



Omnibus 2013

Public Opinion Survey

MnDOT's Customer Relations Office
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Administered by:
The Improve Group and Dieringer Research Group

We all have a stake in **A  B**



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A note on methodology

Omnibus went multi-modal in 2013

- Previous years: All land-line phone sample
- Samples drawn and results weighted (age and income) to reflect Minnesota's 2010 Census demographics

| MODE | # | % | | |
|-----------|-------|------|-----|-----|
| Land-line | 460 | 41% | 700 | 62% |
| Cell | 240 | 22% | | |
| Web | 427 | 38% | | |
| TOTAL | 1,127 | 100% | | |

| REGION | # | % |
|-------------------|-------|------|
| Metro | 632 | 56% |
| Greater Minnesota | 495 | 44% |
| TOTAL | 1,127 | 100% |

Complete methodology described in Appendix A

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Why? And so what?

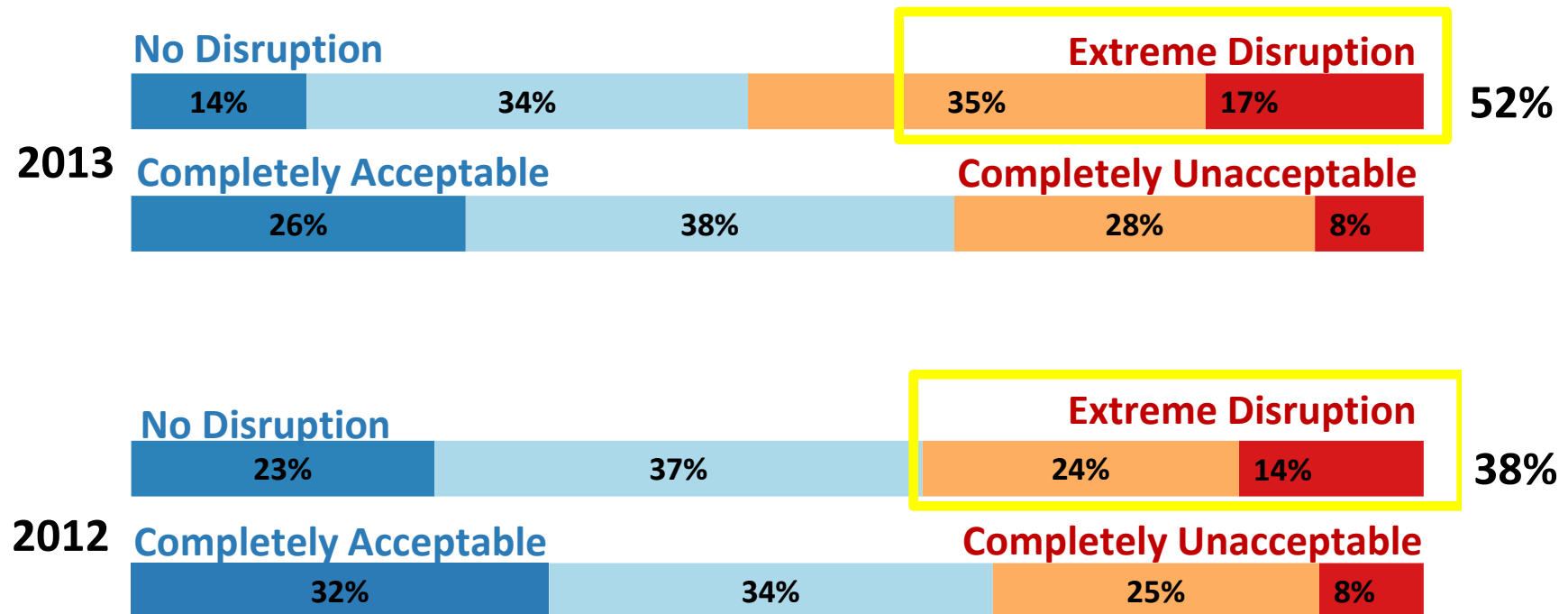
- Better capture and reflect Minnesota's population – demographics, communication preferences, unknowns – in 2013 and forward
- Telephone – Acquiescence/positive bias 😊
Internet – Possible negative bias 😞
- ⇒ Results for some of the attitudinal indicators dropped. Experiential indicators were more constant
- ⇒ Survey-mode specific differences were not substantial enough to correct for; no practical or actionable significance



2013 construction more disruptive

Up from 38% in 2012 to just over half in 2013

Statewide Level and Acceptability of Traffic Disruption from
Construction Projects, 2012 and 2013



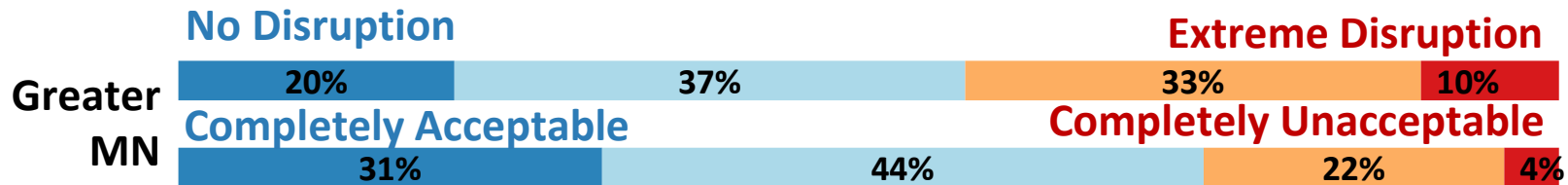
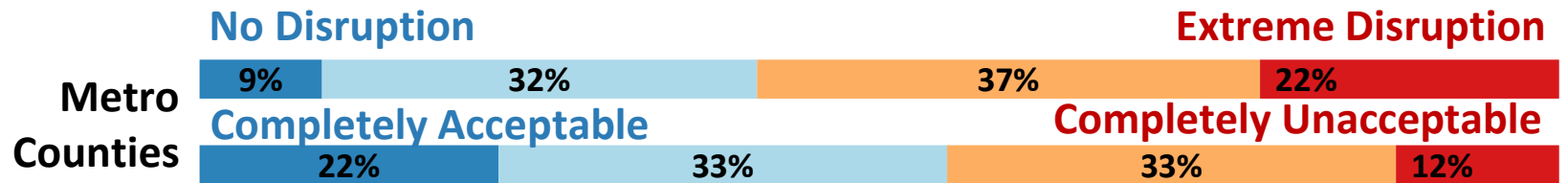
Q: How much traffic disruption did construction projects cause for you in 2013? N=1,111

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Experience significantly more negative in the Metro area

2013 Level and Acceptability of Traffic Disruption from Construction Projects



| | (Combined) Disruption | (Combined) Unacceptability |
|-------------------|--------------------------|-------------------------------|
| Metro | 59% | 45% |
| Greater Minnesota | 43% | 25% |

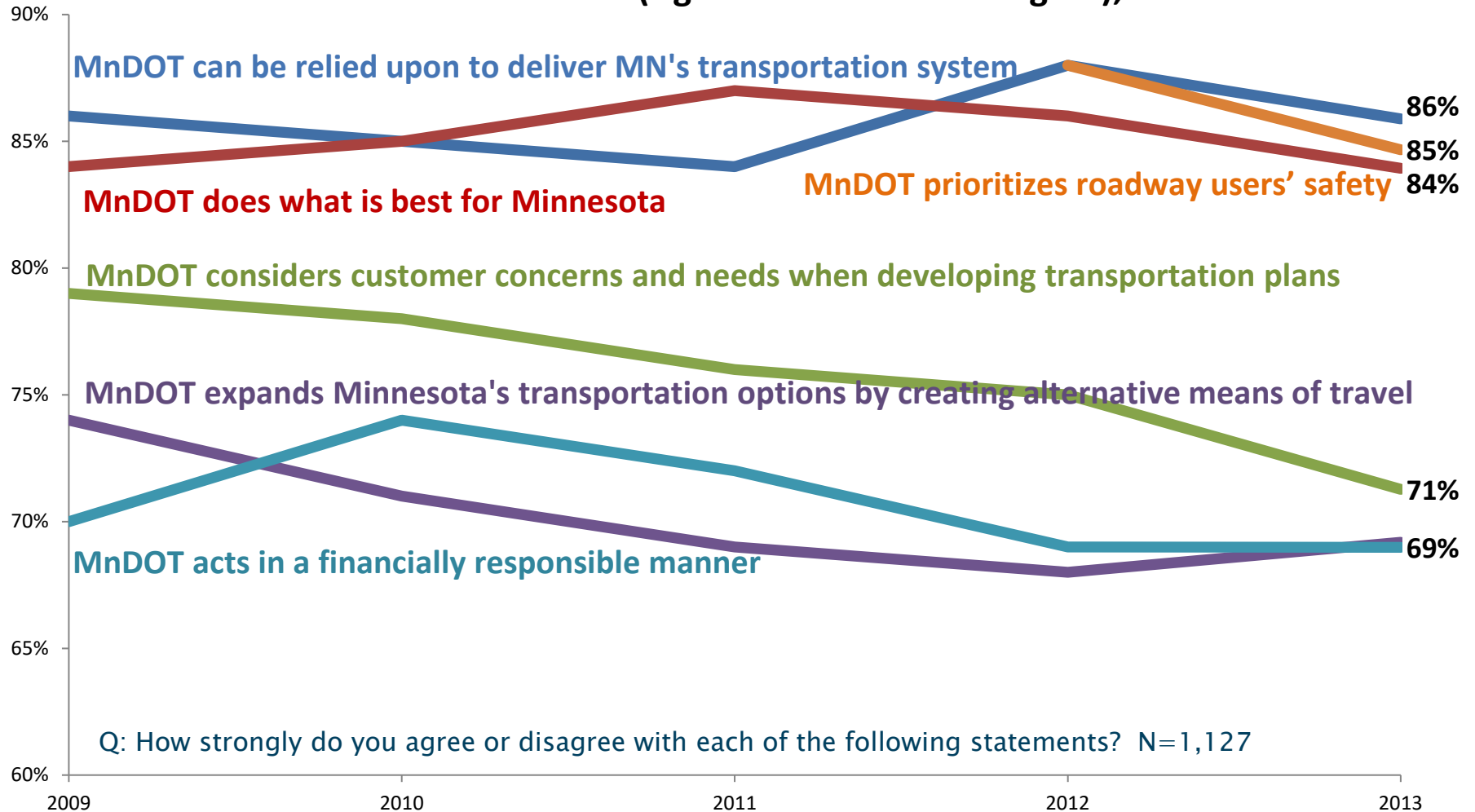


Trust and Confidence in MnDOT



Slight decreases; still, high trust levels

Perceived Trust in MnDOT (Agree and Somewhat Agree), 2009-13

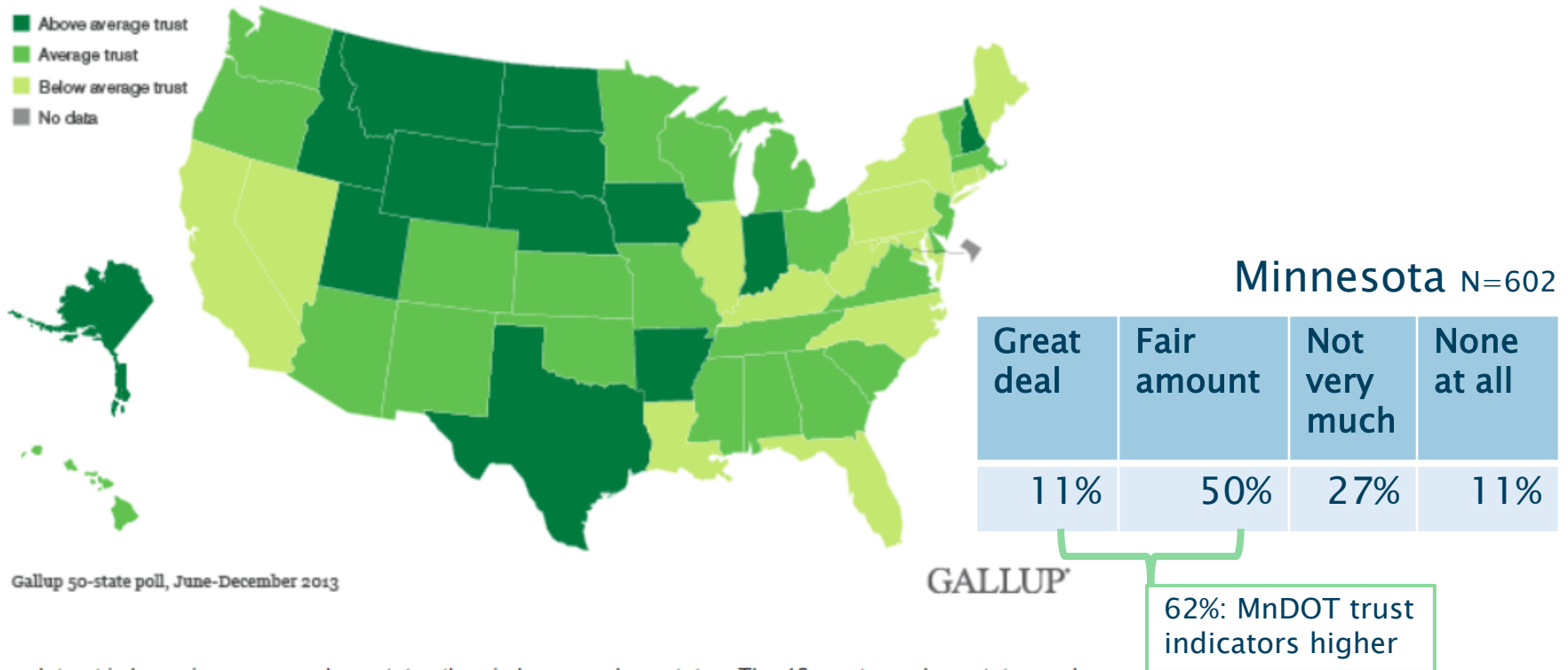


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In perspective: Trust in Government

Trust in State Government, by State



In general, trust is lower in more populous states than in less populous states. The 10 most populous states and 10 least populous states differ by 11 percentage points in state government trust, with the middle population states in between. Larger states have larger economies and more citizens needing services, and often more diverse populations, so they may be more challenging to govern than smaller states.

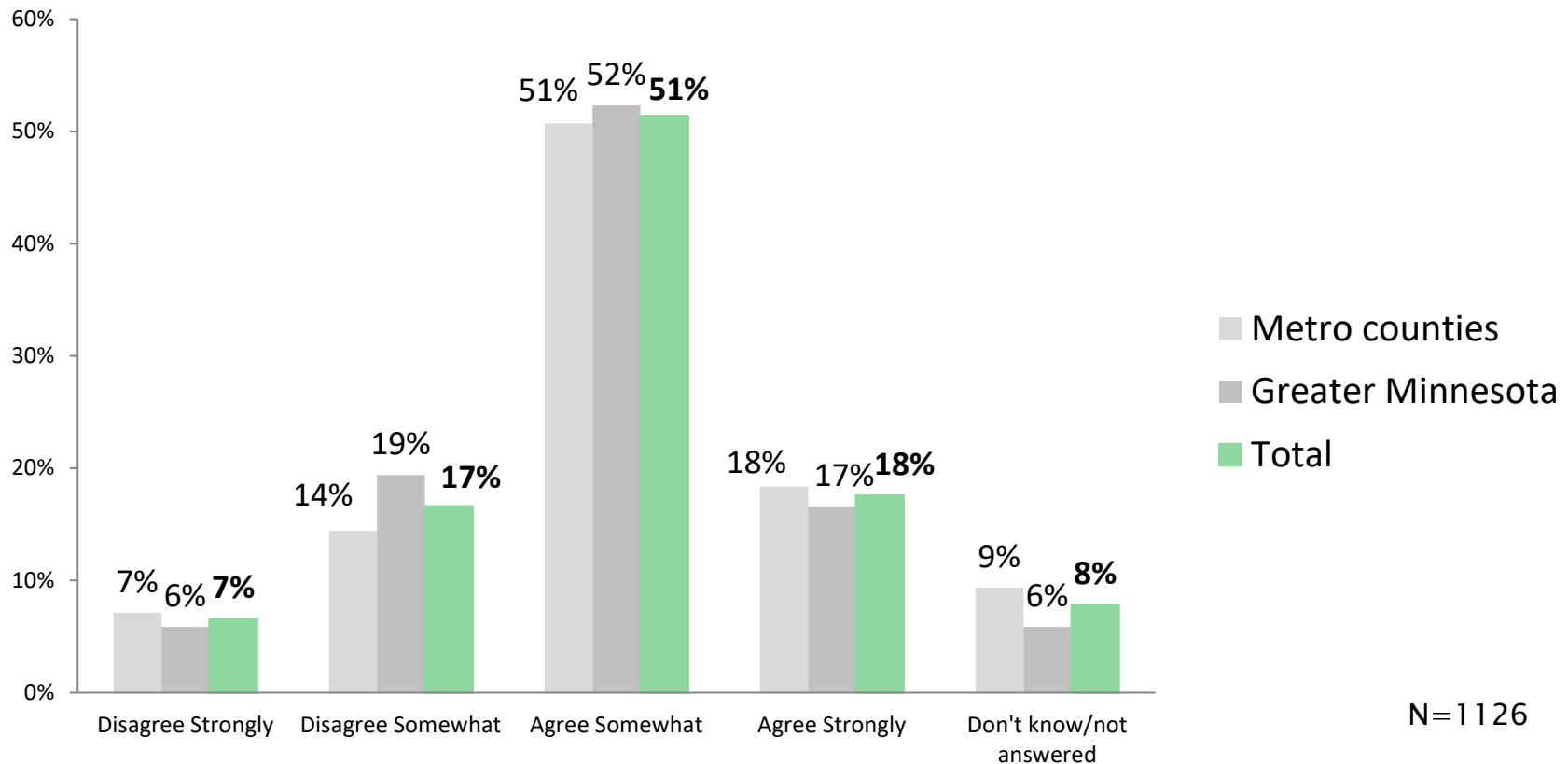
<http://www.gallup.com/poll/168251/illinois-residents-least-trusting-state-government.aspx?#2>

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Financially responsible: 69%

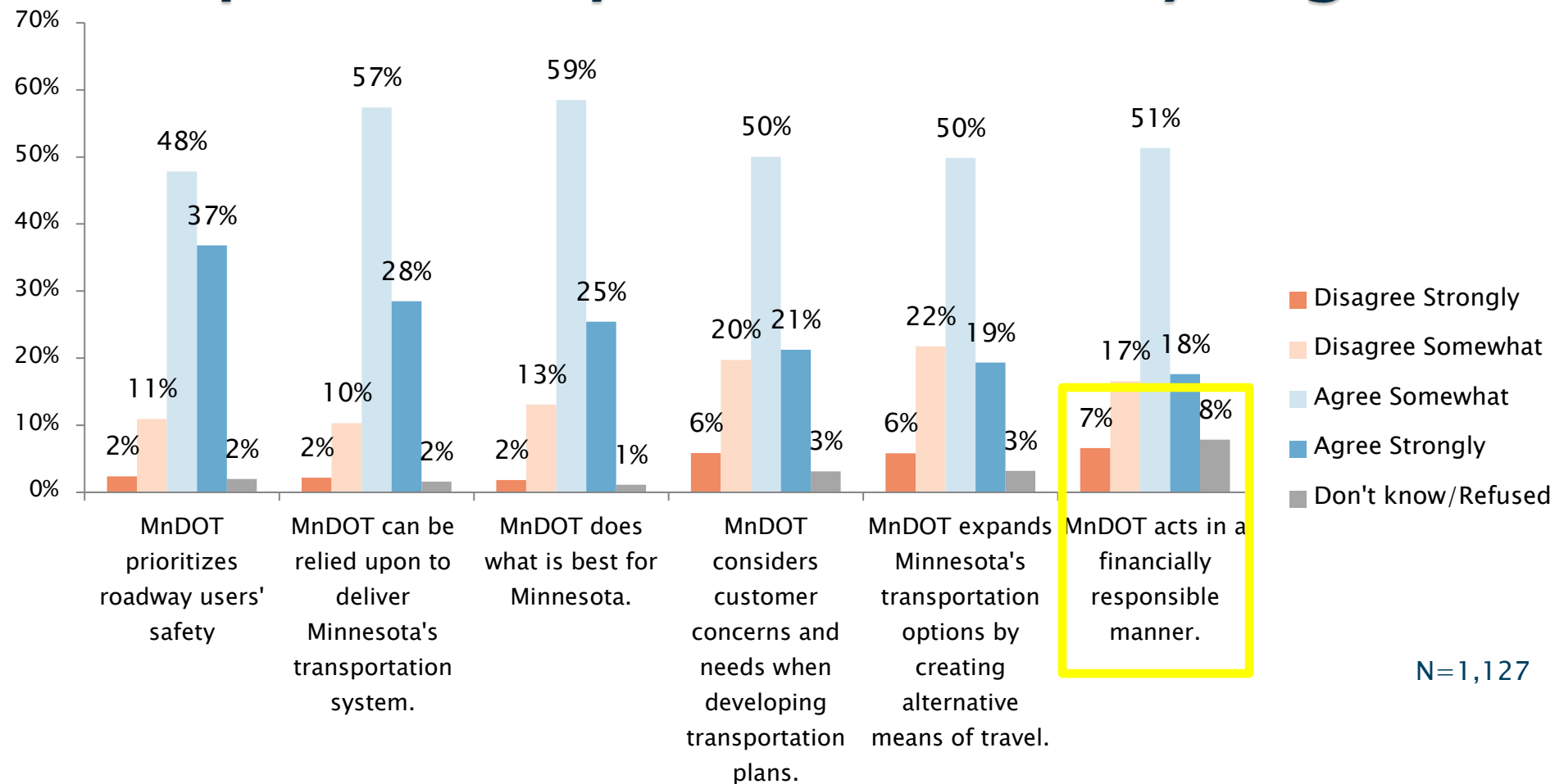
- Large portion of 69% agreement is “Somewhat”
- “Don’t know” down to 8%, from 12% in 2012
- No significant difference by location



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“Don’t knows” for “financial responsibility” still *relatively* high



N=1,127

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Summary of “Disagreed” follow-up, regarding “financial responsibility”

- “Not fixing it right the first time”
- Construction planning/closures/detours
- Communication regarding construction
- Specific projects wanted (or not wanted)
- Disagreement with projects
 - * Roundabouts
 - * Light rail and “trains”
 - * St. Croix Crossing
- Greater Minnesota vs. Metro
- Concern about contracts
- “Government is wasteful”



~25% Disagreed – Why?

“Not fixing it right the first time”

- *They could get stuff done better if they would not take the cheapest plan and then redo it a year or two down the road. An example would be 394 to Plymouth*
- *They spend X amount to upgrade a road; and a few years later, it's already outdated*
- *I see a lot of roads being ‘patched’ year after year and not getting to the base problem of needing to be totally taken out and start with a new base.*
- *I see money being spent on things such as a mill and fill as a very expensive patch. Money should be spent to fix roads for a more lasting fix.*
- *You're going to redo those exits which is not financially responsible – to have to go back and redo an existing project. That is being fiscally irresponsible.*

N=270 Combined “Disagreed” Omnibus Survey 2013 13



Construction planning/closures/detours

- *I don't think we are choosing to do things to make roadways last a long time; so we will have to work on them more often. They don't factor in the cost of disruption.*
- *By closing four ways to get out the Twin Cities, horrible going to northern Minnesota, not fiscally appropriate.*
- *Projects are too many at one time; slows the work down.*

Specific projects wanted (or not wanted)

- *They just put a culvert in the back of my place, and it's too big for the spot*
- *If you're in Belle Plaine at 169 and 3, there is no overpass or frontage road; and it is too difficult to get into town, and they haven't listened to the town at all.*

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Disagreement with projects

Roundabouts

- *Roundabouts are confusing and not fiscally sound.*
- *Perfectly good intersection taken out and dangerous roundabout [placed].*

Light rail and “trains”

- *Think it has to do with the light rails – serve too few people.*
- *They spend money on stuff we don't need – light rail, green buses. More concerned about bikes and bike paths than people who have to go to work.*
- *Feel that money earmarked for roads and bridges was spent on light rail.*

St. Croix Crossing

...sprawl-inducing bridges for Wisconsin



Greater Minnesota vs. Metro

- *They focus more on the metropolitan area than outlying counties.*
- *The greater Twin Cities receives more benefits than outstate. Counties are left on their own to fund and repair.*

Concern about contracts

- *They award to the same firm that had failure in the past.*
- *Gives contracts to out-of-state companies.*
- *Make the contractors responsible for the quality of their work so it lasts and does not start to deteriorate after a couple of years after the work is done.*
- *It seems like MnDOT always overruns their budgets.*



Communication around construction

- *Sometimes plans are told to us at the last minute, and the plans don't always make sense.*
- *I don't see a lot of logic in their selection of projects*

“Government is wasteful”

- *Any state or government department no matter where in the United States is never financially responsible in my opinion.*
- *I do not believe anyone at the government level ever worries about making any kind of cost/benefit analysis of certain ‘projects’ or ‘ideas’ that the public is asked to fund. On day-to-day operations, I believe that MnDOT is quite responsible and is one of the better governmental agencies in Minnesota.*



Perception of customer focus has declined since 2009

| | 2009 | 2010 | 2011 | 2012 | 2013 |
|---|------|------|------|------|------|
| MnDOT considers customer concerns and needs when developing transportation plans. | 79% | 78% | 76% | 75% | 71% |

“Strongly agree” and “Somewhat agree,” combined

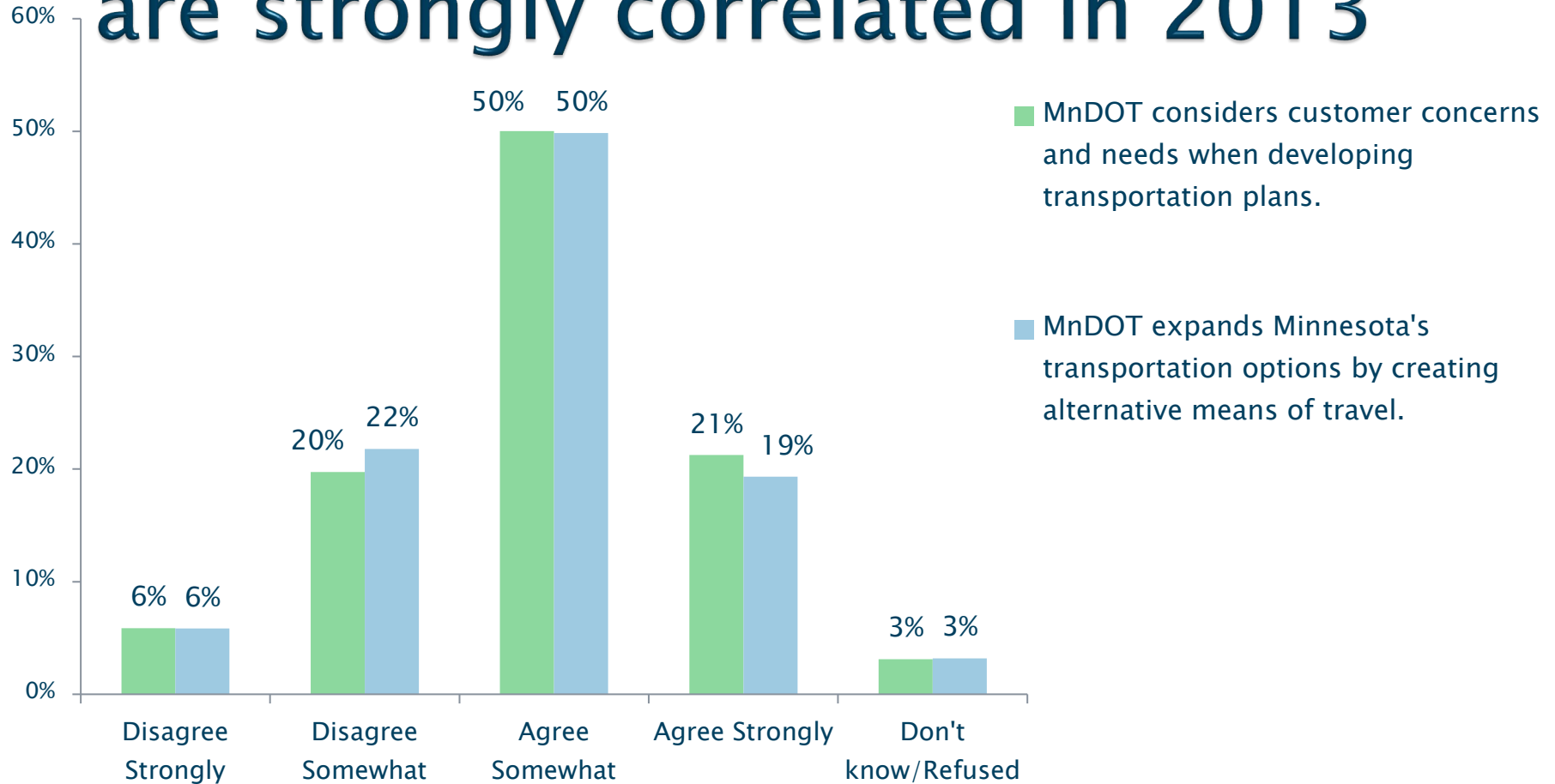
Why?

“They don’t factor in the cost of disruption.”

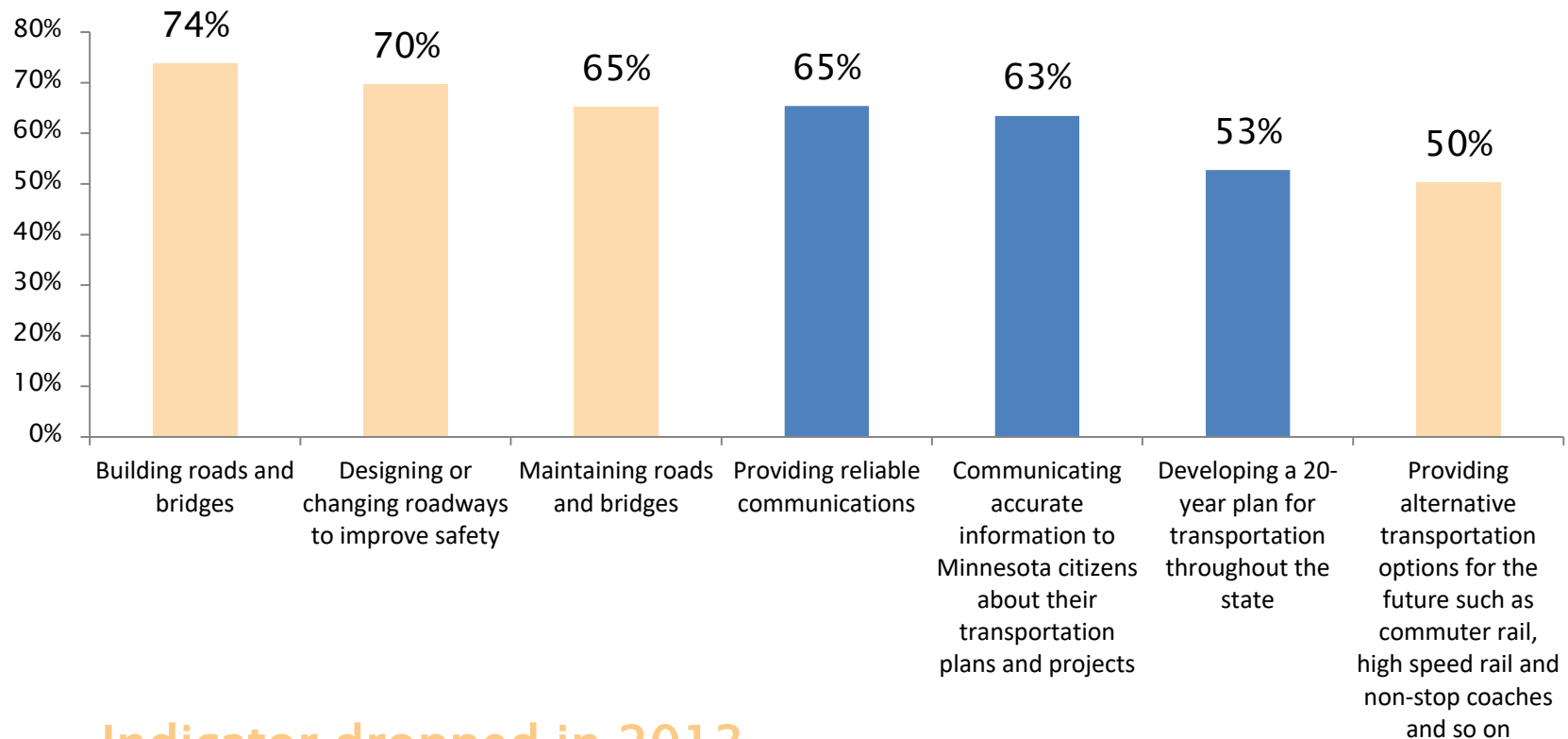
- Frustration with construction congestion and delays
- Transit/“transportation options,” particularly in Greater Minnesota
- Specific improvements that are not happening at all or to the extent that respondents would like



“Customer needs” + “Expands transportation options” are strongly correlated in 2013



“Confidence in MnDOT” summary 2013

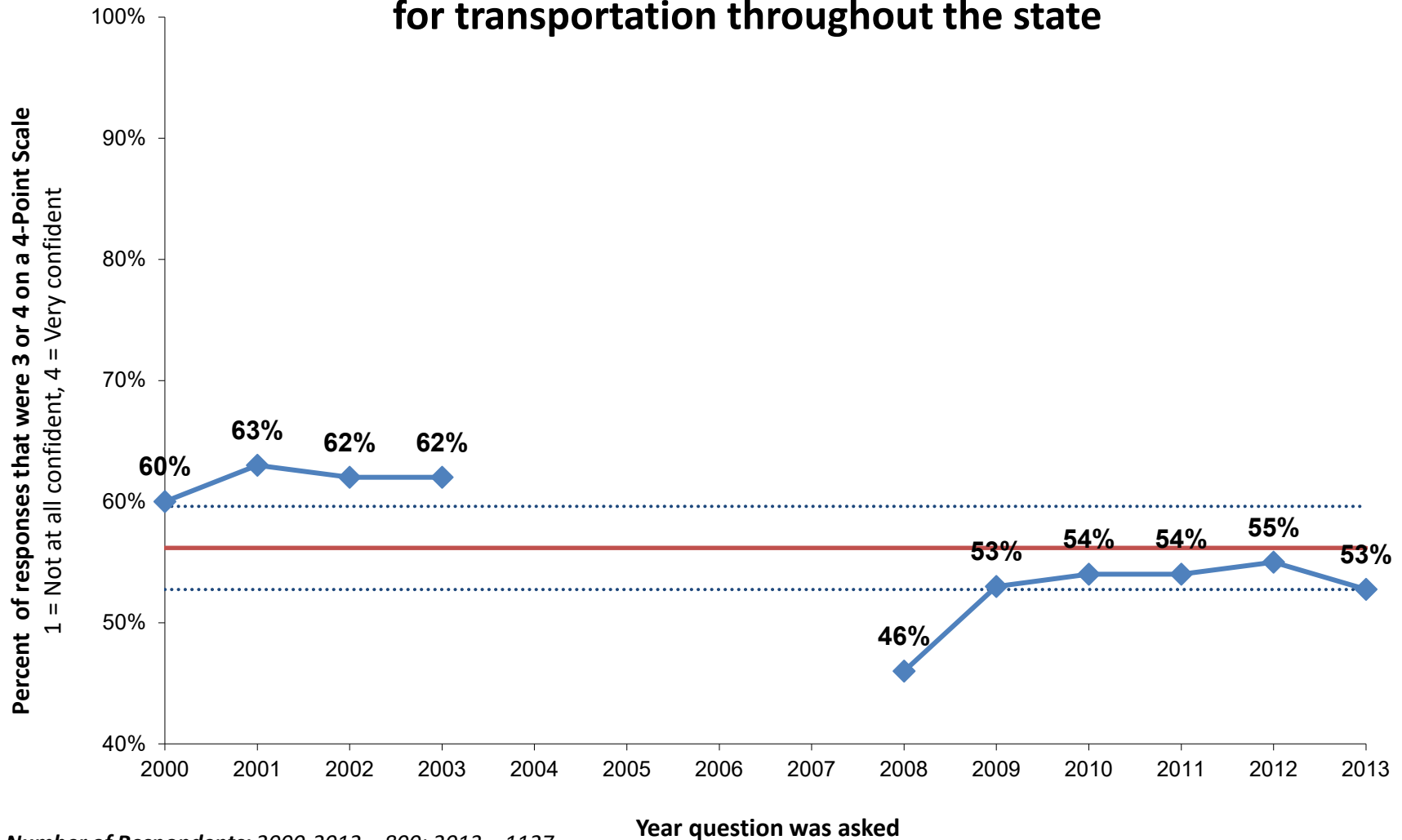


Indicator dropped in 2013

Indicator stayed approx. the same or increased in 2013



Public confidence: Developing a twenty-year plan for transportation throughout the state

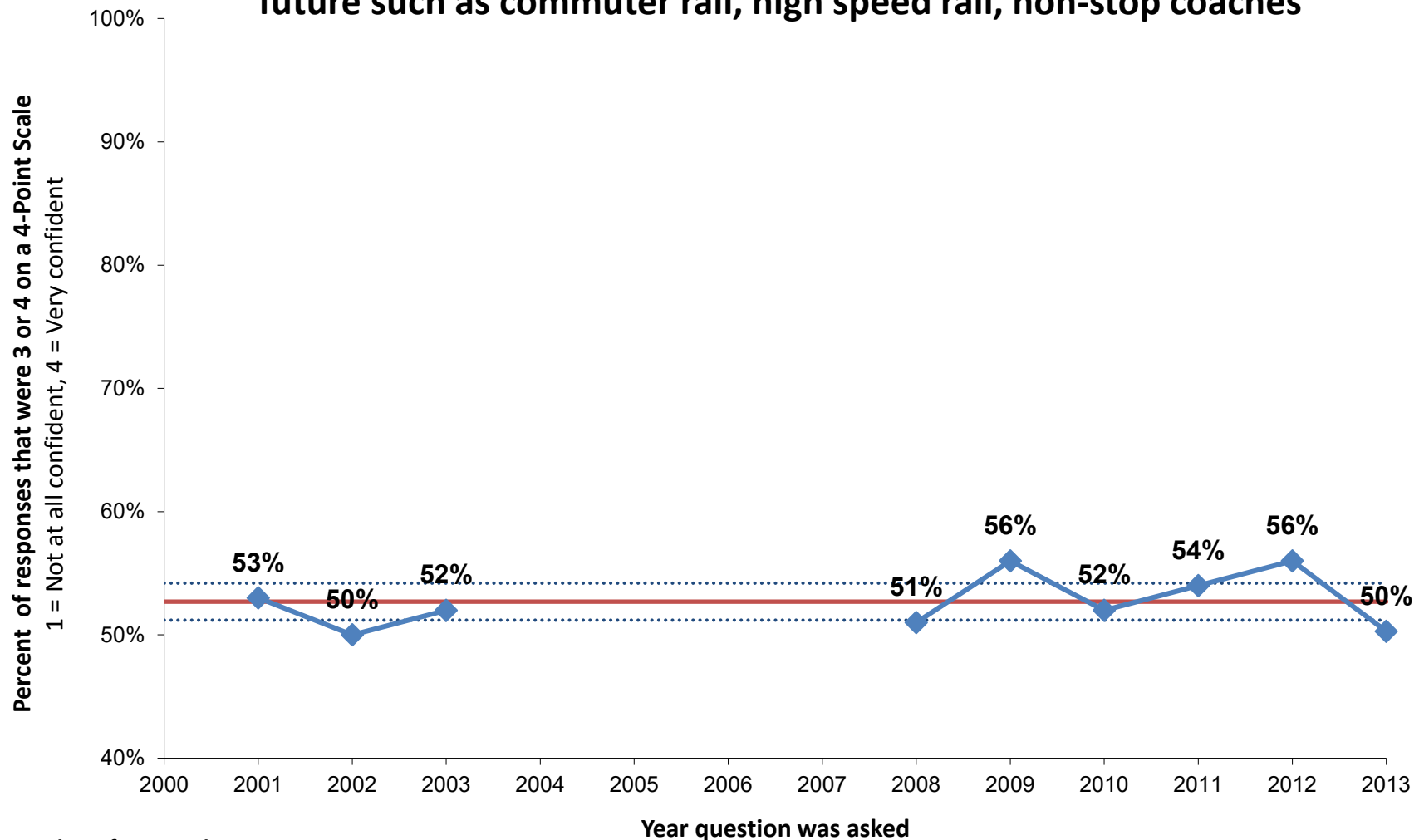


Number of Respondents: 2000-2012 = 800; 2013 = 1127

Method: 2000-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



Public confidence: Providing alternative transportation options for the future such as commuter rail, high speed rail, non-stop coaches

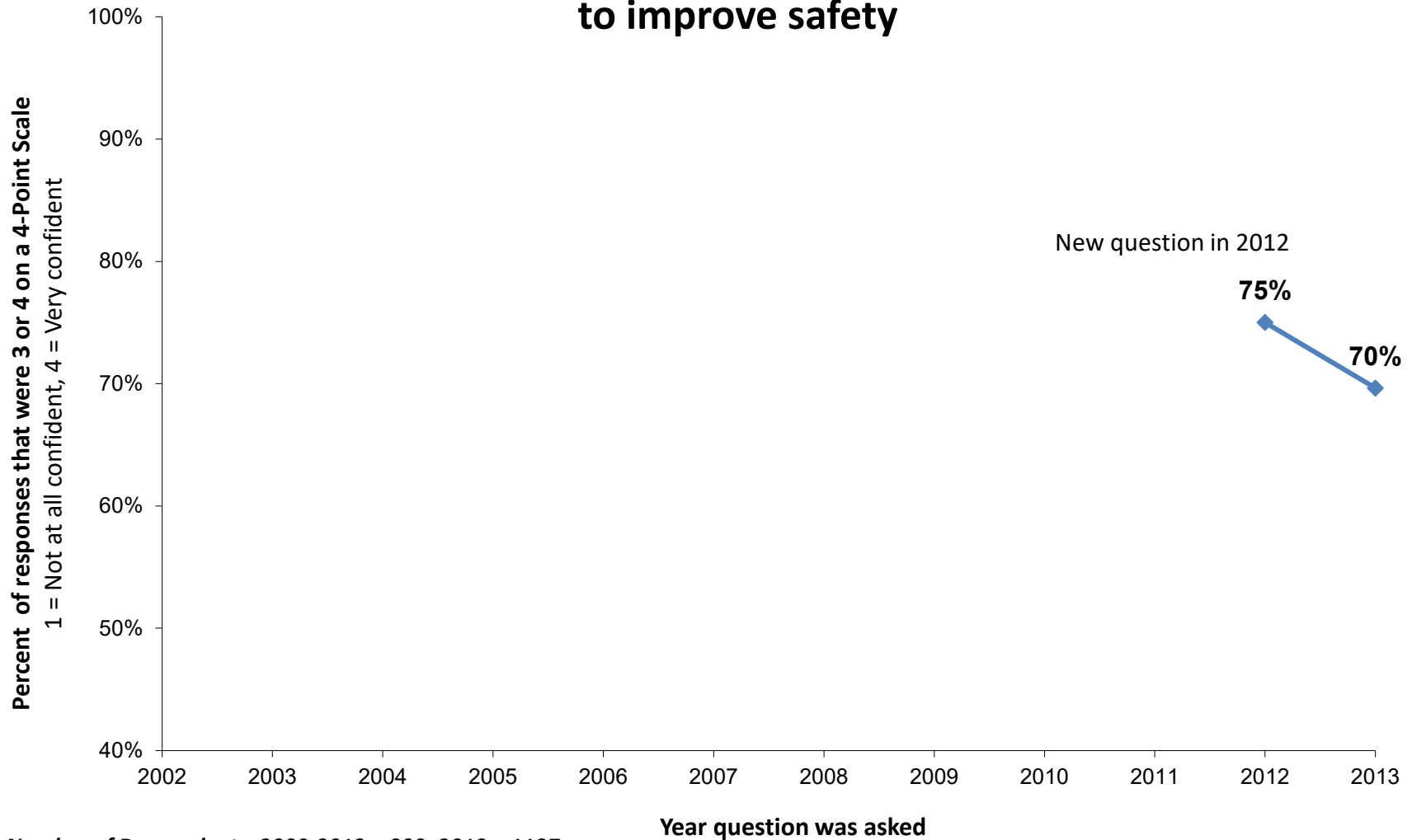


Number of Respondents: 2000-2012 = 800; 2013 = 1127

Method: 2000-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



Public confidence: Designing or changing roadways to improve safety



Number of Respondents: 2000-2012 = 800; 2013 = 1127

Method: 2000-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.

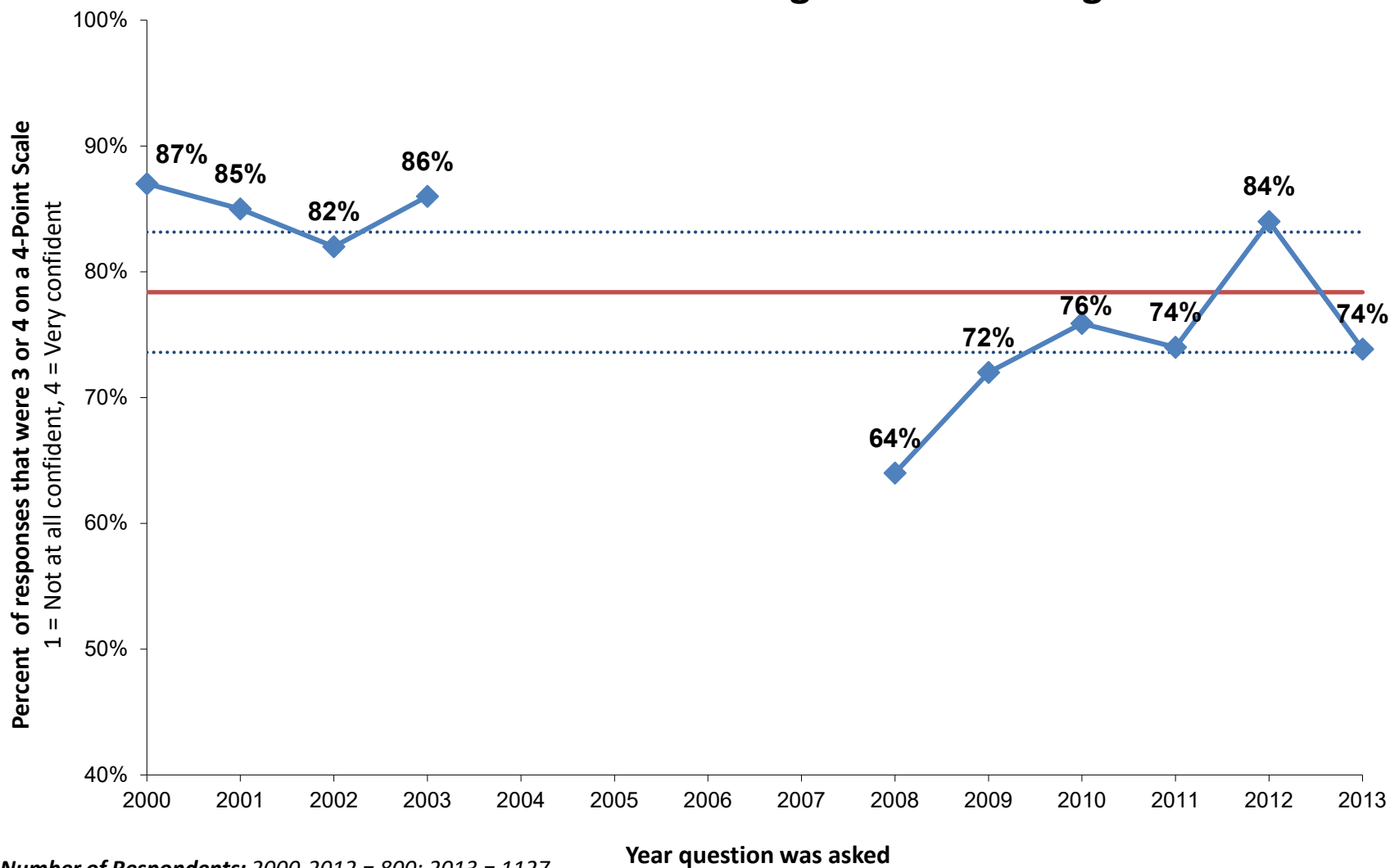


Trust and Confidence in MnDOT: Roads and Bridges

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Public confidence: Building roads and bridges

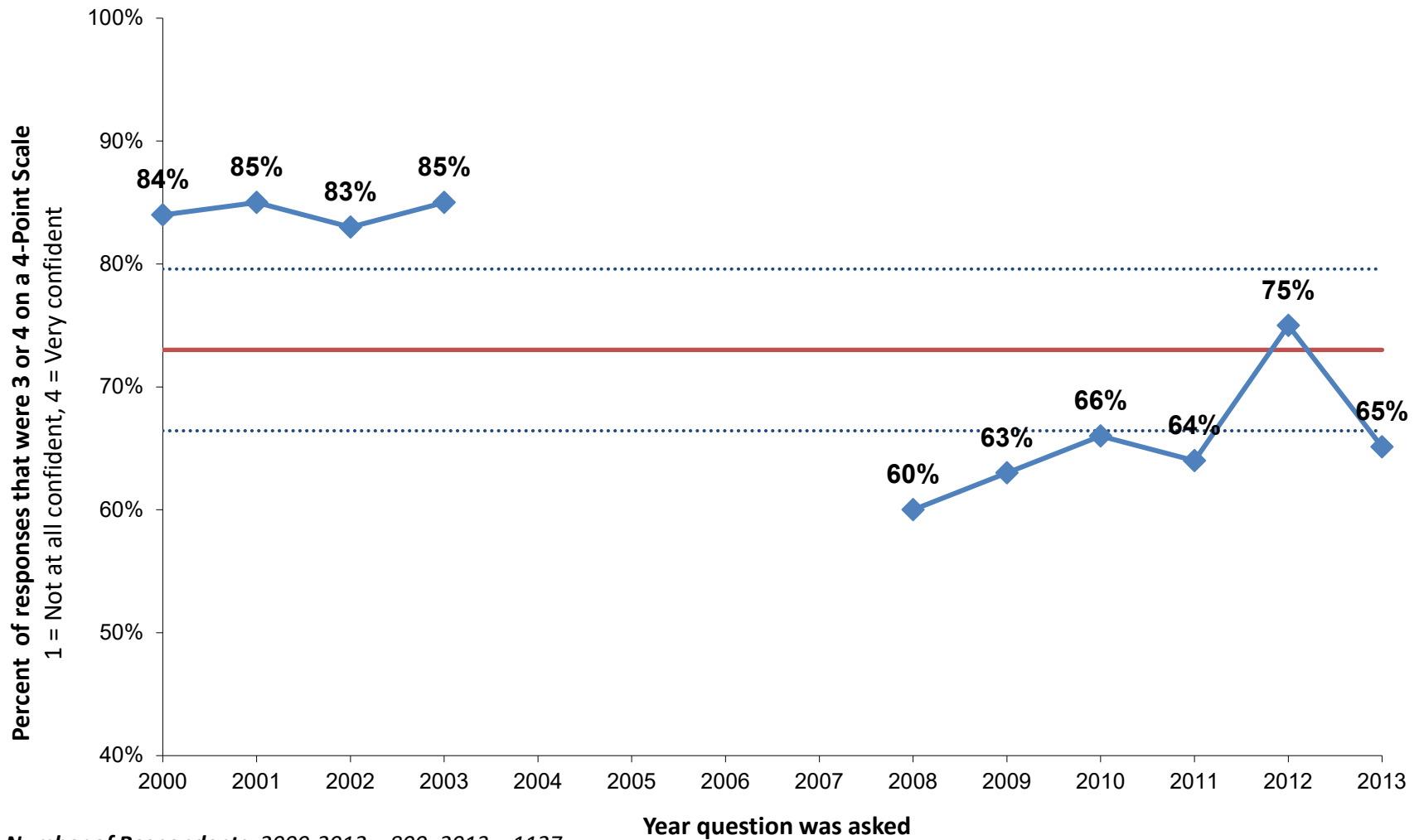


Number of Respondents: 2000-2012 = 800; 2013 = 1127

Method: 2000-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



Public confidence: Maintaining roads and bridges



Number of Respondents: 2000-2012 = 800; 2013 = 1127

Method: 2000-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



Why the drop in confidence regarding ROADS and BRIDGES?

Our messages are getting through:

- Age of the system
- Not enough funding

I hear all the time about the lack of funds to maintain the bridges across the state, and it is a deep concern for me ever since the 35W collapse.

Our infrastructure is decaying and not enough money is allocated for its upkeep.

The bridges need work, faster than it is happening.



References to the ASCE 2013 Report Card

A huge number of bridges in our city are rated as being functionally obsolete. How can MnDOT let that happen?

News of substandard bridges throughout the state.

People are downgrading the Minnesota bridges; half are rated as unsafe

I don't think any bridges are safe if they are old.



1,190 of the 13,121 bridges in Minnesota (9.1%) are considered structurally deficient.

423 of the 13,121 bridges in Minnesota (3.2%) are considered functionally obsolete.



Experience and greater awareness

→ More references to 35W this year than in 2012

I see rusted, crumbling concrete under bridges and overpasses.

Because of what happened with the 35W bridge and seeing deteriorating bridges.

I see bridges all over the state that are in various states of disrepair.

Bridges have fallen down. Driving under bridges and looking up at their condition is frightening. Bridges being built (494 over Mississippi) are failing before they're even put into service.



Concern about roads is more about effectiveness, less about safety

I am sure that it has to do with funding, but many of the roads that I use daily, CR 81 and Hwy 169, are patched yearly and not in good condition at all. I have noticed that on so very many roads across the state.

They are ripping off and laying down the roads on I-35 over and over again.

They use materials that don't last; have to continue to refill.

The potholes everywhere and not fixing the problem. Just putting a band-aid on it.

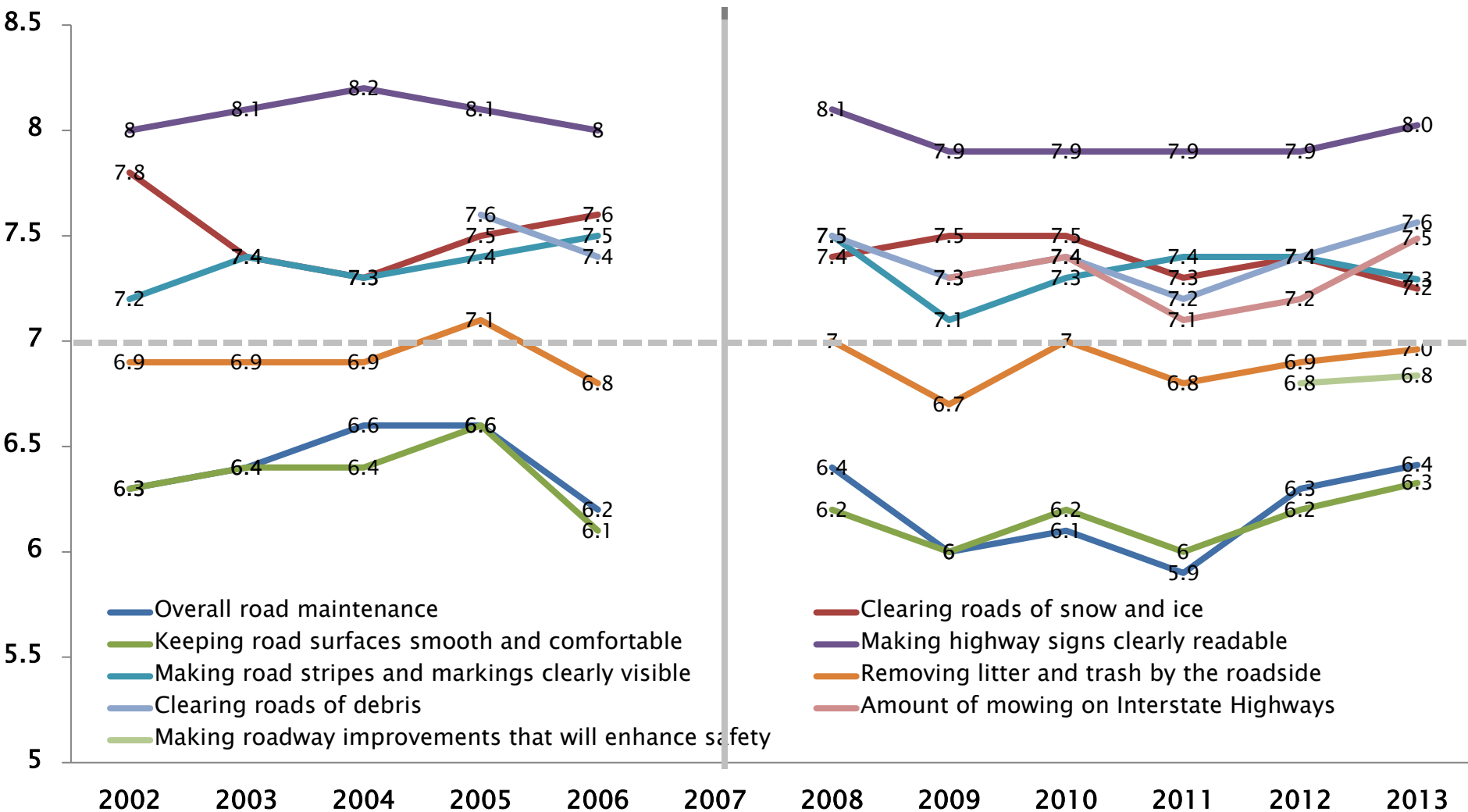
If doing it, do it right the first time.



Maintenance & Operations Indicators



2013 consistent with previous years



Maintenance Indicator summary 2013

All maintenance indicators are within expected limits, or slightly higher, relative to previous years' ratings

For each of the following, please tell us how WELL you think MnDOT is doing in that area:

| | |
|--|-----|
| Making highway signs clearly readable | 8.0 |
| Clearing roads of debris | 7.6 |
| The amount of mowing done on interstate freeways, which include: Interstates 35 (35E and 35W), 90, 94, 394, 494 and 694 | 7.5 |
| Clearing roads of snow and ice | 7.3 |
| Making road stripes and markings clearly visible | 7.3 |
| Removing litter and trash by the roadside | 7.0 |
| Making roadway improvements that will enhance safety | 6.8 |
| Road maintenance | 6.4 |
| Keeping road surfaces smooth and comfortable | 6.3 |

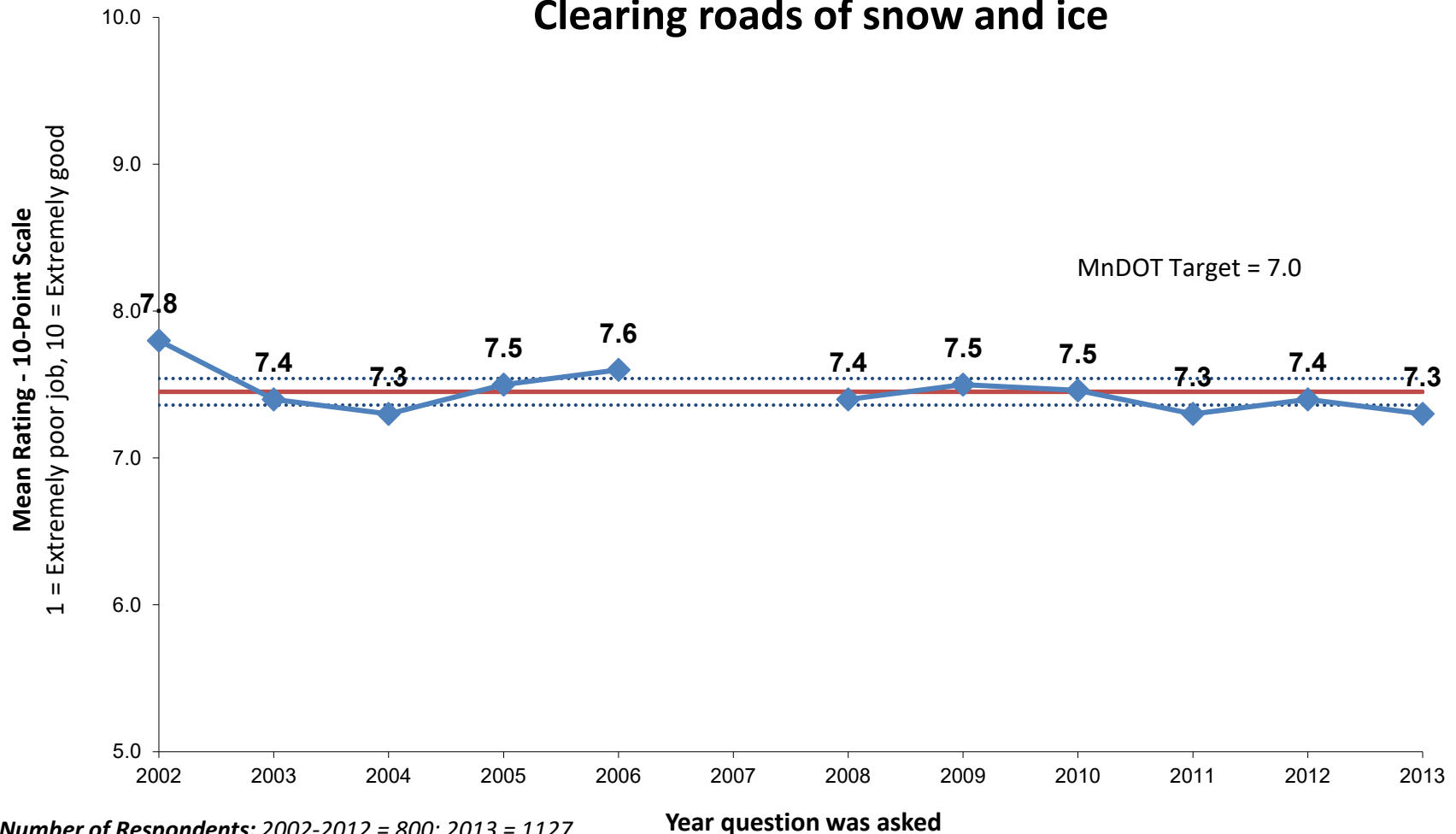
N=1,127

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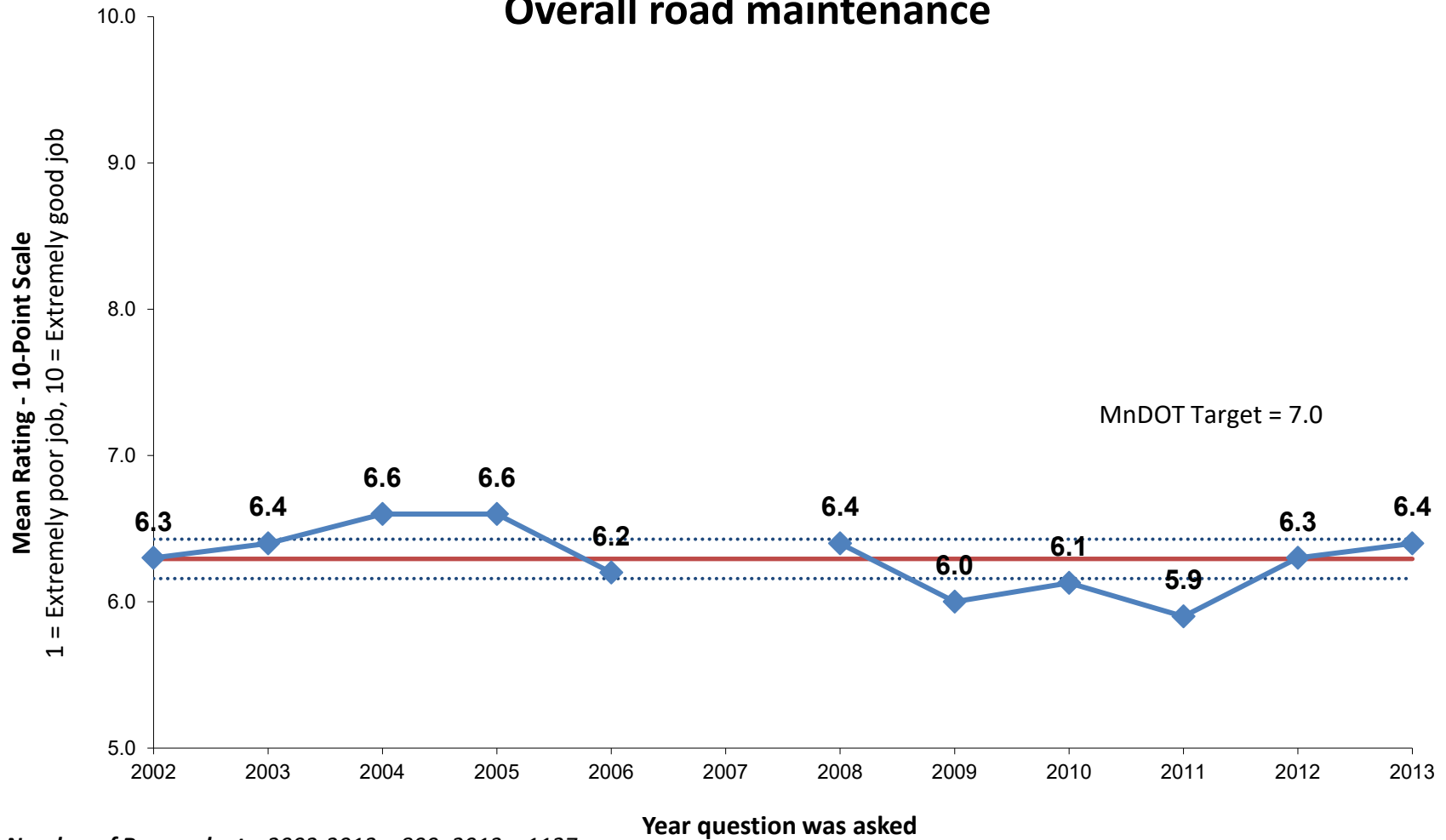
3



Maintenance performance: Clearing roads of snow and ice



Maintenance performance: Overall road maintenance

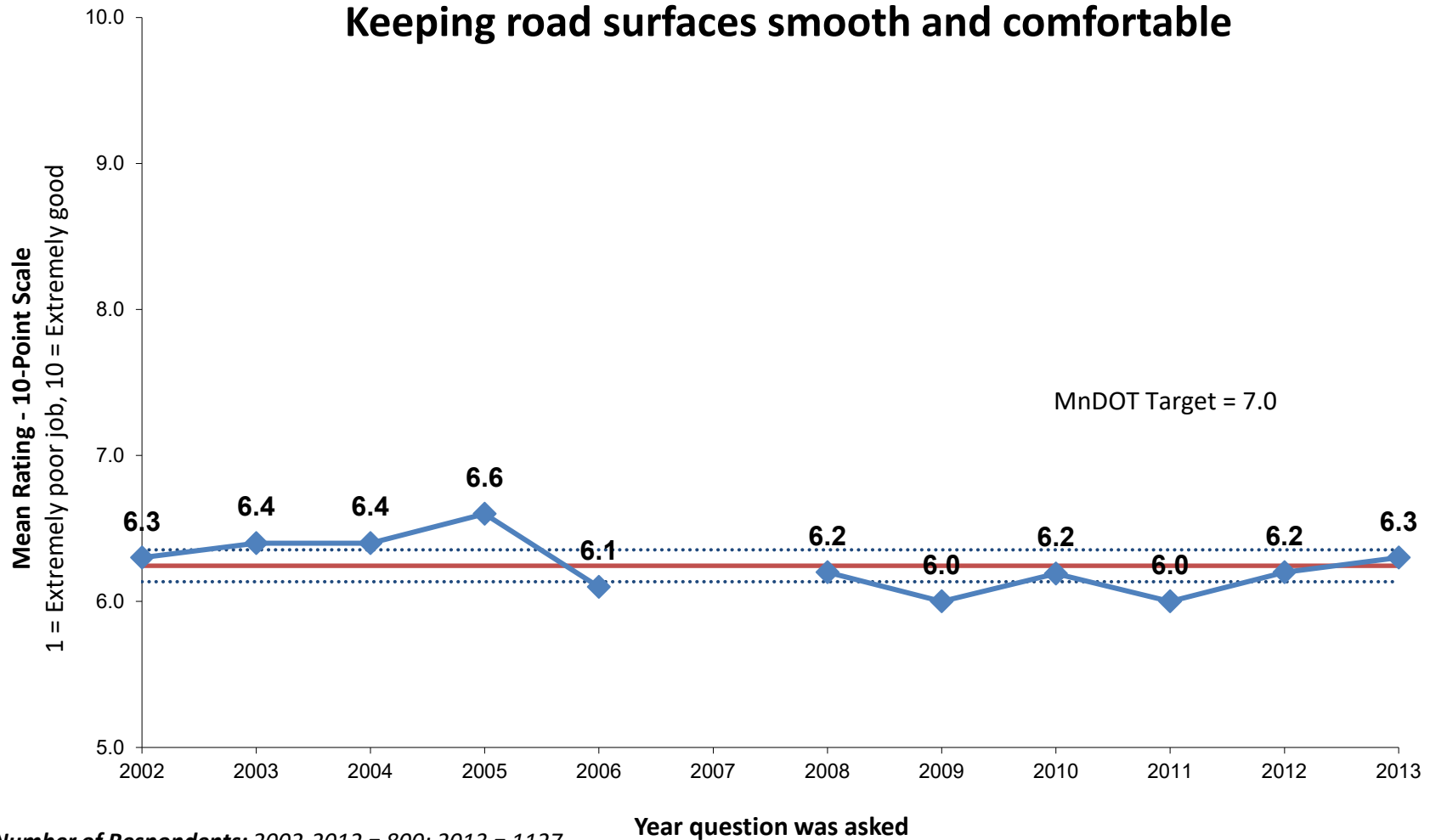


Number of Respondents: 2002-2012 = 800; 2013 = 1127

Method: 2002-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



Maintenance performance: Keeping road surfaces smooth and comfortable



Number of Respondents: 2002-2012 = 800; 2013 = 1127

Method: 2002-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



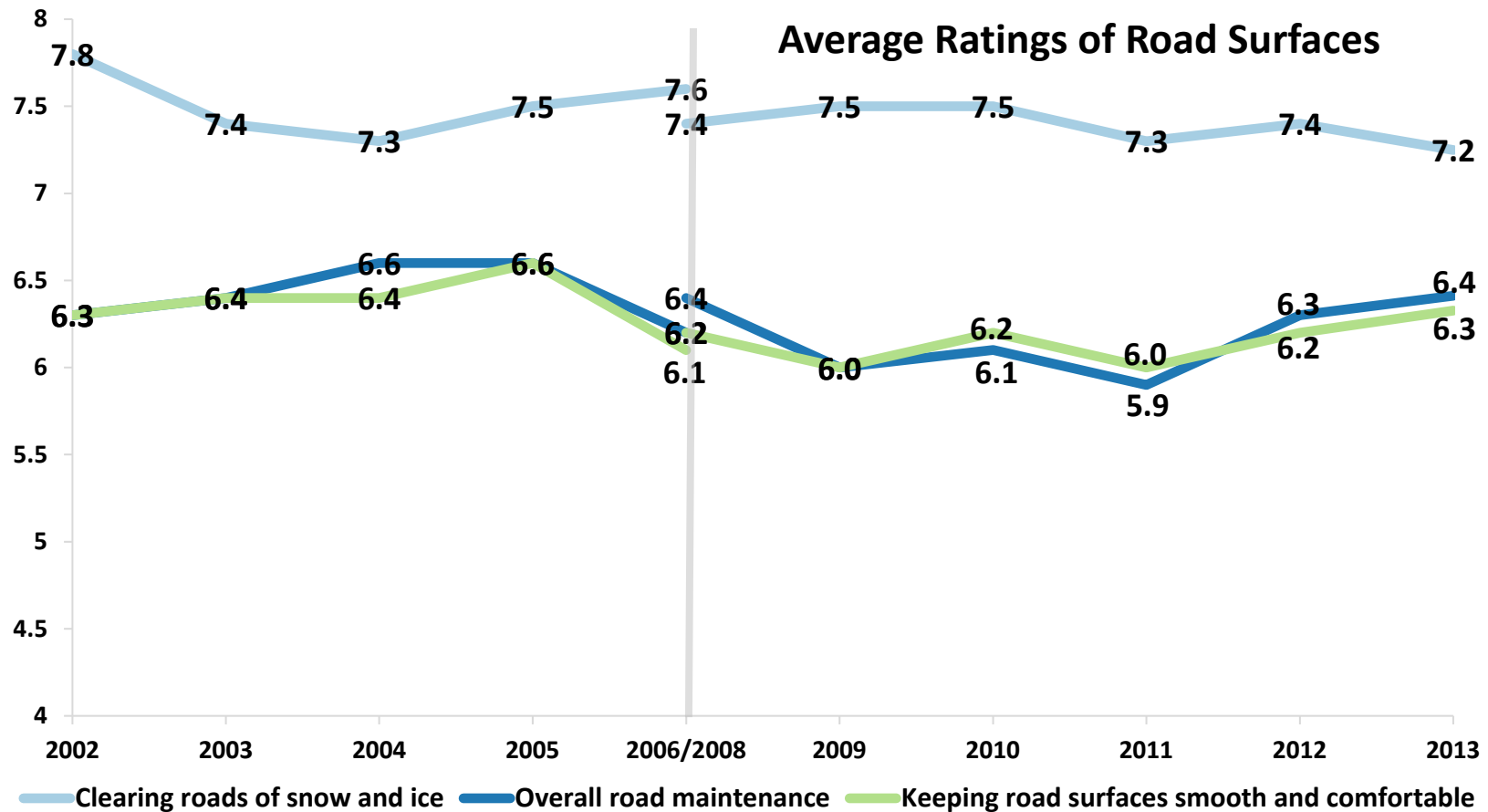
“Keeping road surfaces smooth and comfortable” follow-up

Respondents who rated this as <7

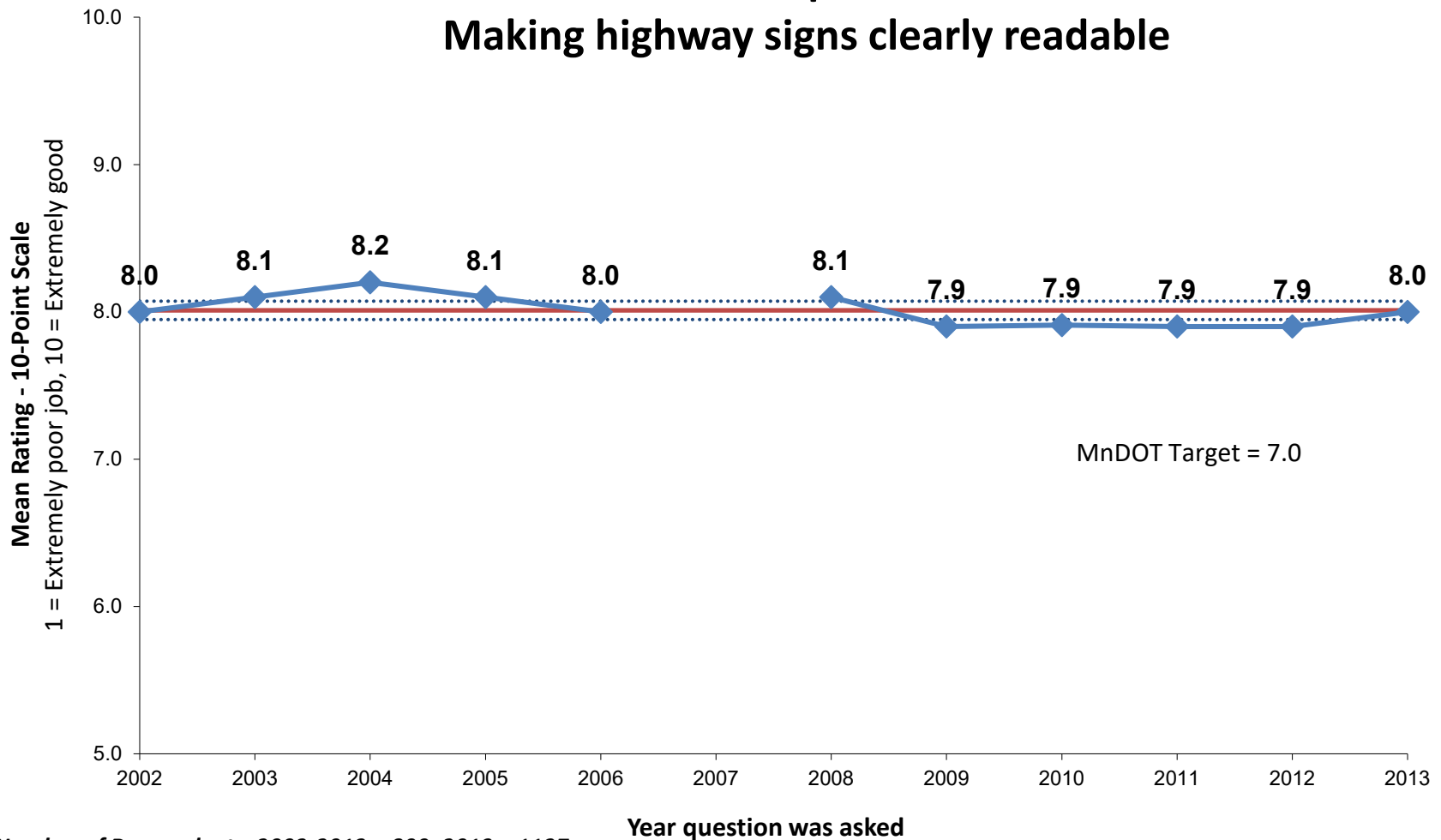
| | | |
|--|-----|------|
| The general or ‘overall’ condition of the highway pavement | 259 | 52% |
| Potholes | 99 | 20% |
| Both | 144 | 29% |
| TOTAL | 502 | 100% |
| Don’t know | 9 | |



“Overall” continues to track “smooth and comfortable”



Maintenance performance: Making highway signs clearly readable

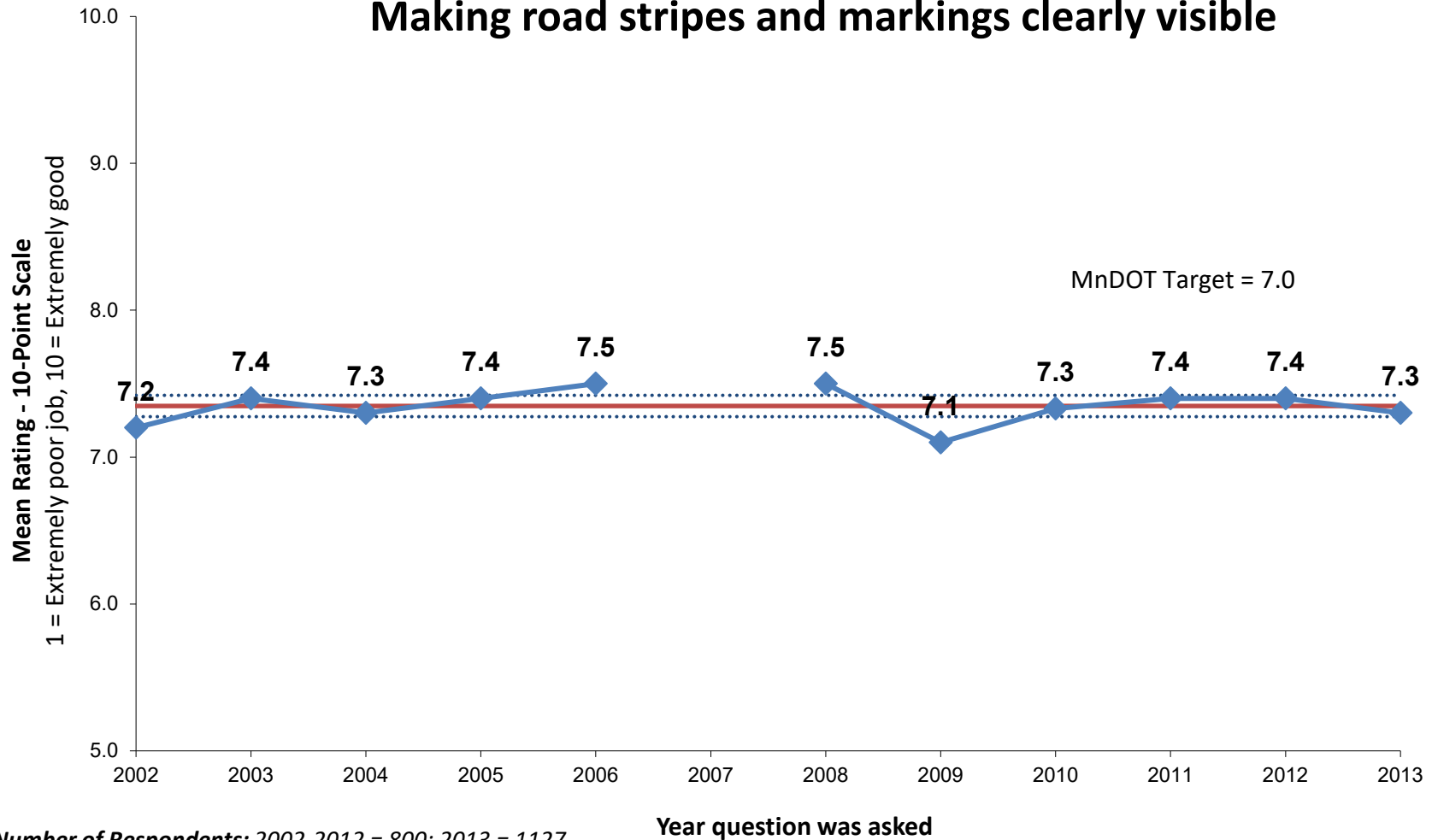


Number of Respondents: 2002-2012 = 800; 2013 = 1127

Method: 2002-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



Maintenance performance: Making road stripes and markings clearly visible

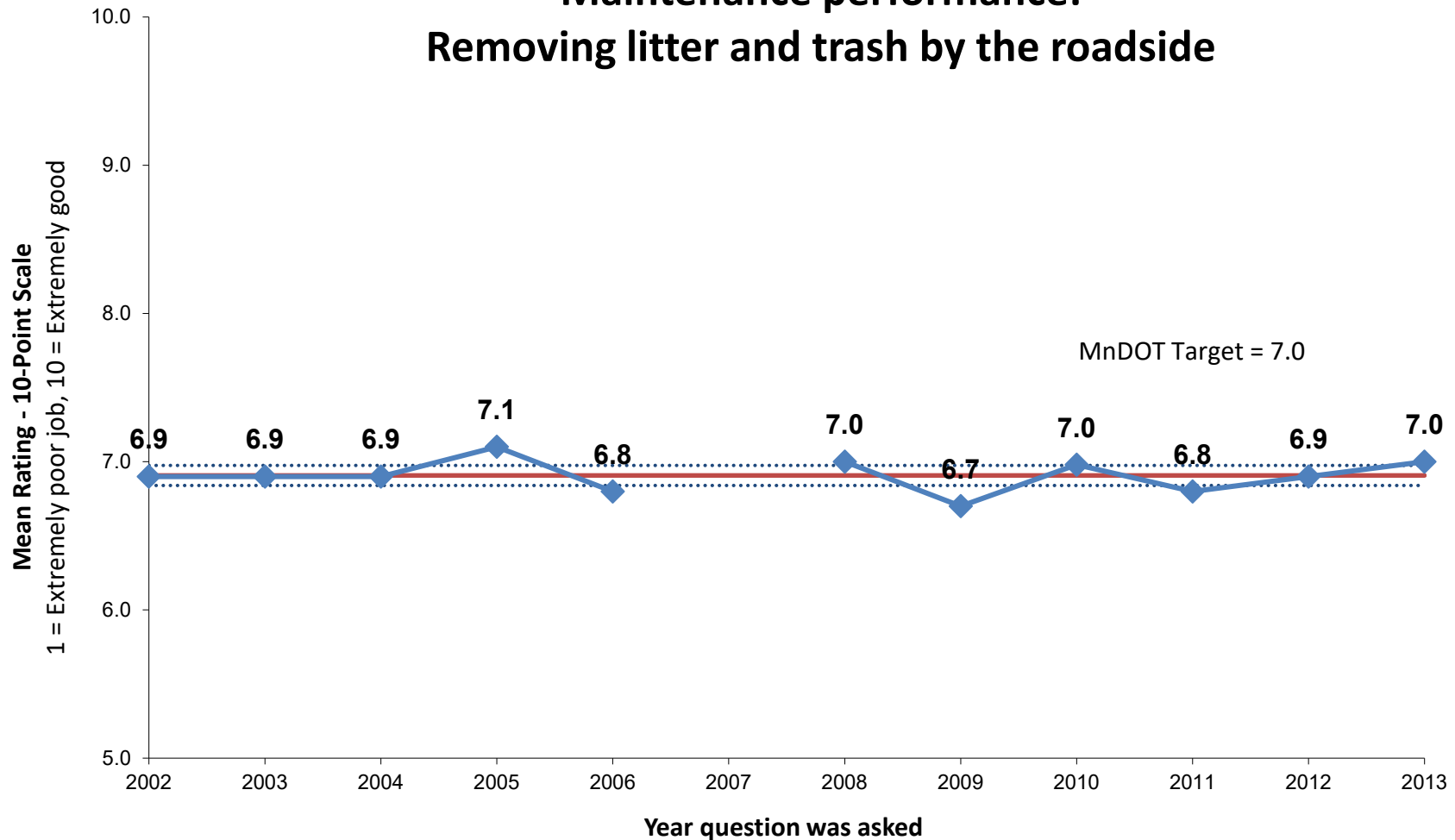


Number of Respondents: 2002-2012 = 800; 2013 = 1127

Method: 2002-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



Maintenance performance: Removing litter and trash by the roadside

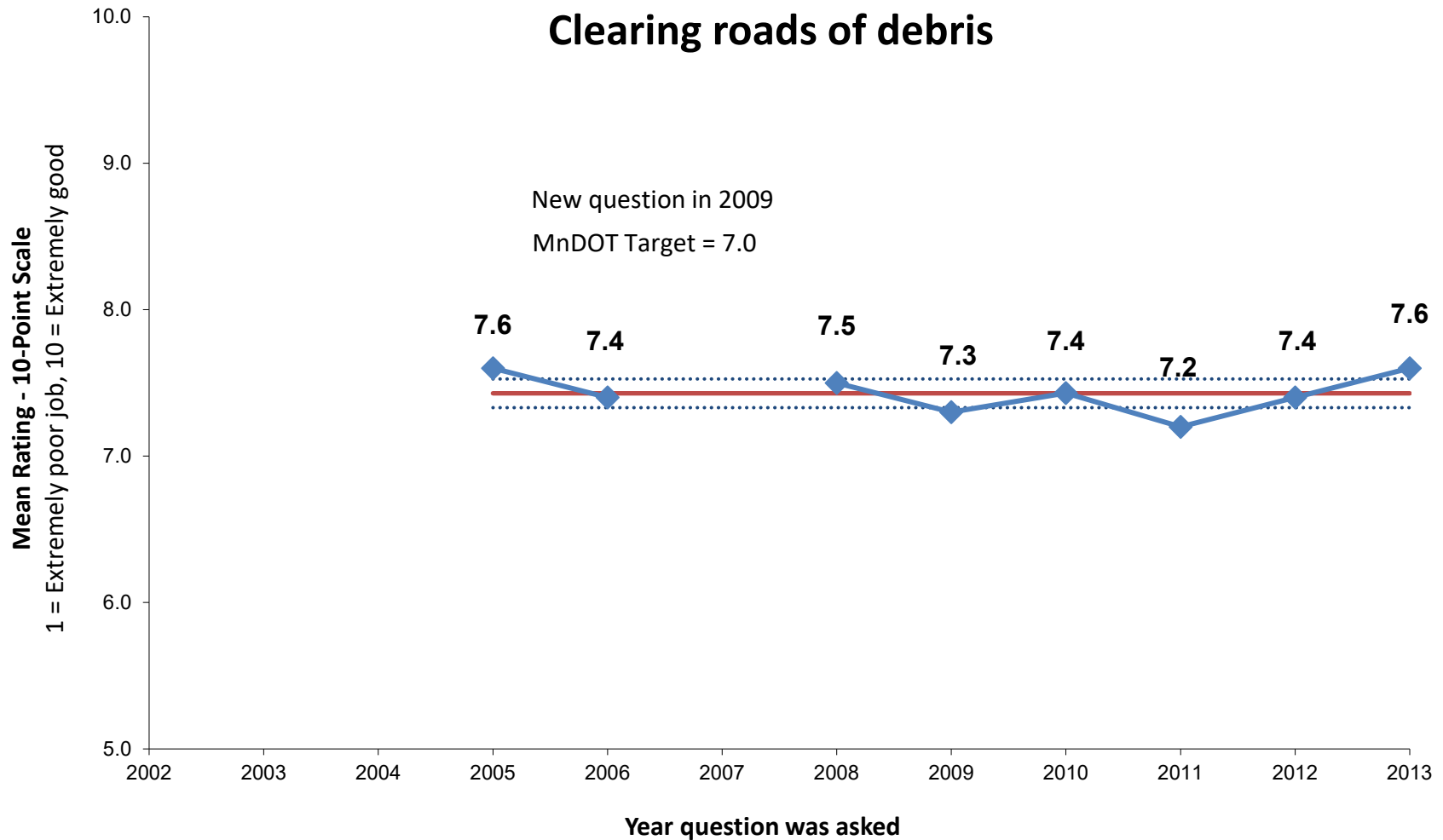


Number of Respondents: 2002-2012 = 800; 2013 = 1127

Method: 2002-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



Maintenance performance: Clearing roads of debris

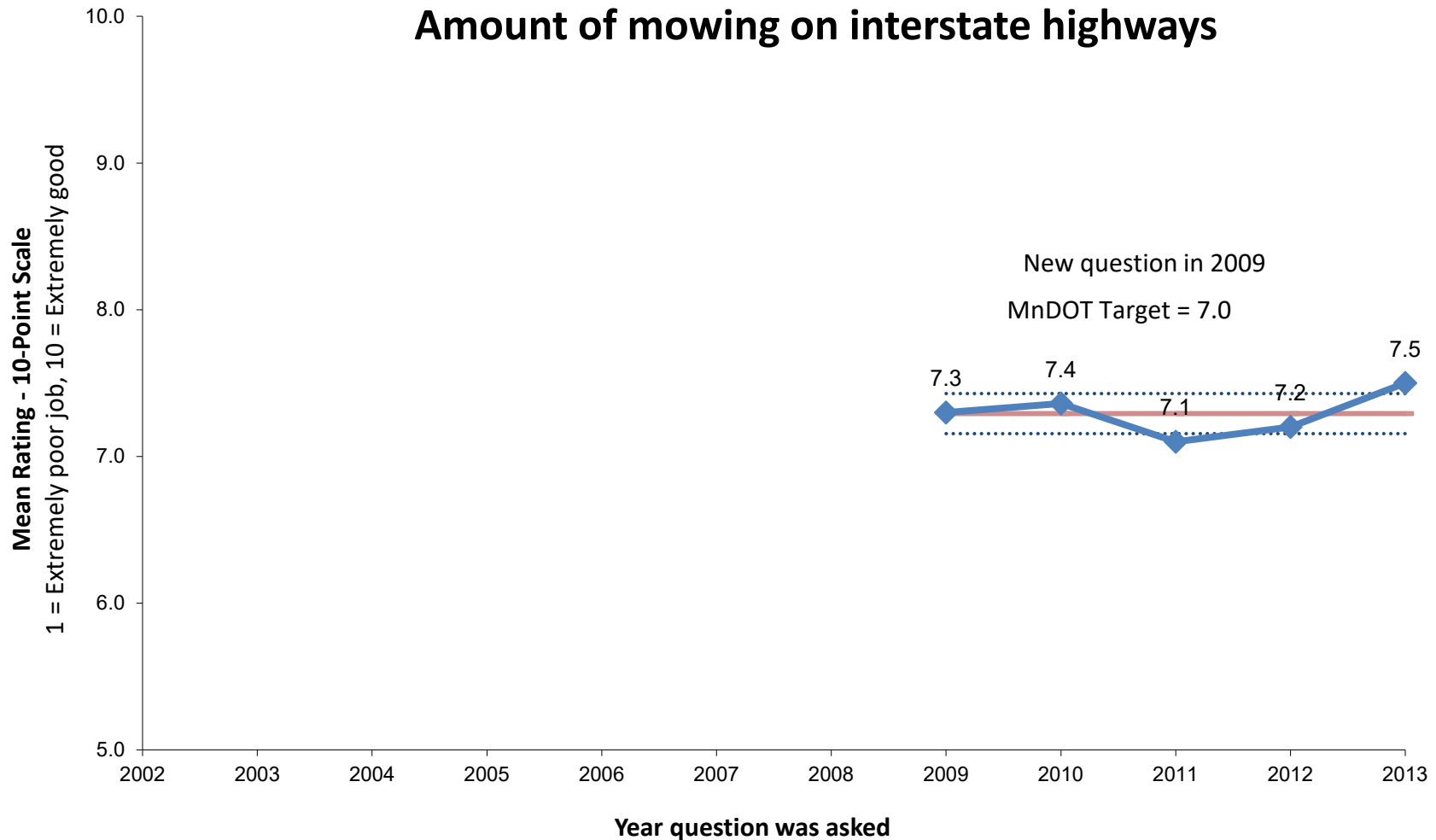


Number of Respondents: 2005-2012 = 800; 2013 = 1127

Method: 2005-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



Maintenance performance: Amount of mowing on interstate highways



Number of Respondents: 2009-2012 = 800; 2013 = 1127

Method: 2009-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



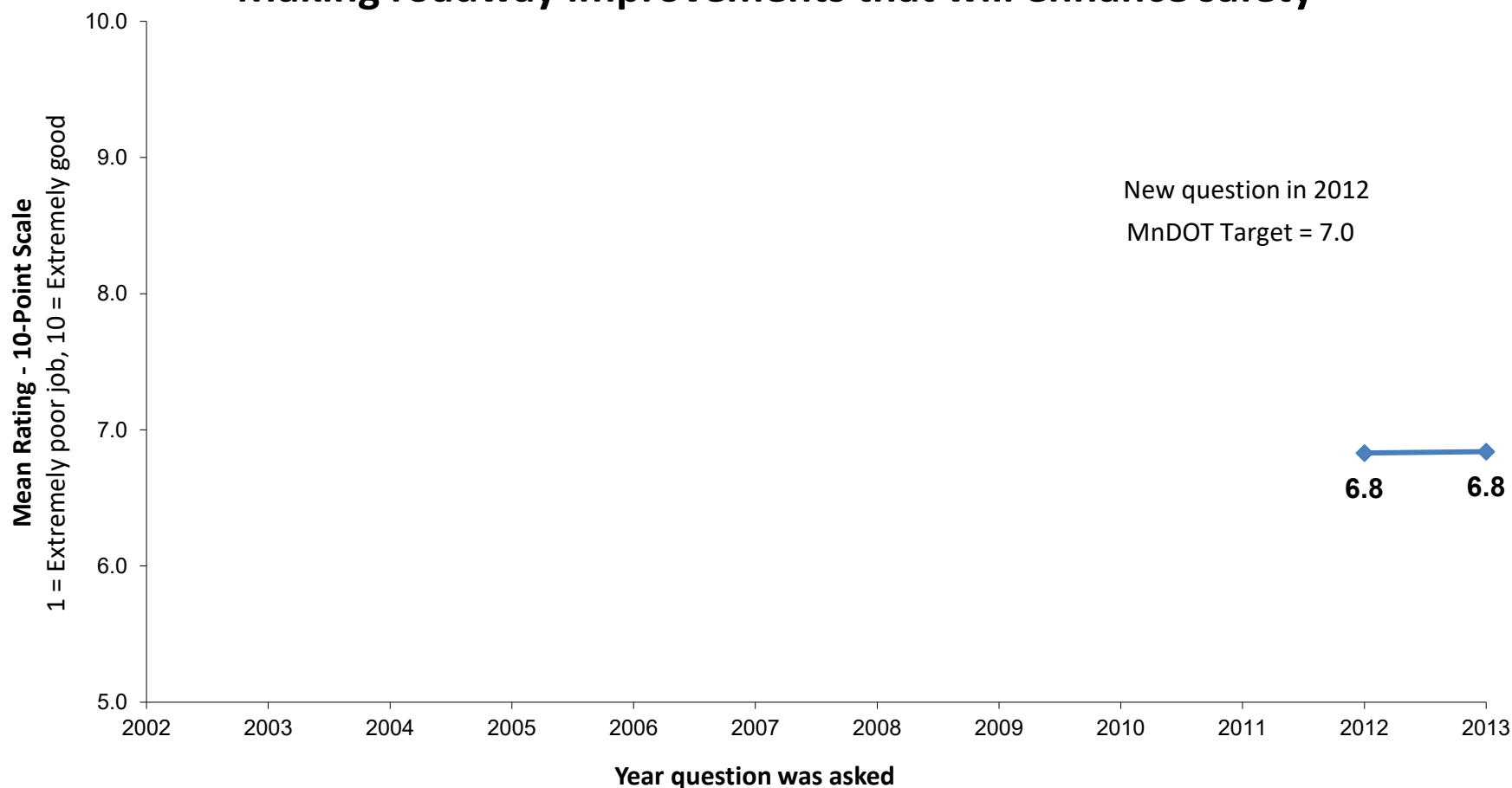
“Mowing the interstate freeways” follow-up

| | | |
|---------------------------------|-----|------|
| LESS often than they should | 83 | 44% |
| MORE often than they should, or | 24 | 13% |
| The right amount | 80 | 43% |
| Total | 187 | 100% |
| Don't know | 48 | |

Respondents who rated mowing as <7



Maintenance performance: Making roadway improvements that will enhance safety



Number of Respondents: 2005-2012 = 800; 2013 = 1127

Method: 2005-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



Communications



About 2 / 3 of Minnesotans are relatively satisfied with our communications

Confidence in MnDOT's ability to provide:

- Accurate info about plans and projects 63%
- Reliable communications 65%

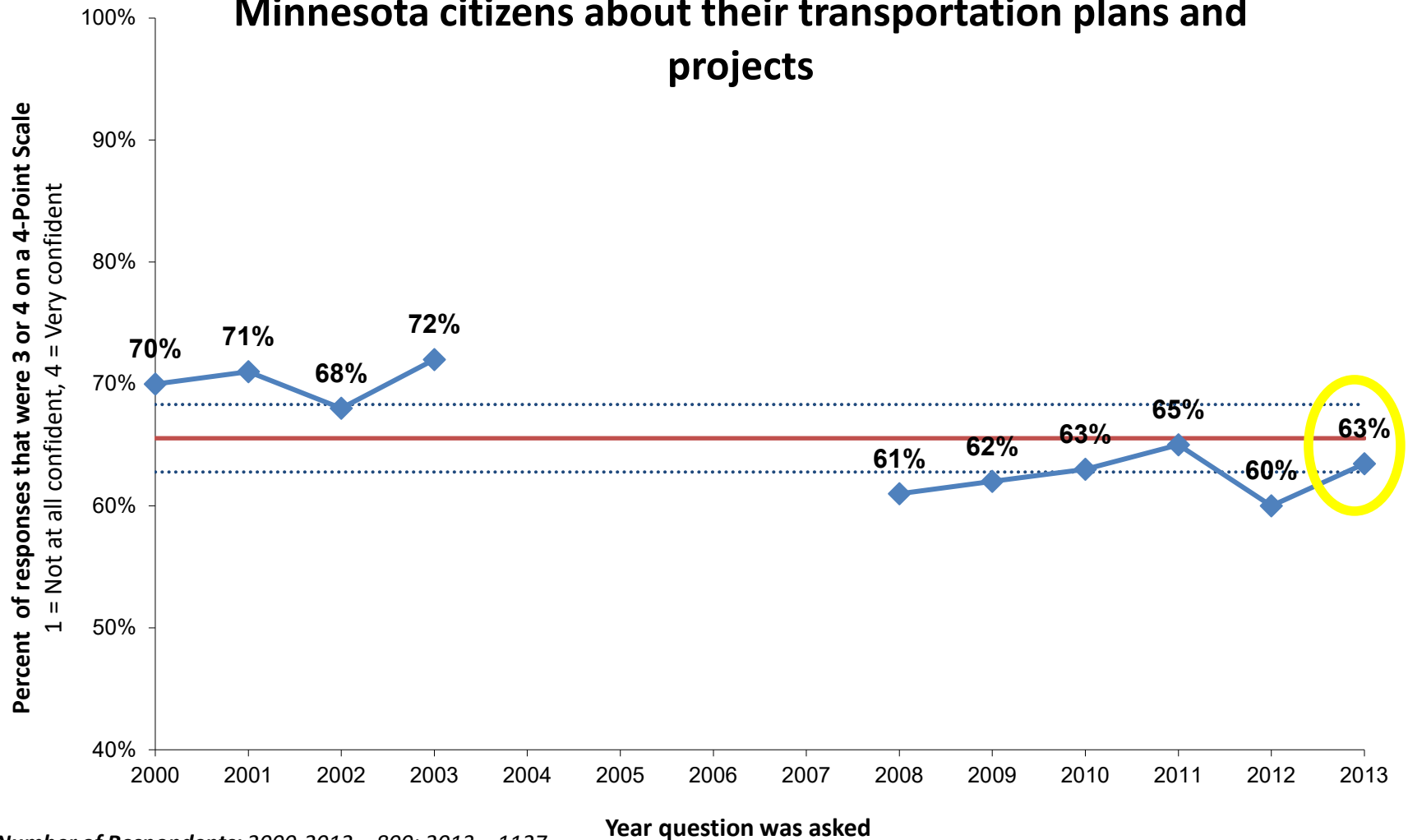
(3–4 / 4-pt. scale)

How reliable *are* our communications 64%

(7–10 / 10-pt. scale)



Public confidence: Communicating accurate information to Minnesota citizens about their transportation plans and projects



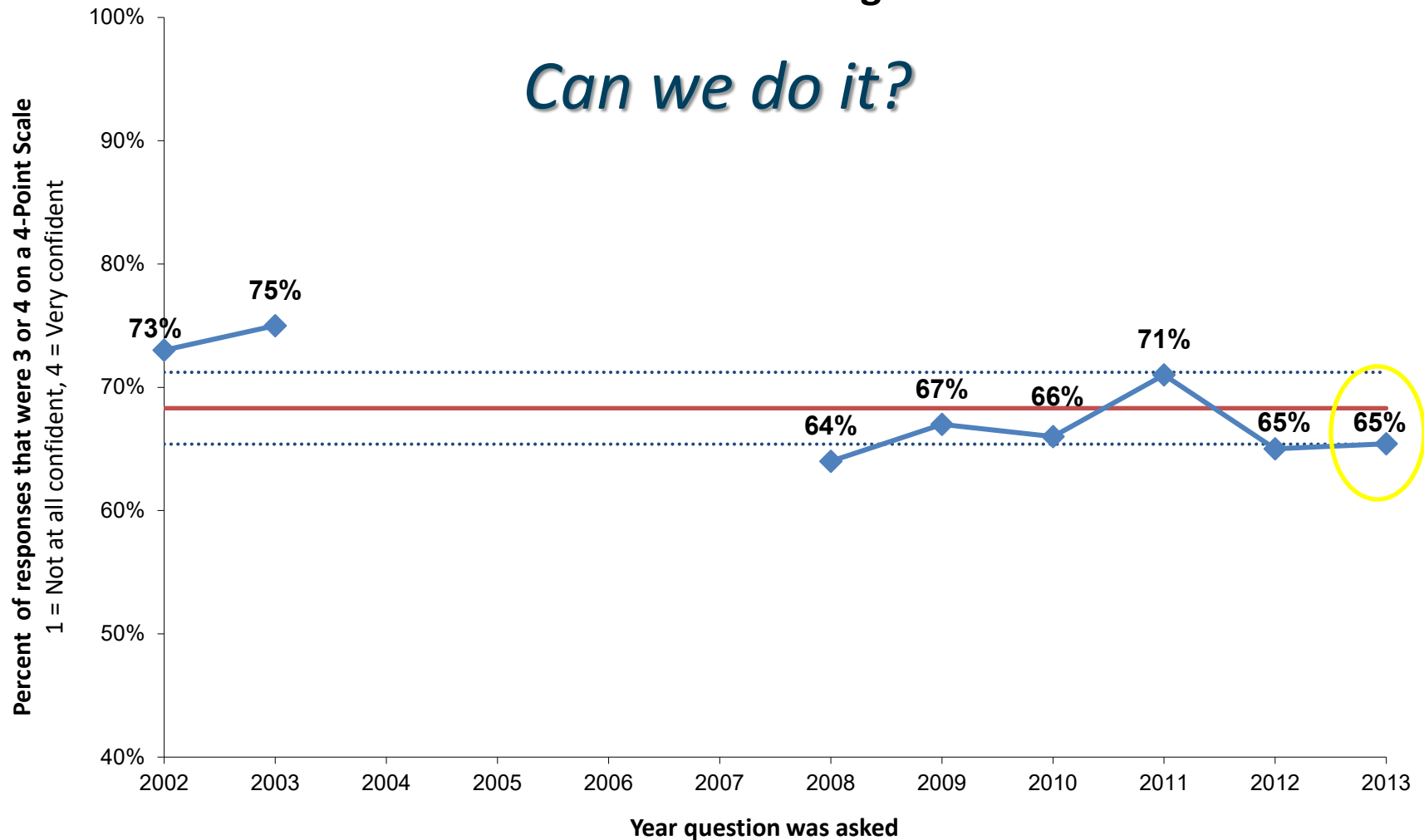
Number of Respondents: 2000-2012 = 800; 2013 = 1127

Method: 2000-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



Public confidence: Providing reliable communications

Can we do it?



Number of Respondents : 2000-2012 = 800; 2013 = 1127

Method: 2000-2012 results were collected via landlines, while 2013 included landlines, cell phones, and internet surveys.



How have we done?

We will now focus on MnDOT's communications efforts. Thinking about ALL of the different communications provided by the Minnesota Department of Transportation, how reliable are these communications, in your opinion?

| | | |
|-------------------------|-----|-------------|
| Not at All Reliable – 1 | 6 | 1% |
| 2 | 13 | 1% |
| 3 | 22 | 2% |
| 4 | 46 | 4% |
| 5 | 156 | 15% |
| 6 | 132 | 13% |
| 7 | 233 | 22% |
| 8 | 250 | 24% |
| 9 | 102 | 10% |
| Extremely Reliable – 10 | 82 | 8% |
| Total | | 1041 |
| 100% | | |
| Don't know/Refused | 86 | |

64%



High bar; and one bad experience shapes their opinion

Absence of communication; they don't hear from us or know how to find information

Construction: Project websites, 511, signage

- Information about construction projects not detailed enough or inaccurate
- Not updated frequently enough (construction and road conditions)
- Interface – “technological dinosaur”

Less mentioned: How MnDOT makes and communicates about decisions, plans

N=180, respondents who rated communication 1–4 (1–6 web) on a 10-pt. scale Omnibus Survey 2013 21



More opportunities for outreach: e.g., Constant Contacts

- *I don't see much other than signs on local roads giving very bare-bones information.*
- *For any project other than very large projects, communication is very limited and not timely.*
- *Policy updates need to get to a broader range of non-public, commercial-free, Christian radio, as well as major ones.*
- *I appreciate the updates in the paper, but they don't always make sense to me when I read them.*
- *Most of the communication is based on Twin Cities and not Greater Minnesota.*
- *No one tells you anything, and the only thing I know I read in the paper (Hwy 53).*
- *There's not much news except that you need more money. How are you spending the money you have?*



Construction info:

Increase Specificity, Accuracy, Usability

Project websites

- *When I go on to the MnDOT website and to try to read the schematics of the plans, they are very hard to understand. My Wednesday morning breakfast group has actually commented on this.*
- *Most of the construction projects did not have clearly-defined **dates of construction** and [it was] generally very difficult to even find information on the websites for MnDOT and the City of Minneapolis. They were also very **unclear on what specific areas** were affected so that we could plan detours accordingly.*
- *Update outstate roads more often.. Update more on the weekends*
- *There were some estimated dates of finishing projects that did not happen but were not updated on the website.*

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511

- *I did not see anything on the 511 website about night work that made getting out of Minneapolis on I-94 a four-hour-long journey from Maple Grove to St. Cloud. We would have taken an alternative route.*
- *MnDOT interactive website is useful but a technological dinosaur. Slow, sluggish, outdated.*
- *Road condition updates are not kept updated*
- *Road conditions listed on 511 not updated in a timely manner in rural areas*
- *The winter road conditions page is usually 3–5 or more hours behind the current time. More reliable info would be nice, especially since I take Hwy 10 to St. Cloud every day.*
- *Recently, the 511mn website did not have up-to-date road condition information that caused people to take trips they probably shouldn't have*



On roadways, in construction work zones

- *The inconsistent messages on the roadways.*
- *Construction lane closure signs not removed in a timely manner*
- *Accuracy of detour information*
- *Sometimes when a sign says the road or lane ahead is closed, it's not*
- *The alternative route designation is often confusing or signs not strategically placed. If following a semi, you often do not see the signs until you have passed them.*

Construction in general

- *When there are construction projects going on, it would be nice to see on a daily basis what lane changes are made, what portions are closed, when it is obstructed during rush hour..., when they are going to be using four-way stoplights during rush hour.*
- *Closures are not always clearly communicated ahead of time with regard to extent, duration, and alternatives.*

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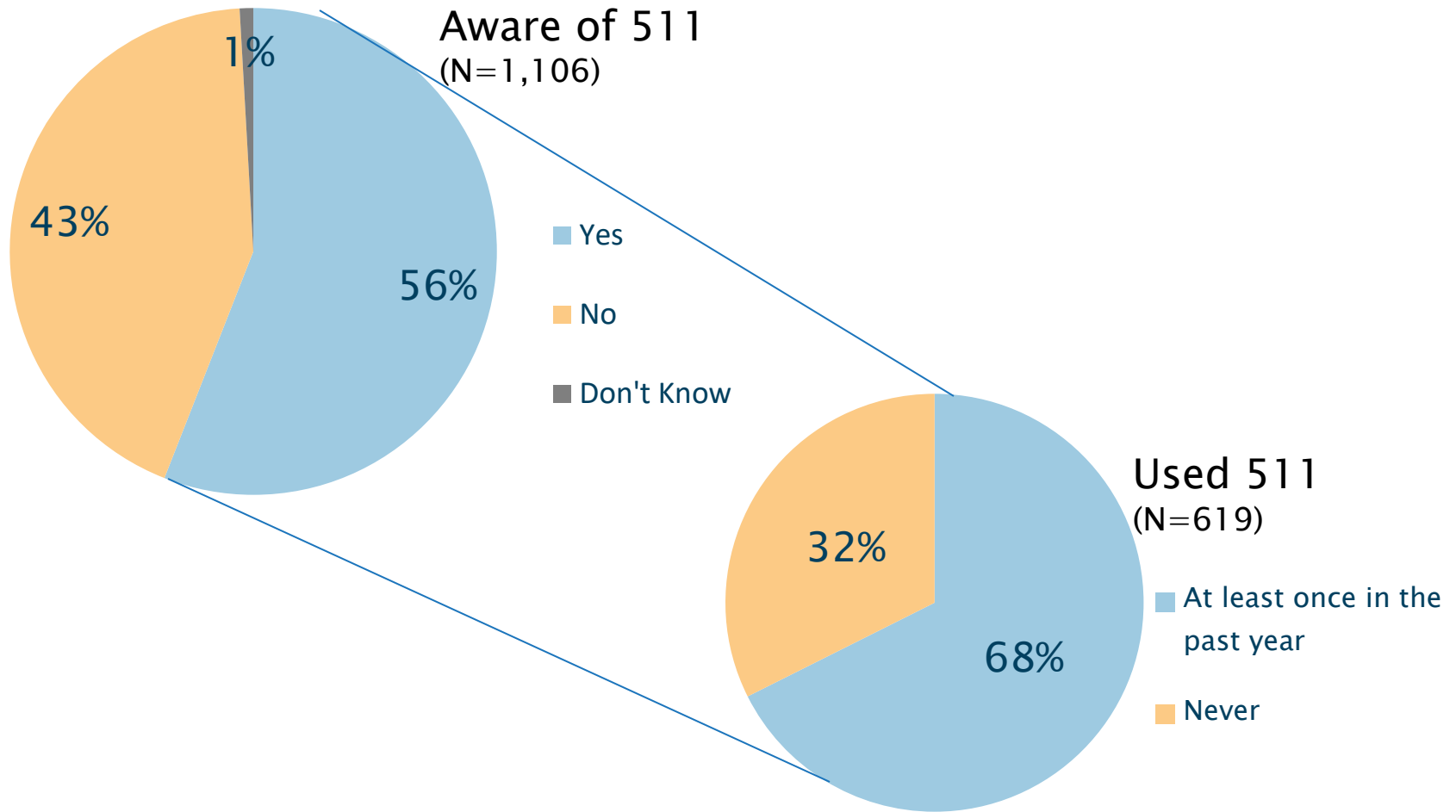
What's in the news?

- Light rail
- Construction projects, closures
- Stories about upcoming construction
- Bridge construction (SCC, Hastings, Lafayette)

In the wintertime, information about weather and roads.



511: Room to Grow



Majorities of users found 511 useful and accurate; opportunity to move the “Sometimes” users

| | Useful (N=415) | Accurate (N=409) |
|------------|----------------|------------------|
| Never | 2% | 3% |
| Rarely | 5% | 3% |
| Sometimes | 27% | 18% |
| Frequently | 34% | 43% |
| Always | 31% | 33% |

Strong majorities
are satisfied



What was “inaccurate?”

Q. How often did you get accurate info from 511?

A quarter of users said “sometimes,” “rarely,” or “never.”



*Q. Did you receive **inaccurate** information about:*

| | | |
|-----------------------------|-----|----|
| Construction information | 58% | 55 |
| Bad weather road conditions | 40% | 38 |
| None of the above | 14% | 14 |

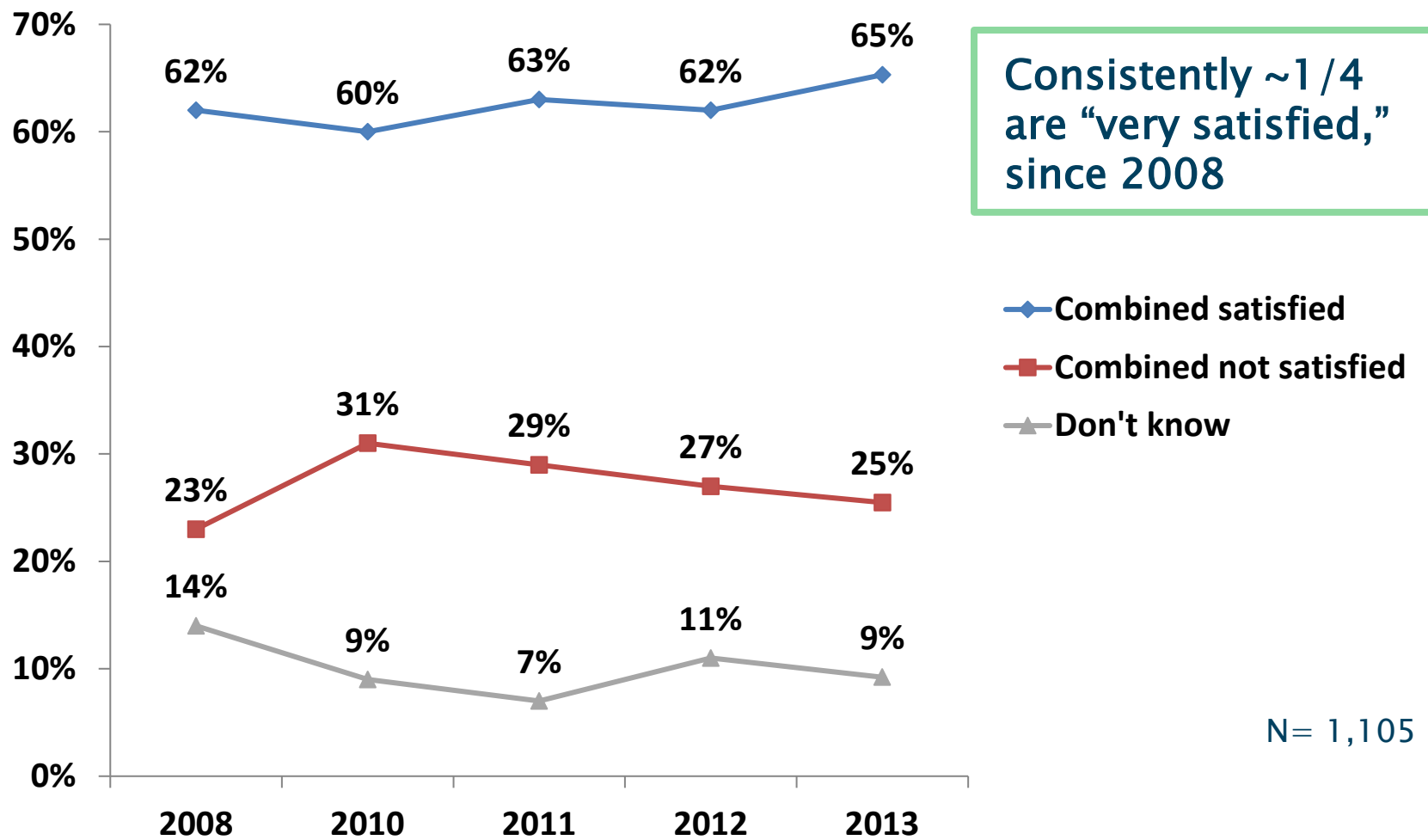
} 95 respondents



Transit, Bike and Pedestrian



Two-thirds satisfied with availability of public transit



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Metro significantly more satisfied with transit availability

| | Metro | Greater Minnesota |
|----------------------|-------|-------------------|
| Very Satisfied | 26% | 19% |
| Somewhat Satisfied | 45% | 39% |
| Not Very Satisfied | 13% | 15% |
| Not At All Satisfied | 9% | 15% |
| Don't Know | 7% | 12% |

| | Metro | GM |
|------------------------|-------|-----|
| Combined Satisfied | 71% | 58% |
| Combined Not Satisfied | 22% | 30% |
| Don't Know | 7% | 12% |

N=1,104



Lack of *any* transit biggest problem

More locations and direct routes also needed

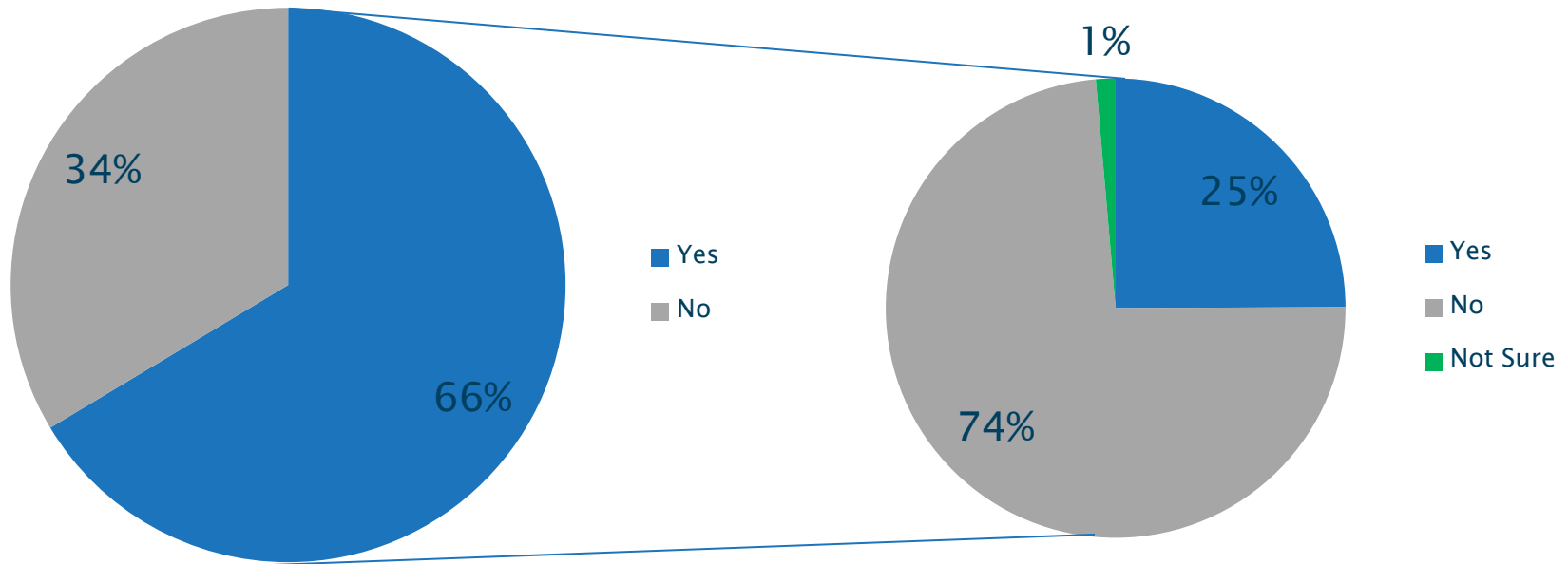
| | | |
|---|-----|------|
| Not available at all in my community | 124 | 44% |
| Does not go to the locations that I need | 91 | 33% |
| Isn't a direct route to the locations that I need / transfers take too long | 76 | 27% |
| Not available during the times of day that I need | 59 | 21% |
| Public transit not available during the days of the week I need | 20 | 7% |
| Age/disability makes it difficult to use | 13 | 5% |
| Total | 280 | 137% |

Responses exceed 100% because respondents were allowed to select multiple answers
Respondents who answered "Not very satisfied" or "Not at all satisfied" were asked this question



Inter-city bus service

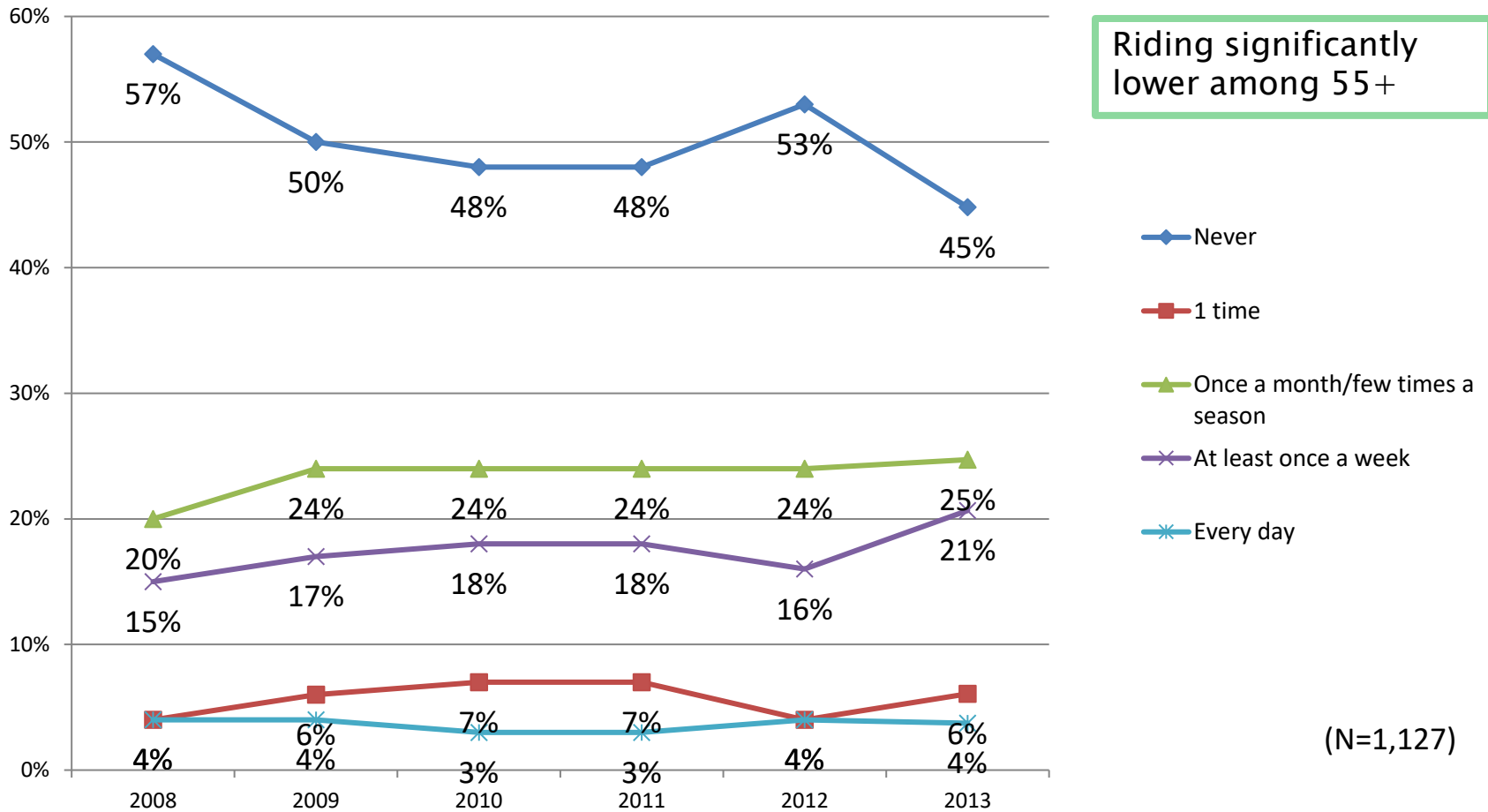
New tracking question in 2013



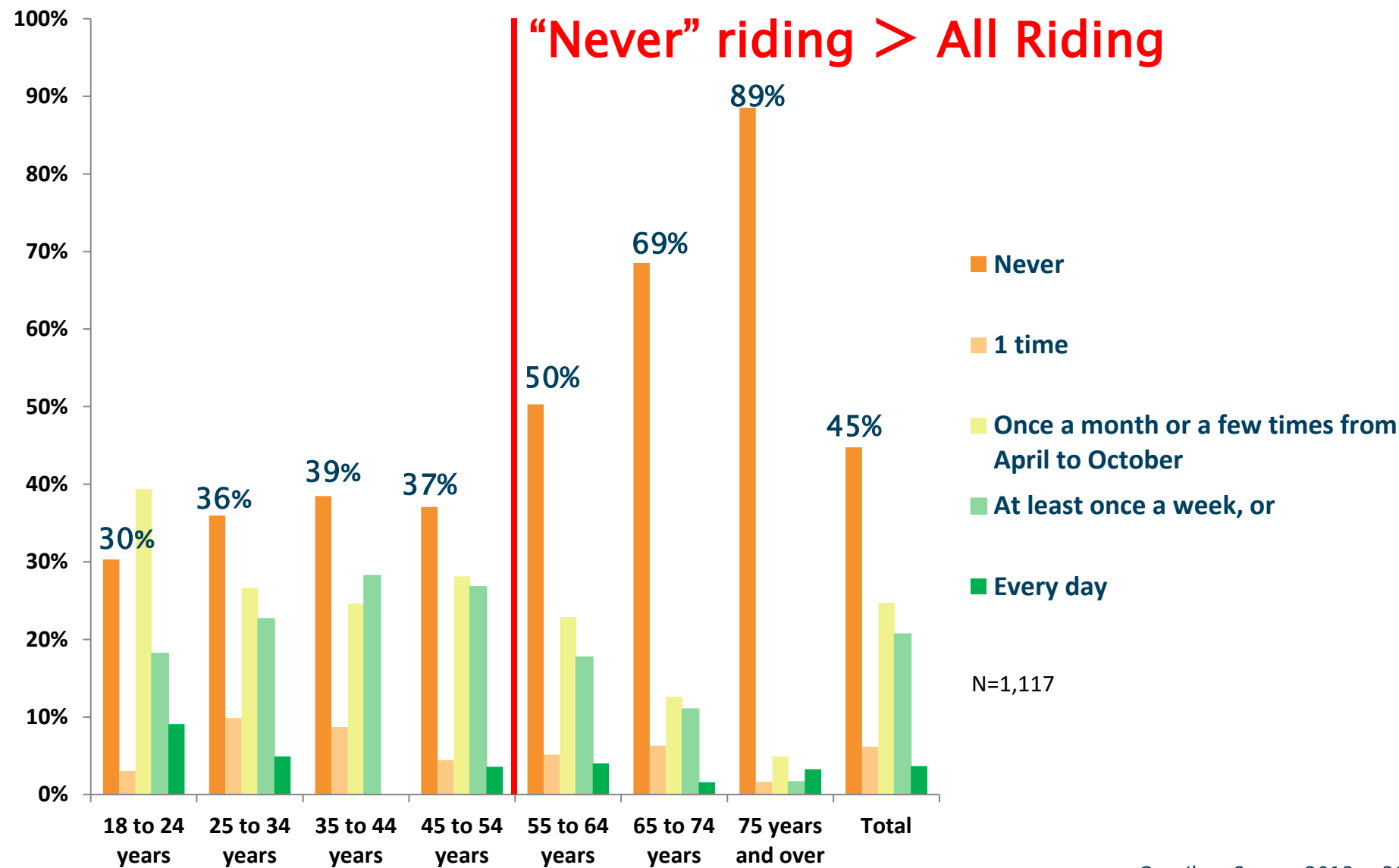
Aware of service (N=1092)

(HH) used service in past two years (N=724)

“Never biked” during the past season (Apr–Oct) at lowest in 6 yrs.

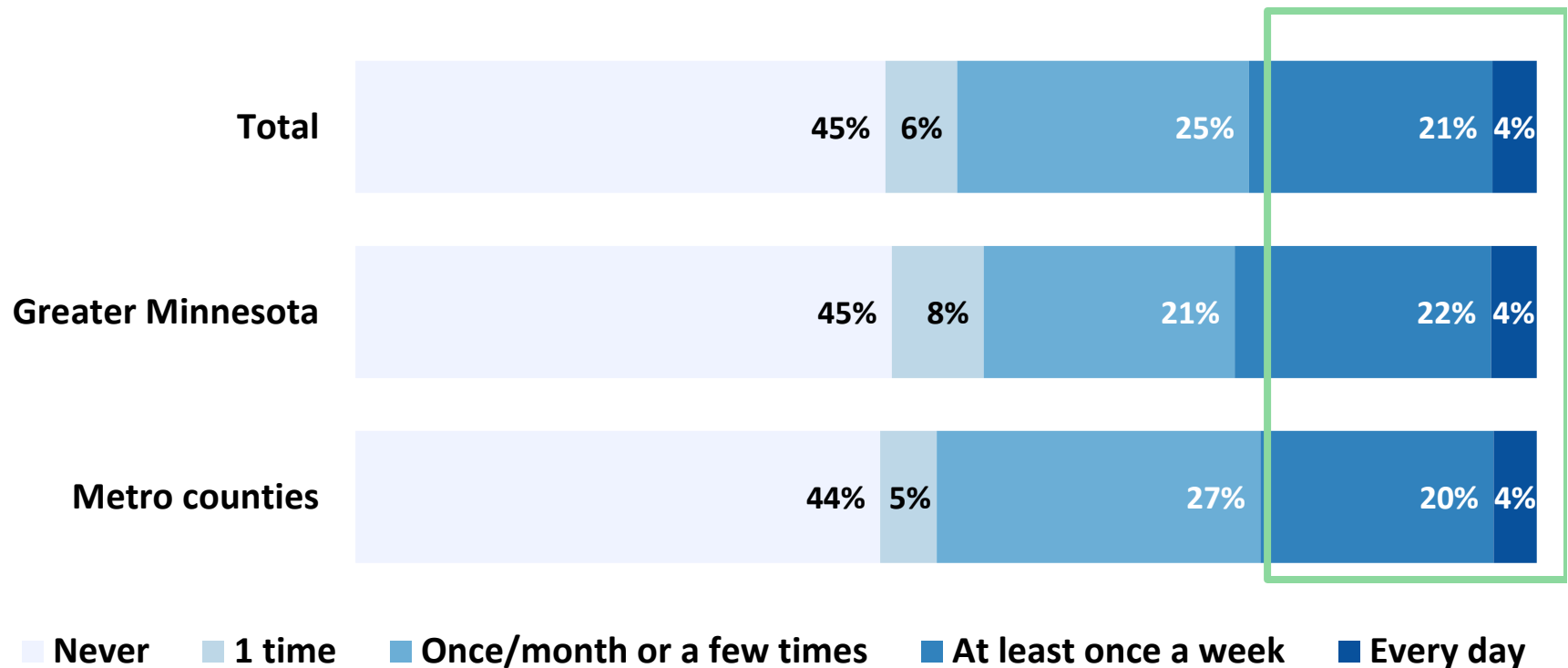


Majority of 54-and-under rode 1x or more



About 25% are frequent riders across Minnesota

On average, how often did you ride a bicycle in the past biking season (April to October) for any reason?

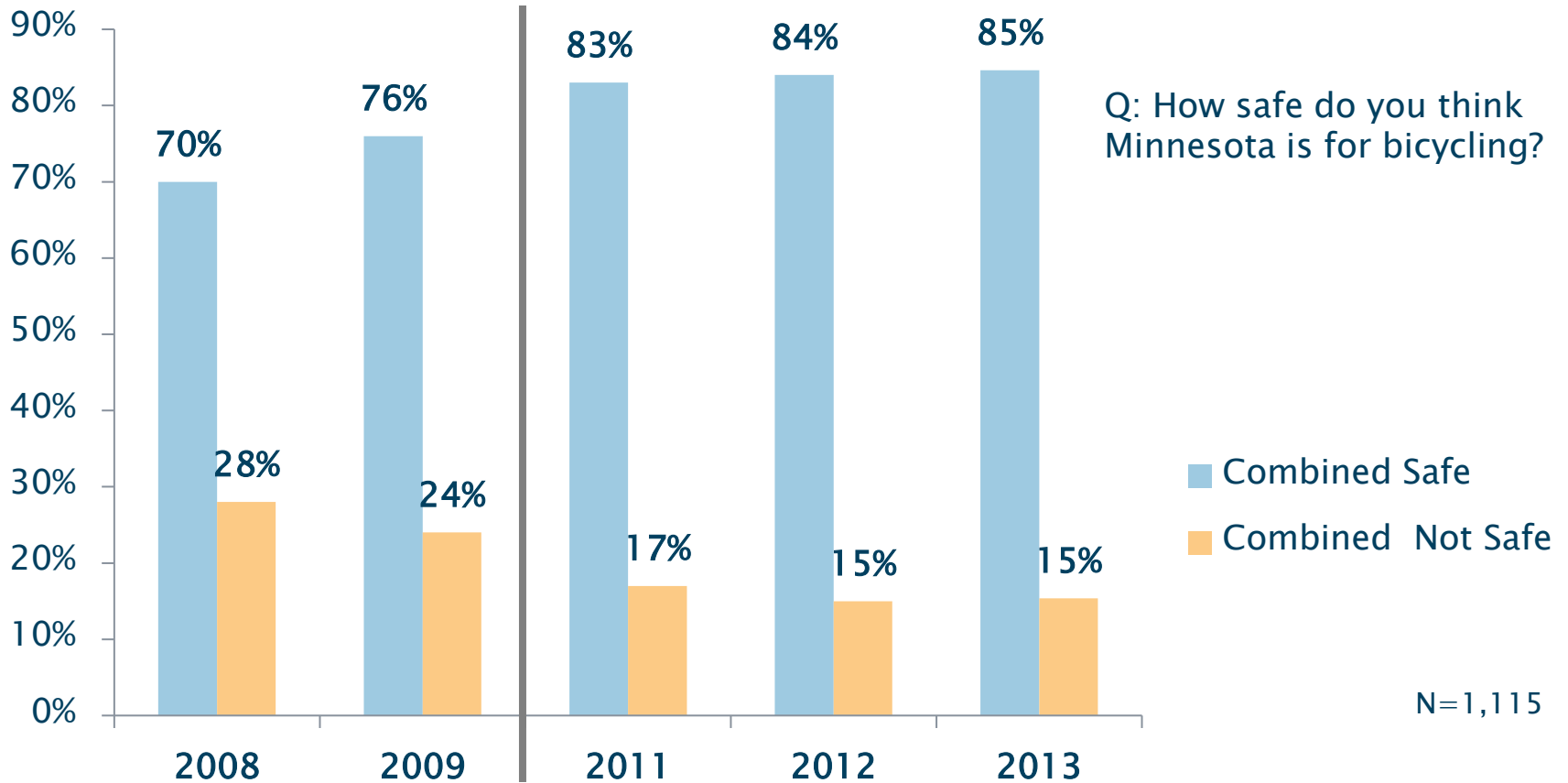


N= 1,117; M=628, GM=489

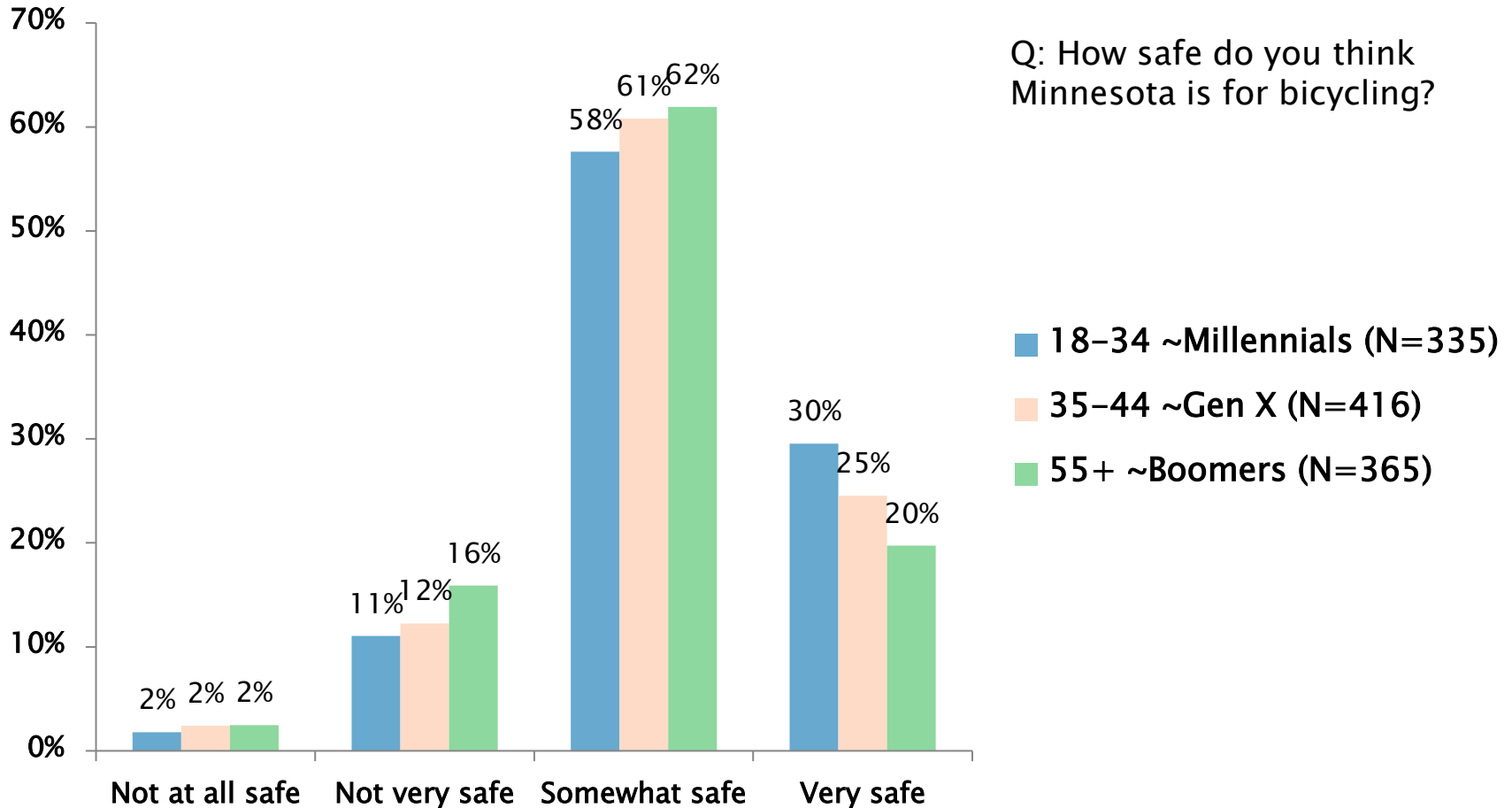
Omnibus Survey 2013 37



Perceptions of bike safety consistent since 2011



Millennials rate Minnesota as safer for bicycling, by a small percentage

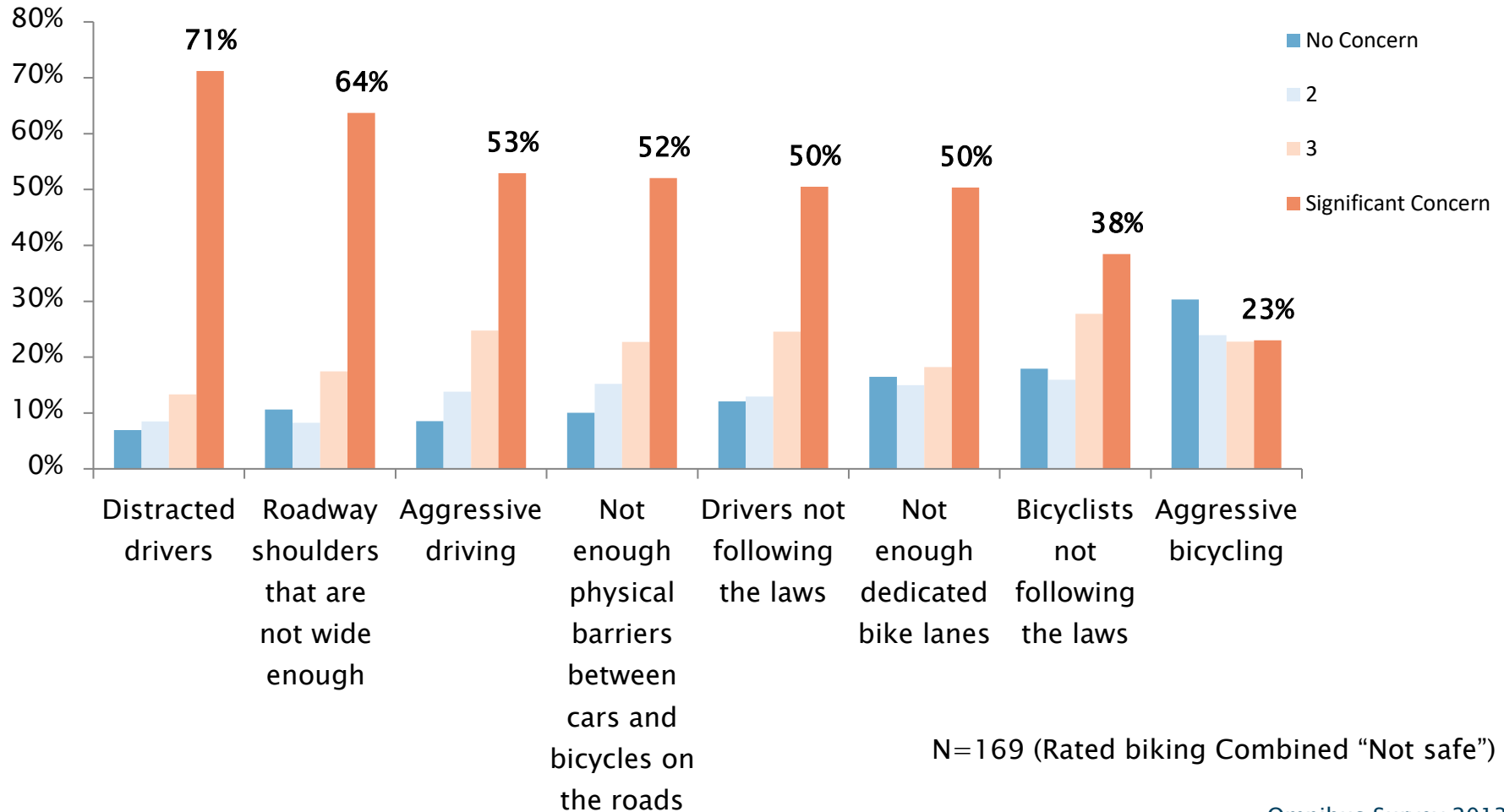


Omnibus Survey 2013

39



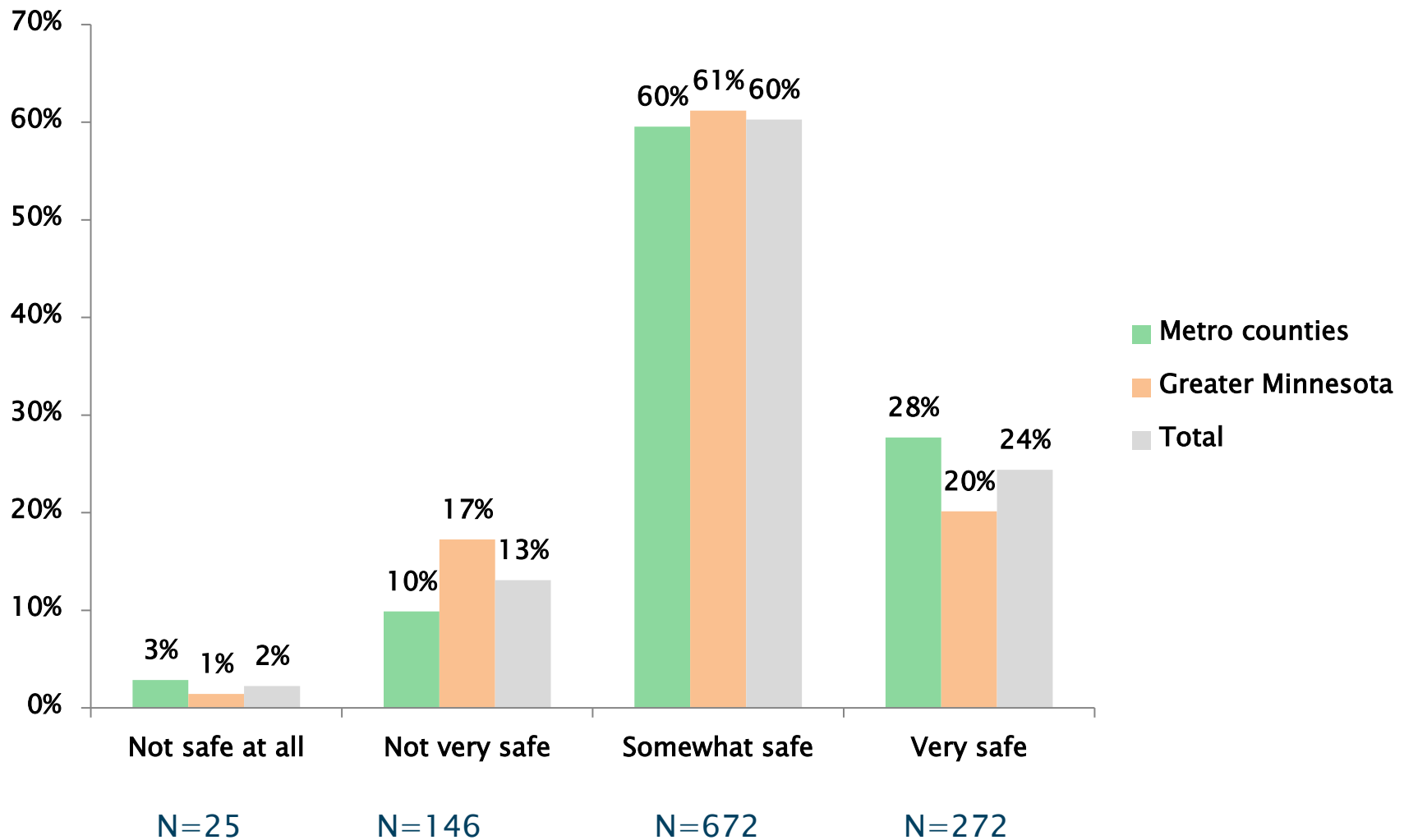
Drivers and infrastructure are strong concerns



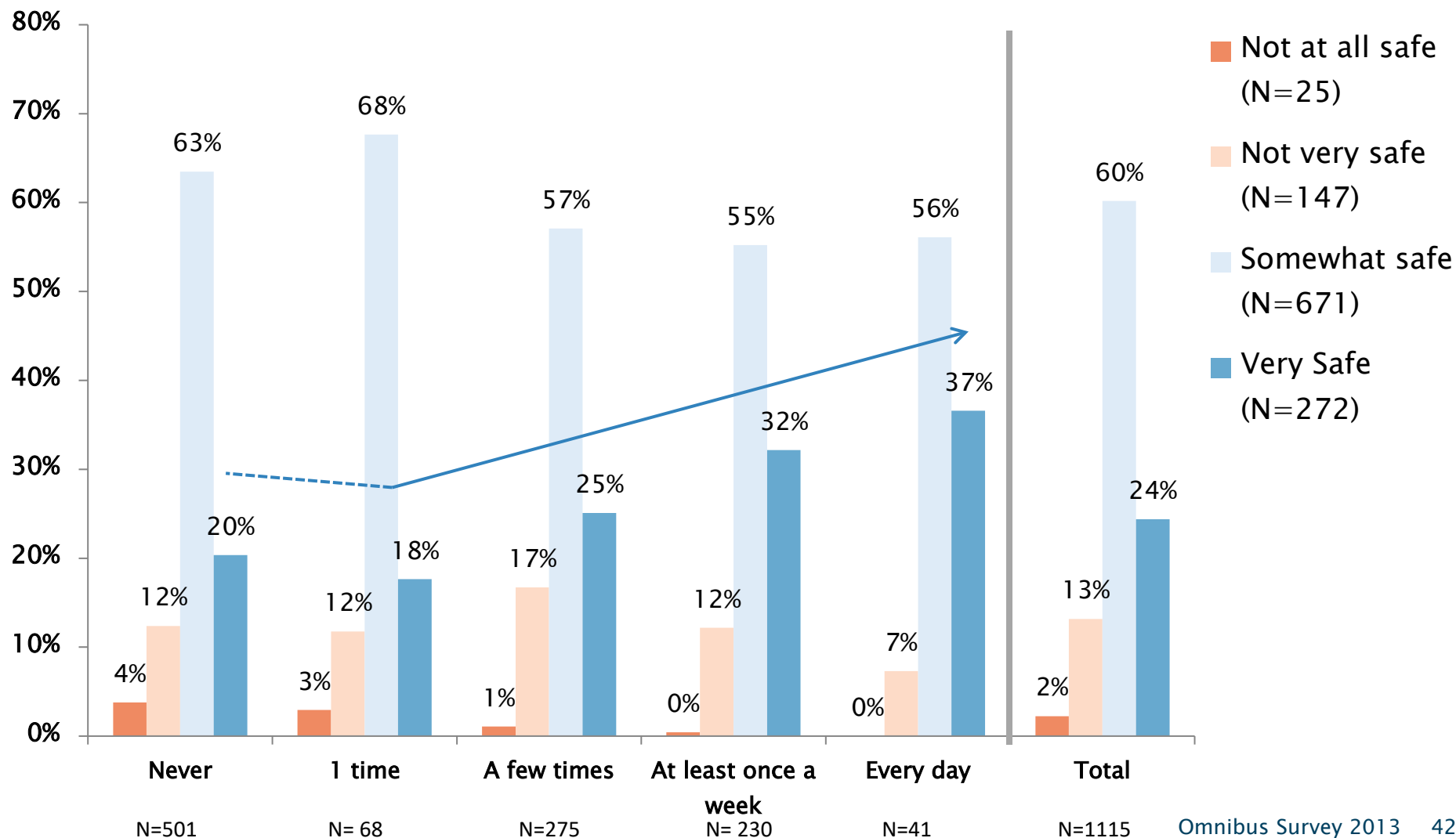
Omnibus Survey 2013 40



Metro perceives greater safety

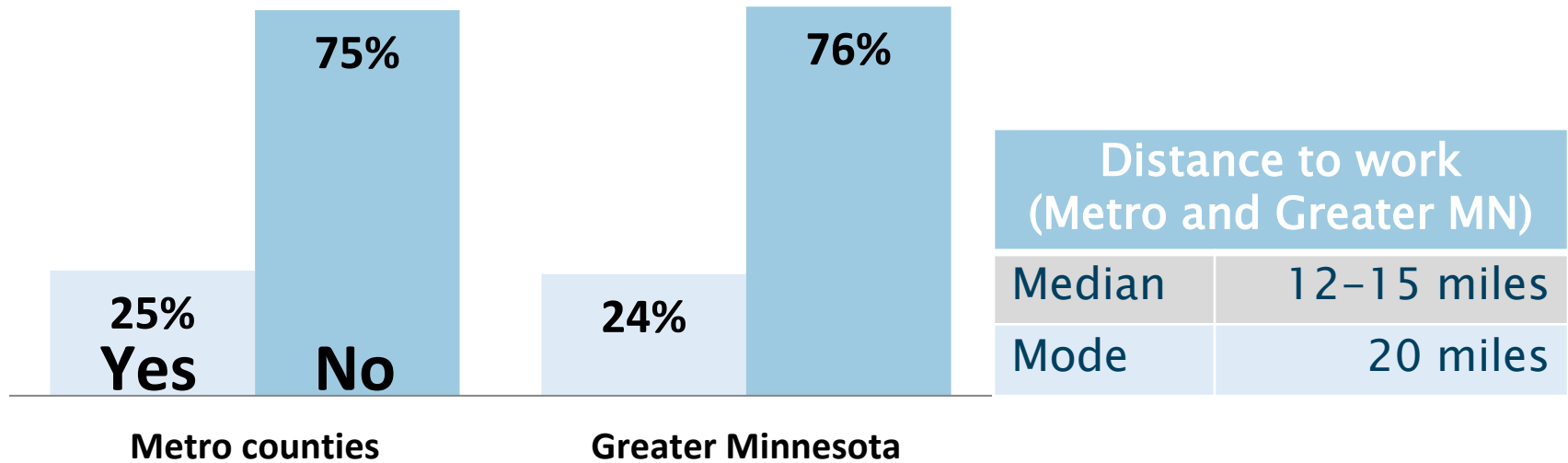


More frequent riding correlated with higher perception of safety



3 / 4 say work is too far to bike

Do you live close enough to your workplace that you would consider commuting to work by bicycle even a few days a year?

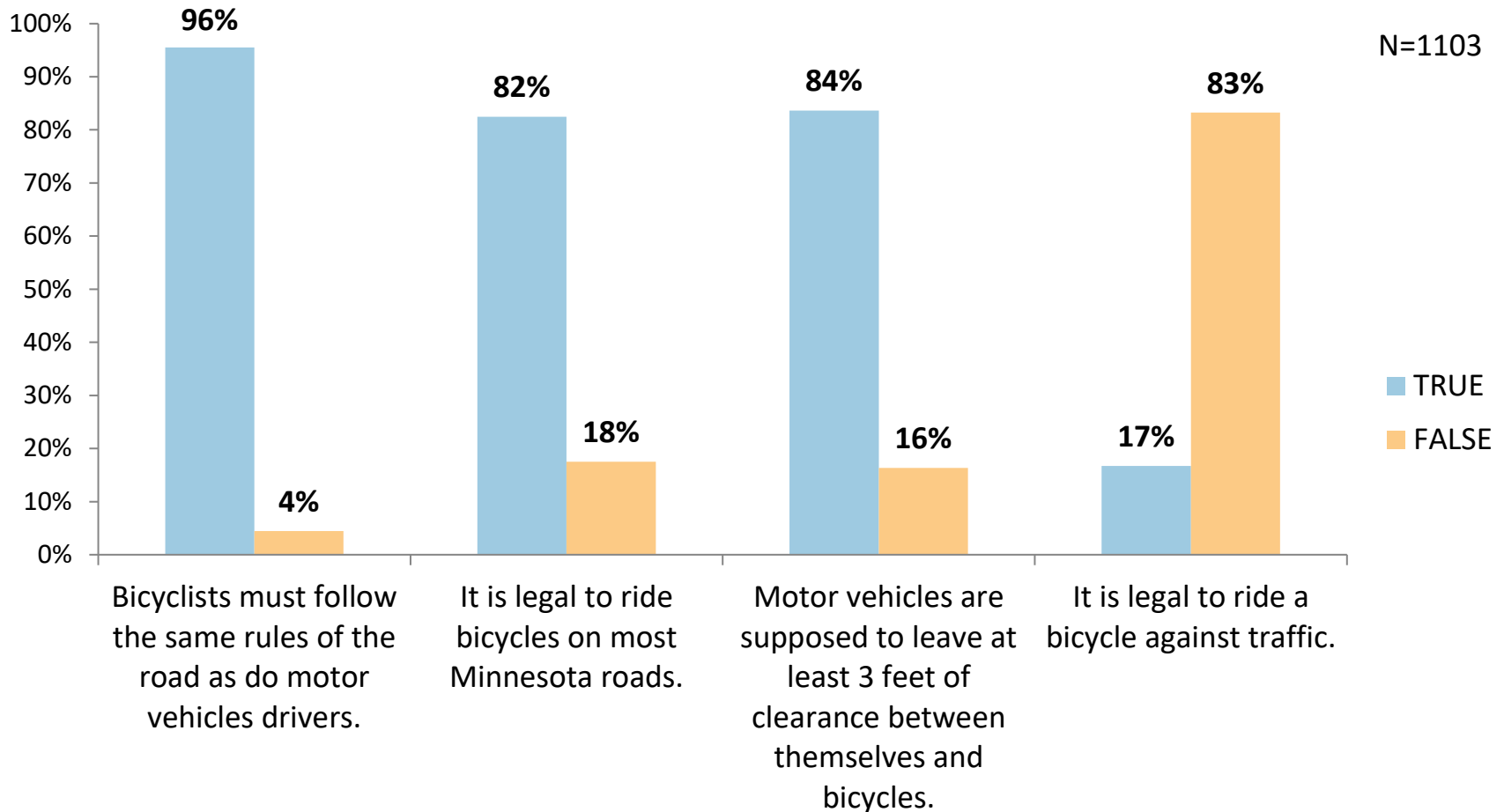


Metro (37%) > GM (16%) would consider biking to *school*.
Median and mode are 20 miles*

* N=72 (Students who commute to school)



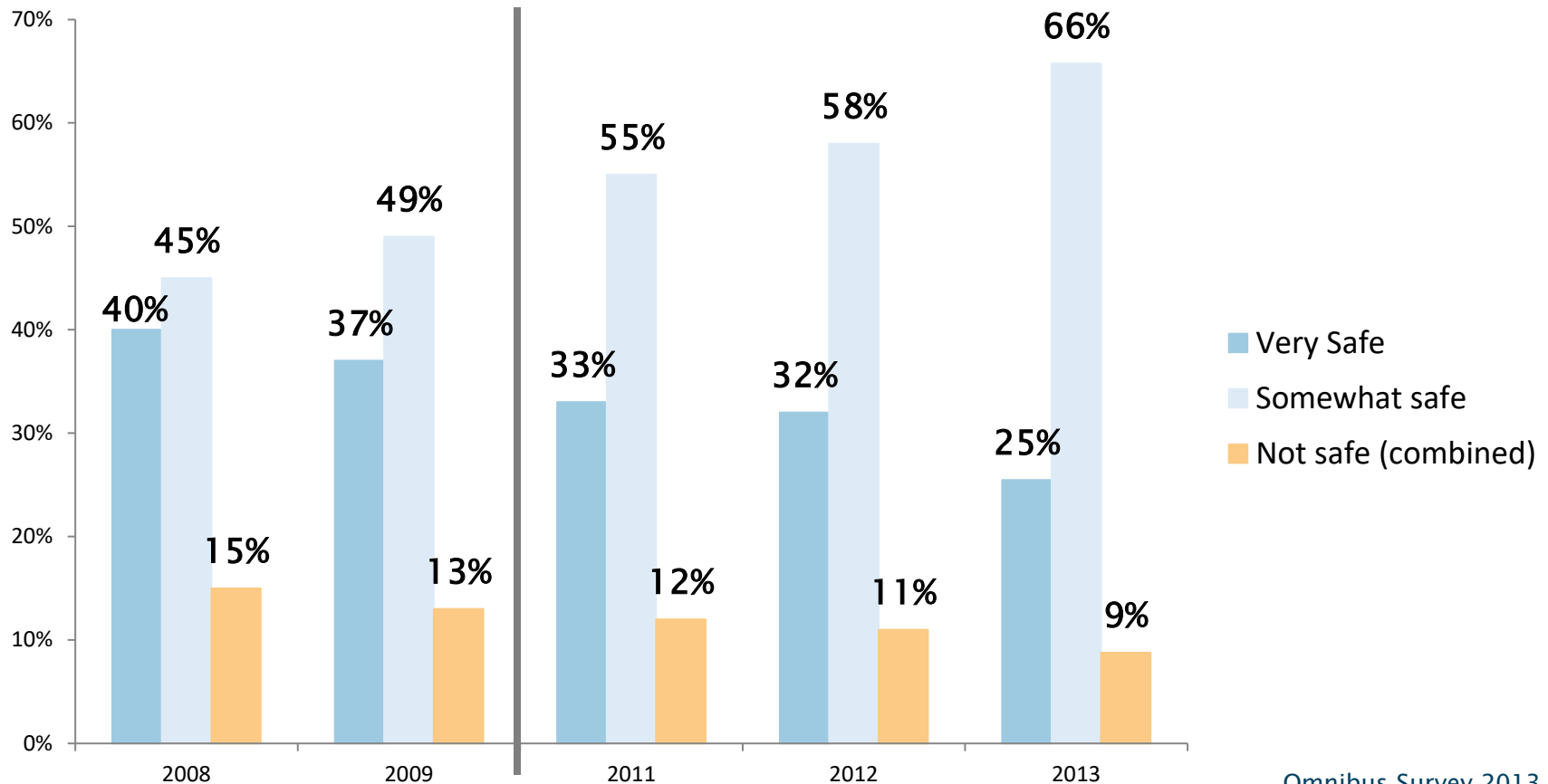
Over 4 in 5 know bike laws



Omnibus Survey 2013 44



Perception of pedestrian safety decreasing from “very safe” to “somewhat safe” since 2008.



Omnibus Survey 2013 45



Almost 3 in 4 know Crosswalk law

Q: Have you ever heard that Minnesota has a pedestrian crossing law that requires drivers to always stop for pedestrians?

N=1127

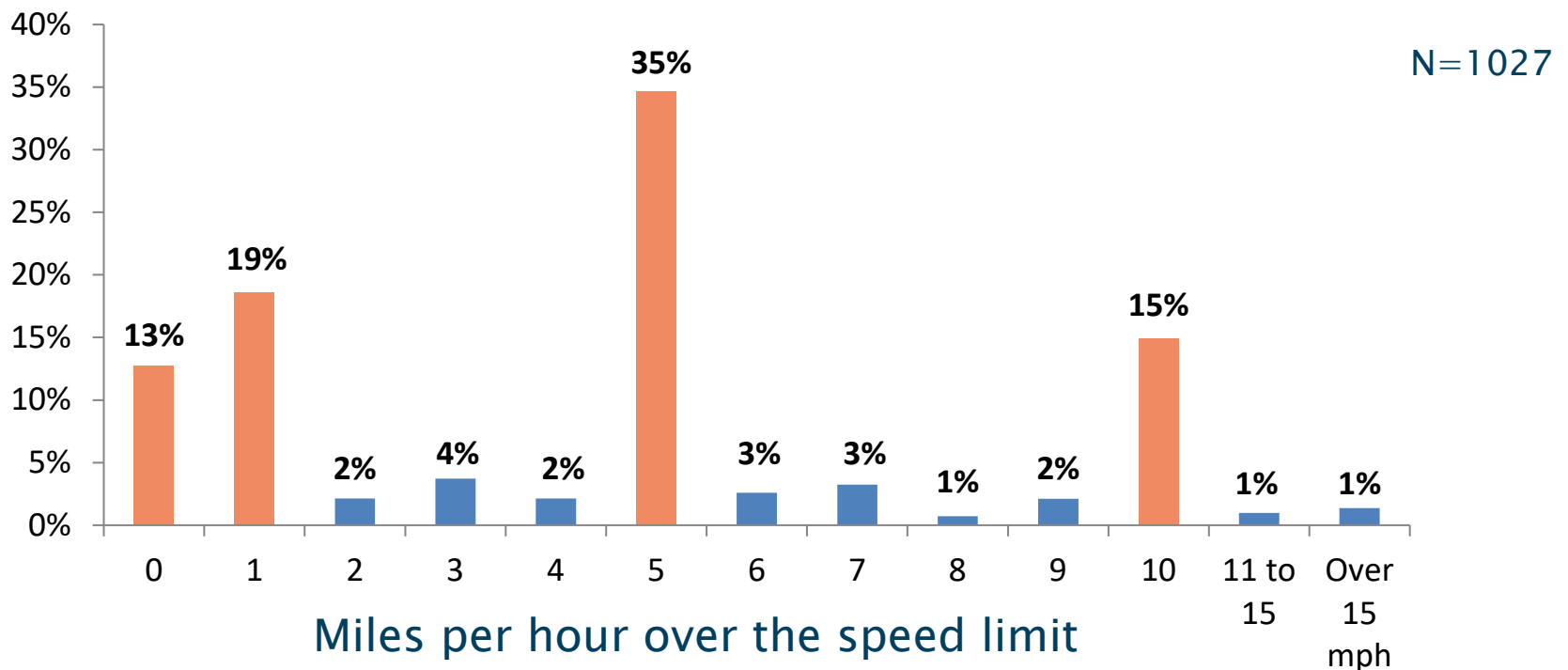
| | | |
|---|-----|-----|
| Yes, you've heard of it | 807 | 73% |
| You may have heard of it but are not sure | 186 | 17% |
| No, you've not heard of it | 120 | 11% |

This is down from the ~80%/ "Yes" in 2012 Omnibus and the 2012 HEAT survey.



Majority not directly aware of Dimler

Q: On a 55- or 60-mile per hour road, how many miles per hour over the speed limit can someone be driving before a ticket is issued and placed on his or her driving record (and insurance is notified)?



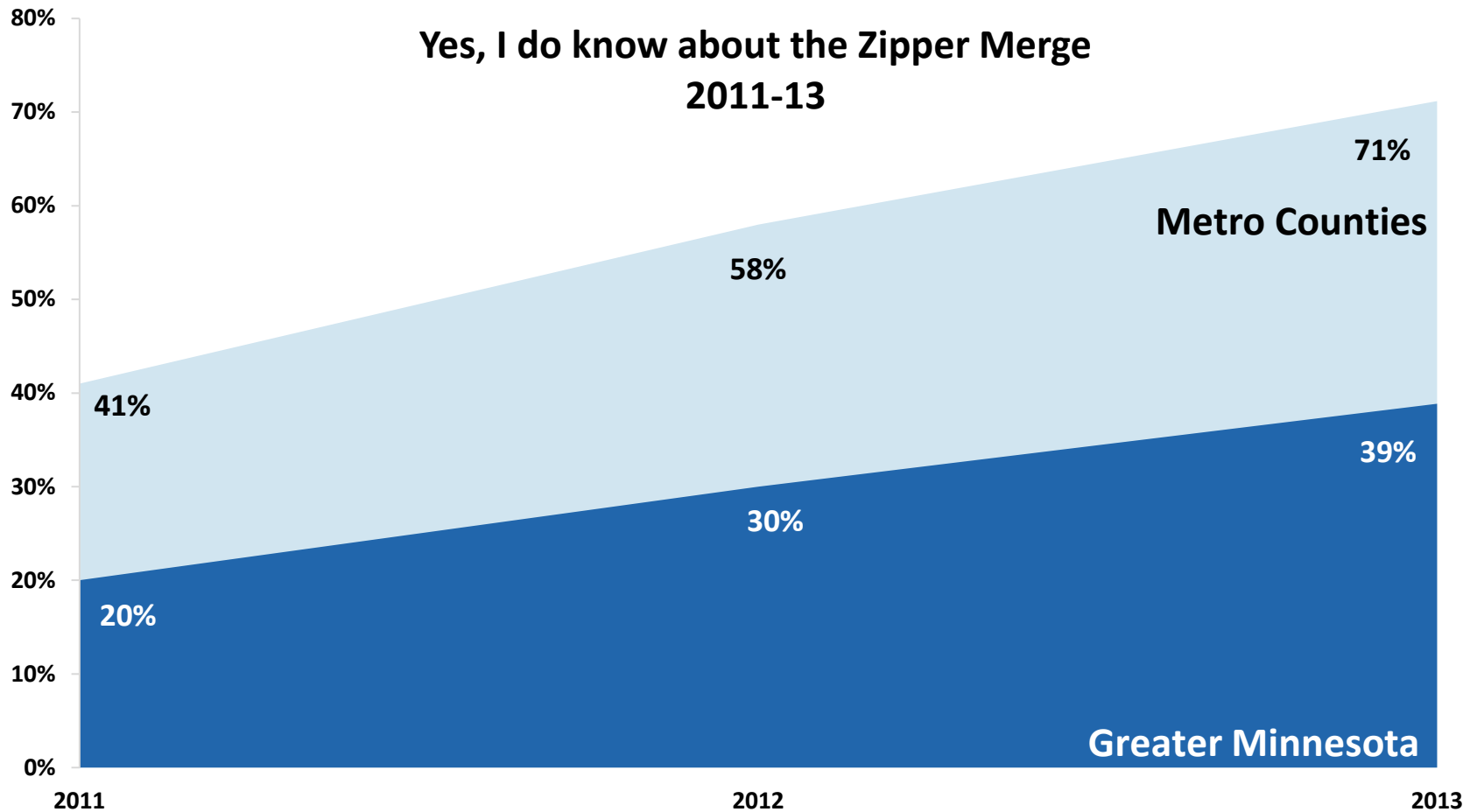
Omnibus Survey 2013 47



Zipper Merge trending



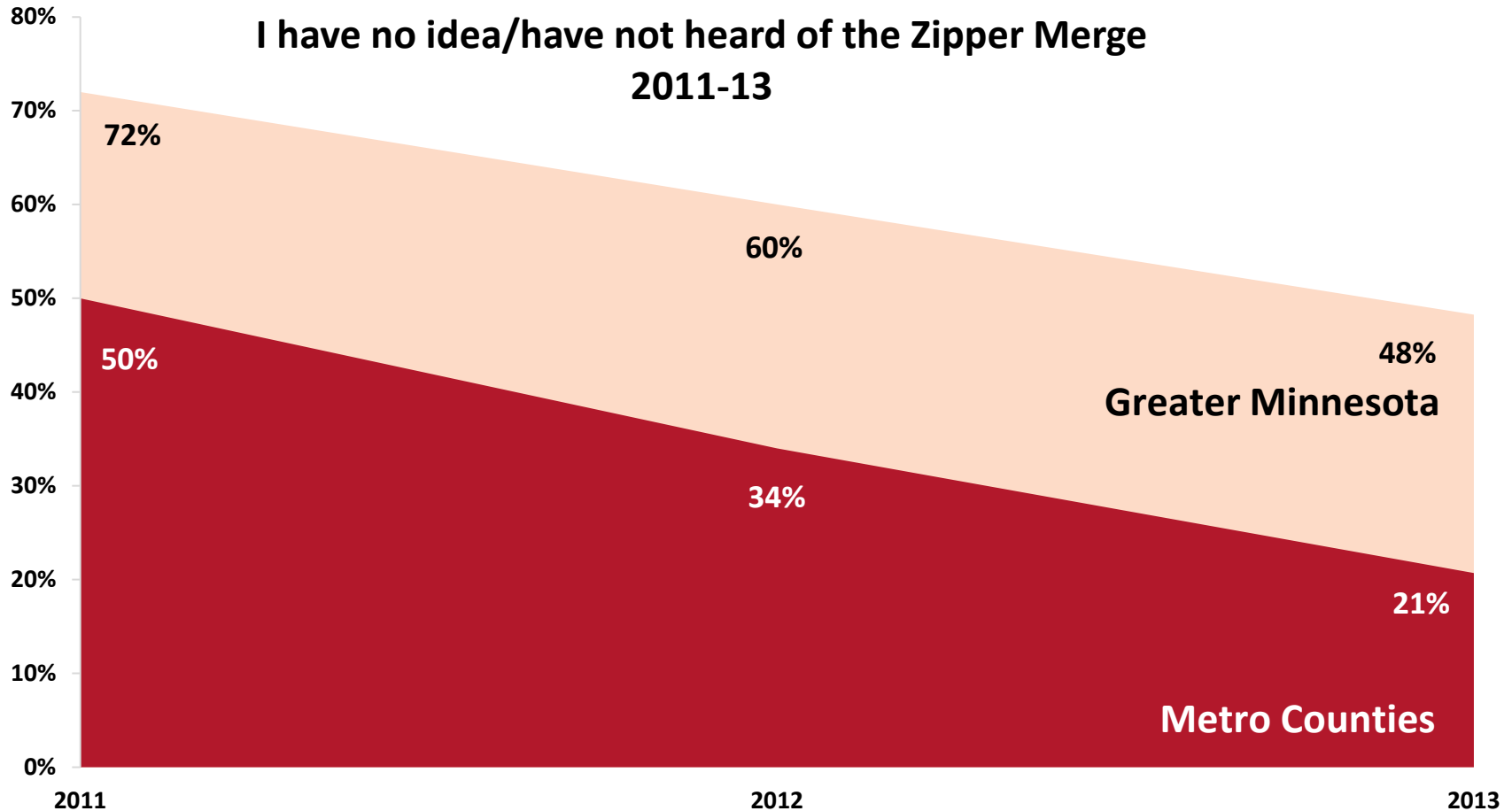
Knowledge of ZM has substantially increased across the state in 2+ yrs.



Omnibus Survey 2013 49

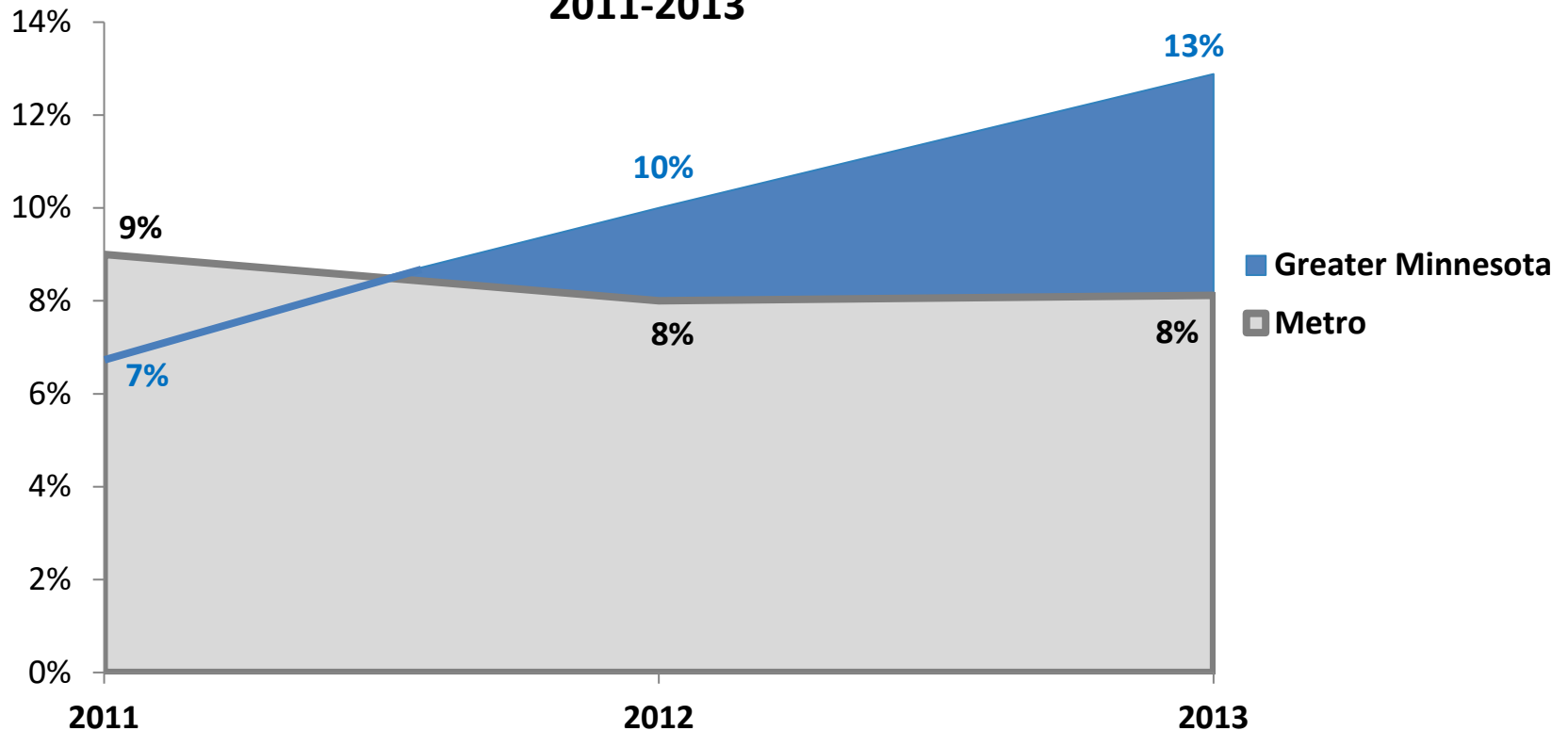


About half haven't heard of it in Greater Minnesota



“Not sures” are increasing in GM, with Metro staying constant

Partially, but the details aren't completely clear to me
2011-2013



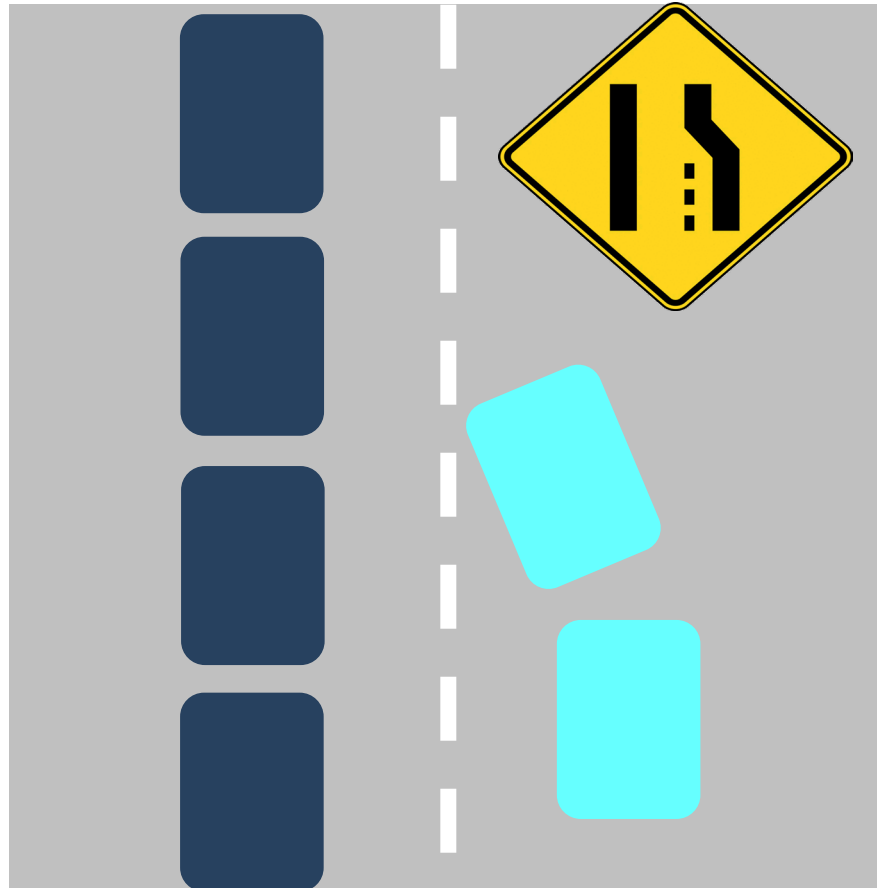
Omnibus Survey 2013 51



Despite high awareness, about 1 in 3 are zipper merging

Stay in line

61% TOTAL
68% Greater MN
57% Metro



Drive in the
open lane
and merge

36% TOTAL
29% Greater MN
39% Metro

N=747
“Aware” and
“Partial”



Opinions on Transportation Funding

Q1: Investment in transportation



Q2: Support for raising taxes



Q3: How much more would you pay?



Q4: Level of support for indexing the gas tax



Support “investment,” not taxes

Good level of agreement for investing more, in general (60–85%)

- No significant differences between Metro and Greater Minnesota

Raising taxes: Overall support is at most 50%, and it's weak

- Slightly more support in Metro

Indexing gas tax: Support is lower

- More support in Metro (44% at best) than in Greater Minnesota (37%)



Fairly strong agreement on need to invest in transportation system

Very consistent
by geography

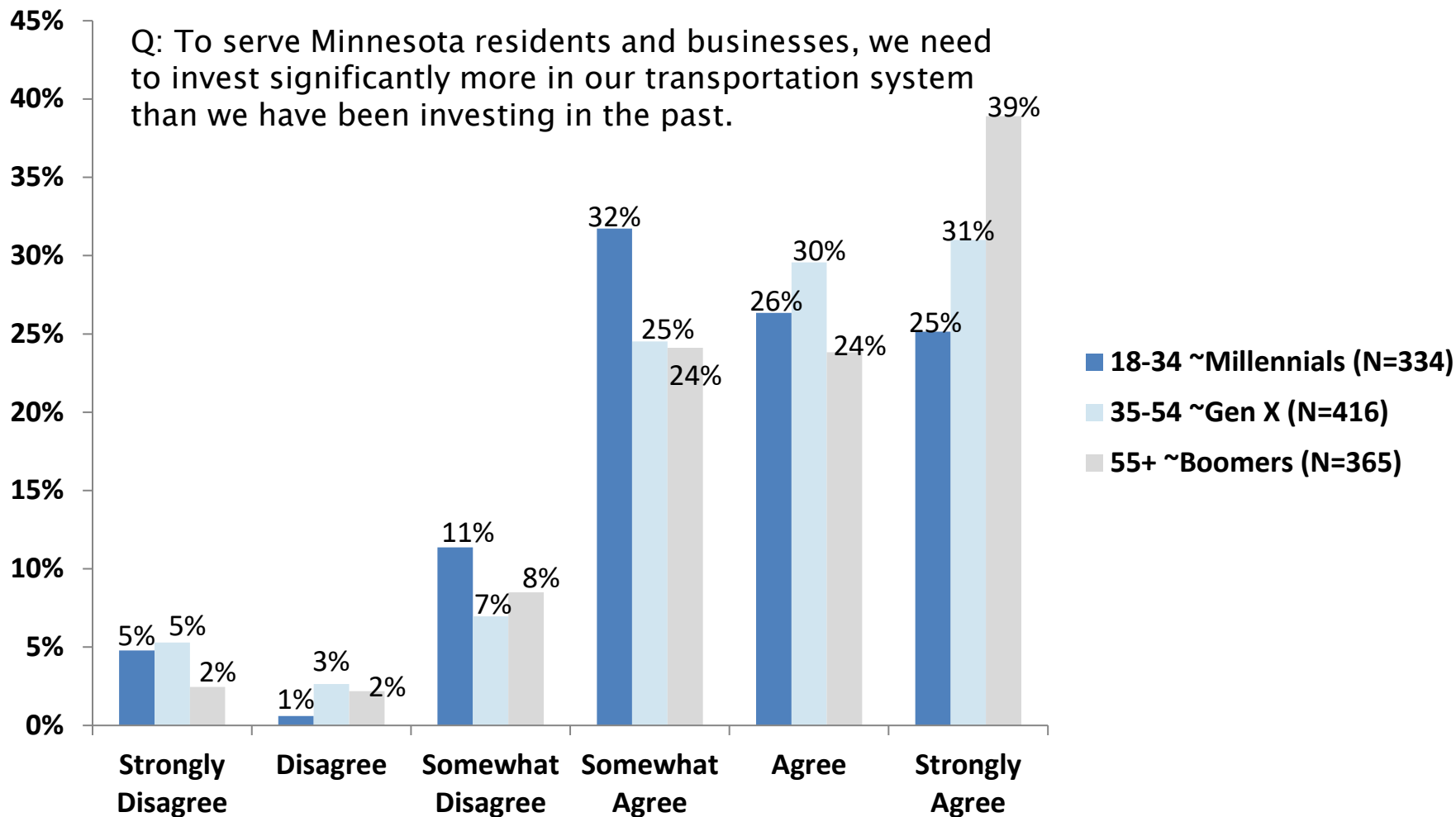
| | | | |
|--------------------|-------|------|-------|
| Strongly Agree | 356 | 32% | } 85% |
| Agree | 297 | 27% | |
| Somewhat Agree | 297 | 27% | |
| Somewhat Disagree | 98 | 9% | |
| Disagree | 21 | 2% | |
| Strongly Disagree | 46 | 4% | |
| TOTAL | 1,115 | 100% | |
| Don't know/Refused | 12 | | |

Q: To serve Minnesota residents and businesses, we need to invest significantly more in our transportation system than we have been investing in the past.

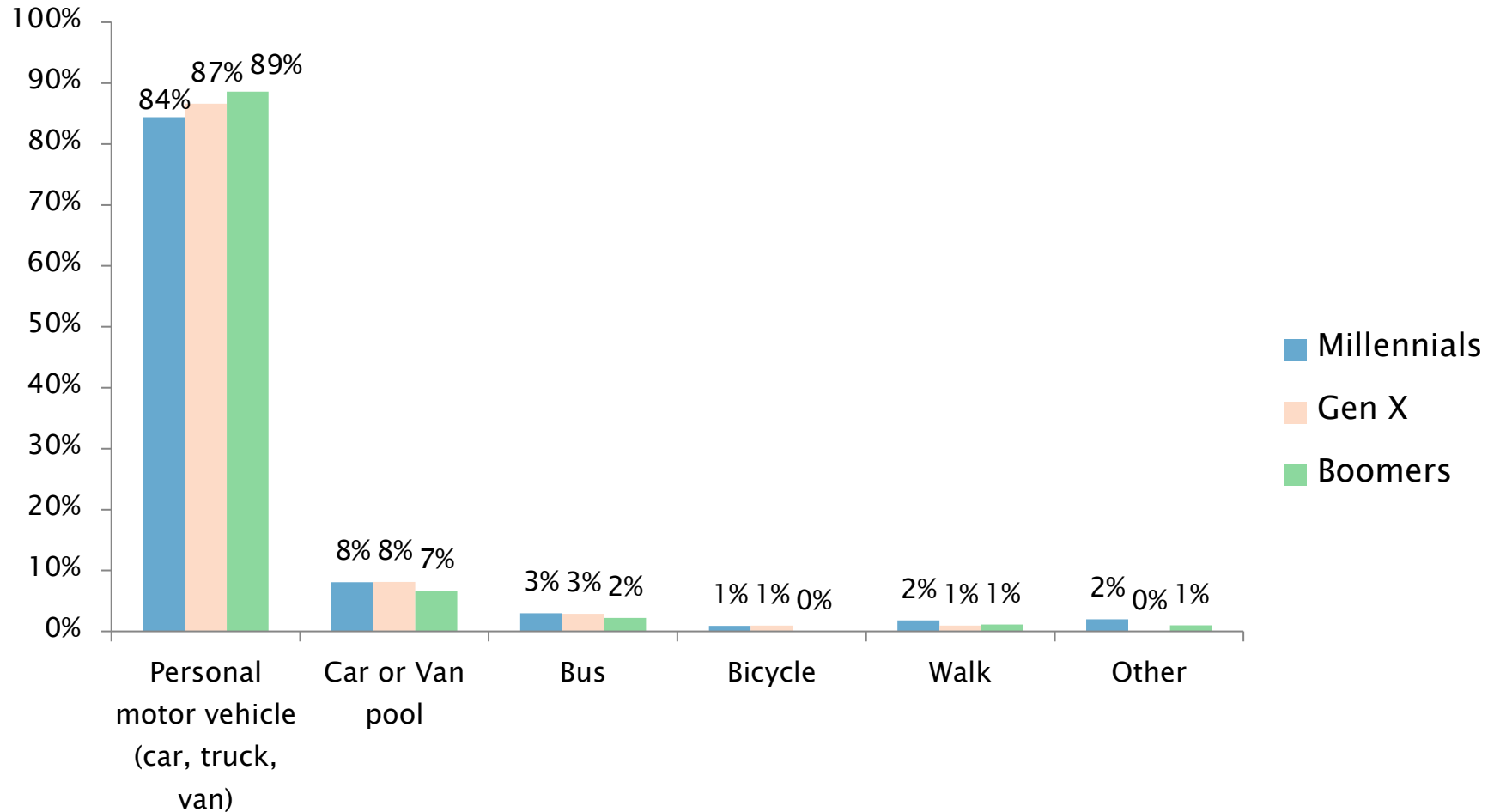
Omnibus Survey 2013 55



Informing Millennials

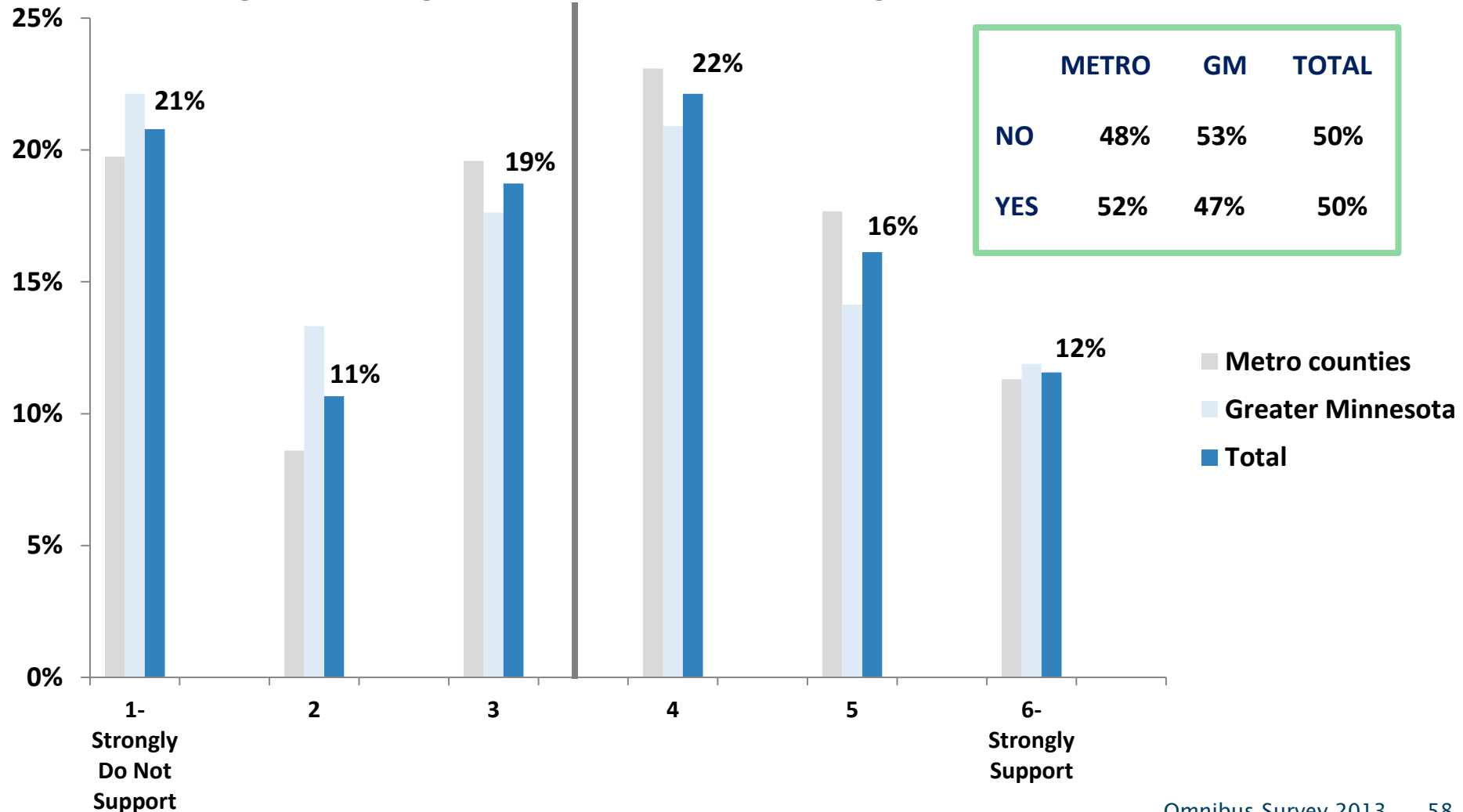


Consistency among transportation modes by generation; mostly cars



Support for raising taxes at 50%

Q: To what extent would you support raising taxes for the purpose of maintaining and building roads, bridges, [transit], and trails, in all regions of the state?



0 to 5*

* How many more cents, willing to pay above \$.285

Mean, Median, and Mode by All demographics
~25% responded “\$0”

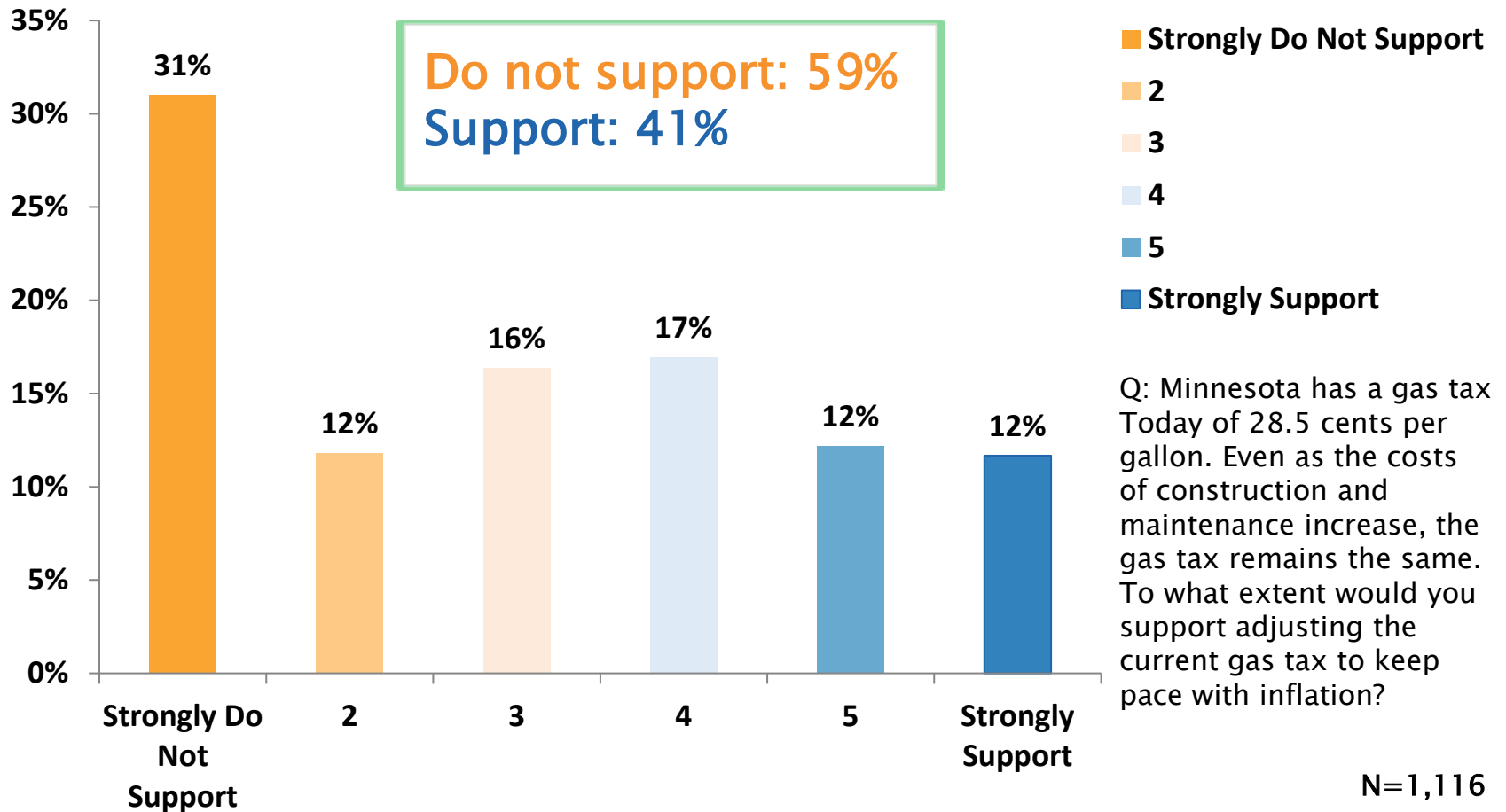
Exceptions (slightly higher mean):

- Some age groups (18–24, 45–64)
- Men
- Metro
- Variation among income levels; no pattern

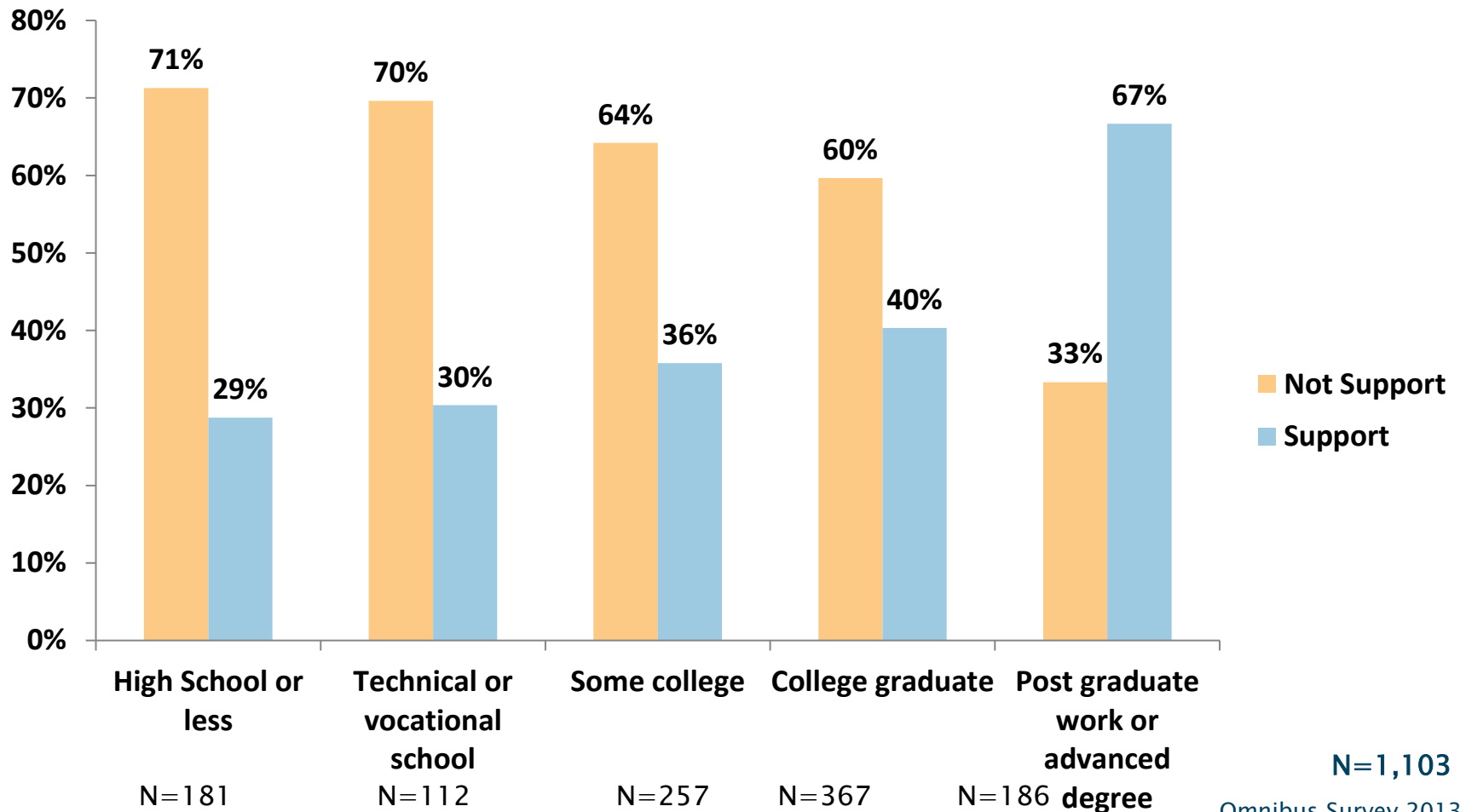
N=1,020



Support levels for gas tax indexing



Support for indexing increases with education



Implications and Strategies

- Public education/reassurance regarding current Minnesota bridge status and safety
- Reassure the public that MnDOT is making the right investment decisions with the resources we have
- Continue progress on construction project communication, multiple strategies (websites, 511 improvements, roadway signage, etc.)
Comprehensive, user-friendly, timely, accurate
- Continue multi-modal focus on transit options, bicycle and pedestrian safety (infrastructure, education, etc.), now and for the long-term, to meet the public's growing expectations
- Potential education regarding indexing, and consider separate outreach to Millennials around the need to plan and invest for the future

