

A Report Card From Missourians – 2011

Background

ETC Institute completed a comprehensive statewide customer satisfaction study to evaluate MoDOT's overall performance and identify the transportation services and improvements that are most important to Missourians. The survey asked questions to populate seven MoDOT Tracker measures and assess the public's support for various ways of raising and appropriating revenue for transportation. ETC Institute obtained a representative sample of each of the 10 MoDOT districts, with a minimum of 350 respondents per district, totaling 3,524 Missourians.

General Satisfaction Findings

- Missourians are satisfied with the job MoDOT is doing. Overall satisfaction was at 83%, same as last year. (*Up 14% from 2005, our highest recorded satisfaction level was 85% in 2009*) (Figure 1)
- Customer perception that MoDOT is the "primary transportation expert" remains in same range as last two years. (*90%, down just 3% from last year, down 1% from 2009 and up 5% from 2008*) (Figure 2)
- Missourians continue to agree that MoDOT provides accurate, timely and understandable information about projects in their area. (*90% range similar to the past 2 years*) (Figure 2)
- Missourians generally agree that MoDOT considers their needs and views in decision-making. (*73%, down 5% from last year and a 8% increase from 2008, up 22% from 2005*) (Figure 2)
- Missourians are still satisfied with transportation options. Sixty-eight percent (68%) indicated satisfaction on the report card, a decrease of 3% from last year, up 11% from 2008. (Figure 2)
- Of those Missourians who are satisfied with MoDOT, respondents listed highways in good condition (44%) and completed needed project construction (16%) as the things about MoDOT they are most satisfied with. Forty-four percent (44%) of dissatisfied residents named road conditions as their issue of most concern, a 5 percent decline from last year. (Figures 3 and 4)
- Ninety percent (90%, down 2% from last year) of the residents indicated that they trust MoDOT to keep its commitments to the public and only ten percent did not. (Figure 5)
- Sixty-two percent (62%) of residents, who had an opinion, were satisfied with the job MoDOT has done to keep the surface of major highways in good condition, up 1% from last year and 13% from 2009. (Figure 6)
- Seventy percent (70%) of residents, who had an opinion, agreed (combination of "strongly agree" and "somewhat agree" responses) with the statement "MoDOT does a good job of minimizing travel delays caused by construction & maintenance on highways"; fifteen percent (15%) gave a neutral response, and 15% disagreed with the statement. (*Down 1% from last year and 2% from 2009*) (Figure 7)

Funding Findings

- Missourians continue to choose tolling as the most acceptable revenue generating method for transportation. Although, the 26% that selected tolling is up 1% from last year, it is down 4% from 2009. Increasing sales taxes continued to be the second choice among Missourians at 18%, which was down by 3% from last year. Increasing car registration and license fees, the third choice came in at 14%, up 10% from last year. Increasing fuel tax, the fourth choice, saw a decrease at 11%, down 5% from last year. Replacing gas tax with vehicle mileage/travel tax was introduced last year became fifth choice by losing 1% level of support at 9% this year. (Figure 8)
- Fifteen percent (15%) of residents, who had an opinion, thought that funding for transportation in Missouri should be increased greatly over the next 5 years; 33% thought it should be increased slightly, 48% thought it should stay the same while only 4% thought it should either be reduced slightly or reduced greatly. (Figure 9)



Figure 1

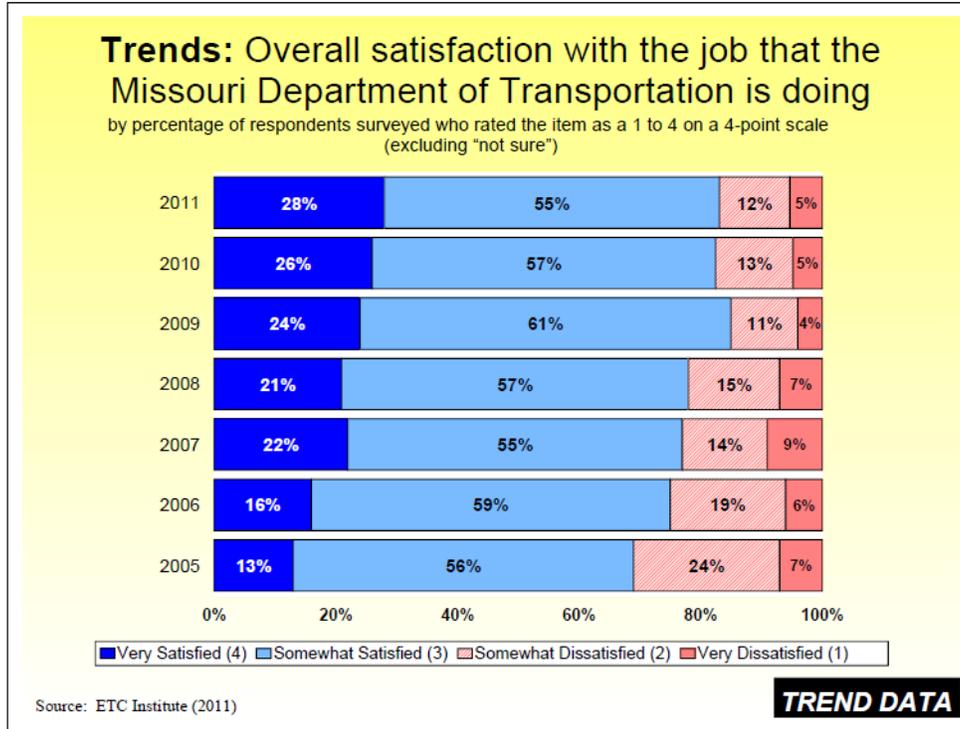


Figure 2

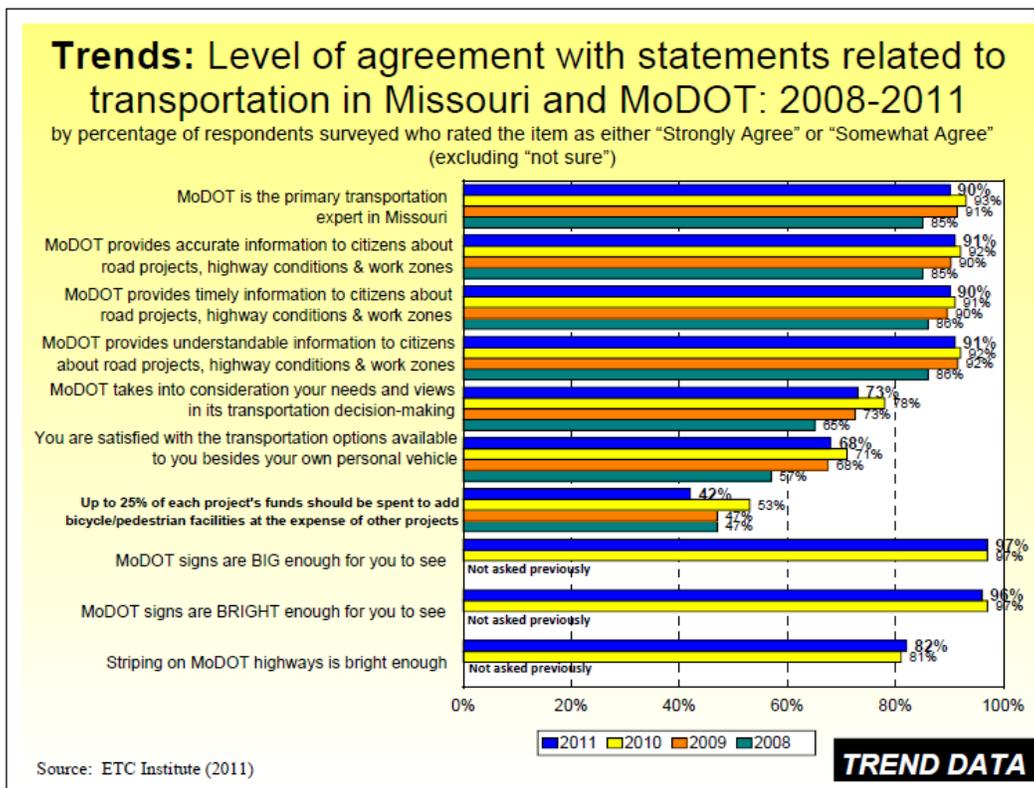


Figure 3*

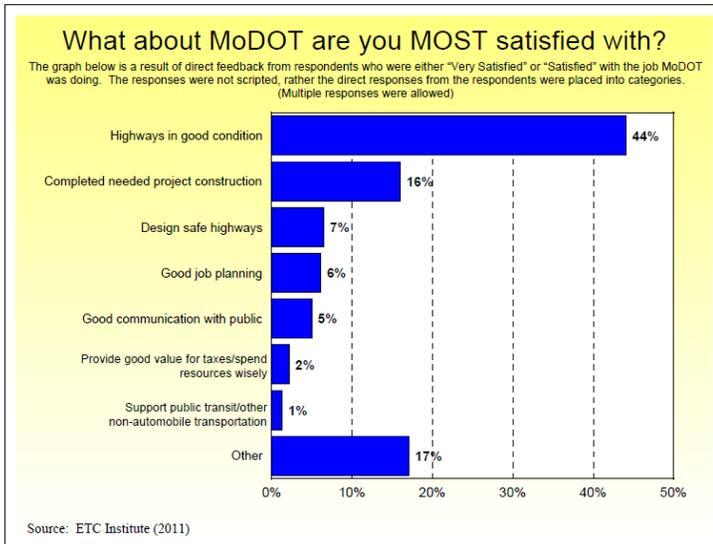
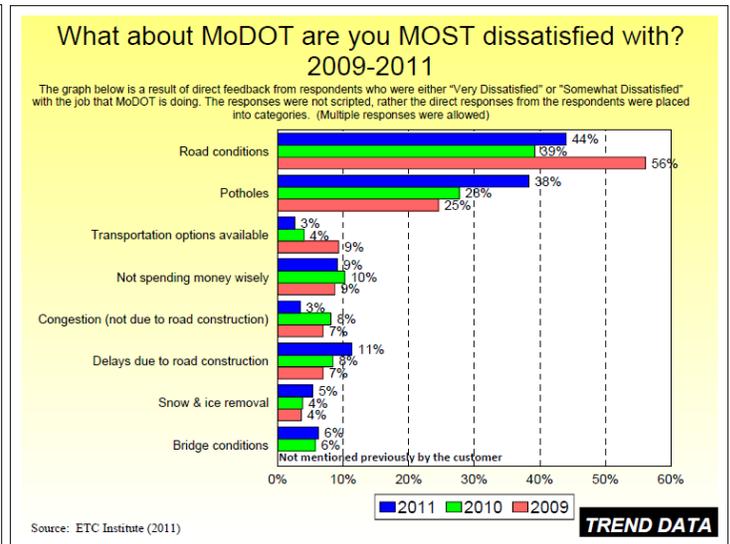


Figure 4



*No comparative data was available from previous surveys for this follow-up question.

Figure 5

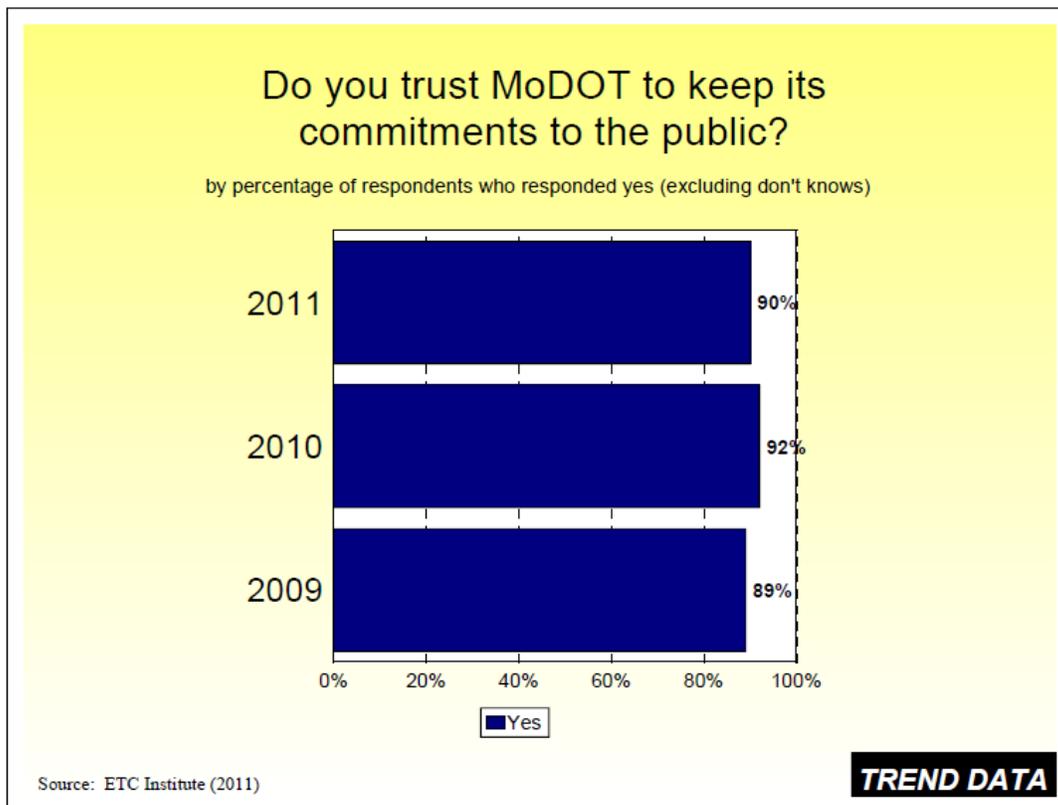


Figure 6

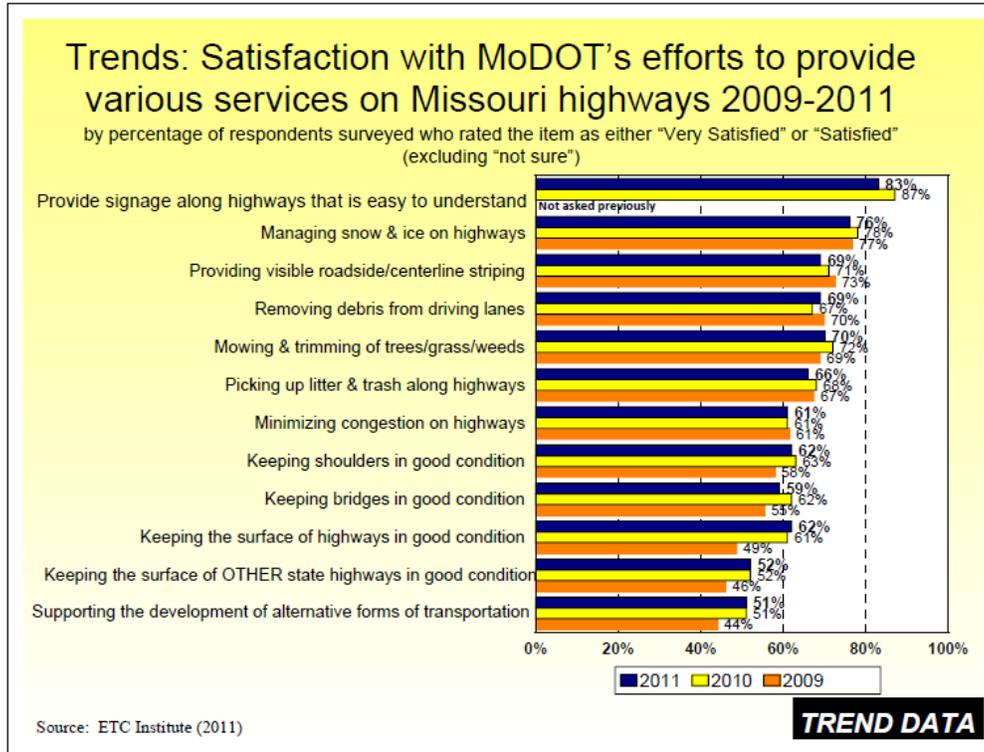


Figure 7

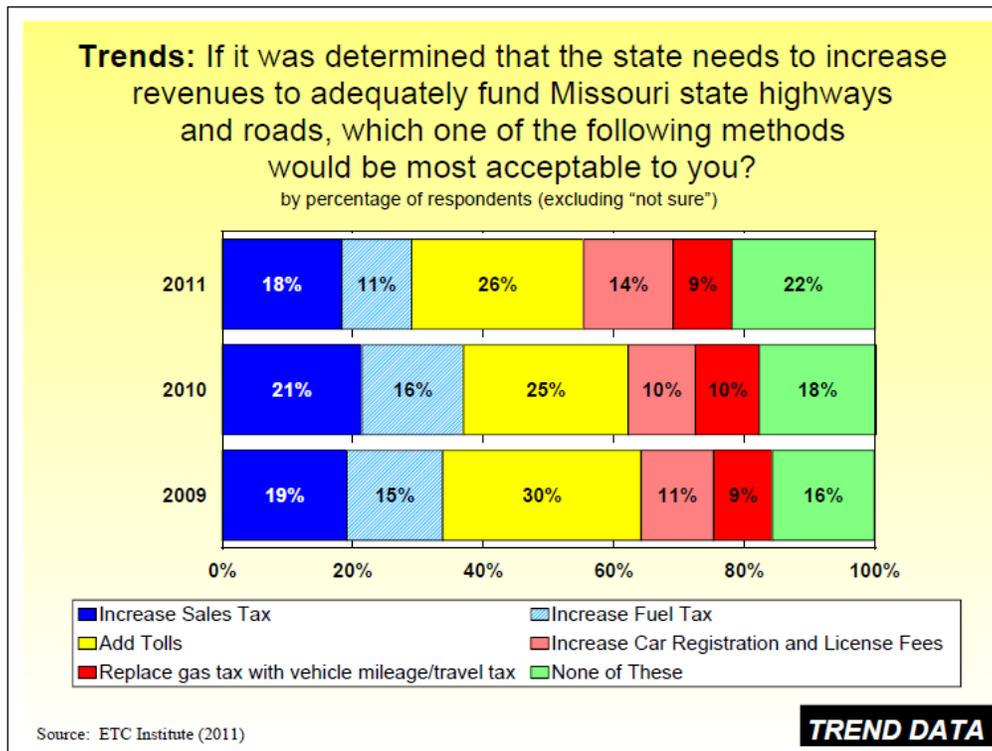


Figure 8

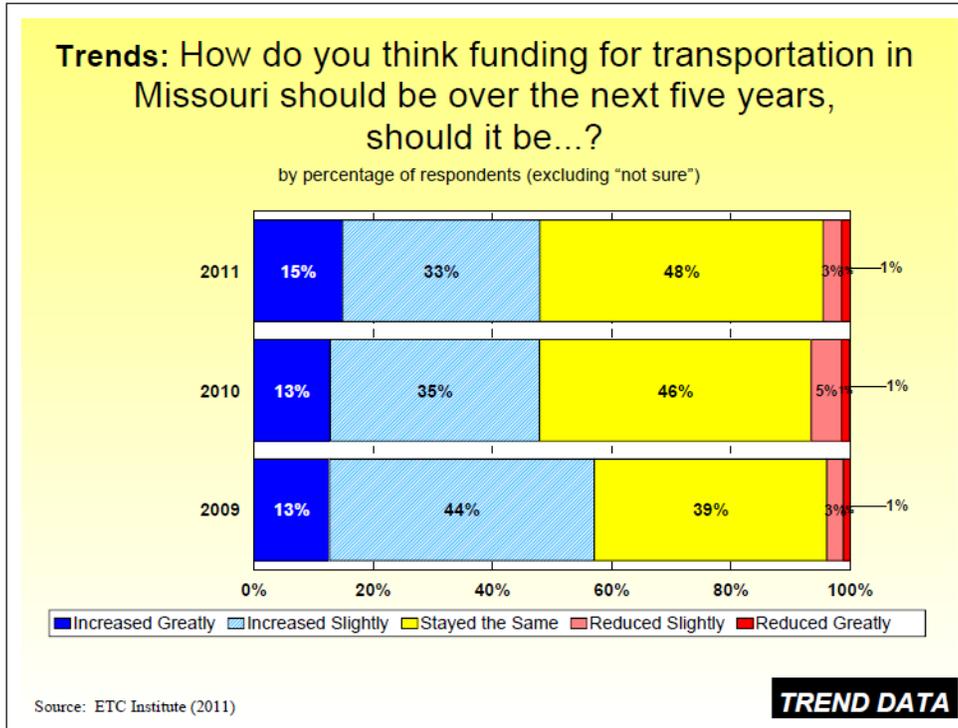


Figure 9

