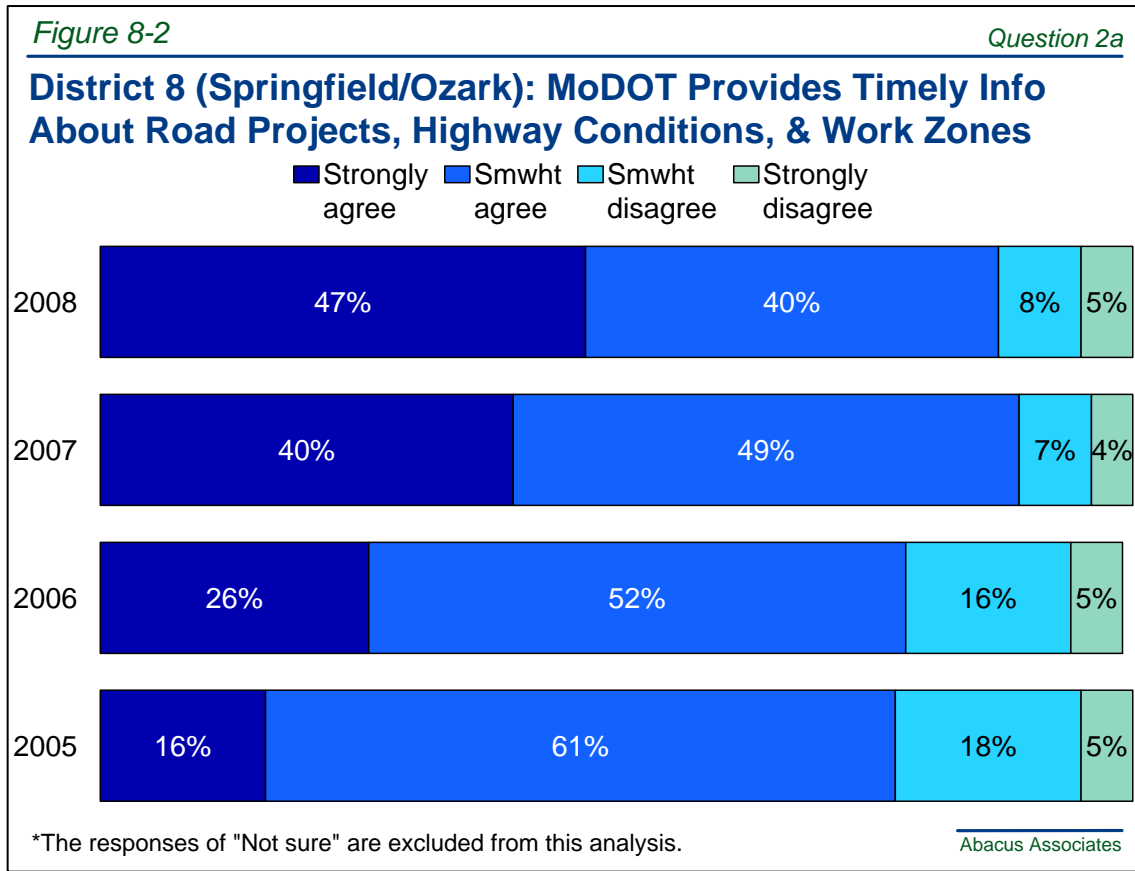


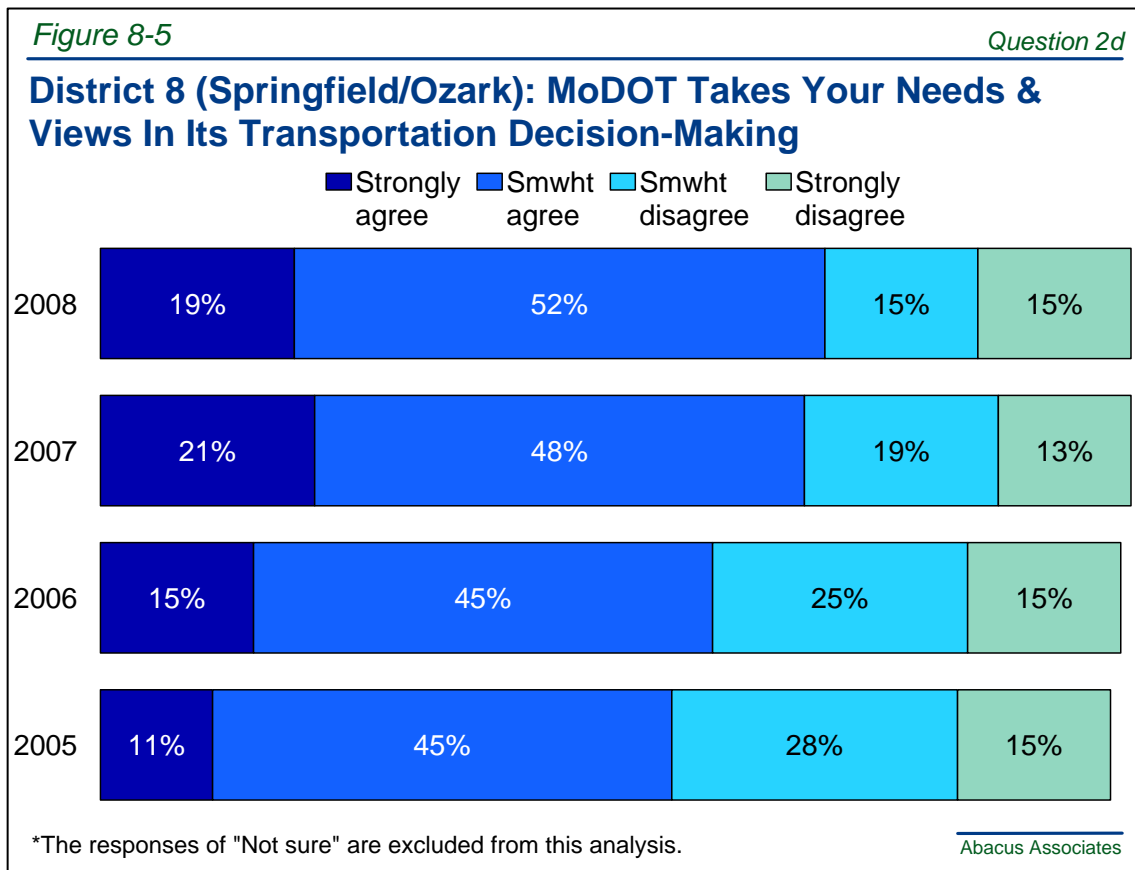
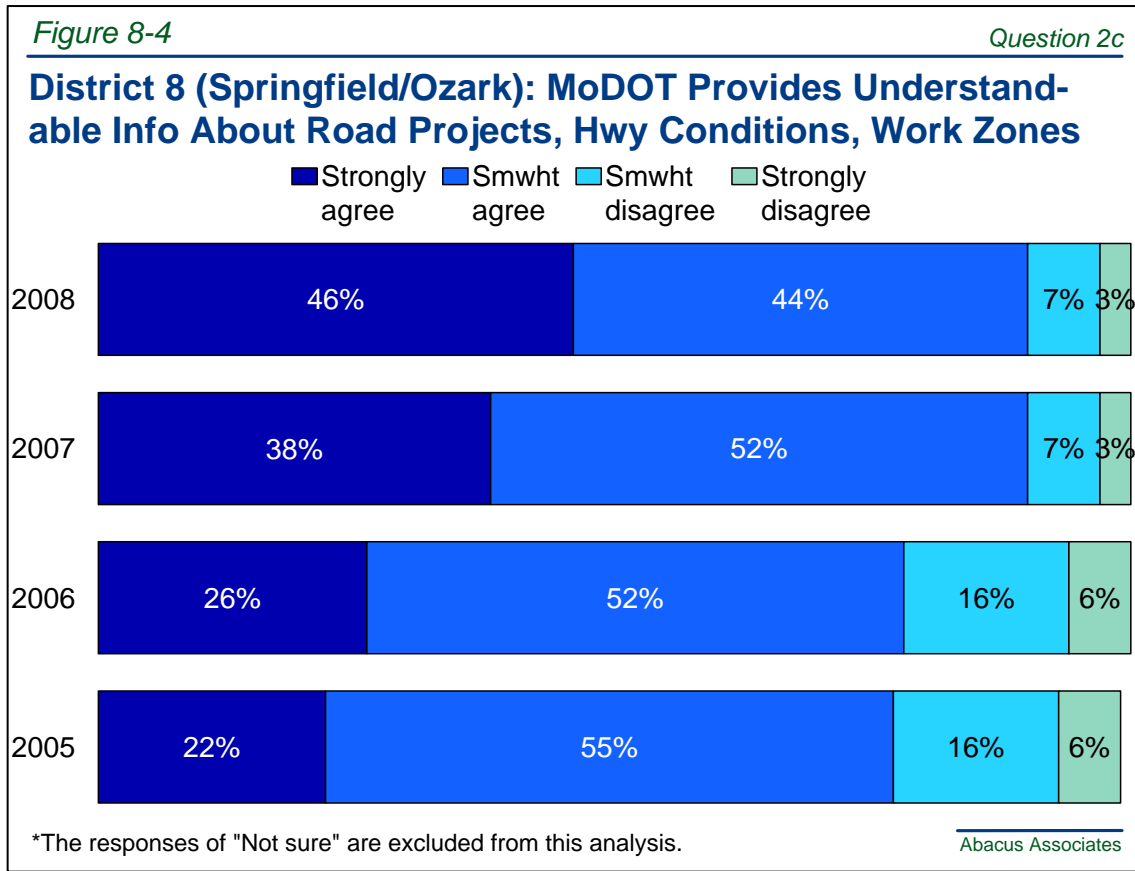


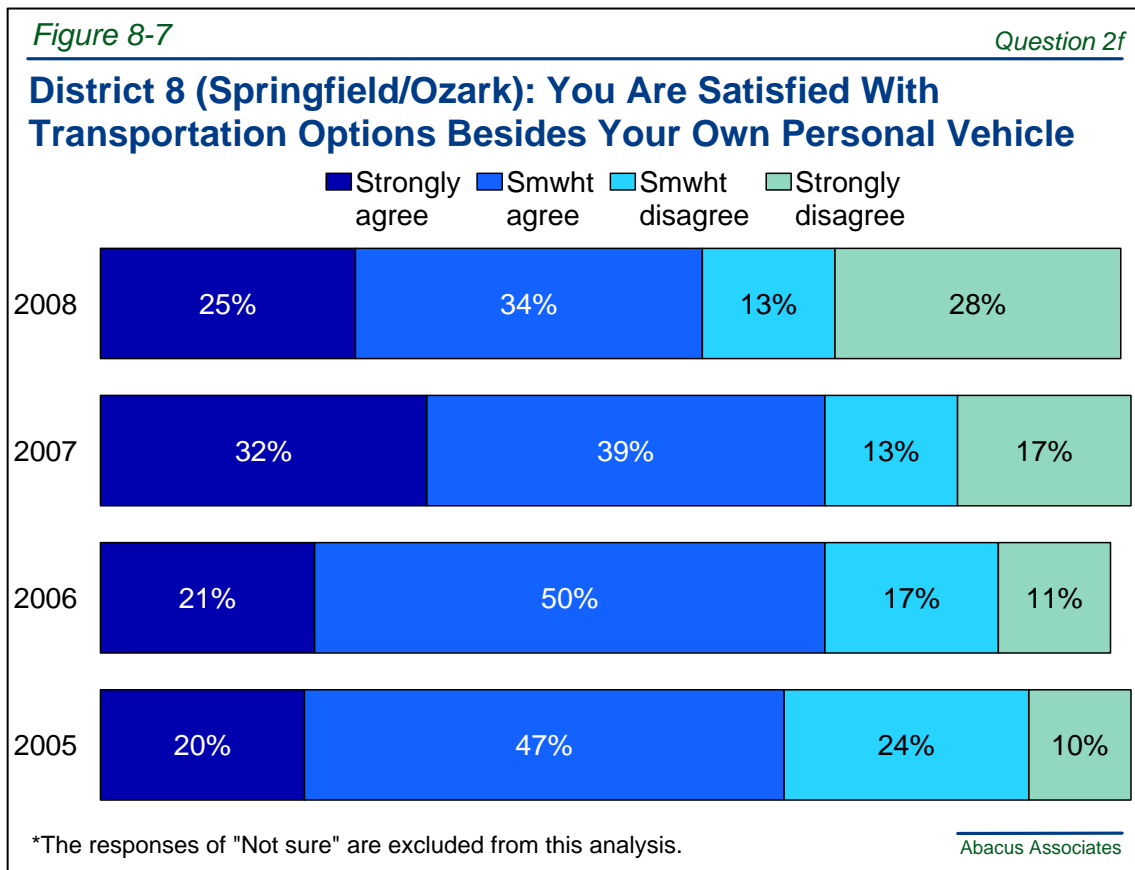
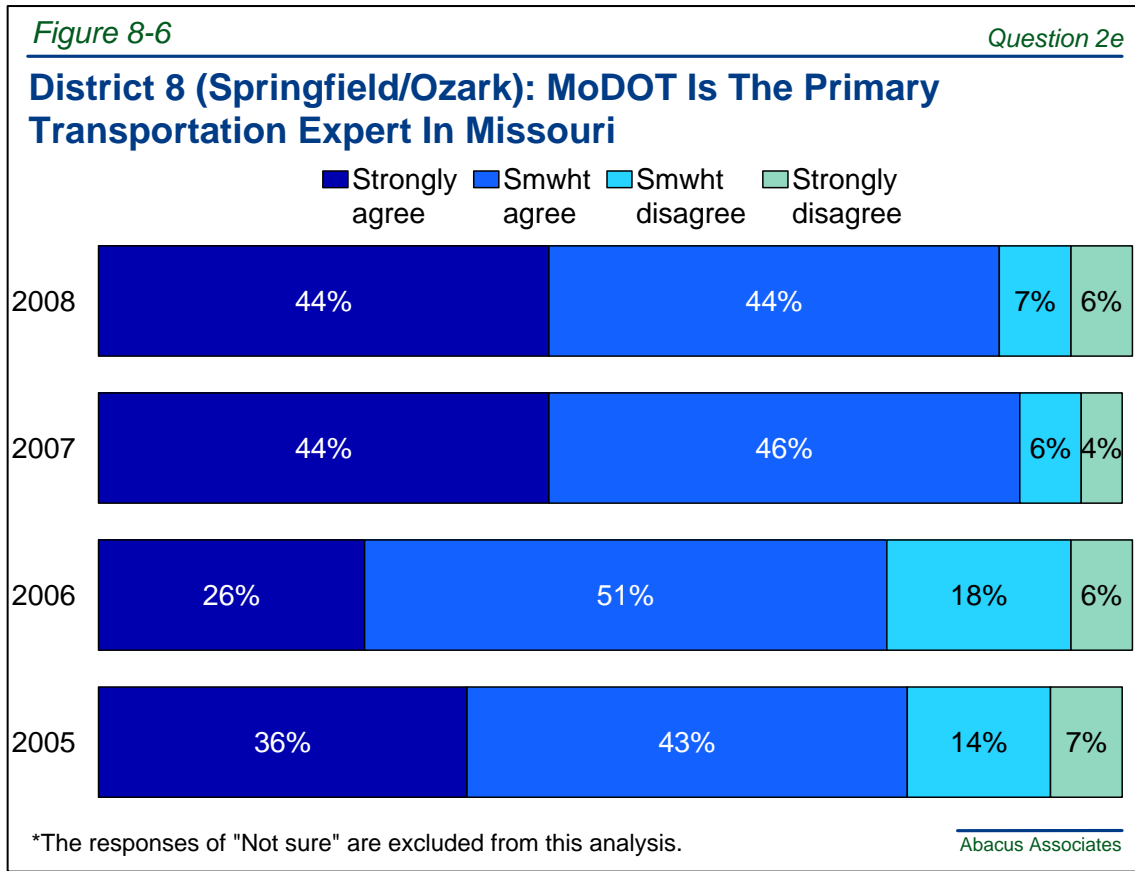


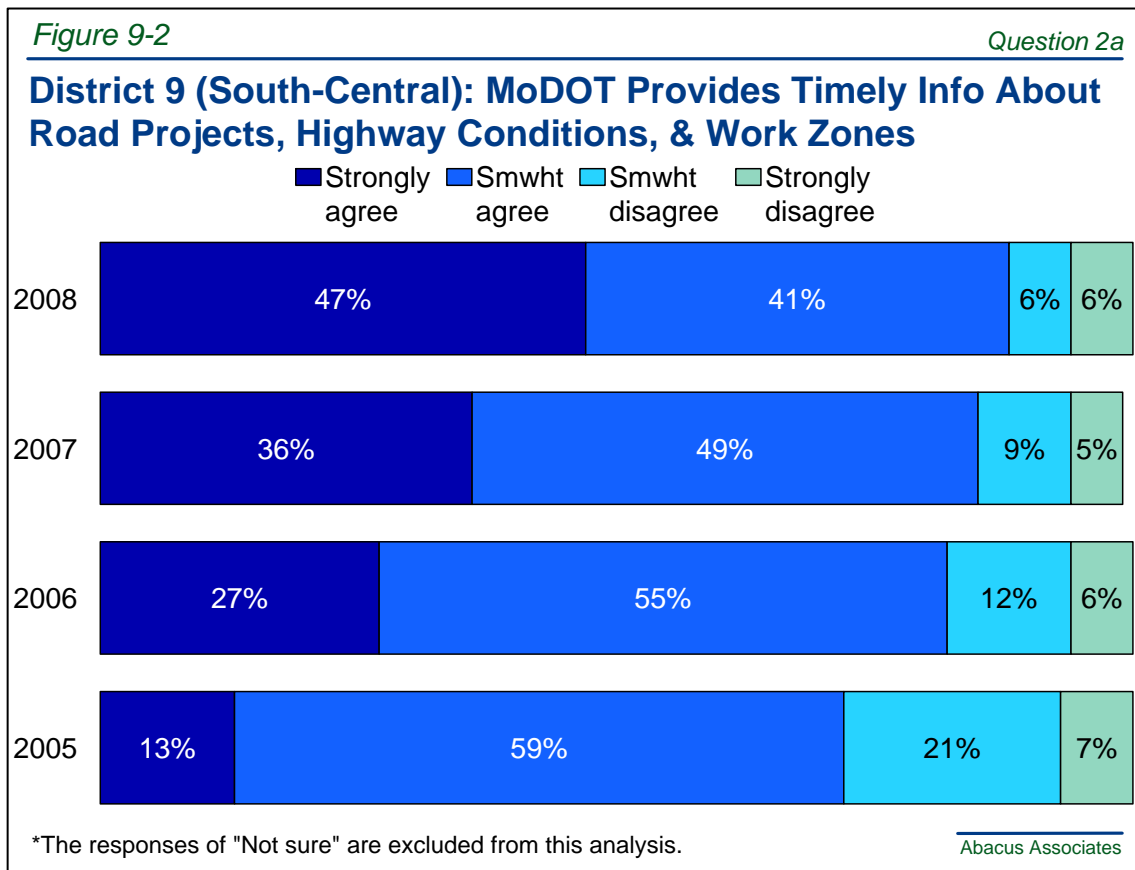
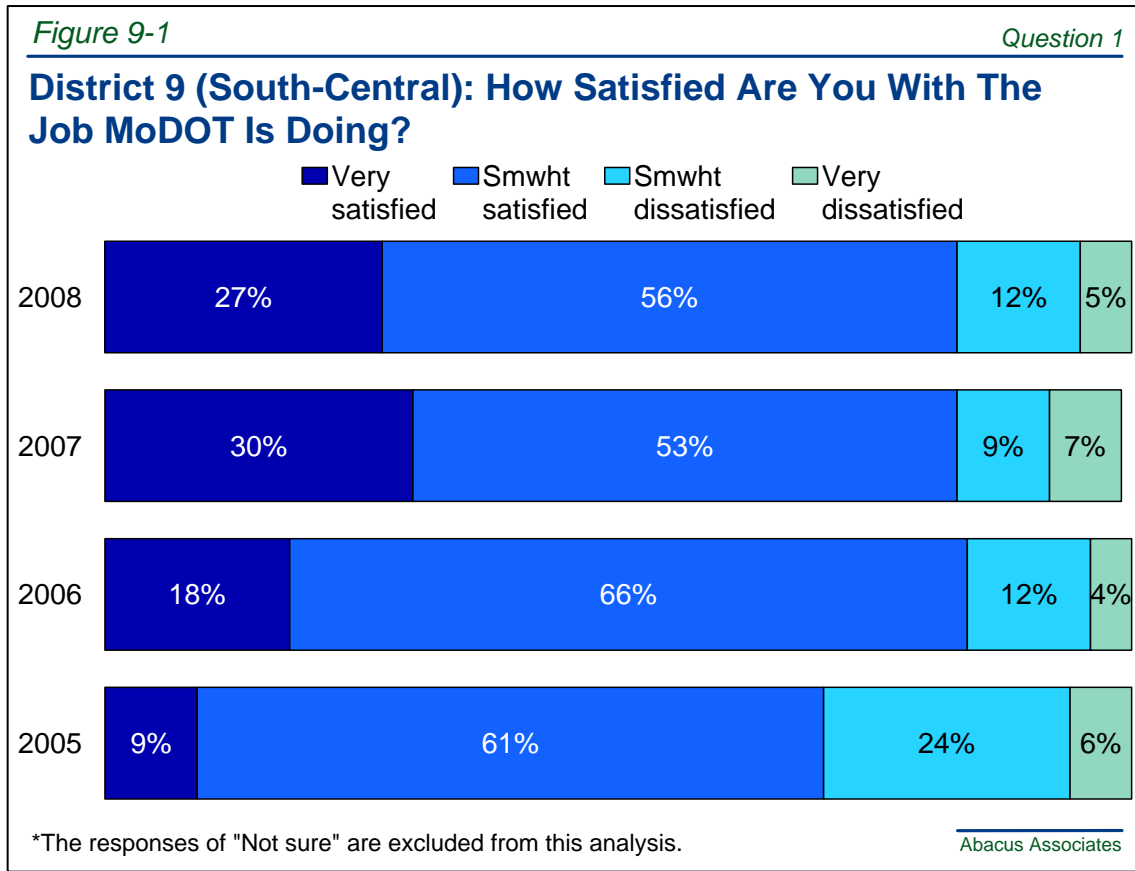


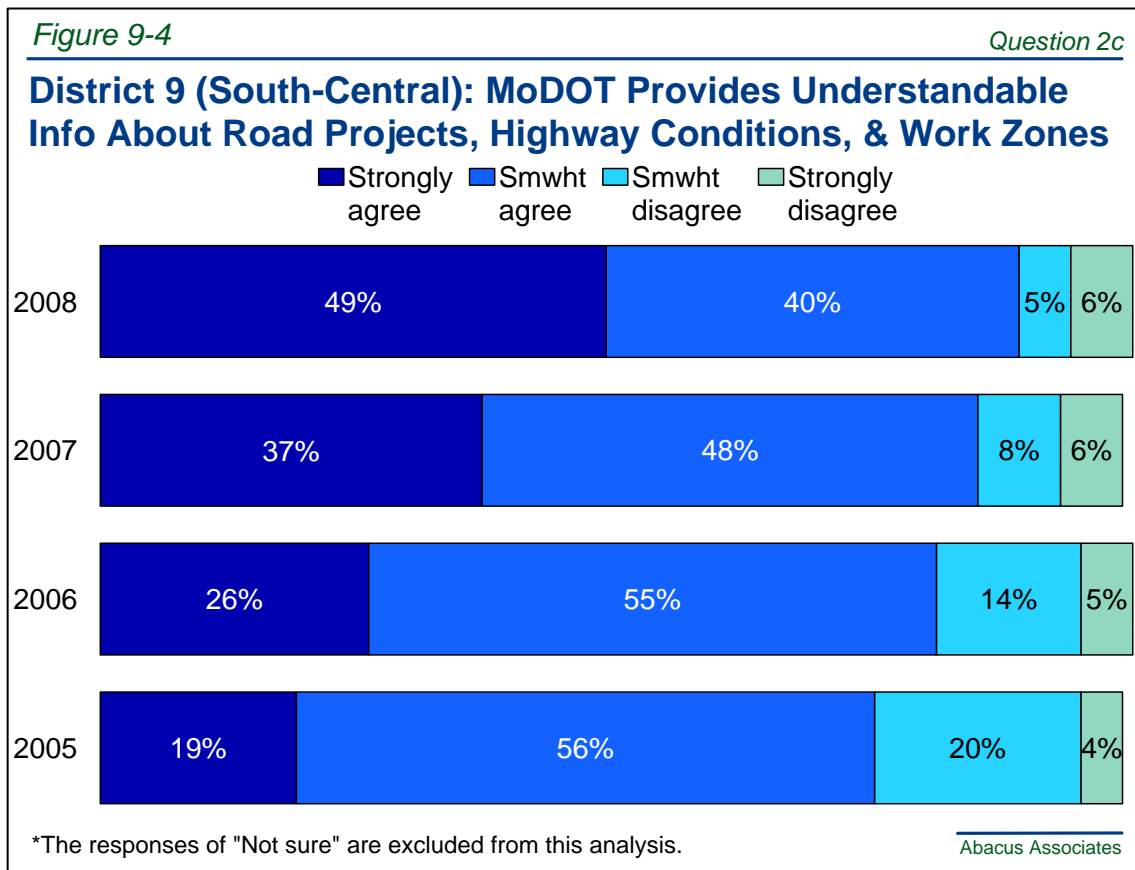
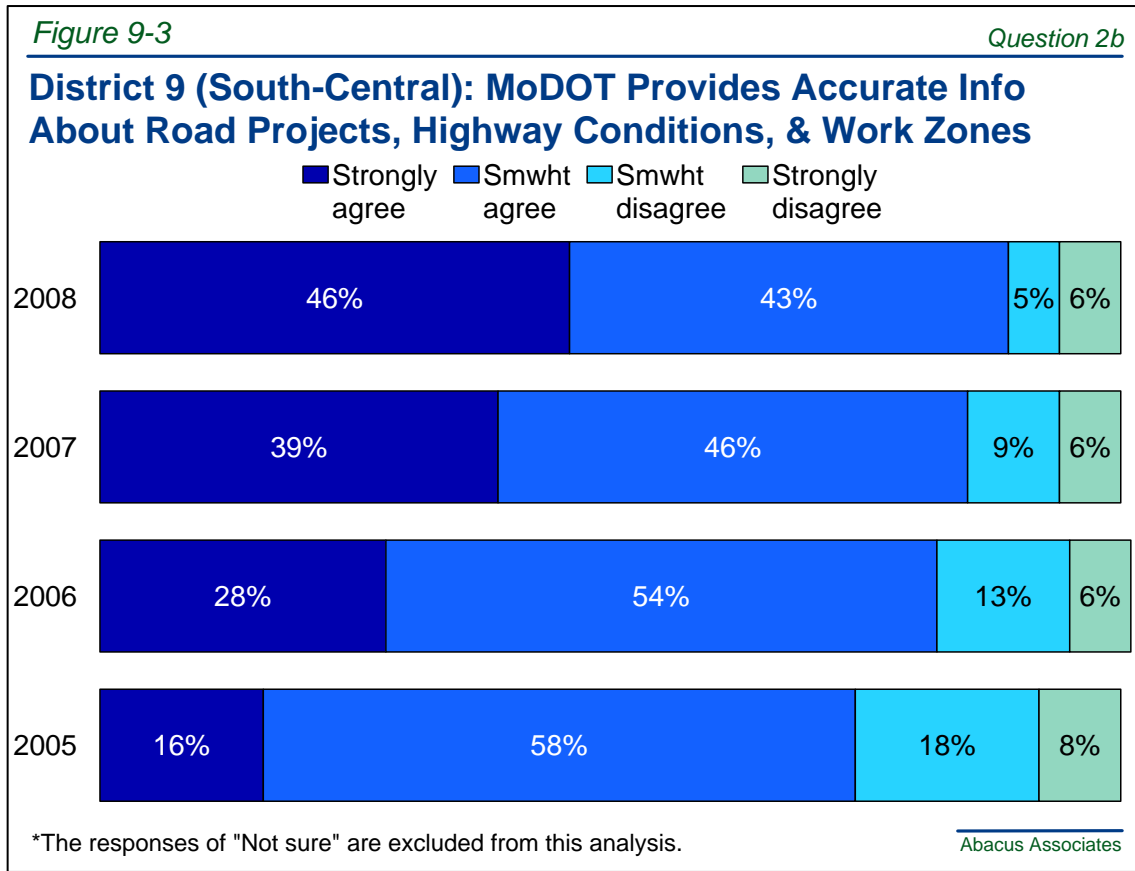


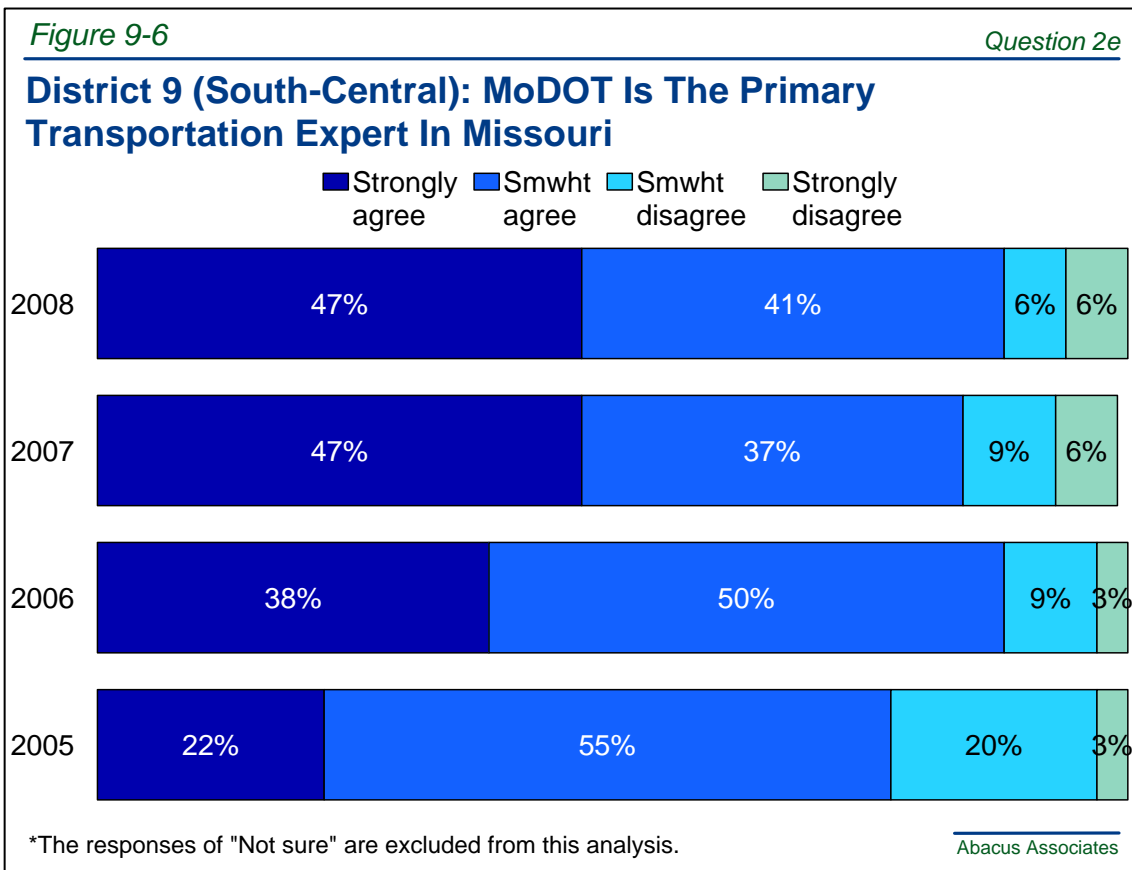
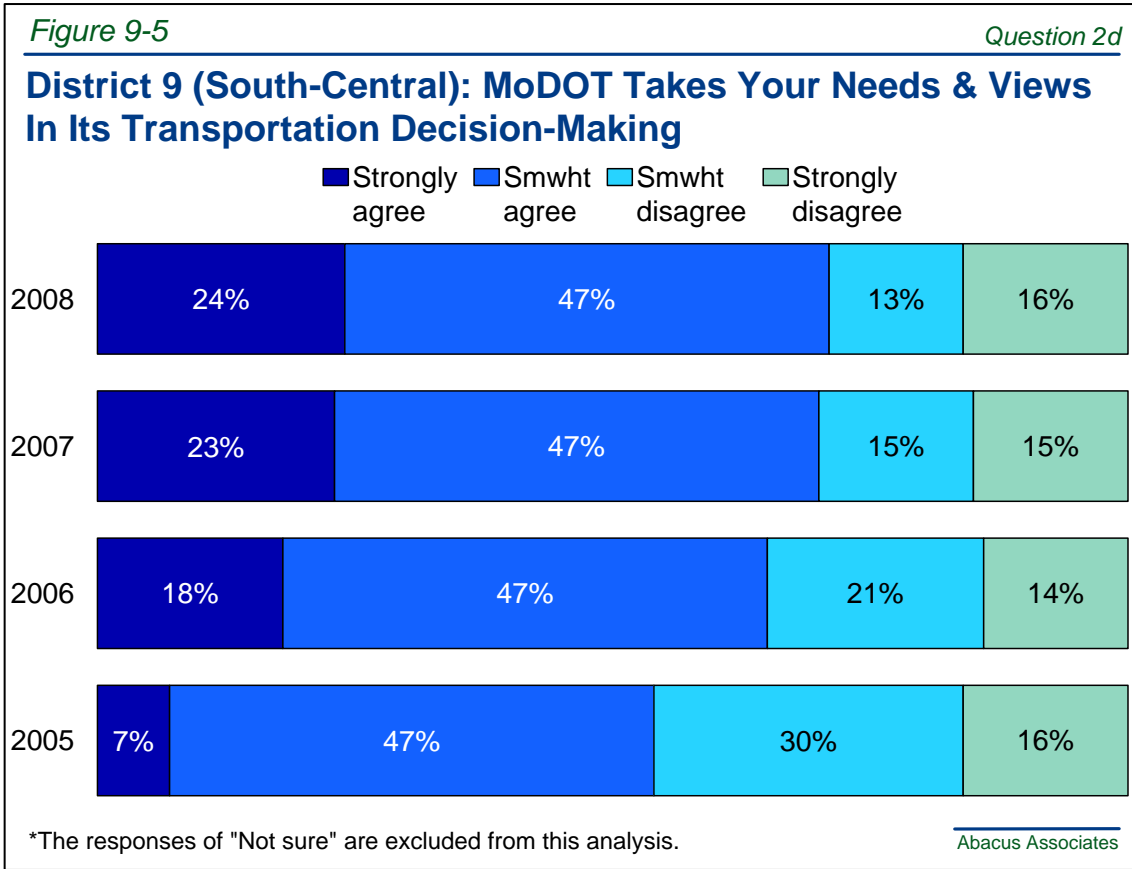


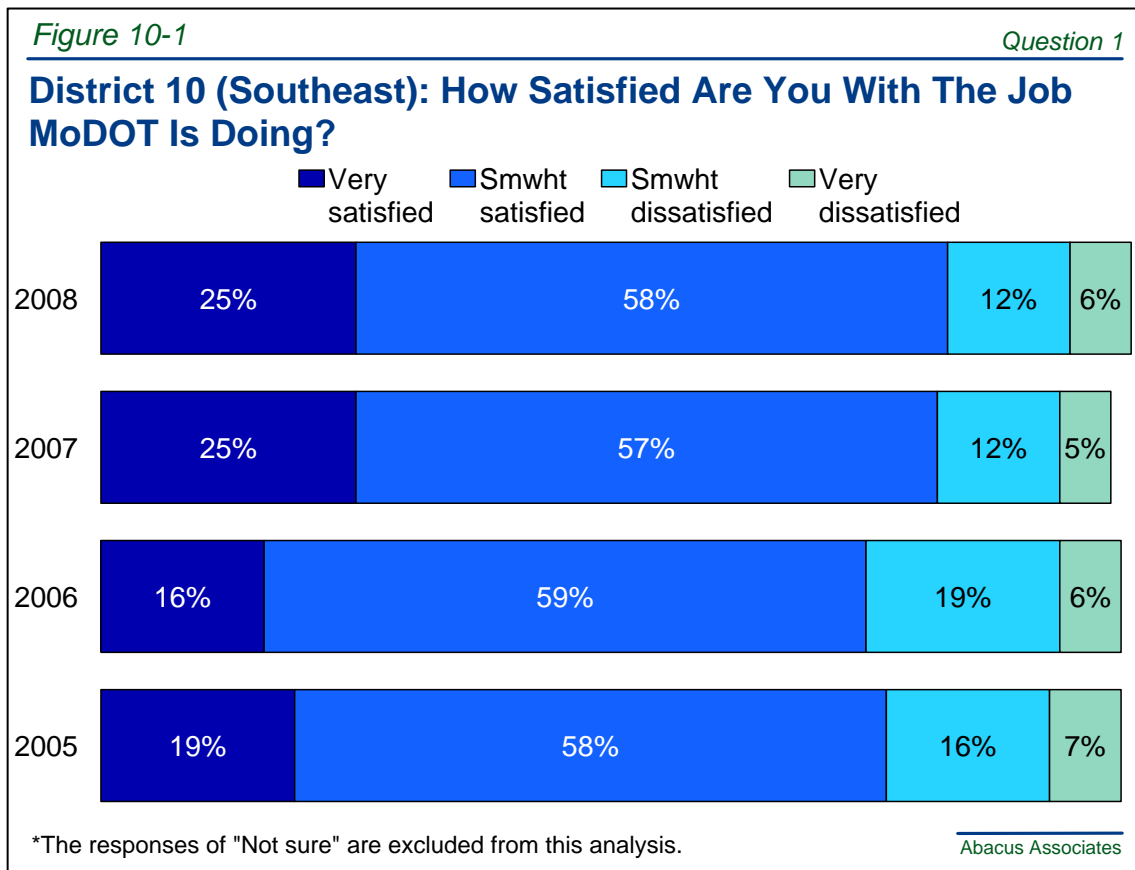
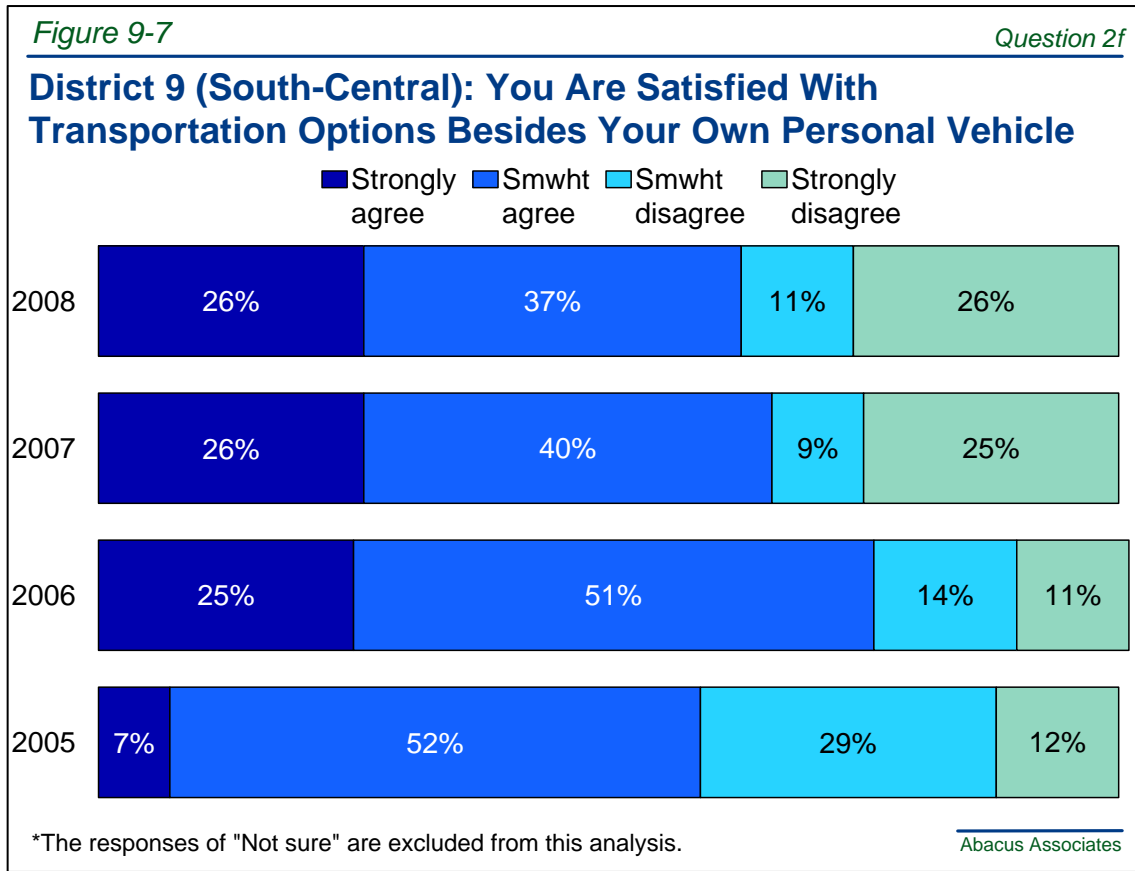


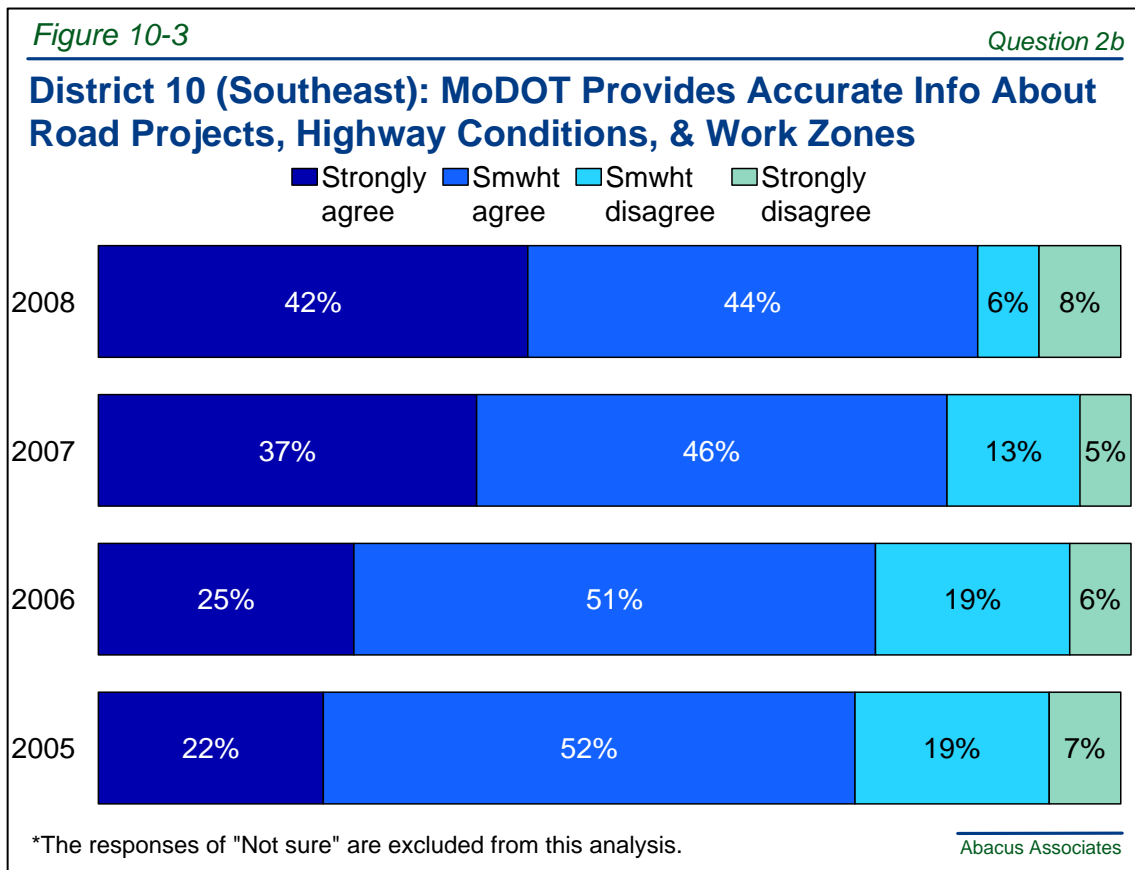
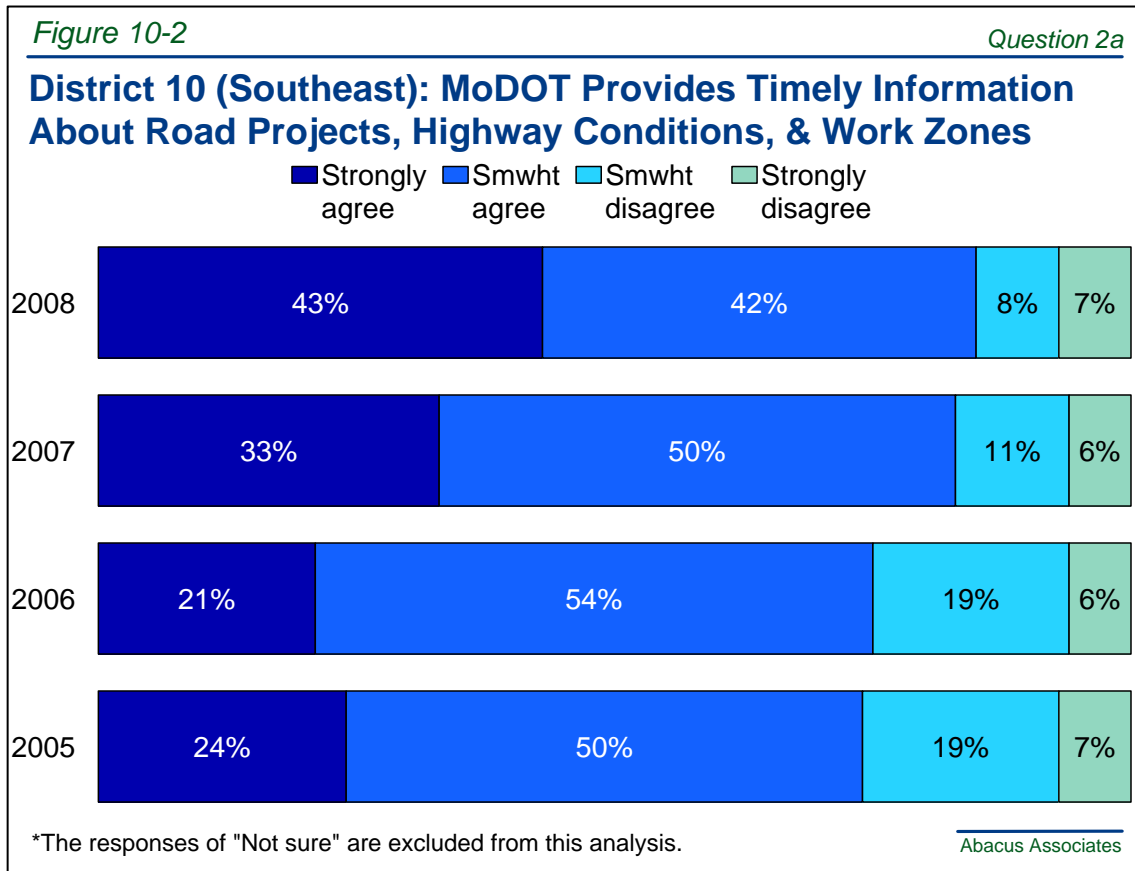


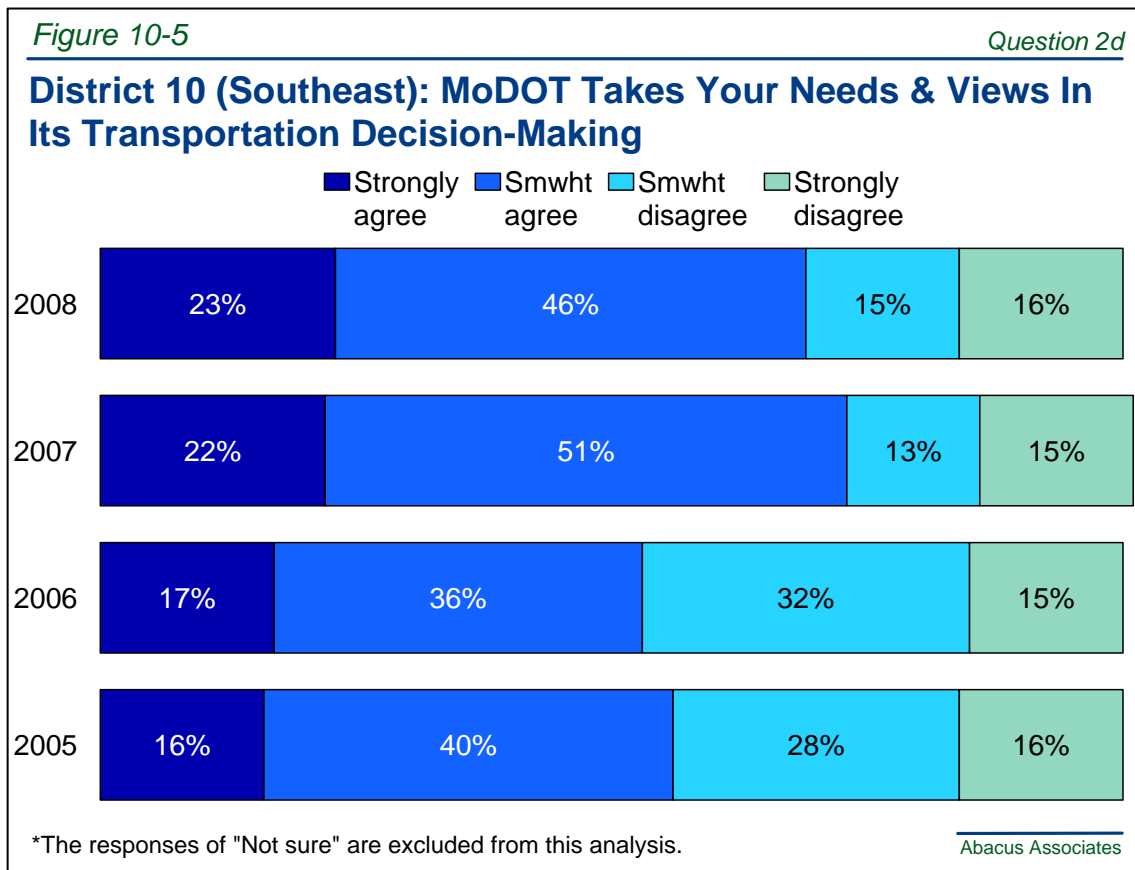
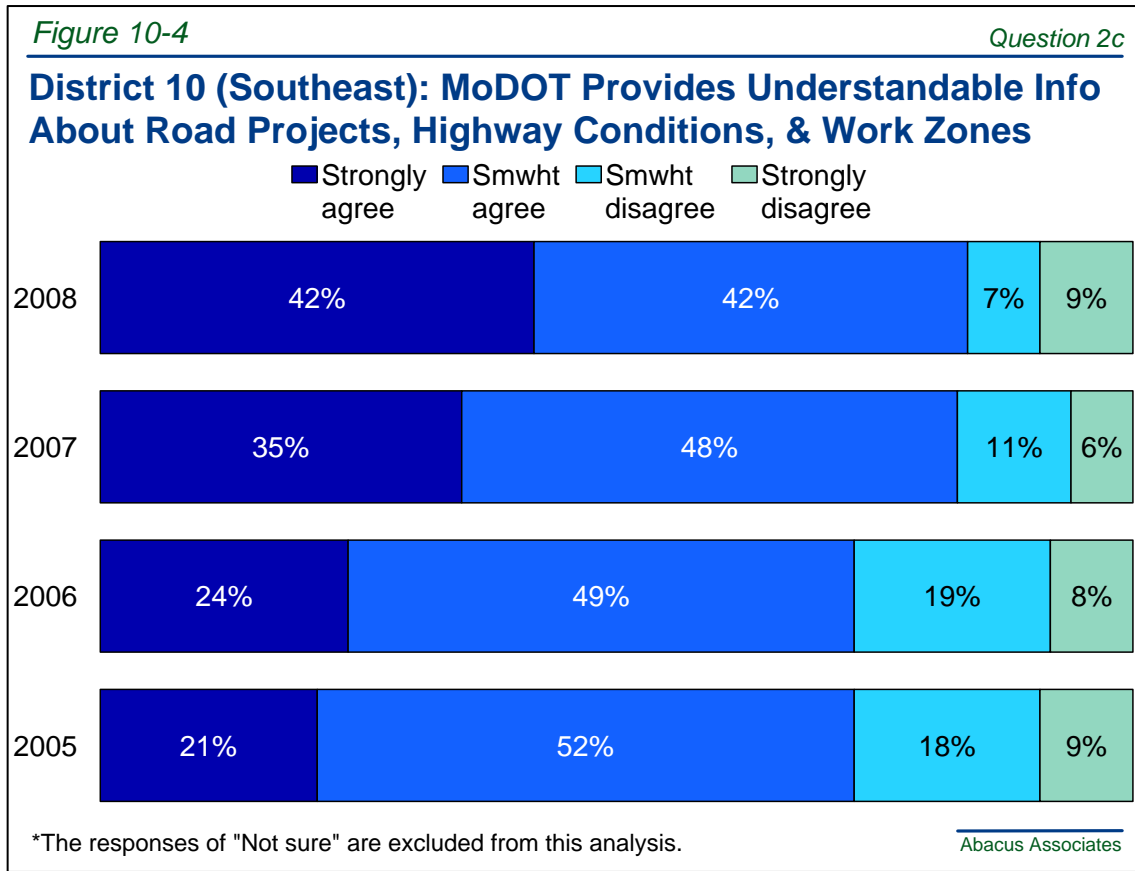


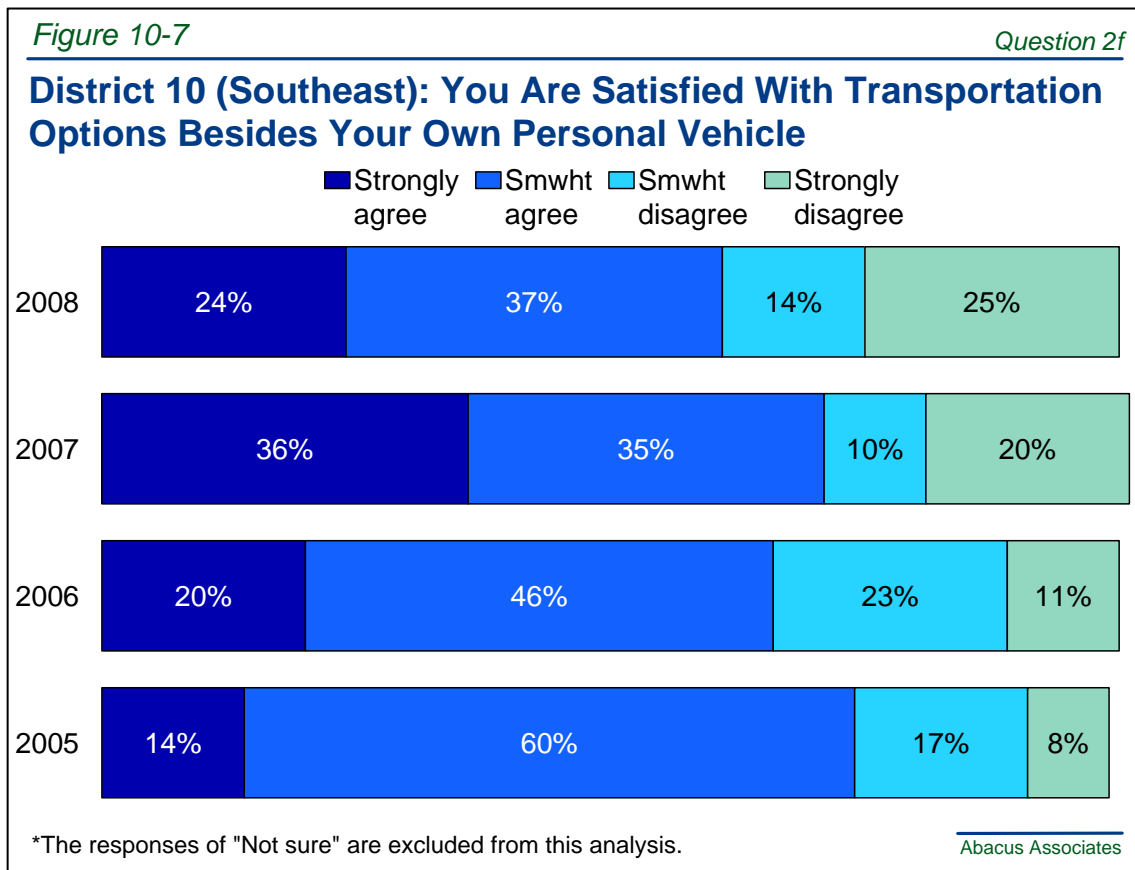
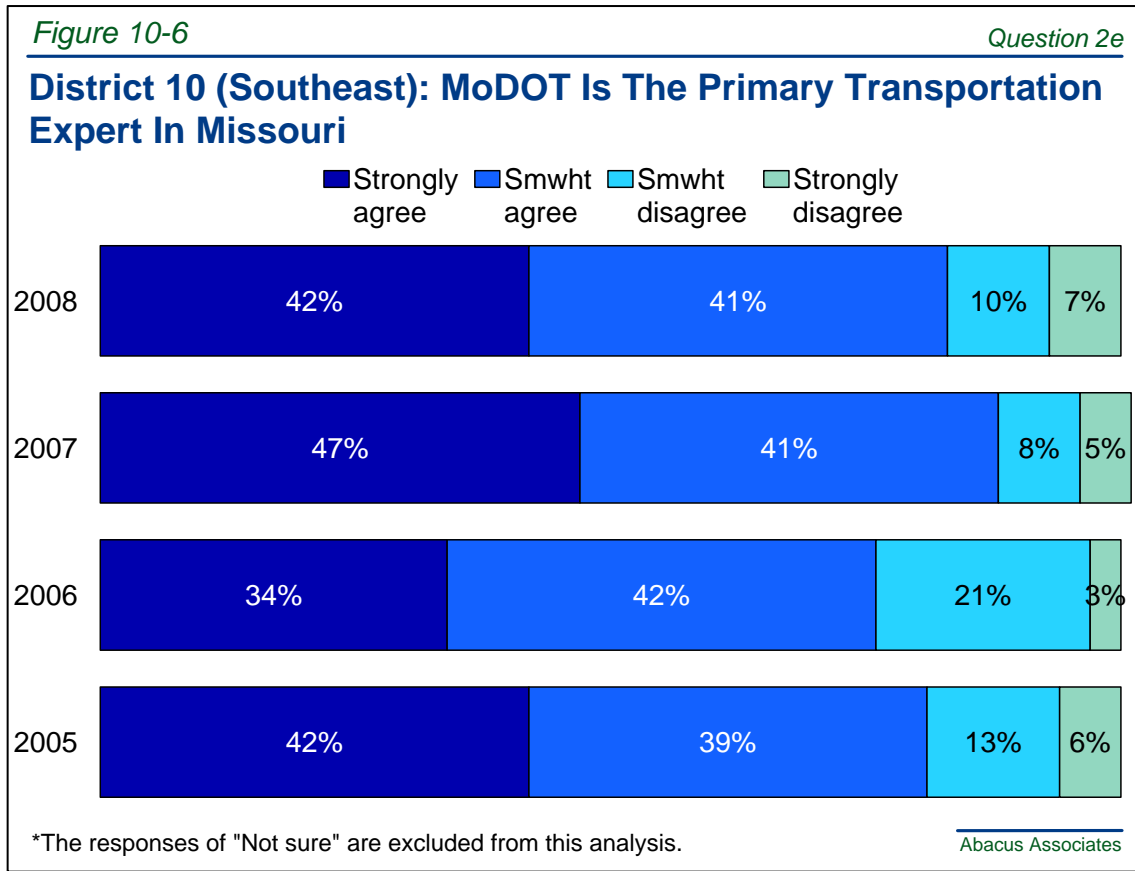














Missouri Department of Transportation
Organizational Results
P. O. Box 270
Jefferson City, MO 65102

573.526.4335
1 888 ASK MODOT
innovation@modot.mo.gov