Attitudes & Perceptions
of Transportation in Michigan:
A 2015 Survey
of Michigan Adults

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Executive Summary

In general, the Michigan public remains fairly satisfied with the Michigan Department of Transportation (MDOT) and that satisfaction continues to be remarkably stable since the first time this question was asked in 2006. Familiarity with MDOT had been slowly declining, but has made a big rebound this year, likely a result of the communications and information around the unsuccessful 2015 ballot proposal to fund highway spending.

As has steadily been the case since 2006, public satisfaction is the lowest regarding maintenance of pavement on state highways and the highest on the safety of state highways.

When respondents are given six positive statements about MDOT, the level of agreement with all of the statements has dropped from 2011 and 2013 when they were last asked. Of the six, perceptions are highest that MDOT is moving in the right direction and adequately supports local transportation projects. Perceptions are the lowest—with as many disagreeing as agreeing—with the statements that they have more confidence with MDOT than they did three years ago, and that MDOT is doing a good job prioritizing highway improvements. It is this latter statement that Michigan residents have changed the most on. In 2011 and 2013, it was ranked 2nd highest, but this time it ranks last.

In this survey, we outline the various goals in MDOT's long range vision for an integrated transportation system in Michigan. Residents were asked about these goals in 2011, and at that time reaffirmed the need for the long range vision that had been developed five years earlier. This survey does the same thing. Although the importance assigned to each of the eight goals is a little less than it was in 2011, very solid majorities continue to see a need for improvement for the goals individually and as a group. In addition, Michigan residents are quite divided over which goal is the most important, suggesting that the variety of goals are necessary for a comprehensive vision for the entire state.

Evaluations of MDOT and Michigan Transportation

Michigan adults are generally satisfied with MDOT.

- Dissatisfaction remains at its lowest, when those saying "not sure" are excluded (25% in 2015 and 2014, versus 26% in 2013; 27% in 2011, 31% in 2009, and 29% in 2006).

- MDOT satisfaction ratings have been fairly stable over time—just a tiny dip in the recession year of 2009.

  o When "not sures" and other non-responses are excluded, the percent satisfied with MDOT is exactly the same as 2014 and 2013 (74%) and better than 2011 (73%), 2009 (68%), and 2006 (71%)

Satisfaction ratings have been very stable overtime.

  o The margin of satisfied residents over dissatisfied residents for 2015 is 2.9-to-1, which is comparable to 2014 (3.0-to-1) and 2013 (2.9-to-1), slightly higher than 2011 (2.7-to-1) and considerably better than 2009 (2.1-to-1) and 2006 (2.4-to-1).

- Those who are more familiar with MDOT are less positive toward MDOT than those unfamiliar.

- Detroit Metro residents have consistently been among the least satisfied toward MDOT in the previous surveys, which is again the case this year. Satisfaction tends to be higher in the western regions (Southwest, Northwest, and West).

Satisfaction with MDOT Activities

Those who were dissatisfied with MDOT were asked why and all respondents were given a list of 15 MDOT activities and asked how satisfied they were with each.

Dissatisfaction with MDOT is heavily driven by the perception of poor highway conditions in the state.

- When we ask residents who are dissatisfied with MDOT an open-ended question of why, a solid majority mention road conditions (58%), and a quarter (24%) also mention the lack of funding or poor funding decisions.

  o In 2014, slightly fewer mentioned road conditions (53% and much fewer had mentioned funding or poor funding decisions.

- Comparable to the findings in the open-ended question of those who were dissatisfied, when we gave a list of transportation activities to all respondents, one activity stands out as having the lowest level of satisfaction is: *maintaining the pavement on state highways to keep them smooth & free of potholes.*

Dissatisfaction with highway conditions is the lowest every year and has declined over time since 2006.

- This has consistently been the activity Michigan residents are least satisfied with in previous surveys, and satisfaction with pavement of highways has declined over time.

- Although they have considerably higher satisfaction ratings than the maintenance of highway pavement, four other MDOT activities have relatively low levels of satisfaction:
  - *Making certain sufficient alternatives to driving for long distance trips are available, such as intercity passenger rail or intercity bus services.*
  - *Quickly & efficiently completing state highway construction projects.*
  - *Making certain bridges along Michigan state highways are in good condition.*
  - *Providing a sufficient number of bike lanes and pathways for bicycles.*

Residents are most satisfied with the level of highway safety and information provided to warn about traffic delays.

- MDOT activities with relatively high levels of satisfaction include:
  - *Making Michigan state highways and interstates as safe as possible in their design and construction, and with clear markings and signage.*
  - *Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays, through electronic signs, smartphone apps, and online tools.*
  - *Quickly and efficiently removing snow and ice from Michigan state highways.*

- There are two transportation activities that were more user-based and asked only of those who had used the service. Both of these are not directly MDOT activities, but rather activities that MDOT supports or provides some funding and services. Nonetheless satisfaction is high among those who used them:
  - *The quality of the public transportation you have experienced.*
  - *The quality of the long distance bus or rail transportation you have experienced.*

Perceptions of MDOT

We gave respondents six positive statements about MDOT and asked if they agreed or disagreed with the statement. This was done previously in the 2011 and 2013 surveys. Overall agreement declined with all six statements in 2015.

Agreement with six positive statements about MDOT has declined since 2011 and 2013.

- Highest level of agreement.
  - I *think MDOT is moving in the right direction* (52% agree; 26% disagree).
  - *I think MDOT adequately supports local transportation projects for city and county governments*. (50% agree; 27% disagree)
  - *I trust MDOT officials to make good decisions about the state's future transportation system* (52% agree; 29% disagree)

Biggest change since 2011 and 2013 is the decline in those who say MDOT does a good job prioritizing highway improvements in Michigan

- Middle level of agreement:
  - *I think MDOT is responsive to the concerns of local communities* (47% agree; 32% disagree)
- Lowest levels of agreement:
  - *I have more confidence in MDOT today than I did three years ago* (37% agree; 37% disagree)
  - *MDOT does a good job prioritizing highway improvements in Michigan* (44% agree; 42% disagree)— ranked the lowest because of the proportion who agree and disagree *strongly*. This statement was ranked 2nd in 2011 and 2013, so it is with this concept that the biggest change occurred.

Michigan Prosperity Regional Summaries

While regional differences are not dramatic, they do exist. The following is a summary of how each region distinguishes itself when it comes to public attitudes toward transportation in Michigan.

Detroit Metro

People in this region are the least satisfied with MDOT, and the low satisfaction in this region has been a consistent pattern over all polls. In addition, when the average of all 15 satisfaction mean scores for individual MDOT activities are calculated, Detroit Metro also has the lowest satisfaction, with satisfaction scores that are lower than the statewide measure on every item.

This pattern can be seen in other measures as well. These residents are the least likely to believe that the quality of transportation has improved over the past 5 years, are the least likely to trust that MDOT officials will make good decisions, and among least likely to think MDOT is responsive to local communities, or doing a good job in prioritizing highway improvements. Detroit Metro residents are the most likely to see the long range vision as being very important.

Southeast Michigan

Southeast Michigan is also among the least satisfied with MDOT overall, and least satisfied on the average of all specific activities. They are relatively less satisfied with MDOT making certain sufficient public transportation services are available for the elderly and persons with disabilities, and are among the least likely to believe that MDOT is responsive to local communities or does a good job in prioritizing highway improvements. Southeast residents are relatively more satisfied that MDOT is making certain bridges are in good condition.

Southwest

Although the make-up of the region is slightly different from surveys conducted prior to 2013, this region has shifted pretty dramatically from being among the most to among the least satisfied—and in this year's poll it is the most satisfied with MDOT.   Residents in this region are also the most likely to say they have more confidence in MDOT than they did three years ago.

South Central

Residents in this region have fairly low levels of satisfaction compared to other regions. They are less satisfied with the availability of passenger air service, with public transportation for the elderly and disabled, and with oversight and protection of for-hire transportation services. South Central residents are less willing to say that they have more confidence in MDOT than they did 3 years ago or that MDOT is responsive to the concerns of local communities. However, South Central residents report high levels of satisfaction with the removal of debris on highways and the flow of traffic during construction and with bike lanes and long distance alternatives to driving. Furthermore, they are more willing to say MDOT officials make good decisions and do a good job in prioritizing highway improvements.

East Michigan

East Michigan residents are more willing to say that MDOT is moving in the right direction, that MDOT supports local transportation projects for the city and county governments, and that MDOT is responsive to the concerns of local communities.

East Central Michigan

East Michigan residents have the highest level of satisfaction on the average of all activities MDOT performs. They are among the least willing to say MDOT does a good job prioritizing highway improvements, and are among the most likely to say the long range vision is important.

West Michigan

West residents are among the most satisfied with MDOT, and among the highest in level of satisfaction on average of all activities MDOT performs. West Michigan is the only region where residents are more likely to say the quality of transportation in Michigan is getting better than say it is getting worse. West residents are relatively more satisfied with the conditions of bridges, and are more willing than in other regions to say MDOT supports local transportation projects and does a good job in prioritizing highway improvements in Michigan. Residents in this region are among the least likely to find the long range vision important.

Northeast

Residents in this region are among the most likely to say transportation in Michigan has gotten *worse* instead of better. Despite that, they are also among the most likely to agree that MDOT is moving in the right direction and that they have more confidence in MDOT than they did 3 years ago. They are also among the least likely to find the long range vision important.

Northwest

These residents report the highest level of satisfaction with MDOT, and are the most likely to think MDOT is headed in the right direction. They are among the most likely to agree that MDOT is responsive to local communities and among the most likely to find the long range vision important to the future of transportation in Michigan.

Upper Peninsula

Residents in this region give MDOT among the highest average of satisfaction mean scores for all MDOT activities. They are relatively more satisfied with the condition of bridges on state highways. However, despite the highest activity satisfaction rating, they are the least likely to think MDOT is moving in the right direction.

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) and the state of transportation in Michigan. This is the sixth in a series since 2006, so part of this analysis is to see what might have changed over time and how well MDOT is improving public satisfaction with its job performance.   The recommendations in this report are intended to provide the public voice for MDOT's long-range transportation planning.

1.2 Interviewing

Professional interviewers, working from a central, monitored location, between August 4 and August 18, 2015, interviewed a random sample of 1400 adult Michigan residents. The average interview was 16 minutes long. Potential respondents were contacted through random digit dialing (RDD). Attempts were made each night to reach people who were not at home the previous night, before moving on to new telephone numbers. This emphasis on callback improves accuracy by including hard-to-reach respondents.

A dual frame sample was utilized to include landline and phone cell samples. Two hundred and thirty completes (230) came from a cell phone sample and the remainder came from a landline sample.

1.3 Quotas, Oversampling, and Weighting

The state is divided into the ten Michigan Prosperity Region regions (see **Figure 1** below). In order to get enough interviews in each of these regions, a quota is set and the less populated regions are oversampled. All regions had between 100 and 300 randomly drawn interviews. Data was then weighted proportionally, based on the size of the adult population determined in the 2010 Census and estimated growth from the 2014 Census estimates (see **Table 1** for actual and weighted sample size).

Figure 1. Michigan Prosperity Regions
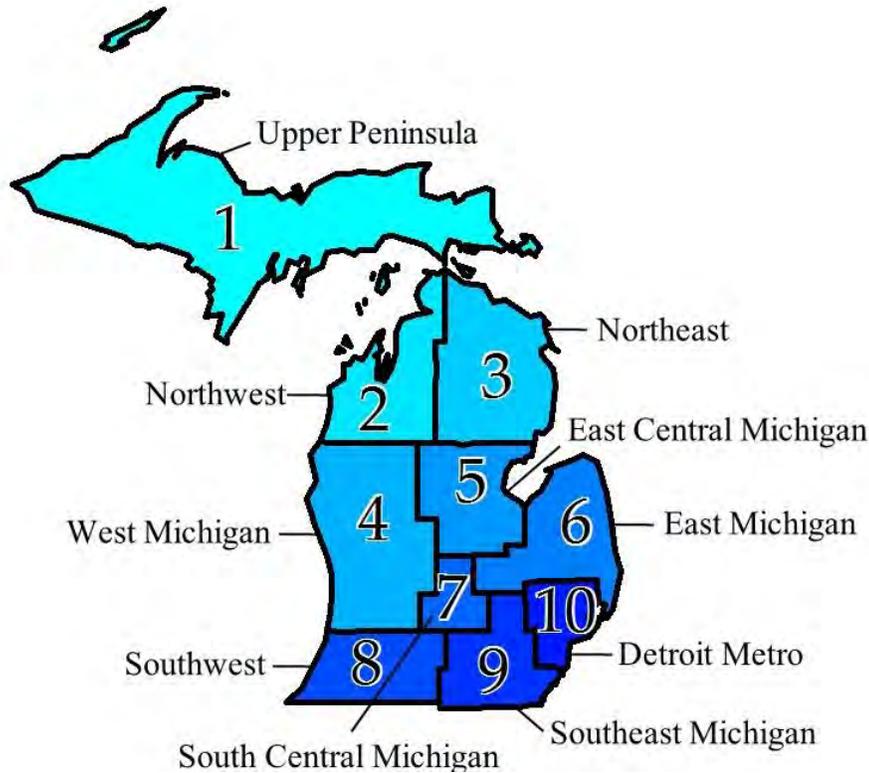
Table 1. Sample and Population Breakdown by Region

Regions	Adult Population	Actual Sample Size	Weighted Sample Size
Upper Peninsula	4%	100	53
Northwest	3%	100	43
Northeast	2%	100	30
West Michigan	15%	175	214
East Central Michigan	6%	100	82
East Michigan	8%	150	112
South Central	5%	100	67
Southwest	8%	125	112
Southeast Michigan	10%	150	143
Detroit Metro	39%	300	542
TOTAL	**100%**	**1400**	**1400**

Quotas were also set for age and gender to match the known proportion of age groups and men and women in the adult population within each region. After the data was collected, the data was also weighted by gender, age, and race to match the known proportion within each region's adult population.

Finally, as noted earlier, this survey included both a cell phone and a landline sample. When calling both samples, cell phone usage was measured and the data weighted to approximate the current balance of cell-phone-only and cell-phone-mostly households in Michigan, as determined by the National Center for Health Statistics annual Wireless Substitution Reports.[1]

1.4 Margin of Error

The margin of error at the 95% confidence level is about +/-2.6% for a sample of 1400. However, due to the geographic oversampling and other weighting, the true margin of random error for the entire sample after taking into consideration design effects is closer to +/-4.06%. The margin of error is larger for subgroups, depending on subgroup size. (See Volume Two for a more detailed explanation of sampling and the margin of error.)

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. Banners or cross-tabulated tables can be found in the second volume of this report.

Chapter 2. Familiarity with MDOT

Since 2011, the MDOT Attitude and Perceptions Survey has started with a question of familiarity with MDOT.

2.1 Familiarity with MDOT

From 2011 to 2014, there was a slow but steady increase in the percentage who say they are not familiar with MDOT, from 16% to 25%, but that has changed this year with not familiar dropping to 19% (**Figure 2**). The percentage of Michigan residents who are very familiar is now 22%, and the percentage who are *at least* somewhat familiar jumped from 51% in 2014 to 61% in 2015. We suspect this change is a result of the 2015 ballot proposal (Proposal 1) to generate revenue for state highways, which brought MDOT and transportation funding into the public and media discourse in ways it had not been in prior years.

Figure 2. Familiarity with MDOT Greatly Increased among Michigan Residents after Years of Slowly Declining (Question 1)

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[1]Blumberg SJ, Ganesh N, Luke JV, et al. *Wireless substitution: State-level estimates from the National Health Interview Survey, 2012*. National health statistics reports; no 61. Hyattsville, MD: National Center for Health Statistics. December, 2013.

Q1. How familiar are you with the Michigan Department of Transportation?
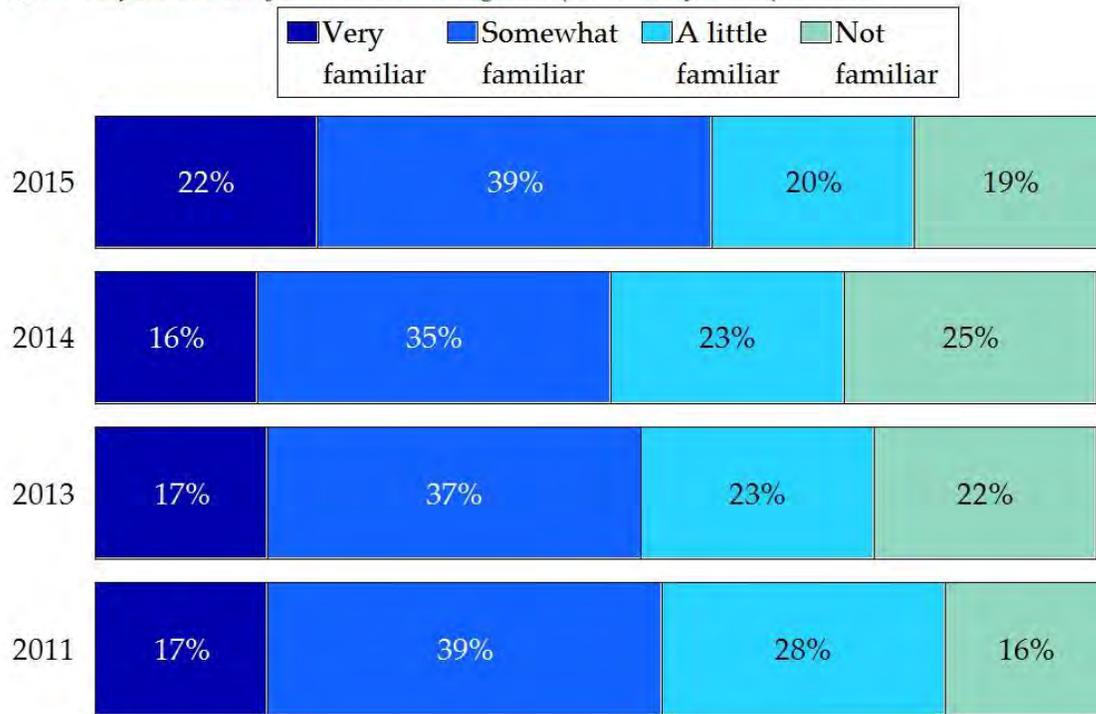
	Very familiar	Somewhat familiar	A little familiar	Not familiar
2015	22%	39%	20%	19%
2014	16%	35%	23%	25%
2013	17%	37%	23%	22%
2011	17%	39%	28%	16%

The remainder, not shown in this figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

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MDOT
Michigan Department of Transportation

Regionally, there is less variation in familiarity with MDOT than there was in 2014, which may be a result of the increased attention from the ballot campaign. Familiarity is highest in the Upper Peninsula and lowest in three regions in the South and in the Northeast, but the differences between the lowest and highest regions are not large (11%). (**Figure 3**).

Figure 3. Residents in the Upper Peninsula Say They Are the Most Familiar with MDOT, but Regional Differences Are Not Large (Question 1)
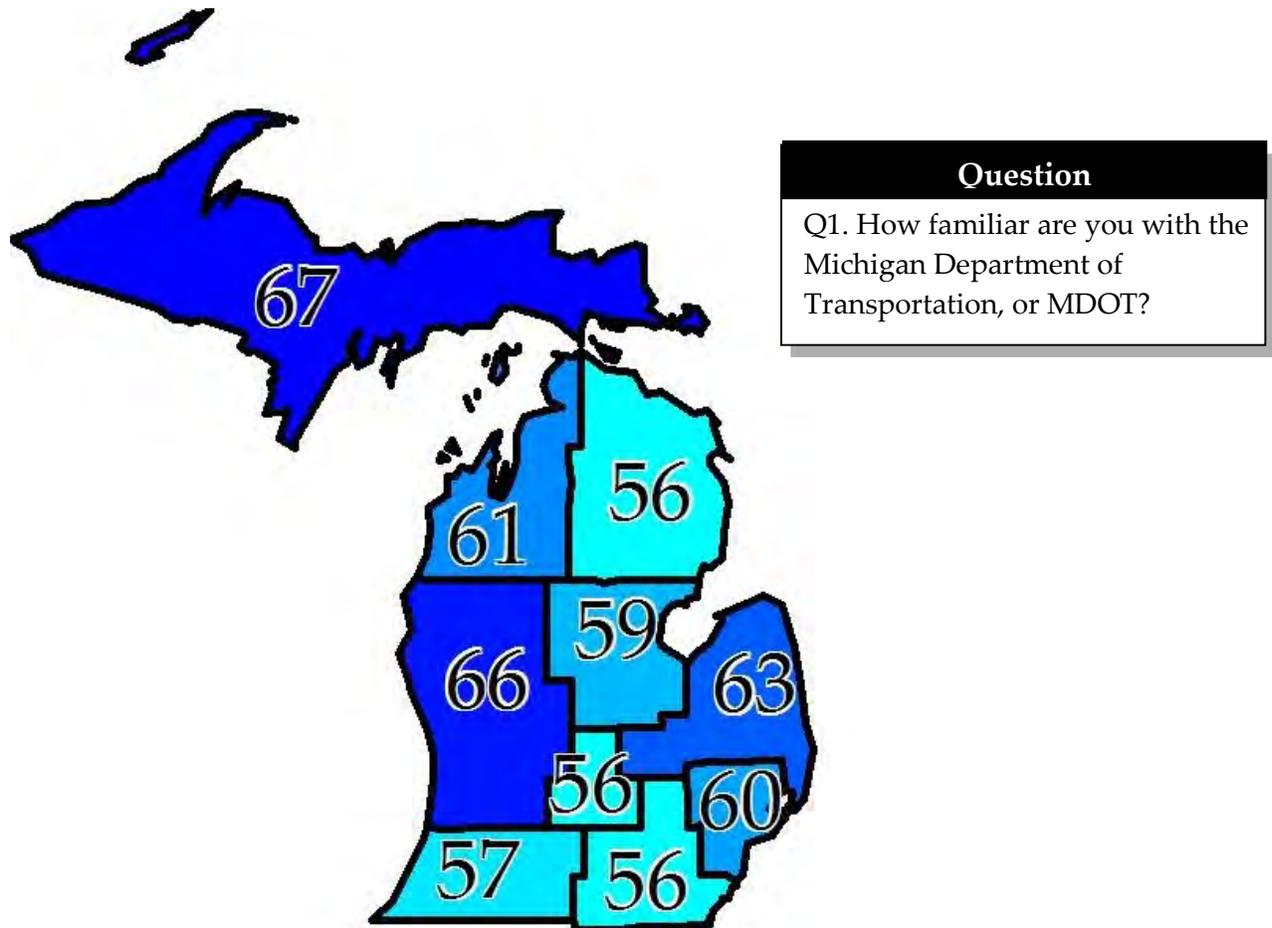
Numbers are percent who are "very familiar" or "somewhat familiar." "Not sure" and similar non-responses are excluded from regional analyses and are not part of the overall 100% total.

The jump in familiarity in 2015 does not erase the strong relationship between familiarity with MDOT and gender and age, with women, especially women under 45 years of age, being much less familiar with MDOT, while men—especially older men—are much more familiar (**Figure 4**). The gender aspect of this gap is a little more attenuated this year, although the pattern is still there.

Figure 4. Women, Especially Younger Women, Are the Least Familiar with MDO (Question 1)

Q1. How familiar are you with the Michigan Department of Transportation?
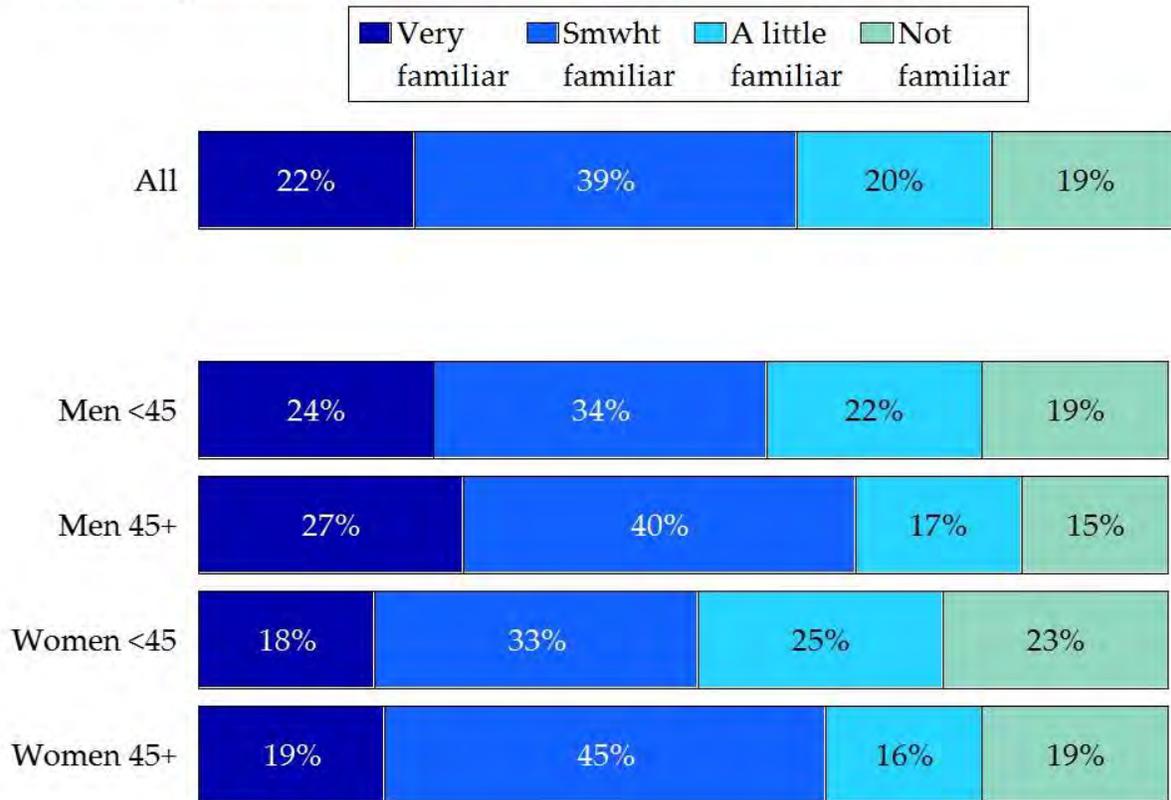
	Very familiar	Smwht familiar	A little familiar	Not familiar
All	22%	39%	20%	19%
Men <45	24%	34%	22%	19%
Men 45+	27%	40%	17%	15%
Women <45	18%	33%	25%	23%
Women 45+	19%	45%	16%	19%

The remainder, not shown in figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

Chapter 3. Satisfaction with MDOT and Its Activities

To some degree, nearly all of the attitudinal questions in this survey evaluate some aspect of MDOT, but 16 questions specifically address satisfaction with the Department. These measures are tools to assess how well MDOT delivers services and products to its customers. The key measure is satisfaction with MDOT. This question has been asked since 2006. In addition to that, satisfaction was measured for 15 different MDOT activities.

3.1 Satisfaction with MDOT

Our evaluative measure asks respondents how satisfied they are with the job MDOT is doing—very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. This is a forced-choice measure, with no middle or neutral category. Two-thirds (67%) of the public is satisfied with MDOT and 23% is dissatisfied (**Figure 5**). Overall, feelings in a positive or negative direction are not strong, with only 14% very satisfied and 9% very dissatisfied.

Figure 5. Michigan Is Satisfied with the Job Being Done by the Michigan Department of Transportation (Question 2)

Q2. How satisfied are you with the job the Michigan Department of Transportation is doing?
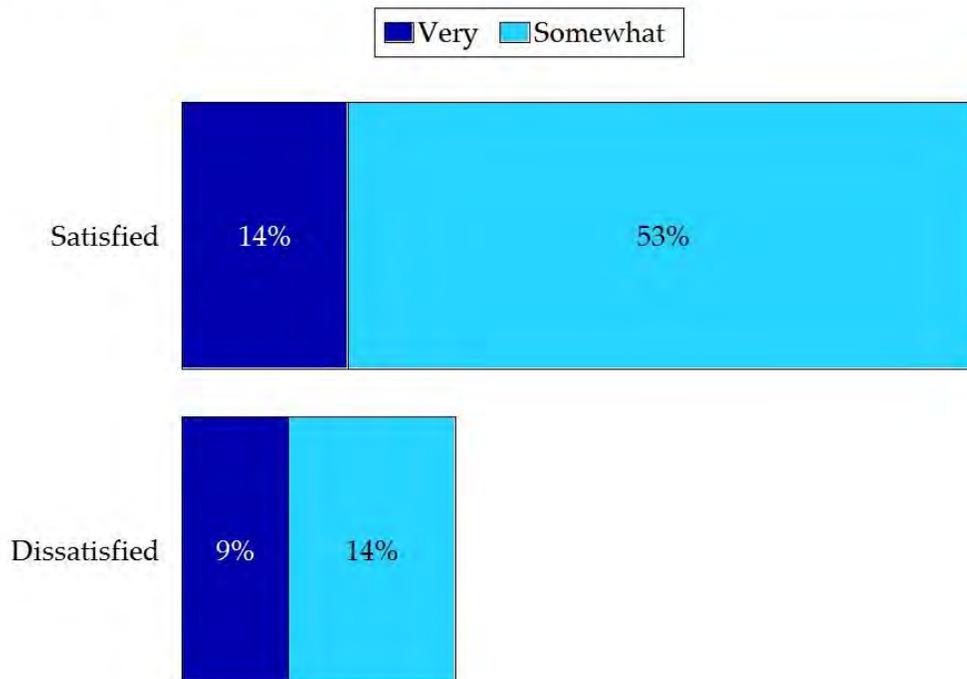
The remainder, not shown in figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

There is a confounding result when reviewing these numbers over the course of the six surveys. In the 2011 survey, the satisfaction question excluded "not sure" and any other non-response options. However, "not sure" or some sort of non-response was recorded in every other year (**Figure 6**). Indeed, in 2013 and 2014, the proportion of "not sures" was more than double the percentages measured in the first two surveys. This year, with familiarity with MDOT higher, the percentage of "not sures" has declined. Thus, the results appear to significantly fluctuate.

Figure 6. With "Not Sures" Included, Public Level of Satisfaction Is Down from Previous Years (Question 2)

Q2. *How satisfied are you with the job the Michigan Department of Transportation is doing*
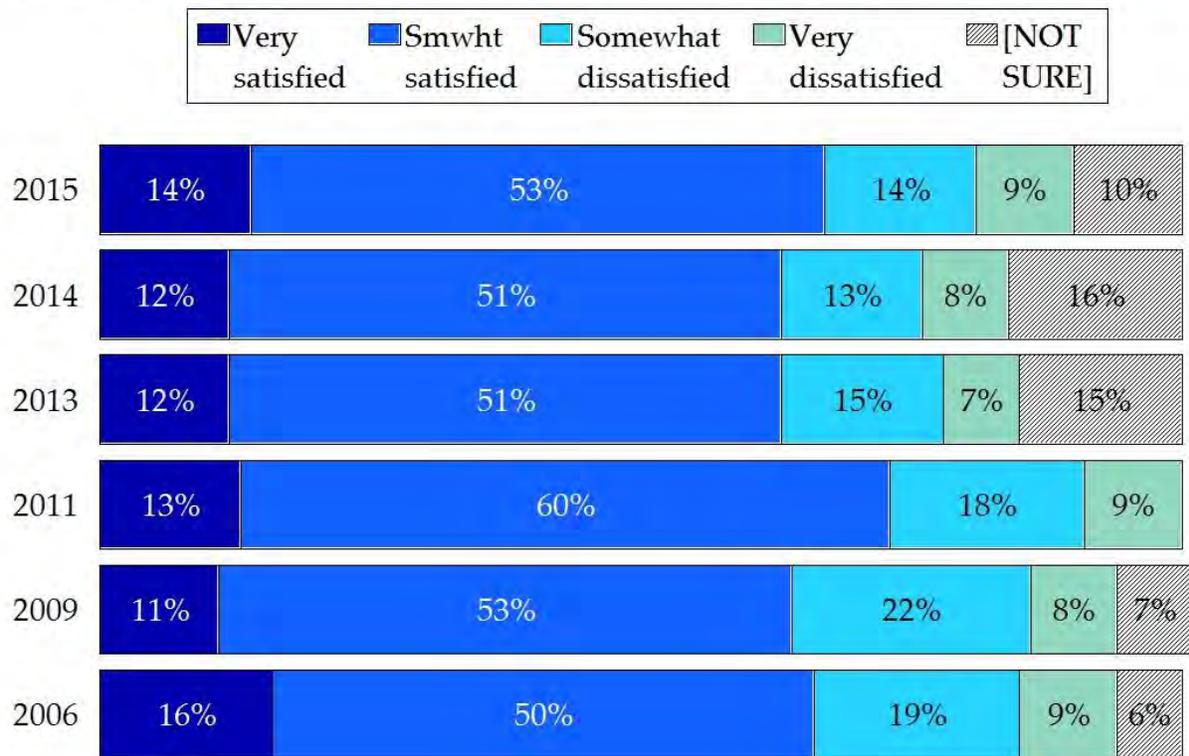
Another way to think of this is to consider the ratio of the proportion of Michigan residents satisfied with MDOT to the proportion of dissatisfied Michigan residents. This year that ratio is 2.9 satisfied residents for every one dissatisfied resident, which is just a bit higher than the ratio in 2011 (2.7-to-1). The ratio was much lower in 2009 (2.1-to-1), when the level of satisfaction was at its nadir, and was 2.4-to-1 in 2006. The high was in 2014, when it was 3.0-to-1. Thus the ratio today is just below its highest point, though not significantly different than it was in 2011, 2013, or 2014.

The unfortunate exclusion of "not sures" in 2011 can leave us with the impression that there was a spike in satisfaction that year, which subsided in 2013. However, in reality, all of the variation comes from the disappearance of non-response in 2011 and the larger resurgence of "not sures" in 2013. Indeed, if "not sures" are treated as missing data and excluded from the analysis, what is revealed is a remarkably stable measure over time. There is a very marginal, very statistically insignificant increase in satisfaction with MDOT since 2011. Only 2009 represented a significant change, with a slight dip in satisfaction (**Figure 7**).

Figure 7. When "Not Sures" Are Removed, Satisfaction with MDOT Is Remarkably Stable Over the Nine Years (Question 2)

Q2. How satisfied are you with the job the Michigan Department of Transportation is doing?

	Very satisfied	Smwht satisfied	Somewhat dissatisfied	Very dissatisfied
2015	16%	58%	15%	10%
2014	14%	60%	16%	9%
2013	14%	60%	18%	8%
2011	13%	60%	18%	9%
2009	12%	56%	23%	8%
2006	17%	54%	20%	9%
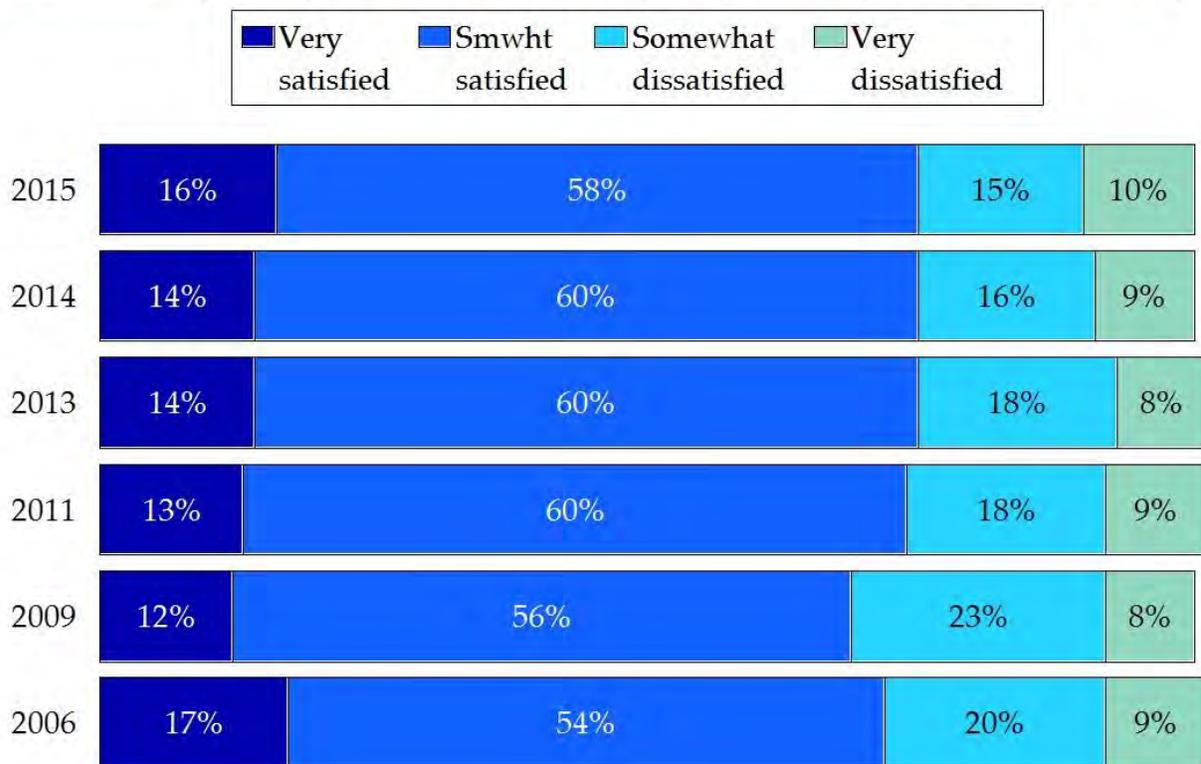
"Not sure" and similar non-responses are excluded from this analysis and are not part of the overall 100% total.

Given the potential variation of "not sures" along with their exclusion in 2011, the appropriate way to compare MDOT's satisfaction measure over time is to either 1) exclude "not sures" from the analysis; or 2) compare the ratio of those who are satisfied with MDOT to those who are not. By either of these two measures, satisfaction with MDOT has been consistent since 2011 and is up slightly from 2006 and, especially, from 2009.

Regionally, satisfaction is greatest in the Western region of the Lower Peninsula—Northwest, West, and Southwest—and lowest among residents in the Southeastern corner—South Central, Southeast, and, especially Detroit Metro (**Figure 8**). That Detroit Metro is the least satisfied should not come as a surprise. It has reported the lowest level of satisfaction in every survey except in 2014, when it was the second lowest. Satisfaction in Detroit Metro has been slowly and surely increasing ever since the first survey in 2006, from 62% in 2006 to 71% in 2014. This represents the first time satisfaction had not held steady or increased in this region.

Satisfaction in the Southwest, on the other hand, has fluctuated between extreme highs and lows over the years. While again, this analysis is not using the exact same set of regions this year, the previous version of Southwest was the most satisfied in the 2013 survey, the least in 2014, and once again the most in 2015.

Figure 8. Metro Residents Are the Least Satisfied with MDOT; Residents in the Western Half of the State Are the Most Satisfied (Question 2)
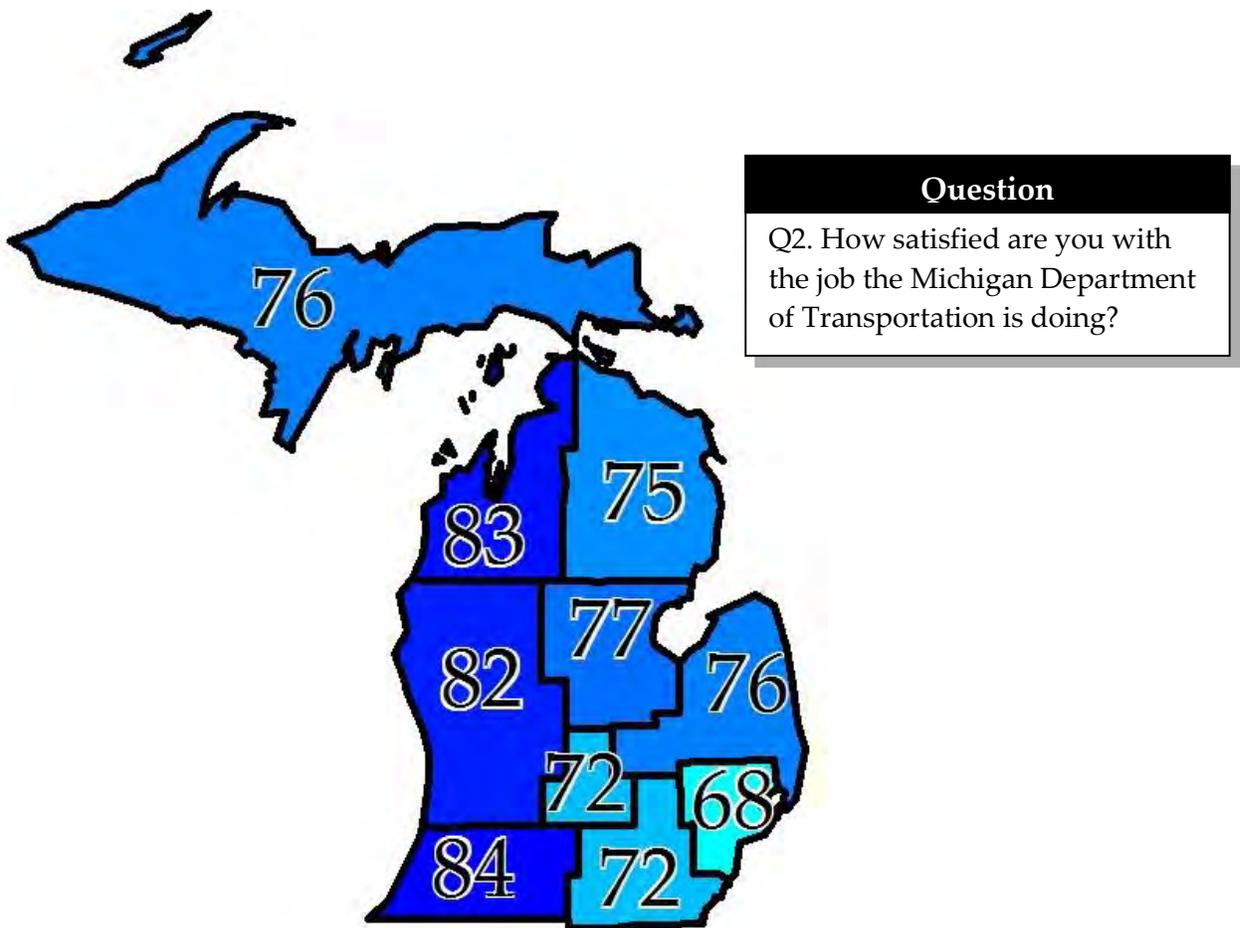
Question

Q2. How satisfied are you with the job the Michigan Department of Transportation is doing?

"Not sure" and similar non-responses are excluded from regional analyses and are not part of the overall 100% total.

(Please note: in this map and in all maps to follow, one part of a bifurcated response is presented. In this case, the numbers shown are the percentage of respondents who are satisfied. Not shown is the percentage of respondents who are dissatisfied. To make this map presentation of data work, respondents who say they are "not sure" are excluded. Thus, when the map shows 75% satisfied in the Northeast, that means 75% *of those who expressed an opinion* are satisfied, and 25% of those who expressed an opinion are dissatisfied. Because those who are "not sure" are excluded in the maps (not just for this satisfaction measure, but for all measures in this report), these numbers will be higher on average than those reported in the bar graphs.)

This year, the age/gender gap in familiarity with MDOT does not translate into similar difference in satisfaction. When it comes to satisfaction, women are more satisfied, with big gender gaps for those under 45 years of age. (**Figure 9**). As we have in previous years, we find that those who are less familiar with MDOT are much less likely to be able to say how satisfied they are, with 18% of these respondents being "not sure." However, for those who reply, those less familiar are more likely to say they are satisfied than dissatisfied.

Figure 9. Women are More Satisfied with MDOT than Men and Residents Who Are Less Familiar with MDOT Are Much Less Willing to State Their Level of Satisfaction (Question 2)

Q2. *How satisfied are you with the job the Michigan Department of Transportation is doing?*

	Very satisfied	Smwht satisfied	Somewhat dissatisfied	Very dissatisfied	[NOT SURE]
All	14%	53%	14%	9%	10%
Men <45 years	13%	50%	16%	13%	8%
Men 45+ years	16%	49%	13%	12%	10%
Women <45 years	11%	61%	15%	4%	9%
Women 45+ years	16%	53%	13%	7%	12%
Very/somewhat familiar	16%	53%	17%	11%	4%
Not/a little familiar	12%	53%	10%	7%	18%
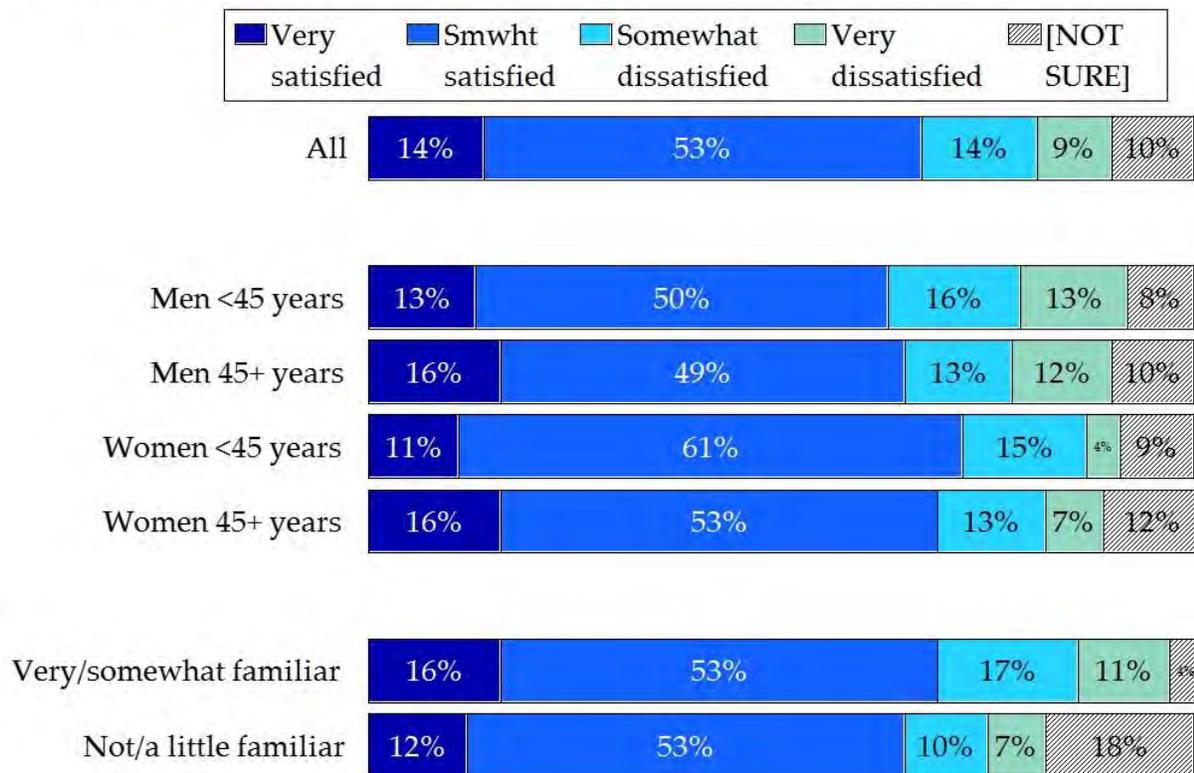
Numbers in any one bar may not add up to 100% because of rounding.

For those 23% of Michigan residents who said they were dissatisfied, the satisfaction question was followed up by asking "is there anything specific about MDOT or the job that it is doing that leads you to be dissatisfied?" **Figure 10** shows that, overwhelmingly (58%), those who are dissatisfied with MDOT cite road and pavement conditions as the source of their dissatisfaction. This is up from 53% in 2014. The next most frequently cited reason for dissatisfaction was funding, either in terms of not enough spent or that the way it is spent is wasteful, frequently cited in conjunction with road conditions and perceptions of shoddy repairs that don't last. There is a big growth in the percentage of dissatisfied public who gave this response, from 8% in 2014 to 24% this year.

Figure 10. Residents Who Are Dissatisfied Are Overwhelmingly Most Likely to Cite the Conditions of Michigan State Roads (Question 2a)

Q2a. [If "very or somewhat dissatisfied"] Is there anything specific about MDOT or the job that it is doing that leads you to be dissatisfied?
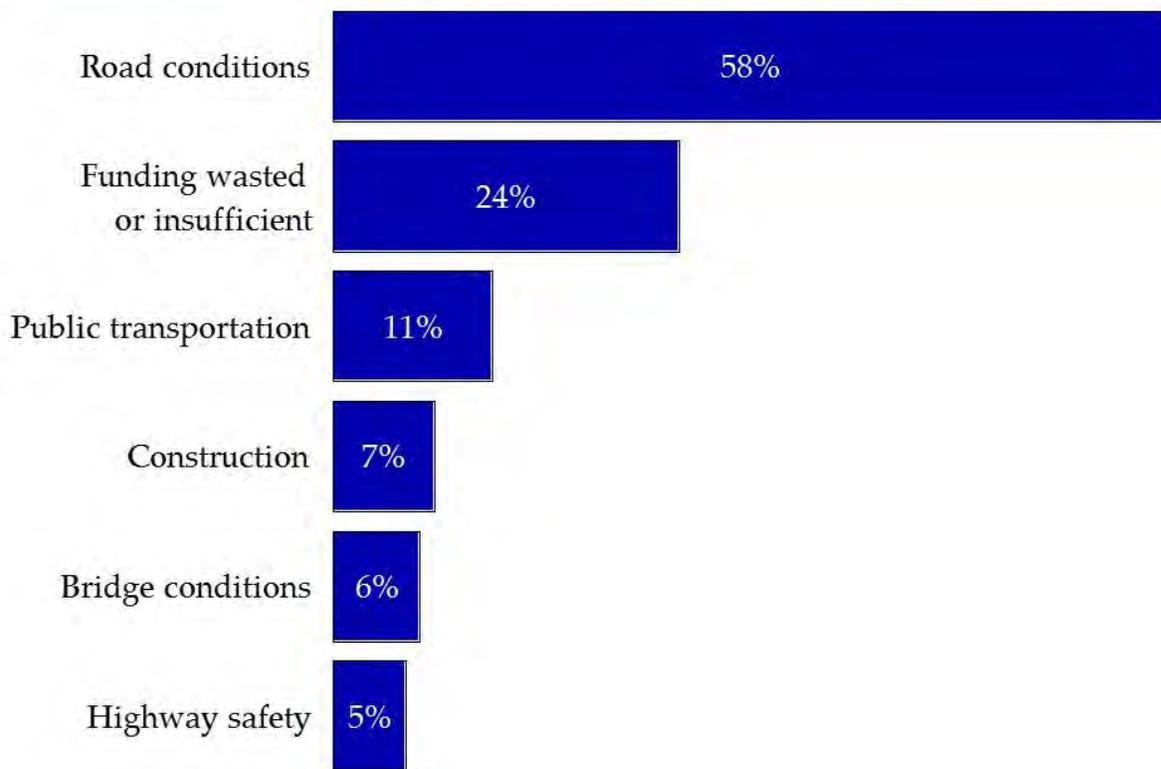
Although most people gave one response, Figure 10 allows for multiple responses. Other responses, not included in this figure, were voiced by less than 2% of those who were dissatisfied.

3.2 Comparing Levels of Satisfaction with Various MDOT Activities

In addition to the overall level of satisfaction, Michigan residents were asked to rate their level of satisfaction with 15 MDOT activities. Respondents were given the following instructions for rating this series of activities:

*I am going to read you a list of activities the Michigan Department of Transportation undertakes to improve transportation in the state. After each, please tell me how satisfied you are with that particular MDOT activity. We will use a 1 to 5 scale – with a 5 meaning you are <u>most</u> satisfied with that service and a "1" means that you are <u>not at all</u> satisfied with that service. You may also use any number in between. If the item pertains to highways, please <u>only</u> consider the highway system MDOT is responsible for, which are interstates, U.S. Routes and routes that start with an "M"—and <u>**not**</u> city and county roads.*

Following this introduction, respondents were given 13 activities to evaluate. Two more activities were then asked only of those who said they had used that mode of transportation in the past year—public transportation (26% said they have taken public transportation in past year) and long-distance bus or rail transportation (22% said they have taken long-distance bus or rail transportation in past year). In **Figures 11, 12, and 13**, the results of all 15 activities are presented across all three figures, from the five most satisfying activities in Figure 11 to the middle five in Figure 12, and the five least satisfying activities in Figure 13. The activities clump nicely into these three groups of five, in that the top five really stand above the others, and the middle five activities are roughly equally satisfying. The bottom five do not necessarily clump together, but all had significantly more dissatisfied ratings than the 10 that scored higher than them.

Figure 11. MDOT Activities That Rank the Highest in Satisfaction Ratings among Michigan Residents (Question 8 series, Questions 10 and 12)

Q8. How satisfied are you with each of these priorities? (Activities with highest scores)
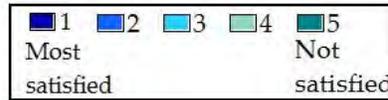
Legend: ■1 ■2 ■3 ■4 ■5
Most satisfied   Not satisfied

d. Making Michigan state highways and interstates as safe as possible in their design and construction, and with clear markings and signage

| 26% | 35% | 26% | 7% | 5% |

*Q10. ...the quality of the long distance bus or rail transportation you have experienced

| 29% | 29% | 25% | 8% | 8% |

g. Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays, through electronic signs, smartphone apps, and online tools

| 27% | 30% | 27% | 9% | 6% |

c. Quickly and efficiently removing snow and ice from Michigan state highways

| 26% | 32% | 23% | 11% | 7% |

*Q12. ...the quality of the public transportation you have experienced

| 22% | 30% | 35% | 6% | 4% |

The remainder, not shown in the figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

*Sample size is smaller for this item, as it was only asked of those who used such modes of transportation in the past year.

Figure 12. MDOT Activities That Rank in the Middle in Satisfaction Ratings among Michigan Residents (Question 8 series)

Q8. How satisfied are you with each of these priorities? (Activities with mid-range scores)
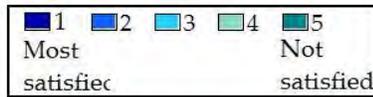
Legend: ■ 1 Most satisfied ■ 2 □ 3 □ 4 ■ 5 Not satisfied

m. Ensuring sufficient availability of passenger air services

| 15% | 23% | 36% | 10% | 8% |

i. Making certain sufficient public transportation services are available for the elderly and persons with disabilitie

| 20% | 19% | 31% | 16% | 10% |

j. Making certain sufficient public transportation services for local trips are available, such as public bus or "Dial-A-Ride" transportation services.

| 16% | 25% | 32% | 14% | 11% |

f. Making certain traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents

| 17% | 23% | 32% | 17% | 11% |

l. Making certain for-hire transportation services, such as taxis and limousines, charter buses & app-based transport. services—such as UBER & LYFT—have sufficient govt oversight & protection for consumers

| 12% | 22% | 39% | 14% | 9% |

The remainder, not shown in figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

Figure 13. MDOT Activities That Rank the Lowest in Satisfaction Ratings among Michigan Residents (Question 8 series)

Q8. How satisfied are you with each of these priorities? (Activities with lowest scores)
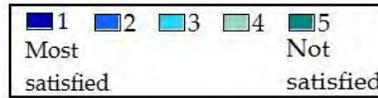
Legend: ■1 ■2 □3 □4 ■5
Most satisfied — Not satisfied

h. Providing a sufficient number of bike lanes and pathways for bicycles

| 16% | 21% | 27% | 17% | 15% |

a. Making certain bridges along Michigan state highways are in good condition

| 17% | 21% | 28% | 19% | 15% |

e. Quickly and efficiently completing state highway construction projects

| 14% | 21% | 31% | 17% | 16% |

k. Making certain sufficient alternatives to driving for long distance trips are available, such as intercity passenger rail or intercity bus services

| 12% | 19% | 31% | 17% | 18% |

b. Maintaining the pavement on state highways to keep them smooth and free of potholes

| 14% | 11% | 24% | 21% | 29% |

The remainder, not shown in figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

Table 2 reports the mean scores for all fifteen measures—the thirteen MDOT activities and two more experiential-based evaluations—all in the same rank order as in Figures 11-13.

Table 2. Satisfaction Mean Score, Rank, and Category for MDOT & Other Transportation Activities			
Activity	**Rank**	*Mean score*	**Category**
Making Michigan state highways and interstates as safe as possible in their design and construction, and with clear markings and signage. (Q8d)	1	3.7	Design & Build
The quality of the public transportation you have experienced. (Q12)*	2	3.64	Alt. to privately owned cars
Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays, through electronic signs, smartphone apps, and online tools. (Q8g)	3	3.63	Traffic flow
Quickly and efficiently removing snow and ice from Michigan state highways. (Q8c)	4	3.6	Maintenance
The quality of the long distance bus or rail transportation you have experienced. (Q10)*	4	3.6	Alt. to privately owned cars
Ensuring sufficient availability of passenger air services. (Q8m)	6	3.31	Alt. to privately owned cars
Making certain sufficient public transportation services are available for the elderly and persons with disabilities. (Q8i)	7	3.23	Alt. to privately owned cars
Making certain sufficient public transportation services for local trips are available, such as public bus or "Dial-A-Ride" transportation services. (Q8j)	8	3.2	Alt. to privately owned cars
Making certain traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents. (Q8f)	9	3.19	Traffic flow
Making certain for-hire transportation services, such as taxis and limousines, charter buses and app-based transportation services—such as UBER and LYFT—have sufficient government oversight and protection for consumers. (Q8l)	10	3.16	Alt. to privately owned cars
Providing a sufficient number of bike lanes and pathways for bicycles. (Q8h)	11	3.07	Alt. to privately owned cars
Making certain bridges along Michigan state highways are in good condition. (Q8a)	12	3.05	Maintenance
Quickly and efficiently completing Michigan state highway construction projects. (Q8e)	13	3.01	Design & Build
Making certain sufficient alternatives to driving for long distance trips are available, such as intercity passenger rail or intercity bus services. (Q8k)	14	2.89	Alt. to privately owned cars
Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes. (Q8b)	15	2.6	Maintenance

Asked of only those who used or experienced this item and more of a satisfaction of the quality of that activity than of MDOT itself.

In some previous MDOT Attitude and Perception surveys—such as in 2014—the number of MDOT activities for which public satisfaction was measured was larger. We scaled back the list and combined items this year to make room for other questions. Many of the questions dropped related to MDOT communication activities, which as group, polled the highest in public satisfaction. Items related to traffic flow activities were combined to create two from what had been four in 2014 and maintenance activities moved from five to three items. The one exception

to this was activities touching on means of transportation that are alternatives to diving cars, which now makes up eight items in Table 2, up from seven in 2014. One thing that is clear from Table 2 is that once communication activities are removed, no category of activities clearly ranks high or low in satisfaction. Each of the categories are well represented on the top and bottom half of this list.

When it comes to **Traffic flow** the highest ranking item is communication related—*providing clear information and warnings to the public on road closures, work zones, and potential traffic delays, through electronic signs, smartphone apps, and online tools* (3rd). Lower in satisfaction, although far from the lowest, is the effort outside of communication to improve traffic flow—*making certain traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents* (9th).

The category of **Design and build** includes the activity that received the highest satisfaction ratings—*making Michigan state highways and interstates as safe as possible in their design and construction, and with clear markings and signage* (1st). However, ranking among the lowest is the speed in which projects get built—*quickly and efficiently completing Michigan state highway construction projects* (13th).

The highest ranking item in the **Maintenance** category is MDOT's ability to *quickly & efficiently remove snow and ice from state highways and interstates* (tied 4th). However ranked among the least satisfied is: *making certain bridges along Michigan state highways are in good condition (12th)* and maintaining *the pavement on Michigan state highways to keep them smooth and free of potholes* (15th). This latter item has always ranked the lowest in satisfaction in every one of the Attitude and Perceptions surveys MDOT has conducted.

There are many more items in the category of **alternatives to privately owned motor vehicles**. The highest ranked of these is *the quality of public transportation* (2nd). Satisfaction with public transportation is asked only of those who have taken public transportation in the past year, which is only 26% of Michigan residents. The lowest level of satisfaction with activities in this category is *making certain sufficient alternatives to driving for long distance trips are available, such as intercity passenger rail or intercity bus services* (14th). All of the other six activities in this category are clumped together in the middle in terms of ranking levels of satisfaction. It should be noted that items related to the quality of long distance bus and rail service, were also only asked only of those who used those services, which was 22% of Michigan residents. In addition the question on the quality of public transportation and long distance transportation did not specifically mention MDOT, in part because MDOT is not solely responsible for that quality and because the respondent would likely have little idea what contribution MDOT makes in those areas to improve the quality.

Table 3 reverts back to the 13 satisfaction measures of MDOT activities asked in the question 3 series. It again has the relative statewide ranking (among the 13) and the statewide mean score, but it also includes the mean scores for activities within each of the 10 Michigan Prosperity

Regions.[2] Comparing the regions with each other is less interesting, for there is a typical pattern that tends to mirror the overall state satisfaction. For example, if one compares the regional mean scores with the state mean scores, residents in Detroit Metro and Southeast are less satisfied on average than residents across the state for all 13 measures. Western, East Central, and Upper Peninsula residents tend to be the most positive. For that reason, it does not tell us much to go through each activity and see which region has the highest and lowest score. More interesting and more revealing is comparing the relative rank order of the activity within each region, to see if there is an activity that does especially well or especially poorly compared to its relative ranking among all residents.

Table 4 shows the relative ranking of all 13 activities across the state and within each region. It also notes when that regional ranking differed from the state by more than four places. If the regional rank is at least 4 places *higher* than the state rank, it is noted with a **blue box** and **blue font**. If the regional ranking is *lower* by more than at least 4 places from the state ranking, then it is noted by a **red box** and **red font**.

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[2] One of the reasons this report goes back to just the 13 activities asked in Q8 in Table 3 and not all 15 satisfaction measures shown in Table 2, is that the other 2 were not asked of everyone—just those who used or experienced them. Thus the sample size in many regions is just too small to analyze with any accuracy.

Table 3. Satisfaction Mean Scores For MDOT Activities By Michigan Prosperity Region

MDOT Activity	state rank	state score	UP 1	NW 2	NE 3	W 4	EC 5	E 6	SC 7	SW 8	SE 9	DM 10
Making Michigan state highways and interstates as safe as possible in their design and construction, and with clear markings and signage	1	3.7	3.88	3.7	3.88	3.82	3.92	3.9	3.67	3.58	3.53	3.63
Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays, through electronic signs, smartphone apps, and online tools	2	3.63	4.51	3.55	4.03	3.82	3.57	3.73	3.7	3.56	3.6	3.51
Quickly and efficiently removing snow and ice from Michigan state highways	3	3.6	3.75	3.72	3.89	3.68	3.82	3.62	3.82	3.76	3.62	3.5
Ensuring sufficient availability of passenger air services	4	3.31	3.78	3.65	3.8	3.92	3.84	3.7	3.58	3.6	3.48	3.42
Making certain sufficient public transportation services are available for the elderly and persons with disabilities	5	3.23	3.37	3.34	3.87	3.77	3.37	3.93	3.77	3.55	3.75	3.45
Making certain sufficient public transportation services for local trips are available, such as public bus or "Dial-A-Ride" transportation services.	6	3.2	3.44	3.23	3.3	3.36	3.53	3.46	3.21	3.45	3.08	3.25
Making certain traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents	7	3.19	3.47	3.21	3.32	3.39	3.5	3.32	3.07	3.34	2.88	3.17
Making certain for-hire transportation services, such as taxis and limousines, charter buses and app-based transportation services—such as UBER and LYFT—have sufficient government oversight and protection for consumers.	8	3.16	3.12	3.25	3.4	3.51	3.44	3.24	3.38	3.45	2.99	3.02
Providing a sufficient number of bike lanes and pathways for bicycles	9	3.07	3.65	3.29	3.27	3.31	3.45	3.34	3.26	3.12	3.04	3.07
Making certain bridges along Michigan state highways are in good condition	10	3.05	3.17	3.18	2.99	3.32	3.37	3.29	2.99	3.23	3.03	3.08
Quickly and efficiently completing Michigan state highway construction projects	11	3.01	3.18	3.09	2.89	3.23	3.39	3.22	3.37	3.34	2.92	2.86
Making certain sufficient alternatives to driving for long distance trips are available, such as intercity passenger rail or intercity bus services	12	2.89	3.57	3.12	3.2	3.48	3.1	3.09	3	3.1	3.04	2.79
Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes	13	2.6	3.42	3.06	3.15	3.25	3.33	2.89	3.18	3.08	2.99	2.81

			Michigan Prosperity Regions									
MDOT Activity	state rank	state score	UP 1	NW 2	NE 3	W 4	EC 5	E 6	SC 7	SW 8	SE 9	DM 10
Making Michigan state highways and interstates as safe as possible in their design and construction, and with clear markings and signage	1	3.7	1	2	2	2	1	1	2	3	2	1
Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays, through electronic signs, smartphone apps, and online tools	2	3.63	3	1	1	3	3	3	1	1	1	2
Quickly and efficiently removing snow and ice from Michigan state highways	3	3.6	2	3	3	1	2	2	3	2	3	3
Ensuring sufficient availability of passenger air services	4	3.31	7	6	6	7	4	4	8	4	4	4
Making certain sufficient public transportation services are available for the elderly and persons with disabilities	5	3.23	6	7	5	6	5	6	10	6	11	5
Making certain sufficient public transportation services for local trips are available, such as public bus or "Dial-A-Ride" transportation services.	6	3.2	12	5	4	4	7	8	4	4	8	8
Making certain traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents	7	3.19	4	4	7	9	6	5	7	10	5	7
Making certain for-hire transportation services, such as taxis and limousines, charter buses and app-based transportation services—such as UBER and LYFT—have sufficient government oversight and protection for consumers.	8	3.16	10	8	10	8	9	7	12	8	7	6
Providing a sufficient number of bike lanes and pathways for bicycles	9	3.07	9	10	11	12	8	9	5	6	10	9
Making certain bridges along Michigan state highways are in good condition	10	3.05	5	9	8	5	12	11	11	11	5	11
Quickly and efficiently completing Michigan state highway construction projects	11	3.01	8	11	9	11	10	12	9	12	8	10
Making certain sufficient alternatives to driving for long distance trips are available, such as intercity passenger rail or intercity bus services	12	2.89	13	12	12	10	11	10	6	9	12	12
Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes	13	2.6	11	13	13	13	13	13	13	13	13	13

Table 4. Satisfaction Rankings For MDOT Activities By Michigan Prosperity Region

There really is not much that stands out in terms of regional difference. The only results that exceed our requirement of a ranking difference of more than 4 places are the following:

- In the **Upper Peninsula, West, Southeast,** there is more satisfaction with the activity of *making certain bridges along Michigan state highways are in good condition* compared to the other regions.

- In **South-Central**, there is relatively greater satisfaction with *making certain sufficient alternatives to driving for long distance trips are available, such as intercity passenger rail or intercity bus services*.

- Also in **South-Central**, there is relatively greater satisfaction with *providing a sufficient number of bike lanes and pathways for bicycles*.

- In the **Upper Peninsula**, there is considerably less satisfaction with *making certain sufficient public transportation services for local trips are available, such as public bus or "Dial-A-Ride" transportation services*.

- In **South-Central**, there is relatively less satisfaction with:

    o *Ensuring sufficient availability of passenger air services.*

    o *Making certain sufficient public transportation services are available for the elderly and persons with disabilities*

    o *Making certain for-hire transportation services, such as taxis and limousines, charter buses and app-based transportation services—such as UBER and LYFT—have sufficient government oversight and protection for consumers.*

- In **Southeast**, residents are less satisfied relative to other regions in MDOT *making certain sufficient public transportation services are available for the elderly and persons with disabilities*.

In **Detroit Metro** the ranking of the activities does not greatly differ (i.e. by as little as two places or more) from the statewide ranking. This is in part because Detroit Metro is so much more populated that its results have a much bigger impact on the state results.

3.3 Change in Levels of Satisfaction for Certain MDOT Activities

For the most part, reported satisfaction for these activities have improved. We have tweaked the language for some of the items over the years, which makes some of them difficult to analyze over time because change in satisfaction could well have been the result of wording change. However, there are some activities that we have asked about with enough consistency since either the 2006 or the 2009 survey that, on the whole, have also increased in the average level of satisfaction over the course of the time they have been asked (**Figure 14**). The increases are not tremendous and there are some years where satisfaction levels have ebbed and flowed, but on the whole we see a clear pattern of increase in satisfaction over time.

Figure 14. MDOT Activities Where Public Satisfaction Has Improved over the Years (mean scores of select activities from the Question 8 series)
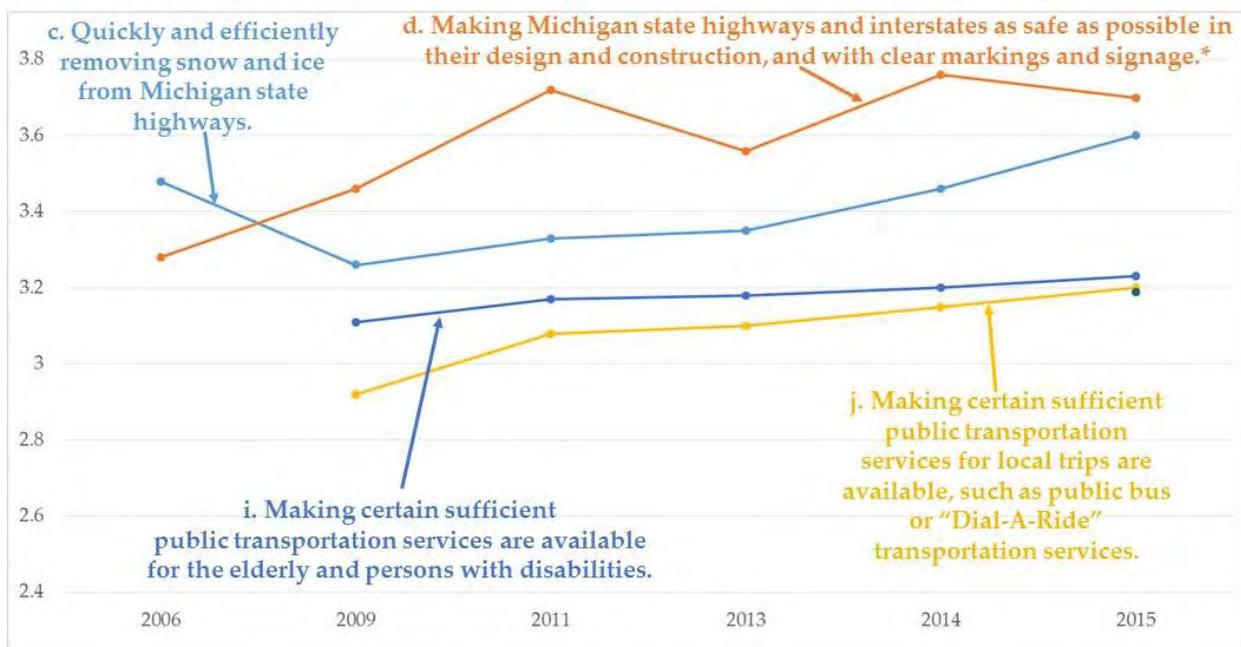
*Wording changed in 2015 to include "marking and signage."

However, there have been two MDOT activities where we have seen a general decrease in satisfaction over time (**Figure 15**). These two activities—*making certain bridges along Michigan state highways are in good condition* and *maintaining the pavement on Michigan state highways to keep them smooth and free of potholes*—rank among the lowest in satisfaction and in early surveys were found to be considered among the most important of MDOT activities, so it is especially troubling to see their decline.

Figure 15. MDOT Activities Where Public Satisfaction Has Declined over the Years (mean scores of select activities from the Question 8 series)
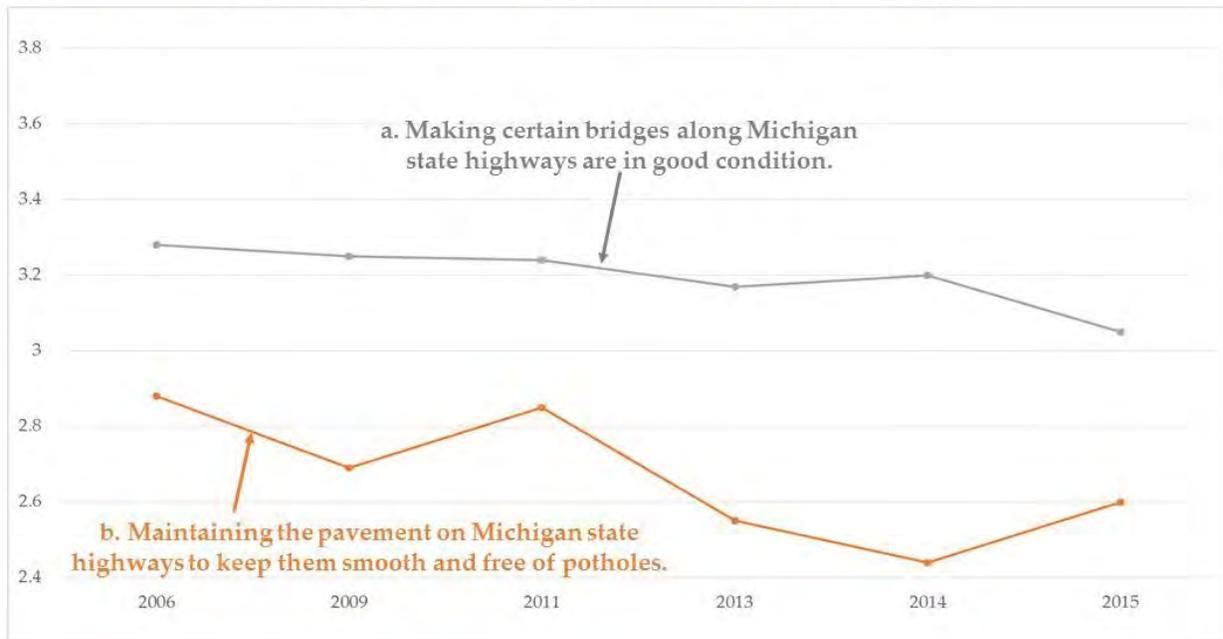
Chapter 4. Perceptions of MDOT

In this survey, we returned to a series of six statements that give positive descriptions of MDOT and ask respondents to agree and disagree. These questions had also been asked in 2011 and 2013.[3] In this report, we will discuss these statements in the order of those that receive the highest level of agreement and lowest disagreement to those who received the lowest level of agreement and highest disagreement. We will also show how much the public agreed with these statements overtime. In each case, the level of agreement has declined since both 2011 and 2013.

4.1 That MDOT Is Moving in the Right Direction

The highest level of agreement is for the statement *I think MDOT is moving in the right direction*. By a ratio of 2-to-1, more agree (52%) than disagree (26%) with the statement (**Figure 16**). However, this represents a significant drop in agreement (down from 60% in 2013) and increase in disagreement (up from 17% in 2013).

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[3]These six statements were also asked in surveys conducted prior to 2011, but in 2011 the scale was changed slightly, adding a neither "agree-disagree" option into what had previously been a forced choice agree-disagree scale. This means we are unable to compare results on this series of questions with any survey prior to 2011.

Figure 16. By A Ratio of 2-to-1 Michigan Residents Think MDOT Is Headed in the Right Direction, Though Agreement on That Has Declined Since 2013 (Question 4b)

Q4. How strongly do you agree or disagree with the following statement
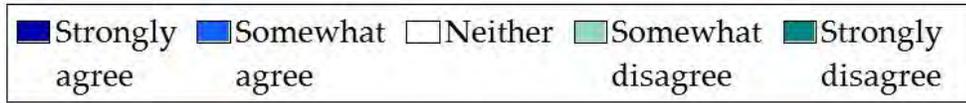
| ■ Strongly agree | ■ Somewhat agree | □ Neither | ■ Somewhat disagree | ■ Strongly disagree |

b. I think MDOT is moving in the right direction

Year	Strongly agree	Somewhat agree	Neither	Somewhat disagree	Strongly disagree
2015	15%	37%	19%	15%	11%
2013	19%	41%	21%	9%	8%
2011	17%	44%	15%	13%	8%
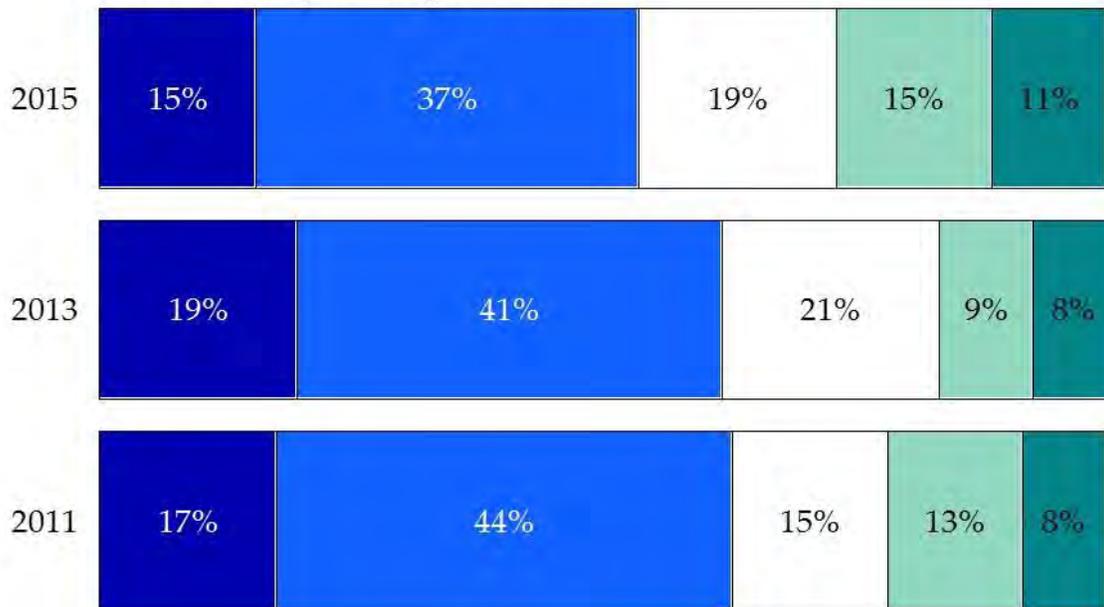
The remainder, not shown in this figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

Residents in the West Region are the most likely to say MDOT is moving in the right direction, while residents in the Upper Peninsula are the least likely (**Figure 17**).[4] The variation between regions is not great and only falls just outside the margin of error when comparing the very highest and lowest results.

Figure 17. West Residents Are the Most Likely and Upper Peninsula Residents Are the Least Likely to Think MDOT Is Headed in the Right Direction (Question 4b)
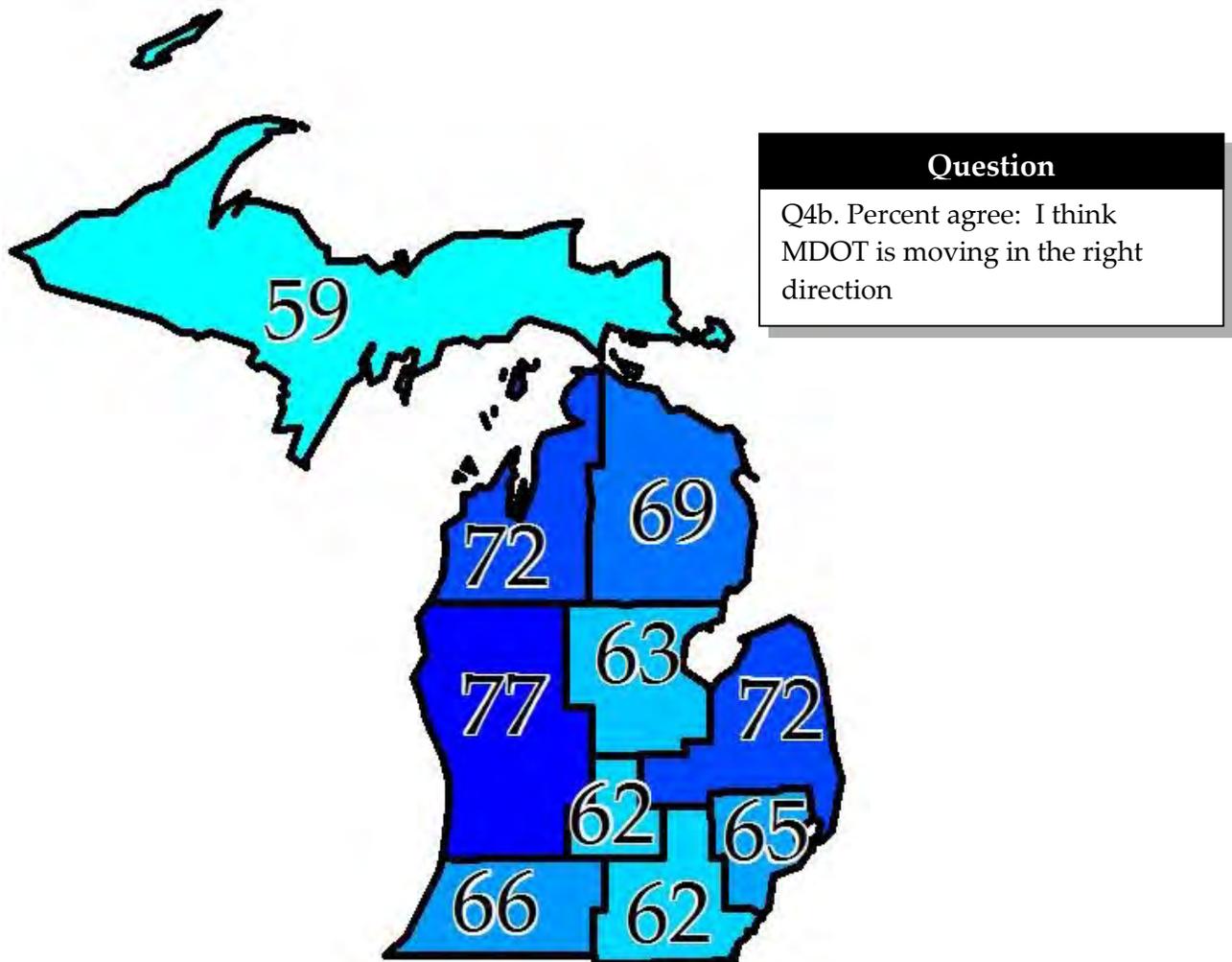
Question
Q4b. Percent agree: I think MDOT is moving in the right direction

"Not sure" and "Neither" are excluded for regional analyses. In other words, the percentages shown in this figure represent the percent who agree over those who either agree or disagree.

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[4]In the regional maps for the Q4 series, the percentage shown is the portion who agree of only those who express an opinion. Because there is a large neutral category—those who neither agree nor disagree—it, along with "unsures," is removed from this analysis. For that reason the percentage who agree will appear larger than it does in the overall bar graphs where "unsure" and "neither" are included in the numbers.

4.2 That MDOT Adequately Supports Local Transportation Projects

The second highest level of agreement is for the statement, *I think MDOT adequately supports local transportation projects for city and county governments*. Exactly one-half (50%) of Michigan residents agree with this statement, while 27% disagree (**Figure 18**). Agreement with this statement has declined since 2013, but the change is a little less pronounced compared to the previous statement on MDOT moving in the right direction. The drop of 9% in the percentage who agree, from 59% in 2011, is much larger.

Figure 18. One-half of Michigan Agree That MDOT Adequately Supports Local Transportation Projects for City and County Governments, A Decline Since 2013 (Question 4e)

Q4. How strongly do you agree or disagree with the following statement

Legend: Strongly agree | Somewhat agree | Neither | Somewhat disagree | Strongly disagree

e. I think MDOT adequately supports local transportation projects for city & county govts
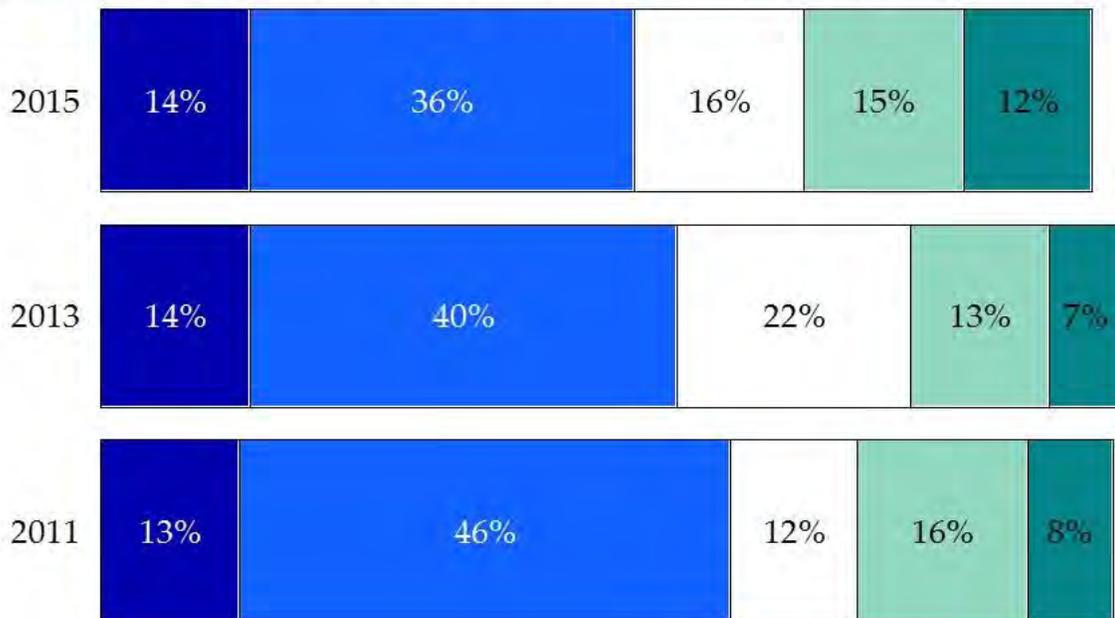
Year	Strongly agree	Somewhat agree	Neither	Somewhat disagree	Strongly disagree
2015	14%	36%	16%	15%	12%
2013	14%	40%	22%	13%	7%
2011	13%	46%	12%	16%	8%

The remainder, not shown in this figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

West residents are the most likely to agree that MDOT adequately supports local transportation projects for city and county governments, while Detroit Metro residents are the least likely (**Figure 19**). However, again the variation among regions is not especially pronounced and just barely exceeds the margin of error.

Figure 19. Detroit Metro Least Likely and West Residents Most Likely to Believe MDOT Adequately Supports Local Transportation Projects for the City and County Governments (Question 4e)

Question
Q4e. Percent agree: I think MDOT adequately supports local transportation projects for city and county governments
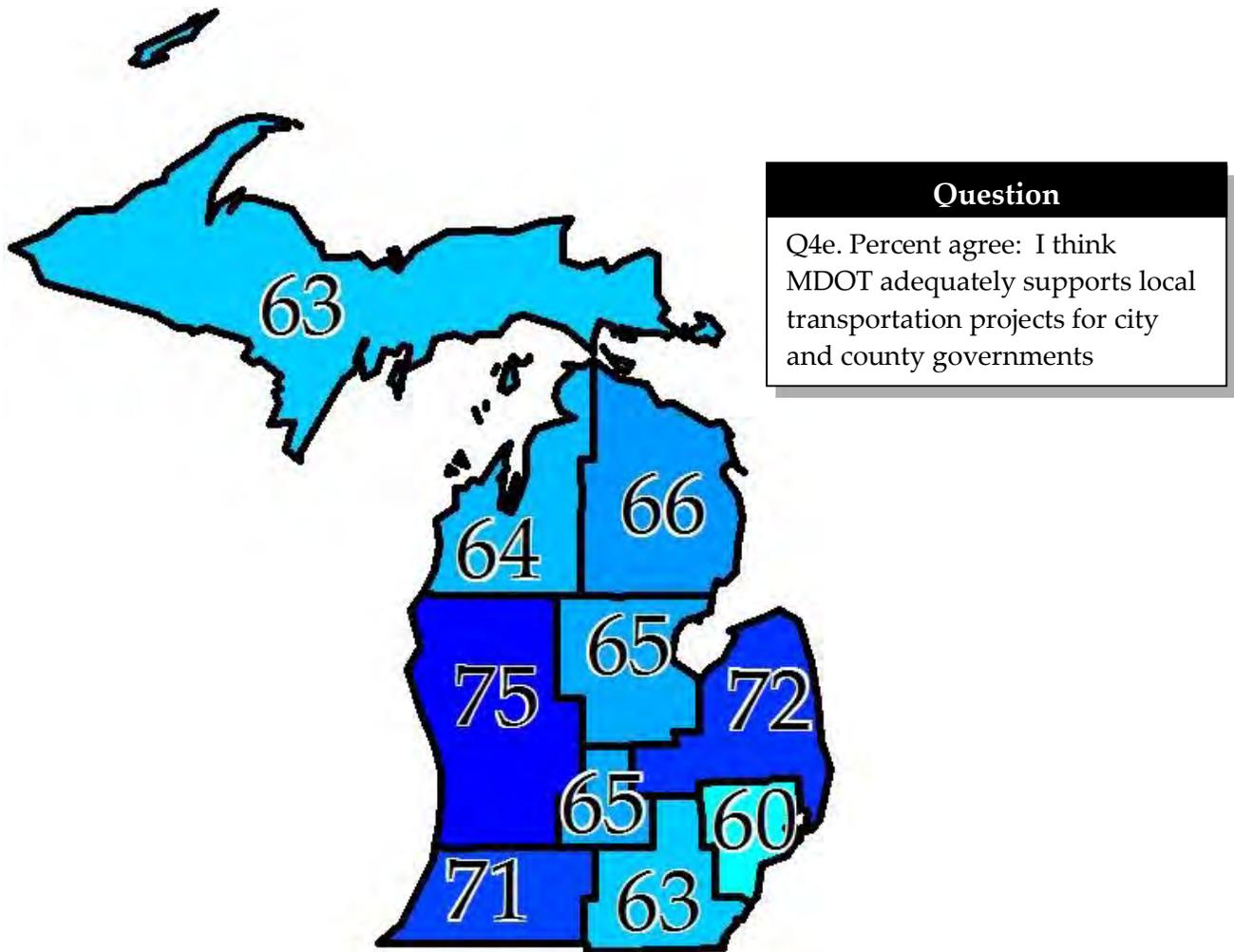
"Not sure" and "Neither" are excluded for regional analyses. In other words, the percentages shown in this figure represent the percent who agree over those who either agree or disagree.

4.3 That MDOT Officials Make Good Decisions

The third in our series of statements, *I trust MDOT officials to make good decisions about the state's future transportation system*, has slightly more who agree (52%), but even more who disagree (29%—**Figure 20**).   Here the change from 2013 is considerably less pronounced. Agreement is basically the same as it was in 2013, although strong agreement increased slightly— albeit insignificantly. However, disagreement is up from 24% in 2013. The opposite was the case in 2011, with more disagreeing (29%) but also much more (58%) agreeing with the statement.

Figure 20. Just over One-Half Agree That They Trust MDOT Officials to Make Good Decisions about the State's Future Transportation System (Question 4a)

Q4. How strongly do you agree or disagree with the following statement

	Strongly agree	Somewhat agree	Neither	Somewhat disagree	Strongly disagree
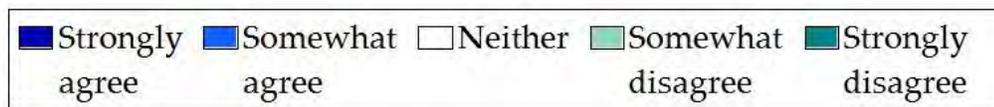
a. I trust MDOT officials to make good decisions about State's future transportation system
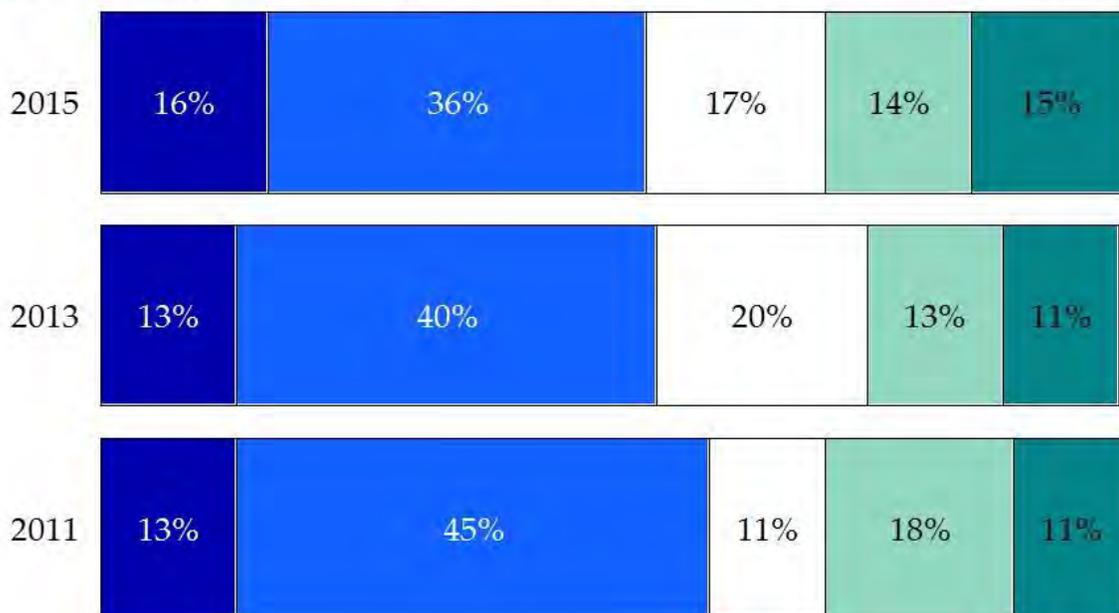
2015	16%	36%	17%	14%	15%
2013	13%	40%	20%	13%	11%
2011	13%	45%	11%	18%	11%

The remainder, not shown in this figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

When it comes to trusting MDOT officials to make good decisions about the state's future transportation system, West and Northwest residents are the most likely to agree, whereas Detroit Metro Residents are the most likely to disagree (**Figure 21**). In general the regional variation is not great, but the map does show a bit of a divide down the middle of the state, with trust higher on the Western side and lower on the Eastern side.

Figure 21. Detroit Metro Residents Are the Least Likely and West and Northwest Residents Are the Most Likely to Trust MDOT Officials Make Good Decisions about the State's Future Transportation System; (Question 4a)

Question

Q4a. Percent agree: I trust MDOT officials to make good decisions about the State's future transportation system
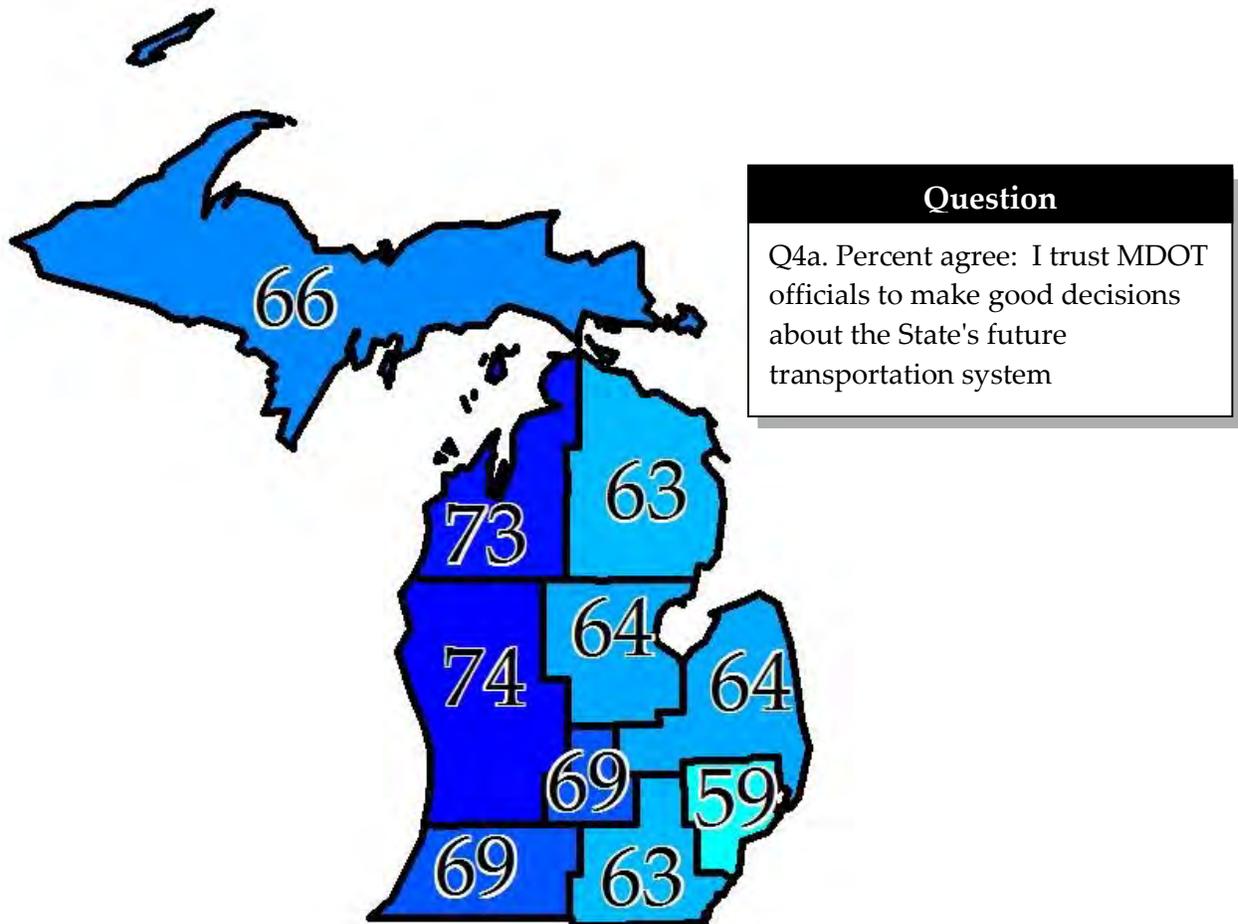
"Not sure" and "Neither" are excluded for regional analyses. In other words, the percentages shown in this figure represent the percent who agree over those who either agree or disagree.

4.4 That MDOT Is Responsive to Local Communities

The fourth in the ranked series, *I think MDOT is responsive to the concerns of local communities,* does not differ dramatically from the previous in the number who agree with the statement, although this is the first statement that less than one-half agree with (47%—**Figure 22**). Nearly one-third disagree (32%). This again represents a big drop in agreement from 2013, when it was 55% and a big increase in disagreement (23% in 2013).

Figure 22. Agreement That MDOT Is Responsive to the Concerns of Local Communities Has Declined since 2013 (Question 4f)

Q4. How strongly do you agree or disagree with the following statement.

	Strongly agree	Somewhat agree	Neither	Somewhat disagree	Strongly disagree

f. I think MDOT is responsive to the concerns of local communities

	Strongly agree	Somewhat agree	Neither	Somewhat disagree	Strongly disagree
2015	12%	35%	17%	18%	14%
2013	14%	41%	18%	11%	12%
2011	12%	44%	12%	18%	10%

The remainder, not shown in this figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

ABACUS ASSOCIATES
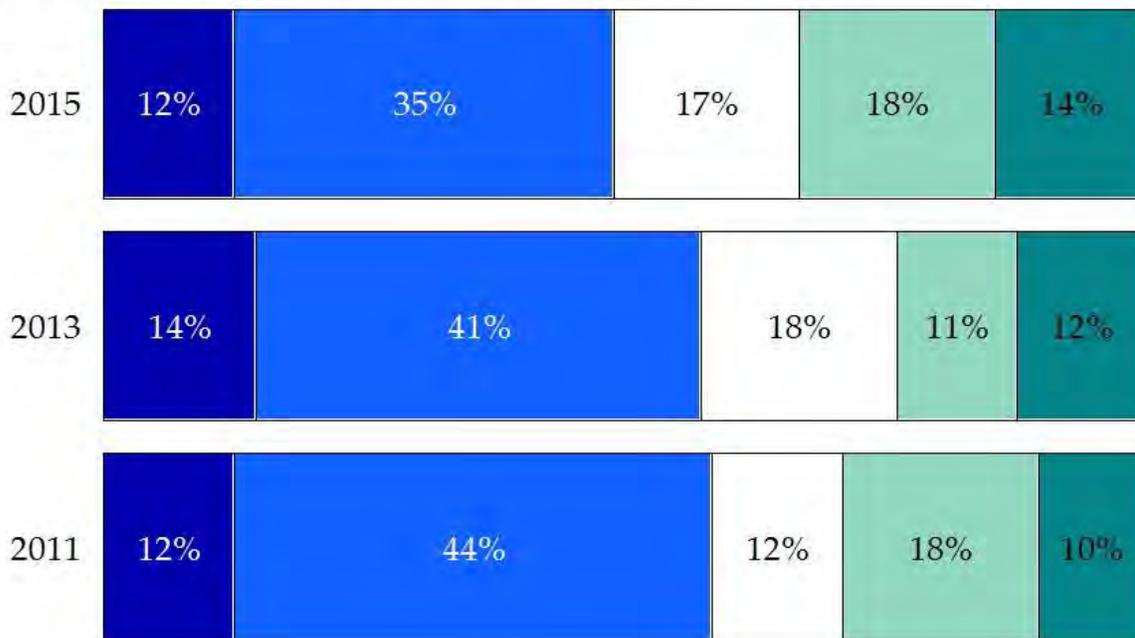
MDOT
Michigan Department of Transportation

Southeast residents are the least likely to believe that MDOT is responsive to local communities, while East Residents are the most likely to believe that (**Figure 23**). But the picture is more interesting if we take a broader look at how the four southernmost regions, along with the Upper Peninsula, are the least likely to agree with the statement, while the more northern regions (excluding the Upper Peninsula) are the most likely.

Figure 23. Southeast Residents Are the Least Likely and East Residents Are the Most Likely to Believe MDOT Is Responsive to the Concerns of Local Communities (Question 4f)
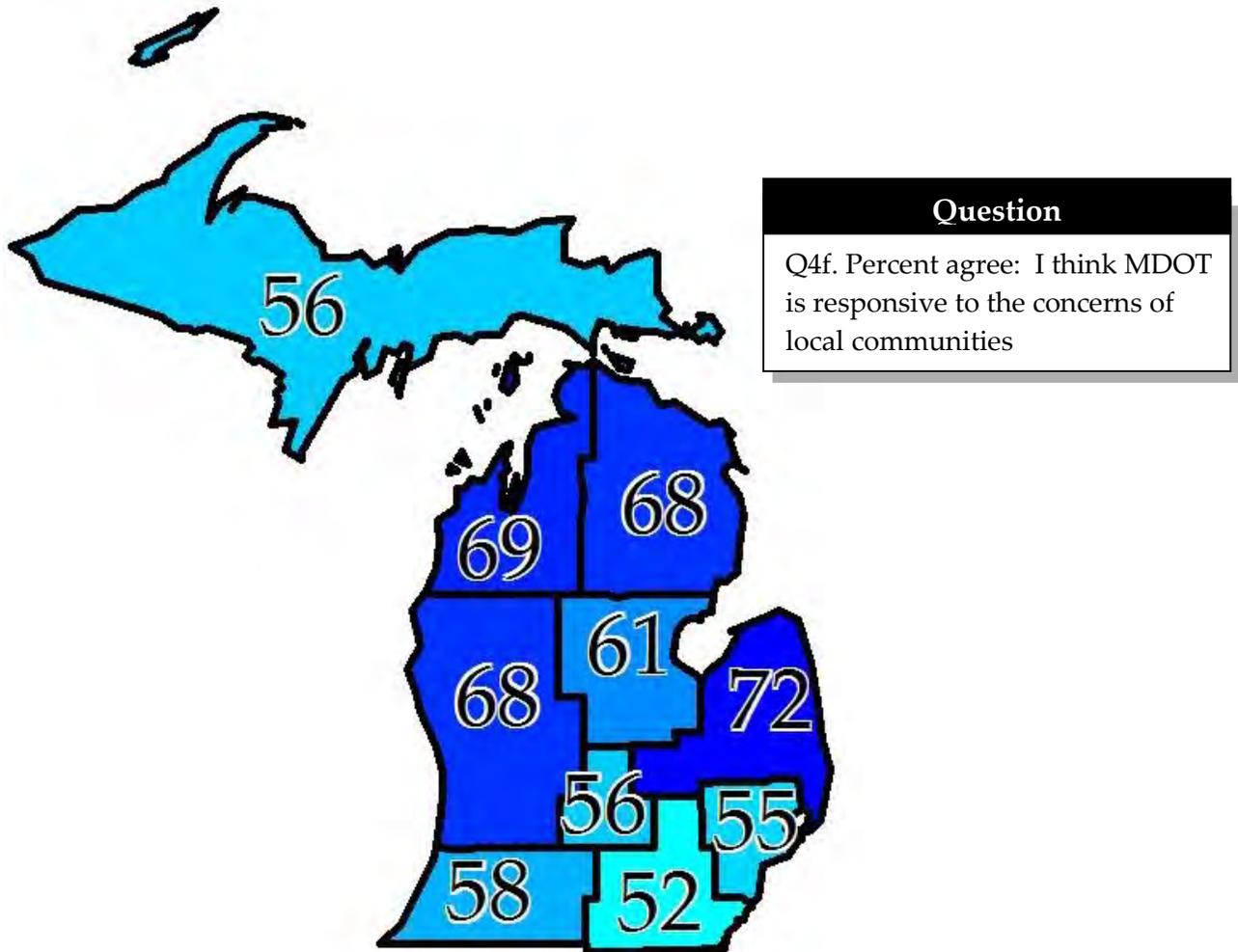
"Not sure" and "Neither" are excluded for regional analyses. In other words, the percentages shown in this figure represent the percent who agree over those who either agree or disagree.
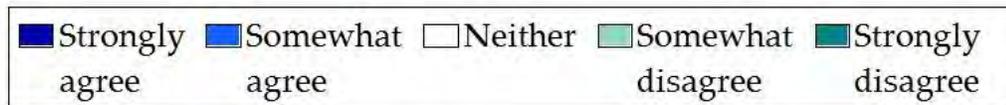
4.5 That of Having More Confidence in MDOT

Michigan residents are evenly split over the statement, **I have more confidence in MDOT today than I did three years ago**. Thirty-seven percent (37%) agree and 37% disagree with the statement, although those who disagree are more likely to feel strongly about it (**Figure 24**). There is a big gap compared to the first four statements discussed above, with agreement steeply dropping by 10% and disagreement rising by 5%.

Figure 24. More Agree than Disagree That They Have More Confidence in MDOT decisions than 3 Years Ago (Question 4c)

Q4. How strongly do you agree or disagree with the following statement
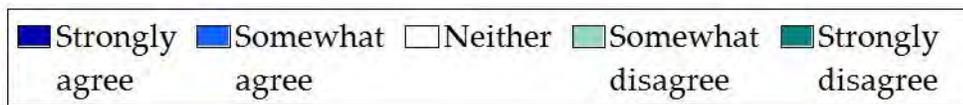
Legend: ■ Strongly agree ■ Somewhat agree □ Neither ■ Somewhat disagree ■ Strongly disagree

c. I have more confidence in MDOT today than I did three years ago

Year	Strongly agree	Somewhat agree	Neither	Somewhat disagree	Strongly disagree
2015	12%	25%	23%	20%	17%
2013	15%	29%	25%	16%	13%
2011	11%	32%	22%	18%	14%

The remainder, not shown in this figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

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This statement produces the sharpest regional differences. Confidence is highest among the three westernmost regions, while it is the lowest in the region of the State Capital: South-Central Michigan (**Figure 25**).

Figure 25. Residents in the Westernmost Regions Are Most Likely to Agree That They Have More Confidence in MDOT Today than They Did Three Years Ago, While Residents in South-Central Are the Least Likely to Agree (Question 4c)
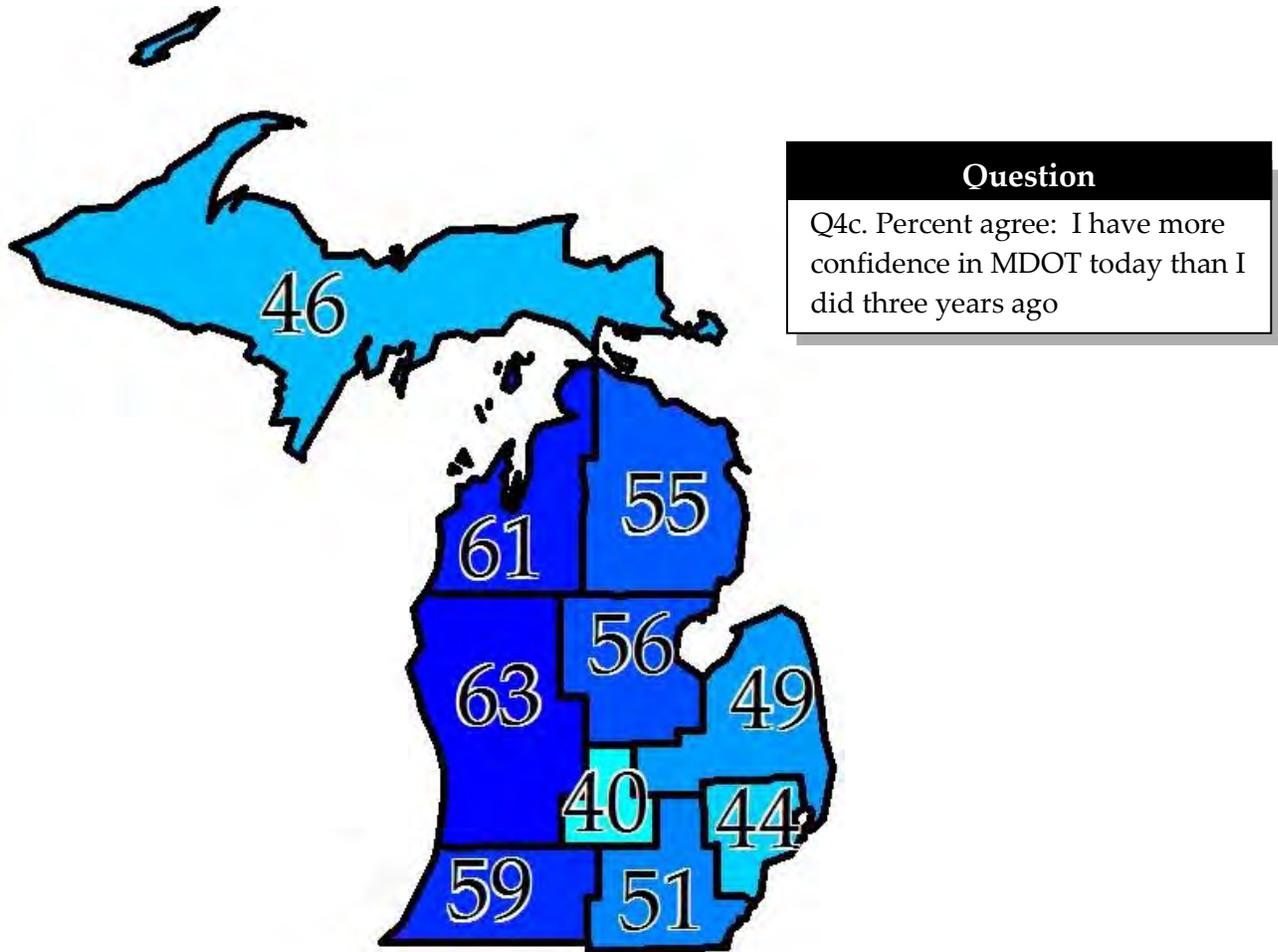
| Question |
| --- |
| Q4c. Percent agree: I have more confidence in MDOT today than I did three years ago |

"Not sure" and "Neither" are excluded for regional analyses. In other words, the percentages shown in this figure represent the percent who agree over those who either agree or disagree.

4.6 That MDOT Does a Good Job in Prioritizing Highway Improvements

Residents are also evenly divided over the statement **MDOT does a good job prioritizing highway improvements in Michigan**. Forty-four percent (44%) agree with the statement, while 42% disagree (**Figure 26**). This is ranked the lowest of the six because of the intensity of those who disagree, with 19% disagreeing strongly. Of the six statements, this one used to rank 2nd in 2011 and 2013, so the decline in agreement that we see since 2013—a decline that exists for all statements—is far worse for this statement. And this is the case after relative stability in this measure from 2011 and 2013. The decline in agreement since 2013 is from 58% to 44%, while disagreement with the statement jumped from 23% to 42%.

Figure 26. Michigan Residents Are Fairly Evenly Divided Over Whether MDOT Does a Good Job Prioritizing Highway Improvements, Which Represents Big Decline in Agreement from 2013 (Question 4d)

Q4. How strongly do you agree or disagree with the following statement.
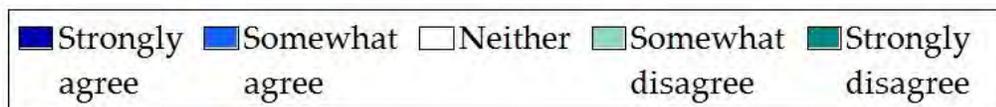
| | Strongly agree | Somewhat agree | Neither | Somewhat disagree | Strongly disagree |

d. MDOT does a good job prioritizing highway improvements in Michigan

Year	Strongly agree	Somewhat agree	Neither	Somewhat disagree	Strongly disagree
2015	11%	33%	12%	23%	19%
2013	16%	42%	17%	16%	7%
2011	15%	45%	11%	16%	10%

The remainder, not shown in this figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

The Southeastern corner of the state—that is the Southeast and Detroit-Metro regions—stand out as the least likely to agree that MDOT does a good job prioritizing highway improvements in Michigan (**Figure 27**).

Figure 27. Southeast and Detroit-Metro Are Least Likely to Agree that MDOT Does a Good Job in Prioritizing Highway Improvements (Question 4d)

> **Question**
>
> Q4d. Percent agree: I think MDOT does a good job prioritizing highway improvements in Michigan
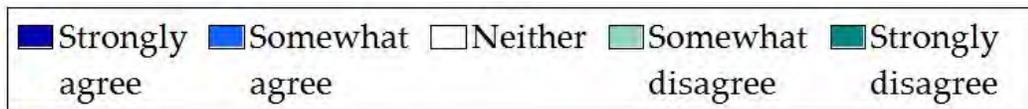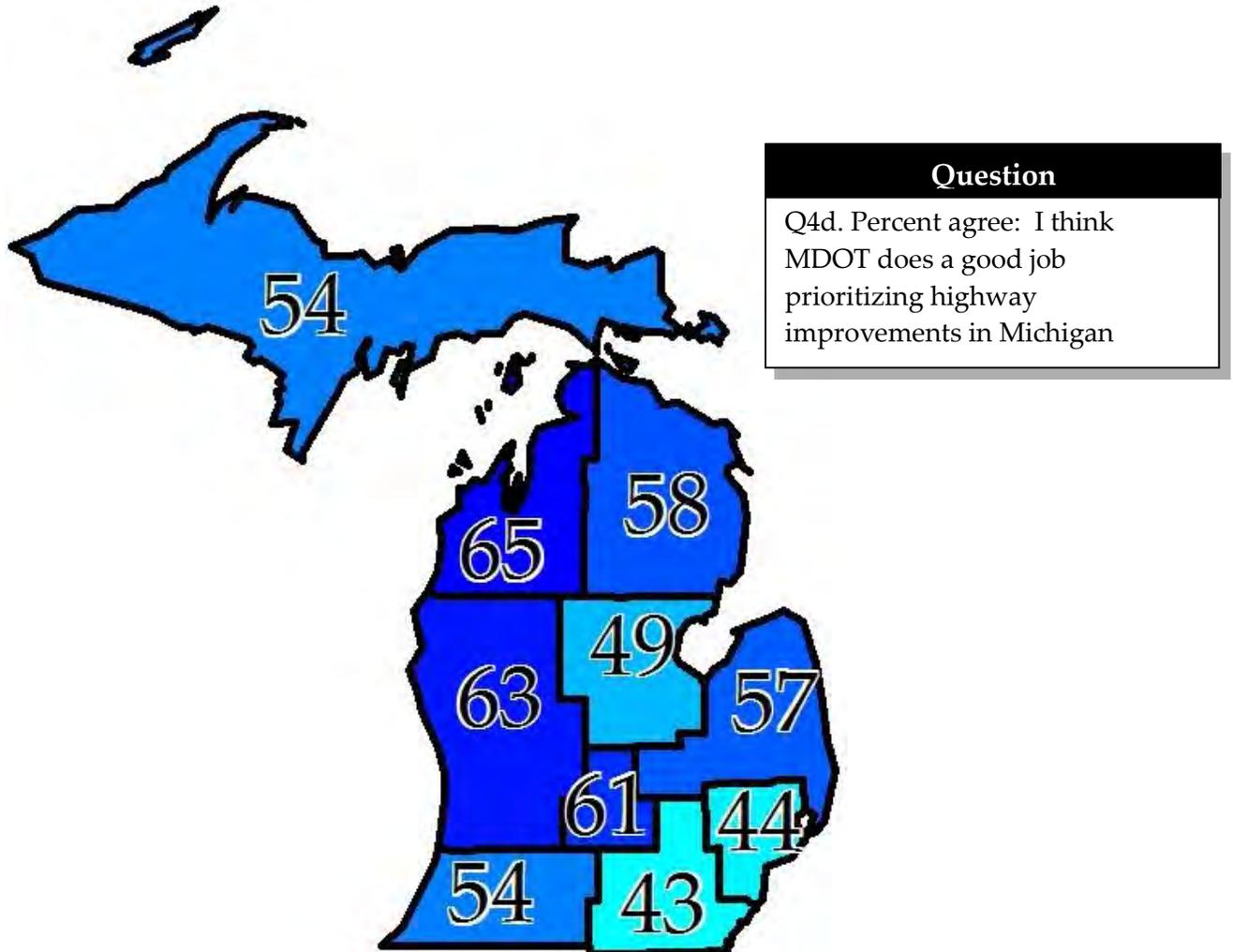
"Not sure" and "Neither" are excluded for regional analyses. In other words, the percentages shown in this figure represent the percent who agree over those who either agree or disagree.

Chapter 5. Quality of Transportation in Michigan

We asked one question whose purpose was less to evaluate MDOT directly and more to measure the public's general perception of the present state of transportation and the way it is funded.

5.1 Quality of Transportation in the Past Five Years

To get a sense of whether the public thinks transportation quality is changing, we asked respondents whether *the quality of transportation in Michigan is better, the same, or worse than it was five years ago*. This is a question that has been asked in each of the previous surveys with the exception of last year (2014). Here, unlike the satisfaction measure of MDOT, we see a big change (**Figure 28**), which suggests that residents may not hold MDOT responsible for the decline in transportation quality they are perceiving. In 2006, 2011, 2013, more residents said transportation was better than said it was worse. This year is more like 2009, where the percent saying transportation is worse outflanks those who say it is better.

Figure 28. In Comparing the Quality of Michigan Transportation to What It Was 5 years Ago, More Michigan Residents Say It Is Worse than Say It Is Better (Question 3)

Q3. Is the quality of transportation in Michigan better, the same, or worse than it was five years ago?

Year	Better	Same	Worse
2015	22%	37%	31%
2013	30%	40%	24%
2011	31%	39%	25%
2009	25%	35%	35%
2006	34%	38%	20%
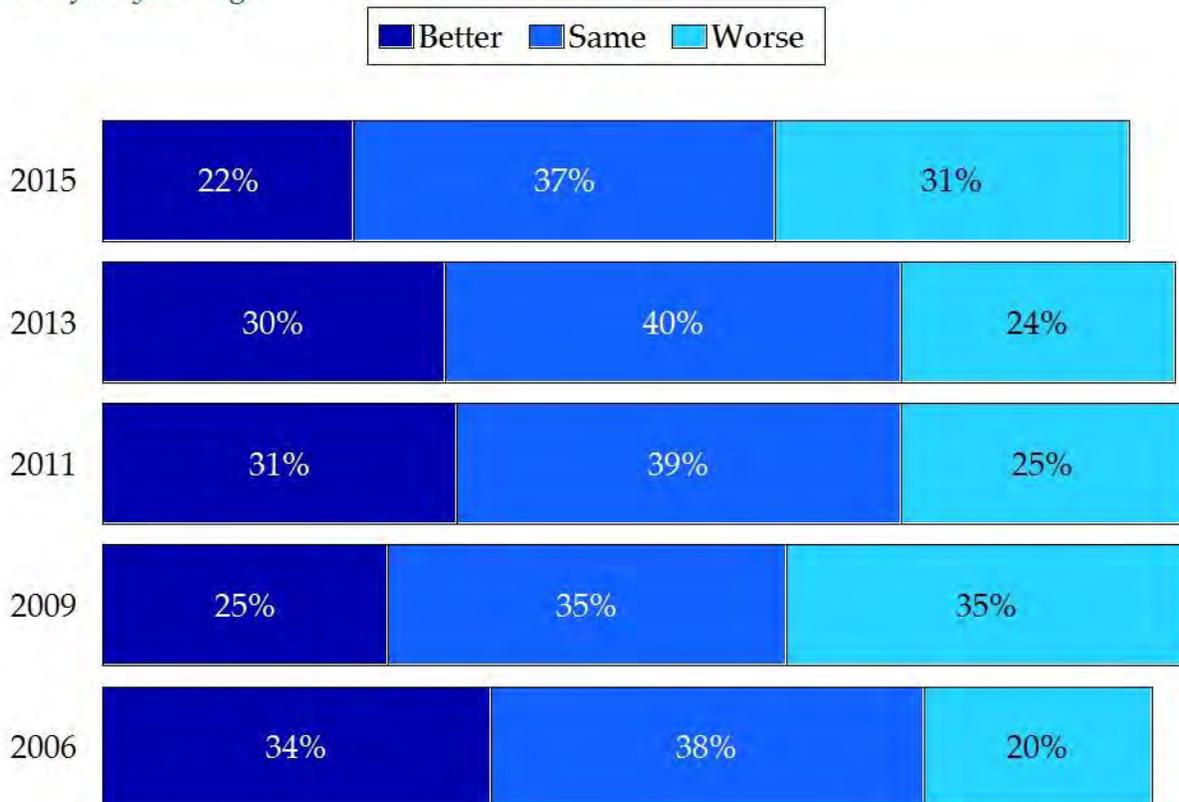
The remainder, not shown in this figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

To show regional differences with this question, we subtracted the percent who say it the quality of transportation is worse than it was 5 years ago from the percent who say it is better. In every region but one, the percent saying it is worse is larger than the percent saying it is better, thus the results shown in **Figure 29** are mostly negative numbers. The one exception to this is in the West, where 5% more say the quality of transportation is better than say it is worse. The regions where residents are the most likely to say the quality of transportation is worse as opposed to better, are Northeast Michigan and Detroit Metro.

Figure 29. West Michigan Is the Only Region Where More Residents Say the Quality of Transportation Is Better Than Say It Is Worse. (Question 3)
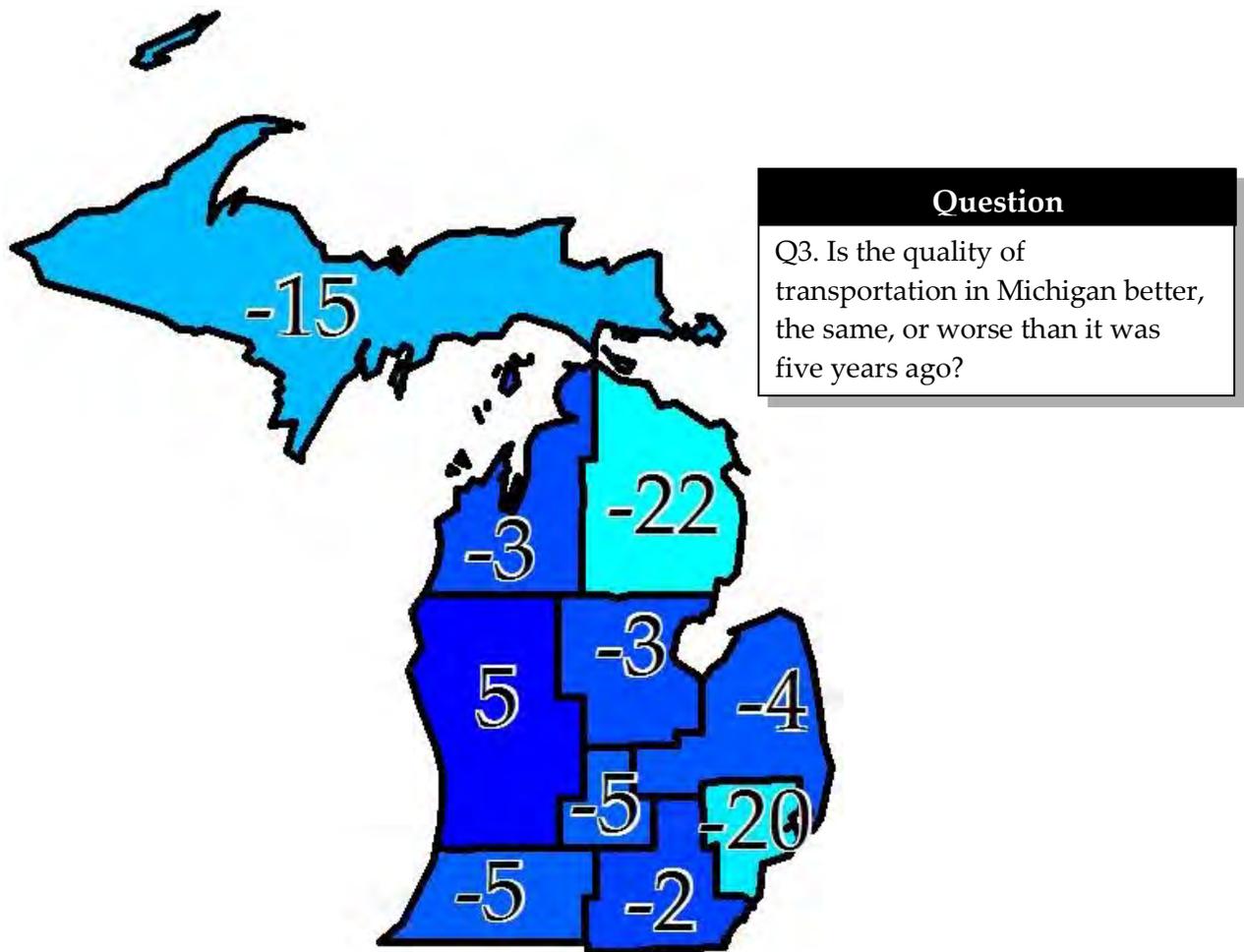
Number represents percent better minus percent worse. "Not sure" and "Same" are excluded from the analysis in this figure.

Chapter 6. Support for the State's Long Range Vision for an Integrated Transportation System

The final section of this report addresses the preferred vision for an integrated transportation system in the state that was originally affirmed in the 2006 and was a part of MDOT's Long Range Plan. This vision was reaffirmed five years later in the 2011 survey. Now nearly another five years has passed and MDOT is once again asking if Michigan residents will reaffirm the preferred vision as the right one for Michigan.

We started this by giving respondents some background and context;

> *In 2012, the Michigan Department of Transportation reaffirmed the state's long-range vision for an Integrated Transportation System in the state. To do this, the Department held webinars, public meetings, and surveyed public opinion to get a sense of what the public wants and will need from the state's transportation system. Now, I am going to read you a series of transportation goals that make up the strategic vision they came up with.*

We then asked the respondents how much the Michigan transportation system needed to improve on each of the goals. The eight goals were:

- 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 their users to terrorist attacks, natural disasters and other risks.
- 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 services 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.

Figures 30 and **31** show how the public response has changed between this year and in 2011 when the question was originally asked regarding how much each goal needs to improve. The goals are again presented in these figures in rank order from those with the greatest need for improvement in this year's results to the least need of improvement. In every instance, the percent saying the goal needs to improve "some" or a "great deal" has declined slightly since 2011. Nonetheless, a very solid majority reconfirm the importance of these goals, with 74% to 79% of respondents saying 7 of the 8 goals need to improve a great deal or some. The 8th goal (*reducing the vulnerability of the transportation* facilities and their users to terrorist attacks, natural disasters

and other risks) had nearly two-thirds (65%) of Michigan residents saying the Michigan transportation system needs to improve a great deal or some.

Figure 30. Michigan Residents Still Believe the State Needs to Improve on Various Elements of the Long Range Plan (Question 5 series, top ranked items)

Q5. How much does the Michigan transportation system need to improve on each goal?

■ Great deal ■ Some □ Only a little ■ Not at all

c. Continue to build, maintain, and operate the safest transportation system possible

Year	Great deal	Some	Only a little	Not at all
2015	45%	34%	12%	6%
2011	46%	40%	8%	4%

g. Make the transportation system and its services more efficient and effective...

Year	Great deal	Some	Only a little	Not at all
2015	43%	36%	14%	4%
2011	40%	43%	10%	5%

f. Make the transportation system physically and economically accessible to all residents of MI

Year	Great deal	Some	Only a little	Not at all
2015	45%	32%	13%	9%
2011	44%	37%	11%	6%

e. Modernize, expand, and connect the system to support economic growth...

Year	Great deal	Some	Only a little	Not at all
2015	42%	35%	13%	8%
2011	39%	45%	9%	4%

The remainder, not shown in this figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

Figure 31. Michigan Residents Still Believe the State Needs to Improve on Various Elements of the Long Range Plan (Question 5 series, bottom ranked items)

Q5. How much does the Michigan transportation system need to improve on each goal?

Legend: ■ Great deal ■ Some □ Only a little ■ Not at all
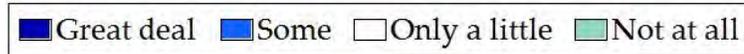
b. Ensure that the environment is protected & public resources are used in a responsible manner
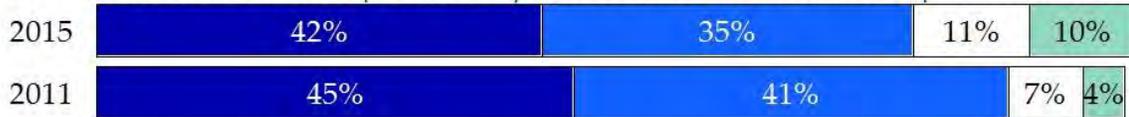
Year	Great deal	Some	Only a little	Not at all
2015	42%	35%	11%	10%
2011	45%	41%	7%	4%

a. Preserve the physical quality and condition of the present transportation system

Year	Great deal	Some	Only a little	Not at all
2015	40%	34%	16%	7%
2011	33%	49%	10%	5%

h. Expand MDOT's coordination and collaboration with both the public and private sector

Year	Great deal	Some	Only a little	Not at all
2015	35%	39%	16%	7%
2011	34%	48%	10%	4%

d. Reduce the vulnerability of transportation facilities and their users to terrorist attacks...

Year	Great deal	Some	Only a little	Not at all
2015	30%	35%	16%	12%
2011	33%	41%	12%	8%

The remainder, not shown in this figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

We followed up this series of goal ratings with a question that asks which of the goals needs the most improvement. What's impressive about the responses is how fractured they are, with no one goal dominating. Six of the goals have between 12% and 17% of the respondents saying it is the most in need of improvement (**Figure 32**). A similar result was found in in 2011. This suggests that the vision encompasses the full range of goals—that it is not really driven by one or by just a few particular goals—it is important for all or, at the very least, nearly all of the goals to be included.

Figure 32. Respondents Are Quite Divided over Which Goal in the Preferred Vision Is Most in Need of Improvement (Question 6)
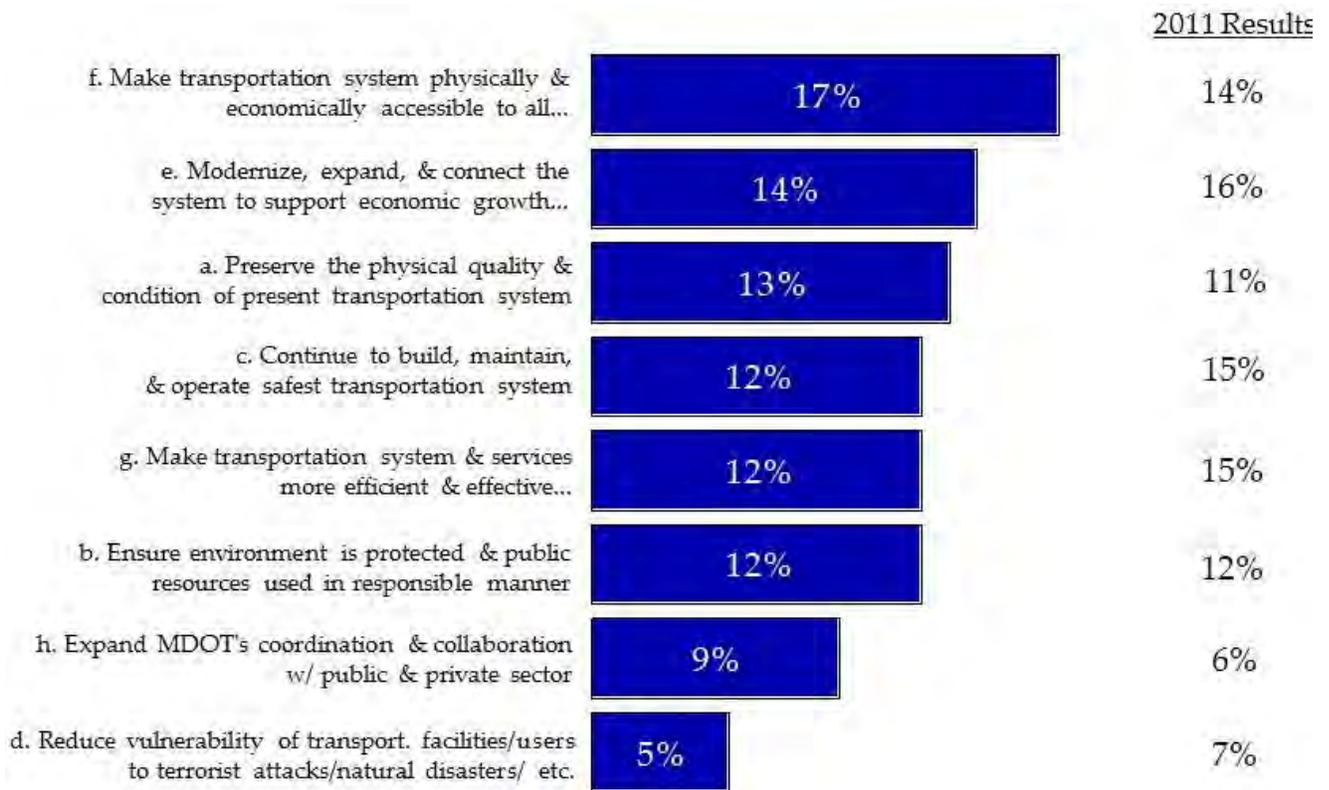
The remainder, not shown in this figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

The strength of the preferred vision is underscored by a follow up question on how important, when taken all together, are the eight goals to the future of transportation in Michigan. Seventy-four percent (74%) say the preferred vision is very important and 94% say it is at least somewhat important (**Figure 33**).

Figure 33. Respondents Believe the Preferred Vision Is Very Important to the Future of Transportation in Michigan (Question 7)

Q7. Taken all together, how important do you think this vision is to the future of transportation in Michigan?
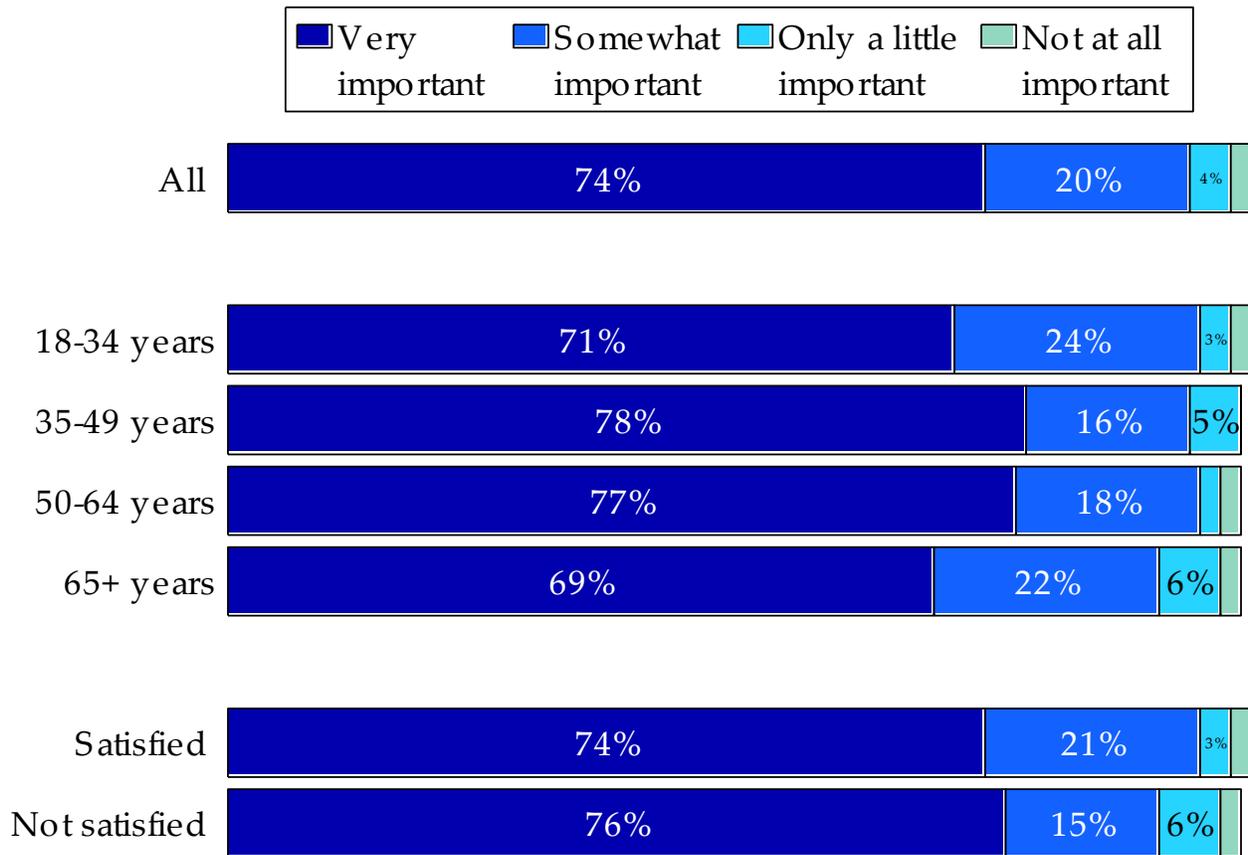
The remainder, not shown in this figure but part of the overall 100%, is made up of respondents saying "not sure" or some similar type of non-response.

Appendix A.
Results by MDOT Region

Results by MDOT Region

Starting this fall of 2015, MDOT has new MDOT regions that are based on the relatively new Michigan Prosperity Regions (**Figure A-1**). We were tasked to show results by Prosperity Regions, but in order to establish a regional baseline for the new MDOT regions and to provide regional definitions that can be more helpful to MDOT employees in those regions, we provide in this section the results broken down by MDOT Regions. There are seven MDOT regions as opposed to 10 Michigan Prosperity Regions. Four of the MDOT Regions are the exact same as four of the Michigan Prosperity Regions. The other three MDOT Regions are the combination of two Michigan prosperity regions. So the results here will not look much different from the results for the ten regions in the main body of the report.

Figure A-1. New MDOT Regions as They Correspond with Michigan Prosperity Regions
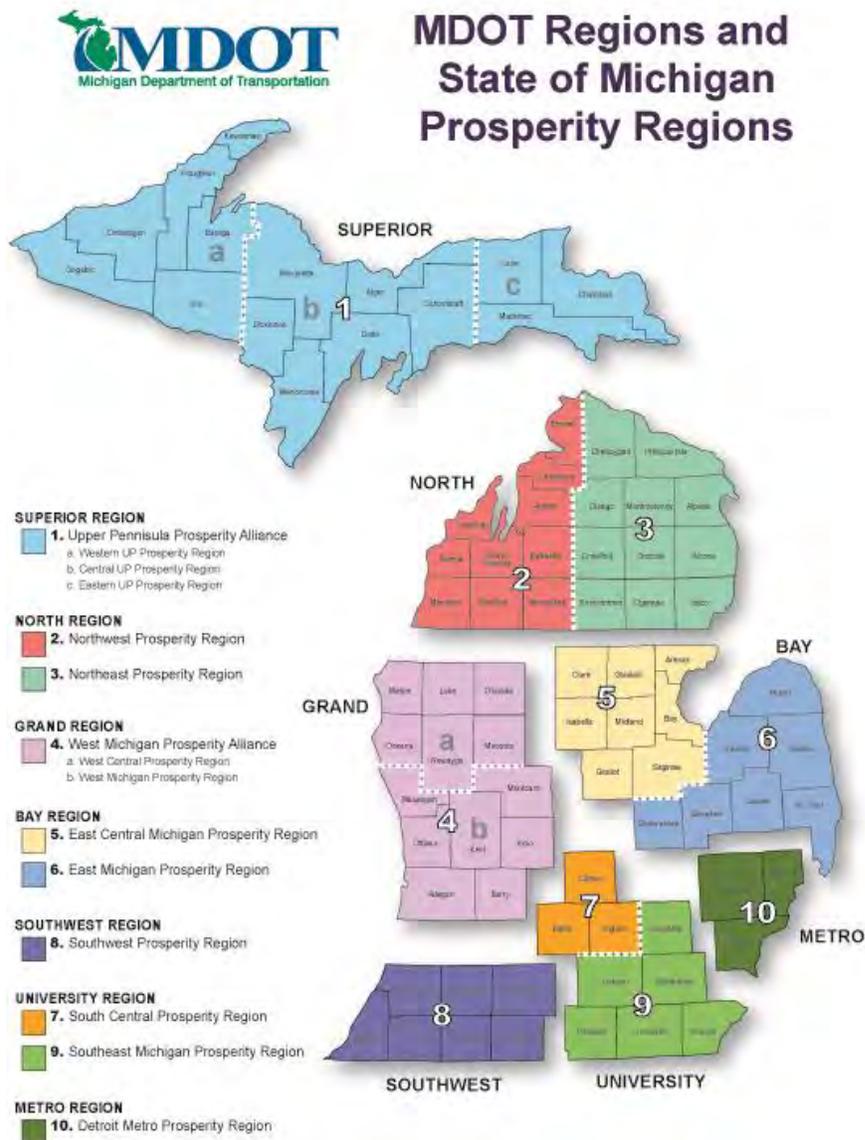
A.1 Familiarity and Satisfaction with MDOT by MDOT Region

Regionally, there is not a tremendous variation in familiarity with MDOT. It may be slightly lower in the two southernmost MDOT regions and slightly higher in Grand and Superior, but not by much. (**Figure A-2**).

Figure A-2. MDOT Regions: Not a Big Difference in Familiarity with MDOT by Region (Question 1)
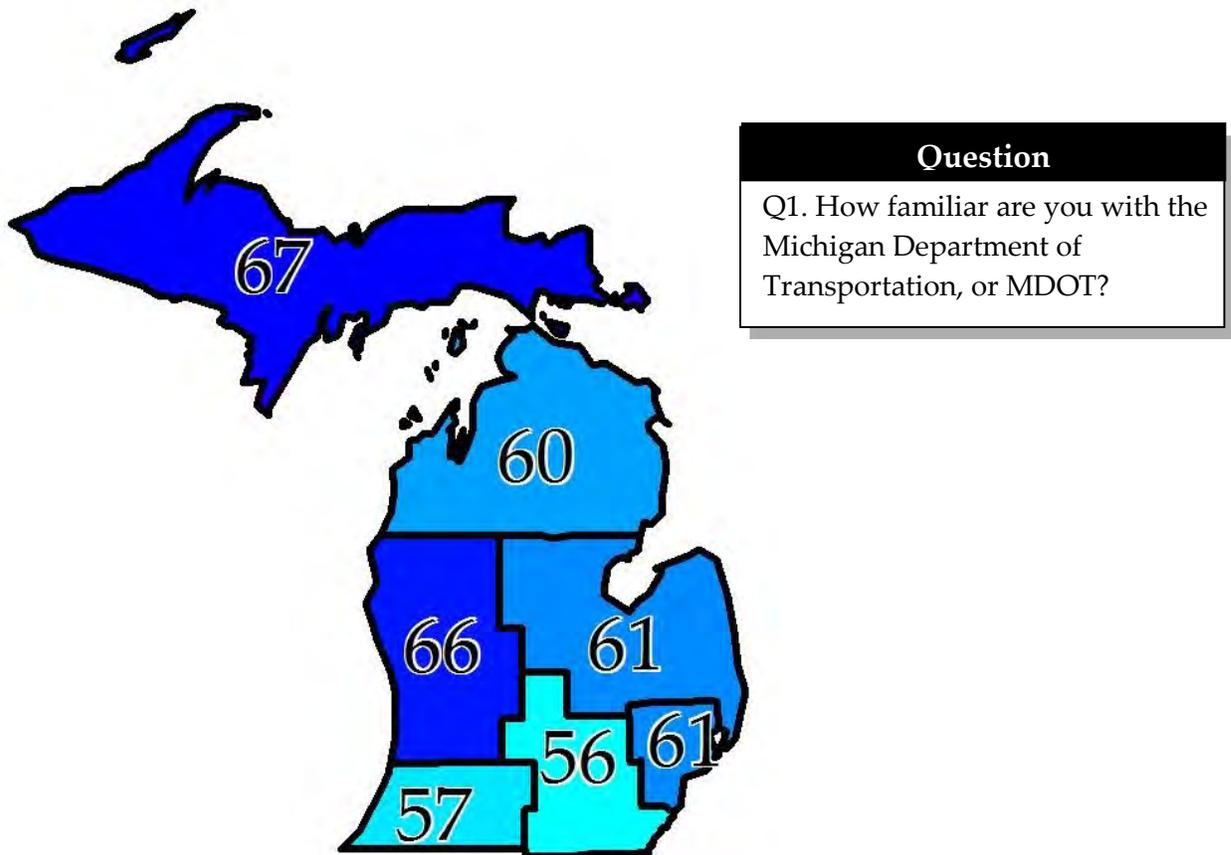
Question
Q1. How familiar are you with the Michigan Department of Transportation, or MDOT?

Numbers are percent who are "very familiar" or "somewhat familiar." "Not sure" and similar non-responses are excluded from regional analyses and are not part of the overall 100% total.

Regionally, satisfaction is greatest in the western regions of Grand and Southwest and lowest among residents in the southeastern corner—University and, especially Metro (**Figure A-3**).

Figure A-3. MDOT Regions: Satisfaction Highest in Western Half of State and Lowest in the Southeastern corner—especially in Metro (Question 2)
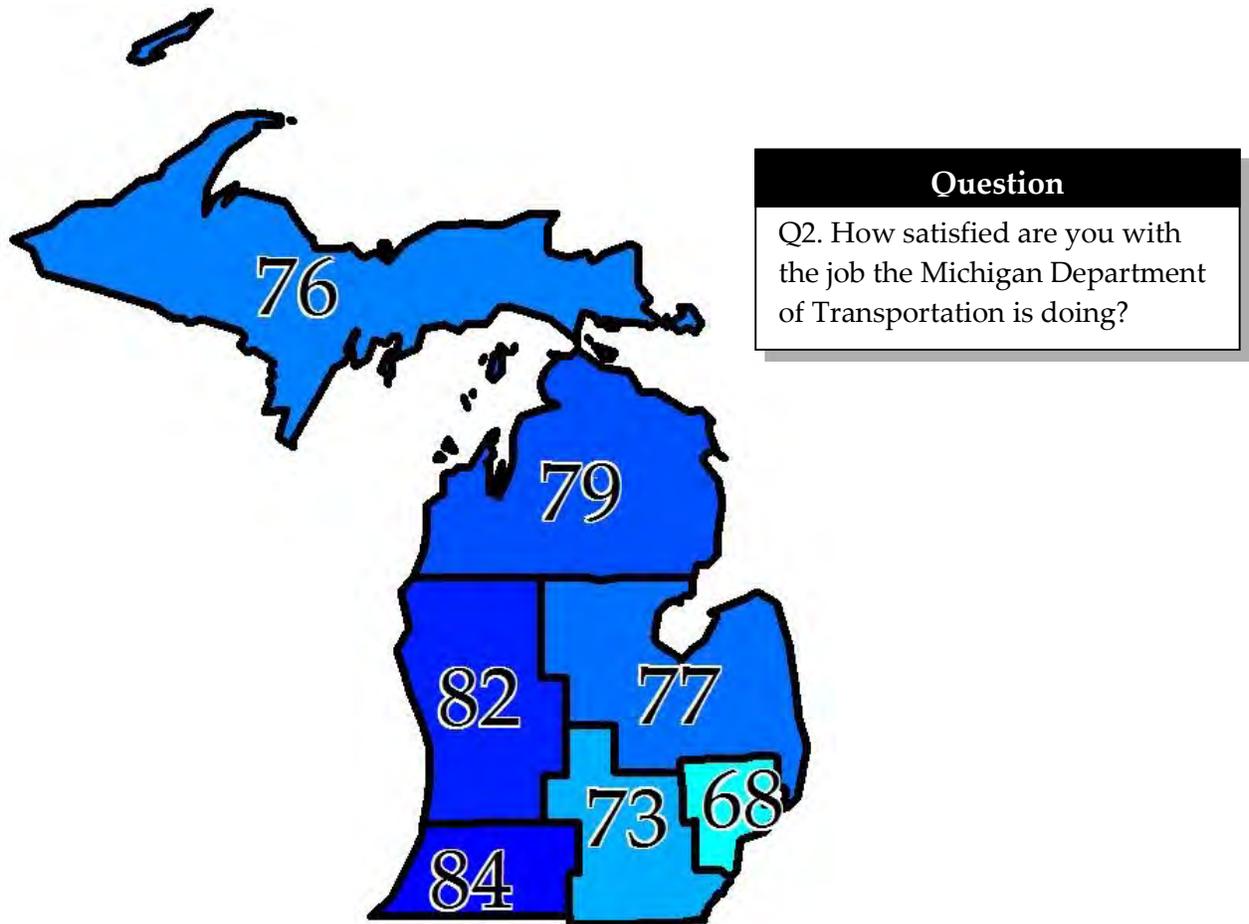
"Not sure" and similar non-responses are excluded from regional analyses and are not part of the overall 100% total.

MDOT State Long Range Transportation Plan   **Attitudes & Perceptions of Transportation**

Table A-1 reports the 13 satisfaction measures of MDOT activities asked in the Question 3 series. It has the relative statewide ranking (among the 13) and the statewide mean score, but it also includes the mean scores for activities within each of the 7 MDOT Regions.

Table A-2 shows the relative ranking of all 13 activities across the state and within each MDOT Region. It also notes when that regional ranking differed from the state by more than four places. If the regional rank is at least four places *higher* than the state rank, it is noted with a **blue box** and **blue font**. If the regional ranking is *lower* by more than at least 4 places from the state ranking, then it is noted by a **red box** and **red font**.

Table A-1. Satisfaction Mean Scores For MDOT Activities By MDOT Region

MDOT Activity	state rank	state score	Michigan DOT Regions						
			Super 1	North 2	Grand 3	Bay 4	SWest 5	Univ 6	Metro 7
Making Michigan state highways and interstates as safe as possible in their design and construction, and with clear markings and signage	**1**	**3.7**	3.88	3.78	3.82	3.91	3.58	3.58	3.63
Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays, through electronic signs, smartphone apps, and online tools	**2**	**3.63**	3.75	3.79	3.68	3.70	3.76	3.69	3.50
Quickly and efficiently removing snow and ice from Michigan state highways	**3**	**3.6**	3.78	3.71	3.92	3.76	3.60	3.51	3.42
Ensuring sufficient availability of passenger air services	**4**	**3.31**	3.44	3.26	3.36	3.49	3.44	3.12	3.25
Making certain sufficient public transportation services are available for the elderly and persons with disabilities	**5**	**3.23**	3.47	3.25	3.39	3.40	3.34	2.94	3.17
Making certain sufficient public transportation services for local trips are available, such as public bus or "Dial-A-Ride" transportation services.	**6**	**3.2**	3.12	3.31	3.51	3.32	3.45	3.11	3.02
Making certain traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents	**7**	**3.19**	3.65	3.28	3.31	3.39	3.12	3.11	3.07
Making certain for-hire transportation services, such as taxis and limousines, charter buses and app-based transportation services—such as UBER and LYFT—have sufficient government oversight and protection for consumers.	**8**	**3.16**	3.17	3.10	3.32	3.32	3.23	3.02	3.08
Providing a sufficient number of bike lanes and pathways for bicycles	**9**	**3.07**	3.18	3.01	3.22	3.30	3.34	3.06	2.86
Making certain bridges along Michigan state highways are in good condition	**10**	**3.05**	3.57	3.15	3.48	3.09	3.10	3.03	2.79
Quickly and efficiently completing Michigan state highway construction projects	**11**	**3.01**	3.42	3.10	3.25	3.07	3.08	3.05	2.81
Making certain sufficient alternatives to driving for long distance trips are available, such as intercity passenger rail or intercity bus services	**12**	**2.89**	2.98	2.86	3.27	3.13	3.13	3.01	2.56
Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes	**13**	**2.6**	3.14	2.68	2.92	2.82	2.80	2.49	2.32

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Table A-2. Satisfaction Rankings For MDOT Activities By MDOT Region

MDOT Activity	state rank	Michigan DOT Regions						
		Super 1	North 2	Grand 3	Bay 4	SWest 5	Univ 6	Metro 7
Making Michigan state highways and interstates as safe as possible in their design and construction, and with clear markings and signage	1	1	2	2	1	3	2	1
Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays, through electronic signs, smartphone apps, and online tools	2	3	1	3	3	1	1	2
Quickly and efficiently removing snow and ice from Michigan state highways	3	2	3	1	2	2	3	3
Ensuring sufficient availability of passenger air services	4	7	6	7	4	5	4	4
Making certain sufficient public transportation services are available for the elderly and persons with disabilities	5	6	7	6	5	6	12	5
Making certain sufficient public transportation services for local trips are available, such as public bus or "Dial-A-Ride" transportation services.	6	12	4	4	7	4	5	8
Making certain traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents	7	4	5	9	6	10	6	7
Making certain for-hire transportation services, such as taxis and limousines, charter buses and app-based transportation services—such as UBER and LYFT—have sufficient government oversight and protection for consumers.	8	10	9	8	8	8	10	6
Providing a sufficient number of bike lanes and pathways for bicycles	9	9	11	12	9	7	7	9
Making certain bridges along Michigan state highways are in good condition	10	5	8	5	11	11	9	11
Quickly and efficiently completing Michigan state highway construction projects	11	8	10	11	12	12	8	10
Making certain sufficient alternatives to driving for long distance trips are available, such as intercity passenger rail or intercity bus services	12	13	12	10	10	9	11	12
Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes	13	11	13	13	13	13	13	13

When it comes to Michigan Prosperity Regions, we report little in the way of regional variation in the ranking of satisfaction—meaning that there were only a few activities which any particular regions ranked 4 places higher or lower than the statewide ranking. This is even more the case, once we have narrowed things down to the 7 MDOT Regions. There are only a few instances where a region's ranking is significantly different from the statewide ranking:

- In the **Superior** and **Grand** regions**,** there is more satisfaction with the activity of *making certain bridges along Michigan state highways are in good condition* than there is in other regions.

- In **Superior**, there is considerably less satisfaction with *making certain sufficient public transportation services for local trips are available, such as public bus or "Dial-A-Ride" transportation services*.

- In **University**, residents are less satisfied relative to other regions with MDOT *making certain sufficient public transportation services are available for the elderly and persons with disabilities*.

A.2 Perception of MDOT by MDOT Region

Residents in Grand are the most likely to say MDOT is moving in the right direction, while residents in Superior are the least likely (**Figure A-4**).[5]

Figure A-4. MDOT Regions: Grand Residents Are the Most Likely and Superior Residents Are the Least Likely to Think MDOT Is Headed in the Right Direction (Question 4b)
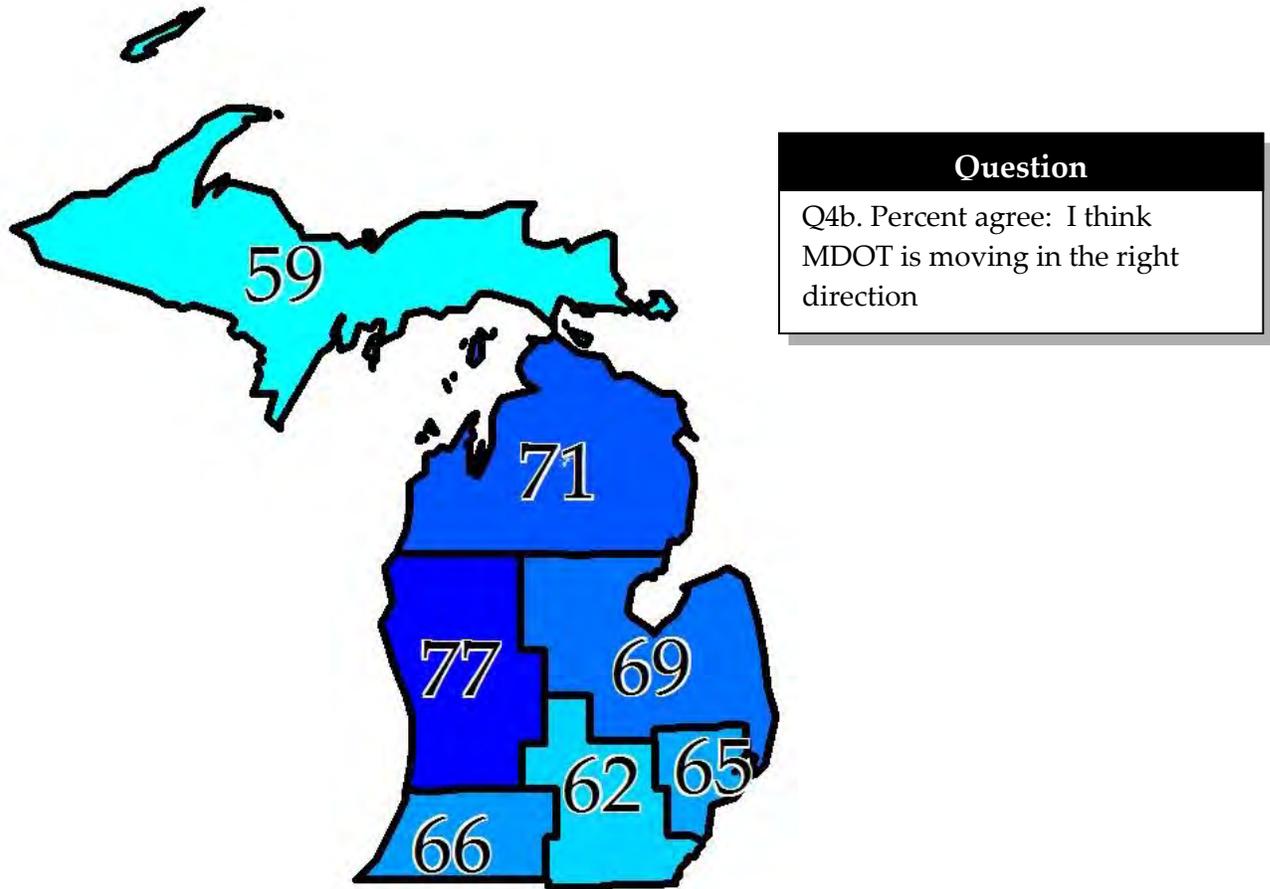
Question

Q4b. Percent agree: I think MDOT is moving in the right direction

"Not sure" and "Neither" are excluded for regional analyses. In other words, the percentages shown in this figure represent the percent who agree over those who either agree or disagree.

---

[5]In the regional maps for the Q4 series, the percentage shown is the portion who agree of only those who express an opinion. Because there is a large neutral category—those who neither agree nor disagree—it, along with "unsures," is removed from this analysis. For that reason the percentage who agree will appear larger than it does in the overall bar graphs where "unsure" and "neither" are included in the numbers.

Grand residents are the most likely to agree that MDOT adequately supports local transportation projects for city and county governments. Metro residents are the least likely, but their results are very close to a number of other regions (**Figure A-5**).

Figure A-5. MDOT Regions: Grand Residents Most Likely to Believe MDOT Adequately Supports Local Transportation Projects for the City and County Governments (Question 4e)

> **Question**
>
> Q4e. Percent agree: I think MDOT adequately supports local transportation projects for city and county governments

"Not sure" and "Neither" are excluded for regional analyses. In other words, the percentages shown in this figure represent the percent who agree over those who either agree or disagree.

When it comes to trusting MDOT officials to make good decisions about the state's future transportation system, Grand residents are the most likely to agree, whereas Metro residents are the most likely to disagree (**Figure A-6**). Again, the regional variation is not great, and the only statistically significant difference is between these two regions.

Figure A-6. MDOT Regions: Metro Residents Are the Least Likely and Grand Residents Are the most Likely to Trust MDOT Officials Make Good Decisions about the State's Future Transportation System; (Question 4a)

Question
Q4a. Percent agree: I trust MDOT officials to make good decisions about the State's future transportation system
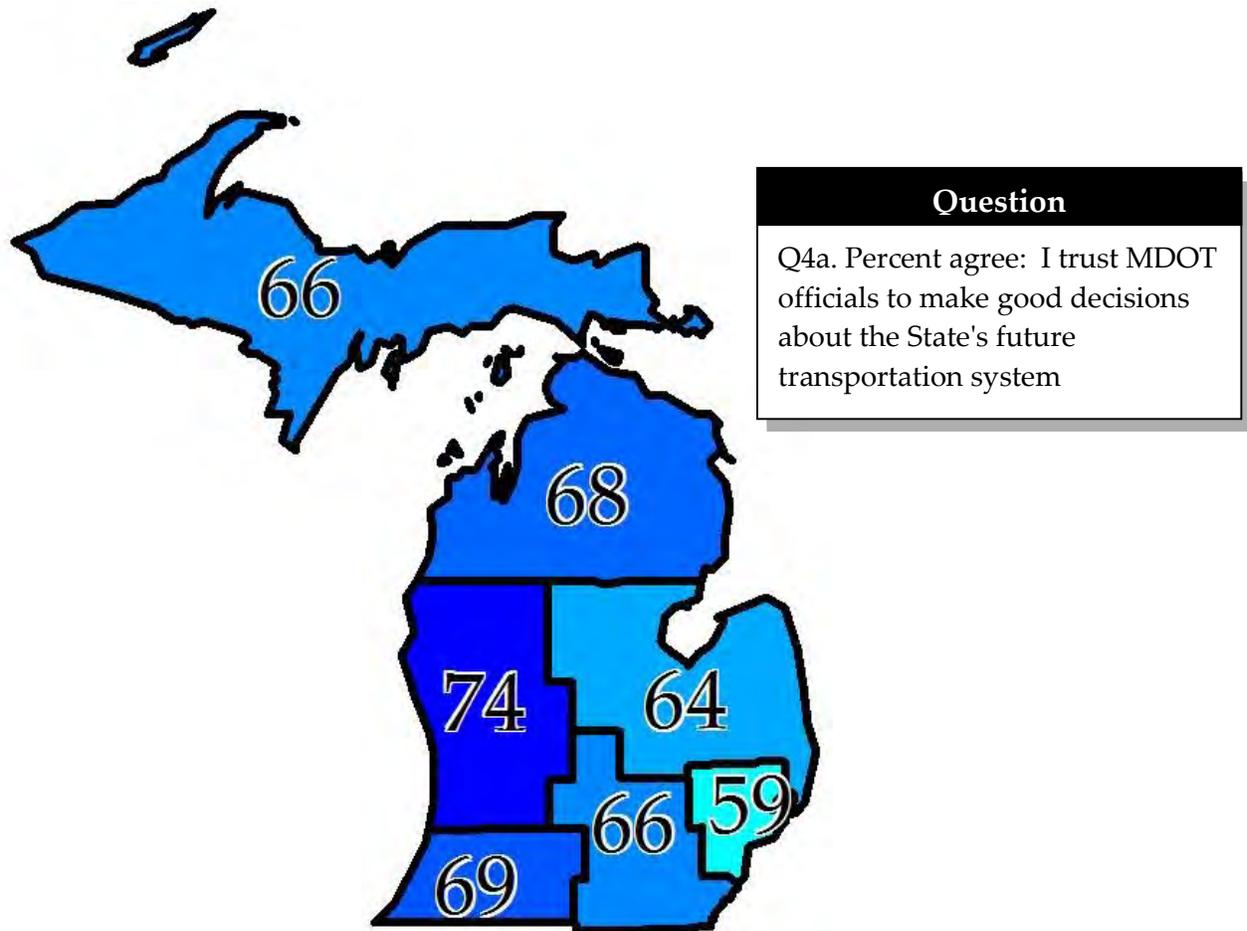
"Not sure" and "Neither" are excluded for regional analyses. In other words, the percentages shown in this figure represent the percent who agree over those who either agree or disagree.

North, Grand, and Bay residents are the most likely to believe that MDOT is responsive to local communities (**Figure A-7**).

Figure A-7. MDOT Regions: North, Grand, and Bay Residents Are Most Likely to Believe MDOT Is Responsive to the Concerns of Local Communities (Question 4f)

Question
Q4f. Percent agree: I think MDOT is responsive to the concerns of local communities
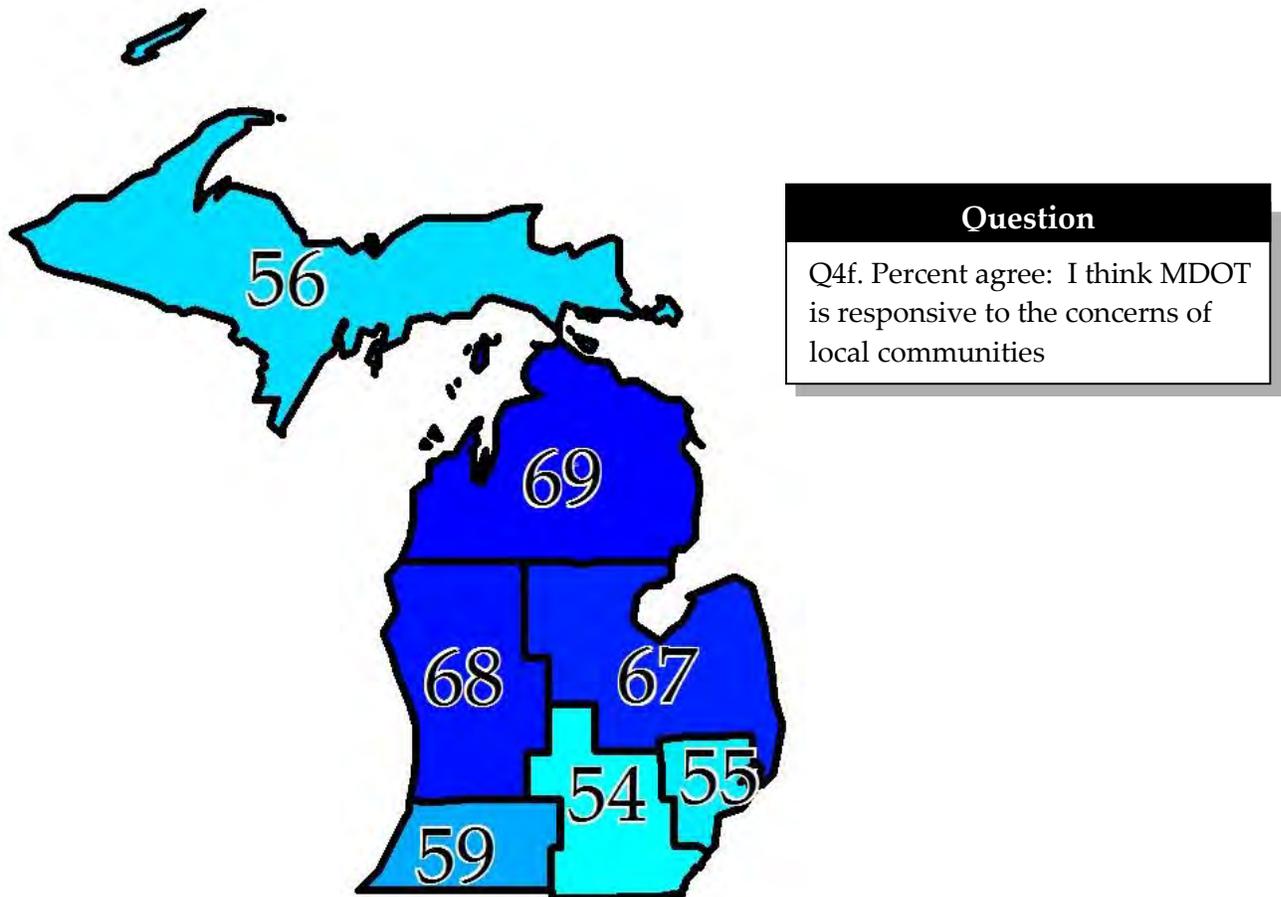
"Not sure" and "Neither" are excluded for regional analyses. In other words, the percentages shown in this figure represent the percent who agree over those who either agree or disagree.

This statement produces the sharpest regional differences. Confidence is highest among the three westernmost regions (Grand, Southwest, and North), while it is the lowest in the southeast corner (Metro and University) and in Superior (**Figure A-8**).

Figure A-8. MDOT Regions: Residents in the Westernmost Regions Are Most Likely to Agree That They Have More Confidence in MDOT Today than They Did Three Years Ago (Question 4c)
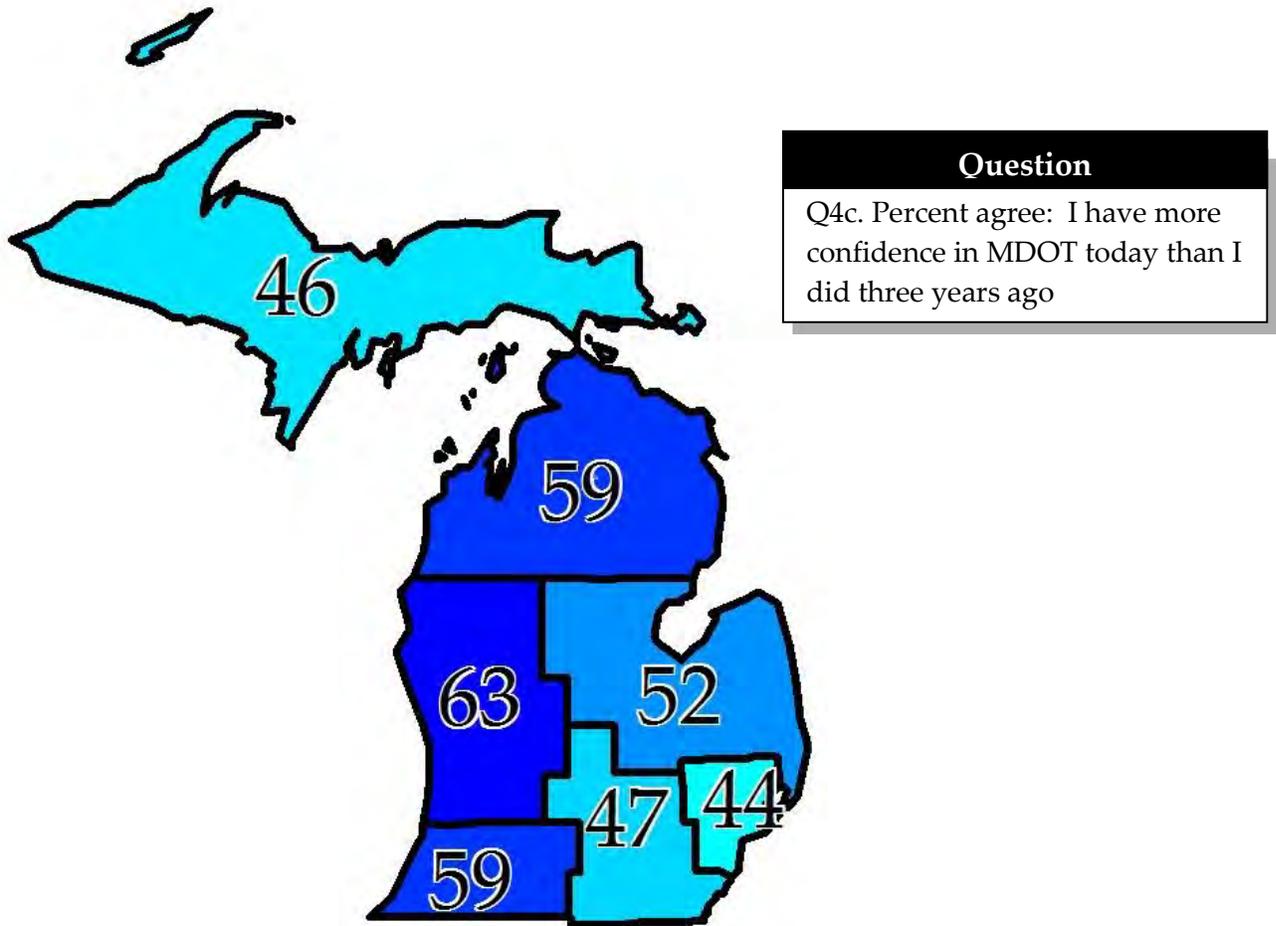
> **Question**
>
> Q4c. Percent agree: I have more confidence in MDOT today than I did three years ago

"Not sure" and "Neither" are excluded for regional analyses. In other words, the percentages shown in this figure represent the percent who agree over those who either agree or disagree.

The Southeastern corner of the state—that is the University and Metro regions—stand out as the least likely to agree that MDOT does a good job prioritizing highway improvements in Michigan (**Figure A-9**).

Figure A-9. MDOT Regions: University and Metro Are Least Likely to Agree that MDOT Does a Good Job in Prioritizing Highway Improvements (Question 4d)

Question

Q4d. Percent agree: I think MDOT does a good job prioritizing highway improvements in Michigan
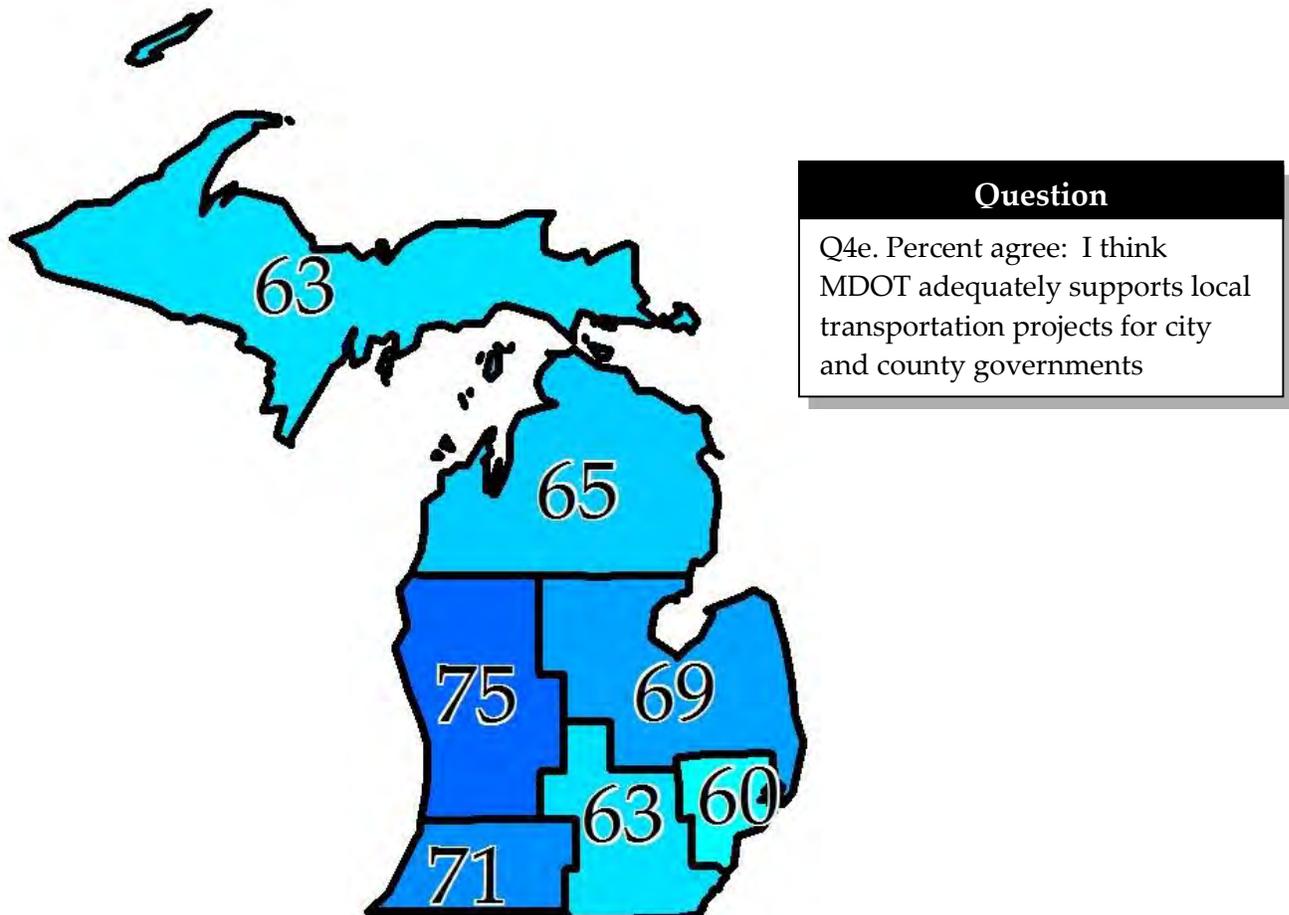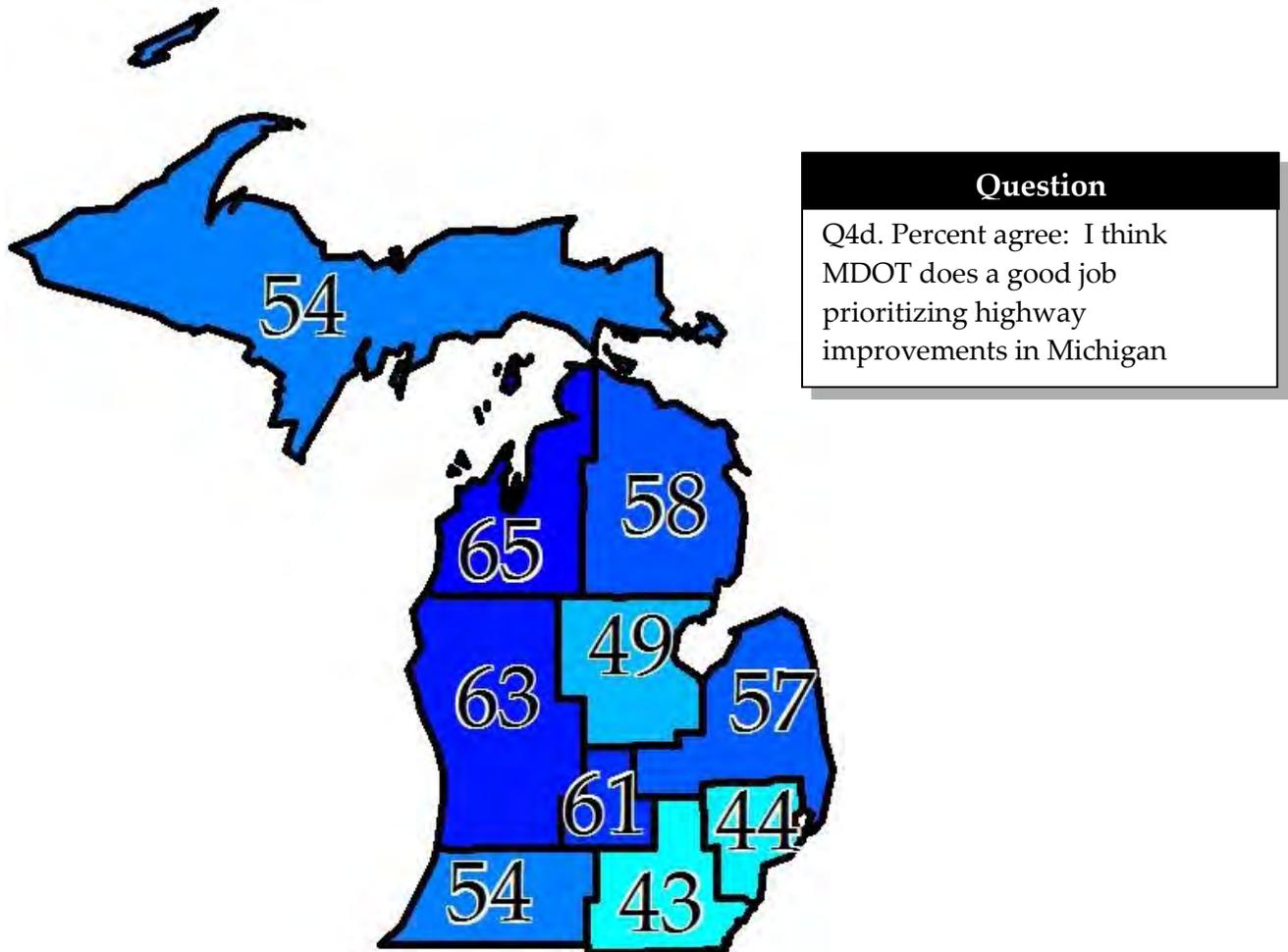
"Not sure" and "Neither" are excluded for regional analyses. In other words, the percentages shown in this figure represent the percent who agree over those who either agree or disagree.

A.3 Direction of Transportation in Michigan by MDOT Region

To show regional differences with the question on the change in the quality of transportation, we subtracted the percentage who say the quality of transportation is worse than it was 5 years ago from the percentage who say it is better. In every region but one, the percentage saying it is worse is larger than the percentage saying it is better, thus the results shown in **Figure A-10** are mostly negative numbers. The one exception to this is in Grand, where 5% more say the quality of transportation is better than say it is worse. The region where residents are the most likely to say the quality of transportation is worse as opposed to better is Metro.

Figure A-10. MDOT Regions: Grand Is the Only Region Where More Residents Say the Quality of Transportation Is Better Than Say It Is Worse; Sense of Transportation Getting Worse Is Much Higher In Metro (Question 3)
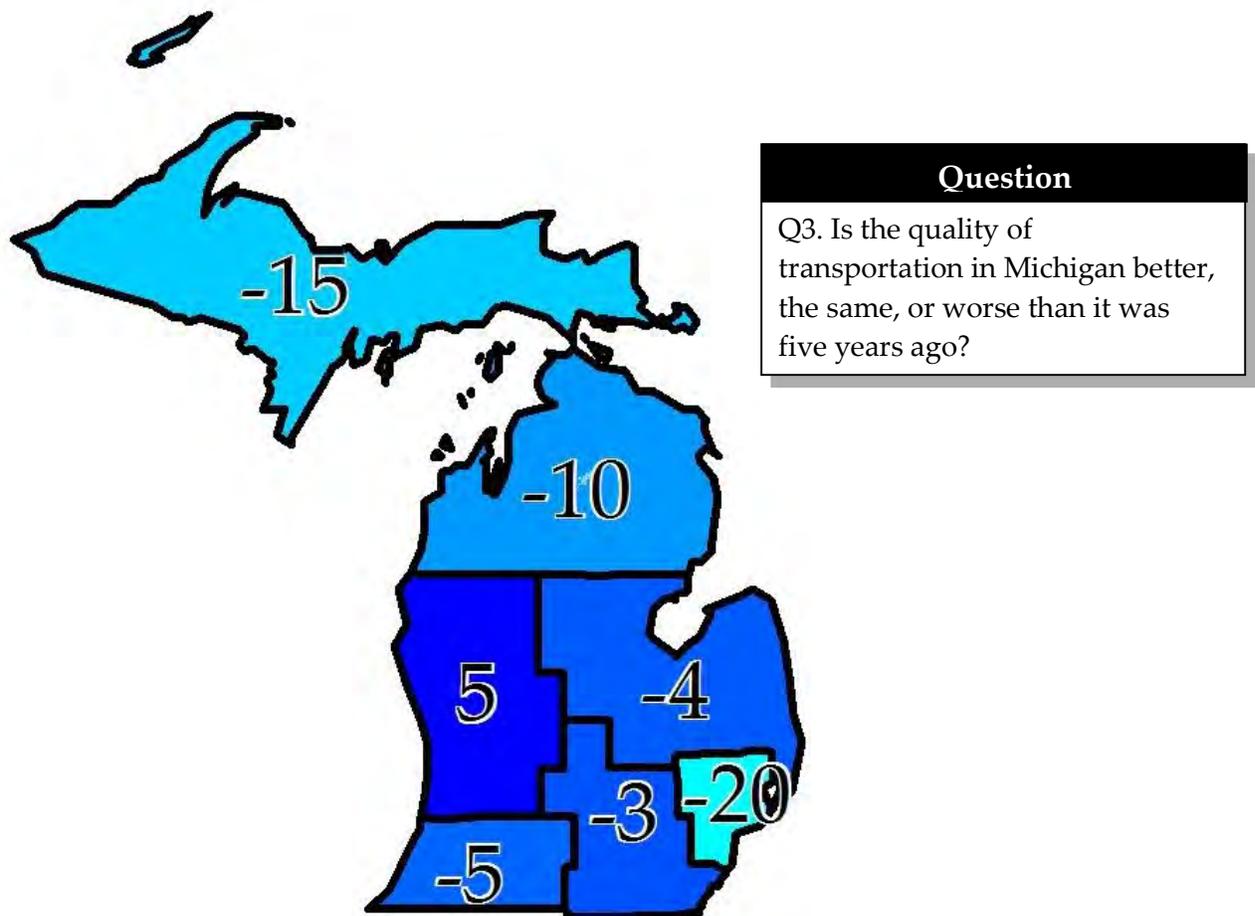
Number represents percent better minus percent worse. "Not sure" and "Same" are excluded from the analysis used for this figure.

Appendix B.
Survey Marginals

Marginals*
Sample Size=1400
August 4-18, 2015

Gender: [RECORD FROM OBSERVATION]
        Men...49%
        Women 51%

PROSPERITY REGIONS:
        Upper Peninsula [100 interviews] 4%
        Northwest [100 interviews] 3%
        Northeast [100 interviews] 2%
        West MI [175 interviews]...15%
        East Central MI [100 interviews] 6%
        East MI [150 interviews] 8%
        South Central [100 interviews]...5%
        Southwest [125 interviews] 8%
        Southeast MI [150 interviews] 10%
        Detroit Metro [300 interviews]...39%

MDOT REGIONS:
        Superior 4%
        North..5%
        Grand 15%
        Bay..14%
        Southwest 8%
        University 15%
        Metro 39%

*Percentages may not add to 100% due to rounding. Quotas were set for geographic area. Data are weighted
by region and for age, gender, and race within each region to reflect Michigan's true population distribution
as found in the 2010 Census and the 2014Census population estimations. Two hundred and thirty (230) of the
1400 interviews were conducted by cell phone. Data was also weighted by cell phone usage to match CDC
estimations for Michigan.

[LANDLINE CALL]

Hello. Is _____ there? My name is _____ and I am calling from a data collection company. We are conducting a brief survey about transportation issues facing people in Michigan. We are not selling anything, and this number was selected at random.

[CELL PHONE CALL]

Hello. Is _____ there? My name is _____ and I am calling from Mountain West, a national public opinion firm. We are not selling anything. We are conducting a brief survey about issues people are facing in Michigan, and this number was selected at random. Is now a good time to talk and are you in a safe place to continue with this phone call?

Q1. 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?

```
Very familiar .......................... 22%
Somewhat familiar................. 39%
A little familiar ...................... 20%
Not at all familiar................... 19%
[NOT SURE] .............................. 1%
```

Q2. MDOT is the state agency responsible for the routes designated by the letters M, US, and I, the border crossings, buses, freight trains, and airports. Overall how satisfied are you with the job MDOT is doing?—would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with the job MDOT is doing?

```
Very satisfied.......................... 14%
Somewhat satisfied................. 53%
Somewhat dissatisfied ........... 14%
Very dissatisfied ...................... 9%
[NOT SURE] ............................ 10%
```

[ASK ONLY IF Q2=3 or 4]

Q2a [If "very or somewhat dissatisfied"] Is there anything specific about MDOT or the job that it is doing that leads you to be dissatisfied?

[SEE OPEN-ENDED RESPONSES]

Q3. Is the quality of transportation in Michigan better, the same, or worse than it was five years ago?

```
Better ..................................... 22%
The same................................ 37%
Worse..................................... 31%
[NOT SURE/DON'T KNOW]...... 10%
```

Q4. Now I am going to read you a series of short statements about MDOT. For each statement, please tell me whether you <u>agree strongly</u>, <u>agree somewhat</u>, <u>neither agree nor disagree</u>, <u>disagree somewhat</u>, or <u>disagree strongly</u>. [RANDOMIZE. DO NOT READ 'DON'T KNOW'.] The first/next is:

	Strongly agree	Smwht agree	Neutral	Smwht disagree	Strongly disagree	DK
a. I trust MDOT officials to make good decisions about the State's future transportation system	16%	36%	17%	14%	15%	2%
b. I think MDOT is moving in the right direction	15%	37%	19%	15%	11%	3%
c. I have more confidence in MDOT today than I did three years ago	12%	25%	23%	20%	17%	5%
d. MDOT does a good job prioritizing highway improvements in Michigan	11%	33%	12%	23%	19%	3%
e. I think MDOT adequately supports local transportation projects for the city and county governments	14%	36%	16%	15%	12%	7%
f. I think MDOT is responsive to the concerns of local communities	12%	35%	17%	18%	14%	5%

ABACUS ASSOCIATES

MDOT
Michigan Department of Transportation

Q5. In 2012, the Michigan Department of Transportation reaffirmed the state's <u>long-range vision</u> for an Integrated Transportation System in the state. To do this, the Department held webinars, public meetings, and surveyed public opinion to get a sense of what the public wants and will need from the state's transportation system. Now, I am going to read you a series of <u>transportation goals</u> that make up the strategic vision they came up with. After each, please tell me how much does the Michigan transportation system need to improve on each goal—<u>a great deal</u>, <u>some</u>, <u>only a little</u> or <u>not at all</u>. [**RANDOM START**]

	Great deal	Some	Only a little	Not at all	[NOT SURE]	TOPMOST GOAL
a. Preserve the physical quality and condition of the present transportation system	40%	34%	16%	7%	3%	**13%**
b. Ensure that the environment is protected and public resources are used in a responsible manner	42%	35%	11%	10%	3%	**12%**
c. Continue to build, maintain, and operate the safest transportation system possible	45%	34%	12%	6%	2%	**12%**
d. Reduce the vulnerability of transportation facilities and their users to terrorist attacks, natural disasters and other risks	30%	35%	16%	12%	6%	**5%**
e. Modernize, expand, and connect the system to support economic growth and better facilitate the movement of goods, people, and services	42%	35%	13%	8%	2%	**14%**
f. Make the transportation system physically and economically accessible to <u>all</u> residents of Michigan	45%	32%	13%	9%	2%	**17%**
g. Make the transportation system and its services more efficient and effective to get the greatest possible performance from Michigan's existing transportation assets and future system improvements	43%	36%	14%	4%	3%	**12%**
h. Expand MDOT's coordination and collaboration with both the public and private sector	35%	39%	16%	7%	3%	**9%**

[ASK ONLY IF MORE THAN ONE ITEM ABOVE WAS SCORED AS A "1", OR IF NO ITEM WAS SCORED "1" AND MORE THAN ONE ITEM WAS SCORED A "2"]
Q6. Of the following goals, which <u>one</u> do you think needs the most improvement?
    See results above.

 [READ ONLY THOSE GOALS THAT SCORED "1" IN THE Q5 SERIES (OR ONLY THOSE THAT SCORED "2" IF NONE SCORED "1"); CODE AS a=1, b=2, c=3, ETC, DK=9]

Q7. Taken all together, how <u>important</u> do you think this vision is to the future of transportation in Michigan—would you say it is <u>very important</u>, <u>somewhat important</u>, <u>only a little important</u>, or <u>not at all important</u>?

Very important..74%
Somewhat important..20%
Only a little important 4%
Not at all important..2%
[NOT SURE] 0%

Q8. I am going to read you a list of activities the Michigan Department of Transportation undertakes to improve transportation in the state. After each, please tell me how satisfied you are with that particular MDOT activity. We will use a 1 to 5 scale – with a 5 meaning you are <u>most</u> satisfied with that service and a "1" means that you are <u>not at all</u> satisfied with that service. You may also use any number in between. If the item pertains to highways, please <u>only</u> consider the highway system MDOT is responsible for, which are interstate highways, U.S. Routes and routes that start with an "M"—and <u>**not**</u> city and county roads.

The first item is: [RANDOMIZE]

	Not satisfied	2	3	4	Most satisfied	DK
a. Making certain bridges along Michigan state highways are in good condition	15%	19%	28%	21%	17%	1%
b. Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes	29%	21%	24%	11%	14%	0%
c. Quickly and efficiently removing snow and ice from Michigan state highways	7%	11%	23%	32%	26%	1%
d. Making Michigan state highways and interstates as safe as possible in their design and construction, and with clear markings and signage	5%	7%	26%	35%	26%	0%
e. Quickly and efficiently completing Michigan state highway construction projects	16%	17%	31%	21%	14%	1%
f. Making certain traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents	11%	17%	32%	23%	17%	1%
g. Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays, through electronic signs, smartphone apps, and online tools	6%	9%	27%	30%	27%	1%
h. Providing a sufficient number of bike lanes and pathways for bicycles	15%	17%	27%	21%	16%	2%

	Not satisfied	2	3	4	Most satisfied	DK
i. Making certain sufficient public transportation services are available for the elderly and persons with disabilities	10%	16%	31%	19%	20%	4%
j. Making certain sufficient public transportation services for local trips are available, such as public bus or "Dial-A-Ride" transportation services.	11%	14%	32%	25%	16%	3%
k. Making certain sufficient alternatives to driving for long distance trips are available, such as intercity passenger rail or intercity bus services	18%	17%	31%	19%	12%	3%
l. Making certain for-hire transportation services, such as taxis and limousines, charter buses and app-based transportation services—such as UBER [PRON: EW-ber] and LYFT [PRON: LIFT] — have sufficient government oversight and protection for consumers.	9%	14%	39%	22%	12%	4%
m. Ensuring sufficient availability of passenger air services	8%	10%	36%	23%	15%	9%

Q9. In the past year, have you used bus or rail for long distance transportation trips that involved at least one stop in Michigan?

Yes 22%
No .... 78% [SKIP TO Q11]
[NOT SURE] .... 1% [SKIP TO Q11]

[ASK ONLY IF Q9=1]
Q10. Using the same 5 point scale, please rate your satisfaction with the quality of the long distance bus or rail transportation you have experienced– with a "5" meaning you are <u>most</u> satisfied with it and a "1" means that you are <u>not at all</u> satisfied with that it.

1 (least) 4%
2 .... 6%
3 .... 35%
4 .... 30%
5 (most) 22%
[NOT SURE/DON'T KNOW] 2%

Q11. In the past year, have you ever taken public transportation in the state of Michigan for a local trip such as your local bus route or dial-a-ride service?

Yes 26%
No .... 74% [SKIP TO D1/D2]
[NOT SURE] .... 0% [SKIP TO D1/D2]

[ASK ONLY IF Q11=1]
Q12. Using the same 5 point scale, please rate your satisfaction with the quality of the public transportation you have experienced—with a "5" meaning you are <u>most</u> satisfied with it and a "1" means that you are <u>not at all</u> satisfied with that it.

```
1 (least) .................................... 8%
2 .............................................. 8%
3 .............................................. 25%
4 .............................................. 29%
5 (most) .................................... 29%
[NOT SURE/DON'T KNOW] ........ 1%
```

My last questions are so that we can group your answers with those in similar groups.

D1. Can you please tell me your age? [CODE ACTUAL AGE.]

```
18-34 years ............................. 25%
35-49 years ............................. 20%
50-64years ............................. 32%
65+ years ................................ 20%
[REFUSED] ................................ 2%
```

[IF REACHED VIA LANDLINE]
D2. Do you have a working cell phone? [IF NO/DK] Does anyone in your household have a working cell phone?

<div align="right">Among landline
sample only</div>

```
Yes, working cell phone ..................................................81%  [SKIP TO D4]
No personal phone, but yes someone in house.................6%  [SKIP TO D4]
No, no cell phone in house ............................................11%  [SKIP TO D5]
[NOT SURE] .......................................................................2%  [SKIP TO D5]
```

[IF REACHED VIA CELL PHONE]
D3. Is there at least one telephone INSIDE your home that is currently working and is **not** a cell phone?

<div align="right">Among cell phone
sample only</div>

```
Yes, working landline phone in house ...........................13%
No, no landline ...............................................................85%  [SKIP TO D5]
[NOT SURE] .......................................................................2%  [SKIP TO D5]
```

D4. Now thinking about all the people in your household, including yourself, of all the telephone calls that your household receives, are <u>all or almost all calls received on cell phones</u>, <u>some received on cell phones and some on regular home phones</u>, or <u>very few or none on cell phones</u>

<div align="center">Among cell phone
sample only</div>

```
All/almost all cell phones ...... 30%
Some cell phone .................... 39%
Few cell phone ....................... 27%
[DON'T KNOW/REFUSED] ......... 5%
```

D5. Do you have a paid job where you work outside the home?

    Yes .... 51% [CONTINUE]
    No .... 46% [SKIP TO D7]
    [REFUSED/NOT SURE] .... 3% [SKIP TO D7]

D6. Which of the following best describes how you get to work now?
    [READ EACH ITEM]

    Walk 3%
    Bicycle 1%
    Drive to work by yourself 86%
    Use a car pool 6%
    Ride a bus or other public
      transport 4%
    [REFUSED/NOT SURE] 1%

D7. Do you consider yourself Hispanic, Latino; or of Caribbean, Mexican, Central or South American origin?
    Yes 6%
    No 94%
    [NOT SURE/REFUSED] 0%

D8. Could you please tell me your race? [DO NOT READ OPTIONS; ASK REGARDLESS OF RESPONSE ABOVE]

    White/Caucasian 80%
    Black/African-American 13%
    Hispanic/Latino 2%
    Asian/Pacific Islander 2%
    Native American 1%
    Other (SPECIFY) 2%
    [DON'T KNOW/REFUSED] 0%