



2013 Customer Satisfaction Survey Summary Report

In 2013, INDOT conducted a satisfaction survey of our primary customers – Hoosier taxpayers – regarding the job that we do.

More than 1,200 Hoosiers were surveyed and we obtained responses from at least 200 people in each of the six INDOT districts. This new customer satisfaction survey mirrored a survey first conducted in fall 2011, so that survey results could be compared and INDOT's performance assessed over time.

The survey provided good news. In general, Hoosiers continue to be satisfied with INDOT's performance. When asked how satisfied they are with INDOT's performance during the past two years, 64% of Hoosiers reported they are satisfied or very satisfied, compared – the same percentage reported in 2011. Only 8% reported they are dissatisfied – a decrease of 1% from 2011.

Sixty-three percent of Hoosiers were satisfied with INDOT's efforts to notify them about construction projects in advance, compared to 59% in 2011. Only 13% of residents were dissatisfied with notification efforts, a 4% decrease in dissatisfaction over 2011 numbers.

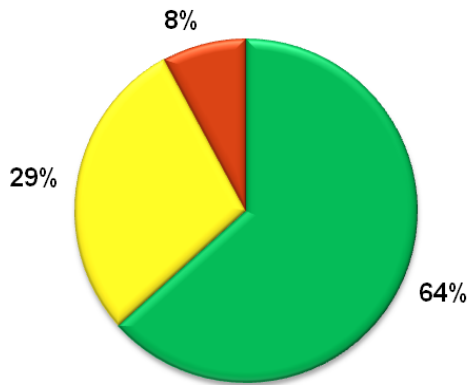
Snow and ice removal has been a continuing topic of public feedback this winter season, yet 70% of respondents said they were satisfied or very satisfied with INDOT's performance of this service – an improvement of 5% over the 2011 survey. Only 11% of respondents in 2013 said they were dissatisfied with INDOT's snow and ice removal efforts – a 2% decrease in dissatisfaction levels.

Hoosiers are noticeably satisfied with INDOT's construction processes. For example, 63% of Hoosiers were Very Satisfied or Satisfied with INDOT's efforts to notify the public about construction projects in advance; 60% of Hoosiers were Very Satisfied or Satisfied with INDOT's efforts to minimize disruption to communities during construction and 58% were happy with INDOT efforts to minimize construction disruptions to drivers.

Safety is a key component of INDOT's overall mission: "INDOT will plan, build, maintain and operate a superior transportation system enhancing safety, mobility, and economic growth." Fully 86% of Hoosier drivers reported they feel safe driving on highways in Indiana – the same number reported in 2011.

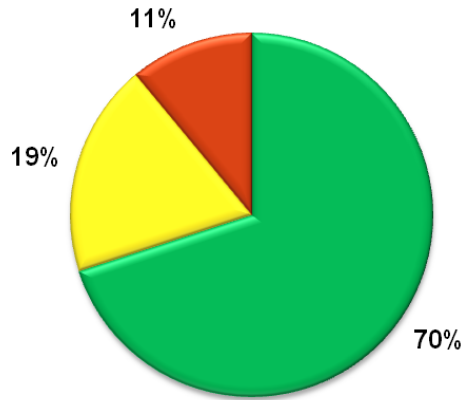
INDOT will not rest on its accomplishments. The responsibilities of maintaining our highways and bridges, and enhancing safety, mobility, and economic growth, remain ones to which INDOT employees are dedicated and on which they will continue to focus in the years ahead.

How Satisfied Are You With The Job That INDOT Has Done In The Past Two Years?



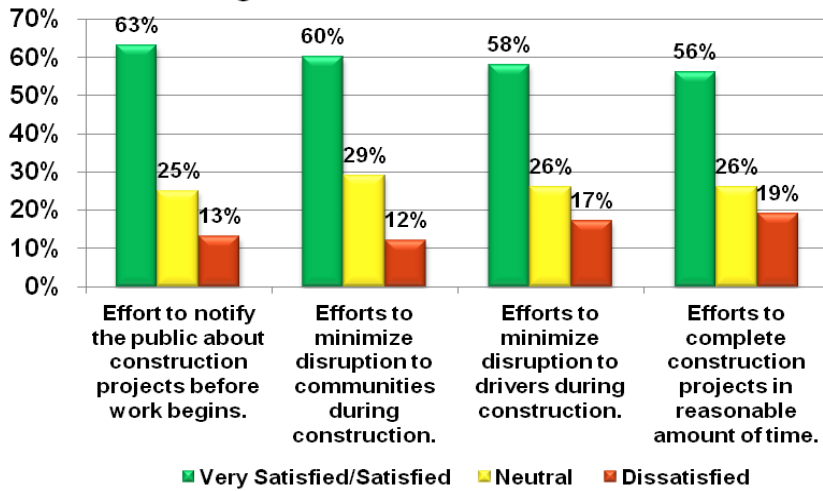
■ Very Satisfied/Satisfied
■ Neutral
■ Dissatisfied/Very Dissatisfied

Satisfaction Level of Snow & Ice Removal

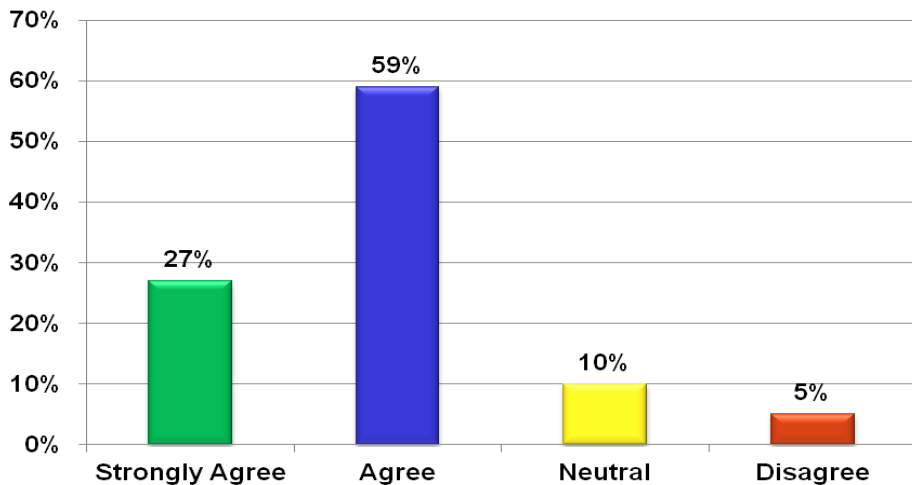


■ Very Satisfied/Satisfied
■ Neutral
■ Dissatisfied/Very Dissatisfied

Satisfaction with INDOT's Performance with Management of Construction Items



Feel Safe Traveling on Highways in Indiana



2013 INDOT Statewide Customer Survey Results



Agenda

- Purpose
- Methodology
- Bottom Line Up-Front (conclusions)
- Major Findings
- Other Findings
- Conclusions
- Recommendations
- Questions

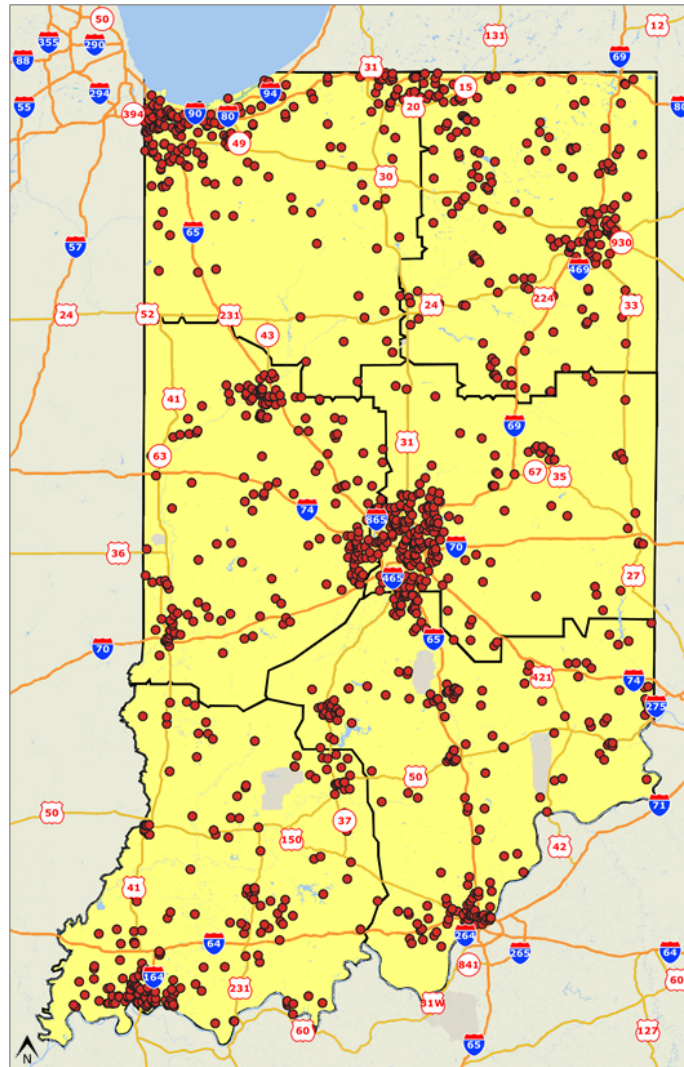
Purpose

To help identify and prioritize the transportation services and improvements that are most important to residents of Indiana and to objectively assess INDOT's overall performance.

Methodology

- Administered by mail, phone, and Internet to a stratified random sample of 1,271 residents
 - 200 surveys in each of the six districts
- Location of respondents was geocoded
- Overall results have a precision of +/-2.8% at the 95% level of confidence
- District results have a precision of +/-7.0% at the 95% level of confidence
- Good distribution by age, income, race, and other factors

Location of Survey Respondents by District



INDOT 2013 Statewide Customer Survey

Bottom Line Up Front

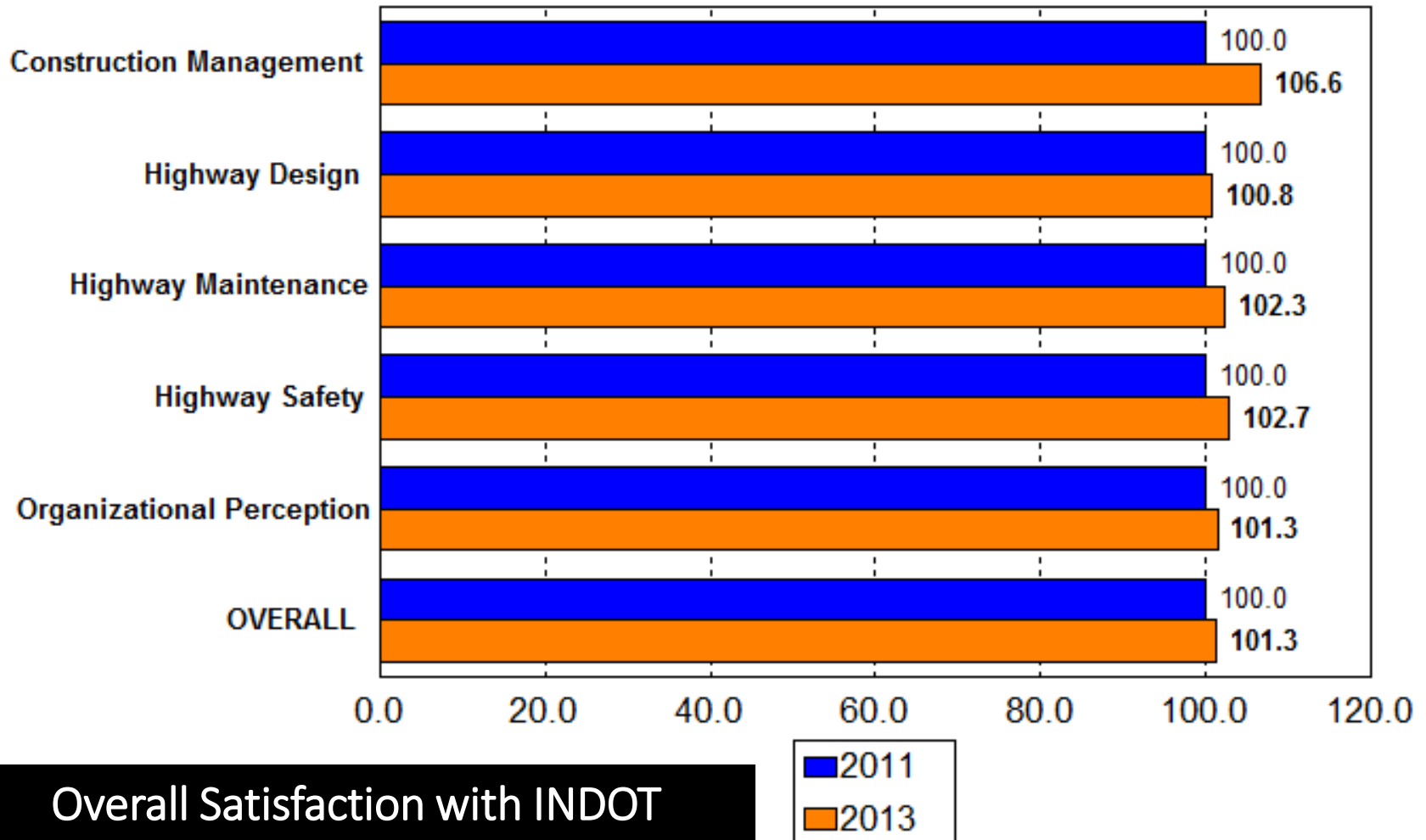
- Satisfaction with INDOT's performance has improved
- INDOT Is Outperforming Other Departments of Transportation
- INDOT Is Providing Residents with Good Value for Their Gasoline Taxes
- INDOT's Priorities Are Aligned with the Needs of Residents

Major Finding #1:

Satisfaction with INDOT Improved in All Major Areas that Were Assessed on the Survey

Composite Performance Indices

derived from the combined overall satisfaction ratings provided by residents for each category
Baseline year (2011) =100



Overall Satisfaction with INDOT
Improved in All Major Areas

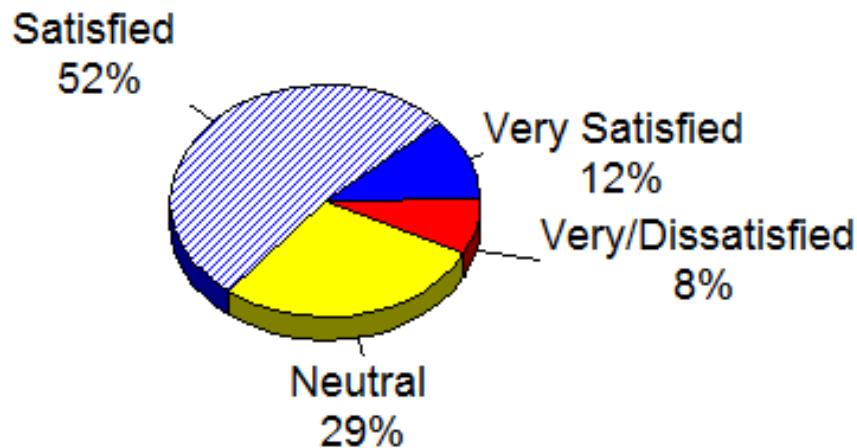
Major Finding #2:

While Satisfaction with Other DOTs Has Decreased Significantly Over the Past Two Years, Satisfaction with INDOT's Performance Remains High

Overall, how satisfied are you with the job that your state department of transportation has done providing transportation services during the past two years?

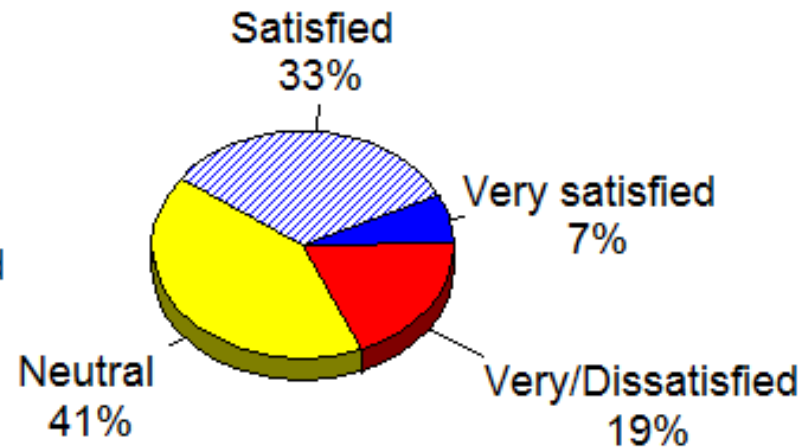
by percentage of respondents
(excluding no opinion)

INDOT



% Change in VS/S for INDOT
Since 2011= 0%

Surrounding DOTS



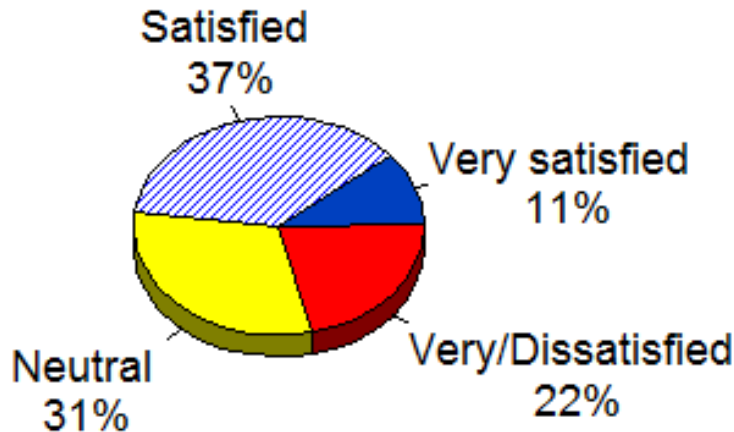
% Change in VS/S for Other DOTs
Since 2011= -15%

Indiana Residents Are Much More Satisfied with the Job Their DOT is Doing than Residents in Neighboring States

How satisfied are you with the value you are receiving for your gasoline taxes?

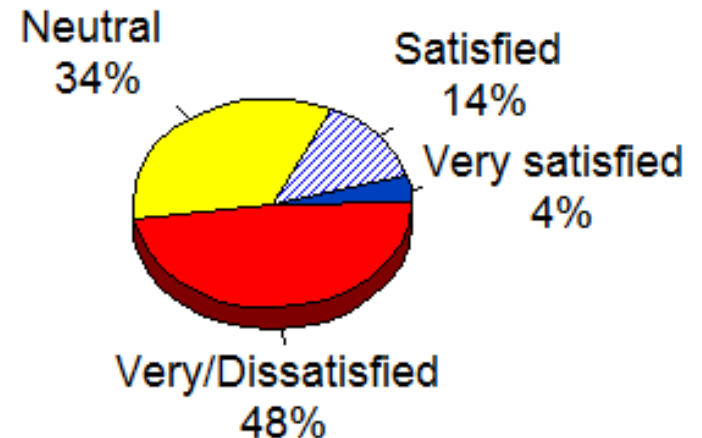
by percentage of respondents
(excluding no opinion)

INDOT



% Change in VS/S for INDOT
Since 2011= 0%

Surrounding DOTs



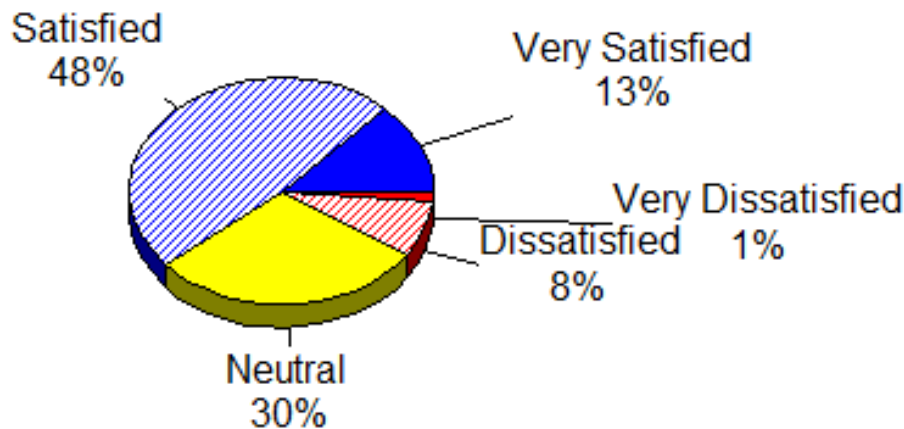
% Change in VS/S for Other DOTs
Since 2011= -11%

Indiana Residents Are Much More Satisfied with the Value They Get for Their Gasoline Taxes than Residents in Neighboring States

Overall, how satisfied are you with your State Department of Transportation's efforts to keep residents informed about transportation related issues in the state where you live?

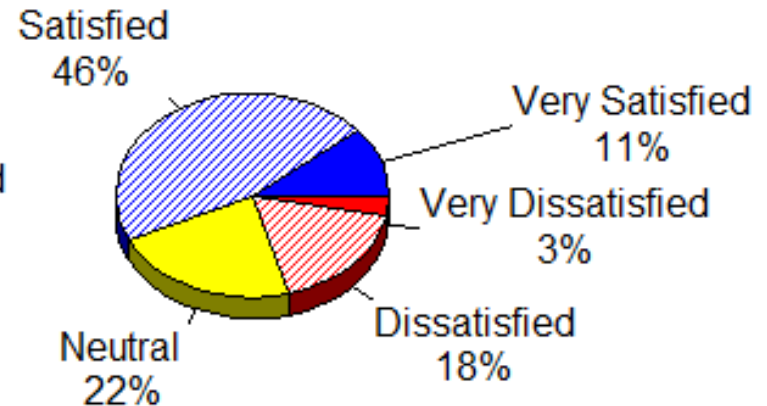
by percentage of respondents
(excluding no opinion)

INDOT



% Change in VS/S for INDOT
Since 2011= 2%

Surrounding DOTs



% Change in VS/S for Other DOTs
Since 2011= 2%

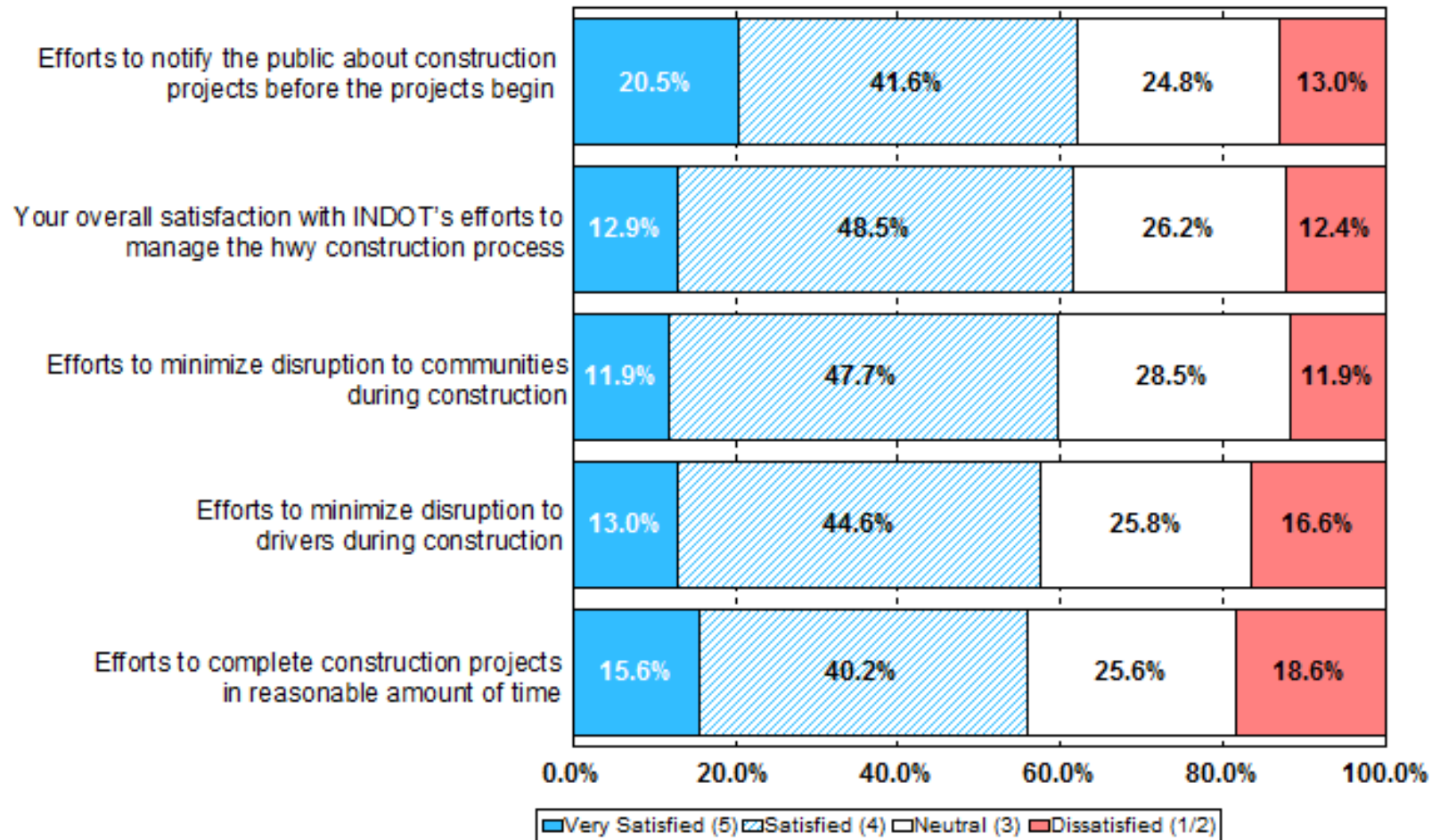
Indiana Residents Are Much Less Likely to Be Dissatisfied with Efforts by Their DOT to Keep Residents Informed than Residents in Other States

Major Finding #3:

Satisfaction with INDOT's Efforts to Manage Highway Construction Has Improved Significantly Over the Past Two Years

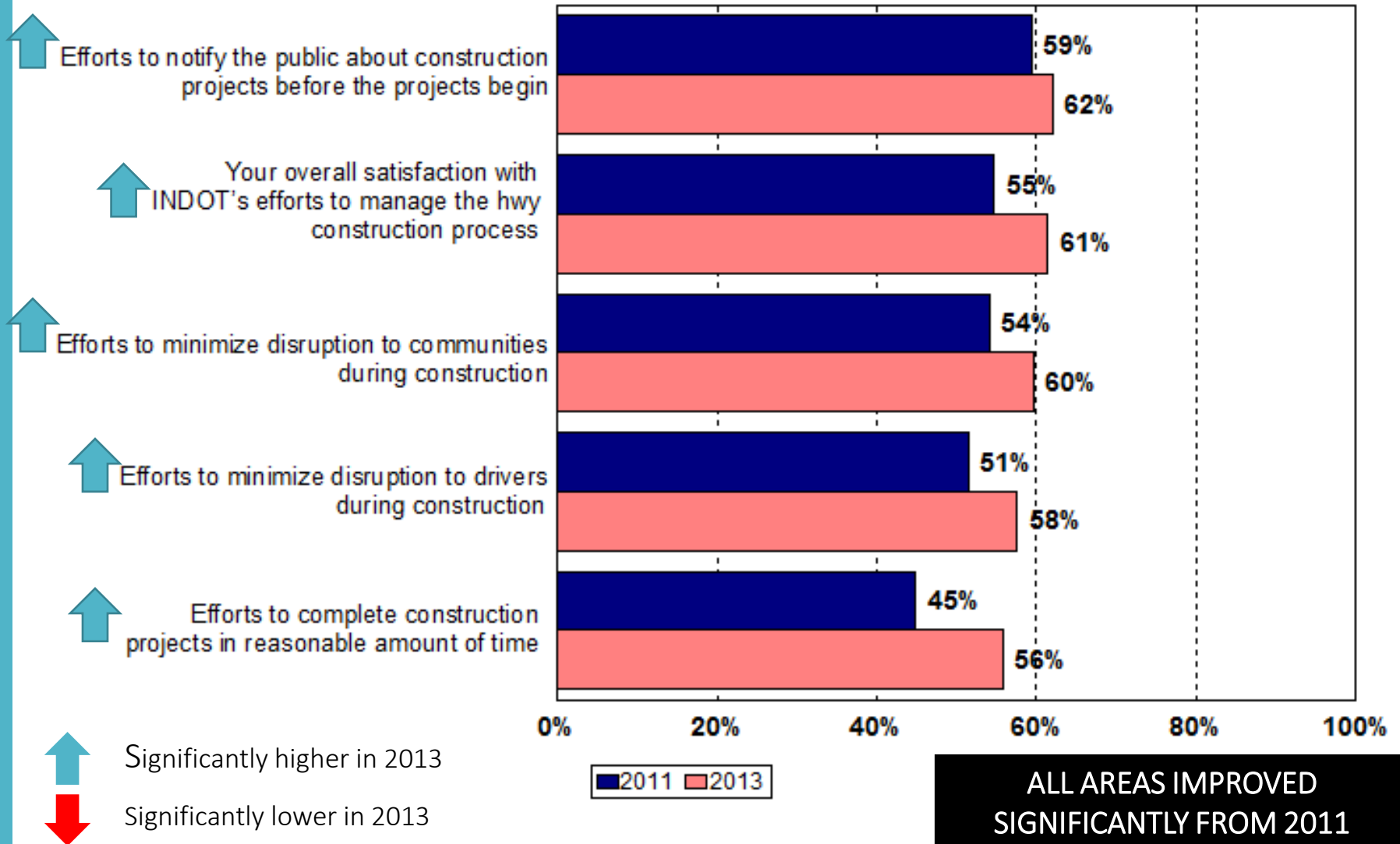
Satisfaction with Issues Related to the Management of Construction

by percentage of respondents
(excluding No Opinion)



Trends in Satisfaction with Issues Related to the Management of Construction

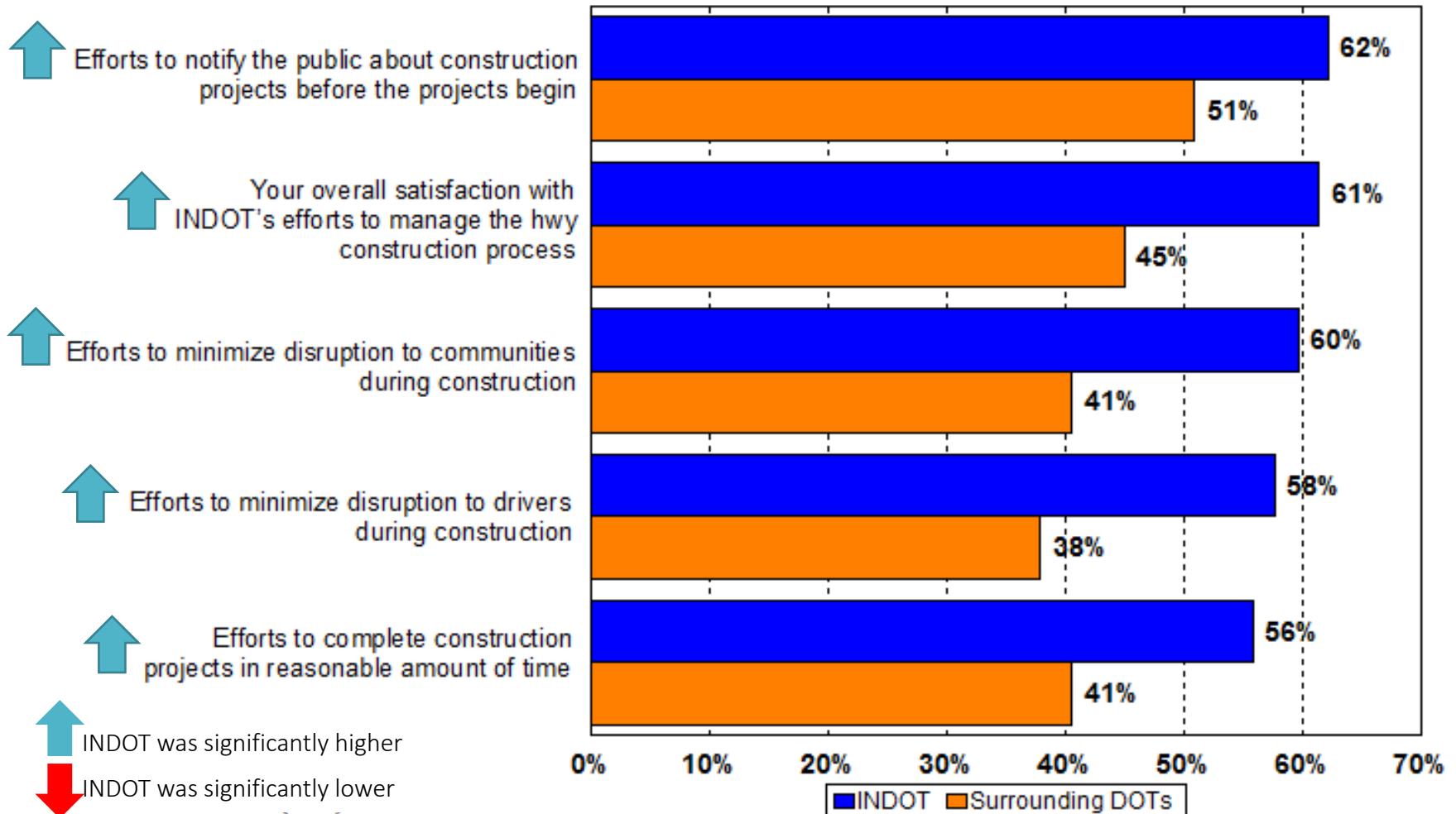
by percentage of respondents who were "very satisfied" or "satisfied"
(excluding No Opinion)



Satisfaction with Issues Related to the Management of Construction

INDOT vs. Surrounding DOTs

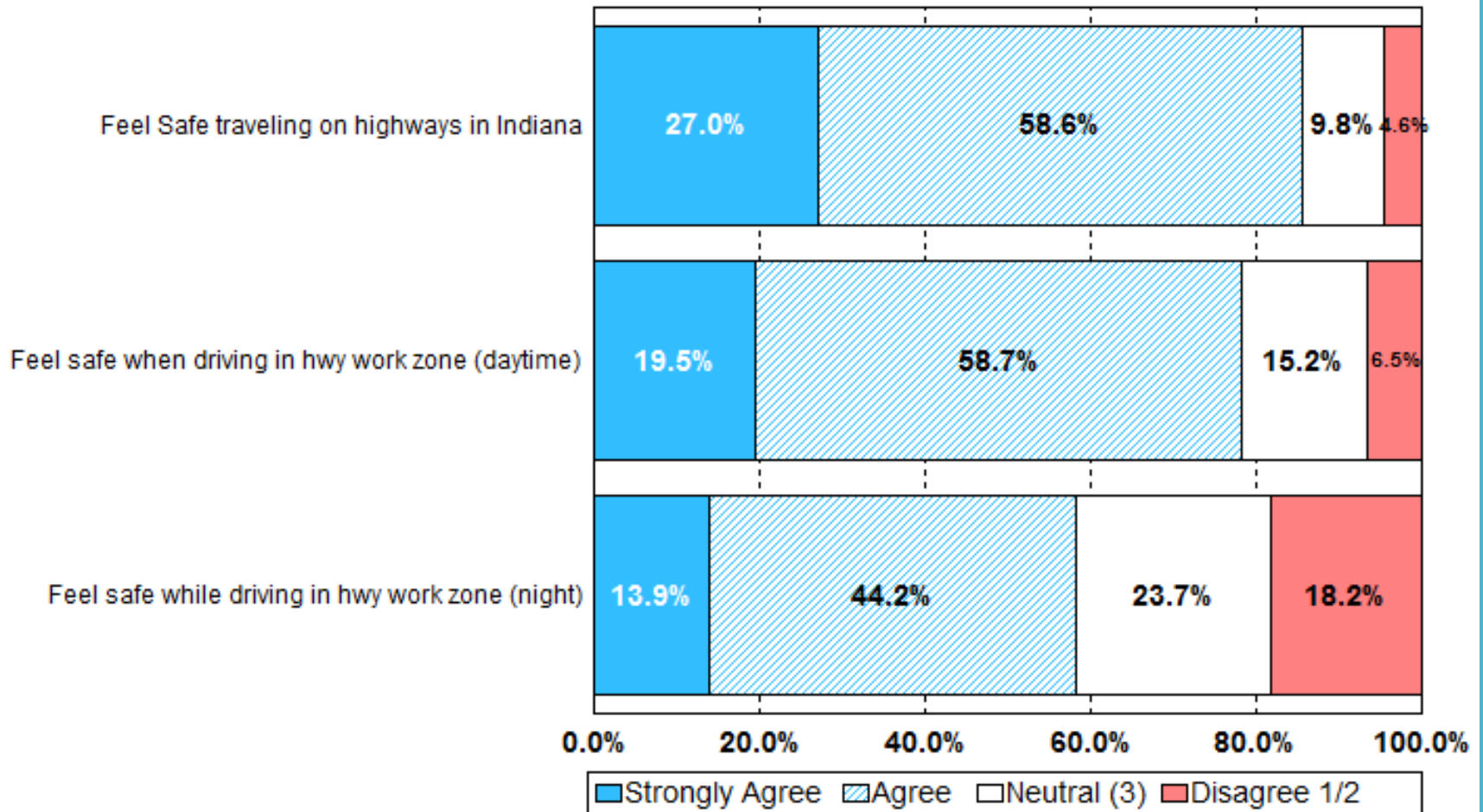
By percentage of respondents who were "very satisfied" or "satisfied" (excluding No Opinion)



Major Finding #4: Most Residents Feel Safe When Traveling on Highways in Indiana

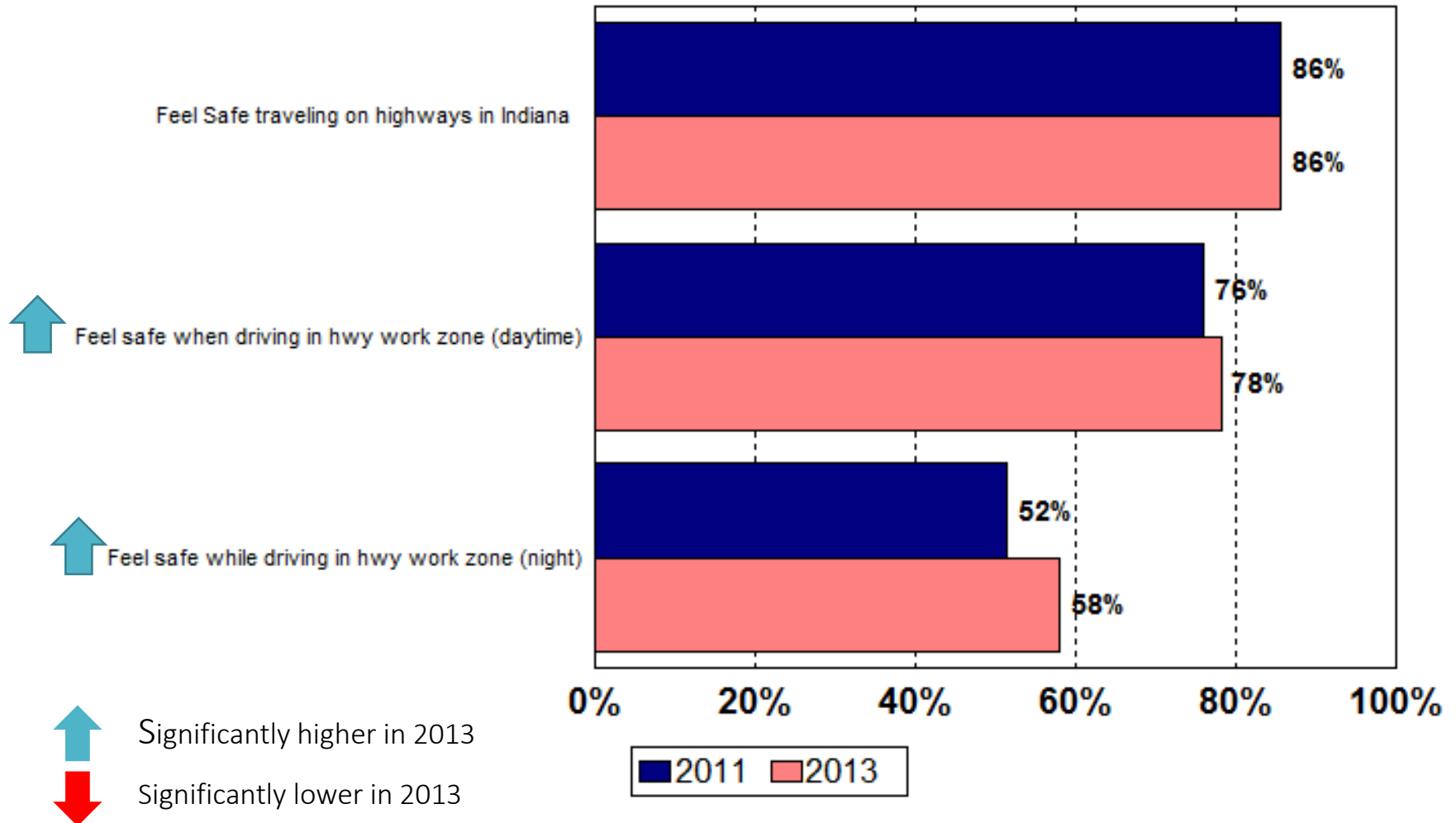
Level of Agreement with Statements About Travel Safety on Highways in Indiana

by percentage of respondents
(excluding No Opinion)



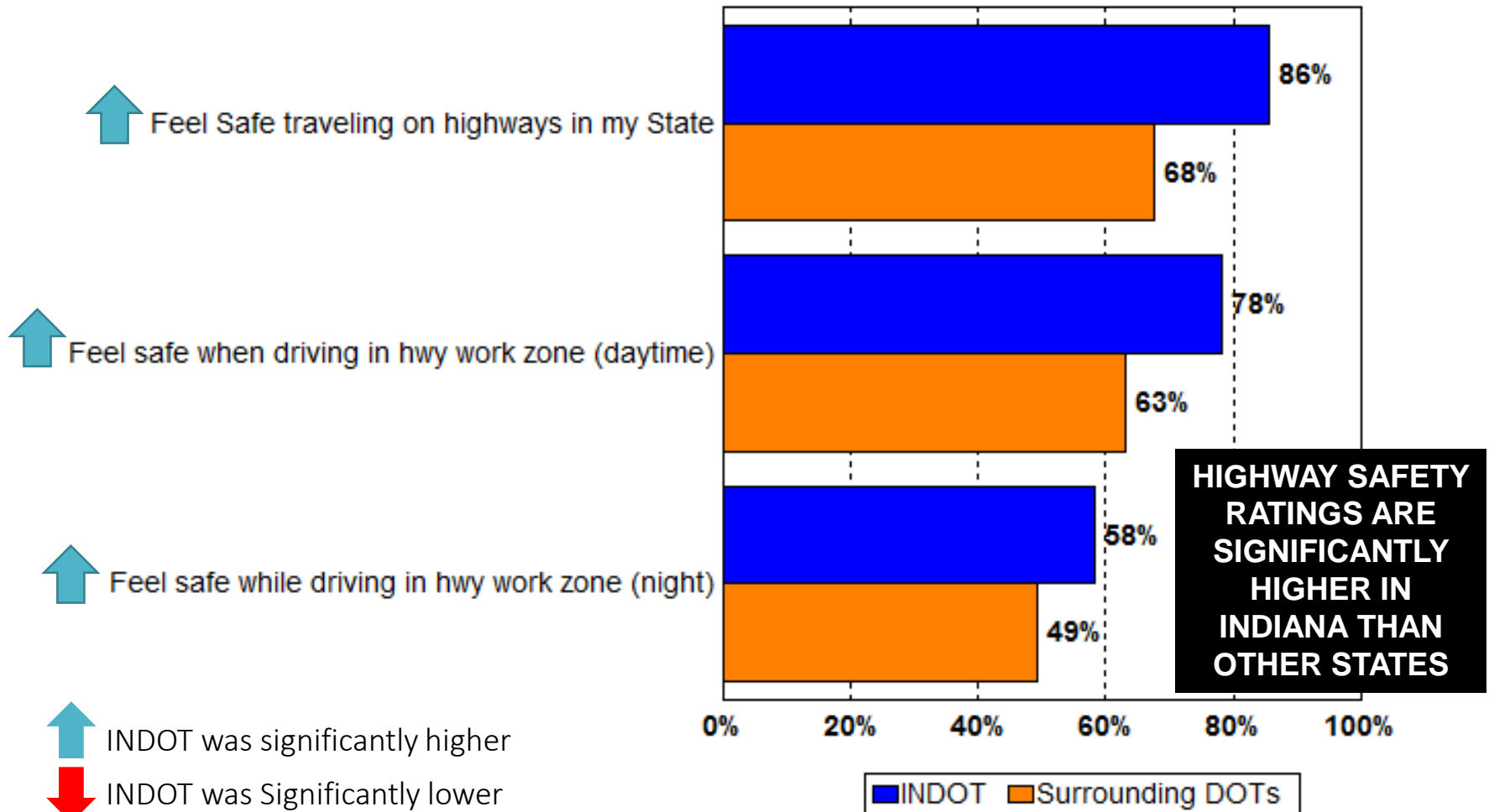
Level of Agreement with Statements About Travel Safety on Highways in Indiana

by percentage of respondents who "strongly agreed" or "agreed"
(excluding No Opinion)



Level of Agreement with Statements About Travel Safety on Highways INDOT vs. Surrounding DOTs

by percentage of respondents who "strongly agreed" or "agreed"
(excluding No Opinion)

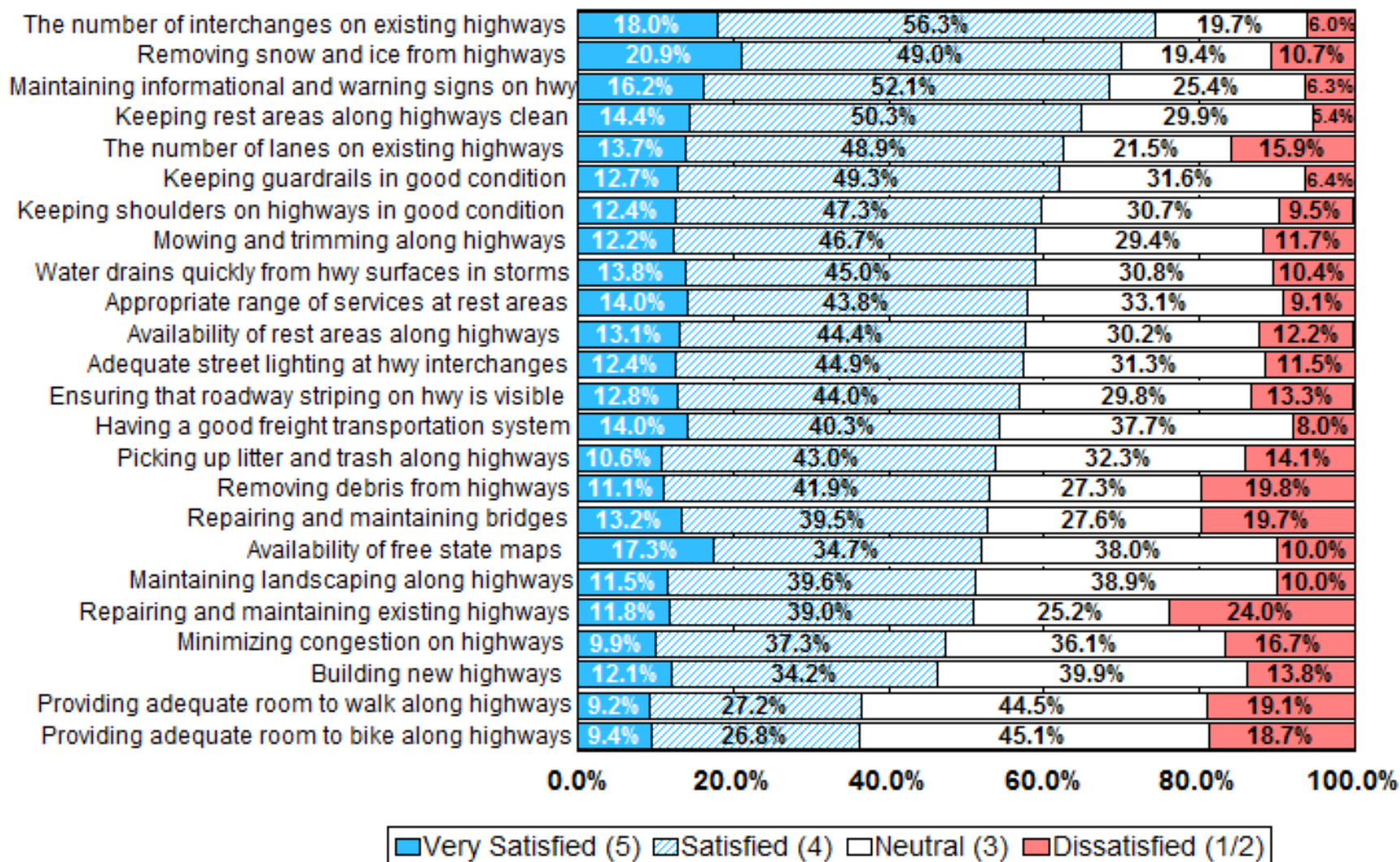


Major Finding #5:

Satisfaction with the Delivery of Specific Transportation Services Remains High and Ratings Have Improved in Most Areas

Q5. Satisfaction Levels with Various Services Provided by INDOT

by percentage of respondents who rated the item as a 1 to 5 on a 5 point scale (excluding "no opinion")



Source: ETC Institute (2013)

Significant Changes in Satisfaction for Specific Transportation Services from 2011-2012

Significantly HIGHER Ratings	% Change
Repairing and maintaining bridges	+ 6%
Removing snow and ice from highways	+ 5%
Building new highways	+ 5%
Availability of free state maps	+ 5%
Picking up litter and trash along highways	+ 3%
Minimizing congestion on highways	+ 3%
Maintaining informational and warning signs on hways	+ 3%
Keeping rest areas along highways clean	+ 3%
Maintaining landscaping along highways	+ 3%
Providing adequate room to bike along highways	+ 3%
Water drains quickly from hwy surfaces in storms	+ 3%
Repairing and maintaining existing highways	+ 3%
Significantly LOWER Ratings	% Change
NONE	NA

Areas where INDOT rated significantly HIGHER than neighboring DOTs

- Overall satisfaction with the Department (+24%)
- Overall satisfaction with the value received for gasoline taxes (+20%)
- The level of confidence in the Department's ability to meet future transportation needs (+20%)
- Efforts to minimize disruption to drivers during construction (+20%)
- Efforts to minimize disruption to communities during construction (+19%)
- How safe residents feel when traveling on highways (+18%)
- Satisfaction with INDOT's efforts to manage the highway construction process (+16%)
- Efforts to repair and maintain bridges (+16%)
- Efforts to complete construction projects in reasonable amount of time (+15%)
- Perception of safety when driving in highway work zones during the day (+15%)
- Efforts to remove snow and ice from highways (+12%)
- Efforts to notify the public about construction projects before the projects begin (+11%)
- Efforts to repair and maintain existing highways (+10%)
- The range of services offered at rest areas (+10%)
- The number of interchanges on existing highways (+9%)
- Perception of safety when driving in highway work zones at night (+9%)
- Availability of rest areas along highways (+9%)

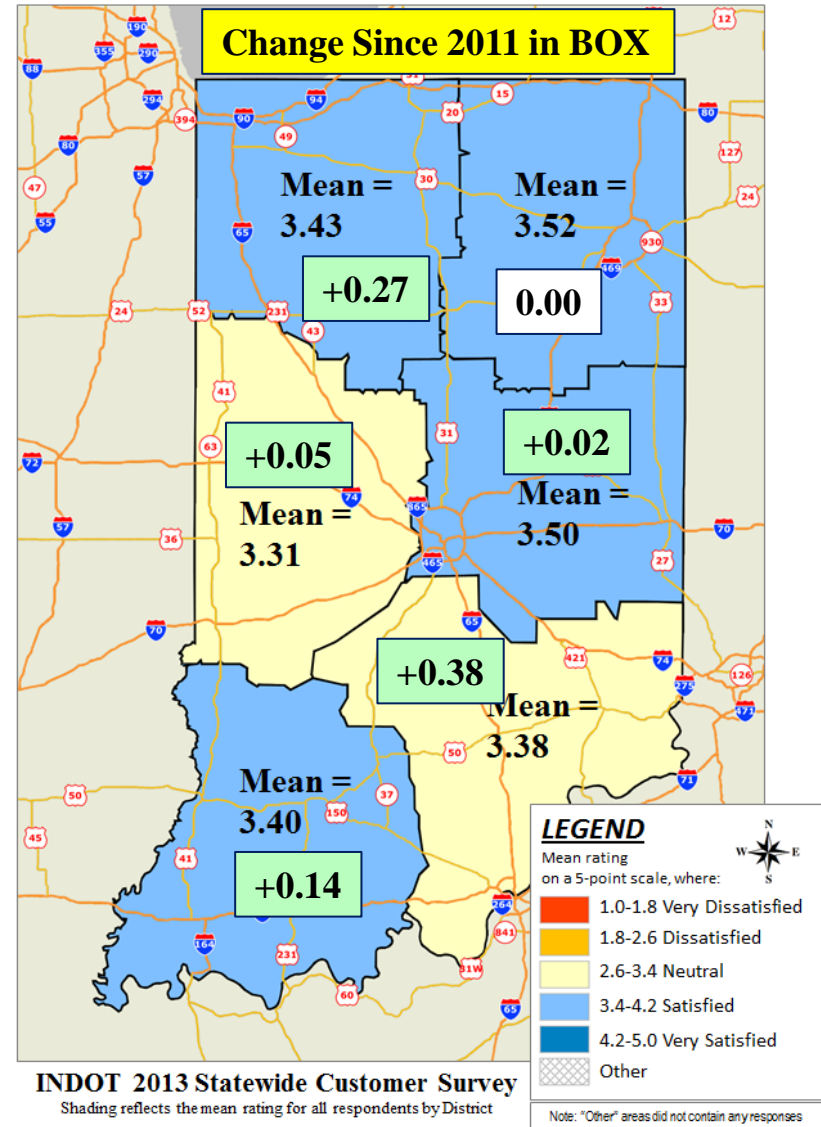
Areas where INDOT rated significantly LOWER than neighboring DOTs

- Adequate street lighting at highway interchanges (-6%)

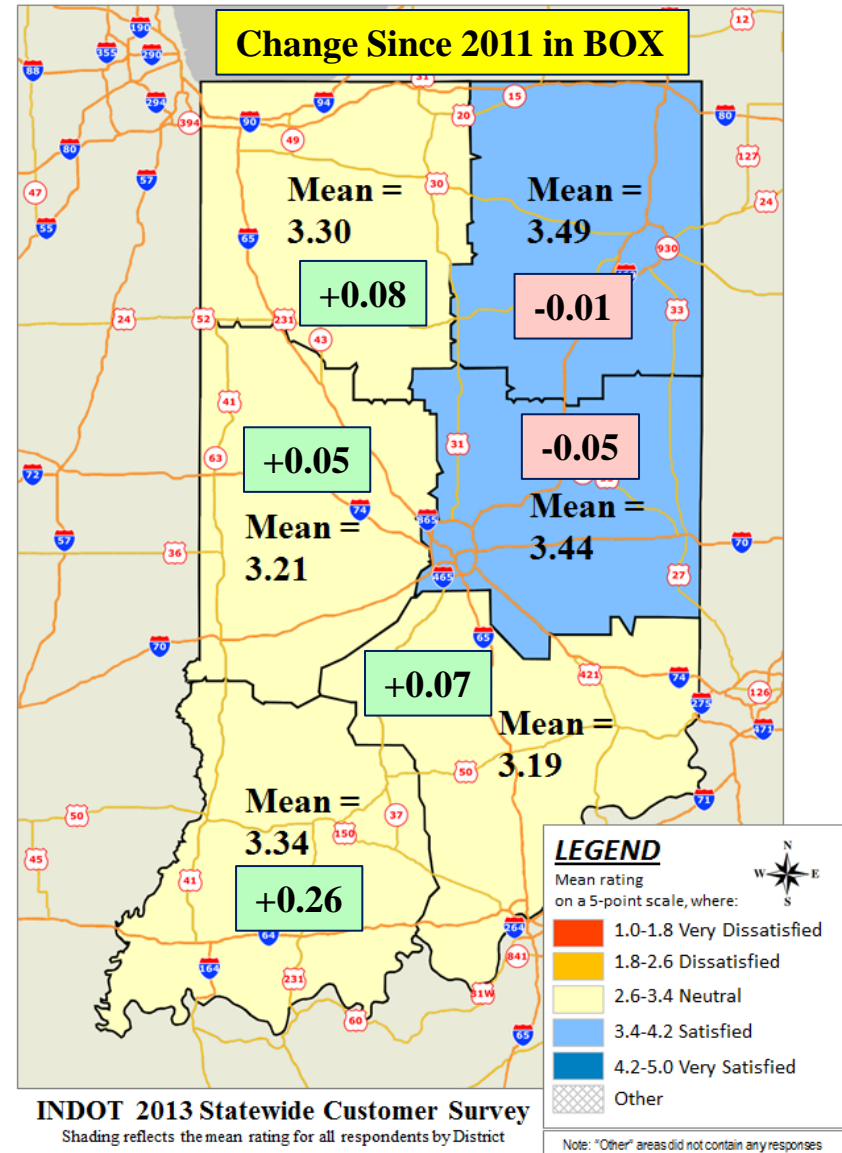
Only One Area

GIS Mapping Analysis Satisfaction By District Repairing and Maintaining Bridges

Q5d Repairing and maintaining bridges



Q5e Repairing and maintaining existing highways

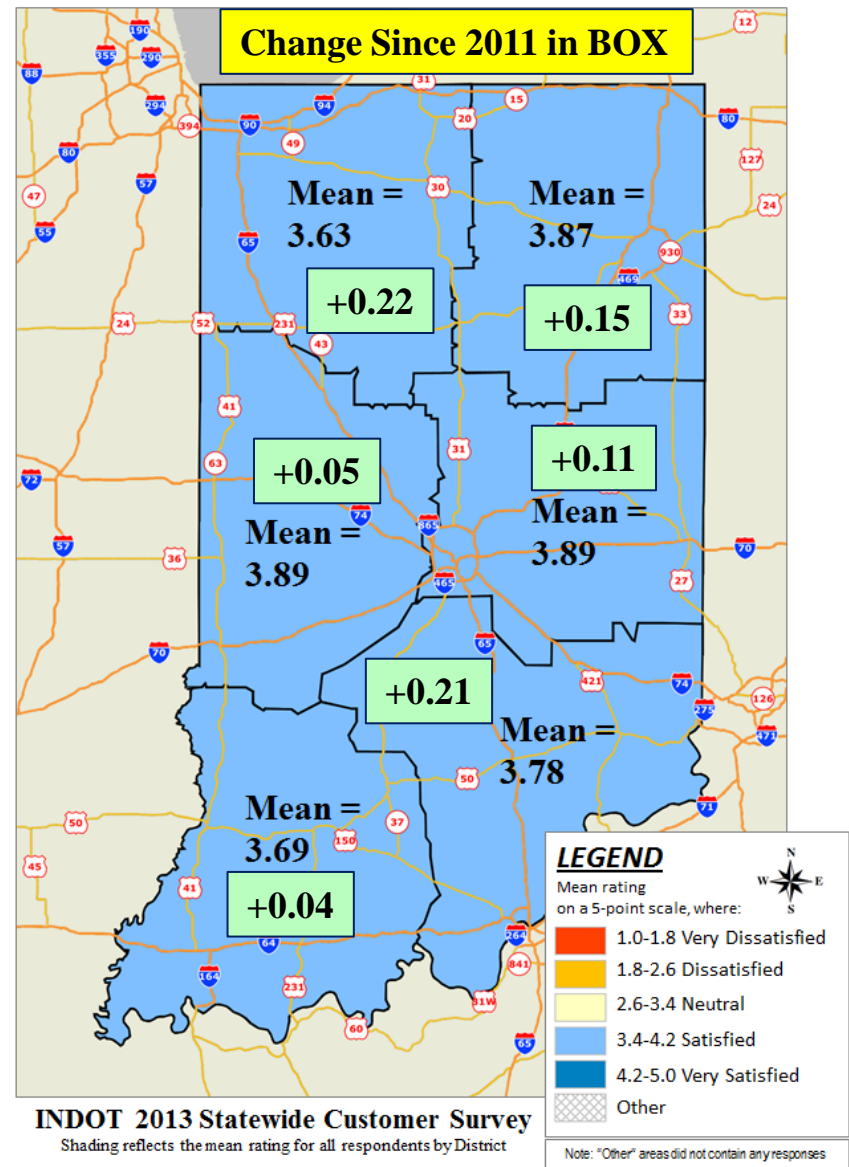


GIS Mapping Analysis Satisfaction By District Repairing and Maintaining Existing Highways

GIS Mapping Analysis Satisfaction By District

Removing Snow and Ice From Highways

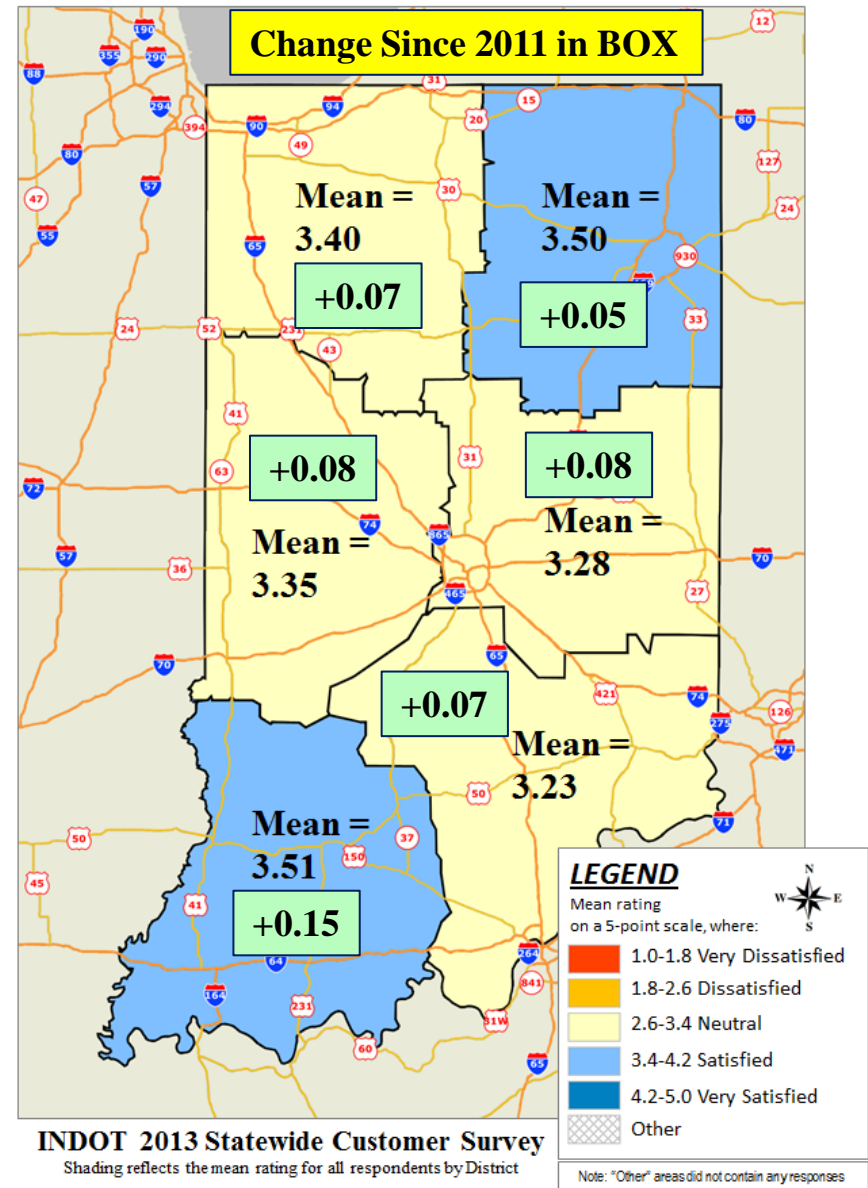
Q5i Removing snow and ice from highways



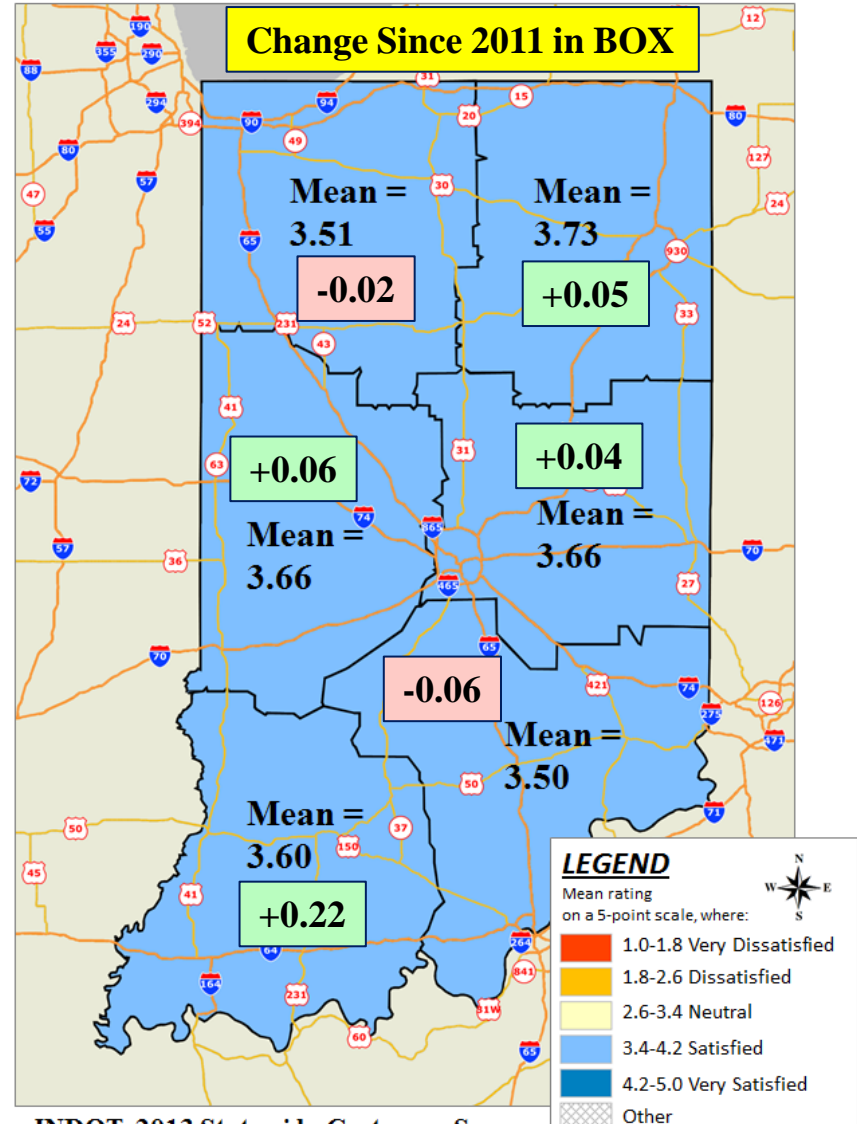
GIS Mapping Analysis Satisfaction By District

Minimizing Congestion on Highways

Q5j Minimizing congestion on highways



Q51 Ensuring water drains quickly from the surface of highways during a storm



INDOT 2013 Statewide Customer Survey
 Shading reflects the mean rating for all respondents by District

Note: "Other" areas did not contain any responses

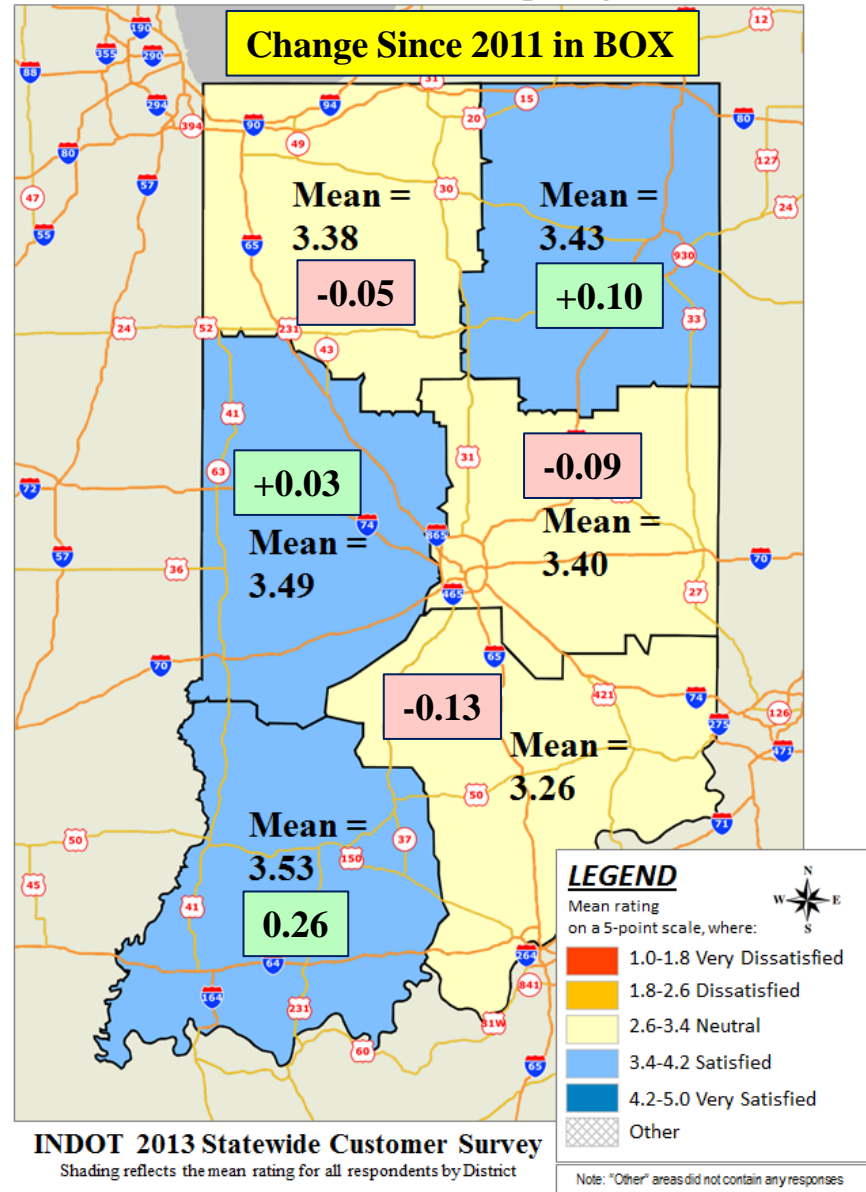
GIS Mapping Analysis Satisfaction By District

Ensuring Water Drains Quickly from the Surface of Highways During a Storm

GIS Mapping Analysis Satisfaction By District

Removing Debris From Highways

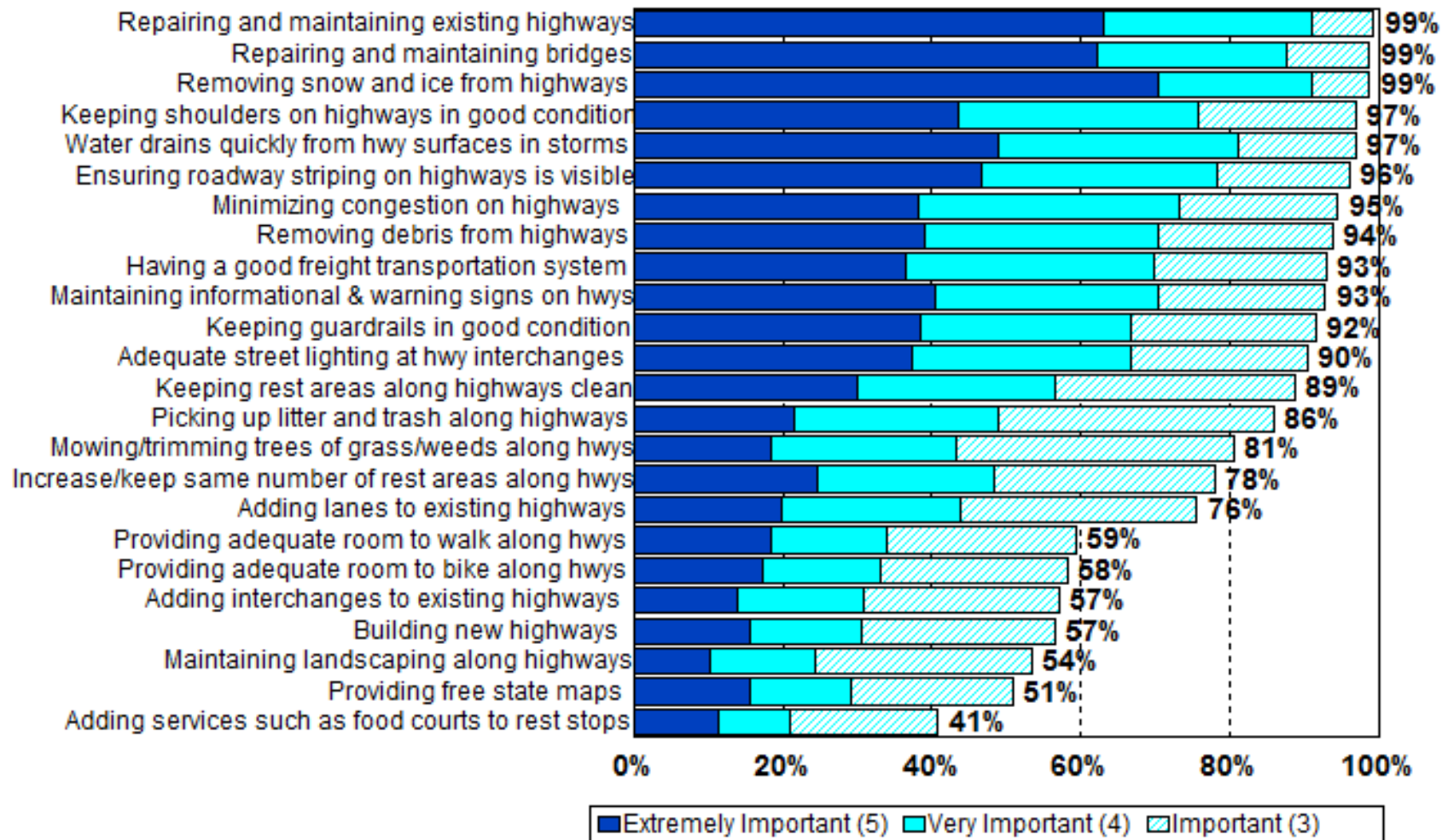
**Q5t Removing debris, such as animals, glass,
and torn tires from highways**



Major Finding #6:
Although INDOT Is Performing Well, There are
Opportunities to do Better.

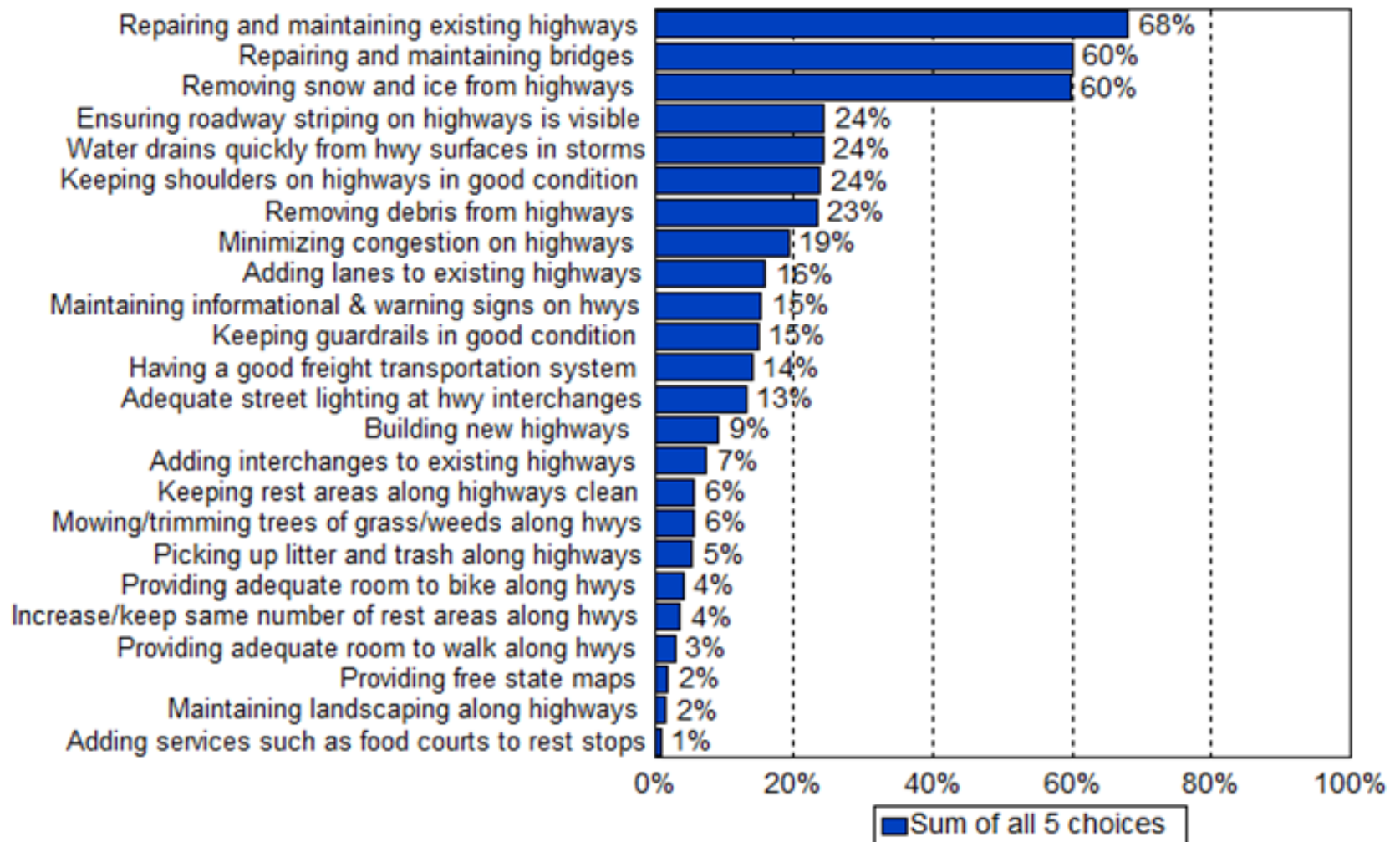
Q1. Level of Importance of the Following Services Provided by INDOT

by percentage of respondents who rated the item as a 5, 4 or 3 on a 5-point scale
(excluding "no opinion")



Q2. Items that Residents Thought were the Most Critical for INDOT to Focus On

By percentage of respondents who rated the item as one of their top 5 choices



Source: ETC Institute (2013)

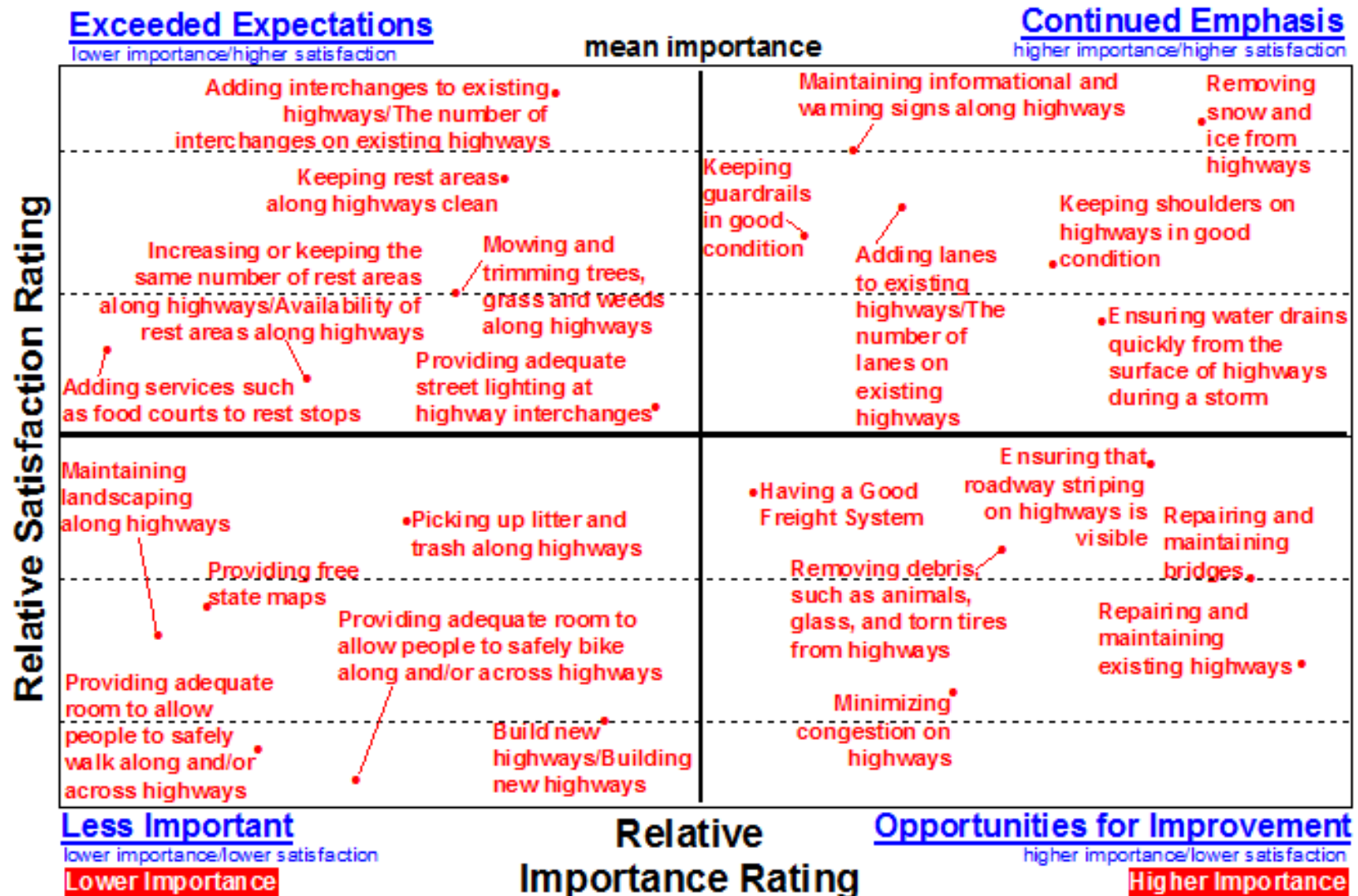
The Importance that Residents Place on INDOT Services Has Not Change Significantly

INDOT SERVICE	Importance Ranking	
	2011	2013
Repairing and maintaining existing highways	1	1
Repairing and maintaining bridges	3	2
Removing snow and ice from highways	2	3
Ensuring roadway striping on highways is visible	6	4
Water drains quickly from hwy surfaces in storms	4	5
Keeping shoulders on highways in good condition	5	6

Among the 24 Services that Were Rated,
the Same 6 Items Were At the Top of the List
in Both 2011 and 2013

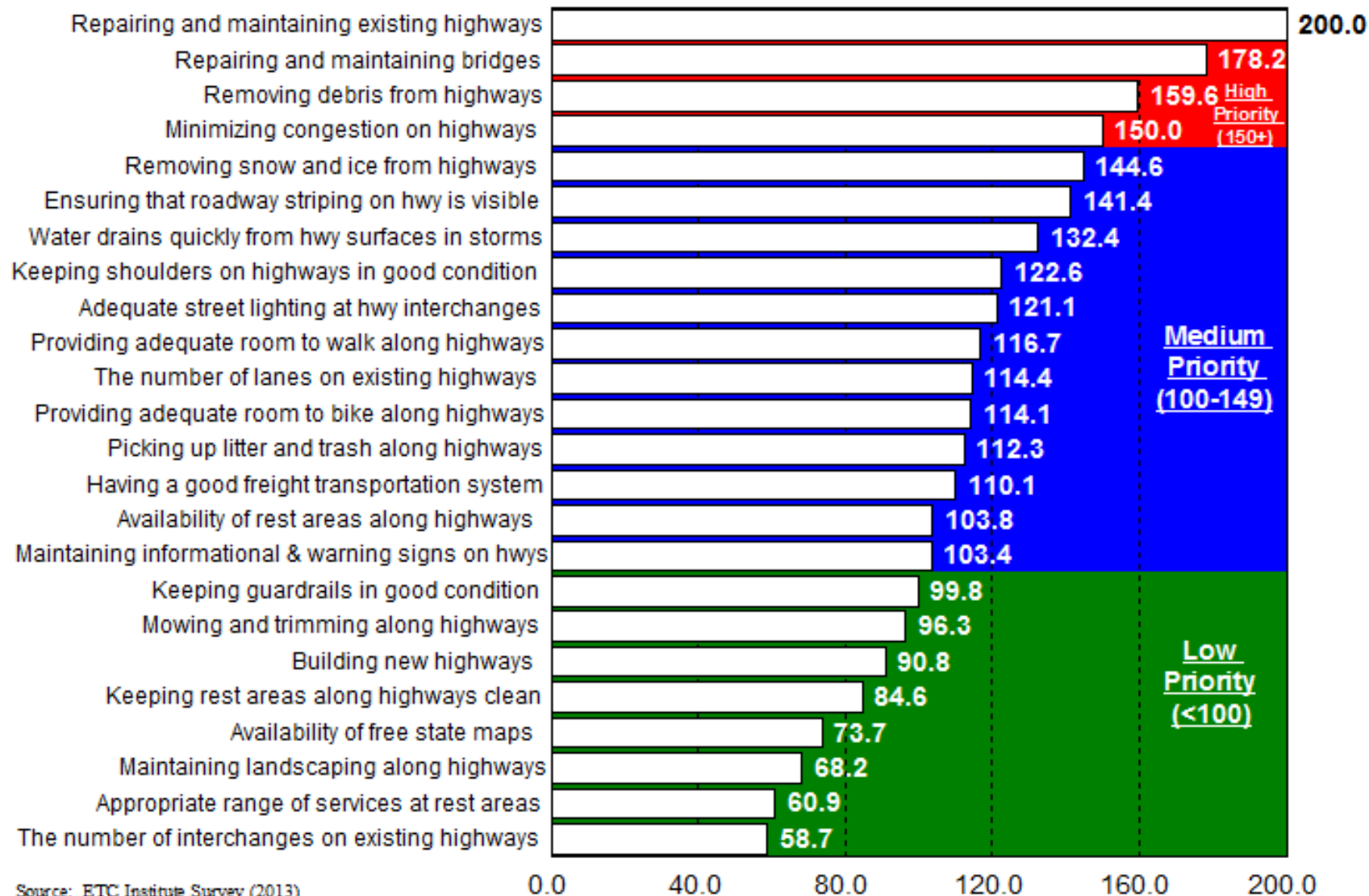
INDOT 2013 Statewide Customer Survey Importance-Satisfaction Assessment Matrix

-Overall-



Top Priorities for INDOT Services Based on the Priority Investment Rating

The Priority Investment Rating (PIR) reflects the combined RDR and RIR



Source: ETC Institute Survey (2013)

Other Findings

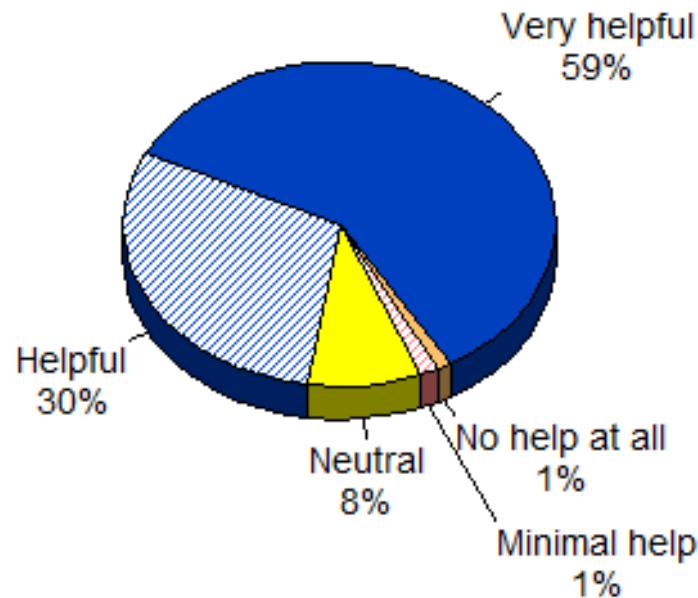
Q12a. TRENDS: If YES, How helpful do you think Hoosier Helpers are?

- 2013 vs. 2011

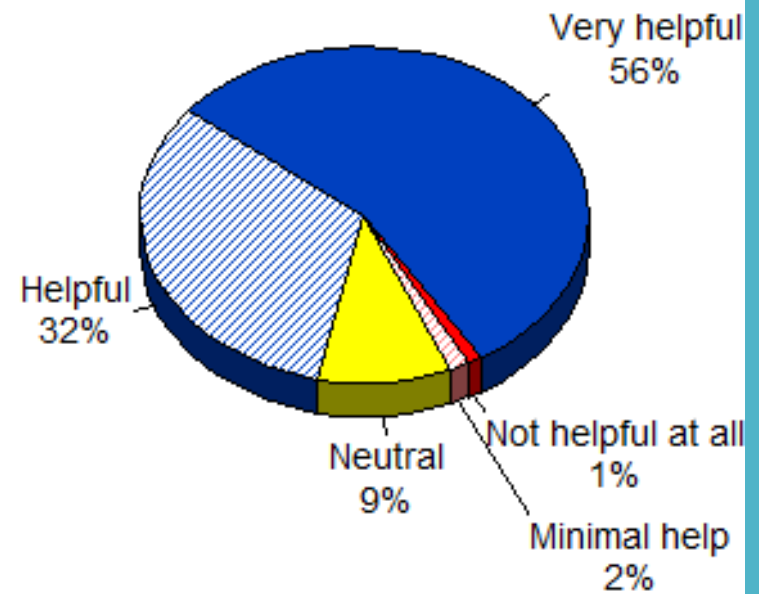
By percentage of respondents
(excluding "no opinion")

2013

(does not equal 100% due to rounding)

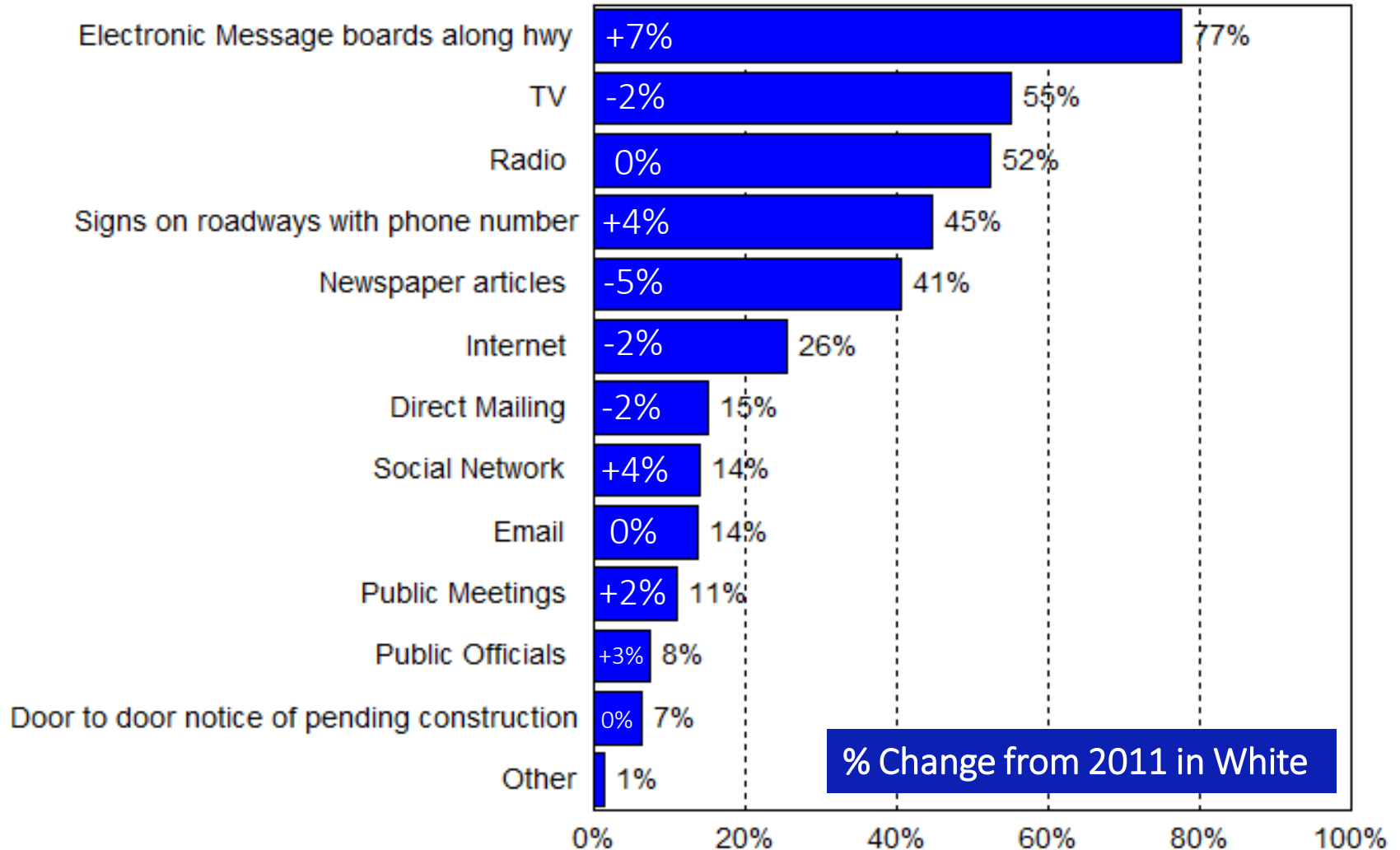


2011



Q8. In which of the following ways would you most like for INDOT to provide you with information?

by percentage of respondents (multiple responses allowed)



PREFERRED SOURCES OF INFORMATION

Conclusions

- Satisfaction with INDOT's performance has improved
- INDOT Is Outperforming Other Departments of Transportation
- INDOT Is Providing Residents with Good Value for Their Gasoline Taxes
- INDOT's Priorities Are Aligned with the Needs of Residents

Recommendations

- INDOT should emphasize improvements in the following areas over the next two years
 - Repairing and maintaining existing highways
 - Repairing and maintaining bridges
- INDOT should continue to emphasize operational investments and activities that support travel safety on state highways in Indiana.
 - Removing roadway debris.
 - Removing snow and ice from highways.
 - Enhancing the quality of roadway striping.
- INDOT should continue to plan ways to minimize congestion on highways in the future.

Questions?