

TSCC Information

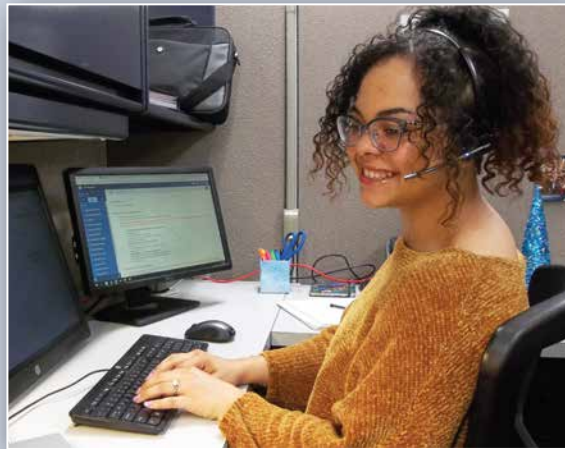
Transportation Services Call Center



855-463-6848

Next Level Customer Service

Since February 2018, the Indiana Department of Transportation has operated a centralized customer service call center to receive, manage and resolve customer concerns received by phone, through a dedicated website, or via social media, email and U.S. mail.



In its first month, the TSCC resolved more than 8,600 customer concerns, involving such issues as pothole repair, permit management, right-of-way questions, drainage, traffic signal maintenance, and dead animal removal. Since its launch, the TSCC has received and investigated more than **241,000** customer concerns.

INDOT has publicly branded the Transportation Services Call Center as INDOT4U and disseminated the center's toll-free **855-463-6848** phone number and **www.INDOT4U.com** website through posters and fliers, news releases, websites and social media.

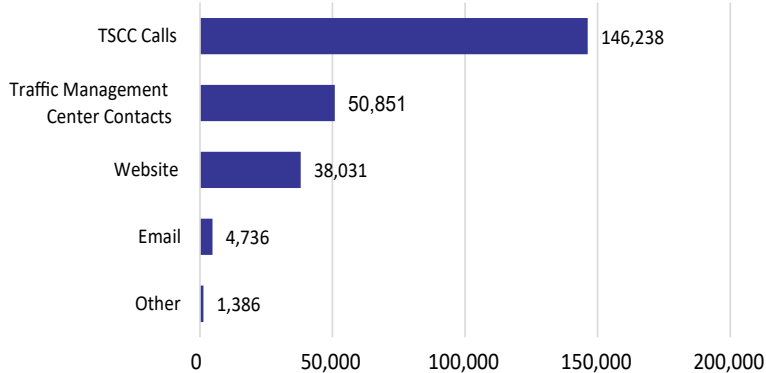
"For the second time, I've dealt with INDOT. I'm again super impressed. The customer service and follow up is amazing. I'm happy to know that my tax dollars are supporting such a well-run and responsive group. Thanks for being awesome!!"

– Matthew C.

"It was great that someone called to respond to my complaint. It is very heartening to know that the Indiana Department of Transportation listens to and takes the time to respond to citizen questions. Please keep up the great work."

– Nicholas H.

Customer Contact Methods
Feb. 2018-June 2021



Service Level Agreements and ServiceNow

In conjunction with the opening of the TSCC, INDOT unveiled new Service Level Agreements (SLAs) across the entire agency. The SLAs established an expected level of service for each type of service we perform. The SLAs represent high standards for our customers and help us meet those standards and service timeframes by providing reminders and service level tracking to appropriate personnel.

We also developed a comprehensive knowledge base and service catalog that serves as the foundation for addressing customer questions and concerns. The knowledge base and service catalog include information about the more than 100 different services provided by every division of INDOT.

These tools help ensure that our customer service staff has the information they need to resolve many customer calls quickly.

The TSCC is powered by ServiceNow, an industry-leading, best-practice service management software tool that enables INDOT to track service levels for greater accountability. The ServiceNow software, SLAs, and knowledge base enable us to provide start-to-finish receipt, management, resolution, and tracking of customer concerns while streamlining the customer service process.

Service Level Agreement Completion

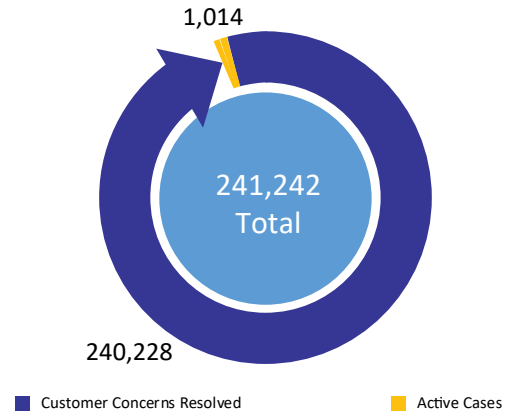
Since new Service Level Agreement parameters were adopted in February 2018, **96%** of customer issues have been addressed within service-specific timeframes.

Customer Satisfaction Survey Results

Nearly 11,000 customers who responded to a survey between February 2018 and June 2021 gave INDOT's TSCC a **97%** satisfaction rating.

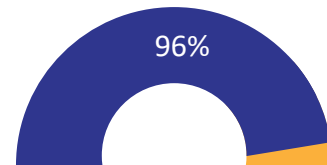
Customer Concerns

Feb. 2018-June 2021



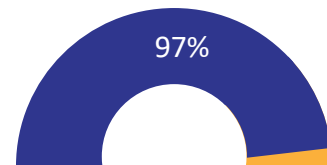
Service Level Agreement Completion

Feb. 2018-June 2021



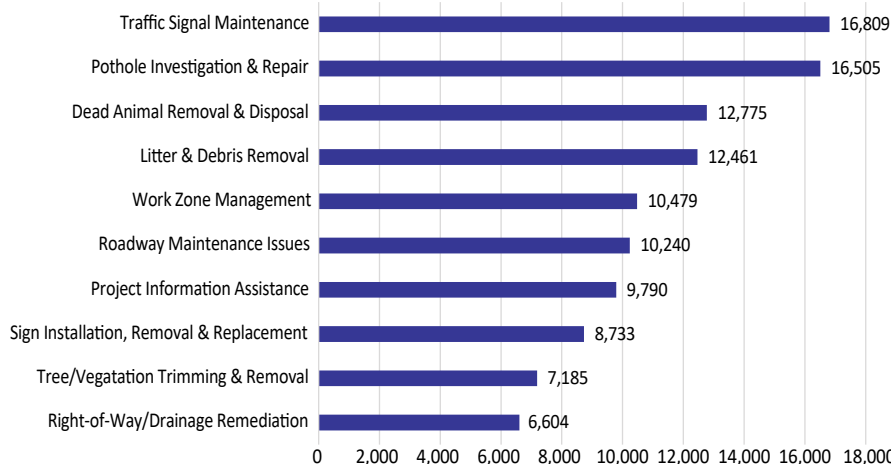
Customer Satisfaction

Feb. 2018-June 2021



Top INDOT Customer Concerns

Feb. 2018-June 2021



Indiana Department of Transportation

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www.in.gov/indot



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