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℠

December 2012

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Final Report

Project Number: TR 13 1234

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16. Abstract

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.

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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%
All Projects:		**77.7%**	**86.3%**	**84.0%**	**80.1%**	**85.0%**	**79.8%**	**88.0%**

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 where 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

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

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

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

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).

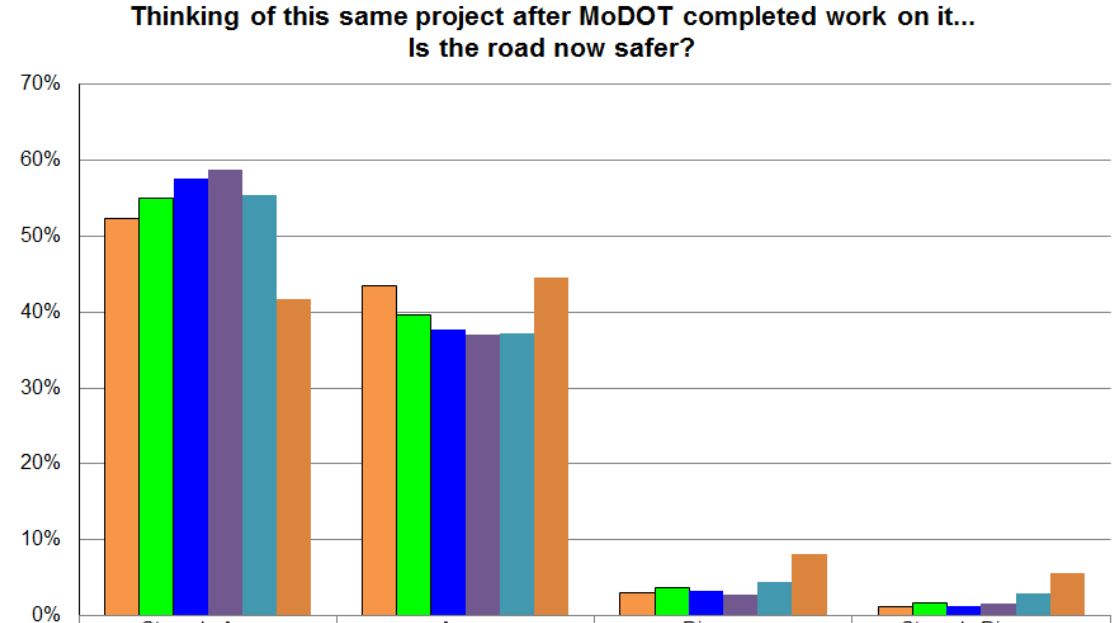
Using a specific project example provides additional research benefits. We know which project was being evaluated by each respondent, thus MoDOT can better understand and apply the feedback obtained by the survey. In addition, the use of a specific project both reduces the chance of the respondents confusing 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



	Strongly Agree	Agree	Disagree	Strongly Disagree
FY07	52.3%	43.4%	3.0%	1.2%
FY08	55.0%	39.6%	3.6%	1.7%
FY09	57.7%	37.8%	3.3%	1.3%
FY10	58.7%	37.0%	2.8%	1.5%
FY11	55.3%	37.2%	4.5%	3.0%
FY13	41.7%	44.5%	8.2%	5.5%

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

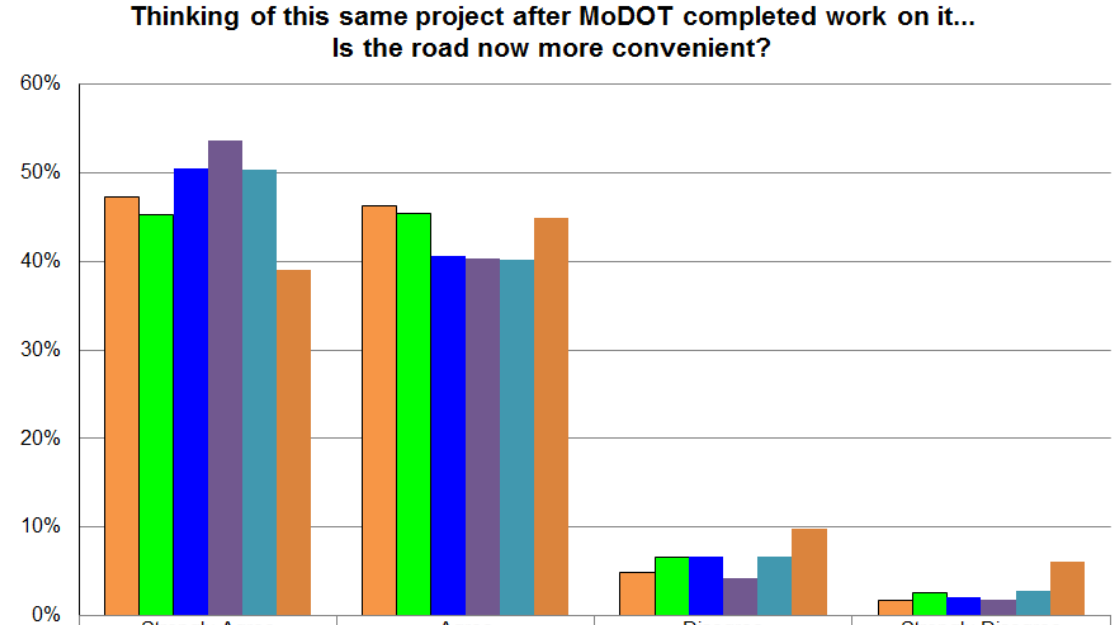
IMPROVING TRAFFIC FLOW IN THE AREA

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



	Strongly Agree	Agree	Disagree	Strongly Disagree
FY07	47.3%	46.2%	4.8%	1.7%
FY08	45.3%	45.5%	6.7%	2.5%
FY09	50.6%	40.6%	6.7%	2.1%
FY10	53.6%	40.3%	4.3%	1.7%
FY11	50.3%	40.2%	6.7%	2.9%
FY13	39.1%	44.9%	9.9%	6.1%

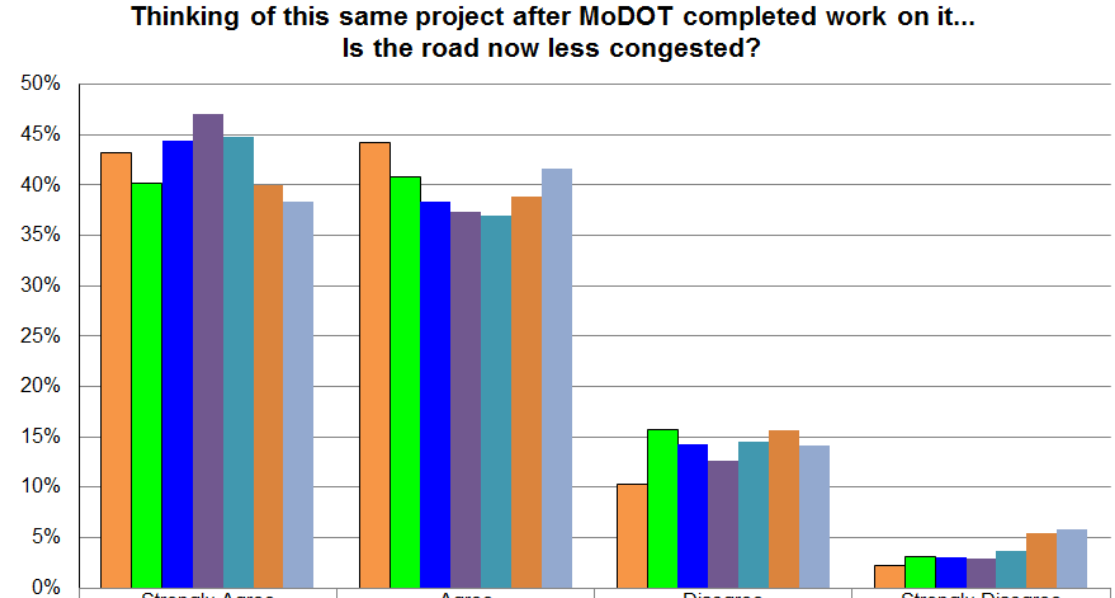
Table 5: Convenience Feedback by Project and District

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



	Strongly Agree	Agree	Disagree	Strongly Disagree
FY07	43.2%	44.3%	10.3%	2.2%
FY08	40.2%	40.9%	15.8%	3.2%
FY09	44.4%	38.3%	14.3%	3.0%
FY10	47.1%	37.3%	12.7%	2.9%
FY11	44.8%	37.0%	14.5%	3.7%
FY12	40.0%	38.9%	15.6%	5.4%
FY13	38.4%	41.7%	14.2%	5.8%

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

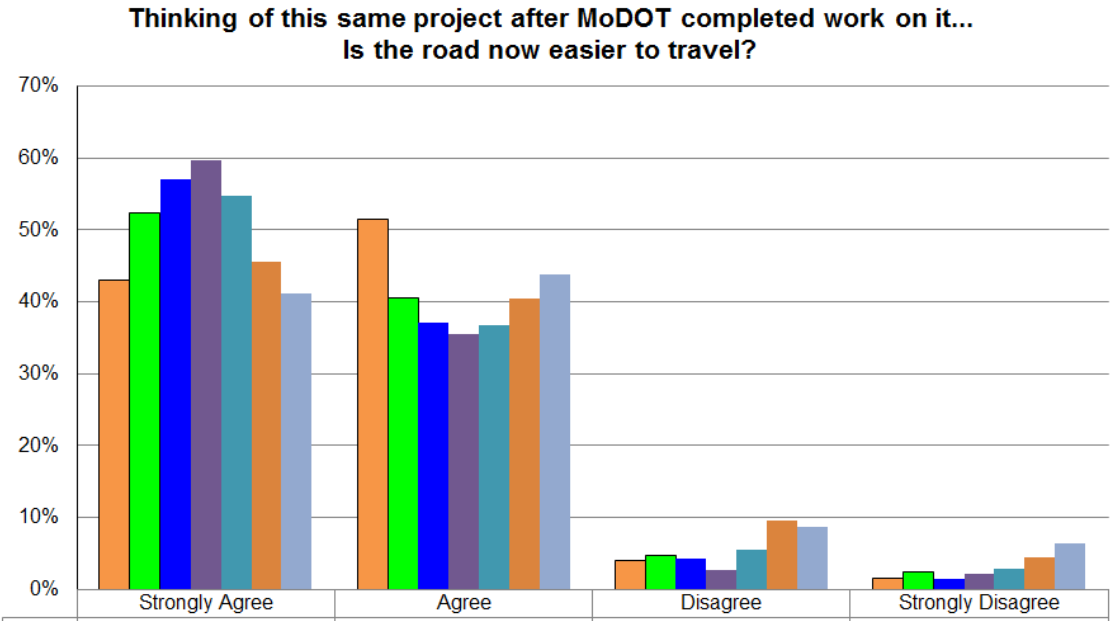
DRIVING ENVIRONMENT

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



	Strongly Agree	Agree	Disagree	Strongly Disagree
FY07	43.0%	51.5%	4.0%	1.6%
FY08	52.4%	40.5%	4.7%	2.4%
FY09	57.1%	37.0%	4.3%	1.5%
FY10	59.7%	35.4%	2.7%	2.1%
FY11	54.8%	36.8%	5.5%	2.9%
FY12	45.6%	40.5%	9.6%	4.4%
FY13	41.2%	43.8%	8.6%	6.4%

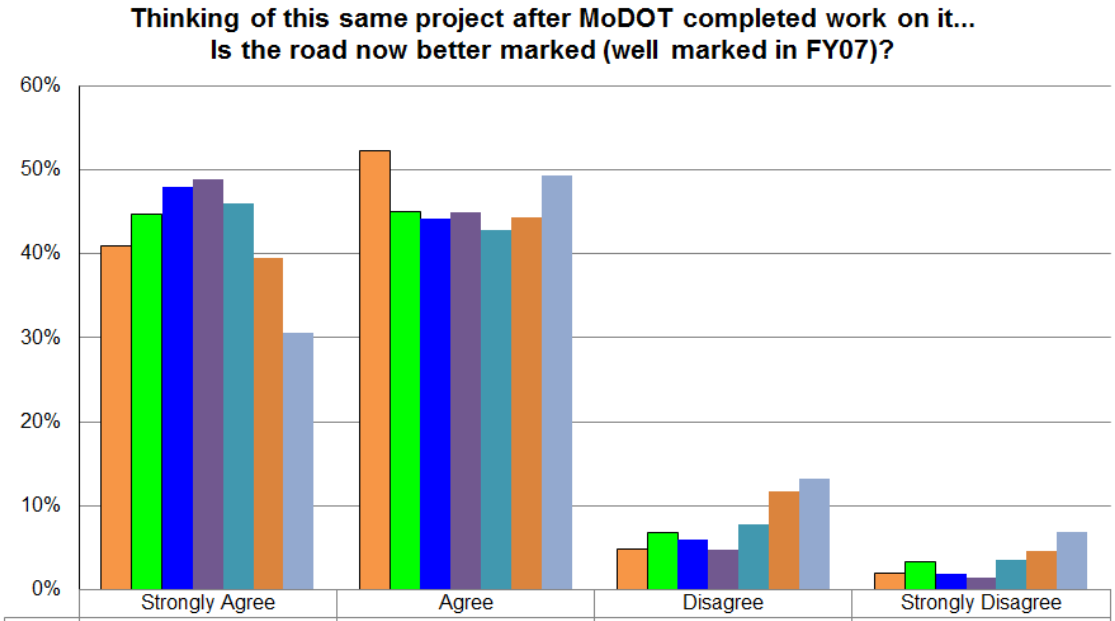
Table 7: Easier to Drive Feedback by Project and District

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. Four 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



	Strongly Agree	Agree	Disagree	Strongly Disagree
FY07	40.9%	52.3%	4.8%	1.9%
FY08	44.8%	45.1%	6.8%	3.3%
FY09	48.1%	44.3%	5.9%	1.8%
FY10	48.9%	45.0%	4.8%	1.4%
FY11	46.0%	42.8%	7.7%	3.5%
FY12	39.5%	44.3%	11.6%	4.6%
FY13	30.5%	49.3%	13.3%	6.9%

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.

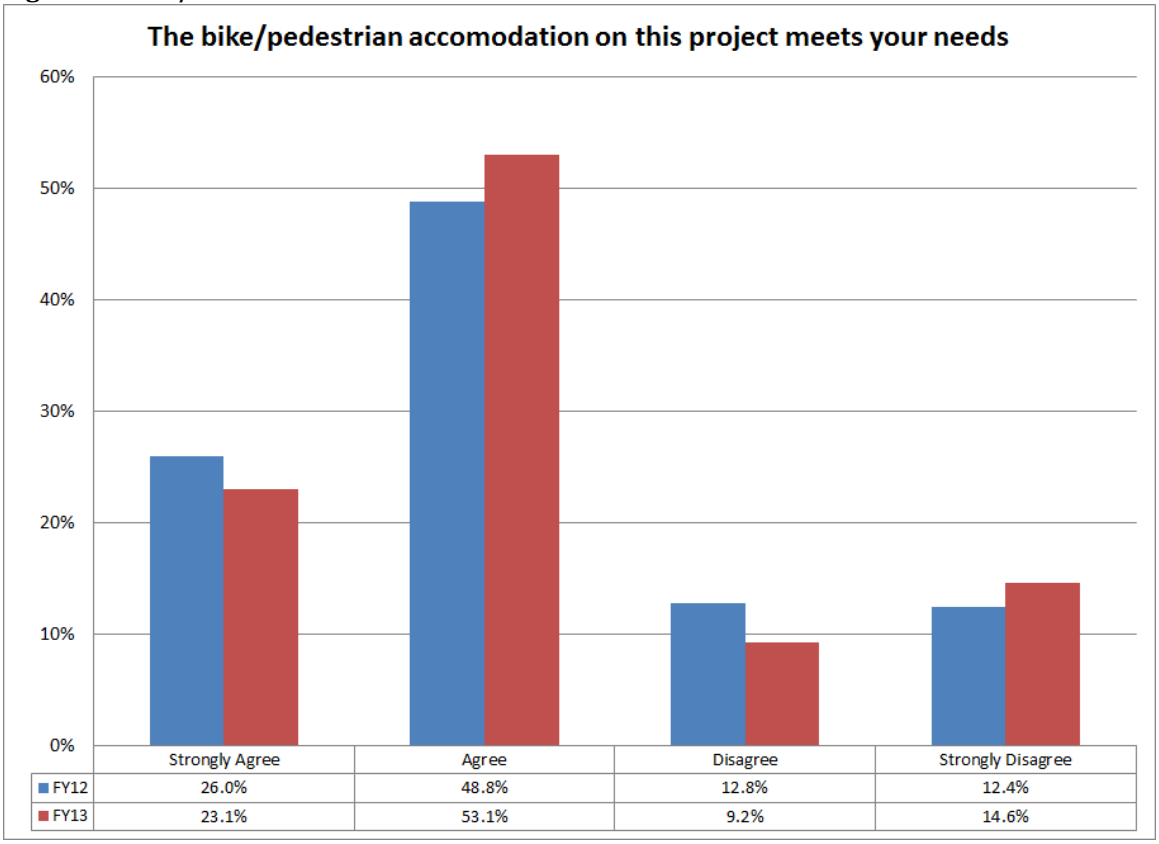
PROJECTS WITH ACCOMMODATIONS FOR BICYCLISTS AND PEDESTRIANS

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



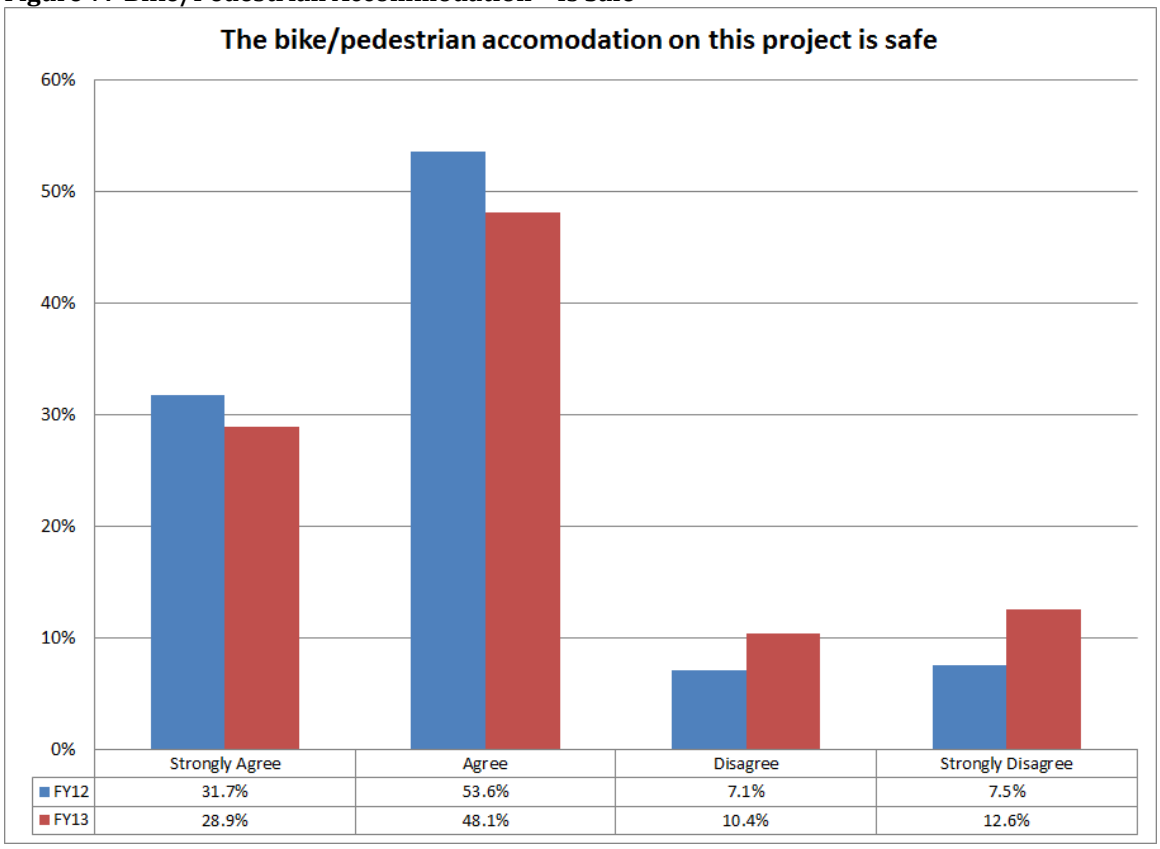
Since the survey does not ask if the respondents would walk or ride on the improvement, it is unknown if those who did not agree with question still had unmet needs or simply had no need for a pedestrian or bicycling accommodation. The two following questions, regarding safety and ease of use, provide 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

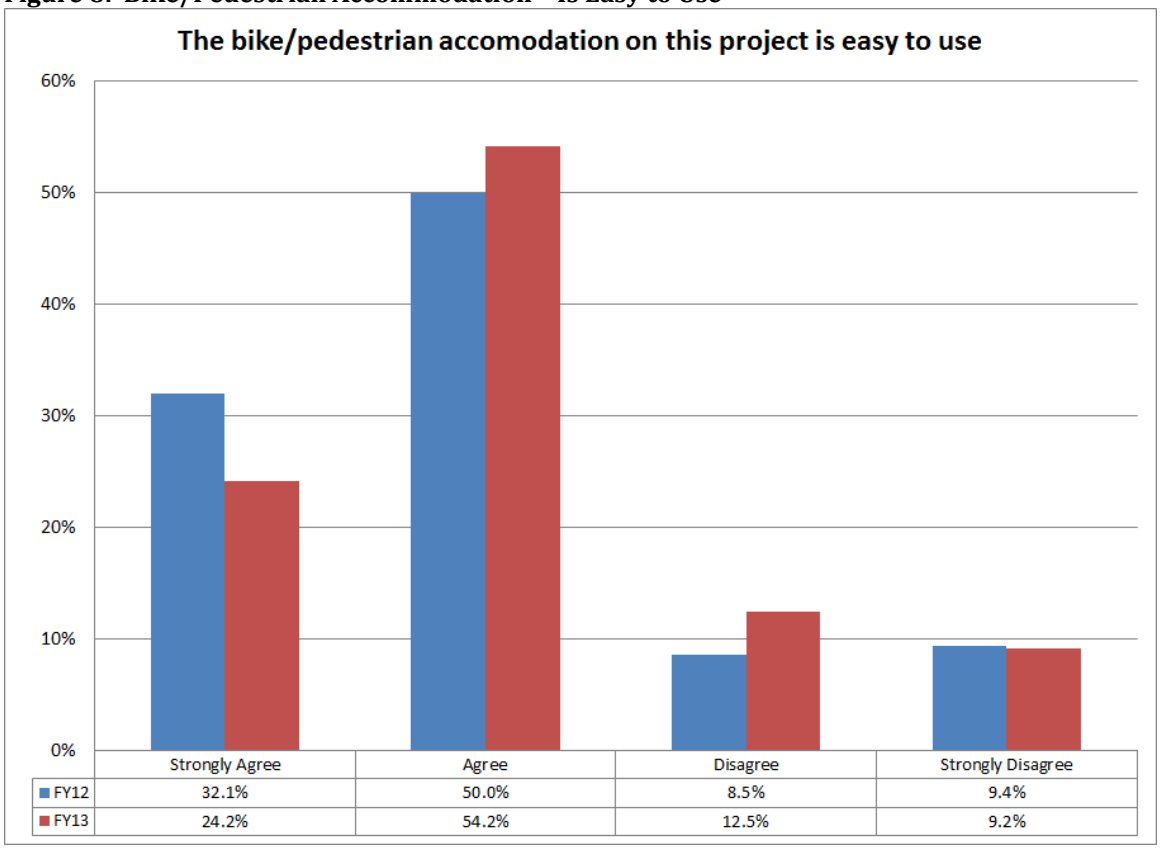


78.3% of the respondents thought the bicyclists and pedestrian accommodation was easy to use. This is statistically similar, but slightly lower, than the results from last year. Again, Project SL-L was an outlier with a majority of the respondents asked about this project disagreeing that it was easy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



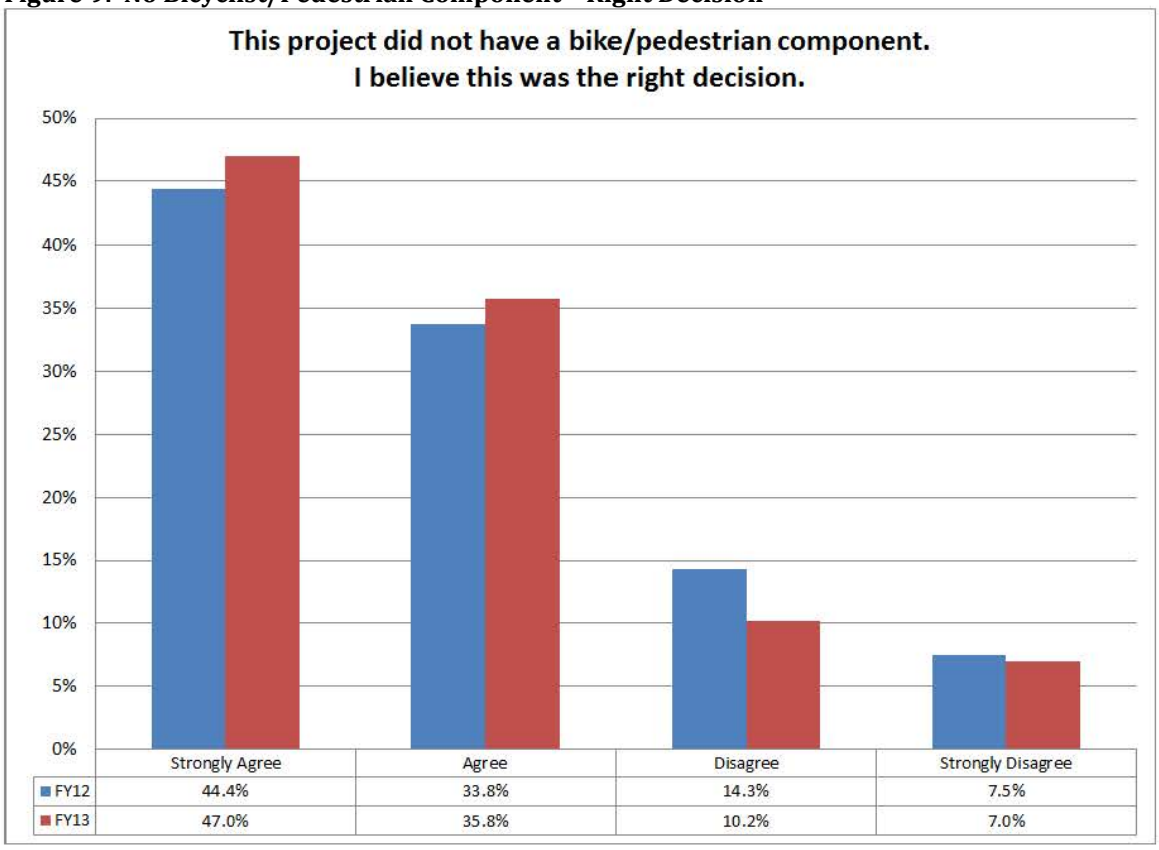
PROJECTS WITH NO BICYCLIST/PEDESTRIAN COMPONENT

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



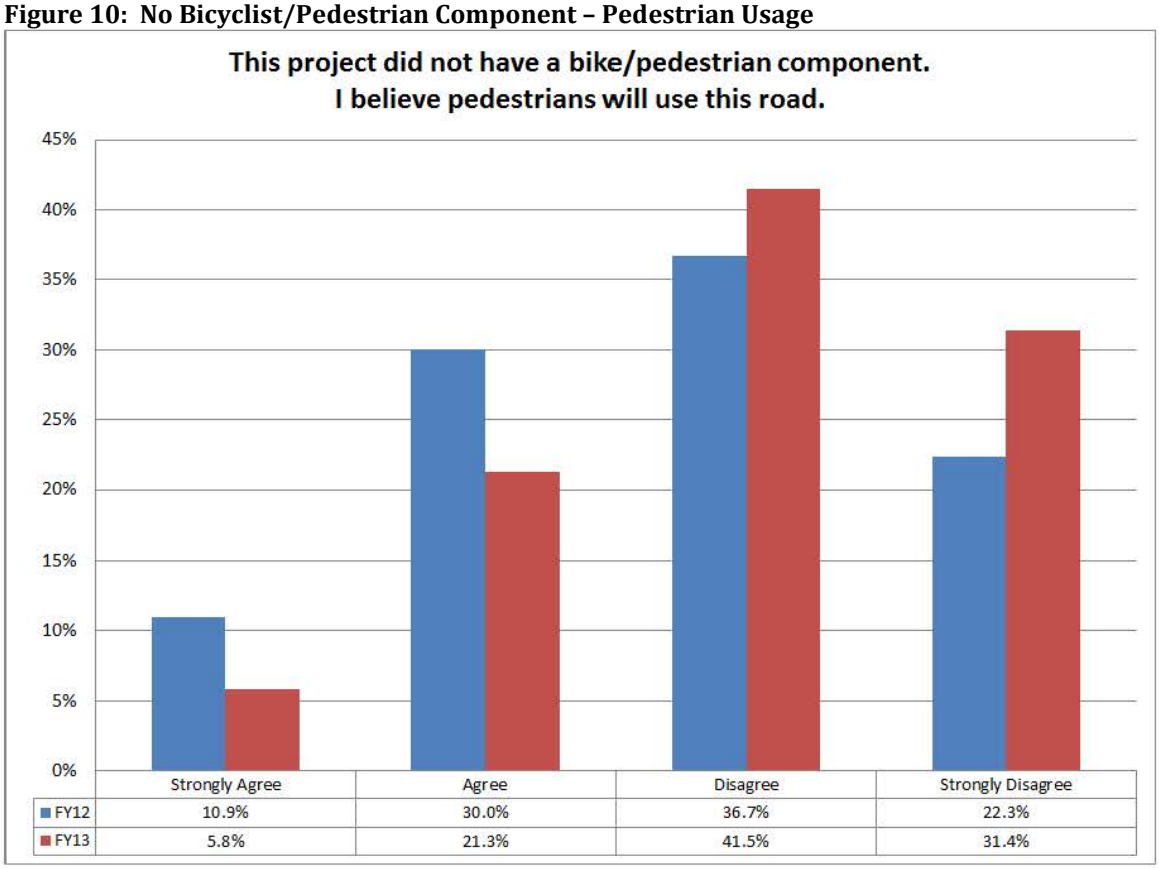
Respondents for projects that did not have a bicyclist/pedestrian component were then asked if they thought pedestrians and bicyclists would use the improvement. Disagreement with the next two questions indicated that the respondents thought pedestrians and bicyclists would not use the improvement.

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

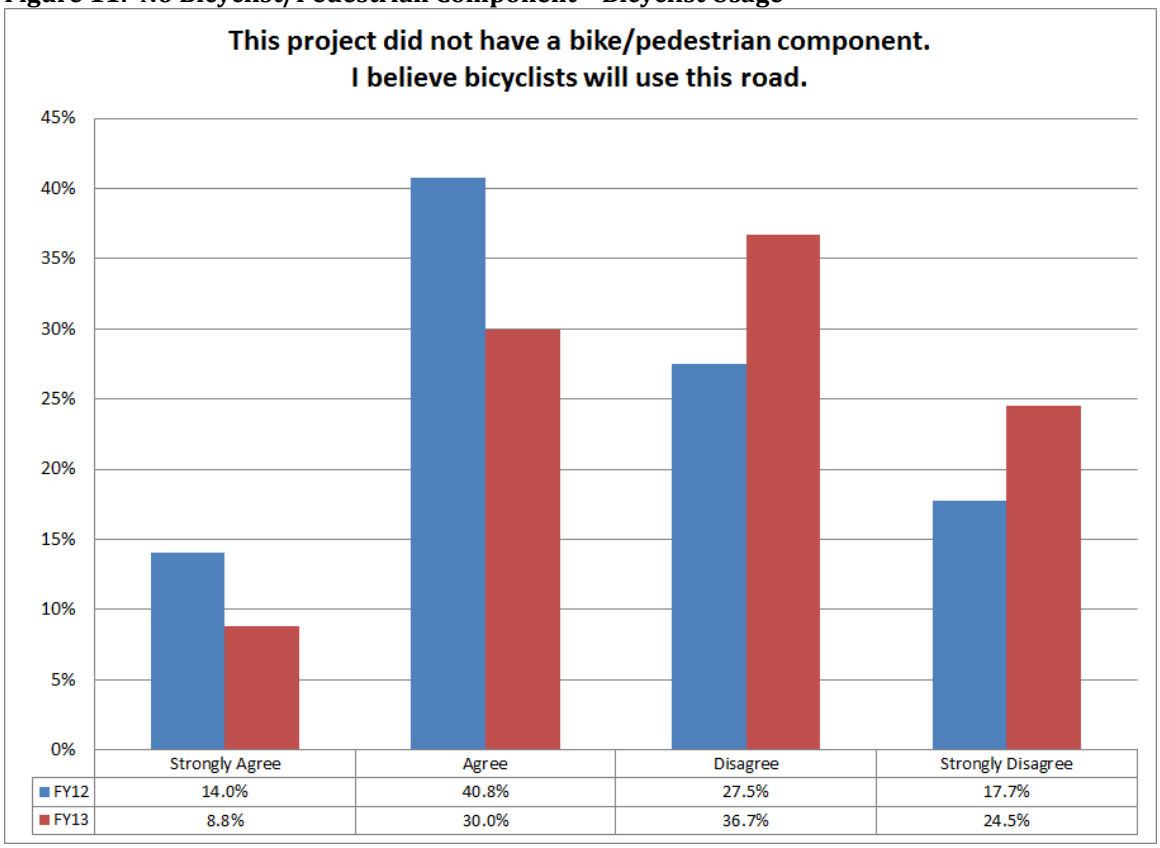


38.8% of the respondents thought bicyclists would use the improvement, significantly reduced from the 54.8% measured last year. The following table summarizes the responses and percentages by both individual projects and districts.

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

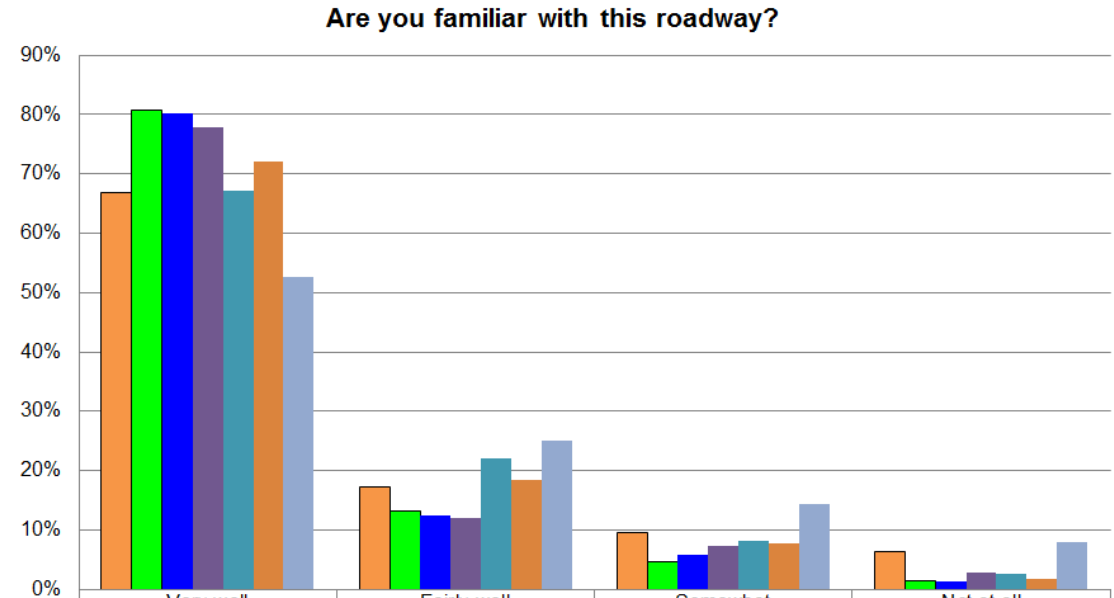


The results of this research show that a sizeable percentage of respondents believe pedestrians and bicyclists will use roads that may not have been intended for this traffic. If this belief reflects reality, then MoDOT may wish to consider either educating the public on the dangers of these roadways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



	Very well	Fairly well	Somewhat	Not at all
FY07	66.9%	17.2%	9.5%	6.4%
FY08	80.7%	13.1%	4.7%	1.5%
FY09	80.2%	12.5%	5.9%	1.3%
FY10	77.9%	12.0%	7.3%	2.8%
FY11	67.2%	22.0%	8.2%	2.6%
FY12	72.0%	18.5%	7.7%	1.8%
FY13	52.6%	25.1%	14.3%	8.0%

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

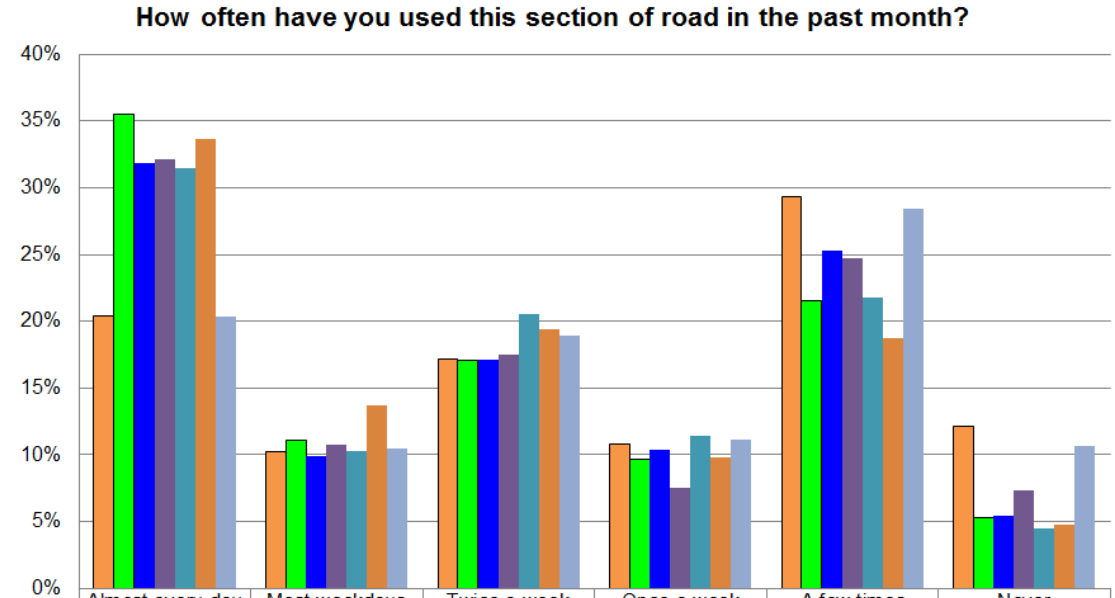
Table 15: Familiarity with Roadway by District and Project

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



	Almost every day	Most weekdays	Twice a week	Once a week	A few times	Never
FY07	20.4%	10.3%	17.1%	10.8%	29.3%	12.1%
FY08	35.5%	11.0%	17.0%	9.7%	21.5%	5.3%
FY09	31.8%	9.9%	17.2%	10.4%	25.3%	5.5%
FY10	32.1%	10.8%	17.5%	7.5%	24.7%	7.4%
FY11	31.5%	10.3%	20.6%	11.4%	21.7%	4.5%
FY12	33.7%	13.7%	19.4%	9.8%	18.7%	4.8%
FY13	20.4%	10.5%	18.9%	11.2%	28.5%	10.6%

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.

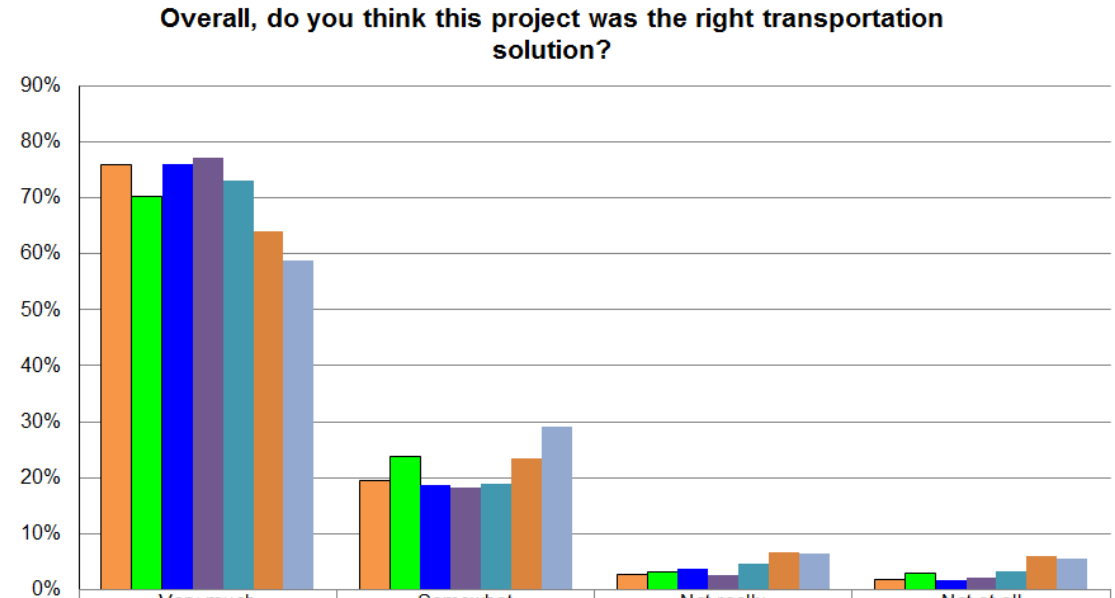
Table 16: Frequency of Roadway Use by District and Project

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



	Very much	Somewhat	Not really	Not at all
FY07	76.0%	19.5%	2.7%	1.8%
FY08	70.2%	23.7%	3.2%	2.9%
FY09	76.1%	18.6%	3.7%	1.7%
FY10	77.3%	18.1%	2.6%	2.0%
FY11	73.2%	19.0%	4.5%	3.3%
FY12	64.1%	23.4%	6.6%	6.0%
FY13	58.9%	29.1%	6.5%	5.5%

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.

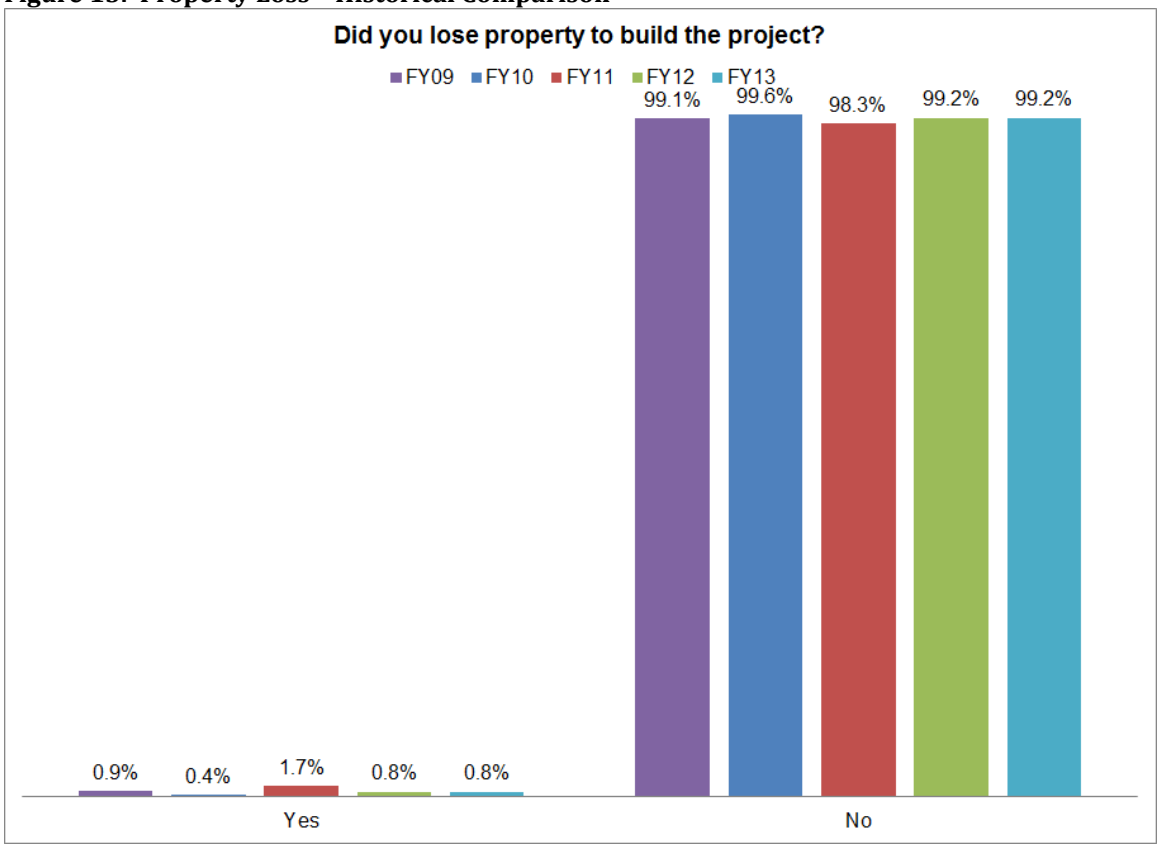
Table 18: Right Transportation Solution by Project Size

Overall, do you think this project was the right transportation						
		Not at all	Not really	Somewhat	Very much	Total
Project 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.

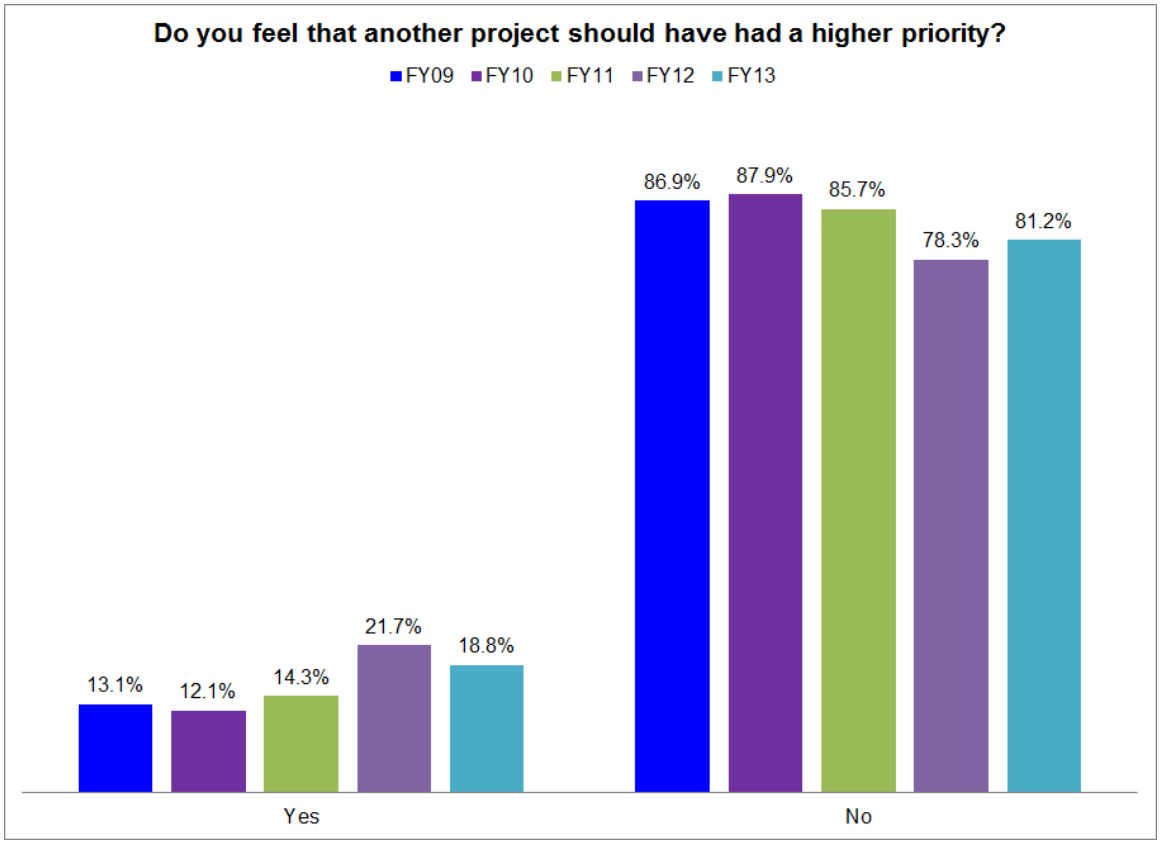
Table 20: Cross Reference of Right Transportation Solution and Property Loss

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	1	4	4	10
		10.0%	10.0%	40.0%	40.0%	100.0%
	No	64	78	347	696	1,185
		5.4%	6.6%	29.3%	58.7%	100.0%
	Total	65	79	351	700	1,195
		5.4%	6.6%	29.4%	58.6%	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.1 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.

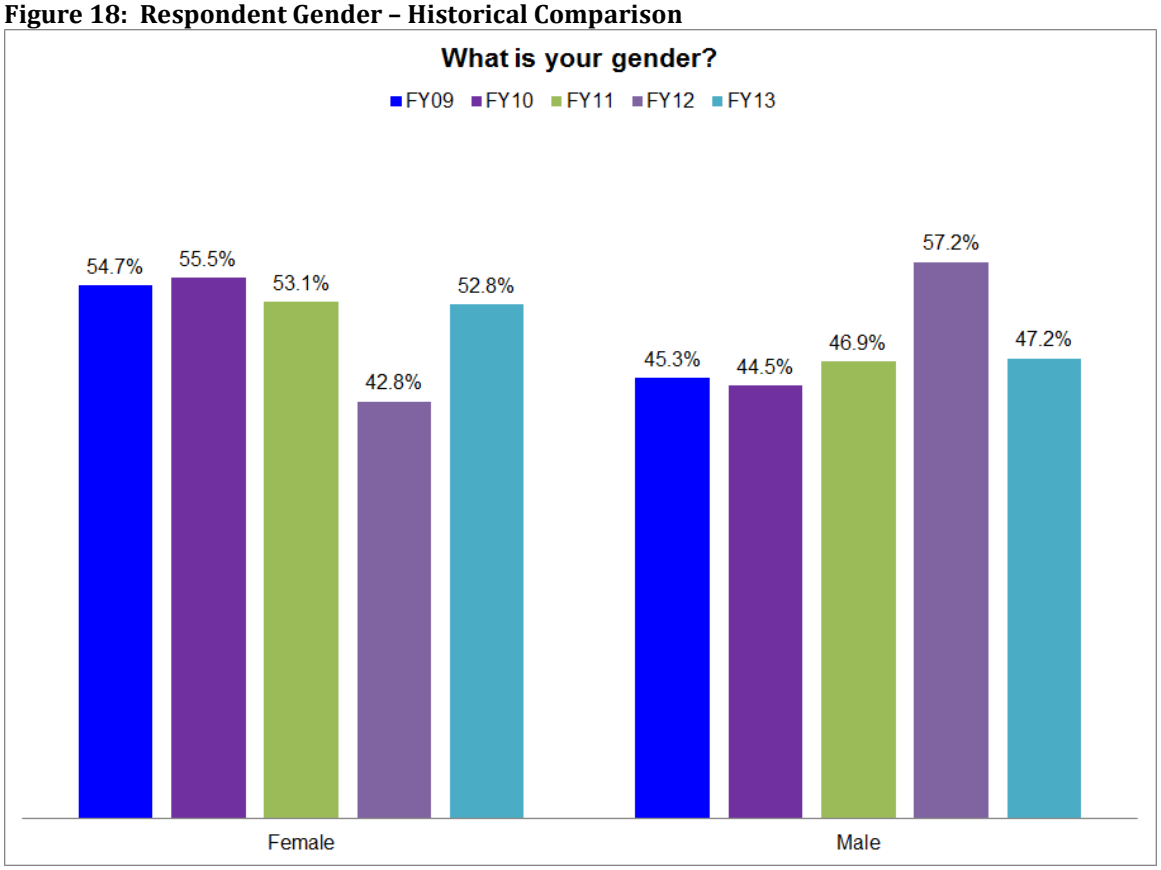
It can be very difficult to determine causality, and if this is important to MoDOT, they should commission a research study focused on this subject. However, no matter which factor is the dependent factor, MoDOT can help address this issue by publicizing the reasons why the projects that are selected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

[1] 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.[2]

Table 23: Cross Reference of Gender and Right Transportation Solution

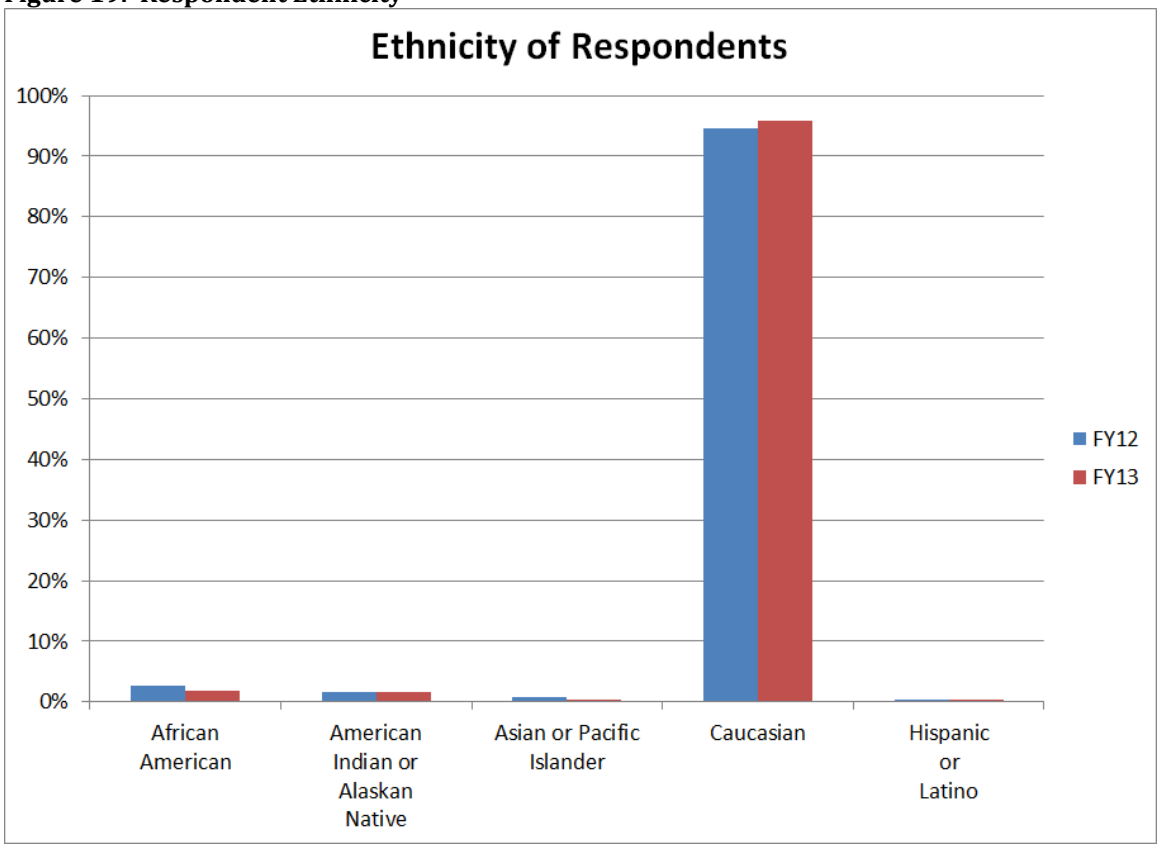
		Overall, do you think this project was the right transportation solution?				
		Not at all	Not really	Somewhat	Very much	Total
Gender	Female	30	35	151	371	587
		5.1%	6.0%	25.7%	63.2%	100%
	Male	31	39	185	333	588
		5.3%	6.6%	31.5%	56.6%	100%
	Total	61	74	336	704	1,175
		5.2%	6.3%	28.6%	59.9%	100%

[2] 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	-	-	6	14	20
	0.0%	0.0%	30.0%	70.0%	100.0%
American Indian or Alaskan Native	-	2	6	10	18
	0.0%	11.1%	33.3%	55.6%	100.0%
Asian or Pacific Islander	-	-	-	4	4
	0.0%	0.0%	0.0%	100.0%	100.0%
Caucasian	64	72	308	660	1,104
	5.8%	6.5%	27.9%	59.8%	100.0%
Hispanic or Latino	-	-	1	3	4
	0.0%	0.0%	25.0%	75.0%	100.0%
Total	64	74	321	691	1,150
	5.6%	6.4%	27.9%	60.1%	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

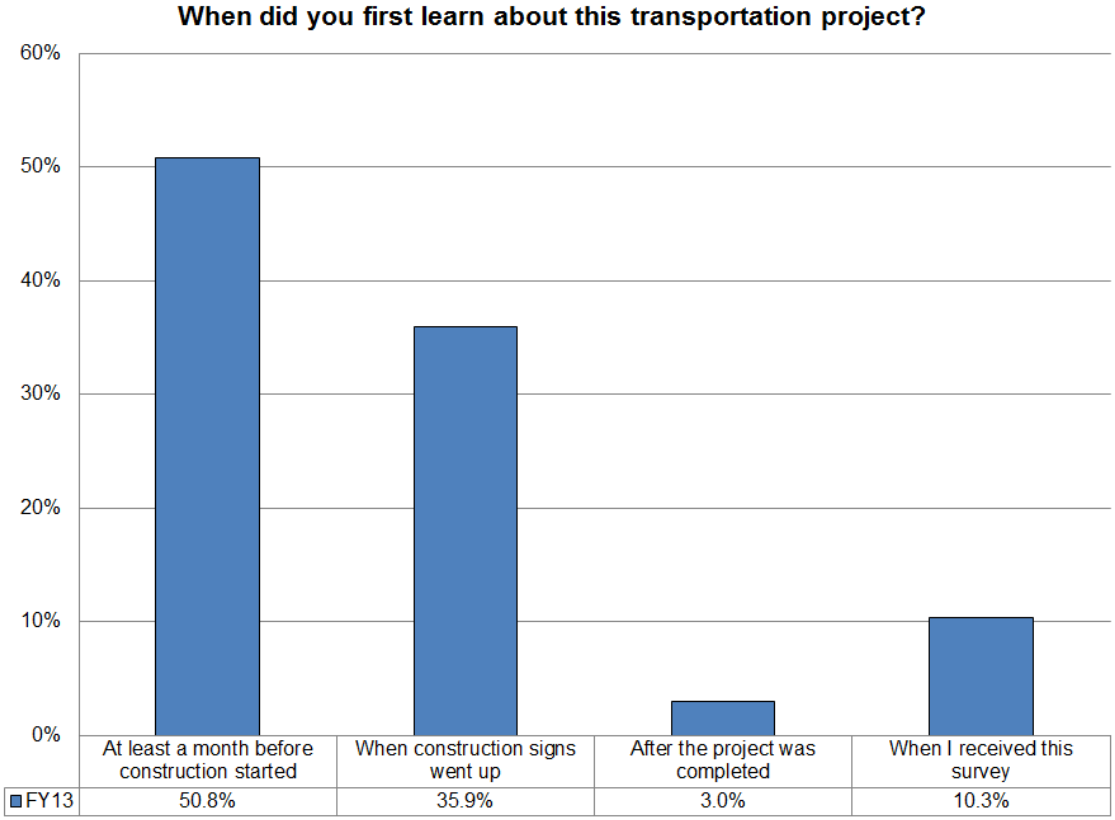


Table 25: Project Awareness by Project and District

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	38	173	406	645
		4.3%	5.9%	26.8%	62.9%	100.0%
	When construction signs went up	32	34	142	235	443
		7.2%	7.7%	32.1%	53.0%	100.0%
	After the project was completed	2	2	10	21	35
		5.7%	5.7%	28.6%	60.0%	100.0%
	When I received this survey	3	2	13	14	32
		9.4%	6.3%	40.6%	43.8%	100.0%
	Total	65	76	338	676	1,155
		5.6%	6.6%	29.3%	58.5%	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 additional 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

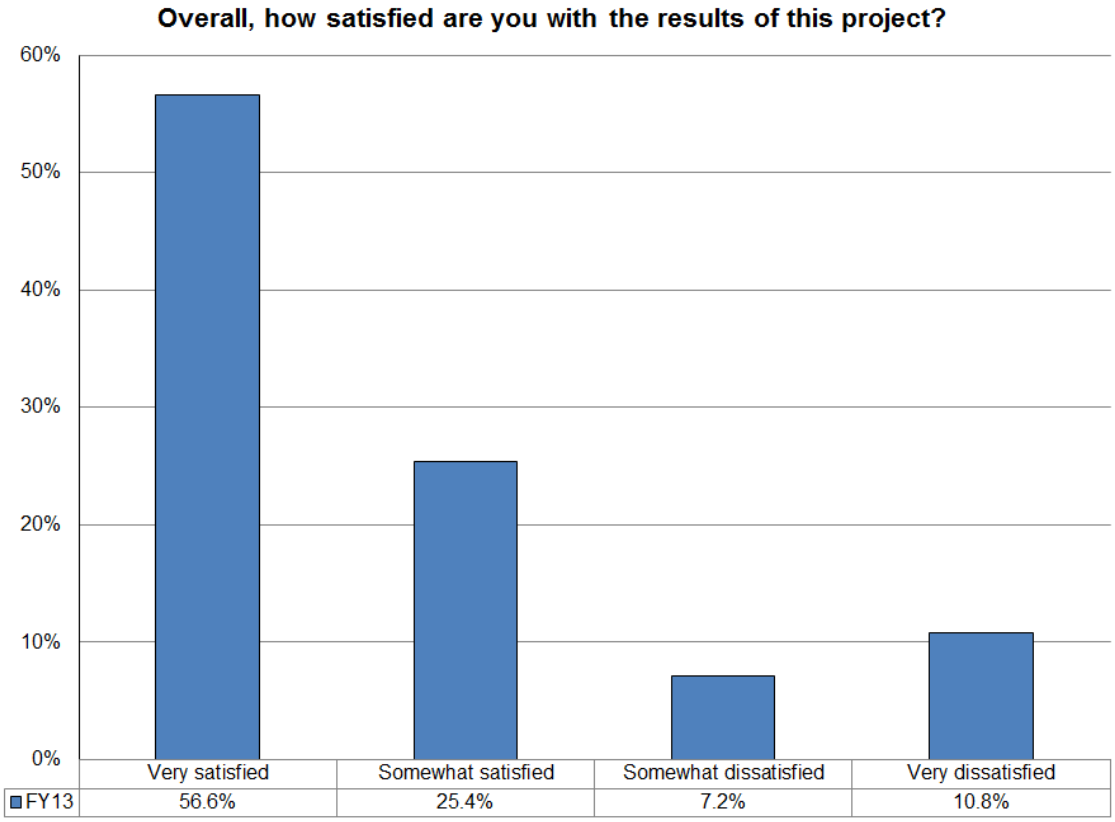


Table 27: Satisfaction by Project and District

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	19	8	60	137
		36.5%	13.9%	5.8%	43.8%	100%
	Somewhat Dissatisfied	14	43	27	3	87
		16.1%	49.4%	31.0%	3.4%	100%
	Somewhat Satisfied	1	15	219	60	295
		.3%	5.1%	74.2%	20.3%	100%
	Very Satisfied	-	3	91	602	696
		.0%	.4%	13.1%	86.5%	100%
	Total	65	80	345	725	1,215
		5.3%	6.6%	28.4%	59.7%	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	O	O	O	O	O
…more convenient	O	O	O	O	O
…less congested	O	O	O	O	O
…easier to travel	O	O	O	O	O
…better marked	O	O	O	O	O

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	O	O	O	O	O
…pedestrians will use this road	O	O	O	O	O
…bicyclists will use this road	O	O	O	O	O

3. How familiar are you with this roadway?

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

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

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

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

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

6. Did you lose property to build the project?

- O Yes
- O No

7. Should another project have had higher priority?

- O Yes
- O 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	O	O	O	O	O
…more convenient	O	O	O	O	O
…less congested	O	O	O	O	O
…easier to travel	O	O	O	O	O
…better marked	O	O	O	O	O

2. The bike/pedestrian accommodation on this project…

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Sure
…meets your needs	O	O	O	O	O
…is safe	O	O	O	O	O
…is easy to use	O	O	O	O	O

3. How familiar are you with this roadway?

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

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

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

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

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

6. Did you lose property to build the project?

- O Yes
- O No

7. Should another project have had higher priority?

- O Yes
- O No

Additional questions on other side

2012 MoDOT Project Survey

After **completing the other side**, please finish this side and return this survey

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

- O Not at all
- O Not really
- O Somewhat
- O Very much
- O Don't know / not sure

9. Overall, how satisfied are you with the results of this project?

- O Very dissatisfied
- O Somewhat dissatisfied
- O Somewhat satisfied
- O Very satisfied
- O Don't know / not sure

10. Please provide any comments you may have about why you feel this project was, or was not, the right transportation solution. **Keep all comments within the thick red lines.**

Questions 11 through 13 are asked on behalf of the Federal Government to ensure we do a good job reaching everyone. Feel free to skip any question if you do not feel comfortable answering it.

11. What is your gender?

- O Female
- O Male

12. What is your ethnicity? Select all that apply.

- O African American
- O American Indian or Alaskan Native
- O Asian or Pacific Islander
- O Caucasian
- O Hispanic or Latino

13. What is your household income?

- O Under $30,000
- O $30,000 – $49,999
- O $50,000 – $69,999
- O $70,000 or greater

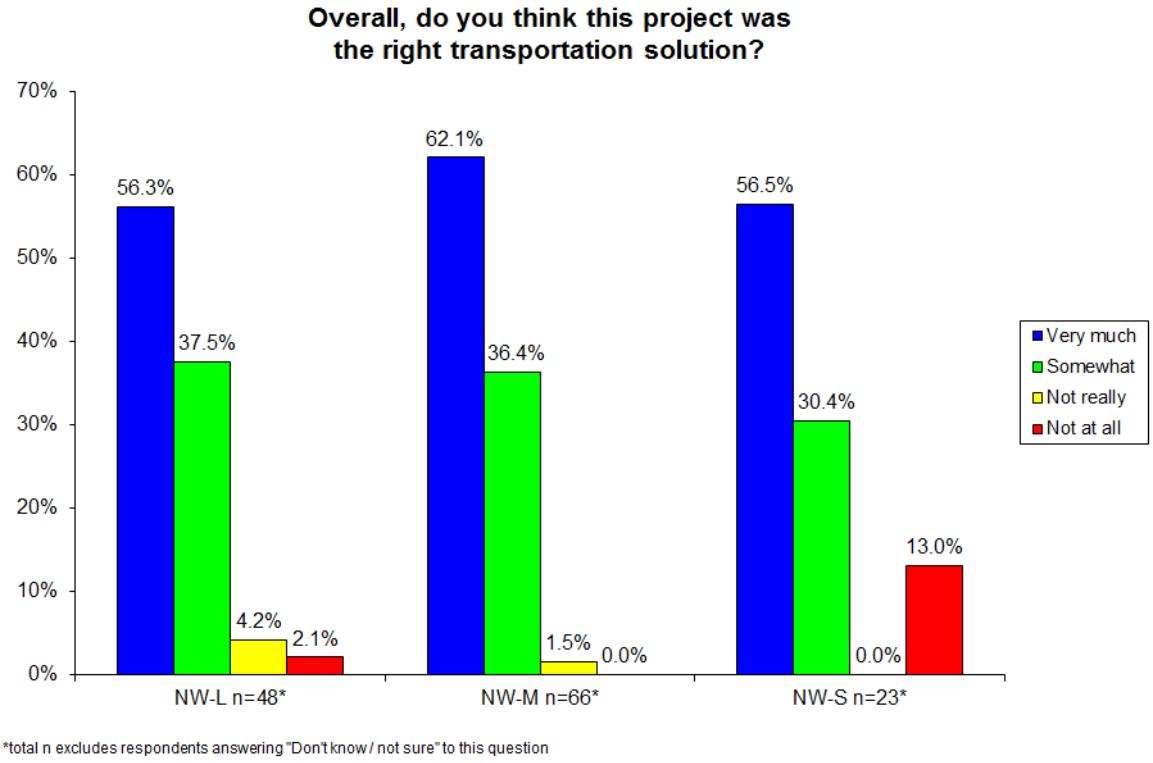
APPENDIX B: RIGHT TRANSPORTATION SOLUTION BY PROJECT

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

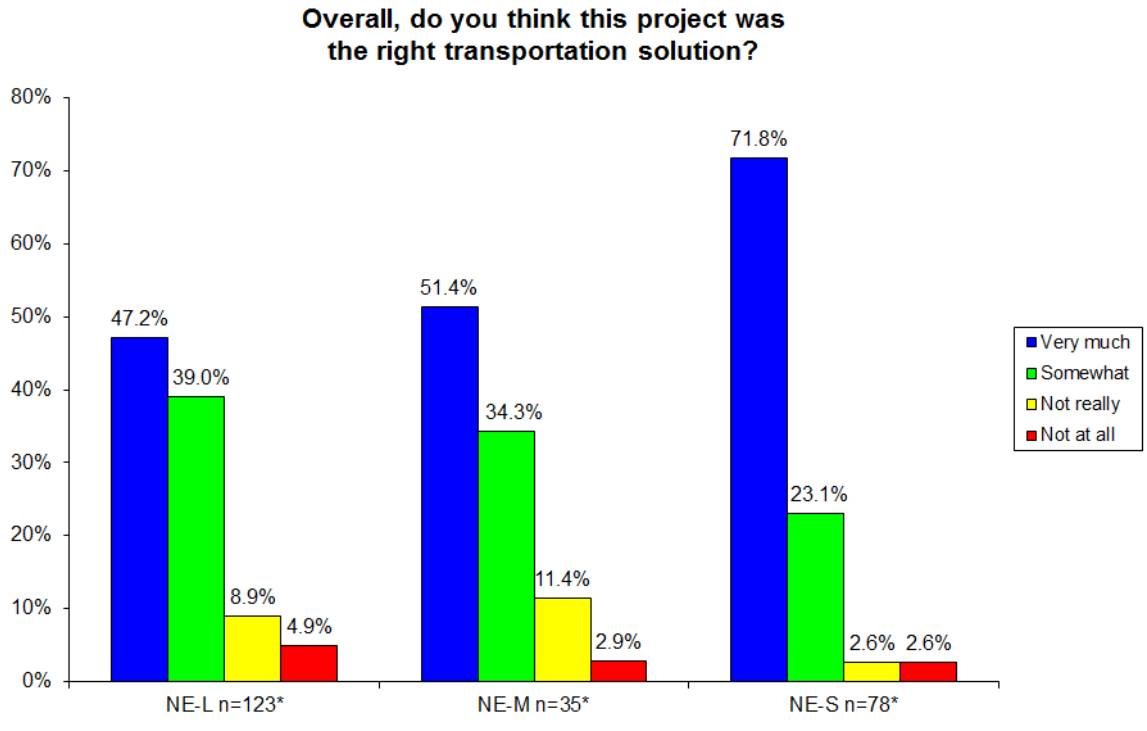
District	Project	RTS Responses	Margin of Error	Brief Description
Northwest	NW-L	48	14.1%	Resurfacing westbound Route 36
	NW-M	66	12.1%	Resurfacing Route 24
	NW-S	23	20.4%	Route A/T Intersection in Clinton County.
Northeast	NE-L	123	8.8%	New Alternative Route 63 around Kirksville
	NE-M	35	16.6%	MO 107 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



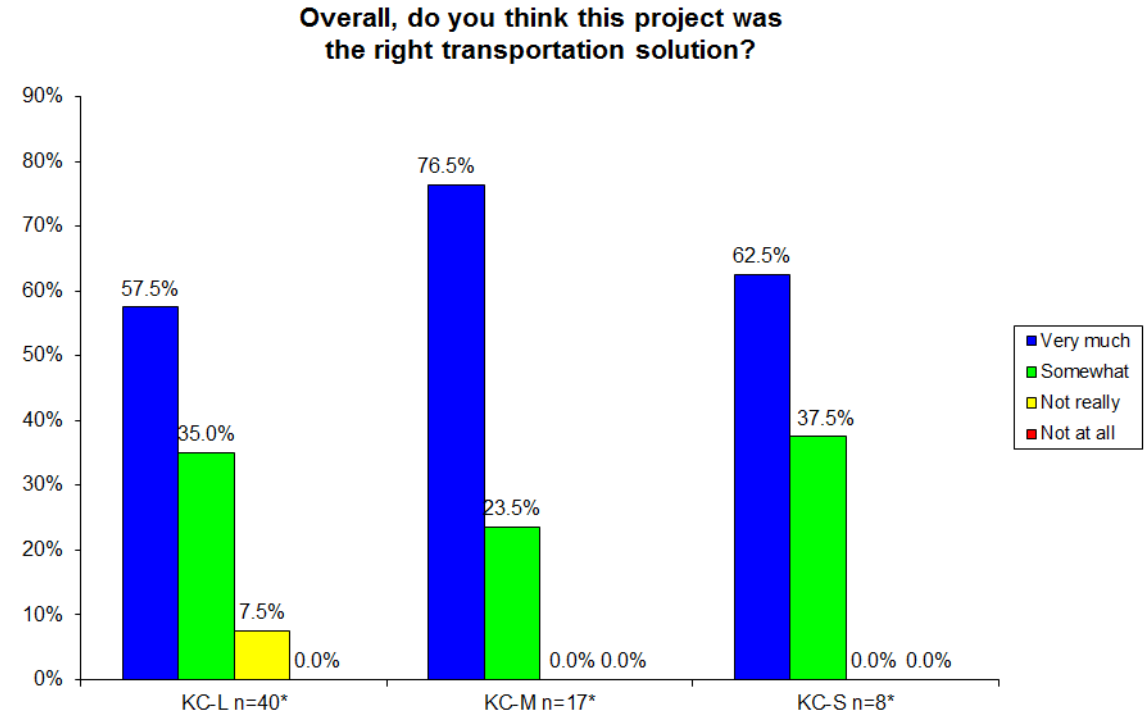
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 23: Northeast District



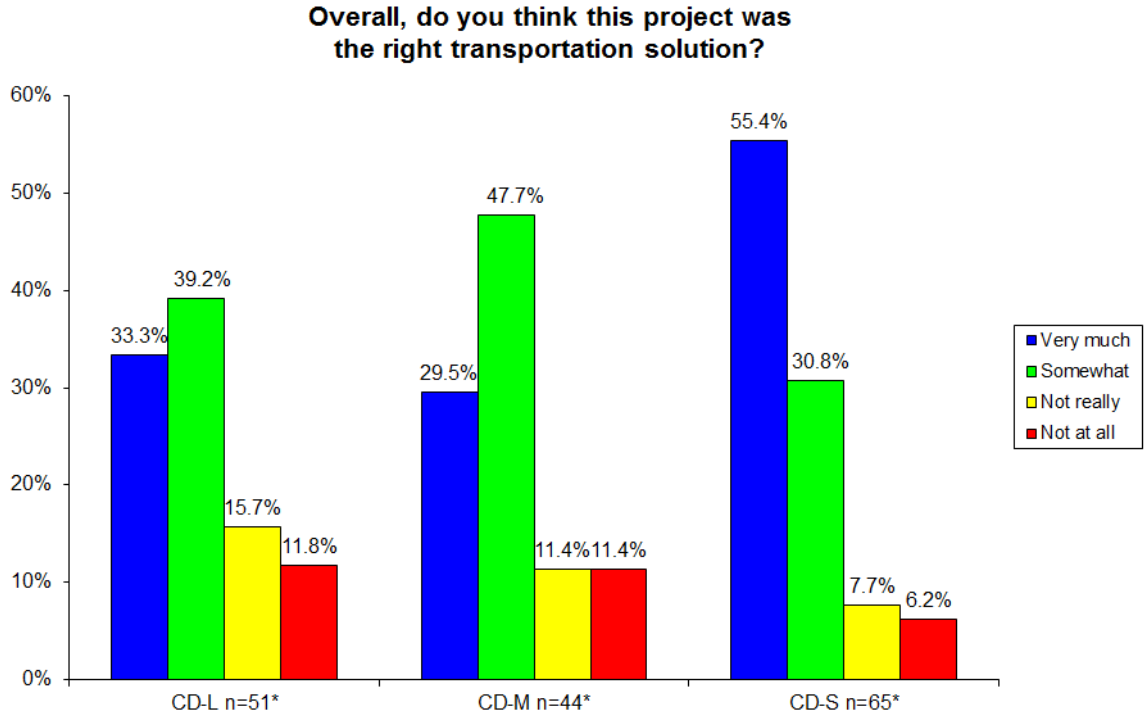
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 24: Kansas City District



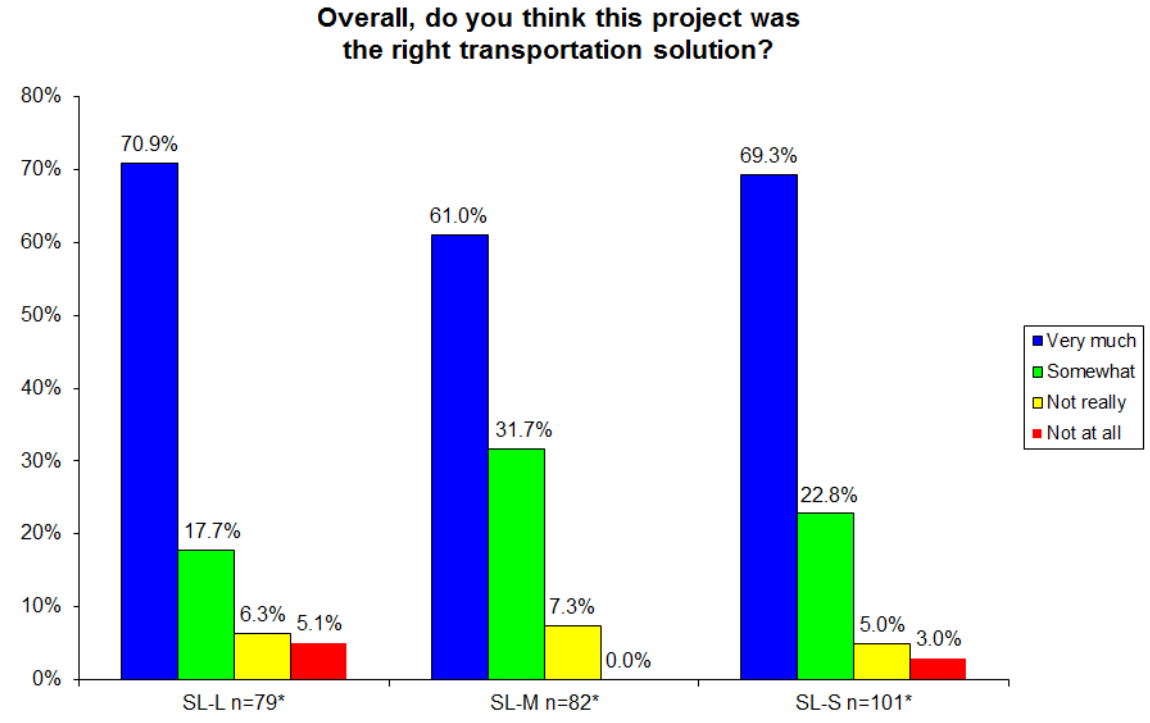
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 25: Central District



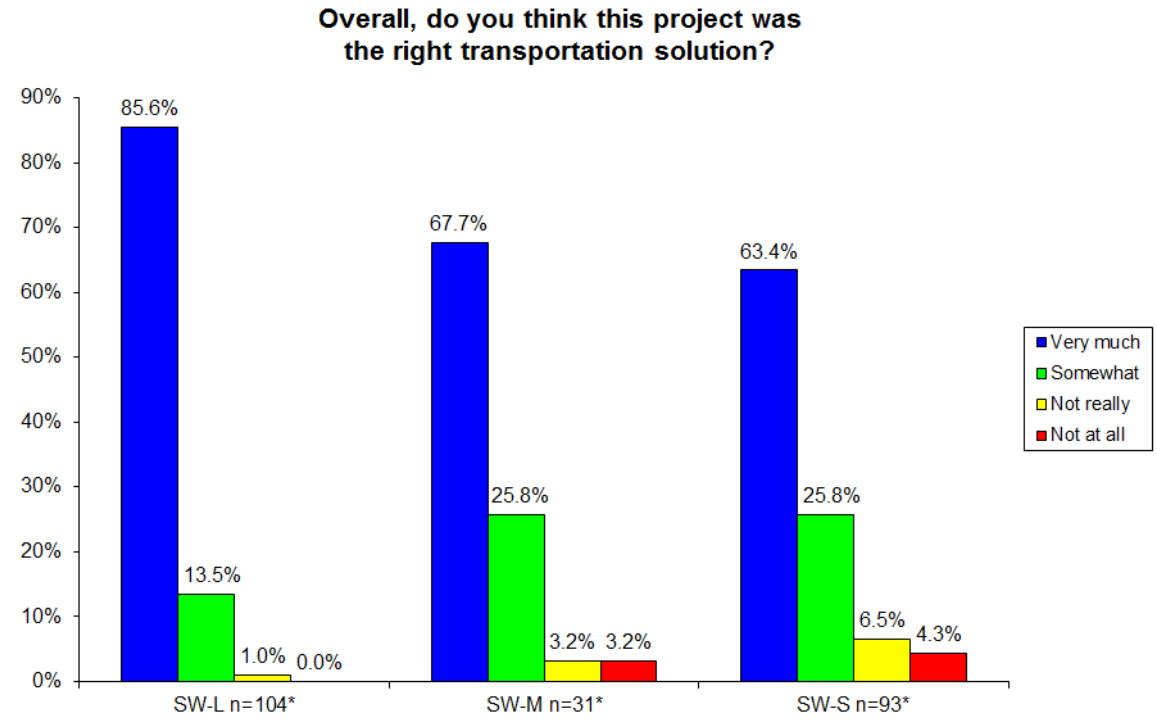
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 26: St. Louis District



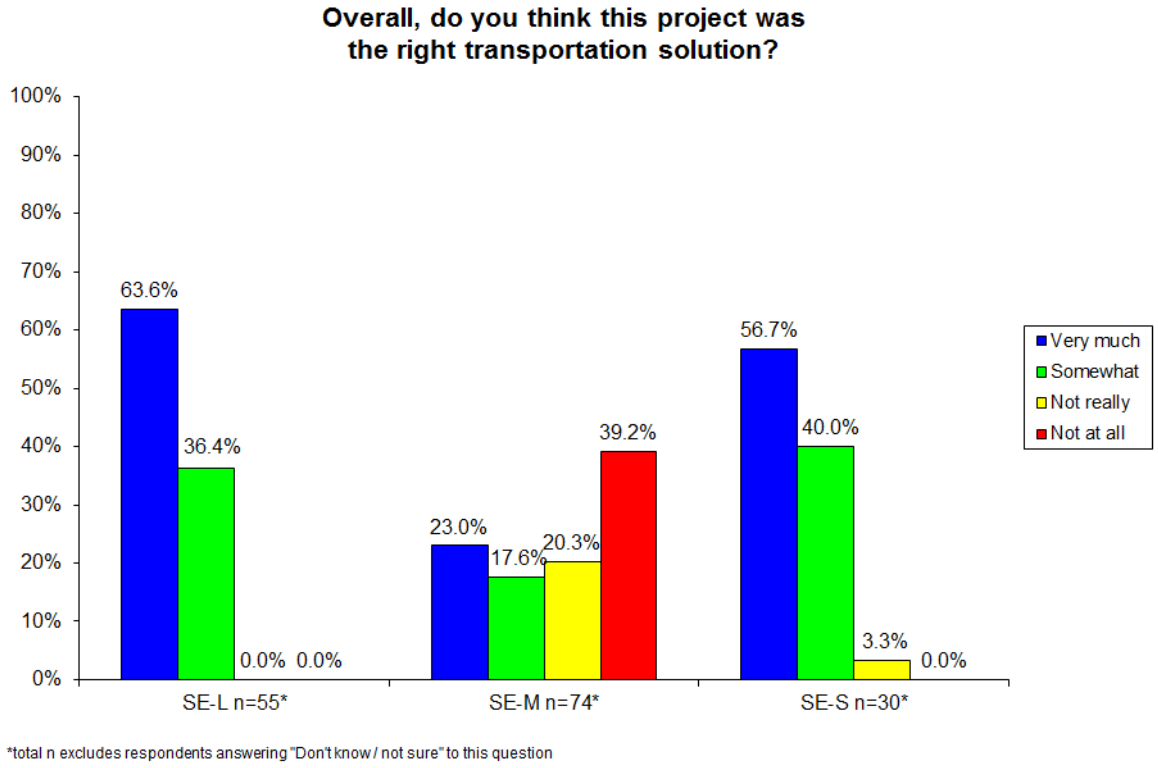
*total n excludes respondents answering "Don't know / not sure" to this question

Figure 27: Southwest District



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

Figure 28: Southeast District



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