

Customer Satisfaction Survey Summary Report

In 2011, INDOT conducted a satisfaction survey of our primary customers. The survey measured what our customers – Hoosier taxpayers – think of the job we do.

More than 2,000 Hoosiers were surveyed and we obtained responses from at least 200 people in each of the six INDOT districts. In order to help interpret the results, the same survey was given to 300 residents in Ohio, Michigan, Illinois, and Kentucky, enabling INDOT to compare the responses of Hoosiers to those of residents in neighboring states.

The survey provided good news. In general, Hoosiers are satisfied with INDOT's performance. When asked how satisfied they are with INDOT's performance during the past two years, 64% of Hoosiers reported they are satisfied or very satisfied, compared with only 55% in the surrounding states. Only 9% reported they are dissatisfied, just slightly more than half the 17% dissatisfaction level reported for neighboring state DOTs.

Despite some unavoidable inconvenience associated with considerable Indiana construction activity during the past two years, part of INDOT's Major Moves program, Hoosiers were noticeably more satisfied with the construction process than were residents of the neighboring states. For example, 59% of Hoosiers were satisfied with INDOT's efforts to notify the public about construction projects in advance, compared to 52% in neighboring states, while 54% of Hoosiers were satisfied with INDOT's efforts to minimize disruption to communities during construction, compared to only 47% in the adjoining states.

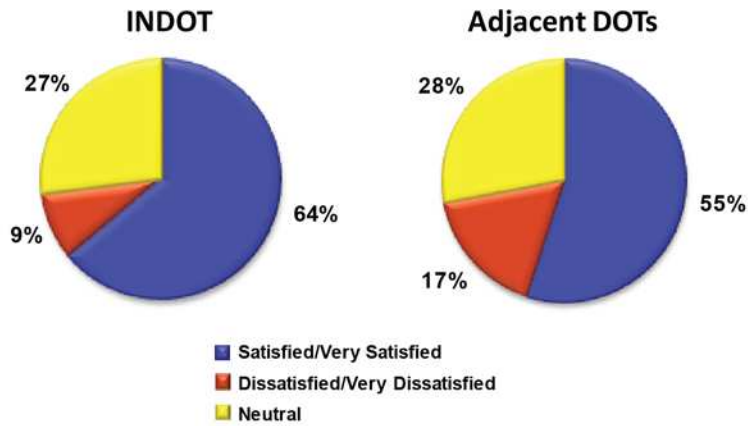
Snow and ice removal is often considered by drivers to be a weakness of DOTs, but 64% of Hoosiers said they were satisfied or very satisfied with INDOT's performance of this service, and only 13% said they were dissatisfied.

Safety is a key component of INDOT's overall mission: "INDOT will plan, build, maintain and operate a superior transportation system enhancing safety, mobility, and economic growth." Fully 86% of Hoosier drivers reported they feel safe driving on highways in Indiana.

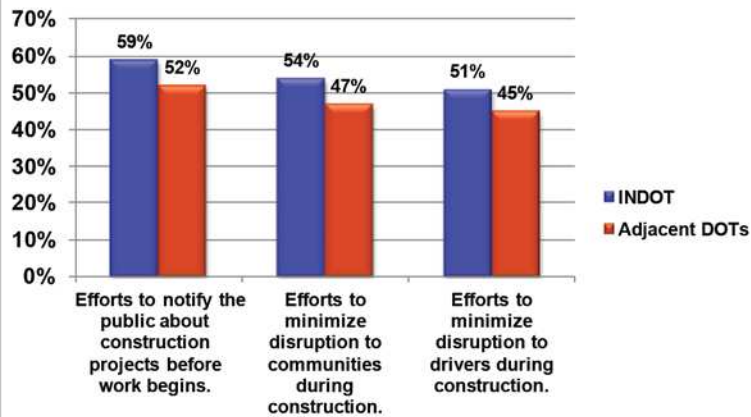
INDOT will not rest on its accomplishments. The responsibilities of maintaining our highways and bridges, and enhancing safety, mobility, and economic growth, remain ones to which INDOT employees are dedicated and on which they will continue to focus in the years ahead.



How Satisfied Are You With The Job Your DOT Has Done In The Past Two Years?



Satisfaction With DOTs Performance With Management Of Various Construction Items



Satisfaction Level of Snow & Ice Removal

