



2017 Customer Satisfaction Survey Summary

INDOT's 2017 Customer Satisfaction Survey continues to show that Indiana taxpayers overwhelmingly agree with our focus on removing snow and ice and our efforts to maintain existing roads and bridges.

In 2017, INDOT conducted a survey of our primary customers – Hoosier taxpayers – regarding the job that we do. More than 1,200 roadway customers and members of the driving public were surveyed, and we obtained responses from at least 200 people in each of INDOT's six districts. This Customer Satisfaction Survey mirrored a survey first conducted in fall 2011 and repeated in 2013 and 2015, so that survey results can be compared and INDOT's performance can be assessed over time.

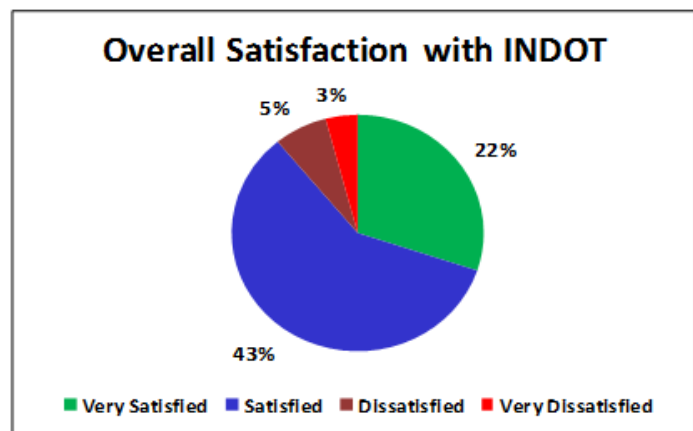
The survey addressed various topics, including transportation priorities, management of construction, satisfaction with INDOT services, highway safety, current transportation issues, customer service and information, and overall experience.

The respondents represented a cross-sampling of highway users:

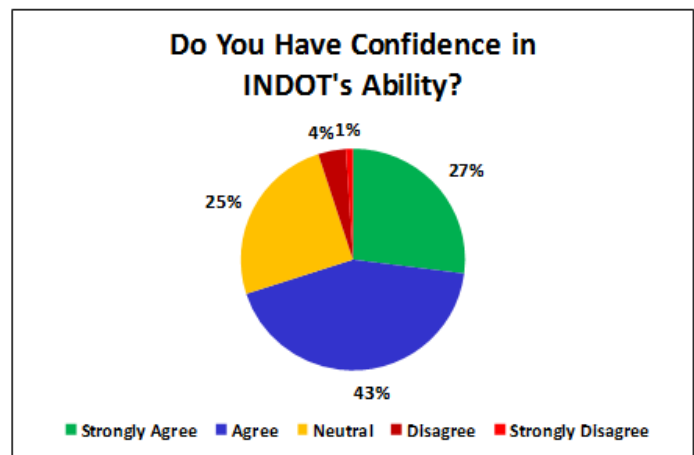
- More than one-half (54 percent) of respondents were 54 years old or younger
- Approximately 51 percent were male
- 61 percent have resided in Indiana for 40 years or longer
- 64 percent drive to and from work at least once per week
- About 62 percent reported driving more than 10,000 miles each year

Overall, customers surveyed in 2017 are quite satisfied with the job that INDOT has done providing transportation services. Of those who did not give a neutral response, 65 percent reported that they were either *very satisfied* or *satisfied* with INDOT's job providing transportation services during the past two years.

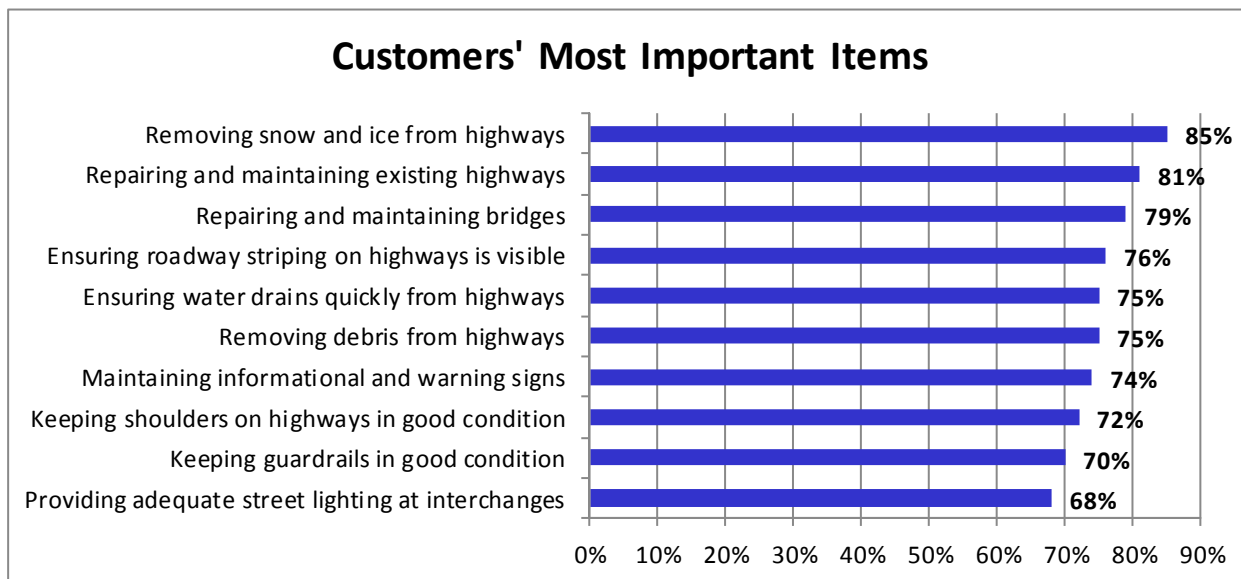
Only 8 percent of respondents indicated that they were either *very dissatisfied* or *dissatisfied* with the job that INDOT is doing.



Customers are confident in INDOT's ability to meet Indiana's transportation needs in the future. Of those who did not give a neutral response, 70 percent indicated that they either *strongly agree* or *agree* with the statement that INDOT has the ability to meet the state's transportation needs in the future.



Respondents rated more than 20 INDOT services in terms of relative importance. Eighty-five percent of respondents rated snow and ice removal as being either *extremely important* or *very important*. Repairing and maintaining existing highways was rated as *extremely important* or *very important* by 81 percent of respondents. Repairing and maintaining bridges was ranked as either *extremely* or *very important* by 79 percent of respondents.



Among the least important services that INDOT provides are maintaining landscaping, which was rated as *extremely* or *very important* by 34 percent of respondents. Building new highways was rated as *extremely* or *very important* by 41 percent of those responding, while adding interchanges to existing highways was rated as *extremely* or *very important* by 44 percent of respondents.

In terms of satisfaction with specific INDOT services, 71 percent were *very satisfied* or *satisfied* with INDOT's performance in maintaining information and warning signs along our roadways; while 68 percent of respondents said they were *very satisfied* or *satisfied* with INDOT's performance in removing snow and ice from roadways. Only 9 percent of respondents said they were dissatisfied with INDOT's snow and ice removal efforts.

Sixty percent of respondents reported that they were either *very satisfied* or *satisfied* with INDOT's efforts to keep them informed about transportation-related issues in Indiana. Customers also are generally happy with INDOT's website. Seventy-three percent of respondents reported that they were

very satisfied or *satisfied* with the website's ease of use while 80 percent were satisfied with the helpfulness of website information.

Of the customers who had contacted INDOT in the previous two years, 71 percent said that it was *very easy* or *easy* to contact the correct person at INDOT regarding their query. Ninety-four percent of customers believe that the level of customer service that INDOT provides is *better* or the *same* compared with other governmental agencies. Only 6 percent of survey respondents indicated that they believe INDOT provides *worse* levels of customer service when compared with other government agencies in Indiana.

Presented by

Dr. Sameer Bawa, BBC Managing Director



2017 INDOT CUSTOMER SATISFACTION SURVEY

January 29, 2018

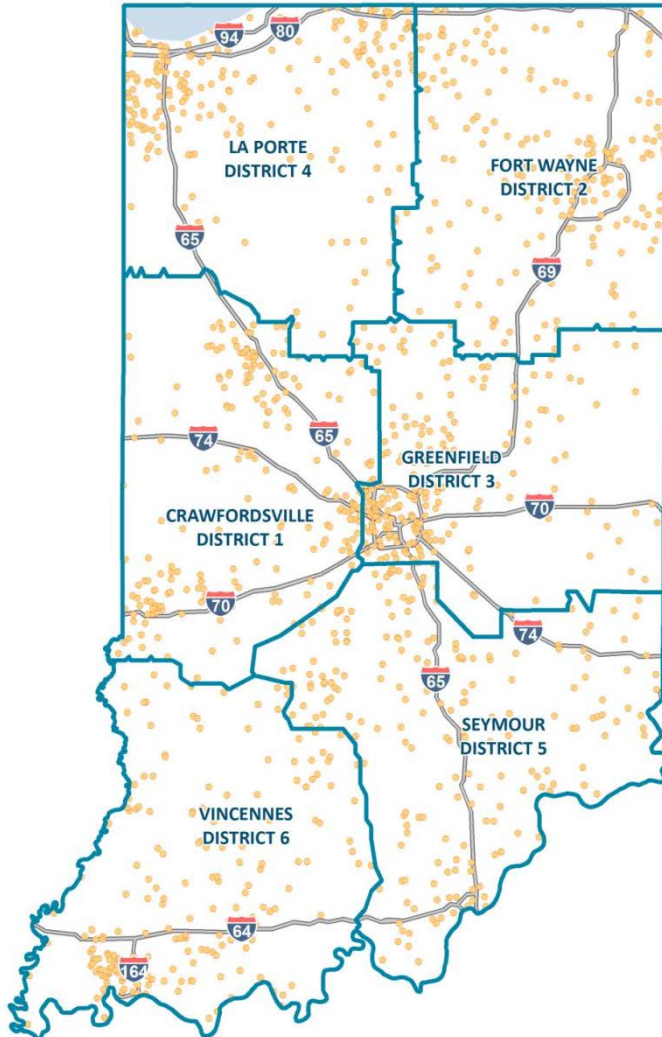
KEY TOPICS



Customer Satisfaction Survey

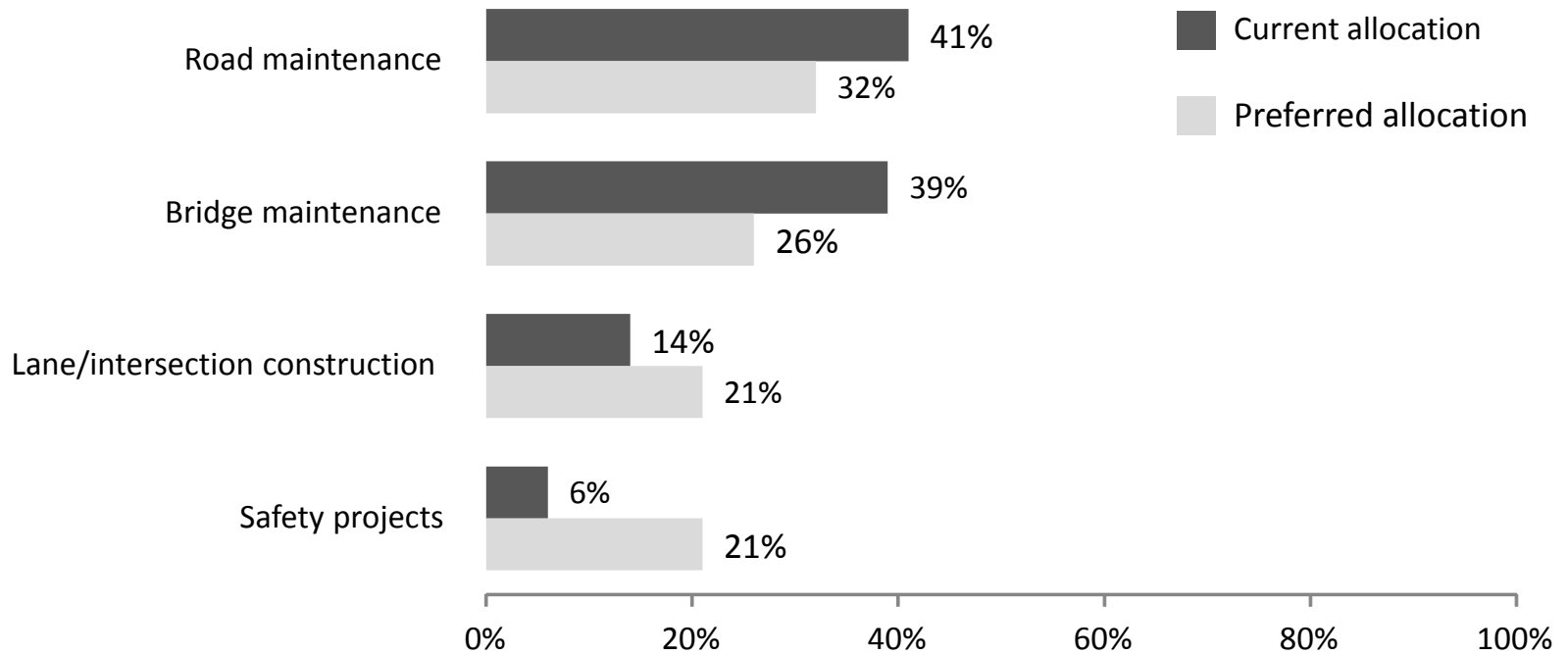
- Transportation priorities
- Construction management
- Satisfaction with services
- Customer service
- Open-road tolling

APPROACH & ANALYSIS

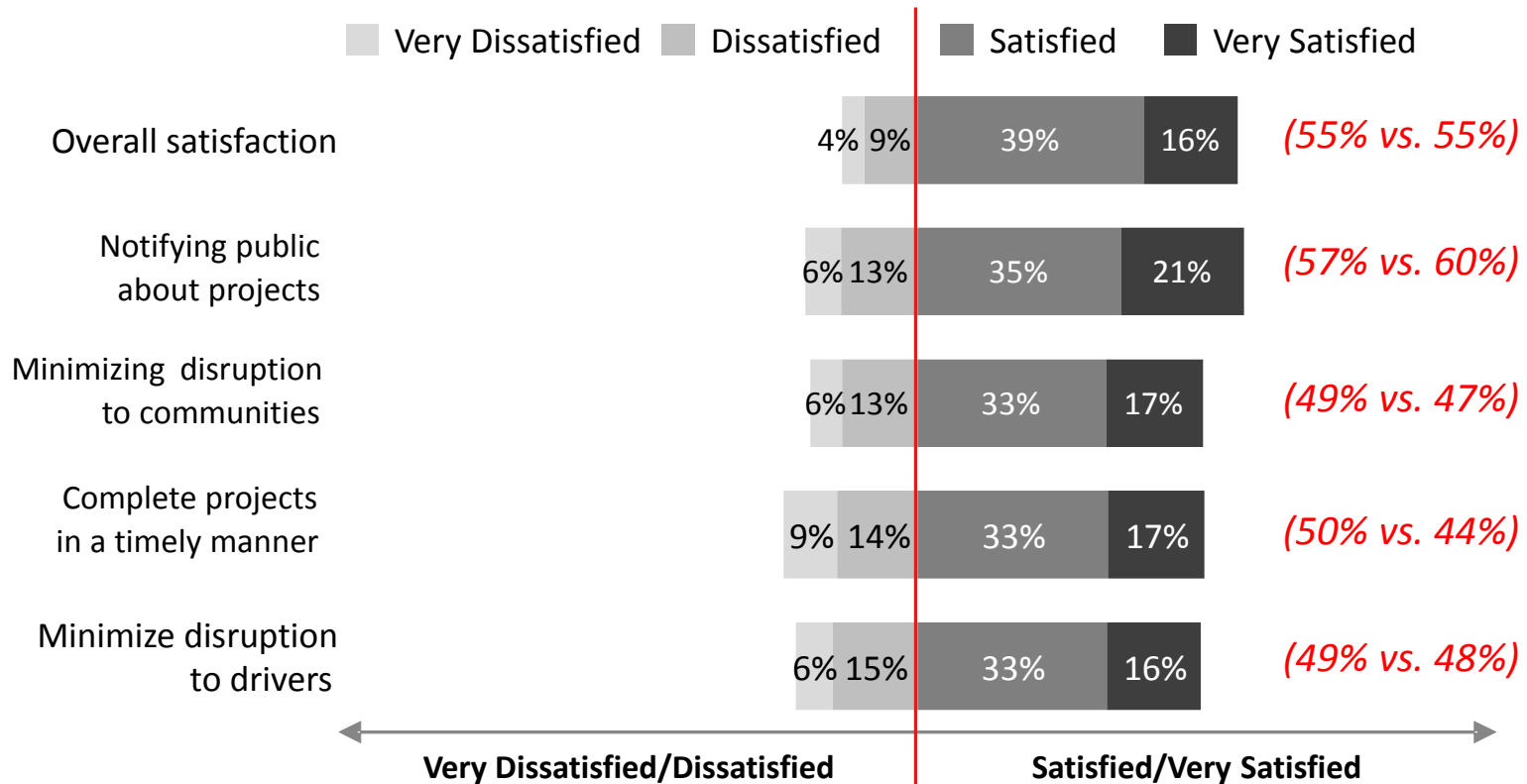


- Telephone survey
- 1,200 customers
- 200 customers per district

FUNDING PRIORITIES



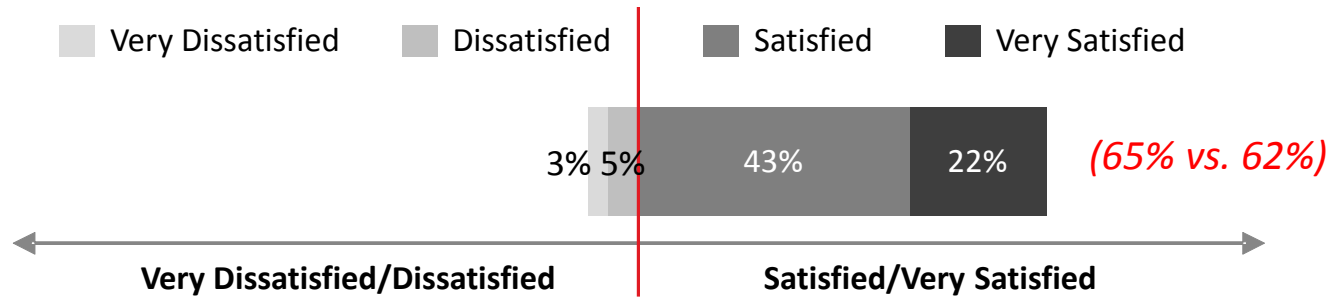
CONSTRUCTION MANAGEMENT



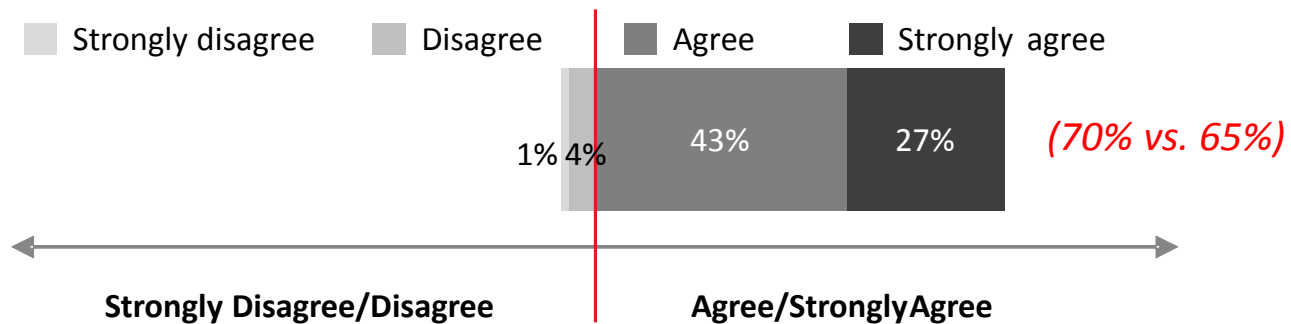
Percent satisfied, 2017 vs. 2015

OVERALL IMPRESSIONS

Overall Satisfaction



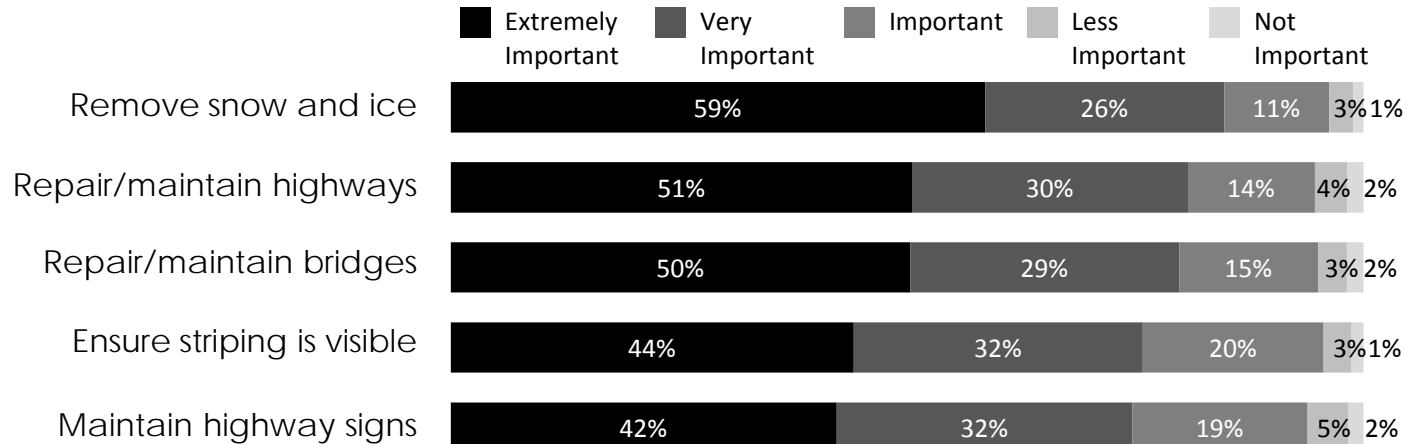
Overall Confidence



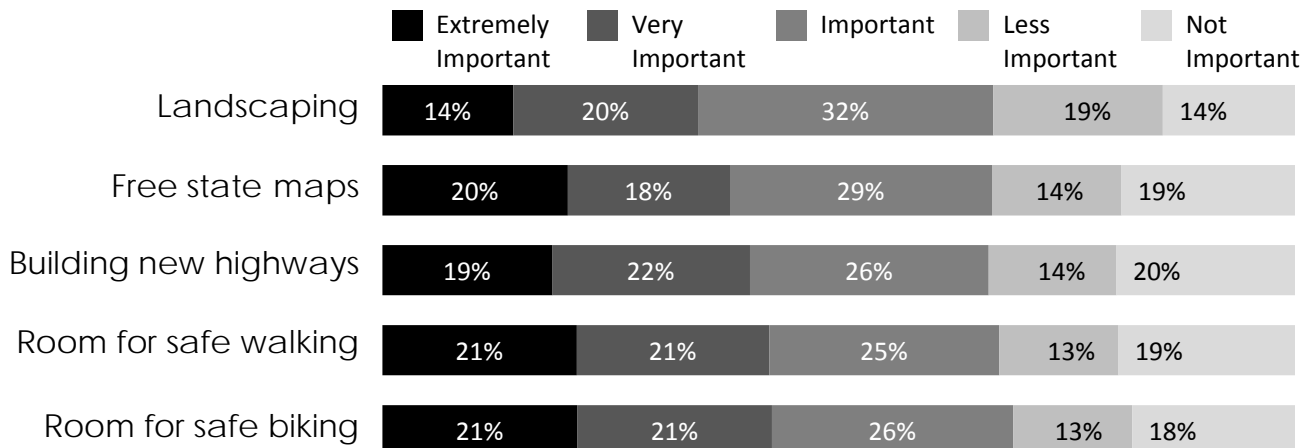
Percent satisfied/confident, 2017 vs. 2015

IMPORTANCE OF SERVICES

Most Important

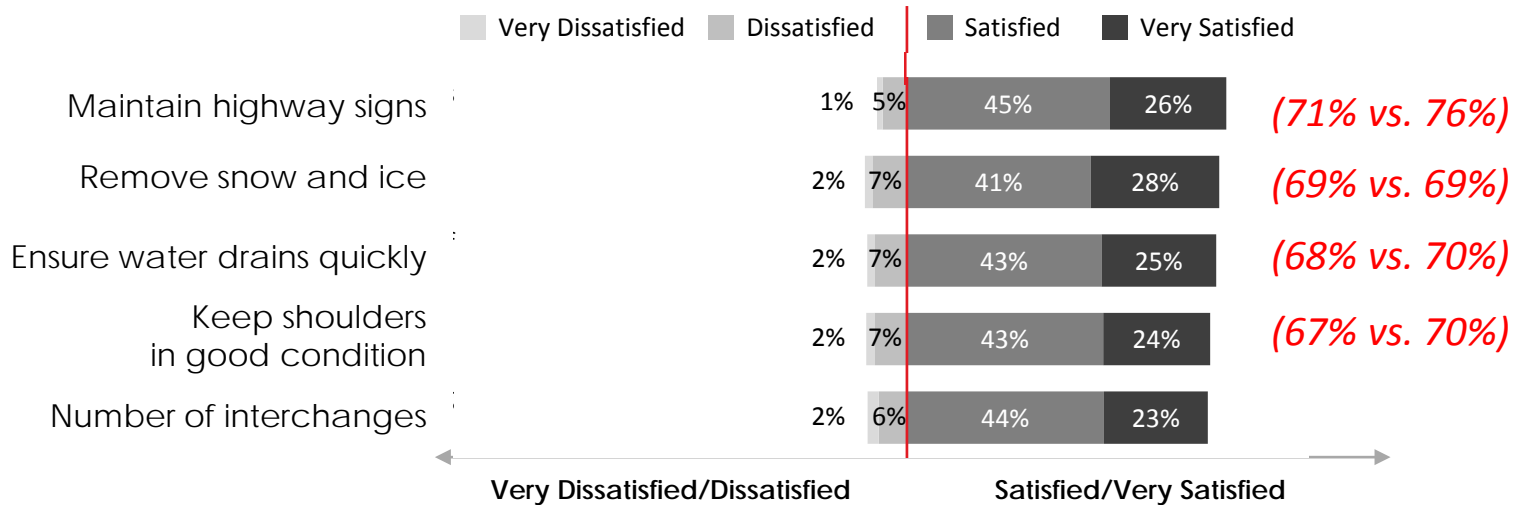


Least Important

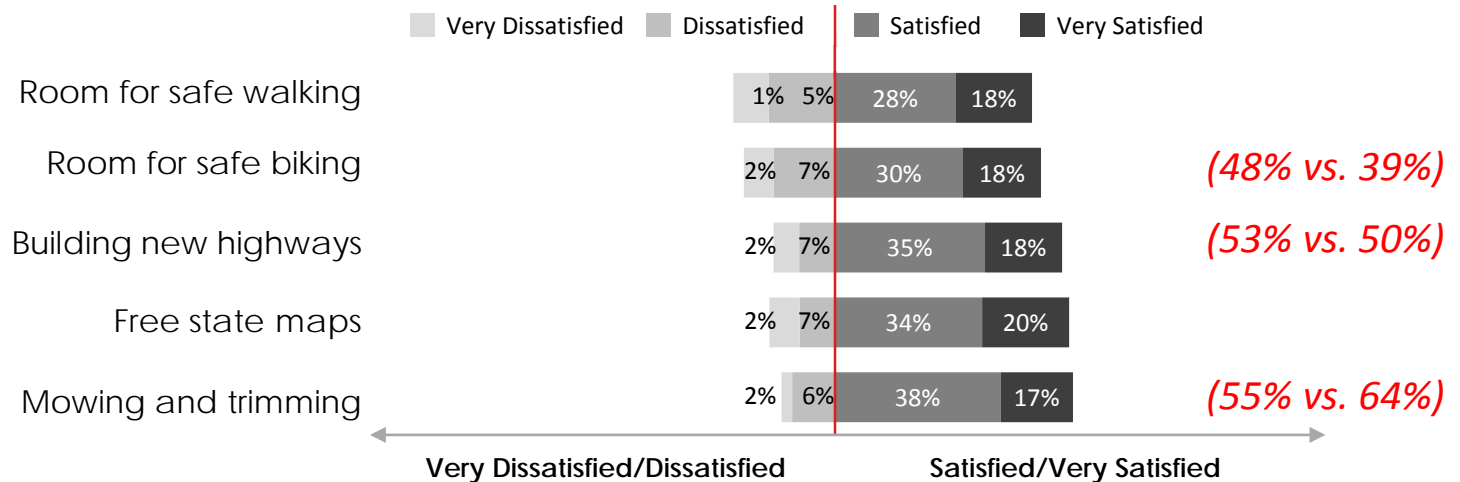


SATISFACTION WITH SERVICES

Most Satisfied

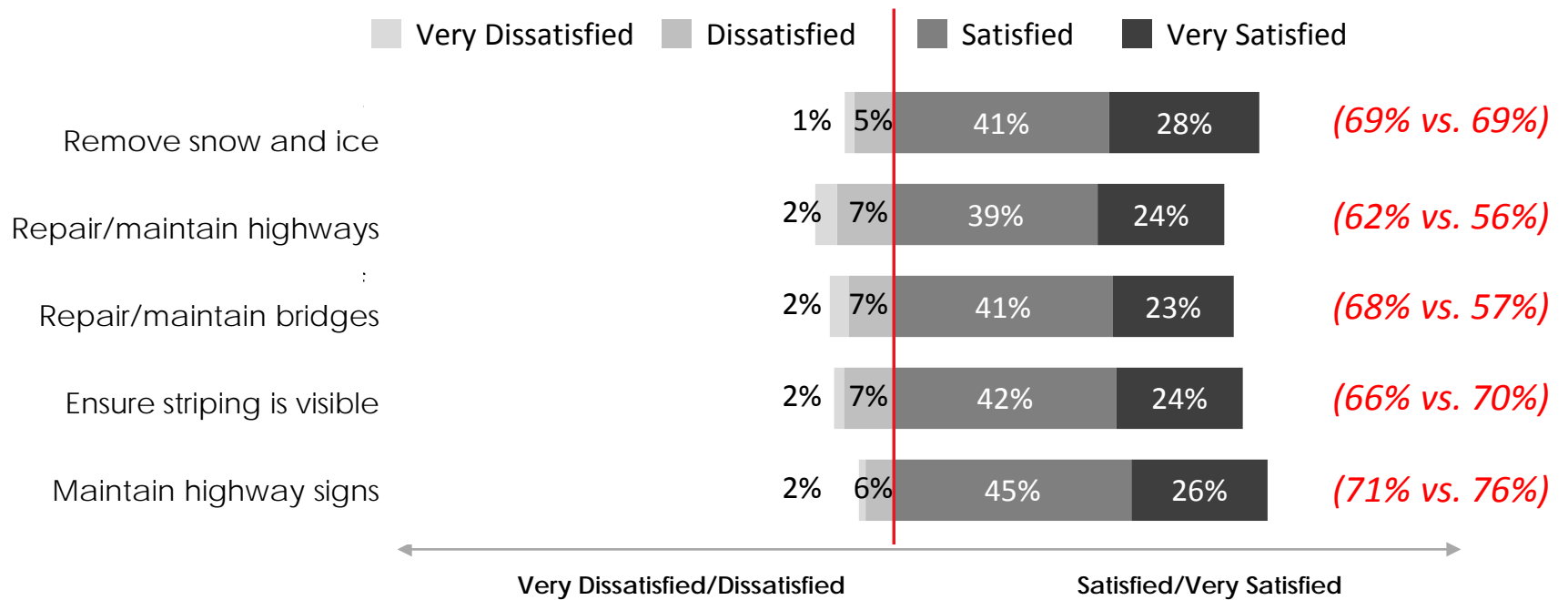


Least Satisfied



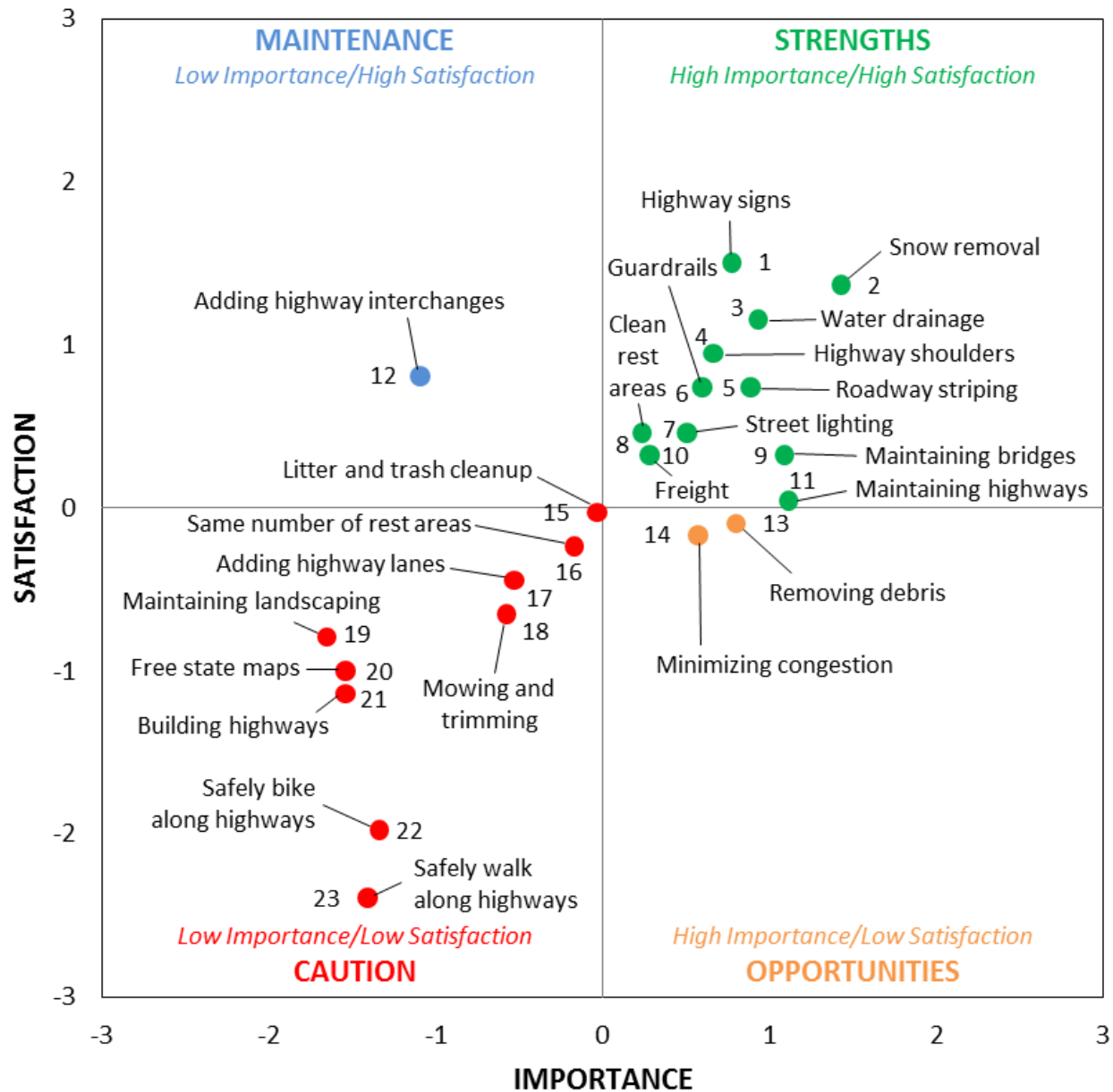
Percent satisfied, 2017 vs. 2015

SATISFACTION WITH IMPORTANT SERVICES



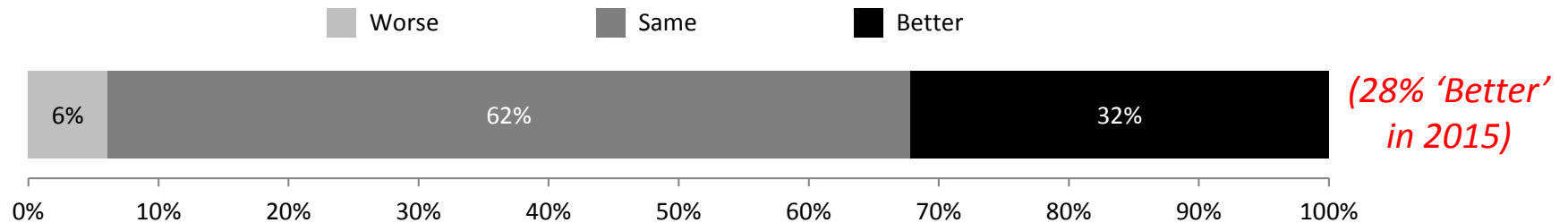
Percent satisfied, 2017 vs. 2015

IMPORTANCE VS. SATISFACTION

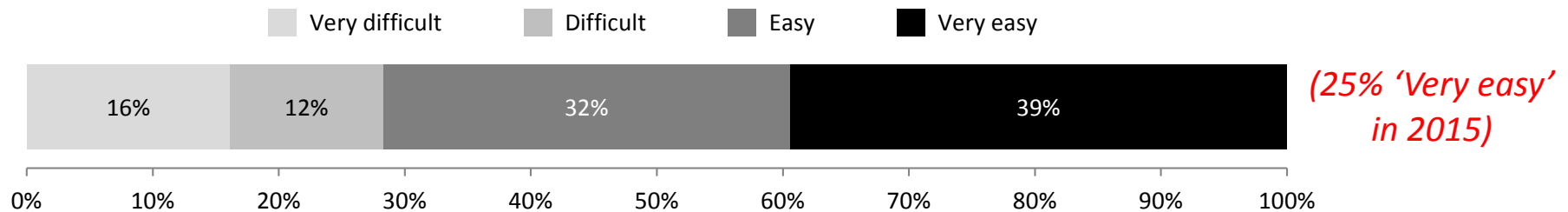


CUSTOMER SERVICE

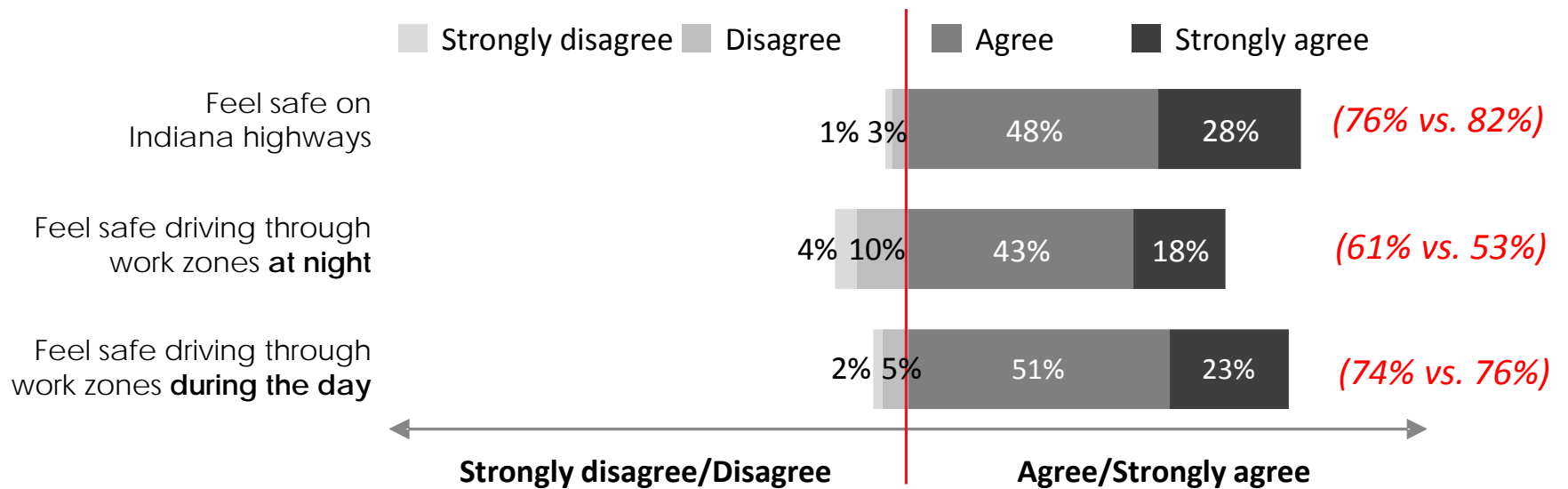
Customer service (relative to other organizations)



Ease of contact

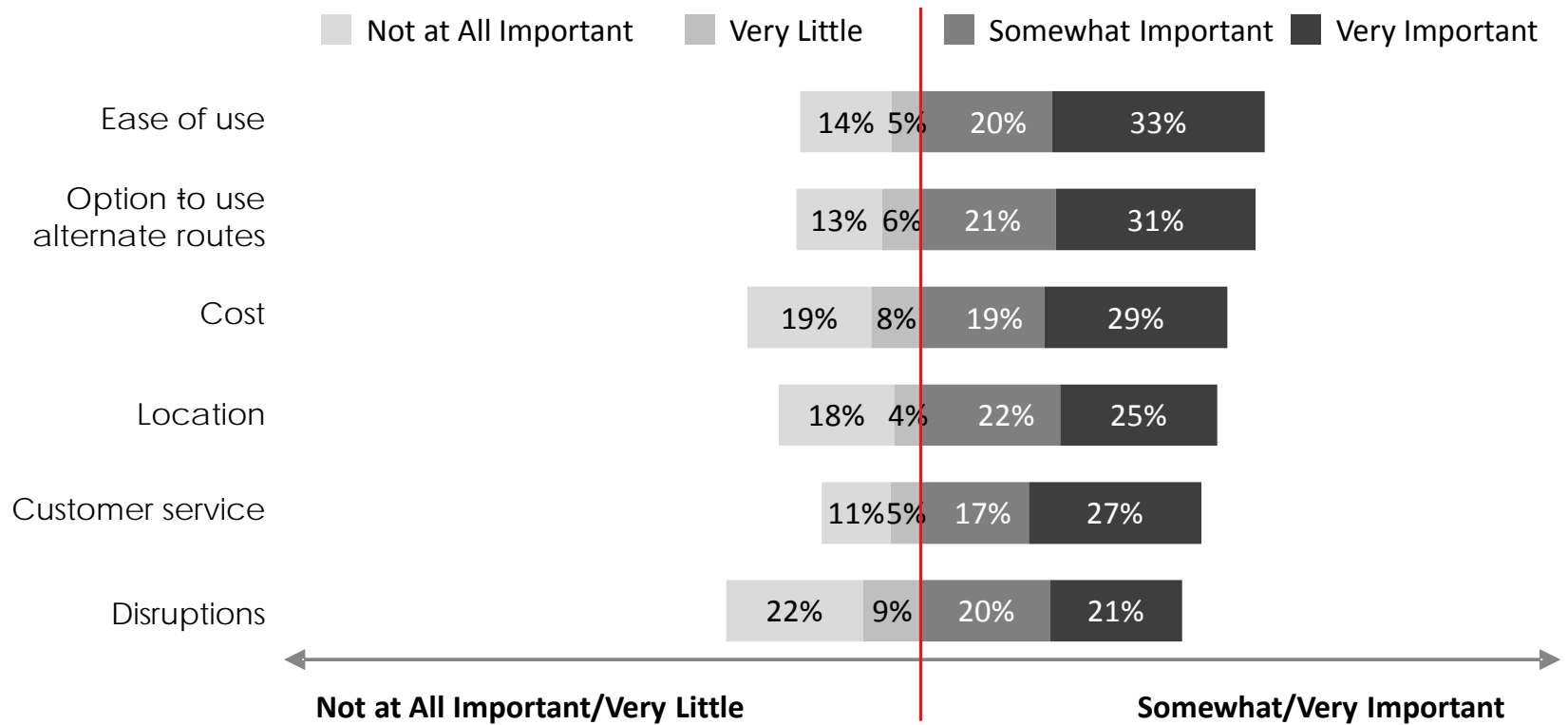


SAFETY

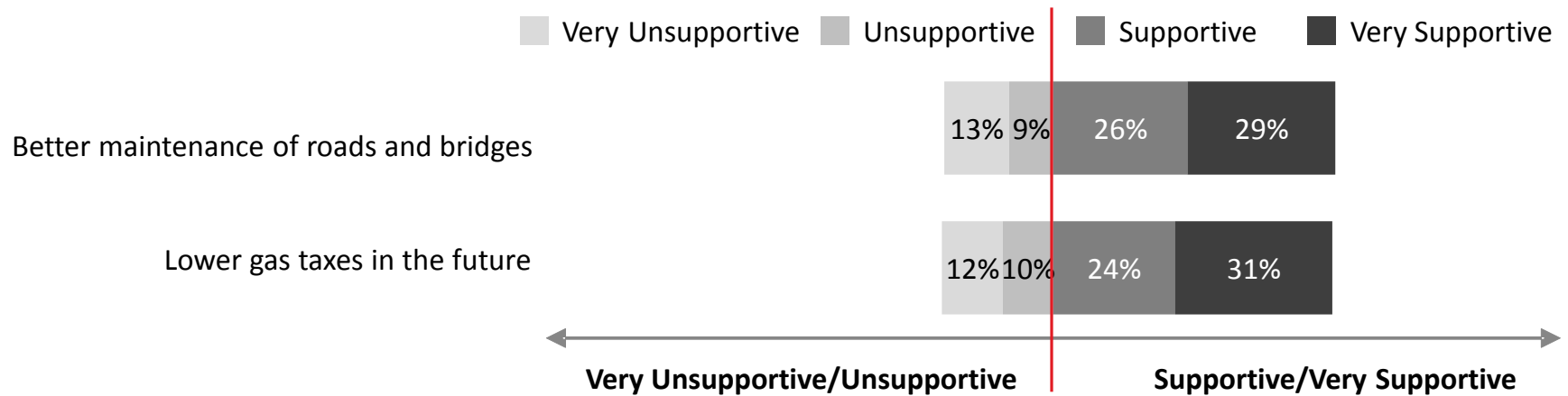


Percent agree, 2017 vs. 2015

OPEN-ROAD TOLLING FACTORS



SUPPORT FOR OPEN-ROAD TOLLING



SUMMARY AND IMPLICATIONS

- High satisfaction with INDOT overall, consistent across INDOT districts and with 2015 survey
- High satisfaction with several important services such as snow/ice removal, repairs, and signs
- Low satisfaction with other important services such as removing debris and minimizing congestion
- Moderate satisfaction with construction management including completing projects in a timely manner
- Moderate support for open-road tolling
- Predictors of overall satisfaction include value from taxes and INDOT's efforts to keep customers informed

QUESTIONS