



2017 Attitudes and Perceptions of Transportation in Michigan

November 30, 2017

**Prepared for
The Michigan Department
of Transportation**



Table of Contents

<u>Section:</u>	<u>Page #:</u>
Executive Summary	vi
I. Introduction	1
A. Background and Methodology	1
B. Sampling Plan, Methodology, and Weighting.....	2
C. Report Format	5
D. Significance Testing.....	6
II. Familiarity with MDOT	7
A. Familiarity with MDOT by Year	7
B. Familiarity with MDOT by MDOT Region	8
C. Familiarity with MDOT by Key Subgroups.....	10
III. Satisfaction with MDOT	11
A. Overall Satisfaction with MDOT	11
1. <i>Overall Satisfaction with MDOT by Year</i>	11
1a. <i>Reasons for Dissatisfaction with MDOT Overall</i>	12
2. <i>Overall Satisfaction with MDOT by MDOT Region</i>	13
2a. <i>Reasons for Dissatisfaction by MDOT Region</i>	15
3. <i>Overall Satisfaction with MDOT by Key Subgroups</i>	16
B. Satisfaction with MDOT Services	17
1. <i>Satisfaction with MDOT Services by Year</i>	17
2. <i>2017 Satisfaction with MDOT Services</i>	18
3. <i>2017 Satisfaction with MDOT Services by MDOT Region</i>	20
4. <i>2017 Satisfaction with MDOT Services by Key Subgroups</i>	23
IV. Quality of Transportation in Michigan	24
A. Quality of Transportation Compared to Past by Year	24
B. Quality of Transportation Compared to Three Years Ago by MDOT Region.....	25
V. Perceptions of MDOT	27
A. Agreement with Statements About MDOT by Year.....	27
B. 2017 Agreement with Statements About MDOT	28
C. 2017 Agreement with Statements About MDOT by MDOT Region	29
D. 2017 Agreement with Statements About MDOT by Key Subgroups.....	29

VI. MDOT Goals	30
A. Improvement Needed on MDOT Goals by Year.....	30
B. 2017 Improvement Needed on MDOT Goals	31
C. Improvement Needed on MDOT Goals by Region.....	32
D. Improvement Needed on MDOT Goals by Key Subgroups.....	33
VII. Tolls	34
A. Willing to Pay Tolls	34
B. Willing to Pay Tolls by MDOT Region.....	35
C. Willing to Pay Tolls by Key Subgroups	36
VIII. Perceived Passenger Safety When Driver Using Cell Phone	37
A. Perceived Passenger Safety When Driver Using Cell Phone	37
B. Perceived Passenger Safety When Driver Using Cell Phone by MDOT Region.....	38
C. Perceived Passenger Safety When Driver Using Cell Phone by Key Subgroups	39
IX. Perceived Impact of Completely Self-Driving Vehicles	40
A. Perceived Impact of Completely Self-Driving Vehicles	40
B. Perceived Impact of Completely Self-Driving Vehicles by MDOT Region.....	42
C. Perceived Impact of Self-Driving Vehicles by Key Subgroups.....	43
X. Information Sources for Michigan Transportation Issues	44
A. Information Sources for Michigan Transportation Issues Overall	44
B. Information Sources for Michigan Transportation Issues by MDOT Region.....	45
C. Information Sources for Michigan Transportation Issues by Key Subgroups	46
XI. Conclusions and MDOT Region Summaries	47
Appendix A: Results by Michigan Prosperity Regions	57
Appendix B: Questionnaire	72
List of Tables	iii
List of Figures	iv
List of Appendix A Tables: Michigan Prosperity Regions	iv
List of Appendix A Figures: Michigan Prosperity Regions	v



List of Tables

Table 1: Regional Sample Goals, Actual Response, and Weighting Results.....	4
Table 2: Demographic Sample Response and Weighting Results	5
Table 3a: Significant Difference Example for Tracking Data	6
Table 3b: Significant Difference Example for Region Data	6
Table 4: Familiarity with MDOT by MDOT Region.....	9
Table 5: Very + Somewhat Familiar Ratings - Annual Tracking by MDOT Region.....	9
Table 6: Overall Satisfaction with MDOT by MDOT Region	14
Table 7: Very + Somewhat Satisfied Ratings - Annual Tracking by MDOT Region.....	14
Table 8: Reasons Dissatisfied/Not at All Satisfied with MDOT by MDOT Region.....	15
Table 9: Overall Satisfaction with MDOT by Ethnicity	16
Table 10: Satisfaction with MDOT Services by Year:	
Summary of 4 + 5 Ratings; “5” = “Very Satisfied”	17
Table 11: Detailed Satisfaction Ratings for MDOT Services	19
Table 12: Satisfaction with MDOT Services by MDOT Region:	
Summary of 4 + 5 Ratings, “5” = “Very Satisfied”	21
Table 13: Dissatisfaction with MDOT Services by MDOT Region:	
Summary of 1 + 2 Ratings, “1” = “Not at All Satisfied”	22
Table 14: Satisfaction with MDOT Services by Key Subgroups:	
Summary of 4 + 5 Ratings, “5” = “Very Satisfied”	23
Table 15: Agreement with Statements about MDOT by Year:	
Summary of Strongly Agree + Agree.....	27
Table 16: Agreement with Statements about MDOT by MDOT Region:	
Summary of Strongly Agree + Agree.....	29
Table 17: Improvement Needed on MDOT Goals by Year	30
Table 18: 2017 Improvement Needed on MDOT Goals by MDOT Region:	
Summary of “A Great Deal” + “Some”	32
Table 19: 2017 Improvement Needed on MDOT Goals by Key Subgroups:	
Summary of “A Great Deal” + “Some”	33
Table 20: Willing to Pay Tolls by MDOT Region	35
Table 21: Willing to Pay Tolls by Key Subgroups.....	36
Table 22: 2017 Perceived Passenger Safety When Driver Using Cell Phone	
by Region: Summary of Safe + Somewhat Safe.....	38
Table 23: 2017 Perceived Passenger Safety When Driver Using Cell Phone	
by Key Subgroups: Summary of Safe + Somewhat Safe	39
Table 24a: Perceived Impact of Completely Self-Driving Vehicles:	
Michigan vs. Arizona: Summary of Positive Impact.....	41
Table 24b: Perceived Impact of Completely Self-Driving Vehicles by MDOT Region:	
Summary of Positive Impact.....	42
Table 25: Perceived Impact of Completely Self-Driving Vehicles by Key Subgroups:	
Summary of Positive Impact.....	43
Table 26: Information Sources for Michigan Transportation Issues	
by MDOT Region.....	45
Table 27: Information Sources for Michigan Transportation Issues	
by Key Subgroups.....	46



Table 28: Summary of Total Sample Key Metrics 2015 vs. 2017 49

Table 29: Bay Region Summary 50

Table 30: Grand Region Summary..... 51

Table 31: Metro Region Summary..... 52

Table 32: North Region Summary 53

Table 33: Southwest Region Summary..... 54

Table 34: Superior Region Summary 55

Table 35: University Region Summary 56

List of Figures

Figure 1: Map of MDOT Regions and Michigan Prosperity Regions..... 3

Figure 2: Familiarity with MDOT by Year..... 7

Figure 3: Summary of Very + Somewhat Familiar with MDOT by MDOT Region..... 8

Figure 4: Familiarity with MDOT by Key Subgroups 10

Figure 5: Overall Satisfaction with MDOT by Year..... 11

Figure 6: Reasons for Dissatisfaction with MDOT Overall 12

Figure 7: Very + Somewhat Satisfied with MDOT by MDOT Region 13

Figure 8: 2017 Satisfaction with MDOT Services 18

Figure 9: Quality of Transportation Compared to Three/Five Years Ago by Year 24

Figure 10: Quality of Transportation Compared to Three Years Ago
by MDOT Region 25

Figure 11: Net Better Score by MDOT Region (Better Minus Worse) 26

Figure 12: 2017 Agreement with Statements About MDOT 28

Figure 13: 2017 Improvement Needed on MDOT Goals..... 31

Figure 14: Willing to Pay Tolls..... 34

Figure 15: Perceived Passenger Safety When Driver Using Cell Phone..... 37

Figure 16: Perceived Impact of Completely Self-Driving Vehicles..... 40

Figure 17: Information Sources for Michigan Transportation Issues 44

List of Appendix A Tables: Michigan Prosperity Regions

Table A-1: Michigan Prosperity Region Abbreviations..... 58

Table A-2: Significant Differences in Overall Satisfaction by Prosperity Regions 61

Table A-3: Reasons Dissatisfied/Not at All Satisfied with MDOT
by Prosperity Region 62

Table A-4: Satisfaction with MDOT Services by Prosperity Region:
Percentage of 4 + 5 Ratings; “5” = “Very Satisfied” 63

Table A-5: Dissatisfaction with MDOT Services by Prosperity Region:
Percentage of 1 + 2 Ratings, “1” = “Not at All Satisfied” 64

Table A-6: Agreement with Statements About MDOT by Prosperity Region:
Summary of Strongly Agree + Agree..... 67

Table A-7: Improvement Needed on MDOT Goals by Prosperity Region:
Summary of “A Great Deal” + “Some” 68

Table A-8: Willing to Pay Tolls by Prosperity Region 69

Table A-9: Perceived Passenger Safety When Driver Using Cell Phone
by Prosperity Region: Summary of Unsafe 69



Table A-10: Perceived Impact of Completely Self-Driving Vehicles
 by Prosperity Region: Summary of Positive Impact..... 70

Table A-11: Information Sources for Michigan Transportation Issues
 by Prosperity Region 71

List of Appendix A Figures: Michigan Prosperity Regions

Figure A-1: Michigan Prosperity Regions..... 59

Figure A-2: High Familiarity with MDOT by Prosperity Region 60

Figure A-3: High Overall Satisfaction with MDOT by Prosperity Region 61

Figure A-4: Quality of Transportation in Michigan by Prosperity Region 65

Figure A-5: Net Better by Prosperity Region (Better % Minus Worse %). 66



Executive Summary

The Attitudes and Perceptions (A&P) Survey provides the Michigan Department of Transportation (MDOT) with an in-depth understanding of citizen satisfaction with the state's transportation system and serves as a critical input into the development of MDOT's statewide long-range transportation plan. Conducted on a fairly regular basis since 2006, the 2017 survey provides details about the perception of the state's population with regard to a number of current and proposed conditions. Additionally, the 2017 survey updates trend lines associated with satisfaction regarding specific system elements, and serves as inputs to the identification and establishment of the statewide long-range plan's priorities, as well as provides new information on resident perceptions toward distracted driving, autonomous vehicles, and toll roads.

The 2017 study was completed using a mixed-mode survey allowing randomly selected Michigan adults to participate via mail, web and telephone; this was a deviation from the telephone-only methodology used in past studies. In total, 2,198 Michigan residents' surveys were analyzed and included in this report. These surveys were completed between Aug. 1 and Sept. 13, 2017. Quotas were set by MDOT region and Michigan prosperity region. The reported data has been weighted by census estimates to ensure results are representative of the full population of Michigan adults.

The main body of the report focuses on overall statewide results, tracking results by year, results by MDOT region, and, when appropriate, significant results by demographic groups and other key subgroups. Please see Appendix A for results by Michigan prosperity region.

Familiarity

The overall level of familiarity with MDOT has increased the past two years. This is an important step in being able to build positive perceptions about MDOT's performance on achieving its key priorities and goals. Residents need to be aware before any impact on attitudes is possible.

- Familiarity with MDOT reached its highest level since the study began. Two-thirds (67%) of residents reported being very or somewhat familiar with MDOT in 2017, which is significantly higher than the 51% to 61% "very + somewhat" familiar measured from 2011 to 2015.
- The increase in overall familiarity was primarily driven by the higher familiarity levels reported in MDOT's North, Southwest, and University regions of the state over the past two years.

Overall Satisfaction

Overall satisfaction with MDOT remained steady in comparison to 2015 and remains at the higher level of satisfaction that has been reported since 2013 and 2014. Dissatisfaction with road conditions and maintenance is the most commonly cited reason for lower ratings. In fact, road conditions was the only element mentioned by more than one in 10 residents. All other points of



dissatisfaction were mentioned by fewer than one in 10. It would seem that residents primarily associate MDOT with roads in the state and not the other services also under its jurisdiction.

- Two-thirds of residents (66%) reported being *very or somewhat satisfied* overall with the job MDOT is doing.
- Consistent with historical trends, satisfaction among Michigan residents is higher in the Superior, North, and Southwest regions and lowest in Bay, Metro, and University regions.

Satisfaction with MDOT Services

Michigan residents were asked to rate their satisfaction with 12 specific MDOT services using a scale of 1 to 5, where “5” means “very satisfied” and “1” means “not at all satisfied.”

Consistent with historical trends, residents were most satisfied with the broader, statewide activities of highway safety and snow/ice removal while dissatisfaction was highest for the more “local” services of efficient and smooth traffic flows and the maintenance of pavement on highways.

- The two most highly rated services across all seven MDOT regions were for *making state highways safe with clear markings and signage* (64% 5-very satisfied + 4 ratings) and *quickly and efficiently removing snow and ice from state highways* (57% 5-very satisfied + 4 ratings).
- New this year, more than one-third of the residents (38%) indicated high satisfaction with MDOT providing clear information and warnings through social media.
- More than half of residents gave a rating of “dissatisfied” to MDOT for *maintaining pavement on Michigan state highways to keep them smooth and free of potholes* (55% gave a “1” or “2”). Additionally, more than one in three residents indicated dissatisfaction with MDOT’s performance on making sure traffic flows efficiently and smoothly (37%).
- Of importance, roughly one-fifth to more than one-half of Michigan residents gave a “don’t know” response for six of the 12 services evaluated, which is an indication that a substantial portion of residents do not fully understand the scope of services that fall under the purview of MDOT.

Quality of Transportation in Michigan

While most residents are not seeing an overall improvement in the quality of transportation compared to three years ago, fewer residents reported the quality of transportation has worsened. Residents in the North and Grand regions, who also gave high overall satisfaction ratings to MDOT, were more likely than other residents to indicate the quality of transportation has improved in the past three years.

- Michigan residents were most likely to rate the quality of transportation in Michigan “the same” as it was three years ago (43%) with those citing a change evenly split between rating it as “better” or “worse” than it was three years ago (each selected by 22%).



- The proportion of residents rating the quality of transportation as “better” than three years ago ranged from 14% to 30% across the seven regions, with the highest percentage reported from Grand Region residents and lowest from residents in the University Region.
- In most regions, 21% to 24% of residents rated the quality as “worse” than three years ago with Grand and North regions at a slightly lower level (16%-17% said “worse”).

Perceptions of MDOT

Asked to rate their level of agreement with six positive statements about MDOT, residents were most likely to agree that MDOT is making good decisions about the state’s future and is moving in the right direction. However, the percentage of residents agreeing with these statements and all other statements has been declining since 2011.

- As was the case in 2015, this year Michigan residents were also most likely to “strongly” or “somewhat agree” they *trust MDOT officials to make good decisions* (49%) and think *MDOT is moving in the right direction* (46%).
- The highest level of disagreement was for the statements “I think MDOT does a good job prioritizing highway improvements in Michigan” and “I think MDOT is responsive to the concerns of local communities.”

MDOT Goals

Residents were shown five MDOT goals and asked to indicate how much improvement they feel MDOT needs to make on each goal – a great deal, some, only a little, or not at all.

A majority of Michigan residents indicated MDOT needs at least some improvement on its goals related to the preservation, maintenance, and expansion of the current transportation system and were less concerned about the protection and responsible use of the environment or ensuring the accessibility of the transportation system to all residents.

- *Preserving the physical quality and condition of the transportation system and continuing to build, maintain and operate the safest transportation system possible* were the goals perceived to have the greatest need for improvement (both with 80% a great deal + some ratings).
- Compared to 2015, this year residents expressed greater concern over the physical quality and condition of the present transportation system (80% feel some/a great deal of improvement is needed up from 74% in 2015).
- The percentage of residents indicating that improvement was needed on the goals of protecting the environment and making the transportation system fully accessible declined in 2017 compared to 2015 ratings (77% down to 70% for environment and 77% down to 67% for the accessibility of the transportation system).



Tolls

Overall, slightly more than half of Michigan residents would be willing to pay tolls to access better quality roads, faster travel times and/or less traffic. However, a larger majority of the residents in support of toll roads live in the Southwest, University, and Metro regions of the state.

- Interest in paying for any type of toll ranged from 39% to 66% across the seven MDOT regions.
- As expected, willingness to pay tolls of any kind was significantly higher among residents who commute to work.

Perceived Passenger Safety when Driver Using Cell Phone

The majority of residents feel safe while riding with someone who is talking on a cell phone while using a hands-free device. However, passengers are significantly less likely to feel safe when the driver is unable to keep both hands on the steering wheel because they are holding their phone to make a call or to engage in some other activity on their phone.

- Whereas nearly four in five (79%) Michigan residents reported they would feel “safe” or “somewhat safe” in a passenger in a car if the driver was talking on a cell phone using a hands-free device, only one-third would feel “safe” or “somewhat safe” if the driver was holding the phone while talking.
- The vast majority (96%) of Michigan residents reported they would feel “unsafe” as a passenger in a vehicle with a driver reading or responding to e-mails, texts, social media, or other apps.

Perceived Impact of Completely Self-Driving Vehicles

Residents were asked to evaluate whether completely autonomous self-driving vehicles would cause an increase, decrease or have no impact on the number of crashes, severity of crashes, vehicle emissions, traffic congestion, travel times, insurance rates, and fuel economy should they become readily available to the general public.

Residents overall do not have a strong understanding or opinion regarding the type of impact self-driving vehicles may have on the areas evaluated; in fact, in most instances residents were split with similar percentages believing the impact would be positive or negative. The only regional difference was that Metro Region residents were slightly more likely to see the potential for positive impacts of completely self-driving vehicles.

- Residents were more likely to anticipate a positive change versus a negative change for vehicle emissions (28% decrease vs. 11% increase) and fuel economy (33% increase vs. 16% decrease).
- Residents were most likely to believe there would be a negative impact on insurance rates with 37% expecting an increase and only 19% expecting a decrease.



Information Sources for Michigan Transportation Issues

Residents most often rely on television or radio for information about transportation issues (48% and 42%, respectively). However, at least four in 10 residents indicate they use some type of digital media source for information (smartphone traffic/map apps: 40%, MDOT website: 22%, social media: 17%, and the Mi Drive app/website: 6%).

MDOT Region Highlights

Summary observations by MDOT region are presented below. Summary tables for each region are presented in Chapter XI.

Bay: Residents in the Bay Region are less likely than residents in five of the other six regions to indicate overall satisfaction with MDOT; however, they are more likely to say the transportation system has improved in the past three years rather than gotten worse. Like Grand Region residents, they appreciate the safety of the highways due to clear markings and signage and efficient removal of ice/snow, as well as good communications through social media. However, they are less satisfied with the overall road conditions and the timing and quality of highway/road repairs. The highest priorities among these residents are the maintenance and safety of the transportation system. These residents are the least likely to be interested in paying tolls for better/faster roads.

Grand: Not only were residents of the Grand Region more likely than most other residents to give high satisfaction ratings to MDOT, they also were most likely to indicate that the quality of the transportation system has improved in the past three years rather than gotten worse. They are most satisfied with the safety on highways due to clear markings and signage and ice/snow removal but also appreciate the social media communications from MDOT. These residents are more likely than others to indicate a level of trust with MDOT and believe it is heading in the right direction. The key priorities for this region are the maintenance and overall safety of the transportation system.

Metro: Metro Region residents are least likely to give high satisfaction ratings to MDOT in comparison to all other residents and are slightly more likely to indicate the system has gotten worse rather than improved in the past three years. Key areas of dissatisfaction are road conditions, construction and the inability to easily navigate through traffic. Consequently, key priorities are to build and maintain a safe transportation as well modernize and expand it. Not surprisingly, these residents are most likely to support toll roads.

North: The percent of residents in the North Region giving high satisfaction ratings to MDOT was the third highest in the state. These residents also were more likely to indicate that the quality of the transportation system has improved in the past three years rather than gotten worse. Satisfaction is highest with safety on highways due to clear markings and signage as well as efficient snow and ice removal. The key priorities for these residents are continued improvement of the transportation system and maintenance of the existing system.



Southwest: Although the Southwest Region had the second highest level of overall satisfaction with MDOT, its residents were more likely to feel the quality of the transportation system in the state has gotten worse rather than better. Similar to other residents, they indicate satisfaction with the safety of the highways due to clear markings and signage and snow/ice removal. While being more likely than others to indicate satisfaction with bridges, these residents are less satisfied with the quality of the roads and highways and the overall transportation infrastructure. Not surprisingly then, the key priorities for these residents is the modernization, expansion and safety of the transportation system. The majority of the Southwest Region residents would be willing to pay a toll for better roads.

Superior: Despite reporting one of the highest satisfaction levels in the state, residents in the Superior Region were more likely to indicate that the quality of the transportation system in Michigan has gotten worse rather than better. The highest level of satisfaction among these residents is for the safety on highways with signage and snow/ice removal, and a majority believe the bridges are in good condition. They would like to see better maintenance of the pavement on highways and more bike lanes/pathways for bicycles. Residents place a high priority on maintenance and repairs of the current system but also modernizing and expanding the transportation system.

University: Residents in the University Region were less likely than residents in four of the six other regions to give high overall satisfaction ratings to MDOT and they were more likely to indicate the quality of the system has gotten worse rather than better. Overall road and highway conditions are the primary sources of dissatisfaction and they would like to see more attention given to alternatives for long distance travel. Key priorities for residents in this region are the preservation of the physical quality of the transportation system along with its maintenance and expansion. A slight majority of residents in this region would support toll roads.



I. Introduction

A. Background and Methodology

The Attitudes and Perceptions (A&P) Survey provides the Michigan Department of Transportation (MDOT) with an in-depth understanding of citizen satisfaction with the state's transportation system and serves as a critical input into the development of MDOT's statewide long-range transportation plan. Conducted on a fairly regular basis since 2006, 2017 survey data was collected between Aug. 1 and Sept. 13, 2017, and provides details about current conditions. Additionally, the 2017 survey updates trend lines associated with satisfaction regarding specific system elements, serving as inputs to the identification and establishment of the statewide long-range plan's priorities. Due to current priority topics at MDOT, the survey also included questions on distracted driving, autonomous vehicles, and tolling.

The 2017 survey was conducted in a time of significant changes in survey methods, resulting from advances in technology and a shift in attitudes toward surveys, in general, and government, in particular. The fact of the matter is that it has become increasingly difficult to obtain a representative sample using a telephone-only approach, even a telephone-based approach that draws from both landline and cellular phone numbers. The gap in technology usage has never been greater than it is currently between younger residents and the oldest members of the population. This gap made it necessary to consider new approaches for data collection in the 2017 survey so that all residents could access the survey tool in a manner that fits their lifestyle.

To ensure a representative sample, WestGroup Research (WGR) proposed a mixed-mode survey, drawing from an advanced landline/cell phone sample, enhanced with residential and e-mail addresses. This mixed-mode approach has the following advantages: (1) the sampling frame was evolved from the Random Digit Dialing (RDD) telephone sampling frame but the residential and e-mail address details allowed for contact with respondents in the mode they are most comfortable with, (2) it allowed the respondent to choose the response method most convenient for him/her from among mail, web, or phone options, and (3) it still provided the WGR data collection facility with the ability to directly contact participants by phone and e-mail to encourage participation by phone, e-mail and mail.

The purpose of the A&P Survey is to provide MDOT with an evaluation regarding attitudes and perceptions of MDOT's customers. The specific goals of the project include:

1. To assess whether or not the attitudes and perceptions of Michigan's adults have changed since the last survey. If changes are present, evaluate the significance of the changes.
2. To assess the opinions of Michigan's adults regarding the composition, importance, and delivered quality of MDOT's products and services.
3. To assess progress in addressing customer concerns through MDOT's ongoing efforts to develop and execute strategic plans.
4. To identify specific actions MDOT can take to improve the perception of Michigan's adults regarding its performance.

B. Sampling Plan, Methodology, and Weighting

1. Sampling Plan

Key parameters for the survey included:

- a. Universe: All Michigan residents, age 18 or older
- b. Geography: The state of Michigan, divided into seven MDOT regions, with further stratification into 10 prosperity regions
- c. Sample Size:
 - Initial target: 1,400 completed surveys statewide
 - Total Responses: 3,010 completed surveys statewide
- d. Language: English survey with Spanish accommodation available online and via telephone

The study area for this survey is the state of Michigan. Geographically, this includes seven MDOT regions that are further divided into 10 Michigan prosperity regions. The relationship between these two geographic groups is illustrated in Figure 1 on the next page.

The sample size and stratification was determined at the prosperity region level. Goals were set to provide sufficient statistical power in analyzing and applying the results. The original sample allocation and the final sample distribution is shown in Table 1.

2. Survey Methodology and Response

WGR purchased 25,000 records of enhanced landline/cell phone sample; meaning the sample of phone numbers was enhanced with address and e-mail (where available) and conformed to the Telephone Consumer Protection Act (TCPA) requirements. All samples were flagged with the block group associated with the residential address on record. As data collection progressed, status by both prosperity and MDOT regions, as well as age, ethnicity, and percent of adults who work, was monitored.

Invitation letters and a paper copy of the survey instrument were mailed to all 25,000 households. The invitation letter provided a unique ID number for each household. Residents were offered three options for responding to the survey: 1) return the survey instrument via an enclosed postage-paid envelope, 2) access the survey through a unique survey URL (www.westgroupresearch.com/MDOTsurvey), or 3) call a toll-free number to complete the survey via phone with a WGR interviewer.

The response to the survey invitation via the return mail paper surveys was significantly higher than expected, greatly exceeding the initial target of 1,400 completes. A total of 2,676 households sent in a completed paper survey. In addition to the mail survey response, 312 households completed the survey via the web URL, eight households called into the interviewing center to complete the survey, and 14 households completed the survey via outbound calls from the phone center. In total, 3,010 residents completed surveys, which translates to a 12% response rate overall for the study. Ultimately, due to significantly higher participation of paper survey, a concern over



introducing more errors than intended from large weights, and sample quota considerations, 2,198 surveys were analyzed for reporting purposes.

Figure 1: Map of MDOT Regions and Michigan Prosperity Regions

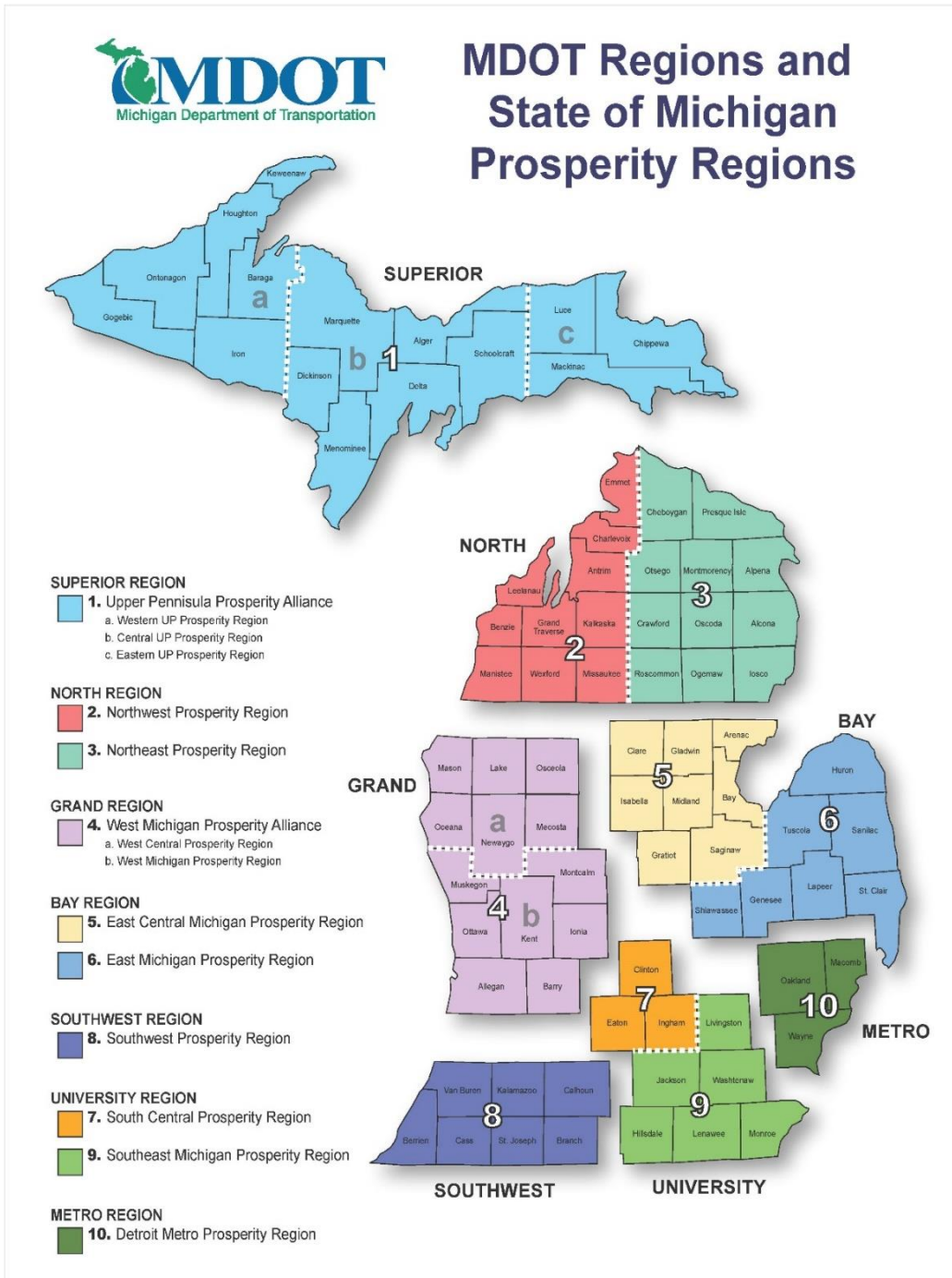


Table 1: Regional Sample Goals, Actual Response, and Weighting Results

MDOT Region #	Prosperity Region #	Prosperity Region	Census %	Quota Goals	Final Survey #	Survey # (weighted)	Final Survey % (weighted)
1	1	Upper Peninsula Prosperity Alliance	3.2%	125	256	71	3.2%
2	2	Northwest Prosperity Region	3.1%	100	163	69	3.1%
2	3	Northeast Prosperity Region	2.2%	100	142	47	2.2%
3	4	West Michigan Prosperity Alliance	15.5%	200	360	340	15.5%
4	5	East Central Michigan Prosperity Region	5.8%	100	155	128	5.8%
4	6	East Michigan Prosperity Region	8.6%	125	160	189	8.6%
6	7	South Central Prosperity Region	4.8%	100	205	107	4.9%
5	8	Southwest Prosperity Region	7.8%	125	165	172	7.8%
6	9	Southeast Michigan Prosperity Region	10.2%	125	197	225	10.2%
7	10	Detroit Metro Prosperity Region	38.7%	300	395	850	38.7%
TOTAL		Statewide	100%	1,400	2,198	2,198	100%

As the demographic attributes of respondents was monitored, it was noted that the study results were skewed toward older households (age 50+, but particularly age 65+) due to the high response to the paper surveys. Interestingly, the response from males was significantly higher than the response from females. Once the study sample goal of 1,400 completed surveys was exceeded, the decision was made to set aside any additional completed surveys from respondents age 65 or older (particularly male respondents) to prevent the need for excessive weighting of the data. Targeted attempts via outbound phone calls and e-mails were made in an effort to balance the sample on all quota variables (region, gender, age, and race). At the close of the data collection period, **the final study sample was 2,198, which has a margin of error of +/-2.1% at the 95% level of confidence.**

3. Weighting Plan and Procedures

The RFP called for the results to be weighted to represent the full population of Michigan adults, stratified by prosperity region. The 2015 census estimates were used to represent the population control totals to be used in the weighting process. After the geographic weights were applied, the final survey results on the key demographic variables of gender, age and race were reviewed with MDOT to determine whether additional weights are needed and, if so, for which of the three characteristics.

NOTE: A general concern in creating demographic weights is that a particular population subgroup might be significantly under-represented to the point that attempting to create a weight might cause “skews” in the survey results that introduce more error than intended due to very large weights. This was the situation in the final database; therefore, WGR recommended collapsing categories for age (<45 years and 45+ years) and race (white and non-white).



Once the results indicated that demographic weights were needed, the WGR team calculated the weights using iterative proportional fitting (IPF). IPF, also known as “raking”, is a systematic approach to create multi-dimensional weights at the prosperity region level¹. The 2015 census estimates as provided by MDOT staff were used to document the distribution of adults according to gender (male, female), age (18-34, 35-54, 55-64, 65-74, 75+), and race. The full documentation of the weighting plan and the weight creation effort are provided under separate cover.

Table 2: Demographic Sample Response and Weighting Results

Demographic Variable	Census %	Final Survey #	Survey # (weighted)	Final Survey % (weighted)	Margin of Error
Gender					
Male	48.58%	1,061	1,028	48.6%	+/- 3.1%
Female	51.42%	1,072	1,089	51.4%	+/- 3.0%
Age					
Under age 45	43.73%	244	897	43.8%	+/- 3.3%
Age 45+	56.27%	1,826	1,153	56.2%	+/- 2.9%
Race					
White	80.12%	1,917	1,761	80.1%	+/- 2.4%
Non-white	19.88%	281	437	19.9%	+/- 6.0%

C. Report Format

The main body of the report focuses on overall statewide results, tracking results by year, results by MDOT region, and results by demographic groups and other key subgroups. Please see Appendix A for results by Michigan prosperity region.

In some cases, MDOT region names are abbreviated to accommodate format requirements. Thus, throughout the report, the reader will occasionally see the following three MDOT region abbreviations: Super for Superior, SW for Southwest, and Univ for University.

¹ For a description of the technical approach, see https://www.researchgate.net/publication/293125498_Putting_Iterative_Proportional_Fitting_on_the_researcher%27s_desk



D. Significance Testing

Throughout this report, symbols (▲▼) or superscript letters (^{ABC}) serve to indicate that a number is significantly different at the 95% confidence interval than either the prior study period figure or the corresponding subgroup figure.

For example, in the table below, the upward arrow next to the 47% and 26% in the 2017 column indicates that a significantly higher proportion of residents were somewhat or a little familiar with MDOT in 2017 than in 2015. In tracking charts and tables, the current year results (2017) are only compared in this manner to results from the previous study period (2015) for the same question. The footnote will always be present to remind the reader of the statistically significant comparison.

Table 3a: Significant Difference Example for Tracking Data

Familiarity	2017 n=2,187	2015 n=1,397	2014 n=1,400	2013 n=1,099	2011 n=1,100
Very familiar	20%	22%	16%	17%	17%
Somewhat familiar	47% ▲	39%	35%	37%	39%
A little familiar	26% ▲	20%	23%	23%	28%
Not at all familiar	6%	19%	25%	22%	16%
Not sure	1%	-	1%	1%	-

▲▼ Indicates significant difference compared to 2015 at 95% confidence level.

The following table contains an example of using superscript letters to indicate differences between multiple subgroups, in this case MDOT regions. Underneath the Bay Region column, marked by the letter D, the superscript letters “CG” that follow 28% indicate that residents in the Bay Region were significantly more likely than those in the Grand (C) and Metro (G) regions to report being *very familiar* with MDOT (i.e., 28% is significantly higher than 19% and 17%). As the footnote explains, the superscript letter is always indicating which column the figure is significantly higher than. This method is used for all tables comparing regions and key subgroups.

Table 3b: Significant Difference Example for Region Data

Rating	Total	Superior A	North B	Grand C	Bay D	Southwest E	University F	Metro G
Very Familiar	20%	20%	21%	19%	28% ^{CG}	21%	21%	17%

^{ABCDEFG} Indicates significantly higher percentage than corresponding region(s) at 95% level of confidence.



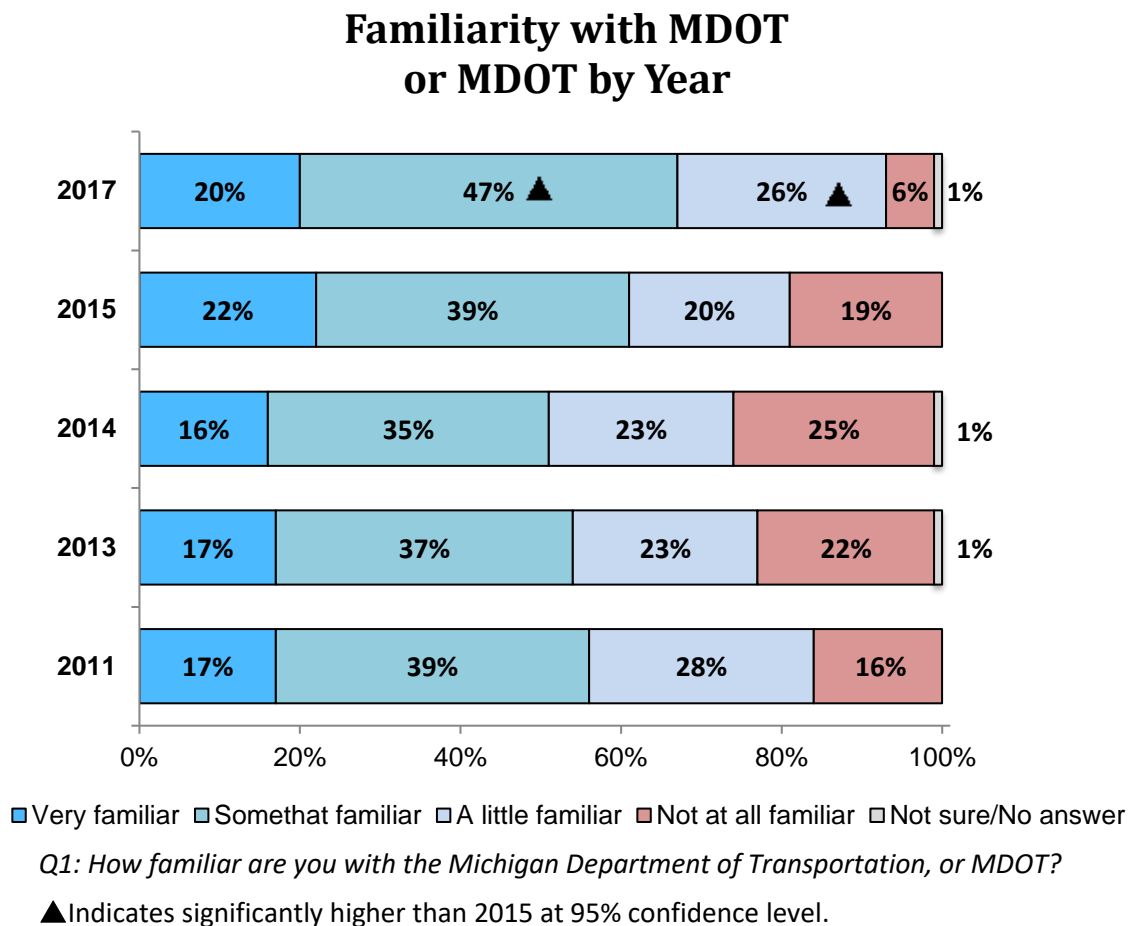
II. Familiarity with MDOT

A. Familiarity with MDOT by Year

Familiarity with MDOT reached its highest level since the study began. Two-thirds (67%) of residents reported being very (20%) or somewhat (47%) familiar with MDOT in 2017. This is significantly higher than the 51% to 61% “very + somewhat” familiar measured from 2011 to 2015.

This year, a vast majority of Michigan residents (93%) reported being at least *a little familiar* with MDOT (also a study high). The significant increase in the percentage “somewhat familiar” and “a little familiar” resulted in a significantly higher level of overall familiarity than in the four previous study periods when 74% to 84% reported being at least *a little familiar* with MDOT.

Figure 2: Familiarity with MDOT by Year



B. Familiarity with MDOT by MDOT Region

There were no significant differences in *very + somewhat familiar* ratings between MDOT regions. While all seven regions experienced increases in familiarity compared to 2015, only the University Region experienced a significant increase (73% up from 56% in 2015). Familiarity was rated highest among University Region residents and lowest among residents in the Southwest Region (64% *very or somewhat familiar*).

Of interest, Bay Region residents were most likely to report being “very familiar” with MDOT (28%) which was significantly higher than the Grand (19%) and Metro (17%) regions. Michigan overall, along with the other four regions, received 20% or 21% “very familiar” ratings.

Figure 3: Summary of Very + Somewhat Familiar with MDOT by MDOT Region

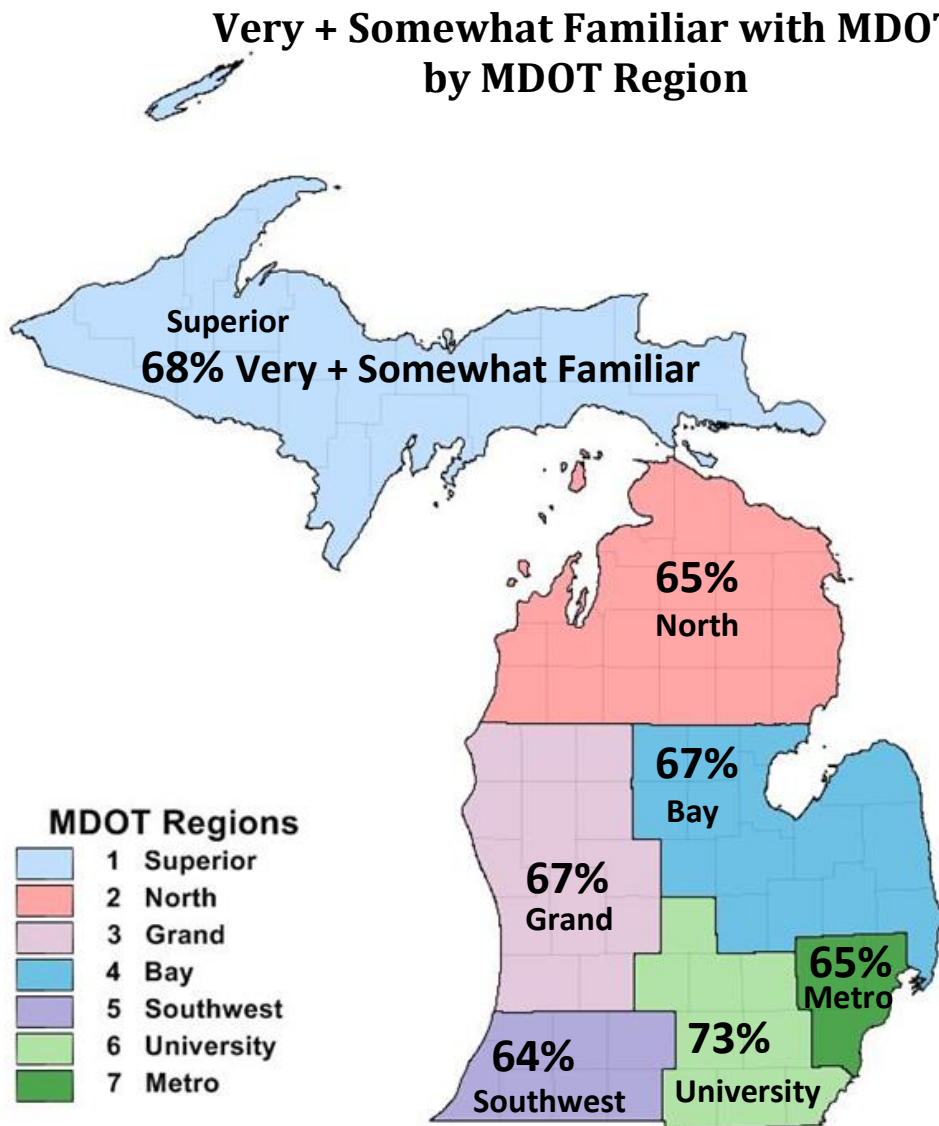


Table 4: Familiarity with MDOT by MDOT Region

Rating	Total	Superior A	North B	Grand C	Bay D	Southwest E	University F	Metro G
Very + Somewhat	67%	68%	65%	67%	67%	64%	73%	65%
Very Familiar	20%	20%	21%	19%	28% ^{CG}	21%	21%	17%
Somewhat Familiar	47%	48%	44%	48%	39%	43%	52% ^D	48%
A little familiar	26%	27%	29% ^F	25%	26%	27%	20%	27%
Not at all familiar	6%	4%	5%	7%	6%	9%	4%	7%
Not sure	1%	1%	1%	1%	1%	-	3%	1%

Q1: How familiar are you with the Michigan Department of Transportation, or MDOT?

^{ABCDEFG} Indicates significantly higher percentage than corresponding region(s) at 95% level of confidence.

Table 5: Very + Somewhat Familiar Ratings - Annual Tracking by MDOT Region

Region	2017 n=2,187	2015 n=1,397	2014 n=1,400	2013 n=1,099	2011 n=1,100
Superior	68%	67%	48%	53%	59%
North	65%	59%	58%	59%	53%
Grand	67%	66%	60%	53%	69%
Bay	67%	61%	46%	58%	52%
Southwest	64%	56%	59%	53%	52%
University	73% ▲	56%	57%	57%	61%
Metro	65%	60%	44%	53%	51%

Q1: How familiar are you with the Michigan Department of Transportation, or MDOT?

▲▼ Indicates significant difference compared to 2015 at 95% confidence level.

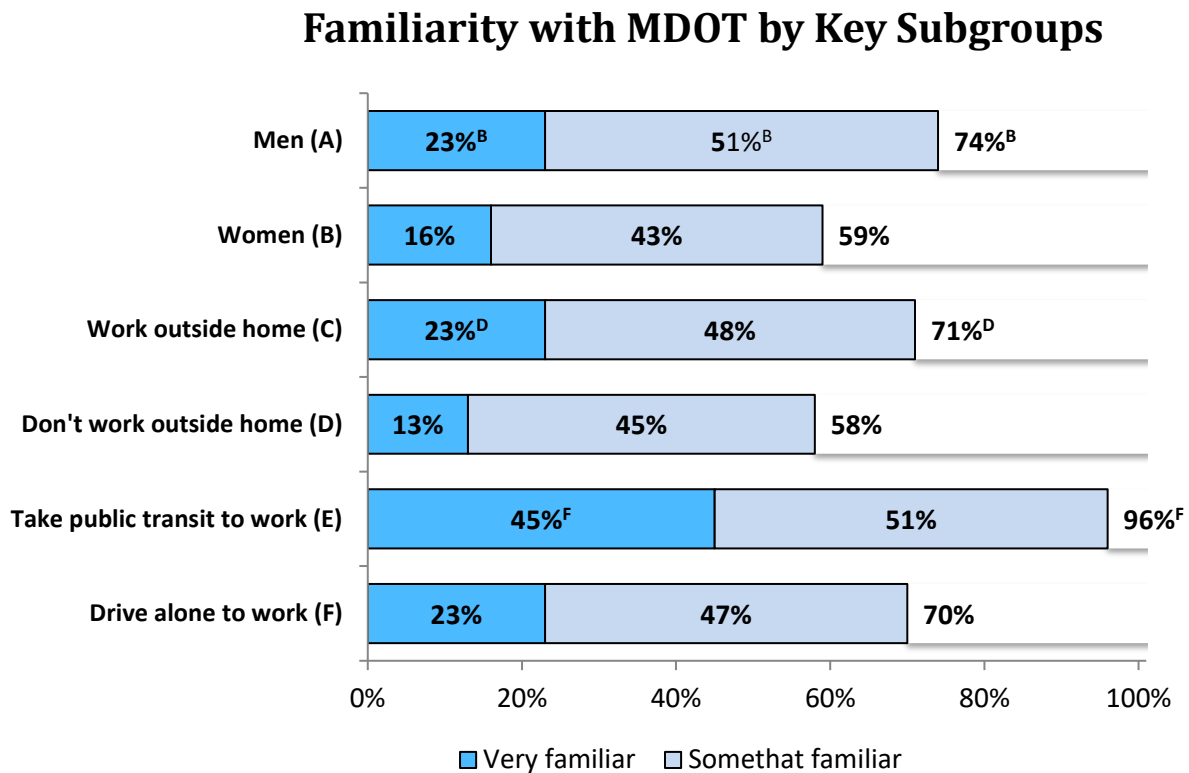


C. Familiarity with MDOT by Key Subgroups

Very + Somewhat familiar ratings were significantly higher among:

- Men (74% vs. 59% of women)
- Residents who work outside the home (71% vs. 58% who do not)
- Employed residents who take public transit to commute to work (96% vs. 70% who drive alone, and compared to 82% who primarily commute in other ways)

Figure 4: Familiarity with MDOT by Key Subgroups



Q1: How familiar are you with the Michigan Department of Transportation, or MDOT? Would you say you are...
^{ABCDEF} Indicates significantly higher percentage than the corresponding subgroup.



III. Satisfaction with MDOT

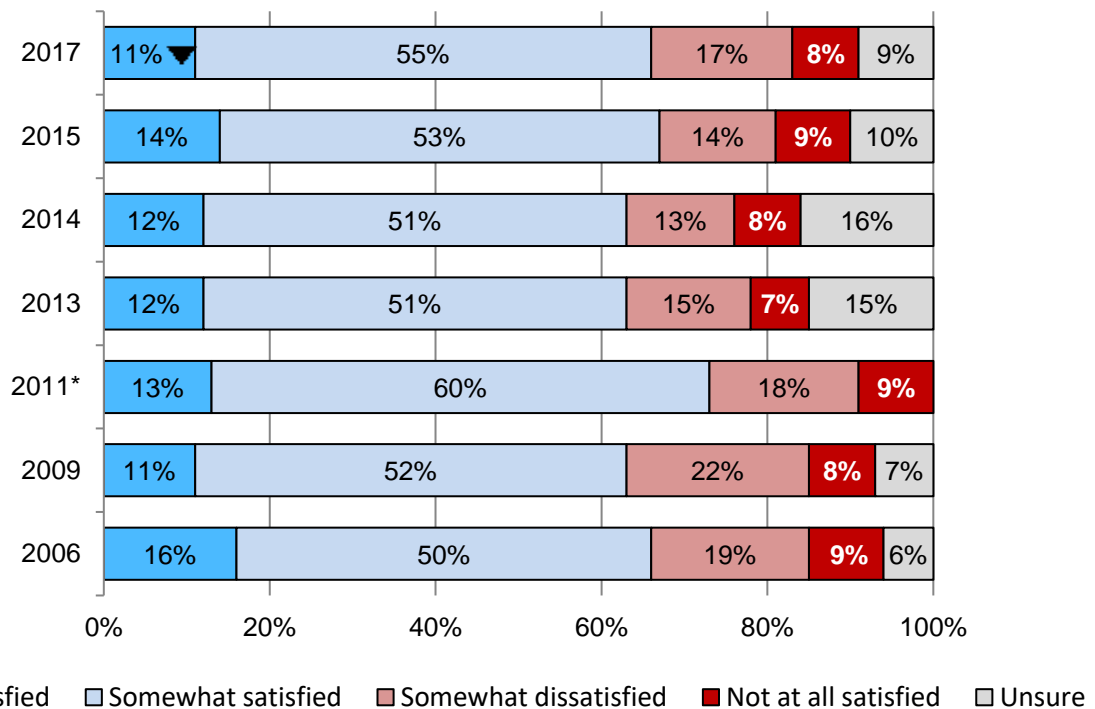
A. Overall Satisfaction with MDOT

1. Overall Satisfaction with MDOT by Year

Two-thirds of residents (66%) reported being *very or somewhat satisfied* overall with the job MDOT is doing. This finding is virtually the same as in 2015 (67%) and is consistent with all prior years except for 2011, when respondents were not given the option to say “don’t know.” Notably, the proportion of residents “very satisfied” with MDOT overall dropped to 11% this year, which is significantly lower than in 2015 (14%) but statistically consistent with most previous years.

Figure 5: Overall Satisfaction with MDOT by Year

Overall Satisfaction with MDOT by Year



Q2: MDOT is the state agency responsible for the routes designated by the letters I, US, and M. MDOT also oversees border crossings, buses, 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 not at all satisfied with the job MDOT is doing?

*In 2011, there was no Unsure/Don’t know option provided and therefore data from this year cannot be statistically compared to other years.

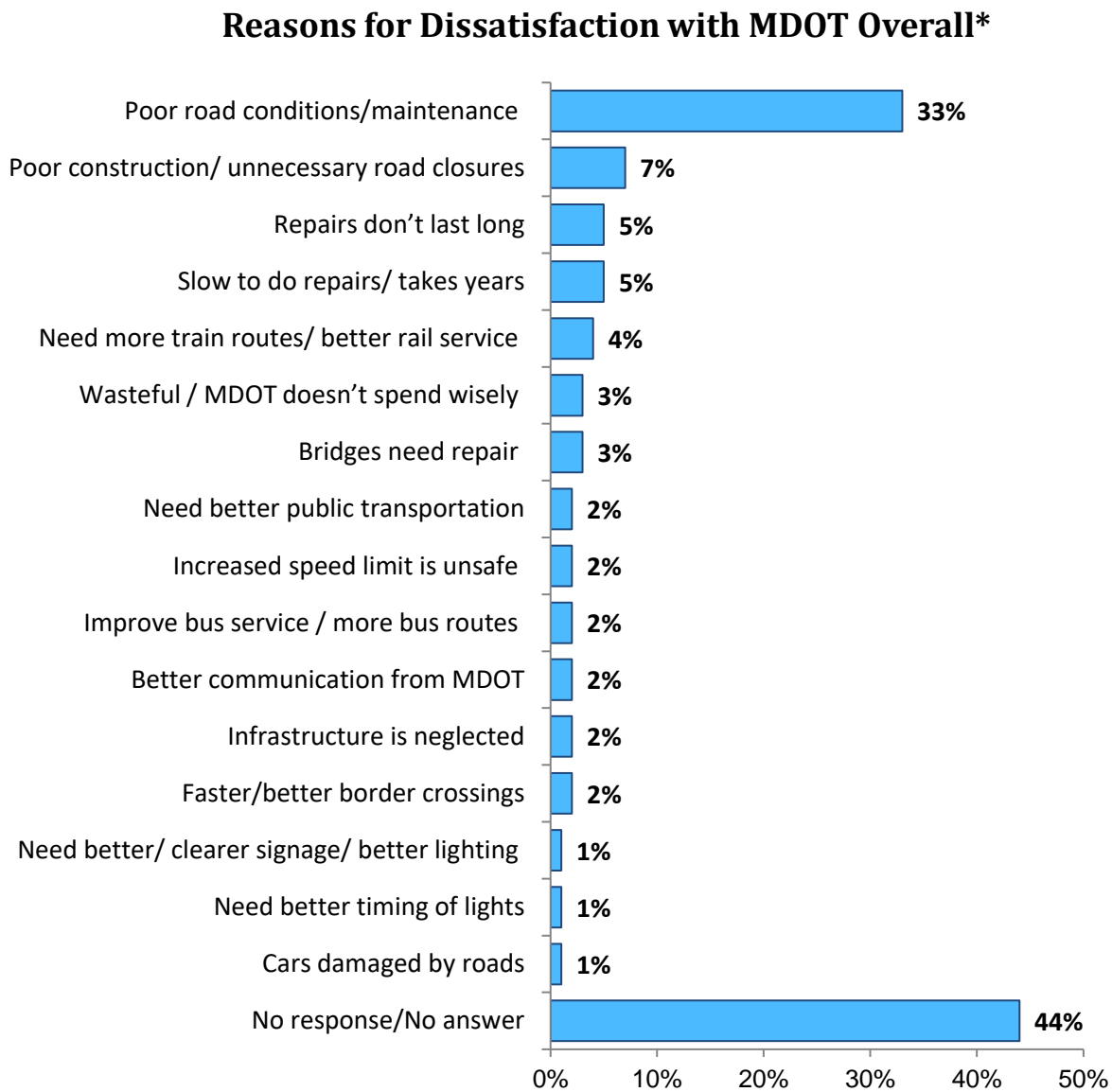
▲▼ Indicates significant difference compared to 2015 at 95% confidence level.



1a. Reasons for Dissatisfaction with MDOT Overall

The 25% of Michigan residents who indicated dissatisfaction with MDOT overall were asked to provide their reason(s) for being “somewhat dissatisfied” or “not at all satisfied.” **Among residents dissatisfied with MDOT, one-third stated it was because of poor road conditions.** Similarly, others noted that MDOT is slow to make repairs (5%) and that repairs don’t last long (5%). Poor construction/unnecessary road closures were mentioned by 7%. Of note, 44% of those dissatisfied left the space for comment blank, thus there is no explanation available for their dissatisfaction.

Figure 6: Reasons for Dissatisfaction with MDOT Overall



Q2a: What about MDOT or the job it is doing leads you to be dissatisfied?

Based to those Dissatisfied with MDOT overall n=560

All responses 1% or higher included in graph.

*Multiple responses allowed, response percentages will not add up to 100%.



2. Overall Satisfaction with MDOT by MDOT Region

Overall satisfaction with MDOT was highest among Superior and Grand region residents, with 77% very or somewhat satisfied. It was significantly lower among those living in the University, Bay, and Metro regions (64%, 62% and 61%, respectively). There were no significant shifts in regional satisfaction ratings compared to 2015.

Figure 7: Very + Somewhat Satisfied with MDOT by MDOT Region

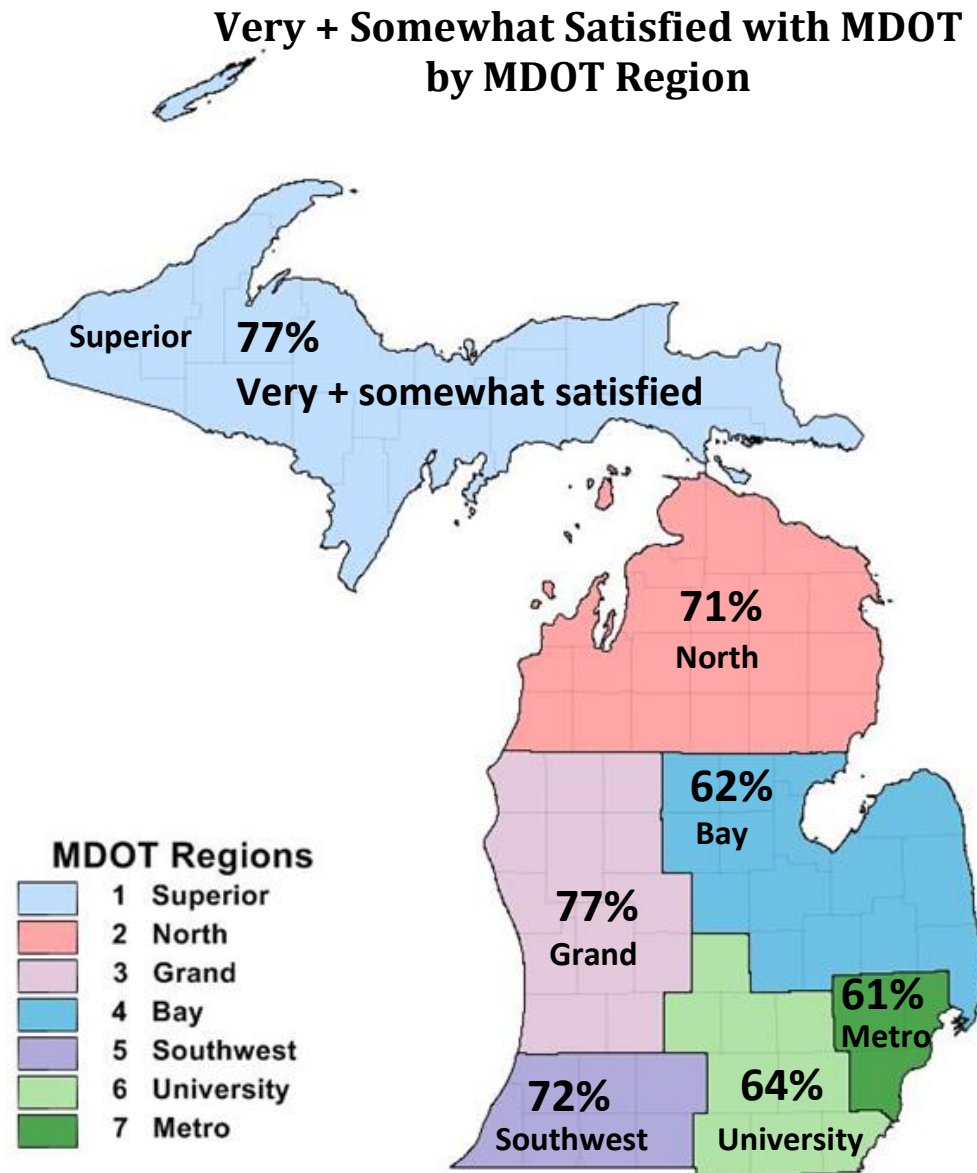


Table 6: Overall Satisfaction with MDOT by MDOT Region

Rating	Total	Superior A	North B	Grand C	Bay D	South- west E	University F	Metro G
Very + Somewhat	66%	77% ^{DFG}	71%	77% ^{DFG}	62%	72%	64%	61%
Very Satisfied	11%	17%F	11%	10%	13%	14%	8%	10%
Somewhat Satisfied	55%	60%	60%	67%DFG	49%	58%	56%	51%
Somewhat Dissatisfied	17%	13%	22%AE	14%	19%	10%	21%E	18%
Not at all Satisfied	8%	6%	3%	4%	8%	7%	10%BC	11%BC
Not sure	9%	5%	5%	5%	11%BC	12%	6%	10%

Q2: Overall how satisfied are you with the job MDOT is doing?

^{ABCDEFG} Indicates significantly higher percentage compared to corresponding region(s) at 95% confidence level.

Table 7: Very + Somewhat Satisfied Ratings - Annual Tracking by MDOT Region

Region	2017 n=2,192	2015 n=1,397	2014 n=1,400	2013 n=1,099	2011 n=1,100
Superior	77%	71%	61%	76%	85%
North	71%	70%	70%	67%	81%
Grand	77%	79%	71%	69%	81%
Bay	62%	69%	69%	64%	76%
Southwest	72%	76%	60%	70%	75%
University	64%	64%	59%	61%	80%
Metro	61%	60%	57%	59%	64%

Q2: MDOT is the state agency responsible for the routes designated by the letters I, US, and M. MDOT also oversees border crossings, buses, trains, and airports. Overall, how satisfied are you with the job MDOT is doing? Would you say you are...

Note: There were no significant differences between 2017 and 2015.



2a. Reasons for Dissatisfaction by MDOT Region

Poor road conditions/maintenance was the number one reason for dissatisfaction across all seven MDOT regions. Southwest Region residents were disproportionately dissatisfied with poor road conditions (61%), neglected infrastructure (21%) and cars damaged by roads (17%). Whereas residents of the North Region stand out for their concerns over poor construction planning/management (15%), Bay Region residents were more vocal about repairs not lasting (15%). Metro Region residents were the least likely to provide an explanation for their dissatisfaction (51% did not provide an answer to the open-ended question). *Top responses by region are in bold.*

Table 8: Reasons Dissatisfied/Not at All Satisfied with MDOT by MDOT Region*

Reasons	Total	Super (A)	North (B)	Grand (C)	Bay (D)	SW (E)	Univ (F)	Metro (G)
Poor road conditions/maintenance	33%	31%	29%	40%	32%	61% ^{BDG}	37%	28%
Poor construction/unnecessary closures	7%	-	15% ^E	6%	9%	2%	7%	7%
Repairs don't last long	5%	7%	-	3%	15% ^{CF}	4%	1%	5%
Slow to do repairs/takes years	5%	11%	9%	9%	2%	2%	7%	4%
Need more train routes/better rail service	4%	-	1%	1%	-	2%	7% ^{BC}	6%
Wasteful/MDOT doesn't spend money wisely	3%	8%	2%	11%	2%	2%	2%	2%
Bridges need repair	3%	1%	4%	3%	6%	2%	4%	1%
Need better public transportation	2%	-	-	6%	2%	-	3%	2%
Increased speed limit is unsafe	2%	9%	-	-	2%	-	-	4%
Improve bus service/more bus routes	2%	2%	1%	-	-	-	2%	3%
Better communication from MDOT/updates	2%	-	1%	1%	1%	-	<1%	3%
Infrastructure is neglected	2%	-	-	-	1%	21% ^{DFG}	1%	1%
Faster/better border crossings	2%	-	-	1%	1%	-	-	3%
Need better/clearer signage/better lighting	1%	8%	2%	2%	1%	4%	2%	1%
Need better timing of lights	1%	-	2%	-	-	-	4%	1%
Cars damaged by roads	1%	2%	-	-	1%	17% ^{ADF}	-	-
No response/no answer	44%	23%	40%	31%	42%	25%	47%	51% ^{AE}

Q2a: What about MDOT or the job it is doing leads you to be dissatisfied?

^{ABCDEFGHI} Indicates significantly higher percentage compared to corresponding region(s) at 95% confidence level.

*Multiple responses allowed, response percentages will not add up to 100%.



3. Overall Satisfaction with MDOT by Key Subgroups

White residents were significantly more likely than non-white residents to be satisfied with MDOT overall (68% very or somewhat satisfied vs. 58%). The “very satisfied” ratings were essentially the same, but the “somewhat satisfied” rating was significantly higher among white residents (57% vs. 48%).

Table 9: Overall Satisfaction with MDOT by Ethnicity

Rating	Total	White A	Non- White B
Very + Somewhat	66%	68%^B	58%
Very Satisfied	11%	11%	10%
Somewhat Satisfied	55%	57% ^B	48%
Somewhat Dissatisfied	17%	17%	17%
Not at all Satisfied	8%	7%	12%
Not sure	9%	8%	13%

Q2: Overall how satisfied are you with the job MDOT is doing?

^{ABCDEF} Indicates significantly higher percentage compared to corresponding region(s) at 95% confidence level.



B. Satisfaction with MDOT Services

1. Satisfaction with MDOT Services by Year

Residents rated their satisfaction with MDOT's performance on 12 specific services using a scale of 1 to 5, where "5" means "very satisfied" and "1" means "not at all satisfied." **This year, residents were significantly less likely than in 2015 to be highly satisfied with MDOT for "making sure traffic flows as well as possible during rush hour, highway construction, and after traffic accidents" (30% rated a 4 or 5, down from 40% in 2015) and for "maintaining the pavement on Michigan state highways to keep them smooth and free of potholes" (19% down from 25%).** Other services received similar ratings as in 2015 or are not comparable due to changes in the question wording.

**Table 10: Satisfaction with MDOT Services by Year:
Summary of 4 + 5 Ratings; "5" = "Very Satisfied"**

MDOT Services	2017	2015	2014
Making Michigan state highways as safe as possible, with clear markings and signage	64%	61%	66%
Quickly and efficiently removing snow and ice from Michigan state highways	57%	58%	54%
Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays through Facebook or Twitter	38%	N/A	N/A
Making sure bridges along Michigan state highways are in good condition	37%	37%	41%
Quickly and efficiently completing Michigan state highway construction projects	33%	36%	32%
Providing bike lanes and pathways for bicycles	33%	N/A	N/A
Making sure traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents	30%▼	40%	37%
Facilitating public transportation services for the elderly and persons with disabilities	26%	N/A	N/A
Facilitating public transportation services for local trips, such as public bus or "Dial-A-Ride"	24%	N/A	N/A
Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes	19%▼	25%	20%
Facilitating passenger air services	15%	N/A	N/A
Facilitating alternatives to driving for long distance trips, such as intercity passenger rail or intercity bus services	14%	N/A	N/A

Q8-Q9: Please indicate how satisfied you are with each of the following MDOT services. For items pertaining to highways, please only consider the highway system MDOT is responsible for, which are routes designated by the letters I, US, and M—and not city and county roads. ▲▼ Indicates significant difference compared to 2015 at 95% confidence level. N/A-Wording substantially altered/shortened in 2017, thus data not statistically comparable to 2015/2014.

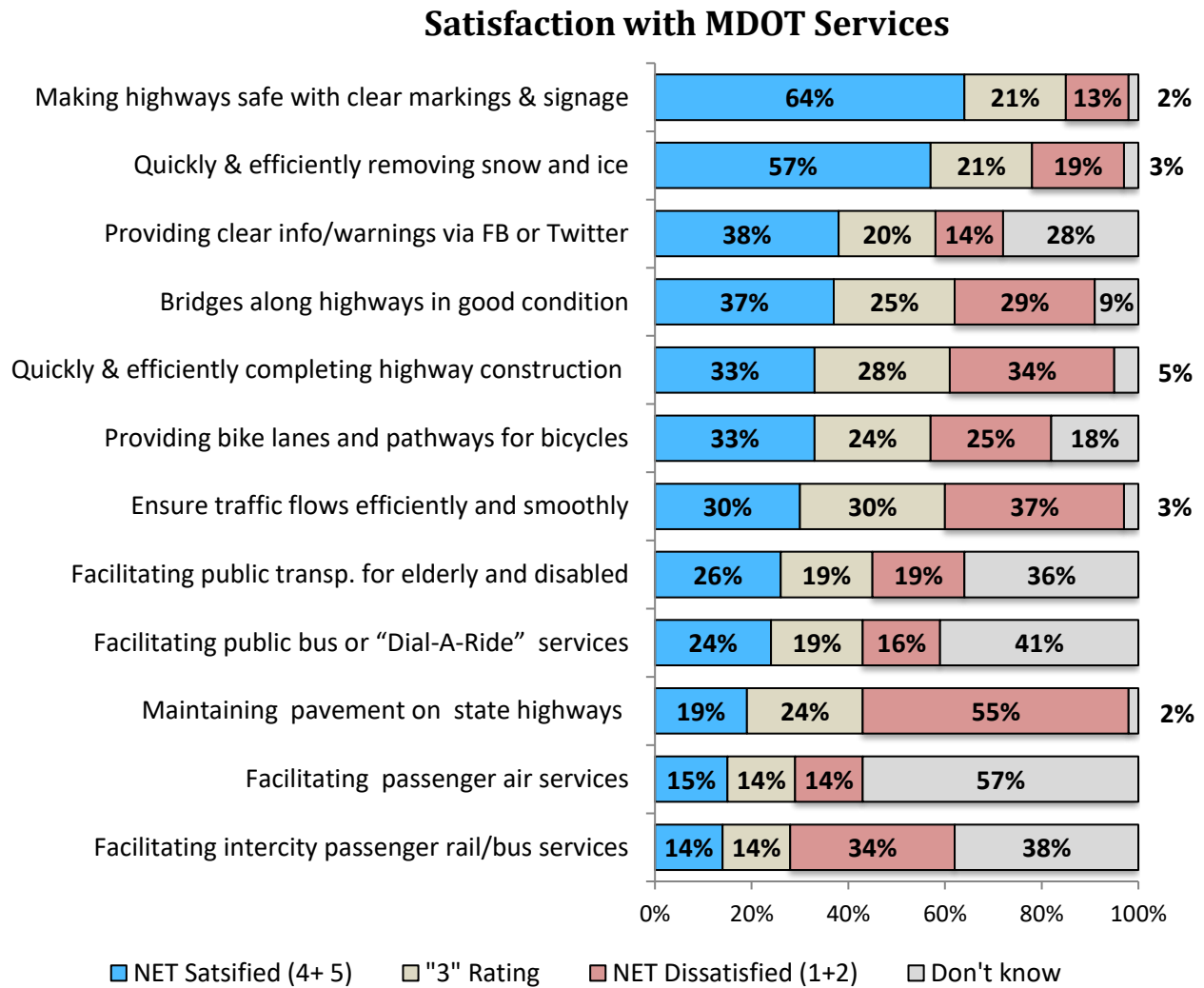


2. 2017 Satisfaction with MDOT Services

Michigan residents were most likely to award top satisfaction ratings to MDOT for *making state highways safe with clear markings and signage* and *quickly and efficiently removing snow and ice from highways* (64% and 57% rated 4 or 5). Residents expressed the greatest dissatisfaction with MDOT for *maintaining pavement on Michigan state highways* and for *making sure traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents* (55% and 37% rated 1 or 2).

Of importance, a considerable percentage of residents opted out of providing a rating for six of the 12 services evaluated (18% to 57% responded with “don’t know”).

Figure 8: 2017 Satisfaction with MDOT Services



Q8: Please indicate how satisfied you are with each of the following MDOT services.



Table 11: Detailed Satisfaction Ratings for MDOT Services

MDOT Services	"5 " Very Satisfied	4	3	2	"1" Not at all Satisfied	Don't know
Making Michigan state highways as safe as possible, and with clear markings and signage	24%	40%	21%	9%	4%	2%
Quickly and efficiently removing snow and ice from Michigan state highways	20%	37%	21%	13%	6%	3%
Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays through Facebook or Twitter	12%	26%	20%	9%	5%	28%
Making sure bridges along Michigan state highways are in good condition	10%	27%	25%	17%	12%	9%
Quickly and efficiently completing Michigan state highway construction projects	7%	26%	28%	19%	15%	5%
Providing bike lanes and pathways for bicycles	14%	19%	24%	14%	11%	18%
Making sure traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents	6%	24%	30%	22%	15%	3%
Facilitating public transportation services for the elderly and persons with disabilities	9%	17%	19%	11%	9%	35%
Facilitating public transportation services for local trips, such as public bus or "Dial-A-Ride"	9%	15%	19%	9%	7%	41%
Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes	4%	15%	24%	23%	32%	2%
Facilitating passenger air services	5%	10%	14%	8%	6%	57%
Facilitating alternatives to driving for long distance trips, such as intercity passenger rail or intercity bus services	5%	9%	14%	16%	18%	38%

Q8: Please indicate how satisfied you are with each of the following MDOT services. For items pertaining to highways, please only consider the highway system MDOT is responsible for, which are routes designated by the letters I, US, and M - not city and county roads. Q9: Please indicate how satisfied you are with each of the following additional MDOT services.



3. **2017 Satisfaction with MDOT Services by MDOT Region**

Making Michigan state highways as safe as possible with clear markings and signage and quickly and efficiently removing snow and ice from Michigan state highways were the top two most highly rated services by residents across all seven MDOT regions, with those residing in the Grand Region giving these services significantly higher satisfaction ratings. The Grand Region also stood out for having the highest satisfaction levels awarded for providing clear information and warnings to the public on road closures, work zones, and potential traffic delays through Facebook or Twitter and for quickly and efficiently completing Michigan state highway construction projects.

Residents of the North and Southwest regions awarded higher levels of satisfaction to MDOT for *facilitating public transportation services for local trips.*

Please see Table 12 of the following page for details.



Percentages in green indicate the two services with the highest levels of satisfaction for each MDOT Region.

**Table 12: Satisfaction with MDOT Services by MDOT Region:
Summary of 4 + 5 Ratings; “5” = “Very Satisfied”**

MDOT Services	Total	Super (A)	North (B)	Grand (C)	Bay (D)	SW (E)	Univ (F)	Metro (G)
Making Michigan state highways as safe as possible, with clear markings and signage	64%	73% EG	65%	75% BEFG	67%	59%	63%	58%
Quickly and efficiently removing snow and ice from Michigan state highways	57%	57%	59%	72% ABDEFG	54%	59%	55%	52%
Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays through Facebook or Twitter	38%	45% G	42%	50% EFG	44%	35%	34%	33%
Making sure bridges along Michigan state highways are in good condition	37%	52% FG	45% FG	43% FG	41% G	47% FG	34%	30%
Quickly and efficiently completing Michigan state highway construction projects	33%	33%	33%	43% BDEF	24%	29%	27%	35% D
Providing bike lanes and pathways for bicycles	33%	25%	38% A	41% AG	35%	37%	31%	29%
Making sure traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents	30%	37% G	33% G	39% G	34% G	32%	30%	23%
Facilitating public transportation services for the elderly and persons with disabilities	26%	25%	35% G	34% G	31% G	32% G	26%	20%
Facilitating public transportation services for local trips, such as public bus or “Dial-A-Ride”	24%	23%	41% ACFG	27% G	31% G	37% ^A FG	25% G	16%
Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes	19%	29% DFG	25% FG	23% FG	18%	33% DFG	11%	16%
Facilitating passenger air services	15%	10%	17%	16%	14%	13%	17%	15%
Facilitating alternatives to driving for long distance trips, such as intercity passenger rail or intercity bus services	14%	8%	17% A	17% A	19% A	17%	14%	12%

^{ABCDEFG} Indicates significantly higher percentage compared to corresponding region(s) at 95% confidence level.



A review of dissatisfaction levels by region reveals that residents are most universally dissatisfied with MDOT for maintaining the pavement on Michigan state highways.

Percentages in red indicate the two services with the highest levels of dissatisfaction per region.

**Table 13: Dissatisfaction with MDOT Services by MDOT Region:
Summary of 1 + 2 Ratings; “1” = “Not at All Satisfied”**

MDOT Services	Total	Super (A)	North (B)	Grand (C)	Bay (D)	SW (E)	Univ (F)	Metro (G)
Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes	55%	40%	48%	51%	57% AE	43%	59% ABE	59% ABE
Making sure traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents	37%	25%	29%	23%	34% C	27%	35% AC	47% ABCDEF
Quickly and efficiently completing Michigan state highway construction projects	34%	29%	29%	23%	41% ABC	37% C	35% C	37% C
Facilitating alternatives to driving for long distance trips, such as intercity passenger rail or intercity bus services	34%	32%	32%	26%	26%	32%	37% CD	40% CD
Making sure bridges along Michigan state highways are in good condition	30%	15%	22%	22%	23%	24%	35% ABCD	37% ABCDE
Providing bike lanes and pathways for bicycles	25%	33% BCD	21%	21%	22%	25%	23%	28%
Facilitating public transportation services for the elderly and persons with disabilities	19%	22%	17%	14%	19%	17%	17%	22% C
Quickly and efficiently removing snow and ice from Michigan state highways	19%	21% C	16% C	8%	21% C	27% BCF	15% C	22% C
Facilitating public transportation services for local trips, such as public bus or “Dial-A-Ride”	16%	22% C	13%	12%	18%	17%	15%	17%
Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays through Facebook or Twitter	14%	9%	8%	7%	16% BC	13%	11%	19% ABCDF
Facilitating passenger air services	14%	17%	18% C	11%	14%	11%	12%	15%
Making Michigan state highways as safe as possible, with clear markings and signage	13%	10%	12%	7%	14% C	19% C	10%	15% C

ABCDEF indicates significantly higher percentage compared to corresponding region(s) at 95% confidence level.



4. 2017 Satisfaction with MDOT Services by Key Subgroups

White residents were significantly more likely than non-white residents to be satisfied with MDOT for making Michigan highways as safe as possible with clear markings and signage (66% vs. 55%).

Highly satisfied ratings were significantly higher among women than men for:

- Making sure bridges along Michigan state highways are in good condition (41% vs. 33%)
- Maintaining the pavement on Michigan state highways... (22% vs. 16%)
- Facilitating alternatives to driving... such as intercity passenger rail/ bus services (17% vs. 12%)

**Table 14: Satisfaction with MDOT Services by Key Subgroups:
4 + 5 Ratings; “5” = “Very Satisfied”**

MDOT Services	Total	Gender		Ethnicity	
		Male (A)	Female (B)	White (C)	Non-white (D)
Making Michigan state highways as safe as possible, with clear markings and signage	64%	65%	63%	66% ^D	55%
Quickly and efficiently removing snow and ice from Michigan state highways	57%	58%	57%	59%	52%
Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays through Facebook or Twitter	38%	36%	42%	38%	40%
Making sure bridges along Michigan state highways are in good condition	37%	33%	41% ^A	38%	34%
Quickly and efficiently completing Michigan state highway construction projects	33%	31%	35%	33%	34%
Providing bike lanes and pathways for bicycles	33%	31%	36%	33%	34%
Making sure traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents	30%	31%	29%	30%	30%
Facilitating public transportation services for the elderly and persons with disabilities	26%	24%	28%	25%	30%
Facilitating public transportation services for local trips, such as public bus or “Dial-A-Ride”	24%	22%	27%	24%	27%
Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes	19%	16%	22% ^A	19%	18%
Facilitating passenger air services	15%	15%	15%	14%	18%
Facilitating alternatives to driving for long distance trips, such as intercity passenger rail or intercity bus services	14%	12%	17% ^A	13%	18%

^{ABCD} Indicates significantly higher percentage compared to corresponding subgroup(s) at 95% confidence level.



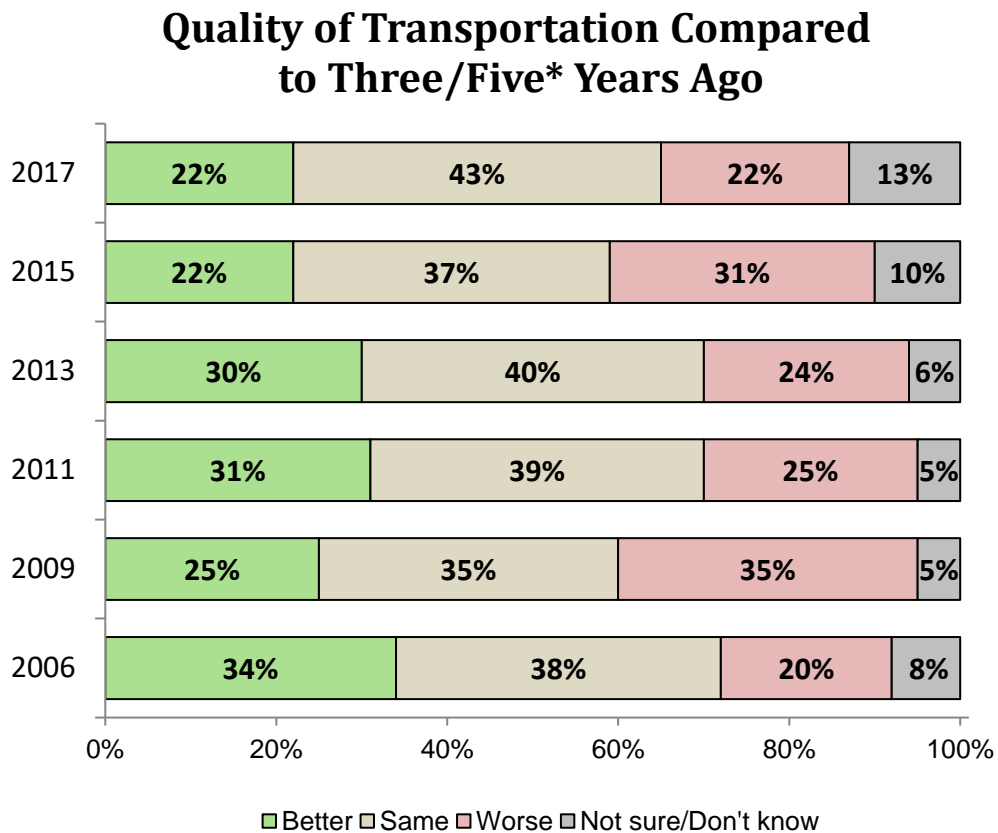
IV. Quality of Transportation in Michigan

A. Quality of Transportation Compared to Past by Year

Michigan residents were most likely to rate the quality of transportation in Michigan “the same” as it was three years ago (43%) with those citing a change evenly split between rating it as “better” and “worse” than it was three years ago (each selected by 22%).

In prior years, the question asked residents to compare the current system to five years ago, which means the data is no longer reliably statistically comparable. However, the percentage rating it as “better” is the same as it was in 2015, and the percentage saying it is “worse” is down by nine percentage points.

Figure 9: Quality of Transportation Compared to Three/Five Years Ago by Year



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

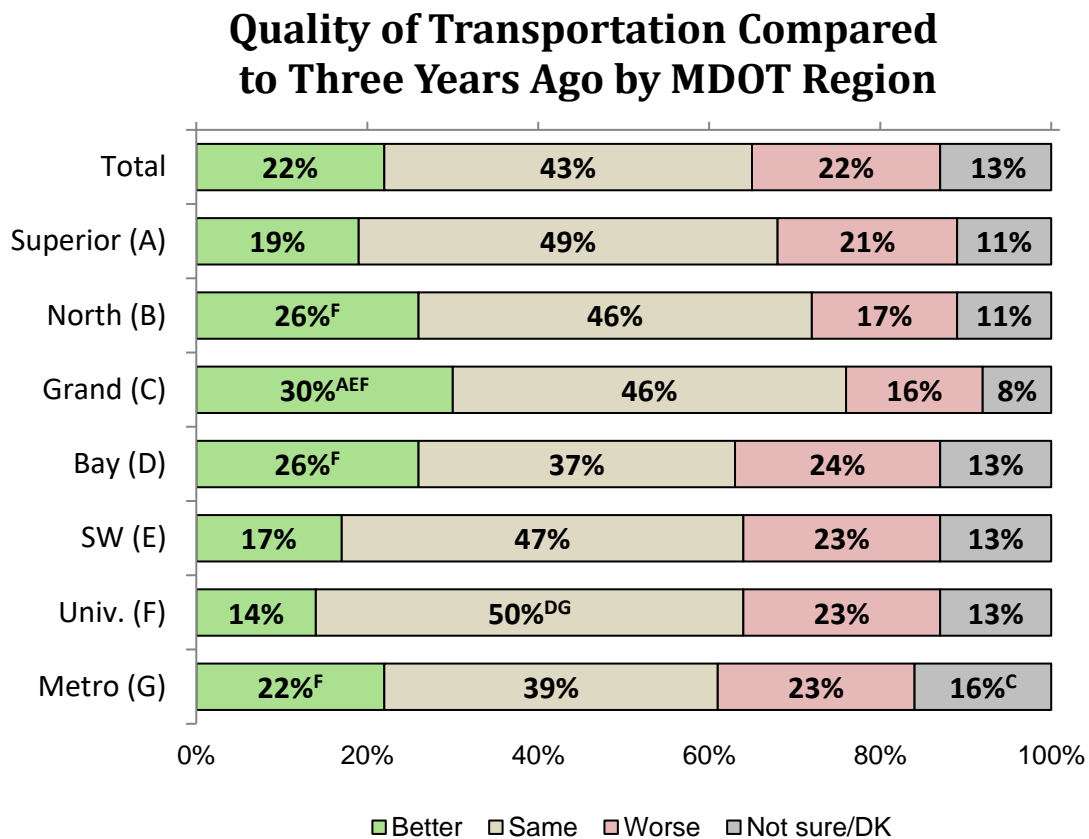
*Prior to 2017, the question was asked to compare the quality of transportation to five years ago.



B. Quality of Transportation Compared to Three Years Ago by MDOT Region

Overall, one-half to nearly two-thirds of residents either reported the quality of transportation in Michigan as “the same” as three years ago (37% to 50%) or were unsure if it had changed (8% to 16% “don’t know”). **The proportion rating the quality of transportation as “better” than three years ago ranged from 14% to 30% across the seven regions.** Residents of Grand, North, and Bay regions were most likely to give a “better” rating, and University and Southwest region residents were the least likely to do so. In most regions, 21% to 24% of residents rated the quality as “worse” than three years ago; however, fewer residents in Grand and North regions gave a rating of “worse” (16% and 17%).

Figure 10: Quality of Transportation Compared to Three Years Ago by MDOT Region



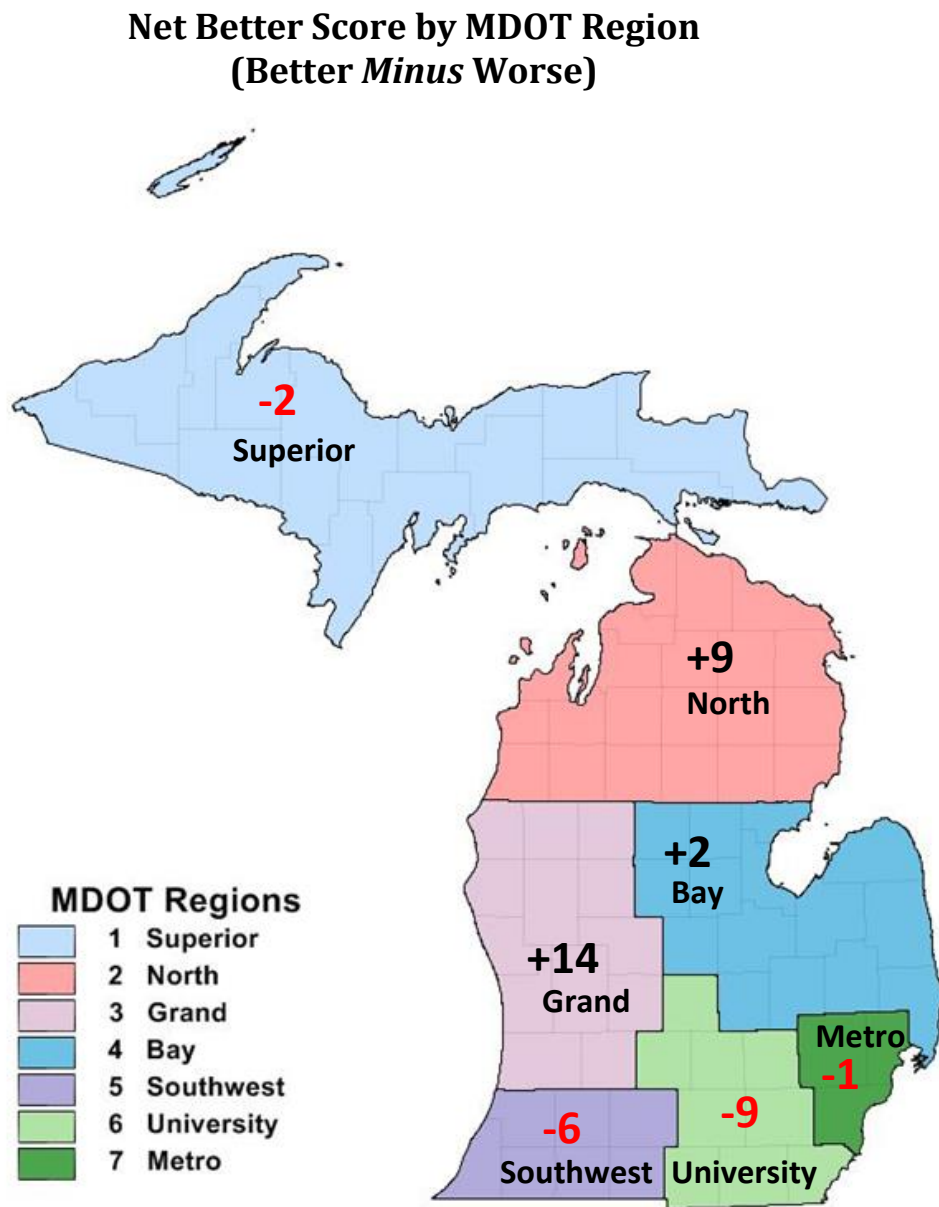
Q3: Is the quality of transportation in Michigan better, the same, or worse than it was three years ago?

^{ABCDEF} Indicates significantly higher percentage than the corresponding region(s).



Another way to analyze the perception of the quality of transportation in Michigan compared to three years ago is to calculate a “Net Better” score for each region. As shown below, when you subtract the “worse” percentage from the “better” percentage, Grand Region has the highest Net Better score with +14, followed by North Region with +9. University(-9) and Southwest (-6) regions have the lowest Net Better scores.

Figure 11: Net Better Score by MDOT Region (Better Minus Worse)



V. Perceptions of MDOT

A. Agreement with Statements About MDOT by Year

As was the case in 2015, agreement was again the highest for the statements about *trusting MDOT officials to make good decisions* and believing *MDOT is moving in the right direction*. Agreement that *MDOT does a good job prioritizing highway improvements in Michigan* continued a three-year downward trend. Agreement with the statement *“I have more confidence in MDOT today than I did three years ago”* continues to rank near the bottom as it has since 2011.

Agreement with all but one statement about MDOT is down significantly compared to 2015; however, this sharp decline is due, at least in part, to the change in data collection methodology from purely telephone to primarily web and mail. For certain types of questions, respondents who self-administer surveys (paper/web) are more likely to select “don’t know” or the “neutral” response, which decreases the percentages of all other rating categories – both the positive and negative. In fact, for 2017, the proportion of *neutral* and *don’t know* responses were significantly higher than in 2015 for all six statements and *disagreement* with all but two of the statements also decreased significantly compared to 2015.

**Table 15: Agreement with Statements about MDOT by Year:
Summary of Strongly Agree + Agree**

Statements	2017	2015*	2013	2011
I trust MDOT officials to make good decisions about the state’s future transportation system	49%	52%	54%	59%
I think MDOT is moving in the right direction	46%▼	52%	60%	60%
I think MDOT does a good job prioritizing highway improvements in Michigan	38%▼	44%	57%	60%
I think MDOT adequately supports local transportation projects for city and county governments	32%▼	50%	54%	59%
I have more confidence in MDOT today than I did three years ago	31%▼	36%	44%	43%
I think MDOT is responsive to the concerns of local communities	30%▼	47%	55%	56%

Q5: Please indicate your level of agreement with each statement about MDOT. Strongly Agree, Agree, Neutral, Somewhat Disagree and Strongly Disagree, Don’t know.

*The scale prior to 2017 was the same except for instead of Neutral it read “Neither Agree or nor Disagree”

▲▼Indicates significant difference compared to 2015 at 95% confidence level.

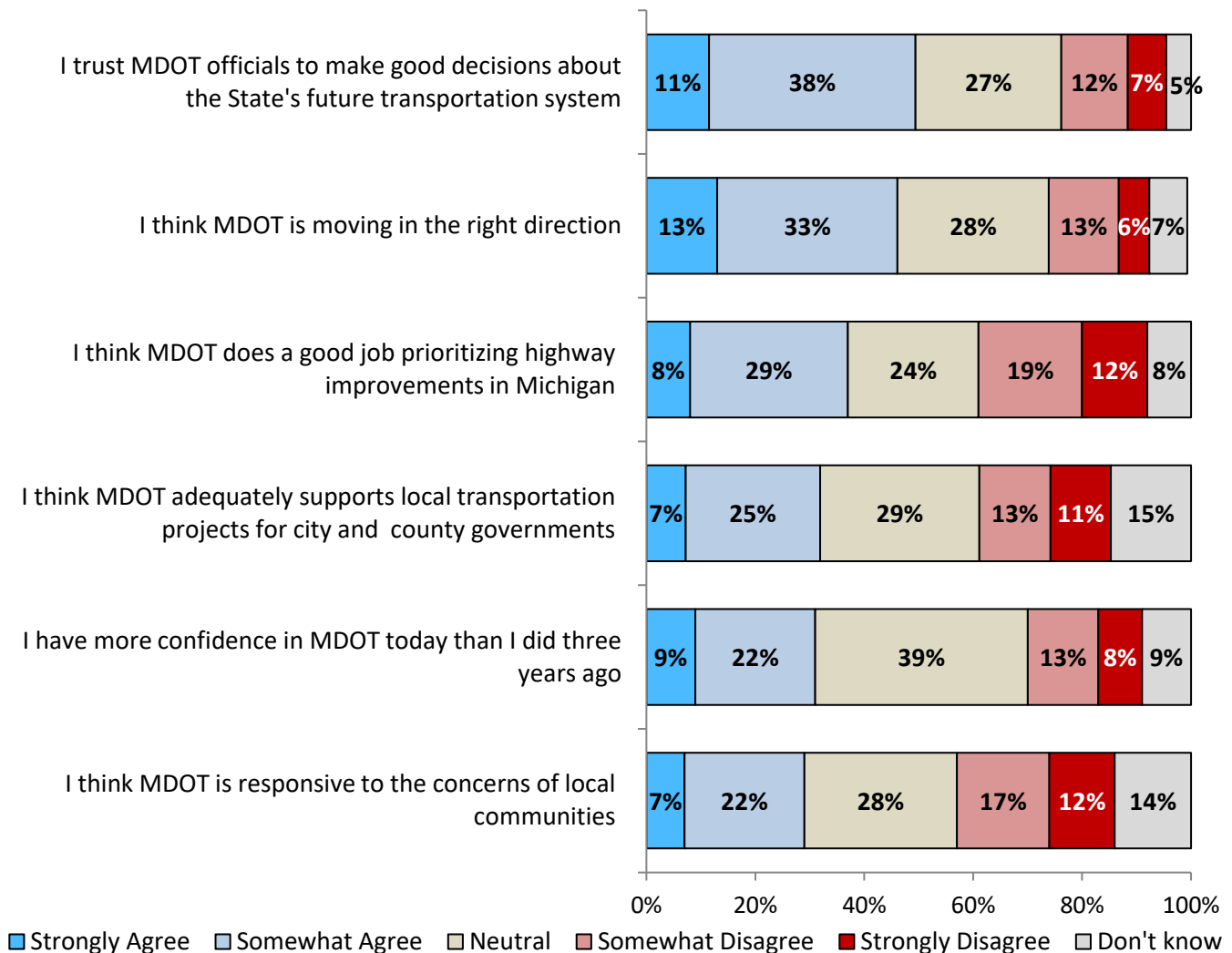


B. 2017 Agreement with Statements About MDOT

Michigan residents were most likely to *strongly or somewhat agree* that they *trust MDOT officials to make good decisions* (49%) and *think MDOT is moving in the right direction* (46%). The highest level of disagreement was for the statements “*I think MDOT does a good job prioritizing highway improvements in Michigan*” and “*I think MDOT is responsive to the concerns of local communities*” (31% and 29%). The relatively high proportion of “neutral” and “don’t know” ratings (32% to 48%) indicate MDOT has an opportunity to educate and positively influence residents’ perceptions of MDOT.

Figure 12: 2017 Agreement with Statements About MDOT

2017 Agreement with Statements about MDOT



C. 2017 Agreement with Statements About MDOT by MDOT Region

Agreement was strongest across all regions for the statements: “I trust MDOT officials to make good decisions about the state’s future transportation system” and “I think MDOT is moving in the right direction.” The two statements with the lowest levels of agreement for all seven MDOT regions were “I have more confidence in MDOT today than I did three years ago” and “I think MDOT is responsive to the concerns of local communities.”

Residents of the Grand Region stand out for a higher level of agreement with all of the statements about MDOT.

**Table 16: Agreement with Statements about MDOT by MDOT Region:
Summary of Strongly Agree + Agree**

Statements	Total	Super (A)	North (B)	Grand (C)	Bay (D)	SW (E)	Univ (F)	Metro (G)
I trust MDOT officials to make good decisions about the state’s future transportation system	49%	56% ^G	51%	63% ^{BDEFG}	52%	46%	48%	48%
I think MDOT is moving in the right direction	46%	48%	43%	56% ^{BEFG}	50% ^F	41%	39%	39%
I think MDOT does a good job prioritizing highway improvements in Michigan	38%	37%	40%	48% ^{EFG}	39%	28%	34%	34%
I think MDOT adequately supports local transportation projects for city and county governments	32%	37%	36%	43% ^{DEFG}	29%	27%	27%	27%
I have more confidence in MDOT today than I did three years ago	31%	26%	31%	35% ^F	28%	25%	25%	35% ^F
I think MDOT is responsive to the concerns of local communities	30%	36% ^E	29%	37% ^{EF}	29%	21%	26%	26%

Q5: Please indicate your level of agreement with each statement about MDOT.

^{ABCDEF} Indicates significantly higher percentage compared to corresponding region(s) at 95% confidence level.

D. 2017 Agreement with Statements About MDOT by Key Subgroups

Residents somewhat or very familiar with MDOT, satisfied with MDOT overall, and/or who reported the overall quality of transportation in Michigan is “better” than it was three years ago were significantly more likely than their comparative groups to agree with all of the positive statements about MDOT.



VI. MDOT Goals

A. Improvement Needed on MDOT Goals by Year

In 2017, Michigan residents expressed greater concern over *preserving the physical quality and condition of the present transportation system*, with 80% feeling “some” or “a great deal” of improvement is needed (up from 74% in 2015). Residents were significantly less likely than in 2015 to feel MDOT needed to improve on ensuring *the environment is protected* (70% down from 77%) and that *transportation is accessible to all Michigan residents* (67% down from 77%). Both of these statements continued on a downward trend that was first observed from 2011 and 2015.

Table 17: Improvement Needed on MDOT Goals by Year*

Goals		Great Deal + Some	A Great Deal	Some	Only a little	Not at all	Don't know
Preserve the physical quality and condition of the present transportation system							
	2017	80%	40%	40%	<u>9%</u>	<u>3%</u>	8%
	2015	74%	40%	34%	16%	7%	3%
	2011	82%	33%	49%	10%	5%	3%
Continue to build, maintain, and operate the safest transportation system possible							
	2017	80%	43%	37%	10%	4%	6%
	2015	80%	45%	34%	12%	6%	3%
	2011	86%	46%	40%	8%	4%	2%
Modernize, expand, and connect the transportation system to support economic growth and better facilitate the movement of goods, people, and services							
	2017	76%	41%	35%	13%	<u>4%</u>	7%
	2015	77%	42%	35%	13%	8%	2%
	2011	83%	39%	44%	9%	4%	4%
Ensure that the environment is protected and public resources are used in a responsible manner							
	2017	<u>70%</u>	<u>31%</u>	39%	16%	<u>5%</u>	9%
	2015	77%	42%	35%	11%	9%	3%
	2011	86%	45%	41%	7%	4%	3%
Make the transportation system physically and economically accessible to <u>all</u> Michigan residents							
	2017	<u>67%</u>	<u>37%</u>	30%	16%	8%	9%
	2015	77%	45%	32%	13%	9%	1%
	2011	81%	44%	37%	11%	6%	2%

Q6: Please indicate how much improvement you feel MDOT needs to make on its goals.

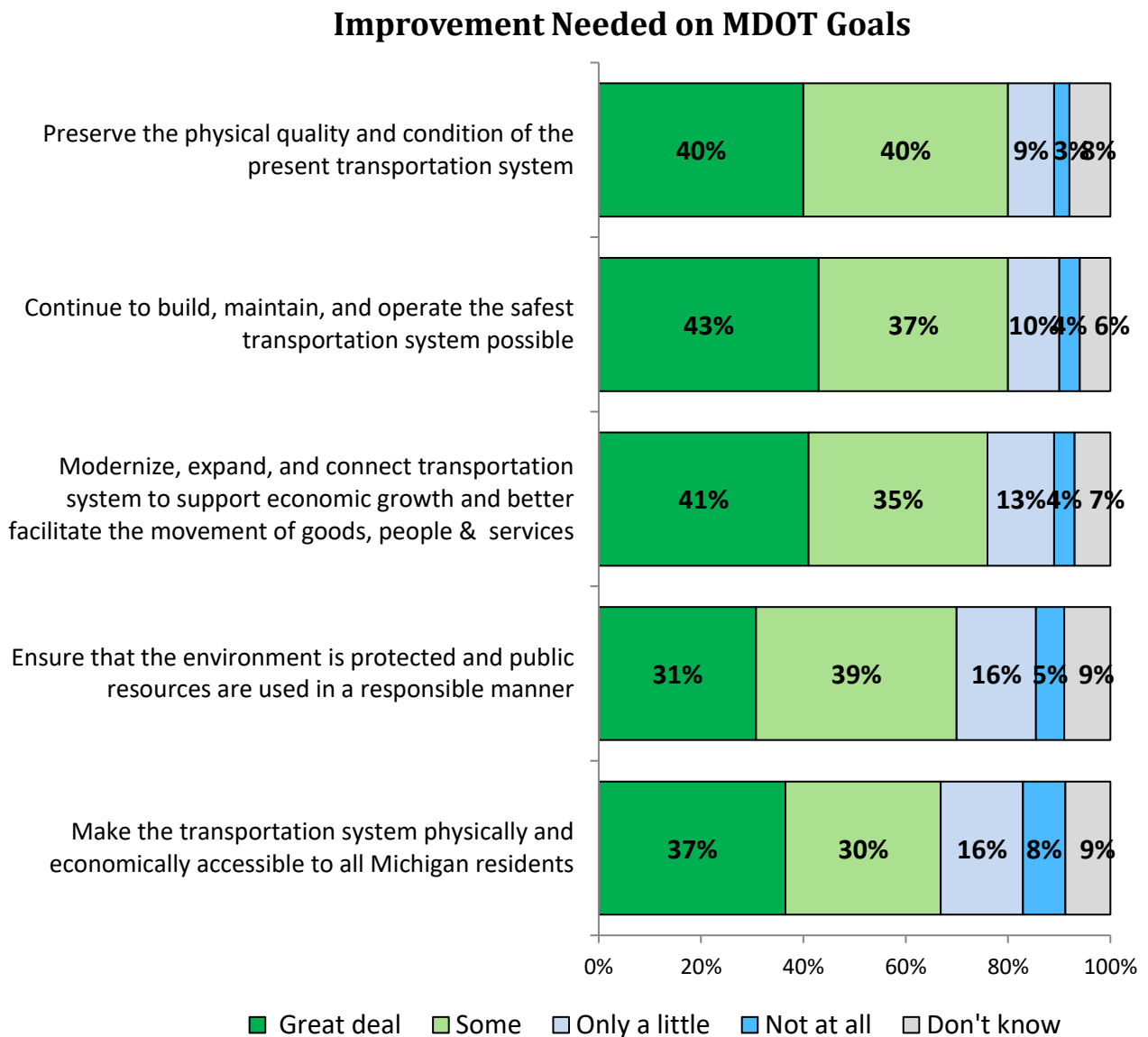
Bold indicates a significantly higher percentage than 2015. Underline indicates a significantly lower percentage than 2015. *Note: Prior to 2017, the wording of the question was lengthy and explained how the goals were determined.



B. 2017 Improvement Needed on MDOT Goals

A majority of Michigan residents (67% to 80%) felt MDOT needed to improve “a great deal” or “some” on all five goals. Preserving the physical quality and condition of the transportation system and continuing to build, maintain and operate the safest transportation system possible were the goals perceived to be in the greatest need of improvement (both with 80% a great deal + some ratings). The proportion who felt MDOT needed to improve “a great deal” ranged from 31% to 43%.

Figure 13: 2017 Improvement Needed on MDOT Goals



Q6: Please indicate how much improvement you feel MDOT needs to make on its goals.



C. Improvement Needed on MDOT Goals by Region

The perception that MDOT needs to improve on their goals was fairly consistent across MDOT regions. Residents in the Superior Region gave a notably lower proportion of “a great deal” or “some” ratings for three of the five goals. The University and Bay regions had an elevated emphasis on a need to improve upon *preserving the physical quality and condition of the present transportation system*.

Top “improvements needed” by region are in **red bolded text**.

**Table 18: 2017 Improvement Needed on MDOT Goals by MDOT Region:
Summary of “A Great Deal” + “Some”**

MDOT Goals	Total	Super (A)	North (B)	Grand (C)	Bay (D)	SW (E)	Univ (F)	Metro (G)
Preserve the physical quality and condition of the present transportation system	80%	72%	80%	82%^{AE}	84%^{AE}	70%	86%^{AE}	78%
Continue to build, maintain, and operate the safest transportation system possible	80%	66%	82%^A	77%^A	79%^A	74%	80%^A	83%^A
Modernize, expand, and connect the transportation system to support economic growth and better facilitate the movement of goods, people, and services	76%	66%	74%	68%	73%	78%^A	75%	80%^{AC}
Ensure that the environment is protected and public resources are used in a responsible manner	70%	56%	72% ^A	63%	71% ^A	69%	67%	74% ^{AC}
Make the transportation system physically and economically accessible to <u>all</u> Michigan residents	67%	66%	66% ^C	56%	66%	62%	65%	73% ^C

Q6: Please indicate how much improvement you feel MDOT needs to make on its goals.

^{ABCDEF} Indicates significantly higher percentage compared to corresponding region(s) at 95% confidence level.



D. Improvement Needed on MDOT Goals by Key Subgroups

Residents age 45 or older were significantly more likely than younger residents to feel MDOT needed to improve “a great deal” or “some” on their goals to *preserve the physical quality and condition of the present transportation system* and to *modernize, expand, and connect the transportation system*.

Non-white residents were significantly more likely than white residents to indicate MDOT needed to improve on its goals to *ensure the environment is protected and make the transportation system physically and economically accessible to all*.

**Table 19: 2017 Improvement Needed on MDOT Goals by Key Subgroups:
Summary of “A Great Deal” + “Some”**

Goals	Total 2017	Age		Ethnicity	
		<45 (A)	45+ (B)	White (C)	Non- white (D)
Preserve the physical quality and condition of the present transportation system	80%	76%	83% ^A	81%	79%
Continue to build, maintain, and operate the safest transportation system possible	80%	76%	83%	78%	86%
Modernize, expand, and connect the transportation system to support economic growth and better facilitate the movement of goods, people, and services	76%	70%	80% ^A	75%	80%
Ensure that the environment is protected and public resources are used in a responsible manner	70%	68%	71%	68%	77% ^C
Make the transportation system physically and economically accessible to <u>all</u> Michigan residents	67%	62%	70%	65%	76% ^C

Q6: Please indicate how much improvement you feel MDOT needs to make on its goals.

^{ABCD} Indicates significantly higher percentage than corresponding subgroup at 95% confidence level

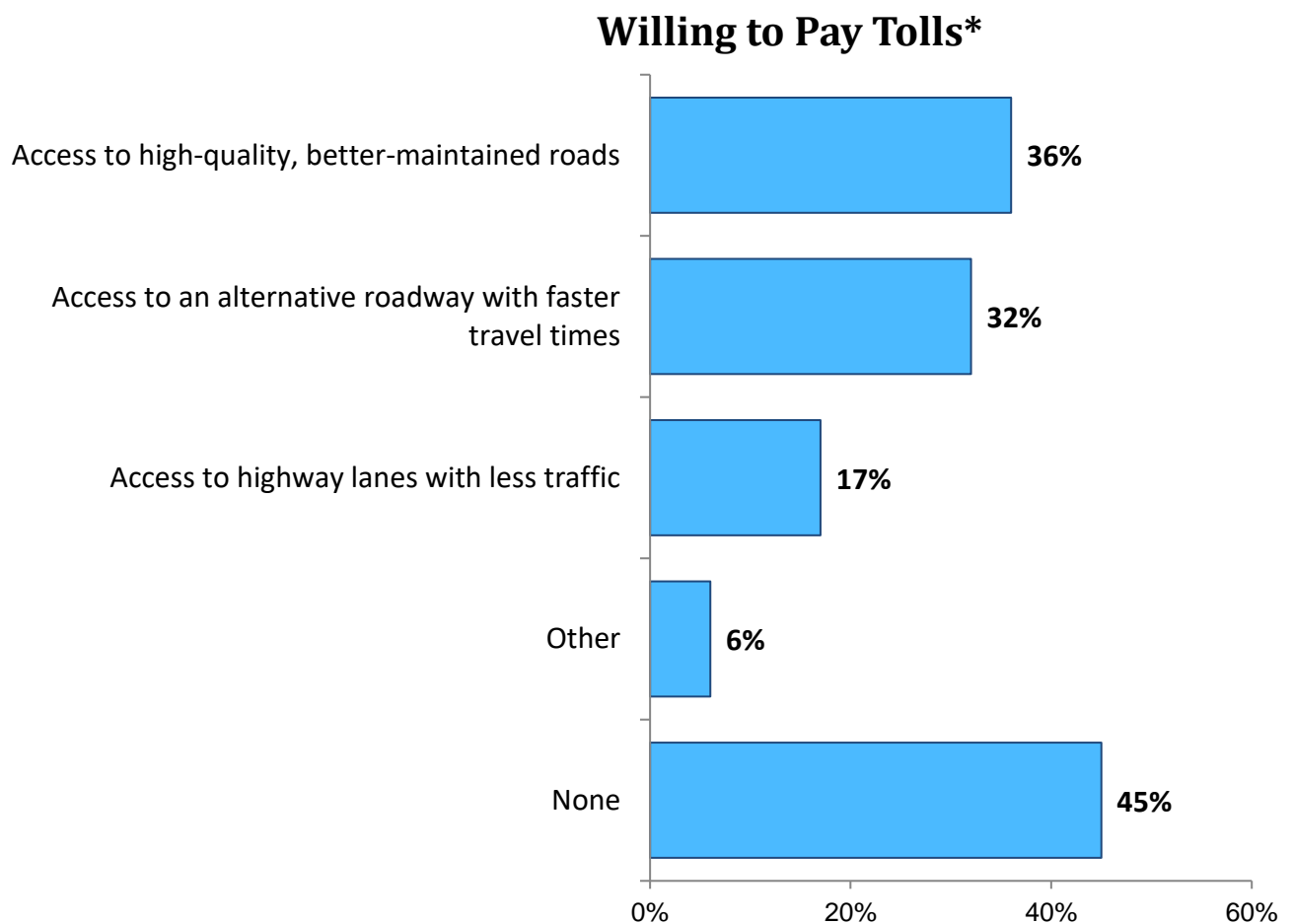


VII. Tolls

A. Willing to Pay Tolls

Just over one-half (55%) of Michigan residents indicated they would be willing to pay some type of toll (45% selected “none”). Approximately one-third would pay a toll for access to high-quality, better maintained roads (36%) and/or access to an alternative roadway with faster travel times (32%). Fewer than one in five (17%) would be willing to pay a toll for access to highway lanes with less traffic.

Figure 14: Willing to Pay Tolls



Q7: For which of the following, if any, would you be willing to pay a toll? Select all that apply.

*Multiple selections allowed; percentages will not add to 100%.



B. Willing to Pay Tolls by MDOT Region

Overall interest in paying for any type of toll ranged from 39% to 66% across the seven MDOT regions. Residents in the Metro Region were the most willing to pay tolls, with nearly one-half willing to pay for access to high-quality, better maintained roads (47% vs. 19% to 35% for other regions). Interest in paying a toll for access to an alternative roadway with faster travel times ranged from 18% for the Bay Region to 38% for the Southwest Region. Access to highway lanes with less traffic, the least popular toll option presented, was most appealing to those in the Metro, Southwest and University regions (19% to 21%) and least appealing to those in the Bay and Superior regions (9% to 10%).

Table 20: Willing to Pay Tolls by MDOT Region

Toll Road Scenarios*	Total	Superior (A)	North (B)	Grand (C)	Bay (D)	SW (E)	Univ (F)	Metro (G)
Access to high-quality, better maintained roads	36%	19%	29%	23%	27%	33% ^A	35% ^{AC}	47% ^{ABCDEF}
Access to an alternative roadway with faster travel times	32%	26%	31% ^D	27%	18%	38% ^D	32% ^D	37% ^{ACD}
Access to highway lanes with less traffic	17%	10%	13%	15%	9%	19% ^D	19% ^{AD}	21% ^{ABD}
Other	6%	5%	3%	6%	5%	10%	5%	5%
None	45%	61% ^{EFG}	53% ^G	53% ^G	61% ^{EFG}	41%	45% ^G	34%

Q7: For which of the following, if any, would you be willing to pay a toll road? Select all that apply.

^{ABCDEFG} Indicates significantly higher percentage compared to corresponding region(s) at 95% confidence level.

*Multiple selections allowed; percentages will not add to 100%.



C. Willing to Pay Tolls by Key Subgroups

As shown below, willingness to pay tolls of any kind was significantly higher among residents who commute to work. Younger residents were significantly more likely to report being willing to pay a toll for access to an alternative roadway with faster travel times (39% vs. 28% of residents 45 and older). White residents were significantly more likely than non-white residents to be willing to pay a toll for access to an alternative roadway with faster travel times (34% vs. 22%) and to access highway lanes with less traffic (20% vs. 8%).

Table 21: Willing to Pay Tolls by Key Subgroups

Toll Road Scenarios*	Total	Work Outside of Home		Age		Ethnicity	
		Yes (A)	No (B)	<45 (C)	45+ (D)	White (E)	Non-white (F)
Access to high-quality, better maintained roads	36%	37%	32%	36%	37%	35%	39%
Access to an alternative roadway with faster travel	32%	35% ^B	23%	39% ^D	28%	34% ^F	22%
Access to highway lanes with less traffic	17%	20% ^B	11%	20%	17%	20% ^F	8%
Other	6%	7% ^B	3%	8% ^D	4%	5%	10% ^E
None	45%	41%	53% ^C	39%	47% ^C	44%	46%

Q7: For which of the following, if any, would you be willing to pay a toll road? Select all that apply.

^{ABCDEF} Indicates significantly higher percentage compared to corresponding subgroup(s) at 95% confidence level.

*Each scenario was a separate question; response percentages will not add up to 100%.



VIII. Perceived Passenger Safety When Driver Using Cell Phone

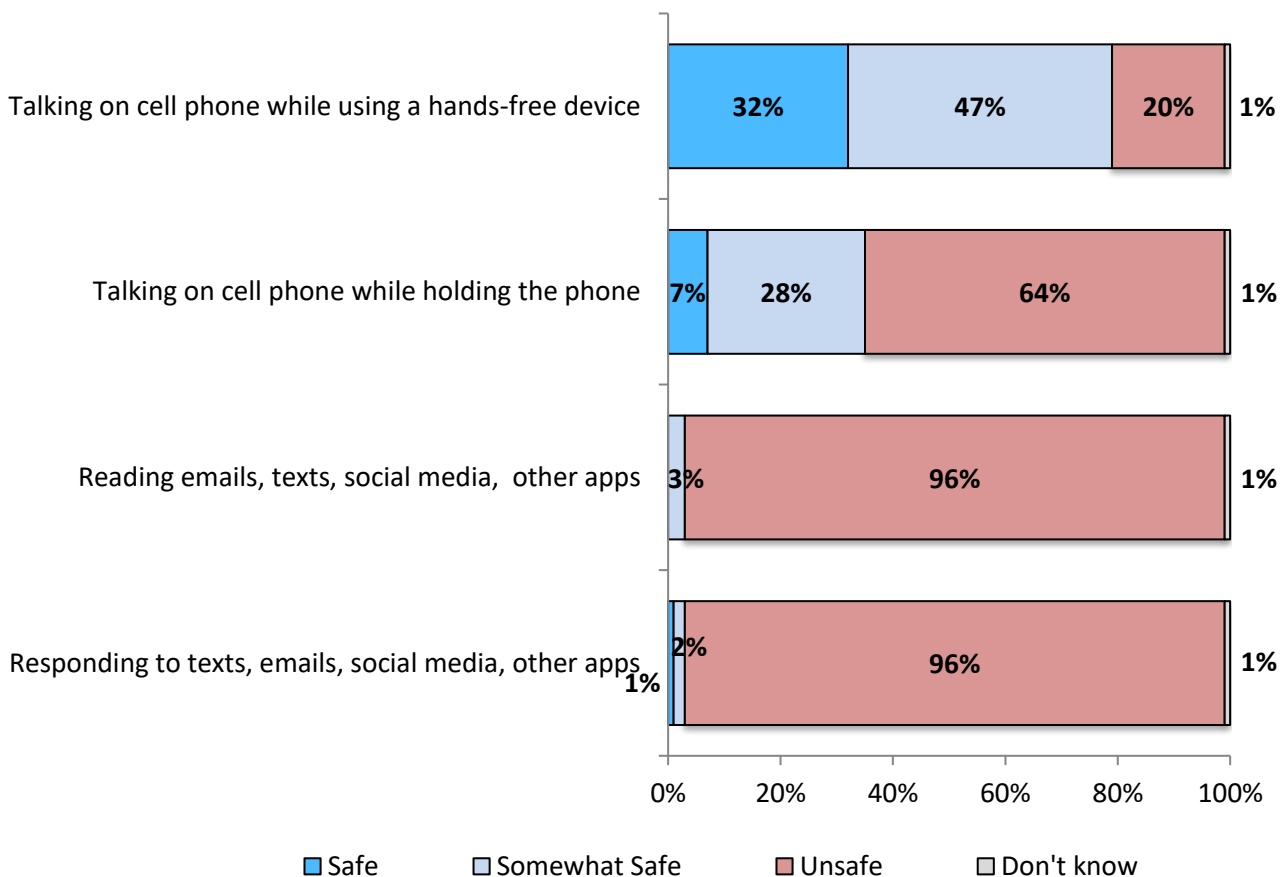
A. Perceived Passenger Safety When Driver Using Cell Phone

A vast majority (96%) reported they would feel *unsafe* as a passenger in a car with a driver reading or responding to emails, texts, social media or other apps.

Whereas nearly four in five (79%) Michigan residents reported they would feel *safe* (32%) or *somewhat safe* (47%) as a passenger in a car if the driver was talking on a cell phone using a hands-free device, only one-third (35%) would feel *very* or *somewhat safe* if the driver was holding the phone while talking.

Figure 15: Perceived Passenger Safety When Driver Using Cell Phone

Perceived Passenger Safety When Driver Using Cell Phone



Q10: How safe would you feel if you were a passenger riding in a car while your driver was doing the following...?



B. Perceived Passenger Safety When Driver Using Cell Phone by MDOT Region

Residents of the North Region were the most likely to report they would feel safe or somewhat safe as a passenger in a car with a driver talking on a cell phone hands-free (86%). Grand and Bay region residents were significantly less likely than those in North Region to report they would feel safe (77% and 75%).

Though still a minority, those who live in the North Region were also the most likely to report they would feel safe in a car with a driver holding a cell phone while talking (44% safe or somewhat safe) and residents of the Metro Region were the least likely to report feeling safe in this scenario (30%).

Across the board, only a few residents in all regions would feel *safe* as a passenger in car with a driver reading or responding to activity on a device (<1% to 7%). Residents in the North Region were again the most likely to say they would feel safe during these activities.

Table 22: 2017 Perceived Passenger Safety When Driver Using Cell Phone by Region: Summary of Safe + Somewhat Safe

Cell Phone Activity	Total	Super (A)	North (B)	Grand (C)	Bay (D)	SW (E)	Univ (F)	Metro (G)
Talking on a cell phone while using a hands-free device	79%	76%	86% ^{CD}	77%	75%	80%	80%	81%
Talking on a cell phone while holding the phone	35%	40% ^G	44% ^{CG}	34%	35%	41% ^G	41% ^G	30%
Reading e-mails, texts, social media, or other apps	3%	3%	7% ^{DEF}	5% ^{DE}	1%	<1%	4% ^E	3%
Responding to texts, e-mails, social media, or other apps	3%	4%	7% ^{CEF}	3%	4%	1%	2% ^E	4%

Q10: How safe would you feel if you were a passenger riding in a car while your driver was doing the following? (Scale: Safe, Somewhat Safe, Unsafe, Don't know)

^{ABCDEF} Indicates significantly higher percentage compared to corresponding region(s) at 95% confidence level.



C. Perceived Passenger Safety When Driver Using Cell Phone by Key Subgroups

As might be expected, younger residents (under 45) were more likely than older ones to feel safe with all of the cell phone activity scenarios. The difference was significant for all except for reading e-mails, texts, social media, or other apps on the phone.

Interestingly, residents who commute to work were significantly more likely than those who do not work outside of the home to say they feel safe or somewhat safe with a driver talking on a cell phone – both hands-free (83% vs. 70%) or while holding the phone (43% vs. 16%). While commuters were twice as likely to feel safe with drivers reading or responding on their mobile phones (4% vs. 2%), this was not a statistically significant finding.

Table 23: 2017 Perceived Passenger Safety When Driver Using Cell Phone by Key Subgroups: Summary of Safe + Somewhat Safe

Cell Phone Activity	Total	Age		Work Outside of Home	
		<45 (A)	45+ (B)	Yes (C)	No (D)
Talking on a cell phone while using a hands-free device	79%	87% ^A	74%	83% ^D	70%
Talking on a cell phone while holding the phone	35%	50% ^B	23%	43% ^D	16%
Reading e-mails, texts, social media, or other apps	3%	5%	2%	4%	2%
Responding to texts, e-mails, social media, or other apps	3%	6% ^B	1%	4%	2%

Q10: How safe would you feel if you were a passenger riding in a car while your driver was doing the following? (Scale: Safe, Somewhat Safe, Unsafe, Don't know)

^{ABCDEF} Indicates significantly higher percentage compared to corresponding subgroup(s) at 95% confidence level.



IX. Perceived Impact of Completely Self-Driving Vehicles

A. Perceived Impact of Completely Self-Driving Vehicles

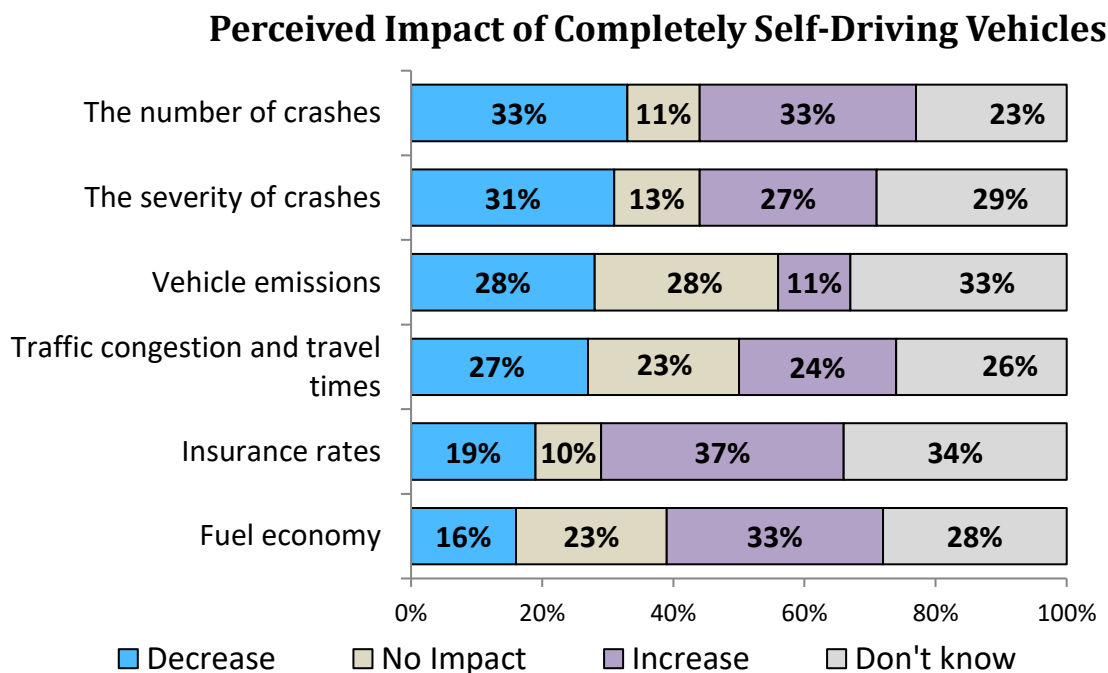
Michigan residents were divided and undecided when it came to their perceptions regarding the potential impact of completely self-driving vehicles on safety, traffic, emissions, insurance rates, and fuel economy. One-fourth to one-third readily admitted they did not know what the impact might be. This represents an opportunity for MDOT to begin educating the public on the likely impact of completely self-driving vehicles.

Virtually the same proportion of residents felt the number and severity of crashes would decrease as felt these incidents would increase (33% increase/33% decrease for number of accidents and 31% increase vs. 27% decrease for severity). Residents were nearly equally divided on how they felt traffic congestion and travel times would be impacted by self-driving vehicles – roughly one in four selected increase, same, decrease and not sure.

Although more than one-fourth of residents felt the impact on vehicle emissions would be favorable (28% “decrease”), residents were just as likely to think they would stay the same (28%) and 11% felt emissions would actually increase.

The impact on insurance rates was viewed less favorably with nearly double the number of residents feeling rates would increase (37%) than felt rates would decrease (19%). The perceived impact on fuel economy was more positive; twice as many residents felt self-driving vehicles would cause fuel economy to increase (33%) than felt it would decrease (16%).

Figure 16: Perceived Impact of Completely Self-Driving Vehicles



Q11: Please indicate if you think completely self-driving vehicles will increase, decrease, or have no impact on each of the following items.



A comparison of opinions on the same question among Arizona residents revealed Michigan residents to be generally less likely to perceive completely self-driving vehicles as having a positive impact.

Arizona residents were significantly more likely than Michigan residents to feel the impact would be positive for the severity of crashes, vehicle emissions, insurance rates and fuel economy. The percentage who felt traffic congestion and travel times would decrease were virtually the same.

Note: The Arizona study was conducted via phone vs. mixed methodology in Michigan.

**Table 24a: Perceived Impact of Completely Self-Driving Vehicles: Michigan vs. Arizona
Summary of Positive Impact**

Impact - Decrease	Michigan A n=2,193	Arizona B n=627
The number of crashes	33%	36%
The severity of crashes	31%	41% ^A
Vehicle emissions	28%	41% ^A
Traffic congestion and travel times	27%	26%
Insurance rates	19%	33% ^A
Impact - Increase		
Fuel economy	33%	41% ^A

Q11. Please indicate if you think completely self-driving vehicles will increase, decrease or have no impact on each of the following items.

^{AB} Indicates significantly higher percentage than Michigan at 95% confidence level.

Future studies may want to explore more in depth into Michigan residents' perceptions of completely self-driving vehicles including propensity to purchase and/or use.



B. Perceived Impact of Completely Self-Driving Vehicles by MDOT Region

The proportion of residents who feel the impact of completely self-driving cars would be positive was fairly uniform across MDOT regions with the exception of residents in the Metro Region being more likely than others to anticipate a positive impact (24% to 39% positive impact vs. 11% to 35% across the six other MDOT regions).

Table 24b: Perceived Impact of Completely Self-Driving Vehicles by MDOT Region: Summary of Positive Impact

Impact - Decrease	Total	Super A	North B	Grand C	Bay D	SW E	Univ F	Metro G
The number of crashes	33%	28%	24%	25%	31%	24%	34% ^{BC}	39% ^{ABCE}
The severity of crashes	31%	27%	27%	23%	27%	27%	28%	39% ^{ABCDF}
Vehicle emissions	28%	21%	24%	31%	24%	24%	26%	31% ^A
Traffic congestion and travel times	27%	21%	19%	24%	22%	22%	25%	34% ^{ABCDEF}
Insurance rates	19%	23% ^{BC}	11%	15%	17%	16%	18%	24% ^{BC}
Impact - Increase								
Fuel economy	33%	33%	35% ^D	32%	23%	39%	30%	36% ^D

Q11: Please indicate if you think completely self-driving vehicles will increase, decrease or have no impact on each of the following items.

^{ABCDEF} Indicates significantly higher percentage compared to corresponding region(s) at 95% confidence level.



C. Perceived Impact of Self-Driving Vehicles by Key Subgroups

Men were significantly more likely than women to believe the impact of completely self-driving vehicles will be positive on all accounts. Additionally, residents younger than 45 are significantly more likely to believe self-driving vehicles will result in a decrease in the *number of crashes* and a decrease in *traffic congestion and travel times*.

Table 25: Perceived Impact of Completely Self-Driving Vehicles by Key Subgroups: Summary of Positive Impact

Impact - Decrease	Total	Gender		Age	
		Men (A)	Women (B)	<45 (C)	45+ (D)
The number of crashes	33%	41% ^B	25%	38% ^D	30%
The severity of crashes	31%	39% ^B	25%	34%	31%
Vehicle emissions	28%	36% ^B	22%	32%	25%
Traffic congestion and travel times	27%	36% ^B	20%	35% ^D	22%
Insurance rates	19%	26% ^B	14%	22%	19%
Impact - Increase					
Fuel economy	33%	39% ^B	27%	36%	30%

Q11: Please indicate if you think completely self-driving vehicles will increase, decrease or have no impact on each of the following items.

^{ABCD} Indicates significantly higher percentage compared to corresponding subgroup(s) at 95% confidence level.

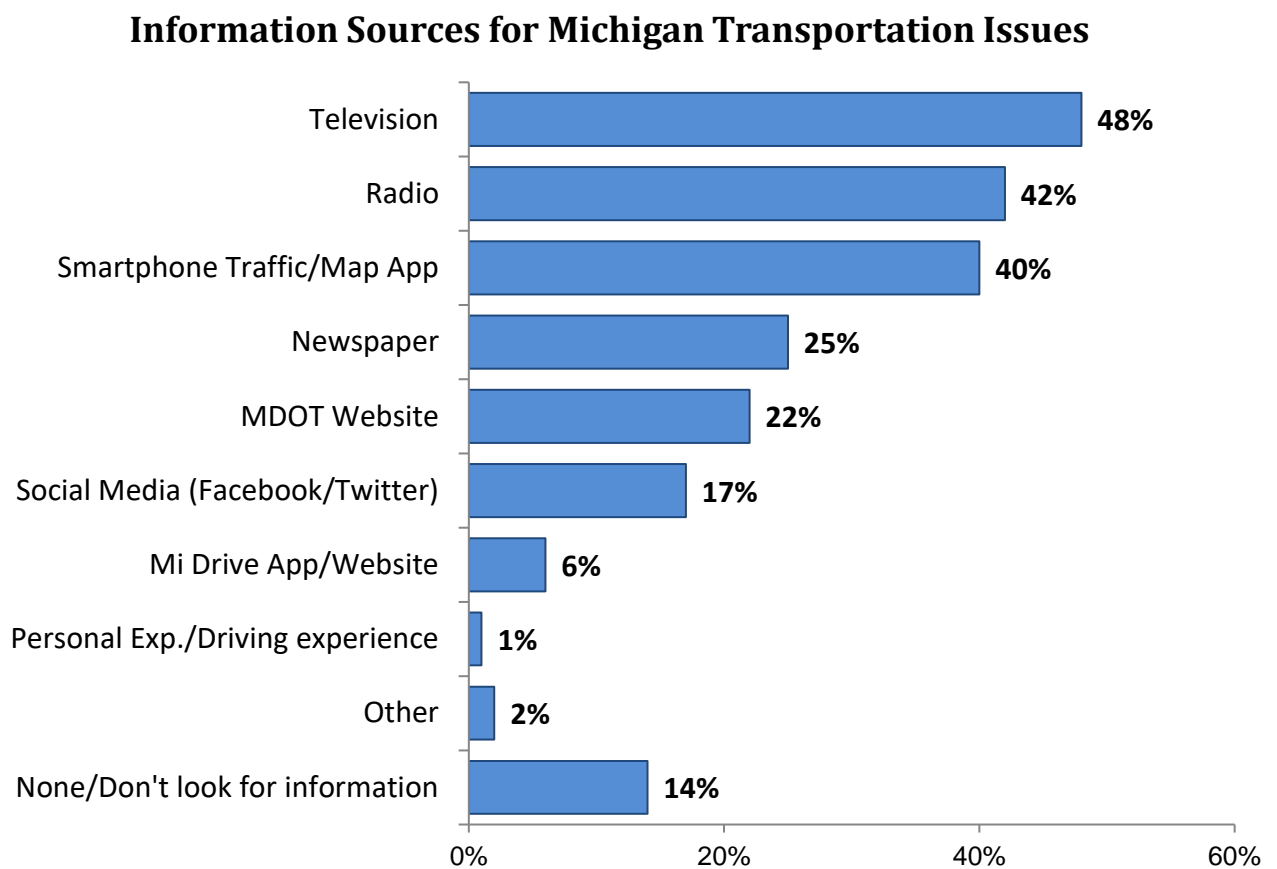


X. Information Sources for Michigan Transportation Issues

A. Information Sources for Michigan Transportation Issues Overall

Residents most often rely on television, radio and traffic or map apps for information about Michigan transportation issues (48%, 42% and 40%, respectively). One in four obtains transportation-related information from newspapers (25%) or the MDOT website (22%). Social media sites provide information for 17% of residents. Six percent of residents selected that they get information from the Mi Drive app or website. One percent of residents selected that they get information from personal experience/driving experience. Two percent of residents selected that they get information from other sources. Fourteen percent of residents selected that they do not look for information.

Figure 17: Information Sources for Michigan Transportation Issues



Q4: Where do you go to obtain information on transportation issues in Michigan? Select all that apply.



B. Information Sources for Michigan Transportation Issues by MDOT Region

Television, radio and smartphone traffic/map apps were the top three sources for information on Michigan transportation issues for five of the seven MDOT regions. The exceptions were for Superior Region, where newspaper was second and pushed app out of the top three, and for Bay Region, where newspaper edged radio out of top three by 1 percentage point. Of note, the Mi Drive app/website was most popular among residents in the Superior and University regions (mentioned by 10%).

The top three (four in the case of Bay Region) information sources by region are in **bold**.

Table 26: Information Sources for Michigan Transportation Issues by MDOT Region

Information Sources	Total	Super (A)	North (B)	Grand (C)	Bay (D)	SW (E)	Univ (F)	Metro (G)
Television	48%	44%	39%	54%^B	54%^B	47%	47%	45%
Radio	42%	36%	30%	40%	33%	30%	49%^{ABDE}	47%^{ABDE}
Smartphone Traffic/Map App	40%	26%	32%	33%	40%^A	33%	43%^{ABC}	45%^{ABCE}
Newspaper	25%	37%^{CG}	27%	24%	34%^G	24%	28% ^G	19%
MDOT Website	22%	19%	19%	18%	22% ^E	11%	24% ^E	26% ^E
Social Media (Facebook/Twitter)	17%	24% ^G	17%	20% ^G	20% ^G	23% ^G	21% ^G	11%
Mi Drive App/Website	6%	10%	6%	6%	4%	6%	10% ^{DG}	4%
Personal Experience	1%	2%	2%	1%	1%	3% ^{FG}	0%	0%
Other	2%	2%	2%	3%	3%	2%	1%	2%
None/Don't look for information	14%	22% ^{FG}	20% ^F	16% ^F	14%	20% ^F	9%	13%

Q4: Where do you go to obtain information on transportation issues in Michigan? Select all that apply.

^{ABCDEFGHI} Indicates significantly higher percentage compared to corresponding region(s) at 95% confidence level.



C. Information Sources for Michigan Transportation Issues by Key Subgroups

Older residents were more likely to report turning to television and newspapers for information while younger residents were more likely to say they rely on traffic/map apps or social media for information about transportation issues in Michigan.

While white residents were significantly more likely than non-white residents to report using smartphone traffic or map apps (43% vs. 28%), non-white residents were significantly more likely to say they don't look for information on transportation issues (20% vs. 13%).

Table 27: Information Sources for Michigan Transportation Issues by Key Subgroups

Information Sources	Total 2017	Age		Ethnicity	
		<45 (A)	45+ (B)	White (C)	Non-white (D)
Television	48%	37%	55% ^A	47%	50%
Radio	42%	40%	42%	43%	38%
Smartphone Traffic/Map App	40%	48% ^B	35%	43% ^D	28%
Newspaper	25%	14%	31% ^A	24%	26%
MDOT Website	22%	23%	22%	23%	21%
Social Media (Facebook/Twitter)	17%	24% ^A	12%	18%	12%
Mi Drive App/Website	6%	5%	7%	6%	4%
Personal Experience	1%	1%	1%	1%	2%
Other	2%	2%	2%	2%	2%
None/Do not look for information	14%	16%	13%	13%	20% ^C

Q4: Where do you go to obtain information on transportation issues in Michigan? Select all that apply.

^{ABCD} Indicates significantly higher percentage at the 95% confidence level than corresponding subgroup.



XI. Conclusions and MDOT Region Summaries

A. Conclusions

Familiarity with MDOT continued to increase in 2017 while overall satisfaction stayed constant. Increased awareness typically leads to stronger and more informed attitudes, which potentially impacts satisfaction levels.

MDOT's ability to communicate with residents via roadway signage as well as social media alerts are a source of satisfaction. A majority of residents continue to be satisfied with MDOT's work to keep highways safe through clear markings and signage as well as quick and efficient snow/ice removal. Residents are satisfied with MDOT's efforts to use social media to provide information and alert the public about problems on the roads.

Overall dissatisfaction with MDOT continues to be driven primarily by perceived poor road conditions and maintenance. It is important to note, however, that when queried about all of various MDOT service areas, there was a high level of "don't know" responses for many of the areas. It is possible that while road condition and maintenance may indeed be a "sore spot" among residents, it may also be the one area that residents truly understand to be a responsibility of MDOT.

Overall satisfaction remained steady. It is important to note that the better-worse score for quality of the transportation system improved from the 2015 survey. In 2015, more residents indicated that the transportation system quality had declined in the last three years (-9 point difference better minus worse). In 2017, residents were equally likely to indicate the system quality had improved or gotten worse (0 point difference better minus worse). This is a positive finding in light of the absence of an improved overall satisfaction rating.

There was a fair amount of variability by region in this assessment, indicating there is disparity among regions (i.e., ranging from +14 better/worse difference in Grand Region to -9 better/worse difference in the University Region) that should be examined to determine if there are opportunities to address specific pain points in each region, particularly those with negative scores.

Overall, the responses to the perceptions of MDOT and its goals indicate a level of uncertainty among many Michigan residents about all of the functions performed and facilitated by MDOT. Residents are more confident in expressing opinions about MDOT's work concerning roads, highways and bridges, but are less likely to indicate knowledge about its work on other transportation system elements, such as facilitating passenger air service, public transportation, and rail and train service.

There is opportunity to educate and inform residents about MDOT projects and efforts so they are better able to recognize the efforts of MDOT in their communities and understand the breadth and depth of services it offers and facilitates. Many residents not only were able to identify and



appreciate the digital and social media presence of MDOT but also are utilizing these tools; these information channels should continue to be utilized and expanded to help inform and educate the public.

Despite the fact that Michigan is the hub of the automotive industry, there is surprisingly little understanding among residents regarding the potential impact of completely self-driving vehicles. It would seem this should be an area of passion and interest among residents.

Finally, as expected, it will be difficult to generate widespread interest in toll roads. The focus will need to be regional as the challenges related to traffic flow and congestion vary greatly across the regions.



Table 28: Summary of Statewide Key Metrics 2015 vs. 2017

Key Metrics	2017 Total	2015 Total
Familiar with MDOT (Very + Somewhat)	67%	61%
Overall Satisfaction (Very + Somewhat)	66%	67%
<i>Top 2 Reasons for Dissatisfied Rating</i>		
Poor road conditions/maintenance	33%	58%
Poor construction/unnecessary closures	7%	7%
Funding wasted/insufficient	3%	24%
Top 3 Satisfaction Areas (5-Very Satisfied + "4")		
Making highways safe with clear markings and signage	64%	61%
Quickly and efficiently removing snow and ice	57%	58%
Providing clear information and warnings to the public through Facebook or Twitter	38%	n/a
Bottom 2 Satisfaction Areas (1-Not at all Satisfied + "2")		
Maintaining pavement on state highways	55%	50%
Making sure traffic flows as efficiently and smoothly as possible	37%	38%
Quality of Transportation Better-Worse Score	0	-9
Perceptions of MDOT (Strongly + Somewhat agree)		
Trust MDOT officials to make good decisions	49%	52%
MDOT moving in the right direction	46%	52%
MDOT doing good job prioritizing highway improvements	38%	44%
MDOT adequately supports local transportation projects	32%	50%
More confidence in MDOT today than three years ago	31%	36%
MDOT is responsive to concerns of local communities	30%	47%
Top 2 MDOT Goals Needing Improvement (Great Deal + Some)		
Preserve the physical quality and condition of present system	80%	74%
Continue to build, maintain, and operate the safest transportation system possible	80%	80%
Willingness to Pay Tolls	55%	n/a



B. MDOT Region Summaries

1. Overview of Bay Region

Residents in the Bay Region are less likely than residents in five of the other six regions to indicate overall satisfaction with MDOT. However, they are more likely to say the transportation system has improved in the past three years rather than gotten worse. Like Grand Region residents, they appreciate the safety of highways signage and efficient removal of ice/snow as well as good communications through social media. However, they are less satisfied with the overall road conditions and the timing and quality of the highway/road repairs. The highest priorities among these residents are the maintenance and safety of the transportation system. These residents are the least likely to be interested in paying tolls for better/faster roads.

Table 29: Bay Region Summary

Key Metrics	Bay
Familiar with MDOT (Very + Somewhat)	67%
Overall Satisfaction (Very + Somewhat)	62%
Top 2 Reasons for Dissatisfied Rating	
Poor road conditions/maintenance	32%
Repairs don't last long	15%
Top 3 Satisfaction Areas (5-Very Satisfied + "4")	
Making highways safe with clear markings and signage	67%
Quickly and efficiently removing snow and ice	54%
Providing clear information and warnings to the public through Facebook or Twitter	44%
Bottom 2 Satisfaction Areas (1-Not at all Satisfied + "2")	
Maintaining pavement on state highways	57%
Quickly and efficiently completing state highway construction	41%
Quality of Transportation Better-Worse Score	+2
Perceptions of MDOT (Strongly + Somewhat agree)	
Trust MDOT officials to make good decisions	52%
MDOT moving in the right direction	50%
MDOT doing good job prioritizing highway improvements	39%
MDOT adequately supports local transportation projects	29%
MDOT is responsive to concerns of local communities	29%
More confidence in MDOT today than three years ago	28%
Top 2 MDOT Goals Needing Improvement (Great Deal + Some)	
Preserve the physical quality and condition of present system	84%
Continue to build, maintain, and operate the safest transportation system possible	79%
Willingness to Pay Tolls	39%



2. Overview of Grand Region

Not only were residents of the Grand Region more likely than most other residents to give high satisfaction ratings to MDOT, they also were most likely to indicate that the quality of the transportation system has improved in the past three years rather than gotten worse. They are most satisfied with the safety on highways due to clear markings and signage and ice/snow removal but also appreciate the social media communications from MDOT. These residents are more likely than others to indicate a level of trust with MDOT and believe it is heading in the right direction. The key priorities for this region are the maintenance and overall safety of the transportation system.

Table 30: Grand Region Summary

Key Metrics	Grand
Familiar with MDOT (Very + Somewhat)	67%
Overall Satisfaction (Very + Somewhat)	77%
Top 2 Reasons for Dissatisfied Rating	
Poor road conditions/maintenance	40%
Wasteful/MDOT doesn't spend money wisely	11%
Top 3 Satisfaction Areas (5-Very Satisfied + "4")	
Making highways safe with clear markings and signage	75%
Quickly and efficiently removing snow and ice	72%
Providing clear information and warnings to the public through Facebook or Twitter	50%
Bottom 2 Satisfaction Areas (1-Not at all Satisfied + "2")	
Maintaining pavement on state highways	51%
Facilitating alternatives to driving for long distance trips	26%
Quality of Transportation Better-Worse Score	+14
Perceptions of MDOT (Strongly + Somewhat agree)	
Trust MDOT officials to make good decisions	63%
MDOT moving in the right direction	56%
MDOT doing good job prioritizing highway improvements	48%
MDOT adequately supports local transportation projects	43%
MDOT is responsive to concerns of local communities	37%
More confidence in MDOT today than three years ago	35%
Top 2 MDOT Goals Needing Improvement (Great Deal + Some)	
Preserve the physical quality and condition of present system	82%
Continue to build, maintain, and operate the safest transportation system possible	77%
Willingness to Pay Tolls	47%



3. Overview of Metro Region

Metro Region residents are least likely to give high satisfaction ratings to MDOT in comparison to all other residents and are slightly more likely to indicate the system has gotten worse rather than improved in the past three years. Key areas of dissatisfaction are road conditions, construction and the inability to easily navigate through traffic. Consequently, key priorities are to build and maintain a safe transportation as well as to modernize and expand it. Not surprisingly, these residents are most likely to support toll roads.

Table 31: Metro Region Summary

Key Metrics	Metro
Familiar with MDOT (Very + Somewhat)	65%
Overall Satisfaction (Very + Somewhat)	61%
Top 2 Reasons for Dissatisfied Rating	
Poor road conditions/maintenance	28%
Poor construction/unnecessary closures	7%
Top 3 Satisfaction Areas (5-Very Satisfied + "4")	
Making highways safe with clear markings and signage	58%
Quickly and efficiently removing snow and ice	52%
Quickly and efficiently completing state highway construction	35%
Bottom 2 Satisfaction Areas (1-Not at all Satisfied + "2")	
Maintaining pavement on state highways	59%
Making sure traffic flows as efficiently and smoothly as possible	47%
Quality of Transportation Better-Worse Score	-1
Perceptions of MDOT (Strongly + Somewhat agree)	
Trust MDOT officials to make good decisions	48%
MDOT moving in the right direction	39%
MDOT doing good job prioritizing highway improvements	34%
MDOT adequately supports local transportation projects	27%
MDOT is responsive to concerns of local communities	26%
More confidence in MDOT today than three years ago	25%
Top 2 MDOT Goals Needing Improvement (Great Deal + Some)	
Continue to build, maintain, and operate the safest transportation system possible	83%
Modernize, expand, and connect the transportation system	80%
Willingness to Pay Tolls	66%



4. Overview of North Region

The percent of residents in the North Region giving high satisfaction ratings to MDOT was the third highest in the state. These residents also were more likely to indicate that the quality of the transportation has improved in the past three years rather than gotten worse. Satisfaction is highest with safety on highways due to clear markings and signage as well as efficient snow and ice removal. The key priorities for these residents are continued improvement of the transportation system and maintenance of the existing system.

Table 32: North Region Summary

Key Metrics	North
Familiar with MDOT (Very + Somewhat)	65%
Overall Satisfaction (Very + Somewhat)	71%
Top 2 Reasons for Dissatisfied Rating	
Poor road conditions/maintenance	29%
Poor construction/unnecessary closures	15%
Top 3 Satisfaction Areas (5-Very Satisfied + "4")	
Making highways safe with clear markings and signage	65%
Quickly and efficiently removing snow and ice	59%
Making sure bridges along state highways are in good condition	45%
Bottom 2 Satisfaction Areas (1-Not at all Satisfied + "2")	
Maintaining pavement on state highways	48%
Facilitating alternatives to driving for long distance trips	32%
Quality of Transportation Better-Worse Score	+9
Perceptions of MDOT (Strongly + Somewhat agree)	
Trust MDOT officials to make good decisions	51%
MDOT moving in the right direction	43%
MDOT doing good job prioritizing highway improvements	40%
MDOT adequately supports local transportation projects	36%
More confidence in MDOT today than three years ago	31%
MDOT is responsive to concerns of local communities	29%
Top 2 MDOT Goals Needing Improvement (Great Deal + Some)	
Continue to build, maintain, and operate the safest transportation system possible	82%
Preserve the physical quality and condition of present system	80%
Willingness to Pay Tolls	47%



5. Overview of Southwest Region

Although the Southwest Region had the second-highest level of overall satisfaction with MDOT, its residents were more likely to feel the quality of the transportation system in the state has gotten worse rather than better. Similar to other residents, they indicate satisfaction with the safety of the highways due to clear markings and signage and snow/ice removal. While being more likely than others to indicate satisfaction with bridges, these residents are less satisfied with the quality of the roads and highways and the overall transportation infrastructure. Not surprisingly then, the key priorities for these residents is the modernization, expansion and safety of the transportation system. The majority of Southwest Region residents would be willing to pay a toll for better roads.

Table 33: Southwest Region Summary

Key Metrics	Southwest
Familiar with MDOT (Very + Somewhat)	64%
Overall Satisfaction (Very + Somewhat)	72%
Top 2 Reasons for Dissatisfied Rating	
Poor road conditions/maintenance	61%
Infrastructure is neglected	21%
Top 3 Satisfaction Areas (5-Very Satisfied + "4")	
Making highways safe with clear markings and signage	59%
Quickly and efficiently removing snow and ice	59%
Bridges along highways in good condition	47%
Bottom 2 Satisfaction Areas (1-Not at all Satisfied + "2")	
Maintaining pavement on state highways	43%
Quickly and efficiently completing state highway construction	37%
Quality of Transportation Better-Worse Score	-6
Perceptions of MDOT (Strongly + Somewhat agree)	
Trust MDOT officials to make good decisions	46%
MDOT moving in the right direction	41%
MDOT doing good job prioritizing highway improvements	28%
MDOT adequately supports local transportation projects	27%
More confidence in MDOT today than three years ago	25%
MDOT is responsive to concerns of local communities	21%
Top 2 MDOT Goals Needing Improvement (Great Deal + Some)	
Modernize, expand, and connect the transportation system	78%
Continue to build, maintain, and operate the safest transportation system possible	74%
Willingness to Pay Tolls	59%



6. Overview of Superior Region

Despite reporting one of the highest satisfaction levels in the state, residents in the Superior Region were more likely to indicate that the quality of the transportation system in Michigan has gotten worse rather than better. The highest level of satisfaction among these residents is for the safety on highways with signage and snow/ice removal, and a majority believe the bridges are in good condition. They would like to see better maintenance of the pavement on highways and more bike lanes/pathways for bicycles. Residents place a high priority on maintenance and repairs of the current system but also modernizing and expanding the transportation system.

Table 34: Superior Region Summary

Key Metrics	Superior
Familiar with MDOT (Very + Somewhat)	68%
Overall Satisfaction (Very + Somewhat)	77%
Top 2 Reasons for Dissatisfied Rating	
Poor road conditions/maintenance	31%
Slow to do repairs/takes years	11%
Top 3 Satisfaction Areas (5-Very Satisfied + “4”)	
Making highways safe with clear markings and signage	73%
Quickly and efficiently removing snow and ice	57%
Bridges along highways in good condition	52%
Bottom 2 Satisfaction Areas (1-Not at all Satisfied + “2”)	
Maintaining pavement on state highways	40%
Providing bike lanes and pathways for bicycles	33%
Quality of Transportation Better-Worse Score	-2
Perceptions of MDOT (Strongly + Somewhat agree)	
Trust MDOT officials to make good decisions	56%
MDOT moving in the right direction	48%
MDOT doing good job prioritizing highway improvements	37%
MDOT adequately supports local transportation projects	37%
MDOT is responsive to concerns of local communities	36%
More confidence in MDOT today than three years ago	26%
Top 2 MDOT Goals Needing Improvement (Great Deal + Some)	
Preserve the physical quality and condition of present system	72%
Continue to build, maintain, and operate the safest transportation system possible	66%
Modernize, expand, and connect the transportation system	66%
Make the transportation system physically and economically accessible to all Michigan residents	66%
Willingness to Pay Tolls	39%



7. Overview of University Region

Residents in the University Region were less likely than residents in four of the six other regions to give high overall satisfaction ratings to MDOT and they were more likely to indicate the quality of the system has gotten worse rather than better. Overall road and highway conditions are the primary sources of dissatisfaction and they would like to see more attention given to alternatives for long distance travel. Key priorities for residents in this region are the preservation of the physical quality of the transportation system along with its maintenance and expansion. A slight majority of residents in this region would support toll roads.

Table 35: University Region Summary

Key Metrics	University
Familiar with MDOT (Very + Somewhat)	73%
Overall Satisfaction (Very + Somewhat)	64%
Top 2 Reasons for Dissatisfied Rating	
Poor road conditions/maintenance	37%
Poor construction/unnecessary closures	7%
Slow to do repairs/takes years	7%
Need more train routes/ better rail service	7%
Top 3 Satisfaction Areas (5-Very Satisfied + “4”)	
Making highways safe with clear markings and signage	63%
Quickly and efficiently removing snow and ice	55%
Bridges along highways in good condition	34%
Providing clear information and warnings to the public through Facebook or Twitter	34%
Bottom 2 Satisfaction Areas (1-Not at all Satisfied + “2”)	
Maintaining pavement on state highways	59%
Facilitating alternatives to driving for long distance trips	37%
Quality of Transportation Better-Worse Score	-9
Perceptions of MDOT (Strongly + Somewhat agree)	
Trust MDOT officials to make good decisions	48%
MDOT moving in the right direction	39%
MDOT doing good job prioritizing highway improvements	34%
MDOT adequately supports local transportation projects	27%
MDOT is responsive to concerns of local communities	26%
More confidence in MDOT today than three years ago	25%
Top 2 MDOT Goals Needing Improvement (Great Deal + Some)	
Preserve the physical quality and condition of present system	86%
Continue to build, maintain, and operate the safest transportation system possible	80%
Willingness to Pay Tolls	55%



Appendix A

Results by Michigan Prosperity Regions



Results by Michigan Prosperity Regions

In most cases, the Michigan prosperity region names are abbreviated due to formatting constraints in tables and figures. The table below explains the abbreviations used throughout the appendix for each prosperity region.

Table A-1: Michigan Prosperity Region Abbreviations

Prosperity Region #	Michigan Prosperity Region	Abbreviations
1	Upper Peninsula Prosperity Alliance	UP
2	Northwest Prosperity Region	NW
3	Northeast Prosperity Region	NE
4	West Michigan Prosperity Alliance	W
5	East Central Michigan Prosperity Region	EC
6	East Michigan Prosperity Region	E
7	South Central Prosperity Region	SC
8	Southwest Prosperity Region	SW
9	Southeast Michigan Prosperity Region	SE
10	Detroit Metro Prosperity Region	DM

MDOT began reporting findings by both the original MDOT regions and the Michigan prosperity regions in 2015. The following map shows how the 10 prosperity regions fit into the seven MDOT regions. Four of the geographic regions are the same; however, three MDOT regions encompass two Michigan prosperity regions. Thus, the results shown in this section will largely be the same as was shown in the main body of the report.



Figure A-1: Michigan Prosperity Regions

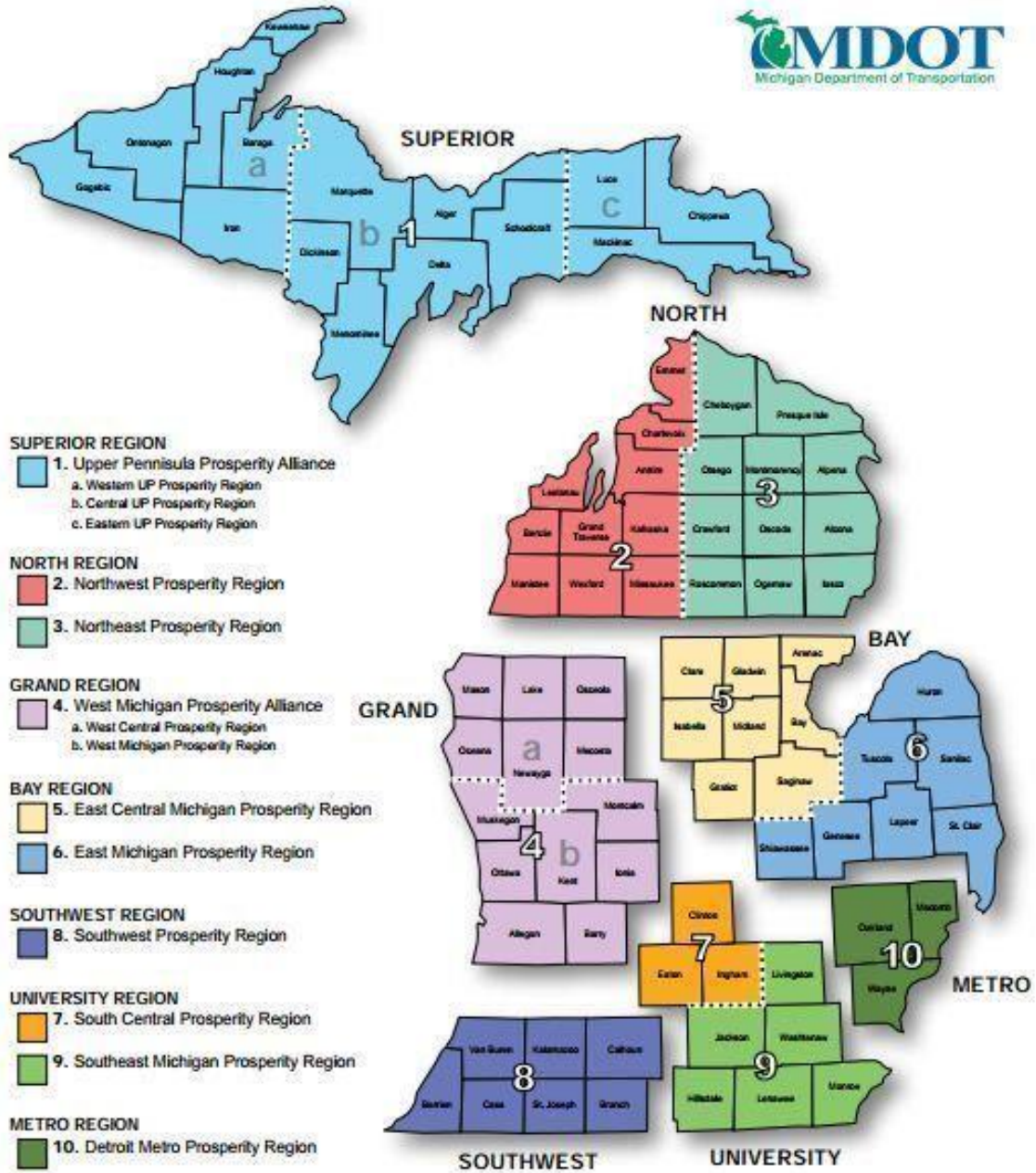
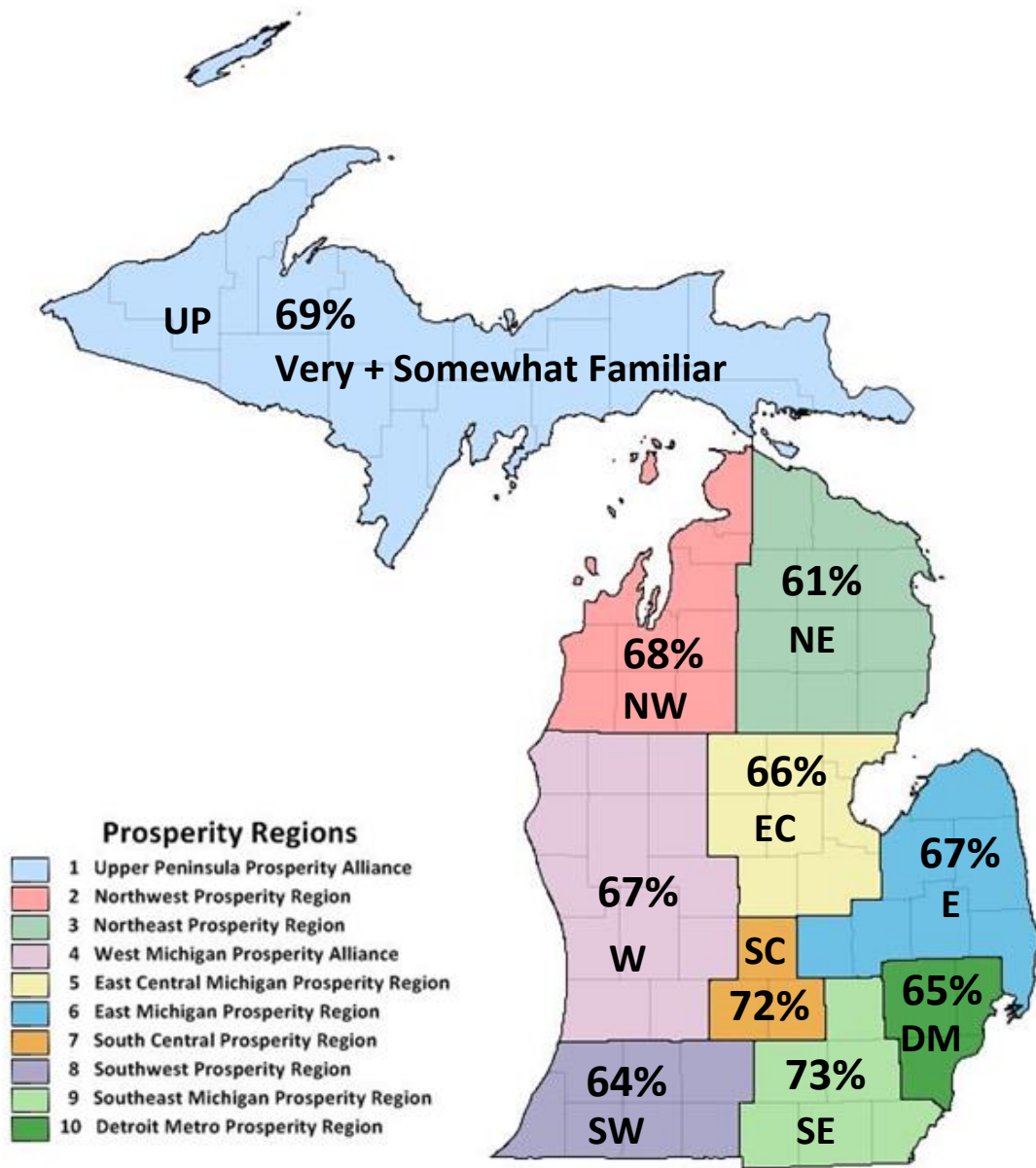


Figure A-2: High Familiarity with MDOT by Prosperity Region



Q1: How familiar are you with the Michigan Department of Transportation, or MDOT? (Very, somewhat, a little, or not at all familiar)

Note: There were no significant differences in familiarity between prosperity regions.



Figure A-3: High Overall Satisfaction with MDOT by Prosperity Region

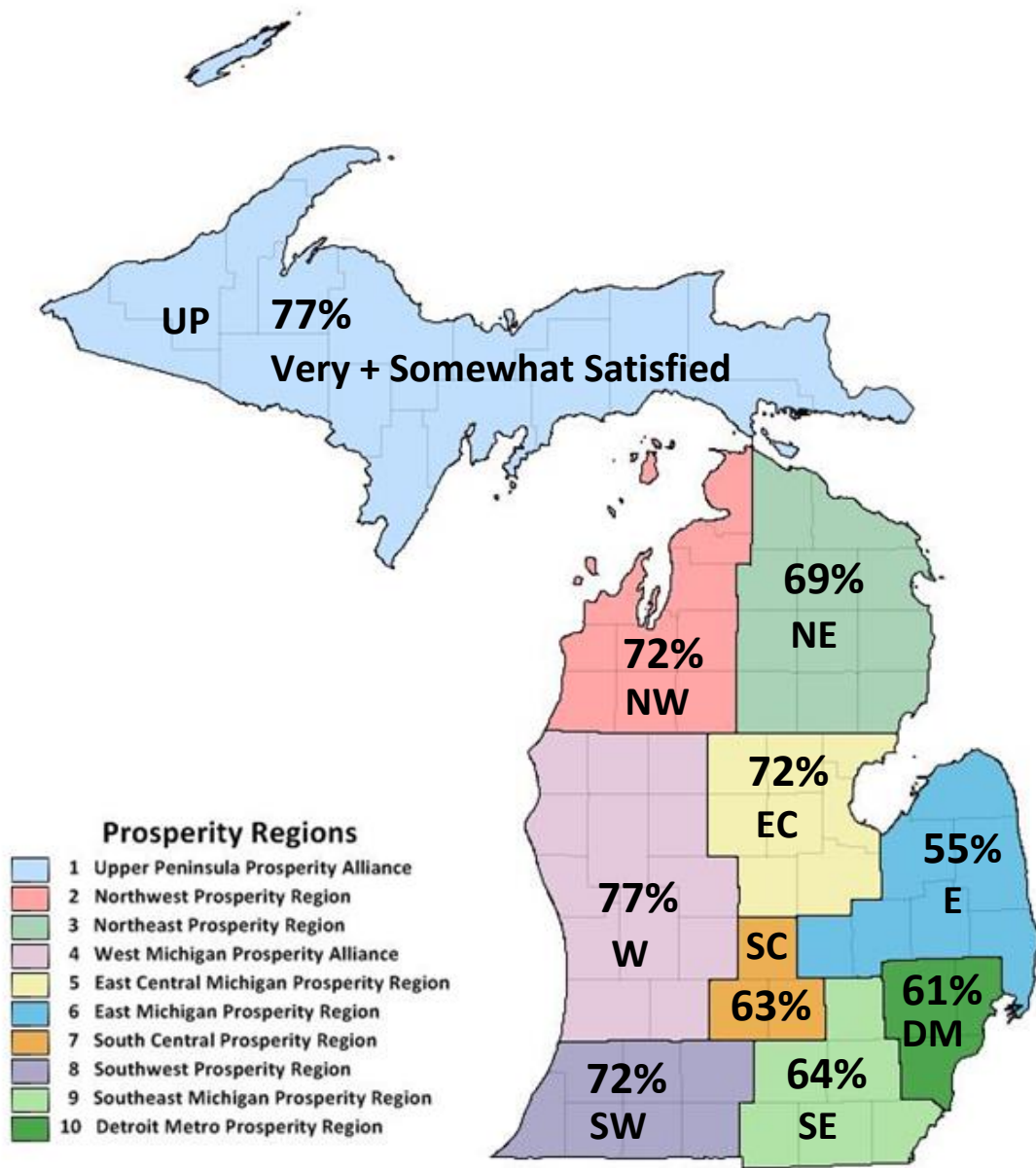


Table A-2: Significant Differences in Overall Satisfaction by Prosperity Regions

Overall Satisfaction with MDOT	Total	UP (A)	NW (B)	NE (C)	W (D)	EC (E)	E (F)	SC (G)	SW (H)	SE (I)	DM (J)
Very + Somewhat Satisfied %	64	77 FGIJ	72 F	69	77 FGIJ	72 F	55	63	72 F	64	61

^{A-J} Indicates significantly higher percentage compared to other sub-group(s) at the 95% confidence level.

Q2: MDOT is the state agency responsible for the routes designated by the letters I, US, and M. MDOT also oversees border crossings, buses, 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 not at all satisfied with the job MDOT is doing?



Table A-3: Reasons Dissatisfied/Not at All Satisfied with MDOT by Prosperity Region*

Reasons**	Total	UP (A)	NW (B)	NE (C)	W (D)	EC (E)	E (F)	SC (G)	SW (H)	SE (I)	DM (J)
Poor road conditions/ maintenance	33	31	39	18	40	31	33	44	61 ^{CJ}	34	28
Poor construction/ unnecessary closures	7	-	14	15	6	9	9	5	2	8	7
Repairs don't last long	5	7	-	-	3	7	19 ^{DI}	-	4	1	5
Slow to do repairs/takes years	5	11	14	3	9	2	2	5	2	7	4
Need more train routes/better rail service	4	-	2	-	1	-	-	-	2	10 ^D	6
Wasteful/MDOT doesn't spend money wisely	3	8	3	-	11	3	1	-	2	2	2
Bridges need repair	3	1	3	4	3	-	8	8	2	2	1
Need better public transportation	2	-	-	-	6	-	3	1	-	3	2
Increased speed limit is unsafe	2	9	-	-	-	-	2	-	-	-	4
Improve bus service/more bus routes	2	2	-	1	-	-	-	1	-	3	3
Better communication from MDOT/updates	2	-	2	-	1	-	1	1	-	-	3
Infrastructure is neglected	2	-	-	-	-	-	1	1	21 ^{FGIJ}	1	1
Faster/better border crossings	2	-	-	-	1	-	1	-	-	-	3
Need better/clearer signage/better lighting	1	8	2	3	2	-	1	1	4	2	1
Need better timing of lights	1	-	4	-	-	-	-	-	-	6	1
Cars damaged by roads	1	2	-	-	-	2	-	1	17 ^{AEG}	-	-
No response/no answer	44	23	32	50	31	56 ^A	36	49	25	46	51 ^{AH}

Q2a: What about MDOT or the job it is doing leads you to be dissatisfied?

^{A-J} Indicates significantly higher percentage compared to corresponding region(s) at 95% confidence level.

*Numbers are percentages but to simplify the table the % sign has been removed.

**Multiple responses allowed, response percentages will not add up to 100%.



**Table A-4: Satisfaction with MDOT Services by Prosperity Region:
*Percentage 4 + 5 Ratings; "5" = "Very Satisfied"**

MDOT Services	Total	UP (A)	NW (B)	NE (C)	W (D)	EC (E)	E (F)	SC (G)	SW (H)	SE (I)	DM (J)
Making Michigan state highways as safe as possible, with clear markings and signage	64	72 HIJ	64	67	75 HIJ	69	65	69	59	60	58
Quickly and efficiently removing snow and ice from Michigan state highways	57	57	60	56	72 ACF HIJ	60	51	62	59	52	52
Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays through Facebook or Twitter	38	45 IJ	37	47 IJ	50 BHIJ	44 I	42 I	48 IJ	35	28	33
Making sure bridges along Michigan state highways are in good condition	37	52 GIJ	42 J	49 GIJ	43 GJ	41	41	32	47 GJ	34	30
Quickly and efficiently completing Michigan state highway construction projects	33	33	31	34	43 EFHI	22	26	36 EI	29	23	35 EI
Providing bike lanes and pathways for bicycles	33	25	42 AIJ	32	40 AIJ	34	36	41 AIJ	37	26	29
Making sure traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents	30	37 J	31	35	39 IJ	31	36 J	41 IJ	32	25	23
Facilitating public transportation services for the elderly and persons with disabilities	26	25	36 IJ	34 J	34 IJ	24	35 J	34 J	32 J	22	20
Facilitating public transportation services for local trips, such as public bus or "Dial-A-Ride"	24	23	41A DIJ	40 AIJ	27 J	28 J	32 J	29 J	37 AIJ	23	16
Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes	19	29 FGIJ	22 GI	29 FGIJ	23 GIJ	25 GI	13	11	33 FGIJ	10	16
Facilitating passenger air services	15	10	19	15	16	11	16	18	13	16	15
Facilitating alternatives to driving for long distance trips, such as intercity passenger rail or intercity bus services	14	8	18 A	15	17 A	13	22 A	18 A	17	12	11

Q8–Q9: Please indicate how satisfied you are with each of the following MDOT services. For items pertaining to highways, please only consider the highway system MDOT is responsible for, which are routes designated by the letters I, US, and M - not city and county roads.

^{A-J} Indicates significantly higher percentage compared to other sub-group(s) at the 95% confidence level.

*Numbers are percentages but to simplify the table the % sign has been removed.



**Table A-5: Dissatisfaction with MDOT Services by Prosperity Region:
*Percentage 1 + 2 Ratings; "1" = "Not at All Satisfied"**

MDOT Services	Total	UP (A)	NW (B)	NE (C)	W (D)	EC (E)	E (F)	SC (G)	SW (H)	SE (I)	DM (J)
Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes	55	40	45	53	51	52	60 ABH	67 ABD EH	43	55 A	59 ABH
Making sure traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents	37	25	30	28	23	32	36 D	23	27	41 ADG H	47 ABCD EGH
Quickly and efficiently completing Michigan state highway construction projects	34	29	25	34	23	36 D	44 ABCG	26	37 D	39 BDG	37 D
Facilitating alternatives to driving for long distance trips, such as intercity passenger rail or intercity bus services	34	32	32	32	26	24	26	32	32	39 DE	40 DEF
Making sure bridges along Michigan state highways are in good condition	30	15	23	20	22	22	23	34 ACD	24	36 ACD	37 ABCD EFH
Providing bike lanes and pathways for bicycles	25	33 BDE	17	27	21	16	26	23	25	23	28 BE
Facilitating public transportation services for the elderly and persons with disabilities	19	22	16	18	14	19	20	16	17	18	22 D
Quickly and efficiently removing snow and ice from Michigan state highways	19	21 D	14	20 D	8	17 D	23 D	14	27 BDGI	16	22 D
Facilitating public transportation services for local trips, such as public bus or "Dial-A-Ride"	16	21 DG	13	13	12	19	18	11	17	17	17
Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays, through Facebook or Twitter	14	9	9	7	7	15	17 CD	8	13	12	19 ABC DG
Facilitating passenger air services	14	17	17	21	11	17	12	15	11	11	15
Making Michigan state highways as safe as possible, with clear markings and signage	13	10	12	12	7	12	15 D	13	19 DI	8	15 D

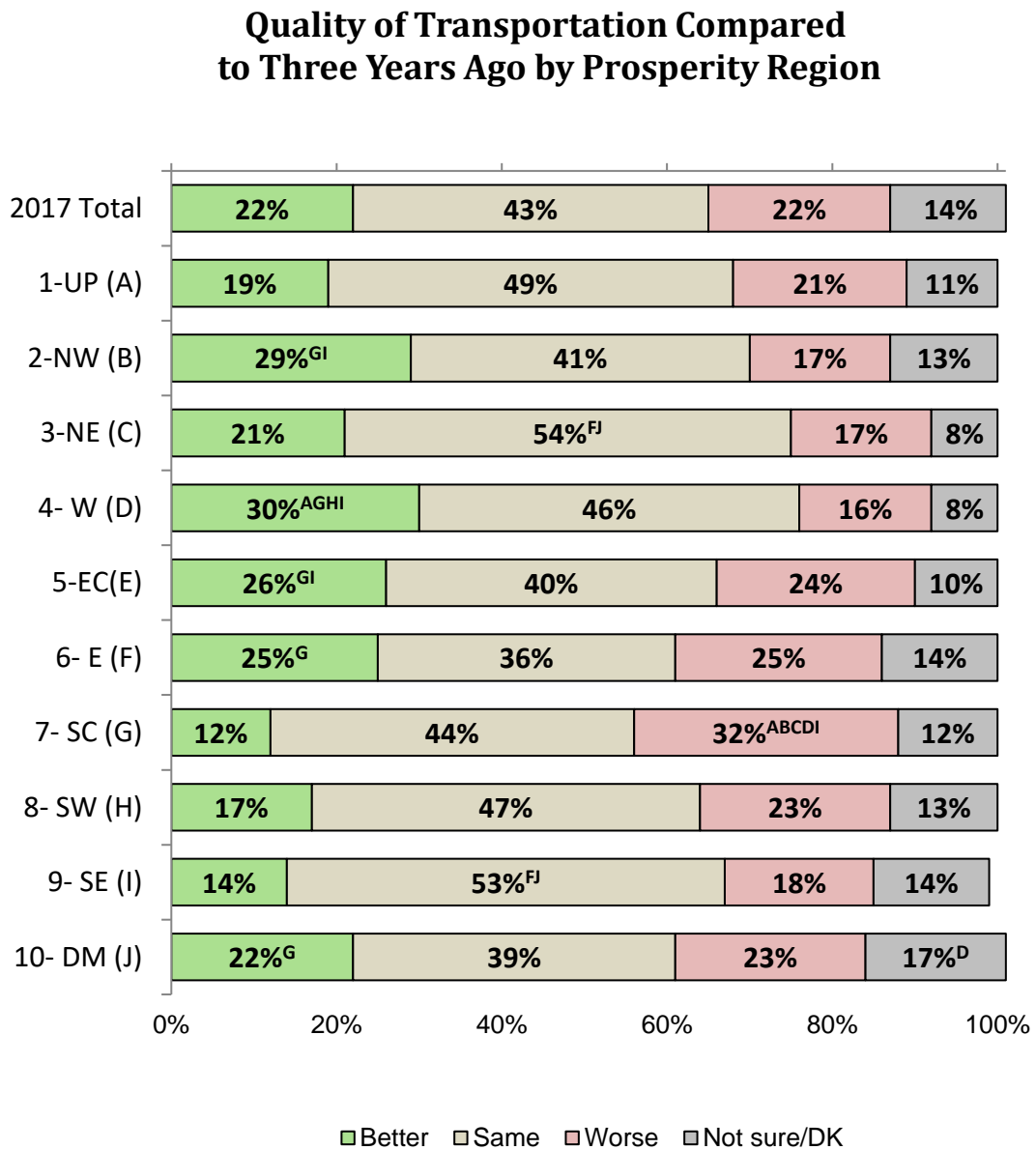
Q8–Q9: Please indicate how satisfied you are with each of the following MDOT services. For items pertaining to highways, please only consider the highway system MDOT is responsible for, which are routes designated by the letters I, US, and M - not city and county roads.

^{A-J} Indicates significantly higher percentage compared to other sub-group(s) at the 95% confidence level.

*Numbers are percentages but to simplify the table the % sign has been removed



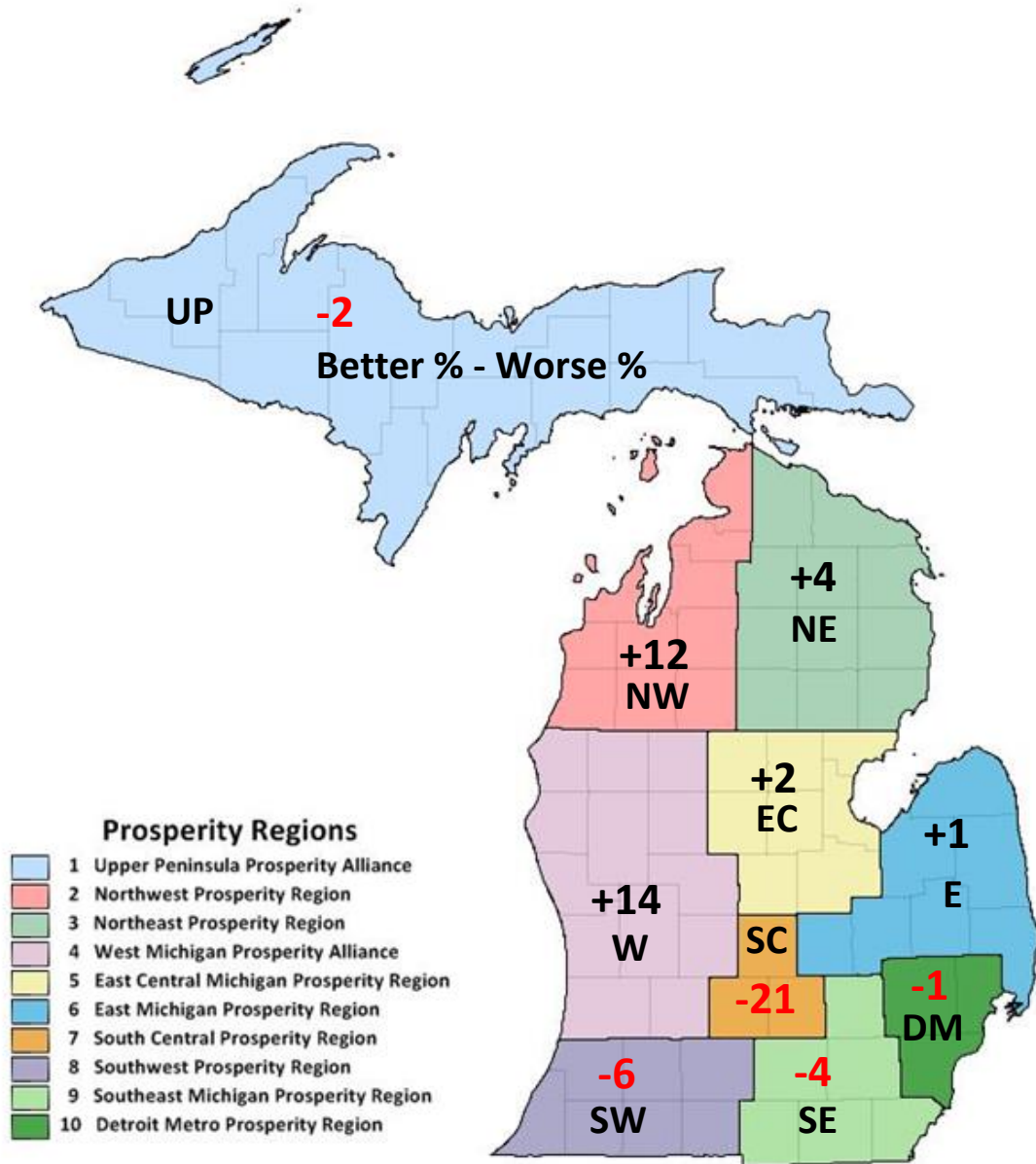
Figure A-4: Quality of Transportation in Michigan by Prosperity Region



^{A-J}Indicates significantly higher percentage compared to other sub-group(s) at the 95% confidence level.



**Figure A-5: Net Better by Prosperity Region
(Better % *Minus* Worse %)**



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



**Table A-6: Agreement with Statements About MDOT by Prosperity Region:
Summary of Strongly Agree + Agree**

MDOT Services	Total	UP (A)	NW (B)	NE (C)	W (D)	EC (E)	E (F)	SC (G)	SW (H)	SE (I)	DM (J)
I trust MDOT officials to make good decisions about the state's future transportation system	49%	56% J	55%	46%	63% CGHIJ	53%	52%	45%	46%	49%	43%
I think MDOT is moving in the right direction	46%	48%	44%	42%	56% CGHIJ	51% G	48%	36%	41%	40%	44%
I think MDOT does a good job prioritizing highway improvements in Michigan	38%	37%	49% CGHIJ	26%	48% CGHIJ	43% CH	36%	33%	28%	34%	36%
I think MDOT adequately supports local transportation projects for city and county governments	32%	37%	38%	32%	43% FGHIJ	32%	27%	28%	27%	27%	31%
I have more confidence in MDOT today than I did three years ago	31%	26%	37% CG	22%	35% CG	26%	30%	18%	25%	28%	35% CG
I think MDOT is responsive to the concerns of local communities	30%	36% CGH	34% G	21%	37% CGH	29%	29%	20%	21%	29%	30%

Q5: Please indicate your level of agreement with each statement about MDOT.

^{A-J} Indicates significantly higher percentage compared to other sub-group(s) at the 95% confidence level.



**Table A-7: Improvement Needed on MDOT Goals by Prosperity Region:
Summary of “A Great Deal” + “Some”**

MDOT Goals	Total	UP (A)	NW (B)	NE (C)	W (D)	EC (E)	E (F)	SC (G)	SW (H)	SE (I)	DM (J)
Preserve the physical quality and condition of the present transportation system	80%	72%	77%	85% AH	82% A	82% A	86% AH	85% AH	70%	86% AH	78%
Continue to build, maintain, and operate the safest transportation system possible	80%	66%	83% A	82% A	77% A	78% A	79% A	77%	74%	81% A	83% A
Modernize, expand, and connect the transportation system to support economic growth and better facilitate the movement of goods, people, and services	76%	66%	73%	74%	68%	71%	74%	74%	78% A	76%	80% AD
Ensure that the environment is protected and public resources are used in a responsible manner	70%	56%	68%	78% ADG	63%	70% A	72% A	62%	69% A	69% A	74% ADG
Make the transportation system physically and economically accessible to <u>all</u> Michigan residents	67%	66%	64%	68% D	56%	67%	66%	68% D	62%	63%	73% D

Q6: Please indicate how much improvement you feel MDOT needs to make on its goals.

^{A-J} Indicates significantly higher percentage compared to other sub-group(s) at the 95% confidence level.



Table A-8: Willing to Pay Tolls by Prosperity Region

Toll Road Scenarios	Total	UP (A)	NW (B)	NE (C)	W (D)	EC (E)	E (F)	SC (G)	SW (H)	SE (I)	DM (J)
Access to high-quality, better-maintained roads	36%	19%	32% A	26%	23%	29%	26%	38% AD	33% A	34% A	47% ABCDE FHI
Access to an alternative roadway with faster travel times	32%	26% E	32% E	31% E	27% E	13%	22%	26% E	38% EF	34% EF	37% ADEF
Access to highway lanes with less traffic	17%	10%	15%	10%	15%	9%	9%	18%	19%	20% AEF	21% ACEF
Other	6%	7% G	2%	4%	7% EG	2%	6% ^G	1%	10% BEGJ	8% EG	5%
None/No Toll Roads	45%	61% HIJ	54%	52%	53%	59% HIJ	62% HIJ	48%	41%	44%	34%

Q7: For which of the following, if any, would you be willing to pay a toll road? Select all that apply.

^{A-J} Indicates significantly higher percentage compared to other sub-group(s) at the 95% confidence level.

Table A-9: Perceived Passenger Safety When Driver Using Cell Phone by Prosperity Region: Summary of Unsafe

Cell Phone Activity	Total	UP (A)	NW (B)	NE (C)	W (D)	EC (E)	E (F)	SC (G)	SW (H)	SE (I)	DM (J)
Talking on a cell phone while using a hands-free device	20%	23%	14%	14%	22%	25%	24%	19%	20%	19%	18%
Talking on a cell phone while holding the phone	64%	60%	57%	50%	65% C	67% C	63%	59%	59%	58%	69% BCI
Reading emails, texts, social media, or other apps	96%	97% C	95%	91%	93%	98% C	99% BDI	100% BCDIJ	100% BCDIJ	93%	97% CD
Responding to texts, e-mails, social media, or other apps	96%	96%	95%	91%	96%	96%	96%	99% BCD	99% BC	97% C	96%

Q10: How safe would you feel if you were a passenger riding in a car while your driver was doing the following? (Scale: Safe, Somewhat Safe, Unsafe, Don't know)

^{A-J} Indicates significantly higher percentage compared to other sub-group(s) at the 95% confidence level.



**Table A-10: Perceived Impact of Completely Self-Driving Vehicles by Prosperity Region:
Summary of Positive Impact**

Impact - Decrease	Total	UP (A)	NW (B)	NE (C)	W (D)	EC (E)	E (F)	SC (G)	SW (H)	SE (I)	DM (J)
The number of crashes	33%	28%	27%	21%	25%	29%	32%	27%	24%	38% CDH	39% ABCDGH
The severity of crashes	31%	27%	25%	28%	23%	24%	29%	26%	27%	29%	39% ABDEG
Vehicle emissions	28%	21%	22%	27%	31% A	26%	22%	28%	24%	25%	31% A
Traffic congestion and travel times	27%	21%	21%	16%	24%	23%	21%	26%	22%	25%	34% ABCDEFH
Insurance rates	19%	23% BCD	13%	10%	15%	17%	18%	17%	16%	18%	24% BCD
Impact - Increase											
Fuel economy	33%	33% F	37% F	32%	32% F	29%	19%	27%	39% F	32%	36% F

Q11: Please indicate if you think completely self-driving vehicles will increase, decrease or have no impact on each of the following items.

^{A-J} Indicates significantly higher percentage compared to other sub-group(s) at the 95% confidence level.



Table A-11: Information Sources for Michigan Transportation Issues by Prosperity Region

Information Sources	Total	UP (A)	NW (B)	NE (C)	W (D)	EC (E)	E (F)	SC (G)	SW (H)	SE (I)	DM (J)
Television	48%	44%	45%	31%	54% C	57% C	53% C	50% C	47%	45%	45% C
Radio	42%	36%	30%	30%	40%	28%	36%	44% BCEH	30%	52% ABCEFH	47% ABCEH
Smartphone Traffic/Map App	40%	26%	34%	29%	33%	39%	41% A	33%	33%	48% ABCDGH	45% ACDGH
Newspaper	25%	37% DJ	26%	27%	24%	26%	40% DHJ	28%	24%	28%	19%
MDOT Website	22%	19%	23% H	12%	18%	23% H	22%	23% H	11%	24% H	26% CH
Social Media (Facebook/Twitter)	17%	24% J	18%	14%	20% J	26% CJ	16%	20% J	23% J	21% J	11%
Mi Drive App/Website	6%	10% G	7%	3%	6%	4%	5%	2%	6%	13% CDEFGJ	4%
Personal Experience/ Driving Experience	1%	2%	0%	3%	1%	1%	1%	0%	3% GIJ	0%	0%
Other	2%	2%	-	3%	4%	2%	5%	2%	2%	1%	2%
None/Don't look for information	14%	22% FGIJ	20% I	20% I	16% I	16%	12%	12%	20% I	7%	13%

Q4: Where do you go to obtain information on transportation issues in Michigan? Select all that apply.

^{A-J} Indicates significantly higher percentage compared to other sub-group(s) at the 95% confidence level.



Appendix B

Questionnaire





2017 MDOT Transportation Survey

Please fill in the circle that best represents your answer or write in the space provided below the question. Use the enclosed postage paid envelope to mail back your completed questionnaire. *We appreciate your input.*

Please use blue or black ink and fill in all circles **completely.**

Example: Will you fill in all circles completely? Yes No

1. How familiar are you with the Michigan Department of Transportation (MDOT)?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Familiar | Somewhat Familiar | A Little Familiar | Not at All Familiar | Not Sure |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

2. MDOT is the state agency responsible for the routes designated by the letters I, US, and M. MDOT also oversees border crossings, buses, trains, and airports. Overall, how satisfied are you with the job MDOT is doing?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Satisfied | Somewhat Satisfied | Somewhat Dissatisfied | Not at All Satisfied | Not Sure |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

2a. If you answered somewhat dissatisfied or not at all satisfied with MDOT, what about MDOT or the job it is doing leads you to be dissatisfied?

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

- | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| Better | Same | Worse | Not Sure |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

4. Where do you go to obtain information on transportation issues in Michigan? *Select all that apply.*

- | | | |
|--|--|---|
| <input type="radio"/> Television | <input type="radio"/> Radio | <input type="radio"/> MDOT Website |
| <input type="radio"/> Mi Drive App/Website | <input type="radio"/> Smartphone Traffic/Map App | <input type="radio"/> Social Media (Facebook/Twitter) |
| <input type="radio"/> Newspaper | <input type="radio"/> Other _____ | <input type="radio"/> None/Don't look for information |

<PIN>

<CODE>

This survey is sponsored by MDOT and conducted by WestGroup Research PI



5. Please indicate your level of agreement with each statement about MDOT.

Statements about MDOT	Strongly Agree	Some-what Agree	Neutral	Some-what Disagree	Strongly Disagree	Don't Know
I trust MDOT officials to make good decisions about the State's future transportation system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think MDOT is moving in the right direction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have more confidence in MDOT today than I did three years ago	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think MDOT does a good job prioritizing highway improvements in Michigan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think MDOT adequately supports local transportation projects for city and county governments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think MDOT is responsive to the concerns of local communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Please indicate how much improvement you feel MDOT needs to make on its goals.

MDOT Goals	I think MDOT needs to improve....				
	A Great Deal	Some	Only a Little	Not at All	Don't Know
Preserve the physical quality and condition of the present transportation system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensure that the environment is protected and public resources are used in a responsible manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continue to build, maintain, and operate the safest transportation system possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Modernize, expand, and connect the transportation system to support economic growth and better facilitate the movement of goods, people, and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make the transportation system physically and economically accessible to <u>all</u> Michigan residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. For which of the following, if any, would you be willing to pay a toll? Select all that apply.

- Access to highway lanes with less traffic
- Access to an alternative roadway with faster travel times
- Access to high-quality, better-maintained roads
- Other: _____
- None

This survey is sponsored by MDOT and conducted by WestGroup Research P2



8. Please indicate how satisfied you are with each of the following MDOT services. Please only consider the highway system for which MDOT is responsible, routes designated by the letters I, US, and M but not city or county roads.

MDOT Services	5- Very Satisfied	4	3	2	1- Not at All Satisfied	Don't Know
Making sure bridges along Michigan state highways are in good condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining the pavement on Michigan state highways to keep them smooth and free of potholes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quickly and efficiently removing snow and ice from Michigan state highways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making Michigan state highways as safe as possible, and with clear markings and signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quickly and efficiently completing Michigan state highway construction projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making sure traffic flows as efficiently and smoothly as possible during rush hour, highway construction, and after traffic accidents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing clear information and warnings to the public on road closures, work zones, and potential traffic delays through Facebook or Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Please indicate how satisfied you are with each of the following additional MDOT services.

MDOT Services	5- Very Satisfied	4	3	2	1- Not at All Satisfied	Don't Know
Providing bike lanes and pathways for bicycles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitating public transportation services for the elderly and persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitating public transportation services for local trips, such as public bus or "Dial-A-Ride"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitating alternatives to driving for long distance trips, such as intercity passenger rail or intercity bus services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitating passenger air services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

This survey is sponsored by MDOT and conducted by WestGroup Research P3



10. How safe would you feel if you were a passenger riding in a car while your driver was doing the following:

	Safe	Somewhat Safe	Unsafe	Don't Know
Talking on a cell phone while holding the phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talking on a cell phone while using a hands-free device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading emails, text messages, social media or other apps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responding to text messages, emails, social media or other apps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Please indicate if you think completely self-driving vehicles will increase, decrease, or have no impact on each of the following items:

	Increase	Decrease	No Impact	Don't Know
The number of crashes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The severity of crashes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic congestion and travel times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fuel economy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle emissions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insurance rates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. If you have a paid job outside the home, which of the following best describes how you get to work now? *Select all that apply.*

- Do not work outside home
- Carpool
- Bicycle
- Drive alone to work
- Do not work
- Walk
- Ride bus or take other public transport

13. How would you describe your race? *Select all that apply.*

- White/Caucasian
- Black/African American
- Hispanic/Latino
- Native American
- Asian/Pacific Islander
- Other: _____

14. What is your gender?

- Male
- Female

15. What is your age? _____ Years

This survey is sponsored by MDOT and conducted by WestGroup Research P4

