



2015 Customer Satisfaction Survey Summary

Results from INDOT's 2015 Customer Satisfaction survey revealed that Indiana taxpayers overwhelmingly agree with our focus on removing snow and ice; they also heavily favor INDOT to maintain existing roads and bridges ahead of us building new highways.

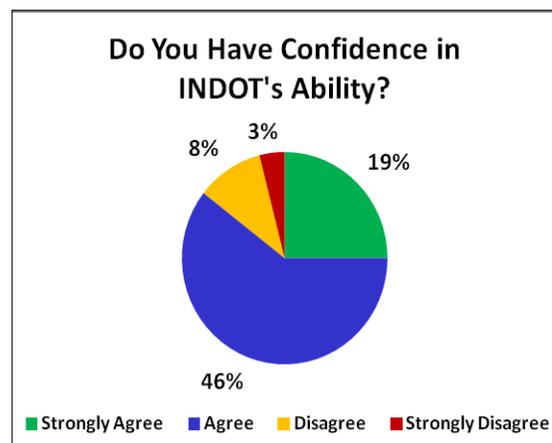
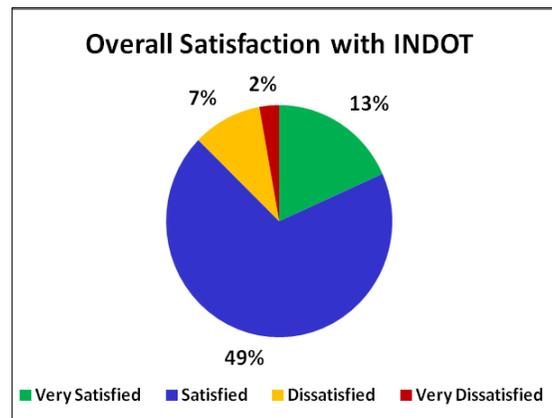
In 2015, INDOT conducted a survey of our primary customers – Hoosier taxpayers – regarding the job that we do. More than 1,200 Hoosiers were surveyed, and we obtained responses from at least 200 people in each of the six INDOT districts. This customer satisfaction survey mirrored a survey first conducted in fall 2011 and repeated in 2013, so that survey results could be compared and INDOT's performance could be assessed over time.

The survey was conducted by either telephone or online by BBC Research & Consulting of Denver, Colo. It 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.

Overall, customers surveyed in 2015 are quite satisfied with the job that INDOT has done providing transportation services. Of those surveyed, 62 percent reported that they were either *satisfied* or *very satisfied* with INDOT's job providing transportation services during the past two years. Fewer than 10 percent of respondents indicated that they were either *dissatisfied* or *very dissatisfied* with the job that INDOT is doing.

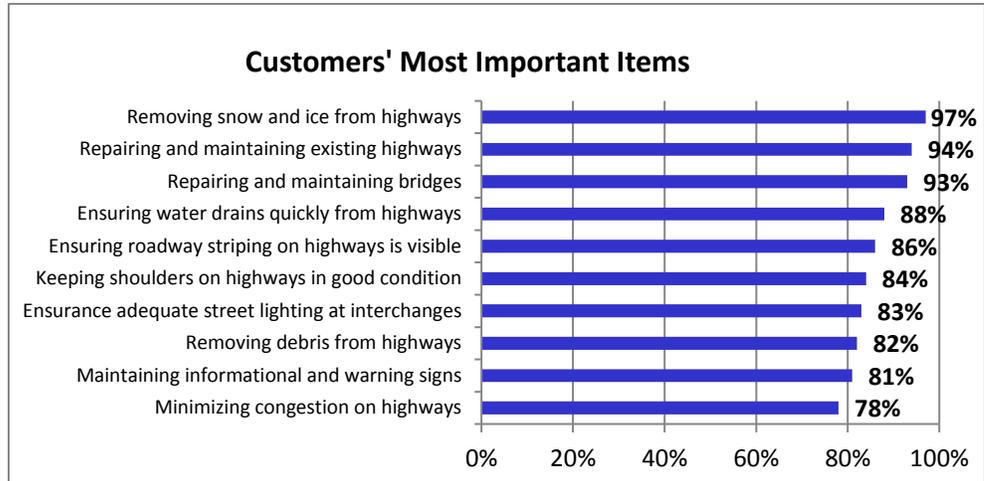
Customers also are confident in INDOT's ability to meet Indiana's transportation needs in the future. Approximately two-thirds of survey respondents indicated that they either *agree* or *strongly agree* with the statement that INDOT has the ability to meet the state's transportation needs in the future.

Respondents from all six INDOT districts rated removing snow and ice from highways; repairing and maintaining bridges; and repairing and maintaining existing highways as being the most important services that INDOT provides.



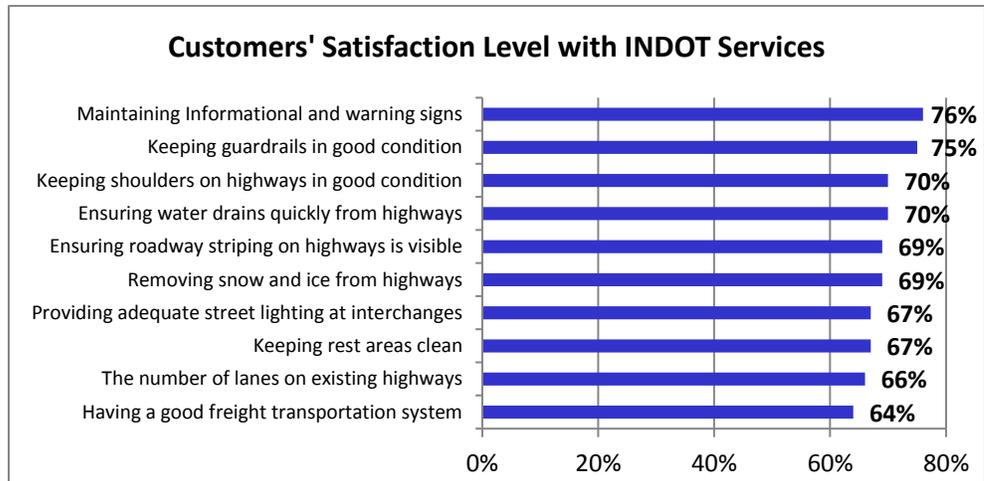
Ninety-seven percent of respondents rated snow and ice removal as being either *very important* or *extremely important*. Repairing and maintaining existing highways was rated as *very important* or

extremely important by 94 percent of respondents. Repairing and maintaining bridges was ranked as either *very* or *extremely important* by 93 percent of respondents.



Among the least important services that INDOT provides are building new highways, which was rated as *very important* or *extremely important* by 42 percent of respondents. Adding lanes to existing highway was rated as *very* or *extremely important* by 48 percent of those responding. Mowing or trimming trees, grass and weeds was rated as *very* or *extremely important* by 50 percent of respondents, while picking up trash along highway was rated as *very* or *extremely important* by 54 percent of those responding.

In terms of level of satisfaction with the services INDOT provides, respondents from all six INDOT districts rated our maintenance of information and warning signs along highways and maintenance of guardrails among the services with which they were most satisfied.



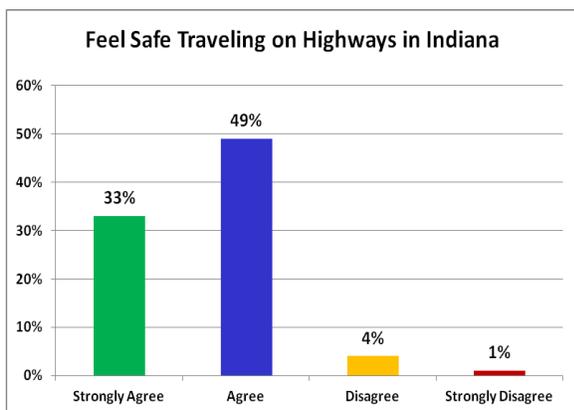
Sixty-nine percent of respondents said they were *very satisfied* or *satisfied* with INDOT's performance in removing snow and ice from roadways. Only 9 percent of respondents said they were dissatisfied with INDOT's snow and ice removal efforts.

Overall, customers are satisfied with INDOT's efforts to keep them informed about transportation-related issues in Indiana. Nearly 60 percent of respondents reported that

they were either *satisfied* or *very satisfied* with INDOT's efforts to keep residents informed whereas few respondents reported that they were either *dissatisfied* or *very dissatisfied* with those efforts.

Customers also are generally satisfied with INDOT's website. Nearly two-thirds of respondents reported that they were *satisfied* with the website's ease of use and with the helpfulness of the information that it provides.

Customers believe that the level of customer service that INDOT provides is about the *same* or *better* compared with other governmental agencies. Very few survey respondents indicated that INDOT provided *worse* levels of customer service when compared with other government agencies in Indiana.



Safety is a key component of INDOT's overall mission. Fully 82 percent of Hoosier drivers reported they feel safe driving on highways in Indiana.



2015 INDOT CUSTOMER SATISFACTION SURVEY

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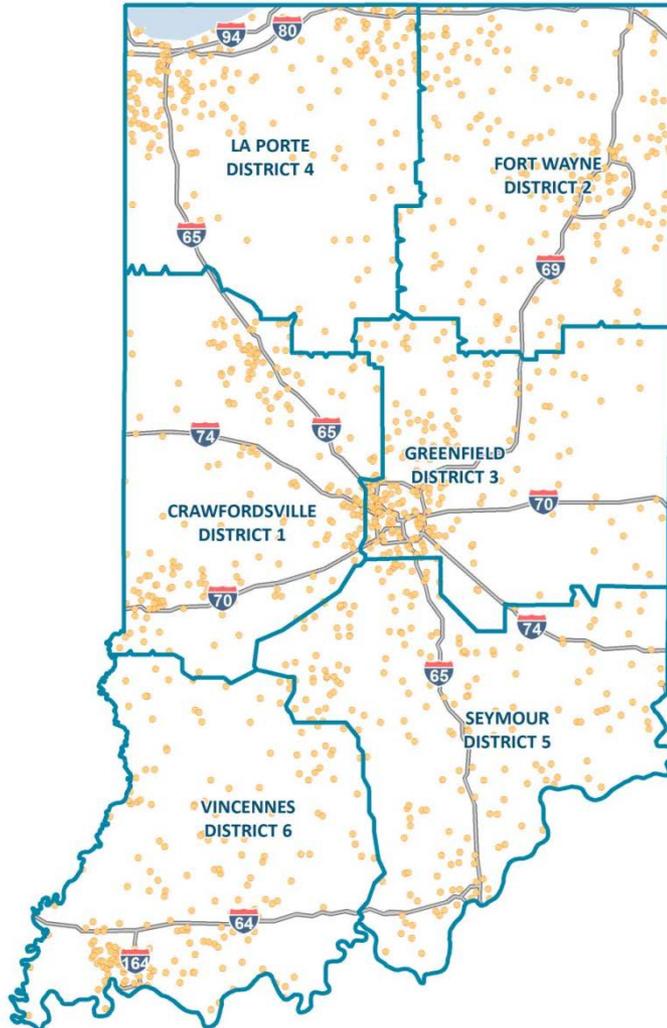
KEY TOPICS



Customer Satisfaction Survey

- Transportation priorities
- Construction management
- Satisfaction with services
- Highway safety
- Current transportation issues

APPROACH & ANALYSIS

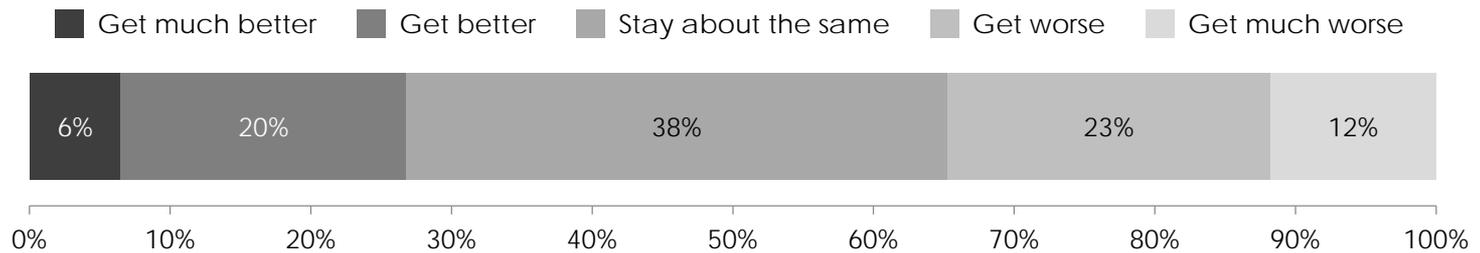


- Telephone/online survey
- 1,200 roadway customers
- 200 customers per district

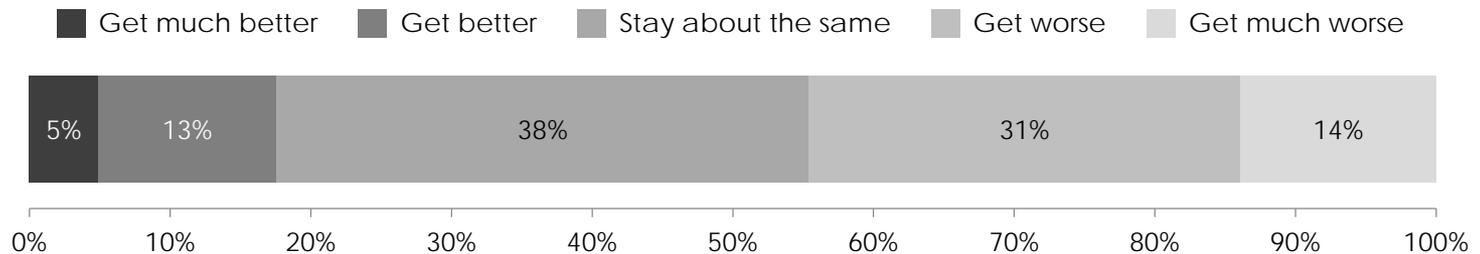
TRANSPORTATION CHANGES

(NEXT 10 YEARS IF FUNDING STAYS THE SAME)

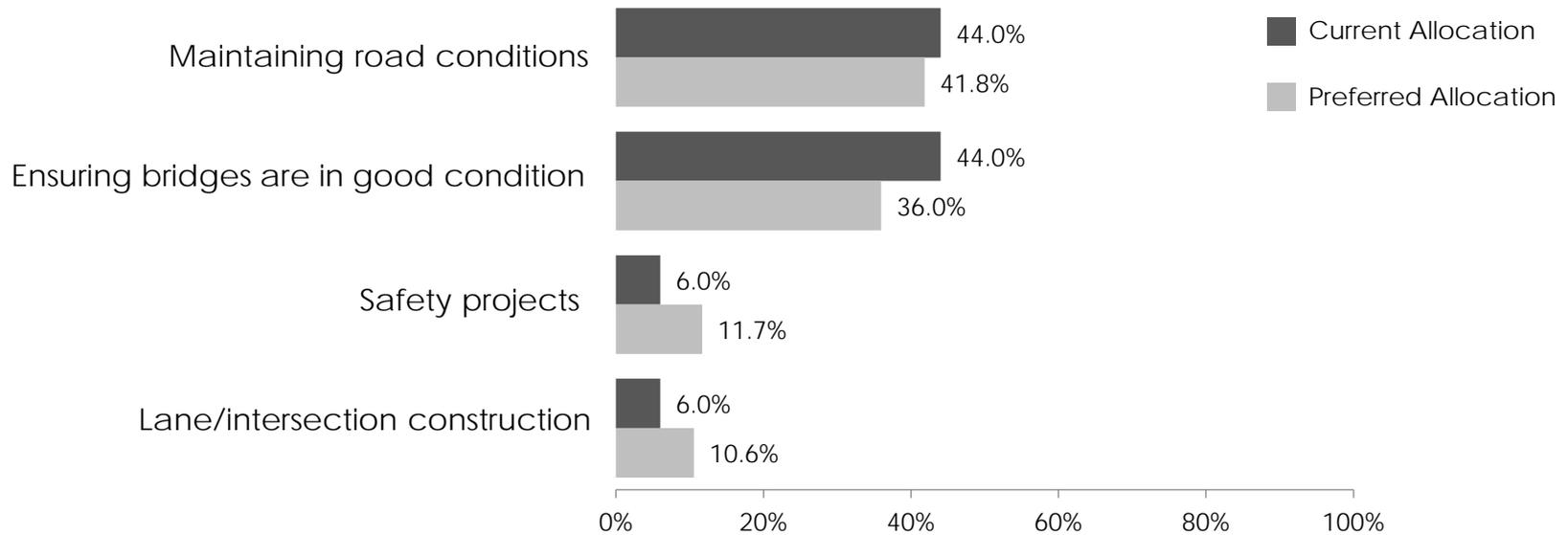
Highway Conditions



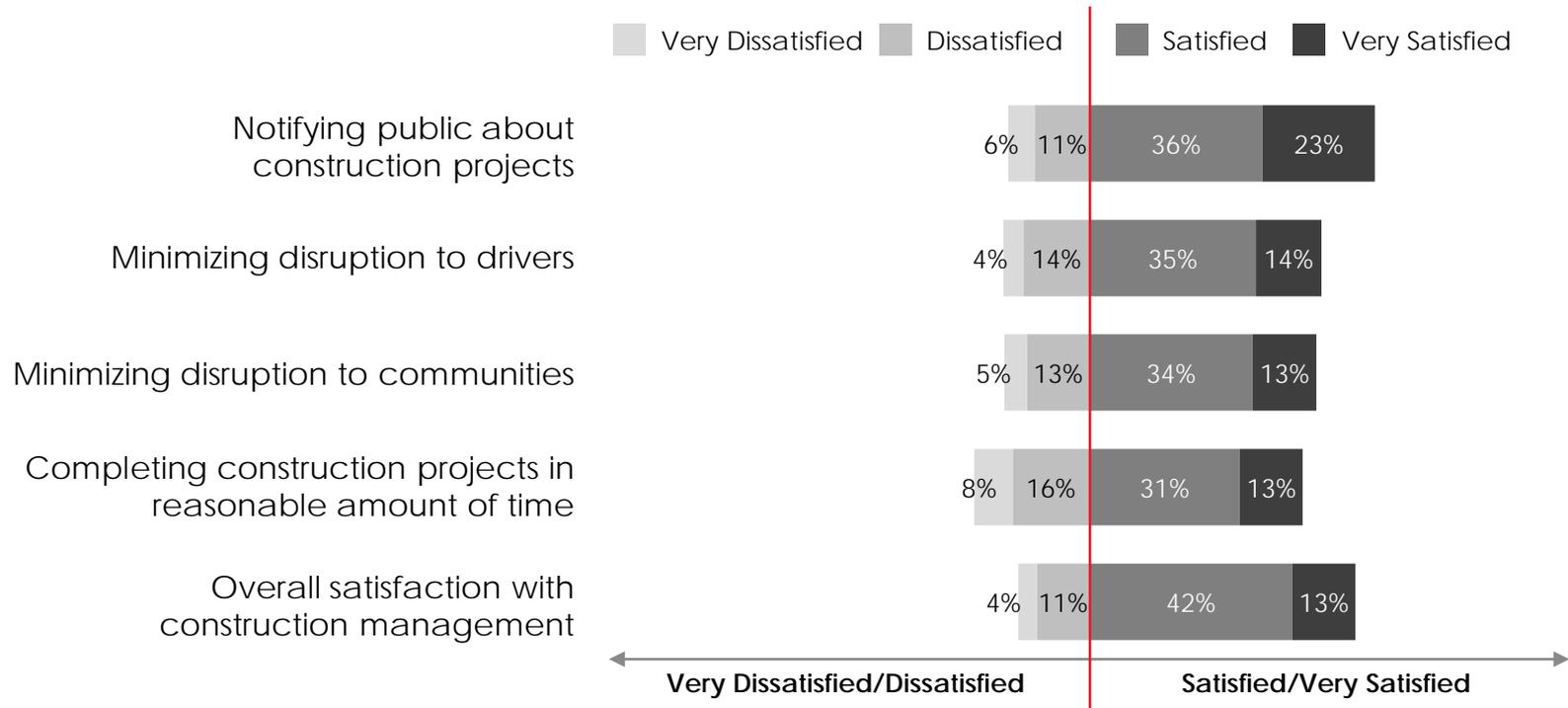
Highway Congestion



FUNDING PRIORITIES

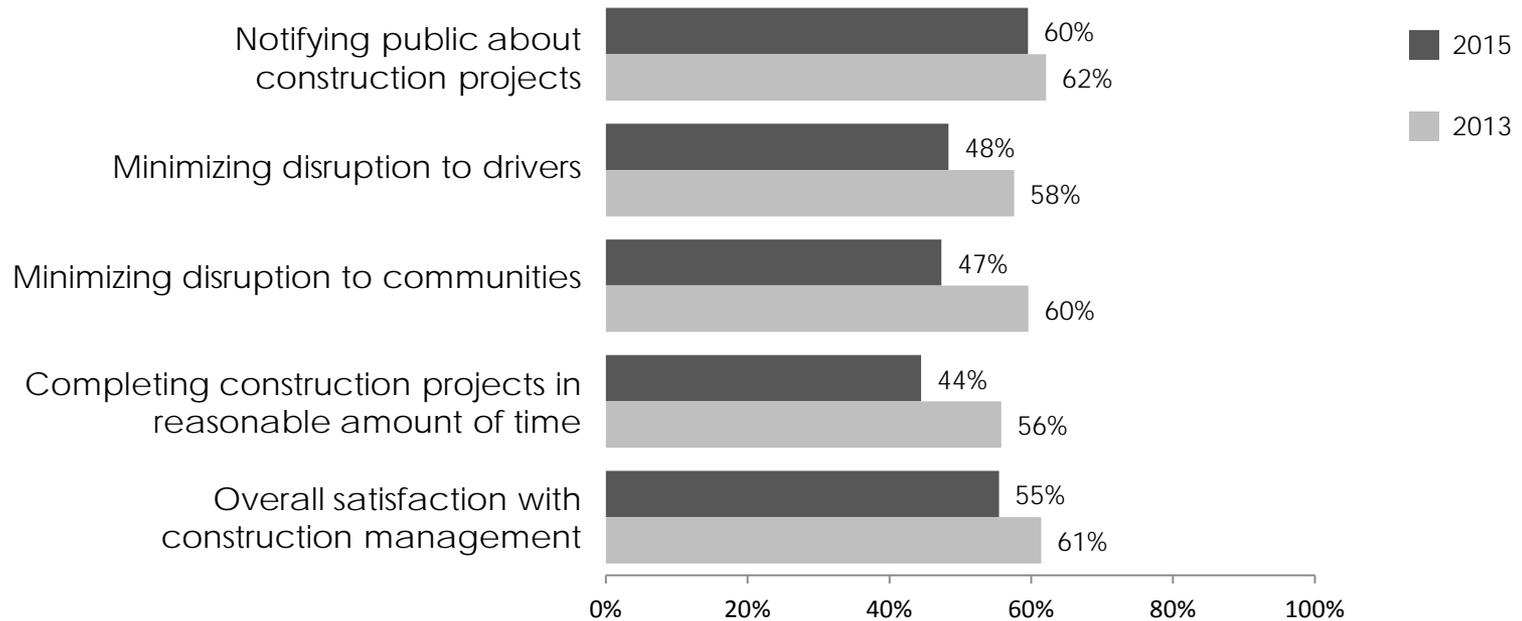


CONSTRUCTION MANAGEMENT

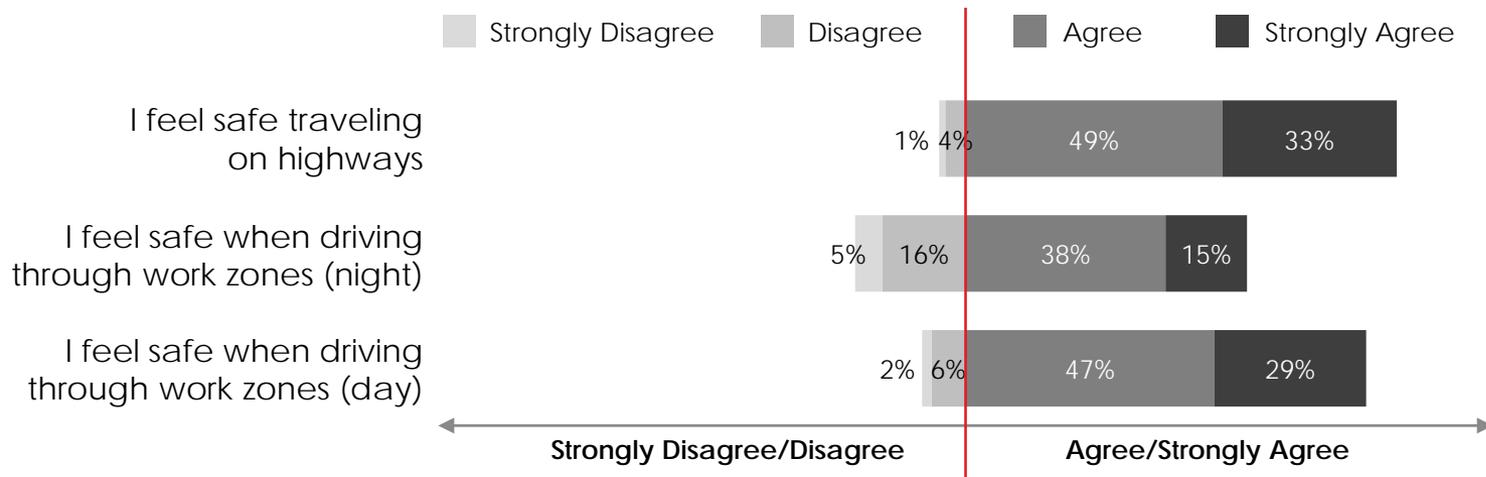


CONSTRUCTION MANAGEMENT

2013 VS. 2015

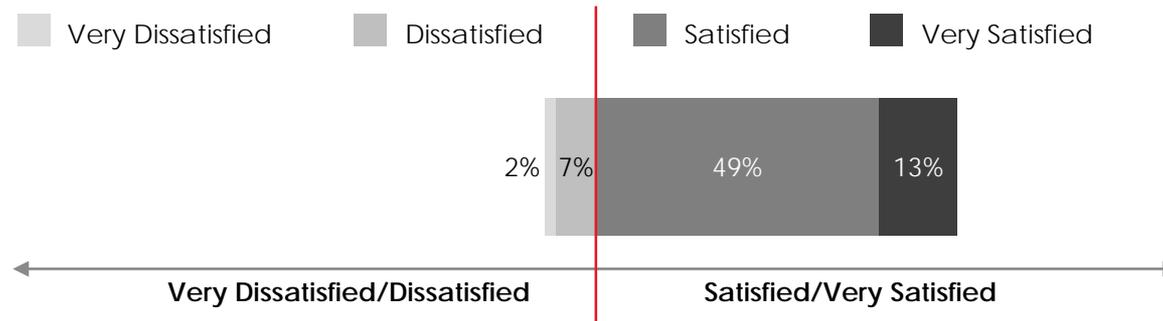


HIGHWAY SAFETY

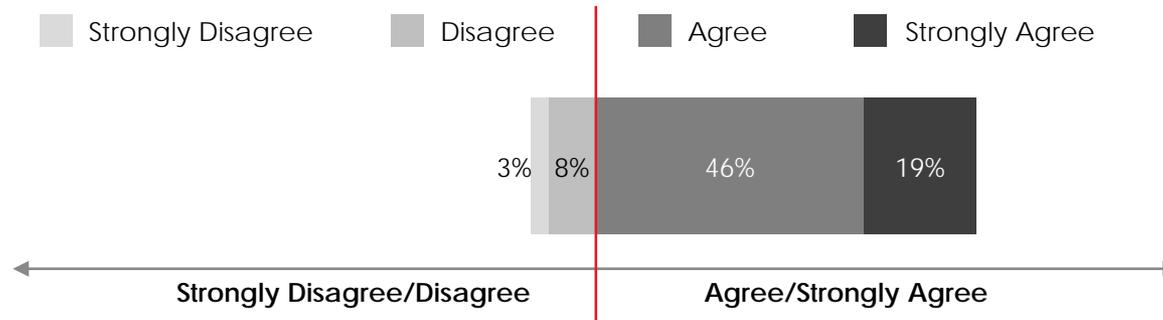


OVERALL IMPRESSIONS

Overall Satisfaction

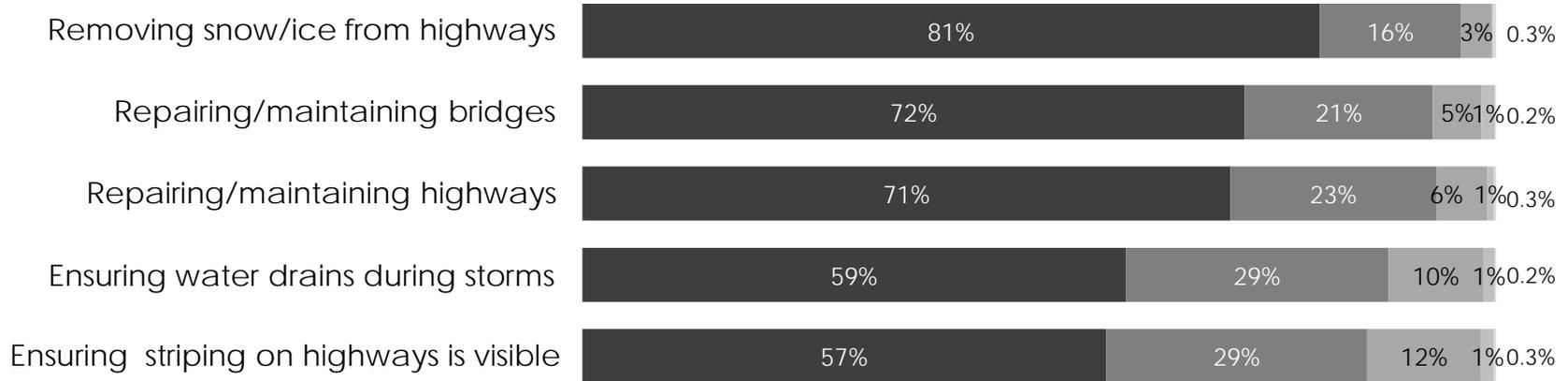
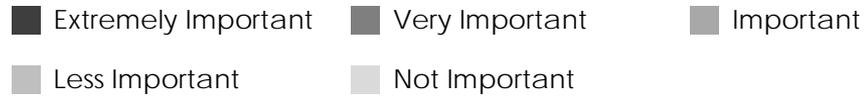


Overall Confidence

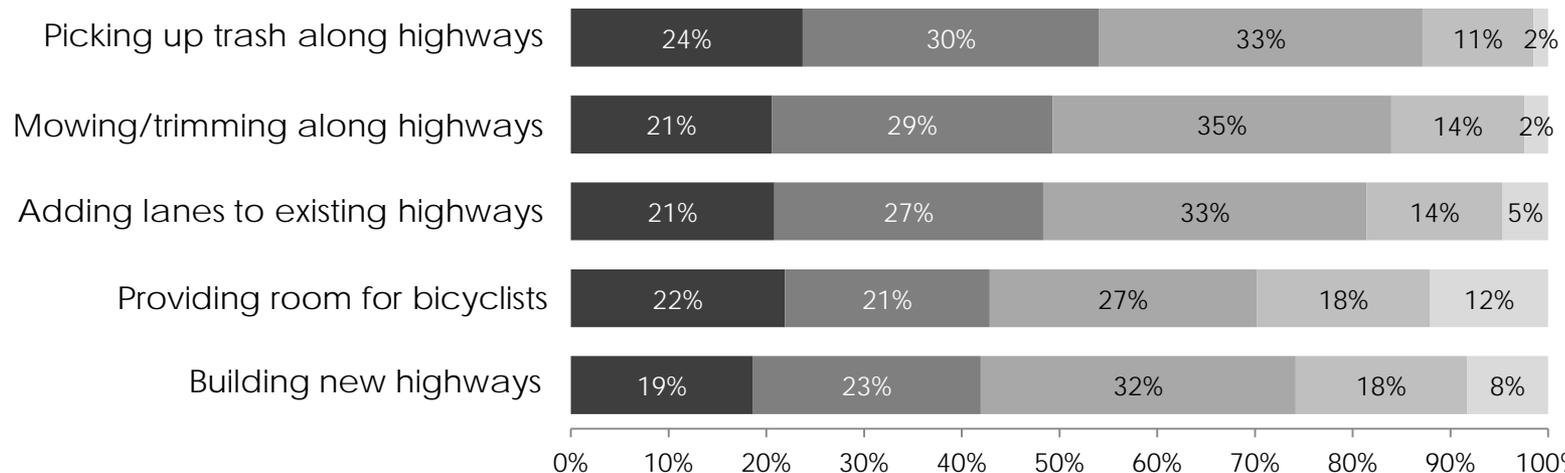


IMPORTANCE OF SERVICES

Most Important



Least Important

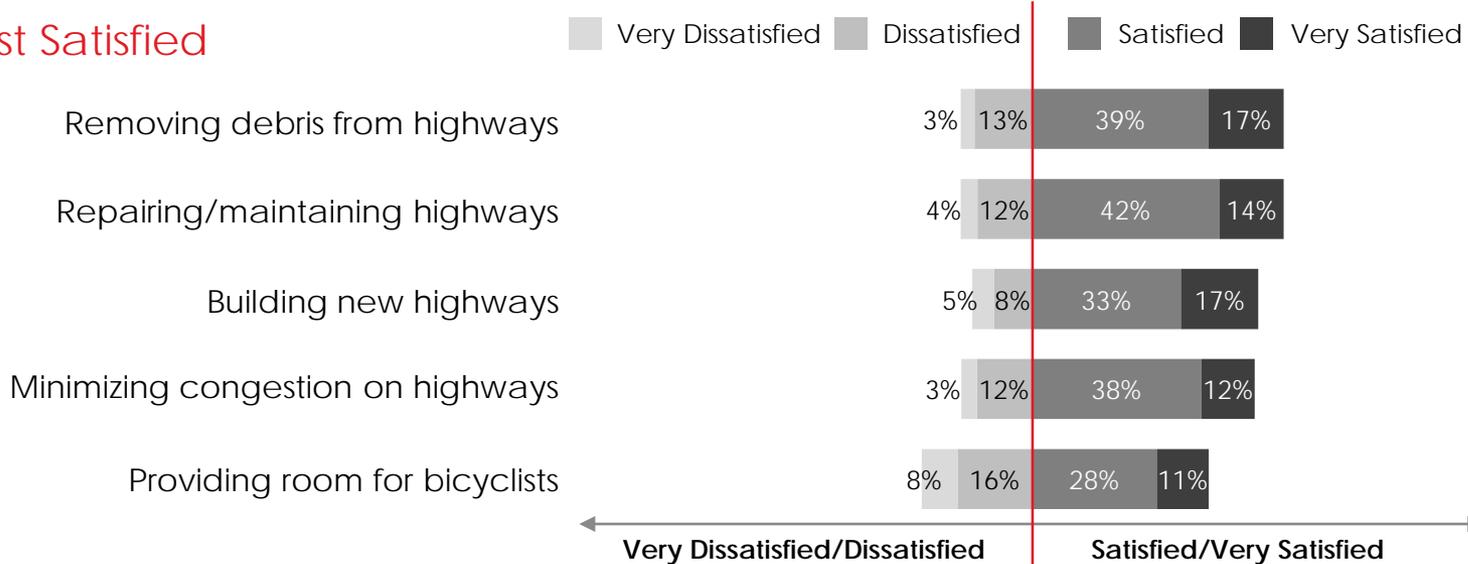


SATISFACTION WITH SERVICES

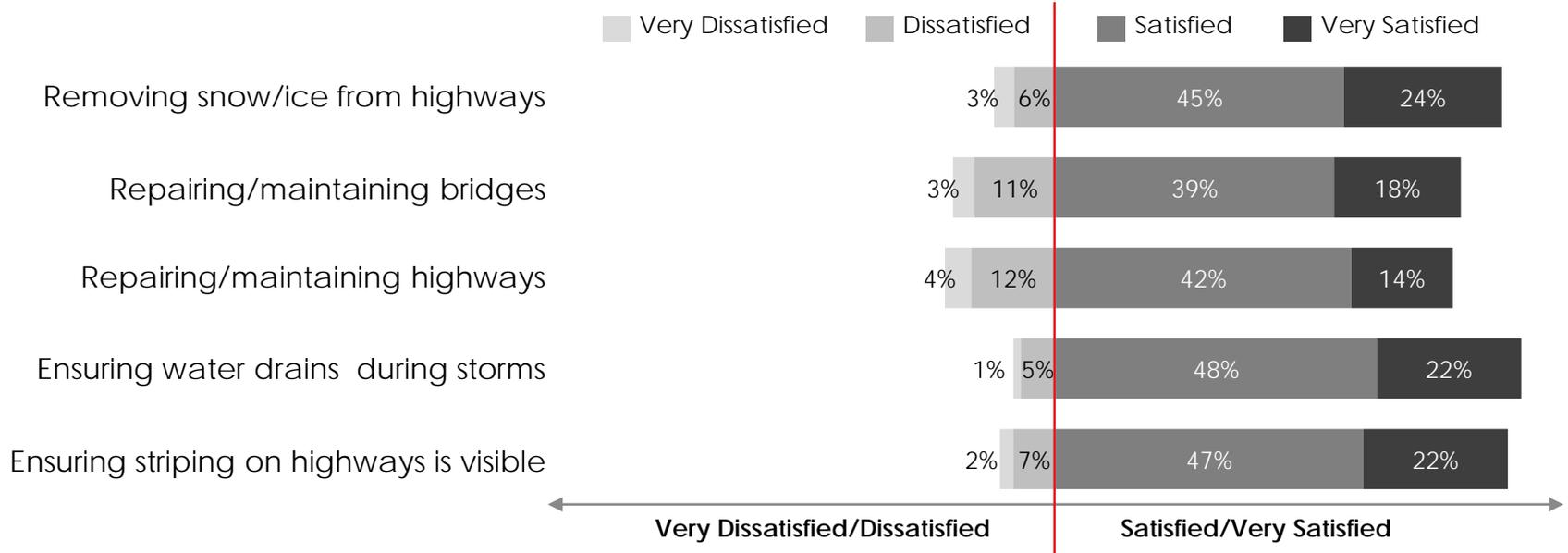
Most Satisfied



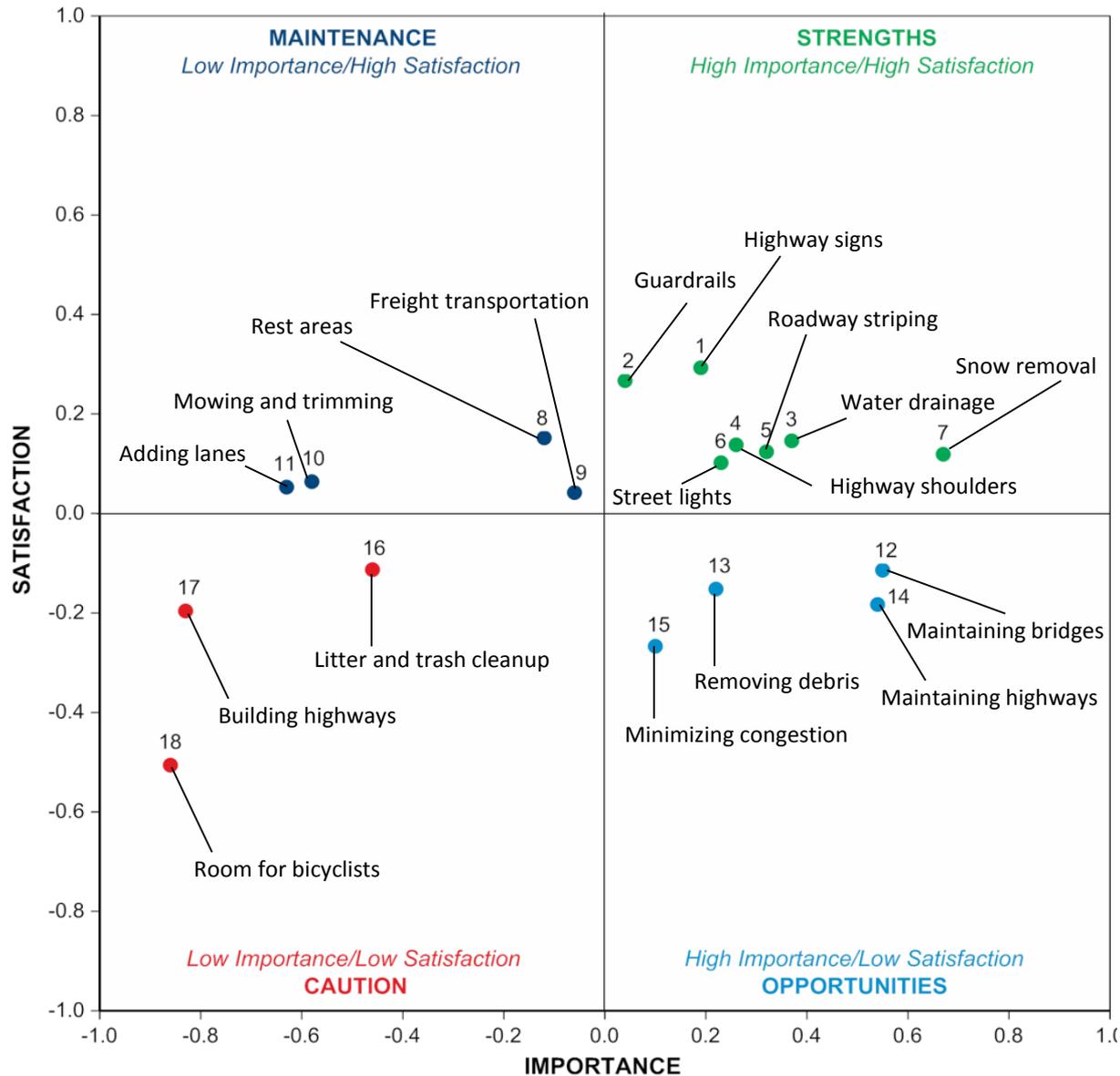
Least Satisfied



SATISFACTION WITH IMPORTANT SERVICES



IMPORTANCE VS. SATISFACTION



SUMMARY AND IMPLICATIONS

- High satisfaction with INDOT overall, consistent across INDOT districts and with 2013 survey
- Moderate satisfaction with INDOT customer service and direct and online communications
- High satisfaction with several important services such as guardrails, snow removal, and signs
- Low satisfaction with several important services such as congestion, debris removal, and repairs
- Lowest satisfaction with construction management including completing projects in a timely manner
- Predictors of overall satisfaction include value from taxes and INDOT's efforts to keep customers informed

QUESTIONS