

# 2011 INDOT Statewide Customer Survey Results



# Purpose

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

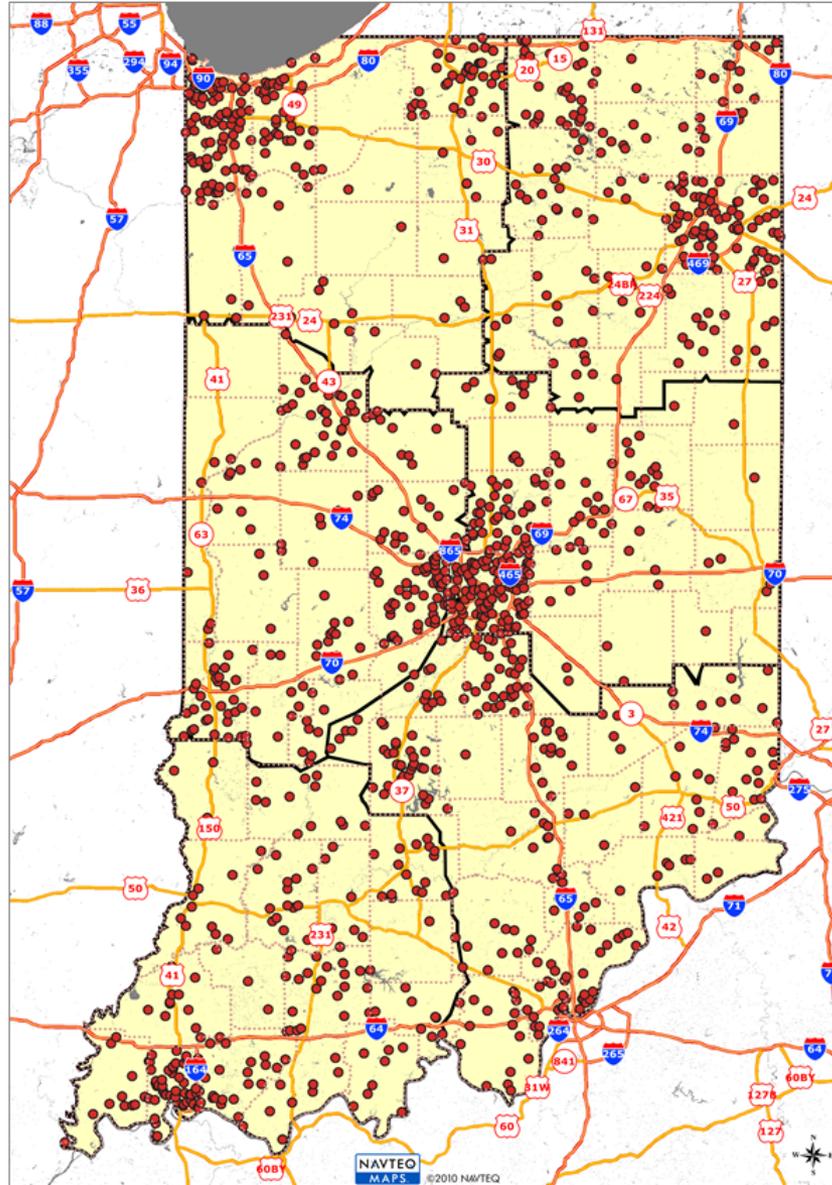


# Resident Survey Methodology

- Administered by phone to a stratified random sample of 1,267 residents
  - At least 200 completed surveys in each of the six districts
- Location of respondents geocoded
- Overall results have a precision of +/-2.8% at the 95% level of confidence
- Good distribution by age, income, race, and other factors
- Also administered to 300 residents of Ohio, Michigan, Illinois, and Kentucky.



## Location of Survey Respondents



INDOT 2011 Statewide Customer Survey



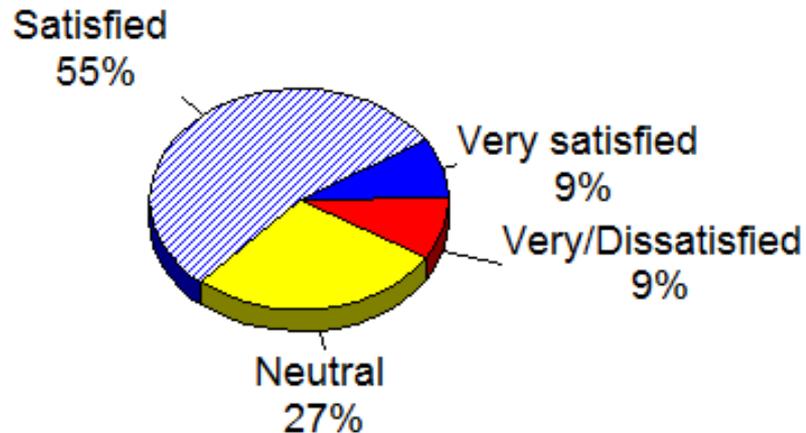
Major Finding #1:  
Most Residents Are Satisfied with  
INDOT's Overall Performance



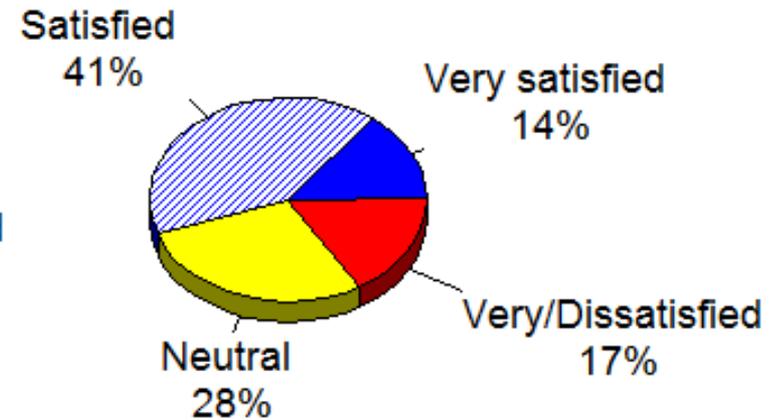
Overall, how satisfied are you with the job that your state department of transportation has done providing transportation services during the past two years?

by percentage of respondents  
(excluding no opinion)

### INDOT



### Surrounding DOTs



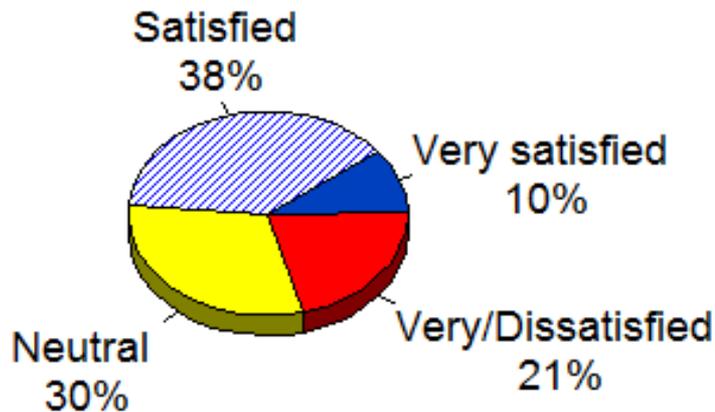
**Indiana Residents Are More Satisfied with the Job Their DOT is Doing than Residents in Neighboring States**



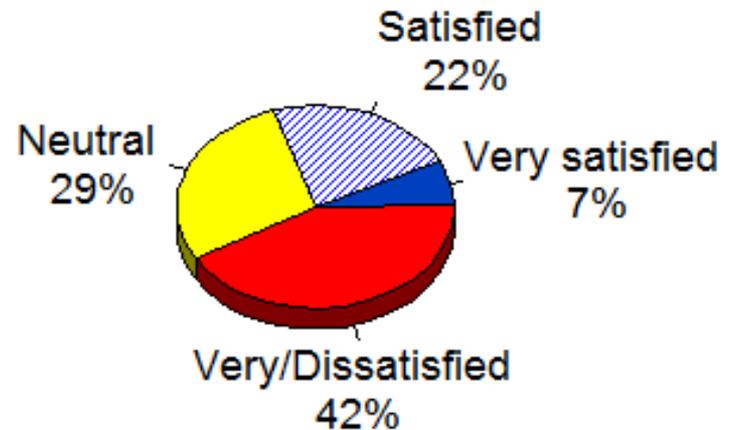
# How satisfied are you with the value you are receiving for your gasoline taxes?

by percentage of respondents  
(excluding no opinion)

## INDOT



## Surrounding DOTs



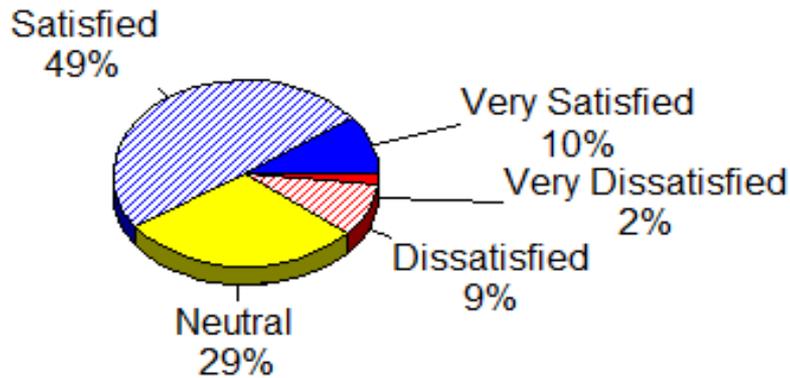
**Indiana Residents Are More Satisfied with the Value They Get for Their Gasoline Taxes than Residents in Neighboring States**



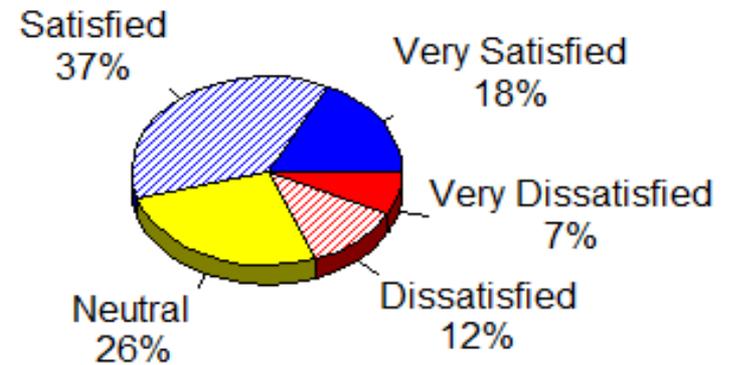
Overall, how satisfied are you with your State Department of Transportation's efforts to keep residents informed about transportation related issues in the state where you live?

by percentage of respondents  
(excluding no opinion)

### INDOT



### Surrounding DOTs



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



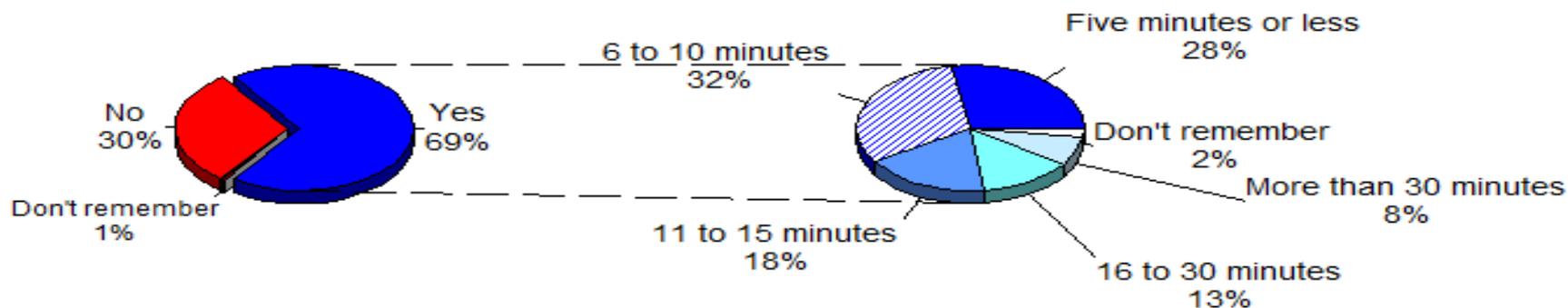
Major Finding #2:  
Most Residents Think INDOT Is  
Doing a Good Job Managing  
Construction



## Q4a. Did you experience a delay in your travel due to the construction or maintenance?

By percentage of respondents who had encountered highway construction or maintenance work on Indiana highways in the past three months

### Q4b. If YES, Approximately how long was your most recent delay?

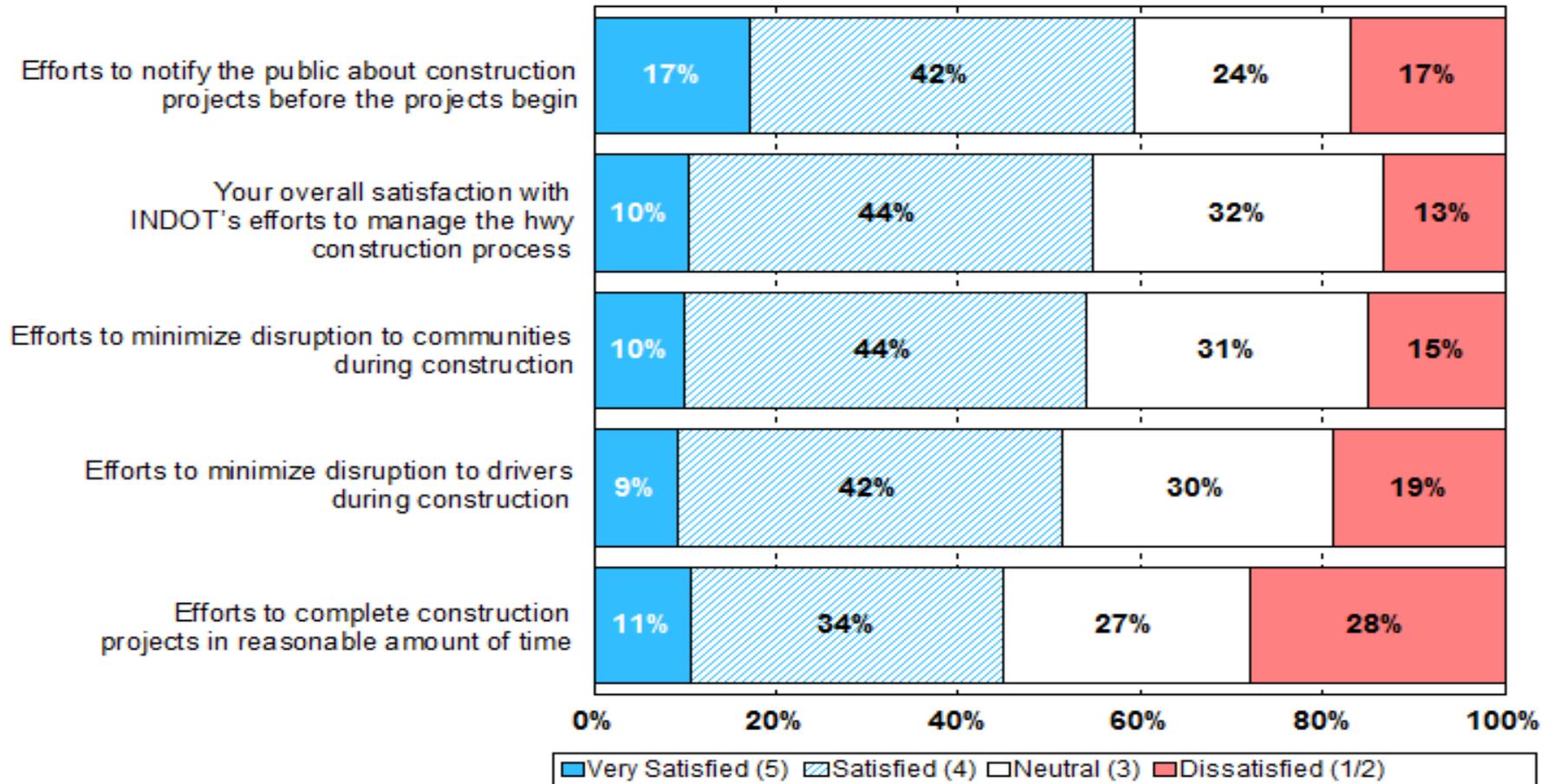


**68% of Those Who Were Delayed Reported that the Length of the Delay Was Acceptable**



# Q3. Satisfaction with INDOT's Performance with Various Management of Construction Items

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



# Satisfaction with DOTs' Performance with Various Management of Construction Items

## INDOT vs. Surrounding DOTs

By percentage of respondents who rated the item as either "Very Satisfied" or "Satisfied" (excluding no opinion)



Efforts to notify the public about construction projects before the projects begin



Your overall satisfaction with INDOT's efforts to manage the hwy construction process



Efforts to minimize disruption to communities during construction



Efforts to minimize disruption to drivers during construction



Efforts to complete construction projects in reasonable amount of time



0% 20% 40% 60%

INDOT Surrounding DOTs

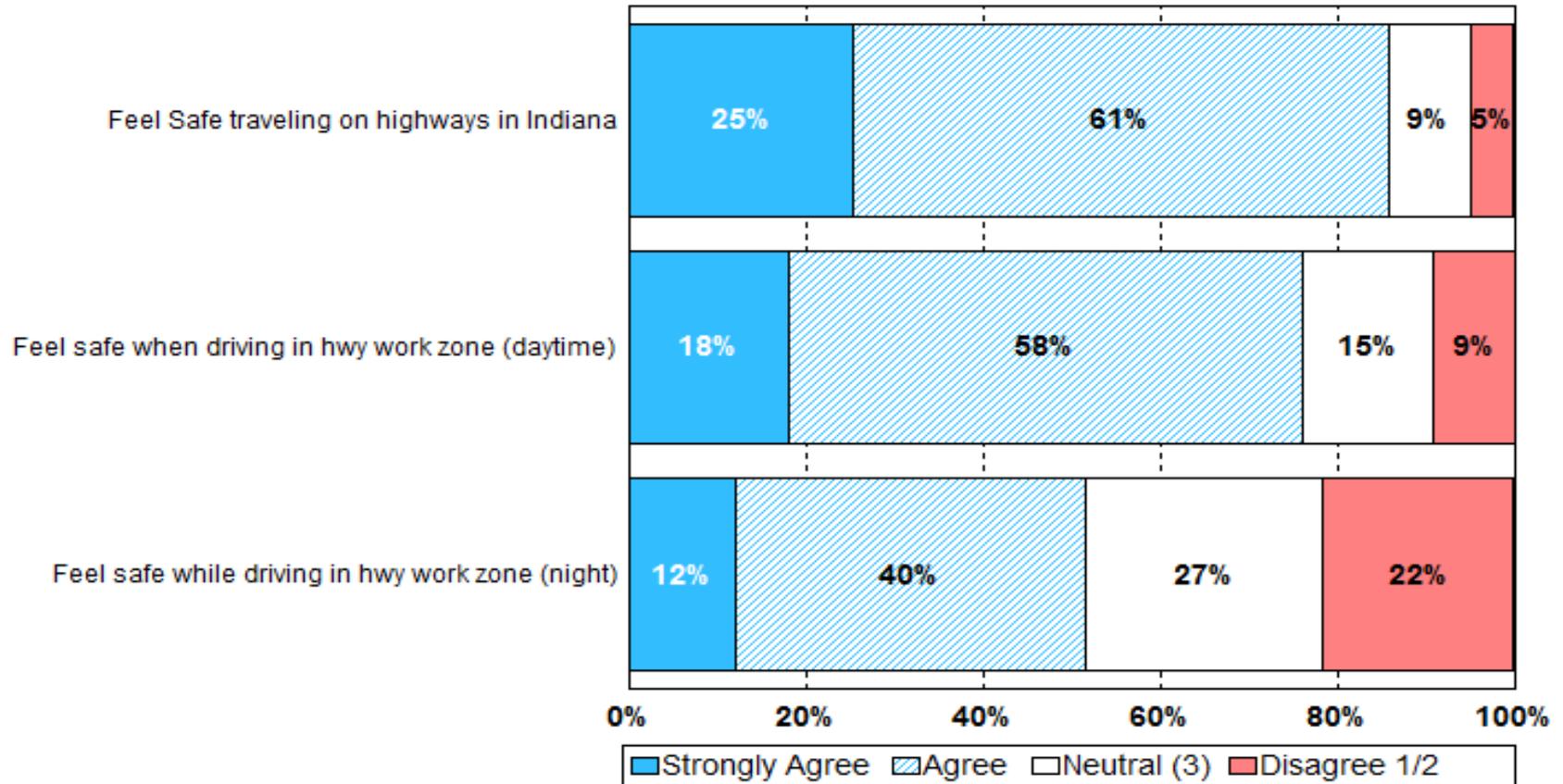


Major Finding #3:  
Most Residents Feel Safe When  
Traveling on Highways in Indiana



# Q6. Level of Agreement with the Following Statements about the Travel on Highways in Indiana

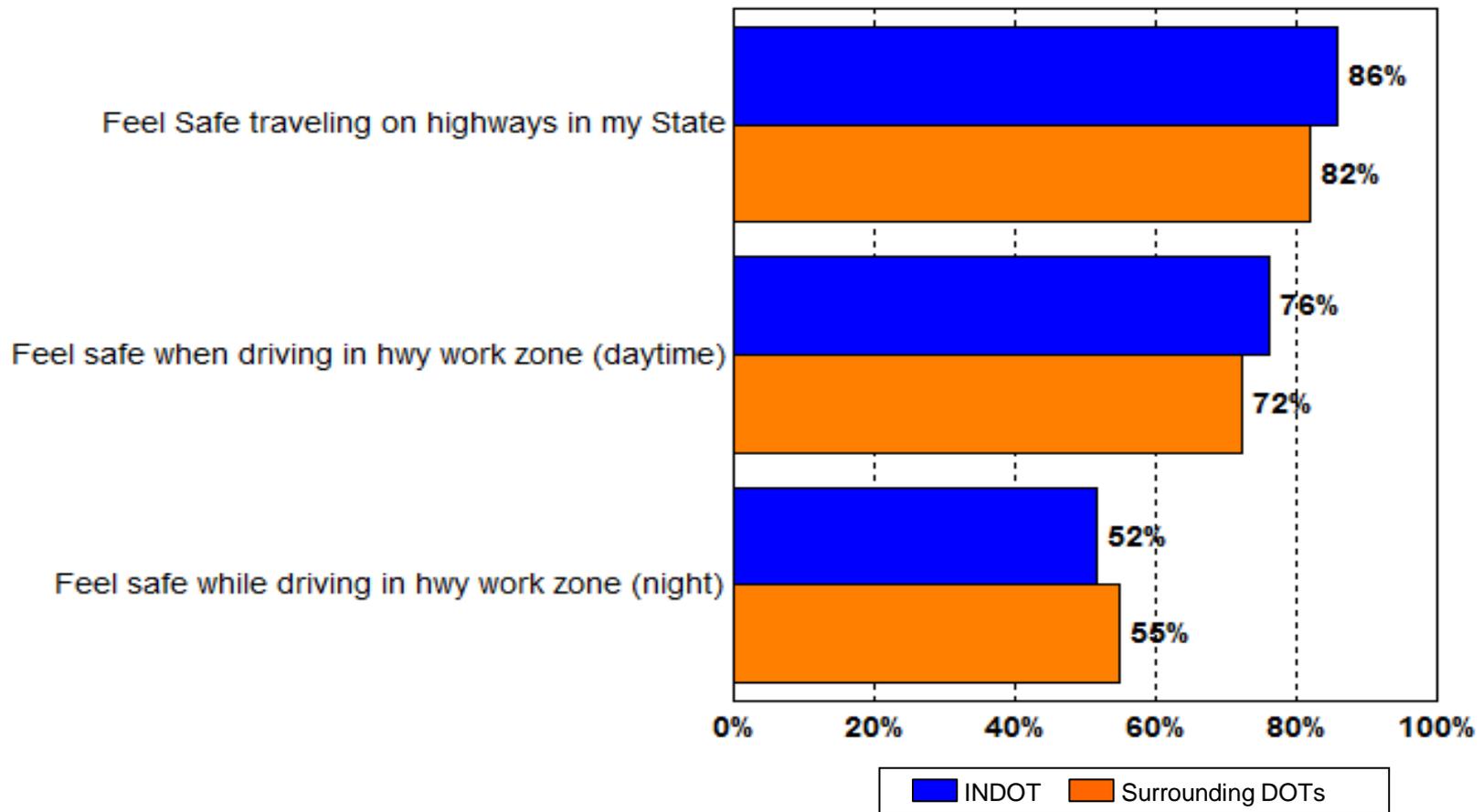
by percentage of respondents who rated the item as a 1 to 5 on a 5 point scale (excluding no opinion)



# Level of Agreement with the Following Statements about the Travel on Highways

## INDOT vs. Surrounding DOTs

By percentage of respondents who rated the item as either “Strongly Agree” or “Agree” (excluding no opinion)

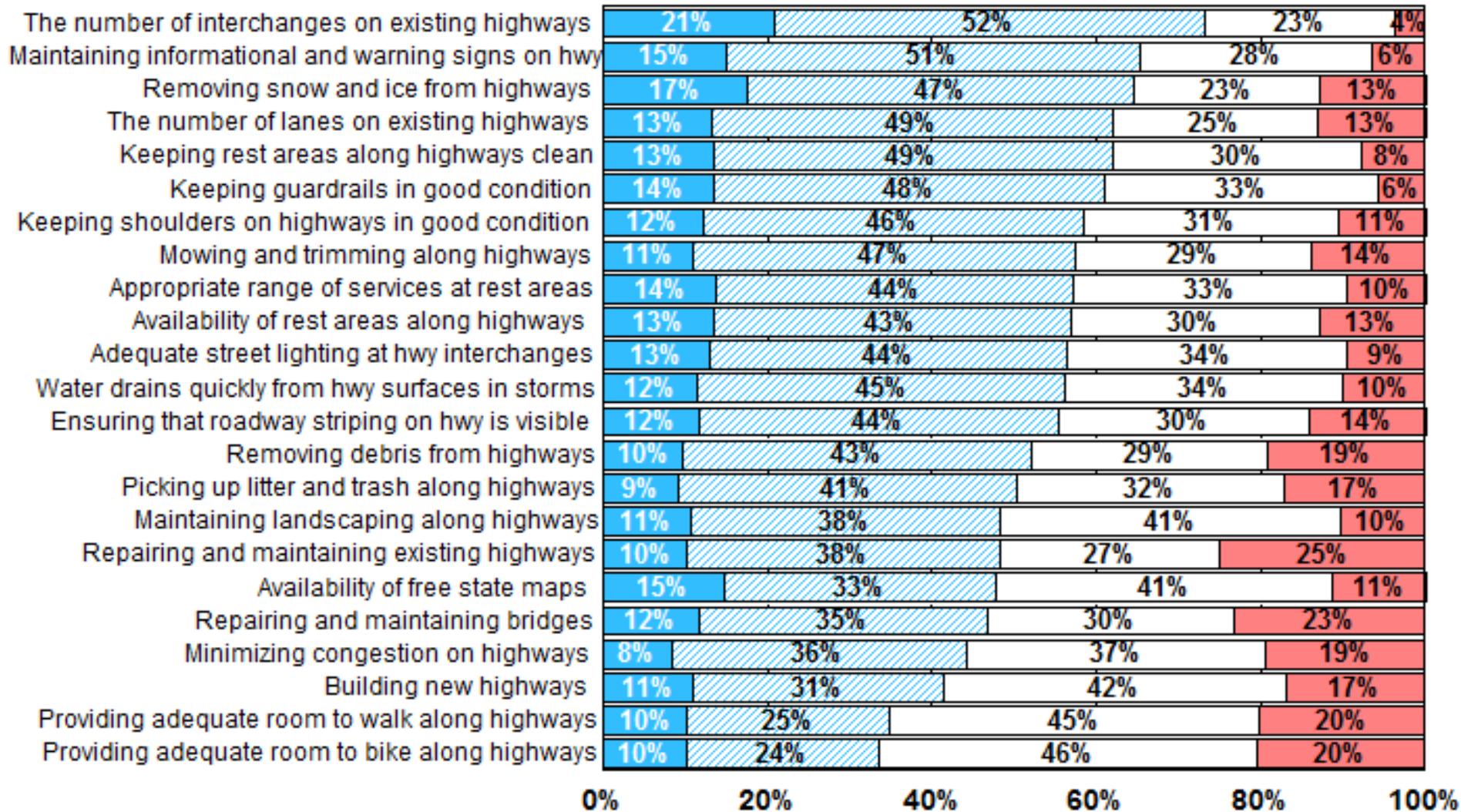


Major Finding #4:  
INDOT Is Doing a Good Job  
Delivering Most Transportation  
Services, but There Are  
Opportunities to Do Better



# 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)



■ Very Satisfied (5) 
 ▨ Satisfied (4) 
 □ Neutral (3) 
 ■ Dissatisfied (1/2)

# Areas where INDOT rated significantly HIGHER than neighboring DOTs

- The number of interchanges on existing highways (+9%)
- Efforts to provide adequate room to walk along highways (+8%)
- Efforts to minimize disruption to communities during construction (+7%)
- Efforts to notify the public about construction projects before the projects begin (+7%)
- Efforts to minimize disruption to drivers during construction (+7%)
- Efforts to repair and maintain existing highways (+7%)
- Efforts to repair and maintain bridges (+6%)



# Areas where INDOT rated significantly LOWER than neighboring DOTs

- Availability of free state maps (-14%)
- Efforts to maintain informational and warning signs on highways (-9%)
- Efforts to pick up litter and trash along highways (-8%)
- Maintenance of landscaping along highways (-7%)
- Efforts to build new highways (-6%)



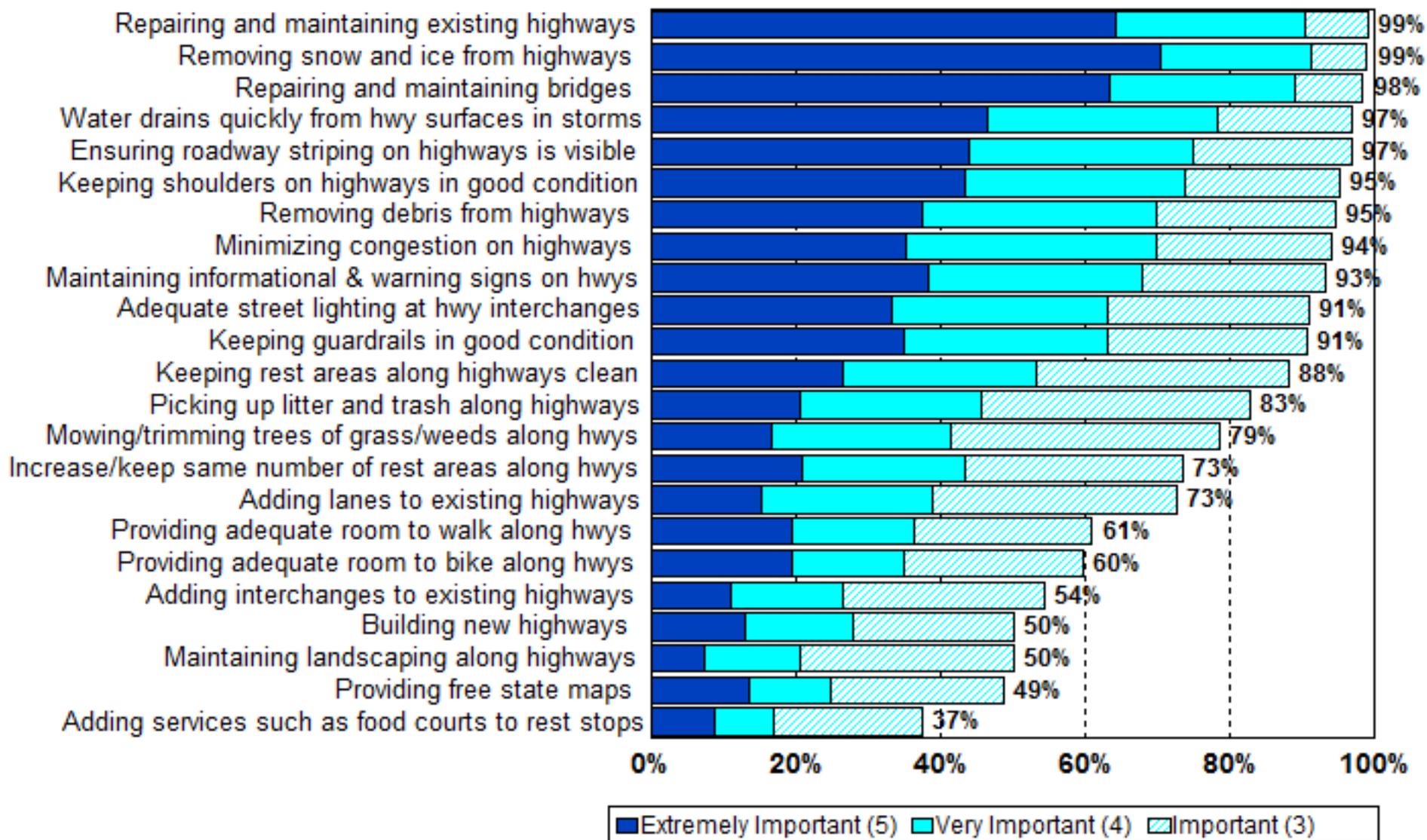
# Major Finding #5: The Three Most Important Services to Residents Are:

- (1) Repairing/Maintaining Existing Highways
- (2) Snow/Ice Removal
- (3) Repairing/Maintaining Bridges



# 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



Combining importance and satisfaction into a two-dimensional chart enables identification of those services that residents consider the most important and with which they are least satisfied. The services at the bottom right of the next slide are the ones that present the highest priorities for attention.



# INDOT 2011 Statewide Customer Survey Importance-Satisfaction Assessment Matrix

**-Overall-**

**Exceeded Expectations**

lower importance/higher satisfaction

mean importance

**Maintain Emphasis**

higher importance/higher satisfaction

Relative Satisfaction Rating

<p>Adding interchanges to existing highways/The number of interchanges on existing highways</p> <p>Adding lanes to existing highways/The number of lanes on existing highways</p> <p>Adding services such as food courts to rest stops</p> <p>Increasing or keeping the same number of rest areas along highways/Availability of rest areas along highways</p>	<p>Keeping rest areas along highways clean</p> <p>Maintaining informational and warning signs along highways</p> <p>Keeping guardrails in good condition</p> <p>Removing snow and ice from highways</p> <p>Providing adequate street lighting at highway interchanges</p> <p>Ensuring water drains quickly from the surface of highways during a storm</p> <p>Keeping shoulders on highways in good condition</p>
<p>Providing free state maps</p> <p>Maintaining landscaping along highways</p> <p>Build new highways/Building new highways</p> <p>Providing adequate room to allow people to safely bike along and/or across highways</p> <p>Mowing and trimming trees, grass and weeds along highways</p> <p>Picking up litter and trash along highways</p> <p>Providing adequate room to allow people to safely walk along and/or across highways</p>	<p>Removing debris, such as animals, glass, and tires from highways</p> <p>Ensuring that roadway striping on highways is visible</p> <p>Repairing and maintaining existing highways</p> <p>Repairing and maintaining bridges</p> <p>Minimizing congestion on highways</p>

**Maintain Emphasis**

lower importance/lower satisfaction

Relative

Importance Rating

**Priority Emphasis**

higher importance/lower satisfaction

Lower Importance

Higher Importance

# Other Findings

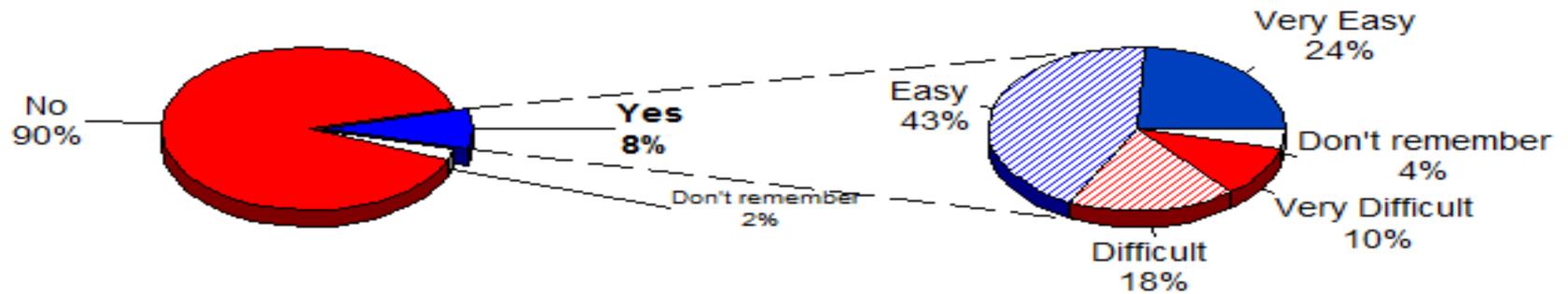


# Contact With INDOT

Q7. Have you contacted INDOT during the past two years?

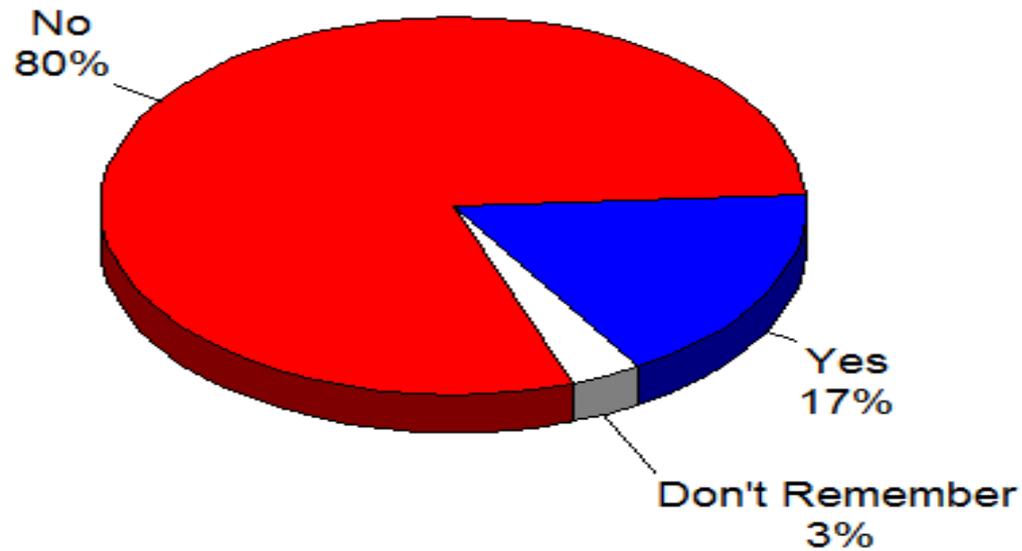
By percentage of respondents

Q7a. IF YES, How easy/difficult was it to contact the right person the last time you contacted INDOT?



# Website Use

Q10. Have you used the INDOT website [www.in.gov/indot/](http://www.in.gov/indot/) during the past year?  
by percentage of respondents



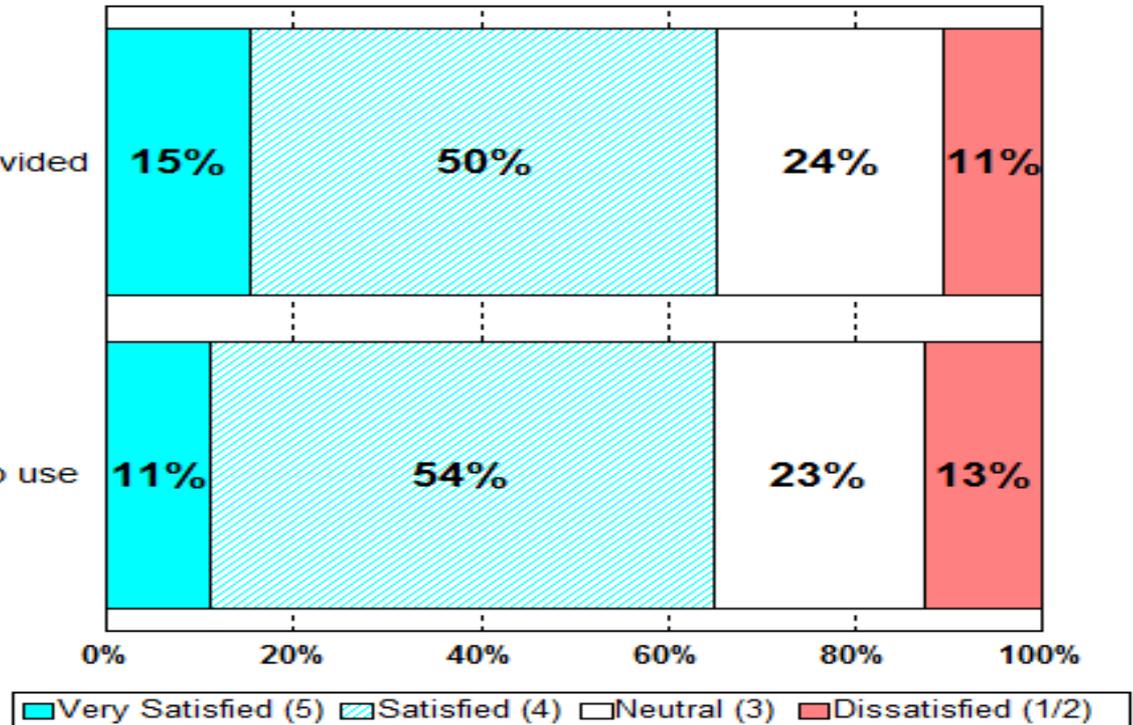
# Website Satisfaction

## Q10a-b. Satisfaction Levels with INDOT'S Website

by percentage of respondents that have used the  
INDOT website [www.in.gov/indot/](http://www.in.gov/indot/) during the past year  
(excluding no opinion)

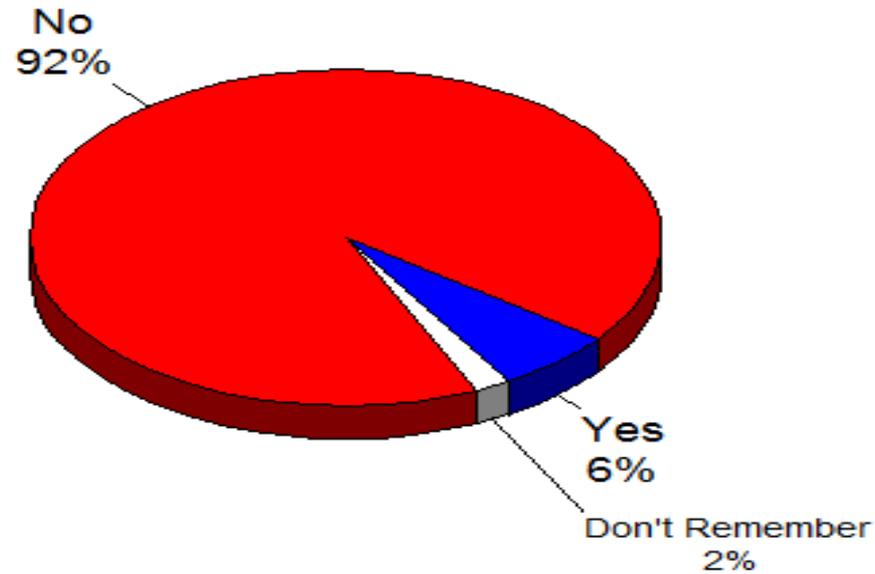
The helpfulness of the information provided

How easy the site was to use



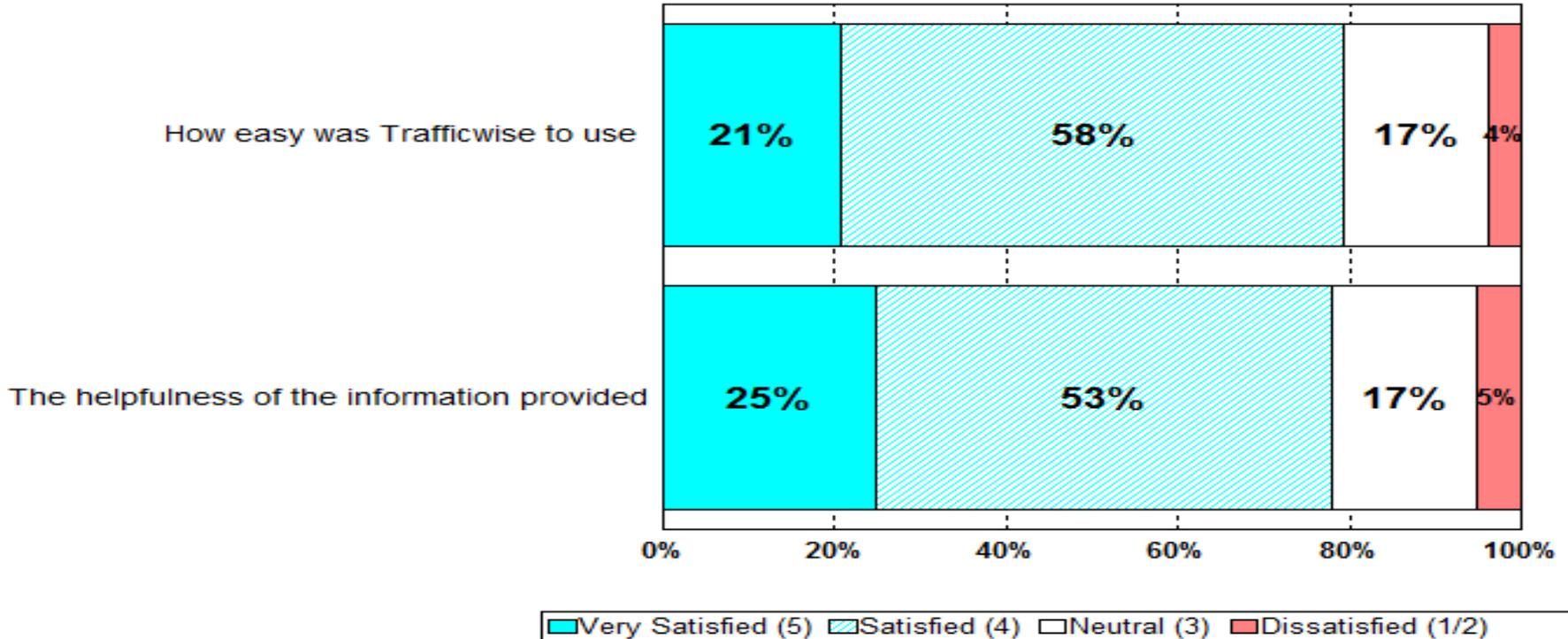
# Trafficwise Use

Q11. Have you used the Trafficwise website during the past year?  
by percentage of respondents



# Trafficwise Satisfaction

Q11a-b. Satisfaction Levels with the Trafficwise Website  
by percentage of respondents  
(excluding no opinion)

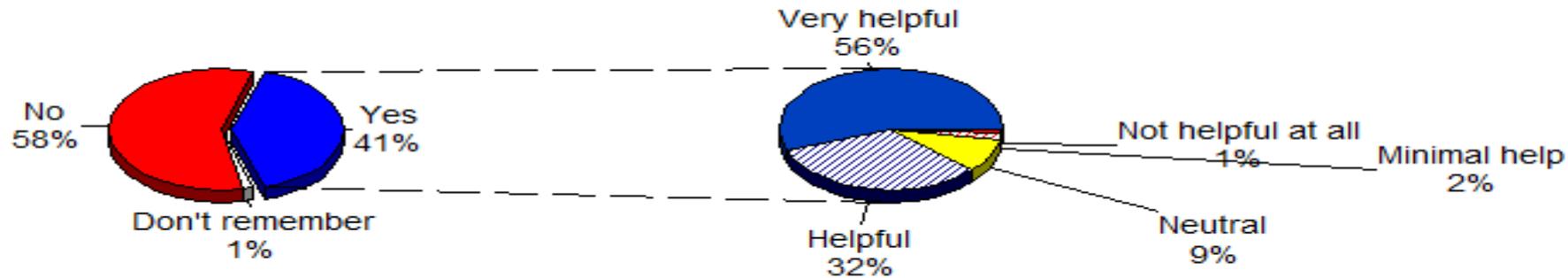


# Hoosier Helpers

Q12. Hoosier Helpers are the service vehicles provided by the Indiana Department of Transportation to help drivers with flat tires and other roadside emergencies. Prior to this survey, had you ever heard of them?

By percentage of respondents

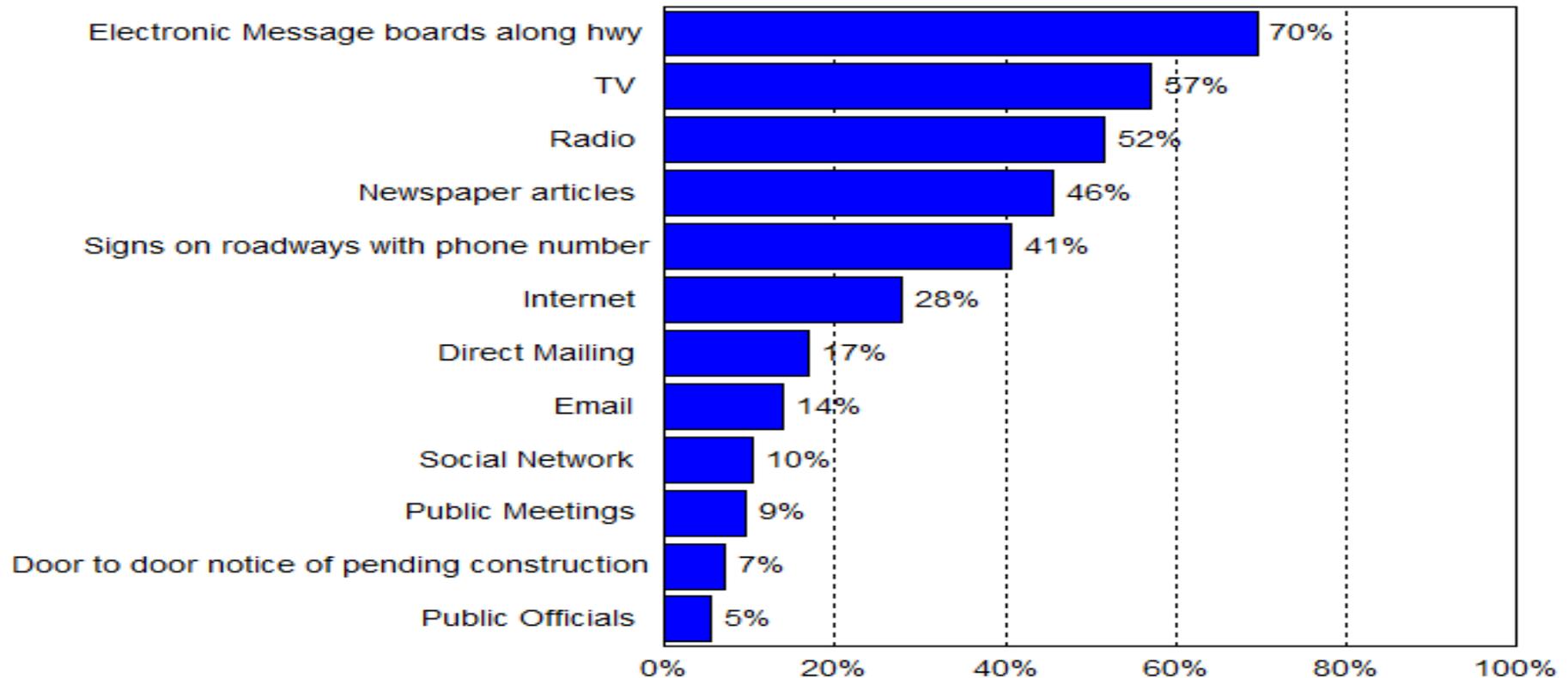
Q12a. If YES, How helpful do you think Hoosier Helpers are?  
(excluding no opinion)



# Preferred Sources of Information

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)



# Conclusions

- **INDOT Is Outperforming Other Departments of Transportation**
- **INDOT Is Providing Residents with Good Value for Their Gasoline Taxes**
- **INDOT Is Moving in the Right Direction**



# Recommendations

- **INDOT should emphasize improvements in the following three areas over the next two years**
  - Repairing and maintaining existing highways
  - Repairing and maintaining bridges
  - Removing snow and ice from highways
- **INDOT should continue to plan ways to minimize congestion on highways in the future**
- **INDOT should continue to emphasize operational investments and activities that support travel safety on state highways in Indiana**
  - Enhancing the quality of roadway striping
  - Removing roadway debris
  - Keeping shoulders on highways in good condition
- **INDOT should identify opportunities to improve stormwater drainage on highways**



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.

