

**(Posted March 2, 2020)** INDOT’s 2019 Customer Satisfaction Survey continues to show that Hoosiers overwhelmingly agree with our focus on removing snow and ice and our efforts to maintain existing roads and bridges.

As it has every two years, INDOT in 2019 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 our six districts. This Customer Satisfaction Survey mirrored a survey first conducted in fall 2011 and repeated in 2013, 2015 and 2017, so that survey results can be compared and INDOT’s performance assessed over time.

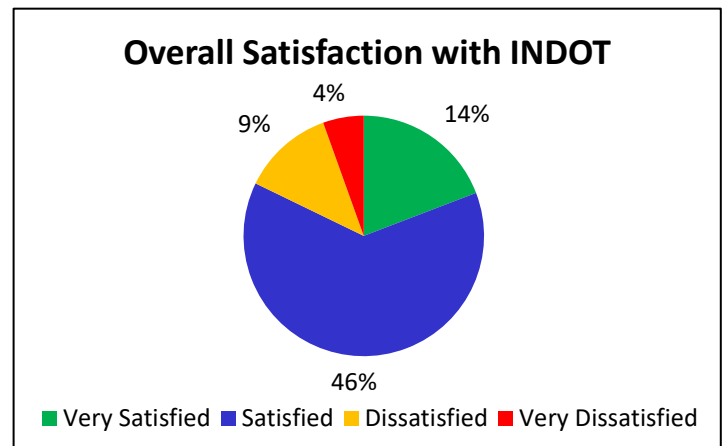
The survey addressed various topics, including transportation priorities, management of construction, satisfaction with INDOT services, highway safety, current transportation issues, customer service and information, and overall experience.

“The survey shows that our customers statewide continue to recognize that we provide quality service at a reasonable cost,” said Executive Communications Director Linda McGrannahan-Roberson, who oversaw the survey process. “Customers agree with our priorities — repairing and maintaining existing bridges and roads, and removing snow and ice — and seem to place a priority on activities that enhance safety, such as drainage, highway striping, signage and interchange lighting.”

The Customer Satisfaction Survey report presentation is available below.

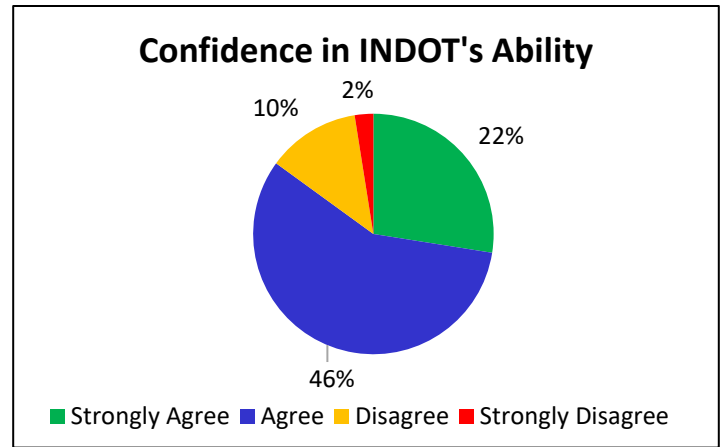
The respondents represented a cross-sampling of highway users:

- More than 45% of respondents were 44 years old or younger
- 49% of respondents were female; 48% were male
- 66% drive to and from work at least once per week
- 58% reported driving more than 10,000 miles each year



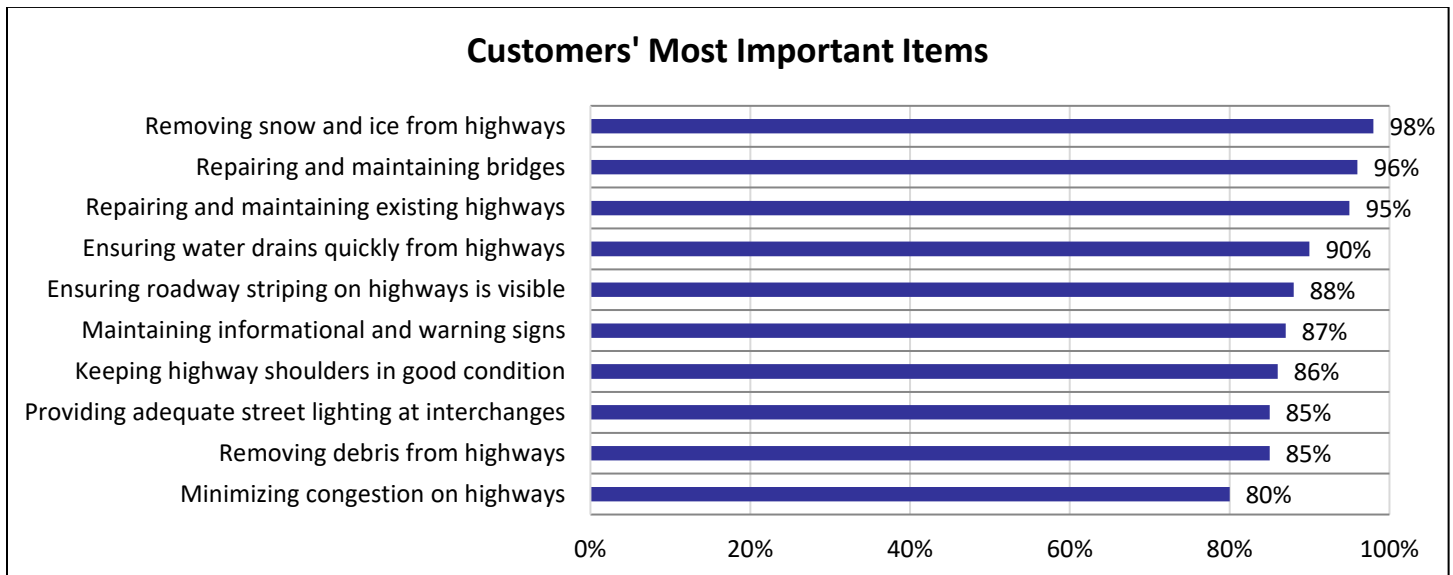
Of customers who did not give a neutral response, 60% reported that they were either *very satisfied* or *satisfied* with INDOT’s job providing transportation services during the past two years. Only 13% of respondents indicated that they were either *very dissatisfied* or *dissatisfied* with the job that INDOT is doing.

Customers are confident in our ability to meet Indiana’s transportation needs in the future. Of those who did not give a neutral response, 68% 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. 98% of respondents rated snow and ice removal as being either *extremely important* or *very important*. Repairing and maintaining existing bridges was rated as *extremely important* or *very important* by 96% of respondents. Repairing and maintaining existing highways was ranked as either *extremely* or *very important* by 95% of respondents.

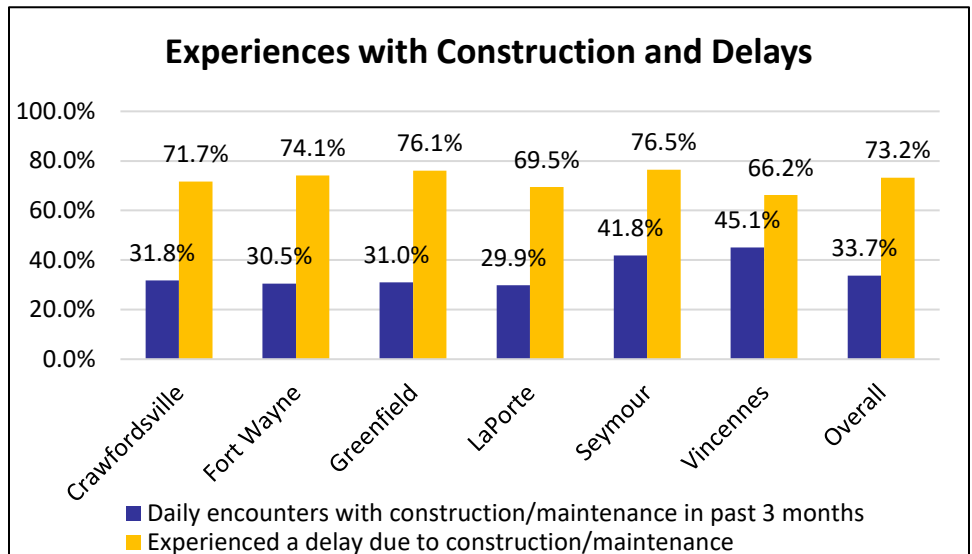
A greater percentage of respondents ranked each of these services as *extremely important* or *very important* in 2019, when compared against 2017 survey results.



Among the least important INDOT service listed on the survey was maintaining landscaping, which was rated as *extremely/very important* by 19% of respondents. Providing free state maps was rated as *extremely/very important* by 22% of those responding, while adding interchanges to existing highways was rated as *extremely/very important* by 35% of respondents. Each of these services declined in importance, compared with 2017 survey results.

In terms of satisfaction with specific INDOT services in 2019, 81% of those responding were *very satisfied* or *satisfied* with our performance in maintaining information and warning signs along our roadways; while 75% of respondents said they were *very satisfied/satisfied* with INDOT’s performance in keeping guardrails in good condition. Among INDOT’s top three services, 68% of respondents were *very satisfied/satisfied* with INDOT snow and ice removal efforts; 64% were *very satisfied/satisfied* with our work in repairing and maintaining bridges; and 51% were *very satisfied/satisfied* with our effort to repair and maintain existing highways.

Customers were also asked questions about how often they encounter highway construction or maintenance work on Indiana highways; if construction caused delays in their travel; and the length of their most recent construction-related delays. Overall, more than 33% of respondents had daily encounters with construction or maintenance work in the preceding three months. More than 73% had experienced a delay due to construction or maintenance and approximately 14% of those responding had experienced a delay of more than 30 minutes.



Respondents were asked about their awareness of, and satisfaction with, INDOT’s Roadside Management Program, which is an initiative that INDOT has in place to keep Indiana’s roadways clean and encourage the growth of native plants. Of respondents who were familiar with the Roadside Management Program, 81% were *very satisfied/satisfied* with our mowing efforts while 70% were *very satisfied/satisfied* with our litter clean-up activities.

INDOT’s Transportation Services Call Center (TSCC) received high marks from survey respondents. Marketed publicly as INDOT4U, the TSCC provides customers with a simple way to ask questions, get information, and provide feedback regarding the services we provide through a single statewide, toll-free phone number, a dedicated Report a Concern website link, or through our mobile app.

In terms of ease of use, 68% of customers who had used INDOT4U in the past year were either *very satisfied/satisfied* with the call center, while 79% were *very satisfied/satisfied* with the Report a Concern portal. Similarly, 66% of respondents indicated that they were either *very satisfied/satisfied* with the helpfulness of the information that they received from the call center, while 79% were *very satisfied/satisfied* with the Report a Concern portal.

Customers are generally happy with INDOT’s website: 75% of respondents reported that they were *very satisfied/satisfied* with the website information while 79% were happy with the current and planned construction information found on the website [Next Level Roads project map](#). Of those responding, 89% were *very satisfied/satisfied* with the information provided on the INDOT mobile app.

Overall, 56% of survey respondents were *very satisfied* or *satisfied* with INDOT’s transportation services in the past two years, and 93% rated INDOT as providing either about the same or better quality service than two years ago.

**Presented by**

Dr. Sameer Bawa, BBC Managing Director



# 2019 INDOT CUSTOMER SATISFACTION SURVEY

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February 24, 2020

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# KEY TOPICS



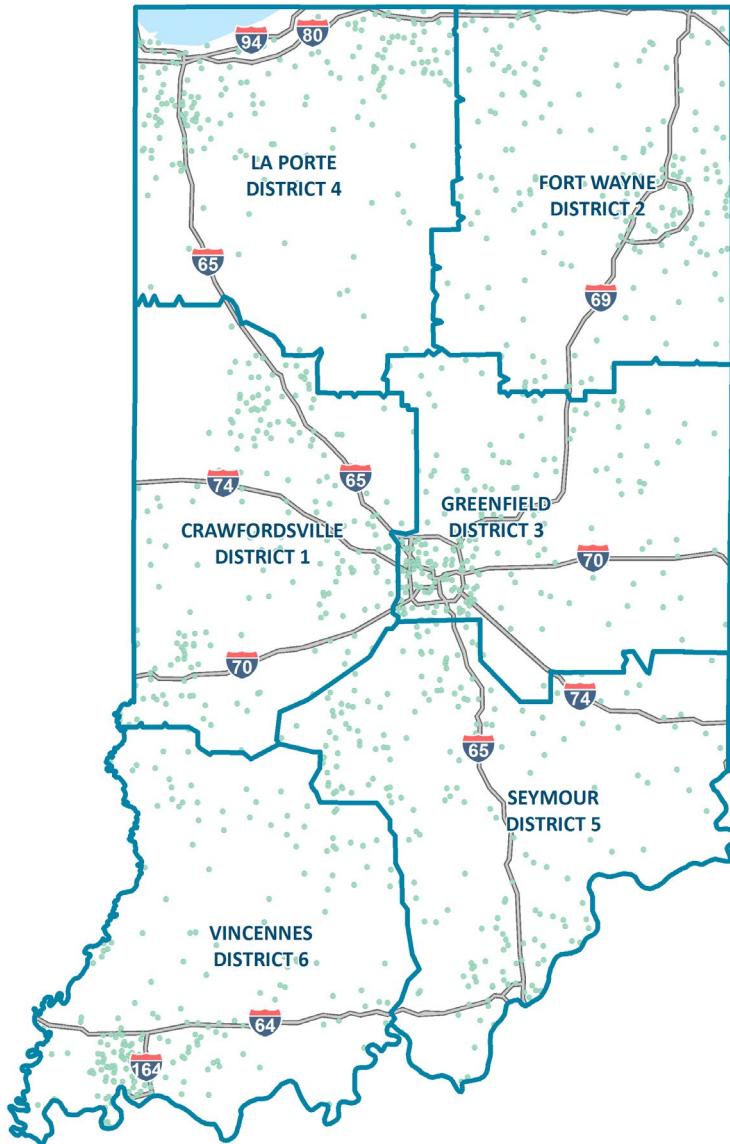
## **Customer Satisfaction Survey**

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- Overall experience
- Transportation priorities
- Construction management
- Highway safety
- Satisfaction with services
- Communications

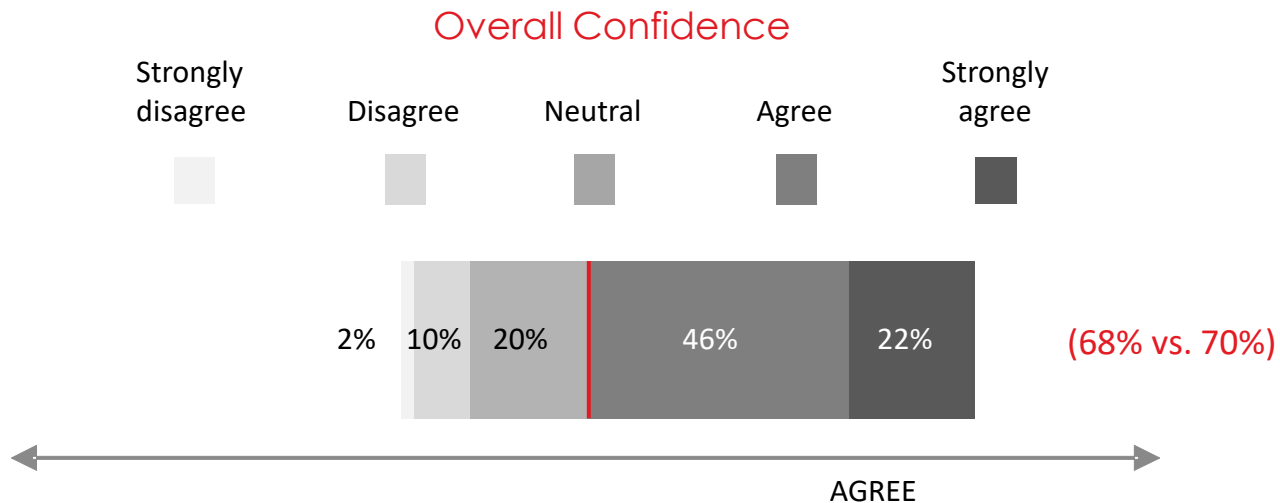
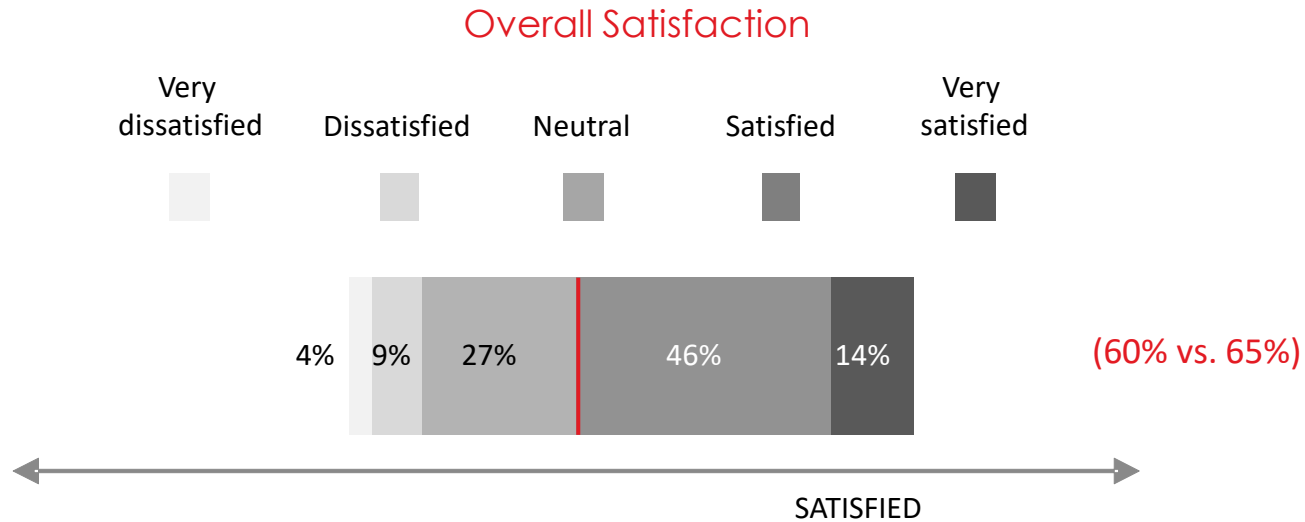


# APPROACH



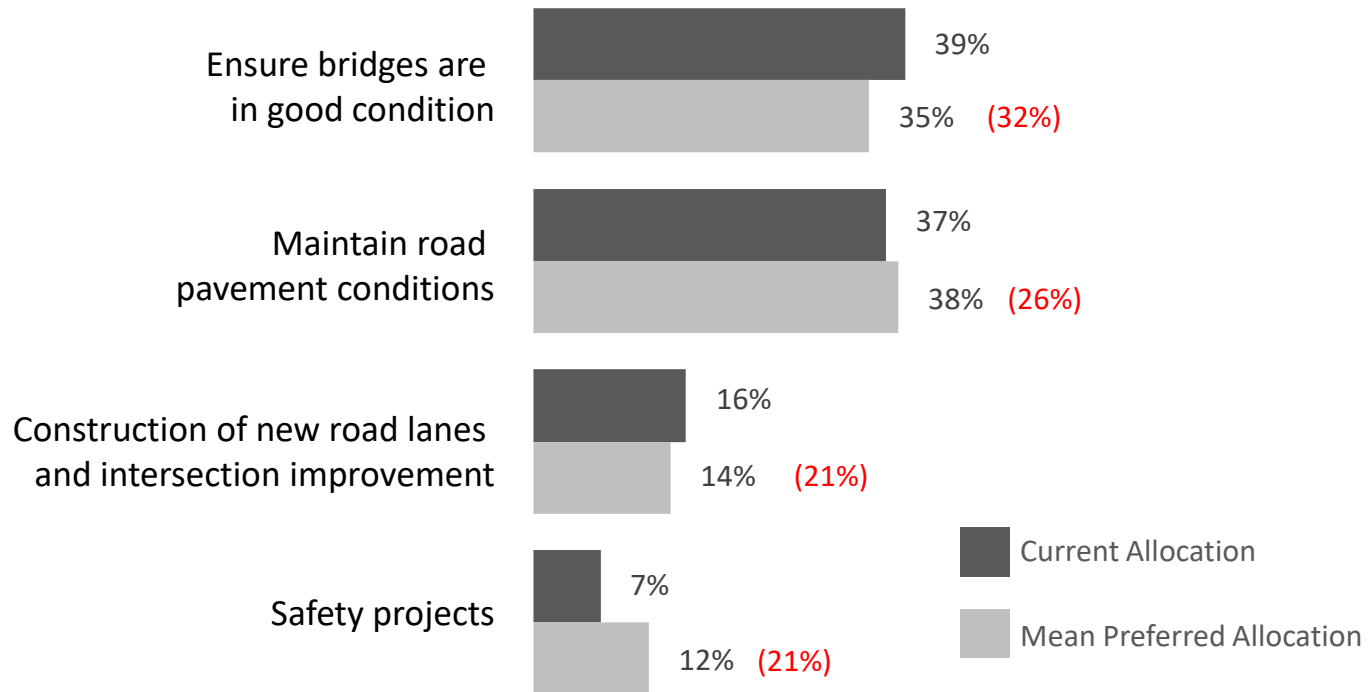
- Online/telephone survey
- ~1,200 customers
- ~200 customers per district

# OVERALL IMPRESSIONS



Percent satisfied/very satisfied, 2019 vs. 2017  
Percent confident/very confident, 2019 vs. 2017

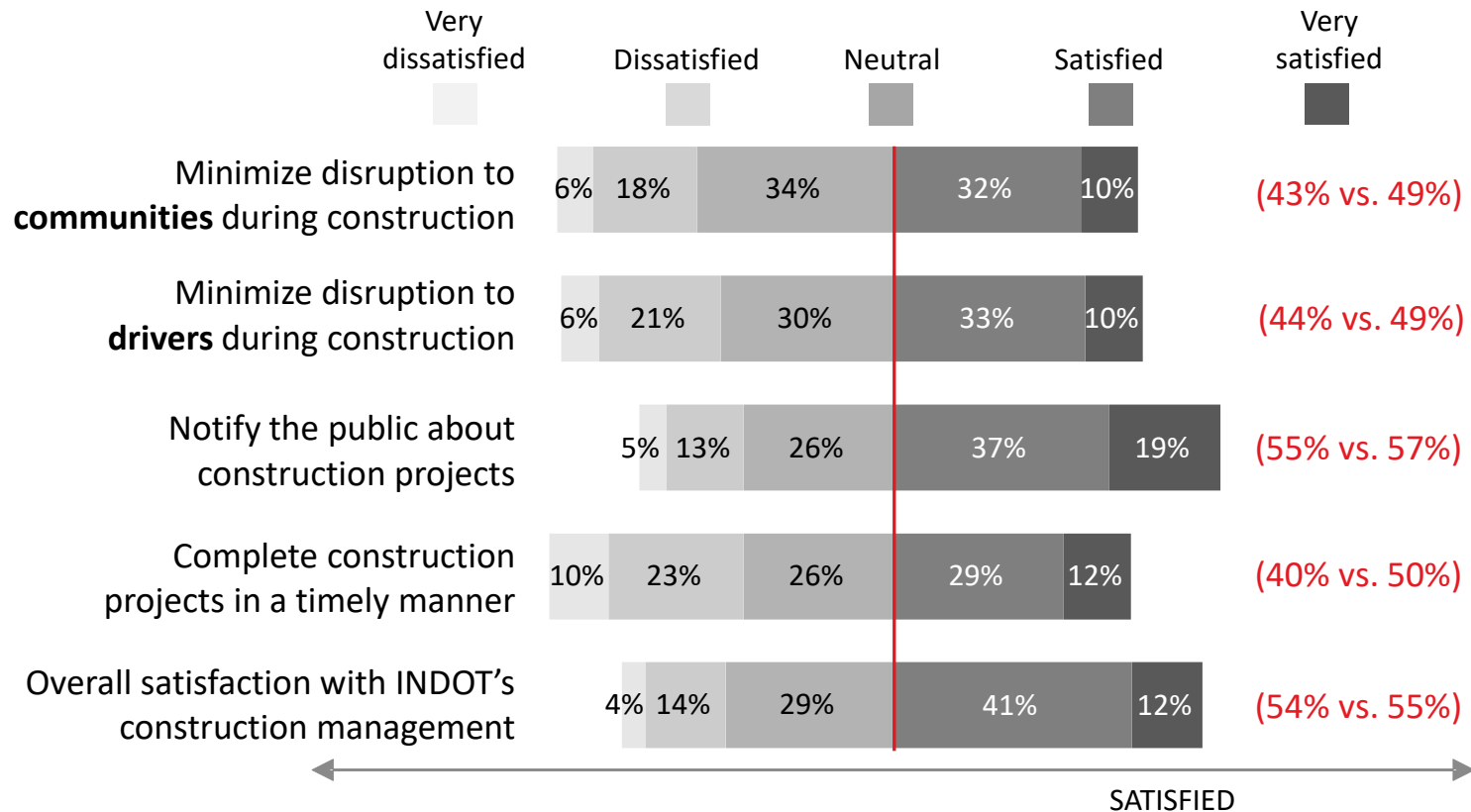
# FUNDING PRIORITIES



2017 percentages in parentheses

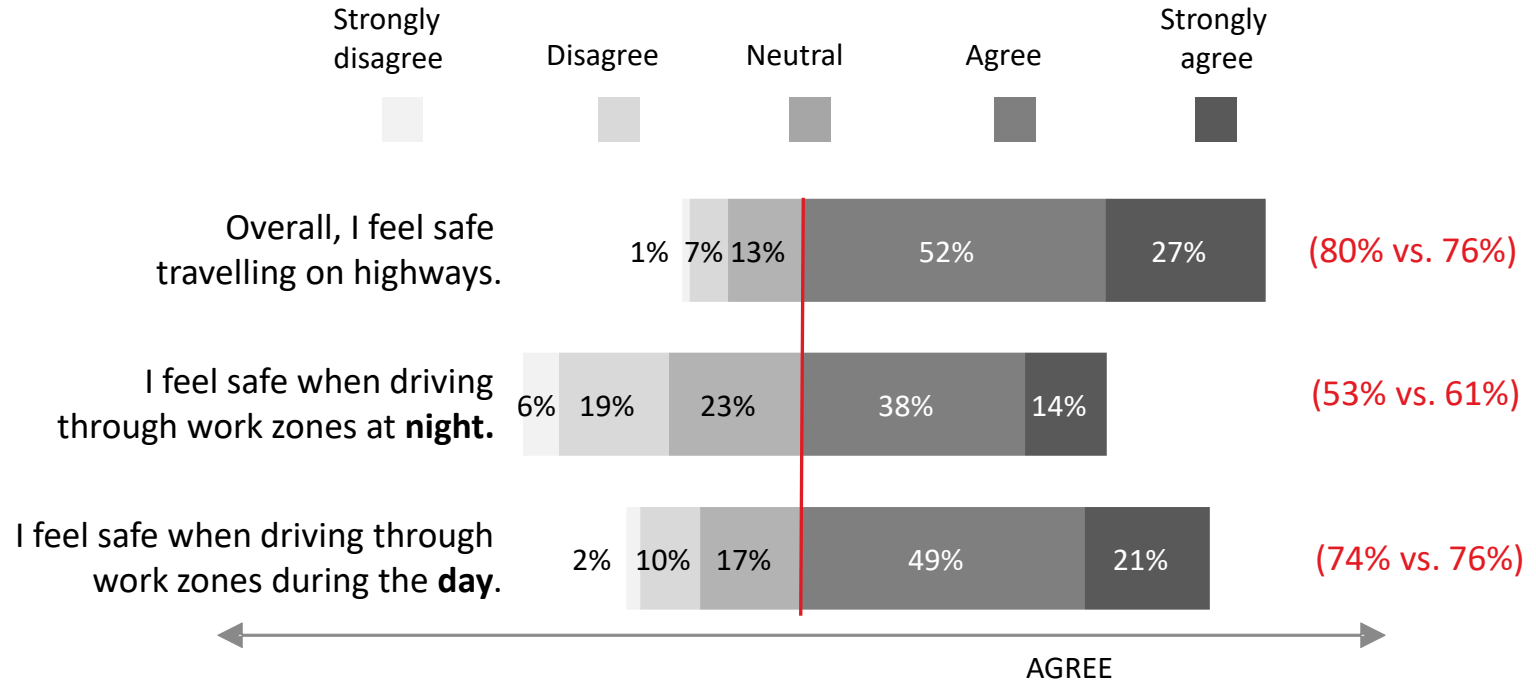


# CONSTRUCTION MANAGEMENT



Percent satisfied/very satisfied, 2019 vs. 2017

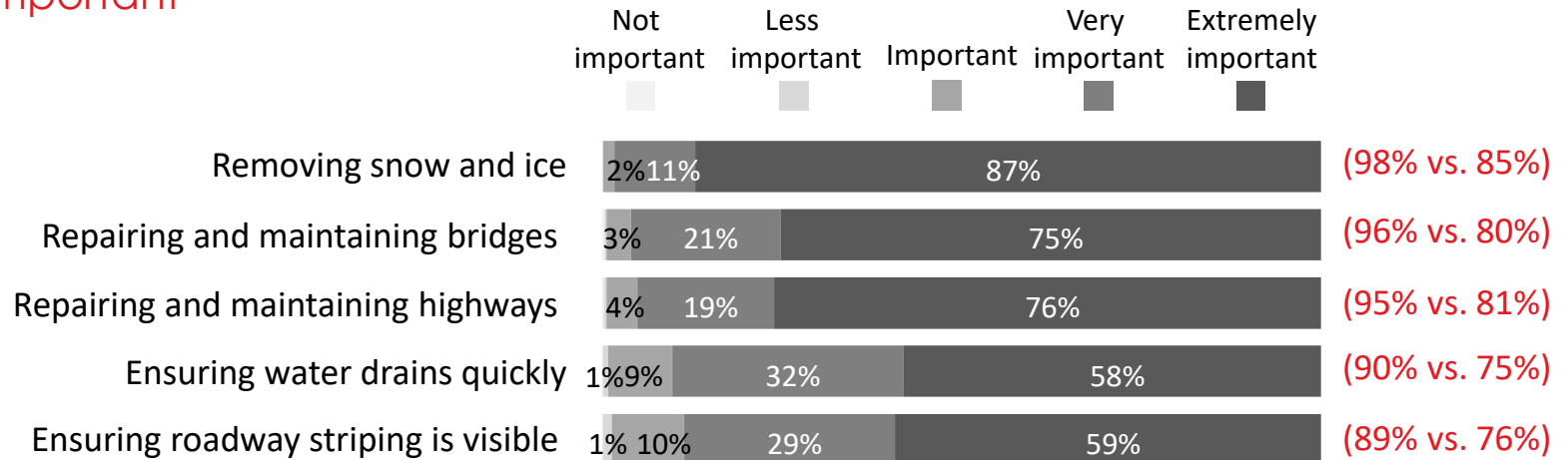
# SAFETY



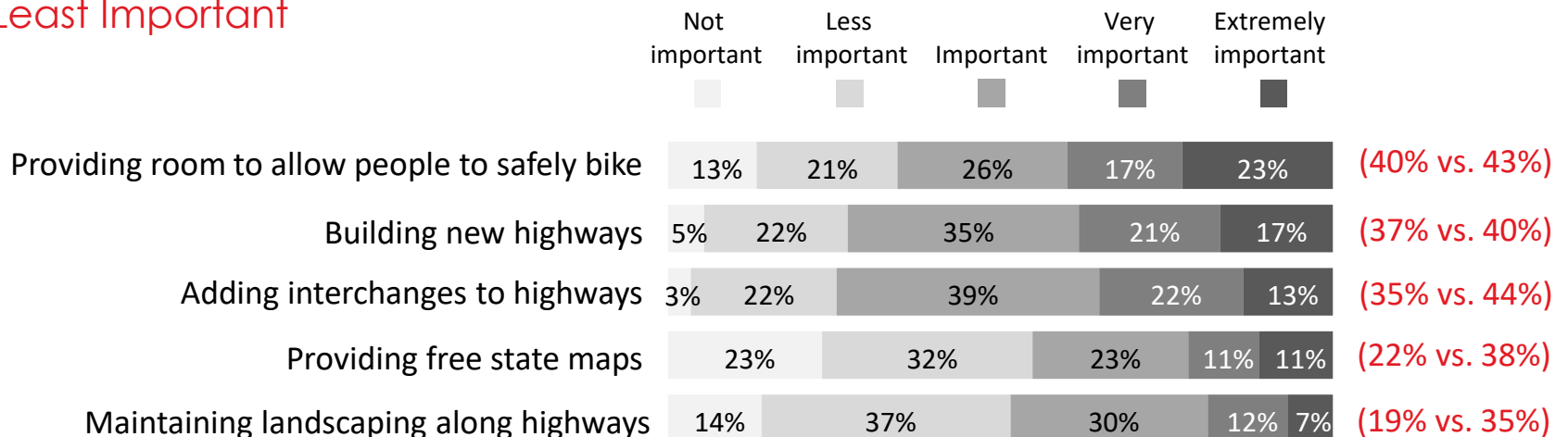
Percent agree/strongly agree, 2019 vs. 2017

# IMPORTANCE OF SERVICES

## Most Important



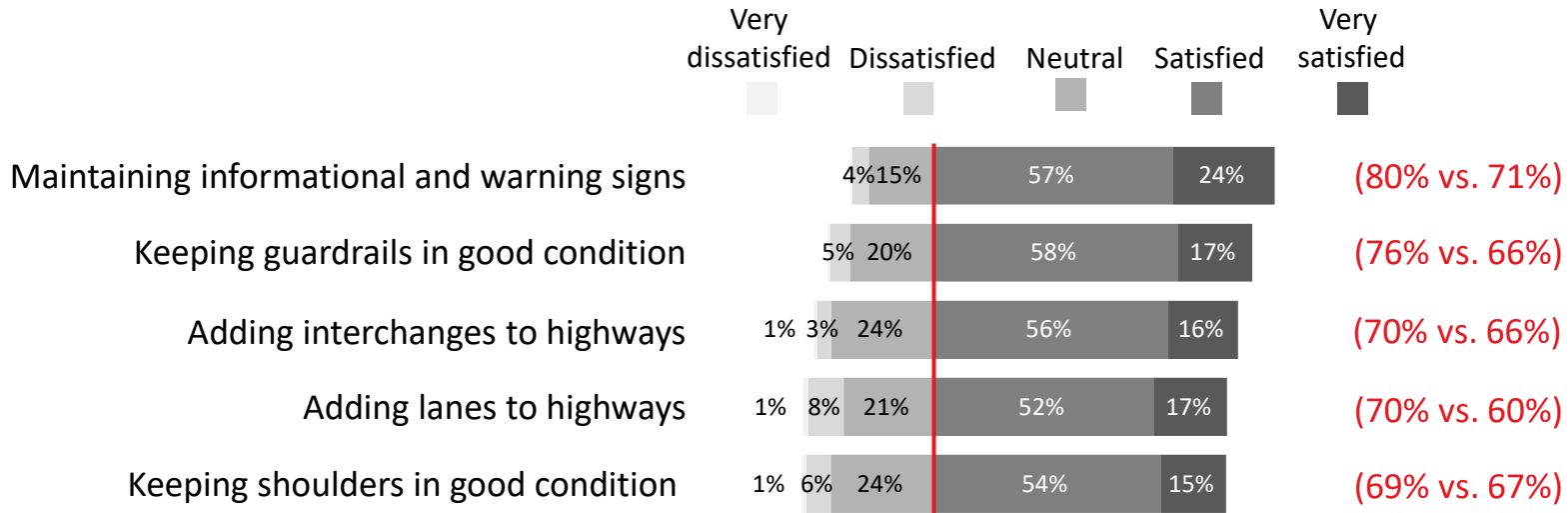
## Least Important



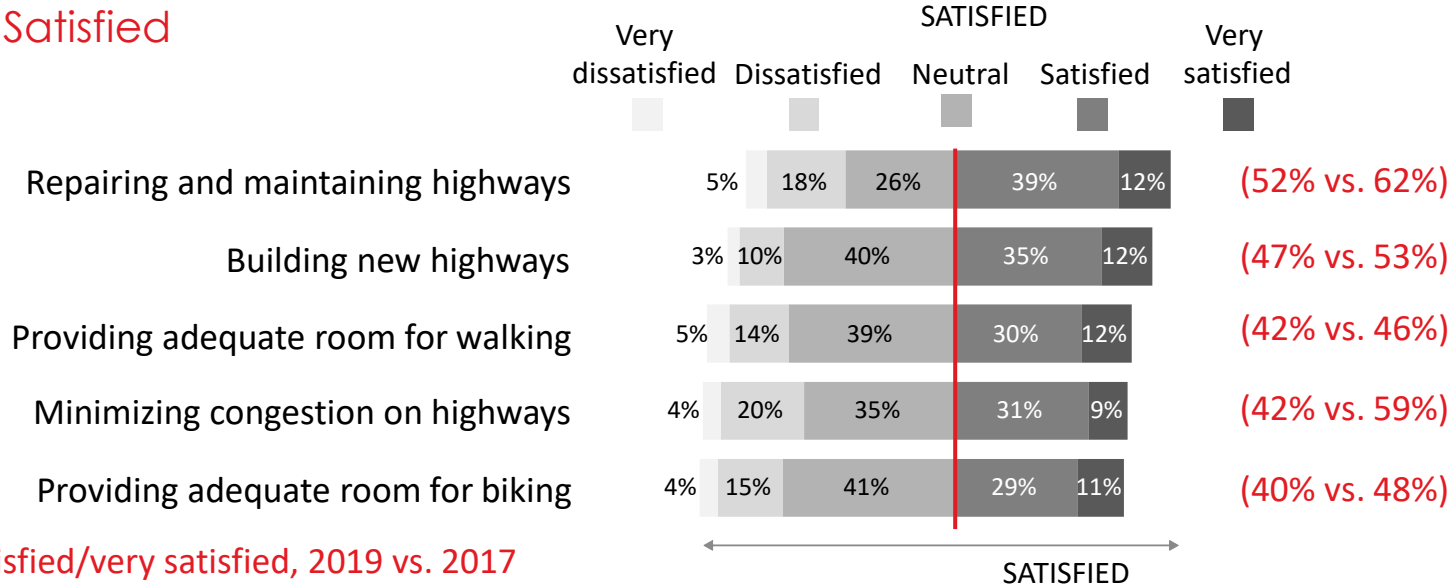
Percent very important/ extremely important, 2019 vs. 2017

# SATISFACTION WITH SERVICES

## Most Satisfied

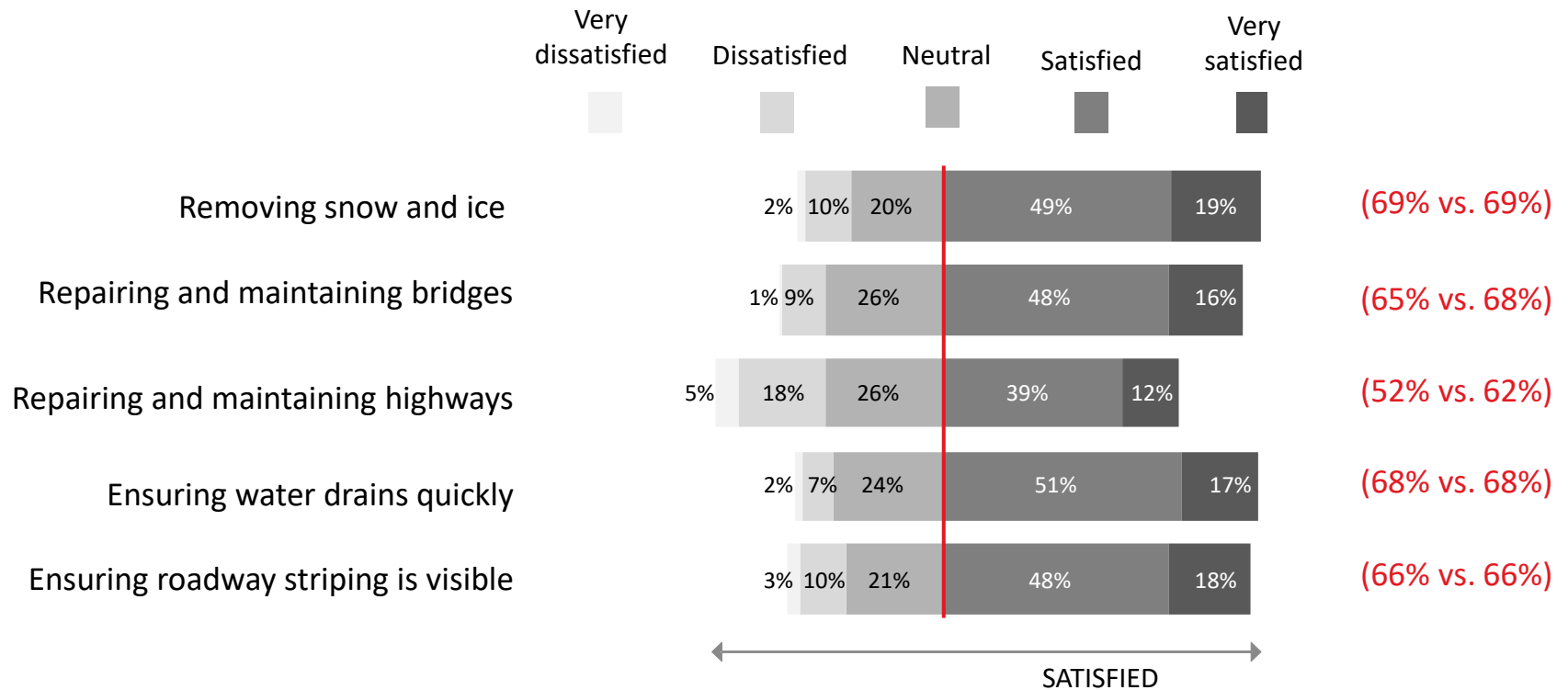


## Least Satisfied



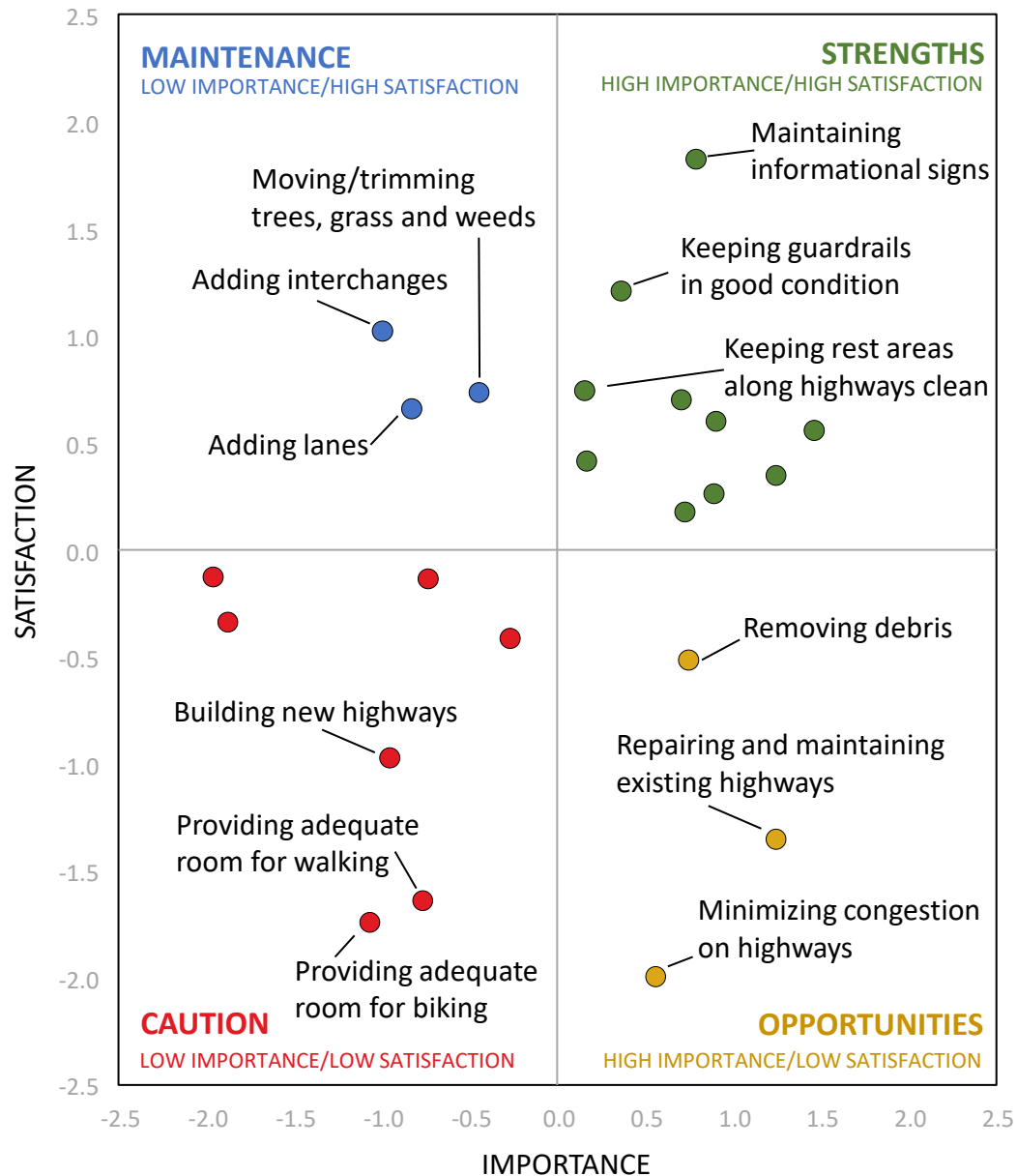
Percent satisfied/very satisfied, 2019 vs. 2017

# SATISFACTION WITH IMPORTANT SERVICES

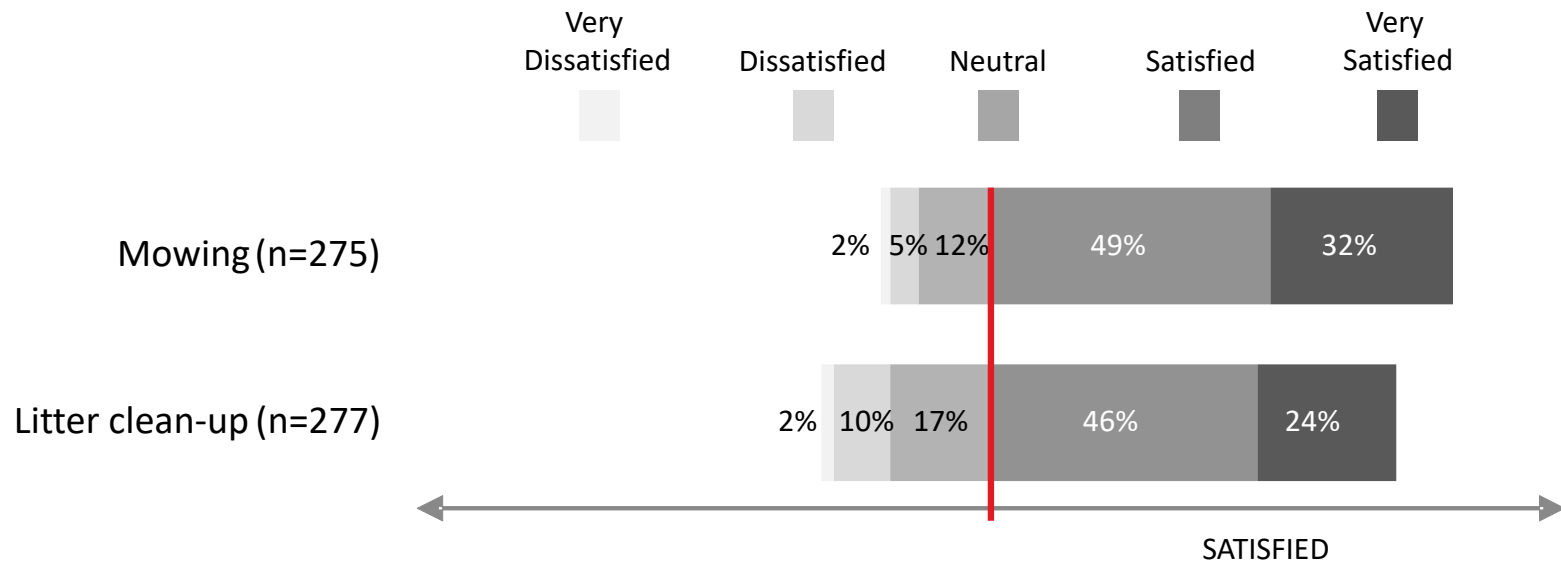


Percent satisfied/very satisfied, 2019 vs. 2017

# IMPORTANCE VS. SATISFACTION

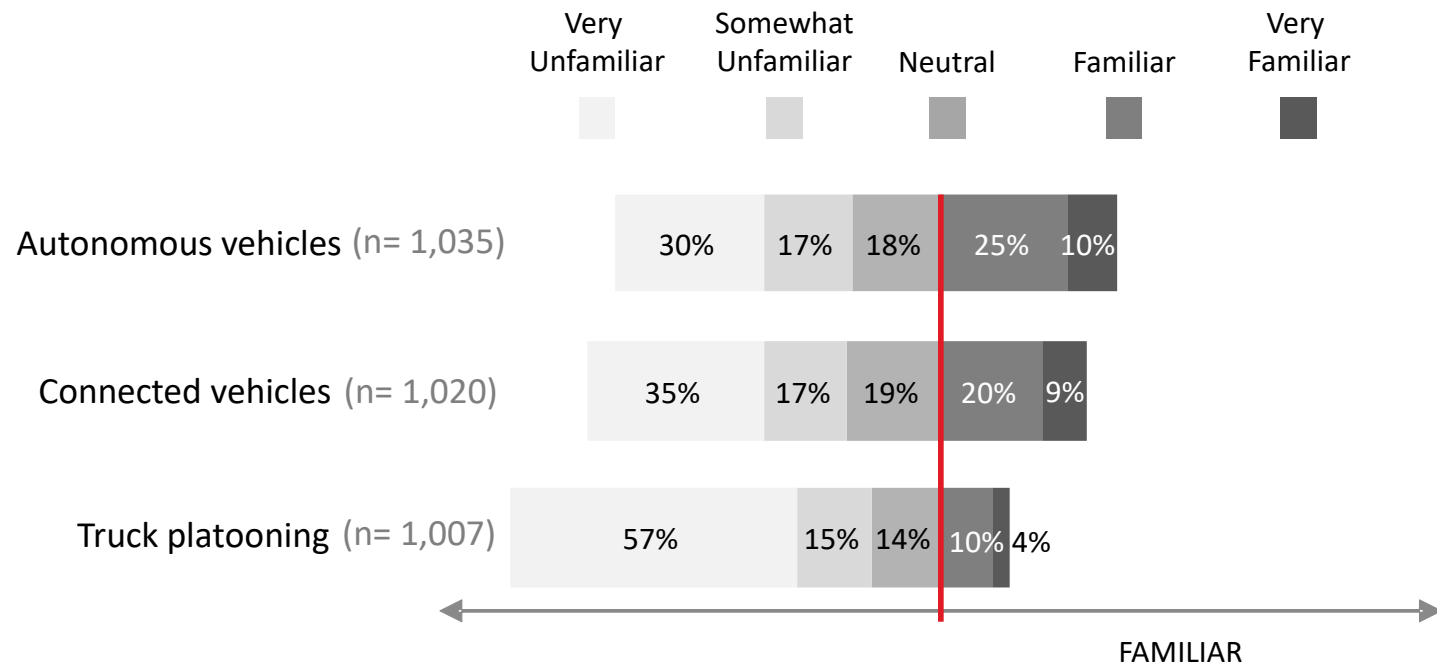


# ROADSIDE MANAGEMENT

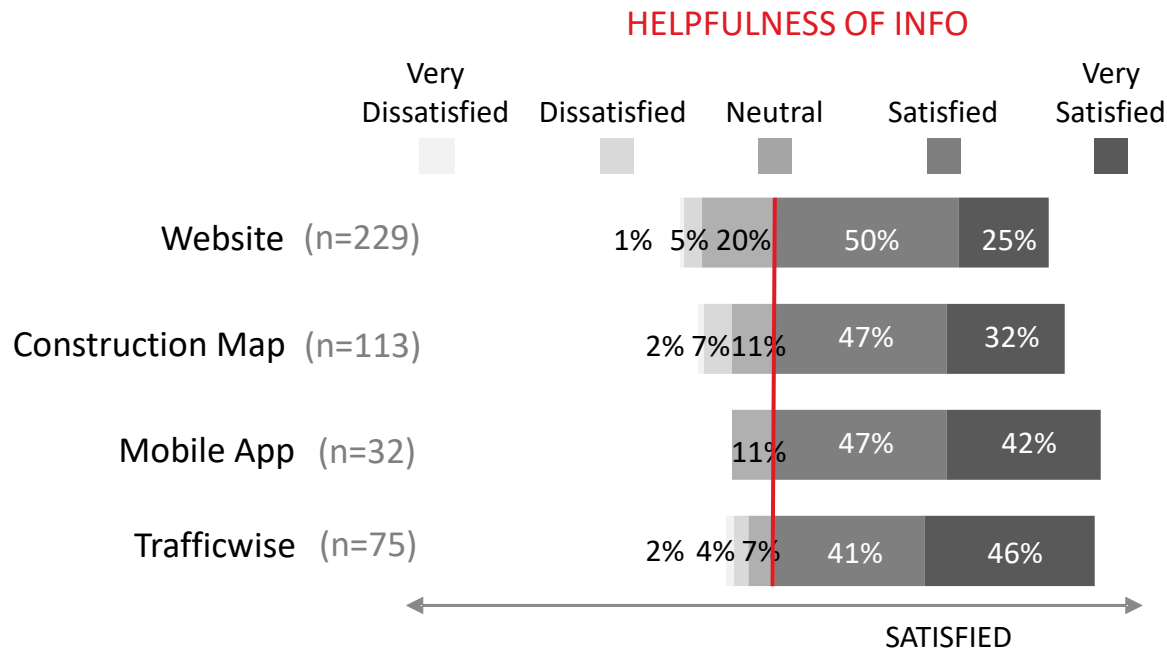
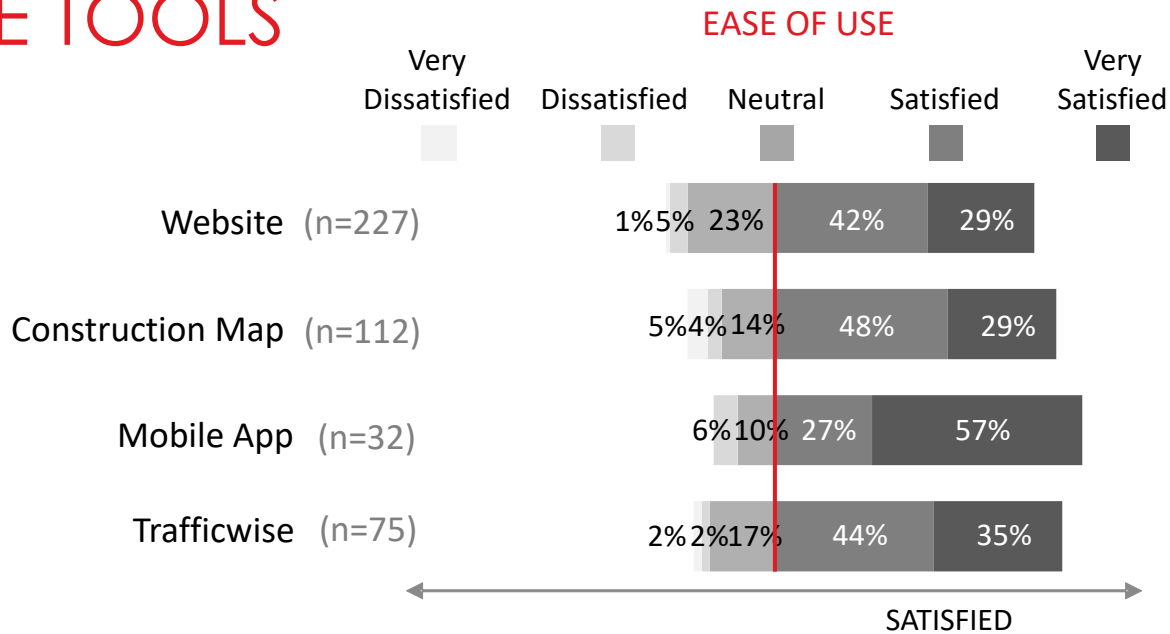




# VEHICLE CONCEPTS



# ONLINE TOOLS



# INDOT4U

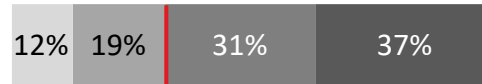
Call Center: 17.6% aware; 2% used

Report-a-Concern: 13.2% aware; 2% used

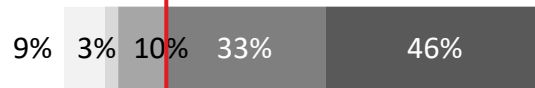
## EASE OF USE

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

Call Center (n=22)



Report-a-Concern Portal (n=21)

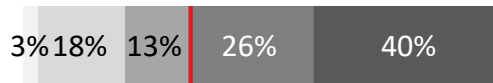


SATISFIED

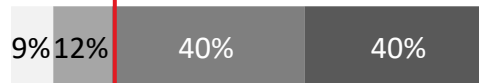
## HELPFULNESS OF INFO

Very Dissatisfied   Dissatisfied   Neutral   Satisfied   Very Satisfied

Call Center (n=22)



Report-a-Concern Portal (n=21)



SATISFIED

# SUMMARY AND IMPLICATIONS

- High satisfaction with INDOT overall, consistent across INDOT districts and with previous surveys
- High satisfaction with several important services—snow removal, bridge repair, and water drainage
- Low satisfaction with other important services—debris removal, highway repair, and congestion
- Low satisfaction with construction management, including completing projects in a timely manner
- Predictors of overall satisfaction include highway repair and keeping customers informed

QUESTIONS