2013 Customer Satisfaction Survey Summary Report

In 2013, INDOT conducted a satisfaction 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 new customer satisfaction survey mirrored a survey first conducted in fall 2011, so that survey results could be compared and INDOT’s performance assessed over time.

The survey provided good news. In general, Hoosiers continue to be satisfied with INDOT’s performance. When asked how satisfied they are with INDOT’s performance during the past two years, 64% of Hoosiers reported they are satisfied or very satisfied, compared – the same percentage reported in 2011. Only 8% reported they are dissatisfied – a decrease of 1% from 2011.

Sixty-three percent of Hoosiers were satisfied with INDOT’s efforts to notify them about construction projects in advance, compared to 59% in 2011. Only 13% of residents were dissatisfied with notification efforts, a 4% decrease in dissatisfaction over 2011 numbers.

Snow and ice removal has been a continuing topic of public feedback this winter season, yet 70% of respondents said they were satisfied or very satisfied with INDOT’s performance of this service – an improvement of 5% over the 2011 survey. Only 11% of respondents in 2013 said they were dissatisfied with INDOT’s snow and ice removal efforts – a 2% decrease in dissatisfaction levels.

Hoosiers are noticeably satisfied with INDOT’s construction processes. For example, 63% of Hoosiers were Very Satisfied or Satisfied with INDOT’s efforts to notify the public about construction projects in advance; 60% of Hoosiers were Very Satisfied or Satisfied with INDOT’s efforts to minimize disruption to communities during construction and 58% were happy with INDOT efforts to minimize construction disruptions to drivers.

Safety is a key component of INDOT’s overall mission: “INDOT will plan, build, maintain and operate a superior transportation system enhancing safety, mobility, and economic growth.” Fully 86% of Hoosier drivers reported they feel safe driving on highways in Indiana – the same number reported in 2011.

INDOT will not rest on its accomplishments. 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.
2013 INDOT Statewide Customer Survey Results
Agenda

• Purpose
• Methodology
• Bottom Line Up-Front (conclusions)
• Major Findings
• Other Findings
• Conclusions
• Recommendations
• Questions
Purpose

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

• Administered by mail, phone, and Internet to a stratified random sample of 1,271 residents
  - 200 surveys in each of the six districts
• Location of respondents was geocoded
• Overall results have a precision of +/-2.8% at the 95% level of confidence
• District results have a precision of +/-7.0% at the 95% level of confidence
• Good distribution by age, income, race, and other factors
INDOT 2013 Statewide Customer Survey
Bottom Line Up Front

• Satisfaction with INDOT’s performance has improved
• INDOT Is Outperforming Other Departments of Transportation
• INDOT Is Providing Residents with Good Value for Their Gasoline Taxes
• INDOT’s Priorities Are Aligned with the Needs of Residents
Major Finding #1:
Satisfaction with INDOT Improved in All Major Areas that Were Assessed on the Survey
Overall Satisfaction with INDOT
Improved in All Major Areas
Major Finding #2:
While Satisfaction with Other DOTs Has Decreased Significantly Over the Past Two Years, Satisfaction with INDOT’s Performance Remains High
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**

- Satisfied: 52%
- Very Satisfied: 12%
- Neutral: 29%
- Very/Dissatisfied: 8%

% Change in VS/S for INDOT Since 2011 = 0%

**Surrounding DOTs**

- Satisfied: 33%
- Neutral: 41%
- Very satisfied: 7%
- Very/Dissatisfied: 19%

% Change in VS/S for Other DOTs Since 2011 = -15%

Indiana Residents Are Much More Satisfied with the Job Their DOT is Doing than Residents in Neighboring States
Indiana Residents Are Much More Satisfied with the Value They Get for Their Gasoline Taxes 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**

- Satisfied: 37%
- Very satisfied: 11%
- Neutral: 31%
- Very/Dissatisfied: 22%

% Change in VS/S for INDOT Since 2011 = 0%

**Surrounding DOTs**

- Satisfied: 14%
- Very satisfied: 4%
- Neutral: 34%
- Very/Dissatisfied: 48%

% Change in VS/S for Other DOTs Since 2011 = -11%
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)

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

**INDOT**

- Satisfied: 48%
- Very Satisfied: 13%
- Neutral: 30%
- Dissatisfied: 8%
- Very Dissatisfied: 1%

% Change in VS/S for INDOT Since 2011 = 2%

**Surrounding DOTs**

- Satisfied: 46%
- Very Satisfied: 11%
- Neutral: 22%
- Dissatisfied: 18%
- Very Dissatisfied: 3%

% Change in VS/S for Other DOTs Since 2011 = 2%
Major Finding #3:
Satisfaction with INDOT’s Efforts to Manage Highway Construction Has Improved Significantly Over the Past Two Years
Satisfaction with Issues Related to the Management of Construction

by percentage of respondents (excluding No Opinion)

- Efforts to notify the public about construction projects before the projects begin:
  - Very Satisfied (5): 20.5%
  - Satisfied (4): 41.6%
  - Neutral (3): 24.8%
  - Dissatisfied (1/2): 13.0%

- Your overall satisfaction with INDOT's efforts to manage the hwy construction process:
  - Very Satisfied (5): 12.9%
  - Satisfied (4): 48.5%
  - Neutral (3): 26.2%
  - Dissatisfied (1/2): 12.4%

- Efforts to minimize disruption to communities during construction:
  - Very Satisfied (5): 11.9%
  - Satisfied (4): 47.7%
  - Neutral (3): 28.5%
  - Dissatisfied (1/2): 11.9%

- Efforts to minimize disruption to drivers during construction:
  - Very Satisfied (5): 13.0%
  - Satisfied (4): 44.6%
  - Neutral (3): 25.8%
  - Dissatisfied (1/2): 16.6%

- Efforts to complete construction projects in reasonable amount of time:
  - Very Satisfied (5): 15.6%
  - Satisfied (4): 40.2%
  - Neutral (3): 25.6%
  - Dissatisfied (1/2): 18.6%

Source: ETC Institute (2013)
Trends in Satisfaction with Issues Related to the Management of Construction

by percentage of respondents who were “very satisfied” or “satisfied”
(excluding No Opinion)

- Efforts to notify the public about construction projects before the projects begin
  - Significantly higher in 2013
  - Significantly lower in 2013

- Your overall satisfaction with INDOT’s efforts to manage the hwy construction process
  - 55% in 2011, 61% in 2013

- Efforts to minimize disruption to communities during construction
  - 54% in 2011, 60% in 2013

- Efforts to minimize disruption to drivers during construction
  - 51% in 2011, 58% in 2013

- Efforts to complete construction projects in reasonable amount of time
  - 45% in 2011, 56% in 2013

ALL AREAS IMPROVED SIGNIFICANTLY FROM 2011
Satisfaction with Issues Related to the Management of Construction

INDOT vs. Surrounding DOTS

By percentage of respondents who were “very satisfied” or “satisfied” (excluding No Opinion)

- Efforts to notify the public about construction projects before the projects begin
  - INDOT: 62%
  - Surrounding DOTs: 51%
  - INDOT was significantly higher

- Your overall satisfaction with INDOT’s efforts to manage the hwy construction process
  - INDOT: 61%
  - Surrounding DOTs: 45%

- Efforts to minimize disruption to communities during construction
  - INDOT: 60%
  - Surrounding DOTs: 41%

- Efforts to minimize disruption to drivers during construction
  - INDOT: 58%
  - Surrounding DOTs: 38%

- Efforts to complete construction projects in reasonable amount of time
  - INDOT: 56%
  - Surrounding DOTs: 41%

INDOT was significantly higher
INDOT was significantly lower
Major Finding #4:
Most Residents Feel Safe When Traveling on Highways in Indiana
Level of Agreement with Statements About
Travel Safety on Highways in Indiana
by percentage of respondents
(excluding No Opinion)

Source: ETC Institute (2013)
Level of Agreement with Statements About Travel Safety on Highways in Indiana

by percentage of respondents who “strongly agreed” or “agreed” (excluding No Opinion)

Significantly higher in 2013

Significantly lower in 2013
Level of Agreement with Statements About Travel Safety on Highways
INDOT vs. Surrounding DOTs
by percentage of respondents who “strongly agreed” or “agreed”
(excluding No Opinion)

Feel Safe traveling on highways in my State
INDOT was significantly higher

Feel safe when driving in hwy work zone (daytime)
INDOT was significantly higher

Feel safe while driving in hwy work zone (night)
INDOT was significantly lower

HIGHWAY SAFETY RATINGS ARE SIGNIFICANTLY HIGHER IN INDIANA THAN OTHER STATES
Major Finding #5:
Satisfaction with the Delivery of Specific Transportation Services Remains High and Ratings Have Improved in Most Areas
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>18.0%</td>
<td>56.3%</td>
<td>19.7%</td>
<td>6.0%</td>
</tr>
<tr>
<td>Removing snow and ice from highways</td>
<td>20.9%</td>
<td>49.0%</td>
<td>19.4%</td>
<td>10.7%</td>
</tr>
<tr>
<td>Maintaining informational and warning signs on highway</td>
<td>16.2%</td>
<td>52.1%</td>
<td>25.4%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Keeping rest areas along highways clean</td>
<td>14.4%</td>
<td>50.3%</td>
<td>29.9%</td>
<td>5.4%</td>
</tr>
<tr>
<td>The number of lanes on existing highways</td>
<td>13.7%</td>
<td>48.9%</td>
<td>21.5%</td>
<td>15.9%</td>
</tr>
<tr>
<td>Keeping guardrails in good condition</td>
<td>12.7%</td>
<td>49.3%</td>
<td>31.6%</td>
<td>6.4%</td>
</tr>
<tr>
<td>Keeping shoulders on highways in good condition</td>
<td>12.4%</td>
<td>47.3%</td>
<td>30.7%</td>
<td>9.5%</td>
</tr>
<tr>
<td>Mowing and trimming along highways</td>
<td>12.2%</td>
<td>46.7%</td>
<td>29.4%</td>
<td>11.7%</td>
</tr>
<tr>
<td>Water drains quickly from hwy surfaces in storms</td>
<td>13.8%</td>
<td>45.0%</td>
<td>30.8%</td>
<td>10.4%</td>
</tr>
<tr>
<td>Appropriate range of services at rest areas</td>
<td>14.0%</td>
<td>43.8%</td>
<td>33.1%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Availability of rest areas along highways</td>
<td>13.1%</td>
<td>44.4%</td>
<td>30.2%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Adequate street lighting at hwy interchanges</td>
<td>12.4%</td>
<td>44.9%</td>
<td>31.3%</td>
<td>11.5%</td>
</tr>
<tr>
<td>Ensuring that roadway striping on hwy is visible</td>
<td>12.8%</td>
<td>44.0%</td>
<td>29.8%</td>
<td>13.3%</td>
</tr>
<tr>
<td>Having a good freight transportation system</td>
<td>14.0%</td>
<td>40.3%</td>
<td>37.7%</td>
<td>8.0%</td>
</tr>
<tr>
<td>Picking up litter and trash along highways</td>
<td>10.6%</td>
<td>43.0%</td>
<td>32.3%</td>
<td>14.1%</td>
</tr>
<tr>
<td>Removing debris from highways</td>
<td>11.1%</td>
<td>41.9%</td>
<td>27.3%</td>
<td>19.8%</td>
</tr>
<tr>
<td>Repairing and maintaining bridges</td>
<td>13.2%</td>
<td>39.5%</td>
<td>27.6%</td>
<td>19.7%</td>
</tr>
<tr>
<td>Availability of free state maps</td>
<td>17.3%</td>
<td>34.7%</td>
<td>38.0%</td>
<td>10.0%</td>
</tr>
<tr>
<td>Maintaining landscaping along highways</td>
<td>11.5%</td>
<td>39.6%</td>
<td>38.9%</td>
<td>10.0%</td>
</tr>
<tr>
<td>Repairing and maintaining existing highways</td>
<td>11.8%</td>
<td>39.0%</td>
<td>25.2%</td>
<td>24.0%</td>
</tr>
<tr>
<td>Minimizing congestion on highways</td>
<td>9.9%</td>
<td>37.3%</td>
<td>36.1%</td>
<td>16.7%</td>
</tr>
<tr>
<td>Building new highways</td>
<td>12.1%</td>
<td>34.2%</td>
<td>39.9%</td>
<td>13.8%</td>
</tr>
<tr>
<td>Providing adequate room to walk along highways</td>
<td>9.2%</td>
<td>27.2%</td>
<td>44.5%</td>
<td>19.1%</td>
</tr>
<tr>
<td>Providing adequate room to bike along highways</td>
<td>9.4%</td>
<td>26.8%</td>
<td>45.1%</td>
<td>18.7%</td>
</tr>
</tbody>
</table>

Source: ETC Institute (2013)
### Significant Changes in Satisfaction for Specific Transportation Services from 2011-2012

#### Significantly HIGHER Ratings

<table>
<thead>
<tr>
<th>Service</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repairing and maintaining bridges</td>
<td>+ 6%</td>
</tr>
<tr>
<td>Removing snow and ice from highways</td>
<td>+ 5%</td>
</tr>
<tr>
<td>Building new highways</td>
<td>+ 5%</td>
</tr>
<tr>
<td>Availability of free state maps</td>
<td>+ 5%</td>
</tr>
<tr>
<td>Picking up litter and trash along highways</td>
<td>+ 3%</td>
</tr>
<tr>
<td>Minimizing congestion on highways</td>
<td>+ 3%</td>
</tr>
<tr>
<td>Maintaining informational and warning signs on hwys</td>
<td>+ 3%</td>
</tr>
<tr>
<td>Keeping rest areas along highways clean</td>
<td>+ 3%</td>
</tr>
<tr>
<td>Maintaining landscaping along highways</td>
<td>+ 3%</td>
</tr>
<tr>
<td>Providing adequate room to bike along highways</td>
<td>+ 3%</td>
</tr>
<tr>
<td>Water drains quickly from hwy surfaces in storms</td>
<td>+ 3%</td>
</tr>
<tr>
<td>Repairing and maintaining existing highways</td>
<td>+ 3%</td>
</tr>
</tbody>
</table>

#### Significantly LOWER Ratings

<table>
<thead>
<tr>
<th>Rating</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>NONE</td>
<td>NA</td>
</tr>
</tbody>
</table>
Areas where INDOT rated significantly HIGHER than neighboring DOTs

- Overall satisfaction with the Department (+24%)
- Overall satisfaction with the value received for gasoline taxes (+20%)
- The level of confidence in the Department’s ability to meet future transportation needs (+20%)
- Efforts to minimize disruption to drivers during construction (+20%)
- Efforts to minimize disruption to communities during construction (+19%)
- How safe residents feel when traveling on highways (+18%)
- Satisfaction with INDOT’s efforts to manage the highway construction process (+16%)
- Efforts to repair and maintain bridges (+16%)
- Efforts to complete construction projects in reasonable amount of time (+15%)
- Perception of safety when driving in highway work zones during the day (+15%)
- Efforts to remove snow and ice from highways (+12%)
- Efforts to notify the public about construction projects before the projects begin (+11%)
- Efforts to repair and maintain existing highways (+10%)
- The range of services offered at rest areas (+10%)
- The number of interchanges on existing highways (+9%)
- Perception of safety when driving in highway work zones at night (+9%)
- Availability of rest areas along highways (+9%)
Areas where INDOT rated significantly LOWER than neighboring DOTs

• Adequate street lighting at highway interchanges (-6%

Only One Area
GIS Mapping Analysis
Satisfaction By District
Repairing and Maintaining Bridges
GIS Mapping Analysis
Satisfaction By District

Repairing and Maintaining Existing Highways
GIS Mapping Analysis
Satisfaction By District

Removing Snow and Ice From Highways
GIS Mapping Analysis
Satisfaction By District

Minimizing Congestion on Highways
GIS Mapping Analysis
Satisfaction By District

Ensuring Water Drains Quickly from the Surface of Highways During a Storm
GIS Mapping Analysis
Satisfaction By District
Removing Debris From Highways

Q5t Removing debris, such as animals, glass, and torn tires from highways

Change Since 2011 in BOX

Mean = 3.38
-0.05

Mean = 3.43
+0.10

Mean = 3.49
+0.03

Mean = 3.40
-0.09

Mean = 3.53
0.26

Mean = 3.26
-0.13

LEGEND
Mean rating on a 5-point scale, where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other

INDOT 2013 Statewide Customer Survey
Shading reflects the mean rating for all respondents by District
Note: “Other” areas did not contain any responses
Major Finding #6: Although INDOT Is Performing Well, There are Opportunities to do Better.
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 (excluding “no opinion”)

- Repairing and maintaining existing highways: 99%
- Repairing and maintaining bridges: 99%
- Removing snow and ice from highways: 99%
- Keeping shoulders on highways in good condition: 97%
- Water drains quickly from hwy surfaces in storms: 97%
- Ensuring roadway striping on highways is visible: 96%
- Minimizing congestion on highways: 95%
- Removing debris from highways: 94%
- Having a good freight transportation system: 93%
- Maintaining informational & warning signs on hwys: 93%
- Keeping guardrails in good condition: 92%
- Adequate street lighting at hwy interchanges: 90%
- Keeping rest areas along highways clean: 89%
- Picking up litter and trash along highways: 86%
- Mowing/trimming trees of grass/weeds along hwys: 81%
- Increase/keep same number of rest areas along hwys: 78%
- Adding lanes to existing highways: 76%
- Providing adequate room to walk along hwys: 59%
- Providing adequate room to bike along hwys: 58%
- Adding interchanges to existing highways: 57%
- Building new highways: 57%
- Maintaining landscaping along highways: 54%
- Providing free state maps: 51%
- Adding services such as food courts to rest stops: 41%

Source: ETC Institute (2013)
Q2. Items that Residents Thought were the Most Critical for INDOT to Focus On

By percentage of respondents who rated the item as one of their top 5 choices

- Repairing and maintaining existing highways: 68%
- Repairing and maintaining bridges: 60%
- Removing snow and ice from highways: 60%
- Ensuring roadway striping on highways is visible: 24%
- Water drains quickly from hwy surfaces in storms: 24%
- Keeping shoulders on highways in good condition: 24%
- Removing debris from highways: 23%
- Minimizing congestion on highways: 19%
- Adding lanes to existing highways: 16%
- Maintaining informational & warning signs on hwys: 15%
- Keeping guardrails in good condition: 15%
- Having a good freight transportation system: 14%
- Adequate street lighting at hwy interchanges: 13%
- Building new highways: 9%
- Adding interchanges to existing highways: 7%
- Keeping rest areas along highways clean: 6%
- Mowing/trimming trees of grass/weeds along hwys: 6%
- Picking up litter and trash along highways: 5%
- Providing adequate room to bike along hwys: 4%
- Increase/keep same number of rest areas along hwys: 4%
- Providing adequate room to walk along hwys: 3%
- Providing free state maps: 2%
- Maintaining landscaping along highways: 2%
- Adding services such as food courts to rest stops: 1%

Source: ETC Institute (2013)
The Importance that Residents Place on INDOT Services Has Not Change Significantly

<table>
<thead>
<tr>
<th>INDOT SERVICE</th>
<th>Importance Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repairing and maintaining existing highways</td>
<td>1</td>
</tr>
<tr>
<td>Repairing and maintaining bridges</td>
<td>3</td>
</tr>
<tr>
<td>Removing snow and ice from highways</td>
<td>2</td>
</tr>
<tr>
<td>Ensuring roadway striping on highways is visible</td>
<td>6</td>
</tr>
<tr>
<td>Water drains quickly from hwy surfaces in storms</td>
<td>4</td>
</tr>
<tr>
<td>Keeping shoulders on highways in good condition</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2011</td>
</tr>
</tbody>
</table>

Among the 24 Services that Were Rated, the Same 6 Items Were At the Top of the List in Both 2011 and 2013
INDOT 2013 Statewide Customer Survey
Importance-Satisfaction Assessment Matrix

-Overall-

**Relative Importance Rating**

**Exceeded Expectations**

<table>
<thead>
<tr>
<th>Mean Importance</th>
<th>Continued Emphasis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adding interchanges to existing highways/The number of interchanges on existing highways</td>
<td>Maintaining informational and warning signs along highways</td>
</tr>
<tr>
<td>Keeping rest areas along highways clean</td>
<td>Removing snow and ice from highways</td>
</tr>
<tr>
<td>Increasing or keeping the same number of rest areas along highways/Availability of rest areas along highways</td>
<td>Keeping guardrails in good condition</td>
</tr>
<tr>
<td>Adding services such as food courts to rest stops</td>
<td>Adding lanes to existing highways/The number of lanes on existing highways</td>
</tr>
<tr>
<td>Maintaining landscaping along highways</td>
<td>Keeping shoulders on highways in good condition</td>
</tr>
<tr>
<td>Providing free state maps</td>
<td>Ensuring water drains quickly from the surface of highways during a storm</td>
</tr>
<tr>
<td>Providing adequate room to allow people to safely bike along and/or across highways</td>
<td>Having a Good Freight System</td>
</tr>
<tr>
<td>Build new highways/Building new highways</td>
<td>Repairing and maintaining bridges</td>
</tr>
<tr>
<td>Minimizing congestion on highways</td>
<td>Removing debris such as animals, glass, and torn tires from highways</td>
</tr>
<tr>
<td>Repairing and maintaining existing highways</td>
<td></td>
</tr>
</tbody>
</table>

**Lower Importance**

**Less Important**

- Lower importance/lower satisfaction

- Higher importance/lower satisfaction
Top Priorities for INDOT Services Based on the Priority Investment Rating

The Priority Investment Rating (PIR) reflects the combined RDR and RIR

Source: ETC Institute Survey (2013)
Other Findings
Q12a. **TRENDS:** If YES, How helpful do you think Hoosier Helpers are? - 2013 vs. 2011

By percentage of respondents (excluding "no opinion")

**2013**

- Very helpful: 59%
- Helpful: 30%
- Neutral: 8%
- No help at all: 1%
- Minimal help: 1%

**2011**

- Very helpful: 56%
- Helpful: 32%
- Neutral: 9%
- Not helpful at all: 1%
- Minimal help: 2%
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: +7%
- TV: -2%
- Radio: 0%
- Signs on roadways with phone number: +4%
- Newspaper articles: -5%
- Internet: -2%
- Direct Mailing: -2%
- Social Network: +4%
- Email: 0%
- Public Meetings: +2%
- Public Officials: +3%
- Door to door notice of pending construction: 0%
- Other: 1%

% Change from 2011 in White

PREFERRED SOURCES OF INFORMATION
Conclusions

• Satisfaction with INDOT’s performance has improved
• INDOT Is Outperforming Other Departments of Transportation
• INDOT Is Providing Residents with Good Value for Their Gasoline Taxes
• INDOT’s Priorities Are Aligned with the Needs of Residents
Recommendations

- INDOT should emphasize improvements in the following areas over the next two years
  - Repairing and maintaining existing highways
  - Repairing and maintaining bridges

- INDOT should continue to emphasize operational investments and activities that support travel safety on state highways in Indiana.
  - Removing roadway debris.
  - Removing snow and ice from highways.
  - Enhancing the quality of roadway striping.

- INDOT should continue to plan ways to minimize congestion on highways in the future.
Questions?