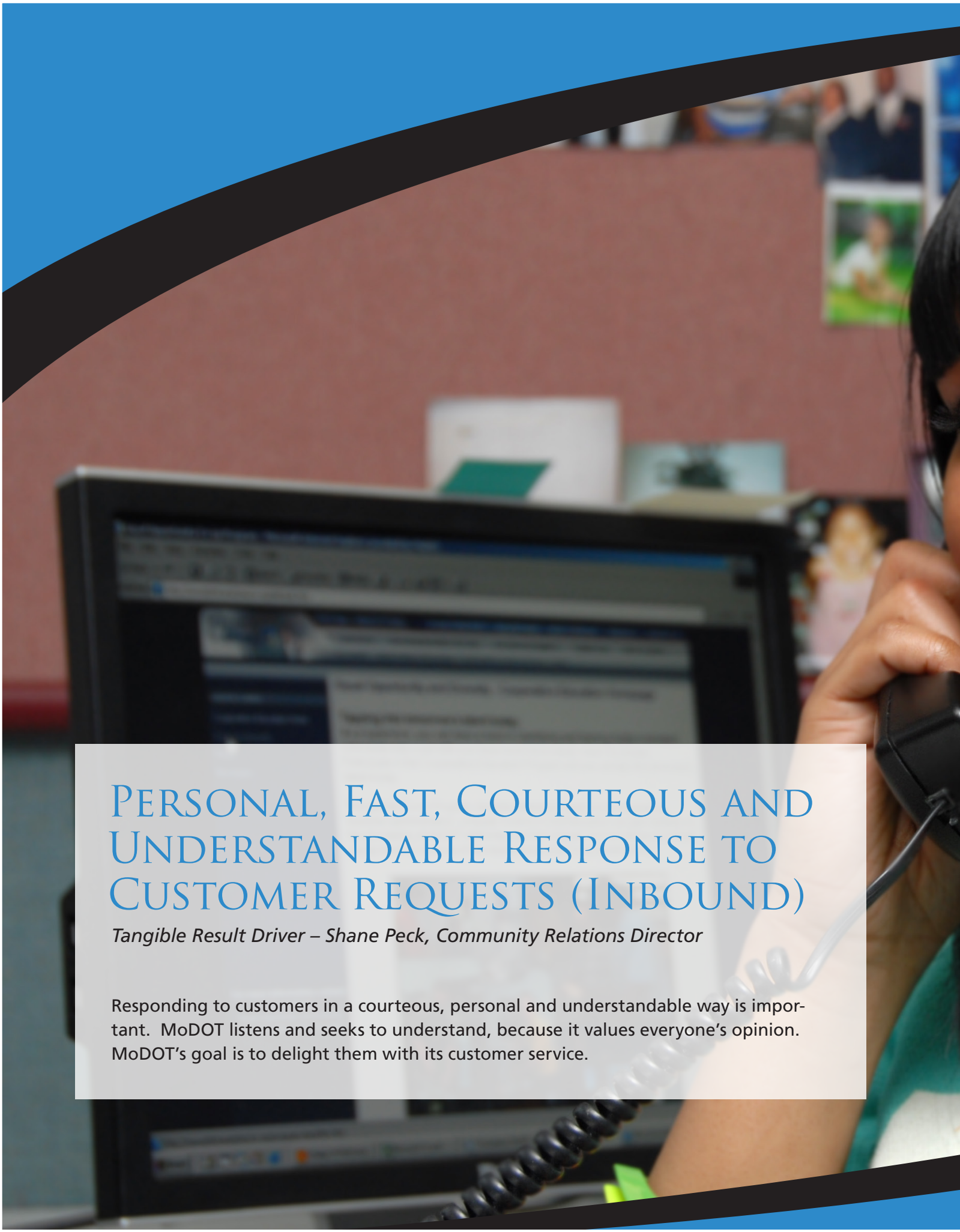


Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound)

Tangible Result Driver – Shane Peck, Community Relations Director

Responding to customers in a courteous, personal and understandable way is important. MoDOT listens and seeks to understand, because it values everyone's opinion. MoDOT's goal is to delight them with its customer service.

TRACKER
MEASURES OF DEPARTMENTAL PERFORMANCE

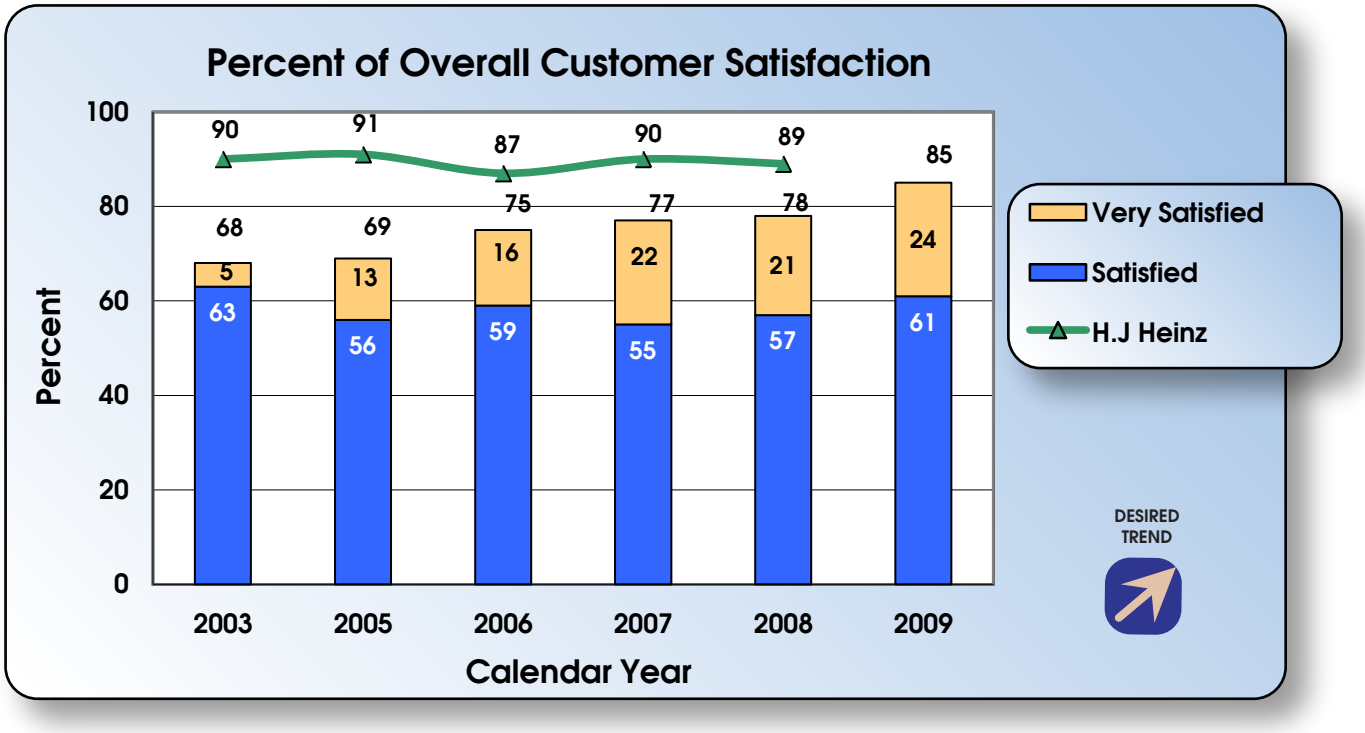
Percent of overall customer satisfaction-5a

Result Driver: Shane Peck, Community Relations Director
Measurement Driver: Sally Oxenhandler, Community Relations Manager

Purpose of the Measure:
This measure tracks MoDOT's progress toward the mission of delighting its customers.

Measurement and Data Collen:
This is an annual measure. Data is collected from telephone interviews with more than 3,500 randomly selected adult Missourians each May. MoDOT is using H.J. Heinz as the benchmark for this measure. Based on information compiled by the American Customer Satisfaction Index, Heinz has the highest customer satisfaction rate – 89 percent – out of the 200 companies and government agencies that the ACSI scores.

Improvement Status:
MoDOT is nearing the national benchmark for customer satisfaction. A total of 85 percent of Missourians are satisfied with MoDOT, a 7 percent increase from last year and a dramatic 21 percent increase in just 10 years. MoDOT's customer satisfaction is just four percentage points below H.J. Heinz, the national benchmark. The percentage of people who are very satisfied with MoDOT rose to 24 percent in 2009, up from 21 percent last year and 5 percent in 2003. In the past year, those who reported being dissatisfied with MoDOT dropped from 23 percent to 15 percent, an 8 percent decrease. The increase in customer satisfaction is likely attributed to MoDOT's efforts to improve road conditions, decrease highway fatalities, bring projects in on time and within budget, be open and transparent and provide timely, accurate and understandable information.



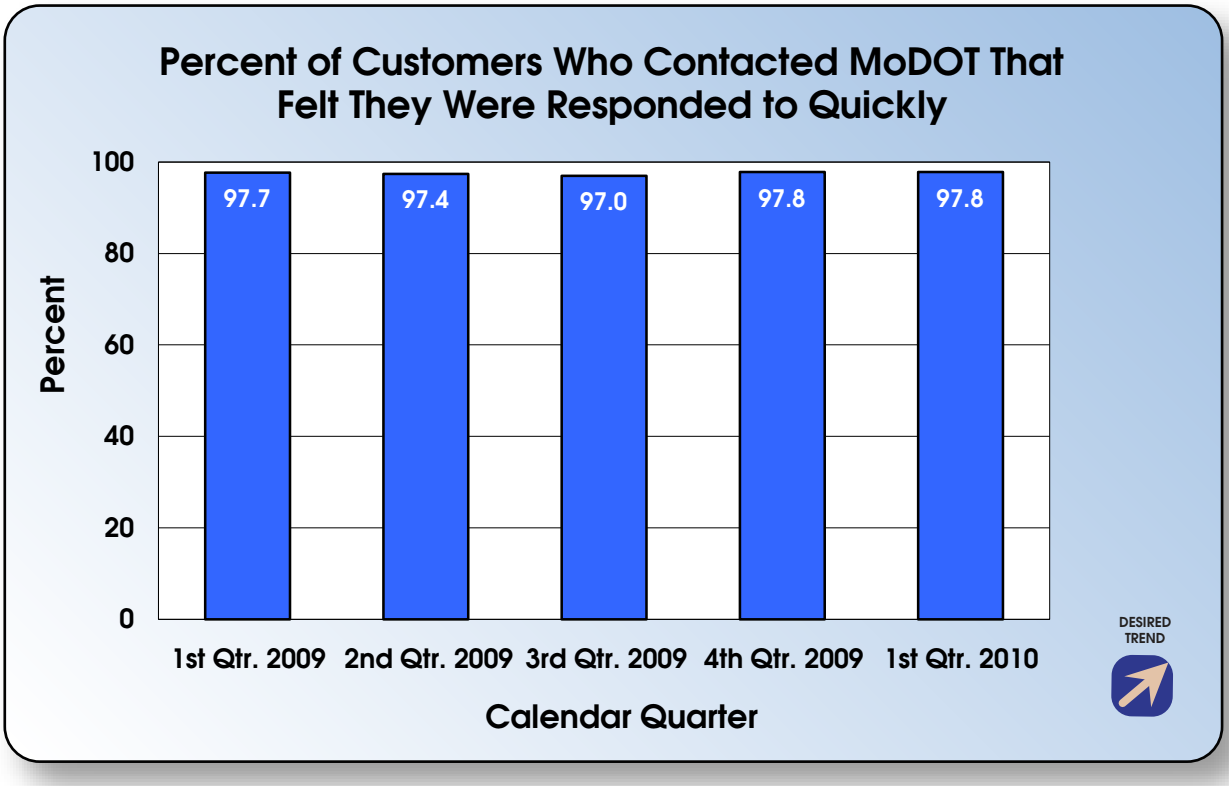
Percent of customers who contacted MoDOT that felt they were responded to quickly and courteously with an understandable response-5b

Result Driver: Shane Peck, Community Relations Director
Measurement Driver: Sally Oxenhandler, Community Relations Manager

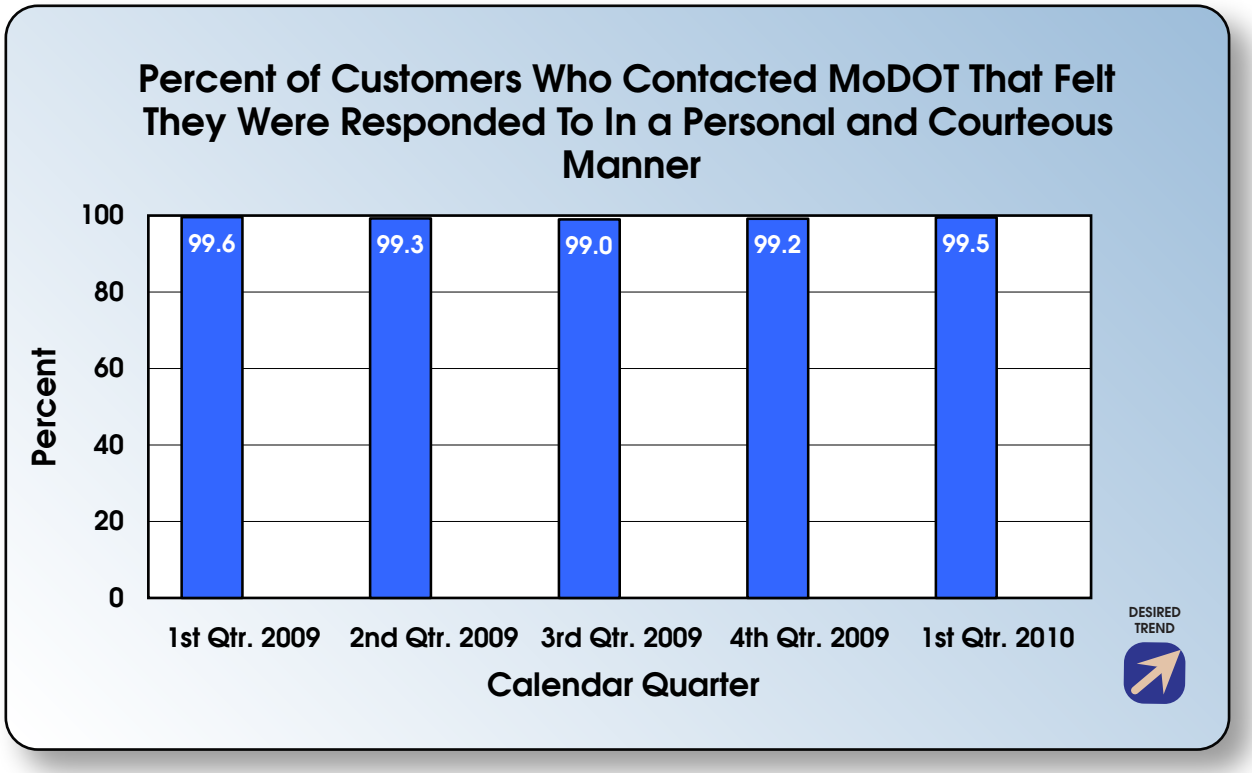
Purpose of the Measure:
This measure indicates whether customers are comfortable with the speed, courtesy and clarity of MoDOT customer service.

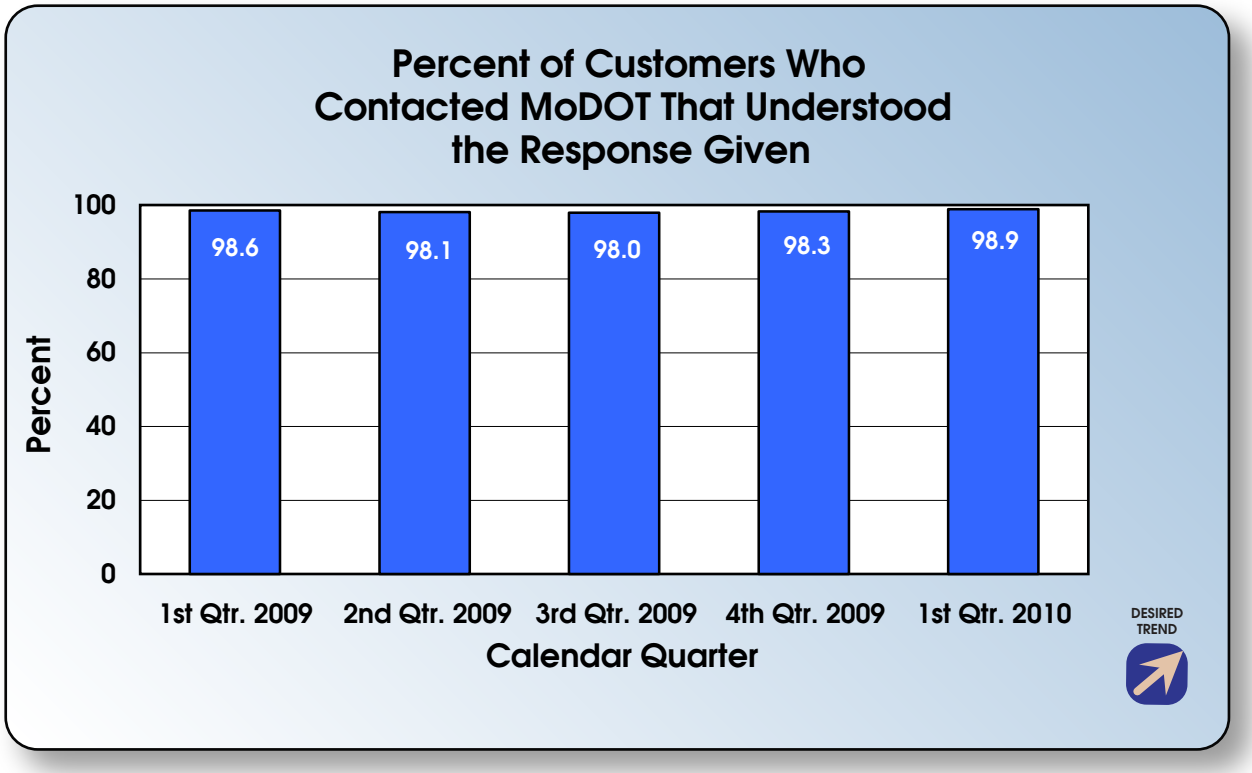
Measurement and Data Collection:
Customers who contact MoDOT Customer Service Centers are asked to complete a short telephone survey when their business with the customer service representatives is complete. Callers who agree are forwarded to an automated survey that asks three "yes or no" questions on the timeliness, accuracy and courtesy of the call.

Improvement Status:
Customers who contacted MoDOT in the first quarter of 2010 reported they received prompt, courteous and understandable service nearly 100 percent of the time. Based on 4,368 surveys, 97.8 percent felt they were responded to quickly; 99.5 percent felt they were treated courteously and 98.9 percent felt the response they received was understandable. MoDOT customer service representatives met March 24 for their annual meeting to discuss customer service issues and share best practices.



Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound)





Percent of documented customer requests responded to within 24 hours -5c

Result Driver: Shane Peck, Community Relations Director
Measurement Driver: Sally Oxenhandler, Community Relations Manager

Purpose of the Measure:

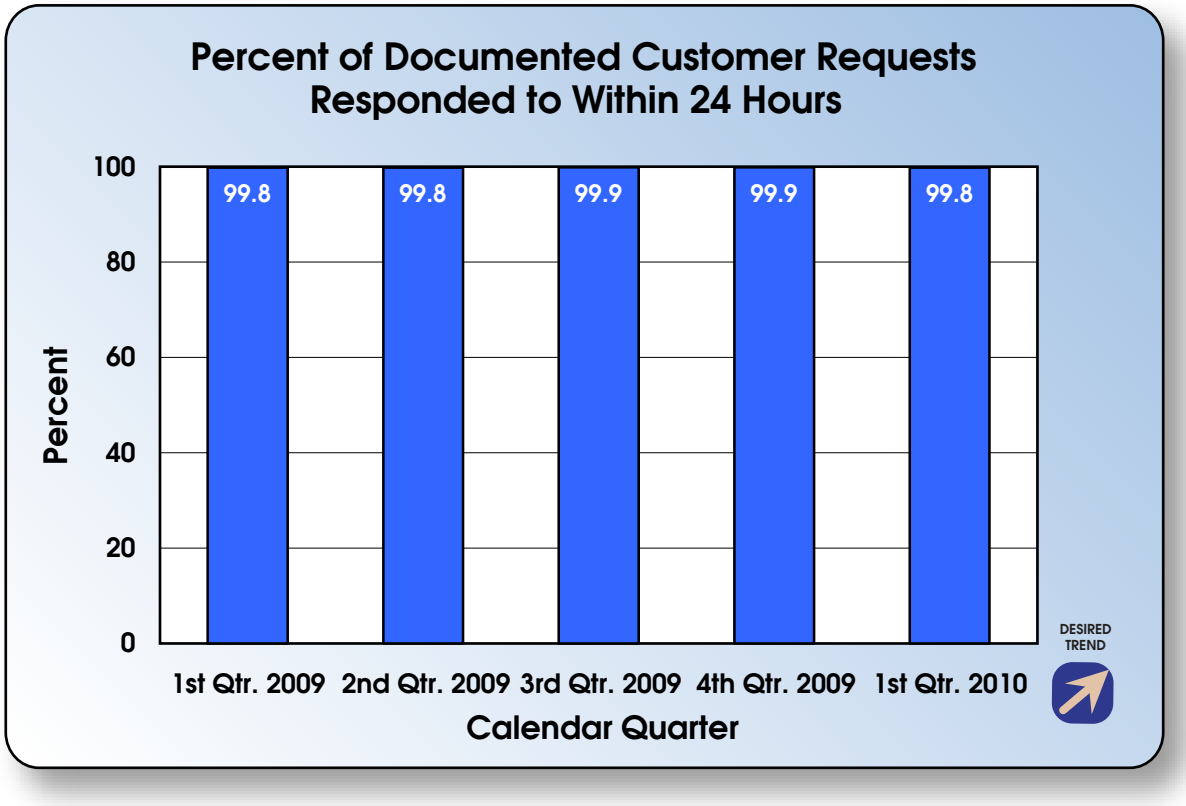
This measure tracks how quickly MoDOT responds to customer requests through the customer service centers.

Measurement and Data Collection:

This information comes from the customer service database, where customer requests requiring follow-up are documented from the time the call comes in until the request is responded to. This may include requests for signs, traffic signal review, pothole patching or work zone congestion. Almost all customer requests are responded to immediately, including basic phone call transfers, questions, or requests for general information; these routine contacts are not documented here.

Improvement Status:

Almost 100 percent of the 7,507 customer requests in the first quarter of 2010 were responded to within 24 hours. This number has remained extremely high since MoDOT first began tracking the data.



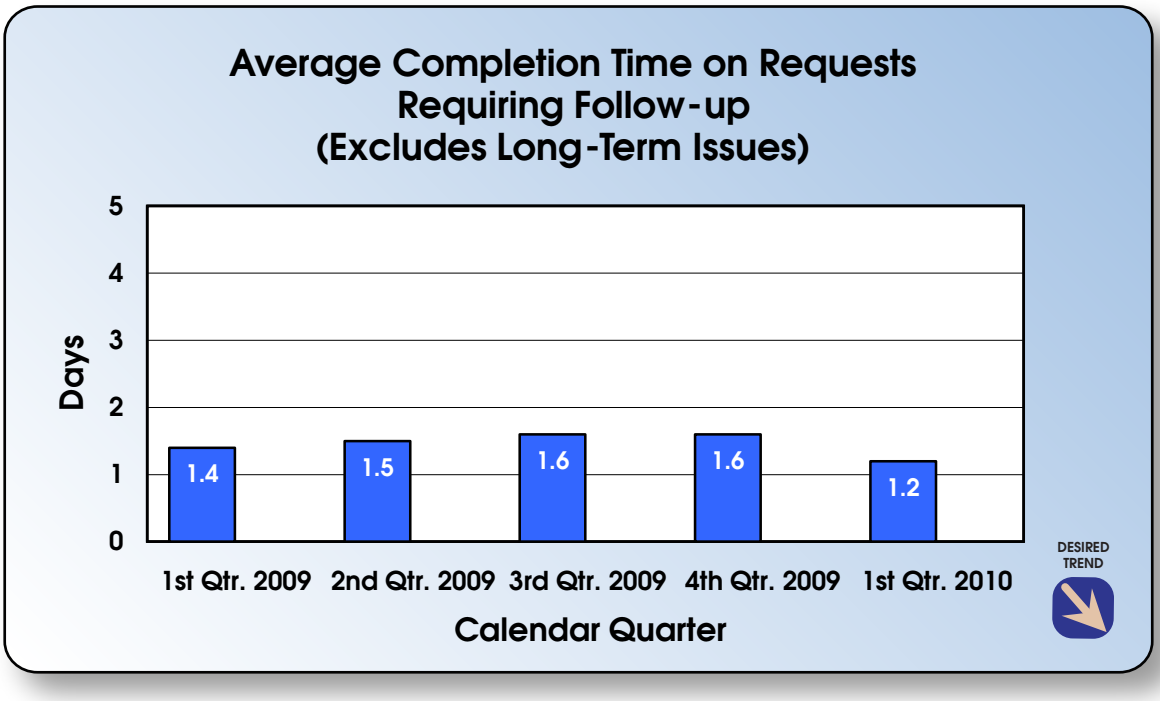
Average completion time on requests requiring follow up-5d

Result Driver: Shane Peck, Community Relations Director
Measurement Driver: Sally Oxenhandler, Community Relations Manager

Purpose of the Measure:
This measure tracks MoDOT's responsiveness to customer inquiries that are received through the customer service centers and documented in the database.

Measurement and Data Collection:
Customer requests in the customer service database are tracked for average completion time. Longer-term requests that require more than 30 days to complete are removed from the results because longer-term requests would skew the overall results. Time is measured in working days; weekends and holidays are excluded.

Improvement Status:
The average time to complete customer requests dipped to 1.2 days in the first quarter of 2010, the lowest turn-around time since MoDOT began tracking the data. There were 7,507 customer requests this quarter.



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