



## 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:**

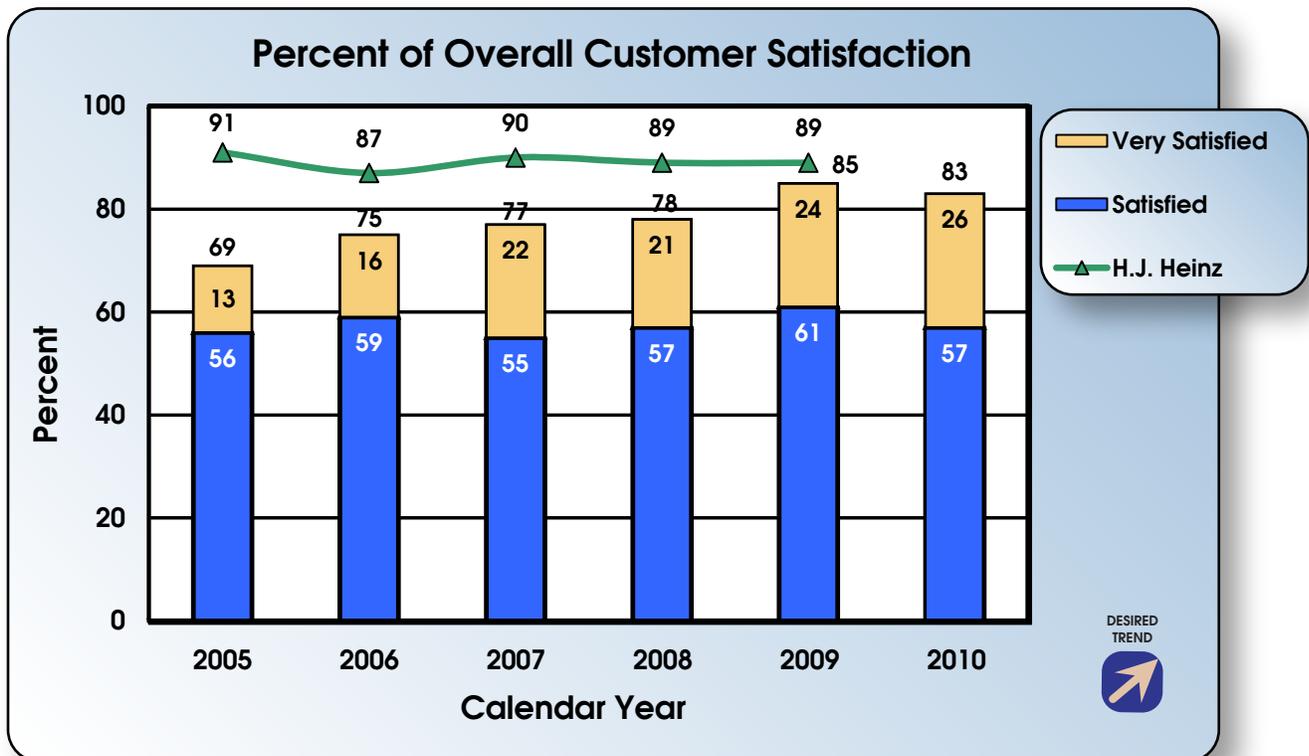
This measure tracks MoDOT’s progress toward the mission of delighting its customers.

**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 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:**

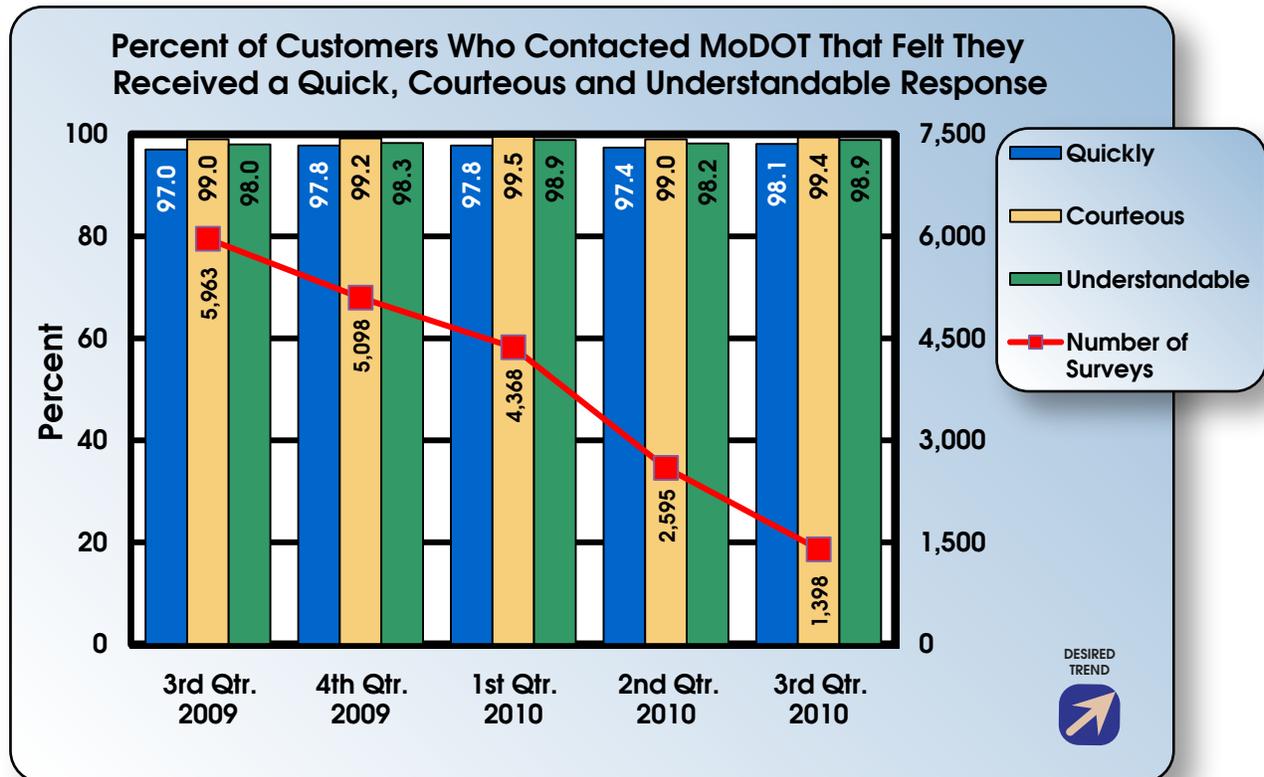
This measure indicates whether customers are satisfied with the speed, courtesy and clarity of MoDOT customer service.

**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:**

MoDOT customer service representatives continue to provide excellent customer service to MoDOT’s customers. Based on 1,398 surveys, 98.1 percent of customers felt they were responded to quickly; 99.4 percent felt they were treated courteously and 98.9 percent felt the response they received was understandable.



## 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.

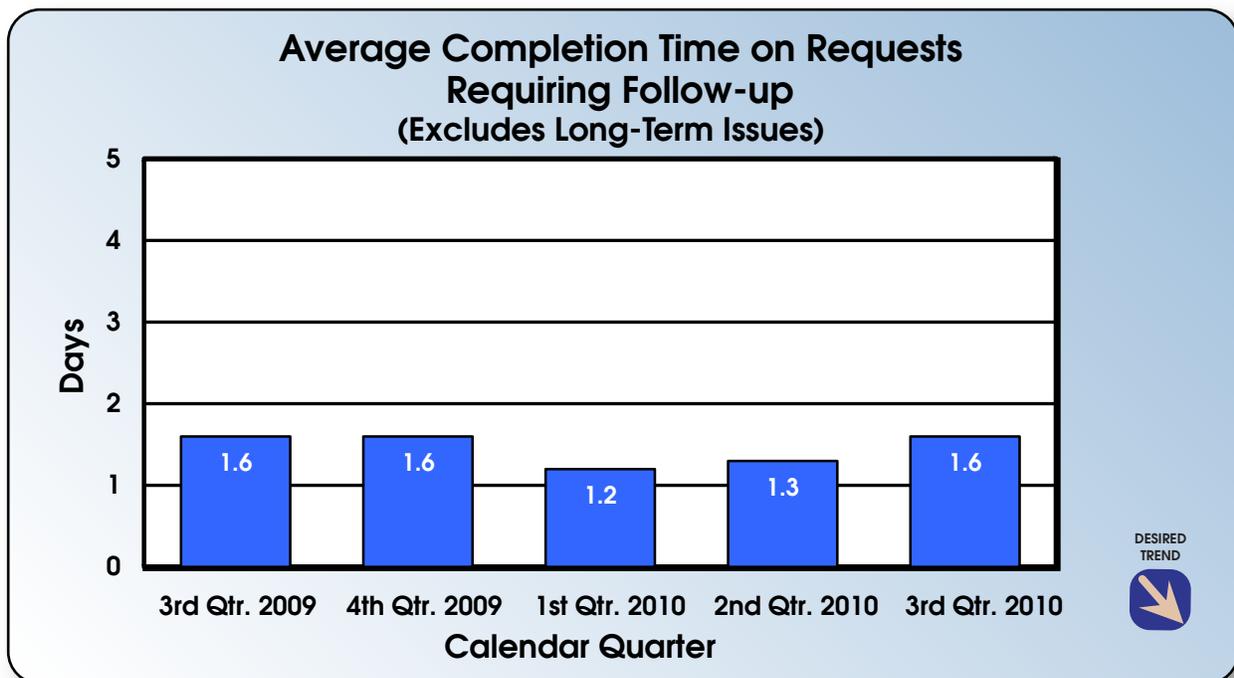
#### Measurement and Data Collection:

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 rose to 1.6 days in the third quarter of 2010, slightly higher than last quarter, but the same as the third quarter of 2009. There were 8,065 customer requests this 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 1.7 days in the third quarter. There were 329 constituent issues from federal and state elected officials this quarter.

