2011 INDOT Statewide Customer Survey Results
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.
Major Finding #1: Most Residents Are Satisfied with INDOT’s Overall Performance
Indiana Residents Are More Satisfied with the Job Their DOT is Doing than Residents in Neighboring States
Indiana Residents Are More Satisfied with the Value They Get for Their Gasoline Taxes than Residents in Neighboring States
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)

<table>
<thead>
<tr>
<th>Item</th>
<th>Very Satisfied (5)</th>
<th>Satisfied (4)</th>
<th>Neutral (3)</th>
<th>Dissatisfied (1/2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Efforts to notify the public about construction projects before the projects begin</td>
<td>17%</td>
<td>42%</td>
<td>24%</td>
<td>17%</td>
</tr>
<tr>
<td>Your overall satisfaction with INDOT’s efforts to manage the hwy construction process</td>
<td>10%</td>
<td>44%</td>
<td>32%</td>
<td>13%</td>
</tr>
<tr>
<td>Efforts to minimize disruption to communities during construction</td>
<td>10%</td>
<td>44%</td>
<td>31%</td>
<td>15%</td>
</tr>
<tr>
<td>Efforts to minimize disruption to drivers during construction</td>
<td>9%</td>
<td>42%</td>
<td>30%</td>
<td>19%</td>
</tr>
<tr>
<td>Efforts to complete construction projects in reasonable amount of time</td>
<td>11%</td>
<td>34%</td>
<td>27%</td>
<td>28%</td>
</tr>
</tbody>
</table>
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:
  - INDOT: 59%
  - Surrounding DOTs: 52%

- Your overall satisfaction with INDOT’s efforts to manage the hwy construction process:
  - INDOT: 55%
  - Surrounding DOTs: 58%

- Efforts to minimize disruption to communities during construction:
  - INDOT: 54%
  - Surrounding DOTs: 47%

- Efforts to minimize disruption to drivers during construction:
  - INDOT: 51%
  - Surrounding DOTs: 45%

- Efforts to complete construction projects in reasonable amount of time:
  - INDOT: 45%
  - Surrounding DOTs: 48%
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)

Feel Safe traveling on highways in Indiana
- Strongly Agree: 25%
- Agree: 61%
- Neutral (3): 9%
- Disagree 1/2: 5%

Feel safe when driving in hwy work zone (daytime)
- Strongly Agree: 18%
- Agree: 58%
- Neutral (3): 15%
- Disagree 1/2: 9%

Feel safe while driving in hwy work zone (night)
- Strongly Agree: 12%
- Agree: 40%
- Neutral (3): 27%
- Disagree 1/2: 22%
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)

- Feel Safe traveling on highways in my State: 86% (INDOT), 82% (Surrounding DOTs)
- Feel safe when driving in hwy work zone (daytime): 76% (INDOT), 72% (Surrounding DOTs)
- Feel safe while driving in hwy work zone (night): 52% (INDOT), 55% (Surrounding DOTs)
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)

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied (5)</th>
<th>Satisfied (4)</th>
<th>Neutral (3)</th>
<th>Dissatisfied (1/2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The number of interchanges on existing highways</td>
<td>21%</td>
<td>52%</td>
<td>23%</td>
<td>4%</td>
</tr>
<tr>
<td>Maintaining informational and warning signs on highway</td>
<td>15%</td>
<td>51%</td>
<td>28%</td>
<td>6%</td>
</tr>
<tr>
<td>Removing snow and ice from highways</td>
<td>17%</td>
<td>47%</td>
<td>23%</td>
<td>13%</td>
</tr>
<tr>
<td>The number of lanes on existing highways</td>
<td>13%</td>
<td>49%</td>
<td>25%</td>
<td>13%</td>
</tr>
<tr>
<td>Keeping rest areas along highways clean</td>
<td>13%</td>
<td>49%</td>
<td>30%</td>
<td>8%</td>
</tr>
<tr>
<td>Keeping guardrails in good condition</td>
<td>14%</td>
<td>48%</td>
<td>33%</td>
<td>6%</td>
</tr>
<tr>
<td>Keeping shoulders on highways in good condition</td>
<td>12%</td>
<td>46%</td>
<td>31%</td>
<td>11%</td>
</tr>
<tr>
<td>Mowing and trimming along highways</td>
<td>11%</td>
<td>47%</td>
<td>29%</td>
<td>14%</td>
</tr>
<tr>
<td>Appropriate range of services at rest areas</td>
<td>14%</td>
<td>44%</td>
<td>33%</td>
<td>10%</td>
</tr>
<tr>
<td>Availability of rest areas along highways</td>
<td>13%</td>
<td>43%</td>
<td>30%</td>
<td>13%</td>
</tr>
<tr>
<td>Adequate street lighting at hwy interchanges</td>
<td>13%</td>
<td>44%</td>
<td>34%</td>
<td>9%</td>
</tr>
<tr>
<td>Water drains quickly from hwy surfaces in storms</td>
<td>12%</td>
<td>45%</td>
<td>34%</td>
<td>10%</td>
</tr>
<tr>
<td>Ensuring that roadway striping on hwy is visible</td>
<td>12%</td>
<td>44%</td>
<td>30%</td>
<td>14%</td>
</tr>
<tr>
<td>Removing debris from highways</td>
<td>10%</td>
<td>43%</td>
<td>29%</td>
<td>19%</td>
</tr>
<tr>
<td>Picking up litter and trash along highways</td>
<td>9%</td>
<td>41%</td>
<td>32%</td>
<td>17%</td>
</tr>
<tr>
<td>Maintaining landscaping along highways</td>
<td>11%</td>
<td>38%</td>
<td>41%</td>
<td>10%</td>
</tr>
<tr>
<td>Repairing and maintaining existing highways</td>
<td>10%</td>
<td>38%</td>
<td>27%</td>
<td>25%</td>
</tr>
<tr>
<td>Availability of free state maps</td>
<td>15%</td>
<td>33%</td>
<td>41%</td>
<td>11%</td>
</tr>
<tr>
<td>Repairing and maintaining bridges</td>
<td>12%</td>
<td>35%</td>
<td>30%</td>
<td>23%</td>
</tr>
<tr>
<td>Minimizing congestion on highways</td>
<td>8%</td>
<td>36%</td>
<td>37%</td>
<td>19%</td>
</tr>
<tr>
<td>Building new highways</td>
<td>11%</td>
<td>31%</td>
<td>42%</td>
<td>17%</td>
</tr>
<tr>
<td>Providing adequate room to walk along highways</td>
<td>10%</td>
<td>25%</td>
<td>45%</td>
<td>20%</td>
</tr>
<tr>
<td>Providing adequate room to bike along highways</td>
<td>10%</td>
<td>24%</td>
<td>46%</td>
<td>20%</td>
</tr>
</tbody>
</table>
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

- Repairing and maintaining existing highways: 99%
- Removing snow and ice from highways: 99%
- Repairing and maintaining bridges: 98%
- Water drains quickly from hwy surfaces in storms: 97%
- Ensuring roadway striping on highways is visible: 97%
- Keeping shoulders on highways in good condition: 95%
- Removing debris from highways: 95%
- Minimizing congestion on highways: 94%
- Maintaining informational & warning signs on hwys: 93%
- Adequate street lighting at hwy interchanges: 91%
- Keeping guardrails in good condition: 91%
- Keeping rest areas along highways clean: 88%
- Picking up litter and trash along highways: 83%
- Mowing/trimming trees of grass/weeds along hwys: 79%
- Increase/keep same number of rest areas along hwys: 73%
- Adding lanes to existing highways: 73%
- Providing adequate room to walk along hwys: 61%
- Providing adequate room to bike along hwys: 60%
- Adding interchanges to existing highways: 54%
- Building new highways: 50%
- Maintaining landscaping along highways: 50%
- Providing free state maps: 49%
- Adding services such as food courts to rest stops: 37%
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-**

<table>
<thead>
<tr>
<th>Exceeded Expectations</th>
<th>Maintain Emphasis</th>
</tr>
</thead>
<tbody>
<tr>
<td>lower importance/higher satisfaction</td>
<td>higher importance/higher satisfaction</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Relative Satisfaction Rating</th>
<th>Relative Importance Rating</th>
<th>Priority Emphasis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing free state maps. Maintaining landscaping along highways</td>
<td>Lower Importance</td>
<td>Higher Importance</td>
</tr>
<tr>
<td>Build new highways. Building new highways</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providing adequate room to allow people to safely walk along and/or across highways</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Picking up litter and trash along highways</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mowing and trimming trees, grass and weeds along highways</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Keeping rest areas along highways. Availability of rest areas along highways</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increasing or keeping the same number of rest areas along highways</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adding services such as food courts to rest stops</td>
<td></td>
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</tr>
<tr>
<td>Adding interchanges to existing highways. The number of interchanges on existing highways</td>
<td></td>
<td></td>
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<th>Mean Importance</th>
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<tr>
<td>Providing adequate street lighting at highway interchanges</td>
<td></td>
</tr>
<tr>
<td>Keeping shoulders on highways in good condition</td>
<td></td>
</tr>
<tr>
<td>Removing debris, such as animals, glass, and torn tires from highways</td>
<td></td>
</tr>
<tr>
<td>Ensuring that roadway striping on highways is visible</td>
<td></td>
</tr>
<tr>
<td>Repairing and maintaining existing highways</td>
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<tr>
<td>Repairing and maintaining bridges</td>
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</tr>
<tr>
<td>Minimizing congestion on highways</td>
<td></td>
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</tbody>
</table>
Other Findings
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?

- Very Easy: 24%
- Easy: 43%
- Difficult: 18%
- Very Difficult: 10%
- Don't remember: 4%
- No: 90%
- Yes: 8%
- Don't remember: 2%
Q10. Have you used the INDOT website www.in.gov/indot/ during the past year?
by percentage of respondents

- No: 80%
- Yes: 17%
- Don't Remember: 3%
Q10a-b. Satisfaction Levels with INDOT’S Website

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

The helpfulness of the information provided

- Very Satisfied (5): 15%
- Satisfied (4): 50%
- Neutral (3): 24%
- Dissatisfied (1/2): 11%

How easy the site was to use

- Very Satisfied (5): 11%
- Satisfied (4): 54%
- Neutral (3): 23%
- Dissatisfied (1/2): 13%
Q11. Have you used the Trafficwise website during the past year?

by percentage of respondents

No 92%
Yes 6%
Don't Remember 2%
Trafficwise Satisfaction

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

How easy was Trafficwise to use

- Very Satisfied (5): 21%
- Satisfied (4): 58%
- Neutral (3): 17%
- Dissatisfied (1/2): 4%

The helpfulness of the information provided

- Very Satisfied (5): 25%
- Satisfied (4): 53%
- Neutral (3): 17%
- Dissatisfied (1/2): 5%
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

- Very helpful: 56%
- Helpful: 32%
- Neutral: 9%
- Minimal help: 2%
- Not helpful at all: 1%
- Don't remember: 1%
- Yes: 41%
- No: 58%
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)

Electronic Message boards along hwy: 70%
TV: 57%
Radio: 52%
Newspaper articles: 46%
Signs on roadways with phone number: 41%
Internet: 28%
Direct Mailing: 17%
Email: 14%
Social Network: 10%
Public Meetings: 9%
Door to door notice of pending construction: 7%
Public Officials: 5%
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
  o Repairing and maintaining existing highways
  o Repairing and maintaining bridges
  o 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
  o Enhancing the quality of roadway striping
  o Removing roadway debris
  o 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.