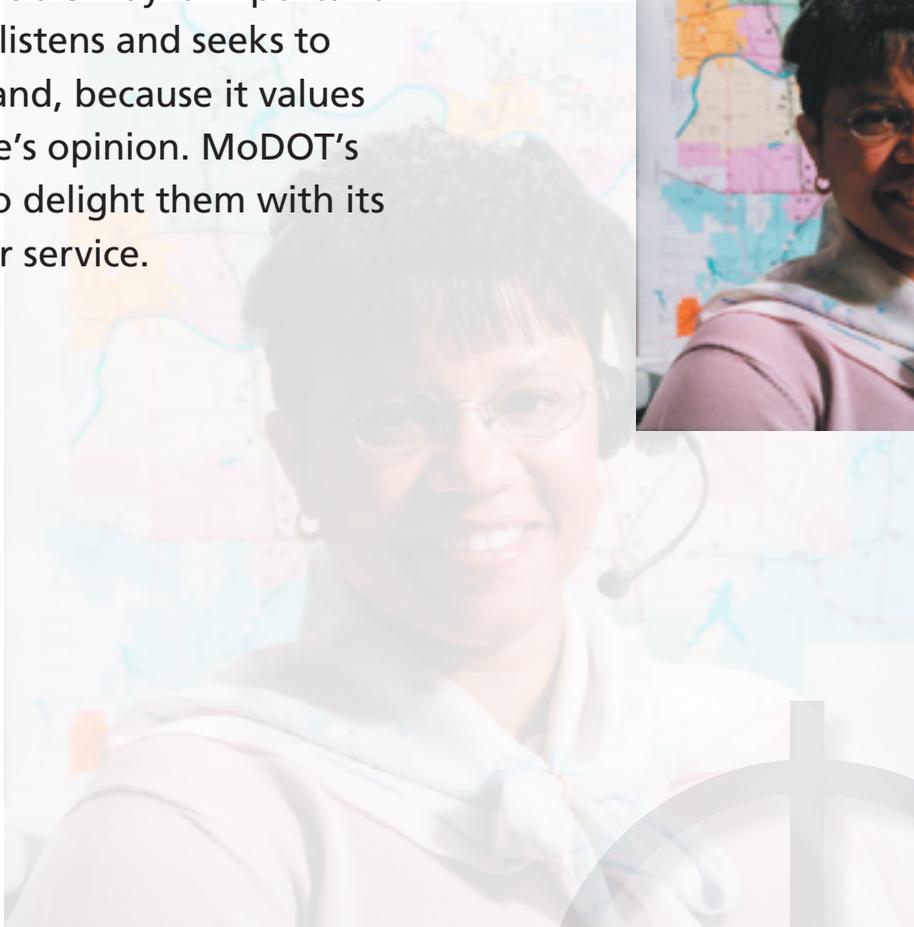


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# Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound)

*Tangible Result Driver – Jay Wunderlich,  
Governmental Affairs Director*

Responding to customers in a courteous, personal and understandable way is important. MoDOT listens and seeks to understand, because it values everyone's opinion. MoDOT's goal is to delight them with its customer service.



## Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)

### *Percent of overall customer satisfaction*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

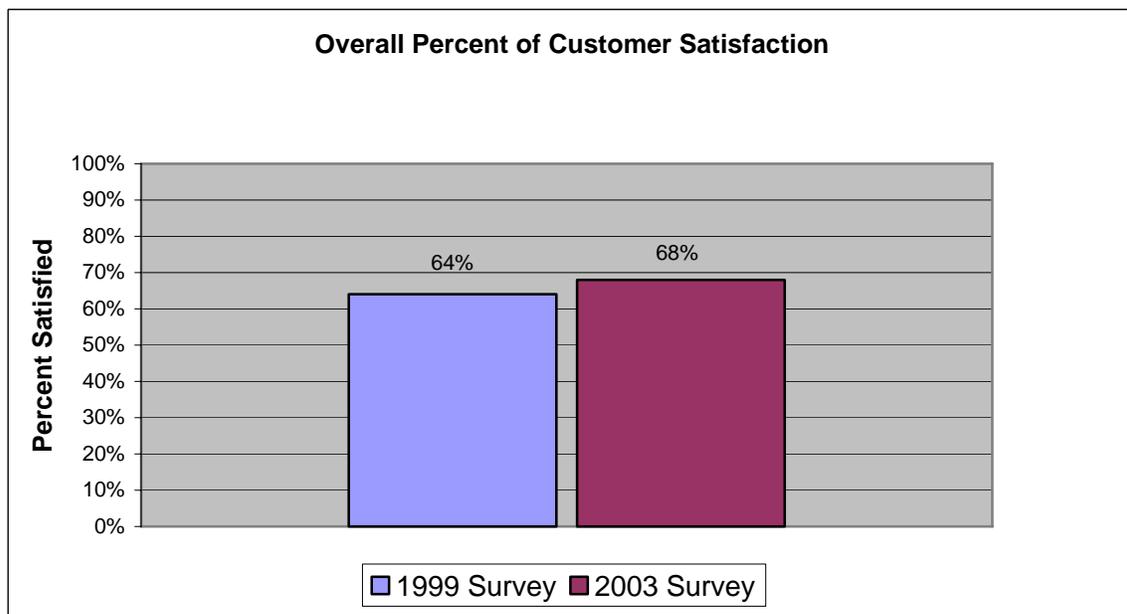
#### **Purpose of the Measure:**

This measure tracks MoDOT's progress toward the mission of delighting its customers.

#### **Measurement and Data Collection:**

Information for this performance measure was collected from Missouri citizens and MoDOT customers in two separate surveying efforts. The department's Customer Survey 2003, conducted spring/summer 2003, will serve as the primary data source (68 percent satisfaction). The baseline is based on data collected by the Constituent Service Quality Survey (64 percent satisfaction), conducted in 1999.

Data will be collected in conjunction with the Missouri Advance Planning initiative. Data collection will begin June 1, 2005 for reporting in the July 2005 Tracker.



**Desired  
Trend:**



## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Percent of customers who contacted MoDOT that felt they were responded to quickly*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

**Purpose of the Measure:**

This measure will indicate whether customers are comfortable with MoDOT's speed of response.

**Measurement and Data Collection:**

Randomly selected customers who contact MoDOT Customer Service Centers will be asked to complete a short telephone survey when their business with the customer service representative is complete. Information Systems is constructing the technical framework that will collect and perform calculations with the data. Data collection will begin June 1, 2005.

**Measure is Under  
Development**

## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

**Purpose of the Measure:**

This measure will track citizens' impressions of MoDOT's basic courtesy when responding to their inquiries.

**Measurement and Data Collection:**

Randomly selected customers who contact MoDOT Customer Service Centers will be asked to complete a short telephone survey when their business with the customer service representative is complete. Information Systems is constructing the technical framework that will collect and perform calculations with the data. Data collection will begin June 1, 2005.

**Measure is Under  
Development**

## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Percent of customers who contacted MoDOT that understood the response given*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

**Purpose of the Measure:**

This measure will track citizens' impressions of the clarity of MoDOT's response to their inquiries.

**Measurement and Data Collection:**

Randomly selected customers who contact MoDOT Customer Service Centers will be asked to complete a short telephone survey when their business with the customer service representative is complete. Information Systems is constructing the technical framework that will collect and perform calculations with the data. Data collection will begin is June 1, 2005.

**Measure is Under  
Development**

## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Percent of Motorist Assist customers who are satisfied with the service*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** Eileen Rackers, State Traffic Engineer

**Purpose of the Measure:**

This measure will help to evaluate services provided through MoDOT's Motorist Assist Program, specifically whether the customers who utilize the program are satisfied with the service. Information received will provide direction on how to strengthen the program to better serve our customers and keep traffic moving safely and efficiently.

**Measurement and Data Collection:**

Motorist Assist Operators will begin distributing a survey card to customers on June 1, 2005 to collect this data.

**Measure is Under  
Development**

## Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)

### *Number of customer contacts*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

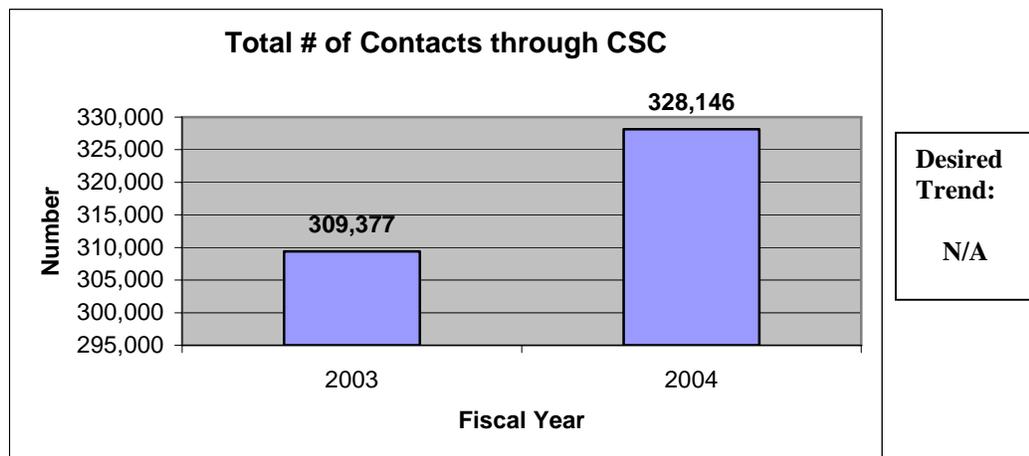
**Measurement Driver:** Marisa Brown, NE District Public Information Manager

#### **Purpose of the Measure:**

This measure tracks the number of customers who contact MoDOT. A customer contact is defined as any customer who contacts MoDOT via email, telephone, or letter through the Customer Service Centers, highway safety, human resources, and motor carriers.

#### **Measurement and Data Collection:**

Each quarter (June 1, October 1, January 1, April 1), the district offices, Highway Safety, Motor Carriers and Human Resources submit the number of customers who contacted their respective offices to the measurement driver. The chart below is only reflective of CSCs over the last two years. Beginning June 1, 2005, the chart will reflect quarterly information via the methodology referenced above.



## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Number of customer inquiries answered within 24 hours compared to total number of customer inquiries*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** Marisa Brown, NE District Public Information Manager

**Purpose of the Measure:**

This measure will track how quickly MoDOT responds to customer requests and inquiries through the customer service centers. This will help gauge if MoDOT's customer service delights its customers.

**Measurement and Data Collection:**

This information will be reported from the customer service centers by generating a report based on data input plus manual tick marks. Data collection began April 1, 2005 and will be reported in the July 2005 Tracker.

**Measure is Under  
Development**

## Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)

*Average response time to customers requiring follow up*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** Marisa Brown, NE District Public Information Manager

**Purpose of the Measure:**

This measure will track MoDOT's responsiveness and follow up on customers' inquiries that are received through the customer service centers. This measure will track all contacts that are not responded to within 24 hours plus those contacts that require further follow up.

**Measurement and Data Collection:**

This information will be generated through the customer service center database that has been revised to provide additional measurement information. Data collection began April 1, 2005 and is expected to be available for the July 2005 Tracker.

**Measure is Under  
Development**

