



OUTSTANDING CUSTOMER SERVICE

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.



Percent of overall customer satisfaction-5a

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: Sally Oxenhandler, Community Relations Manager

Purpose of the Measure:

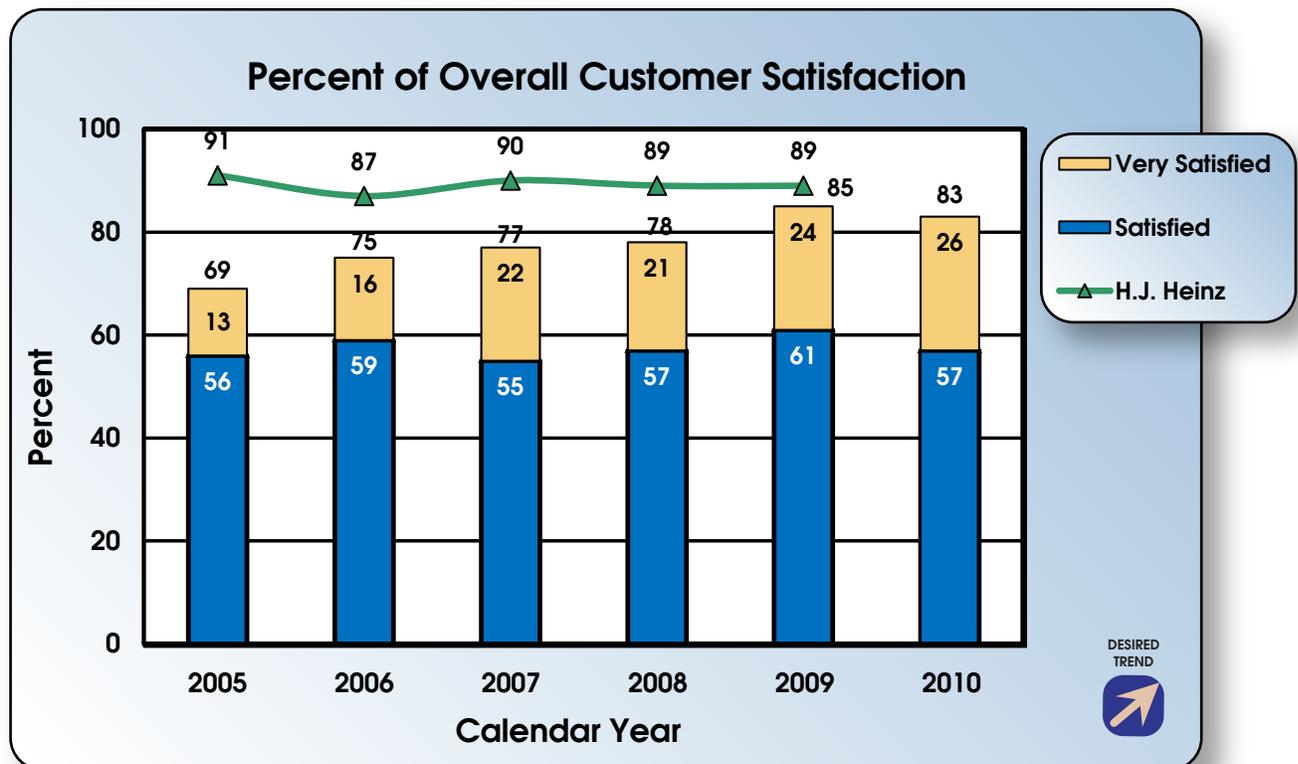
This measure tracks MoDOT’s progress toward the mission of delighting its customers.

Measurement and Data Collection:

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:

Customer satisfaction with MoDOT dropped slightly – two percentage points – but remains high at 83 percent and is just six percentage points below H.J. Heinz, the national benchmark. The percentage of people who are very satisfied with MoDOT rose from 24 percent in 2009 to 26 percent in 2010, while those who are satisfied dropped slightly from 61 percent to 57 percent. MoDOT’s continued 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 have helped keep customer satisfaction ratings up. The challenge now is to maintain our customer service levels in the face of decreasing revenue for transportation projects.



Percent of customers who contacted MoDOT that felt they were responded to politely, quickly and clearly-5b

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: Sally Oxenhandler, Community Relations Manager

Purpose of the Measure:

This measure indicates how satisfied customers who contact MoDOT are with the courtesy, speed and clarity of the service they receive.

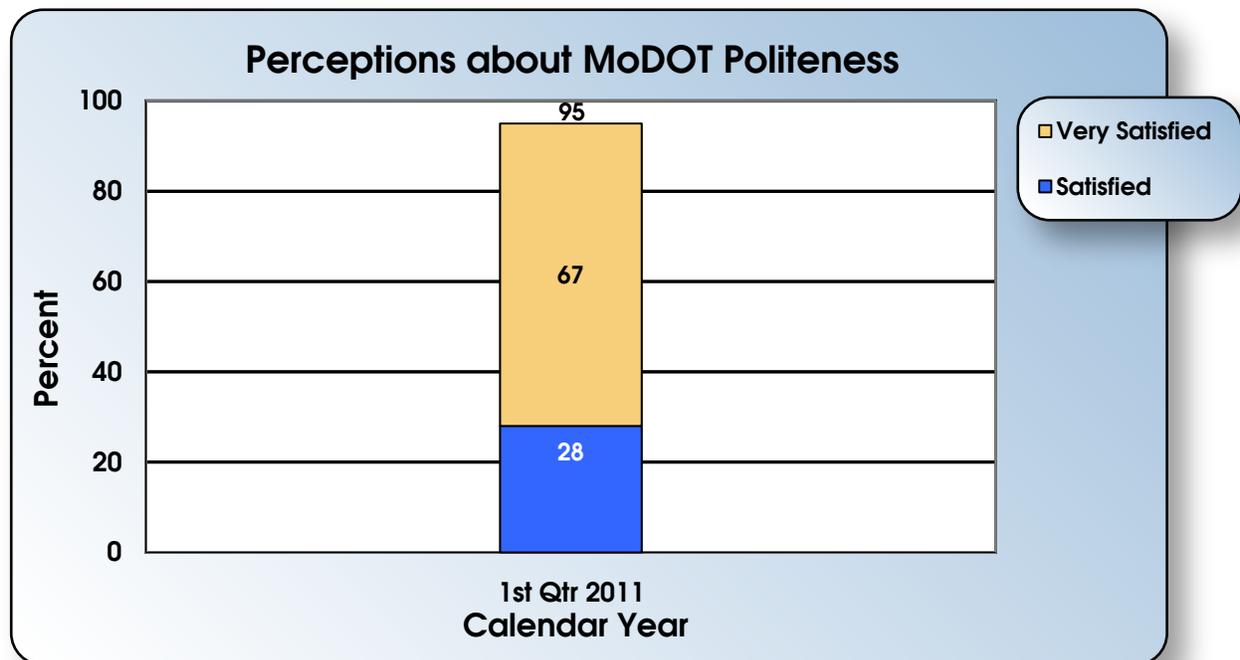
Measurement and Data Collection:

The data for this measure is obtained from a monthly telephone survey of 200 customers who contacted MoDOT in the previous month. The customer contacts come from district and Central Office call reports generated from the customer service database. Customers participating in the survey are asked to respond on a strongly agree to strongly disagree scale as to how politely they were treated, how quickly MoDOT responded to their question or concern and how clearly MoDOT answered their question or concern. If they respond to any of the questions saying they disagree or strongly disagree, they are asked to provide additional comments. A fourth question asks how satisfied they were overall with how MoDOT handled their question or concern. The last question gives customers the option to provide

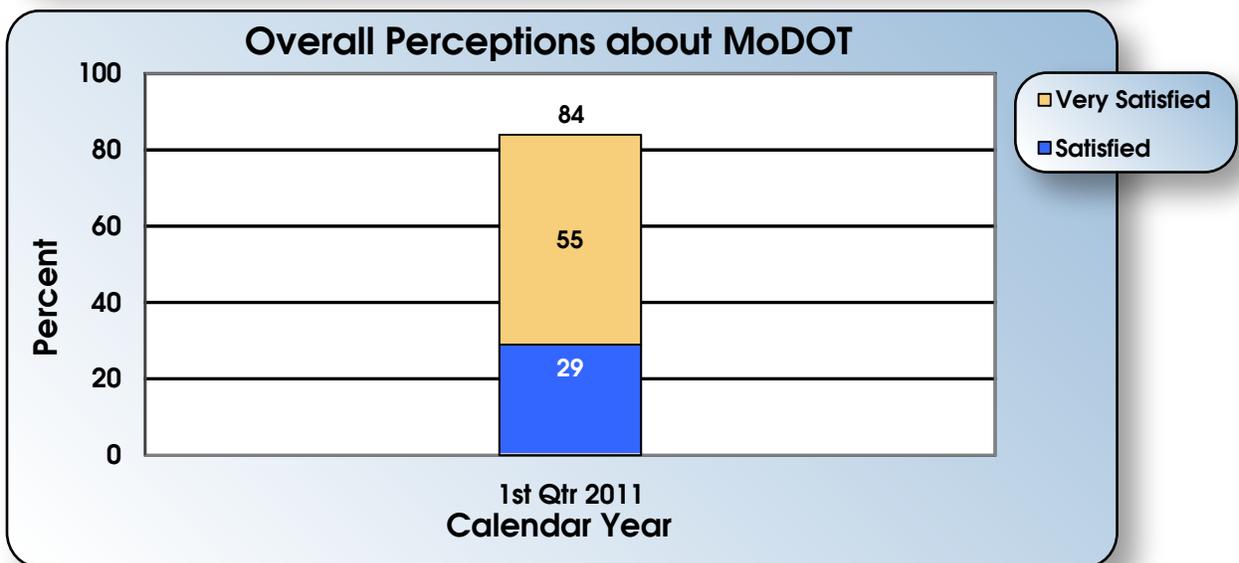
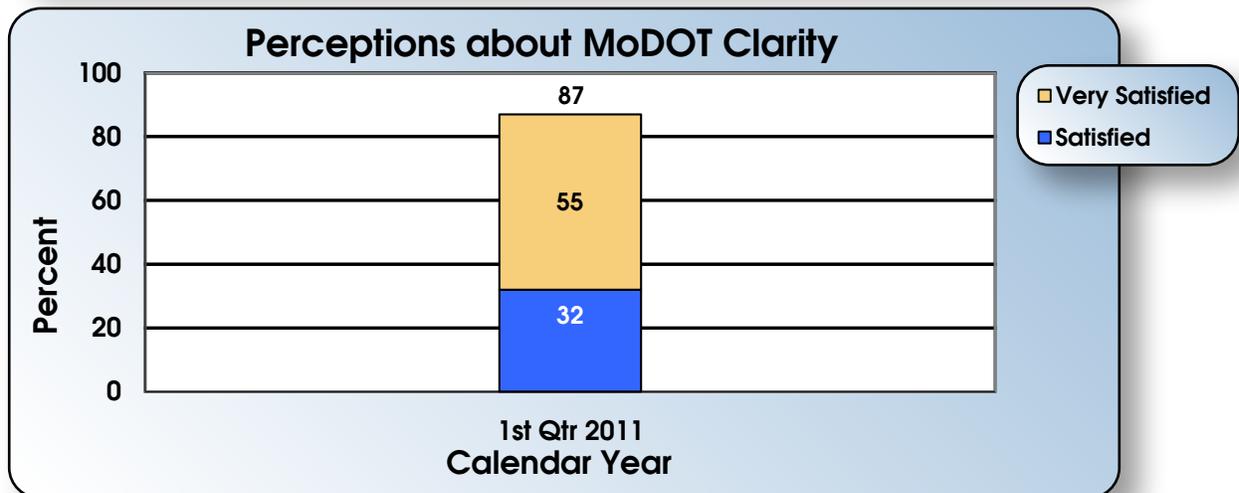
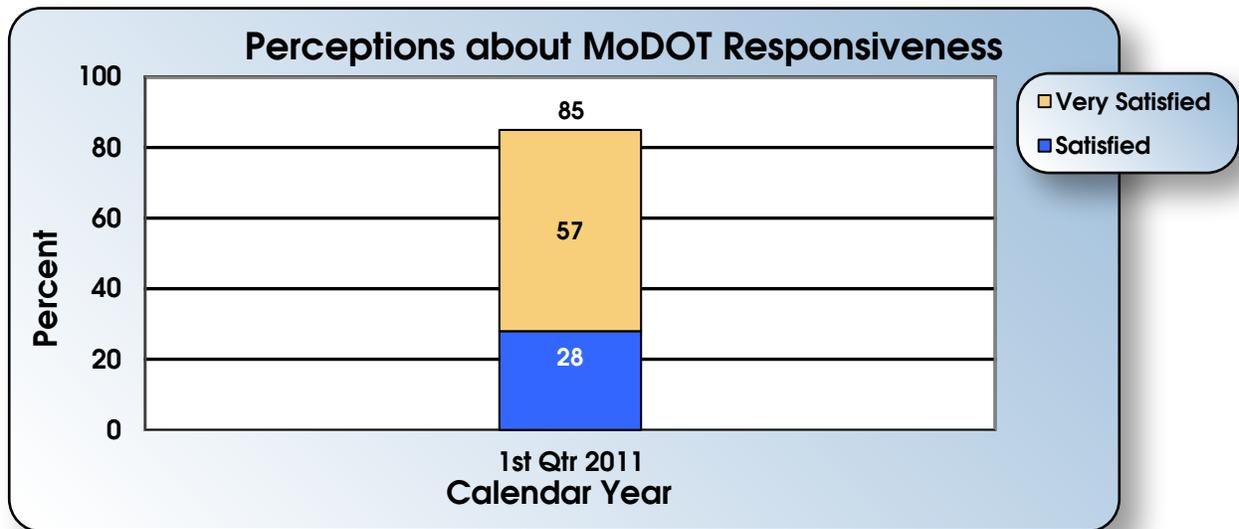
more information about their experience with MoDOT.

Improvement Status:

This is the first quarter for reporting data using the telephone survey to gather customer service feedback from throughout the department, not just the customer service centers. Almost 95 percent of the customers surveyed reported they were satisfied or very satisfied with how politely they were treated. 85 percent of those surveyed were satisfied or very satisfied with the promptness of the response they received. 87 percent felt they received a clear, understandable answer. Overall, 84 percent of customers indicated they were either satisfied or very satisfied with how MoDOT handled their question or concern. The largest percentage of those responding in all four areas were very satisfied with the service they received. The results, including comments, for all three months of the first quarter have been shared with district engineers and division heads.



OUTSTANDING CUSTOMER SERVICE



Average completion time on requests requiring follow up-5c

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.

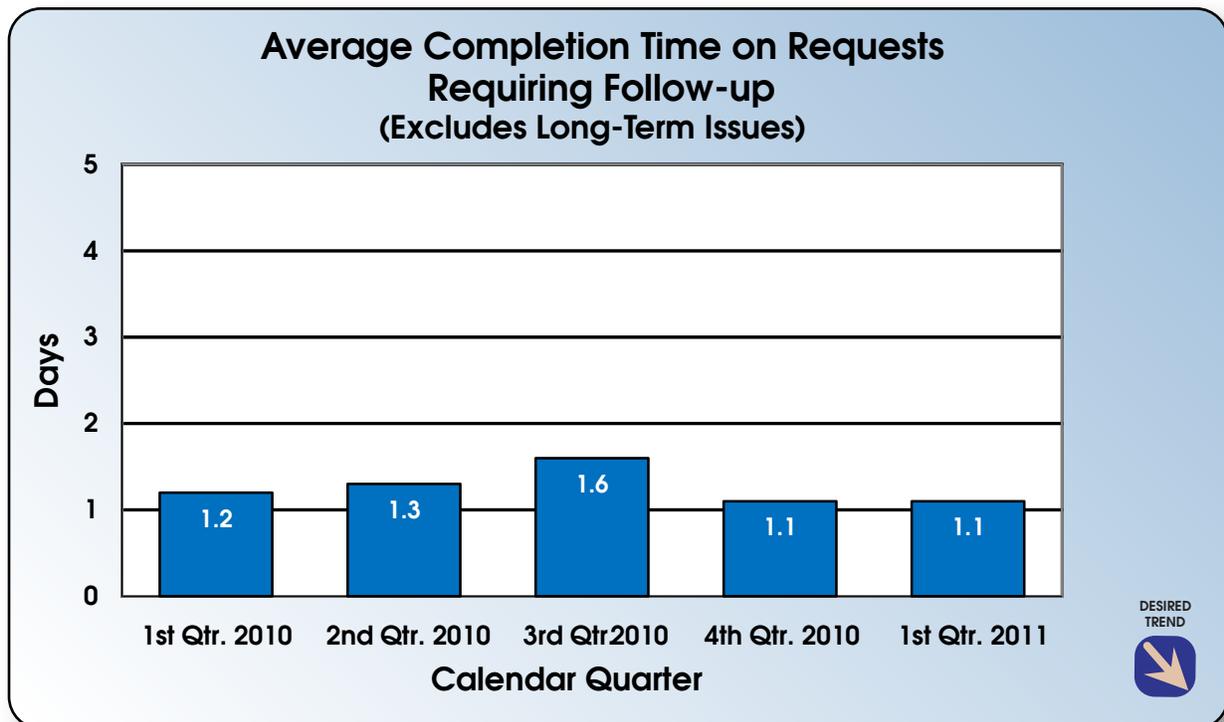
Measurement and Data Collection:

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 time to complete customer requests remained steady at 1.1 days in the first quarter of 2011. This remains the lowest turn-around time since MoDOT began tracking the data. There were 7,616 customer requests this quarter – about 900 more than last quarter.



Average completion time on constituent issues from federal and state elected officials-5d

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: Amy Niederhelm, Governmental Relations Specialist

Purpose of the Measure:

The purpose of this measurement is to track the average completion time to complete constituent issues that are received by MoDOT from Missouri's Congressional Members, Statewide Elected Officials, State Legislators or their staff members who seek a department response on behalf of their constituency.

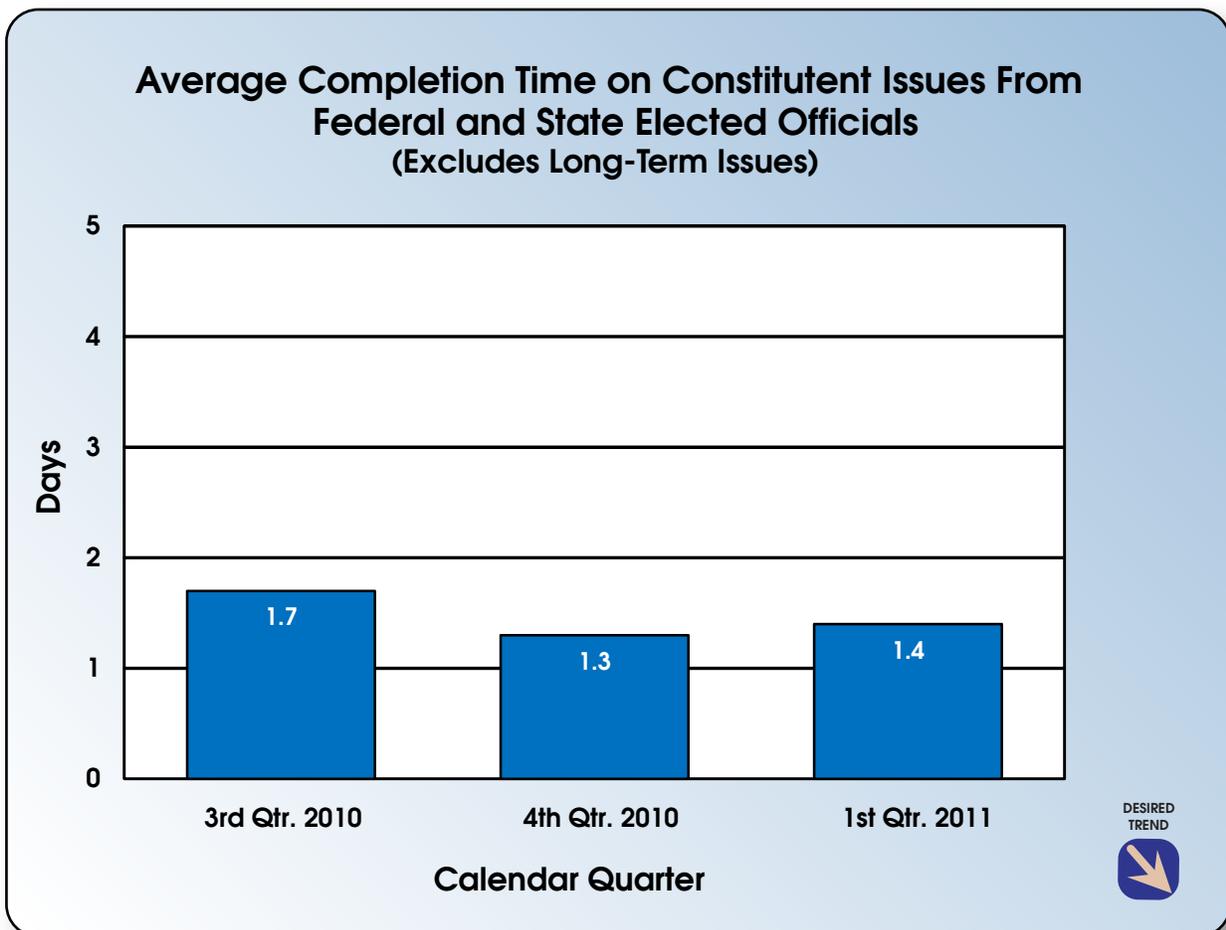
The information reported in this measurement will change from quarter to quarter based upon the average completion time to complete constituent issues that are received from federal and state elected officials. This is a quarterly measure.

Measurement and Data Collection:

District Community Relations Managers and Central Office Divisions collect constituent issue information and send it to Governmental Relations; where data is combined to create a statewide report.

Improvement Status:

The time to complete constituent issues received from federal and state elected officials averaged 1.4 days in the first quarter of 2011. There were 299 constituent issues from federal and state elected officials this quarter.



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