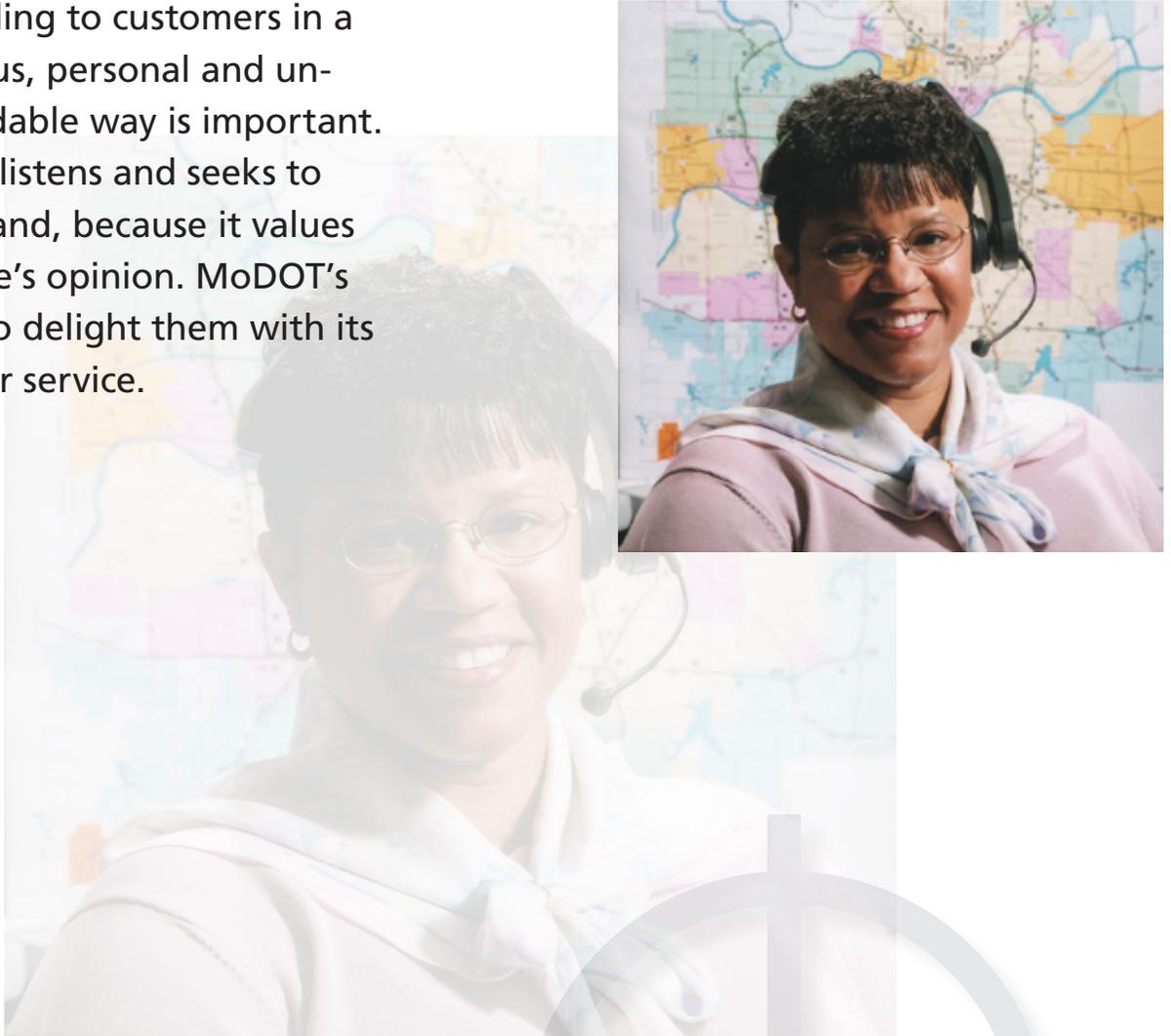

Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound)

*Tangible Result Driver – Shane Peck,
Community Relations 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 and Understandable Response to Customer Requests (Inbound)

Percent of overall customer satisfaction

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: Sally Oxenhandler, Community Relations Coordinator

Purpose of the Measure:

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

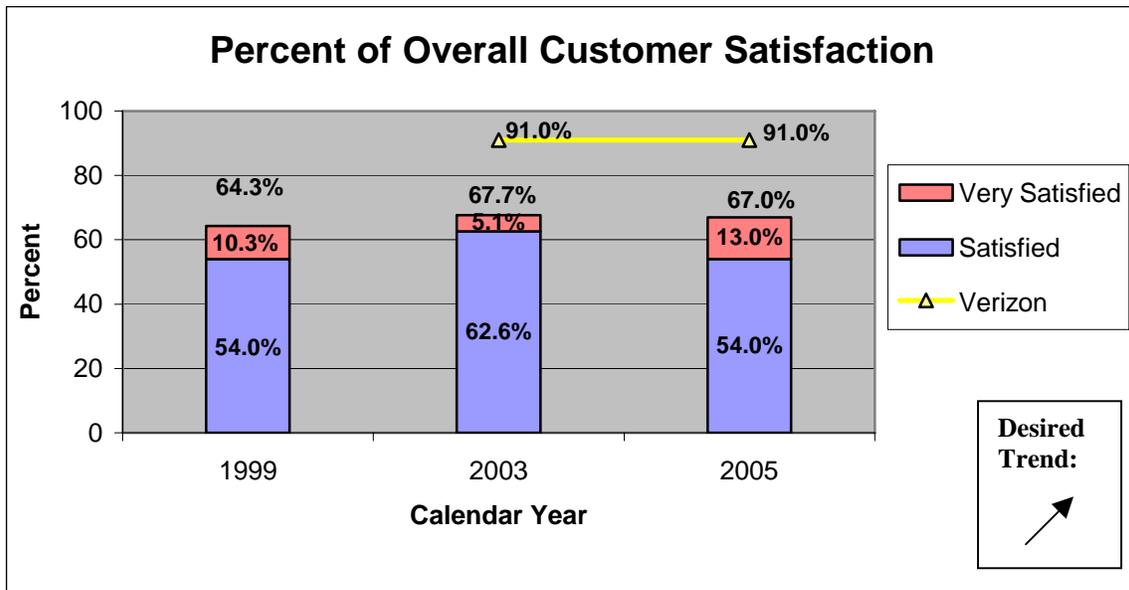
Measurement and Data Collection:

Information for this performance measure was collected from Missouri citizens and MoDOT customers in three surveys conducted separately in 1999, 2003 and 2005. Each survey was conducted by telephone interview with randomly selected Missourians. The most recent information comes from a study conducted as part of MoDOT’s Missouri Advance Planning initiative. New data will be collected in May 2006.

Verizon Communications, Inc., is the benchmark for this measure. Their composite score on overall customer satisfaction averaged 91 percent for each of the past three years.

Improvement Status:

Data for this measure comes from the customer service survey completed in May. The telephone survey collects feedback from 3,100 Missourians, giving us customer satisfaction data by district. MoDOT expects our customers’ level of satisfaction to rise even higher as they experience “progress they can feel” throughout the state and begin to reap the benefits of our Smooth Roads Initiative and the largest construction program in MoDOT history.



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

Percent of customers who contacted MoDOT that felt they were responded to quickly and courteously with an understandable response

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: Jeff Briggs, Community Relations Coordinator

Purpose of the Measure:

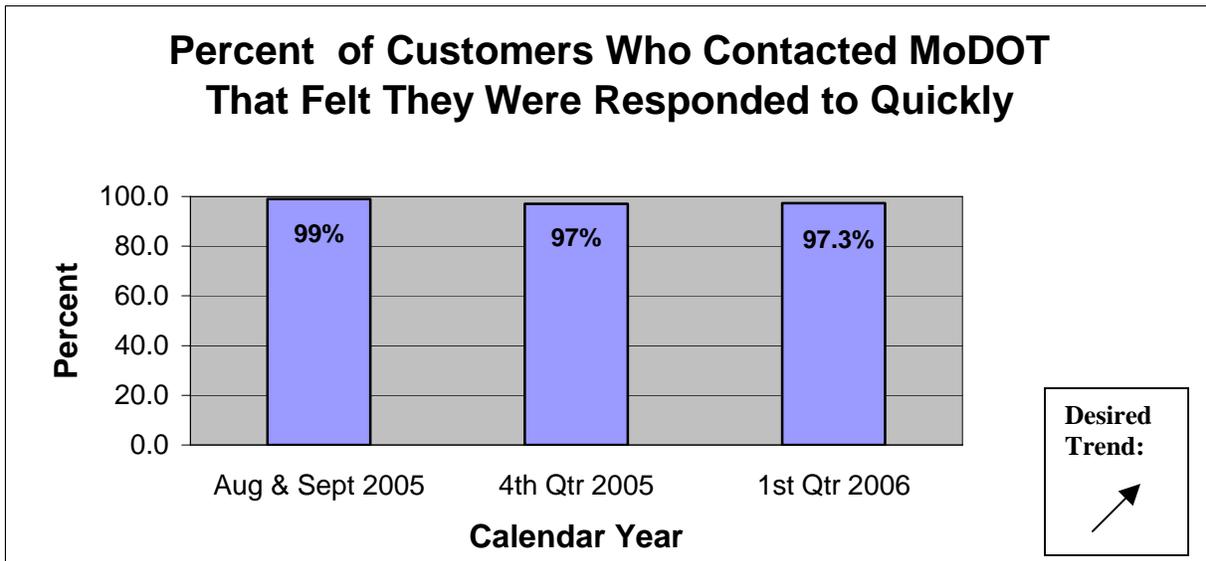
This measure indicates whether customers are comfortable with the speed, courtesy and clarity of MoDOT customer service.

Measurement and Data Collection:

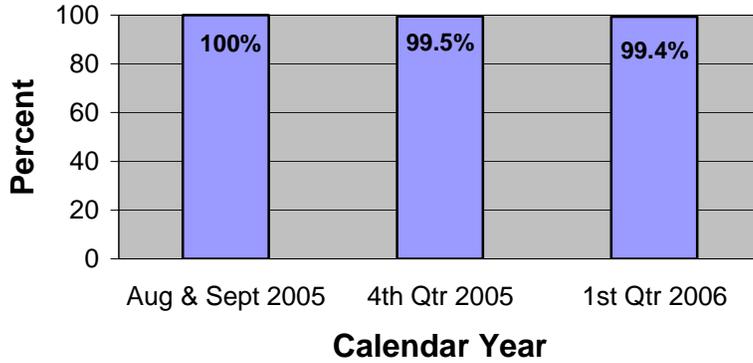
Customers who contact MoDOT Customer Service Centers are asked to complete a short telephone survey when their business with the customer service representative is complete. Callers who agree are forwarded to an automated survey that asks three “yes or no” questions on the timeliness, accuracy and courtesy of the call.

Improvement Status:

Results continue to be extremely high across the board. This data comes from 2,846 surveys taken in the past quarter – more than double the 1,370 surveys in the previous quarter. It’s encouraging that satisfaction remains exceptionally high even as survey numbers continue to climb. A newly completed training manual, as well as ongoing “secret shopper” efforts, are encouraging continued improvement.

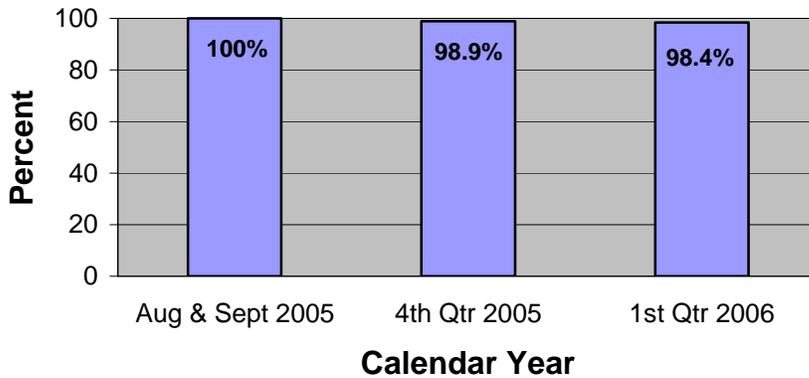


Percent of Customers Who Contacted MoDOT That Felt They Were Responded To In a Personal and Courteous Manner



Desired Trend:
↗

Percent of Customers Who Contacted MoDOT That Understood the Response Given



Desired Trend:
↗

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

Number of customer contacts

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: Jeff Briggs, Community Relations Coordinator

Purpose of the Measure:

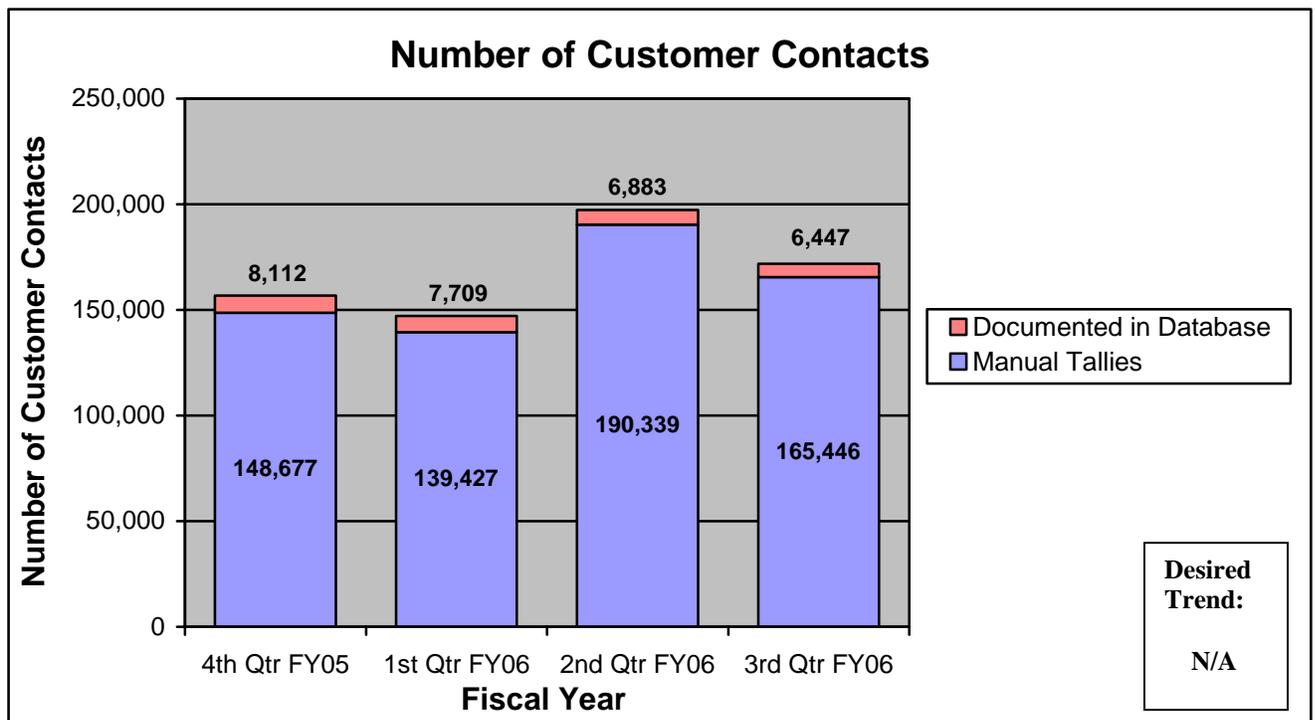
This measure tracks the number of customers who contact MoDOT. A customer contact is defined as any customer who contacts MoDOT via email, telephone, or letter through the customer service centers, highway safety, human resources, and motor carriers.

Measurement and Data Collection:

MoDOT has 70 employees whose primary responsibility is to interact with customers through the telephone, email, letter, or in person. Each quarter the district offices, Highway Safety, Motor Carriers and Human Resources submit the number of customers who contacted their respective offices. Highway Safety and Human Resources is based only from their toll-free number.

Improvement Status:

Contacts compared to the previous quarter were consistent across the board except for Motor Carriers, who decreased nearly 20,000 from its end-of-the-year volume.



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

Percent of documented customer requests responded to within 24 hours

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: Jeff Briggs, Community Relations Coordinator

Purpose of the Measure:

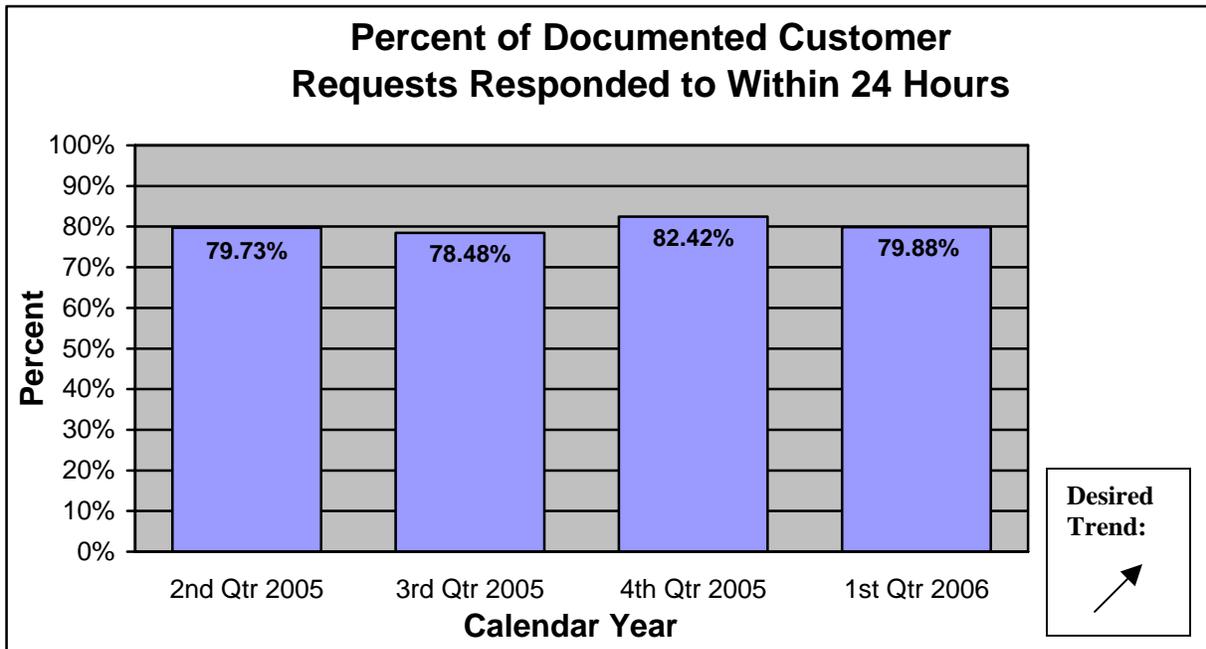
This measure tracks how quickly MoDOT responds to tasks requested by its customers through the customer service centers. This gauges if MoDOT's customer service delights its customers.

Measurement and Data Collection:

This information comes from the customer service database, where customer requests are documented from the time the call comes in until the time the request is completed. This may include requests for signs, traffic signal review, pothole patching, work zone congestion, etc.

Improvement Status:

More than 90 percent of our total customer contacts are completed within 24 hours. These are basic phone call transfers, questions, or requests for general information. The other customer contacts are documented in a database that tracks the request as reflected below. On April 1, MoDOT revamped database reporting in this area to better reflect response and completion times. This chart reflects responses before April 1, so these numbers are not solid. The next Tracker will have much more accurate reporting.



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

Average completion time on requests requiring follow up

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: Jeff Briggs, Community Relations Coordinator

Purpose of the Measure:

This measure tracks MoDOT's responsiveness to customer inquiries that are received through the customer service centers and documented in the database.

Measurement and Data Collection:

Customers who contact MoDOT through a customer service center with an issue that is documented in the database as a call report and requires a response time of more than 24 hours is tracked for average response time. Longer-term requests that require more than 30 days to complete are removed from the results, because a few of these longer-term requests would skew the overall results.

Improvement Status:

After reviewing procedures for this measure with customer service and maintenance staff, we revamped database reporting in this area April 1 to better reflect response and completion times. This chart reflects responses before April 1, so these numbers are not solid. The next Tracker will have much more accurate reporting.

