2017 Customer Satisfaction Survey Summary

INDOT’s 2017 Customer Satisfaction Survey continues to show that Indiana taxpayers overwhelmingly agree with our focus on removing snow and ice and our efforts to maintain existing roads and bridges.

In 2017, INDOT conducted a survey of our primary customers – Hoosier taxpayers – regarding the job that we do. More than 1,200 roadway customers and members of the driving public were surveyed, and we obtained responses from at least 200 people in each of INDOT’s six districts. This Customer Satisfaction Survey mirrored a survey first conducted in fall 2011 and repeated in 2013 and 2015, so that survey results can be compared and INDOT’s performance can be assessed over time.

The survey 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.

The respondents represented a cross-sampling of highway users:

- More than one-half (54 percent) of respondents were 54 years old or younger
- Approximately 51 percent were male
- 61 percent have resided in Indiana for 40 years or longer
- 64 percent drive to and from work at least once per week
- About 62 percent reported driving more than 10,000 miles each year

Overall, customers surveyed in 2017 are quite satisfied with the job that INDOT has done providing transportation services. Of those who did not give a neutral response, 65 percent reported that they were either very satisfied or satisfied with INDOT’s job providing transportation services during the past two years.

Only 8 percent of respondents indicated that they were either very dissatisfied or dissatisfied with the job that INDOT is doing.
Customers are confident in INDOT’s ability to meet Indiana’s transportation needs in the future. Of those who did not give a neutral response, 70 percent indicated that they either strongly agree or agree with the statement that INDOT has the ability to meet the state’s transportation needs in the future.

Respondents rated more than 20 INDOT services in terms of relative importance. Eighty-five percent of respondents rated snow and ice removal as being either extremely important or very important. Repairing and maintaining existing highways was rated as extremely important or very important by 81 percent of respondents. Repairing and maintaining bridges was ranked as either extremely or very important by 79 percent of respondents.

Among the least important services that INDOT provides are maintaining landscaping, which was rated as extremely or very important by 34 percent of respondents. Building new highways was rated as extremely or very important by 41 percent of those responding, while adding interchanges to existing highways was rated as extremely or very important by 44 percent of respondents.

In terms of satisfaction with specific INDOT services, 71 percent were very satisfied or satisfied with INDOT’s performance in maintaining information and warning signs along our roadways; while 68 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.

Sixty percent of respondents reported that they were either very satisfied or satisfied with INDOT’s efforts to keep them informed about transportation-related issues in Indiana. Customers also are generally happy with INDOT’s website. Seventy-three percent of respondents reported that they were
very satisfied or satisfied with the website’s ease of use while 80 percent were satisfied with the helpfulness of website information.

Of the customers who had contacted INDOT in the previous two years, 71 percent said that it was very easy or easy to contact the correct person at INDOT regarding their query. Ninety-four percent of customers believe that the level of customer service that INDOT provides is better or the same compared with other governmental agencies. Only 6 percent of survey respondents indicated that they believe INDOT provides worse levels of customer service when compared with other government agencies in Indiana.
KEY TOPICS

- Transportation priorities
- Construction management
- Satisfaction with services
- Customer service
- Open-road tolling
APPROACH & ANALYSIS

- Telephone survey
- 1,200 customers
- 200 customers per district
FUNDING PRIORITIES

- **Road maintenance**: Current allocation - 41%, Preferred allocation - 32%
- **Bridge maintenance**: Current allocation - 39%, Preferred allocation - 26%
- **Lane/intersection construction**: Current allocation - 14%, Preferred allocation - 21%
- **Safety projects**: Current allocation - 6%, Preferred allocation - 21%
CONSTRUCTION MANAGEMENT

Overall satisfaction
- Very Dissatisfied: 4%
- Dissatisfied: 9%
- Satisfied: 39%
- Very Satisfied: 16%
(55% vs. 55%)

Notifying public about projects
- Very Dissatisfied: 6%
- Dissatisfied: 13%
- Satisfied: 35%
- Very Satisfied: 21%
(57% vs. 60%)

Minimizing disruption to communities
- Very Dissatisfied: 6%
- Dissatisfied: 13%
- Satisfied: 33%
- Very Satisfied: 17%
(49% vs. 47%)

Complete projects in a timely manner
- Very Dissatisfied: 9%
- Dissatisfied: 14%
- Satisfied: 33%
- Very Satisfied: 17%
(50% vs. 44%)

Minimize disruption to drivers
- Very Dissatisfied: 6%
- Dissatisfied: 15%
- Satisfied: 33%
- Very Satisfied: 16%
(49% vs. 48%)

Percent satisfied, 2017 vs. 2015
OVERALL IMPRESSIONS

Overall Satisfaction

Very Dissatisfied/Dissatisfied: 3% Very Dissatisfied, 5% Dissatisfied
Satisfied/Very Satisfied: 43% Satisfied, 22% Very Satisfied

Overall Confidence

Strongly Disagree/Disagree: 1% Strongly Disagree, 4% Disagree
Agree/Strongly Agree: 43% Agree, 27% Strongly Agree

Percent satisfied/confident, 2017 vs. 2015
## Importance of Services

### Most Important

<table>
<thead>
<tr>
<th>Service</th>
<th>Extremely Important</th>
<th>Very Important</th>
<th>Important</th>
<th>Less Important</th>
<th>Not Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remove snow and ice</td>
<td>59%</td>
<td>26%</td>
<td>11%</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>Repair/maintain highways</td>
<td>51%</td>
<td>30%</td>
<td>14%</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>Repair/maintain bridges</td>
<td>50%</td>
<td>29%</td>
<td>15%</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>Ensure striping is visible</td>
<td>44%</td>
<td>32%</td>
<td>20%</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>Maintain highway signs</td>
<td>42%</td>
<td>32%</td>
<td>19%</td>
<td>5%</td>
<td>2%</td>
</tr>
</tbody>
</table>

### Least Important

<table>
<thead>
<tr>
<th>Service</th>
<th>Extremely Important</th>
<th>Very Important</th>
<th>Important</th>
<th>Less Important</th>
<th>Not Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Landscaping</td>
<td>14%</td>
<td>20%</td>
<td>32%</td>
<td>19%</td>
<td>14%</td>
</tr>
<tr>
<td>Free state maps</td>
<td>20%</td>
<td>18%</td>
<td>29%</td>
<td>14%</td>
<td>19%</td>
</tr>
<tr>
<td>Building new highways</td>
<td>19%</td>
<td>22%</td>
<td>26%</td>
<td>14%</td>
<td>20%</td>
</tr>
<tr>
<td>Room for safe walking</td>
<td>21%</td>
<td>21%</td>
<td>25%</td>
<td>13%</td>
<td>19%</td>
</tr>
<tr>
<td>Room for safe biking</td>
<td>21%</td>
<td>21%</td>
<td>26%</td>
<td>13%</td>
<td>18%</td>
</tr>
</tbody>
</table>
SATISFACTION WITH SERVICES

**Most Satisfied**

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain highway signs</td>
<td>1%</td>
<td>5%</td>
<td>45%</td>
<td>26%</td>
</tr>
<tr>
<td>Remove snow and ice</td>
<td>2%</td>
<td>7%</td>
<td>41%</td>
<td>28%</td>
</tr>
<tr>
<td>Ensure water drains quickly</td>
<td>2%</td>
<td>7%</td>
<td>43%</td>
<td>25%</td>
</tr>
<tr>
<td>Keep shoulders in good condition</td>
<td>2%</td>
<td>7%</td>
<td>43%</td>
<td>24%</td>
</tr>
<tr>
<td>Number of interchanges</td>
<td>2%</td>
<td>6%</td>
<td>44%</td>
<td>23%</td>
</tr>
</tbody>
</table>

**Least Satisfied**

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room for safe walking</td>
<td>1%</td>
<td>5%</td>
<td>28%</td>
<td>18%</td>
</tr>
<tr>
<td>Room for safe biking</td>
<td>2%</td>
<td>7%</td>
<td>30%</td>
<td>18%</td>
</tr>
<tr>
<td>Building new highways</td>
<td>2%</td>
<td>7%</td>
<td>35%</td>
<td>18%</td>
</tr>
<tr>
<td>Free state maps</td>
<td>2%</td>
<td>7%</td>
<td>34%</td>
<td>20%</td>
</tr>
<tr>
<td>Mowing and trimming</td>
<td>2%</td>
<td>6%</td>
<td>38%</td>
<td>17%</td>
</tr>
</tbody>
</table>

Percent satisfied, 2017 vs. 2015

(71% vs. 76%)

(69% vs. 69%)

(68% vs. 70%)

(67% vs. 70%)

(48% vs. 39%)

(53% vs. 50%)

(55% vs. 64%)
SATISFACTION WITH IMPORTANT SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
<th>2017 vs. 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remove snow and ice</td>
<td>1%</td>
<td>5%</td>
<td>41%</td>
<td>28%</td>
<td>(69% vs. 69%)</td>
</tr>
<tr>
<td>Repair/maintain highways</td>
<td>2%</td>
<td>7%</td>
<td>39%</td>
<td>24%</td>
<td>(62% vs. 56%)</td>
</tr>
<tr>
<td>Repair/maintain bridges</td>
<td>2%</td>
<td>7%</td>
<td>41%</td>
<td>23%</td>
<td>(68% vs. 57%)</td>
</tr>
<tr>
<td>Ensure striping is visible</td>
<td>2%</td>
<td>7%</td>
<td>42%</td>
<td>24%</td>
<td>(66% vs. 70%)</td>
</tr>
<tr>
<td>Maintain highway signs</td>
<td>2%</td>
<td>6%</td>
<td>45%</td>
<td>26%</td>
<td>(71% vs. 76%)</td>
</tr>
</tbody>
</table>

Percent satisfied, 2017 vs. 2015
CUSTOMER SERVICE

Customer service (relative to other organizations)

- Worse: 6%
- Same: 62%
- Better: 32%

(28% ‘Better’ in 2015)

Ease of contact

- Very difficult: 16%
- Difficult: 12%
- Easy: 32%
- Very easy: 39%

(25% ‘Very easy’ in 2015)
SAFETY

Feel safe on Indiana highways
Strongly disagree/Disagree: 1% 3%
Disagree: 48%
Agree: 51%
Strongly agree: 28%

Percent agree, 2017 vs. 2015:
Feel safe driving through work zones **at night**
Strongly disagree/Disagree: 4% 10%
Disagree: 43%
Agree: 51%
Strongly agree: 18%

Feel safe driving through work zones **during the day**
Strongly disagree/Disagree: 2% 5%
Disagree: 51%
Agree: 51%
Strongly agree: 23%

Percent agree, 2017 vs. 2015:
## Open-Road Tolling Factors

<table>
<thead>
<tr>
<th>Factor</th>
<th>Not at All Important</th>
<th>Very Little</th>
<th>Somewhat Important</th>
<th>Very Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ease of use</td>
<td>14%</td>
<td>5%</td>
<td>20%</td>
<td>33%</td>
</tr>
<tr>
<td>Option to use alternate routes</td>
<td>13%</td>
<td>6%</td>
<td>21%</td>
<td>31%</td>
</tr>
<tr>
<td>Cost</td>
<td>19%</td>
<td>8%</td>
<td>19%</td>
<td>29%</td>
</tr>
<tr>
<td>Location</td>
<td>18%</td>
<td>4%</td>
<td>22%</td>
<td>25%</td>
</tr>
<tr>
<td>Customer service</td>
<td>11% 5%</td>
<td>17%</td>
<td>27%</td>
<td></td>
</tr>
<tr>
<td>Disruptions</td>
<td>22% 9%</td>
<td>20%</td>
<td>21%</td>
<td></td>
</tr>
</tbody>
</table>

The chart illustrates the importance of various tolling factors, with responses ranging from 'Not at All Important' to 'Very Important'.
SUPPORT FOR OPEN-ROAD TOLLING

Better maintenance of roads and bridges

Lower gas taxes in the future

Very Unsupportive/Unsupportive

Supportive/Very Supportive

<table>
<thead>
<tr>
<th>Very Unsupportive</th>
<th>Unsupportive</th>
<th>Supportive</th>
<th>Very Supportive</th>
</tr>
</thead>
<tbody>
<tr>
<td>13%</td>
<td>9%</td>
<td>26%</td>
<td>29%</td>
</tr>
<tr>
<td>12%</td>
<td>10%</td>
<td>24%</td>
<td>31%</td>
</tr>
</tbody>
</table>
SUMMARY AND IMPLICATIONS

• High satisfaction with INDOT overall, consistent across INDOT districts and with 2015 survey
• High satisfaction with several important services such as snow/ice removal, repairs, and signs
• Low satisfaction with other important services such as removing debris and minimizing congestion
• Moderate satisfaction with construction management including completing projects in a timely manner
• Moderate support for open-road tolling
• Predictors of overall satisfaction include value from taxes and INDOT’s efforts to keep customers informed
QUESTIONS