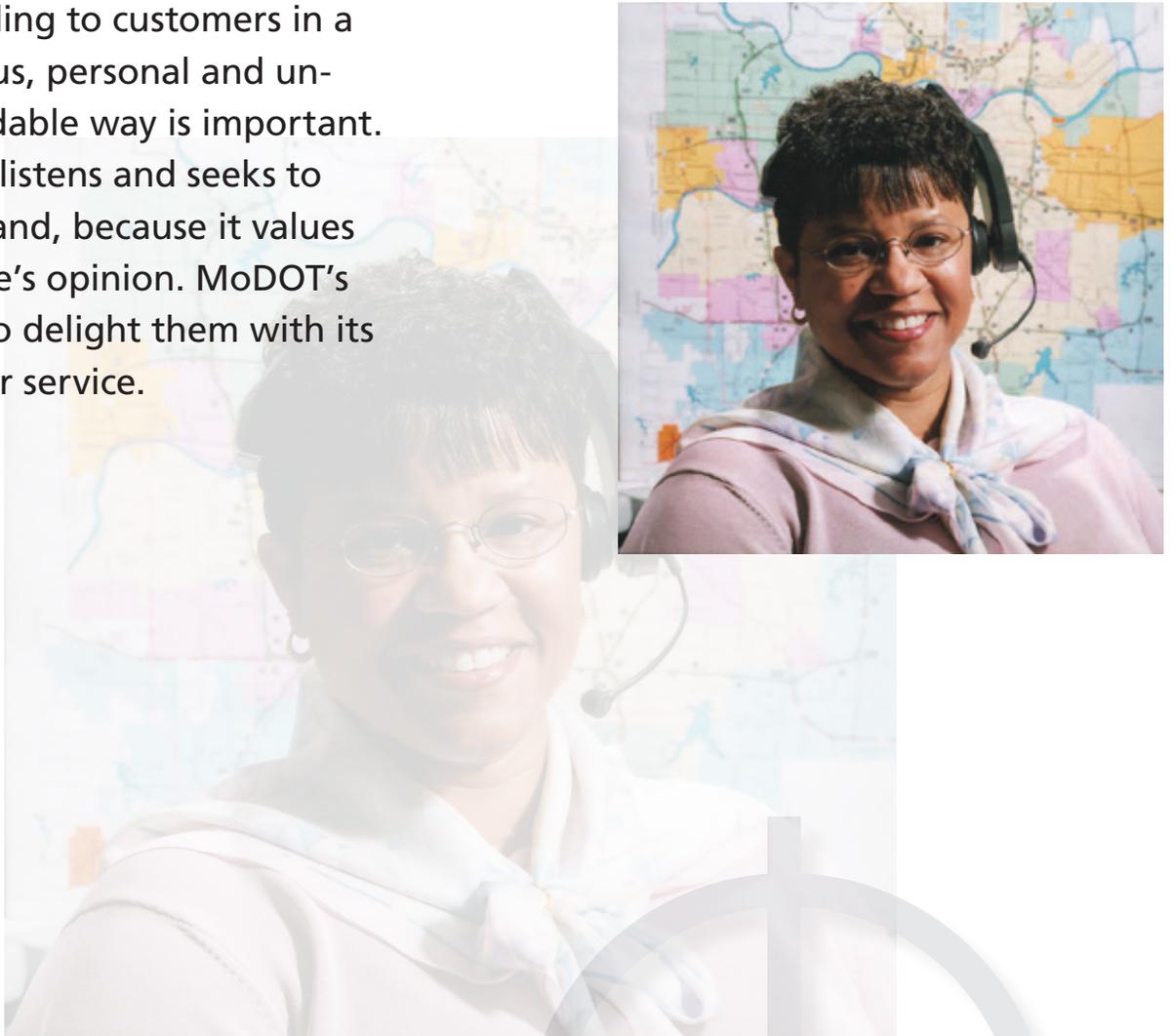

Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound)

*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: DeAnne Bonnot, Community Relations Coordinator

Purpose of the Measure:

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

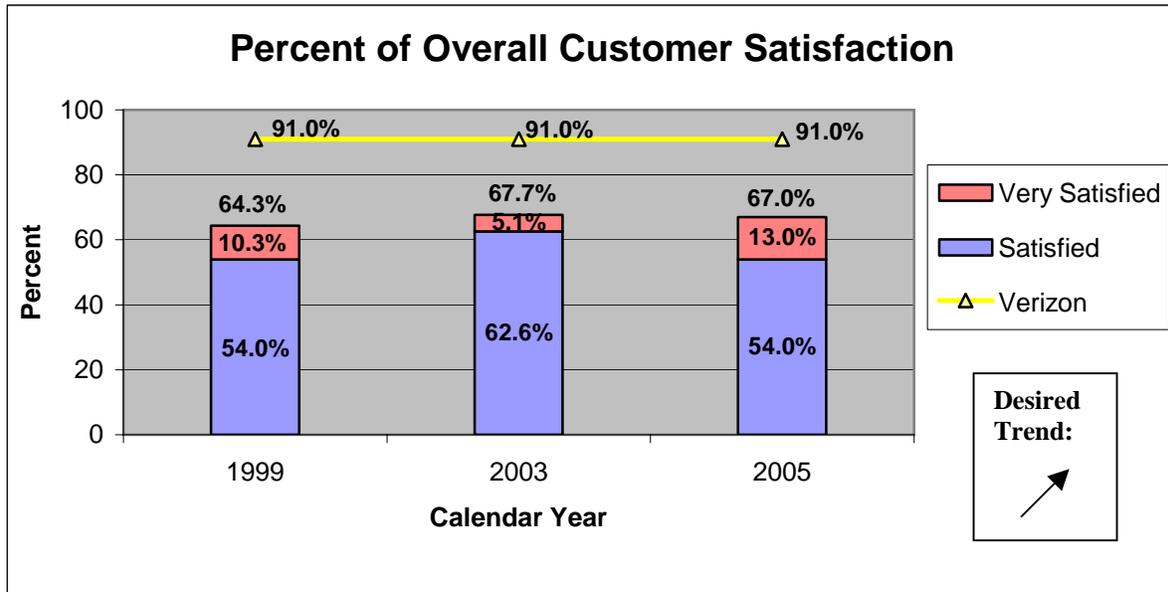
Measurement and Data Collection:

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:

Overall customer satisfaction results remained within four percentage points of the current 67 percent in the last three MoDOT survey periods, however, the percentage of those who are “very satisfied” has increased. Impressions shared by legislators, other customers and positive media coverage indicate customer satisfaction is improving.



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:

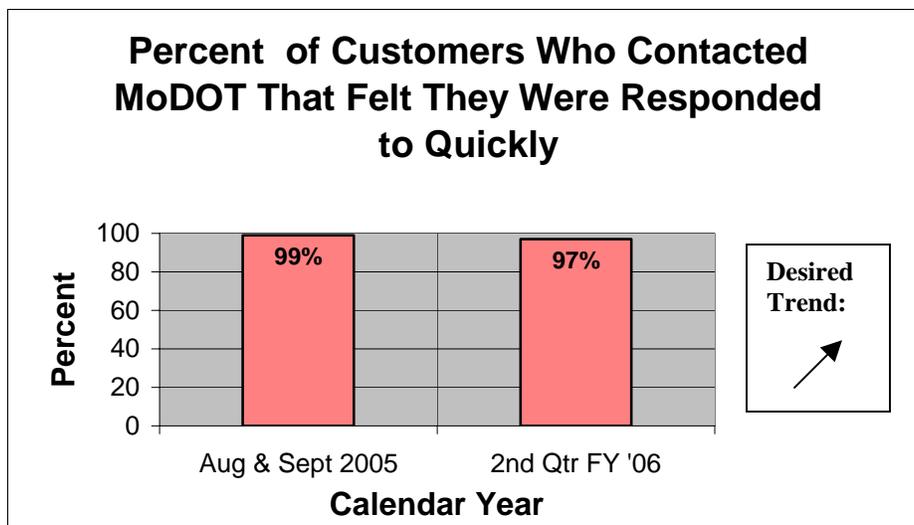
This measure indicates whether customers are comfortable with MoDOT customer service's speed, courteousness and the clarity of our response to their inquires.

Measurement and Data Collection:

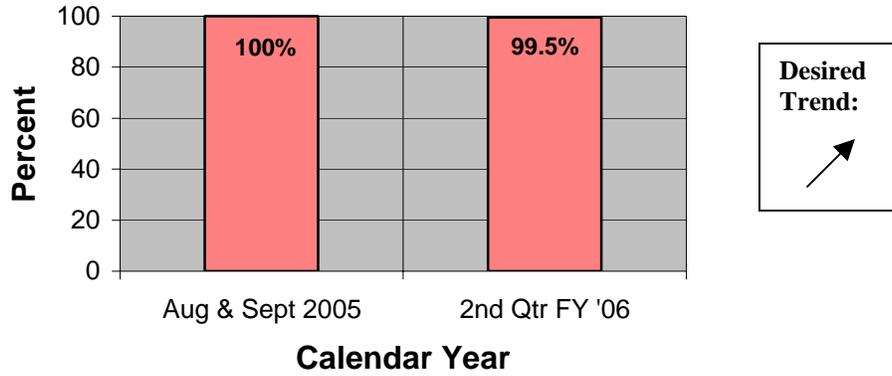
Customers who contact MoDOT Customer Service Centers are asked to complete a short telephone survey when their business with the customer service representative is complete. Data collection started August 1, 2005. In the two months, 195 surveys were completed. In the second quarter of FY06, customers completed 1,370 surveys. The survey results are limited because they measure the performance of only one segment of MoDOT's employee base. A "secret customer" program, like those used by retail and other businesses, gathers other qualitative information and encourages employees to offer the survey opportunity to customers.

Improvement Status:

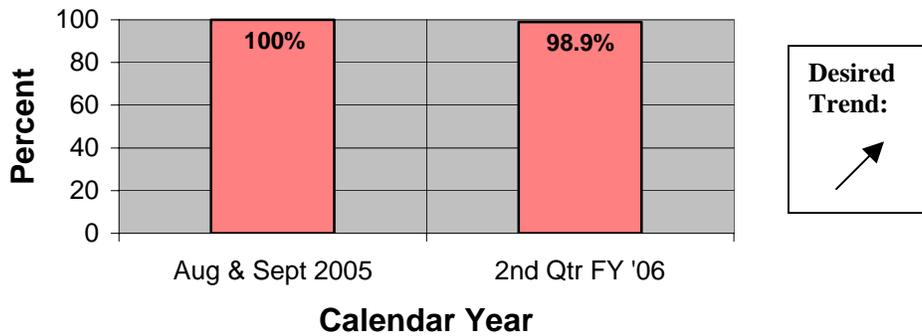
Nearly all customers surveyed, 97 percent overall, felt Customer Service responded to their calls promptly; 99.5 percent approved of customer service's courtesy and 98.9 percent were satisfied the clarity of the response. It is important to note that while the number of completed surveys rose six-fold, satisfaction scores remained exceptionally high.



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



Percent of Customers Who Contacted MoDOT That Understood the Response Given



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:

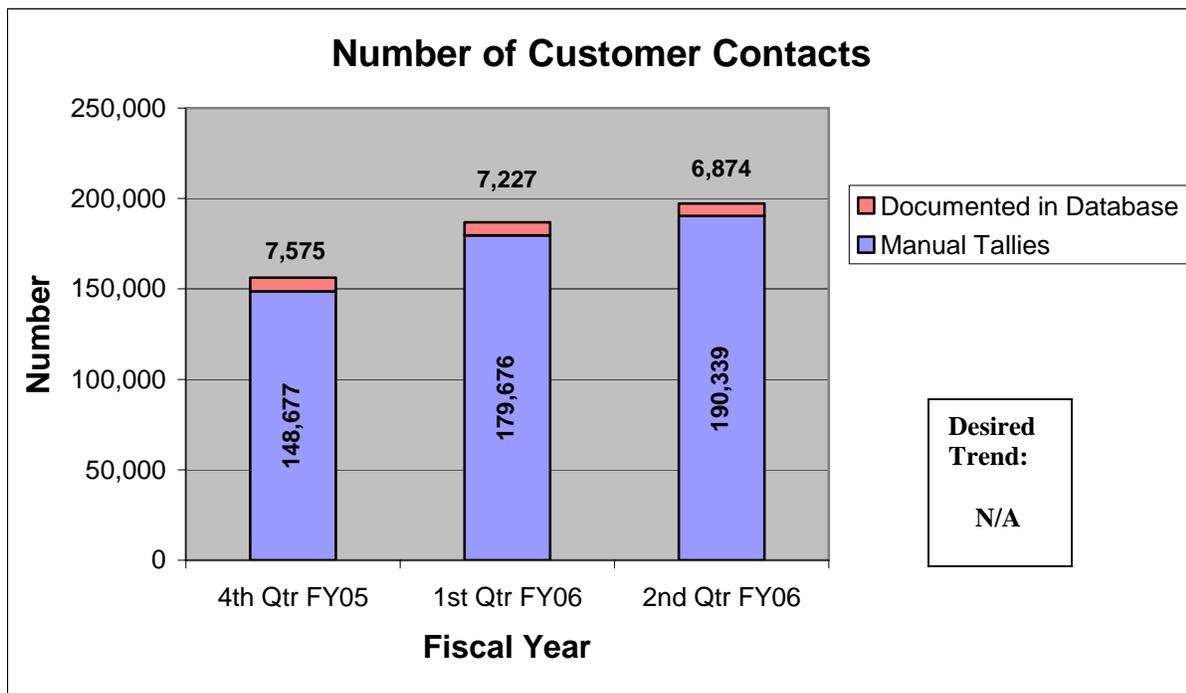
This measure tracks the number of customers who contact MoDOT. A customer contact is defined as any customer who contacts MoDOT via email, telephone, or letter through the customer service centers, highway safety, human resources, and motor carriers.

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:

This quarter's increase comes from the Motor Carriers Services unit. They fielded more than 108,000 contacts this quarter, including nearly 50,000 in December to handle end-of-the-year registration requirements.



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

Percent of documented customer requests completed within 24 hours

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: Jeff Briggs, Community Relations Coordinator

Purpose of the Measure:

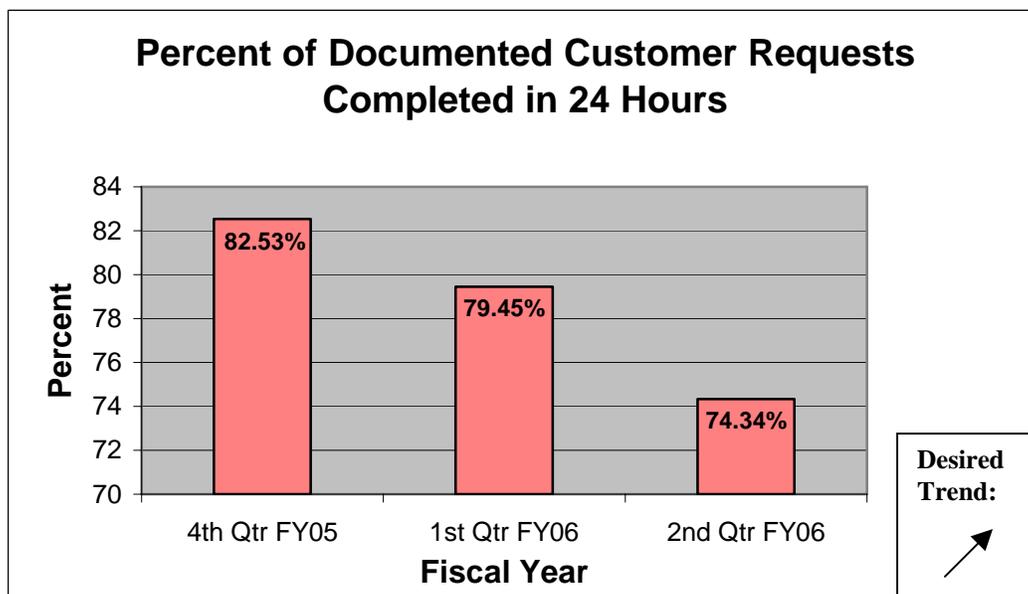
This measure tracks how quickly MoDOT completes tasks requested by its customers through the customer service centers. This gauges if MoDOT's customer service delights its customers.

Measurement and Data Collection:

This information is reported 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. The purpose of documenting these is to allow MoDOT to report on the types of calls it is receiving from its customers, use this data for support in decision making, and share this data with its planning partners so they can use it for support in decision making.

Improvement Status:

About 90 percent of our total customer contacts are completed within 24 hours. These are simple phone call transfers, questions, or requests for general information. The other 10 percent of our customer contacts are documented in a database that tracks the request. That 10 percent is what's tracked here. We're concerned that this number is dropping, so we're working with customer service reps to make sure completed tasks are documented quickly, and with maintenance and traffic staffs to complete customer requests as soon as practical.



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:

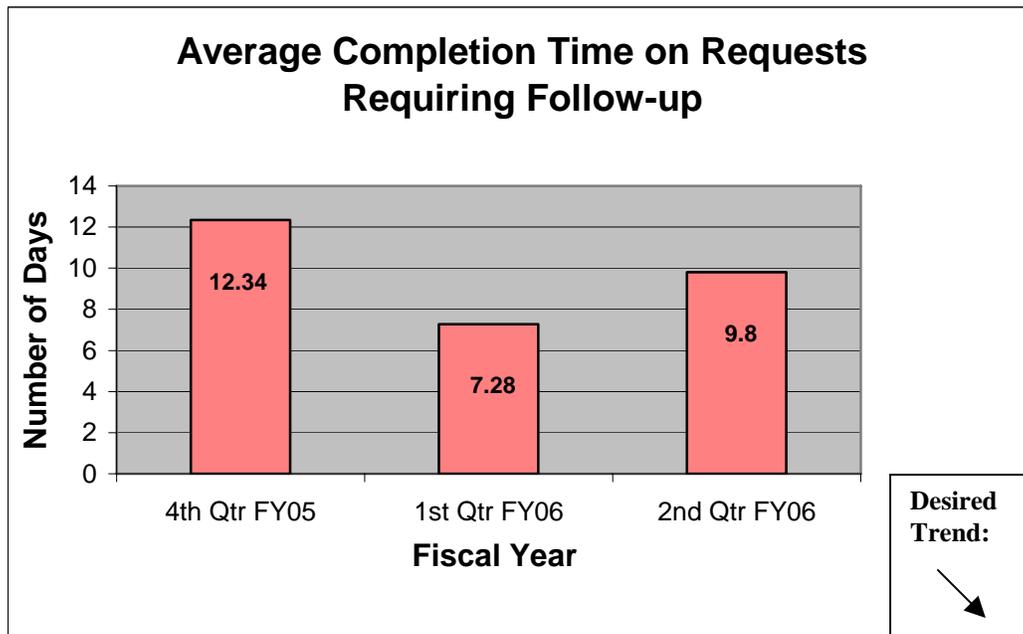
This measure tracks MoDOT's responsiveness and follow up on customers' inquiries that are received through the customer service centers and documented in the database. This measure tracks all contacts that are not responded to within 24 hours and that require further follow up.

Measurement and Data Collection:

This information is generated through the customer service center database that has been revised to provide additional measurement information. Customers who contact MoDOT through the 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:

We're concerned that response time has gone up this quarter. We're working with districts, reminding maintenance and traffic staff to complete these requests as soon as practical. We're also reviewing guidelines for entering completion times with statewide customer service reps, to make sure the definition of "completed" is consistent.



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