

A Report Card From Missourians – 2009

A summary by Organizational Results

Background

ETC Institute completed a comprehensive statewide customer satisfaction study to evaluate MoDOT's overall performance and identify the transportation services and improvements that are most important to Missourians. The study involved a survey that asked questions to populate five MoDOT Tracker measures and assess the public's support for various ways of raising and appropriating revenue for transportation. ETC Institute obtained a representative sample of each of the 10 MoDOT districts, with a minimum of 350 respondents per district.

General Satisfaction Findings

- More Missourians are satisfied with the job MoDOT is doing. Overall satisfaction was at 85%, up 7% from last year and all Districts experienced an increase from 2008. *(Figure 1 & Appendix A)*
- Customer perception that MoDOT is the "primary transportation expert" increased greatly from previous years (91.5%, up 6% from last year). *(Figure 2)*
- Missourians increasingly agree that MoDOT provides accurate, timely and understandable information about projects in their area. *(all increased at least 3% from last year) (Figure 3-5)*
- Missourians increasingly agree that MoDOT considers their needs and views in decision-making. *(73%, up 8% from last year) (Figure 6)*
- More Missourians are satisfied with transportation options than in the past two years. Sixty-eight percent (68%) indicated satisfaction on the report card, an increase of 11% from last year. *(Figure 7)*
- More than three-fourths (81%) of Missourians list "road conditions" and "potholes" as their main areas of dissatisfaction. *(Figure 8)*
- Eighty-nine percent (89%) of the residents indicated that they trust MoDOT to keep its commitments to the public and 11% did not. *(Figure 9)*

Funding Findings

- Missourians continue to choose tolling as the most acceptable revenue generating method for transportation. However, the 30% that selected tolling is down 4% from last year. Increasing sales taxes continued to be the second choice among Missourians at 19 %, which also was down by 3% from last year. Increasing fuel tax, the third choice, saw the biggest gain at 15%, up 7% from last year. Increasing car registration and license fees, the fourth choice, lost the most support at 11%, down 10% from last year. A new option, replacing gas tax with vehicle mileage/travel tax, was introduced this year with a level of support of 9%. Missourians who independently selected "None of these" remained the same as last year at 16%. *(Figure 10)*
- Ninety-six percent (96%) of the residents, who had an opinion, indicated that they thought funding for transportation in Missouri should increase (57%) or stay the same (39%) over the next five years. *(Figure 11)*
- More than two thirds (67%) of residents, who had an opinion, agreed with the statement "MoDOT did a good job putting money from the Federal Stimulus Package to use quickly"; nineteen percent (19%) gave a neutral response, and 14% disagreed with the statement. *(Figure 12)*



Figure 1

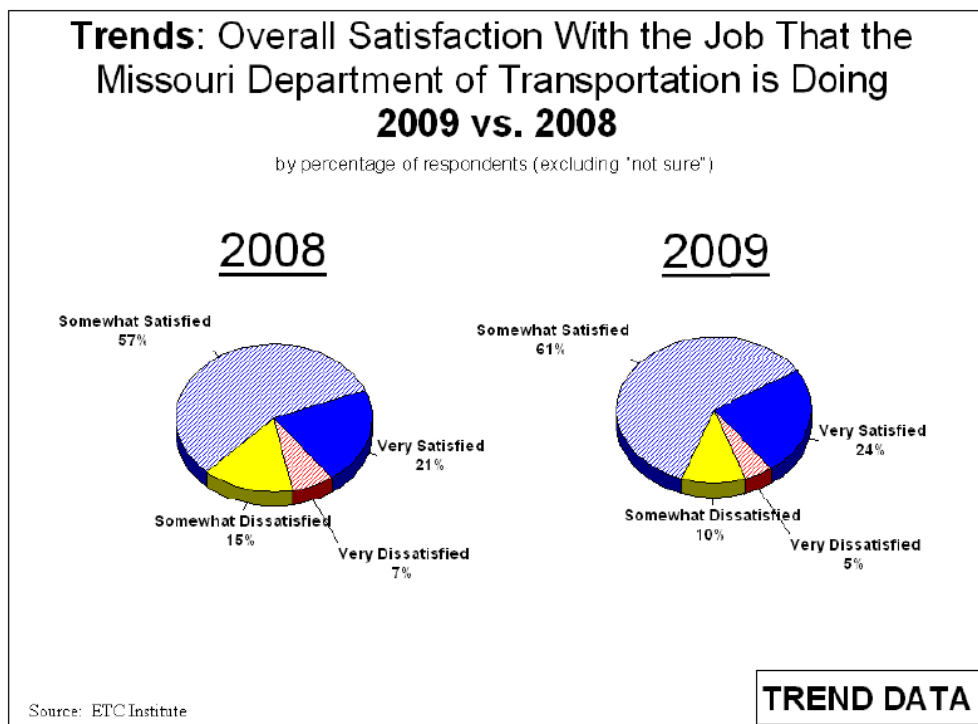


Figure 2

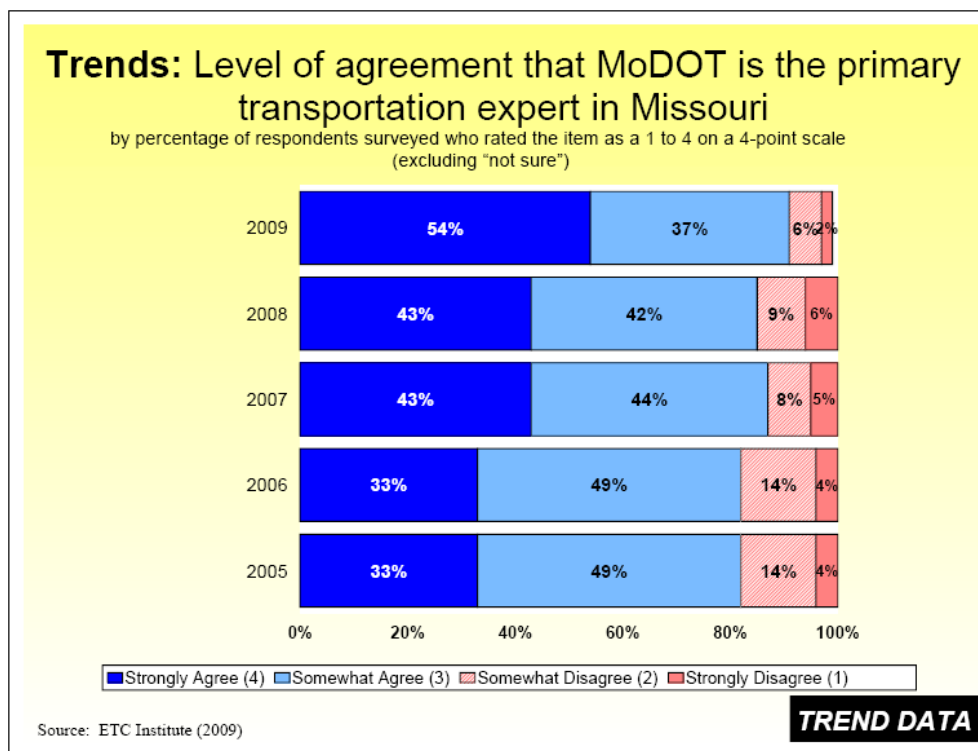


Figure 3

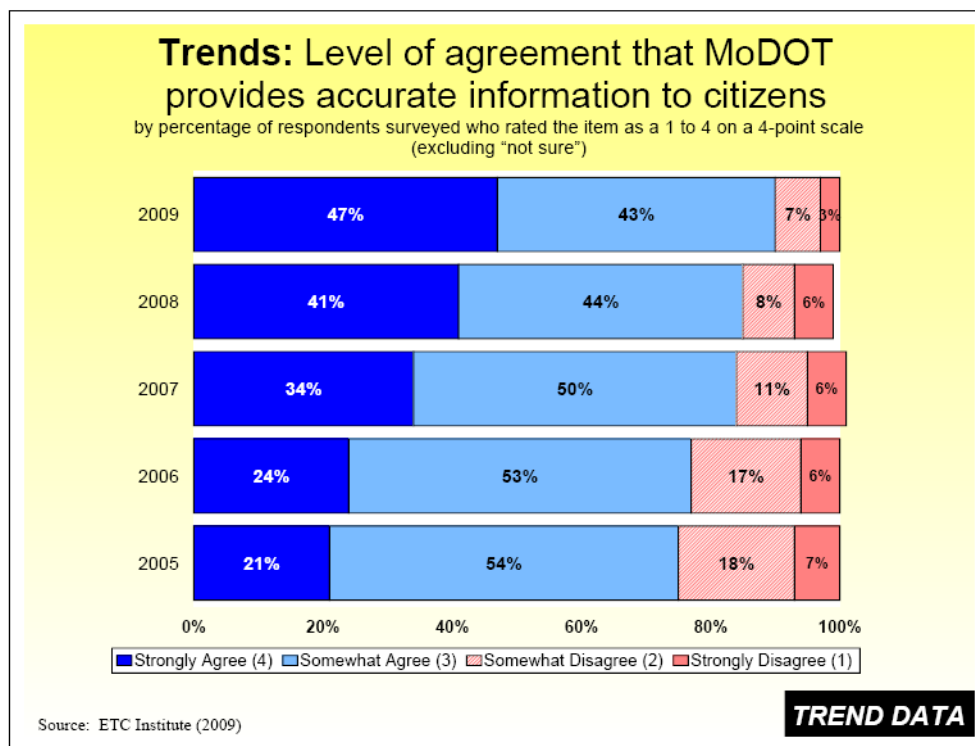


Figure 4

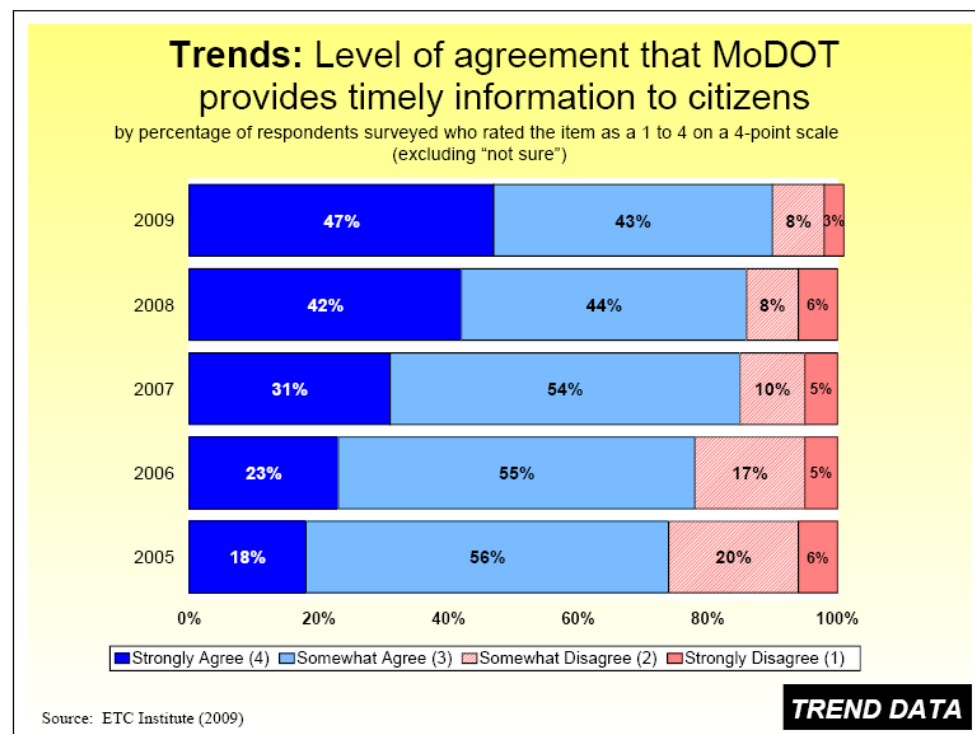


Figure 5

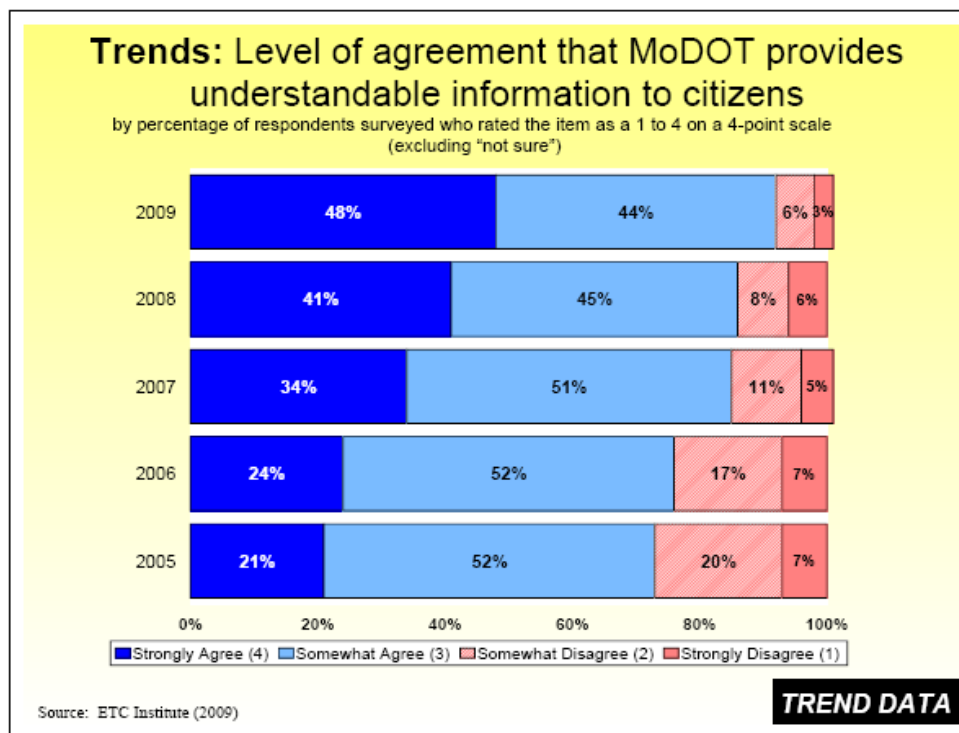


Figure 6

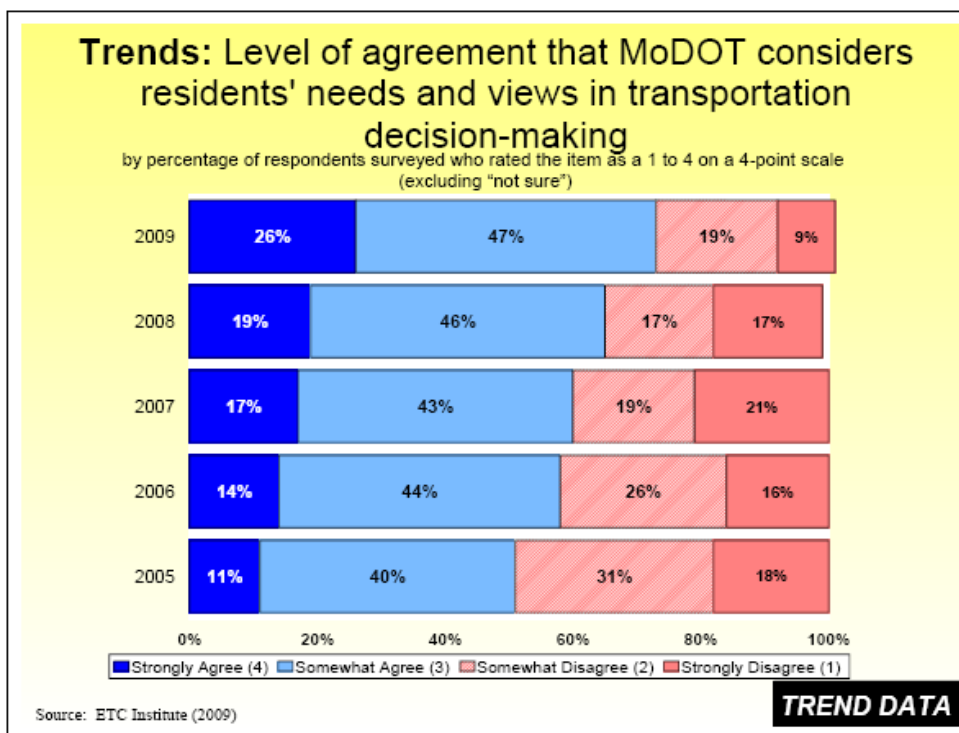


Figure 7

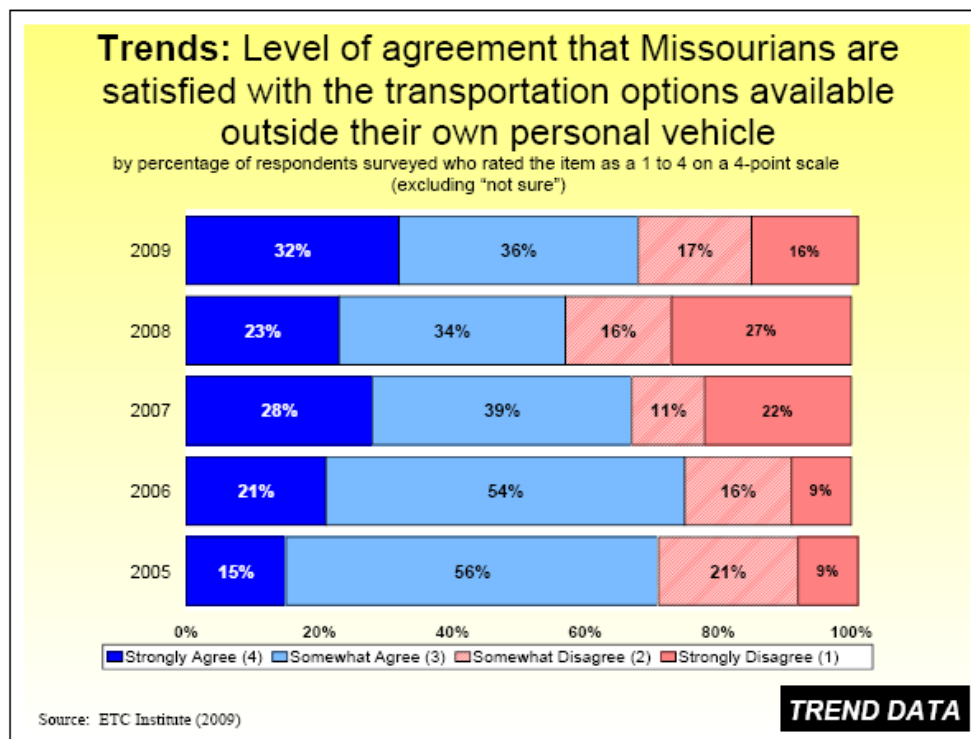


Figure 8

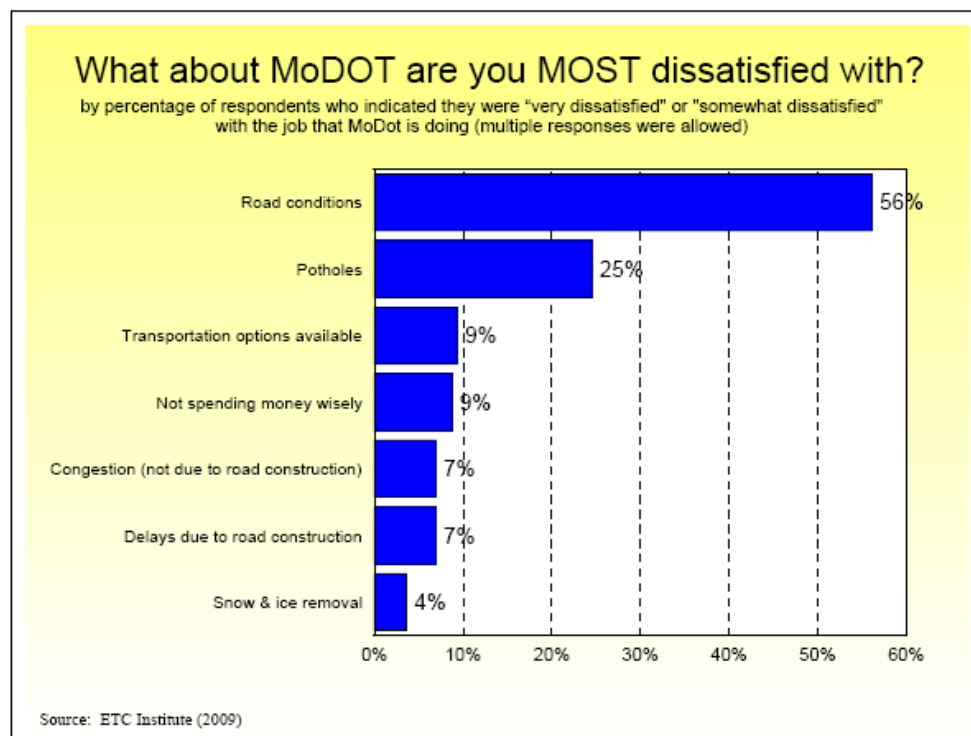


Figure 9

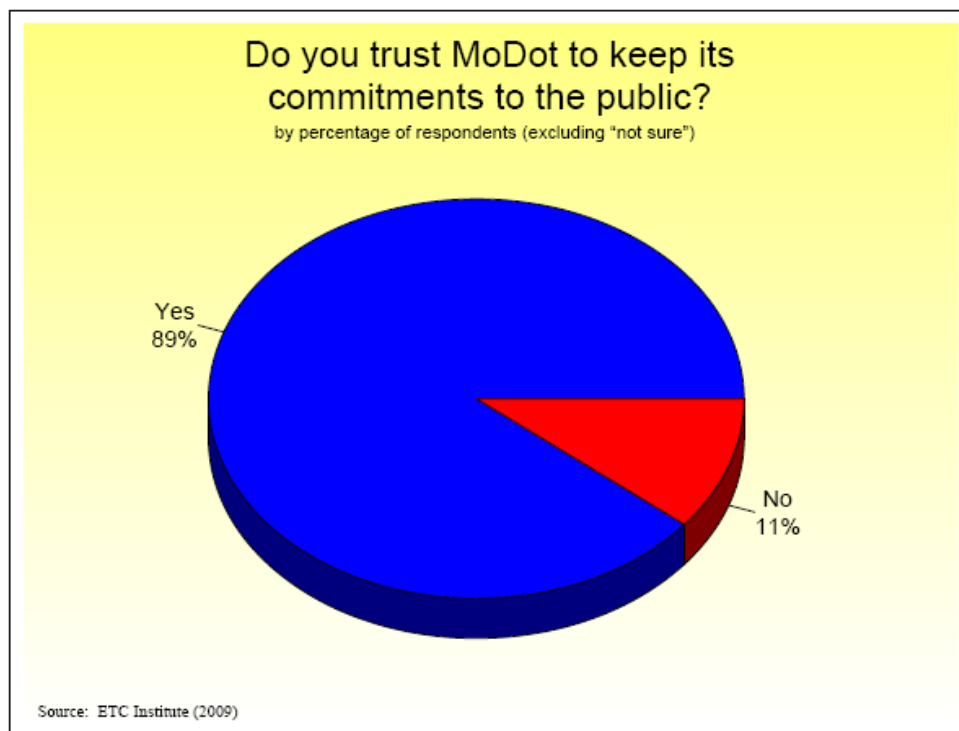


Figure 10

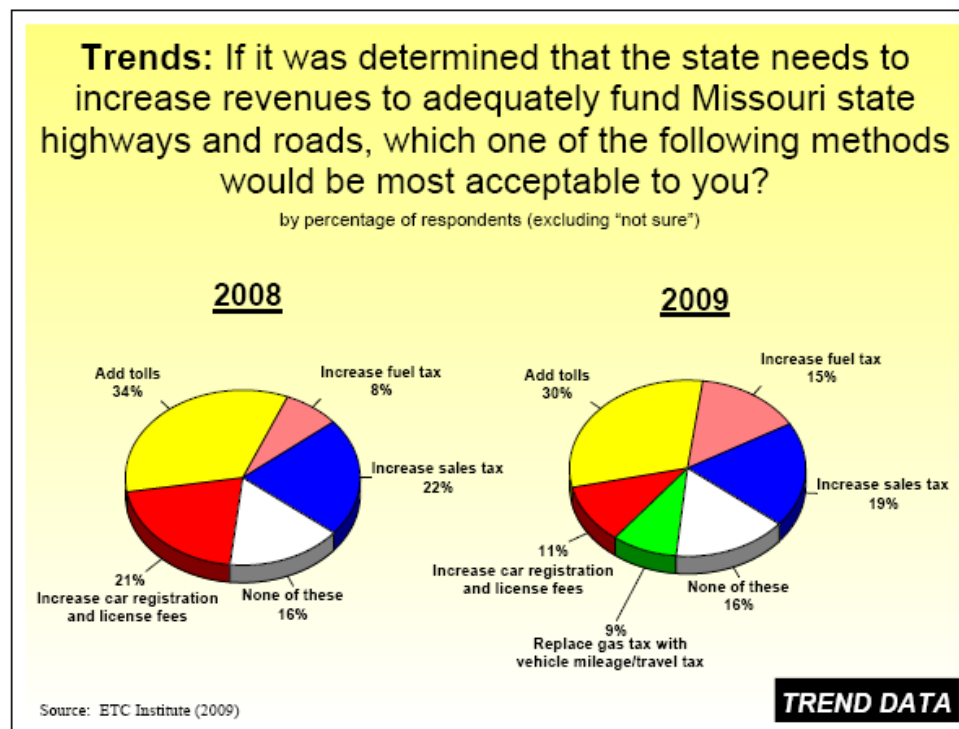


Figure 11

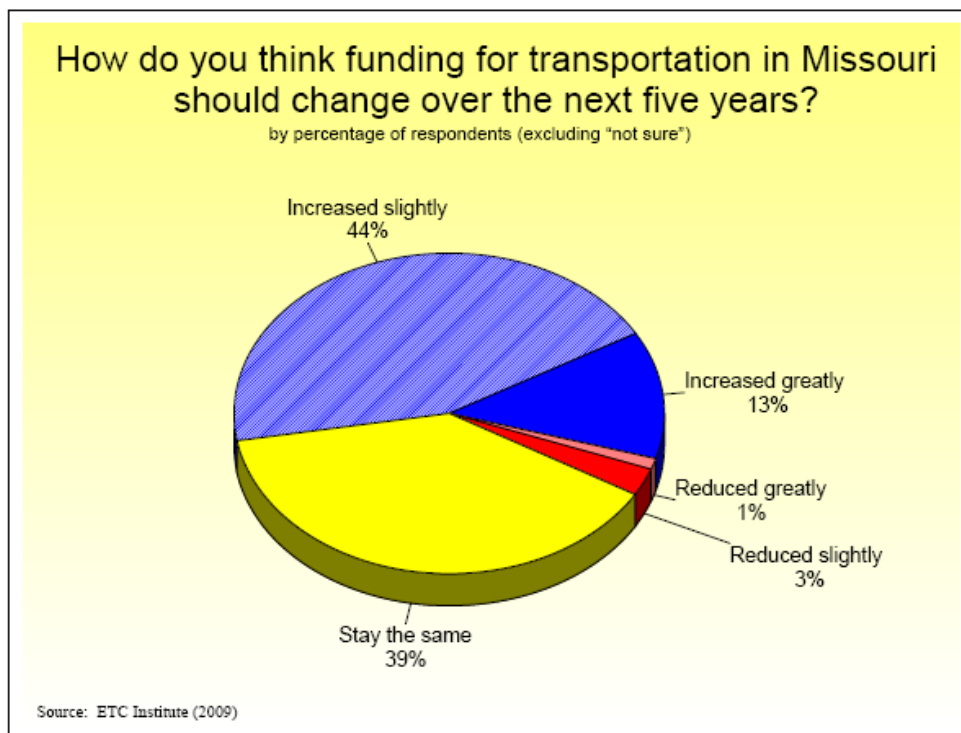
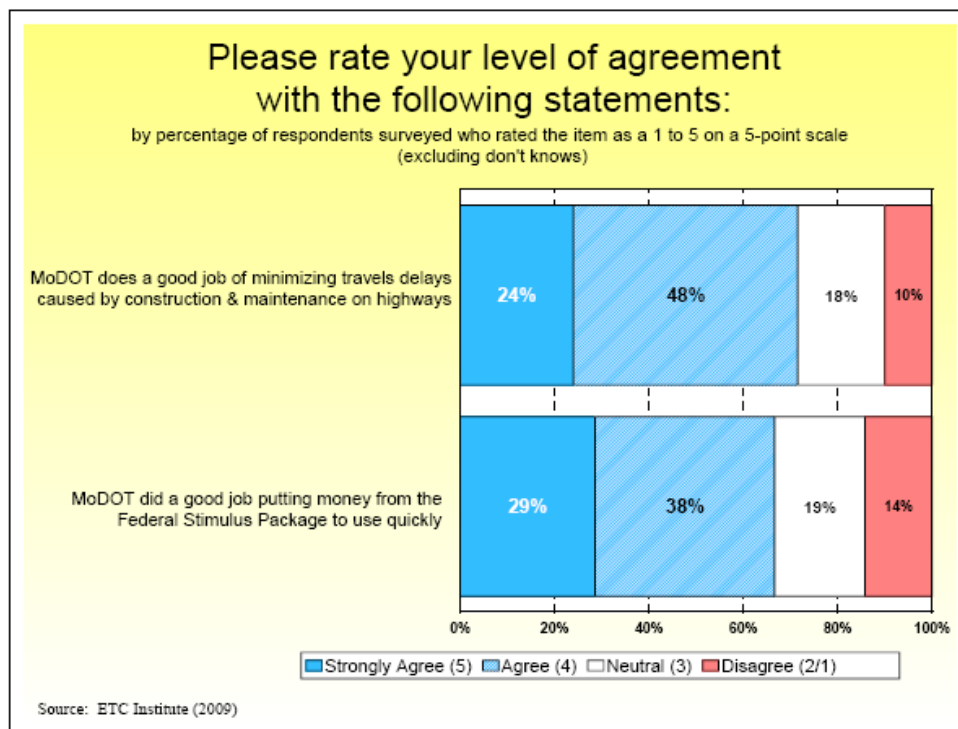


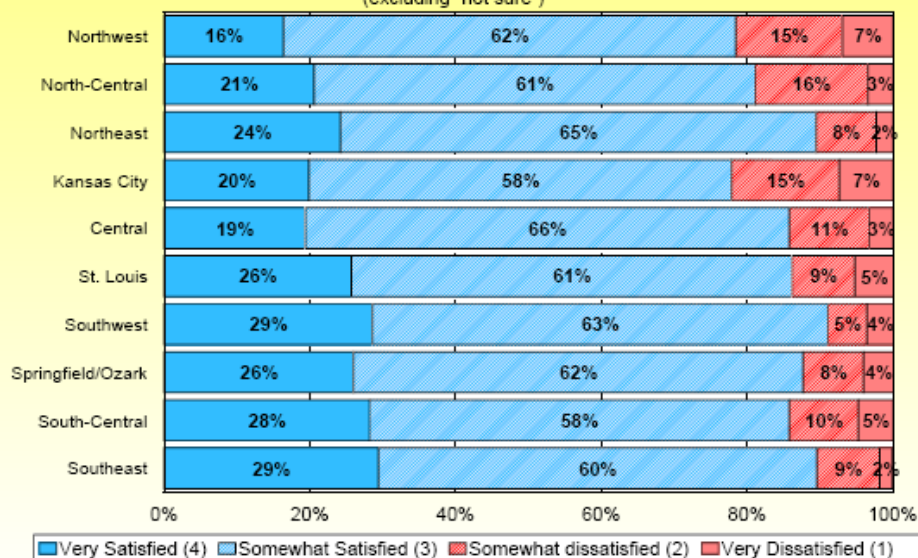
Figure 12



Appendix A:
District Trends on MoDOT Tracker measures

Q1. Overall satisfaction with the job that the Missouri Department of Transportation is doing by District

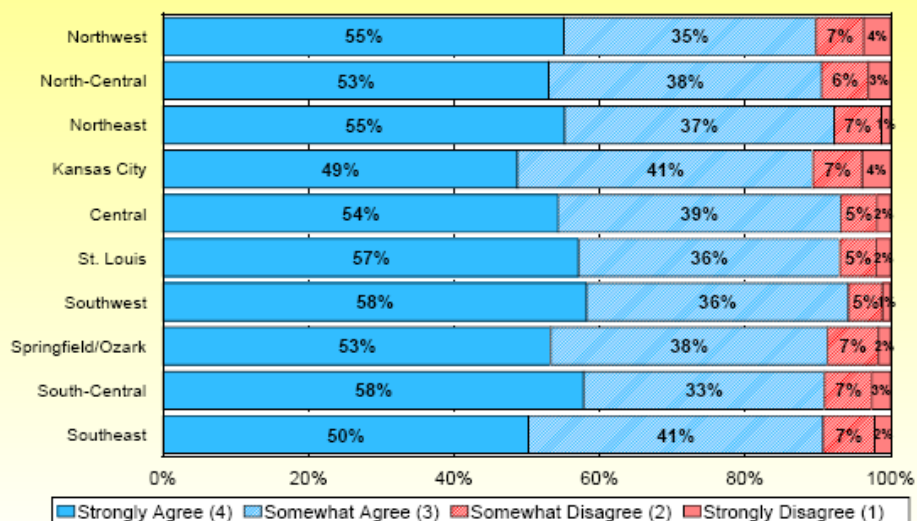
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding "not sure")



Source: ETC Institute (2009)

Q2e. MoDOT is the primary transportation expert in Missouri by District

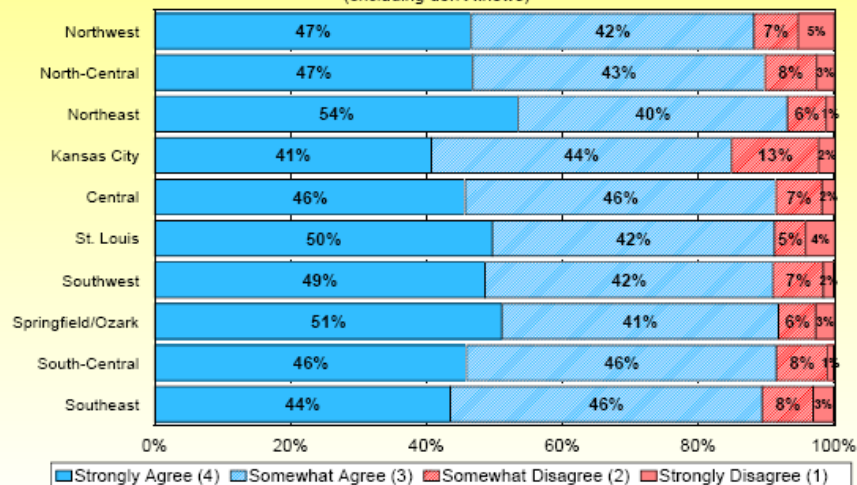
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding don't knows)



Source: ETC Institute (2009)

Q2b. MoDOT provides accurate information to citizens about road projects, highway conditions, and work zones by District

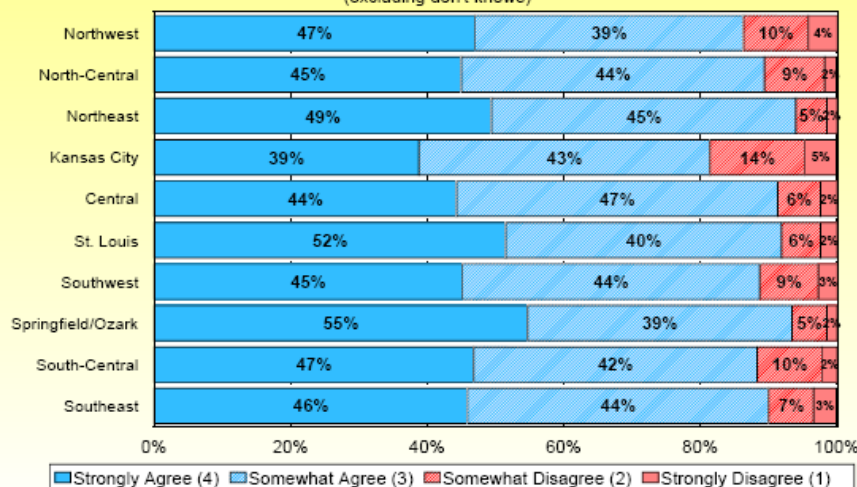
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2009)

Q2a. MoDOT provides timely information to citizens about road projects, highway conditions, and work zones by District

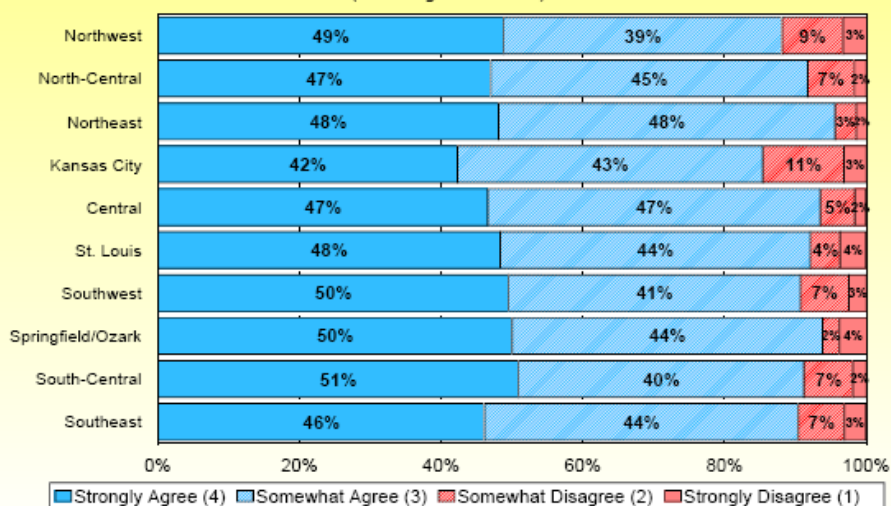
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2009)

Q2c. MoDOT provides understandable information to citizens about road projects, highway conditions, and work zones by District

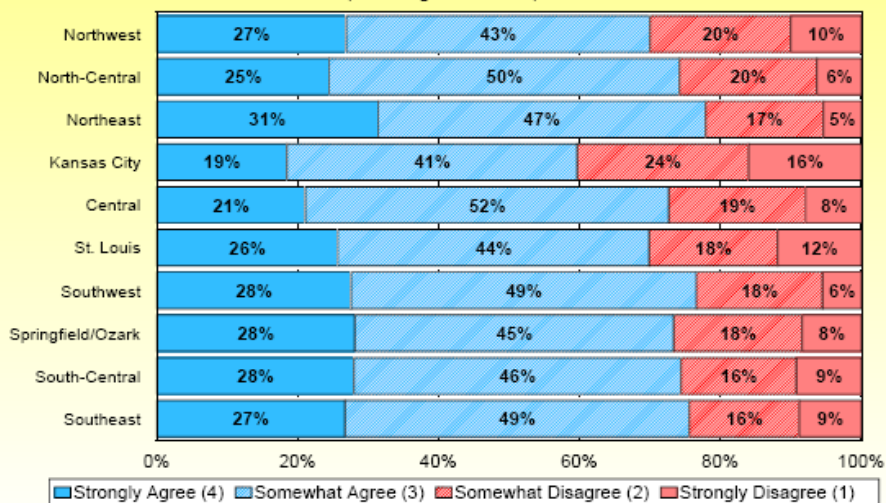
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding don't knows)



Source: ETC Institute (2009)

Q2d. MoDOT takes into consideration your needs and views in its transportation decision-making by District

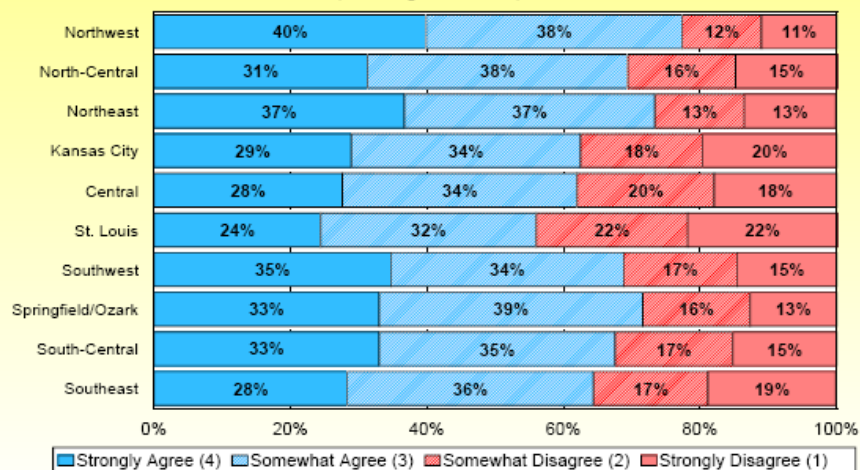
by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding don't knows)



Source: ETC Institute (2009)

**Q2f. Are you satisfied with the transportation options available to you besides your own personal vehicle?
by District**

by percentage of respondents surveyed who rated the item as a 1 to 4 on a 4-point scale
(excluding don't knows)



Source: ETC Institute (2009)