INDOT’s 2019 Customer Satisfaction Survey continues to show that Hoosiers overwhelmingly agree with our focus on removing snow and ice and our efforts to maintain existing roads and bridges.

As it has every two years, INDOT in 2019 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 our six districts. This Customer Satisfaction Survey mirrored a survey first conducted in fall 2011 and repeated in 2013, 2015 and 2017, so that survey results can be compared and INDOT’s performance 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 survey shows that our customers statewide continue to recognize that we provide quality service at a reasonable cost,” said Executive Communications Director Linda McGrannahan-Roberson, who oversaw the survey process. “Customers agree with our priorities — repairing and maintaining existing bridges and roads, and removing snow and ice — and seem to place a priority on activities that enhance safety, such as drainage, highway striping, signage and interchange lighting.”

The Customer Satisfaction Survey report presentation is available below.

The respondents represented a cross-sampling of highway users:

- More than 45% of respondents were 44 years old or younger
- 49% of respondents were female; 48% were male
- 66% drive to and from work at least once per week
- 58% reported driving more than 10,000 miles each year

Of customers who did not give a neutral response, 60% reported that they were either very satisfied or satisfied with INDOT’s job providing transportation services during the past two years. Only 13% of respondents indicated that they were either very dissatisfied or dissatisfied with the job that INDOT is doing.
Customers are confident in our ability to meet Indiana’s transportation needs in the future. Of those who did not give a neutral response, 68% 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. 98% of respondents rated snow and ice removal as being either extremely important or very important. Repairing and maintaining existing bridges was rated as extremely important or very important by 96% of respondents. Repairing and maintaining existing highways was ranked as either extremely or very important by 95% of respondents.

A greater percentage of respondents ranked each of these services as extremely important or very important in 2019, when compared against 2017 survey results.

Among the least important INDOT service listed on the survey was maintaining landscaping, which was rated as extremely/very important by 19% of respondents. Providing free state maps was rated as extremely/very important by 22% of those responding, while adding interchanges to existing highways was rated as extremely/very important by 35% of respondents. Each of these services declined in importance, compared with 2017 survey results.

In terms of satisfaction with specific INDOT services in 2019, 81% of those responding were very satisfied or satisfied with our performance in maintaining information and warning signs along our roadways; while 75% of respondents said they were very satisfied/satisfied with INDOT’s performance in keeping guardrails in good condition. Among INDOT’s top three services, 68% of respondents were very satisfied/satisfied with INDOT snow and ice removal efforts; 64% were very satisfied/satisfied with our work inrepairing and maintaining bridges; and 51% were very satisfied/satisfied with our effort to repair and maintain existing highways.
Customers were also asked questions about how often they encounter highway construction or maintenance work on Indiana highways; if construction caused delays in their travel; and the length of their most recent construction-related delays. Overall, more than 33% of respondents had daily encounters with construction or maintenance work in the preceding three months. More than 73% had experienced a delay due to construction or maintenance and approximately 14% of those responding had experienced a delay of more than 30 minutes.

Respondents were asked about their awareness of, and satisfaction with, INDOT’s Roadside Management Program, which is an initiative that INDOT has in place to keep Indiana’s roadways clean and encourage the growth of native plants. Of respondents who were familiar with the Roadside Management Program, 81% were very satisfied/satisfied with our mowing efforts while 70% were very satisfied/satisfied with our litter clean-up activities.

INDOT’s Transportation Services Call Center (TSCC) received high marks from survey respondents. Marketed publicly as INDOT4U, the TSCC provides customers with a simple way to ask questions, get information, and provide feedback regarding the services we provide through a single statewide, toll-free phone number, a dedicated Report a Concern website link, or through our mobile app.

In terms of ease of use, 68% of customers who had used INDOT4U in the past year were either very satisfied/satisfied with the call center, while 79% were very satisfied/satisfied with the Report a Concern portal. Similarly, 66% of respondents indicated that they were either very satisfied/satisfied with the helpfulness of the information that they received from the call center, while 79% were very satisfied/satisfied with the Report a Concern portal.

Customers are generally happy with INDOT’s website: 75% of respondents reported that they were very satisfied/satisfied with the website information while 79% were happy with the current and planned construction information found on the website Next Level Roads project map. Of those responding, 89% were very satisfied/satisfied with the information provided on the INDOT mobile app.

Overall, 56% of survey respondents were very satisfied or satisfied with INDOT’s transportation services in the past two years, and 93% rated INDOT as providing either about the same or better quality service than two years ago.
2019 INDOT CUSTOMER SATISFACTION SURVEY

Presented by

Dr. Sameer Bawa, BBC Managing Director

February 24, 2020
KEY TOPICS

- Overall experience
- Transportation priorities
- Construction management
- Highway safety
- Satisfaction with services
- Communications
APPROACH

• Online/telephone survey
• ~1,200 customers
• ~200 customers per district
OVERALL IMPRESSIONS

Percent satisfied/very satisfied, 2019 vs. 2017
Percent confident/very confident, 2019 vs. 2017

Overall Satisfaction

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>4%</td>
<td>9%</td>
<td>27%</td>
<td>46%</td>
<td>14%</td>
</tr>
</tbody>
</table>

(60% vs. 65%)

Overall Confidence

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2%</td>
<td>10%</td>
<td>20%</td>
<td>46%</td>
<td>22%</td>
</tr>
</tbody>
</table>

(68% vs. 70%)
FUNDING PRIORITIES

- **Ensure bridges are in good condition**: Current Allocation 39% vs. Mean Preferred Allocation 35% (32%)
- **Maintain road pavement conditions**: Current Allocation 37% vs. Mean Preferred Allocation 38% (26%)
- **Construction of new road lanes and intersection improvement**: Current Allocation 16% vs. Mean Preferred Allocation 14% (21%)
- **Safety projects**: Current Allocation 7% vs. Mean Preferred Allocation 12% (21%)

2017 percentages in parentheses
## CONSTRUCTION MANAGEMENT

### Percent satisfied/very satisfied, 2019 vs. 2017

<table>
<thead>
<tr>
<th>Category</th>
<th>Very dissatisfied</th>
<th>Dissatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
<th>Very satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimize disruption to <strong>communities</strong> during construction</td>
<td>6%</td>
<td>18%</td>
<td>34%</td>
<td>32%</td>
<td>10%</td>
</tr>
<tr>
<td>Minimize disruption to <strong>drivers</strong> during construction</td>
<td>6%</td>
<td>21%</td>
<td>30%</td>
<td>33%</td>
<td>10%</td>
</tr>
<tr>
<td>Notify the public about construction projects</td>
<td>5%</td>
<td>13%</td>
<td>26%</td>
<td>37%</td>
<td>19%</td>
</tr>
<tr>
<td>Complete construction projects in a timely manner</td>
<td>10%</td>
<td>23%</td>
<td>26%</td>
<td>29%</td>
<td>12%</td>
</tr>
<tr>
<td>Overall satisfaction with INDOT’s construction management</td>
<td>4%</td>
<td>14%</td>
<td>29%</td>
<td>41%</td>
<td>12%</td>
</tr>
</tbody>
</table>

(43% vs. 49%)  
(44% vs. 49%)  
(55% vs. 57%)  
(40% vs. 50%)  
(54% vs. 55%)
SAFETY

I feel safe when driving through work zones at **night**.

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>6%</td>
<td>19%</td>
<td>23%</td>
<td>38%</td>
<td>14%</td>
</tr>
</tbody>
</table>

(53% vs. 61%)

I feel safe when driving through work zones during the **day**.

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2%</td>
<td>10%</td>
<td>17%</td>
<td>49%</td>
<td>21%</td>
</tr>
</tbody>
</table>

(74% vs. 76%)

Overall, I feel safe travelling on highways.

<table>
<thead>
<tr>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1%</td>
<td>7%</td>
<td>13%</td>
<td>52%</td>
<td>27%</td>
</tr>
</tbody>
</table>

(80% vs. 76%)

Percent agree/strongly agree, 2019 vs. 2017
IMPORTANCE OF SERVICES

Most Important

<table>
<thead>
<tr>
<th>Service</th>
<th>Not important</th>
<th>Less important</th>
<th>Important</th>
<th>Very important</th>
<th>Extremely important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Removing snow and ice</td>
<td>2%</td>
<td>11%</td>
<td>87%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repairing and maintaining bridges</td>
<td>3%</td>
<td>21%</td>
<td>75%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repairing and maintaining highways</td>
<td>4%</td>
<td>19%</td>
<td>76%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ensuring water drains quickly</td>
<td>1%</td>
<td>9%</td>
<td>32%</td>
<td>58%</td>
<td></td>
</tr>
<tr>
<td>Ensuring roadway striping is visible</td>
<td>1%</td>
<td>10%</td>
<td>29%</td>
<td>59%</td>
<td></td>
</tr>
</tbody>
</table>

Least Important

<table>
<thead>
<tr>
<th>Service</th>
<th>Not important</th>
<th>Less important</th>
<th>Important</th>
<th>Very important</th>
<th>Extremely important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing room to allow people to safely bike</td>
<td>13%</td>
<td>21%</td>
<td>26%</td>
<td>17%</td>
<td>23%</td>
</tr>
<tr>
<td>Building new highways</td>
<td>5%</td>
<td>22%</td>
<td>35%</td>
<td>21%</td>
<td>17%</td>
</tr>
<tr>
<td>Adding interchanges to highways</td>
<td>3%</td>
<td>22%</td>
<td>39%</td>
<td>22%</td>
<td>13%</td>
</tr>
<tr>
<td>Providing free state maps</td>
<td>23%</td>
<td>32%</td>
<td>23%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Maintaining landscaping along highways</td>
<td>14%</td>
<td>37%</td>
<td>30%</td>
<td>12%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Percent very important/ extremely important, 2019 vs. 2017
Satisfaction with Services

Most Satisfied

- Maintaining informational and warning signs: 4% very dissatisfied, 15% dissatisfied, 57% neutral, 24% satisfied, 24% very satisfied (80% vs. 71%)
- Keeping guardrails in good condition: 5% very dissatisfied, 20% dissatisfied, 58% neutral, 17% satisfied, 17% very satisfied (76% vs. 66%)
- Adding interchanges to highways: 1% very dissatisfied, 3% dissatisfied, 24% neutral, 16% satisfied, 16% very satisfied (70% vs. 66%)
- Adding lanes to highways: 1% very dissatisfied, 8% dissatisfied, 21% neutral, 17% satisfied, 17% very satisfied (70% vs. 60%)
- Keeping shoulders in good condition: 1% very dissatisfied, 6% dissatisfied, 24% neutral, 15% satisfied, 15% very satisfied (69% vs. 67%)

Least Satisfied

- Repairing and maintaining highways: 5% very dissatisfied, 18% dissatisfied, 26% neutral, 39% satisfied, 12% very satisfied (52% vs. 62%)
- Building new highways: 3% very dissatisfied, 10% dissatisfied, 40% neutral, 35% satisfied, 12% very satisfied (47% vs. 53%)
- Providing adequate room for walking: 5% very dissatisfied, 14% dissatisfied, 39% neutral, 30% satisfied, 12% very satisfied (42% vs. 46%)
- Minimizing congestion on highways: 4% very dissatisfied, 20% dissatisfied, 35% neutral, 31% satisfied, 9% very satisfied (42% vs. 59%)
- Providing adequate room for biking: 4% very dissatisfied, 15% dissatisfied, 41% neutral, 29% satisfied, 11% very satisfied (40% vs. 48%)

Percent satisfied/very satisfied, 2019 vs. 2017
SATISFACTION WITH IMPORTANT SERVICES

Percent satisfied/very satisfied, 2019 vs. 2017

- **Removing snow and ice**
  - Very dissatisfied: 2%
  - Dissatisfied: 10%
  - Neutral: 20%
  - Satisfied: 49%
  - Very satisfied: 19%
  - (69% vs. 69%)

- **Repairing and maintaining bridges**
  - Very dissatisfied: 1%
  - Dissatisfied: 9%
  - Neutral: 26%
  - Satisfied: 48%
  - Very satisfied: 16%
  - (65% vs. 68%)

- **Repairing and maintaining highways**
  - Very dissatisfied: 5%
  - Dissatisfied: 18%
  - Neutral: 26%
  - Satisfied: 39%
  - Very satisfied: 12%
  - (52% vs. 62%)

- **Ensuring water drains quickly**
  - Very dissatisfied: 2%
  - Dissatisfied: 7%
  - Neutral: 24%
  - Satisfied: 51%
  - Very satisfied: 17%
  - (68% vs. 68%)

- **Ensuring roadway striping is visible**
  - Very dissatisfied: 3%
  - Dissatisfied: 10%
  - Neutral: 21%
  - Satisfied: 48%
  - Very satisfied: 18%
  - (66% vs. 66%)
IMPORTANCE VS. SATISFACTION

**MAINTENANCE**
LOW IMPORTANCE/HIGH SATISFACTION

- Moving/trimming trees, grass and weeds
- Adding interchanges
- Adding lanes

**STRENGTHS**
HIGH IMPORTANCE/HIGH SATISFACTION

- Maintaining informational signs
- Keeping guardrails in good condition
- Keeping rest areas along highways clean

**CAUTION**
LOW IMPORTANCE/LOW SATISFACTION

- Building new highways
- Providing adequate room for walking
- Providing adequate room for biking

**OPPORTUNITIES**
HIGH IMPORTANCE/LOW SATISFACTION

- Removing debris
- Repairing and maintaining existing highways
- Minimizing congestion on highways

**STRENGTHS**
HIGH IMPORTANCE/HIGH SATISFACTION

- Maintaining informational signs
- Keeping guardrails in good condition
- Keeping rest areas along highways clean

**OPPORTUNITIES**
HIGH IMPORTANCE/LOW SATISFACTION

- Removing debris
- Repairing and maintaining existing highways
- Minimizing congestion on highways
ROADSIDE MANAGEMENT

Mowing (n=275)

Litter clean-up (n=277)
VEHICLE CONCEPTS

- **Autonomous vehicles** (n=1,035)
  - Very Unfamiliar: 30%
  - Somewhat Unfamiliar: 17%
  - Neutral: 18%
  - Familiar: 25%
  - Very Familiar: 10%

- **Connected vehicles** (n=1,020)
  - Very Unfamiliar: 35%
  - Somewhat Unfamiliar: 17%
  - Neutral: 19%
  - Familiar: 20%
  - Very Familiar: 9%

- **Truck platooning** (n=1,007)
  - Very Unfamiliar: 57%
  - Somewhat Unfamiliar: 15%
  - Neutral: 14%
  - Familiar: 10%
  - Very Familiar: 4%
### Online Tools

#### Satisfaction

<table>
<thead>
<tr>
<th>Tool</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website (n=227)</td>
<td>1% 5% 23%</td>
<td>1% 23%</td>
<td>42%</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Construction Map (n=112)</td>
<td>5% 4% 14%</td>
<td>5% 14%</td>
<td>48%</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Mobile App (n=32)</td>
<td>6% 10% 27%</td>
<td>6% 10%</td>
<td>57%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trafficwise (n=75)</td>
<td>2% 2% 17%</td>
<td>2% 2%</td>
<td>44%</td>
<td>35%</td>
<td></td>
</tr>
</tbody>
</table>

#### Helpfulness of Information

<table>
<thead>
<tr>
<th>Tool</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website (n=229)</td>
<td>1% 5% 20%</td>
<td>1% 20%</td>
<td>50%</td>
<td>25%</td>
<td></td>
</tr>
<tr>
<td>Construction Map (n=113)</td>
<td>2% 7% 11%</td>
<td>2% 7%</td>
<td>47%</td>
<td>32%</td>
<td></td>
</tr>
<tr>
<td>Mobile App (n=32)</td>
<td>11%</td>
<td>11%</td>
<td>47%</td>
<td>42%</td>
<td></td>
</tr>
<tr>
<td>Trafficwise (n=75)</td>
<td>2% 4% 7%</td>
<td>2% 4%</td>
<td>41%</td>
<td>46%</td>
<td></td>
</tr>
</tbody>
</table>
INDOT4U

Call Center: 17.6% aware; 2% used
Report-a-Concern: 13.2% aware; 2% used

**EASE OF USE**

- **Call Center (n=22)**
  - Very Dissatisfied: 12%
  - Dissatisfied: 19%
  - Neutral: 31%
  - Satisfied: 37%

- **Report-a-Concern Portal (n=21)**
  - Very Dissatisfied: 9%
  - Dissatisfied: 3%
  - Neutral: 10%
  - Satisfied: 33%
  - Very Satisfied: 46%

**HELPFULNESS OF INFO**

- **Call Center (n=22)**
  - Very Dissatisfied: 3%
  - Dissatisfied: 18%
  - Neutral: 13%
  - Satisfied: 26%
  - Very Satisfied: 40%

- **Report-a-Concern Portal (n=21)**
  - Very Dissatisfied: 9%
  - Dissatisfied: 12%
  - Neutral: 40%
  - Satisfied: 40%
SUMMARY AND IMPLICATIONS

• High satisfaction with INDOT overall, consistent across INDOT districts and with previous surveys

• High satisfaction with several important services—snow removal, bridge repair, and water drainage

• Low satisfaction with other important services—debris removal, highway repair, and congestion

• Low satisfaction with construction management, including completing projects in a timely manner

• Predictors of overall satisfaction include highway repair and keeping customers informed
QUESTIONS