May 18, 2018

Ms. Ursula Parks  
Director  
Legislative Budget Board  
P.O. Box 12666  
Austin, Texas 78711

Ms. Sarah Hicks  
Director  
Governor’s Office of Budget & Policy Division  
P.O. Box 12428  
Austin, Texas 78711

Dear Ms. Parks and Ms. Hicks:

In accordance with statutory requirements, the Texas Department of Transportation (TxDOT) provides the enclosed Report on Customer Service. TxDOT will include this information as Schedule G in the 2019-2023 TxDOT Strategic Plan.

In March 2018, TxDOT hired Cooper Consulting Company to conduct an anonymous customer satisfaction survey and prepare a report to satisfy the requirements of this code. Cooper Consulting conducted the survey from April 2 through April 14, 2018. The survey collected feedback on the public’s satisfaction with TxDOT’s business services, including TxDOT facilities, staff, communications, website, complaint-handling processes, timeliness and printed information.

The attached presentation provides details from the survey. Below are some highlights and lowlights that TxDOT staff has shared with the Texas Transportation Commission:

- The total response rate was 12.3%, which is well above the normal survey response average of 6-8% (the response rate was 6% for the 2016 survey).
- The survey team sent more than 10,000 emails to TxDOT customers inviting them to participate in the survey. In addition, TxDOT received three valid responses via the link on TxDOT.gov.
- The overall satisfaction score with TxDOT dropped to 65%, a 10% decrease from the 2016 survey. TxDOT anticipated such a result because the survey team broadened the distribution beyond core TxDOT customer groups.
- The “General Public” category of respondents are those customers who had previously submitted a complaint via TxDOT’s TRACK/CSTAR systems so, expectedly, the satisfaction rate of that group with TxDOT is much lower than the other surveyed groups.
- All of the surveyed groups were pleased with their interactions with TxDOT employees – the overall satisfaction rating with TxDOT staff is 80%.
- Our external website, TxDOT.gov, received an overall satisfaction rating of 68%.
- The lowest overall rating TxDOT received was regarding how complaints are handled – with a 57% satisfaction rating. The lowest ratings in this category came from the ‘General Public’ group, including those who provided negative feedback about the department when asked as they visited the Travel Information Centers (TICs).
- Those who visited the TICs continued to have a favorable feeling about the centers themselves (the overall satisfaction rating with the Travel Information Centers is 89%)
The key takeaway from this survey is that TxDOT's customers are very satisfied with the work performed by TxDOT employees. That said, TxDOT will take a closer look and determine a clear path forward on how TxDOT can improve its responses to and handling of complaints going forward.

If you have any questions or suggestions or need additional information, please contact me at (512) 305-9515. If your staff has any questions, please have them contact Jerry Haddican, Director of the Government Affairs Division, at (512) 936-7584.

Sincerely,

James M. Bass
Executive Director

Enclosure

cc: Texas Transportation Commission
    Jerry Haddican, Director, Government Affairs Division
CUSTOMER SATISFACTION SURVEY

Conducted for the Texas Department of Transportation (TxDOT)

Prepared by
Cooper Consulting Company
May 2018
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
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<td>Description of Study</td>
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<td>Summary of Findings</td>
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<td>FY 2018 Visitor Survey – TxDOT Travel Information Centers</td>
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<td>Methodology</td>
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<td>6</td>
<td>Limitations of Survey</td>
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<td>7</td>
<td>Survey Questions</td>
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<tr>
<td>8</td>
<td>Graphical Summary by Customer Group</td>
</tr>
</tbody>
</table>
Introduction

- **Purpose**
  - State of Texas agencies and institutes of higher education are required to evaluate Customer Service and provide a report to the Office of the Governor and the Legislative Budget Board (Texas Government Code, Chapter 2114)

- **Scope**
  - Agency report on Customer Service must contain five elements:
    - Inventory of external customers served by each strategy listed in the 2018-19 General Appropriations Act
    - Brief description of information-gathering methods
    - Chart detailing levels of customer-determined service quality
    - Analysis of the findings
    - Performance measure information
### Description of Study

- **Primary objective:** develop, disseminate, compile, and prepare into a final report a customer inventory and satisfaction scorecard

<table>
<thead>
<tr>
<th>Customer Group</th>
<th>Types of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Governments (MPO, RMA, COG, County and Municipal Officials)</td>
<td>Local government projects; coordination</td>
</tr>
<tr>
<td>Public Involvement (attendees of districts’ public involvement meetings)</td>
<td>Transportation planning and projects</td>
</tr>
<tr>
<td>Texas Highways Magazine</td>
<td>Subscribers, advertisers</td>
</tr>
<tr>
<td>Travel Information Centers</td>
<td>Walk-in visitors</td>
</tr>
<tr>
<td>General Public (who have complained to TxDOT in past six months, captured in department’s complaint system, TRACK)</td>
<td>Areas of interest include: construction, maintenance, toll road billing, traffic safety, crash reports, website</td>
</tr>
<tr>
<td>TxTag Customers*</td>
<td>Processing/collecting of tolls electronically, Customer Service Call Center</td>
</tr>
</tbody>
</table>

*As approved by TxDOT, TxTag customers are represented across multiple groups and do not have a standalone category for report*
Description of Study (cont.)

- **Information Gathering Methods**
  - TxDOT engaged Cooper Consulting Company (Cooper) to conduct an anonymous survey and to prepare a report
  - Survey questions provided by TxDOT
    - 2016 and 2014 surveys used the same questions
  - Survey completed over two-week period
    - Bulk of survey solicitations were during April 2 – April 14, 2018
    - One group (185 email addresses) was missed in initial period; those addresses had survey period April 20 – April 25, 2018

- **Improving the Survey Process**
  - Project to perform survey was initiated March 13, 2018, and final report was due May 8, 2018
    - More time to gather customer lists and create larger customer groups might have improved the accuracy of the population sampling
### Table A-1 Summary of Survey Responses (email and website)

<table>
<thead>
<tr>
<th>Customer Group</th>
<th>Number in Initial Mailing</th>
<th>Number Undeliverable</th>
<th>Number of Surveys Delivered</th>
<th>Number Responding</th>
<th>Response Rate</th>
<th>Number Refusing to Participate*</th>
<th>Refusal Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Public</td>
<td>2,667</td>
<td>2</td>
<td>2,665</td>
<td>592</td>
<td>22.2%</td>
<td>94</td>
<td>3.5%</td>
</tr>
<tr>
<td>Local Governments</td>
<td>4,973</td>
<td>0</td>
<td>4,973</td>
<td>424</td>
<td>8.5%</td>
<td>103</td>
<td>2.1%</td>
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<tr>
<td>Public Involvement</td>
<td>506</td>
<td>2</td>
<td>504</td>
<td>63</td>
<td>12.5%</td>
<td>12</td>
<td>2.4%</td>
</tr>
<tr>
<td>Texas Highways Magazine</td>
<td>2,288</td>
<td>0</td>
<td>2,288</td>
<td>208</td>
<td>9.1%</td>
<td>48</td>
<td>2.1%</td>
</tr>
<tr>
<td>Travel Information Centers</td>
<td>146</td>
<td>0</td>
<td>146</td>
<td>11</td>
<td>7.5%</td>
<td>2</td>
<td>1.4%</td>
</tr>
<tr>
<td>Total from email solicitations</td>
<td>10,580</td>
<td>4</td>
<td>10,576</td>
<td>1,298</td>
<td>12.3%</td>
<td>259</td>
<td>2.4%</td>
</tr>
<tr>
<td>Website surveys completed**</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total survey responses</td>
<td></td>
<td></td>
<td></td>
<td>1,301</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*The number refusing to participate is the total of individuals who opted out of the survey.

** Surveys submitted through TxDOT web site are included in “Public Involvement” customer group for numeric evaluations throughout this report.
# Summary of Findings - % Satisfaction

## Table 1: Percentage with TxDOT’s Services by Customer Group

<table>
<thead>
<tr>
<th>Customer Group</th>
<th>Overall Satisfaction TxDOT</th>
<th>Overall Satisfaction District Office</th>
<th>Staff</th>
<th>Complaint Handling</th>
<th>Communications</th>
<th>Internet Site</th>
<th>Timeliness</th>
<th>Offices</th>
<th>Publications</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Customer Groups Combined*</td>
<td>65%</td>
<td>69%</td>
<td>80%</td>
<td>57%</td>
<td>69%</td>
<td>68%</td>
<td>68%</td>
<td>78%</td>
<td>78%</td>
</tr>
<tr>
<td>General Public</td>
<td>37%</td>
<td>43%</td>
<td>63%</td>
<td>42%</td>
<td>49%</td>
<td>55%</td>
<td>44%</td>
<td>57%</td>
<td>58%</td>
</tr>
<tr>
<td>Local Governments</td>
<td>71%</td>
<td>75%</td>
<td>86%</td>
<td>60%</td>
<td>74%</td>
<td>70%</td>
<td>72%</td>
<td>83%</td>
<td>80%</td>
</tr>
<tr>
<td>Public Involvement</td>
<td>77%</td>
<td>80%</td>
<td>83%</td>
<td>65%</td>
<td>73%</td>
<td>61%</td>
<td>70%</td>
<td>78%</td>
<td>83%</td>
</tr>
<tr>
<td>Texas Highways Magazine</td>
<td>79%</td>
<td>80%</td>
<td>85%</td>
<td>67%</td>
<td>80%</td>
<td>80%</td>
<td>79%</td>
<td>82%</td>
<td>86%</td>
</tr>
<tr>
<td>Travel Information Centers</td>
<td>89%</td>
<td>80%</td>
<td>74%</td>
<td>42%</td>
<td>64%</td>
<td>50%</td>
<td>73%</td>
<td>73%</td>
<td>75%</td>
</tr>
</tbody>
</table>

* Weighted estimate
Q9 – Overall Satisfaction with TxDOT

Figure 1 - Overall Satisfaction with TxDOT (Q9)

All Customer Groups Combined* (97% gave opinion)
*Weighted estimate

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>65%</td>
<td>15%</td>
<td>21%</td>
</tr>
</tbody>
</table>

Travel Information Centers (90% gave opinion)

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>89%</td>
<td></td>
<td>11%</td>
</tr>
</tbody>
</table>

Texas Highways Magazine (96% gave opinion)

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>79%</td>
<td>13%</td>
<td>8%</td>
</tr>
</tbody>
</table>

Public Involvement (97% gave opinion)

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>77%</td>
<td>9%</td>
<td>14%</td>
</tr>
</tbody>
</table>

Local Governments (98% gave opinion)

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>71%</td>
<td>13%</td>
<td>15%</td>
</tr>
</tbody>
</table>

General Public (97% gave opinion)

<table>
<thead>
<tr>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>37%</td>
<td>20%</td>
<td>43%</td>
</tr>
</tbody>
</table>
Figure 2 - Overall Satisfaction with TxDOT Office Interacted With Most (Q8)

- All Customer Groups Combined* (91% gave opinion)
  - *Weighted estimate
  - Satisfied: 69%
  - Neutral: 14%
  - Dissatisfied: 17%

- Travel Information Centers (91% gave opinion)
  - Satisfied: 80%
  - Neutral: 20%

- Texas Highways Magazine (87% gave opinion)
  - Satisfied: 80%
  - Neutral: 14%
  - Dissatisfied: 6%

- Public Involvement (92% gave opinion)
  - Satisfied: 80%
  - Neutral: 7%
  - Dissatisfied: 13%

- Local Governments (96% gave opinion)
  - Satisfied: 75%
  - Neutral: 13%
  - Dissatisfied: 12%

- General Public (83% gave opinion)
  - Satisfied: 43%
  - Neutral: 17%
  - Dissatisfied: 40%
Q1 – Satisfaction with TxDOT Staff

Figure 3 - Satisfaction with TxDOT Staff (Q1)

- All Customer Groups Combined* (92% gave opinion)
  *Weighted estimate
  - Satisfied: 80%
  - Neutral: 12%
  - Dissatisfied: 8%

- Local Governments (97% gave opinion)
  - Satisfied: 86%
  - Neutral: 11%
  - Dissatisfied: 4%

- Texas Highways Magazine (88% gave opinion)
  - Satisfied: 85%
  - Neutral: 11%
  - Dissatisfied: 4%

- Public Involvement (97% gave opinion)
  - Satisfied: 83%
  - Neutral: 12%
  - Dissatisfied: 5%

- Travel Information Centers (89% gave opinion)
  - Satisfied: 74%
  - Neutral: 15%
  - Dissatisfied: 10%

- General Public (83% gave opinion)
  - Satisfied: 63%
  - Neutral: 17%
  - Dissatisfied: 20%
Q2 – Satisfaction with TxDOT’s Handling of Complaints

Figure 4 - Satisfaction with TxDOT's Handling of Complaints (Q2)

- **All Customer Groups Combined** (79% gave opinion): 57% Satisfied, 19% Neutral, 24% Dissatisfied
  - *Weighted estimate
- **Texas Highways Magazine** (63% gave opinion): 67% Satisfied, 20% Neutral, 13% Dissatisfied
- **Public Involvement** (54% gave opinion): 65% Satisfied, 11% Neutral, 24% Dissatisfied
- **Local Governments** (83% gave opinion): 60% Satisfied, 22% Neutral, 18% Dissatisfied
- **Travel Information Centers** (61% gave opinion): 42% Satisfied, 32% Neutral, 26% Dissatisfied
- **General Public** (91% gave opinion): 42% Satisfied, 13% Neutral, 45% Dissatisfied
Q3 – Satisfaction with Communicating with TxDOT Staff

**Figure 5 - Satisfaction with Communicating with TxDOT Staff (Q3)**

- **All Customer Groups Combined** (92% gave opinion)
  - Satisfied: 69%
  - Neutral: 16%
  - Dissatisfied: 15%
  - Weighted estimate

- **Texas Highways Magazine** (86% gave opinion)
  - Satisfied: 80%
  - Neutral: 12%
  - Dissatisfied: 8%

- **Local Governments** (96% gave opinion)
  - Satisfied: 74%
  - Neutral: 17%
  - Dissatisfied: 9%

- **Public Involvement** (90% gave opinion)
  - Satisfied: 73%
  - Neutral: 15%
  - Dissatisfied: 12%

- **Travel Information Centers** (91% gave opinion)
  - Satisfied: 64%
  - Neutral: 28%
  - Dissatisfied: 8%

- **General Public** (91% gave opinion)
  - Satisfied: 49%
  - Neutral: 17%
  - Dissatisfied: 34%
Q4 – Satisfaction with TxDOT’s Primary Internet Site

Figure 6 - Satisfaction with TxDOT's Primary Internet Site (Q4)

- All Customer Groups Combined* (82% gave opinion)
  *Weighted estimate
  - Satisfied: 68%
  - Neutral: 22%
  - Dissatisfied: 11%

- Texas Highways Magazine (89% gave opinion)
  - Satisfied: 80%
  - Neutral: 15%
  - Dissatisfied: 5%

- Local Governments (75% gave opinion)
  - Satisfied: 70%
  - Neutral: 23%
  - Dissatisfied: 7%

- Public Involvement (72% gave opinion)
  - Satisfied: 61%
  - Neutral: 21%
  - Dissatisfied: 18%

- General Public (90% gave opinion)
  - Satisfied: 55%
  - Neutral: 25%
  - Dissatisfied: 20%

- Travel Information Centers (91% gave opinion)
  - Satisfied: 50%
  - Neutral: 33%
  - Dissatisfied: 18%
Q5 – Satisfaction with TxDOT’s Timeliness of Service

Figure 7 - Satisfaction with TxDOT's Timeliness of Service (Q5)

- All Customer Groups Combined* (74% gave opinion)
  *Weighted estimate
  - Satisfied: 68%
  - Neutral: 16%
  - Dissatisfied: 16%

- Texas Highways Magazine (68% gave opinion)
  - Satisfied: 79%
  - Neutral: 13%
  - Dissatisfied: 8%

- Travel Information Centers (68% gave opinion)
  - Satisfied: 73%
  - Neutral: 23%
  - Dissatisfied: 4%

- Local Governments (84% gave opinion)
  - Satisfied: 72%
  - Neutral: 16%
  - Dissatisfied: 12%

- Public Involvement (60% gave opinion)
  - Satisfied: 70%
  - Neutral: 18%
  - Dissatisfied: 12%

- General Public (60% gave opinion)
  - Satisfied: 44%
  - Neutral: 17%
  - Dissatisfied: 39%
Q6 – Satisfaction with TxDOT’s Offices

Figure 8 - Satisfaction with TxDOT's Offices (Q6)

- All Customer Groups Combined* (76% gave opinion)
  - Satisfied: 78%
  - Neutral: 14%
  - Dissatisfied: 8%

- Local Governments (89% gave opinion)
  - Satisfied: 83%
  - Neutral: 12%
  - Dissatisfied: 5%

- Texas Highways Magazine (76% gave opinion)
  - Satisfied: 82%
  - Neutral: 12%
  - Dissatisfied: 7%

- Public Involvement (83% gave opinion)
  - Satisfied: 78%
  - Neutral: 16%
  - Dissatisfied: 6%

- Travel Information Centers (69% gave opinion)
  - Satisfied: 73%
  - Neutral: 8%
  - Dissatisfied: 19%

- General Public (50% gave opinion)
  - Satisfied: 57%
  - Neutral: 22%
  - Dissatisfied: 21%

*Weighted estimate
Figure 9 - Satisfaction with TxDOT’s Printed Information (Q7)

- **All Customer Groups Combined** (73% gave opinion):
  - Satisfied: 78%
  - Neutral: 16%
  - Dissatisfied: 6%

- **Texas Highways Magazine** (82% gave opinion):
  - Satisfied: 86%
  - Neutral: 10%
  - Dissatisfied: 5%

- **Public Involvement** (78% gave opinion):
  - Satisfied: 83%
  - Neutral: 13%
  - Dissatisfied: 4%

- **Local Governments** (83% gave opinion):
  - Satisfied: 80%
  - Neutral: 16%
  - Dissatisfied: 4%

- **Travel Information Centers** (73% gave opinion):
  - Satisfied: 75%
  - Neutral: 25%
  - Dissatisfied: 20%

- **General Public** (44% gave opinion):
  - Satisfied: 58%
  - Neutral: 25%
  - Dissatisfied: 17%

Legend:
- Satisfied
- Neutral
- Dissatisfied
Question 10: “How can TxDOT improve its services?”

<table>
<thead>
<tr>
<th>Customer Group</th>
<th>Praise for staff</th>
<th>Praise for other/miscellaneous services</th>
<th>Improve staff training</th>
<th>Improve contracting and project procedures</th>
<th>Reduce bureaucracy, complexity, and red tape</th>
<th>Improve communications with contractors and collaborating agencies</th>
<th>Improve roads and signs</th>
<th>Improve public website</th>
<th>Improve other/miscellaneous services</th>
<th>Improve communications with TxDOT customers</th>
<th>Compensation for damages</th>
<th>Tolls</th>
<th>References to previous request for TxDOT support - praise</th>
<th>References to previous request for TxDOT support - suggestion</th>
<th>Not applicable to TxDOT services</th>
<th>Grand Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Public</td>
<td>10</td>
<td>1</td>
<td>1</td>
<td>9</td>
<td>9</td>
<td>3</td>
<td>66</td>
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<td>81</td>
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<td>14</td>
<td>2</td>
<td>127</td>
<td>21</td>
<td>8</td>
</tr>
<tr>
<td>Local Governments</td>
<td>13</td>
<td>8</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>8</td>
<td>12</td>
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<td>Public Involvement</td>
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<td>2</td>
<td>1</td>
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<td>5</td>
<td></td>
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<td>3</td>
<td>1</td>
<td>31</td>
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<tr>
<td>Texas Highways</td>
<td>11</td>
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<td>1</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>10</td>
<td>3</td>
<td>12</td>
<td>9</td>
<td>1</td>
<td>4</td>
<td>2</td>
<td>25</td>
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</tr>
<tr>
<td>Magazine</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Travel Information</td>
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<td>Centers</td>
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</tr>
<tr>
<td>Grand Total</td>
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<td>15</td>
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<td>14</td>
<td>105</td>
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<td>145</td>
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<td>14</td>
<td>18</td>
<td>5</td>
<td>151</td>
<td>76</td>
<td>12</td>
</tr>
</tbody>
</table>
Separate from the survey exercise conducted by Cooper, the TxDOT Travel Information Centers conduct a paper version of a customer satisfaction survey.

The following results were compiled for six months from September 1, 2017 through February 28, 2018.

<table>
<thead>
<tr>
<th>FY 2018 Visitor Survey</th>
<th>Poor</th>
<th>Fair</th>
<th>Neutral</th>
<th>Good</th>
<th>Excellent</th>
<th>Total</th>
<th>Weighted Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Center Facility</td>
<td>0.00%</td>
<td>0</td>
<td>0.09%</td>
<td>2</td>
<td>0.22%</td>
<td>5</td>
<td>2.27%</td>
</tr>
<tr>
<td>Center Staff</td>
<td>0.00%</td>
<td>0</td>
<td>0.04%</td>
<td>1</td>
<td>0.13%</td>
<td>3</td>
<td>0.62%</td>
</tr>
<tr>
<td>Printed Information</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
<td>0.18%</td>
<td>4</td>
<td>2.59%</td>
</tr>
<tr>
<td>Overall/general</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
<td>0.22%</td>
<td>5</td>
<td>1.74%</td>
</tr>
<tr>
<td>Answered</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skipped</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Methodology

- TxDOT engaged Cooper Consulting Company (Cooper) to conduct an anonymous survey and to prepare a report.
- Survey questions provided by TxDOT:
  - 2016 and 2014 surveys used the same questions.
- Survey completed over two-week period:
  - Bulk of survey solicitations were during April 2 – April 14, 2018.
  - One group (185 email addresses) was missed in initial period; those addresses had survey period April 20 – April 25, 2018.
Limitations/Opportunity for Improvement

- Five customer groups were contacted with a total of 10,576 surveys delivered
  - Travel Information Centers group had only 146 addresses in initial mailing
    - 7.5% response rate provided extremely small (11) pool of inputs to analyses
  - Public Involvement group also had fewer than 100 responses
  - Web site access to survey vehicle provided only three responses

- Cooper team believes that a longer period to collect customers for contact might offer an improved (larger) result pool

- Aggregated (all customer groups combined) totals used a weighting factor to modulate over- and under-represented response groups
| Question                                                                 | Strongly Agree | | Strongly Disagree | | NA |
|-------------------------------------------------------------------------|----------------|----------------|-------------------|------------------|
| are courteous                                                           | 5              | 4              | 3                 | 2                | 1               | NA              |
| are helpful                                                             | 5              | 4              | 3                 | 2                | 1               | NA              |
| are knowledgeable about services offered by TxDOT                       | 5              | 4              | 3                 | 2                | 1               | NA              |
| identify themselves by stating their names or using name tags or plates  | 5              | 4              | 3                 | 2                | 1               | NA              |
## Q2: When handling complaints, TxDOT...

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th></th>
<th>Strongly Disagree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides an easy method for customers to file the complaints about TxDOT’s service</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Responds to complaints about TxDOT’s service in a timely manner</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Handles complaints effectively</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Provides updates on the progress of complaints</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>
### Q3: In communicating with TxDOT, the TxDOT staff...

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th></th>
<th>Strongly Disagree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>provide sufficient information</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>provide understandable information</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>provide helpful information</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>route your calls, emails, or letters to the proper person</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>
**Q4: TxDOT’s Internet site...**

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>easy to navigate</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>well organized</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>clearly explains services offered by TxDOT</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>provides sufficient information</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
</tbody>
</table>

TxDOT maintains the following Internet site: [www.txdot.gov](http://www.txdot.gov)
Q5: Rate your level of satisfaction with the timeliness of service you receive from TxDOT...

<table>
<thead>
<tr>
<th>Method</th>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>in person</td>
<td>5, 4, 3, 2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>by telephone</td>
<td>5, 4, 3, 2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>by mail</td>
<td>5, 4, 3, 2</td>
<td>1</td>
<td>NA</td>
</tr>
<tr>
<td>by e-mail</td>
<td>5, 4, 3, 2</td>
<td>1</td>
<td>NA</td>
</tr>
</tbody>
</table>
### Q6: TxDOT's offices are...

<table>
<thead>
<tr>
<th>Feature</th>
<th>Strongly Agree</th>
<th>Strongly Disagree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>accessible</td>
<td>5 4 3 2 1</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>conveniently located</td>
<td>5 4 3 2 1</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>clearly identified with signs</td>
<td>5 4 3 2 1</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>clean</td>
<td>5 4 3 2 1</td>
<td>NA</td>
<td></td>
</tr>
<tr>
<td>open during reasonable hours</td>
<td>5 4 3 2 1</td>
<td>NA</td>
<td></td>
</tr>
</tbody>
</table>
Survey Questions

Q7: TxDOT’s brochures, publications, and other printed information are...

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th></th>
<th>Strongly Disagree</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>accurate</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>understandable</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>useful</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>
Q8: Rate your overall satisfaction with the TxDOT district office that you interact with most frequently.

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>NA</td>
</tr>
</tbody>
</table>

Survey Questions
Q9: Rate your overall level of satisfaction with TxDOT.

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rating</td>
<td>5</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
</tbody>
</table>
Q10: How can TxDOT improve its services?

(4000 character limit)
Graphical Summary by Customer Group

All Customer Groups Combined (N=1,301)

Figure C-1 - Customer Satisfaction: All Customer Groups Combined

- Overall with TxDOT* (97% gave opinion)
  *Weighted estimate
  - Satisfied: 65%
  - Neutral: 15%
  - Dissatisfied: 21%

- Overall with District Office (91% gave opinion)
  - Satisfied: 69%
  - Neutral: 14%
  - Dissatisfied: 17%

- Staff (92% gave opinion)
  - Satisfied: 80%
  - Neutral: 12%
  - Dissatisfied: 8%

- Publications (73% gave opinion)
  - Satisfied: 78%
  - Neutral: 16%
  - Dissatisfied: 6%

- Offices (76% gave opinion)
  - Satisfied: 78%
  - Neutral: 14%
  - Dissatisfied: 8%

- Communications (92% gave opinion)
  - Satisfied: 69%
  - Neutral: 16%
  - Dissatisfied: 15%

- Timeliness of Service (74% gave opinion)
  - Satisfied: 68%
  - Neutral: 16%
  - Dissatisfied: 16%

- Internet Site (82% gave opinion)
  - Satisfied: 68%
  - Neutral: 22%
  - Dissatisfied: 11%

- Handling Complaints (79% gave opinion)
  - Satisfied: 57%
  - Neutral: 19%
  - Dissatisfied: 24%
Graphical Summary by Customer Group

General Public (N=592)

Figure C-2 - Customer Satisfaction: General Public

<table>
<thead>
<tr>
<th>Category</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall with TxDOT (97% gave opinion)</td>
<td>37%</td>
<td>20%</td>
<td>43%</td>
</tr>
<tr>
<td>Overall with District Office (83% gave opinion)</td>
<td>43%</td>
<td>17%</td>
<td>40%</td>
</tr>
<tr>
<td>Staff (83% gave opinion)</td>
<td>63%</td>
<td>17%</td>
<td>20%</td>
</tr>
<tr>
<td>Publications (44% gave opinion)</td>
<td>58%</td>
<td>25%</td>
<td>17%</td>
</tr>
<tr>
<td>Offices (50% gave opinion)</td>
<td>57%</td>
<td>22%</td>
<td>21%</td>
</tr>
<tr>
<td>Internet Site (90% gave opinion)</td>
<td>55%</td>
<td>25%</td>
<td>20%</td>
</tr>
<tr>
<td>Communications (91% gave opinion)</td>
<td>49%</td>
<td>17%</td>
<td>34%</td>
</tr>
<tr>
<td>Timeliness of Services (60% gave opinion)</td>
<td>44%</td>
<td>17%</td>
<td>39%</td>
</tr>
<tr>
<td>Handling Complaints (91% gave opinion)</td>
<td>42%</td>
<td>13%</td>
<td>45%</td>
</tr>
</tbody>
</table>
Local Governments (N=424)

Figure C-3 - Customer Satisfaction: Local Governments

- Overall with TxDOT (98% gave opinion):
  - Satisfied: 71%
  - Neutral: 13%
  - Dissatisfied: 15%

- Overall with District Office (96% gave opinion):
  - Satisfied: 75%
  - Neutral: 13%
  - Dissatisfied: 12%

- Staff (97% gave opinion):
  - Satisfied: 86%
  - Neutral: 11%
  - Dissatisfied: 4%

- Offices (89% gave opinion):
  - Satisfied: 83%
  - Neutral: 12%
  - Dissatisfied: 5%

- Publications (83% gave opinion):
  - Satisfied: 80%
  - Neutral: 16%
  - Dissatisfied: 4%

- Communications (96% gave opinion):
  - Satisfied: 74%
  - Neutral: 17%
  - Dissatisfied: 9%

- Timeliness of Service (84% gave opinion):
  - Satisfied: 72%
  - Neutral: 16%
  - Dissatisfied: 12%

- Internet Site (75% gave opinion):
  - Satisfied: 70%
  - Neutral: 23%
  - Dissatisfied: 7%

- Handling Complaints (83% gave opinion):
  - Satisfied: 60%
  - Neutral: 22%
  - Dissatisfied: 18%

Legend:
- Satisfied
- Neutral
- Dissatisfied
### Public Involvement (N=66)

#### Figure C-4 - Customer Satisfaction: Public Involvement

<table>
<thead>
<tr>
<th>Category</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall with TxDOT (97% gave opinion)</td>
<td>77%</td>
<td>9%</td>
<td>14%</td>
</tr>
<tr>
<td>Overall with District Office (92% gave opinion)</td>
<td>80%</td>
<td>7%</td>
<td>13%</td>
</tr>
<tr>
<td>Publications (78% gave opinion)</td>
<td>83%</td>
<td>13%</td>
<td>4%</td>
</tr>
<tr>
<td>Staff (97% gave opinion)</td>
<td>83%</td>
<td>12%</td>
<td>5%</td>
</tr>
<tr>
<td>Offices (83% gave opinion)</td>
<td>78%</td>
<td>16%</td>
<td>6%</td>
</tr>
<tr>
<td>Communications (90% gave opinion)</td>
<td>73%</td>
<td>15%</td>
<td>12%</td>
</tr>
<tr>
<td>Timeliness of Service (60% gave opinion)</td>
<td>70%</td>
<td>18%</td>
<td>12%</td>
</tr>
<tr>
<td>Handling Complaints (54% gave opinion)</td>
<td>65%</td>
<td>11%</td>
<td>24%</td>
</tr>
<tr>
<td>Internet Site (72% gave opinion)</td>
<td>61%</td>
<td>21%</td>
<td>18%</td>
</tr>
</tbody>
</table>

Legend:
- **Satisfied**
- **Neutral**
- **Dissatisfied**
### Figure C-5 - Customer Satisfaction: Texas Highways Magazine

<table>
<thead>
<tr>
<th>Category</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall with TxDOT (96% gave opinion)</td>
<td>79%</td>
<td>13%</td>
<td>8%</td>
</tr>
<tr>
<td>Overall with District Office (87% gave opinion)</td>
<td>80%</td>
<td>14%</td>
<td>6%</td>
</tr>
<tr>
<td>Publications (82% gave opinion)</td>
<td>86%</td>
<td>10%</td>
<td>5%</td>
</tr>
<tr>
<td>Staff (88% gave opinion)</td>
<td>85%</td>
<td>11%</td>
<td>4%</td>
</tr>
<tr>
<td>Offices (76% gave opinion)</td>
<td>82%</td>
<td>12%</td>
<td>7%</td>
</tr>
<tr>
<td>Communications (86% gave opinion)</td>
<td>80%</td>
<td>12%</td>
<td>8%</td>
</tr>
<tr>
<td>Internet Site (89% gave opinion)</td>
<td>80%</td>
<td>15%</td>
<td>5%</td>
</tr>
<tr>
<td>Timeliness of Service (68% gave opinion)</td>
<td>79%</td>
<td>13%</td>
<td>8%</td>
</tr>
<tr>
<td>Handling Complaints (63% gave opinion)</td>
<td>67%</td>
<td>20%</td>
<td>13%</td>
</tr>
</tbody>
</table>
Graphical Summary by Customer Group

Travel Information Centers (N=11)

Figure C-6 - Customer Satisfaction: Travel Information Centers

- Overall with TxDOT (90% gave opinion): 89% Satisfied, 11% Dissatisfied
- Overall with District Office (91% gave opinion): 80% Satisfied, 20% Dissatisfied
- Publications (73% gave opinion): 75% Satisfied, 25% Dissatisfied
- Staff (89% gave opinion): 74% Satisfied, 15% Neutral, 10% Dissatisfied
- Timeliness of Service (68% gave opinion): 73% Satisfied, 23% Neutral, 4% Dissatisfied
- Offices (69% gave opinion): 73% Satisfied, 8% Neutral, 19% Dissatisfied
- Communications (91% gave opinion): 64% Satisfied, 28% Neutral, 8% Dissatisfied
- Internet Site (91% gave opinion): 50% Satisfied, 33% Neutral, 18% Dissatisfied
- Handling Complaints (61% gave opinion): 42% Satisfied, 32% Neutral, 26% Dissatisfied

Legend: 
- Green: Satisfied
- Blue: Neutral
- Red: Dissatisfied