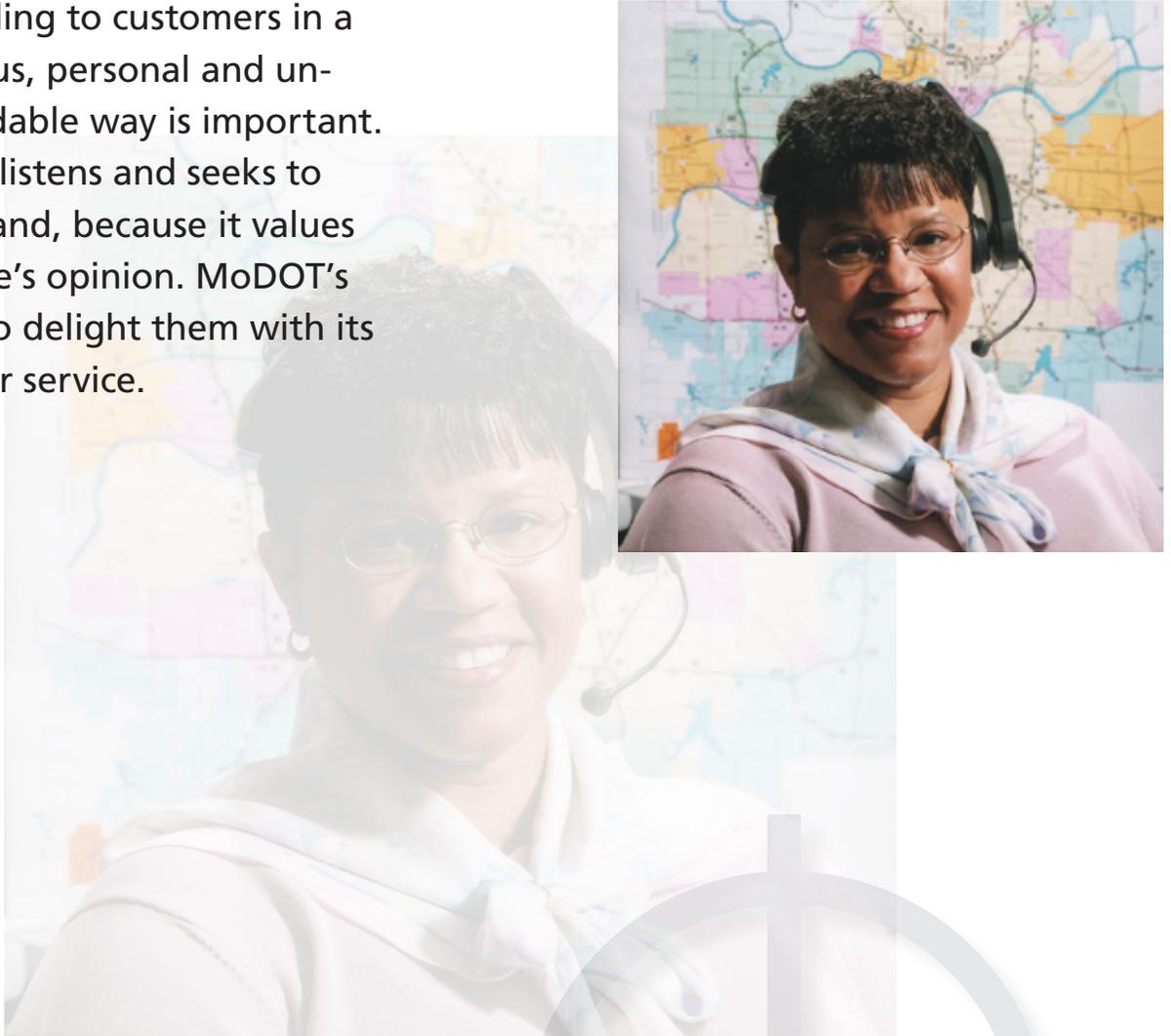

Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound)

*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)

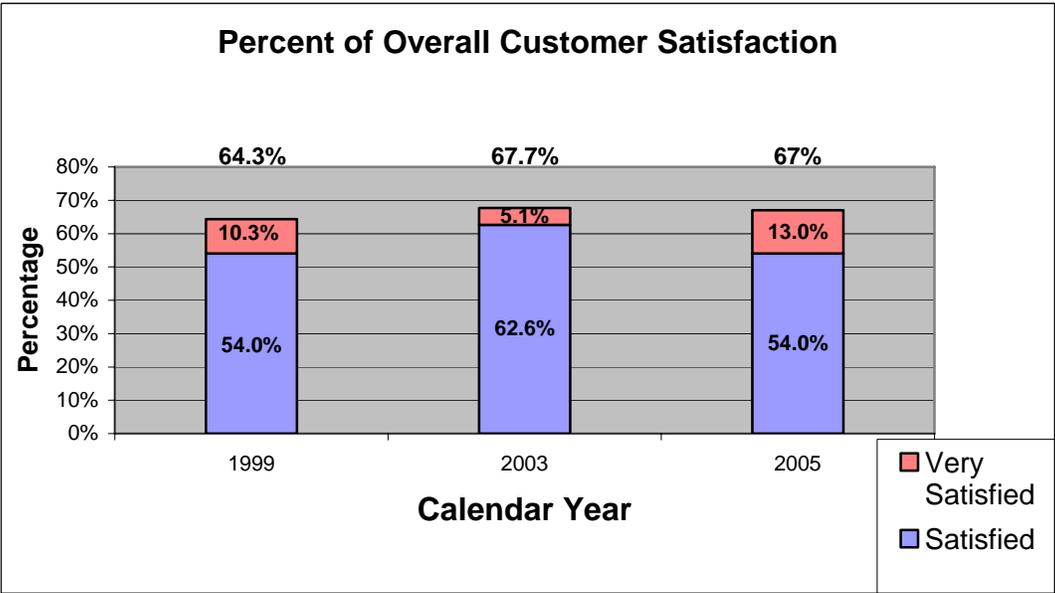
Percent of overall customer satisfaction

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.

Improvement Status:
 Overall customer satisfaction results remained within four percentage points of the current 67% in the last three survey periods, however the percentage of those who are “very satisfied” has increased. Though respondents in the latest study were more likely to be “very satisfied” than at any other measurement period, it appears that “overall” satisfaction is stagnant. MoDOT wants to draw customers from dissatisfaction to “very satisfied”, which could be taken to mean, “delighted”, by improving performance and delivering above expectations on projects such as the Smooth Roads Initiative.



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 began June 6, 2005, however data reporting is delayed. MoDOT's contractor expects to deliver a preliminary report on the first month's results by August 1.

Improvement Status:

**Measure is Under
Development**

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 began June 6, 2005, however data reporting is delayed. MoDOT's contractor expects to deliver a preliminary report on the first month's results by August 1.

Improvement Status:

**Measure is Under
Development**

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 began June 6, 2005, however data reporting is delayed. MoDOT's contractor expects to deliver a preliminary report on the first month's results by August 1.

Improvement Status:

**Measure is Under
Development**

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

Percent of Motorist Assist customers who are satisfied with the service

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: Dan Bruno, Traffic Studies and Corrections Engineer

Purpose of the Measure:

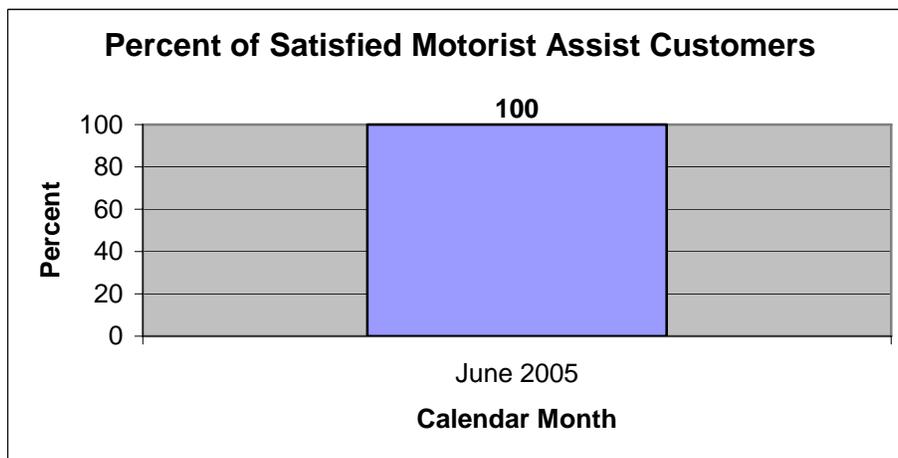
This measure will help to evaluate services provided through MoDOT's Motorist Assist Program, specifically whether the customers who utilize the program are satisfied with the service. Information received will provide direction on how to strengthen the program to better serve our customers and keep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

Measurement and Data Collection:

Motorist Assist Operators began distributing a survey card to customers on June 1, 2005 to collect this data. Data is compiled and tabulated by the Missouri Transportation Institute. Surveys with selections identifying that the service was "probably" or "definitely" valuable were tabulated as "satisfied" for this measure.

Improvement Status:

The data for this measure included responses from 120 pre-printed survey forms that were returned to MoDOT by motorists who used the Motorist Assist service. This initial data concurs with the comments that have been historically provided by customers on prior comment forms. Although currently at 100% satisfaction, the desired trend for this measure will be for satisfaction to remain at or near 100% as more surveys are received and included in the data.



**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: Marisa Brown, NE District Public Information Manager

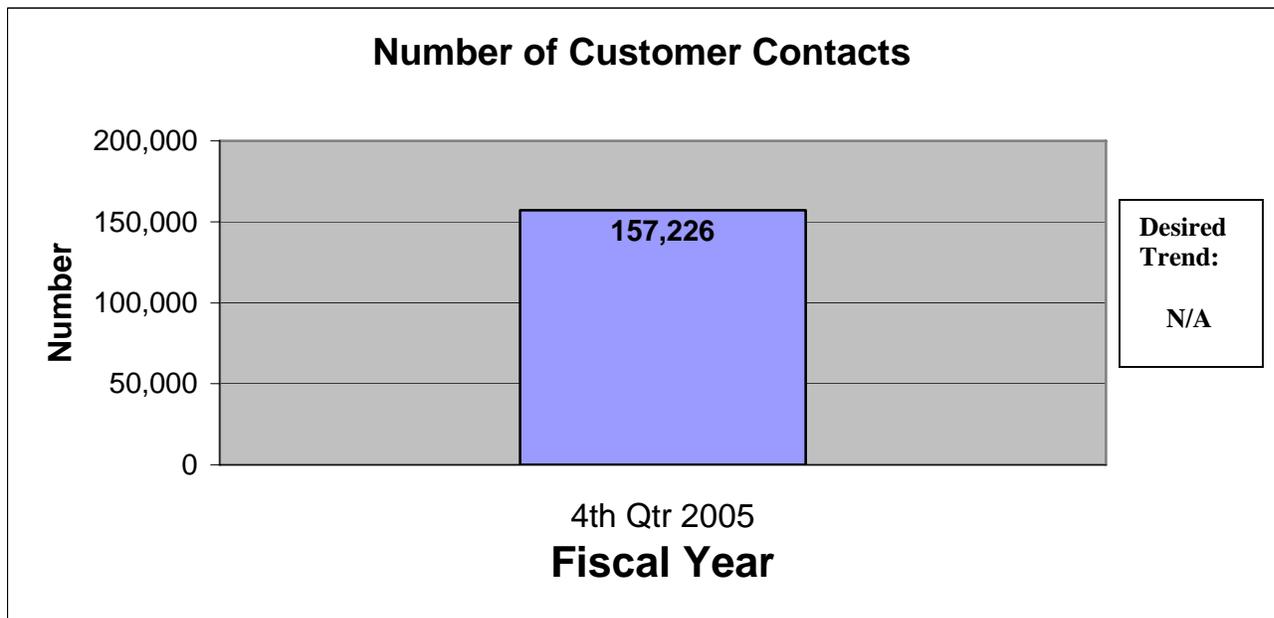
Purpose of the Measure:

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: Since this is the first quarter the information has been available, information and a comparison will be provided in the next Tracker report. However, it must be noted that 56% of the calls came through our customer service centers, and 44% came through Motor Carrier Services (less than 1% came through Human Resources and Highway Safety).



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

Number of customer inquiries answered within 24 hours

Result Driver: Shane Peck, Community Relations Director

Measurement Driver: Marisa Brown, NE District Public Information Manager

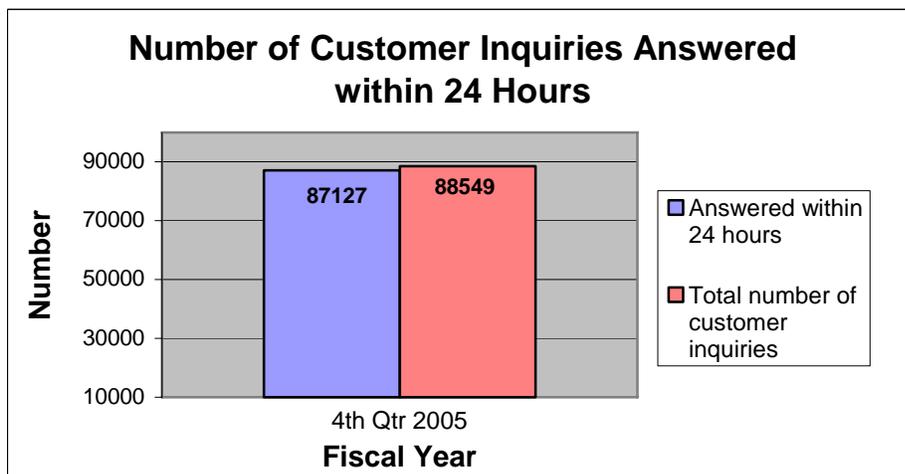
Purpose of the Measure:

This measure 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 documented customer inquiries (call reports – typically require additional research and cannot be answered immediately) plus manual tick marks which indicate the customer's request was answered immediately.

Improvement Status: After monitoring for three months, data shows that when the tick mark number is included, representative of about 90% of all customer contacts and are answered immediately, the percentage of customer inquiries answered or completed within 24 hours is consistently above 98%. To accurately track personal and fast responses, a call must be fully documented and a call report must be entered. These are reports that typically require follow up; something the customer service representative must find out from someone else or some physical task must be completed. For these reasons, it is recommended the measurement be modified to be reflective only of those customer inquiries that require a call report. For example, if data were reported this month using the number of customer call reports answered or completed within 24 hours compared to all call reports, the rate would be 79%. This allows room to improve response time. **Recommending new measurement: Number of documented customer inquiries completed within 24 hours**



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

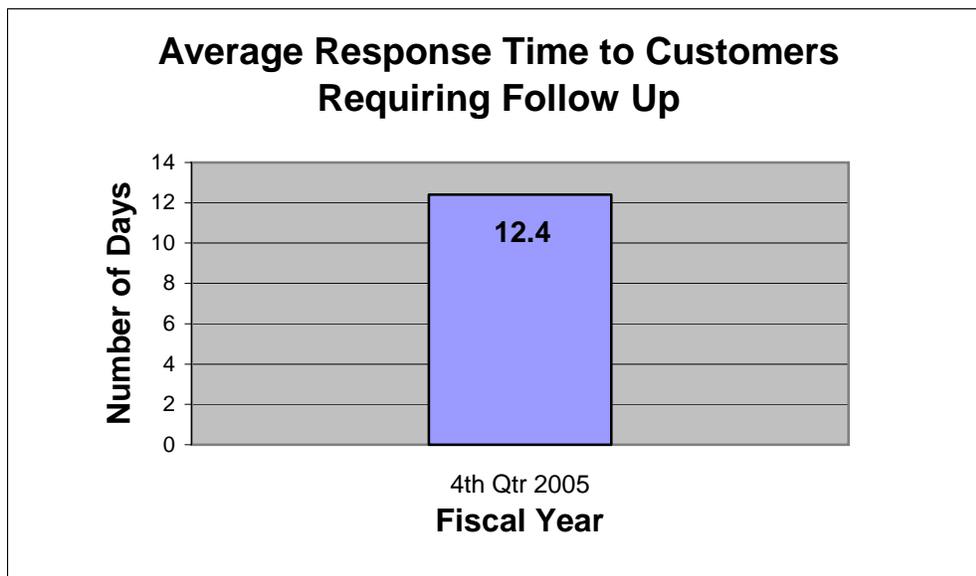
Purpose of the Measure:

This measure will track MoDOT's responsiveness and follow up on customers' inquiries that are received through the customer service centers and documented in the database. This measure will track all contacts that are not responded to within 24 hours and 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. Customers who contact MoDOT through the customer service center, have an issue that is documented in the database as a call report, and this issue cannot be answered immediately or responded to within 24 hours, will be tracked for average response time.

Improvement Status: Since this is the first quarter this information has been available, more information and comparison will be provided in the next Tracker report. However, it must be noted that within this quarter, the average response time improved from 17.38 days in April, to 14.73 days in May, to 5.07 days in June.



Desired Trend:



