Percent of Customers Satisfied with Work Zones

Missouri Department of Transportation Approach
Tracker
Measures of Departmental Performance

2005 – Present

- Eight Tangible Results

- Work Zone Related Measures
  - Percent of Customers Satisfied with Work Zones
  - Work Zone Impacts to Traveling Public
  - Number of Fatalities and Injuries in Work Zones
Percent of Work Zones Meeting Expectations for Traffic Flow and Visibility

Visibility and Mobility Worksheet (2005-2008)

- Technical survey performed personnel with in depth knowledge of work zones.
- Seven categories for Visibility
- Two categories for Mobility (Traffic Flow)
- 33 questions within the worksheet
- Meeting 99% Expectations
Percent of Work Zones Meeting Expectations for Traffic Flow and Visibility

Customer Surveys (2009-2011)

- Upper Management was concerned if true expectations were being measured
- Not true customer expectations: public
- Nine question survey
- Customers: traveling public and non-technical MoDOT personnel
- Available through MoDOT Internet site and/or hard copies
- By 2011, Work Zones meeting expectations were high: +95%
Percent of Customers Satisfied with Work Zones

Customer Surveys (2011-Present)

- With an increase of public input of work zones the non-technical MoDOT personnel input is reported separately
- Now it is a true customer expectations
- Five question survey
- Available through MoDOT Internet site and/or hard copies
Customer Survey Questions

1. Did you have enough warning before entering this work zone?
2. Did the signs provide clear instructions?
3. Did the cones, barrels, or striping guide you through the work zone?
4. Did you make it through the work zone in a timely manner?
   If “No”, please provide the reason for the rating.
5. Were you able to travel safely in the work zone?
   If “No”, please provide the reason for the rating
MoDOT Work Zone
Customer Survey

Your Name:

MoDOT strives to provide excellent customer service. If you wish to be contacted with regards to any comments/questions you provide with this survey, please submit your phone number and/or email allowing a staff member to respond.

Phone Number:

Email Address:

Are you a MoDOT Employee?  YES ☐  NO ☐

County:  

Select county  

If county is unknown, type Unknown in the field above.

Road/Highway Name & Direction:

Nearest Intersection:

Date Traveled:  

Time:  

AM ☐  PM ☐
1. Did you have enough warning before entering this work zone?
   YES  NO

2. Did the signs provide clear instructions?
   YES  NO

3. Did the cones, barrels, or striping guide you through the work zone?
   YES  NO  None Present

4. Did you make it through the work zone in a timely manner?
   YES  NO
   If no, please explain: (2000 characters max)

5. Were you able to travel safely in the work zone?
   YES  NO
   If no, please explain: (2000 characters max)

Additional Comments:
(Maximum characters: 2000): You have 2000 characters left.

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**Weather:**
- Clear
- Cloudy
- Rain
- Snow
- Ice
- Windy

**Vehicle:**
- Car/Pickup
- Recreational
- Commercial

**How did you learn of our survey:**
- MoDOT Website
- Media
- Work Zone message sign
- Provided by MoDOT staff/flagger
- Received by mail
- Other
  If other, please explain:

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Submit  Clear Form
Customer Surveys

- Data is collected into Cognos Connection database
- Obtain data from minutes (internet) to couple days (hard copy)
- Information from Customer Surveys can be given to districts within 24 hours during week or on Monday after the weekend.
- All concerns are sent to District Work Zone Coordinator within 24 hours. This provides districts opportunity to address issues.
- Traffic division interprets and processes data from database. District have access to the data also.
Customer Surveys

- 2,834 customer surveys collected since 2010

Public Involvement

- Availability on internet
- Media information during Work Zone Awareness Week
- Ask to rate work zone at the project via Static Signs
- Survey cards at Welcome Centers and Flagging Operations
- Mass Mailings on Project Specific (High-Profile) – 15% Return Rate
**Work Zone Customer Survey**

**Road/Highway and direction:**

**County:**

**Date:**

**Time:** am/pm

1. Did you have enough warning before entering the work zone?  
   - Yes  
   - No

2. Did the signs provide clear instructions?  
   - Yes  
   - No

3. Did the cones/barrels or signs guide you through the work zone?  
   - Yes  
   - No  
   - N/A

4. Did you make it through the work zone in a timely manner?  
   - Yes  
   - No

5. Were you able to travel safely in the work zone?  
   - Yes  
   - No

**Weather:** Clear  Cloudy  Rain  Snow  Ice  Windy

**Vehicle:** Commercial  Recreational  All Others

**How did you receive this survey?**

**Work Zone**  Rest Area  MoDOT Meeting  Received in mail  Other

**Additional Comments:**

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**Rate Our Work Zone**

For a response, please provide your name and contact information:
Percent of customers satisfied with work zones - 5g

Result Driver: Mara Campbell, Customer Relations Director
Measurement Driver: Dan Smith, Traffic Management & Operations Engineer

Purpose of the Measure:
Work zones are designed to allow the traveling public the ability to travel safely through the work area with minimal disruption. This measure tracks how well the department meets customer expectations in nine aspects of work zone design.

Measurement and Data Collection:
The Work Zone Customer Survey is located on the MoDOT website at: www.modot.mo.gov/workzones/Comments.htm. This measure is updated quarterly.

Customers indicated whether they agreed that:
- Signs provided enough warning.
- Signs provided clear instruction.
- Channelizers provided proper guidance.
- Travel through the work zone was timely.
- The traveler felt safe in the work zone.

Improvement Status:
For Jan – Mar 2013, fifty customer surveys were received, which is an increase of seven from same time last year.

Overall, customer satisfaction for first quarter 2013 saw a decrease of 13% from calendar year 2012 to 76%.

Customer satisfaction with safety saw an 18% drop from calendar year 2012. Predominantly, the decrease came from a bridge project that used signals for one-lane, one-way traffic control.

Customer satisfaction with timeliness also experienced a 9% decrease this quarter.
Concerns from Surveys

- Queuing outside the work zone limits
- Request of early warning of queues
- Speed limit has been commented as being too low or too high
- Why is there a work zone present and/or restrictions when workers are not present
- Personnel procedures not being followed: flagging
Use of Information

- Nine customers reported of being upset of the timing of signals at a bridge on March 27. MoDOT and contractor worked on the timing on the 28th. One survey was received on the 29th thanking us on fixing the timing. There has not been a negative survey of the bridge since.

- Another bridge project had 64 lane closures to bring in girders with many closures lasting 20+ minutes. The closures were advertised in paper, radio, and on roadway via CMS boards. No recorded customer surveys of the project.

- 8-mile projects with multiple lane closures which would open and close 3-lanes to 2-lane periodically causing long delays. Customers request to keep two lanes open throughout the project and the district obliged. The district did not received a customer concern after the change.
Work Zone impacts to Traveling Public measure indicates how well significant work zones are performing.

Customer Surveys will capture the overall responses at significant work zones.
Questions?

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