

**Attitudes & Perceptions of
Transportation in Michigan
Final Report
September 2011**



Table of Contents

Executive Summary	vi
Key Attitudes Toward MDOT and Transportation in Michigan.....	vii
Improving Transportation	x
MDOT Regional Summaries.....	xi
Chapter 1. Purpose and Methods	14
1.1 Purpose	14
1.2 Interviewing.....	14
1.3 Quotas, Oversampling and Weighting	14
1.4 Margin of Error.....	16
1.5 Figures and Tables	16
Chapter 2. Profile of Sample.....	17
2.1 Personal Demographics.....	17
2.2 Commuting Behavior	18
2.3 Regions.....	18
2.3.1 Metro	18
2.3.2 University	19
2.3.3 Southwest.....	20
2.3.4 Bay	21
2.3.5 Grand.....	21
2.3.6 North	22
2.3.7 Superior.....	23
Chapter 3. Evaluations of MDOT	25
3.1 Familiarity with MDOT.....	25
3.2 Satisfaction with MDOT	30
3.3 MDOT Projects: Right Solutions for Transportation Problems	35
3.4 Other Evaluative Statements About MDOT.....	39
Chapter 4. Support for Components of the Long-Range Plan.....	49
Chapter 5. Perceptions of Transportation in Michigan	54
5.1 Quality of Transportation in the Past Five Years.....	54
Chapter 6. Improving Transportation: Public Satisfaction & Transportation Priorities.....	57
6.1 Road Conditions and Repair	59
6.2 Traffic.....	62
6.3 Information	64
6.4 Bicycle and Pedestrian.....	66
6.5 Local Public Transit.....	68
6.6 Long Distance Transit.....	69
6.7 Aviation	71
6.8 Freight.....	72
6.9 Changes in Satisfaction and Priorities Over Time	73
6.10 Combining Satisfaction Today with Priority for the Future	74
6.10.1 Introduction.....	74
6.10.2 All Adults.....	74

6.10.3 Metro Region.....76
6.10.4 University Region.....78
6.10.5 Southwest Region.....80
6.10.6 Bay Region.....82
6.10.7 Grand Region.....84
6.10.8 North Region.....86
6.10.9 Superior Region.....88
6.11 The Relationship Between Item Satisfaction and Overall Satisfaction with MDOT.....90
Appendix A. Survey Marginals.....92
Appendix B. Profile of the Sample.....104

List of Tables

Table 1. Sample and Population Breakdown by Region15

List of Figures

Figure 1. MDOT Regions 15

Figure 2. The Majority of Michigan Residents Are Familiar with MDOT25

Figure 3. Grand Residents Exhibit the Highest Level of Familiarity with MDOT; Metro Residents Are Least Familiar26

Figure 4. Residents Aged 30-39 Are Most Likely to be Familiar with MDOT.....27

Figure 5. Residents Living in Highest Density Areas Are Most Likely to be Very Familiar with MDOT28

Figure 6. For the Most Part, Respondents Who Commute More than One Hour per Day Exhibit Higher Levels of Familiarity.....29

Figure 7. Overall, Respondents Are Satisfied with the Job Being Done by the Michigan Department of Transportation30

Figure 8. Superior Residents Are Most Satisfied with MDOT, Followed by Respondents from North and Grand31

Figure 9. Satisfaction Is Highest Among Younger Respondents (18-29)32

Figure 10. Satisfaction with MDOT Is Lowest for People Living in High Density Areas33

Figure 11. Dissatisfaction with MDOT's Job Performance Is Higher for Those Who Commute More Than an Hour34

Figure 12. Approximately Four in Ten Michigan Adults Believe Most of MDOT’s Projects Were the Right Solutions 35

Figure 13. Those Age 18-39 Are Less Approving of MDOT’s Transportation Solutions.....36

Figure 14. Michigan Residents with the Longest Commutes Are the Least Likely to Indicate All or Most of MDOT’s Projects Were the Right Solutions37

Figure 15. Grand and North Residents Most Likely to Believe All or Most Transportation Projects Were the Right Solutions38

Figure 16. People Agree Most That MDOT Is Moving in the Right Direction; but Agree Least That They Have More Confidence in MDOT Today Than Three Years Ago.....39

Figure 17. Grand and Superior Residents Most Likely to Agree That MDOT Is Moving in the Right Direction; Metro Residents Least Likely to Agree.....41

Figure 18. Grand Residents Most Likely to Agree MDOT Does a Good Job Prioritizing Highway Improvements; Metro Residents Least Likely to Agree42

Figure 19. Superior Residents Most Apt to Agree That MDOT Adequately Supports Local Transportation Projects for the City and County Governments; Metro Residents Least Likely to Agree.....44

Figure 20. Superior and Grand Residents Most Likely to Trust MDOT Officials to Make Good Decisions About the State’s Future Transportation System; Metro Residents Least Likely to Agree45

Figure 21. Grand, Superior and University Residents Most Likely to Agree MDOT Is Responsive to the Concerns of Local Communities; Metro Residents Least Likely to Agree47

Figure 22. Grand, Southwest and Bay Residents More Likely to Agree That They Have More Confidence in MDOT Than They Did Two Years Ago; Metro Residents Least Likely to Agree48

Figure 23. There Is General Consensus That the Michigan Transportation System Needs to Improve in All of the Goals of the Preferred Vision50

Figure 24. Modernizing, Expanding and Connecting the System Is Rated Most Important by the Largest Percentage of Respondents.....51

Figure 25. Most Michigan Adults Believe the Vision Is Very Important to the Future of Transportation in Michigan.....52

Figure 26. North and Grand Residents Most Likely to Believe the Future Vision is Important; Metro, Bay and Superior Least Likely53

Figure 27. Michigan Adults Are Somewhat Divided on Whether the Quality of Transportation Is Better or Worse Than It Was Five Years Ago.....54

Figure 28. Michigan Adults Over 50 Years Old Are Least Likely to Believe the Quality of Transportation Is Better Than It Was Five Years Ago55

Figure 29. Grand, Superior and Bay Residents Are Much More Likely to Believe Transportation Is Better Rather Than Worse vs. Five Years Ago; Metro Least Likely56

Figure 30. Public Satisfaction: Road Conditions and Repair59

Figure 31. More Resources for Future Priorities: Road Conditions and Repair.....61

Figure 32. Public Satisfaction: Traffic.....62

Figure 33. More Resources for Future Priorities: Traffic63

Figure 34. Public Satisfaction: Information64

Figure 35. More Resources for Future Priorities: Information.....65

Figure 36. Public Satisfaction: Bicycle and Pedestrian.....66

Figure 37. More Resources for Future Priorities: Bicycle and Pedestrian.....67

Figure 38. Public Satisfaction: Local Public Transit.....68

Figure 39. More Resources for Future Priorities: Local Public Transit.....69

Figure 40. Public Satisfaction: Long Distance Transit.....70

Figure 41. More Resources for Future Priorities: Long Distance Transit70

Figure 42. Public Satisfaction: Aviation71

Figure 43. More Resources for Future Priorities: Aviation71

Figure 44. Public Satisfaction: Freight.....72

Figure 45. More Resources for Future Priorities: Freight72

Figure 46. All Adults: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items.....75

Figure 47. Metro: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items.....77

Figure 48. University: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items.....79

Figure 49. Southwest: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items.....81

Figure 50. Bay: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items.....83

Figure 51. Grand: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items.....85

Figure 52. North: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items.....87

Figure 53. Superior: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items.....89

Executive Summary

Like other public agencies, the Michigan Department of Transportation (MDOT) has to be careful about its use of resources. The public's focus on government spending has increased, and MDOT may be under an even stronger microscope due to local economic conditions. Despite a decline from 2009 levels, the July 2011 10.9% unemployment rate in Michigan remains one of the highest in the country.

Notwithstanding this difficult context, Michigan residents are largely pleased with MDOT. Indeed, nearly three quarters (73%) report being satisfied—a nine-point increase from 2009. In addition, residents are more likely to feel that all or most of MDOT's projects were the right solutions and that the quality of transportation has increased.

However, while still relatively high, confidence in MDOT has eroded somewhat since the prior research: only 43% agree they have more confidence in MDOT compared to three years ago (vs. 52% in 2009) while the number who say they trust MDOT officials to make good decisions and feel the agency is responsive to the concerns of local communities has declined by six and seven percentage points, respectively.

MDOT's top priorities – based on the public's ratings of satisfaction and their stated prioritization remain unchanged from 2009 and include the following:

- Condition of the highways
- Snow/ice removal
- Bridge maintenance
- Public transportation service for the elderly/disabled
- Speed and efficiency of highway projects completion
- Flow of traffic during highway construction
- Removal of debris

The importance of the third and fifth items (bridge maintenance and speed and efficiency of highway projects completion) is reinforced by changes in attitudes since 2009. The public's satisfaction with both items decreased, and the importance they place on their improvement has increased). Removal of debris, which was not included in the top two tiers of priorities in 2009, also receives a higher average importance rating this wave.

MDOT's challenges vary by region. Residents in the Metro region continue to exhibit the highest levels of dissatisfaction with MDOT and are least likely to have improved confidence. However, every region (with the exception of Southwest), experienced a rise in overall satisfaction. As in previous years, the regions are more similar than different with respect to their agendas, and the condition of the roads (smooth pavement and fewer potholes) is chief for all.

Key Attitudes Toward MDOT and Transportation in Michigan

More than one-half (56%) of respondents are at least somewhat familiar with MDOT while less than one-fifth (16%) are not at all familiar.

- Overall familiarity is greatest among respondents with high education levels.
- Male respondents report significantly higher familiarity with MDOT than females.
- Respondents in the lower household income brackets (under \$50K) are notably less familiar with MDOT than those with incomes of \$50K and over.
- The youngest and oldest respondent segments are significantly less likely to report familiarity with the agency.
- Michigan adults living in the highest density areas (more than 3000 people per square mile) and those with longer commutes tend to be most familiar with MDOT.

Far more of the public is satisfied with MDOT than dissatisfied (73% vs. 27%). The satisfaction level shows an uplift in comparison to past research waves; specifically, in 2009, 64% were satisfied and 30% were dissatisfied, and in 2006, the percentages were 66% and 28%, respectively.

- Michigan adults in high density areas tend to be less satisfied with MDOT than are adults in lower density areas. Still, since 2009, the proportion of satisfied residents in high density areas has risen by 16% (from 57%).
- Consistent with earlier research, those with longer commutes are more likely to be dissatisfied with MDOT.

Consistent with the positive change in overall satisfaction with MDOT, **Michigan residents evaluate MDOT's projects in a slightly more positive light than they did two years ago.** Almost one-half (47%) say that all or most of MDOT's projects were the right solutions to Michigan's transportation problems (compared to 43% in 2009).

- Those who have completed some college or are college graduates are more likely to approve of all or most of MDOT's projects than those who have high school education or less.
- Male residents are notably more likely than women to approve of all or most of such projects (51% vs. 44%).
- Familiarity with MDOT is also a factor influencing residents' likelihood to approve of MDOT's projects.
- Those with commutes of more than one hour are among the most critical of whether these projects were appropriate.

Although public perceptions have eroded somewhat since 2009, approximately six in ten Michigan adults agree that...

- MDOT is moving in the right direction;
- MDOT does a good job prioritizing highway improvements;

- MDOT adequately supports local transportation projects for city and county governments;
- They trust MDOT officials to make good decisions about the State's future transportation system; and,
- MDOT is responsive to the concerns of local communities.

As was the case in 2009, **residents are least likely to agree that their confidence in MDOT has increased in the last three years (43%).**

Demographic differences which occur with respect to these statements are as follows:

- Agreement that *MDOT is moving in the right direction* is highest among those with household incomes under \$50K as well as non-college graduates. Conversely, 18-39 year olds, those with long commutes and residents in high density areas are less likely to agree.
- Those living in high density areas are less likely to agree *MDOT does a good job prioritizing highway improvements in Michigan.*
- Adults living in the highest density areas are also less likely to think *MDOT adequately supports local transportation projects for the city and county governments.*
- More affluent residents (with incomes over \$50K and college degrees) are less likely to agree they *trust MDOT officials to make good decisions about the State's future transportation system* as are those living in higher density areas and those with longer commutes. On the other hand, adults over 65 years old tend to be more trusting.
- Agreement that *MDOT is responsive to the concerns of local communities* is lowest among respondents with higher incomes and those living in high density areas.
- Compared to their counterparts, respondents with incomes under \$50K, non-college graduates and men are more likely to agree with the statement *I have more confidence in MDOT today than I did three years ago.* Again, residents in the highest density areas are more apt to disagree with this sentiment.

Attitudes about the quality of transportation in Michigan have become more positive than they were in 2009. More adults think the quality is better (31%) than worse (25%), which is an improvement over the 35% who thought it was worse in 2009.

- Respondents with a household income of less than \$30K are more likely to feel the quality has improved (37% vs. 31% among the more affluent).
- Those living in the highest density areas are much more likely than residents in lower density areas to say the quality of transportation has gotten worse over the past five years.
- The percentage of 18-29 and 30-39 year olds who believe transportation quality is better has increased dramatically since 2009.

As was the case in previous years, **there is a general consensus among residents that the Michigan transportation system needs to improve at least a *little* on every goal in the long range plan.**

- The items warranting the most attention are *Ensuring that the environment is protected and public resources are used in a responsible manner* and *Continuing to build, maintain and operate the safest transportation system possible*—86% of respondents rate these goals as needing a “Great deal” or “Some” improvement. The percentage of residents who feel this way regarding these initiatives increased from 2006 by six and four points, respectively.

Consistent with the prior findings, ***modernizing, expanding and connecting the system to support economic growth and better facilitate the movement of goods, people and services is the goal respondents say is in most need of improvement.***

- The two items mentioned next most frequently: *Continue to build, maintain and operate the safest transportation system possible* and *Make the transportation system and its service more efficient and effective to get the greatest possible performance from Michigan’s existing transportation assets and future system improvements* both experience a four-point increase in importance from 2006.

The vast majority (94%) of Michigan adults continue to support the components of the long-range plan.

- In fact, the percentage who say the vision is “Very” important has increased from 62% in 2007 to 66% currently.

Improving Transportation

Respondents rated 28 aspects of transportation in Michigan in terms of their satisfaction with their delivery and how important it was to fund them for further improvements. The measures, in combination, are an indication of the public's priorities. Equally unsatisfactory items may not deserve the same degree of focus, if one is considered a higher priority for funding. Similarly, if two items are considered equal priorities for improvements, and one is more unsatisfactory than the other, the public may take more notice of solutions targeted to the less satisfactory aspect.

MDOT's key priorities are those that are relatively less satisfactory yet considered important for improvements.

The First Tier consists of a single aspect -- *The condition of highways is in good condition, such as smooth and free of potholes*. Ratings of satisfaction with this aspect are so low, given its importance to the public, it is difficult to imagine MDOT improving satisfaction without addressing this item; improved performance on other aspects may compensate to an extent, but this will likely remain an issue. If MDOT is unable to improve satisfaction on this aspect, the agency may need to address it by managing people's expectations. As was the case in 2009, the significance of the quality of the pavement is so strong that it is a first tier item not just in Michigan as a whole, but for adults in all seven regions.

The Second Tier includes several other items related to road conditions, as well as one item relating to alternative transportation:

- **Snow and ice removal** is the second highest priority for improvements, rated slightly lower than average for satisfaction.
- **Bridge maintenance** is almost as important as snow and ice removal, with slightly lower satisfaction on delivery.
- **Public transportation for the elderly and disabled** is not as important as either snow and ice removal or bridge maintenance, but it is still rated strongly for improvements and satisfaction lags.
- **Speed and efficiency of highway projects' completion** ranks highly among the public's priorities for improvement (6th out of 28), and receives low scores for satisfaction (26th of 28).
- **The removal of debris from highways** ranks 10th in terms of importance while satisfaction comes in 18th out of 28.
- **Flow of traffic during highway construction:** Although not as important as other attributes, satisfaction ratings are very low, putting it 25th out of the 28.

MDOT Regional Summaries

Michigan's seven regions are more similar than different with respect to the improvements they feel are necessary. The body of the report provides a specific analysis for each of the regions. Beyond these, however, there are some significant differences among the regions regarding their satisfaction with MDOT and transportation.

Metro

Consistent with the findings from the past two surveys, residents in the Metro region are least satisfied with MDOT, although there has been a slight (two-point) increase in satisfaction since 2009. Respondents from this region are also increasingly likely to believe some or most of MDOT's projects are the right solutions for Michigan (3 points higher than last wave). Despite these improvements, adults in the Metro region have the lowest average satisfaction scores across most attributes such as pavement conditions, debris removal, rush hour traffic flow, etc. Interestingly, familiarity is also lowest among these residents. Only 37% have more confidence in MDOT compared to three years ago—a dramatic decline from 2009 and the lowest of any other region. Compared to other regions, adults in the Metro region are least likely to trust MDOT officials to make good decisions about the state's future transportation system and are the only respondent group where more residents feel the quality of transportation has gotten worse than better. In addition, compared to two years ago, those living in this region are less likely to agree that MDOT is moving in the right direction, does a good job of prioritizing highway improvements and adequately supports local transportation projects for the city and county governments.

University

Overall satisfaction with MDOT continues to be strong compared to other regions and has actually increased from 2009. Additionally, the majority of residents in this region indicate they are familiar with MDOT, which may explain their positive perceptions of the agency. Relative to other regions, average satisfaction with various transportation attributes is high and these residents are most likely to agree MDOT is responsive to the concerns of local communities. In addition, the percentage who agrees that all or some of MDOT's projects are the right solutions for Michigan has risen as has the number who feels MDOT adequately supports local projects. On the other hand, compared to 2009, they are less likely to agree that MDOT is moving in the right direction, is responsive to the concerns of the community, does a good job of prioritizing highway improvements, they trust MDOT officials to make good decisions and they have more confidence in MDOT vs. three years ago.

Southwest

Since 2009, this region has experienced a marked decline in satisfaction. In fact, Southwest is the only region where overall satisfaction has decreased over the past two years. Southwest residents have quite a few priorities compared to those from other regions and the average satisfaction and importance scores for various transportation attributes are relatively low.

Although the percentage who believe all or most of MDOT's projects are the right solutions for Michigan is higher this wave, these residents are much less likely to trust MDOT officials to make good decisions or to report having greater confidence in the agency compared to two years ago. In addition, there has been a (this was actually smaller than in other regions) drop in the number who agrees that MDOT is moving in the right direction, does a good job of prioritizing highway improvements, is responsive to the concerns of local communities and adequately supports local transportation projects for the city and county governments.

Bay

Unlike the previous wave, satisfaction in the Bay region is low compared to other regions. However, this is the result of increases for other regions, as Bay also experienced a slight rise in satisfaction. Overall, Bay residents have fewer priorities than most other regions and rank in the middle of the regions when it comes to average satisfaction and importance scores for various transportation attributes. Compared to 2009, these residents are also more apt to believe transportation is better than worse compared to five years ago and that all or most of MDOT's projects are the right solutions for Michigan. Relative to other regions, these respondents are more likely to agree that they have more confidence in MDOT than they did two years ago. Conversely, there has been a decline in the percentage of those who think MDOT is moving in the right direction, trust MDOT officials to make good decisions about the state's future transportation, feel MDOT is responsive to the concerns of local communities and agree that the Department adequately supports local transportation projects for the city and county governments.

Grand

Residents of this region exhibit the highest levels of familiarity and are more satisfied than most other regions—showing increases from 2009 on a number of measures. Although they are very demanding in terms of priorities for improvement, they are among the most satisfied with key attributes of transportation services such as debris removal, pavement conditions, etc. Grand residents continue to be most approving of MDOT's projects and to trust MDOT officials to make good decisions about the state's future transportation system. Furthermore, agreement is highest among these residents in regards to having increased confidence in MDOT as well as believing that MDOT is moving in the right direction, is doing a good job prioritizing highway improvements and is responsive to the concerns of local communities.

North

Compared to the previous wave, satisfaction has increased among these residents, who now exhibit relatively high satisfaction. Currently, these respondents are more likely to trust MDOT officials to make good decisions about the state's future transportation system and to view MDOT as responsive to the concerns of local communities. In addition, the number who believe all or most of MDOT's projects were the right solutions for Michigan has risen 13 percentage points since 2009. However, they are the least likely to believe that the Department does a good job prioritizing highway improvements in Michigan. Moreover, respondents from this region

give relatively high importance ratings to a multitude of transportation aspects, while giving low satisfaction scores.

Superior

The majority of respondents from the Upper Peninsula are familiar with MDOT and are the most satisfied overall—showing a marked increase from 2009. Overall, they express high levels of satisfaction across various transportation attributes and are relatively undemanding—they have the fewest priorities and give the lowest average importance score across all items. Although there has been a slight increase in those who believe all or most of MDOT’s projects are the right solutions for Michigan, they are much less likely to have more confidence in MDOT compared to three years ago. Compared to other regions, those from Superior are most apt agree MDOT adequately supports local transportation projects for the city and county governments, is responsive to the concerns of local communities and to trust MDOT officials to make good decisions.

Chapter 1. Purpose and Methods

1.1 Purpose

This study explores the opinions of adult residents of the state of Michigan toward Michigan Department of Transportation (MDOT), the state of transportation in Michigan and the prioritization of transportation resources. This year's study is a follow-up to the previous attitude and perception (A&P) survey in 2009. This allows for comparisons to the public's opinions two years ago. The recommendations in this report are intended to provide the public voice to help guide MDOT's transportation planning.

1.2 Interviewing

Beginning on August 4th and ending on August 14th, a total of 1,100 interviews were conducted with adult Michigan residents. A dual sampling-frame was utilized to include landline and cell phone samples, both of which were random within stratified geographies. In total, 180 interviews were conducted with cell phone only or cell phone mostly respondents (defined as those who were contacted on their cell phone and indicated they did not have a landline or made more than 50% of their calls from their cell phones).

Potential respondents were contacted through random digit dialing (RDD) and interviews averaged 22 minutes in length. Up to five attempts were made on each randomly dialed number. This emphasis on callbacks improves accuracy by including hard-to-reach respondents.

1.3 Quotas, Oversampling and Weighting

We divided the state into the seven MDOT regions (see **Figure 1** on the following page). In order to obtain a sufficient number of interviews in each of these areas, we oversampled the less populated regions. Between 100 and 300 randomly drawn interviews were conducted in each region. Data was then weighted proportionally based on the size of the adult population determined in the 2010 Census estimates (see **Table 1** on the following page for actual and weighted sample size). In addition, quotas were implemented for gender and age to reflect the adult population in Michigan.

Figure 1. MDOT Regions

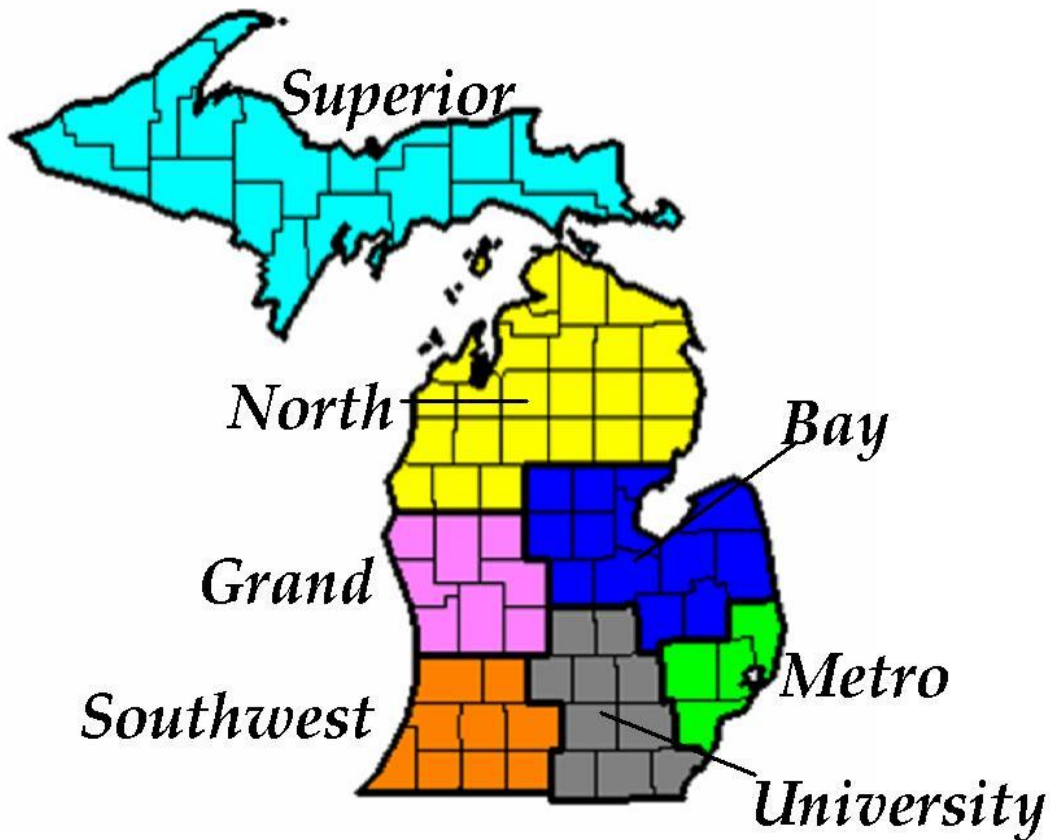


Table 1. Sample and Population Breakdown by Region

Regions	Proportion of Adult Population	Actual Sample Size	Proportion of Sample	Weighted Sample Size	Proportion of Weighted Sample
Metro	40%	300	26%	445	40%
University	16%	150	14%	171	16%
Southwest	10%	150	14%	105	10%
Bay	12%	150	14%	137	12%
Grand	13%	150	14%	139	13%
North	6%	100	9%	66	6%
Superior	3%	100	9%	37	3%

1.4 Margin of Error

The margin of error at the 95% confidence level is approximately $\pm 3.0\%$ for a random sample of 1,100.

1.5 Figures and Tables

Figures are integrated into the text. Top-line results (i.e. Marginals) can be found in the Appendix of this report.

Chapter 2. Profile of Sample

Understanding the demographic characteristics of Michigan adults from the sample can help provide proper orientation to the sample. Being aware of regional differences can further shed light on how regions differ in their attitudes toward transportation in Michigan. Throughout this report, we show how Michigan adults may differ on key questions based on regional and other subgroup variations.

Please refer to the Profile of the Sample in the Appendix, which presents a demographic summary of Michigan adults included in the survey.

2.1 Personal Demographics

Following national demographics, Michigan adults are divided evenly by gender, with 52% women and 48% men. There are similar proportions of both the youngest and oldest adults: 18% are younger adults in the 18 to 29 year-old range, and 18% are seniors over 65 years of age.

Approximately one-third (32%) of Michigan adults has a high school education or less, and 53% have a college education. Thirteen percent have a post-graduate degree. The sample in this wave shows education levels consistent with the previous survey iteration. In the prior wave, 32% were high school or less, 51% had a college education and 16% percent had a post-graduate degree.

In total, 33% of the sample have household incomes under \$40K, and 22% have household incomes of \$75K or more. The sample from the prior wave had a notably higher percentage of wealthy individuals (32% at \$75K or more). The current wave appears more consistent with the income profile noted two waves ago (24% at \$75K or more). Currently, the median income in Michigan is \$45K; these results are in line with the 2010 Census data, showing the median statewide income of the same amount.

Eighty-four percent (84%) of the state's adult population is Caucasian, while 14% is non-Caucasian.

In 2011, the average population density in Michigan is 174 people per square mile. Michigan's population is distributed relatively evenly between low, medium and high density areas. Based on density profiles by zip code, 24% of Michigan adults live in areas where the population density is under 150 people per square mile. Three in ten (30%) lives in an area where the population density is between 150 and 750 people per square mile. One-fourth (25%) lives in areas where the population density is between 750 and 3000 people per square mile. Lastly, 22% live in areas where the population density is 3000 or more people per square mile. Still, in comparison to the prior wave, more respondents now live in areas with lower population density and fewer – in areas with higher population density. Specifically, in the prior survey,

25% of Michigan adults lived in areas where the population density was between 150 and 750 people per square mile and 25% lived in areas where the population density was 3000 or more people per square mile.

2.2 Commuting Behavior

The US Bureau of Labor Statistics reports that unemployment in Michigan was 10.9% in July, 2011, which is notably less than what it was in 2009 (15.3%), but more than what it was in 2006 (6.9%). Approximately one-half of Michigan adults (47%) works outside the home, while 52% either do not work or work at home. These figures differ notably from what was reported in 2009 and 2006. Specifically, even though the unemployment statistics are observably lower, the number of adults working outside the home is significantly down in comparison to 2009 (62%) and the number of those who do not work or work at home is significantly up in comparison to 2009 (38%). With these results in mind, it is likely that some think of themselves as not working or working from home when they are not gainfully employed to full capacity. As such, commuting might have decreased.

Of those who work outside the home, 91% typically drive alone to work, 5% carpool and 4% commute by some other means. Note that these findings mirror the results obtained in the previous wave. The median commute time is 23 minutes. A total of 10% of all Michigan adults in this wave commute over one hour to work compared to 6% last wave and 12% in 2006.

This year, for the first time in this survey, respondents were asked to indicate all means of transportation that they themselves or their household members might have used within the past year to get from place to place. Car is by far the most commonly used means of transportation, with 86% giving this response. Close to six in ten (57%) of all Michigan adults have driven to work by themselves, and 30% have shared rides. Over one-fourth (28%) has ridden a bus or other public transportation, and 61% have walked to get from place to place. Finally, 41% report bicycle and 35% cite air as the means of transportation that they have used within the past year.

2.3 Regions

As noted earlier, we have divided the state into the seven MDOT regions to see if opinion toward transportation issues varies in the state. Regions are shown in **Figure 1**. Below are demographic summaries of each region.

2.3.1 Metro

The Metro region, which has the smallest land mass, but the highest adult population (40%), consists of Detroit and most of its suburbs. Including Port Huron, it has three international crossings with Canada. As expected, Metro residents live in the most densely populated areas in the state. Close to one-half (47%) of Metro respondents live in areas where the population

density is 3000 or more people per square mile. Furthermore, 21% percent live in areas with population densities of 5000 or more people per square mile. Only 16% in this region live where the population density is below 1000 people per square mile.

Just as in previous years, Metro residents are more diverse racially than the residents of other regions, with the fewest Caucasian adults (74%) and the most (19%) African-Americans. They also stand well socio-economically; the second highest proportion of college graduates (36%) and the second highest percentage of household income over \$75K (24%) belong to residents in Metro. Only the University region shows higher socio-economic metrics. In the prior research wave, Metro was number one in terms of the proportion of college graduates (45%) and the second in terms of percentage of household income over \$75K (35%).

Many Metro adults are commuters (48%); yet the number of commuters in this region is down in comparison to the prior wave (64%). About nine in ten (92%) of those who commute drive alone, 4% use a carpool and only 2% use public transit, which mirrors the results noted in the previous survey. Commutes of over one hour are much more common among Metro workers (13%) than those in the remaining six regions.

When asked about the means of transportation that they themselves or their household members might have used in the past year to get from place to place, 88% of Metro residents cite a car. Almost six in ten (58%) say they have driven to work themselves, and 31% report having shared a ride. Another 31% have ridden a bus or other public transportation, 65% have walked from place to place and 42% have used air transportation; these three transit methods are more popular in Metro than in other Michigan regions. Finally, 42% have biked to get from one place to another.

2.3.2 University

Consisting of the western exurbs of Detroit, the capital city of Lansing, and the smaller cities of Jackson and Ann Arbor, the University region gets its name from housing Michigan's two flagship universities. By population size, it is the second largest in the state (16%). Most University adults reside in medium density areas. Few residents in the region live in high density areas (7% in 3000+ people per square mile areas) or low density areas (24% in areas with fewer than 150 people per square mile). Still, the proportion of those residing in areas with 3000+ people per square mile is now observably higher than it was in the prior wave (1%).

When compared to the remaining six regions, University has relatively young population. It has the highest percentage of residents in the 30-39 age bracket (24%) and the fewest people age 65 or older (14%). However, in comparison to the prior research, the percentage of under 30 year-olds is now down (19%). Just as in the previous wave, this region's households are most likely to have incomes of \$75K or more (31%). Additionally, this region has the highest percentage of residents who are at least college educated (37%, consistent with the last two waves). The percentage of University residents who have an educational level of high school or less is much

lower this wave (32% vs. 43% in the prior survey); it is also the third lowest percentage in the state, behind the regions of Metro and Grand.

More than one-half (55%) of University adults have a paid job where they work outside the home and commute. This result is consistent with the results noted in the prior research wave, but, due to changes observed in the other geographical areas, this score is now the highest (and not the lowest) among all Michigan regions. Among the commuters, 92% drive themselves to work and 5% carpool. The carpool usage is now higher than in the prior wave (1%), but still below the 8% noted in 2006.

When asked about the means of transportation that they themselves or their household members might have used in the past year to get from place to place, 85% of University residents cite a car. Less than two-thirds (63%) say they have driven to work themselves (which is the highest percentage for driving alone among the seven regions) and 31% report having shared a ride. Another 29% have ridden a bus or other public transportation, 61% have walked from place to place and 32% have used air transportation. At 45%, University adults have also biked more often than residents of the remaining regions; the only region with a comparable result is North.

2.3.3 Southwest

Southwest is a smaller region (10% of adult population) that is located in the Southwest corner of the state. Kalamazoo, Battle Creek and Benton Harbor/St. Joseph are some notable cities in the region. Only 1% of Southwest adults sampled live in high population density areas of 3000 or more people per square mile. About one-third (34%) of the region's residents live in areas with low population density (fewer than 150 people per square mile); this is a drop in comparison to the 44% who lived in such areas in the prior wave. Additionally, 59% now live in areas with medium population density (150-750 people per square mile).

At 39%, adults in the Southwest region are the most likely to have an education that is high school level or less. In the prior waves, Southwest residents also had similarly low educational levels. In line with this finding, Southwest shows the highest percentage of residents with household income of less than \$30K (30%) and the lowest proportion of adults with household income of \$75K or more (11%). With 23% of adults age 65 or more and a median age of 57, Southwest has also one of the oldest populations among the seven regions.

Southwest residents' likelihoods of working outside the home is consistent with the statewide patterns (45%), and is now notably lower than in the prior research wave (63%). Among the commuters, 97% drive themselves to work (vs. 93% observed in the previous wave) and no one carpools (vs. 4% noted in 2009). That is the highest percentage for driving alone and the lowest for carpool usage among the seven regions. Yet, at 3%, Southwest residents are more likely than their counterparts from the remaining six regions to use public transportation to get to work. The percentage with long commutes of over one hour is fewest among commuters in this region, at 2%.

When asked about the means of transportation that they themselves or their household members might have used in the past year to get from place to place, Southwest residents rely first and foremost on their own cars. Specifically, 90% of Southwest adults have used a car – the highest percentage among the seven Michigan regions. A total of 53% say they have driven to work themselves. Moreover, in comparison to the remaining Michigan regions, Southwest shows the lowest percentages of residents who have shared a ride (25%), walked from one place to another (54%), biked (27%) or used air transportation (26%, a tie with North). Finally, at 25%, Southwest has the second lowest percentage (behind North) of residents who have ridden a bus or other public transportation.

2.3.4 Bay

The Bay region surrounds Saginaw Bay and has an adult population that comprises 12% of the state's total. Flint, Saginaw, Midland and Bay City are Bay region's major cities. Only 3% of the residents in the Bay region live in high population density areas (3000 or more people per square mile). Almost four in ten (39%); however, live in low population density areas with fewer than 150 people per square mile. This pattern is generally consistent with the prior survey.

Bay ties with North as a region with the largest proportion of under 30 year-olds (27%). At 93%, this area also shows the third largest Caucasian population, after North and Superior. Just as in the two prior waves, there are no important differences in education and household income measures between the Bay region and the state as a whole.

Forty-four percent of adults in the region work outside the home; this percentage is notably lower than was reported in the previous survey (61%). In terms of getting to work, the vast majority of Bay commuters drive (94%); however, this region shows the second lowest percentage of those who drive alone (85%) and the top percentage of carpoolers (9%.) The results noted in the prior wave were more consistent with the statewide scores (97% driving; 93% alone and 4% carpool).

When asked about the means of transportation that they or their household members might have used in the past year to get from place to place, Bay residents show a lower usage of cars than most other regions (84%, the second lowest percentage after Grand). This is reflected in both driving on their own (51%, the second lowest score after North) and sharing a ride (26%, the second lowest score after Southwest). Additionally, 57% report having walked from one place to another, 43% have biked, 29% have ridden a bus or other public transportation and 30% have used air transportation.

2.3.5 Grand

The Grand region consists of eight counties and totals up to 13% of Michigan's adult population. It includes the city of Grand Rapids. After Metro, Grand is the second most densely populated area, with 10% living in high population density areas defined as 3000 or more people per square mile. This is a lower percentage than that noted in the prior wave (17%). At

the same time, this region has an unchanged, relatively low proportion of adults (29%) living in areas with the lowest population density (fewer than 150 people per square mile).

Unlike in the previous research iterations, with a median age of 57, Grand's population no longer comes across as one of the youngest in the state. Currently, 18% of residents are younger than 30 years of age (vs. 19% in 2009); this is only the third highest score in Michigan, after Bay and North. Additionally, 22% are over 65 years of age (vs. 15% in 2009); this is the third highest score, after Superior and Southwest.

Unlike the previous wave, but in line with the 2006 research, this year's sample is less diverse racially. The vast majority (89%) of Grand respondents this year are Caucasian (81% in last wave and 92% in 2006), with 6% non-Caucasian. At 29%, Grand has the second lowest percentage of adults who have high school education or less, right after Metro. There are no important differences in household income measures between the Grand region and the state as a whole.

Less than one-half (45%) of residents in this region are likely to be employed outside the home, which is less than in the prior wave (66%). Grand commuters continue to use several ways to get to work, but driving their own cars seems to have gained popularity over the past couple of years. At present, 88% drive by themselves (vs. 85% in the prior wave); 6% use a carpool (vs. 8% in the prior wave); and 2% rely on public transit (vs. 3% in prior wave).

When asked about the means of transportation that they themselves or their household members might have used in the past year to get from place to place, Grand residents show the lowest usage of cars among the seven Michigan regions (82%). Fifty-seven percent have driven to work themselves, and 29% have shared a ride. Additionally, 61% report having walked from one place to another, and 31% have used air transportation. Finally, 35% have biked and 25% have ridden a bus or used other public transit, with both percentages being the second lowest scores among Michigan regions.

2.3.6 North

This region is the northern-most portion of Michigan's Lower Peninsula. It is sparsely populated, with only 6% of the state's adult residents. Just as in previous years, no adults in this region reside in areas that are at or above 750 people per square mile in density. Approximately eight in ten (83%) of North residents—more than in any other region and more than in the prior wave—live in areas with fewer than 150 people per square mile.

Unlike in the prior waves, this year, North is not much older than the other MDOT regions. On the contrary, it has the second highest proportion of under 30 year-olds (27%, right after Bay) and the third lowest percentage of residents age 65 or more (16%, after University and Metro). In the prior survey, these percentages were 12% and 24%, respectively. However, North continues to be less wealthy than other areas. Over one-fifth (21%) of residents report combined incomes of under \$20K (the highest percentage in Michigan), and only 16% have combined

incomes of \$75K or more (the third lowest percentage after Southwest and Bay). These income levels correspond with lower education levels; 37% of North residents have completed high school or less (which is the third highest percentage, after Southwest and Bay) and 22% are college graduates (by far the lowest proportion statewide). North is also the most racially homogeneous region, with 98% Caucasian adults.

Regarding work, only about one-third (34%) of North residents works outside of the home. This is notably fewer than in the prior wave (57%). This region has the lowest percentage of commuters who choose to drive alone, at only 82% and a notable number of those who carpool, at 6%. Even though the percentage of carpoolers is down from the prior wave (13%), North is still among the top regions in terms of residents' likelihoods to share a ride to work, right behind Bay and Grand. Along with Southwest commuters, North residents who work outside the home are most likely to use a bus or other public transport (3%).

When asked about the means of transportation that they or their household members might have used in the past year to get from place to place, 85% of North residents cite having used cars. Less than one-half (46%) have driven to work by themselves (the lowest proportion in Michigan) and one-third (33%) have shared a ride with someone else (the second highest percentage among the seven MDOT regions, after Superior). Over one-fifth (22%) of all North residents have ridden a bus or other public transportation, and one-fourth (26%) have used air transportation; the percentages registered for both means are the lowest statewide. Additionally, 57% of residents have walked from one place to another (the third lowest result, after Southwest and Bay), and 45% have biked (the second highest result after University).

2.3.7 Superior

Superior, consisting of the whole Upper Peninsula, has the lowest population density: it has the smallest population (3%) and the largest land mass. There are no urban areas in this region, and only 1% of the adults in Superior live in areas with a population density exceeding 750 people per square mile (this is even less than the 3% noted in the prior wave). More than three-fourths (78%) of the region's adults reside in low density areas (fewer than 150 people per square mile).

Superior adults tend to be older in age: 27% are 65 or older. This is an increase over the 22% noted in the prior wave, and the highest proportion in Michigan. Those under the age of 30 constitute only 16% of the region, which is the second lowest percentage statewide. Superior also continues to show relatively low household incomes; only 18% of adults make \$75K+ (vs. 19% in the prior wave) and 26% are under \$30K (vs. 34% in the prior wave) in combined household income. The education levels in Superior are similar to those noted for North, Bay and Southwest regions – 36% have high school education or less, and 33% are college graduates (an increase over the 26% noted in the prior survey). Superior is more homogeneous racially than most of the MDOT states, with the second highest proportion of Caucasian adults after North (94%).

Less than one-half (47%) of Superior residents work outside their homes, which is a drop in comparison to the 61% noted in the prior wave. Unlike in 2009, when 11% of Superior workers reported commutes of over one hour, at present only 2% commute equally long. The only other region with comparably low percentage on this metric is Southwest. In comparison to the previous wave, more Superior commuters drive to work themselves (87% vs. 82% in the past), and fewer utilize carpools (4% vs. 13%), which is likely related to the shorter commute length.

When asked about the means of transportation that they or their household members might have used in the past year to get from place to place, 89% of all Superior residents cite having used cars. This is the second highest proportion after Southwest. Fifty-seven percent have driven to work by themselves. Yet, 34% have shared a ride with someone else, which is the top percentage among the seven MDOT regions. A total of 26% of all Superior residents have ridden a bus or other public transportation, 60% have walked and 33% have used air transportation. Finally, at 36%, Superior registers the third lowest result in the state for biking (after Southwest and Grand).

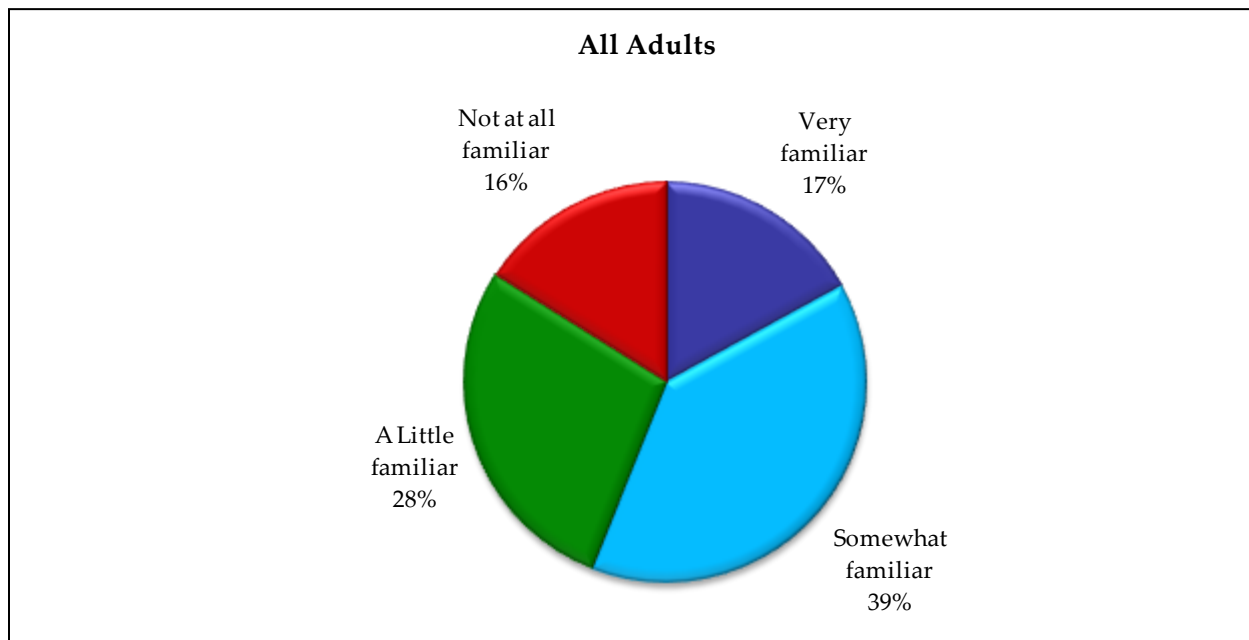
Chapter 3. Evaluations of MDOT

This chapter discusses the results of questions relating to overall evaluations of MDOT. These measures, most of which were also asked in prior waves, help assess how well MDOT delivers services and products to its customers and allow for comparisons over time. Additionally, a new question was added this wave to measure overall familiarity with MDOT, which will aid in the understanding of the public's perceptions of the agency.

3.1 Familiarity with MDOT

The first measure asks respondents for their familiarity with MDOT, using a scale consisting of very familiar, somewhat familiar, a little familiar or not at all familiar. Most respondents are very or somewhat familiar (56%) with the agency, and less than one-fifth (16%) are not at all familiar (Figure 2).

Figure 2. The Majority of Michigan Residents Are Familiar with MDOT (Question 4)



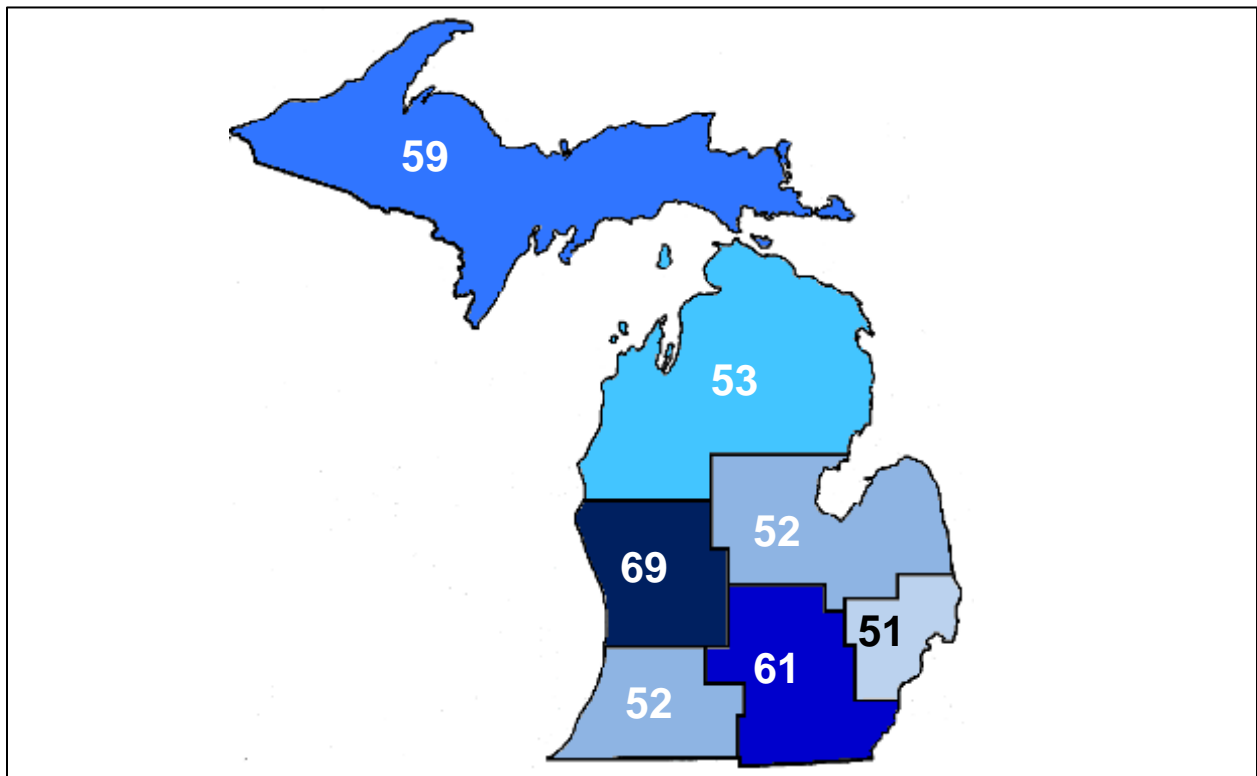
Overall familiarity is greatest among respondents with high education levels. In particular, 62% of Michigan residents with college degrees state they are very/somewhat familiar with MDOT, and 59% of those who have completed some college say the same. In comparison, only 45% of adults with high school education or less report familiarity with the Department.

Additionally, male respondents report significantly higher familiarity with MDOT than females. To illustrate, 62% of men say they are very/somewhat familiar, in comparison to only 50% of women. Finally, respondents in the lower household income brackets (under \$50K) are

notably less familiar with MDOT than those with incomes of \$50K and over (48% very/somewhat familiar vs. 64% very/somewhat familiar).

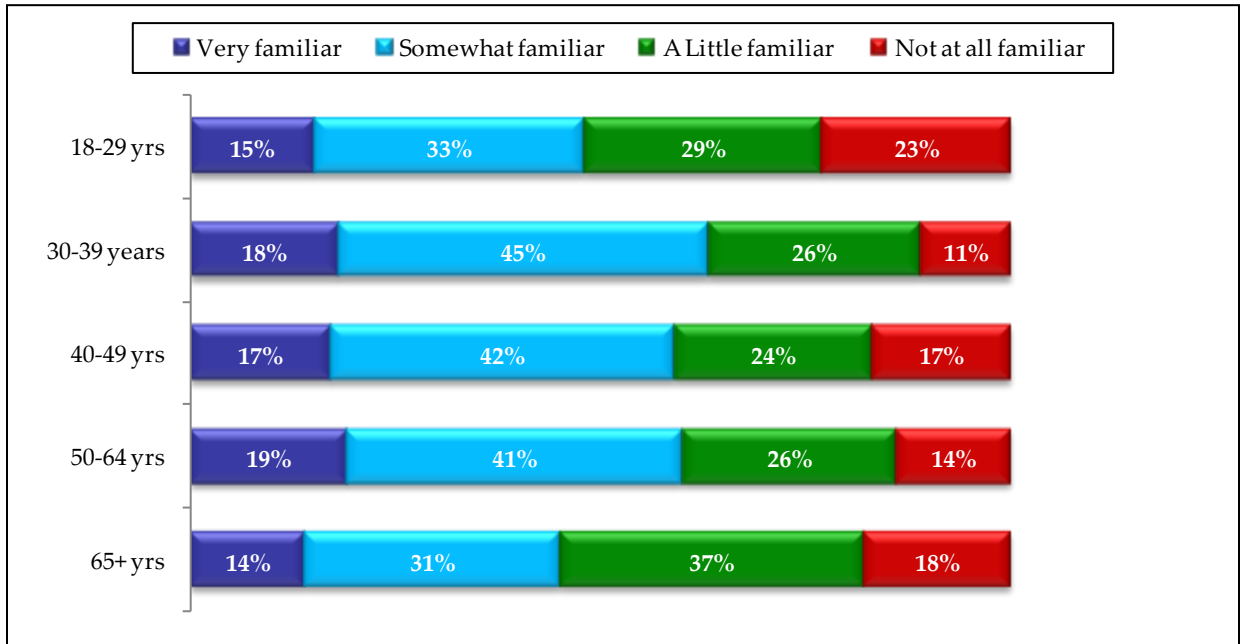
Overall familiarity is by far greatest in the Grand region (69% very/somewhat familiar), followed by the University (61%) and Superior (59%) regions. Metro residents are the least familiar with MDOT (51%); even though the percentage of those very familiar with the Department in this region is the second highest (19%), only 32% say they are somewhat familiar with the agency (the lowest percentage statewide). The familiarity levels are also relatively low in Bay and Southwest (52% each) (Figure 3).

Figure 3. Grand Residents Exhibit the Highest Level of Familiarity with MDOT; Metro Residents Are Least Familiar (Question 4)



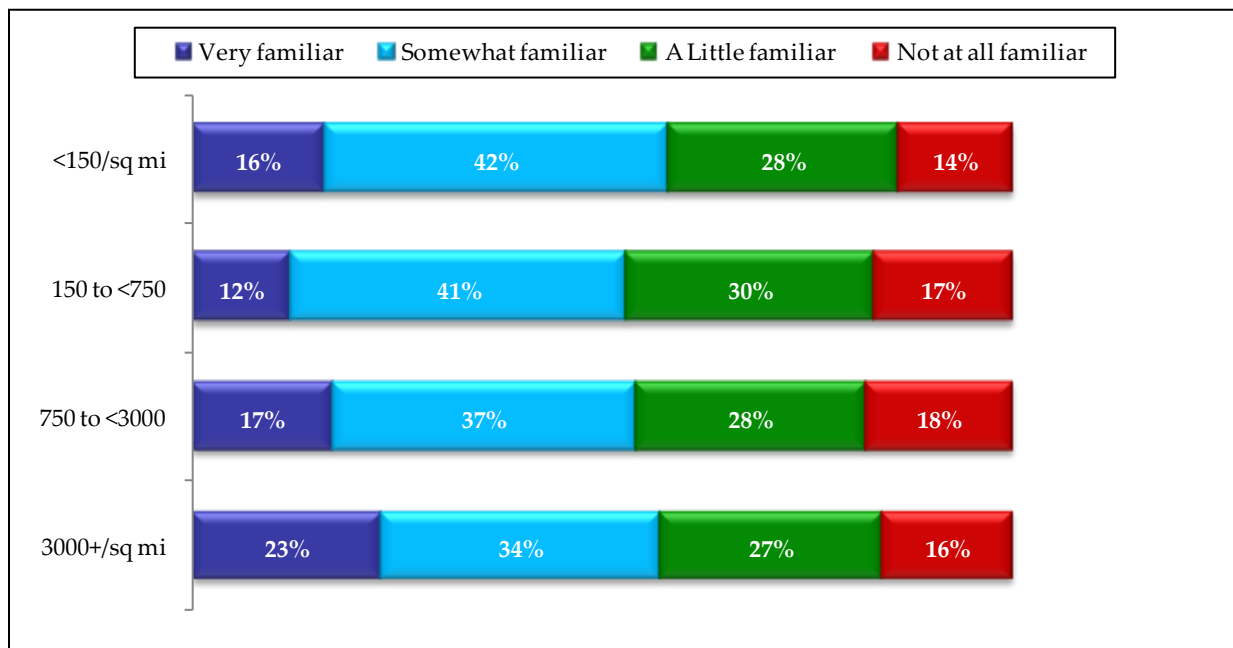
The highest familiarity levels are observed in the 30-64 age groups. To illustrate, 63% of 30-39 year olds are very/somewhat familiar with MDOT, and 60% of 40-64 year-olds are very/somewhat familiar. The youngest and oldest respondent segments are significantly less likely to report familiarity with the agency. Specifically, familiarity is observably lower among those age 18-29 (48% familiar, vs. 56% overall) and among those age 65 or older (45% familiar, vs. 56% overall) (Figure 4).

Figure 4. Residents Aged 30-39 Are Most Likely to be Familiar with MDOT (Question 4)



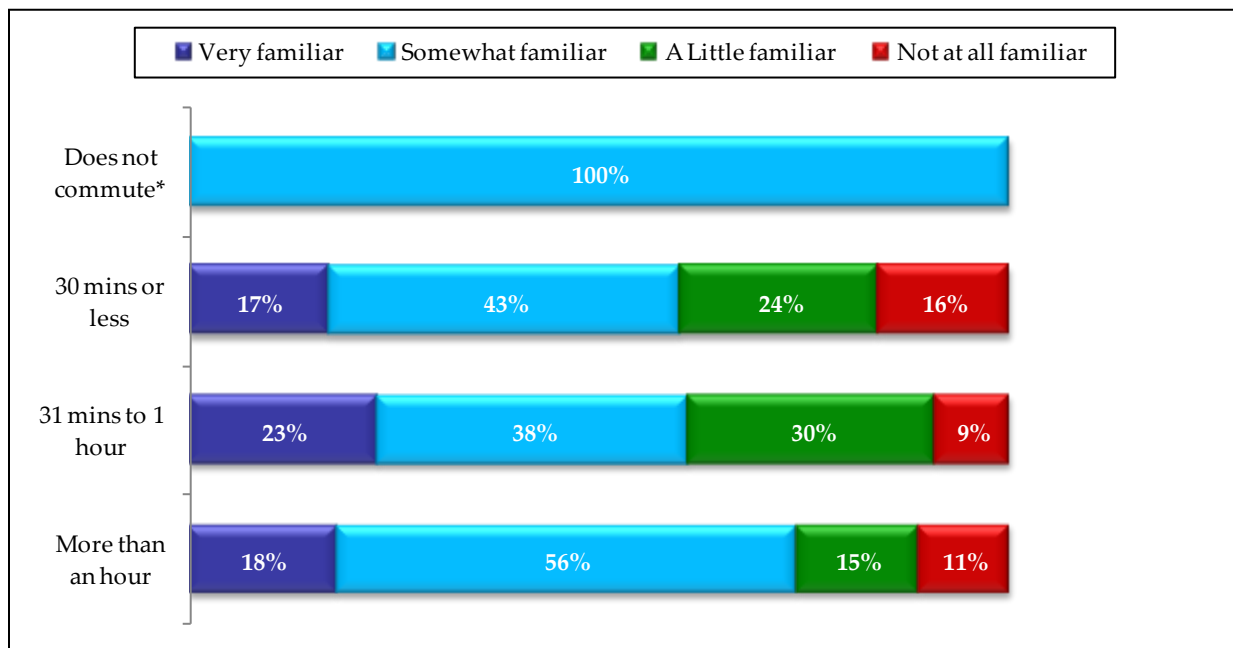
Michigan adults living in the highest density areas (more than 3000 people per square mile) tend to be most familiar with MDOT. In particular, almost one-quarter (23%) of residents from the highest density areas claim they are very familiar with the Department (vs. 17% overall giving the same response) (Figure 5). This finding is consistent with higher percentage of those very familiar in the three regions which comprise the highest density areas (3,000+ per square mile): Metro (19%), Grand (17%) and University (20%).

Figure 5. Residents Living in Highest Density Areas Are Most Likely to be Very Familiar with MDOT (Question 4)



As could be expected, those with longer commutes are more likely to be familiar with MDOT. While 56% of all Michigan adults report familiarity with this agency, almost three-fourths (74%) of residents who commute over an hour per day say they are very/somewhat familiar with the Department. In comparison, the overall familiarity levels are at 61% among those who commute anywhere from 31 minutes to 1 hour and at 60% among those whose commute is less than half an hour (Figure 6).

Figure 6. For the Most Part, Respondents Who Commute More than One Hour per Day Exhibit Higher Levels of Familiarity (Question 4)

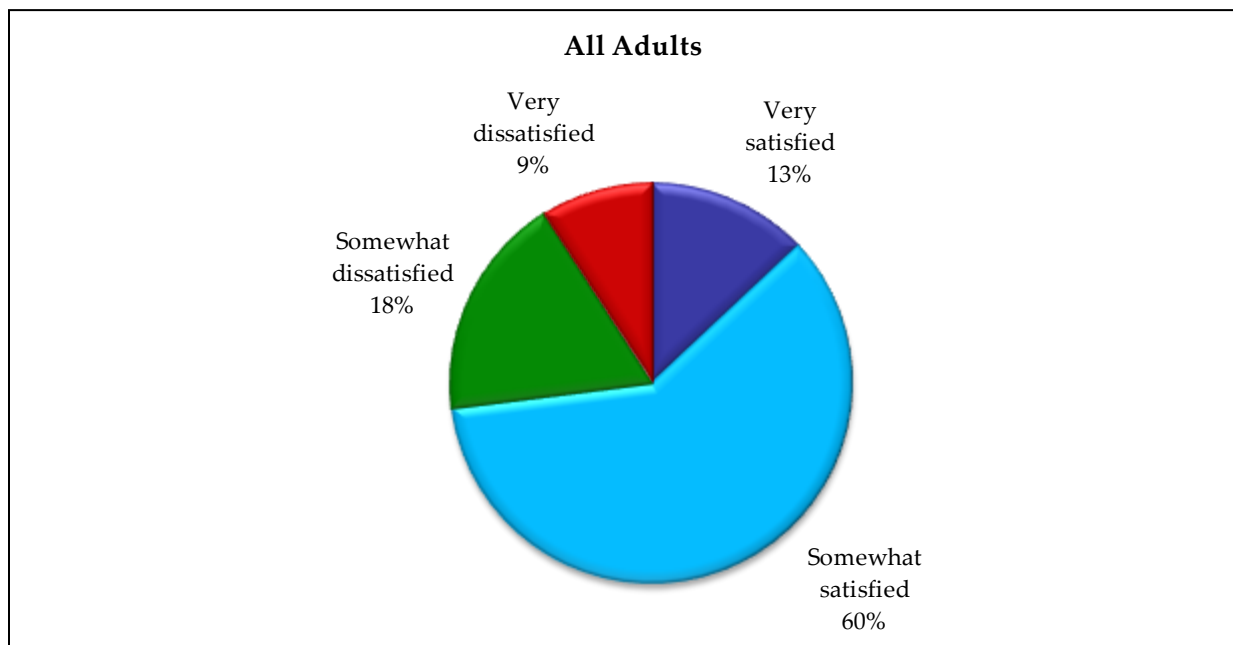


*Caution: Small Base Size (n=1)

3.2 Satisfaction with MDOT

The second measure asks respondents for their overall satisfaction with MDOT job performance, using a scale consisting of very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied. More are satisfied than dissatisfied, at almost a three-to-one ratio (73% vs. 27%) (**Figure 7**). The satisfaction level shows an uplift in comparison to past research waves; specifically, in 2009, 64% were satisfied and 30% were dissatisfied, and in 2006, the percentages were 66% and 28%, respectively.

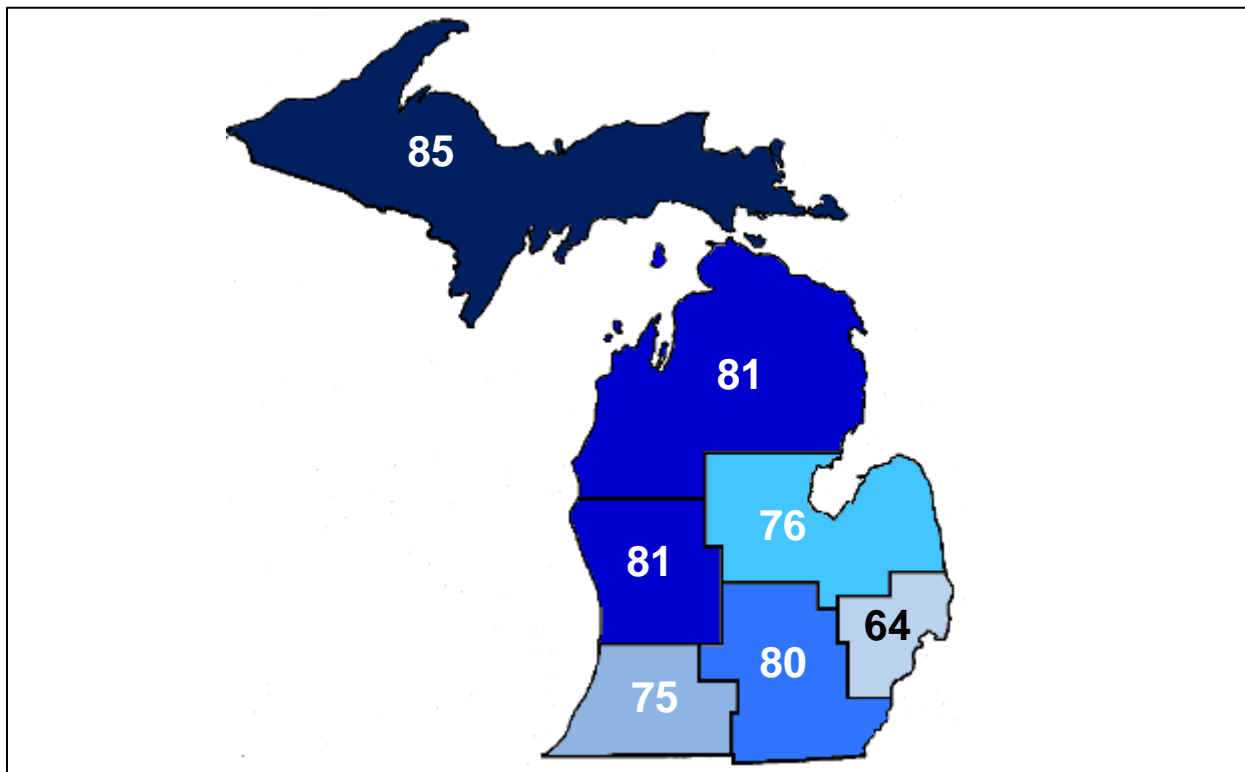
Figure 7. Overall, Respondents Are Satisfied with the Job Being Done by the Michigan Department of Transportation (Question 5)



Satisfaction with MDOT is driven by Caucasian respondents, 74% of whom are very or somewhat satisfied. In comparison, less than two-thirds (65%) of non-Caucasian adults are satisfied with the Department.

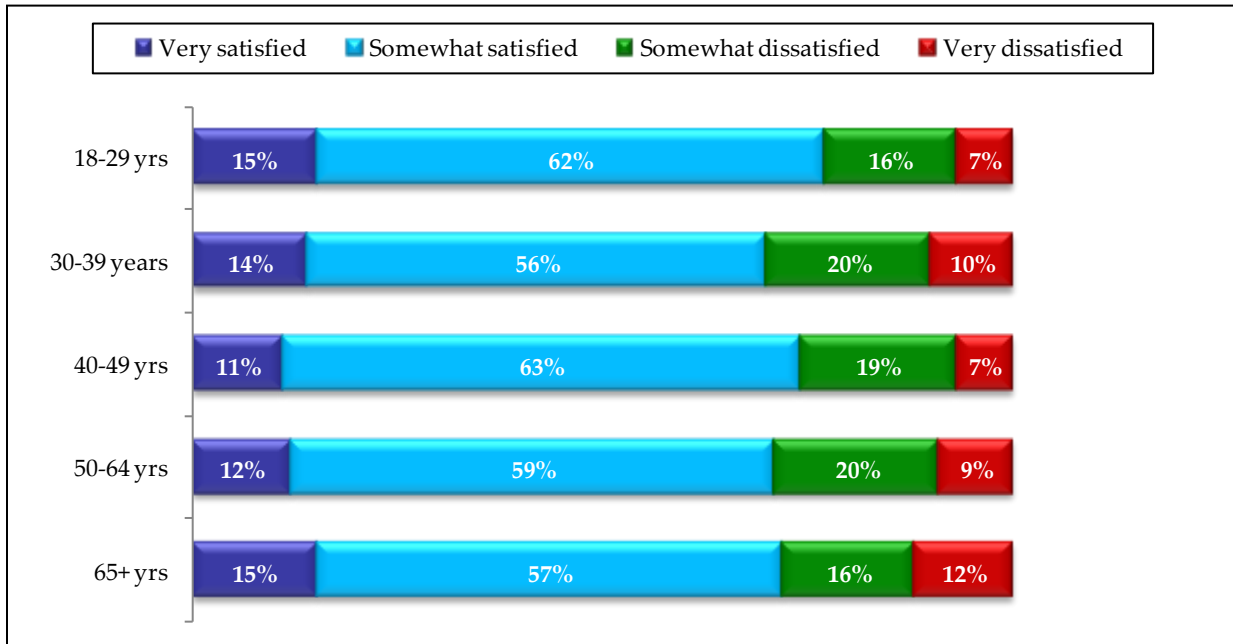
Satisfaction is greatest in the Superior region (85%), followed by North and Grand (81% each) and University (80%). Satisfaction is lowest in the Metro region (64%) (Figure 8). Compared to the prior wave, satisfaction with MDOT's job performance increased notably for North (81% vs. 67%), Superior (85% vs. 72%), Grand (81% vs. 71%) and University (80% vs. 70%). It stayed about the same for Bay (76% vs. 74%) and Metro (64% vs. 62%). Only Southwest experienced declines in satisfaction (75% vs. 81%).

Figure 8. Superior Residents Are Most Satisfied with MDOT, Followed by Respondents from North and Grand (Question 5)



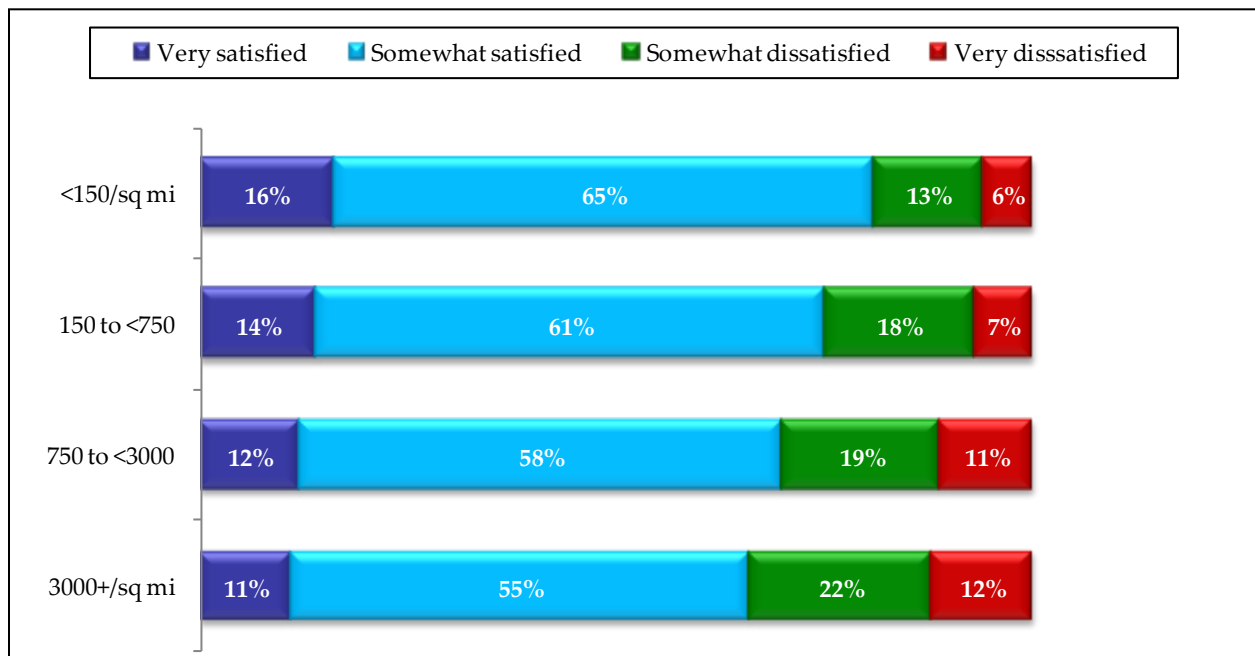
Satisfaction is somewhat higher among those age 18-29 (77%, vs. 73% overall) and lower among those age 30-39 (70%, vs. 73% overall) (**Figure 9**). Yet, all age segments show relatively high satisfaction levels, oscillating around 70%-78%. The narrow differences observed lack statistical significance. This pattern varies from those observed in 2009, where satisfaction was highest among 30-39 year-olds (72%) and lowest among 40-49 year-olds (54%).

Figure 9. Satisfaction Is Highest Among Younger Respondents (18-29)
(Question 5)



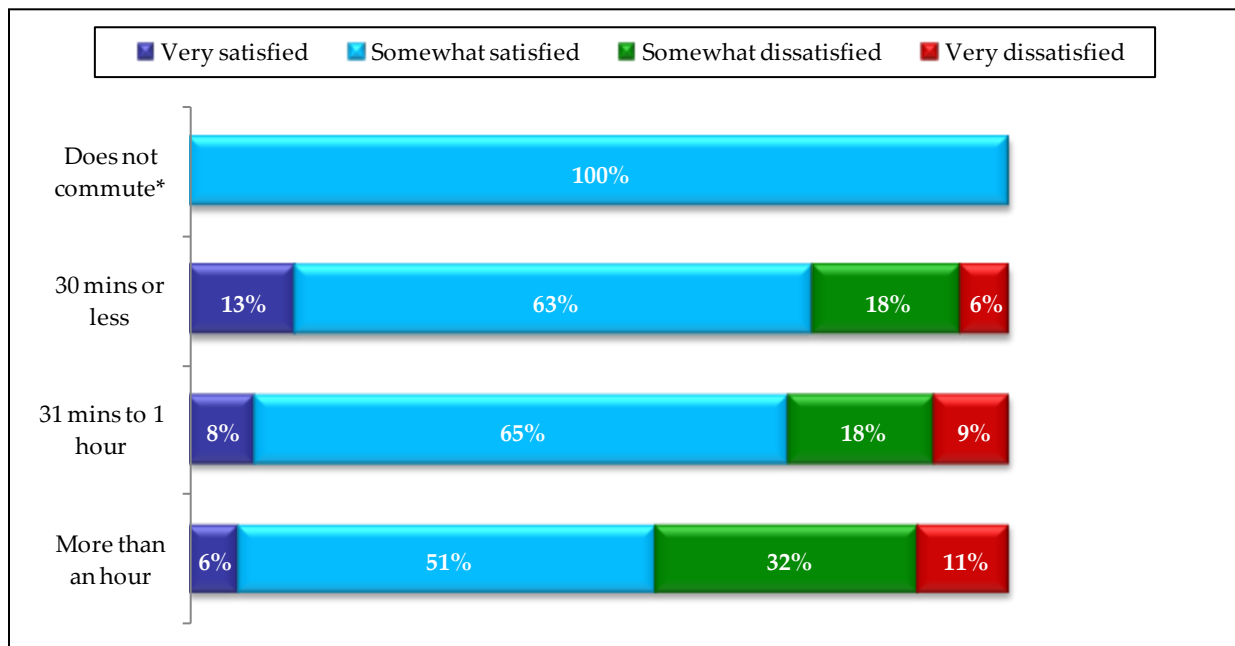
As in the prior wave, Michigan adults in high density areas tend to be less satisfied with MDOT than are adults in lower density areas (**Figure 10**). In particular, Michigan residents in high density areas (more than 3000 people per square mile) are most likely to be dissatisfied (34%), and respondents in low density areas (under 150 people per square mile) are likely to be most satisfied (81%). This result is consistent with lower satisfaction ratings in the Metro region, which includes the highest density areas in Michigan, and higher satisfaction ratings in the Superior region, which is among the lowest density areas. Still, since 2009, the proportion of satisfied residents in high density areas has risen by 16% (from 57%).

Figure 10. Satisfaction with MDOT Is Lowest for People Living in High Density Areas (Question 5)



Consistent with earlier research, those with longer commutes are more likely to be dissatisfied with MDOT. While 27% of all Michigan adults are dissatisfied with MDOT, 43% of those with commutes of at least an hour, and 27% of those with commutes of 30-59 minutes are dissatisfied. (Figure 11). In comparison to the prior survey, those whose commutes are at least an hour are now more dissatisfied than they had been; their dissatisfaction increased from 33% in the prior wave to the current 43%. At the same time, the dissatisfaction among those with commutes of 30-59 minutes has dropped from 36% to 27%.

Figure 11. Dissatisfaction with MDOT's Job Performance Is Higher for Those Who Commute More Than an Hour (Question 5)



*Caution: Small Base Size (n=1)

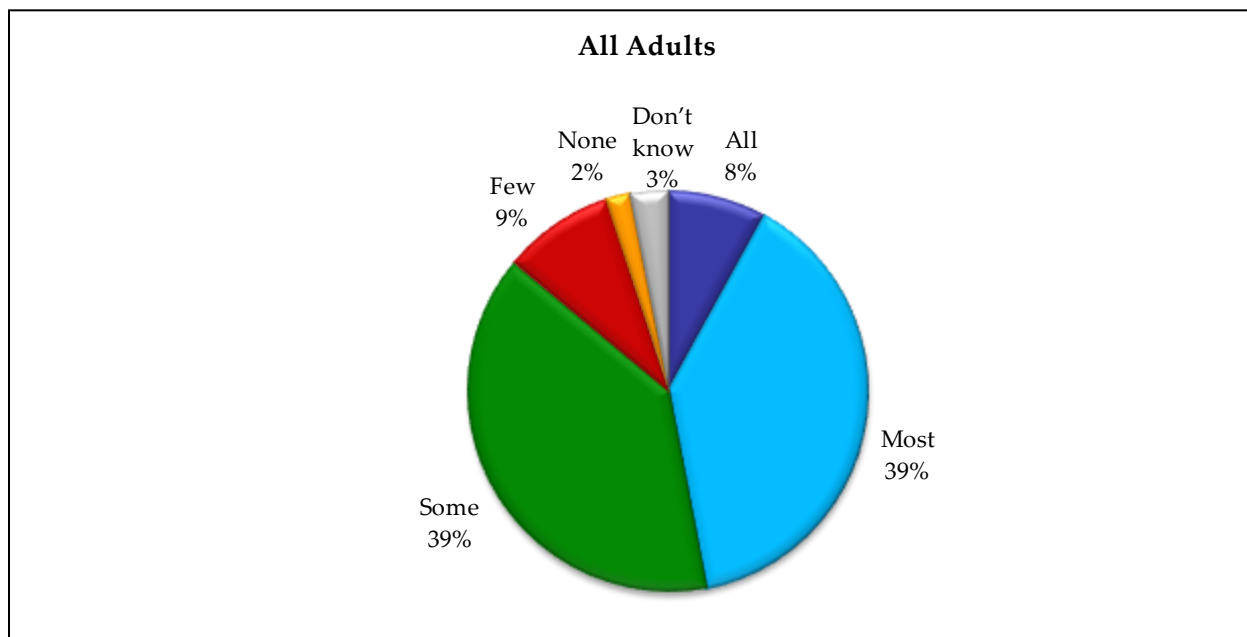
3.3 MDOT Projects: Right Solutions for Transportation Problems

All respondents were asked how well MDOT's projects targeted Michigan's transportation problems:

Q10. In considering the range of projects that MDOT has completed – from highway and bridge repairs and expansions, to safety programs, public transportation and providing public information and roadside assistance – how many of these projects do you believe were the right solutions to the transportation problems facing Michigan? Would you say that all, most, some, few, or none of these projects were the right solutions to the transportation problems facing Michigan?

Overall, at present, Michigan residents appear to evaluate MDOT's projects in a more positive light than they did two years ago. Similar to the prior research, less than one-half (47%, vs. 43% in 2009 and 42% in 2006) said that all or most of MDOT's projects were the right solutions to Michigan's transportation problems. At the same time, nearly nine out of ten (86%) say that at least some of MDOT's projects were the correct solutions, which is a notably better result than the 79% who thought the same in 2009. Additionally, 39% said some (vs. 36% in 2009), and 11% said few or none (vs. 16% in 2009) (**Figure 12**). Yet, considering the proportion of respondents who said some/few/none, there is still room for continued improvement of the public's perceptions of MDOT's solutions.

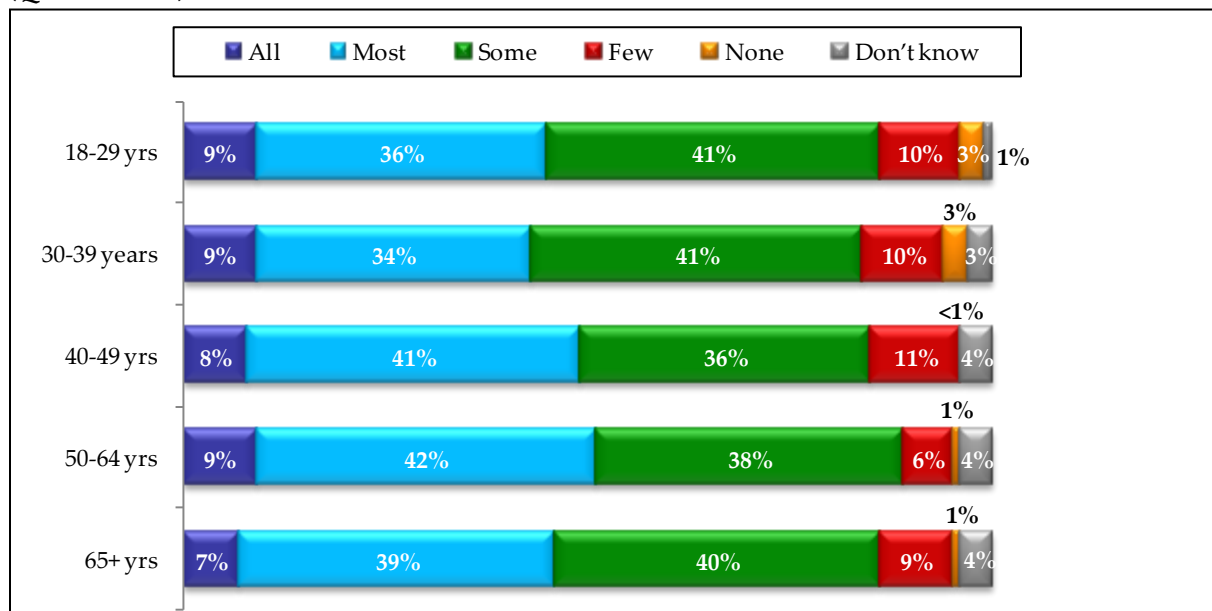
Figure 12. Approximately Four in Ten Michigan Adults Believe Most of MDOT's Projects Were the Right Solutions (Question 10)



A more in-depth analysis reveals that Michigan adults who have completed some college or are college graduates are more likely to approve of all or most of MDOT’s projects than those who have high school education or less. To illustrate, the approval rate among college graduates is 53%, and among those with some college – 49%. In comparison, only 41% of those with a lower education level say that all or most of MDOT’s projects were the right solutions for Michigan’s transportation problems. Additionally, male residents are notably more likely than women to approve of all or most of such projects (51% vs. 44%). Naturally, familiarity with MDOT is also a factor influencing residents’ likelihoods to approve of MDOT’s projects. In particular, over one-half (51%) of those who are very/somewhat familiar with the Department say that all or most of its projects were the right solution, whereas only 43% of those a little familiar/not familiar feel the same way. Cell phone only/mostly respondents are much more apt to say none of MDOT’s projects were the right solutions (4% vs. 1% among landline interviewees).

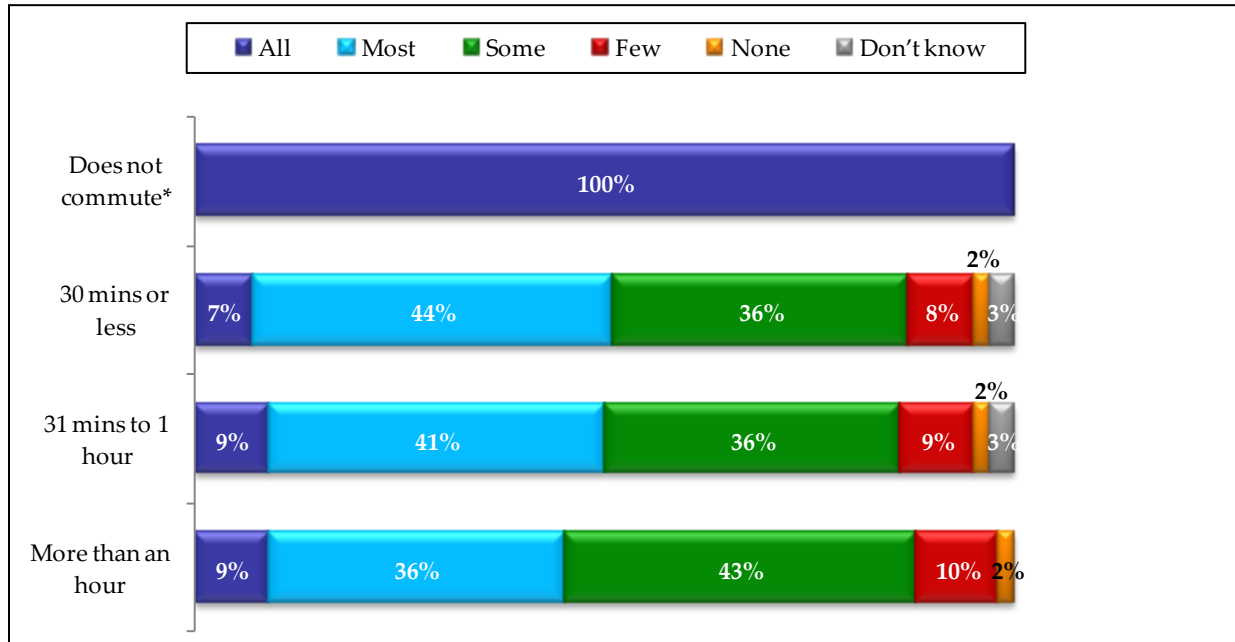
In terms of age, the differences among respondent segments are narrow and lack statistical significance. Yet, the approval of MDOT’s projects appears lowest among those age 18-39, and particularly among the 30-39 age group; the latter finding mirrors the pattern observed in the prior wave. To illustrate, 43% of 30-39 year-olds and 45% of 18-29 year-olds indicate that all or most projects were the right solutions to Michigan’s transportation problems. In comparison, 49% of those age 40-49, 51% of those age 50-64, and 46% of those age 65 or older feel the same way (Figure 13). These results differ somewhat from those noted in the prior survey. Specifically, in both 2009 and 2006, those under age 30 were the most approving sub-group. Also, while 30-39 year olds continue to be the least approving segment, the percentage of those among them who think that all or most of MDOT’s projects were the right solutions increased to 43% (from 29% in 2009).

Figure 13. Those Age 18-39 Are Less Approving of MDOT’s Transportation Solutions (Question 10)



In line with the findings noted in the prior wave, those with commutes of more than one hour are among the most critical on this question. In particular, at present, 45% of these respondents say that all or most of MDOT’s projects were the right solutions (Figure 14). Yet, this is an uptick in comparison to the 39% observed in the previous wave. Lower approval of MDOT’s projects among longer commuters is consistent with their lower overall satisfaction.

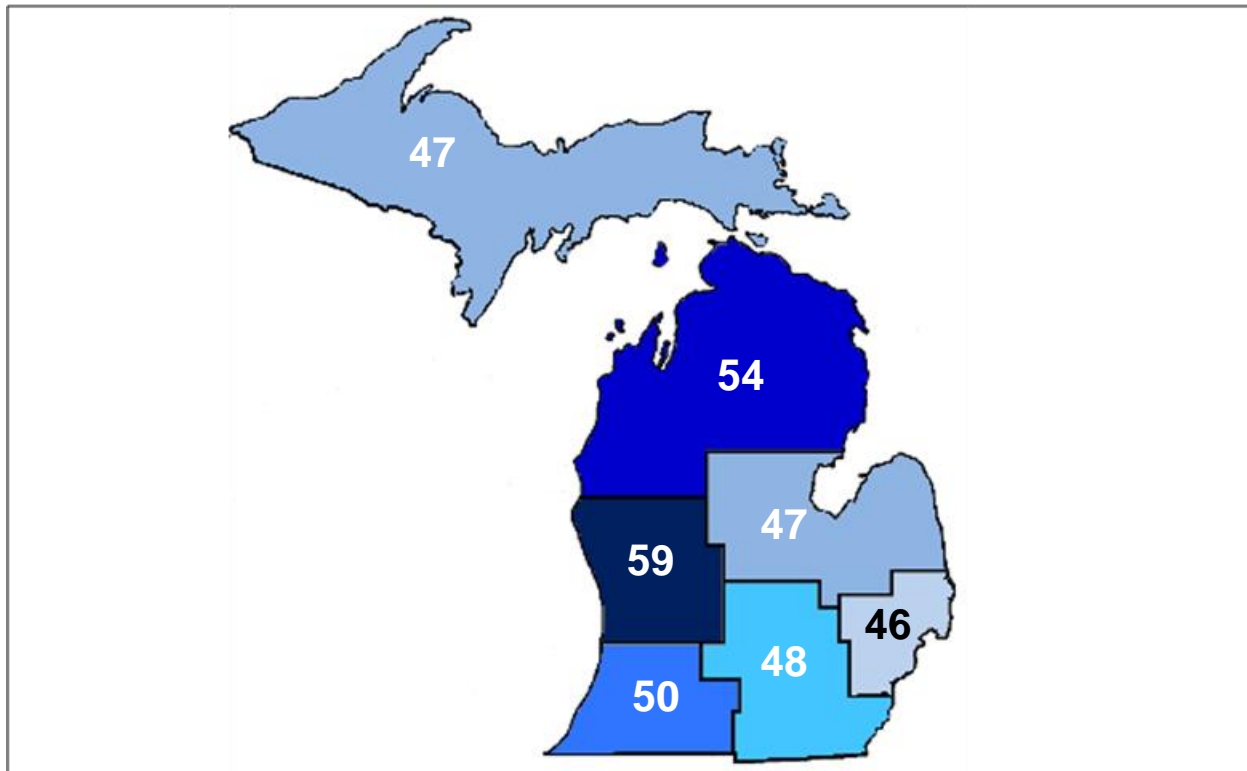
Figure 14. Michigan Residents with the Longest Commutes Are the Least Likely to Indicate All or Most of MDOT’s Projects Were the Right Solutions (Question 10)



*Caution: Small Base Size (n=1)

Regionally, since 2009, the project approval rates have increased across the board and are now in the 46%-59% range (in comparison to the 41%-53% range noted two years ago) (**Figure 15**). Just as in the prior wave, approval of MDOT's solutions is highest in Grand (59% at present vs. 53% in 2009). Approval increased most in North (13% points, from 41% to 54%), while the remaining regions experienced a lift of 2-to-4 percentage points.

Figure 15. Grand and North Residents Most Likely to Believe All or Most Transportation Projects Were the Right Solutions (Question 10)



NOTE: "Don't know" responses are excluded.

In this map and the maps that follow, one part of a measure is presented. The numbers shown on this map are the percentage of respondents who are satisfied among *those who had an opinion* (i.e. "Don't know" responses are excluded from the analysis). This step ensures that the number of "Don't know" responses, which vary by region, do not obscure the differences. Thus, when the map shows 46% of respondents in the Metro region say all or most projects were the right solutions for the state, it means that of those who had an opinion, 46% feel this way while the remaining 54% believe only some, few or none of the projects were the right solutions. Given the exclusion of these responses from these maps, these numbers will likely be higher on average than those reported in bar graphs.

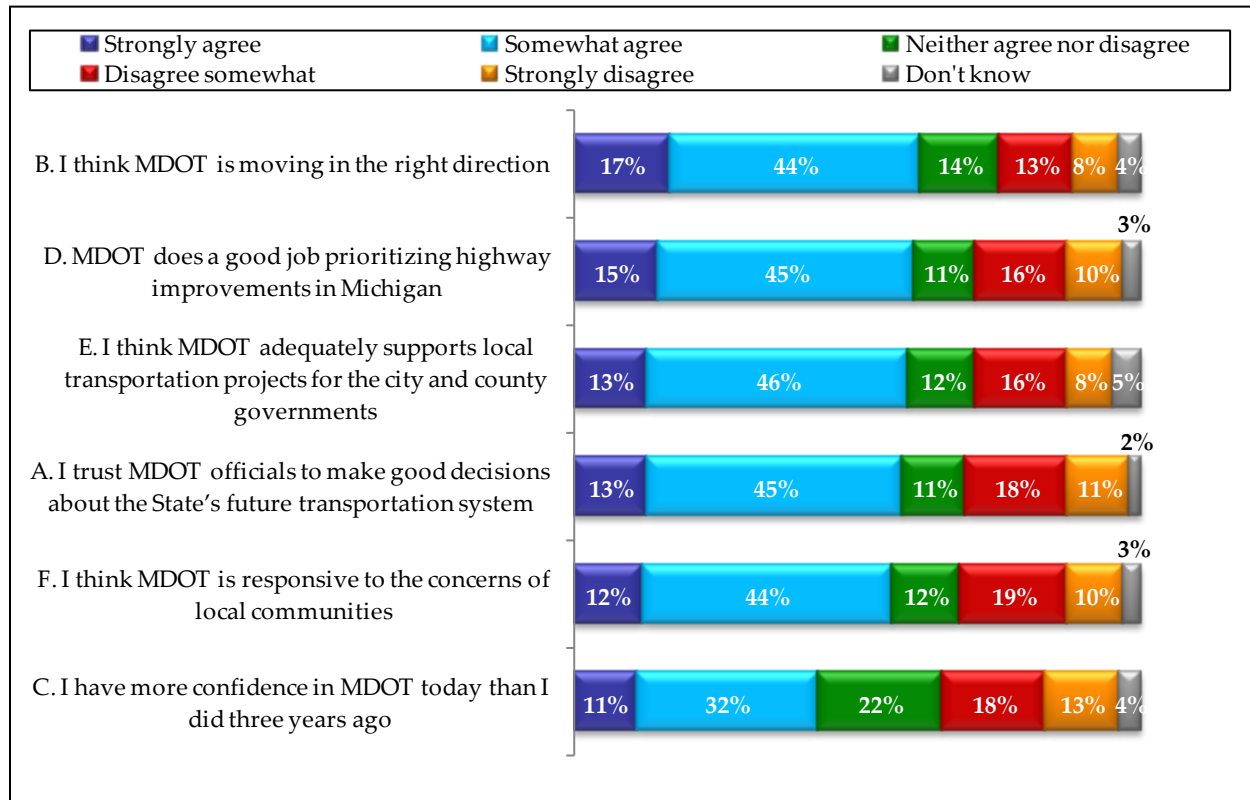
3.4 Other Evaluative Statements About MDOT

As was the case in the previous A&P survey, we asked six agree/disagree questions that address perceptions of MDOT. **Figure 16** has the statewide results for each of the questions.

All of the statements suggest favorable opinions of MDOT. All are phrased in the positive, and for five of the six statements, approximately six in ten Michigan adults agree with them regarding MDOT, with little variation between them (range of 56%-61% strongly or somewhat agree). There is significantly less agreement (43%) with the sixth statement, *“I have more confidence in MDOT today than I did three years ago.”* This year’s results mirror the general patterns found in the prior survey wave. Yet, at present, the percentage of respondents agreeing (strongly or somewhat) with each of the statements is notably lower than it was in 2009 (61%-66% for the first five statements and 52% for the sixth statement).

The six statements are discussed here in order of the absolute percentage agreeing. Because there is little difference between the first five in terms of agreement, the order of discussion should not be interpreted as giving precedence to any of the first five.

Figure 16. People Agree Most That MDOT Is Moving in the Right Direction; but Agree Least That They Have More Confidence in MDOT Today Than Three Years Ago (Question 12)



Just as in the prior research wave, the statement with which Michigan adults agree most is *“I think MDOT is moving in the right direction.”* At present, a total of 61% respondents indicate agreement with it, with 17% agreeing strongly (**Figure 16**). This is a slightly lower result than that noted in 2009 (66% agreeing, with 20% agreeing strongly).

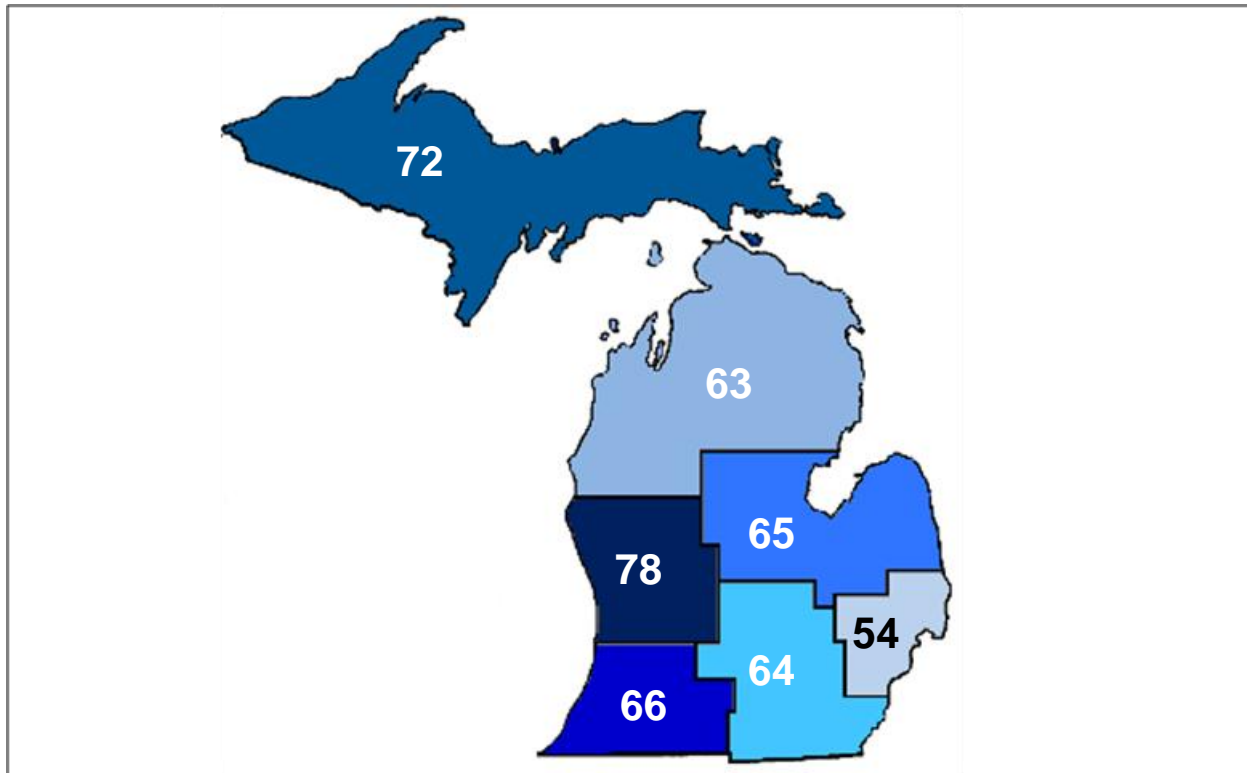
When it comes to household incomes and education levels, a reversal of the pattern noted in the prior wave is observed. In particular, Michigan adults with incomes under \$50K are more likely to agree with this statement than those with incomes over \$50K (67% vs. 59%). Similarly, those with a high school education or some college are more likely to agree than college graduates (64% and 63% vs. 54%). Additionally, 18-39 year olds are much less likely to express agreement than older Michigan adults (52%-57% vs. 61%-66%)

As could be expected, the length of commute has a significant influence on residents’ likelihoods to agree with this statement. Those who commute 45 minutes are notably less likely to think that MDOT is moving in the right direction than their counterparts with shorter commutes.

Also, Michigan residents living in areas with high population density (over 3000 people per square mile) are observably less likely to agree with it than those in the low population density areas (under 150 people per square mile). The difference between these segments is 10 percentage points (54% vs. 64%). This is confirmed further in the regional analysis (please note the high percentage of positive responses for Superior and the high percentage of negative responses for Metro).

The regional analysis excludes those who said they “Don’t know.” Paralleling their higher overall satisfaction, Grand residents are most positive, with 78% agreeing with this statement. Following is Superior, at 72% agreement. Metro residents are the least likely to agree at 54% (**Figure 17**). In comparison to the prior survey wave, drops in residents’ likelihoods to agree, ranging from 4 to 19 percentage points are noted across the board. The biggest declines are observed in the Southwest region (a 19% drop, from the most positive score in 2009 – 85% - to only 66% in 2011), in the Metro region (a 16% drop, from 70% to 54%) and the Bay region (a 13% drop, from 78% to 65%).

Figure 17. Grand and Superior Residents Most Likely to Agree That MDOT Is Moving in the Right Direction; Metro Residents Least Likely to Agree (Question 12b)



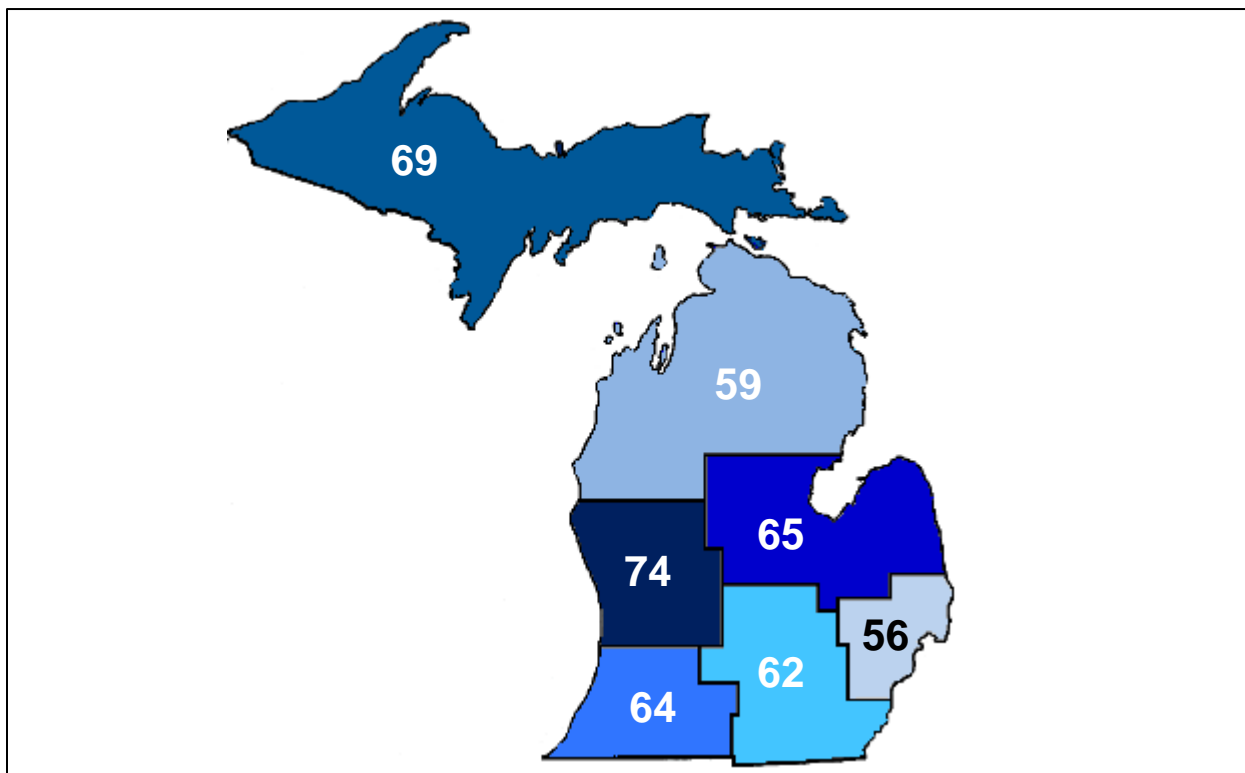
NOTE: "Don't know" responses are excluded.

Third in terms of the percentage of agreeing respondents in 2009, the statement "*MDOT does a good job prioritizing highway improvements in Michigan*" comes in second in the current wave. At present, a total of 60% respondents indicate agreement with it (with 15% agreeing strongly), and 26% say they disagree (with 10% strongly) (Figure 16). This result is consistent with the one noted in the prior survey (64% agreeing, with 15% agreeing strongly, and 28% disagreeing, with 10% strongly).

Further analysis shows that Michigan residents with the household income of \$30K to \$49.9K are the most likely segment to agree with the prioritization of highway improvements (69%), as are respondents with some college education (64%). At the same time, the pattern noted in 2009 is reversed; now adults living in the highest density areas (more than 3,000 people per square mile) are much less likely than those living in low density areas (under 150 people per square mile) to approve of the prioritization (54% vs. 65%). This is in line with the results obtained for Metro and Superior regions, as discussed later. While in the prior wave 40-49 year olds were less likely to agree with the tested statement, this year no significant differences are noted for the age segments.

Just like in the previous wave, the regional variations on this question are not large. Yet, Grand and Superior regions are the most satisfied with the prioritization of highway improvements (74% and 69%), whereas Metro and North are somewhat less likely to agree with the prioritization (56% and 59%) (**Figure 18**). These results mirror the regions' overall levels of satisfaction with MDOT discussed earlier. In comparison to the prior wave, four out of the seven regions show decreased likelihood to agree with this statement. Among them are Metro (with the most substantial, 14-point drop from 70% in 2009 to 2011), North (8-point drop from 67% to 59%), Southwest (7-point drop from 71% to 64%) and University (6-point drop from 68% to 62%). The remaining three regions (Grand, Superior and Bay) are essentially unchanged in their satisfaction with the prioritization of highway improvements.

Figure 18. Grand Residents Most Likely to Agree MDOT Does a Good Job Prioritizing Highway Improvements; Metro Residents Least Likely to Agree (Question 12d)



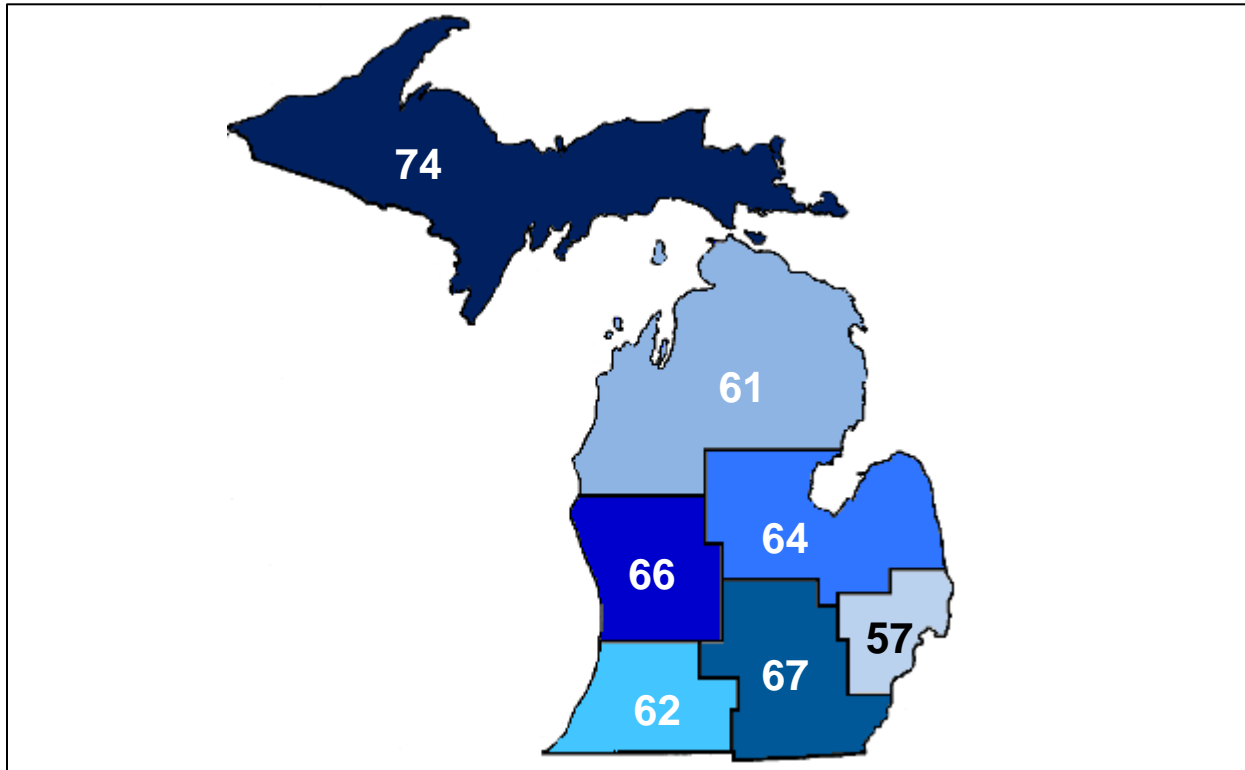
NOTE: "Don't know" responses are excluded.

While in the prior wave the statement *"I think MDOT adequately supports local transportation projects for the city and county governments"* came in as fifth out of the six tested, in 2011 it is the third statement with the highest level of agreement. Currently, 59% of Michigan adults agree with it (13% strongly), while 24% disagree (8% strongly – see **Figure 16**). These results do not differ significantly from the ones noted in the previous wave: 61% agreed (15% strongly) and 26% disagreed (9% strongly).

Further analysis shows that, just as with the prioritization statement, Michigan residents with the household income of \$30K to \$49.9K are the most likely segment to agree that MDOT adequately supports local projects for the city and county governments (67%). This is generally in line with the findings of the 2009 research wave. However, unlike last wave, there are no significant differences noted among education segments or respondents with various commute times. Adults living in the highest density areas (more than 3,000 people per square mile) are much less likely than those living in low density areas (under 150 people per square mile) to think that MDOT adequately supports local projects (52% vs. 65%). This is in line with the results obtained for Metro and Superior regions, as discussed later.

Regionally, Superior residents are by far the most satisfied with MDOT's support for local transportation projects, at 74% agreement with this statement. University and Grand follow, with 67% and 66% each. With 57% of residents expressing agreement, Metro again is the least satisfied with MDOT's support of local transportation projects (**Figure 19**). In comparison to the previous wave, five out of the seven Michigan regions show notable decline in agreement levels; among them, the biggest drops were observed for Grand (16 points, from 82% to 66%) and Southwest (14 points, from 76% to 62%). Smaller drops were observed for Metro (11 points, from 68% to 57%), Bay (7 points, from 71% to 64%) and North (4 points, from 65% to 61%). The Superior region is essentially unchanged (71% in 2009 vs. 74% in 2011) and University shows a 7-point gain (from 60% to 67%). Again, the likelihood to agree with this statement mirrors the satisfaction levels noted for the regions.

Figure 19. Superior Residents Most Apt to Agree That MDOT Adequately Supports Local Transportation Projects for the City and County Governments; Metro Residents Least Likely to Agree
(Question 12e)



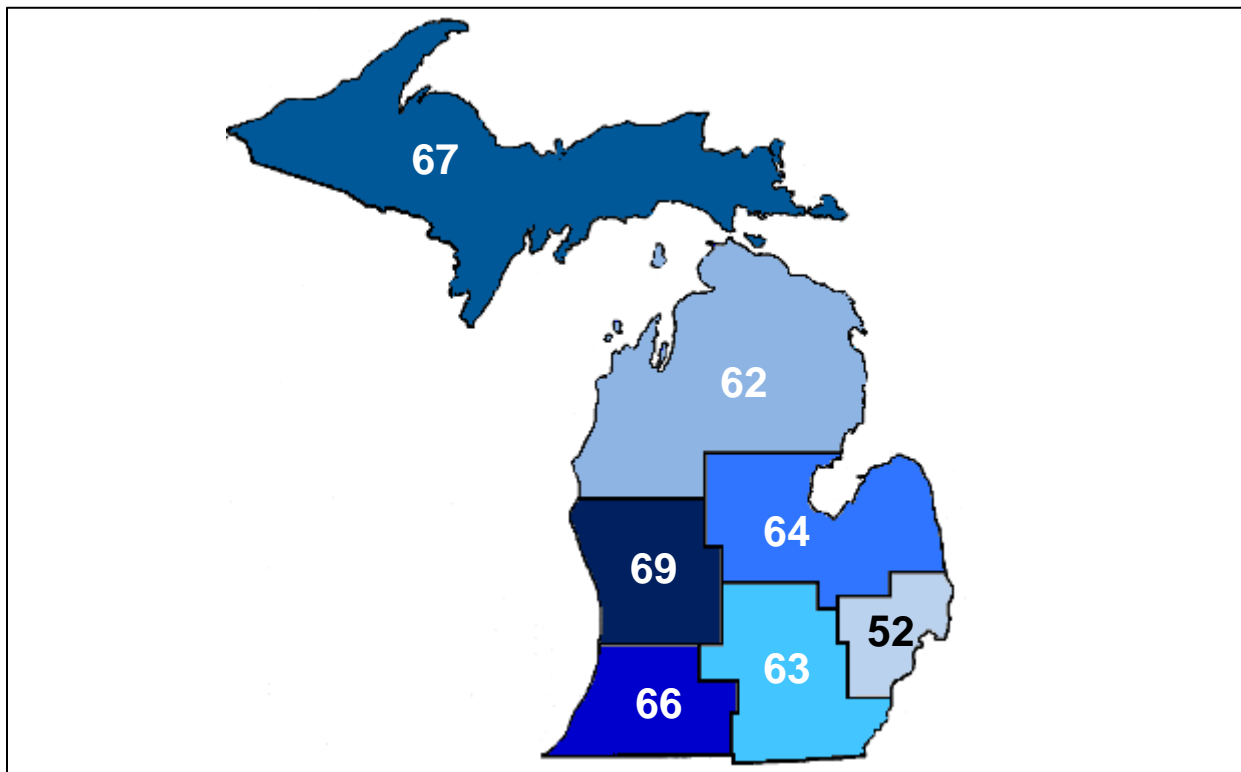
NOTE: "Don't know" responses are excluded.

At present, the statement with the fourth highest level of agreement is: *"I trust MDOT officials to make good decisions about the State's future transportation."* Currently, 58% agree with this statement (13% strongly) and 29% disagree (11% strongly) (**Figure 16**). In the prior survey, this statement ranked second, with 64% agreeing with it (20% strongly).

A closer look at the data reveals that respondents in the lower income brackets (under \$50K) are much more likely than more affluent individuals to trust MDOT to make good decisions about future transportation (67% vs. 54%). Those with some college education are more likely to trust MDOT than college graduates (63% vs. 53%). Moreover, the oldest age segment (65+) is the most likely to agree with this statement (65%). Considering the population density, residents living in areas with the highest density (over 3000 per square mile) are the least likely to trust MDOT officials (50%); this result is also reflected in the low likelihood of Metro residents to agree with this statement, as discussed further. Looking at the commute time, those with shorter commutes (45 minutes or less) are more likely to trust MDOT than those with longer commutes (more than 45 minutes); their agreement levels are at 65% and 45%, respectively.

In terms of regional differences, residents of Grand and Superior are most likely to trust MDOT officials to make good decisions about the state's transportation system (69% and 67%, respectively). The Metro region is yet again the least likely region to agree with this statement (Figure 20). When comparing the current results to those obtained in the previous wave, residents of five out of the seven regions are now less likely to trust MDOT officials. Among them are Southwest (17-point difference, from 83% to 66%), Metro (11-point difference, from 63% to 52%), University (4-point difference, from 67% to 63%), Bay (8-point difference, from 72% to 64%) and Grand (3-point difference, from 72% to 69%). Finally, Superior and North show increased likelihood to trust MDOT (3-point and 6-point differences, respectively). Just as with the three previously discussed statements, the likelihood to agree with this statement mirrors the overall satisfaction levels of Michigan regions (with Grand and Superior being among the most satisfied with MDOT and Metro being the least satisfied).

Figure 20. Superior and Grand Residents Most Likely to Trust MDOT Officials to Make Good Decisions About the State's Future Transportation System; Metro Residents Least Likely to Agree (Question 12a)



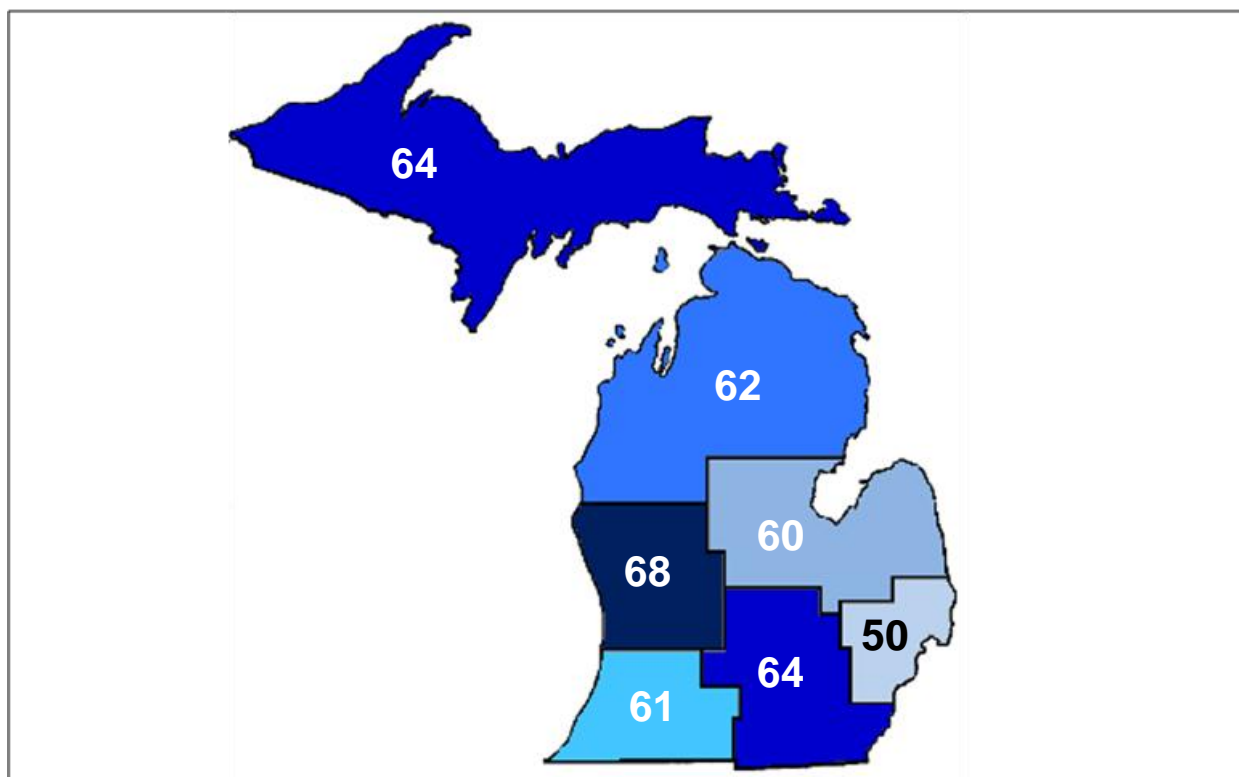
NOTE: "Don't know" responses are excluded.

The statement with the fifth highest level of agreement is: *“I think MDOT is responsive to the concerns of local communities.”* Over one-half (56%) of Michigan adults agree with this statement (12% strongly), while 29% disagree (10% strongly – see **Figure 16** above). This statement ranked as fourth in the previous research, with 63% agreeing with it (14% strongly) and 31% disagreeing (10% strongly).

Michigan adults with combined household income of \$30K to \$49.9K are most likely to perceive MDOT as responsive (67%). When considering population density, those residing in areas with the highest density (3000 people per square mile) are the least likely to agree that MDOT is responsive to the concerns of local communities; only 47% feel that way. This is a continuation of the pattern noted in the prior wave, and it is additionally confirmed by the low likelihood of Metro residents to agree with this statement (as discussed later). Unlike in 2009, when those who commuted less than 30 minutes were less likely to agree, this year commute time is not a differentiating factor on this metric.

With regard to regional differences, Grand residents continue to be the most likely to agree (68% now and 77% in the 2009 wave). They are followed by Superior and University residents, both at 64%. Yet again, Metro residents are the least likely to think MDOT is responsive to local concerns (50%) (**Figure 21**). When comparing both research waves, five out of the seven Michigan regions show drops in their likelihood to agree with this statement. Among them, the biggest drops are noted for Southwest (15-point difference, from 76% to 61%), Metro (13-point difference, from 63% to 50%) and Bay (11-point difference, from 71% to 60%). University shows a smaller decline of 5 points. At the same time, respondents residing in the North and Superior regions are now more likely to think that MDOT is responsive (7-point and 4-point increase, respectively).

Figure 21. Grand, Superior and University Residents Most Likely to Agree MDOT Is Responsive to the Concerns of Local Communities; Metro Residents Least Likely to Agree (Question 12f)



NOTE: "Don't know" responses are excluded.

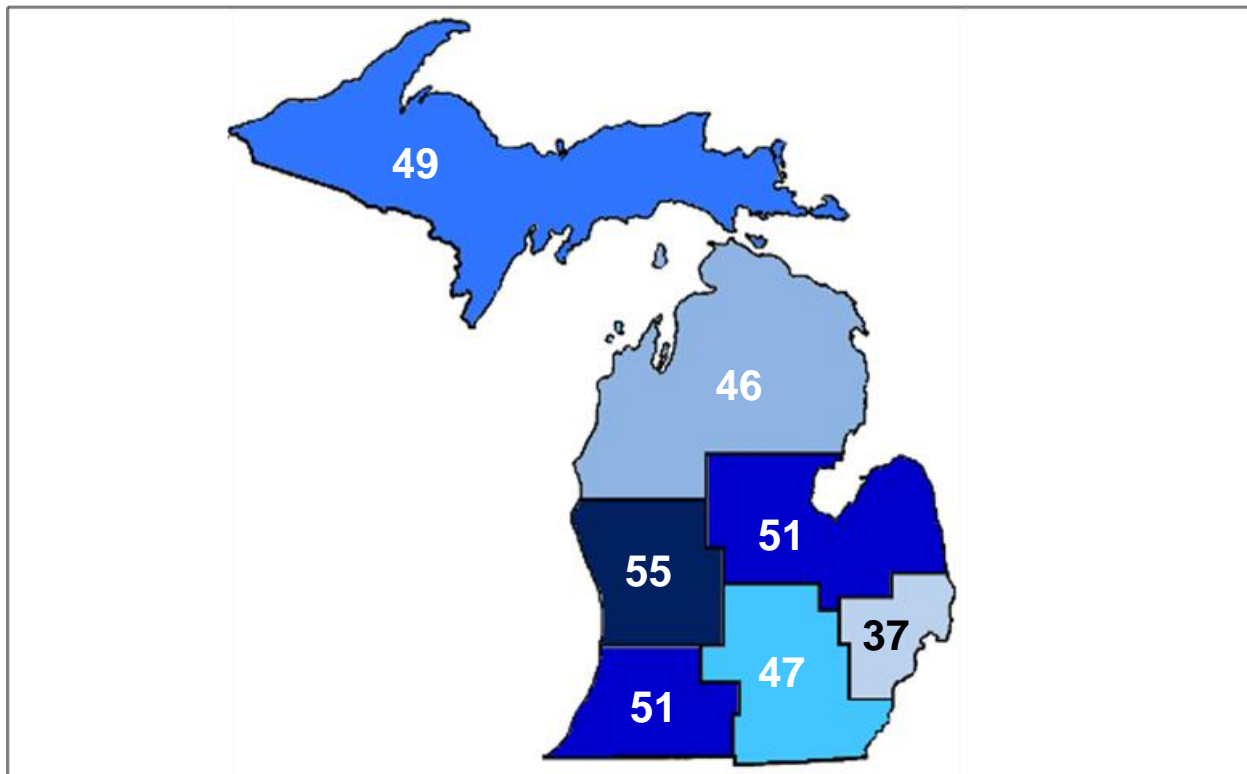
Finally, the public is much more polarized on the statement: *"I have more confidence in MDOT today than I did three years ago."* While 43% agree with this statement (11% strongly), 31% disagree (13% strongly) (see **Figure 16**). This division is even more pronounced when compared to the prior wave's figures: 52% agreed (with 16% strongly) and 34% disagreed (with 13% strongly).

Just as in the prior survey, agreement is higher among those with household incomes below \$50K (47%) and adults with high school education or less (52%). On the contrary to the 2009 results, men are now more likely to claim increased confidence than women (46%). A more in-depth analysis indicates that respondents living in the high population density areas (3000 or more people per square mile) are much more likely than those in low density areas (under 150 people per square mile) and those in medium density areas (between 150 and 750 people per square mile) to disagree with this statement (41% vs. 27% and 25%, respectively).

The regional pattern shows that, just as in the prior wave, Grand residents continue to have the most confidence in MDOT (55% now vs. 72% in 2009). They are followed closely by residents in the Southwest and Bay regions (both at 51%.) At 37%, Metro residents are the least likely to

claim increased confidence in MDOT (**Figure 22**). When comparing this year's results to those obtained in the previous waves, substantial declines in likelihood to agree are observed across the board. The biggest drop is noted for Superior (22-point difference, from 71% to 49%). Southwest and Metro follow, both with an 18-point drop in likelihood to agree. Grand is next, with a 17-point loss, and then Bay (14-point difference), North (13-point difference) and University (7-point difference.)

Figure 22. Grand, Southwest and Bay Residents More Likely to Agree That They Have More Confidence in MDOT Than They Did Two Years Ago; Metro Residents Least Likely to Agree (Question 12c)



NOTE: "Don't know" responses are excluded.

Chapter 4. Support for Components of the Long-Range Plan

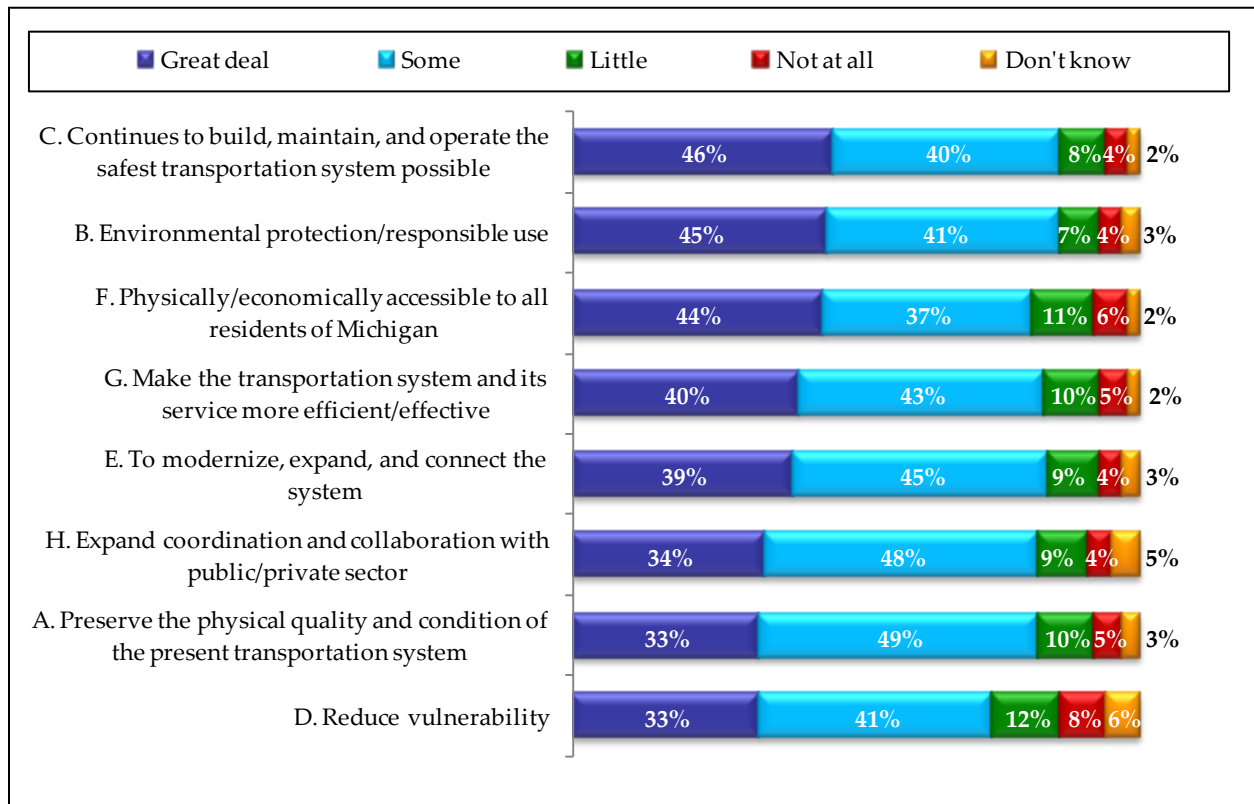
Several questions, which were last asked in the December 2006 or April 2007 surveys, were included in this wave of research. One of the objectives for this survey is to measure support for the long-term transportation goals. Thus, respondents were asked about their support for various transportation goals and how important they believe these goals are for the future of transportation planning over the next 19 to 20 years. A total of eight goals (in random order) were asked:

- *Preserve the physical quality and condition of the present transportation system.*
- *Ensure that the environment is protected and public resources are used in a responsible manner.*
- *Continue to build, maintain and operate the safest transportation system possible.*
- *Reduce the vulnerability of transportation facilities and its users to terrorist attacks, natural disasters and other risks.*
- *To modernize, expand and connect the system to support economic growth and better facilitate the movement of goods, people and services.*
- *Make the transportation system physically and economically accessible to all residents of Michigan.*
- *Make the transportation system and its service more efficient and effective to get the greatest possible performance from Michigan's existing transportation assets and future system improvements.*
- *Expand MDOT's coordination and collaboration with both the public and private sector.*

As was the case in 2006, there is a general consensus among residents that the Michigan transportation system needs to improve at least a *little* on every goal (**Figure 23**). The items warranting the most attention are *Ensure that the environment is protected and public resources are used in a responsible manner* and *Continue to build, maintain and operate the safest transportation system possible*—86% of respondents rate these goals as needing a “Great deal” or “Some” improvement. The percentage of residents who feel this way regarding these initiatives increased from 2006 by six and four points, respectively.

Notable increases in those saying a “Great Deal” or “Some” improvements are needed are also observed for *Reduce the vulnerability of transportation facilities and its users to terrorist attacks, natural disasters and other risks* (74% vs. 66% in December 2006) and *Expand MDOT's coordination and collaboration with both the public and private sector* (82% vs. 75% in December 2006). However, compared to other goals, both of these items rank lower in terms of needed improvement.

Figure 23. There Is General Consensus That the Michigan Transportation System Needs to Improve in All of the Goals of the Preferred Vision (Question 13)



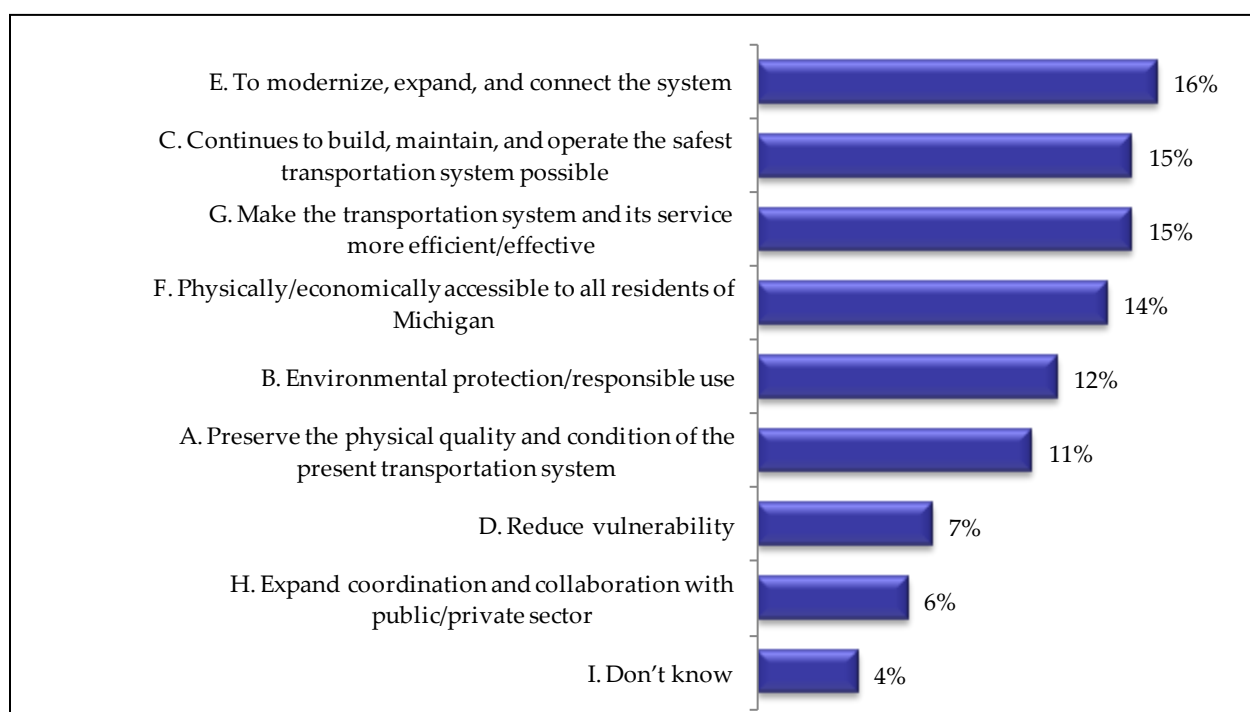
****In an effort to reduce interview length this question was removed from the survey mid-field. As a result, the figures presented are only for those who were asked (n=367) and the margin of error for this question is ±5.0%.**

Ratings are fairly consistent among regions with a few exceptions:

- When it comes to *Ensure that the environment is protected and public resources are used in a responsible manner* and *Continue to build, maintain and operate the safest transportation system possible*, Bay and Superior residents are less likely to feel a “Great Deal” or “Some” improvement is warranted than are residents of other regions.
- Nine in ten (90%) Grand residents feel a “Great Deal” or “Some” improvement is needed in *Reducing the vulnerability of transportation facilities and its users to terrorist attacks, natural disasters and other risks*—significantly higher than every other region.

The next question, also included in December 2006 research, asks which of the eight goals are in *most* need of improvement. Consistent with the prior findings, residents most often cite *To modernize, expand and connect the system to support economic growth and better facilitate the movement of goods, people and services*. (Figure 24). The two items mentioned next most frequently: *Continues to build, maintain and operate the safest transportation system possible* and *Make the transportation system and its service more efficient and effective to get the greatest possible performance from Michigan's existing transportation assets and future system improvements*; both experience a four-point increase in importance from 2006.

Figure 24. Modernizing, Expanding and Connecting the System Is Rated Most Important by the Largest Percentage of Respondents (Question 14)

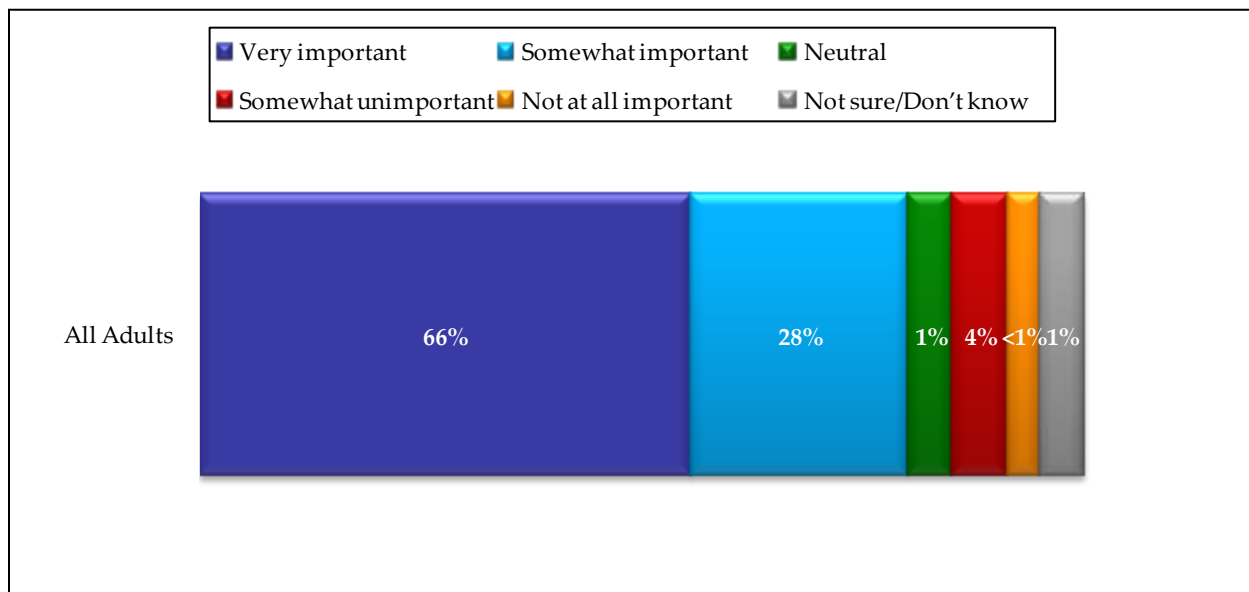


Focusing specifically on the most important goals,

- *Modernizing, expanding and connecting the system to support economic growth and better facilitate the movement of goods, people and services* is mentioned much more often by respondents under 50 years old as well as college graduates.
- *Continuing to build, maintain and operate the safest transportation system possible* is more likely to be cited by Grand and Superior residents than those from other regions. Respondents over 50 years old also select this item significantly more often than their younger counterparts.
- *Making the transportation system physically and economically accessible to all residents of Michigan* is of most concern to those earning less than \$30K annually, women and minorities.

After giving their feedback on the eight goals that make up the preferred vision, respondents are asked: "Taken all together, how important do you think this vision is to the future of transportation in Michigan?" This question was last asked in April 2007, and opinions haven't changed much since then as the vast majority (94%) of respondents continue to feel the vision is important to the future of transportation in Michigan (Figure 25). In fact, the percentage who say the vision is "Very" important has increased in the past four years (66% vs. 62% in 2007).

Figure 25. Most Michigan Adults Believe the Vision Is Very Important to the Future of Transportation in Michigan (Question 15)

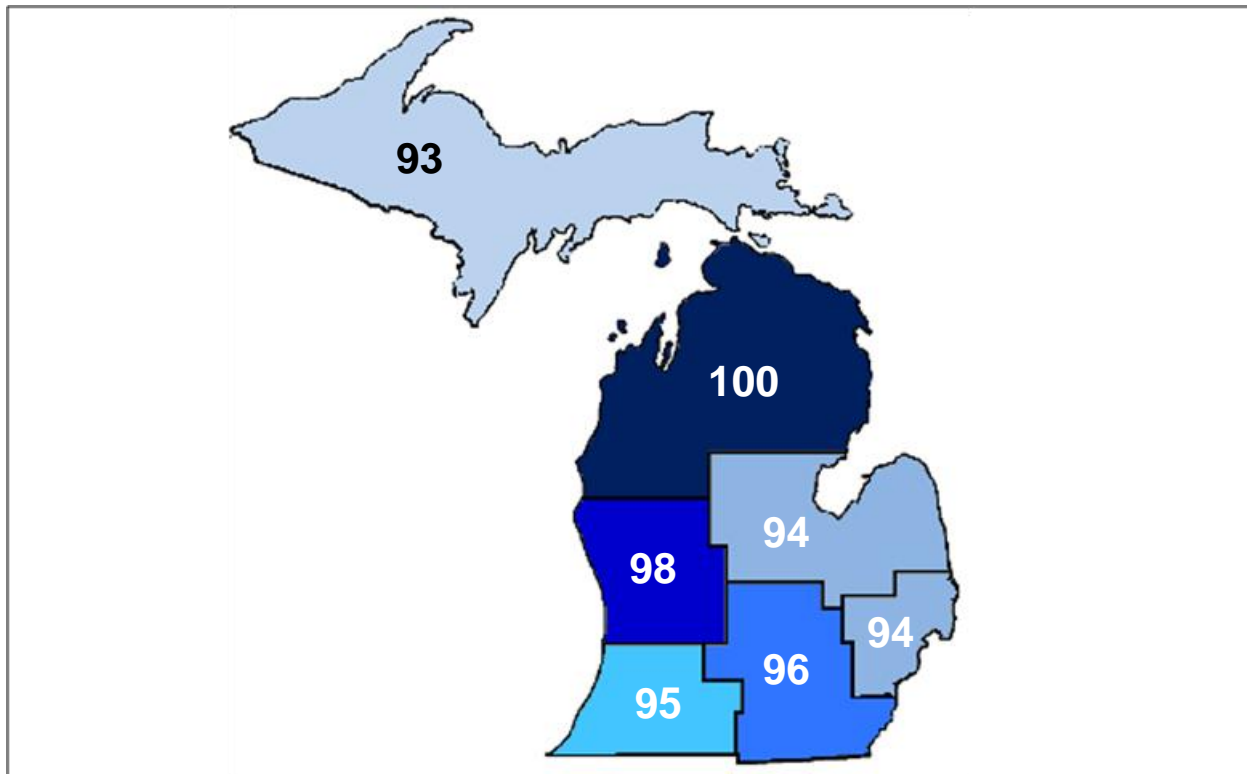


***In an effort to reduce interview length this question was removed from the survey mid-field. As a result, the figures presented are only for those who were asked (n=367) and the margin of error for this question is ±5.0%.*

At least 87% of those in every demographic subgroup finds the vision to be important. To the degree that there is any meaningful variation, it is between these categories of "Very" and "Somewhat." Michigan residents with household incomes of \$30-\$74.9K and Caucasians are *less* likely to say the vision is very important whereas respondents with incomes under \$30K and racial minorities are *more* likely to say it is very important.

There is little variation among regions for this metric. Although North and Grand residents are most apt to say the vision is important, more than nine in ten residents from every region feel the same (Figure 26).

Figure 26. North and Grand Residents Most Likely to Believe the Future Vision is Important; Metro, Bay and Superior Least Likely (Question 15)



NOTE: "Don't know" responses are excluded.

** In an effort to reduce interview length this question was removed from the survey mid-field. As a result, the figures presented are only for those who were asked (n=367) and the margin of error for this question is $\pm 5.0\%$.

Chapter 5. Perceptions of Transportation in Michigan

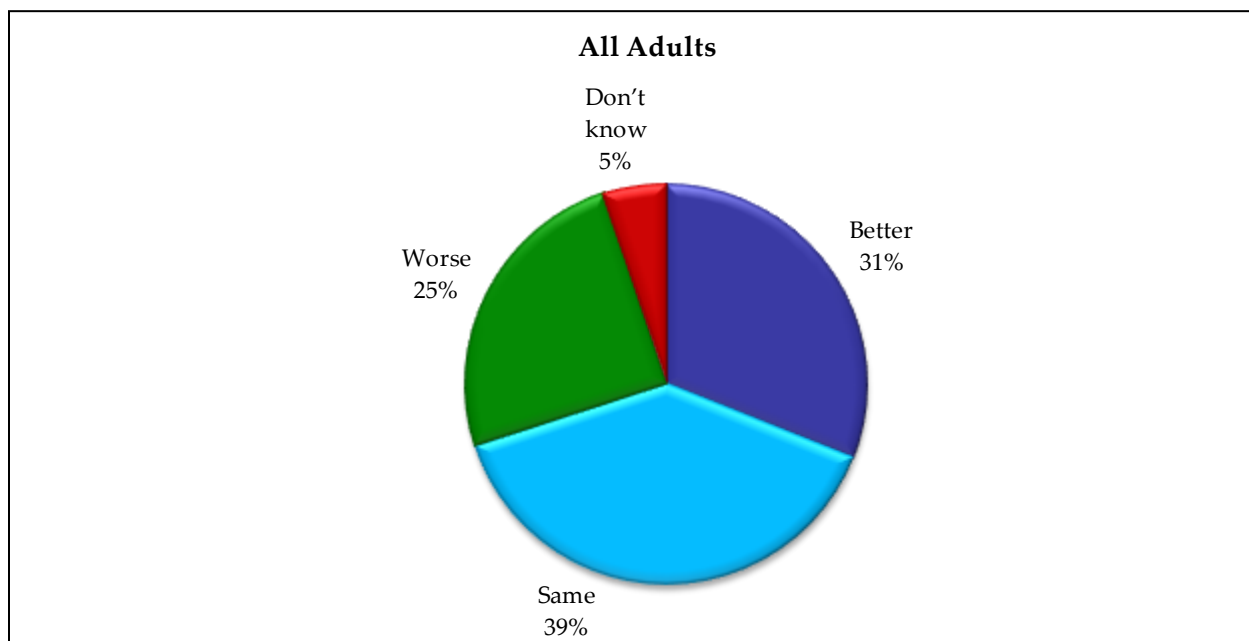
In addition to questions regarding satisfaction with MDOT, a series of questions were asked whose purpose was to measure the public's general perception of the present state of transportation in Michigan and the needs for further funding. **Sections 5.1** addresses the results of these questions.

5.1 Quality of Transportation in the Past Five Years

To get a sense of whether the public thinks transportation quality is changing, respondents were asked whether the quality of transportation in Michigan is better, the same or worse than it was five years ago.

Attitudes about the quality of transportation in Michigan have become more positive than they were in 2009. More adults think the quality is better (31%) than worse (25%), which is an improvement over the 35% who thought it was worse in 2009 (**Figure 27**). This shift is consistent with the overall increase in satisfaction, and the two measures are related. Those who see transportation as having improved over the last five years are more likely to report they are satisfied with MDOT (88% vs. 73% among total adults); conversely, those who thought transportation was worse were more likely to report being very dissatisfied with MDOT (47% vs. 27% among all respondents).

Figure 27. Michigan Adults Are Somewhat Divided on Whether the Quality of Transportation Is Better or Worse Than It Was Five Years Ago (Question 11)



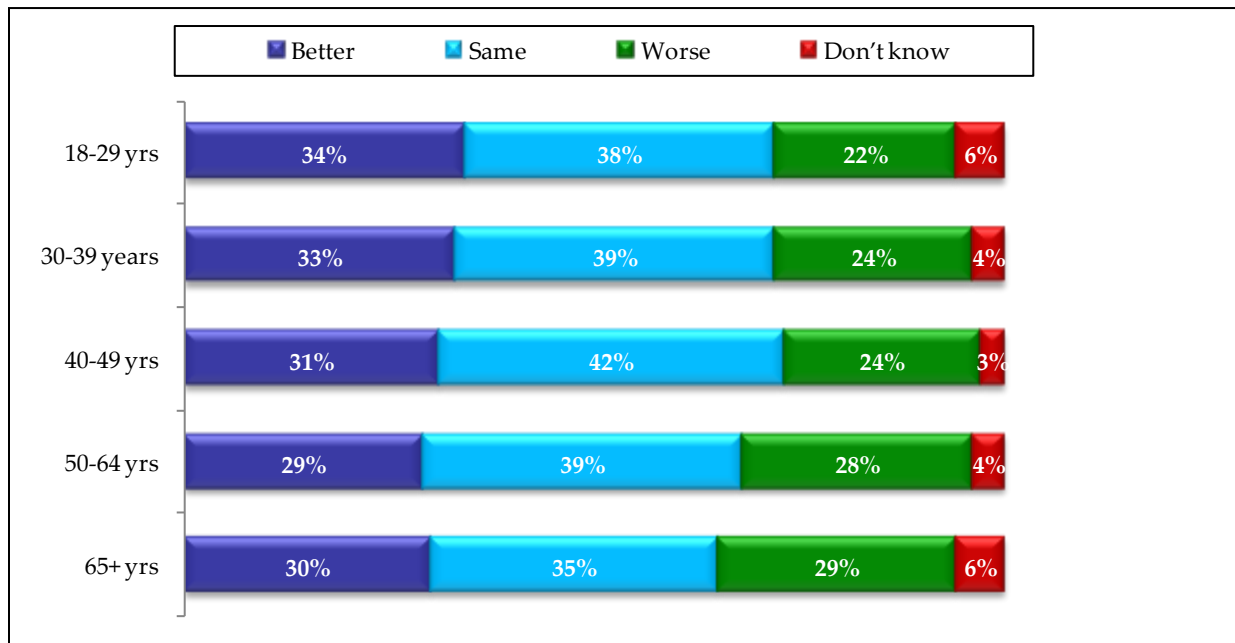
Respondents with a household income of less than \$30K are more likely to feel the quality has improved (37% vs. 31% among the more affluent). Meanwhile, 43% of higher earners say the quality has stayed the same (compared to only 29% of those with incomes of less than \$30K).

Those living in the highest density areas (3,000+ people per square mile) are much more likely than residents in lower density areas to say the quality of transportation has gotten worse over the past five years (33% vs. 23%, respectively).

Although not significant, those under 40 years old are more apt to note an improvement in quality (34% vs. 30% for older respondents) (**Figure 28**). In fact, the percentage of 18-29 and 30-39 year olds who believe transportation quality is better has increased dramatically since 2009 (34% vs. 27% and 33% vs. 18%, respectively).

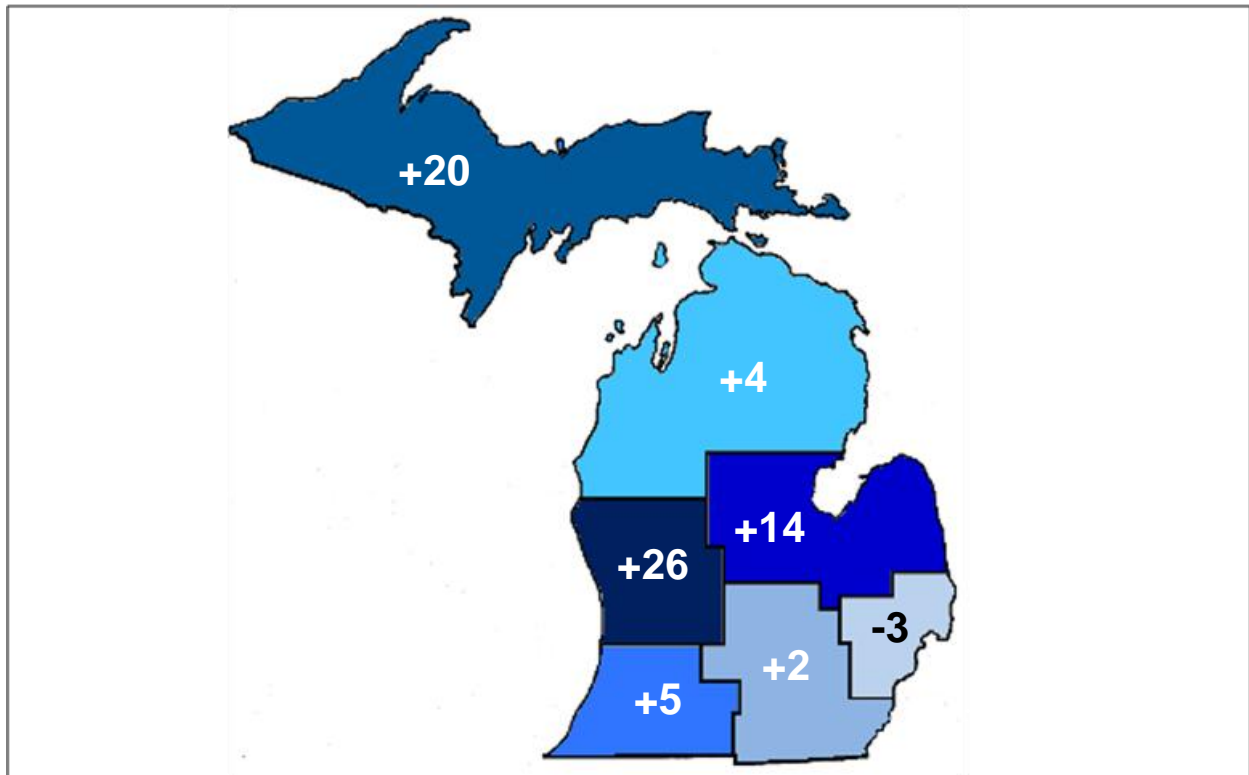
Compared to landline interviewees, cell phone only/mostly respondents are significantly more likely to believe the quality of transportation is better (40% vs. 30% among landline). Meanwhile, 27% of residents interviewed via landline say the quality has gotten worse compared to only 17% of cell phone interviewees who feel the same.

Figure 28. Michigan Adults Over 50 Years Old Are Least Likely to Believe the Quality of Transportation Is Better Than It Was Five Years Ago (Question 11)



For the regional analysis in **Figure 29**, we calculate the difference between the percentage who say transportation quality is worse than it was five years ago and the percentage who say it is better. Metro is the only region where more residents feel the quality of transportation has gotten worse than better (31% worse and 28% better, for a difference of -3% points). In all other regions, more adults rate the quality as better than worse.

Figure 29. Grand, Superior and Bay Residents Are Much More Likely to Believe Transportation Is Better Rather Than Worse vs. Five Years Ago; Metro Least Likely (Question 11)



Chapter 6. Improving Transportation: Public Satisfaction & Transportation Priorities

To learn the public's preference for what it wants in terms of improved transportation in Michigan in the future, respondents were asked two sets of questions applied to the same list of transportation priorities. We first asked respondents to rate a list of 28 priorities (read in random order) using an "importance" scale. The question was as follows:

Q6. Michigan faces a series of transportation priorities with limited resources. I am going to read a list of priorities for Michigan's state transportation on Interstates and State Highways where you live. In thinking about Michigan's priorities for the future, I would like you to tell me how important it is for Michigan to spend more resources to improve that area. Please keep in mind that asking for any increase in resources in one area requires a decrease in resources in another area. To do this, we will use a scale of "1" to "5" where a "5" means it is most important for Michigan to spend more resources to improve that area and a "1" means that it is least important for Michigan to spend more resources to improve that area. Of course you may also use any number in between.

Following the first question (Q6), respondents were asked two additional questions (Q7 & Q9) to rate their satisfaction with each of the same items. These lists were also given in a random order.

Q7. Now we will go through some attributes to find out how satisfied you are with MDOT's efforts to provide the following services on Interstates and State Highways where you live. Again we will use a "1" to "5" scale – this time a "5" means you are very satisfied with that service and a "1" means that you are not satisfied at all with that service. And again you may also use any number in between. Please do not consider city and county streets in your responses.

Q9. Now I would like to ask you about other transportation services. For each please tell me how satisfied you are with the adequacy of the following transportation services where you live. Again we will use the "1" to "5" scale where a "5" means you are very satisfied with that service and a "1" means that you are not satisfied at all with that service. And again you may also use any number in between.

An analytic note: The mean ratings for each of these questions are analyzed in this chapter, both in terms of where satisfaction is higher, where it is more important to spend resources, and in combination. To ease interpretation and make it more intuitive, the values used to calculate the mean ratings have been reversed from the values discussed above: more satisfactory items and higher priority items will both have higher means instead of lower means. (The reversal has no impact on the error ranges around the means.)

The reversal is straightforward. A '5' becomes a '1,' a '4' becomes a '2,' and so on, until a '1' becomes a '5.' This reversal was also implemented in the 2009 report, when satisfaction and prioritization were discussed in combination. Reversing the scale values at this point thus makes them more readily interpretable and increases consistency within the report as a whole.

Ratings of satisfaction and ratings of priorities for improvement are related to each other. Unsatisfactory performance sometimes drives priorities for improvements, though that is not always the case. Correlations range from $R^2 = -.17$ (*Availability of biking facilities and lanes for transportation purposes along highways*) to $R^2 = +0.20$ (*the electronic message boards that warn drivers of potential traffic delays and offer them ways to avoid delays*), with the negative correlations strongest on items with which the public is least satisfied and most want improved. Thus, while they are related, having them both adds to MDOT's understanding of how best to set priorities.

The sections that follow discuss the results for both question series within four broad categories of items: (1) road conditions and repair; (2) traffic; (3) information; and (4) alternative modes of transportation. The chapter is organized such that each category is discussed first for satisfactory performance and then for priorities. Following that, the current results for satisfaction and priorities are compared to those from 2009 to assess the key differences over time. Lastly, satisfaction and prioritization are discussed in the context of each other, first among all Michigan adults and then within each of the seven MDOT regions.

On the five-point *importance scale* (for spending resources to improve an area of transportation), the mean score range is from a high of 4.01 to a low of 2.71. On the five-point *satisfaction scale*, these items receive mean scores among all respondents (the average score for the five point scale) that range from a high of 3.99 to a low of 2.78. The error range around the mean rating for all attributes is between 0.03 and 0.05.

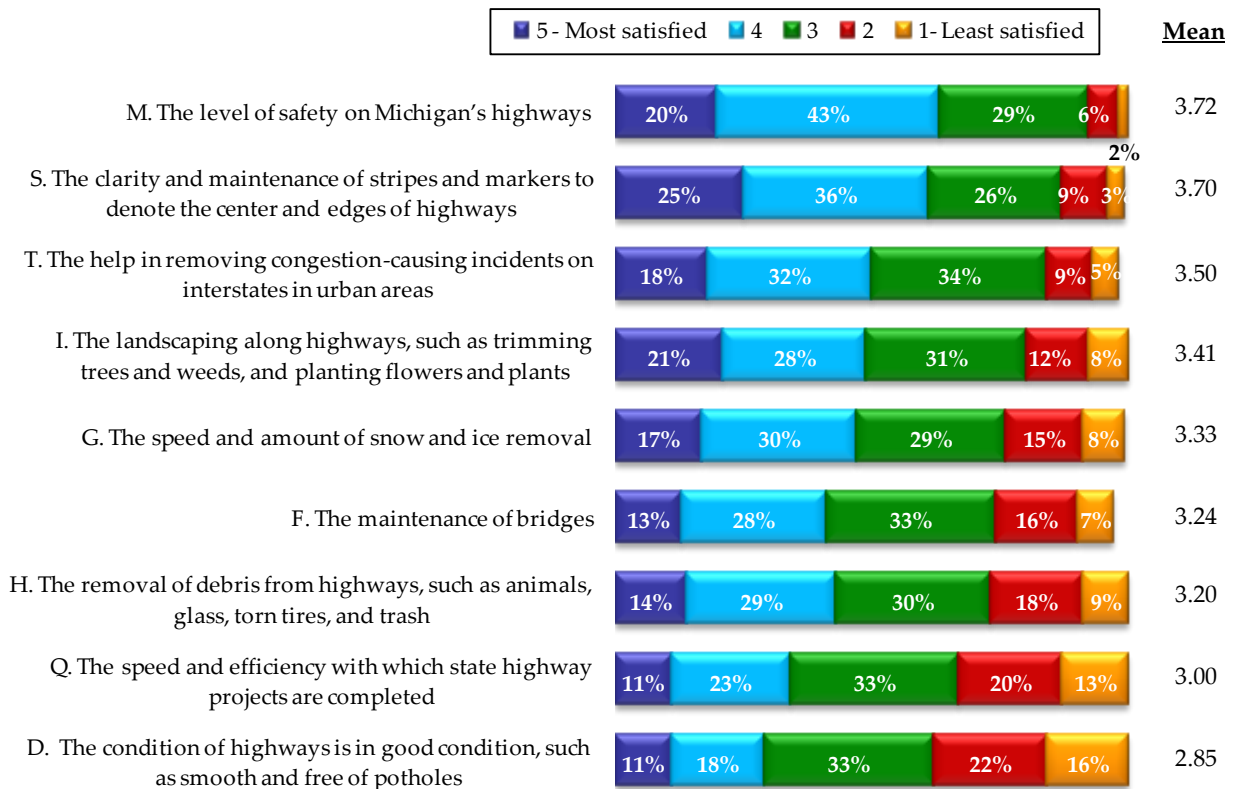
6.1 Road Conditions and Repair

The “Road Conditions and Repair” category contains nine items and is the most important in terms of priorities for the future. The four most important priorities are in this category, as well as seven of the top nine.

The level of safety on Michigan’s highways was the item with highest satisfaction rating, with a mean score on the five-point scale of 3.72 (Figure 30). The next items in terms of average satisfaction were *The clarity and maintenance of stripes and markers to denote the center and the edges of highways* (mean = 3.70) and *The help in removing congestion-causing incidents on Interstates in urban areas of Michigan by clearing accidents and providing motorist assistance to disabled vehicles* (mean = 3.50).

There is far less satisfaction with *The condition of highways is in good condition, such as smooth and free of potholes* (mean = 2.85); *The speed and efficiency with which state highway projects are completed* (mean = 3.00); and *The removal of debris from highways, such as animals, glass, torn tires and trash* (mean = 3.20).

Figure 30. Public Satisfaction: Road Conditions and Repair (Questions 7 & 9)



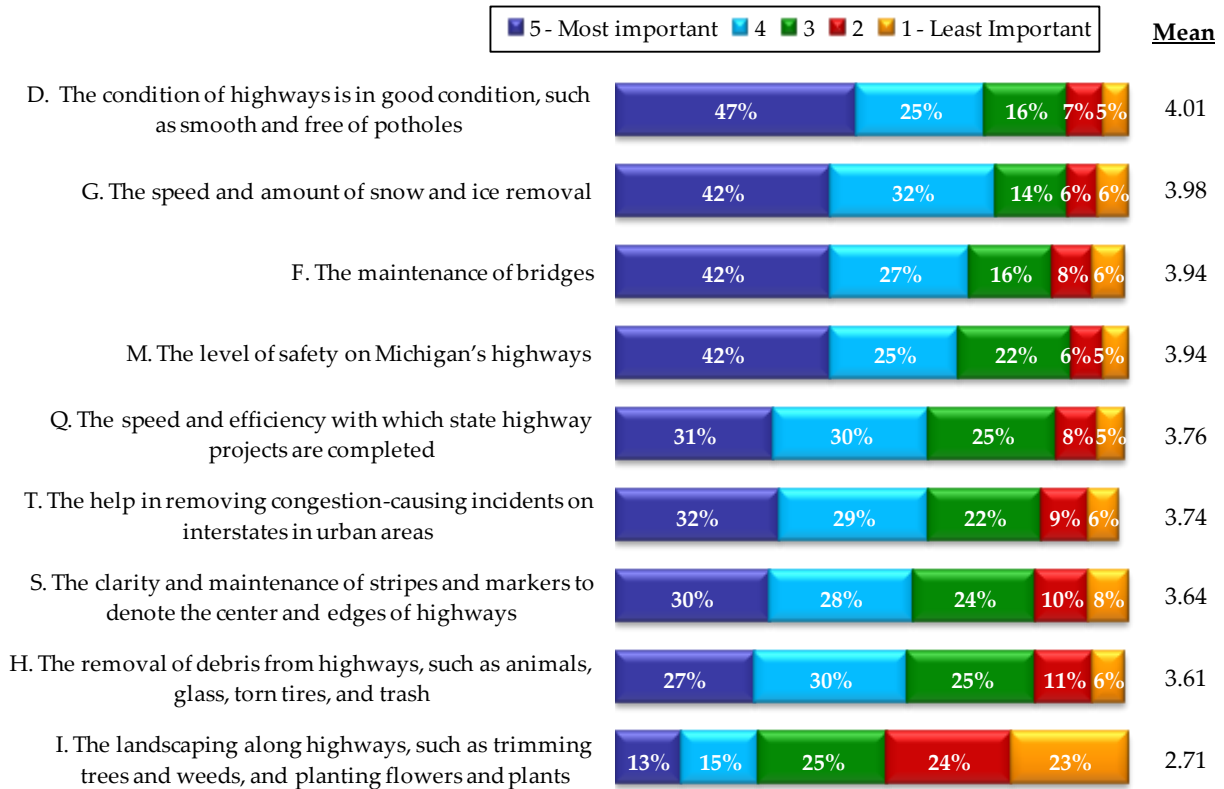
NOTE: “Don’t know” responses are excluded.

Focusing specifically on the three items with lowest satisfaction,

- *Satisfaction with The condition of highways is in good condition, such as smooth and free of potholes* (mean = 2.85) is lower among racial minorities (mean = 2.62), residents in the highest density areas (3000+ per sq mile, mean = 2.55) and those with commutes of more than 45 minutes (mean = 2.52).
- *Satisfaction with The speed and efficiency with which state highway projects are completed* (mean = 3.00) is lower among college graduates (mean = 2.79) and those with 45+ minute commutes (mean = 2.76).
- *The removal of debris from highways* (mean = 3.20) is less satisfactory to those with household incomes of \$50-\$74.9K (mean = 3.09), who are between the ages of 40-49 (mean = 3.08), racial minorities (mean = 3.05) and those with 45+ minute commutes (mean = 3.01).

Priorities for improvement are often the inverse of satisfaction. The highest priority for improvement is the least satisfactory (*The condition of highways is in good condition, such as smooth and free of potholes*, mean = 4.01). Conversely, one of the most satisfactory items in the category, *The clarity and maintenance of stripes and markers to denote the center and the edges of highways* is the third lowest priority for improvement (mean = 3.64) (**Figure 31**). Three other key areas for improvement are *The speed and amount of snow and ice removal* (mean = 3.98); *The level of safety on Michigan's highways* (mean = 3.94); and *The maintenance of bridges* (mean = 3.94). Other lower priority items (in addition to *clarity and maintenance of stripes and markers* are *The removal of debris from highways, such as animals, glass, torn tires and trash* (mean = 3.61) and *The landscaping along highways, such as trimming trees and weeds and planting flowers and plants* (mean = 2.71).

Figure 31. More Resources for Future Priorities: Road Conditions and Repair (Question 6)



NOTE: "Don't know" responses are excluded.

Regarding the top two areas for improvement,

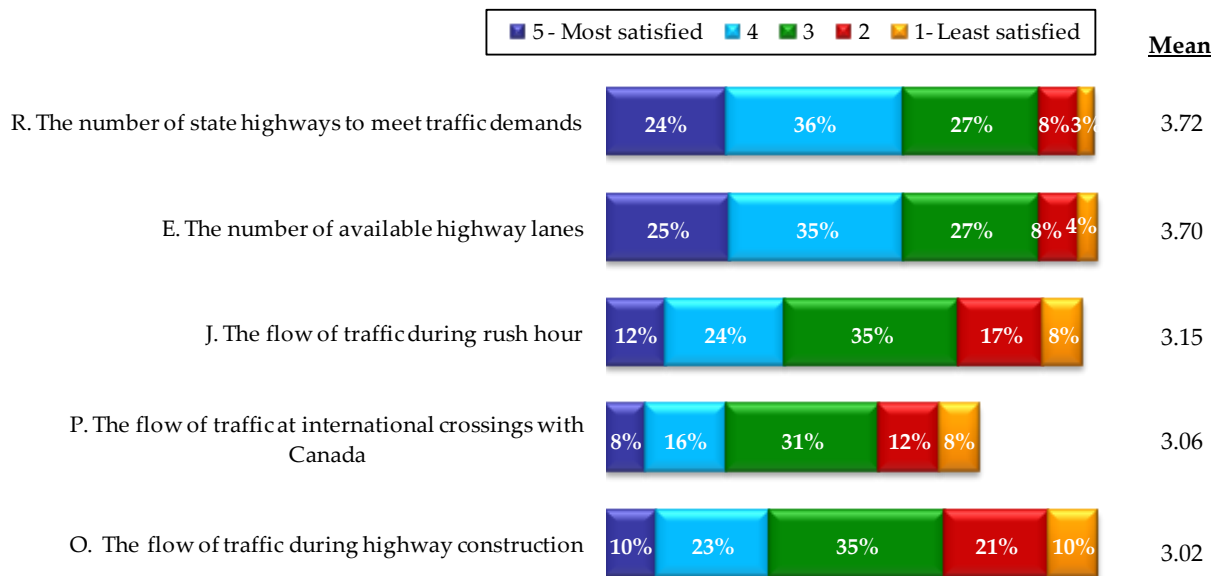
- *The condition of highways is in good condition, such as smooth and free of potholes* (mean = 4.01) is of special concern to residents age 30-39 (mean = 4.31) as well as those with 45+ minute commutes (mean = 4.17).
- *The speed and amount of snow and ice removal* (mean = 3.98) is a higher priority among those with household incomes of less than \$30K (mean = 4.14), who are 30-39 years old (mean = 4.14) and women (mean = 4.04).

Comparisons to results from 2009, to assess changes in satisfaction and priorities over time, are discussed for all items together in **Section 6.9**.

6.2 Traffic

Average satisfaction across all traffic attributes is 3.33 which is fairly neutral. Similar to the prior wave, the two traffic items that garnered the highest levels of satisfaction involve Michigan’s highways (**Figure 32**): *The number of state highways to meet traffic demands* (mean = 3.72) and *The number of available highway lanes* (mean = 3.70).

Figure 32. Public Satisfaction: Traffic
(Questions 7 & 9)



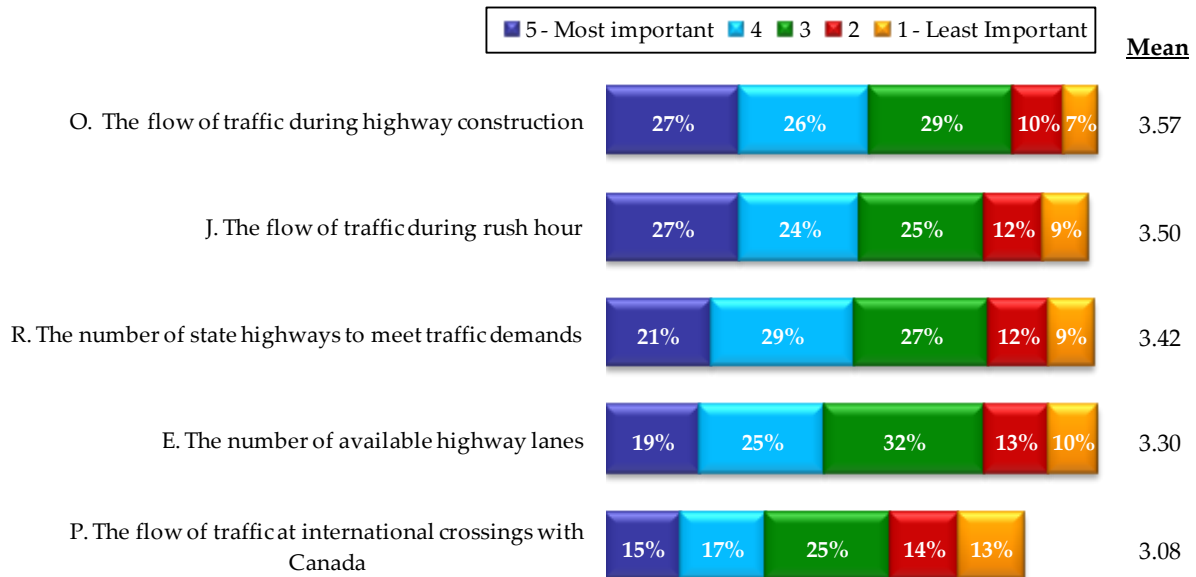
NOTE: “Don’t know” responses are excluded.

The two items in this category where MDOT performance is least satisfactory are *The flow of traffic during highway construction* (mean = 3.02) and *The flow of traffic at international crossings with Canada* (mean = 3.06).

- Satisfaction with *The flow of traffic during highway construction* (mean = 3.02) is lowest among residents living in areas with 3,000+ people per square mile (mean = 2.76), those who commute more than 45 minutes (mean = 2.83) and those with household incomes of at least \$50K (mean = 2.87). However, length of commute and income has little bearing of its importance.
- *The flow of traffic at international crossings with Canada* (mean = 3.06) is rated less satisfactory by those with the longest commutes (mean = 2.76) as well as adults with household incomes of \$75K+ (2.96).

The two most satisfactory items (*The number of state highways to meet traffic demands and The number of available highway lanes*) are considered less important as priorities for the future, while the least satisfactory (*The flow of traffic during highway construction*) is the highest priority. (Figure 33).

Figure 33. More Resources for Future Priorities: Traffic (Question 6)



NOTE: “Don’t know” responses are excluded.

While there is a strong relationship between ratings of satisfaction and priorities for improvement, demographic differences in priorities are not always consistent with satisfaction.

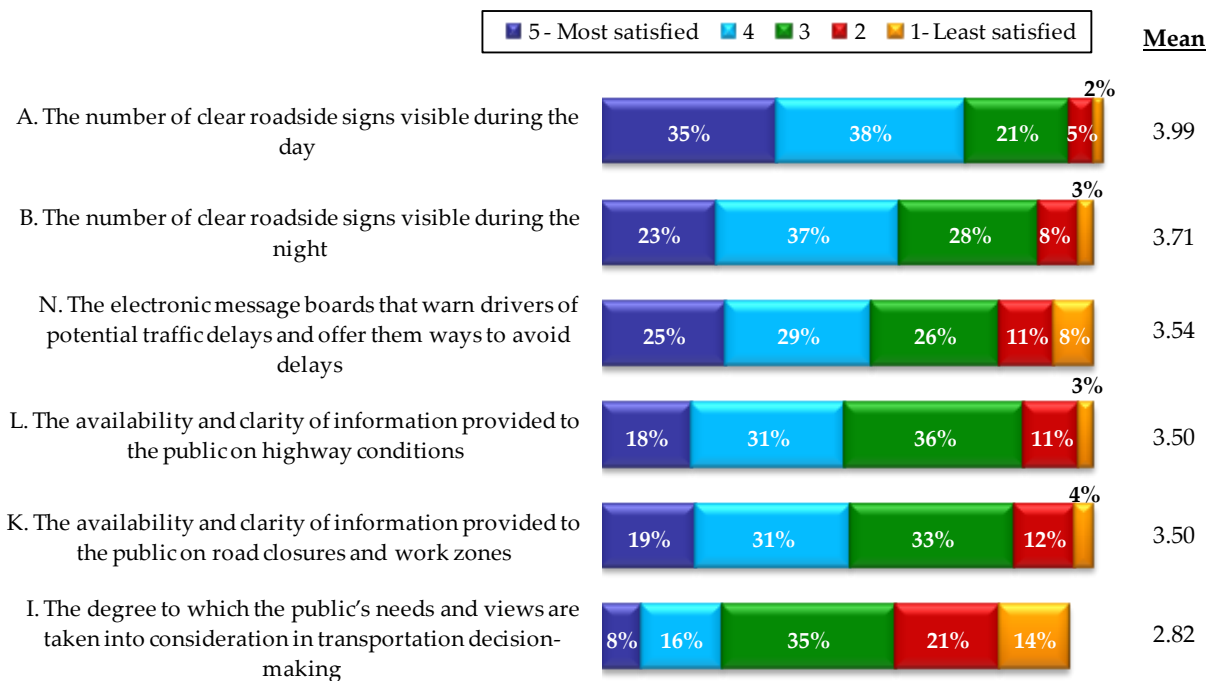
- *The flow of traffic during highway construction* (mean = 3.57): those living in areas with 3,000+ people per square mile gave lower than average satisfaction ratings to this attribute and consequently, also consider it more of a priority (mean = 3.71).

In addition, racial minorities and non-college graduates give significantly higher priority ratings than their counterparts for nearly all traffic attributes.

6.3 Information

Overall, residents are satisfied with the information they receive from MDOT, giving a mean rating of 3.51 across all six attributes—higher than any other category. Michigan adults give *The number of clear roadside signs visible during the day* the highest satisfaction rating across all 28 attributes (mean = 3.99 - **Figure 34**). Other high ranking items in the category for satisfaction are *The number of clear roadside signs visible during the night* (mean = 3.71) and *The electronic message boards that warn drivers of potential traffic delays and offer them ways to avoid delays* (mean = 3.54).

Figure 34. Public Satisfaction: Information
(Questions 7 & 9)



NOTE: "Don't know" responses are excluded.

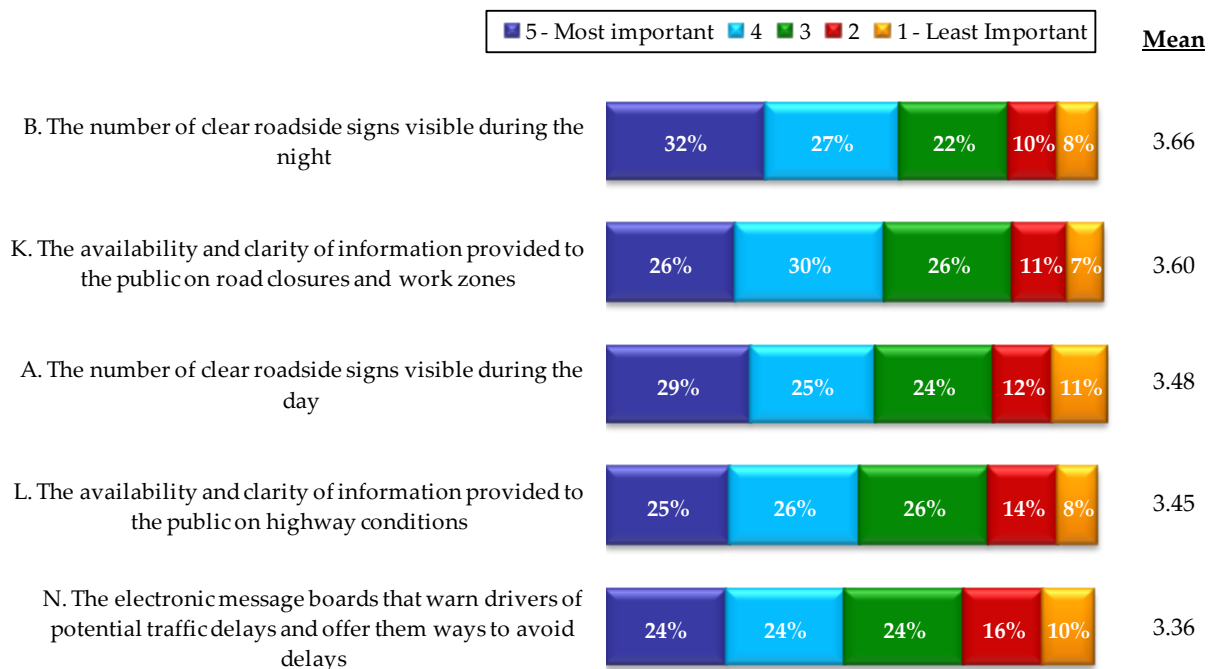
For the most part, racial minorities and higher income earners (\$50K+) are significantly less satisfied than their counterparts on several attributes in this category. However, a number of additional significant differences in satisfaction emerge among specific population segments:

- Satisfaction with *The degree to which the public's views are taken into consideration in transportation decision making* (mean = 2.82) is much lower among residents with commute times in excess of 45 minutes (mean = 2.59).
- Racial minorities are much more likely than Caucasian respondents to give a lower average rating when it comes to *The number of clear roadside signs visible during the day and at night* (means = 3.64 and 3.29, respectively).

- The aspect considered third-least satisfying is *The availability and clarity of information provided to the public on highway conditions* (mean = 3.50), which is rated less favorably by men (mean = 3.43) than women (mean = 3.57). Likewise, younger respondents are less satisfied than are those 50 or older (means = 3.45 and 3.57, respectively).
- *The availability and clarity of information provided to the public on road closures and work zones* is one of least satisfying items (mean = 3.50) and is even less so among respondents under 50 years old (mean = 3.38), men (mean = 3.39) and those who commute 45+ minutes (mean = 3.26).

The three items considered highest priority for improvements are *The number of clear roadside signs visible during the night*, *The availability and clarity of information provided to the public on road closures and work zones* and *The number of clear roadside signs visible during the day* (**Figure 35**). *The availability and clarity of information provided to the public on highway conditions* and *The electronic message boards that warn drivers of potential traffic delays and offer them ways to avoid delays* are lower in priority.

Figure 35. More Resources for Future Priorities: Information (Question 6)



NOTE: "Don't know" responses are excluded.

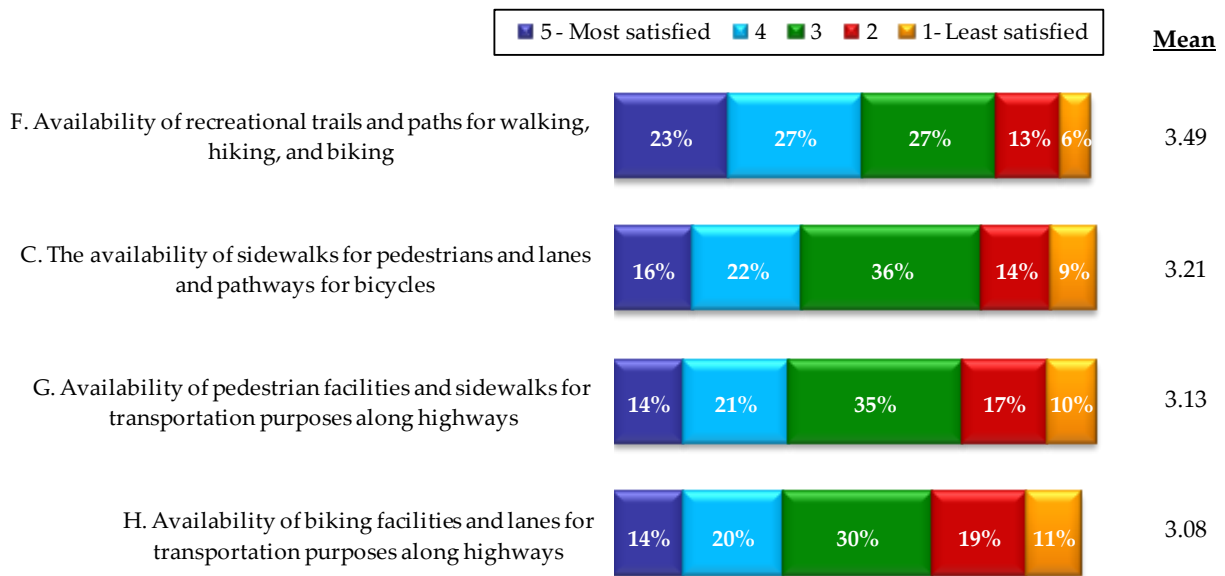
When examining importance ratings by sub-group, a few differences emerge:

- Those with household incomes of less than \$50K, racial minorities and non-college graduates place a significantly higher level of importance on *all five* attributes in this category.
- Additionally, women give a significantly higher importance scores than men for *The number of clear roadside signs visible during the day* (mean = 3.58), *The number of clear roadside signs visible at night* (mean = 3.76) and *The availability and clarity of information provided to the public on highway conditions* (mean = 3.54).

6.4 Bicycle and Pedestrian

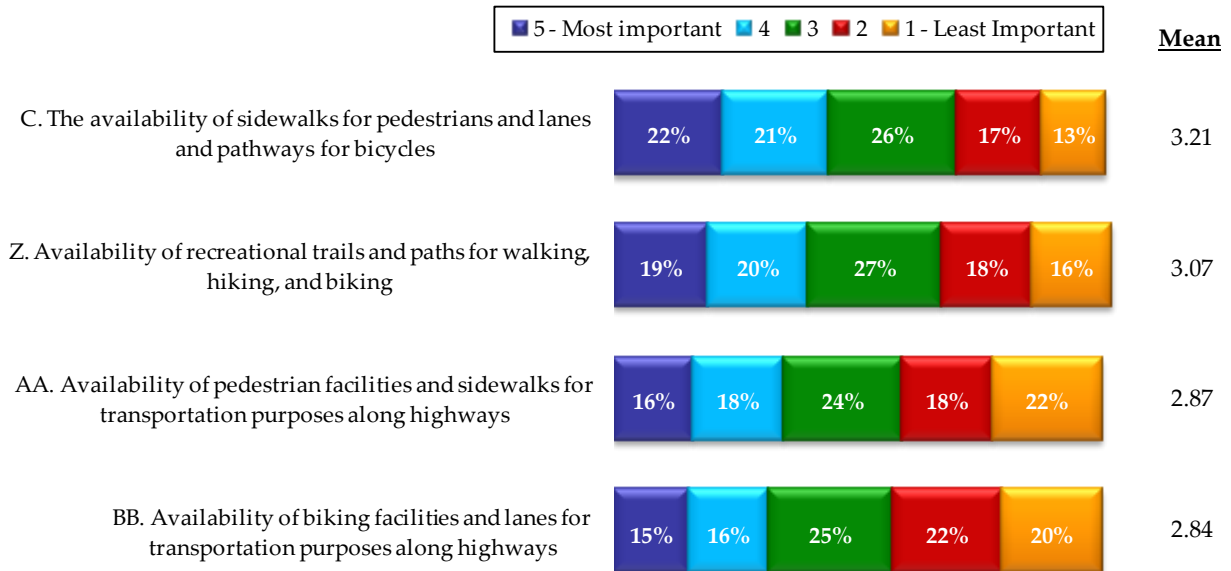
Bicycle and pedestrian services are generally considered by the Michigan public to be neither satisfactory nor important. With the exception of satisfaction for *Availability of recreational trails and paths for walking, hiking and biking*, all other satisfaction and importance ratings for the four bicycle and pedestrian services are near the bottom among the full attribute set. Consequently, Michigan residents, while not being satisfied with these services, are less willing to devote resources to this area relative to other areas (Figure 36 and 37).

Figure 36. Public Satisfaction: Bicycle and Pedestrian (Questions 7 & 9)



NOTE: "Don't know" responses are excluded.

Figure 37. More Resources for Future Priorities: Bicycle and Pedestrian (Question 6)



NOTE: “Don’t know” responses are excluded.

Satisfaction with, and importance, of MDOT’s efforts on bicycle and pedestrian services is related to demographics—particularly race:

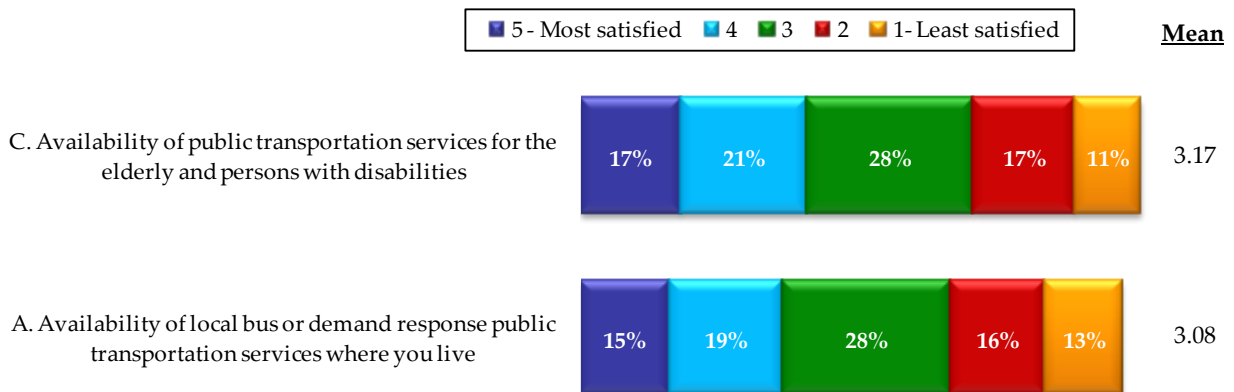
- *Availability of recreational trails and paths for walking, hiking and biking* is the one item in the category with relatively high satisfaction (mean = 3.49) and, like all other items, receives a lower satisfaction score from racial minorities (mean 2.95). While this demographic segment also gives a higher importance score to this metric (mean = 3.32 vs. 3.07 among total respondents), several other groups consider this to be of more importance. For example, non-college graduates, those with lower household incomes (under \$50K) and respondents under 50 years old also give higher than average importance scores.
- *Availability of biking facilities and lanes for transportation purposes along highways* (mean = 3.08) is least satisfactory for racial minorities (mean = 2.70) and those with less than \$30K in household income (mean = 2.95). These segments also place a higher priority on this item compared to the overall importance rating of 2.84.
- *The availability of sidewalks for pedestrians and lanes and pathways for bicycles* (mean = 3.21) receives a lower average satisfaction rating from racial minorities (mean = 2.99). On importance (overall mean = 3.21), this group is also more likely to give a higher rating (mean = 3.52). Other segments placing a higher than average priority on this item include the lowest income earners (mean = 3.60), women (mean = 3.33) and respondents under 50 years old (mean = 3.31).

- Satisfaction with the *Availability of pedestrian facilities and sidewalks for transportation purposes along highways* (mean = 3.13) is lowest among minorities (mean = 2.97), those with household incomes of less than \$30K (mean = 2.98), 18-29 year olds (mean = 3.01) and college graduates (mean = 3.03). Although this item is ranked low overall in terms of importance (mean = 2.87), all of these demographic groups (except for college graduates), consider this to be of above average importance.

6.5 Local Public Transit

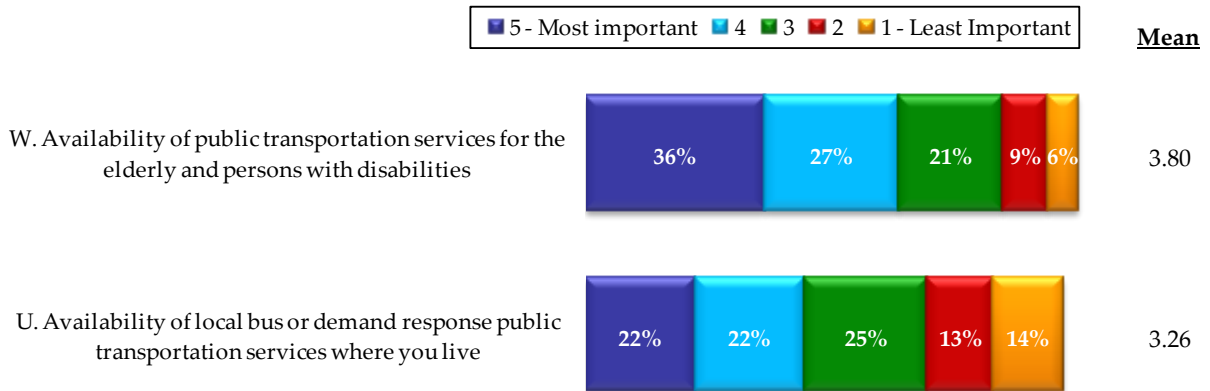
The two local public transit items are considered by Michigan residents to be at least somewhat important services that have lower satisfaction levels. *Availability of public transportation services for the elderly and persons with disabilities* and *Availability of local bus or demand response public transportation services where you live* rank 5th and 19th (out of 28) in importance among all attribute items; they are only 19th and 22nd in satisfaction. (Figures 38 and 39).

Figure 38. Public Satisfaction: Local Public Transit
(Questions 7 & 9)



NOTE: "Don't know" responses are excluded.

Figure 39. More Resources for Future Priorities: Local Public Transit (Question 6)



NOTE: “Don’t know” responses are excluded.

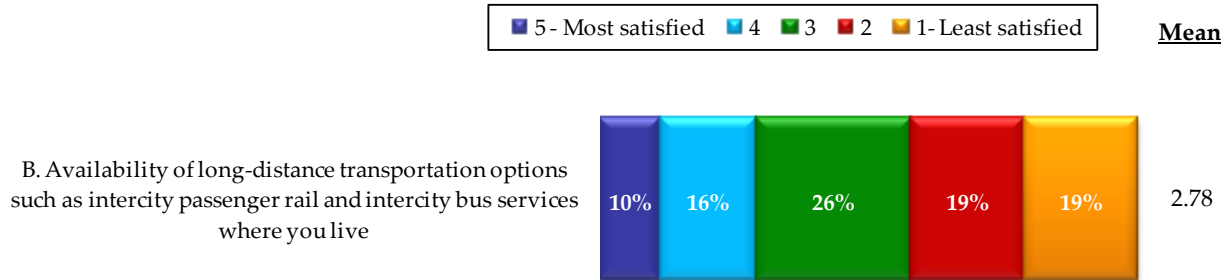
Satisfaction with, and importance of, local public transit is more likely to be an issue for more urban, affluent residents.

- Those with incomes over \$50K as well as college graduates give lower than average satisfaction ratings to both metrics. However, they are less likely than their counterparts to be willing to devote resources to improvement.
- Those living in the highest density areas are significantly less likely to satisfied with the *Availability of public transportation services for the elderly and persons with disabilities* (mean = 2.77) and also give higher than average importance ratings on this metric (mean = 3.98).

6.6 Long Distance Transit

Among the full set of attribute items, the Michigan public is least satisfied with *Availability of long distance transportation options such as intercity passenger rail and intercity public transportation services where you live*. Although Michigan residents express low satisfaction with their long distance transit options, they do not think it is as important to use resources to improve this area relative to other areas (importance rank: 21st of 28) (**Figures 40 and 41**).

Figure 40. Public Satisfaction: Long Distance Transit (Questions 7 & 9)

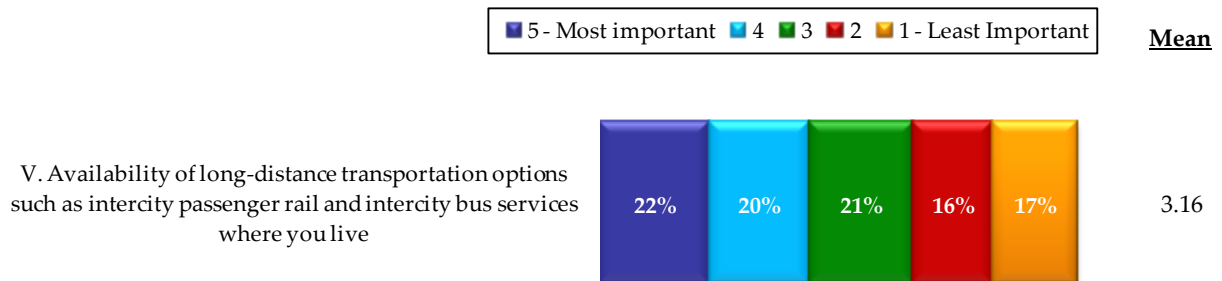


NOTE: “Don’t know” responses are excluded.

In terms of satisfaction among demographic groups,

- Availability of long distance transportation options such as intercity passenger rail and intercity public transportation services where you live receives lower than average scores from residents with household incomes over \$50K (mean = 2.58) and college graduates (mean = 2.62).

Figure 41. More Resources for Future Priorities: Long Distance Transit (Question 6)



NOTE: “Don’t know” responses are excluded.

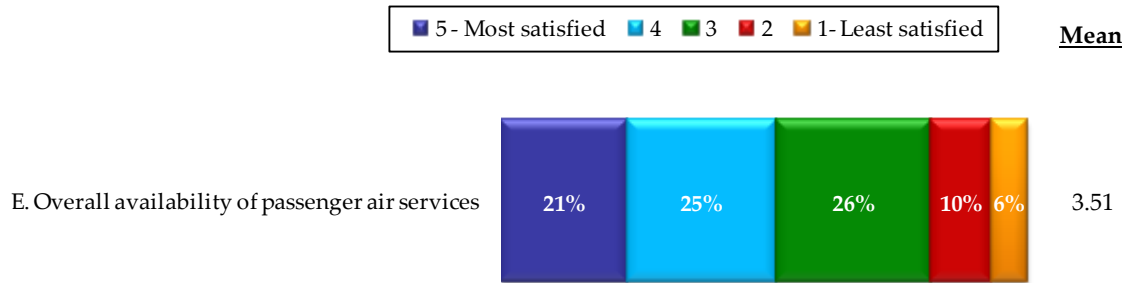
In terms of importance,

- Racial minorities (mean = 3.68), those under 50 (mean = 3.21) and women (mean = 3.20) place more of a priority on these options.

6.7 Aviation

Michigan residents are very satisfied with *Overall availability of passenger air services in Michigan* (rank 8th of 28 – see **Figure 42**). Perhaps due to the public’s satisfaction, this item is also ranked near the bottom among all items as a priority for improvement (23rd of 28 – see Figure 43).

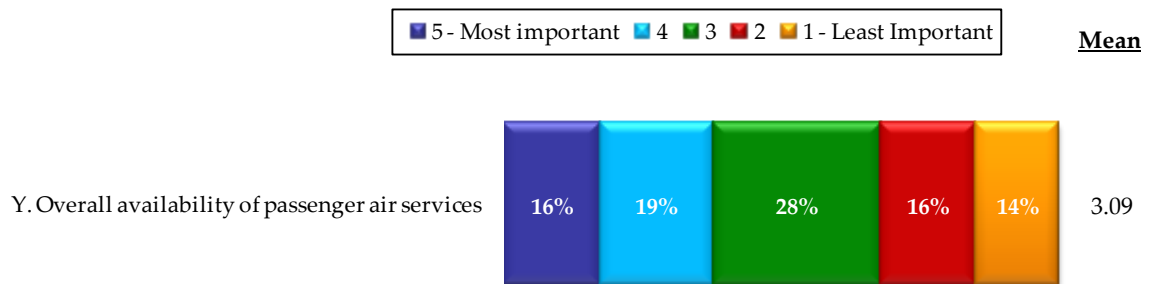
Figure 42. Public Satisfaction: Aviation
(Questions 7 & 9)



NOTE: “Don’t know” responses are excluded.

Overall, all demographic groups are satisfied with *Overall availability of passenger air services in Michigan*. However, the importance of this item differs somewhat among segments with lower income residents, non-college graduates and racial minorities placing more importance on this attribute.

Figure 43. More Resources for Future Priorities: Aviation
(Question 6)

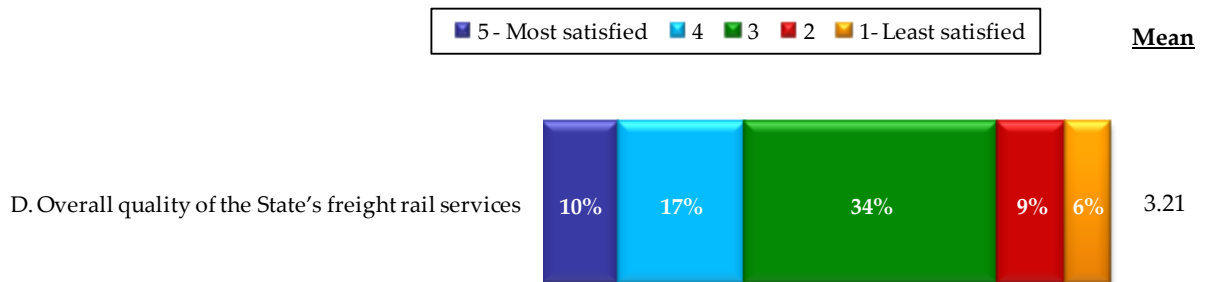


NOTE: “Don’t know” responses are excluded.

6.8 Freight

Overall quality of the state’s freight rail services is considered in the bottom half of all attributes for satisfaction and near the very bottom for importance as a priority. (Figures 44 and 45). It is important to note that a sizeable proportion of the Michigan public cannot rate this item for satisfaction or priority due to a lack of familiarity (24% “Don’t know” for satisfaction; 19% for priority).

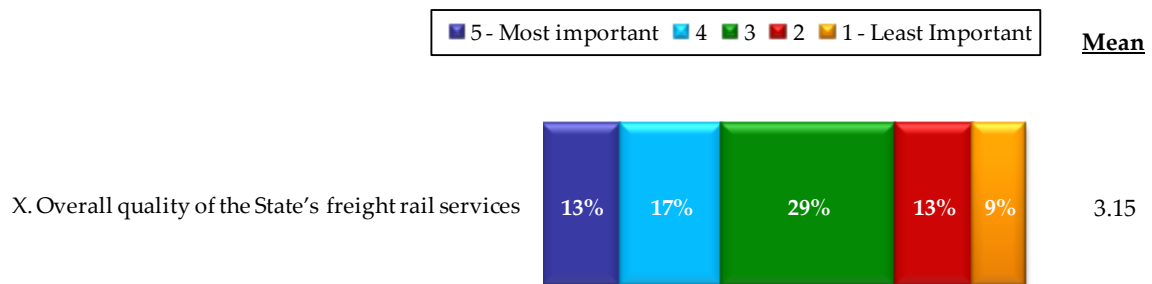
Figure 44. Public Satisfaction: Freight
(Questions 7 & 9)



NOTE: “Don’t know” responses are excluded.

In terms of satisfaction, demographic segments are fairly consistent in their level of satisfaction with the Overall quality of the state’s freight rail services. However, non-college graduates and those with incomes under \$30K give a higher than average priority to this item.

Figure 45. More Resources for Future Priorities: Freight
(Question 6)



NOTE: “Don’t know” responses are excluded.

6.9 Changes in Satisfaction and Priorities Over Time

As discussed previously, the proportion of those satisfied with MDOT increased substantially this wave—73% are very or somewhat satisfied vs. 63% in 2009. Furthermore, the percentage of respondents who report being *very* satisfied with MDOT has risen from 11% in 2009 to 13% currently. Ratings of attributes for their satisfaction (and their importance for improvement) provide insight into what is driving this change. For this analysis, the current mean ratings have been compared to those from the prior research with differences in the means representing shifts in satisfaction and importance. The analysis below focuses on those items where the shifts are the greatest.

In total, six items exhibit a decline in satisfaction, four of which are accompanied by an increase in average importance:

- *The electronic message boards that warn drivers of potential traffic delays and offer them ways to avoid delays* (-0.04; with its importance increasing by 0.12)
- *The speed and efficiency with which state highway projects are completed* (-0.03, accompanied by a rise in importance of 0.19)
- *The flow of traffic at international crossings with Canada* (-0.01; with its importance increasing by 0.07)
- *The maintenance of bridges* (-0.01, accompanied by a rise in importance of 0.10)

While mean satisfaction for *Overall availability of passenger air services* is lower this wave (-0.04), so is the average importance (-.05).

Although importance is not rated for this item, satisfaction with *The degree to which the public's needs and views are taken into consideration in transportation decision-making* has also declined from 2009 (0.05 points).

Satisfaction with the remaining 26 items improved from 2009 with ten showing increases of 0.20 points or more. Those exhibiting the largest gains include:

- *Availability of biking facilities and lanes for transportation purposes along highways* (by 0.35 points).
- *The number of available highway lanes* (by 0.34 points).
- *Availability of pedestrian facilities and sidewalks for transportation purposes along highways* (by 0.30 points).
- *Availability of long-distance transportation options such as intercity passenger rail and intercity bus services where you live* (by 0.28 points).
- *The number of state highways to meet traffic demands* (by 0.27 points).

Only two items decreased in mean importance: *Availability of long-distance transportation options such as intercity passenger rail and intercity bus services where you live* (by 0.7 points) and *Overall availability of passenger air services* (by 0.5 points).

6.10 Combining Satisfaction Today with Priority for the Future

6.10.1 Introduction

An instructive manner in which to use the satisfaction and importance measures is to take the 28 items that appear in both lists and plot them in a scatter graph. In this type of graph, the y-axis, or vertical axis, is the importance of spending more to improve an aspect of Michigan's transportation system. The higher an item is on the graph, the greater is its importance as a spending priority. The x-axis, or horizontal axis, of the graph is the level of satisfaction an item receives. The more to the right an item is plotted on the graph, the higher the level of satisfaction with it. When considering each graph, those items closer to the top left corner are the ones that should be Michigan's greatest priorities based on public perceptions. Conversely, those items in the lower right hand corner are of lesser priority, again based on public opinion.

Sections 6.10.2 through 6.10.9 discuss the results of the scatter graph analysis, first for all adults and then for each of the seven regions.

Before moving on to the scatter graph analyses, it should be pointed out that public opinion is an important, but not the only consideration for MDOT in formulating action items for improving transportation in Michigan going forward. In some instances, the public's stated preferences for improvement may align with the best interests of transportation planning for the state. In other instances, however, these results may suggest a public information campaign rather than direct action. MDOT may want to raise awareness for the importance of a transportation area or to improve awareness of what has already been accomplished in that area. Regardless of the path to action, public opinion is a key component to any action plan for transportation improvement in Michigan.

6.10.2 All Adults

Figure 46 shows the scatter graph for all respondents in the study. By far the most important priority for MDOT is D. Condition of the highways, located in the upper left corner of the chart. As was the case in 2009, this item represents the number one priority for all seven regions.

A set of six secondary priorities just below the condition of highways include:

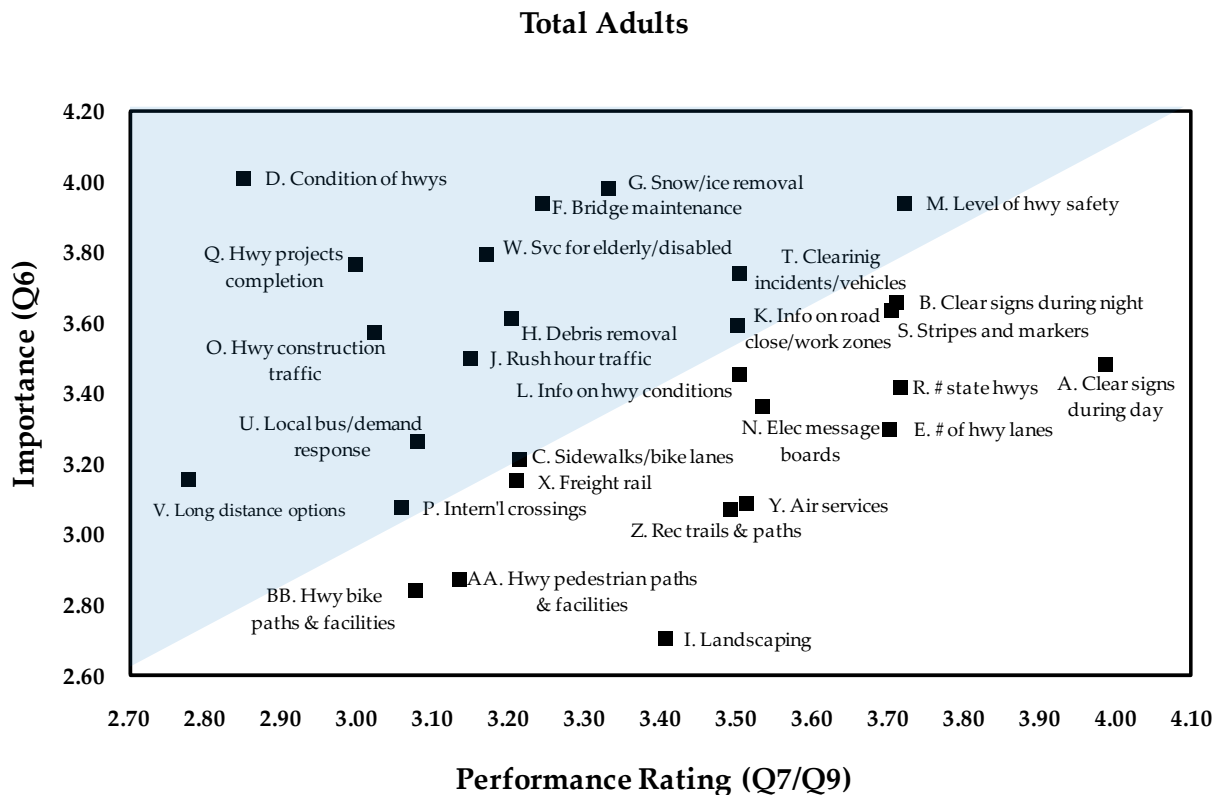
- G. Snow/ice removal
- F. Bridge maintenance
- W. Public transportation service for the elderly/disabled
- Q. Speed and efficiency of highway projects completion
- O. Flow of traffic during highway construction
- H. Removal of debris

A third tier of eight additional priorities, ranking below the ones above but still in need of addressing are:

- M. Level of safety on highways
- T. Removing congestion-causing accidents/vehicles
- K. Information on road closures/work zones
- J. Flow of traffic during rush hour
- U. Local bus/demand response service
- C. Sidewalks for pedestrians and pathways for bicycles
- P. International crossings
- V. Long distance transportation options

Although there are slight variations among regions, overall, these core 15 items are generally MDOT's top priorities. Given the low priority and relatively high satisfaction, the item that least warrants attention is I. Landscaping.

Figure 46. All Adults: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items (Questions 6, 7 & 9)



6.10.3 Metro Region

Compared to every other region, Metro residents have the lowest average satisfaction score across all 28 attributes with the second highest average rating in terms of importance. Considering this is the region with the highest proportion of Michigan adults (40% of the state's population), the perceptions of Metro residents have a strong impact on the overall satisfaction and importance ratings.

The number one priority for this region is D. Condition of highways (**Figure 47**).

A second tier of priorities includes six items:

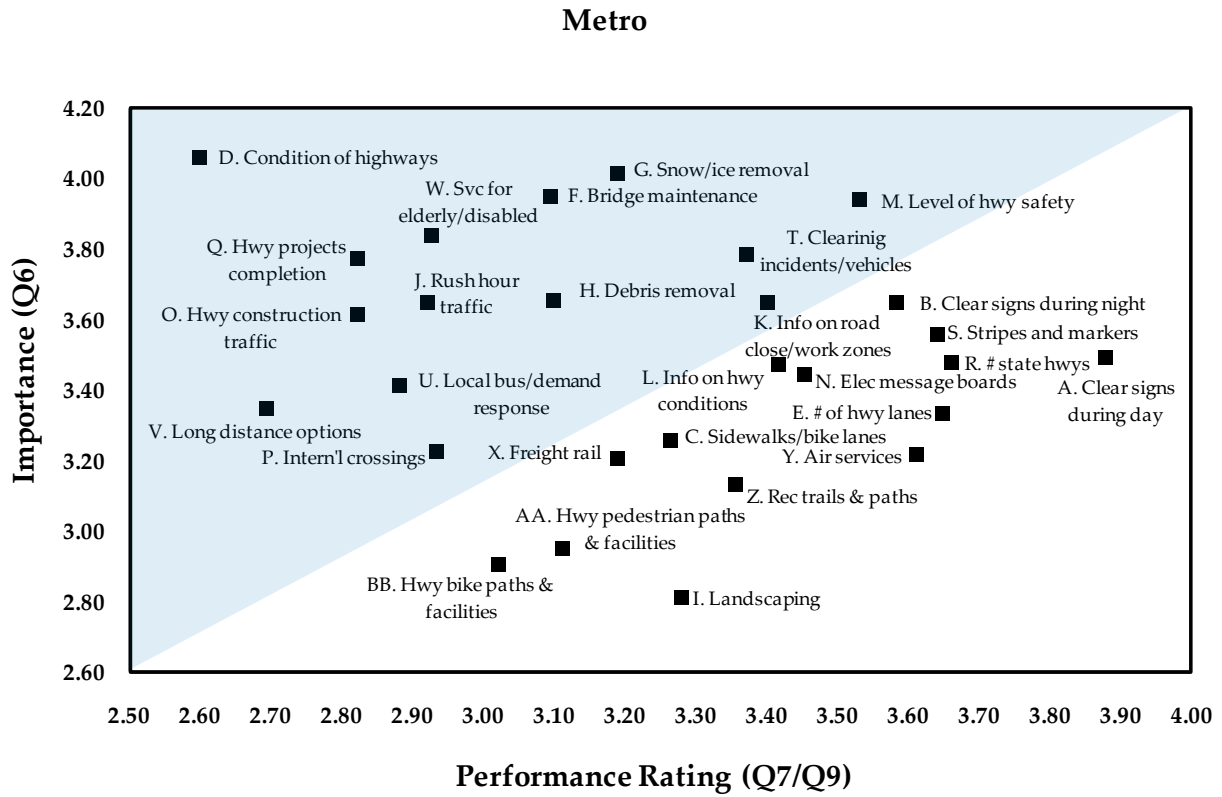
- G. Snow/ice removal
- F. Bridge maintenance
- W. Public transportation service for the elderly/disabled
- Q. Speed and efficiency of highway projects completion
- J. Flow of traffic during rush hour
- O. Flow of traffic during highway construction

A third tier of seven additional priorities, ranking below the ones above but still in need of addressing are:

- M. Level of safety on highways
- T. Removing congestion-causing accidents/vehicles
- K. Information on road closures/work zones
- H. Removal of debris
- U. Local bus/demand response service
- V. Long distance transportation options
- P. International crossings

With the exception of a few minor deviations, the priorities for the Metro region are similar to those of total respondents. Two items dropped in importance for these residents: H. Removal of debris and C. Sidewalks for pedestrians and pathways for bicycles. While the former simply dropped from the second to third tier and is still a priority, the latter is not (below the diagonal line).

Figure 47. Metro: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items (Questions 6, 7 & 9)



6.10.4 University Region

Relative to other regions, average satisfaction is highest among University residents while the average importance rating ranks fourth. The top priority for the University region is D. Condition of highways (**Figure 48**).

A second tier of priorities for this region includes five items:

- F. Bridge maintenance
- G. Snow/ice removal
- W. Public transportation service for the elderly/disabled
- Q. Speed and efficiency of highway projects completion
- O. Flow of traffic during highway construction

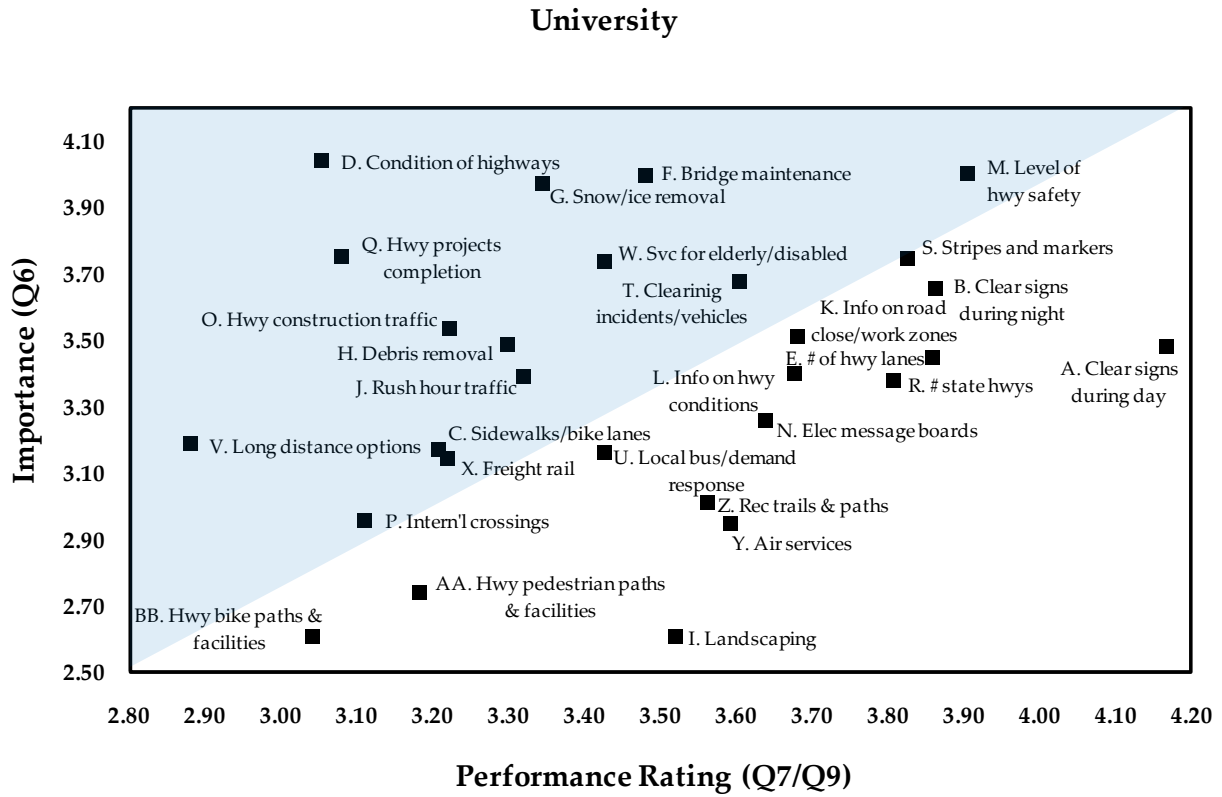
A third tier includes eight additional priorities:

- M. Level of safety on highways
- T. Removing congestion-causing accidents/vehicles
- H. Removal of debris
- J. Flow of traffic during rush hour
- V. Long distance transportation options
- C. Sidewalks for pedestrians and pathways for bicycles
- X. Quality of freight rail services
- P. International crossings

In this region, K. Information on road closures/work zones and U. Local bus/demand response service drops from the third tier of priorities while H. Removal of debris, a second-tier item among total respondents, drops down one tier among residents of this region.

Although not a statewide priority, X. Quality of freight rail services emerges as an area of concern for University residents.

Figure 48. University: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items (Questions 6, 7 & 9)



6.10.5 Southwest Region

Southwest residents have quite a few priorities compared to those from other regions and the average satisfaction and importance scores for these respondents are relatively low (fifth and sixth, respectively). The number one priority is D. Condition of highways (**Figure 49**).

A second tier of top priorities are:

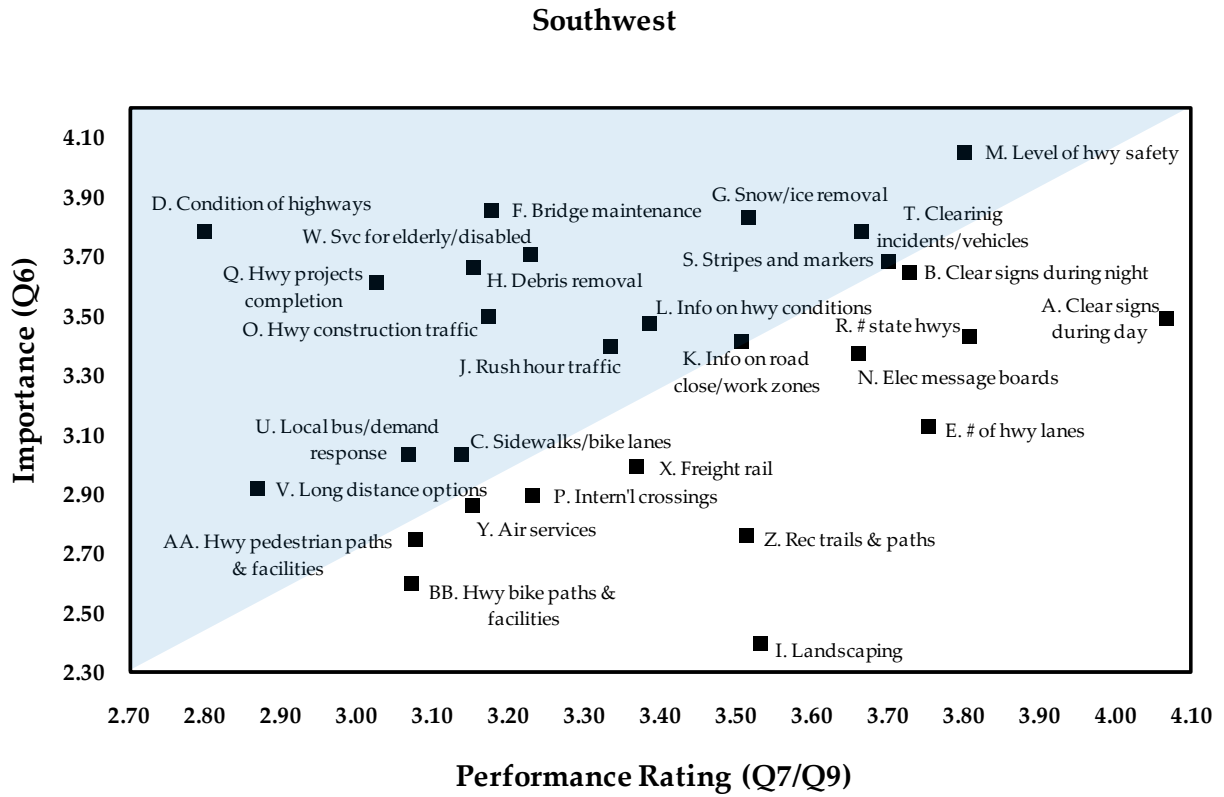
- M. Level of safety on highways
- G. Snow/ice removal
- F. Bridge maintenance
- W. Public transportation service for the elderly/disabled
- H. Removal of debris
- Q. Speed and efficiency of highway projects completion
- O. Flow of traffic during highway construction

The third tier includes a number of priorities:

- T. Removing congestion-causing accidents/vehicles
- S. Clarity and maintenance of stripes and markers
- L. Information on highway conditions
- K. Information on road closures/work zones
- J. Flow of traffic during rush hour
- U. Local bus/demand response service
- C. Sidewalks for pedestrians and pathways for bicycles
- V. Long distance transportation options

In this region, M. Level of safety on highways is considered more of a priority, moving up from the third to the second tier. Two items, S. Clarity and maintenance of stripes and markers and L. Information on highway conditions also rise enough to be considered priorities for the region while the opposite is true for P. International crossings.

Figure 49. Southwest: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items (Questions 6, 7 & 9)



6.10.6 Bay Region

Bay residents have fewer priorities than most other regions and rank fourth and fifth, respectively, when it comes to average satisfaction and importance scores. D. Condition of highways (**Figure 50**) is the top priority for these respondents.

Three items comprise the second tier:

- G. Snow/ice removal
- F. Bridge maintenance
- Q. Speed and efficiency of highway projects completion

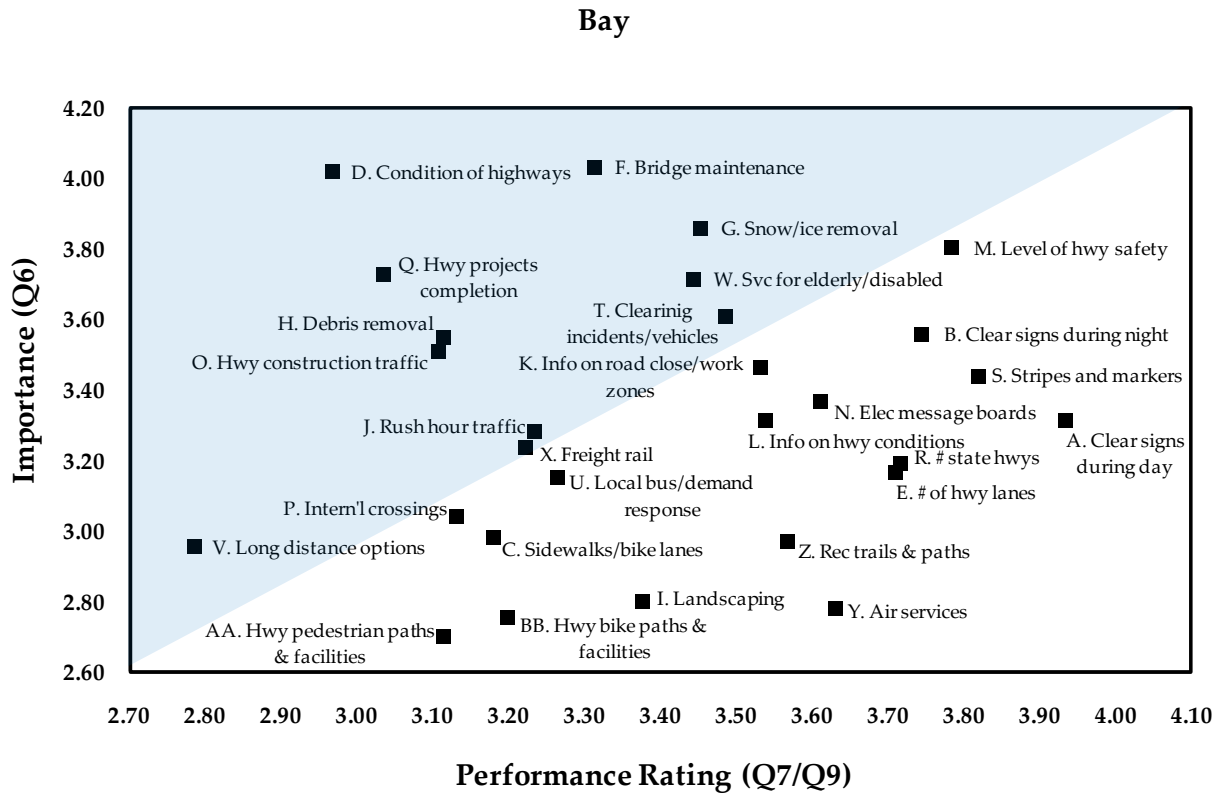
A third tier includes:

- W. Public transportation service for the elderly/disabled
- T. Removing congestion-causing accidents/vehicles
- H. Removal of debris
- O. Flow of traffic during highway construction
- J. Flow of traffic during rush hour
- X. Quality of freight rail services
- V. Long distance transportation options

While not a priority for all respondents, X. Quality of freight rail services is included in the third tier items for Bay residents. Three items – W. Public transportation service for the elderly/disabled, O. Flow of traffic during highway construction and H. Removal of debris fall to the third tier of priorities while the following items are excluded altogether:

- M. Level of safety on highways
- C. Sidewalks for pedestrians and pathways for bicycles
- K. Information on road closures/work zones
- U. Local bus/demand response service
- P. International crossings

Figure 50. Bay: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items (Questions 6, 7 & 9)



6.10.7 Grand Region

Grand residents are relatively satisfied and the most demanding of resources for improvement, with average scores for satisfaction and importance ranking second and first, respectively. Again, D. Condition of highways is the most important item (**Figure 51**).

The second tier of priorities includes eight items:

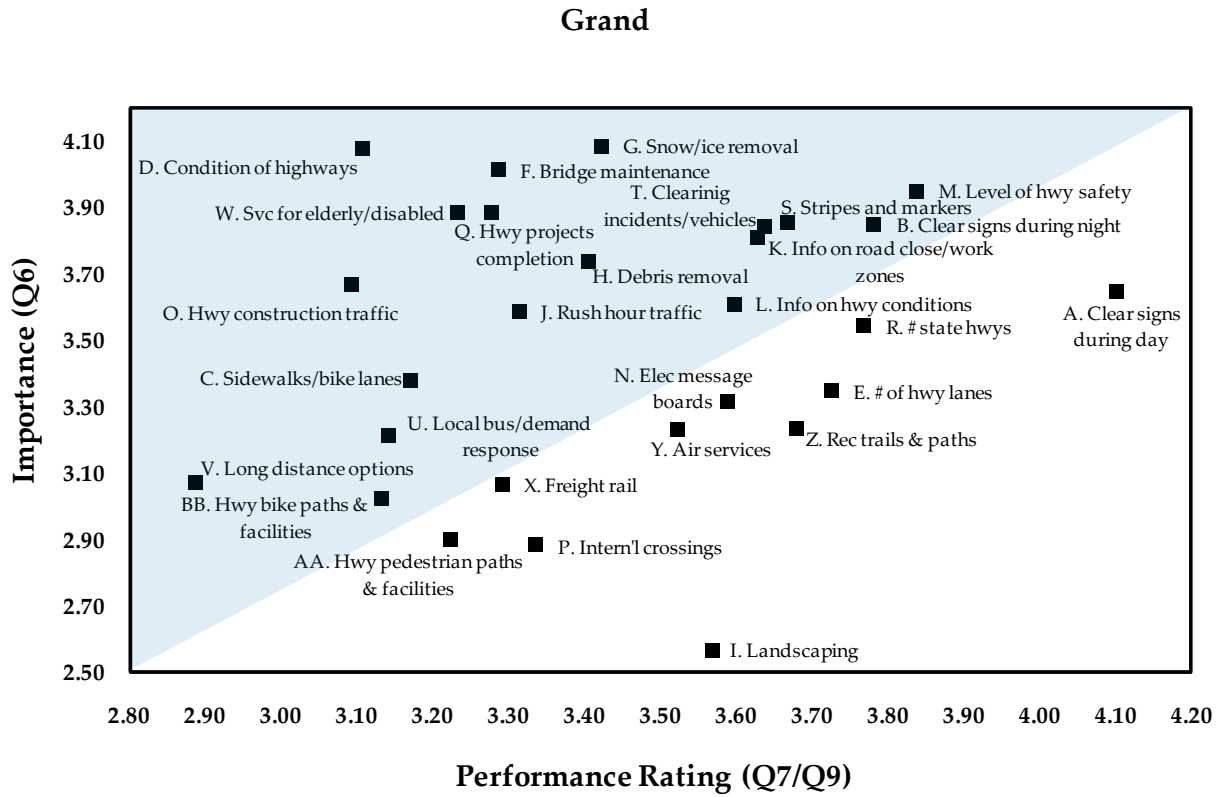
- G. Snow/ice removal
- F. Bridge maintenance
- W. Public transportation service for the elderly/disabled
- Q. Speed and efficiency of highway projects completion
- S. Clarity and maintenance of stripes and markers
- T. Removing congestion-causing accidents/vehicles
- H. Removal of debris
- O. Flow of traffic during highway construction

Priorities in the third tier are:

- M. Level of safety on highways
- C. Sidewalks for pedestrians and pathways for bicycles
- B. Clear signs during night
- K. Information on road closures/work zones
- L. Information on highway conditions
- J. Flow of traffic during rush hour
- U. Local bus/demand response service
- V. Long distance transportation options
- BB. Highway biking facilities and paths

Four items not considered statewide priorities rise in importance among Grand residents: S. Clarity and maintenance of stripes and markers, L. Information on highway conditions, BB. Highway biking facilities and paths and B. Clear signs during night. Meanwhile, T. Removing congestion-causing accidents/vehicles, a third tier item among all respondents, moves up to the second tier and P. International crossings drops from the list of priorities.

Figure 51. Grand: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items (Questions 6, 7 & 9)



6.10.8 North Region

Residents from this region give the third highest average importance rating while the average satisfaction score is sixth lowest out of the seven regions. The pattern of importance/satisfaction for transportation items results in four tiers of priorities for these residents. Although the number of priorities for this region exceeds all others, D. Condition of highways continues to be the most important item (**Figure 52**).

Eight items are in a second tier of priorities:

- G. Snow/ice removal
- M. Level of safety on highways
- W. Public transportation service for the elderly/disabled
- T. Removing congestion-causing accidents/vehicles
- Q. Speed and efficiency of highway projects completion
- F. Bridge maintenance
- K. Information on road closures/work zones
- O. Flow of traffic during highway construction

A third tier of five priorities are evident for this region:

- H. Removal of debris
- J. Flow of traffic during rush hour
- C. Sidewalks for pedestrians and pathways for bicycles
- U. Local bus/demand response service
- X. Quality of freight rail services

Additionally, a fourth tier emerges, which includes the following priorities:

- S. Clarity and maintenance of stripes and markers
- N. Electronic message boards
- L. Information on highway conditions
- Y. Availability of passenger air services
- BB. Highway biking facilities and paths
- P. International crossings
- V. Long distance transportation options
- AA. Highway pedestrian facilities and paths

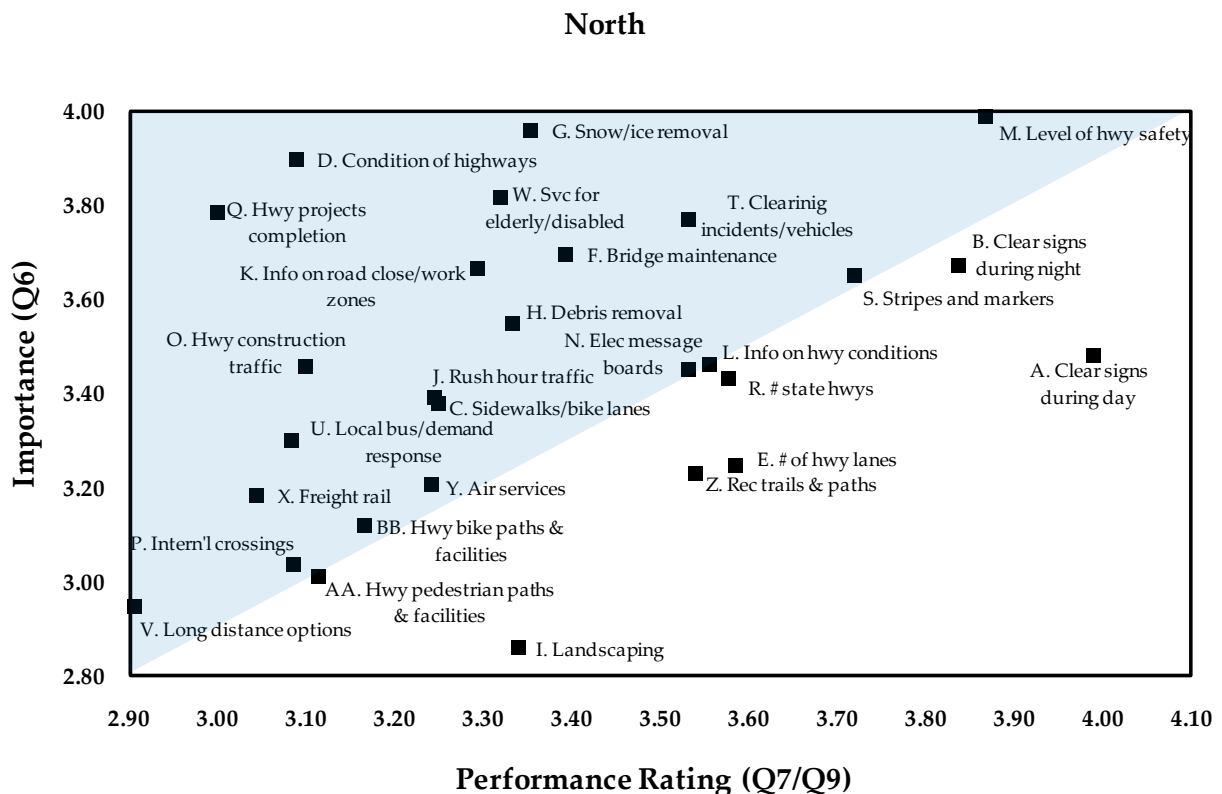
H. Removal of debris, V. Long distance transportation options and P. International crossings all dropped to a lower tier of importance for North respondents.

Meanwhile, a number of new priorities emerge for residents of this region including:

- X. Quality of freight rail services
- S. Clarity and maintenance of stripes and markers
- L. Information on highway conditions
- BB. Highway biking facilities and paths
- Y. Availability of passenger air services
- N. Electronic message boards
- AA. Highway pedestrian facilities and paths

Three third tier items increased enough in importance to be included in the second tier of priorities for North residents (T. Removing congestion-causing accidents/vehicles, M. Level of safety on highways and K. Information on road closures/work zones).

Figure 52. North: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items (Questions 6, 7 & 9)



6.10.9 Superior Region

Superior residents are relatively satisfied (average satisfaction mean score ranks third) and undemanding—they have the fewest priorities and give the lowest average importance score across all items. This region also needs to focus on D. Condition of highways (**Figure 53**).

A second tier of priorities for this region contains the following:

- W. Public transportation service for the elderly/disabled
- G. Snow/ice removal

A third tier of seven additional priorities include:

- O. Flow of traffic during highway construction
- Q. Speed and efficiency of highway projects completion
- F. Bridge maintenance
- S. Clarity and maintenance of stripes and markers
- Y. Availability of passenger air services
- U. Local bus/demand response service
- V. Long distance transportation options

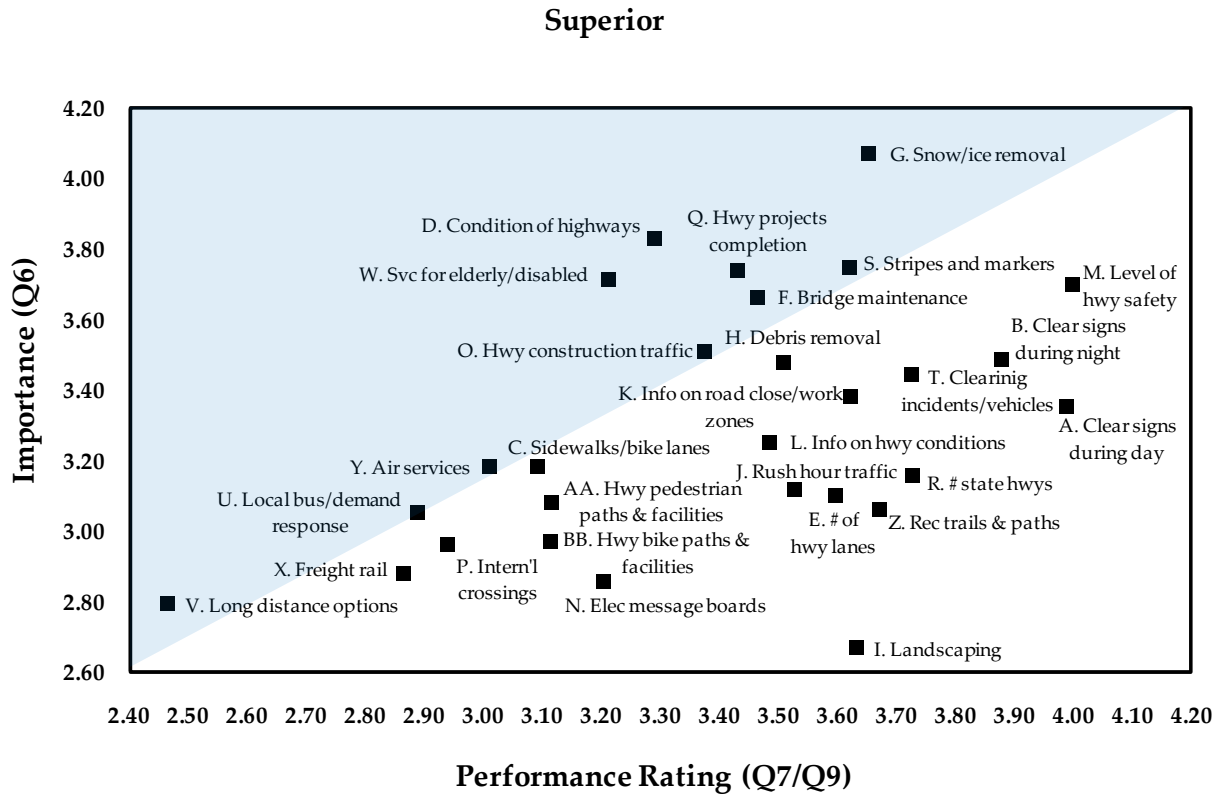
A number of items considered priorities for respondents as a whole, are not important for residents of this region including:

- H. Removal of debris
- T. Removing congestion-causing accidents/vehicles
- M. Level of safety on highways
- K. Information on road closures/work zones
- J. Flow of traffic during rush hour
- C. Sidewalks for pedestrians and pathways for bicycles
- P. International crossings

While F. Bridge maintenance, Q. Speed and efficiency of highway projects completion and O. Flow of traffic during highway construction still make the list of priorities, they drop from the second to third tier.

By contrast, S. Clarity and maintenance of stripes and markers and Y. Availability of passenger air services are added to the list of priorities for residents of this region.

Figure 53. Superior: The Importance of Transportation Items as a Future Priority by the Level of Satisfaction with the Items (Questions 6, 7 & 9)



6.11 The Relationship Between Item Satisfaction and Overall Satisfaction with MDOT

In order to gain a better understanding of MDOT and what it needs to do to improve satisfaction, analyses thus far have examined:

- Items where transportation is more or less satisfactory;
- Items deemed important to fund further improvements;
- Changes in ratings since 2009, which might explain changes in satisfaction; and,
- Scatter plots of ratings of satisfaction and importance, by region, to see the items which are considered important yet where transportation is insufficiently satisfactory.

A further analysis was undertaken to understand the direct relationships between being satisfied with MDOT and being satisfied with specific aspects of transportation in Michigan. The analytic tool used was multi-linear regression, where patterns in ratings of satisfaction with specific items were compared to ratings of overall satisfaction. The goal of the analysis is to find the variables (items) which have the greatest “impact” on satisfaction.

The regression analysis tries to explain satisfaction as simply as possible, with minimal redundancy. Items which have significant, unique “impact” on satisfaction are more likely to be included in the model than items which are less significant or correlated with other items. The model is, in a sense, a summary of the relationships which promote satisfaction.

A regression analysis was conducted for Michigan adults as a whole. But to allow for the greatest richness, separate regressions were also created for each of the regions. This was not always fruitful however, as most of the regional analyses didn’t explain enough of the variation. Consequently some of the regions were collapsed together. Individual regional models were retained for Metro, University and Bay, with the other four regions collapsed together (“Rest of Michigan”).

In the analysis examining Michigan as a whole, the condition of the highway pavement ranks first for its impact on satisfaction. The three other variables (in descending order of importance) are:

- *The degree to which the public’s needs and views are taken into consideration in transportation decision-making*
- *The speed and amount of snow and ice removal*
- *The level of safety on Michigan’s highways*

Pavement conditions also played a key role in all of the regional models. Four attributes are part of each of the four regional models, and pavement conditions (smooth and free of potholes) is a key component of each. It also has the strongest impact on satisfaction in two of the four models (Metro and Bay).

One other element is common among two of the four regional models: *The availability and clarity of information provided to the public on highway conditions.*

Metro

Aside from highway pavement condition, other items with a strong and unique relationship with satisfaction in this region include (in descending importance):

- *Availability of local bus or demand response public transportation services where you live*
- *The flow of traffic during highway construction*
- *The availability and clarity of information provided to the public on highway conditions*

University

In this region, highway pavement conditions rank second in terms of the four key items. The other three, in descending importance, are:

- *The speed and amount of snow and ice removal*
- *The availability of sidewalks for pedestrians and lanes and pathways for bicycles*
- *The number of state highways to meet traffic demands*

Bay

Highway pavement conditions rank first in terms of impact on overall satisfaction. The other three items for this region include:

- *The flow of traffic during rush hour*
- *The number of available highway lanes*
- *The number of clear roadside signs visible during the night*

Rest of Michigan (Superior, North, Grand and Southwest)

For these regions, highway pavement condition is the third most important. The other three items are:

- *Availability of public transportation services for the elderly and persons with disabilities*
- *The degree to which the public's needs and views are taken into consideration in transportation decision-making*
- *The availability and clarity of information provided to the public on highway conditions*

Appendix A. Survey Marginals

MDOT Attitudes and Perceptions Research
 Weighted Survey Marginals
 (n=1,100)

NOTE: To reflect Michigan's population distribution according to the 2010 Census, data are weighted by region and quotas were set for gender and age. Percentages may not add to 100% due to rounding.

[ASK QA – QD OF CELL PHONE SAMPLE ONLY]

QA. Have I reached you on your cell phone? **(IF NEEDED: By cell phone we mean a wireless phone that is mobile and usable outside of your neighborhood.)**

- 1 Yes [CONTINUE TO QB]..... 100%
- 2 No [GO TO LANDLINE SAMPLE INTRO]..... 0%
- 3 Don't Know [GO TO LANDLINE SAMPLE INTRO] 0%

QB. Is this a safe time to talk with you now or are you driving?

- 1 Yes, safe [CONTINUE TO QC]..... 100%
- 2 No, driving [ARRANGE CALLBACK TIME] 0%

QC. Do you also have a landline telephone in your home that is used to make and receive calls? **(IF NEEDED: By landline telephone, we mean a “regular” phone in your home that is connected to outside telephone lines. Please include landline phones used for business and personal use as well as telephone service over the Internet.)**

- 1 Yes [CONTINUE TO QD]..... 32%
- 2 No [QUALIFY FOR CELL QUOTA]..... 68%
- 3 Don't Know [THANK AND TERMINATE]..... 0%

[IF QC=1/HAVE LANDLINE]

QD. Thinking about all the phone calls that you make or receive on your landline or cell phone, what percent of all your calls are over your cell phone? Enter Percent (0 to 100)

- <50%0%
- 51%+ 100%
- 9997 Don't know0%
- 9998 Refused.....0%

[IF 51% or more IN QD, QUALIFY FOR CELL QUOTA AND CONTINUE TO SC6, ELSE THANK AND TERMINATE]

[IF LANDLINE SAMPLE]

According to my instruction I am to interview the youngest adult man in the household 18 years of age or older (ALTERNATE WITH YOUNGEST ADULT WOMAN, OLDEST MAN ADULT, OLDEST WOMAN ADULT.) Are you 18 years of age older?

[IF NOT] May I speak with him/her please?

[IF NOT HOME CALL BACK TO REACH DESIGNATED PERSON]

[ASK EVERYONE]

1. In which county do you currently reside? (DO NOT READ LIST)

Alcona	<1%	Eaton	2%	Leelanau	<1%	Osceola	<1%
Alger	<1%	Emmet	<1%	Lenawee	2%	Oscoda	<1%
Allegan	1%	Genesee	3%	Livingston	2%	Otsego	<1%
Alpena	<1%	Gladwin	1%	Luce	<1%	Ottawa	2%
Antrim	<1%	Gogebic	<1%	Mackinac	<1%	Presque Isle	<1%
Arenac	<1%	Grand Traverse	1%	Macomb	8%	Roscommon	<1%
Baraga	0%	Gratiot	1%	Manistee	<1%	Saginaw	2%
Barry	1%	Hillsdale	1%	Marquette	1%	Sanilac	<1%
Bay	1%	Houghton	<1%	Mason	1%	Schoolcraft	<1%
Benzie	<1%	Huron	<1%	Mecosta	1%	Shiawassee	1%
Berrien	2%	Ingham	3%	Menominee	<1%	St. Clair	2%
Branch	1%	Ionia	1%	Midland	1%	St. Joseph	1%
Calhoun	2%	Iosco	<1%	Missaukee	<1%	Tuscola	1%
Cass	1%	Iron	<1%	Monroe	2%	Van Buren	<1%
Charlevoix	<1%	Isabella	1%	Montcalm	1%	Washtenaw	2%
Cheboygan	<1%	Jackson	2%	Montmorency	<1%	Wayne	18%
Chippewa	<1%	Kalamazoo	2%	Muskegon	2%	Wexford	<1%
Clare	<1%	Kalkaska	<1%	Newaygo	1%		
Clinton	2%	Kent	5%	Oakland	13%		
Crawford	<1%	Keweenaw	0%	Oceana	<1%	Other	0%
Delta	<1%	Lake	<1%	Ogemaw	<1%	Don't Know	0%
Dickinson	<1%	Lapeer	1%	Ontonagon	<1%	Refused	0%

[ASSIGN TO ONE OF THE FOLLOWING REGIONS BASED ON REGIONAL DEFINITIONS]

1	Superior	3%
2	North	6%
3	Grand	13%
4	Bay	13%
5	Southwest	10%
6	University	16%
7	Metro	41%

INTERVIEW TYPE

Landline.....	84%
Cell.....	16%

2. [RECORD GENDER BY OBSERVATION]

- 1. Male.....48%
- 2. Female52%

3. What is your age?

- 1. 18 – 29 18%
- 2. 30 – 39 16%
- 3. 40 – 4920%
- 4. 50 – 6428%
- 5. 65+ 18%
- 6. (DO NOT READ) Refused [TERMINATE]0%

4. First of all, how familiar are you with the Michigan Department of Transportation or MDOT (pronounced EM-DOT)? Would you say you are very familiar, somewhat familiar, a little familiar, or not at all familiar with MDOT?

- 1. Very familiar with MDOT 17%
- 2. Somewhat familiar with MDOT39%
- 3. A Little familiar with MDOT28%
- 4. Not at all familiar with MDOT 16%

5. On an overall basis how satisfied are you with the job MDOT is doing? MDOT is the state agency responsible for the routes designated by the letter “M,” “US,” and “I,” the border crossings, buses, freight trains, and airports. To answer this question, we are going to use a scale - would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the job MDOT is doing?

- 1. Very satisfied..... 14%
- 2. Somewhat satisfied60%
- 3. Somewhat dissatisfied 18%
- 4. Very dissatisfied9%

6. Michigan faces a series of transportation priorities with limited resources. I am going to read a list of priorities for Michigan’s state transportation on Interstates and State Highways where you live. In thinking about Michigan’s priorities for the future, I would like you to tell me how important it is for Michigan to spend more resources to improve that area. Please keep in mind that asking for any increase in resources in one area requires a decrease in resources in another area. To do this, we will use a scale of “1” to “5” where a “5” means it is most important for Michigan to spend more resources to improve that area and a “1” means that it is least important for Michigan to spend more resources to improve that area. Of course you may also use any number in between. (RANDOMIZE LIST) The first/next item is: (DO NOT READ DON'T KNOW)

Priorities		Importance Rating (1=Least, 5=Most)					
		5	4	3	2	1	DK
A.	The number of clear roadside signs visible during the day	29%	25%	24%	12%	11%	1%
B.	The number of clear roadside signs visible during the night	32%	27%	22%	10%	8%	2%
C.	The availability of sidewalks for pedestrians and lanes and pathways for bicycles	22%	21%	26%	17%	13%	1%
D.	The condition of highways is in good condition, such as smooth and free of potholes	47%	25%	16%	7%	5%	<1%
E.	The number of available highway lanes	19%	25%	32%	13%	10%	1%
F.	The maintenance of bridges	42%	27%	16%	8%	6%	1%
G.	The speed and amount of snow and ice removal	42%	32%	14%	6%	6%	1%
H.	The removal of debris from highways, such as animals, glass, torn tires, and trash	27%	30%	25%	11%	6%	<1%
I.	The landscaping along highways, such as trimming trees and weeds, and planting flowers and plants	13%	15%	25%	24%	23%	<1%
J.	The flow of traffic during rush hour	27%	24%	25%	12%	9%	3%
K.	The availability and clarity of information provided to the public on road closures and work zones	26%	30%	26%	11%	7%	1%
L.	The availability and clarity of information provided to the public on highway conditions	25%	26%	26%	14%	8%	1%
M.	The level of safety on Michigan’s highways	42%	25%	22%	6%	5%	<1%
N.	The electronic message boards that warn drivers of potential traffic delays and offer them ways to avoid delays	24%	24%	24%	16%	10%	2%
O.	The flow of traffic during highway construction	27%	26%	29%	10%	7%	1%
P.	The flow of traffic at international crossings with Canada	15%	17%	25%	14%	13%	16%
Q.	The speed and efficiency with which state highway projects are completed	31%	30%	25%	8%	5%	1%

R.	The number of state highways to meet traffic demands	21%	29%	27%	12%	9%	2%
S.	The clarity and maintenance of stripes and markers to denote the center and edges of highways	30%	28%	24%	10%	8%	<1%
T.	The help in removing congestion-causing incidents on interstates in urban areas by clearing accidents and providing motorist assistance to disabled vehicles	32%	29%	22%	9%	6%	2%
U.	Availability of local bus or demand response public transportation services where you live	22%	22%	25%	13%	14%	4%
V.	Availability of long-distance transportation options such as intercity passenger rail and intercity bus services where you live	22%	20%	21%	16%	17%	5%
W.	Availability of public transportation services for the elderly and persons with disabilities	36%	27%	21%	9%	6%	3%
X.	Overall quality of the State's freight rail services	13%	17%	29%	13%	9%	19%
Y.	Overall availability of passenger air services	16%	19%	28%	16%	14%	7%
Z.	Availability of recreational trails and paths for walking, hiking, and biking	19%	20%	27%	18%	16%	1%
AA.	Availability of pedestrian facilities and sidewalks for transportation purposes along highways	16%	18%	24%	18%	22%	2%
BB.	Availability of biking facilities and lanes for transportation purposes along highways	15%	16%	25%	22%	20%	2%

7. Now we will go through the same attributes to find out how satisfied you are with MDOT's efforts to provide the following services on Interstates and State Highways where you live. Again we will use a "1" to "5" scale – this time a "5" means you are very satisfied with that service and a "1" means that you are not satisfied at all with that service. And again you may also use any number in between. Please do not consider city and county streets in your responses. The first/ next service is: (RANDOMIZE) (DO NOT READ DON'T KNOW)

Attributes		Satisfaction Rating (1=Not Satisfied, 5=Very Satisfied)					
		5	4	3	2	1	DK
A.	The number of clear roadside signs visible during the day	35%	38%	21%	5%	2%	<1%
B.	The number of clear roadside signs visible during the night	23%	37%	28%	8%	3%	2%
C.	The availability of sidewalks for pedestrians and lanes and pathways for bicycles	16%	22%	36%	14%	9%	4%
D.	The condition of highways is in good condition, such as smooth and free of potholes	11%	18%	33%	22%	16%	<1%
E.	The number of available highway lanes	25%	35%	27%	8%	4%	1%

F.	The maintenance of bridges	13%	28%	33%	16%	7%	3%
G.	The speed and amount of snow and ice removal	17%	30%	29%	15%	8%	1%
H.	The removal of debris from highways, such as animals, glass, torn tires, and trash	14%	29%	30%	18%	9%	1%
I.	The landscaping along highways, such as trimming trees and weeds, and planting flowers and plants	21%	28%	31%	12%	8%	1%
J.	The flow of traffic during rush hour	12%	24%	35%	17%	8%	4%
K.	The availability and clarity of information provided to the public on road closures and work zones	19%	31%	33%	12%	4%	1%
L.	The availability and clarity of information provided to the public on highway conditions	18%	31%	36%	11%	3%	1%
M.	The level of safety on Michigan's highways	20%	43%	29%	6%	2%	1%
N.	The electronic message boards that warn drivers of potential traffic delays and offer them ways to avoid delays	25%	29%	26%	11%	8%	3%
O.	The flow of traffic during highway construction	10%	23%	35%	21%	10%	1%
P.	The flow of traffic at international crossings with Canada	8%	16%	31%	12%	8%	25%
Q.	The speed and efficiency with which state highway projects are completed	11%	23%	33%	20%	13%	1%
R.	The number of state highways to meet traffic demands	24%	36%	27%	8%	3%	2%
S.	The clarity and maintenance of stripes and markers to denote the center and edges of highways	25%	36%	26%	9%	3%	0%
T.	The help in removing congestion-causing incidents on interstates in urban areas by clearing accidents and providing motorist assistance to disabled vehicles	18%	32%	34%	9%	5%	2%

9. Now I would like to ask you about other transportation services. For each, please tell me how satisfied you are with the adequacy of the following transportation services where you live. Again we will use the “1” to “5” scale where a “5” means you are very satisfied with that service and a “1” means that you are not satisfied at all with that service. And again you may also use any number in between. The first/ next service is: (RANDOMIZE) (DO NOT READ DON'T KNOW)

Transportation Services		Satisfaction Rating (1=Not Satisfied, 5=Very Satisfied)					
		5	4	3	2	1	DK
A.	Availability of local bus or demand response public transportation services where you live	15%	19%	28%	16%	13%	9%
B.	Availability of long-distance transportation options such as intercity passenger rail and intercity bus services where you live	10%	16%	26%	19%	19%	10%
C.	Availability of public transportation services for the elderly and persons with disabilities	17%	21%	28%	17%	11%	6%
D.	Overall quality of the State's freight rail services	10%	17%	34%	9%	6%	24%
E.	Overall availability of passenger air services	21%	25%	26%	10%	6%	11%
F.	Availability of recreational trails and paths for walking, hiking, and biking	23%	27%	27%	13%	6%	4%
G.	Availability of pedestrian facilities and sidewalks for transportation purposes along highways	14%	21%	35%	17%	10%	5%
H.	Availability of biking facilities and lanes for transportation purposes along highways	14%	20%	30%	19%	11%	6%
I.	The degree to which the public's needs and views are taken into consideration in transportation decision-making	8%	16%	35%	21%	14%	6%

10. In considering the range of projects that MDOT has completed – from highway and bridge repairs and expansions, to safety programs, public transportation, and providing public information and roadside assistance – how many of these projects do you believe were the right solutions to the transportation problems facing Michigan? Would you say that all, most, some, few, or none of these projects were the right solutions to the transportation problems facing Michigan?

- 1. All9%
- 2. Most.....39%
- 3. Some39%
- 4. Few.....9%
- 5. None.....2%
- 6. (DO NOT READ) Not sure/don't know3%

11. Is the quality of transportation in Michigan better, the same, or worse than it was five years ago?

- 1. Better31%
- 2. The same39%
- 3. Worse25%
- 4. (DO NOT READ) Not sure/don't know5%

12. Now I am going to read you a series of short statements about MDOT. For each statement, please tell me whether you agree strongly, agree somewhat, neither agree nor disagree, disagree somewhat, or disagree strongly. The first/next is: (RANDOMIZE) (DO NOT READ DON'T KNOW)

Statements		Agreement Rating (1=Disagree, 5=Agree)					
		5	4	3	2	1	DK
A.	I trust MDOT officials to make good decisions about the State's future transportation system	13%	45%	11%	18%	11%	2%
B.	I think MDOT is moving in the right direction	17%	44%	15%	13%	8%	4%
C.	I have more confidence in MDOT today than I did three years ago	11%	32%	22%	18%	14%	4%
D.	MDOT does a good job prioritizing highway improvements in Michigan	15%	45%	11%	16%	10%	3%
E.	I think MDOT adequately supports local transportation projects for the city and county governments	13%	46%	12%	16%	8%	6%
F.	I think MDOT is responsive to the concerns of local communities	12%	44%	12%	18%	10%	3%

13. Now I am going to read you a series of transportation goals that make up the preferred vision for state transportation planning over the next years to 2030. After each please tell me how much does the Michigan transportation system need to improve on each goal – a great deal, some, only a little, or not at all. The first/next one is: (RANDOMIZE) (DO NOT READ DON'T KNOW)

Transportation Goals		Great Deal	Some	Little	Not At All	DK
A.	Preserve the physical quality and condition of the present transportation system	33%	49%	10%	5%	3%
B.	Ensure that the environment is protected and public resources are used in a responsible manner.	45%	41%	7%	4%	3%
C.	Continues to build, maintain, and operate the safest transportation system possible	46%	40%	8%	4%	2%
D.	Reduce the vulnerability of transportation facilities and its users to terrorist attacks, natural disasters and other risks	33%	41%	12%	8%	7%
E.	To modernize, expand, and connect the system to support economic growth and better facilitate the movement of goods, people, and services	39%	45%	9%	4%	4%

F.	Make the transportation system physically and economically accessible to all residents of Michigan	44%	37%	11%	6%	2%
G.	Make the transportation system and its service more efficient and effective to get the greatest possible performance from Michigan’s existing transportation assets and future system improvements	40%	43%	10%	5%	2%
H.	Expand MDOT’s coordination and collaboration with both the public and private sector	34%	48%	10%	4%	5%

***Note: In an effort to reduce interview length Question 13 was removed from the survey on August 8, 2011. As a result, the figures presented are only for those who were interviewed prior to this date (n=344 weighted/367 unweighted).*

14. Of the following goals, which ONE do you think needs the most improvement? (DO NOT READ DON'T KNOW)

- 1. Preserve the physical quality and condition of the present transportation system 11%
- 2. Ensure that the environment is protected and public resources are used in a responsible manner 12%
- 3. Continues to build, maintain, and operate the safest transportation system possible 15%
- 4. Reduce the vulnerability of transportation facilities and its users to terrorist attacks, natural disasters and other risks 7%
- 5. To modernize, expand, and connect the system to support economic growth and better facilitate the movement of goods, people, and services .. 17%
- 6. Make the transportation system physically and economically accessible to all residents of Michigan 14%
- 7. Make the transportation system and its service more efficient and effective to get the greatest possible performance from Michigan’s existing transportation assets and future system improvements 15%
- 8. Expand MDOT’s coordination and collaboration with both the public and private sector 6%
- 9. Not Sure/ Don’t Know 4%

15. Taken all together, how important do you think this vision is to the future of transportation in Michigan – would you say it is very important, somewhat important, neither important nor unimportant, somewhat unimportant, or not at all important?

- 1. Very important 66%
- 2. Somewhat important 28%
- 3. Neither important nor unimportant 1%
- 4. Somewhat unimportant 3%
- 5. Not at all important <1%
- 6. (DO NOT READ) Not sure/don’t know 1%

***Note: In an effort to reduce interview length Question 15 was removed from the survey on August 8, 2011. As a result, the figures presented are only for those who were interviewed prior to this date (n=344 weighted/367 unweighted).*

My last questions are for statistical purposes only.

- 17. Do you have a paid job where you work outside the home?
 - 1. Yes (CONTINUE)47%
 - 2. No (SKIP TO Q. 20)52%
 - 3. (DO NOT READ) Refused (SKIP TO Q. 20)..... 1%

- 18. Which of the following best describes how you get to work now? (READ)
 - 1. Walk2%
 - 2. Bicycle 1%
 - 3. Drive to work by yourself.....91%
 - 4. Use a car pool5%
 - 5. Ride a bus or other public transport.....2%
 - 6. (DO NOT READ) Refused<1%

- 19. About how long does it take to commute to and from work every day?
 - 1. (DO NOT READ) Does not commute<1%
 - 2. 15 minutes or less34%
 - 3. 16 – 30 minutes.....31%
 - 4. 31 – 45 minutes..... 16%
 - 5. 46 minutes to 1 hour9%
 - 6. Over 1 hour10%
 - 7. (DO NOT READ) Refused 1%

- 20. Have you or a member of your household used the following means of transportation in the past year to get from place to place? (READ LIST)(ACCEPT MULTIPLE RESPONSES)
 - 1. Walk61%
 - 2. Bicycle40%
 - 3. Car.....86%
 - 4. Ride a bus or other public transportation28%
 - 5. Drive to work by yourself.....57%
 - 6. Ride Sharing30%
 - 7. Air35%
 - 8. (DO NOT READ) Refused 1%

- 21. What is the last year of schooling that you completed? (DO NOT READ)
 - 1. Less than high school4%
 - 2. High school graduate28%
 - 3. Technical/vocational.....3%
 - 4. Some college, 2 yr. College30%
 - 5. 4 year college graduate20%
 - 6. Post-graduate work13%
 - 7. Refused2%

- 22. Do you consider yourself Hispanic, Latino, or of Mexican, Central or South American origin?
 - 1. Yes4%
 - 2. No94%
 - 3. (DO NOT READ) Refused2%

23. What is your ethnicity? (DO NOT READ)

- 1. White/Caucasian84%
- 2. Black/African American10%
- 3. Hispanic/Latino2%
- 4. Asian/Pacific Islander1%
- 5. Native American2%
- 6. Other (specify:)<1%
- 7. (DO NOT READ) Refused3%

24. Please stop me when I get to the category that best describes the total combined income for everyone living in your household last year. Was it: (READ LIST)

- 1. Less than \$ 20,000.....12%
- 2. \$20,000 - \$29,99911%
- 3. \$30,000 - \$ 39,99910%
- 4. \$40,000 - \$49,99910%
- 5. \$ 50,000 - \$59,9999%
- 6. \$ 60,000 - \$ 74,9998%
- 7. \$ 75,000 - \$ 99,99911%
- 8. \$ 100,000 - \$ 149,9997%
- 9. \$ 150,000 or over3%
- 10. (DO NOT READ) Refused/Don't Know18%

25. What is your zip code? (SELECT FROM LIST OF ZIP CODES) [ONLY SHOW ZIP CODES THAT SPECIFIC REGION – SEE ZIP CODE LIST] [INCLUDE AN OTHER SPECIFY]

Appendix B. Profile of the Sample

Profile of the Sample

	<i>Count</i>	<i>Percent</i>
All adults.....	1100	100%
MDOT REGIONS		
Metro	445	41%
University	171	16%
Southwest.....	105	10%
Bay	137	13%
Grand.....	139	13%
North	66	6%
Superior.....	37	3%
MDOT REGIONS		
Detroit metro	445	41%
So. MI (non-Detr).....	618	56%
North Michigan.....	37	3%
MDOT REGIONS		
South Michigan	1063	97%
North Michigan.....	37	3%
GENDER		
Men	530	48%
Women	570	52%
HOUSEHOLD INCOME		
Under \$30,000.....	252	23%
\$30,000- \$49,999.....	218	20%
\$50,000- \$74,999.....	194	18%
\$75,000+	238	22%
HOUSEHOLD INCOME		
Under \$40,000.....	359	33%
\$40,000- \$74,999.....	306	28%
\$75,000+	238	22%
HOUSEHOLD INCOME		
Under \$50,000.....	471	43%
\$50,000+	432	39%
INCOME BY GENDER		
Men <\$50K	202	18%
Men \$50K+	233	21%
Women <\$50K	269	24%
Women \$50K+	199	18%
AGE GROUP		
18-29 years old.....	200	18%
30-39 years old.....	179	16%
40-49 years old.....	216	20%
50-64 years old.....	311	28%
65+ years old.....	193	18%

	<i>Count</i>	<i>Percent</i>
AGE GROUP		
Under 50 years old	596	54%
50 years or older.....	504	46%
RACE		
White	920	84%
Non- White	150	14%
EDUCATION LEVEL		
HS or less	350	32%
Some college.....	363	33%
College grad	363	33%
EDUCATION LEVEL		
Non-college grad	713	65%
College grad	363	33%
AGE BY GENDER		
Men <50.....	329	30%
Men 50+.....	200	18%
Women <50.....	267	24%
Women 50+.....	304	28%
AGE BY GENDER		
Men <65	463	42%
Men 65+	67	6%
Women <65	444	40%
Women 65+	127	12%
SOCIO-ECONOMIC STATUS		
Non coll <\$40K.....	308	28%
Non coll \$40K+.....	293	27%
Coll <\$75K.....	153	14%
Coll \$75K+.....	147	13%
EDUCATION BY GENDER		
Not coll grad men.....	340	31%
Coll grad men.....	175	16%
Not coll grad women	373	34%
Coll grad women	188	17%
EDUCATION BY AGE AND GENDER		
Non coll grd men <65.....	294	27%
Coll grad men <65.....	154	14%
Non coll grd wom <65.....	277	25%
Coll grad wom <65	158	14%