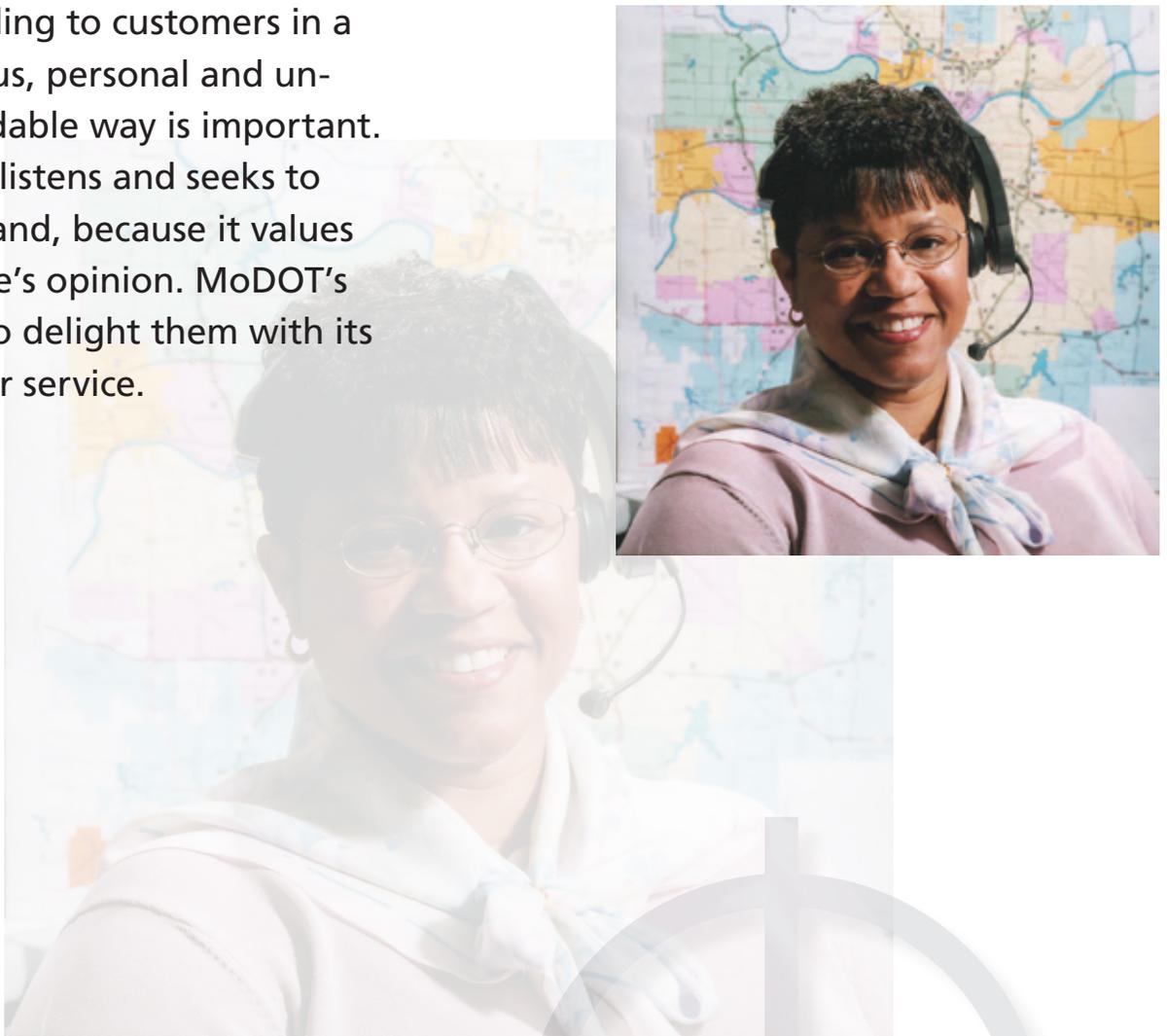

Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound)

*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:

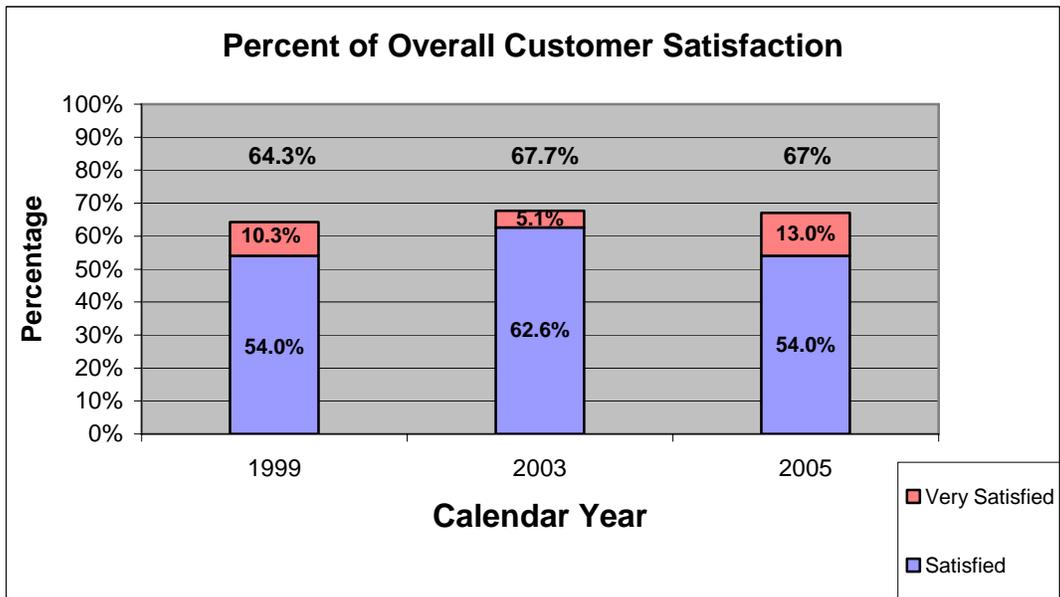
This measure tracks MoDOT’s progress toward the mission of delighting its customers.

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. An independent study completed by Missouri State University in July and August, 2005, found that 75 percent of those surveyed were satisfied with the services MoDOT provides. Of this number, 19 percent were very satisfied. Though the MSU study provides supporting data, only MoDOT sponsored data collection efforts are used to report the department’s progress in this measure. New data will be collected in Spring 2006.

Improvement Status:

Overall customer satisfaction results remained within four percentage points of the current 67% in the last three MoDOT survey periods, however, the percentage of those who are “very satisfied” has increased. The MSU study and conversations with MoDOT customers indicate that the department’s Smooth Roads Initiative, project acceleration and selection of new major projects made possible by the passage of Amendment 3, greatly influence the positive trend in customer satisfaction.



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

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

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: DeAnne Bonnot, Community Relations Coordinator

Purpose of the Measure:

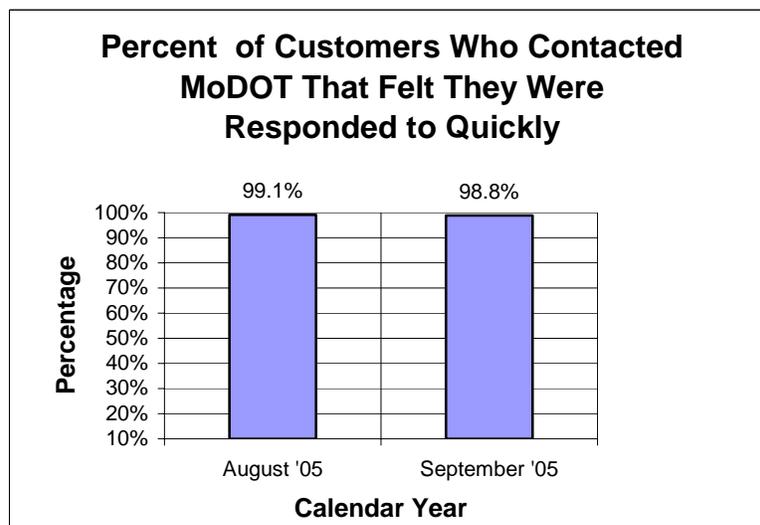
This measure indicates whether customers are comfortable with MoDOT customer service's speed of response to their inquiries.

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 first month, 115 surveys were completed. In September, 80 surveys were taken. Only one negative response was received in each month. The survey results are limited in a number of ways. The performance of only one segment of MoDOT's employee base was evaluated with very few surveys completed. While the telephone survey continues, a "secret shopper" program, like those used by retail and other businesses, will gather further information.

Improvement Status:

Nearly all customers surveyed, 99 percent overall, felt Customer Service responded to their calls promptly. While pleased with the results, MoDOT knows improvements can be made in regard to this measure. A statewide customer service team is researching system tools that, when implemented, help customer service representatives know when and how many customers are holding in a queue. This information will also help employees schedule breaks and meetings for normally slower periods.



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

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

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: DeAnne Bonnot, Community Relations Coordinator

Purpose of the Measure:

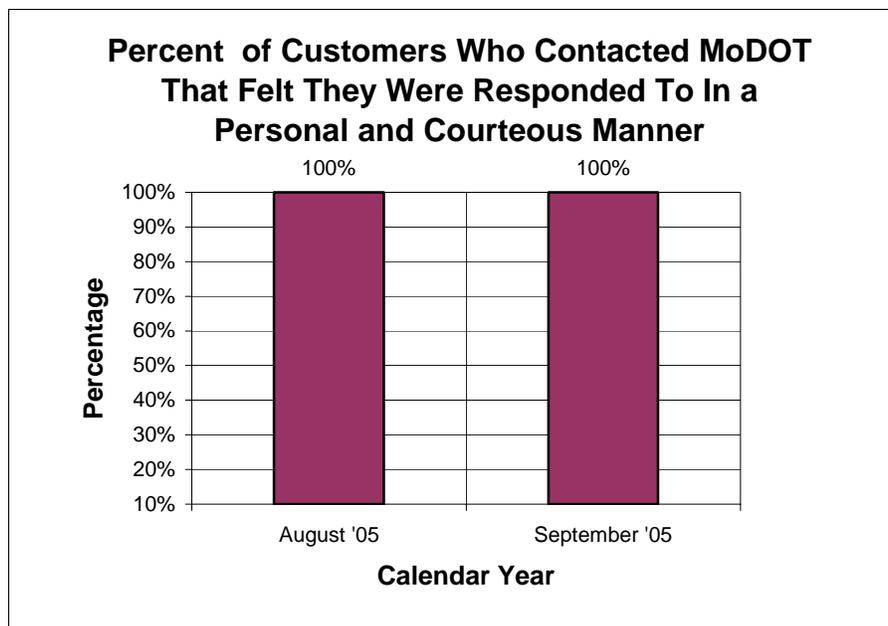
This measure tracks citizens' impressions of MoDOT customer service's basic courtesy when responding to their inquiries.

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 first month, 115 surveys were completed. In September, 80 surveys were taken. The survey results are limited in a number of ways. The performance of only one segment of MoDOT's employee base was evaluated with very few surveys completed. While the telephone survey continues, a "secret shopper" program, like those used by retail and other businesses, will gather further information.

Improvement Status:

Every customer surveyed thought MoDOT Customer Services provided personal, courteous service. MoDOT plans to maintain this level of satisfaction. A statewide customer service team was formed to address a number of issues, including training and system tools to help customer service representatives provide personal and courteous responses.



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

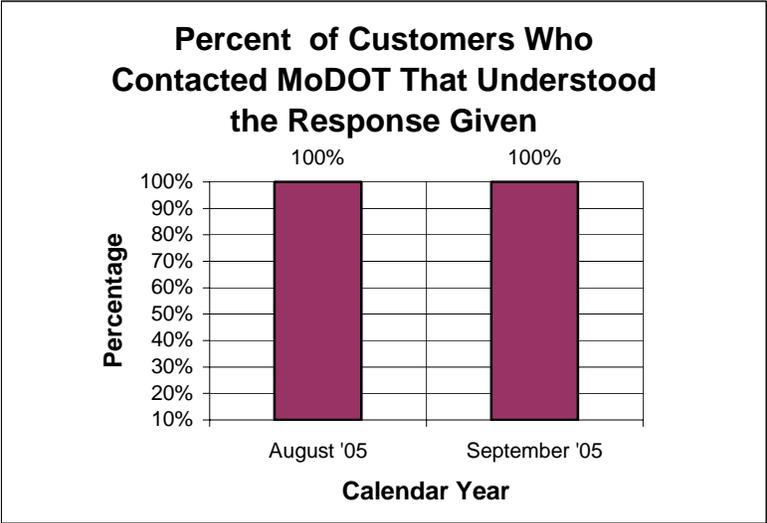
Percent of customers who contacted MoDOT that understood the response given

Result Driver: Shane Peck, Community Relations Director
Measurement Driver: DeAnne Bonnot, Community Relations Coordinator

Purpose of the Measure:
This measure tracks citizens' impressions of the clarity of MoDOT customer service's response to their inquiries.

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 first month, 115 surveys were completed. In September, 80 surveys were taken. The survey results are limited in a number of ways. The performance of only one segment of MoDOT's employee base was evaluated with very few surveys completed. While the telephone survey continues, a "secret shopper" program, like those used by retail and other businesses, will gather further information.

Improvement Status:
MoDOT customers gave Customer Service a perfect rating for this measure. In an effort to exceed expectations, a statewide customer service team updated training materials for customer service representatives and those that provide backup assistance. These materials and other training opportunities give employees techniques they can use to communicate effectively with individual customers.



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

Number of customer contacts

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: Marisa Brown, NE District Public Information Manager

Purpose of the Measure:

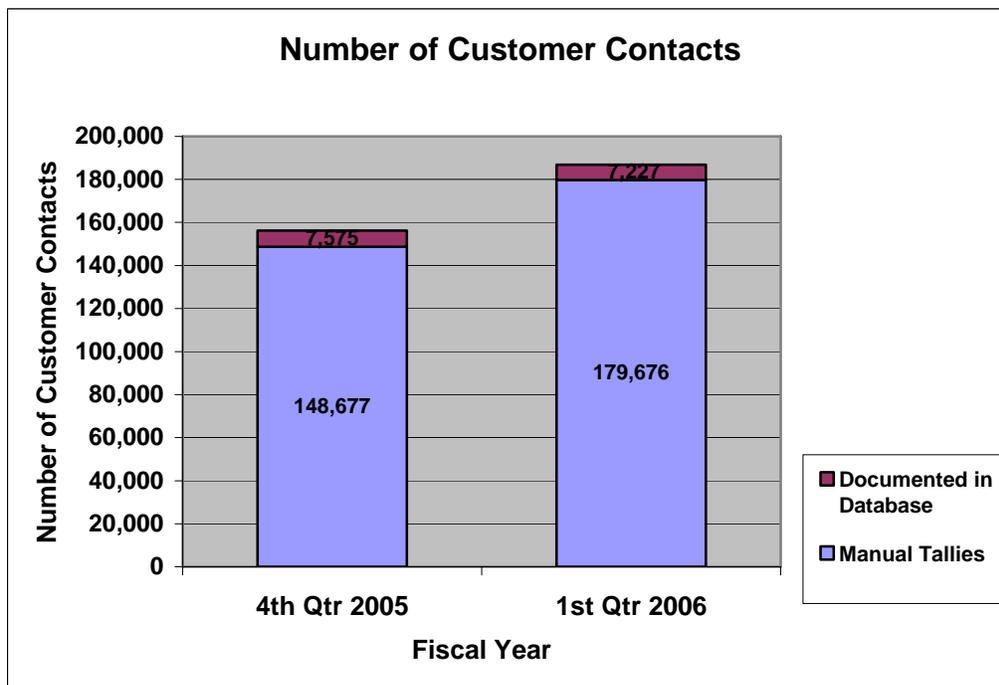
This measure tracks the number of customers who contact MoDOT. A customer contact is defined as any customer who contacts MoDOT via email, telephone, or letter through the customer service centers, highway safety, human resources, and motor carriers.

Measurement and Data Collection:

Each quarter (July 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. Highway Safety and Human Resources is based only from their toll-free number.

Improvement Status:

MoDOT has 70 employees whose primary responsibility is to interact with customers through the telephone, email, letter, or in person. Many activities influence the reasons people contact MoDOT. The increased number of highway maintenance and construction projects across the state is the primary reason the number has increased this quarter.



Desired Trend:

N/A

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: Marisa Brown, NE District Public Information Manager

Purpose of the Measure:

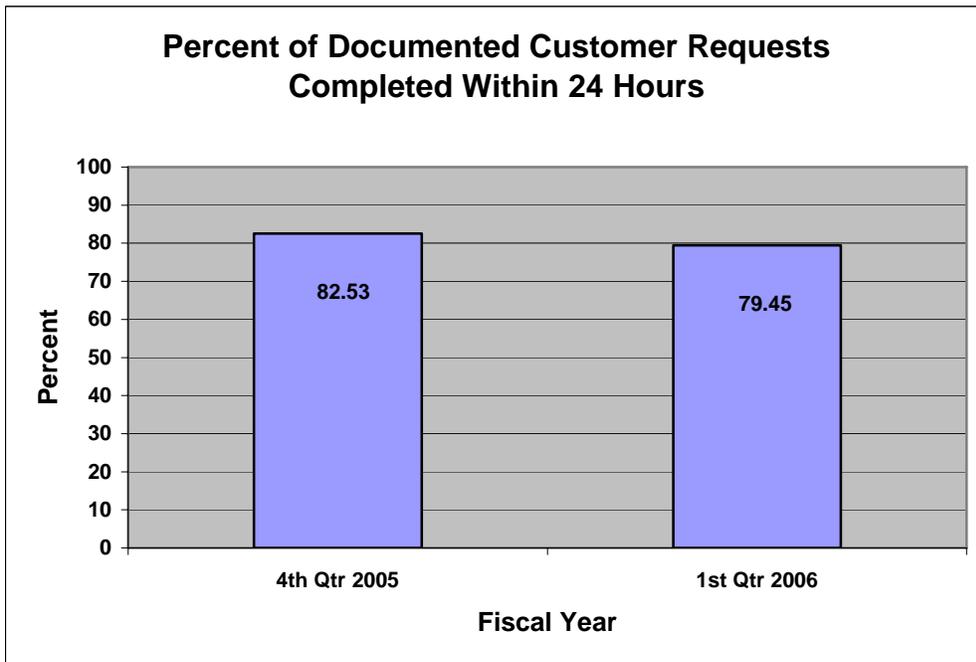
This measure tracks how quickly MoDOT completes tasks requested by its customers through the customer service centers. This gauges if MoDOT's customer service delights its customers.

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:

This measure was changed to reflect more accurately fast responses to our customer requests. About 90% 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% of our customer contacts are documented in a database that tracks the request. We are still refining the processes for documentation of this measure. A statewide team was formed to help facilitate quicker responses. The team is exploring new phone technologies to allow for more timely customer service. Training for customer service representative and other employees is also being developed that will stress the importance of promptly addressing customer requests.



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

Average response time to customers requiring follow up

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: Marisa Brown, NE District Public Information Manager

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.

Improvement Status:

The fact that MoDOT is tracking this information, and that we now have a database in place to accurately track it, is probably the main reason for the improvement this quarter over last quarter. Training is being developed through a statewide customer service team to help employees communicate in a more clear and understandable way.

