



Commissioned by the Missouri Department of Transportation

## Tracker Measure 5c



# Assessing MoDOT's Efforts to Provide the Right Transportation Solution

Prepared By:



**HEARTLAND**  
MARKET RESEARCH LLC  
*Helping You Better  
Understand Your Stakeholders<sup>SM</sup>*

December 2012

Photos on the cover courtesy of MoDOT.  
All rights reserved by the Missouri Department of Transportation.

## Final Report

Project Number: TR 13 1234

# *Assessing MoDOT's Efforts to Provide the Right Transportation Solution*

Tracker Measure 5c

Prepared for the  
Missouri Department of Transportation

December 2012

by



*Helping You Better Understand Your Stakeholders<sup>SM</sup>*

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.

## Technical Report Documentation Page

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                          |                                                    |                                                                                    |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------|----------------------------------------------------|------------------------------------------------------------------------------------|--|
| 1. Report No.<br><b>cmr13-009</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  | 2. Government Accession No.                              |                                                    | 3. Recipient's Catalog No.                                                         |  |
| 4. Title and Subtitle<br><br><b>Assessing MoDOT's Efforts to Provide the Right Transportation Solution</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                          |                                                    | 5. Report Date<br><b>December 2012</b>                                             |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                          |                                                    | 6. Performing Organization Code<br><b>MoDOT</b>                                    |  |
| 7. Author(s)<br><br>Lance Gentry, Ph.D.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                          |                                                    | 8. Performing Organization Report No.<br><b>TR 13 1234</b>                         |  |
| 9. Performing Organization Name and Address<br><br>Heartland Market Research LLC<br>1405 Hawkins Meadow Drive<br>Fenton, MO 63026<br><a href="http://www.HeartlandMarketResearch.com">www.HeartlandMarketResearch.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |                                                          |                                                    | 10. Work Unit No.                                                                  |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                          |                                                    | 11. Contract or Grant No.<br><b>TR 13 1234</b>                                     |  |
| 12. Sponsoring Agency Name and Address<br>Missouri Department of Transportation<br>Customer Relations Division<br>P.O. Box 270<br>Jefferson City, MO 65102                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                                                          |                                                    | 13. Type of Report and Period Covered<br><b>Final Report for Annual RTS Survey</b> |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                          |                                                    | 14. Sponsoring Agency Code<br><b>MoDOT</b>                                         |  |
| 15. Supplementary Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |                                                          |                                                    |                                                                                    |  |
| 16. Abstract<br><br>The basic research design for the project was to sample opinions on a variety of projects spread across the state. A small, medium, and large project from each of the seven MoDOT districts was selected by a regional manager for the project for a total of 21 projects. The sample included 500 addresses per project area for a total of 10,500 Missouri addresses being mailed a copy of the survey. Each survey was focused on one of 21 individual projects, which was briefly described on the survey, and the majority of survey questions related to the recently completed project, such as determining if the completion of the project increased safety, convenience, and made it easier to drive. |  |                                                          |                                                    |                                                                                    |  |
| 17. Key Words<br><br>Customer survey, customer satisfaction, partners, construction projects, transportation solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                                          | 18. Distribution Statement<br><br>No restrictions. |                                                                                    |  |
| 19. Security Classif (of this report)<br><br>Unclassified                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | 20. Security Classif. (of this page)<br><br>Unclassified |                                                    | 21. No of Pages                                                                    |  |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |                                                          |                                                    | 22. Price                                                                          |  |

## TABLE OF CONTENTS

|                                                                   |     |
|-------------------------------------------------------------------|-----|
| Table of Tables.....                                              | ii  |
| Table of Figures.....                                             | iii |
| Executive Summary .....                                           | 1   |
| Background and Methodology .....                                  | 4   |
| Project Descriptions and Locations .....                          | 6   |
| Respondents.....                                                  | 9   |
| Project Assessment.....                                           | 11  |
| Safer .....                                                       | 13  |
| Improving Traffic Flow in the Area.....                           | 15  |
| More Convenient.....                                              | 15  |
| Less Congested.....                                               | 17  |
| Driving Environment .....                                         | 19  |
| Easier to Travel.....                                             | 20  |
| Better Marked.....                                                | 22  |
| Accommodation for Bicyclists and Pedestrians .....                | 24  |
| Projects with Accommodations for Bicyclists and Pedestrians ..... | 24  |
| Projects with No Bicyclist/Pedestrian Component .....             | 28  |
| Familiarity with Roadway .....                                    | 34  |
| The Right Transportation Solution.....                            | 38  |
| Respondent Property Loss.....                                     | 41  |
| The Right Priority.....                                           | 44  |
| Gender .....                                                      | 47  |
| Ethnicity .....                                                   | 50  |
| New Questions .....                                               | 52  |
| Project Awareness.....                                            | 52  |
| Overall Satisfaction.....                                         | 55  |
| Summary .....                                                     | 58  |
| Appendix A. Survey Instrument.....                                | 59  |
| Appendix B: Right Transportation Solution by Project .....        | 63  |

## TABLE OF TABLES

|                                                                                               |    |
|-----------------------------------------------------------------------------------------------|----|
| Table 1: Summary of Key Indicators by Project and District .....                              | 2  |
| Table 2: Project Descriptions .....                                                           | 6  |
| Table 3: Gross Response Rate by Project and District.....                                     | 9  |
| Table 4: Safety Feedback by Project and District .....                                        | 14 |
| Table 5: Convenience Feedback by Project and District.....                                    | 16 |
| Table 6: Congestion Feedback by Project and District .....                                    | 18 |
| Table 7: Easier to Drive Feedback by Project and District .....                               | 21 |
| Table 8: Better Marked Feedback by Project and District .....                                 | 23 |
| Table 9: Bike/Pedestrian Accommodation – Meets Your Needs by District and Project .....       | 24 |
| Table 10: Bike/Pedestrian Accommodation – Is Safe by District and Project.....                | 26 |
| Table 11: Bike/Pedestrian Accommodation – Is Easy to Use by District and Project .....        | 27 |
| Table 12: No Bicyclist/Pedestrian Component – Right Decision by District and Project .....    | 28 |
| Table 13: No Bicyclist/Pedestrian Component – Pedestrian Usage by District and Project.....   | 30 |
| Table 14: No Bicyclist/Pedestrian Component – Bicyclist Usage by District and Project .....   | 32 |
| Table 15: Familiarity with Roadway by District and Project.....                               | 35 |
| Table 16: Frequency of Roadway Use by District and Project .....                              | 37 |
| Table 17: Right Transportation Solution by Project and District.....                          | 39 |
| Table 18: Right Transportation Solution by Project Size.....                                  | 40 |
| Table 19: Frequency of Respondents Who Lost Property to Project by District and Project ..... | 42 |
| Table 20: Cross Reference of Right Transportation Solution and Property Loss .....            | 43 |
| Table 21: Cross Reference of Priority by Right Transportation Solution .....                  | 46 |
| Table 22: Respondent Gender by Project and District .....                                     | 48 |
| Table 23: Cross Reference of Gender and Right Transportation Solution.....                    | 49 |
| Table 24: Ethnicity by Right Transportation Solution .....                                    | 51 |
| Table 25: Project Awareness by Project and District.....                                      | 53 |
| Table 26: Cross Reference of Project Awareness and Right Transportation Solution.....         | 54 |
| Table 27: Satisfaction by Project and District.....                                           | 56 |
| Table 28: Cross Reference of Satisfaction and Right Transportation Solution.....              | 57 |
| Table 29: Project Margin of Error for RTS Measure .....                                       | 64 |

## TABLE OF FIGURES

|                                                                        |    |
|------------------------------------------------------------------------|----|
| Figure 1: Safer – Historical Comparison.....                           | 13 |
| Figure 2: Convenience – Historical Comparison .....                    | 15 |
| Figure 3: Congestion – Historical Comparison.....                      | 17 |
| Figure 4: Easier to Travel – Historical Comparison.....                | 20 |
| Figure 5: Better Marked – Historical Comparison .....                  | 22 |
| Figure 6: Bike/Pedestrian Accommodation – Meets Your Needs.....        | 25 |
| Figure 7: Bike/Pedestrian Accommodation – Is Safe.....                 | 26 |
| Figure 8: Bike/Pedestrian Accommodation – Is Easy to Use.....          | 27 |
| Figure 9: No Bicyclist/Pedestrian Component – Right Decision .....     | 29 |
| Figure 10: No Bicyclist/Pedestrian Component – Pedestrian Usage.....   | 31 |
| Figure 11: No Bicyclist/Pedestrian Component – Bicyclist Usage.....    | 33 |
| Figure 12: Road Familiarity – Historical Comparison .....              | 34 |
| Figure 13: Frequency of Use – Historical Comparison.....               | 36 |
| Figure 14: Right Transportation Solution – Historical Comparison ..... | 38 |
| Figure 15: Property Loss – Historical Comparison.....                  | 41 |
| Figure 16: Priority – Historical Comparison .....                      | 44 |
| Figure 17: Priority Feedback by Project and District.....              | 45 |
| Figure 18: Respondent Gender – Historical Comparison.....              | 47 |
| Figure 19: Respondent Ethnicity .....                                  | 50 |
| Figure 20: Project Awareness.....                                      | 52 |
| Figure 21: Satisfaction.....                                           | 55 |
| Figure 22: Northwest District.....                                     | 65 |
| Figure 23: Northeast District.....                                     | 65 |
| Figure 24: Kansas City District.....                                   | 66 |
| Figure 25: Central District.....                                       | 66 |
| Figure 26: St. Louis District .....                                    | 67 |
| Figure 27: Southwest District.....                                     | 67 |
| Figure 28: Southeast District.....                                     | 68 |



## EXECUTIVE SUMMARY

The Missouri Department of Transportation (MoDOT) has developed the Tracker system to assess performance with tangible results to help MoDOT “provide a world-class transportation system that delights our customers.” The Tracker system includes the concept of “Fast projects that are of great value,” and an important aspect of this measure is whether Missourians view MoDOT projects as the right transportation solution. To assess customer satisfaction with MoDOT projects, a mail survey was conducted in late 2012 by Heartland Market Research LLC. 1,537 respondents returned a valid survey questionnaire so the general margin of error for the analysis is plus or minus 2.55 percent. These results are similar to that of the three previous years.

The basic research design for the project was to sample opinions on a variety of projects spread across the state as was done in the previous fiscal year. A small, medium, and large project from each of the seven MoDOT districts was selected by a regional manager for the project for a total of 21 projects. Then Heartland drew a sample of residents from one or more ZIP code areas as appropriate for each project which was reviewed by the appropriate MoDOT district. The sample included 500 addresses per project area for a total of 10,500 Missouri addresses being mailed a copy of the survey. Despite this effort to keep the number of addresses even across the districts and projects, the response rate varied by project area.

Each survey was focused on one of 21 individual projects, which was briefly described on the survey, and the majority of survey questions related to the recently completed project, such as determining if the completion of the project increased safety, convenience, and made it easier to drive. In addition, questions were asked about the overall value of the particular project and the respondents were given the opportunity to provide comments regarding the project.



**Table 1: Summary of Key Indicators by Project and District**

| District             | Project | Familiar with Roadway | Safer        | More Convenient | Less Congested | Easier to Travel | Better Marked | Right Transportation Solution |
|----------------------|---------|-----------------------|--------------|-----------------|----------------|------------------|---------------|-------------------------------|
| Northwest            | NW-L    | 73.8%                 | 93.5%        | 89.2%           | 66.7%          | 95.2%            | 86.8%         | 93.8%                         |
|                      | NW-M    | 76.7%                 | 93.2%        | 90.0%           | 69.8%          | 95.7%            | 93.8%         | 98.5%                         |
|                      | NW-S    | 47.6%                 | 86.4%        | 80.0%           | 71.4%          | 88.2%            | 83.3%         | 87.0%                         |
|                      | Total   | 69.4%                 | 92.3%        | 88.0%           | 69.0%          | 94.5%            | 90.0%         | 94.9%                         |
| Northeast            | NE-L    | 88.8%                 | 72.0%        | 89.8%           | 90.2%          | 88.4%            | 60.7%         | 86.2%                         |
|                      | NE-M    | 40.0%                 | 94.3%        | 91.3%           | 81.0%          | 92.6%            | 91.7%         | 85.7%                         |
|                      | NE-S    | 92.9%                 | 96.2%        | 94.7%           | 91.8%          | 94.6%            | 95.9%         | 94.9%                         |
|                      | Total   | 79.9%                 | 84.1%        | 91.7%           | 89.8%          | 91.1%            | 77.1%         | 89.0%                         |
| Kansas City          | KC-L    | 77.1%                 | 88.1%        | 87.8%           | 78.0%          | 83.3%            | 89.2%         | 92.5%                         |
|                      | KC-M    | 40.5%                 | 100.0%       | 100.0%          | 100.0%         | 95.0%            | 100.0%        | 100.0%                        |
|                      | KC-S    | 50.0%                 | 90.0%        | 100.0%          | 83.3%          | 100.0%           | 100.0%        | 100.0%                        |
|                      | Total   | 59.6%                 | 91.5%        | 92.3%           | 84.6%          | 88.1%            | 93.3%         | 95.4%                         |
| Central              | CD-L    | 80.0%                 | 74.0%        | 48.1%           | 61.9%          | 54.3%            | 55.8%         | 72.5%                         |
|                      | CD-M    | 69.6%                 | 76.6%        | 62.5%           | 67.6%          | 69.0%            | 66.7%         | 77.3%                         |
|                      | CD-S    | 86.5%                 | 90.5%        | 87.9%           | 71.7%          | 86.2%            | 85.5%         | 86.2%                         |
|                      | Total   | 79.5%                 | 81.3%        | 67.3%           | 67.4%          | 71.2%            | 70.7%         | 79.4%                         |
| St. Louis            | SL-L    | 75.9%                 | 90.0%        | 92.2%           | 87.0%          | 87.8%            | 79.2%         | 88.6%                         |
|                      | SL-M    | 79.8%                 | 90.9%        | 89.9%           | 90.8%          | 87.8%            | 79.5%         | 92.7%                         |
|                      | SL-S    | 97.0%                 | 91.4%        | 81.4%           | 80.2%          | 87.6%            | 89.5%         | 92.1%                         |
|                      | Total   | 84.8%                 | 90.8%        | 87.4%           | 85.5%          | 87.7%            | 83.3%         | 91.2%                         |
| Southwest            | SW-L    | 90.2%                 | 98.1%        | 98.0%           | 93.9%          | 98.1%            | 88.8%         | 99.0%                         |
|                      | SW-M    | 43.1%                 | 97.0%        | 95.0%           | 87.5%          | 100.0%           | 94.7%         | 93.5%                         |
|                      | SW-S    | 93.1%                 | 84.8%        | 86.5%           | 88.4%          | 82.7%            | 75.3%         | 89.2%                         |
|                      | Total   | 81.2%                 | 93.1%        | 92.8%           | 91.0%          | 91.7%            | 83.4%         | 94.3%                         |
| Southeast            | SE-L    | 93.9%                 | 91.2%        | 84.6%           | 57.5%          | 94.5%            | 84.0%         | 100.0%                        |
|                      | SE-M    | 80.5%                 | 40.8%        | 40.8%           | 45.1%          | 32.9%            | 47.1%         | 40.5%                         |
|                      | SE-S    | 39.1%                 | 100.0%       | 95.2%           | 86.4%          | 91.3%            | 95.0%         | 96.7%                         |
|                      | Total   | 75.3%                 | 70.3%        | 64.6%           | 55.6%          | 64.9%            | 67.4%         | 71.7%                         |
| <b>All Projects:</b> |         | <b>77.7%</b>          | <b>86.3%</b> | <b>84.0%</b>    | <b>80.1%</b>   | <b>85.0%</b>     | <b>79.8%</b>  | <b>88.0%</b>                  |

As part of the questionnaire, each respondent had the opportunity to provide comments about why their local project was – or was not – the right transportation solution. Each and every comment that was provided has been transcribed so MoDOT stakeholders can review them. These comments are available in seven supplemental reports, one for each district.

Respondents were asked questions pertaining to bicyclists and pedestrian usage of the improvement. The results of this research show that a sizeable percentage of respondents believe pedestrians and bicyclists will use roads that may not have been intended for this traffic. If this belief reflects reality, then MoDOT may wish to consider either educating the public on the dangers of these roadways for

pedestrian/bicyclists traffic or incorporating pedestrian/bicyclist accommodations into more of their projects. The percentage of respondents who believed bicyclists and pedestrians would use roads that were not designed for this traffic shrank compared to the previous year. The new corridor on Route 141 in St. Louis County. (Project SL-L) was perceived to be unsafe for bicyclists/pedestrians by 56% of those who answered questions related to this project. MoDOT may wish to review this corridor and determine if it needs to be made safer or if promotional material communicating how to safely navigate the route is needed.

Supporting the findings of previous research, the belief that another project should have taken priority over the local project appears to have made a significant impact on the overall results. Only 50.3% of the respondents who thought another project should have been given priority thought their local project was the right transportation solution compared to 95.9% of those who did not believe another project should have been given priority. This is a very strong statistical difference and supports MoDOT's hypothesis that a respondent's belief that another project should have been commissioned first is a significant factor in their evaluation. However, it is important to note that this study cannot test casualty.

18.8% of the respondents felt another project should have been commissioned before their particular project. This is lower than that record last year, but is still the second highest percentage recorded for this measure since it was first employed. It can be very difficult to determine causality, and if this is important to MoDOT, they should commission a research study focused on this subject. However, no matter which factor is the dependent factor, MoDOT can help address this issue by publicizing the reasons why the projects that are selected are a priority.

The overall results show that the majority of Missourians are very satisfied with their local project and generally believe that MoDOT provides the right transportation solution. Results were similar to last year's scores. The majority of respondents thought that the project made the roadway safer (86.3%), more convenient (84.0%), less congested (80.1%), easier to travel (85.0%), better marked (79.8%), and was the right transportation solution (88.0%).

## BACKGROUND AND METHODOLOGY

*MoDOT's mission is to "provide a world-class transportation system that delights our customers." The public's perception of MoDOT's performance is crucial to the long-term success of the agency, and an important aspect of the Tracker measure is whether Missouri citizens view MoDOT projects as the right transportation solution. The Tracker system assesses tangible results related to MoDOT's mission, and one of the tangible results is the concept of "Fast projects that are of great value." An element of this measure is an assessment of customer satisfaction with these projects.*

In the fall of 2006, MoDOT commissioned the Institute of Public Policy at the University of Missouri Columbia to design and implement a new survey to measure and capture this measure. This was done and a report was provided to MoDOT in January 2007. The introduction to this section is from that report. In the fall of 2007, MoDOT commissioned Heartland Market Research LLC to implement the same survey with a new set of projects. The intention was to model the FY08's survey and methodology on the previous experience, and also make incremental improvements where feasible.

In FY09, the survey was significantly revised based on the experience from the previous year. The key questions were kept, but many of the auxiliary questions (such as Approximately how many miles do you drive per year?) were dropped as they had not proved to be key factors in respondent satisfaction. This survey space was reclaimed for three new survey questions, including a request of respondents to comment directly. The new questionnaire worked well, so the same questions were used in FY10. In FY11, some additional questions were added to the questionnaire.

Respondent comments are available in seven supplemental reports, one for each district. FY12 was the first year that the RTS measure was conducted using the seven new districts resulting from MoDOT's reorganization. To keep the statewide margin of error similar to that of previous years, 500 surveys were mailed to each of the 21 projects for a total of 10,500 surveys. This is a per project increase of 100,

but the total number of surveys mailed slightly decreased (in previous years, 400 surveys were mailed to each of the 30 projects over the 10 traditional districts for a total of 12,000 surveys). This increase in the number of surveys mailed per project should slightly decrease the margins of error for each project and district. A similar methodology was employed for FY13.

The sample of 500 people per project was initially selected by Heartland Market Research based upon geographical assumptions about which people would be likely to be most familiar with the project. The zip code recommendations were then reviewed by each of the seven MoDOT districts for input. In several cases the zip code selections were then revised based upon input from the districts.

In FY13, two additional questions were added to the survey. A question was added to investigate when people first learned about the project. Another question was added to measure citizens' overall satisfaction with the project. Previous studies used the right transportation solution question (Question 8 on this year's survey) as a proxy for satisfaction. The additional of a satisfaction question (Question 9 on this year's survey) provided the means for testing this assumption.

## PROJECT DESCRIPTIONS AND LOCATIONS

The descriptions listed in the table below were printed on the appropriate surveys for each project. These descriptions were initially provided by MoDOT, sometimes adjusted by the PI if it was thought that the respondents might have questions, and then the descriptions were reviewed, and sometimes adjusted, by the appropriate district contact. The surveys were sent to one or more zip codes as was thought appropriate for each project.

A large, medium, and small project was selected by MoDOT for each district. Large projects were defined as either having a major route listed and/or being funded through major project dollars. Medium projects were defined as having district-wide importance while small projects were defined as being of only local significance. Four of the projects included bicycle/pedestrian accommodations and those surveyed regarding these projects received a variant of the survey with specific questions relating to this accommodation.

**Table 2: Project Descriptions**

| <b>District</b> | <b>Large</b>                                                                                                                | <b>Medium</b>                                                                                 | <b>Small</b>                                                               |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| <b>NW</b>       | Resurfacing westbound Route 36 and improving the shoulders from Route 31 to Route 31 North in Buchanan and Dekalb counties. | Resurfacing Route 24 and improving the shoulders from Carrollton to DeWitt in Carroll County. | Improvements at the intersection of Route A and Route T in Clinton County. |
|                 | Bike/Pedestrian Accommodation: No                                                                                           | Bike/Pedestrian Accommodation: No                                                             | Bike/Pedestrian Accommodation: No                                          |
|                 | Zip code(s) for surveying: 64443, 64490, 64474, 64430, 64507                                                                | Zip code(s): 65344, 64639, 64633, 64623, 65236, 64668, 65246                                  | Zip code(s): 64493, 64474, 64429, 64465                                    |



| District  | Large                                                                                                                                                                                                                                                                               | Medium                                                                                                                                                                                                                                                    | Small                                                                                                                                                                                                                    |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>NE</b> | <p>Create New Alternative Route 63 around Kirksville in Adair County.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s) for surveying: 63501, 63546, 63549, 63559, 63533</p>                                                                                              | <p>Bridge improvements on the MO 107 and Route FF bridges near Mark Twain State Park in Monroe County.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 65283, 63443, 63468, 65275, 63456, 65282, 63450, 63437, 63462, 63436</p>              | <p>Turn lane additions on Route 47 / Fairgrounds Road in Lincoln County.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 63379, 63362, 63377</p>                                                            |
| <b>KC</b> | <p>Interchange modifications, new ramps, and new lanes on I-70/I-435 near Arrowhead and Kaufman Stadiums.</p> <p>Bike/Pedestrian Accommodation: Yes</p> <p>Zip code(s) for surveying: 64129, 64133, 64137, 64138, 64165, 64157, 64119, 64156, 64075, 64029, 64014, 64015, 64068</p> | <p>Diverging diamond interchange on I-435/Front Street near Metropolitan College-Business &amp; Technology.</p> <p>Bike/Pedestrian Accommodation: Yes</p> <p>Zip code(s): 64129, 64133, 64137, 64138, 64165, 64157, 64119, 64156, 64161, 64120, 64111</p> | <p>New Broadway Bridge on Route I-670/Broadway near Kauffman Performing Arts Center in Jackson County.</p> <p>Bike/Pedestrian Accommodation: Yes</p> <p>Zip code(s): 64124, 64106, 66101, 66102, 66105, 64127, 64108</p> |
| <b>CD</b> | <p>New Route 63 / Route H interchange and additional lanes in Boone County.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s) for surveying: 65201</p>                                                                                                                    | <p>Safety improvements at various median crossover intersections on Route 54 in Cole County.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 65040, 65032, 65026, 65109, 65101</p>                                                           | <p>Route 5 ramp turn lane improvement, plus sidewalks and pedestrian bridge over Route 5 in Camden County.</p> <p>Bike/Pedestrian Accommodation: Yes</p> <p>Zip code(s): 65020, 65787, 65324, 65079</p>                  |



| District  | Large                                                                                                                                                                                            | Medium                                                                                                                                                                                     | Small                                                                                                                                                                                                                                      |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SL</b> | <p>A new corridor on Route 141 in St. Louis County.</p> <p>Bike/Pedestrian Accommodation: Yes</p> <p>Zip code(s) for surveying: 63017, 63141, 63146</p>                                          | <p>Interchange improvements on I-270/Route 364 in St. Louis County.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 63146, 63043</p>                                          | <p>Pavement and shoulder widening on Route 94 in St. Charles County.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 63332, 63341, 63304</p>                                                                                  |
| <b>SW</b> | <p>Enlarging Route 65 from a four-lane to a six-lane freeway in Greene County.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s) for surveying: 65804, 65809, 65648</p>                | <p>Route Y Bridge over Stockton Lake in Dade County.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 65649, 65601, 65682, 65785, 65635, 65603, 65661, 64640, 64756, 65770</p> | <p>Diverging diamond interchange on Route 65/Route 248 (Shepherd of the Hills Expressway) to the west and Branson Landing Boulevard to the east in Branson.</p> <p>Bike/Pedestrian Accommodation: Yes</p> <p>Zip code(s): 65616, 65672</p> |
| <b>SE</b> | <p>Resurfacing I-55 in Perry, Cape Girardeau, and Scott Counties.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s) for surveying: 63775, 63769, 63755, 63703, 63701, 63780, 63736</p> | <p>Diverging diamond interchange on Route 67/221 in Farmington.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 63637, 63640, 63601</p>                                       | <p>Bridge improvements over Cane Creek on Route PP in Butler County.</p> <p>Bike/Pedestrian Accommodation: No</p> <p>Zip code(s): 63943, 63967, 63937</p>                                                                                  |



## RESPONDENTS

500 unique people were mailed a survey for each one of twenty-one unique projects for a total of 10,500 mailed surveys. 1,537 surveys were returned via US mail, for a gross response rate of 14.6%. These rates are similar to the previous three years (16.2%, 18.6% and 20.5%) and show an overall trend toward slightly declining response rates.

**Table 3: Gross Response Rate by Project and District**

| District     | Project | Mailed | Responses | Gross Response Rate |
|--------------|---------|--------|-----------|---------------------|
| Northwest    | NW-L    | 500    | 66        | 13.2%               |
|              | NW-M    | 500    | 87        | 17.4%               |
|              | NW-S    | 500    | 46        | 9.2%                |
|              | Total   | 1,500  | 199       | 13.3%               |
| Northeast    | NE-L    | 500    | 128       | 25.6%               |
|              | NE-M    | 500    | 59        | 11.8%               |
|              | NE-S    | 500    | 86        | 17.2%               |
|              | Total   | 1,500  | 273       | 18.2%               |
| Kansas City  | KC-L    | 500    | 49        | 9.8%                |
|              | KC-M    | 500    | 38        | 7.6%                |
|              | KC-S    | 500    | 15        | 3.0%                |
|              | Total   | 1,500  | 102       | 6.8%                |
| Central      | CD-L    | 500    | 66        | 13.2%               |
|              | CD-M    | 500    | 60        | 12.0%               |
|              | CD-S    | 500    | 78        | 15.6%               |
|              | Total   | 1,500  | 204       | 13.6%               |
| St. Louis    | SL-L    | 500    | 87        | 17.4%               |
|              | SL-M    | 500    | 91        | 18.2%               |
|              | SL-S    | 500    | 107       | 21.4%               |
|              | Total   | 1,500  | 285       | 19.0%               |
| Southwest    | SW-L    | 500    | 112       | 22.4%               |
|              | SW-M    | 500    | 63        | 12.6%               |
|              | SW-S    | 500    | 101       | 20.2%               |
|              | Total   | 1,500  | 276       | 18.4%               |
| Southeast    | SE-L    | 500    | 66        | 13.2%               |
|              | SE-M    | 500    | 83        | 16.6%               |
|              | SE-S    | 500    | 49        | 9.8%                |
|              | Total   | 1,500  | 198       | 13.2%               |
| Grand Total: |         | 10,500 | 1,537     | 14.6%               |

Seven projects had gross response rates outside of the norm (the standard deviation was +/- 5.1%). Projects NW-S, KC-M, and KC-S had gross response rates at least one standard deviation below the norm of 14.6%. Projects NE-L, SL-S, SW-L, and SW-S had gross response rates at least one standard deviation above the norm. All in all, the district response rates were very consistent with the lowest number of responses coming from the Kansas City District's three projects (representing 6.6% of all mailed responses) and the highest number coming from the St. Louis District (representing 18.5% of all mailed responses), close to the ideal of 14.3% coming from each district.

## PROJECT ASSESSMENT

The survey was designed to obtain detailed information about various aspects of a project so that MoDOT could evaluate whether or not Missourians were pleased with all aspects of a project such as safety, convenience, congestion reduction, drivability, and markings. Obviously MoDOT desires to score highly on all of these aspects, but variance among these dimensions can provide constructive input on areas of potential improvement. In addition, two questions were asked to measure Missourians' assessment of the overall appropriateness of the local project.

Providing the concrete example of a particular project for citizen assessment offers a number of benefits. First, we know which project the citizen is considering as they make an assessment. If a particular project was not named, different citizens could be considering different local projects. Second, the specific example makes it less likely that a single frustration in the distant past with another project will influence the citizen's assessment of current performance. Third, it makes it less likely that the survey respondent will confuse a MoDOT project with a city or county project in the area.

One of the most important factors, if not the single most important factor, in making the survey meaningful, is in ensuring that the respondents may provide knowledgeable input. Since most Missourians are likely to be familiar with only a small portion of the roads maintained by MoDOT, it is vital to ask respondents about a local project that is probably familiar to the respondent. The majority of the respondents were both familiar with the roadway and regular users of the affected roadway (details under the discussion of questions three and four).

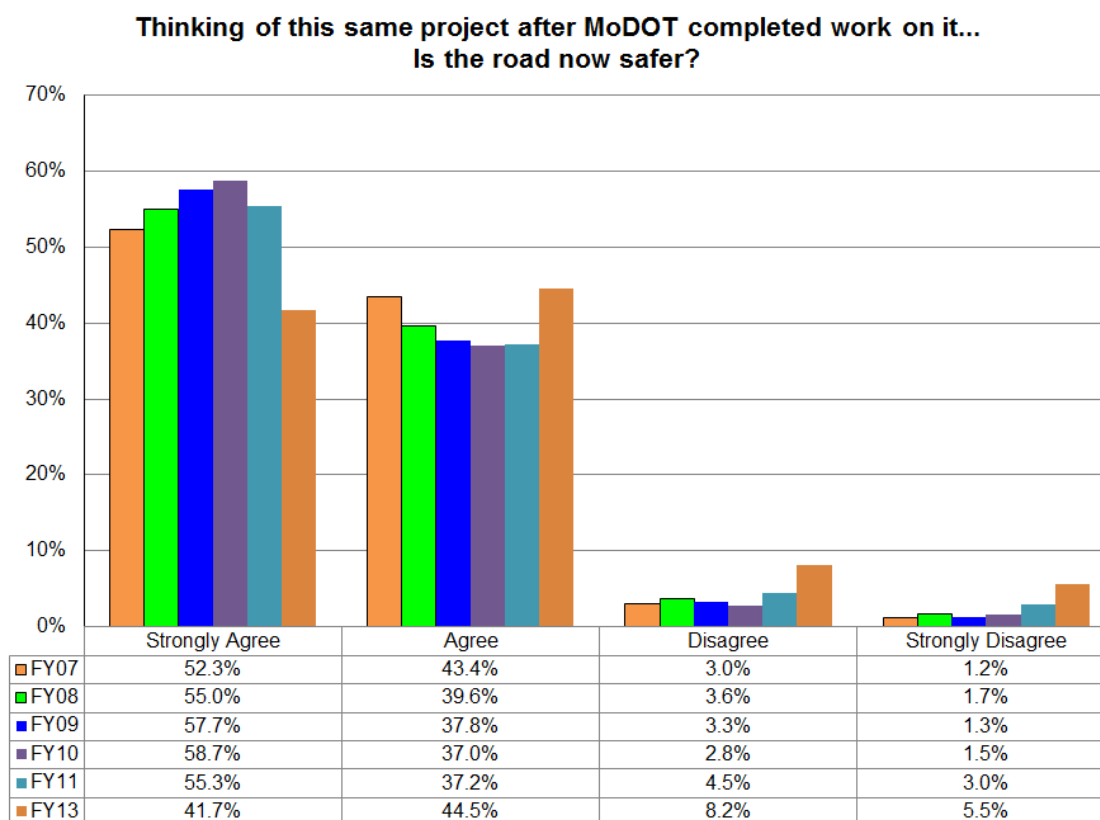
Using a specific project example provides additional research benefits. We know which project was being evaluated by each respondent, thus MoDOT can better understand and apply the feedback obtained by the survey. In addition, the use of a specific project both reduces the chance of the respondents confusing MoDOT's efforts with that of a city or county project while also differentiating the respondents' general attitude toward MoDOT from their evaluation of a particular project. In other words, based upon the survey design and the respondents' familiarity and frequency of use of the affected roadways, we can have confidence in the information provided in this research by the citizens of Missouri.

In order to facilitate better comparisons of changes from year to year, the statistics used in the project assessment usually do not include the "not sure" percentages. This eliminates a major source of random variability and allows a more accurate observation of change over time. In addition, this methodology is consistent with how MoDOT calculates similar Tracker measures. The fiscal year 2007 data discussed in this report was recalculated in the fiscal year 2008 report with this methodology to enable readers to see changes from year to another. Thus, no recalculations were required this fiscal year, all historical data was taken directly from last year's report.

## SAFER

One of MoDOT's primary goals is to make Missouri's roads safer. The overwhelming majority of Missourians agree that the local project achieved this goal. Results were similar to, but slightly lower than, the previous five years with a total of 86.3% of respondents agreeing that the project made the road safer. However, similar to other recent Tracker measures, a significant percentage of respondents have moved from the strongly agree to the agree response.

**Figure 1: Safer – Historical Comparison**



**Table 4: Safety Feedback by Project and District**

| District     | Project | Strongly Agree |       | Agree |       | Disagree |       | Strongly Disagree |       | Total |
|--------------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| Northwest    | NW-L    | 18             | 39.1% | 25    | 54.3% | 2        | 4.3%  | 1                 | 2.2%  | 46    |
|              | NW-M    | 26             | 35.1% | 43    | 58.1% | 5        | 6.8%  | 0                 | 0.0%  | 74    |
|              | NW-S    | 7              | 31.8% | 12    | 54.5% | 3        | 13.6% | 0                 | 0.0%  | 22    |
|              | Total   | 51             | 35.9% | 80    | 56.3% | 10       | 7.0%  | 1                 | 0.7%  | 142   |
| Northeast    | NE-L    | 25             | 23.4% | 52    | 48.6% | 24       | 22.4% | 6                 | 5.6%  | 107   |
|              | NE-M    | 13             | 37.1% | 20    | 57.1% | 2        | 5.7%  | 0                 | 0.0%  | 35    |
|              | NE-S    | 44             | 56.4% | 31    | 39.7% | 2        | 2.6%  | 1                 | 1.3%  | 78    |
|              | Total   | 82             | 37.3% | 103   | 46.8% | 28       | 12.7% | 7                 | 3.2%  | 220   |
| Kansas City  | KC-L    | 16             | 38.1% | 21    | 50.0% | 4        | 9.5%  | 1                 | 2.4%  | 42    |
|              | KC-M    | 9              | 47.4% | 10    | 52.6% | 0        | 0.0%  | 0                 | 0.0%  | 19    |
|              | KC-S    | 3              | 30.0% | 6     | 60.0% | 1        | 10.0% | 0                 | 0.0%  | 10    |
|              | Total   | 28             | 39.4% | 37    | 52.1% | 5        | 7.0%  | 1                 | 1.4%  | 71    |
| Central      | CD-L    | 20             | 40.0% | 17    | 34.0% | 6        | 12.0% | 7                 | 14.0% | 50    |
|              | CD-M    | 13             | 27.7% | 23    | 48.9% | 5        | 10.6% | 6                 | 12.8% | 47    |
|              | CD-S    | 28             | 44.4% | 29    | 46.0% | 2        | 3.2%  | 4                 | 6.3%  | 63    |
|              | Total   | 61             | 38.1% | 69    | 43.1% | 13       | 8.1%  | 17                | 10.6% | 160   |
| St. Louis    | SL-L    | 37             | 52.9% | 26    | 37.1% | 4        | 5.7%  | 3                 | 4.3%  | 70    |
|              | SL-M    | 40             | 51.9% | 30    | 39.0% | 7        | 9.1%  | 0                 | 0.0%  | 77    |
|              | SL-S    | 56             | 60.2% | 29    | 31.2% | 7        | 7.5%  | 1                 | 1.1%  | 93    |
|              | Total   | 133            | 55.4% | 85    | 35.4% | 18       | 7.5%  | 4                 | 1.7%  | 240   |
| Southwest    | SW-L    | 59             | 56.2% | 44    | 41.9% | 1        | 1.0%  | 1                 | 1.0%  | 105   |
|              | SW-M    | 11             | 33.3% | 21    | 63.6% | 0        | 0.0%  | 1                 | 3.0%  | 33    |
|              | SW-S    | 36             | 45.6% | 31    | 39.2% | 7        | 8.9%  | 5                 | 6.3%  | 79    |
|              | Total   | 106            | 48.8% | 96    | 44.2% | 8        | 3.7%  | 7                 | 3.2%  | 217   |
| Southeast    | SE-L    | 15             | 26.3% | 37    | 64.9% | 3        | 5.3%  | 2                 | 3.5%  | 57    |
|              | SE-M    | 13             | 18.3% | 16    | 22.5% | 14       | 19.7% | 28                | 39.4% | 71    |
|              | SE-S    | 15             | 50.0% | 15    | 50.0% | 0        | 0.0%  | 0                 | 0.0%  | 30    |
|              | Total   | 43             | 27.2% | 68    | 43.0% | 17       | 10.8% | 30                | 19.0% | 158   |
| Grand Total: |         | 504            | 41.7% | 538   | 44.5% | 99       | 8.2%  | 67                | 5.5%  | 1,208 |

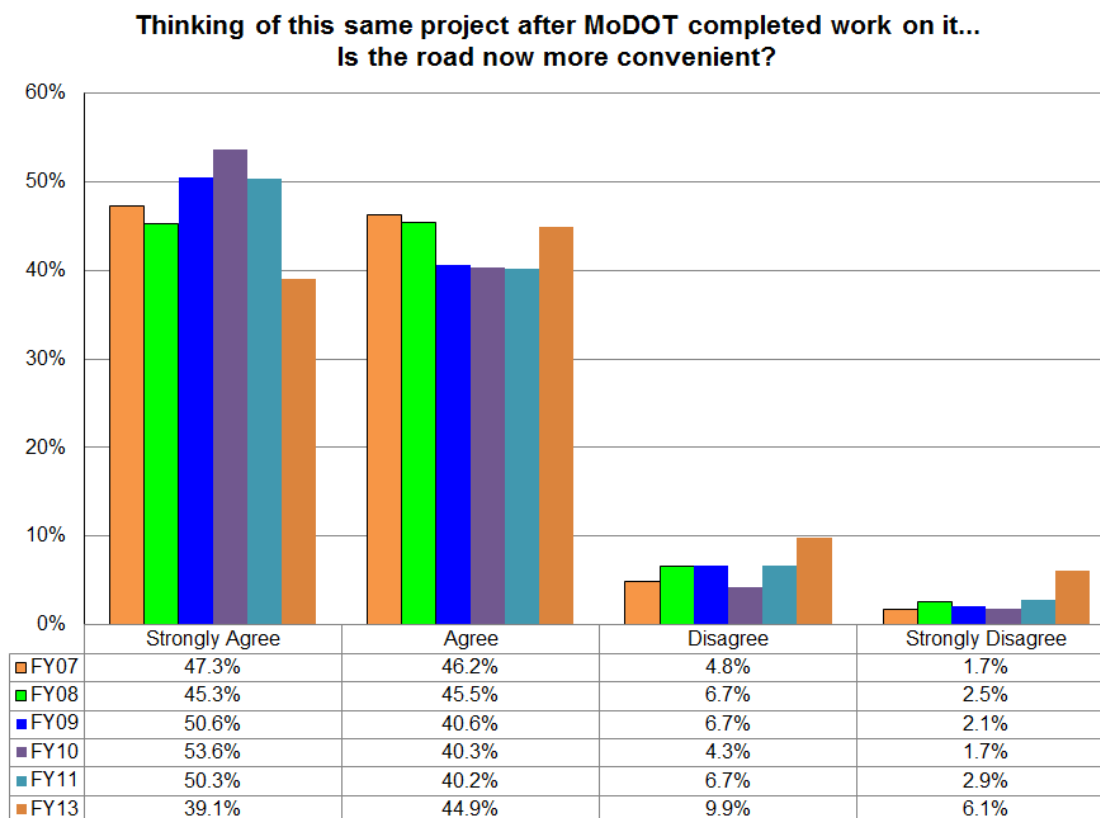
## IMPROVING TRAFFIC FLOW IN THE AREA

Another goal of MoDOT is to improve traffic flow. Two questions were asked to help capture this information. Respondents were asked if the project resulted in the road being “more convenient” and “less congested”.

### *MORE CONVENIENT*

84.0% of Missourians agreed that the project resulted in a more convenient roadway. This is comparable to, but slightly lower than, the results from the previous five years. We also see more people selecting agree instead of strongly agree.

**Figure 2: Convenience – Historical Comparison**





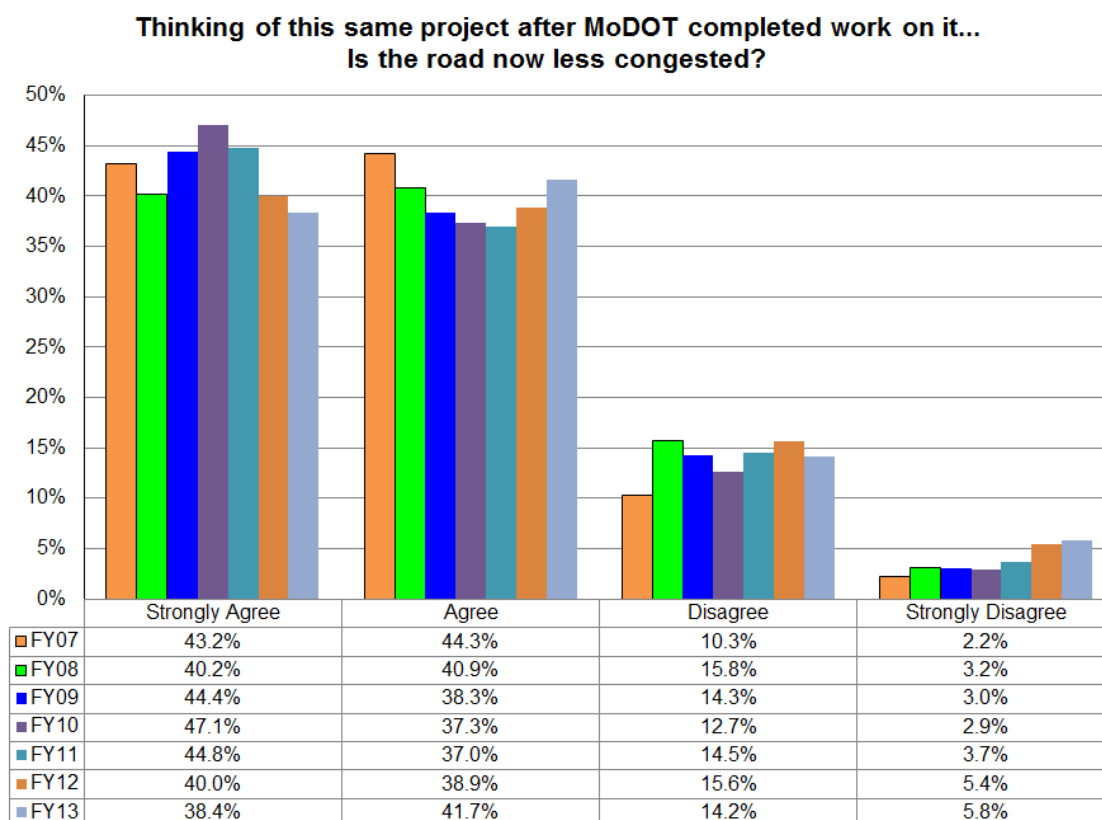
**Table 5: Convenience Feedback by Project and District**

| District     | Project | Strongly agree |       | Agree |        | Disagree |       | Strongly disagree |       | Total |
|--------------|---------|----------------|-------|-------|--------|----------|-------|-------------------|-------|-------|
| Northwest    | NW-L    | 15             | 40.5% | 18    | 48.6%  | 3        | 8.1%  | 1                 | 2.7%  | 37    |
|              | NW-M    | 10             | 16.7% | 44    | 73.3%  | 6        | 10.0% | 0                 | 0.0%  | 60    |
|              | NW-S    | 6              | 30.0% | 10    | 50.0%  | 3        | 15.0% | 1                 | 5.0%  | 20    |
|              | Total   | 31             | 26.5% | 72    | 61.5%  | 12       | 10.3% | 2                 | 1.7%  | 117   |
| Northeast    | NE-L    | 44             | 40.7% | 53    | 49.1%  | 8        | 7.4%  | 3                 | 2.8%  | 108   |
|              | NE-M    | 6              | 26.1% | 15    | 65.2%  | 2        | 8.7%  | 0                 | 0.0%  | 23    |
|              | NE-S    | 39             | 52.0% | 32    | 42.7%  | 2        | 2.7%  | 2                 | 2.7%  | 75    |
|              | Total   | 89             | 43.2% | 100   | 48.5%  | 12       | 5.8%  | 5                 | 2.4%  | 206   |
| Kansas City  | KC-L    | 14             | 34.1% | 22    | 53.7%  | 5        | 12.2% | 0                 | 0.0%  | 41    |
|              | KC-M    | 7              | 36.8% | 12    | 63.2%  | 0        | 0.0%  | 0                 | 0.0%  | 19    |
|              | KC-S    | 0              | 0.0%  | 5     | 100.0% | 0        | 0.0%  | 0                 | 0.0%  | 5     |
|              | Total   | 21             | 32.3% | 39    | 60.0%  | 5        | 7.7%  | 0                 | 0.0%  | 65    |
| Central      | CD-L    | 10             | 19.2% | 15    | 28.8%  | 12       | 23.1% | 15                | 28.8% | 52    |
|              | CD-M    | 7              | 17.5% | 18    | 45.0%  | 10       | 25.0% | 5                 | 12.5% | 40    |
|              | CD-S    | 18             | 31.0% | 33    | 56.9%  | 3        | 5.2%  | 4                 | 6.9%  | 58    |
|              | Total   | 35             | 23.3% | 66    | 44.0%  | 25       | 16.7% | 24                | 16.0% | 150   |
| St. Louis    | SL-L    | 47             | 61.0% | 24    | 31.2%  | 4        | 5.2%  | 2                 | 2.6%  | 77    |
|              | SL-M    | 40             | 50.6% | 31    | 39.2%  | 7        | 8.9%  | 1                 | 1.3%  | 79    |
|              | SL-S    | 59             | 60.8% | 20    | 20.6%  | 12       | 12.4% | 6                 | 6.2%  | 97    |
|              | Total   | 146            | 57.7% | 75    | 29.6%  | 23       | 9.1%  | 9                 | 3.6%  | 253   |
| Southwest    | SW-L    | 56             | 56.0% | 42    | 42.0%  | 1        | 1.0%  | 1                 | 1.0%  | 100   |
|              | SW-M    | 3              | 15.0% | 16    | 80.0%  | 1        | 5.0%  | 0                 | 0.0%  | 20    |
|              | SW-S    | 39             | 43.8% | 38    | 42.7%  | 9        | 10.1% | 3                 | 3.4%  | 89    |
|              | Total   | 98             | 46.9% | 96    | 45.9%  | 11       | 5.3%  | 4                 | 1.9%  | 209   |
| Southeast    | SE-L    | 12             | 23.1% | 32    | 61.5%  | 7        | 13.5% | 1                 | 1.9%  | 52    |
|              | SE-M    | 7              | 9.9%  | 22    | 31.0%  | 17       | 23.9% | 25                | 35.2% | 71    |
|              | SE-S    | 8              | 38.1% | 12    | 57.1%  | 1        | 4.8%  | 0                 | 0.0%  | 21    |
|              | Total   | 27             | 18.8% | 66    | 45.8%  | 25       | 17.4% | 26                | 18.1% | 144   |
| Grand Total: |         | 447            | 39.1% | 514   | 44.9%  | 113      | 9.9%  | 70                | 6.1%  | 1,144 |

## LESS CONGESTED

Congestion is one aspect where MoDOT has much less control over the end result compared with other aspects such as safety. In many cases projects are undertaken in areas experience population growth – with populations that continue to grow while the project is under construction, so congestion may not be perceived to be improved even if the roadway is now handling more traffic than it did previously. In addition, many of the projects focused on safety improvements – such as correcting a curve – that may not affect congestion. Nevertheless, 80.1% of Missourians agreed that the project resulted in a less congested roadway, similar to findings from the previous five years (slightly higher than the response from last year).

**Figure 3: Congestion – Historical Comparison**



**Table 6: Congestion Feedback by Project and District**

| District     | Project | Strongly agree |       | Agree |       | Disagree |       | Strongly disagree |       | Total |
|--------------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| Northwest    | NW-L    | 6              | 20.0% | 14    | 46.7% | 8        | 26.7% | 2                 | 6.7%  | 30    |
|              | NW-M    | 7              | 16.3% | 23    | 53.5% | 13       | 30.2% | 0                 | 0.0%  | 43    |
|              | NW-S    | 2              | 14.3% | 8     | 57.1% | 3        | 21.4% | 1                 | 7.1%  | 14    |
|              | Total   | 15             | 17.2% | 45    | 51.7% | 24       | 27.6% | 3                 | 3.4%  | 87    |
| Northeast    | NE-L    | 47             | 42.0% | 54    | 48.2% | 10       | 8.9%  | 1                 | 0.9%  | 112   |
|              | NE-M    | 5              | 23.8% | 12    | 57.1% | 4        | 19.0% | 0                 | 0.0%  | 21    |
|              | NE-S    | 32             | 43.8% | 35    | 47.9% | 4        | 5.5%  | 2                 | 2.7%  | 73    |
|              | Total   | 84             | 40.8% | 101   | 49.0% | 18       | 8.7%  | 3                 | 1.5%  | 206   |
| Kansas City  | KC-L    | 11             | 26.8% | 21    | 51.2% | 5        | 12.2% | 4                 | 9.8%  | 41    |
|              | KC-M    | 8              | 44.4% | 10    | 55.6% | 0        | 0.0%  | 0                 | 0.0%  | 18    |
|              | KC-S    | 2              | 33.3% | 3     | 50.0% | 1        | 16.7% | 0                 | 0.0%  | 6     |
|              | Total   | 21             | 32.3% | 34    | 52.3% | 6        | 9.2%  | 4                 | 6.2%  | 65    |
| Central      | CD-L    | 7              | 16.7% | 19    | 45.2% | 12       | 28.6% | 4                 | 9.5%  | 42    |
|              | CD-M    | 7              | 18.9% | 18    | 48.6% | 8        | 21.6% | 4                 | 10.8% | 37    |
|              | CD-S    | 10             | 18.9% | 28    | 52.8% | 12       | 22.6% | 3                 | 5.7%  | 53    |
|              | Total   | 24             | 18.2% | 65    | 49.2% | 32       | 24.2% | 11                | 8.3%  | 132   |
| St. Louis    | SL-L    | 40             | 51.9% | 27    | 35.1% | 6        | 7.8%  | 4                 | 5.2%  | 77    |
|              | SL-M    | 41             | 53.9% | 28    | 36.8% | 6        | 7.9%  | 1                 | 1.3%  | 76    |
|              | SL-S    | 56             | 58.3% | 21    | 21.9% | 14       | 14.6% | 5                 | 5.2%  | 96    |
|              | Total   | 137            | 55.0% | 76    | 30.5% | 26       | 10.4% | 10                | 4.0%  | 249   |
| Southwest    | SW-L    | 59             | 59.6% | 34    | 34.3% | 5        | 5.1%  | 1                 | 1.0%  | 99    |
|              | SW-M    | 3              | 18.8% | 11    | 68.8% | 2        | 12.5% | 0                 | 0.0%  | 16    |
|              | SW-S    | 40             | 46.5% | 36    | 41.9% | 6        | 7.0%  | 4                 | 4.7%  | 86    |
|              | Total   | 102            | 50.7% | 81    | 40.3% | 13       | 6.5%  | 5                 | 2.5%  | 201   |
| Southeast    | SE-L    | 6              | 15.0% | 17    | 42.5% | 14       | 35.0% | 3                 | 7.5%  | 40    |
|              | SE-M    | 13             | 18.3% | 19    | 26.8% | 16       | 22.5% | 23                | 32.4% | 71    |
|              | SE-S    | 10             | 45.5% | 9     | 40.9% | 3        | 13.6% | 0                 | 0.0%  | 22    |
|              | Total   | 29             | 21.8% | 45    | 33.8% | 33       | 24.8% | 26                | 19.5% | 133   |
| Grand Total: |         | 412            | 38.4% | 447   | 41.7% | 152      | 14.2% | 62                | 5.8%  | 1,073 |

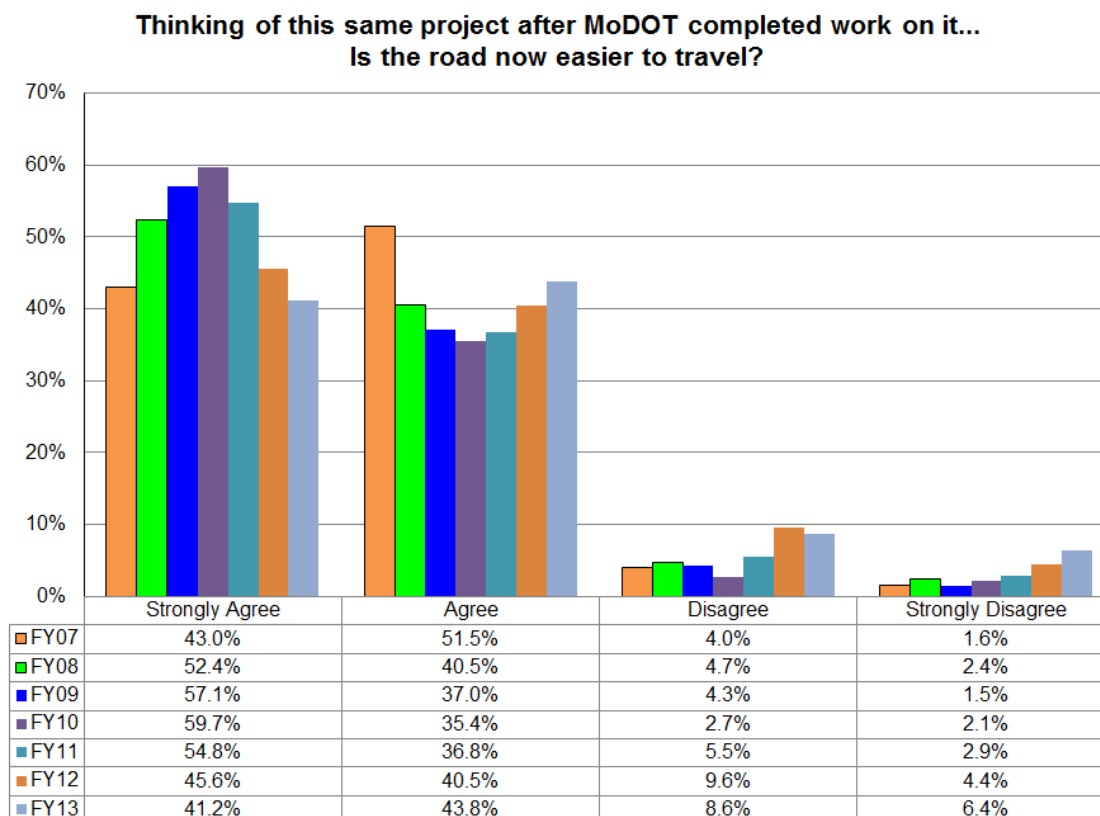
## DRIVING ENVIRONMENT

Another goal of the MoDOT improvement projects was to improve the driving environment of the roadways by making them easier to navigate and easier to understand. Two questions were asked to help capture this information. Respondents were asked if the project resulted in the road being “easier to travel” and “better marked”. At the request of MoDOT, the phrasing of these questions was slightly adjusted in FY08 and again in FY11 to help respondents better understand the survey. While this had the potential for making it more difficult to make comparisons from year to year, fine-tuning the Tracker measure was given a higher priority to ensure that this and future surveys capture the most accurate information possible. In practice, even with the improved wording, the results thereafter were quite comparable to that of previous years.

### *EASIER TO TRAVEL*

85.0% of Missourians agreed that the project resulted in a roadway that was easier to travel. This is comparable to, but slightly lower than, the respondents in the previous five years. Over the last four years, the amount of people who marked agree instead of strongly agree has grown.

**Figure 4: Easier to Travel – Historical Comparison**



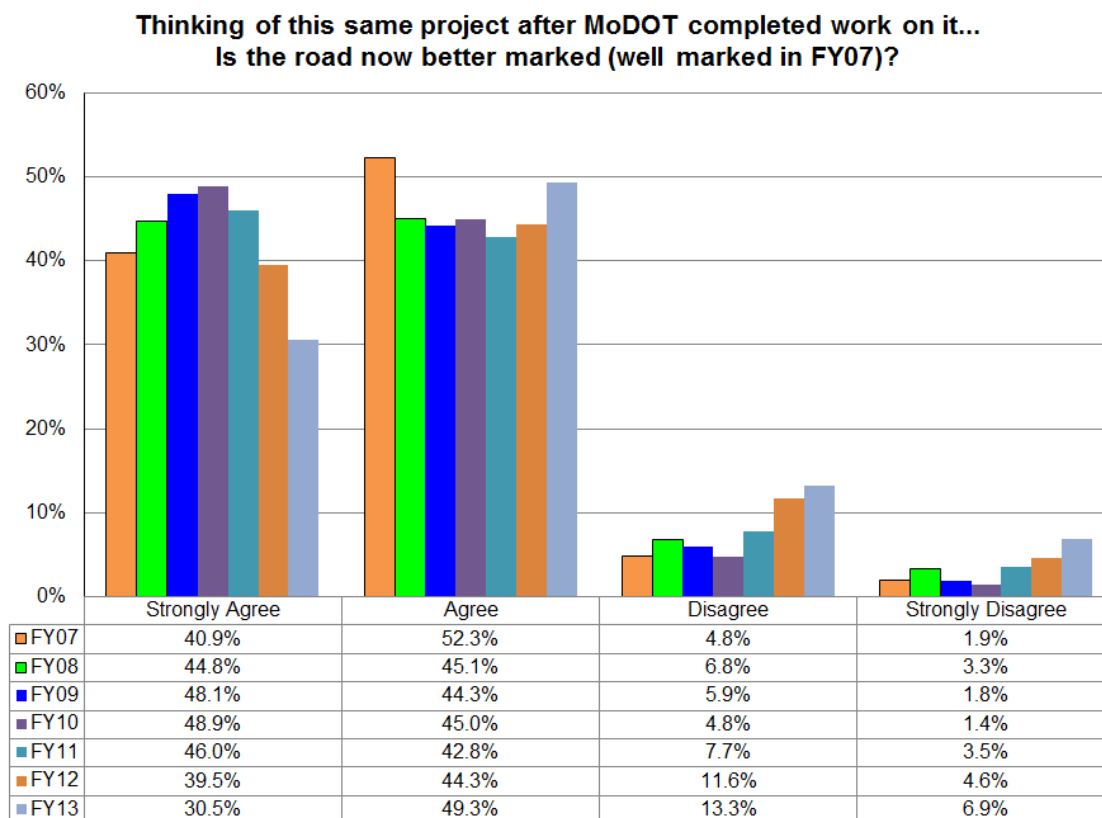
**Table 7: Easier to Drive Feedback by Project and District**

| District     | Project | Strongly agree |       | Agree |        | Disagree |       | Strongly disagree |       | Total |
|--------------|---------|----------------|-------|-------|--------|----------|-------|-------------------|-------|-------|
| Northwest    | NW-L    | 16             | 38.1% | 24    | 57.1%  | 1        | 2.4%  | 1                 | 2.4%  | 42    |
|              | NW-M    | 21             | 30.4% | 45    | 65.2%  | 3        | 4.3%  | 0                 | 0.0%  | 69    |
|              | NW-S    | 6              | 35.3% | 9     | 52.9%  | 1        | 5.9%  | 1                 | 5.9%  | 17    |
|              | Total   | 43             | 33.6% | 78    | 60.9%  | 5        | 3.9%  | 2                 | 1.6%  | 128   |
| Northeast    | NE-L    | 53             | 47.3% | 46    | 41.1%  | 10       | 8.9%  | 3                 | 2.7%  | 112   |
|              | NE-M    | 11             | 40.7% | 14    | 51.9%  | 2        | 7.4%  | 0                 | 0.0%  | 27    |
|              | NE-S    | 36             | 48.6% | 34    | 45.9%  | 2        | 2.7%  | 2                 | 2.7%  | 74    |
|              | Total   | 100            | 46.9% | 94    | 44.1%  | 14       | 6.6%  | 5                 | 2.3%  | 213   |
| Kansas City  | KC-L    | 12             | 28.6% | 23    | 54.8%  | 7        | 16.7% | 0                 | 0.0%  | 42    |
|              | KC-M    | 6              | 30.0% | 13    | 65.0%  | 1        | 5.0%  | 0                 | 0.0%  | 20    |
|              | KC-S    | 0              | 0.0%  | 5     | 100.0% | 0        | 0.0%  | 0                 | 0.0%  | 5     |
|              | Total   | 18             | 26.9% | 41    | 61.2%  | 8        | 11.9% | 0                 | 0.0%  | 67    |
| Central      | CD-L    | 10             | 21.7% | 15    | 32.6%  | 12       | 26.1% | 9                 | 19.6% | 46    |
|              | CD-M    | 9              | 21.4% | 20    | 47.6%  | 5        | 11.9% | 8                 | 19.0% | 42    |
|              | CD-S    | 16             | 27.6% | 34    | 58.6%  | 6        | 10.3% | 2                 | 3.4%  | 58    |
|              | Total   | 35             | 24.0% | 69    | 47.3%  | 23       | 15.8% | 19                | 13.0% | 146   |
| St. Louis    | SL-L    | 43             | 52.4% | 29    | 35.4%  | 5        | 6.1%  | 5                 | 6.1%  | 82    |
|              | SL-M    | 43             | 58.1% | 22    | 29.7%  | 8        | 10.8% | 1                 | 1.4%  | 74    |
|              | SL-S    | 57             | 58.8% | 28    | 28.9%  | 8        | 8.2%  | 4                 | 4.1%  | 97    |
|              | Total   | 143            | 56.5% | 79    | 31.2%  | 21       | 8.3%  | 10                | 4.0%  | 253   |
| Southwest    | SW-L    | 58             | 56.3% | 43    | 41.7%  | 1        | 1.0%  | 1                 | 1.0%  | 103   |
|              | SW-M    | 13             | 44.8% | 16    | 55.2%  | 0        | 0.0%  | 0                 | 0.0%  | 29    |
|              | SW-S    | 38             | 38.8% | 43    | 43.9%  | 12       | 12.2% | 5                 | 5.1%  | 98    |
|              | Total   | 109            | 47.4% | 102   | 44.3%  | 13       | 5.7%  | 6                 | 2.6%  | 230   |
| Southeast    | SE-L    | 23             | 41.8% | 29    | 52.7%  | 2        | 3.6%  | 1                 | 1.8%  | 55    |
|              | SE-M    | 9              | 12.9% | 14    | 20.0%  | 14       | 20.0% | 33                | 47.1% | 70    |
|              | SE-S    | 8              | 34.8% | 13    | 56.5%  | 2        | 8.7%  | 0                 | 0.0%  | 23    |
|              | Total   | 40             | 27.0% | 56    | 37.8%  | 18       | 12.2% | 34                | 23.0% | 148   |
| Grand Total: |         | 488            | 41.2% | 519   | 43.8%  | 102      | 8.6%  | 76                | 6.4%  | 1,185 |

## BETTER MARKED

79.8% of Missourians agreed that the project resulted in a roadway that was better marked. This is similar to, but lower than, the results from the last five annual surveys. For the last few years, a sizeable percentage of the population moved from the strongly agree to the agree answer.

**Figure 5: Better Marked – Historical Comparison**



**Table 8: Better Marked Feedback by Project and District**

| District     | Project | Strongly agree |       | Agree |       | Disagree |       | Strongly disagree |       | Total |
|--------------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| Northwest    | NW-L    | 17             | 44.7% | 16    | 42.1% | 4        | 10.5% | 1                 | 2.6%  | 38    |
|              | NW-M    | 23             | 35.9% | 37    | 57.8% | 4        | 6.3%  | 0                 | 0.0%  | 64    |
|              | NW-S    | 5              | 27.8% | 10    | 55.6% | 2        | 11.1% | 1                 | 5.6%  | 18    |
|              | Total   | 45             | 37.5% | 63    | 52.5% | 10       | 8.3%  | 2                 | 1.7%  | 120   |
| Northeast    | NE-L    | 21             | 19.6% | 44    | 41.1% | 32       | 29.9% | 10                | 9.3%  | 107   |
|              | NE-M    | 7              | 29.2% | 15    | 62.5% | 2        | 8.3%  | 0                 | 0.0%  | 24    |
|              | NE-S    | 33             | 44.6% | 38    | 51.4% | 0        | 0.0%  | 3                 | 4.1%  | 74    |
|              | Total   | 61             | 29.8% | 97    | 47.3% | 34       | 16.6% | 13                | 6.3%  | 205   |
| Kansas City  | KC-L    | 7              | 18.9% | 26    | 70.3% | 3        | 8.1%  | 1                 | 2.7%  | 37    |
|              | KC-M    | 5              | 27.8% | 13    | 72.2% | 0        | 0.0%  | 0                 | 0.0%  | 18    |
|              | KC-S    | 1              | 20.0% | 4     | 80.0% | 0        | 0.0%  | 0                 | 0.0%  | 5     |
|              | Total   | 13             | 21.7% | 43    | 71.7% | 3        | 5.0%  | 1                 | 1.7%  | 60    |
| Central      | CD-L    | 8              | 18.6% | 16    | 37.2% | 11       | 25.6% | 8                 | 18.6% | 43    |
|              | CD-M    | 9              | 21.4% | 19    | 45.2% | 9        | 21.4% | 5                 | 11.9% | 42    |
|              | CD-S    | 10             | 18.2% | 37    | 67.3% | 5        | 9.1%  | 3                 | 5.5%  | 55    |
|              | Total   | 27             | 19.3% | 72    | 51.4% | 25       | 17.9% | 16                | 11.4% | 140   |
| St. Louis    | SL-L    | 29             | 37.7% | 32    | 41.6% | 9        | 11.7% | 7                 | 9.1%  | 77    |
|              | SL-M    | 22             | 30.1% | 36    | 49.3% | 13       | 17.8% | 2                 | 2.7%  | 73    |
|              | SL-S    | 46             | 48.4% | 39    | 41.1% | 10       | 10.5% | 0                 | 0.0%  | 95    |
|              | Total   | 97             | 39.6% | 107   | 43.7% | 32       | 13.1% | 9                 | 3.7%  | 245   |
| Southwest    | SW-L    | 26             | 29.2% | 53    | 59.6% | 8        | 9.0%  | 2                 | 2.2%  | 89    |
|              | SW-M    | 7              | 36.8% | 11    | 57.9% | 1        | 5.3%  | 0                 | 0.0%  | 19    |
|              | SW-S    | 27             | 31.8% | 37    | 43.5% | 11       | 12.9% | 10                | 11.8% | 85    |
|              | Total   | 60             | 31.1% | 101   | 52.3% | 20       | 10.4% | 12                | 6.2%  | 193   |
| Southeast    | SE-L    | 16             | 32.0% | 26    | 52.0% | 7        | 14.0% | 1                 | 2.0%  | 50    |
|              | SE-M    | 9              | 13.2% | 23    | 33.8% | 14       | 20.6% | 22                | 32.4% | 68    |
|              | SE-S    | 8              | 40.0% | 11    | 55.0% | 1        | 5.0%  | 0                 | 0.0%  | 20    |
|              | Total   | 33             | 23.9% | 60    | 43.5% | 22       | 15.9% | 23                | 16.7% | 138   |
| Grand Total: |         | 336            | 30.5% | 543   | 49.3% | 146      | 13.3% | 76                | 6.9%  | 1,101 |



## ACCOMMODATION FOR BICYCLISTS AND PEDESTRIANS

Six of the twenty-one projects selected by MoDOT were different in that special accommodation for bicyclists and pedestrians were designed into the project. The other projects were standard and did not have a bicyclist/pedestrian component. Question two (with three parts) differed for these projects. The respondents who were asked about the four projects that specifically accommodated bicyclists and pedestrians were asked about the accommodation. The respondents from the other seventeen projects were asked questions about the expected pedestrian and bicyclists usage of the road.

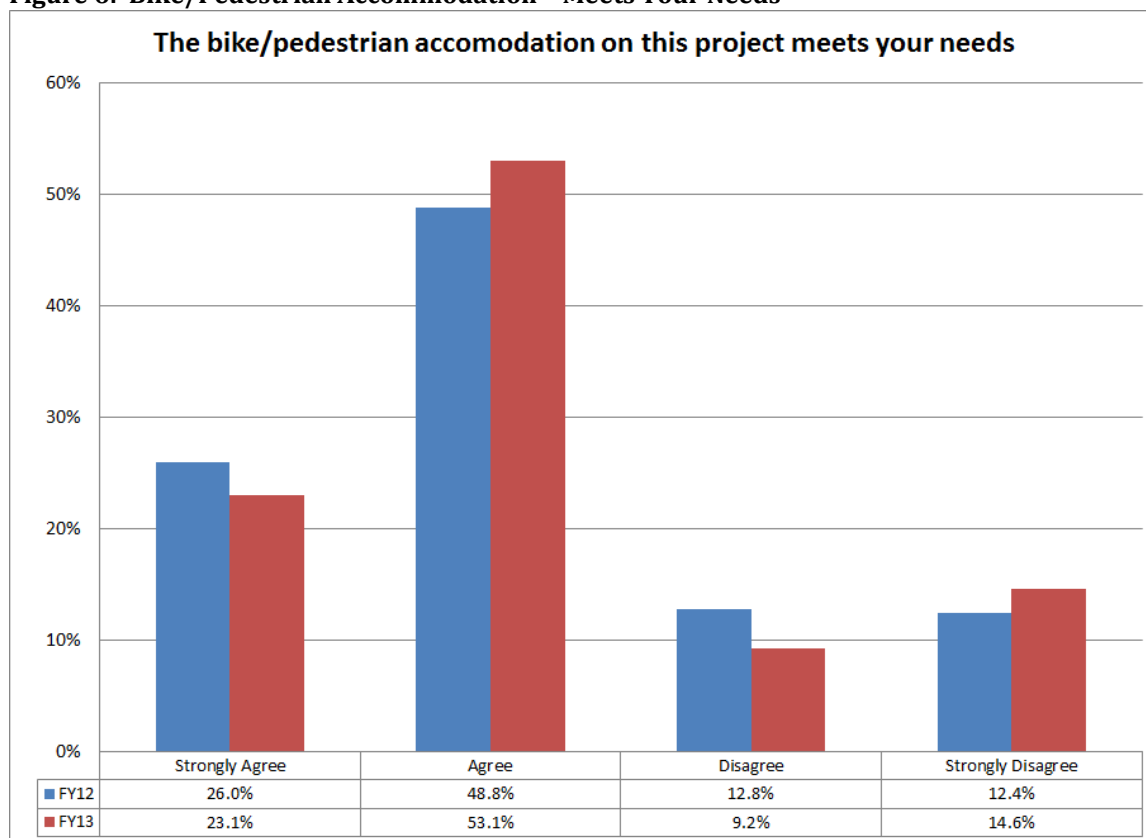
### PROJECTS WITH ACCOMMODATIONS FOR BICYCLISTS AND PEDESTRIANS

76.2% of the respondents believed that the accommodation for bicyclists and pedestrians would meet their needs. This is similar to, and slightly higher, than the results from last year even when considering Project SL-L which was an outlier among these six projects. The following table summarizes the responses and percentages by the individual projects.

**Table 9: Bike/Pedestrian Accommodation – Meets Your Needs by District and Project**

| District     | Project | Strongly Agree |        | Agree |       | Disagree |       | Strongly Disagree |       | Total |
|--------------|---------|----------------|--------|-------|-------|----------|-------|-------------------|-------|-------|
| Kansas City  | KC-L    | 0              | 0.0%   | 7     | 87.5% | 1        | 12.5% | 0                 | 0.0%  | 8     |
| Kansas City  | KC-M    | 2              | 25.0%  | 6     | 75.0% | 0        | 0.0%  | 0                 | 0.0%  | 8     |
| Kansas City  | KC-S    | 2              | 100.0% | 0     | 0.0%  | 0        | 0.0%  | 0                 | 0.0%  | 2     |
| Central      | CD-S    | 12             | 25.0%  | 24    | 50.0% | 4        | 8.3%  | 8                 | 16.7% | 48    |
| St. Louis    | SL-L    | 4              | 13.3%  | 14    | 46.7% | 2        | 6.7%  | 10                | 33.3% | 30    |
| Southwest    | SW-S    | 10             | 29.4%  | 18    | 52.9% | 5        | 14.7% | 1                 | 2.9%  | 34    |
| Grand Total: |         | 30             | 23.1%  | 69    | 53.1% | 12       | 9.2%  | 19                | 14.6% | 130   |

**Figure 6: Bike/Pedestrian Accommodation – Meets Your Needs**



Since the survey does not ask if the respondents would walk or ride on the improvement, it is unknown if those who did not agree with question still had unmet needs or simply had no need for a pedestrian or bicycling accommodation. The two following questions, regarding safety and ease of use, provide some input as to the unmet needs question. Since the agreement for both of these questions was higher than the agreement with the “meets your needs” question, this implies that at least some of those who disagreed with the “meets your needs” question simply had no need for a bicyclist or pedestrian accommodation. If MoDOT wishes this question to specifically measure the agreement of pedestrians and bicyclists, future surveys should ask if the respondent would walk or ride a bike through the improvement.

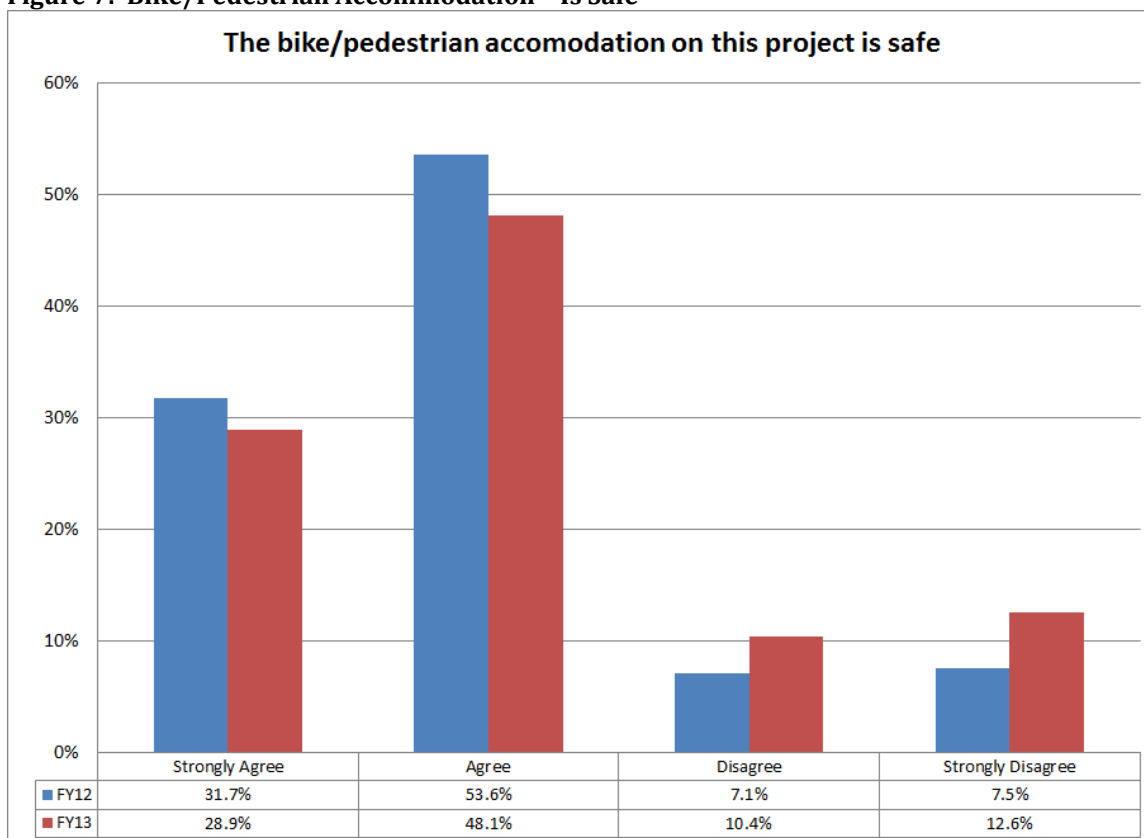
77.0% of the respondents thought the bicyclists and pedestrian accommodation was safe. This is significantly less than the 85.3% measured last year. This is a statistically significant change and the drop in this measure is due to one project.

**56% of the respondents for SL-L thought the bike/pedestrian accommodation for this project was unsafe.** The following table summarizes the responses and percentages by the individual projects.

**Table 10: Bike/Pedestrian Accommodation – Is Safe by District and Project**

| District     | Project | Strongly Agree |       | Agree |       | Disagree |       | Strongly Disagree |       | Total |
|--------------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| Kansas City  | KC-L    | 0              | 0.0%  | 7     | 77.8% | 2        | 22.2% | 0                 | 0.0%  | 9     |
| Kansas City  | KC-M    | 2              | 25.0% | 6     | 75.0% | 0        | 0.0%  | 0                 | 0.0%  | 8     |
| Kansas City  | KC-S    | 1              | 50.0% | 1     | 50.0% | 0        | 0.0%  | 0                 | 0.0%  | 2     |
| Central      | CD-S    | 20             | 36.4% | 25    | 45.5% | 7        | 12.7% | 3                 | 5.5%  | 55    |
| St. Louis    | SL-L    | 4              | 16.0% | 7     | 28.0% | 3        | 12.0% | 11                | 44.0% | 25    |
| Southwest    | SW-S    | 12             | 33.3% | 19    | 52.8% | 2        | 5.6%  | 3                 | 8.3%  | 36    |
| Grand Total: |         | 39             | 28.9% | 65    | 48.1% | 14       | 10.4% | 17                | 12.6% | 135   |

**Figure 7: Bike/Pedestrian Accommodation – Is Safe**

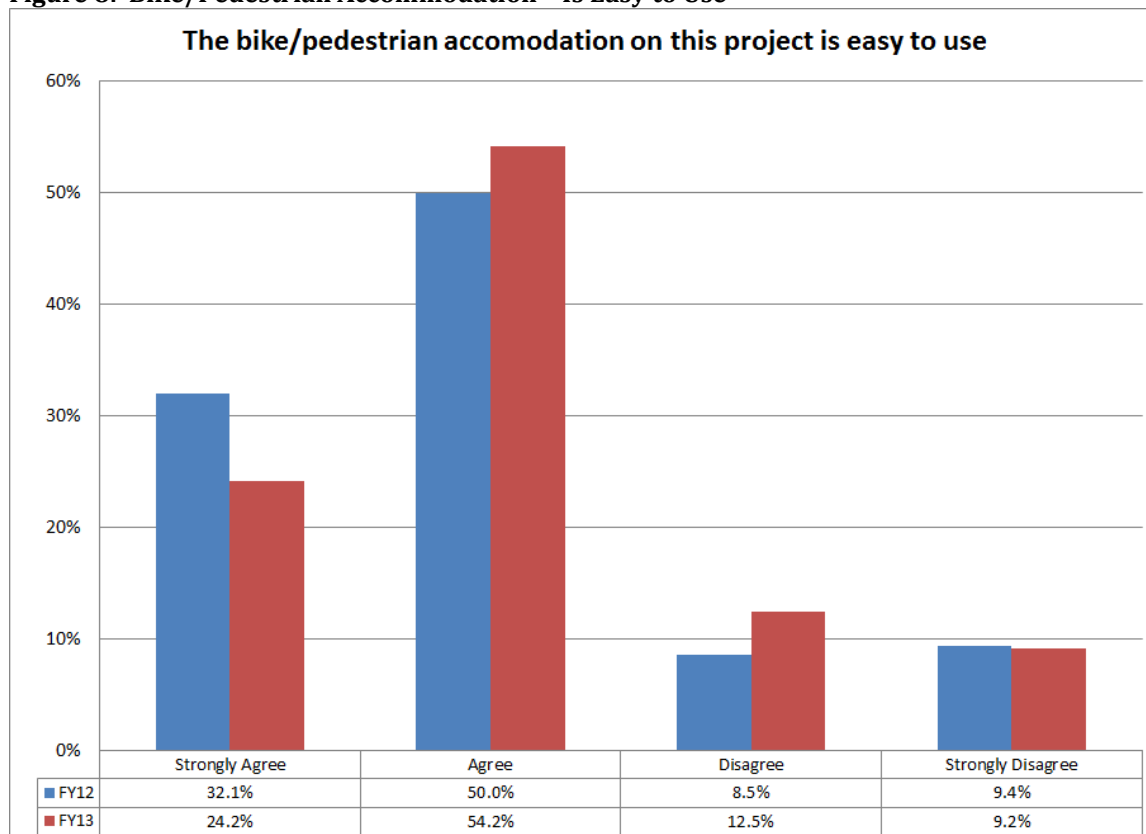


78.3% of the respondents thought the bicyclists and pedestrian accommodation was easy to use. This is statistically similar, but slightly lower, than the results from last year. Again, Project SL-L was an outlier with a majority of the respondents asked about this project disagreeing that it was easy to use. The following table summarizes the responses and percentages by the individual projects.

**Table 11: Bike/Pedestrian Accommodation – Is Easy to Use by District and Project**

| District     | Project | Strongly Agree |       | Agree |       | Disagree |       | Strongly Disagree |       | Total |
|--------------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| Kansas City  | KC-L    | 0              | 0.0%  | 6     | 85.7% | 1        | 14.3% | 0                 | 0.0%  | 7     |
| Kansas City  | KC-M    | 2              | 25.0% | 6     | 75.0% | 0        | 0.0%  | 0                 | 0.0%  | 8     |
| Kansas City  | KC-S    | 1              | 50.0% | 1     | 50.0% | 0        | 0.0%  | 0                 | 0.0%  | 2     |
| Central      | CD-S    | 13             | 27.7% | 26    | 55.3% | 6        | 12.8% | 2                 | 4.3%  | 47    |
| St. Louis    | SL-L    | 3              | 13.6% | 7     | 31.8% | 4        | 18.2% | 8                 | 36.4% | 22    |
| Southwest    | SW-S    | 10             | 29.4% | 19    | 55.9% | 4        | 11.8% | 1                 | 2.9%  | 34    |
| Grand Total: |         | 29             | 24.2% | 65    | 54.2% | 15       | 12.5% | 11                | 9.2%  | 120   |

**Figure 8: Bike/Pedestrian Accommodation – Is Easy to Use**



## PROJECTS WITH NO BICYCLIST/PEDESTRIAN COMPONENT

82.8% of the respondents agreed that the projects with no bicyclist/pedestrian component should not have had one. These results are similar, and slightly higher, than the agreement recorded last year. The following table summarizes the responses and percentages by both individual projects and districts.

**Table 12: No Bicyclist/Pedestrian Component - Right Decision by District and Project**

| District     | Project | Strongly Agree |       | Agree |       | Disagree |       | Strongly Disagree |       | Total |
|--------------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| Northwest    | NW-L    | 19             | 44.2% | 17    | 39.5% | 4        | 9.3%  | 3                 | 7.0%  | 43    |
|              | NW-M    | 33             | 47.8% | 33    | 47.8% | 1        | 1.4%  | 2                 | 2.9%  | 69    |
|              | NW-S    | 10             | 47.6% | 9     | 42.9% | 2        | 9.5%  | 0                 | 0.0%  | 21    |
|              | Total   | 62             | 46.6% | 59    | 44.4% | 7        | 5.3%  | 5                 | 3.8%  | 133   |
| Northeast    | NE-L    | 47             | 44.3% | 43    | 40.6% | 9        | 8.5%  | 7                 | 6.6%  | 106   |
|              | NE-M    | 11             | 33.3% | 18    | 54.5% | 4        | 12.1% | 0                 | 0.0%  | 33    |
|              | NE-S    | 25             | 37.3% | 22    | 32.8% | 16       | 23.9% | 4                 | 6.0%  | 67    |
|              | Total   | 83             | 40.3% | 83    | 40.3% | 29       | 14.1% | 11                | 5.3%  | 206   |
| Central      | CD-L    | 33             | 57.9% | 16    | 28.1% | 6        | 10.5% | 2                 | 3.5%  | 57    |
|              | CD-M    | 18             | 40.0% | 22    | 48.9% | 3        | 6.7%  | 2                 | 4.4%  | 45    |
|              | Total   | 51             | 50.0% | 38    | 37.3% | 9        | 8.8%  | 4                 | 3.9%  | 102   |
| St. Louis    | SL-M    | 40             | 51.9% | 24    | 31.2% | 6        | 7.8%  | 7                 | 9.1%  | 77    |
|              | SL-S    | 51             | 54.3% | 23    | 24.5% | 12       | 12.8% | 8                 | 8.5%  | 94    |
|              | Total   | 91             | 53.2% | 47    | 27.5% | 18       | 10.5% | 15                | 8.8%  | 171   |
| Southwest    | SW-L    | 60             | 63.2% | 27    | 28.4% | 5        | 5.3%  | 3                 | 3.2%  | 95    |
|              | SW-M    | 10             | 35.7% | 17    | 60.7% | 1        | 3.6%  | 0                 | 0.0%  | 28    |
|              | Total   | 70             | 56.9% | 44    | 35.8% | 6        | 4.9%  | 3                 | 2.4%  | 123   |
| Southeast    | SE-L    | 34             | 55.7% | 21    | 34.4% | 3        | 4.9%  | 3                 | 4.9%  | 61    |
|              | SE-M    | 17             | 25.8% | 14    | 21.2% | 15       | 22.7% | 20                | 30.3% | 66    |
|              | SE-S    | 11             | 37.9% | 13    | 44.8% | 4        | 13.8% | 1                 | 3.4%  | 29    |
|              | Total   | 62             | 39.7% | 48    | 30.8% | 22       | 14.1% | 24                | 15.4% | 156   |
| Grand Total: |         | 419            | 47.0% | 319   | 35.8% | 91       | 10.2% | 62                | 7.0%  | 891   |

**Figure 9: No Bicyclist/Pedestrian Component – Right Decision**



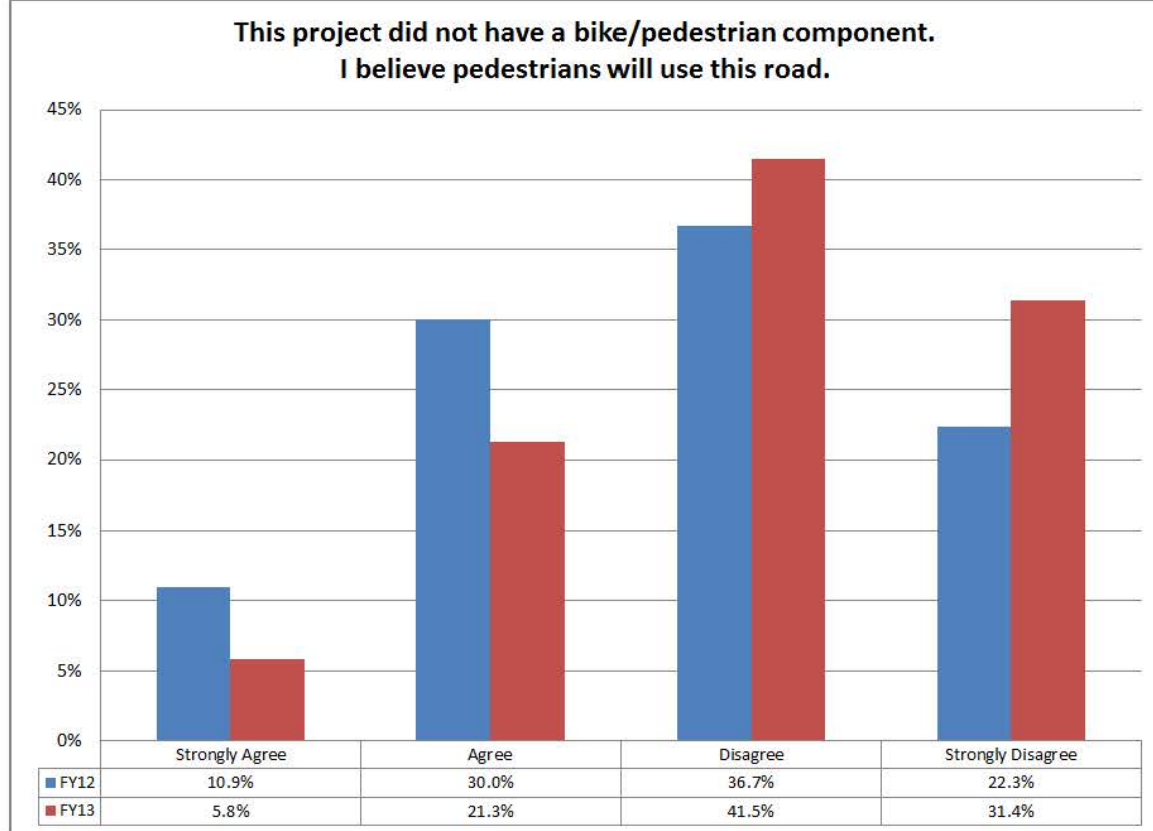
Respondents for projects that did not have a bicyclist/pedestrian component were then asked if they thought pedestrians and bicyclists would use the improvement. Disagreement with the next two questions indicated that the respondents thought pedestrians and bicyclists would not use the improvement.

27.1% of the respondents thought pedestrians would use the improvement, significantly reduced from the 41.0% measured last year. The following table summarizes the responses and percentages by both individual projects and districts.

**Table 13: No Bicyclist/Pedestrian Component – Pedestrian Usage by District and Project**

| District     | Project | Strongly Agree |       | Agree |       | Disagree |       | Strongly Disagree |       | Total |
|--------------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| Northwest    | NW-L    | 1              | 3.3%  | 4     | 13.3% | 19       | 63.3% | 6                 | 20.0% | 30    |
|              | NW-M    | 3              | 5.3%  | 10    | 17.5% | 32       | 56.1% | 12                | 21.1% | 57    |
|              | NW-S    | 1              | 6.7%  | 4     | 26.7% | 5        | 33.3% | 5                 | 33.3% | 15    |
|              | Total   | 5              | 4.9%  | 18    | 17.6% | 56       | 54.9% | 23                | 22.5% | 102   |
| Northeast    | NE-L    | 2              | 2.3%  | 19    | 21.8% | 45       | 51.7% | 21                | 24.1% | 87    |
|              | NE-M    | 3              | 13.0% | 10    | 43.5% | 6        | 26.1% | 4                 | 17.4% | 23    |
|              | NE-S    | 5              | 9.4%  | 25    | 47.2% | 16       | 30.2% | 7                 | 13.2% | 53    |
|              | Total   | 10             | 6.1%  | 54    | 33.1% | 67       | 41.1% | 32                | 19.6% | 163   |
| Central      | CD-L    | 0              | 0.0%  | 4     | 8.5%  | 17       | 36.2% | 26                | 55.3% | 47    |
|              | CD-M    | 0              | 0.0%  | 8     | 21.1% | 20       | 52.6% | 10                | 26.3% | 38    |
|              | Total   | 0              | 0.0%  | 12    | 14.1% | 37       | 43.5% | 36                | 42.4% | 85    |
| St. Louis    | SL-M    | 2              | 3.5%  | 11    | 19.3% | 24       | 42.1% | 20                | 35.1% | 57    |
|              | SL-S    | 4              | 4.9%  | 12    | 14.6% | 30       | 36.6% | 36                | 43.9% | 82    |
|              | Total   | 6              | 4.3%  | 23    | 16.5% | 54       | 38.8% | 56                | 40.3% | 139   |
| Southwest    | SW-L    | 6              | 7.8%  | 4     | 5.2%  | 28       | 36.4% | 39                | 50.6% | 77    |
|              | SW-M    | 1              | 3.7%  | 8     | 29.6% | 14       | 51.9% | 4                 | 14.8% | 27    |
|              | Total   | 7              | 6.7%  | 12    | 11.5% | 42       | 40.4% | 43                | 41.3% | 104   |
| Southeast    | SE-L    | 2              | 4.2%  | 11    | 22.9% | 16       | 33.3% | 19                | 39.6% | 48    |
|              | SE-M    | 10             | 16.4% | 15    | 24.6% | 22       | 36.1% | 14                | 23.0% | 61    |
|              | SE-S    | 2              | 11.1% | 8     | 44.4% | 5        | 27.8% | 3                 | 16.7% | 18    |
|              | Total   | 14             | 11.0% | 34    | 26.8% | 43       | 33.9% | 36                | 28.3% | 127   |
| Grand Total: |         | 42             | 5.8%  | 153   | 21.3% | 299      | 41.5% | 226               | 31.4% | 720   |

**Figure 10: No Bicyclist/Pedestrian Component – Pedestrian Usage**



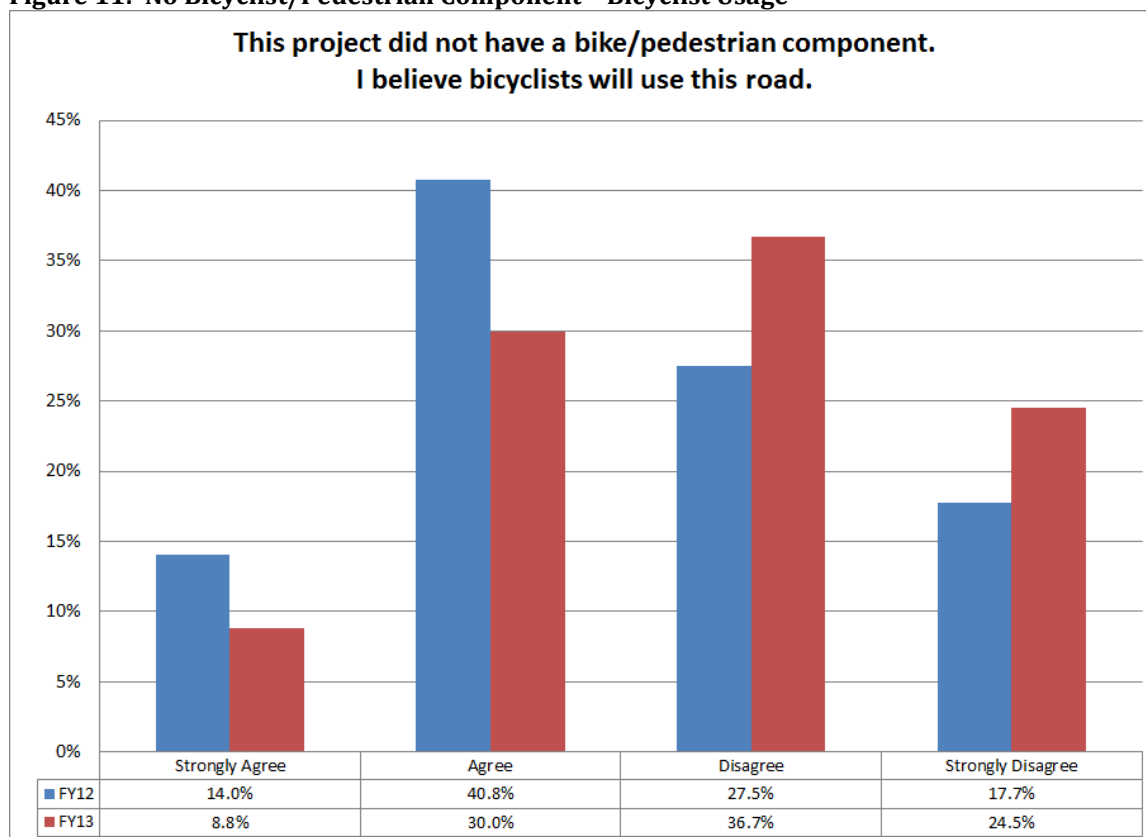


38.8% of the respondents thought bicyclists would use the improvement, significantly reduced from the 54.8% measured last year. The following table summarizes the responses and percentages by both individual projects and districts.

**Table 14: No Bicyclist/Pedestrian Component – Bicyclist Usage by District and Project**

| District     | Project | Strongly Agree |       | Agree |       | Disagree |       | Strongly Disagree |       | Total |
|--------------|---------|----------------|-------|-------|-------|----------|-------|-------------------|-------|-------|
| Northwest    | NW-L    | 2              | 6.5%  | 16    | 51.6% | 9        | 29.0% | 4                 | 12.9% | 31    |
|              | NW-M    | 2              | 3.8%  | 17    | 32.1% | 27       | 50.9% | 7                 | 13.2% | 53    |
|              | NW-S    | 2              | 14.3% | 4     | 28.6% | 6        | 42.9% | 2                 | 14.3% | 14    |
|              | Total   | 6              | 6.1%  | 37    | 37.8% | 42       | 42.9% | 13                | 13.3% | 98    |
| Northeast    | NE-L    | 8              | 10.0% | 31    | 38.8% | 31       | 38.8% | 10                | 12.5% | 80    |
|              | NE-M    | 4              | 15.4% | 13    | 50.0% | 5        | 19.2% | 4                 | 15.4% | 26    |
|              | NE-S    | 6              | 13.0% | 20    | 43.5% | 15       | 32.6% | 5                 | 10.9% | 46    |
|              | Total   | 18             | 11.8% | 64    | 42.1% | 51       | 33.6% | 19                | 12.5% | 152   |
| Central      | CD-L    | 1              | 2.2%  | 12    | 26.1% | 14       | 30.4% | 19                | 41.3% | 46    |
|              | CD-M    | 1              | 2.6%  | 11    | 28.9% | 19       | 50.0% | 7                 | 18.4% | 38    |
|              | Total   | 2              | 2.4%  | 23    | 27.4% | 33       | 39.3% | 26                | 31.0% | 84    |
| St. Louis    | SL-M    | 2              | 3.5%  | 15    | 26.3% | 23       | 40.4% | 17                | 29.8% | 57    |
|              | SL-S    | 8              | 10.4% | 15    | 19.5% | 25       | 32.5% | 29                | 37.7% | 77    |
|              | Total   | 10             | 7.5%  | 30    | 22.4% | 48       | 35.8% | 46                | 34.3% | 134   |
| Southwest    | SW-L    | 8              | 10.5% | 5     | 6.6%  | 32       | 42.1% | 31                | 40.8% | 76    |
|              | SW-M    | 1              | 3.8%  | 12    | 46.2% | 10       | 38.5% | 3                 | 11.5% | 26    |
|              | Total   | 9              | 8.8%  | 17    | 16.7% | 42       | 41.2% | 34                | 33.3% | 102   |
| Southeast    | SE-L    | 1              | 2.1%  | 9     | 18.8% | 17       | 35.4% | 21                | 43.8% | 48    |
|              | SE-M    | 15             | 23.4% | 20    | 31.3% | 20       | 31.3% | 9                 | 14.1% | 64    |
|              | SE-S    | 1              | 5.3%  | 10    | 52.6% | 4        | 21.1% | 4                 | 21.1% | 19    |
|              | Total   | 17             | 13.0% | 39    | 29.8% | 41       | 31.3% | 34                | 26.0% | 131   |
| Grand Total: |         | 62             | 8.8%  | 210   | 30.0% | 257      | 36.7% | 172               | 24.5% | 701   |

**Figure 11: No Bicyclist/Pedestrian Component – Bicyclist Usage**

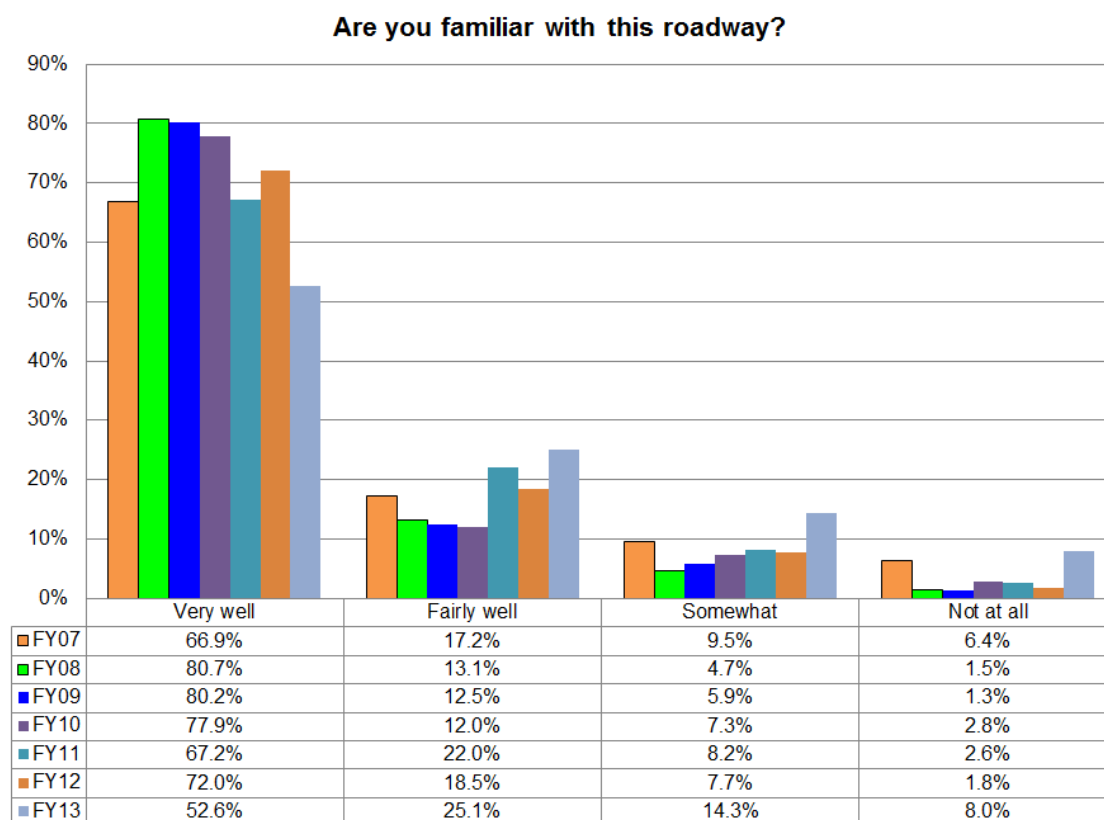


The results of this research show that a sizeable percentage of respondents believe pedestrians and bicyclists will use roads that may not have been intended for this traffic. If this belief reflects reality, then MoDOT may wish to consider either educating the public on the dangers of these roadways for pedestrian/bicyclists traffic or incorporating pedestrian/bicyclist accommodations into more of their projects.

## FAMILIARITY WITH ROADWAY

These two questions help measure the respondent's familiarity with the affected roadway. The majority (77.7%) of the respondents were very or fairly well familiar with the local project used in the study. Over half of the respondents said they were very familiar with the affected roadway (52.6%) while most of the others said they were somewhat or fairly familiar with the roadway. 8.0% stated that they were not familiar with the affected roadway.

**Figure 12: Road Familiarity – Historical Comparison**



The following table summarizes the responses and percentages by both individual projects and districts.

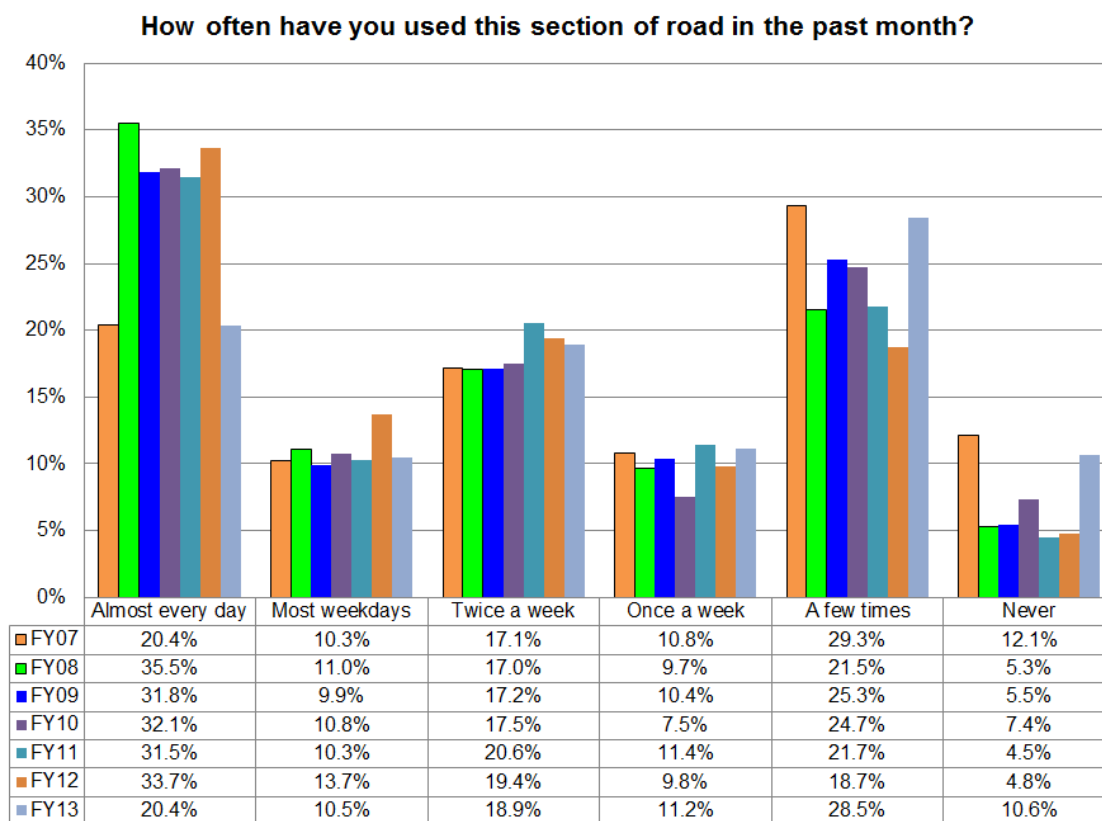
**Table 15: Familiarity with Roadway by District and Project**

| District     | Project | Not at all |       | Somewhat |       | Fairly well |       | Very well |       | Total |
|--------------|---------|------------|-------|----------|-------|-------------|-------|-----------|-------|-------|
| Northwest    | NW-L    | 10         | 15.4% | 7        | 10.8% | 10          | 15.4% | 38        | 58.5% | 65    |
|              | NW-M    | 3          | 3.5%  | 17       | 19.8% | 22          | 25.6% | 44        | 51.2% | 86    |
|              | NW-S    | 18         | 42.9% | 4        | 9.5%  | 12          | 28.6% | 8         | 19.0% | 42    |
|              | Total   | 31         | 16.1% | 28       | 14.5% | 44          | 22.8% | 90        | 46.6% | 193   |
| Northeast    | NE-L    | 1          | 0.8%  | 13       | 10.4% | 46          | 36.8% | 65        | 52.0% | 125   |
|              | NE-M    | 15         | 27.3% | 18       | 32.7% | 9           | 16.4% | 13        | 23.6% | 55    |
|              | NE-S    | 2          | 2.4%  | 4        | 4.8%  | 26          | 31.0% | 52        | 61.9% | 84    |
|              | Total   | 18         | 6.8%  | 35       | 13.3% | 81          | 30.7% | 130       | 49.2% | 264   |
| Kansas City  | KC-L    | 3          | 6.3%  | 8        | 16.7% | 21          | 43.8% | 16        | 33.3% | 48    |
|              | KC-M    | 11         | 29.7% | 11       | 29.7% | 9           | 24.3% | 6         | 16.2% | 37    |
|              | KC-S    | 3          | 21.4% | 4        | 28.6% | 4           | 28.6% | 3         | 21.4% | 14    |
|              | Total   | 17         | 17.2% | 23       | 23.2% | 34          | 34.3% | 25        | 25.3% | 99    |
| Central      | CD-L    | 4          | 6.2%  | 9        | 13.8% | 16          | 24.6% | 36        | 55.4% | 65    |
|              | CD-M    | 3          | 5.4%  | 14       | 25.0% | 17          | 30.4% | 22        | 39.3% | 56    |
|              | CD-S    | 2          | 2.7%  | 8        | 10.8% | 19          | 25.7% | 45        | 60.8% | 74    |
|              | Total   | 9          | 4.6%  | 31       | 15.9% | 52          | 26.7% | 103       | 52.8% | 195   |
| St. Louis    | SL-L    | 2          | 2.3%  | 19       | 21.8% | 26          | 29.9% | 40        | 46.0% | 87    |
|              | SL-M    | 4          | 4.5%  | 14       | 15.7% | 19          | 21.3% | 52        | 58.4% | 89    |
|              | SL-S    | 0          | 0.0%  | 3        | 3.0%  | 18          | 17.8% | 80        | 79.2% | 101   |
|              | Total   | 6          | 2.2%  | 36       | 13.0% | 63          | 22.7% | 172       | 62.1% | 277   |
| Southwest    | SW-L    | 2          | 1.8%  | 9        | 8.0%  | 22          | 19.6% | 79        | 70.5% | 112   |
|              | SW-M    | 20         | 34.5% | 13       | 22.4% | 10          | 17.2% | 15        | 25.9% | 58    |
|              | SW-S    | 0          | 0.0%  | 7        | 6.9%  | 19          | 18.8% | 75        | 74.3% | 101   |
|              | Total   | 22         | 8.1%  | 29       | 10.7% | 51          | 18.8% | 169       | 62.4% | 271   |
| Southeast    | SE-L    | 1          | 1.5%  | 3        | 4.5%  | 19          | 28.8% | 43        | 65.2% | 66    |
|              | SE-M    | 4          | 4.9%  | 12       | 14.6% | 19          | 23.2% | 47        | 57.3% | 82    |
|              | SE-S    | 12         | 26.1% | 16       | 34.8% | 11          | 23.9% | 7         | 15.2% | 46    |
|              | Total   | 17         | 8.8%  | 31       | 16.0% | 49          | 25.3% | 97        | 50.0% | 194   |
| Grand Total: |         | 120        | 8.0%  | 213      | 14.3% | 374         | 25.1% | 786       | 52.6% | 1,493 |

The respondents of projects NW-S, NE-M, KC-L, KC-M, KC-S, SW-M, and SE-S were statistically less familiar with their project roadway than the other respondents. The respondents for projects SL-S and SW-S were statistically more familiar with their project than other respondents.

Respondents were also asked to indicate how often they had used the specified section of the road in the past month (see Figure 13). 30.9% of the respondents were very frequent users of the affected road (defined as those who used the affected section of the road almost every day or most weekdays). 60.9% of the respondents were regular users of the affected roadway. 10.6% of the respondents indicated that they had not used the affected section of the roadway in the last month.

**Figure 13: Frequency of Use – Historical Comparison**



The following table summarizes the responses and percentages by both individual projects and districts. There was a wide variety of average frequency of use among the twenty-one projects. The respondents of projects NW-S, NE-M, KC-M, KC-S, SW-M and SE-S were statistically less frequent users of their project roadway than the other respondents. The respondents of projects SL-S and SW-S were statistically more frequent users of their project roadway than the other respondents.

**Table 16: Frequency of Roadway Use by District and Project**

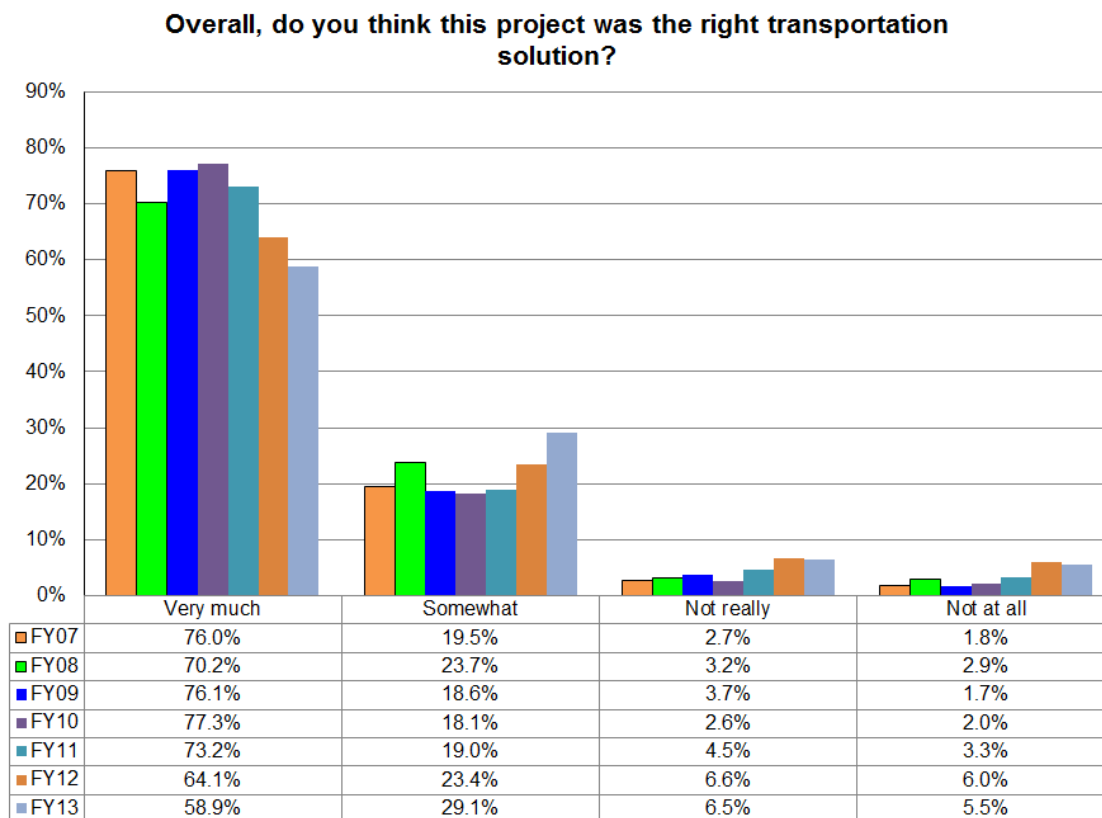
| District     | Project | Never     | A few times | Once a week | Twice a week | Most weekdays | Almost every day | Total |
|--------------|---------|-----------|-------------|-------------|--------------|---------------|------------------|-------|
| Northwest    | NW-L    | 8 12.9%   | 17 27.4%    | 6 9.7%      | 9 14.5%      | 5 8.1%        | 17 27.4%         | 62    |
|              | NW-M    | 10 11.6%  | 29 33.7%    | 16 18.6%    | 16 18.6%     | 6 7.0%        | 9 10.5%          | 86    |
|              | NW-S    | 18 42.9%  | 14 33.3%    | 5 11.9%     | 4 9.5%       | 0 0.0%        | 1 2.4%           | 42    |
|              | Total   | 36 18.9%  | 60 31.6%    | 27 14.2%    | 29 15.3%     | 11 5.8%       | 27 14.2%         | 190   |
| Northeast    | NE-L    | 4 3.1%    | 44 34.6%    | 12 9.4%     | 28 22.0%     | 14 11.0%      | 25 19.7%         | 127   |
|              | NE-M    | 20 36.4%  | 23 41.8%    | 5 9.1%      | 6 10.9%      | 1 1.8%        | 0 0.0%           | 55    |
|              | NE-S    | 3 3.6%    | 21 25.0%    | 8 9.5%      | 14 16.7%     | 13 15.5%      | 25 29.8%         | 84    |
|              | Total   | 27 10.2%  | 88 33.1%    | 25 9.4%     | 48 18.0%     | 28 10.5%      | 50 18.8%         | 266   |
| Kansas City  | KC-L    | 5 10.4%   | 16 33.3%    | 4 8.3%      | 11 22.9%     | 9 18.8%       | 3 6.3%           | 48    |
|              | KC-M    | 14 36.8%  | 16 42.1%    | 3 7.9%      | 1 2.6%       | 2 5.3%        | 2 5.3%           | 38    |
|              | KC-S    | 4 28.6%   | 6 42.9%     | 2 14.3%     | 2 14.3%      | 0 0.0%        | 0 0.0%           | 14    |
|              | Total   | 23 23.0%  | 38 38.0%    | 9 9.0%      | 14 14.0%     | 11 11.0%      | 5 5.0%           | 100   |
| Central      | CD-L    | 10 15.2%  | 16 24.2%    | 8 12.1%     | 11 16.7%     | 9 13.6%       | 12 18.2%         | 66    |
|              | CD-M    | 4 7.1%    | 24 42.9%    | 8 14.3%     | 8 14.3%      | 4 7.1%        | 8 14.3%          | 56    |
|              | CD-S    | 2 2.7%    | 10 13.5%    | 14 18.9%    | 18 24.3%     | 8 10.8%       | 22 29.7%         | 74    |
|              | Total   | 16 8.2%   | 50 25.5%    | 30 15.3%    | 37 18.9%     | 21 10.7%      | 42 21.4%         | 196   |
| St. Louis    | SL-L    | 2 2.3%    | 29 33.3%    | 10 11.5%    | 23 26.4%     | 6 6.9%        | 17 19.5%         | 87    |
|              | SL-M    | 4 4.5%    | 21 23.6%    | 11 12.4%    | 25 28.1%     | 11 12.4%      | 17 19.1%         | 89    |
|              | SL-S    | 1 1.0%    | 7 6.8%      | 6 5.8%      | 18 17.5%     | 13 12.6%      | 58 56.3%         | 103   |
|              | Total   | 7 2.5%    | 57 20.4%    | 27 9.7%     | 66 23.7%     | 30 10.8%      | 92 33.0%         | 279   |
| Southwest    | SW-L    | 3 2.7%    | 26 23.2%    | 14 12.5%    | 26 23.2%     | 17 15.2%      | 26 23.2%         | 112   |
|              | SW-M    | 23 39.7%  | 23 39.7%    | 3 5.2%      | 6 10.3%      | 2 3.4%        | 1 1.7%           | 58    |
|              | SW-S    | 0 0.0%    | 16 15.8%    | 9 8.9%      | 26 25.7%     | 14 13.9%      | 36 35.6%         | 101   |
|              | Total   | 26 9.6%   | 65 24.0%    | 26 9.6%     | 58 21.4%     | 33 12.2%      | 63 23.2%         | 271   |
| Southeast    | SE-L    | 4 6.1%    | 21 31.8%    | 9 13.6%     | 13 19.7%     | 9 13.6%       | 10 15.2%         | 66    |
|              | SE-M    | 3 3.6%    | 24 28.9%    | 11 13.3%    | 17 20.5%     | 13 15.7%      | 15 18.1%         | 83    |
|              | SE-S    | 17 37.0%  | 23 50.0%    | 3 6.5%      | 1 2.2%       | 1 2.2%        | 1 2.2%           | 46    |
|              | Total   | 24 12.3%  | 68 34.9%    | 23 11.8%    | 31 15.9%     | 23 11.8%      | 26 13.3%         | 195   |
| Grand Total: |         | 159 10.6% | 426 28.5%   | 167 11.2%   | 283 18.9%    | 157 10.5%     | 305 20.4%        | 1,497 |



## THE RIGHT TRANSPORTATION SOLUTION

Overall, Missourians had a positive perception of the projects in this survey with 88.0% of the respondents stating that their local project was the right transportation solution. This was similar to the findings of last year (87.4%).

**Figure 14: Right Transportation Solution – Historical Comparison**



The standard deviation was 13.3% with two projects falling more than one standard deviation below the norm. The respondents for projects CD-L and SE-M were significantly less likely to think their project was the right transportation solution than the respondents for the other projects. Project SE-M was a true outlier, scoring more than three standard deviations below the RTS mean. This means that respondents' perceptions of this project were statistically much different than those reporting on other projects.

**Table 17: Right Transportation Solution by Project and District**

| District     | Project | Not at all |       | Not really |       | Somewhat |       | Very much |       | Total |
|--------------|---------|------------|-------|------------|-------|----------|-------|-----------|-------|-------|
| Northwest    | NW-L    | 1          | 2.1%  | 2          | 4.2%  | 18       | 37.5% | 27        | 56.3% | 48    |
|              | NW-M    | 0          | 0.0%  | 1          | 1.5%  | 24       | 36.4% | 41        | 62.1% | 66    |
|              | NW-S    | 3          | 13.0% | 0          | 0.0%  | 7        | 30.4% | 13        | 56.5% | 23    |
|              | Total   | 4          | 2.9%  | 3          | 2.2%  | 49       | 35.8% | 81        | 59.1% | 137   |
| Northeast    | NE-L    | 6          | 4.9%  | 11         | 8.9%  | 48       | 39.0% | 58        | 47.2% | 123   |
|              | NE-M    | 1          | 2.9%  | 4          | 11.4% | 12       | 34.3% | 18        | 51.4% | 35    |
|              | NE-S    | 2          | 2.6%  | 2          | 2.6%  | 18       | 23.1% | 56        | 71.8% | 78    |
|              | Total   | 9          | 3.8%  | 17         | 7.2%  | 78       | 33.1% | 132       | 55.9% | 236   |
| Kansas City  | KC-L    | 0          | 0.0%  | 3          | 7.5%  | 14       | 35.0% | 23        | 57.5% | 40    |
|              | KC-M    | 0          | 0.0%  | 0          | 0.0%  | 4        | 23.5% | 13        | 76.5% | 17    |
|              | KC-S    | 0          | 0.0%  | 0          | 0.0%  | 3        | 37.5% | 5         | 62.5% | 8     |
|              | Total   | 0          | 0.0%  | 3          | 4.6%  | 21       | 32.3% | 41        | 63.1% | 65    |
| Central      | CD-L    | 6          | 11.8% | 8          | 15.7% | 20       | 39.2% | 17        | 33.3% | 51    |
|              | CD-M    | 5          | 11.4% | 5          | 11.4% | 21       | 47.7% | 13        | 29.5% | 44    |
|              | CD-S    | 4          | 6.2%  | 5          | 7.7%  | 20       | 30.8% | 36        | 55.4% | 65    |
|              | Total   | 15         | 9.4%  | 18         | 11.3% | 61       | 38.1% | 66        | 41.3% | 160   |
| St. Louis    | SL-L    | 4          | 5.1%  | 5          | 6.3%  | 14       | 17.7% | 56        | 70.9% | 79    |
|              | SL-M    | 0          | 0.0%  | 6          | 7.3%  | 26       | 31.7% | 50        | 61.0% | 82    |
|              | SL-S    | 3          | 3.0%  | 5          | 5.0%  | 23       | 22.8% | 70        | 69.3% | 101   |
|              | Total   | 7          | 2.7%  | 16         | 6.1%  | 63       | 24.0% | 176       | 67.2% | 262   |
| Southwest    | SW-L    | 0          | 0.0%  | 1          | 1.0%  | 14       | 13.5% | 89        | 85.6% | 104   |
|              | SW-M    | 1          | 3.2%  | 1          | 3.2%  | 8        | 25.8% | 21        | 67.7% | 31    |
|              | SW-S    | 4          | 4.3%  | 6          | 6.5%  | 24       | 25.8% | 59        | 63.4% | 93    |
|              | Total   | 5          | 2.2%  | 8          | 3.5%  | 46       | 20.2% | 169       | 74.1% | 228   |
| Southeast    | SE-L    | 0          | 0.0%  | 0          | 0.0%  | 20       | 36.4% | 35        | 63.6% | 55    |
|              | SE-M    | 29         | 39.2% | 15         | 20.3% | 13       | 17.6% | 17        | 23.0% | 74    |
|              | SE-S    | 0          | 0.0%  | 1          | 3.3%  | 12       | 40.0% | 17        | 56.7% | 30    |
|              | Total   | 29         | 18.2% | 16         | 10.1% | 45       | 28.3% | 69        | 43.4% | 159   |
| Grand Total: |         | 69         | 5.5%  | 81         | 6.5%  | 363      | 29.1% | 734       | 58.9% | 1,247 |

Given the high RTS score and the standard deviation, it was statistically impossible for any project to score more than one standard deviation about the mean. 100% of the respondents for projects KC-M, KC-S, and SE-L thought their project was the right transportation solution.



In fiscal year 2011, the larger the project, the more likely respondents were to agree that the project was the right transportation solution. In fiscal year 2012, there was no correlation between project size and the RTS measure. In fiscal year 2013, medium-sized projects were statistically less likely to be judged the right transportation solution than small or large projects. Given the three different results in three years, it is likely that any correlation between project size and the RTS measure is simply random variation.

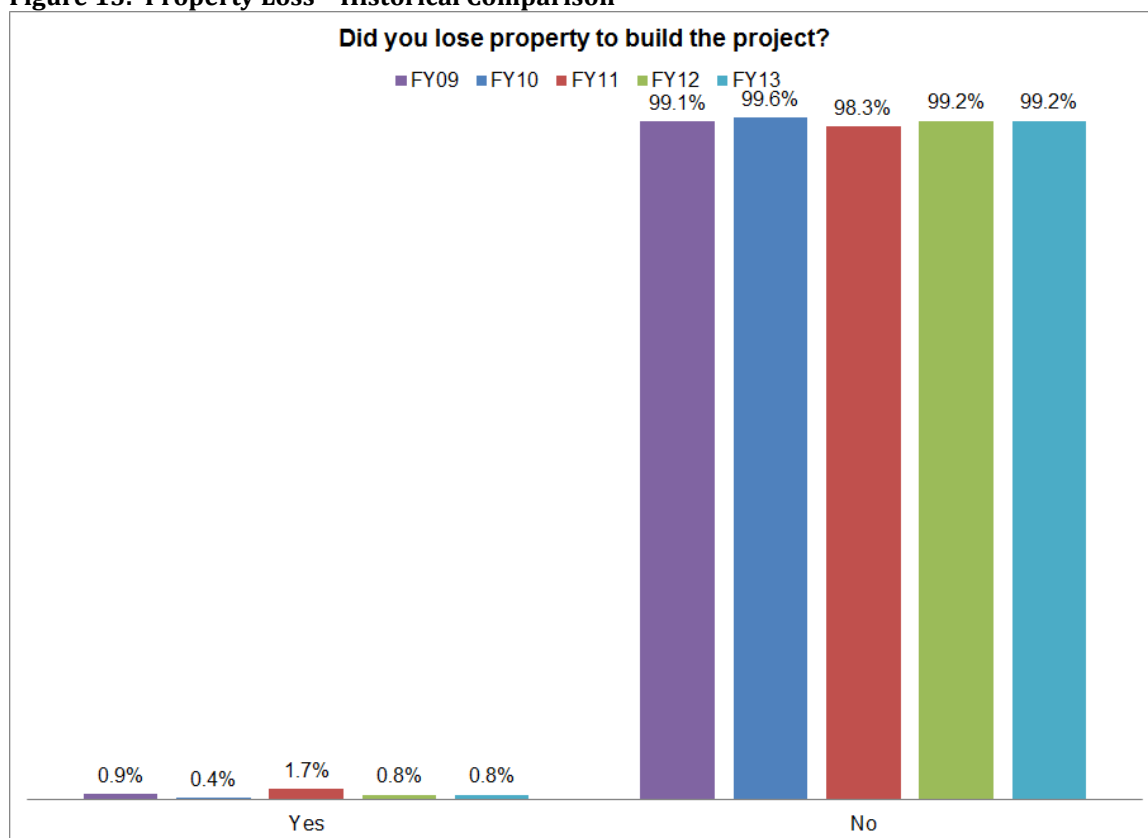
**Table 18: Right Transportation Solution by Project Size**

| Overall, do you think this project was the right transportation |        |               |               |          |              |       |
|-----------------------------------------------------------------|--------|---------------|---------------|----------|--------------|-------|
|                                                                 |        | Not<br>at all | Not<br>really | Somewhat | Very<br>much | Total |
| Project<br>Size                                                 | Large  | 17            | 30            | 148      | 305          | 500   |
|                                                                 |        | 3.4%          | 6.0%          | 29.6%    | 61.0%        | 100%  |
|                                                                 | Medium | 36            | 32            | 108      | 173          | 349   |
|                                                                 |        | 10.3%         | 9.2%          | 30.9%    | 49.6%        | 100%  |
|                                                                 | Small  | 16            | 19            | 107      | 256          | 398   |
|                                                                 |        | 4.0%          | 4.8%          | 26.9%    | 64.3%        | 100%  |
|                                                                 | Total  | 69            | 81            | 363      | 734          | 1,247 |
|                                                                 |        | 5.5%          | 6.5%          | 29.1%    | 58.9%        | 100%  |

## RESPONDENT PROPERTY LOSS

In Fiscal Year 2009, MoDOT requested that a new question be added to the survey. MoDOT wanted to investigate the possibility that people who lost property to construction projects were significantly negatively impacting the survey results. Since the same methodology was employed for each survey, these results may be generalized to previous years as well.

**Figure 15: Property Loss – Historical Comparison**



Less than two percent of the respondents had lost property to build the project in their area. This year 0.8% of the respondents stated they lost property to one of these projects. Even these small numbers were not evenly distributed. Some projects, such as bridge repair, are not likely to require any additional property. Therefore it is not surprising that some districts had zero respondents who lost property to the projects under review. The following table provides the actual numbers and percentages for each project.

**Table 19: Frequency of Respondents Who Lost Property to Project by District and Project**

| District     | Project | Yes |      | No    |        | Total |
|--------------|---------|-----|------|-------|--------|-------|
| Northwest    | NW-L    | 0   | 0.0% | 59    | 100.0% | 59    |
|              | NW-M    | 1   | 1.2% | 80    | 98.8%  | 81    |
|              | NW-S    | 0   | 0.0% | 37    | 100.0% | 37    |
|              | Total   | 1   | 0.6% | 176   | 99.4%  | 177   |
| Northeast    | NE-L    | 2   | 1.7% | 116   | 98.3%  | 118   |
|              | NE-M    | 1   | 2.0% | 48    | 98.0%  | 49    |
|              | NE-S    | 0   | 0.0% | 82    | 100.0% | 82    |
|              | Total   | 3   | 1.2% | 246   | 98.8%  | 249   |
| Kansas City  | KC-L    | 0   | 0.0% | 46    | 100.0% | 46    |
|              | KC-M    | 0   | 0.0% | 36    | 100.0% | 36    |
|              | KC-S    | 0   | 0.0% | 13    | 100.0% | 13    |
|              | Total   | 0   | 0.0% | 95    | 100.0% | 95    |
| Central      | CD-L    | 1   | 1.5% | 64    | 98.5%  | 65    |
|              | CD-M    | 0   | 0.0% | 52    | 100.0% | 52    |
|              | CD-S    | 0   | 0.0% | 69    | 100.0% | 69    |
|              | Total   | 1   | 0.5% | 185   | 99.5%  | 186   |
| St. Louis    | SL-L    | 0   | 0.0% | 82    | 100.0% | 82    |
|              | SL-M    | 1   | 1.1% | 86    | 98.9%  | 87    |
|              | SL-S    | 3   | 3.0% | 98    | 97.0%  | 101   |
|              | Total   | 4   | 1.5% | 266   | 98.5%  | 270   |
| Southwest    | SW-L    | 1   | 0.9% | 107   | 99.1%  | 108   |
|              | SW-M    | 0   | 0.0% | 49    | 100.0% | 49    |
|              | SW-S    | 0   | 0.0% | 96    | 100.0% | 96    |
|              | Total   | 1   | 0.4% | 252   | 99.6%  | 253   |
| Southeast    | SE-L    | 0   | 0.0% | 65    | 100.0% | 65    |
|              | SE-M    | 1   | 1.3% | 76    | 98.7%  | 77    |
|              | SE-S    | 0   | 0.0% | 43    | 100.0% | 43    |
|              | Total   | 1   | 0.5% | 184   | 99.5%  | 185   |
| Grand Total: |         | 11  | 0.8% | 1,404 | 99.2%  | 1,415 |

The previous figures show that such a small percentage of people lost property to their local project that they could not have significantly affected the survey results if losing property was a factor in their evaluation. In surveys conducted in two previous years, statistically significant differences were found between the two groups. This year, while there was a slight difference between those who lost property and those who had not, the difference was not statistically significant. This finding is similar to the surveys conducted previous to 2011.

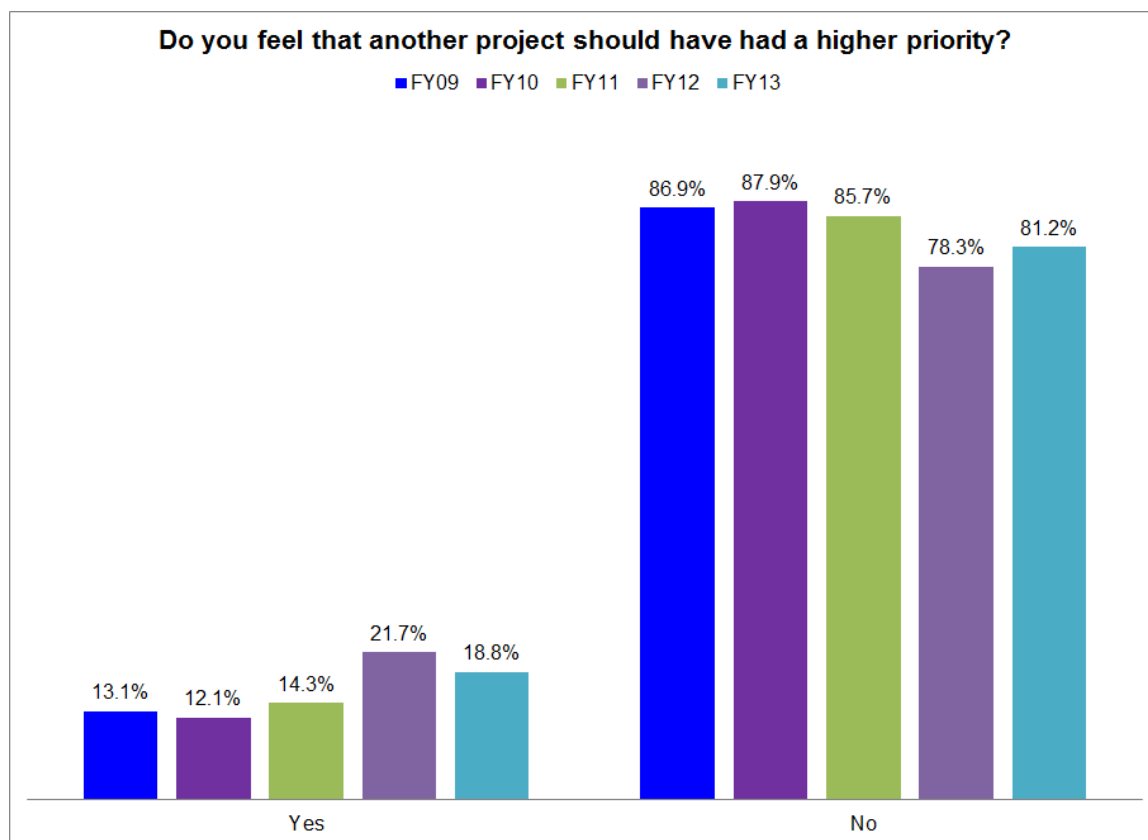
**Table 20: Cross Reference of Right Transportation Solution and Property Loss**

| Overall, do you think this project was the right transportation solution? |       |            |            |              |              |                 |
|---------------------------------------------------------------------------|-------|------------|------------|--------------|--------------|-----------------|
|                                                                           |       | Not at all | Not really | Somewhat     | Very much    | Total           |
| Did you lose property to build the project?                               | Yes   | 1<br>10.0% | 1<br>10.0% | 4<br>40.0%   | 4<br>40.0%   | 10<br>100.0%    |
|                                                                           | No    | 64<br>5.4% | 78<br>6.6% | 347<br>29.3% | 696<br>58.7% | 1,185<br>100.0% |
|                                                                           | Total | 65<br>5.4% | 79<br>6.6% | 351<br>29.4% | 700<br>58.6% | 1,195<br>100.0% |

## THE RIGHT PRIORITY

At MoDOT's request, a new question was added to the survey in Fiscal Year 2009 to help investigate a potential reason why some respondents did not believe their project to be the right transportation solution. This year, 18.8% of the respondents felt another project should have been commissioned before their particular project. This is lower than that record last year, but is still the second highest percentage recorded for this measure since it was first employed. This relatively high measure may explain why many of the other measures scored lower this year compared to previous years.

**Figure 16: Priority – Historical Comparison**



These responses were not evenly distributed across the state. The respondents from five projects were statistically more likely to fall at least one standard deviation (11.0%) from the normal range. People from NW-S, CD-L, and SE-M were much more likely to think another project should have been given priority over their local

project. For example, 50% of the NW-S respondents thought another project should have been given priority. At the other extreme, people responding to projects NW-M and SW-L were statistically less likely than the norm to say another project should have been given priority. Less than 10% of these respondents thought another project should have had a higher priority.

**Figure 17: Priority Feedback by Project and District**

| District     | Project | Yes |       | No  |       | Total |
|--------------|---------|-----|-------|-----|-------|-------|
| Northwest    | NW-L    | 8   | 17.0% | 39  | 83.0% | 47    |
|              | NW-M    | 4   | 6.2%  | 61  | 93.8% | 65    |
|              | NW-S    | 11  | 50.0% | 11  | 50.0% | 22    |
|              | Total   | 23  | 17.2% | 111 | 82.8% | 134   |
| Northeast    | NE-L    | 21  | 18.9% | 90  | 81.1% | 111   |
|              | NE-M    | 10  | 27.8% | 26  | 72.2% | 36    |
|              | NE-S    | 17  | 23.9% | 54  | 76.1% | 71    |
|              | Total   | 48  | 22.0% | 170 | 78.0% | 218   |
| Kansas City  | KC-L    | 7   | 16.7% | 35  | 83.3% | 42    |
|              | KC-M    | 6   | 25.0% | 18  | 75.0% | 24    |
|              | KC-S    | 2   | 20.0% | 8   | 80.0% | 10    |
|              | Total   | 15  | 19.7% | 61  | 80.3% | 76    |
| Central      | CD-L    | 17  | 32.1% | 36  | 67.9% | 53    |
|              | CD-M    | 13  | 29.5% | 31  | 70.5% | 44    |
|              | CD-S    | 15  | 25.9% | 43  | 74.1% | 58    |
|              | Total   | 45  | 29.0% | 110 | 71.0% | 155   |
| St. Louis    | SL-L    | 7   | 9.7%  | 65  | 90.3% | 72    |
|              | SL-M    | 8   | 10.8% | 66  | 89.2% | 74    |
|              | SL-S    | 9   | 9.7%  | 84  | 90.3% | 93    |
|              | Total   | 24  | 10.0% | 215 | 90.0% | 239   |
| Southwest    | SW-L    | 5   | 5.4%  | 88  | 94.6% | 93    |
|              | SW-M    | 10  | 29.4% | 24  | 70.6% | 34    |
|              | SW-S    | 12  | 15.4% | 66  | 84.6% | 78    |
|              | Total   | 27  | 13.2% | 178 | 86.8% | 205   |
| Southeast    | SE-L    | 5   | 9.4%  | 48  | 90.6% | 53    |
|              | SE-M    | 32  | 46.4% | 37  | 53.6% | 69    |
|              | SE-S    | 3   | 10.0% | 27  | 90.0% | 30    |
|              | Total   | 40  | 26.3% | 112 | 73.7% | 152   |
| Grand Total: |         | 222 | 18.8% | 957 | 81.2% | 1,179 |

For the fourth year in a row, the belief that another project should have taken priority over the local project appears to have made a significant impact on the overall results. The following table provides the actual numbers and percentages for both groups.

**Table 21: Cross Reference of Priority by Right Transportation Solution**

| Overall, do you think this project was the right transportation solution? |       |            |            |          |           |        |
|---------------------------------------------------------------------------|-------|------------|------------|----------|-----------|--------|
|                                                                           |       | Not at all | Not really | Somewhat | Very much | Total  |
| Should another project have had higher priority?                          | Yes   | 50         | 47         | 68       | 30        | 195    |
|                                                                           |       | 25.6%      | 24.1%      | 34.9%    | 15.4%     | 100.0% |
|                                                                           | No    | 13         | 23         | 239      | 606       | 881    |
|                                                                           |       | 1.5%       | 2.6%       | 27.1%    | 68.8%     | 100.0% |
|                                                                           | Total | 63         | 70         | 307      | 636       | 1,076  |
|                                                                           |       | 5.9%       | 6.5%       | 28.5%    | 59.1%     | 100.0% |

Only 50.3% of the respondents who thought another project should have been given priority thought their local project was the right transportation solution compared to 95.9% of those who did not believe another project should have been given priority.<sup>1</sup> This is a very strong statistical difference and supports MoDOT's hypothesis that a respondent's belief that another project should have been commissioned first is a significant factor in their evaluation. However, it is important to note that this study cannot test casualty. There is clearly a strong link between these two factors. However, it is possible that the respondent's disagreement that a project was the right transportation solution is influencing their opinion on whether or not another project should have had a higher priority.

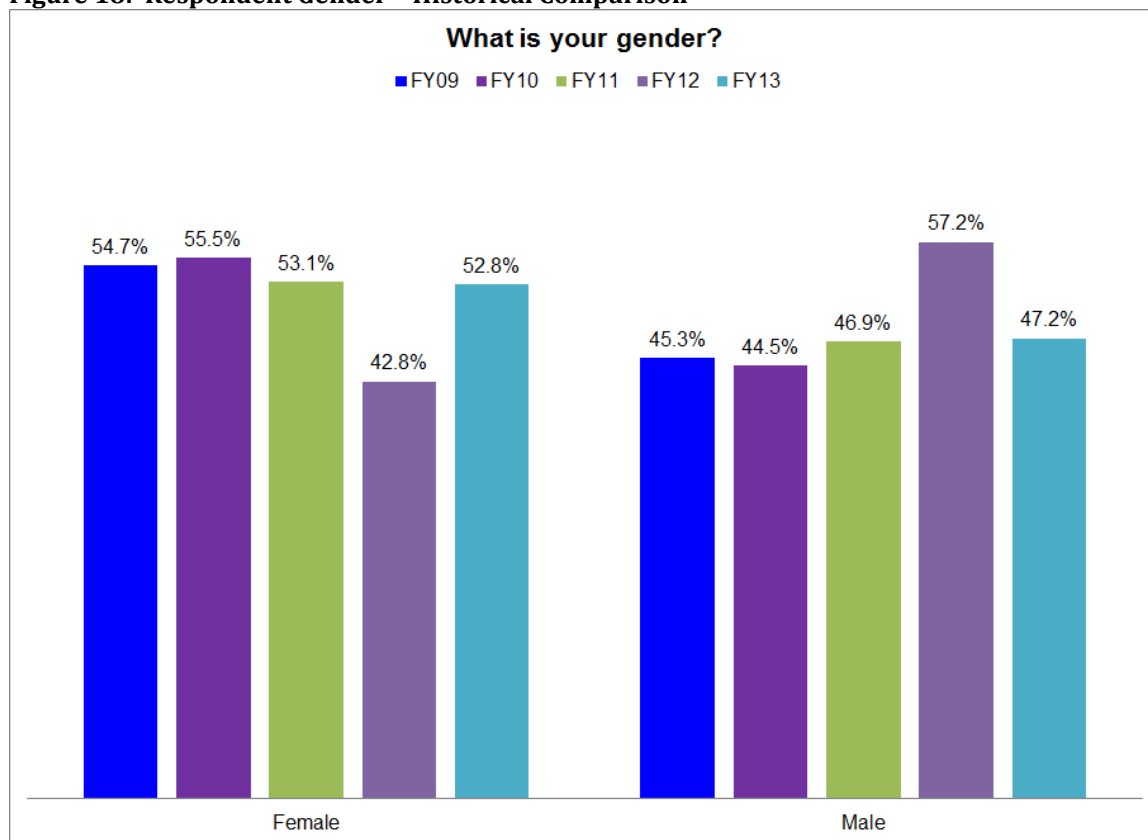
It can be very difficult to determine causality, and if this is important to MoDOT, they should commission a research study focused on this subject. However, no matter which factor is the dependent factor, MoDOT can help address this issue by publicizing the reasons why the projects that are selected are a priority.

<sup>1</sup> These percentages were calculated by following standard practice for the Tracker measures. The respondents who answered "Don't know / not sure" were not included in these calculations to facilitate comparisons across multiple years. The total of the Priority/RTS table shows 87.6% of the respondents thought the project was the Right Transportation Solution which differs from the 88.0% used elsewhere in the report. This is not a mistake, some people answered the RTS question while omitting the priority question and thus these responses were not used in the Priority/RTS table.

## GENDER

Added in FY09, this question captured the respondent's gender.

**Figure 18: Respondent Gender - Historical Comparison**



A slight majority of the respondents were women, representing 52.8% of the overall respondents. The percentage of men and women varied more widely from project to project as shown in the following table.



**Table 22: Respondent Gender by Project and District**

| District     | Project | Female |       | Male |       | Total |
|--------------|---------|--------|-------|------|-------|-------|
| Northwest    | NW-L    | 24     | 42.9% | 32   | 57.1% | 56    |
|              | NW-M    | 35     | 43.2% | 46   | 56.8% | 81    |
|              | NW-S    | 22     | 59.5% | 15   | 40.5% | 37    |
|              | Total   | 81     | 46.6% | 93   | 53.4% | 174   |
| Northeast    | NE-L    | 63     | 53.4% | 55   | 46.6% | 118   |
|              | NE-M    | 30     | 58.8% | 21   | 41.2% | 51    |
|              | NE-S    | 49     | 59.8% | 33   | 40.2% | 82    |
|              | Total   | 142    | 56.6% | 109  | 43.4% | 251   |
| Kansas City  | KC-L    | 24     | 50.0% | 24   | 50.0% | 48    |
|              | KC-M    | 17     | 48.6% | 18   | 51.4% | 35    |
|              | KC-S    | 10     | 71.4% | 4    | 28.6% | 14    |
|              | Total   | 51     | 52.6% | 46   | 47.4% | 97    |
| Central      | CD-L    | 26     | 44.1% | 33   | 55.9% | 59    |
|              | CD-M    | 25     | 49.0% | 26   | 51.0% | 51    |
|              | CD-S    | 36     | 50.7% | 35   | 49.3% | 71    |
|              | Total   | 87     | 48.1% | 94   | 51.9% | 181   |
| St. Louis    | SL-L    | 48     | 60.0% | 32   | 40.0% | 80    |
|              | SL-M    | 48     | 58.5% | 34   | 41.5% | 82    |
|              | SL-S    | 51     | 53.1% | 45   | 46.9% | 96    |
|              | Total   | 147    | 57.0% | 111  | 43.0% | 258   |
| Southwest    | SW-L    | 51     | 49.0% | 53   | 51.0% | 104   |
|              | SW-M    | 28     | 50.9% | 27   | 49.1% | 55    |
|              | SW-S    | 54     | 55.1% | 44   | 44.9% | 98    |
|              | Total   | 133    | 51.8% | 124  | 48.2% | 257   |
| Southeast    | SE-L    | 28     | 45.2% | 34   | 54.8% | 62    |
|              | SE-M    | 42     | 55.3% | 34   | 44.7% | 76    |
|              | SE-S    | 27     | 62.8% | 16   | 37.2% | 43    |
|              | Total   | 97     | 53.6% | 84   | 46.4% | 181   |
| Grand Total: |         | 738    | 52.8% | 661  | 47.2% | 1,399 |

There was no significant impact of gender on this Tracker Measure. 88.1% of men and 88.9% of women thought their project was the right transportation solution.<sup>2</sup>

**Table 23: Cross Reference of Gender and Right Transportation Solution**

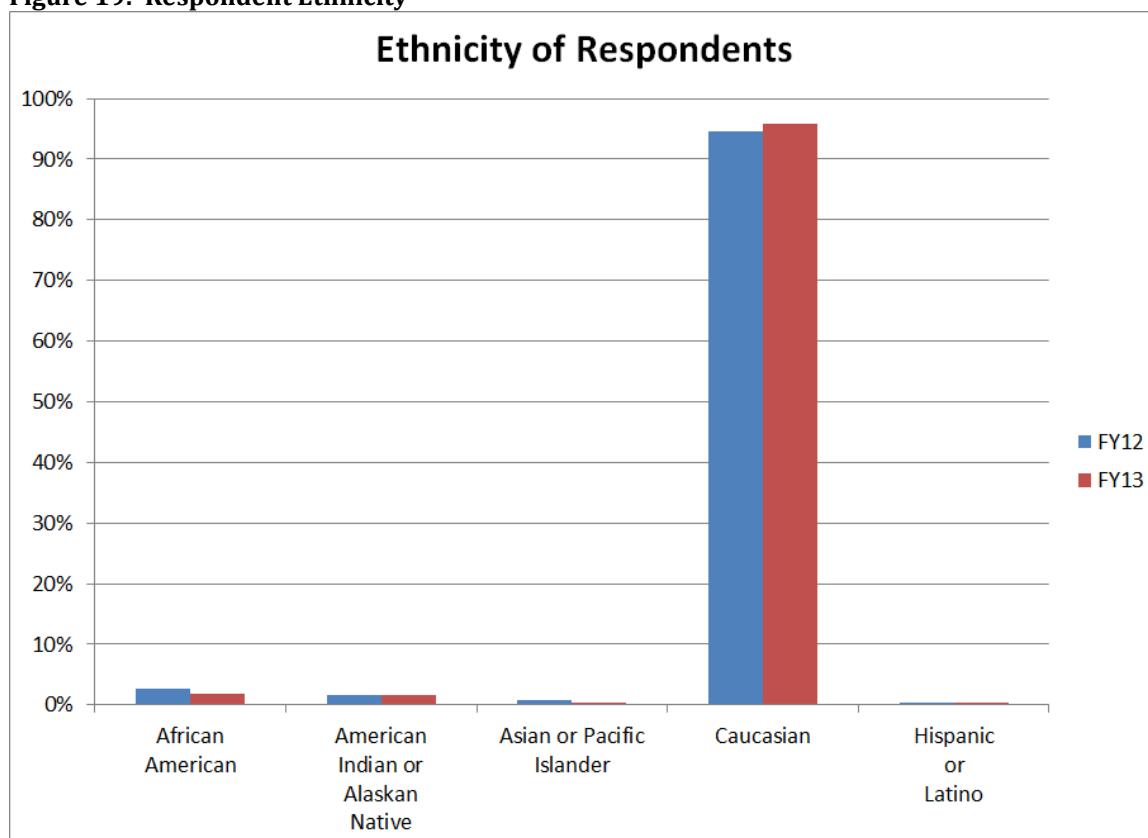
| Overall, do you think this project was the right transportation solution? |        |            |            |          |           |       |
|---------------------------------------------------------------------------|--------|------------|------------|----------|-----------|-------|
|                                                                           |        | Not at all | Not really | Somewhat | Very much | Total |
| Gender                                                                    | Female | 30         | 35         | 151      | 371       | 587   |
|                                                                           |        | 5.1%       | 6.0%       | 25.7%    | 63.2%     | 100%  |
|                                                                           | Male   | 31         | 39         | 185      | 333       | 588   |
|                                                                           |        | 5.3%       | 6.6%       | 31.5%    | 56.6%     | 100%  |
|                                                                           | Total  | 61         | 74         | 336      | 704       | 1,175 |
|                                                                           |        | 5.2%       | 6.3%       | 28.6%    | 59.9%     | 100%  |

<sup>2</sup> These percentages were calculated by following standard practice for the Tracker measures. The respondents who answered "Don't know / not sure" were not included in these calculations to facilitate comparisons across multiple years. The total of the Gender/RTS table shows 88.5% of the respondents thought the project was the Right Transportation Solution which differs from the 88.0% used elsewhere in the report. This is not a mistake, some people omitted the gender question and thus these responses were not used in the Gender/RTS table.

## ETHNICITY

Added in FY11, this question captured the respondent's ethnicity to help measure MoDOT's compliance with Title Six as it pertains to surveying constituents. Out of those answering this question, 95.9% of the respondents were Caucasian with the rest consisting of African Americans (1.8%), American Indian or Alaskan Natives (1.5%), Asian or Pacific Islanders (0.3%), or Hispanic or Latino (0.4%).

**Figure 19: Respondent Ethnicity**



There was some variance in ethnic responses to the right transportation solution, but given the small numbers involved these differences were not significantly significant. Last year the minority ethnic groups scored slightly above and below the mean, also supporting the hypothesis that this variance is random variation. There was no consistent pattern from FY11 either. This year, all the minority ethnic groups gave a higher RTS measure than the Caucasian segment. Overall, it appears that all groups, regardless of ethnicity, share a similar opinion about their local projects.

**Table 24: Ethnicity by Right Transportation Solution**

| Overall, do you think this project was the right transportation solution? |            |            |              |              |                 |
|---------------------------------------------------------------------------|------------|------------|--------------|--------------|-----------------|
|                                                                           | Not at all | Not really | Somewhat     | Very much    | Total           |
| African American                                                          | -<br>0.0%  | -<br>0.0%  | 6<br>30.0%   | 14<br>70.0%  | 20<br>100.0%    |
| American Indian or Alaskan Native                                         | -<br>0.0%  | 2<br>11.1% | 6<br>33.3%   | 10<br>55.6%  | 18<br>100.0%    |
| Asian or Pacific Islander                                                 | -<br>0.0%  | -<br>0.0%  | -<br>0.0%    | 4<br>100.0%  | 4<br>100.0%     |
| Caucasian                                                                 | 64<br>5.8% | 72<br>6.5% | 308<br>27.9% | 660<br>59.8% | 1,104<br>100.0% |
| Hispanic or Latino                                                        | -<br>0.0%  | -<br>0.0%  | 1<br>25.0%   | 3<br>75.0%   | 4<br>100.0%     |
| Total                                                                     | 64<br>5.6% | 74<br>6.4% | 321<br>27.9% | 691<br>60.1% | 1,150<br>100.0% |

## NEW QUESTIONS

Two new questions were added to the survey this year. A question was added to investigate when people first learned about the project. Another question was added to measure citizens' overall satisfaction with the project.

## PROJECT AWARENESS

Respondents were asked when they first learned about their local transportation project. Approximately half were aware of the project before construction started and 86.7% knew about the project before it was completed.

**Figure 20: Project Awareness**

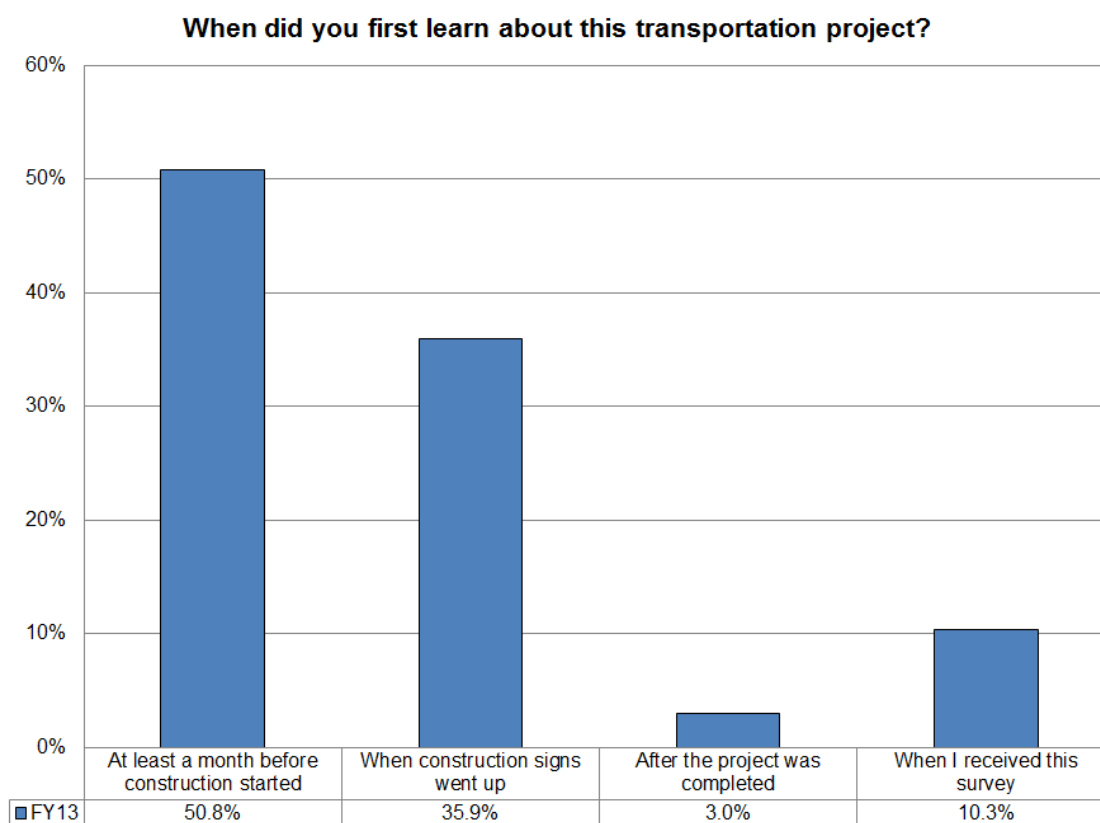


Table 25: Project Awareness by Project and District

| District     | Project | At least a month before construction started |       | When construction signs went up |       | After the project was completed |       | When I received this survey |       | Total |
|--------------|---------|----------------------------------------------|-------|---------------------------------|-------|---------------------------------|-------|-----------------------------|-------|-------|
| Northwest    | NW-L    | 18                                           | 29.5% | 28                              | 45.9% | 0                               | 0.0%  | 15                          | 24.6% | 61    |
|              | NW-M    | 16                                           | 20.8% | 36                              | 46.8% | 4                               | 5.2%  | 21                          | 27.3% | 77    |
|              | NW-S    | 5                                            | 12.8% | 10                              | 25.6% | 5                               | 12.8% | 19                          | 48.7% | 39    |
|              | Total   | 39                                           | 22.0% | 74                              | 41.8% | 9                               | 5.1%  | 55                          | 31.1% | 177   |
| Northeast    | NE-L    | 100                                          | 90.9% | 9                               | 8.2%  | 1                               | 0.9%  | 0                           | 0.0%  | 110   |
|              | NE-M    | 20                                           | 42.6% | 12                              | 25.5% | 2                               | 4.3%  | 13                          | 27.7% | 47    |
|              | NE-S    | 33                                           | 40.7% | 44                              | 54.3% | 3                               | 3.7%  | 1                           | 1.2%  | 81    |
|              | Total   | 153                                          | 64.3% | 65                              | 27.3% | 6                               | 2.5%  | 14                          | 5.9%  | 238   |
| Kansas City  | KC-L    | 14                                           | 31.8% | 21                              | 47.7% | 6                               | 13.6% | 3                           | 6.8%  | 44    |
|              | KC-M    | 10                                           | 30.3% | 9                               | 27.3% | 1                               | 3.0%  | 13                          | 39.4% | 33    |
|              | KC-S    | 6                                            | 54.5% | 2                               | 18.2% | 0                               | 0.0%  | 3                           | 27.3% | 11    |
|              | Total   | 30                                           | 34.1% | 32                              | 36.4% | 7                               | 8.0%  | 19                          | 21.6% | 88    |
| Central      | CD-L    | 34                                           | 58.6% | 21                              | 36.2% | 1                               | 1.7%  | 2                           | 3.4%  | 58    |
|              | CD-M    | 27                                           | 55.1% | 17                              | 34.7% | 1                               | 2.0%  | 4                           | 8.2%  | 49    |
|              | CD-S    | 26                                           | 38.8% | 35                              | 52.2% | 3                               | 4.5%  | 3                           | 4.5%  | 67    |
|              | Total   | 87                                           | 50.0% | 73                              | 42.0% | 5                               | 2.9%  | 9                           | 5.2%  | 174   |
| St. Louis    | SL-L    | 63                                           | 75.0% | 18                              | 21.4% | 1                               | 1.2%  | 2                           | 2.4%  | 84    |
|              | SL-M    | 38                                           | 47.5% | 38                              | 47.5% | 0                               | 0.0%  | 4                           | 5.0%  | 80    |
|              | SL-S    | 68                                           | 72.3% | 24                              | 25.5% | 1                               | 1.1%  | 1                           | 1.1%  | 94    |
|              | Total   | 169                                          | 65.5% | 80                              | 31.0% | 2                               | 0.8%  | 7                           | 2.7%  | 258   |
| Southwest    | SW-L    | 66                                           | 66.0% | 29                              | 29.0% | 1                               | 1.0%  | 4                           | 4.0%  | 100   |
|              | SW-M    | 20                                           | 37.7% | 9                               | 17.0% | 1                               | 1.9%  | 23                          | 43.4% | 53    |
|              | SW-S    | 71                                           | 73.2% | 22                              | 22.7% | 4                               | 4.1%  | 0                           | 0.0%  | 97    |
|              | Total   | 157                                          | 62.8% | 60                              | 24.0% | 6                               | 2.4%  | 27                          | 10.8% | 250   |
| Southeast    | SE-L    | 16                                           | 26.2% | 43                              | 70.5% | 0                               | 0.0%  | 2                           | 3.3%  | 61    |
|              | SE-M    | 30                                           | 38.5% | 44                              | 56.4% | 4                               | 5.1%  | 0                           | 0.0%  | 78    |
|              | SE-S    | 12                                           | 29.3% | 19                              | 46.3% | 2                               | 4.9%  | 8                           | 19.5% | 41    |
|              | Total   | 58                                           | 32.2% | 106                             | 58.9% | 6                               | 3.3%  | 10                          | 5.6%  | 180   |
| Grand Total: |         | 693                                          | 50.8% | 490                             | 35.9% | 41                              | 3.0%  | 141                         | 10.3% | 1365  |



**Table 26: Cross Reference of Project Awareness and Right Transportation Solution**

| Overall, do you think this project was the right transportation solution? |                                              |            |            |              |              |                 |
|---------------------------------------------------------------------------|----------------------------------------------|------------|------------|--------------|--------------|-----------------|
|                                                                           |                                              | Not at all | Not really | Somewhat     | Very much    | Total           |
| When did you first learn about this transportation project?               | At least a month before construction started | 28<br>4.3% | 38<br>5.9% | 173<br>26.8% | 406<br>62.9% | 645<br>100.0%   |
|                                                                           | When construction signs went up              | 32<br>7.2% | 34<br>7.7% | 142<br>32.1% | 235<br>53.0% | 443<br>100.0%   |
|                                                                           | After the project was completed              | 2<br>5.7%  | 2<br>5.7%  | 10<br>28.6%  | 21<br>60.0%  | 35<br>100.0%    |
|                                                                           | When I received this survey                  | 3<br>9.4%  | 2<br>6.3%  | 13<br>40.6%  | 14<br>43.8%  | 32<br>100.0%    |
|                                                                           | Total                                        | 65<br>5.6% | 76<br>6.6% | 338<br>29.3% | 676<br>58.5% | 1,155<br>100.0% |

There were no statistically significant differences found between when a respondent first learned about the project and their RTS measure.

## OVERALL SATISFACTION

Previous studies used the right transportation solution question as a proxy for satisfaction. The addition of a satisfaction question provided the means for testing this assumption. While 88.0% of those surveyed thought their project was the right transportation solution, 82.0% were satisfied with the results of their project.

**Figure 21: Satisfaction**

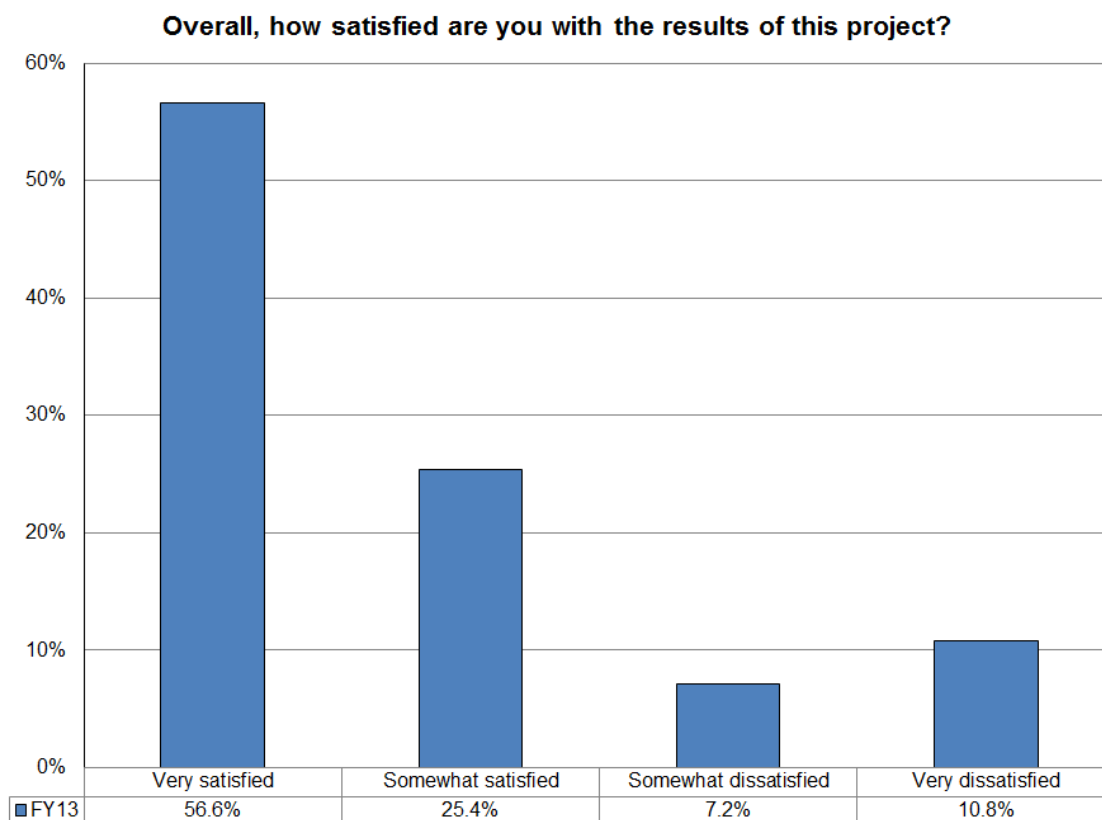




Table 27: Satisfaction by Project and District

| District     | Project | Very Dissatisfied |       | Somewhat Dissatisfied |       | Somewhat Satisfied |       | Very Satisfied |       | Total |
|--------------|---------|-------------------|-------|-----------------------|-------|--------------------|-------|----------------|-------|-------|
| Northwest    | NW-L    | 3                 | 6.3%  | 2                     | 4.2%  | 9                  | 18.8% | 34             | 70.8% | 48    |
|              | NW-M    | 6                 | 8.2%  | 2                     | 2.7%  | 18                 | 24.7% | 47             | 64.4% | 73    |
|              | NW-S    | 3                 | 13.0% | 1                     | 4.3%  | 7                  | 30.4% | 12             | 52.2% | 23    |
|              | Total   | 12                | 8.3%  | 5                     | 3.5%  | 34                 | 23.6% | 93             | 64.6% | 144   |
| Northeast    | NE-L    | 12                | 9.8%  | 20                    | 16.4% | 48                 | 39.3% | 42             | 34.4% | 122   |
|              | NE-M    | 5                 | 13.5% | 3                     | 8.1%  | 12                 | 32.4% | 17             | 45.9% | 37    |
|              | NE-S    | 5                 | 6.5%  | 2                     | 2.6%  | 16                 | 20.8% | 54             | 70.1% | 77    |
|              | Total   | 22                | 9.3%  | 25                    | 10.6% | 76                 | 32.2% | 113            | 47.9% | 236   |
| Kansas City  | KC-L    | 4                 | 9.3%  | 3                     | 7.0%  | 10                 | 23.3% | 26             | 60.5% | 43    |
|              | KC-M    | 0                 | 0.0%  | 1                     | 5.0%  | 4                  | 20.0% | 15             | 75.0% | 20    |
|              | KC-S    | 0                 | 0.0%  | 0                     | 0.0%  | 3                  | 33.3% | 6              | 66.7% | 9     |
|              | Total   | 4                 | 5.6%  | 4                     | 5.6%  | 17                 | 23.6% | 47             | 65.3% | 72    |
| Central      | CD-L    | 9                 | 18.8% | 6                     | 12.5% | 17                 | 35.4% | 16             | 33.3% | 48    |
|              | CD-M    | 6                 | 12.0% | 6                     | 12.0% | 21                 | 42.0% | 17             | 34.0% | 50    |
|              | CD-S    | 4                 | 6.2%  | 4                     | 6.2%  | 18                 | 27.7% | 39             | 60.0% | 65    |
|              | Total   | 19                | 11.7% | 16                    | 9.8%  | 56                 | 34.4% | 72             | 44.2% | 163   |
| St. Louis    | SL-L    | 7                 | 8.3%  | 7                     | 8.3%  | 17                 | 20.2% | 53             | 63.1% | 84    |
|              | SL-M    | 6                 | 7.3%  | 8                     | 9.8%  | 17                 | 20.7% | 51             | 62.2% | 82    |
|              | SL-S    | 7                 | 6.9%  | 4                     | 4.0%  | 23                 | 22.8% | 67             | 66.3% | 101   |
|              | Total   | 20                | 7.5%  | 19                    | 7.1%  | 57                 | 21.3% | 171            | 64.0% | 267   |
| Southwest    | SW-L    | 8                 | 7.5%  | 1                     | 0.9%  | 15                 | 14.2% | 82             | 77.4% | 106   |
|              | SW-M    | 5                 | 15.6% | 0                     | 0.0%  | 7                  | 21.9% | 20             | 62.5% | 32    |
|              | SW-S    | 9                 | 9.1%  | 6                     | 6.1%  | 28                 | 28.3% | 56             | 56.6% | 99    |
|              | Total   | 22                | 9.3%  | 7                     | 3.0%  | 50                 | 21.1% | 158            | 66.7% | 237   |
| Southeast    | SE-L    | 5                 | 8.1%  | 3                     | 4.8%  | 12                 | 19.4% | 42             | 67.7% | 62    |
|              | SE-M    | 34                | 43.6% | 11                    | 14.1% | 16                 | 20.5% | 17             | 21.8% | 78    |
|              | SE-S    | 1                 | 3.7%  | 2                     | 7.4%  | 9                  | 33.3% | 15             | 55.6% | 27    |
|              | Total   | 40                | 24.0% | 16                    | 9.6%  | 37                 | 22.2% | 74             | 44.3% | 167   |
| Grand Total: |         | 139               | 10.8% | 92                    | 7.2%  | 327                | 25.4% | 728            | 56.6% | 1,286 |

Projects CD-L and SE-M were more than one standard deviation below the mean.

In fact, Project SE-M was more than three standard deviations below the satisfaction mean which clearly indicates there was something very unusual about how this particular project was perceived by the general public. Projects KC-M and KC-S had satisfaction scores more than one standard deviation above the mean.

**Table 28: Cross Reference of Satisfaction and Right Transportation Solution**

| Overall, do you think this project was the right transportation solution? |                       | Not at all  | Not really  | Somewhat     | Very much    | Total         |
|---------------------------------------------------------------------------|-----------------------|-------------|-------------|--------------|--------------|---------------|
| Overall, how satisfied are you with the results of this project?          | Very Dissatisfied     | 50<br>36.5% | 19<br>13.9% | 8<br>5.8%    | 60<br>43.8%  | 137<br>100%   |
|                                                                           | Somewhat Dissatisfied | 14<br>16.1% | 43<br>49.4% | 27<br>31.0%  | 3<br>3.4%    | 87<br>100%    |
|                                                                           | Somewhat Satisfied    | 1<br>.3%    | 15<br>5.1%  | 219<br>74.2% | 60<br>20.3%  | 295<br>100%   |
|                                                                           | Very Satisfied        | -<br>.0%    | 3<br>.4%    | 91<br>13.1%  | 602<br>86.5% | 696<br>100%   |
|                                                                           | Total                 | 65<br>5.3%  | 80<br>6.6%  | 345<br>28.4% | 725<br>59.7% | 1,215<br>100% |
|                                                                           |                       |             |             |              |              |               |

The two measures are strongly correlated and thus MoDOT's practice of using the RTS measure as a proxy for satisfaction has been empirically shown to be an effective practice. Less than 50% of those who were dissatisfied with the result of the project thought the project was the right transportation solution. Over 90% of those satisfied with the project thought the project was the right transportation solution. While closely related, these measures are not the same thing. While the data shows it is very unlikely for people to be satisfied if they thought the project was not the right transportation solution, the inverse does not hold. A significant minority of the people who were dissatisfied with their project also thought they project was the right transportation solution. For example, 49.6% of those who were very dissatisfied with their project also believed it was the right transportation solution. This explains why the RTS measure is slightly higher than the overall satisfaction measure (88.0% vs. 82.0%).

## SUMMARY

The overall results show that the majority of Missourians are very satisfied with their local project and generally believe that MoDOT provides the right transportation solution. Results were similar to last year's scores. The majority of respondents thought that the project made the roadway safer (86.3%), more convenient (84.0%), less congested (80.1%), easier to travel (85.0%), better marked (79.8%), and was the right transportation solution (88.0%).

## APPENDIX A. SURVEY INSTRUMENT

The next three pages show the front and back side of the survey instrument. Two questionnaires were developed, one for projects with accommodations for bicyclists and pedestrians and one for projects without such accommodations. Two examples are provided on the following pages, one of each type of questionnaire.

On the front page of each survey, a unique project description was printed for each of the twenty-one projects. All of the actual descriptions are available under Project Descriptions and Locations starting on page 6. The back page of each survey was identical for each questionnaire and provided respondents with an opportunity to express their opinions and to capture Title Six demographic information in accordance with federal guidelines.

## 2012 MoDOT Project Survey

Please use a pencil or a **blue** or a black pen to complete the survey.



Answer Selection: Correct = ● Incorrect = ✕ ✓ ⊖

The questions on this survey refer to MoDOT project NW1: **Resurfacing westbound Route 36 & improving the shoulders from Route 31 to Route 31 N. in Buchanan & Dekalb counties.**

Thinking of this project after MoDOT completed work on it, how would you rate each of the following?

1. The road is now...

|                     | Strongly Agree        | Agree                 | Disagree              | Strongly Disagree     | Not Sure              |
|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| ...safer            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...more convenient  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...less congested   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...easier to travel | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...better marked    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

2. This project did not have a bike/pedestrian component. I believe...

|                                   | Strongly Agree        | Agree                 | Disagree              | Strongly Disagree     | Not Sure              |
|-----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| ...this was the right decision    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...pedestrians will use this road | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...bicyclists will use this road  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

3. How familiar are you with this roadway?

- ☐ Not at all
- ☐ Somewhat
- ☐ Fairly well
- ☐ Very well

4. How often have you used this section of the road in the month?

- ☐ Never
- ☐ A few times
- ☐ Once a week
- ☐ Twice a week
- ☐ Most weekdays
- ☐ Almost every day

5. When did you first learn about this transportation project?

- ☐ At least a month before construction started
- ☐ When construction signs went up
- ☐ After the project was completed
- ☐ When I received this survey
- ☐ Don't know / not sure

6. Did you lose property to build the project?

- ☐ Yes
- ☐ No

7. Should another project have had higher priority?

- ☐ Yes
- ☐ No

Additional questions on other side





## 2012 MoDOT Project Survey

Please use a pencil or a blue or a black pen to complete the survey.



Answer Selection: Correct = ● Incorrect = ✗ ✓ ⊖

The questions on this survey refer to MoDOT project KC1: **The interchange modifications, new ramps, and new lanes on I-70/I-435 near Arrowhead and Kaufman Stadiums.**

Thinking of this project after MoDOT completed work on it, how would you rate each of the following?

1. The road is now...

|                     | Strongly Agree        | Agree                 | Disagree              | Strongly Disagree     | Not Sure              |
|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| ...safer            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...more convenient  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...less congested   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...easier to travel | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...better marked    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

2. The bike/pedestrian accommodation on this project...

|                     | Strongly Agree        | Agree                 | Disagree              | Strongly Disagree     | Not Sure              |
|---------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| ...meets your needs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...is safe          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| ...is easy to use   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

3. How familiar are you with this roadway?

- ☐ Not at all
- ☐ Somewhat
- ☐ Fairly well
- ☐ Very well

4. How often have you used this section of the road in the month?

- ☐ Never
- ☐ A few times
- ☐ Once a week
- ☐ Twice a week
- ☐ Most weekdays
- ☐ Almost every day

5. When did you first learn about this transportation project?

- ☐ At least a month before construction started
- ☐ When construction signs went up
- ☐ After the project was completed
- ☐ When I received this survey
- ☐ Don't know / not sure

6. Did you lose property to build the project?

- ☐ Yes
- ☐ No

7. Should another project have had higher priority?

- ☐ Yes
- ☐ No

Additional questions on other side





## APPENDIX B: RIGHT TRANSPORTATION SOLUTION BY PROJECT

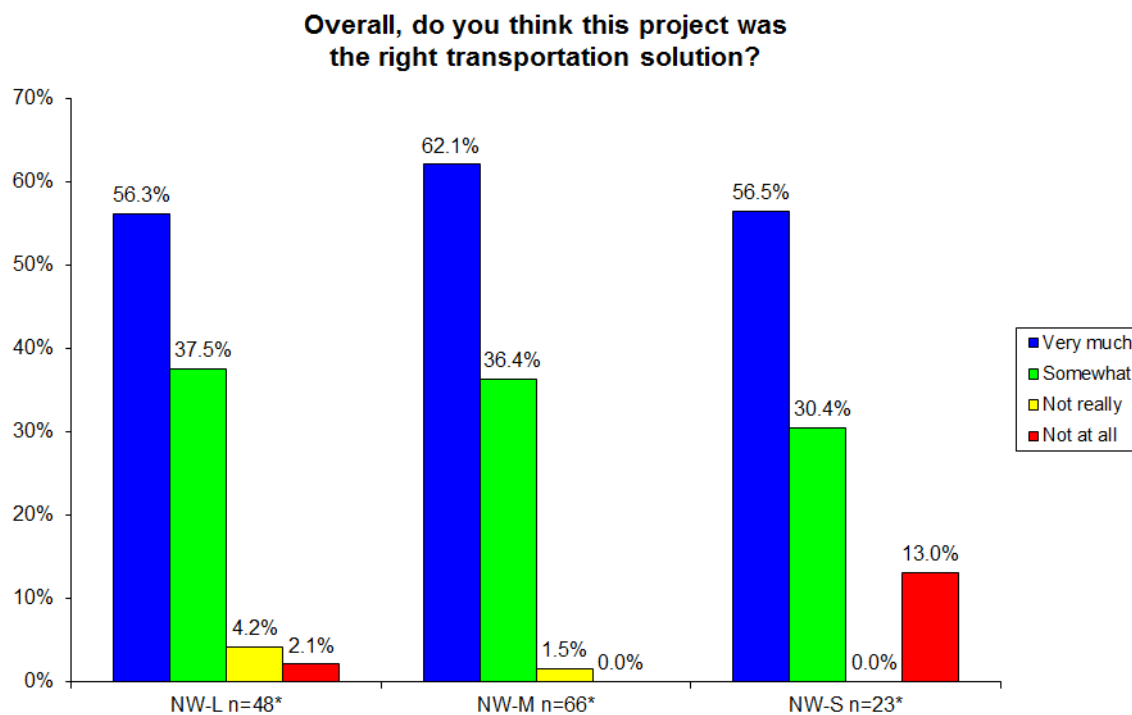
The results from the right transportation solution question have been graphically provided for each project. Statistically, it is very safe to compare overall results from fiscal year 2012 to previous fiscal years. The margin of error for all years has been less than 2.5%. Since the margin of error can go either way (e.g., low in one year and high in another), the margins of error are cumulative. Therefore, we can be 95% confident that differences between years are truly real changes if the overall difference is at least 5%. Since the margin of error increases as the sample size decreases, readers should use caution when using the information provided to compare projects as the margins of error are much higher given the limited number of responses per project. However, despite these statistical concerns, these graphs do provide some useful information. For example, many projects were overwhelmingly the right transportation solution in the eyes of the respondents. The question that can be raised by these graphs is why do a few projects have much different levels of support than other projects?



**Table 29: Project Margin of Error for RTS Measure**

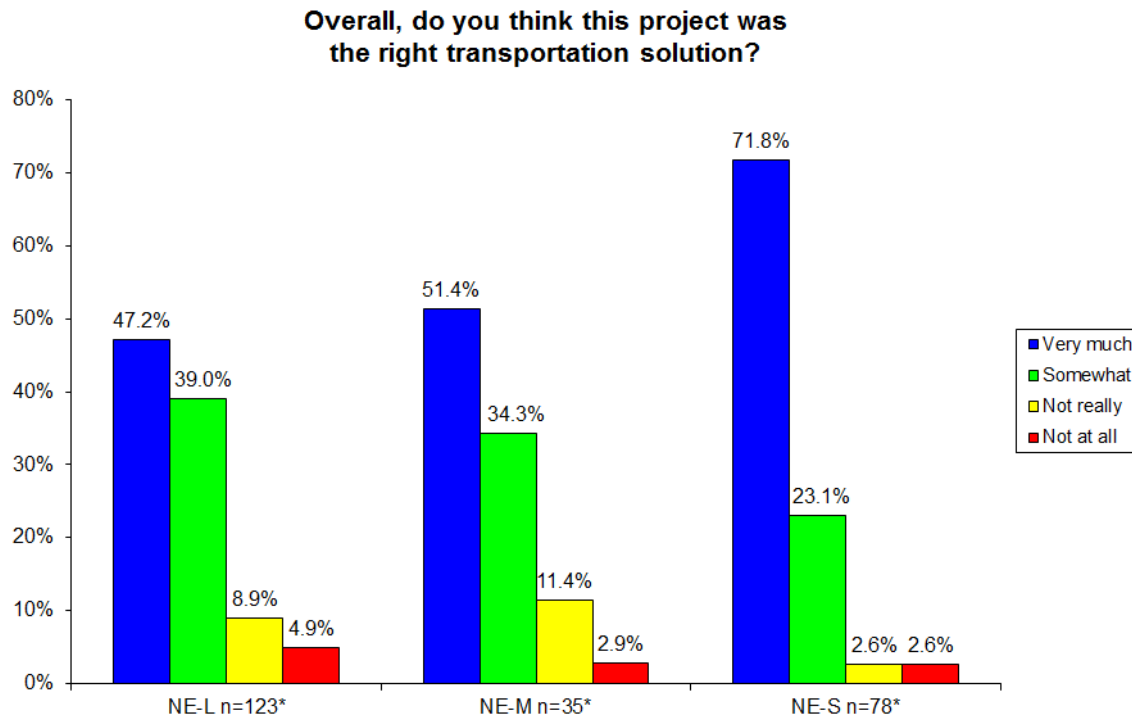
| District    | Project | RTS Responses | Margin of Error | Brief Description                                   |
|-------------|---------|---------------|-----------------|-----------------------------------------------------|
| Northwest   | NW-L    | 48            | 14.1%           | Resurfacing westbound Route 36                      |
|             | NW-M    | 66            | 12.1%           | Resurfacing Route 24                                |
|             | NW-S    | 23            | 20.4%           | Route A/T Intersection in Clinton County.           |
| Northeast   | NE-L    | 123           | 8.8%            | New Alternative Route 63 around Kirksville          |
|             | NE-M    | 35            | 16.6%           | MO 107 and Route FF bridges                         |
|             | NE-S    | 78            | 11.1%           | Route 47/Fairgrounds Road turn lane additions       |
| Kansas City | KC-L    | 40            | 15.5%           | I-70/I-435 near Arrowhead and Kaufman Stadiums      |
|             | KC-M    | 17            | 23.8%           | Diverging diamond interchange on I-435/Front Street |
|             | KC-S    | 8             | 34.6%           | New Broadway Bridge on Route I-670/Broadway         |
| Central     | CD-L    | 51            | 13.7%           | Route 63/H interchange                              |
|             | CD-M    | 44            | 14.8%           | Route 54 in Cole County                             |
|             | CD-S    | 65            | 12.2%           | Route 5 ramp turn lane improvement                  |
| St. Louis   | SL-L    | 79            | 11.0%           | Route 141 in St. Louis County                       |
|             | SL-M    | 82            | 10.8%           | I-270/Route 364 interchange improvements            |
|             | SL-S    | 101           | 9.8%            | Route 94 in St. Charles County                      |
| Southwest   | SW-L    | 104           | 9.6%            | Enlarging Route 65 in Greene County                 |
|             | SW-M    | 31            | 17.6%           | Route Y Bridge over Stockton Lake                   |
|             | SW-S    | 93            | 10.2%           | Diverging diamond interchange on Route 65/Route 248 |
| Southeast   | SE-L    | 55            | 13.2%           | Resurfacing I-55                                    |
|             | SE-M    | 74            | 11.4%           | Diverging diamond interchange on Route 67/221       |
|             | SE-S    | 30            | 17.9%           | Bridge improvements over Cane Creek                 |

Figure 22: Northwest District



\*total n excludes respondents answering "Don't know / not sure" to this question

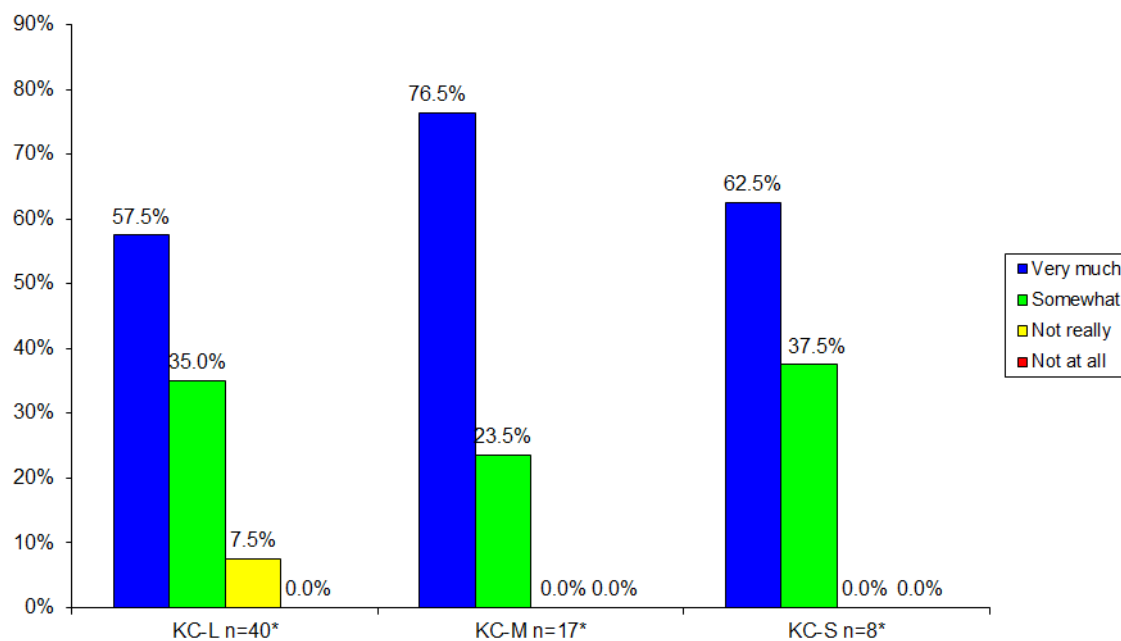
Figure 23: Northeast District



\*total n excludes respondents answering "Don't know / not sure" to this question

Figure 24: Kansas City District

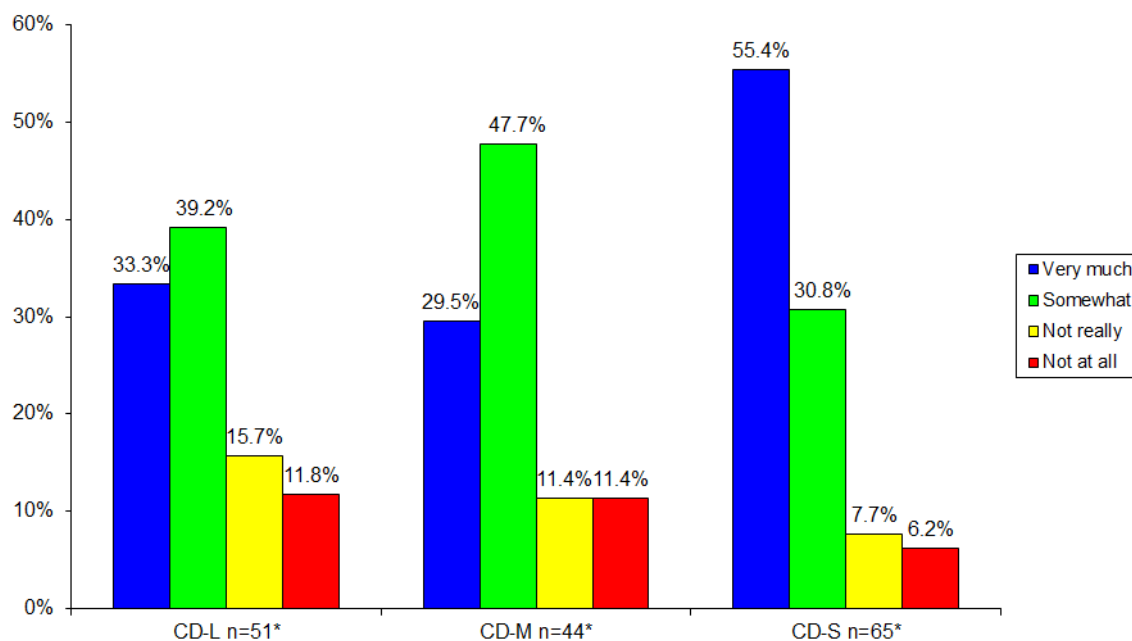
Overall, do you think this project was  
the right transportation solution?



\*total n excludes respondents answering "Don't know / not sure" to this question

Figure 25: Central District

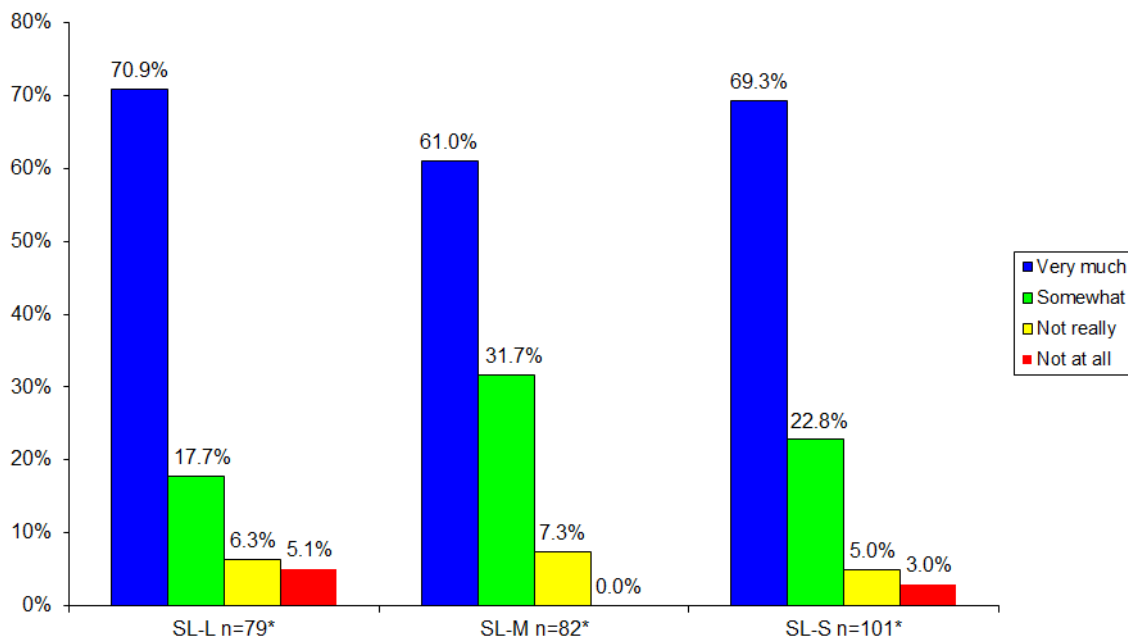
Overall, do you think this project was  
the right transportation solution?



\*total n excludes respondents answering "Don't know / not sure" to this question

Figure 26: St. Louis District

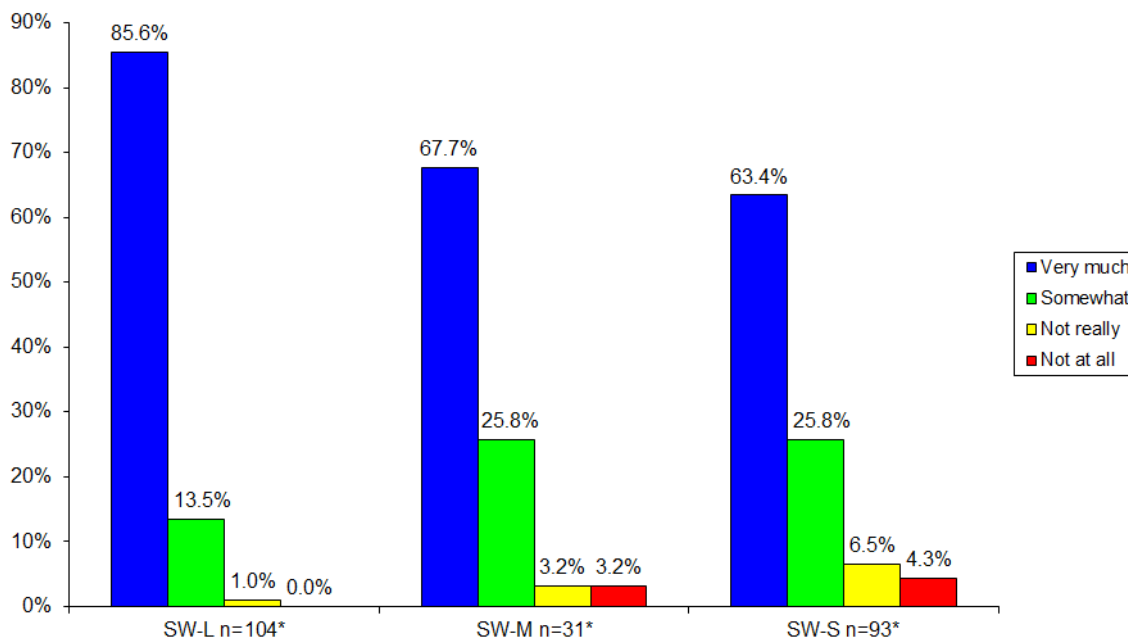
Overall, do you think this project was the right transportation solution?



\*total n excludes respondents answering "Don't know / not sure" to this question

Figure 27: Southwest District

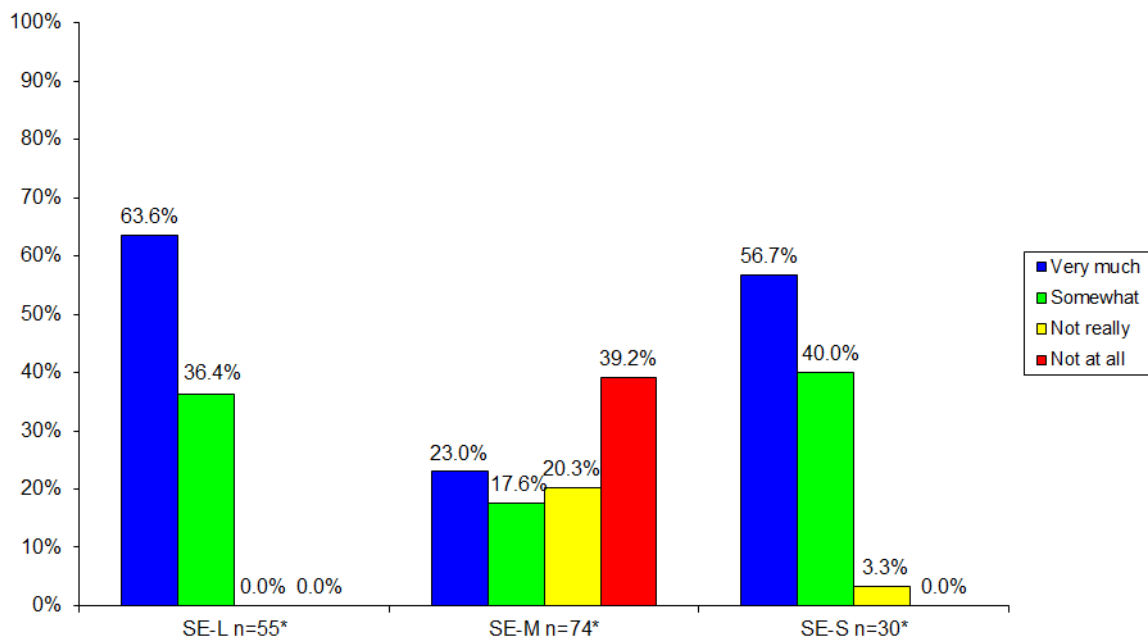
Overall, do you think this project was the right transportation solution?



\*total n excludes respondents answering "Don't know / not sure" to this question

Figure 28: Southeast District

Overall, do you think this project was  
the right transportation solution?



\*total n excludes respondents answering "Don't know / not sure" to this question