



# Percent of Customers Satisfied with Work Zones

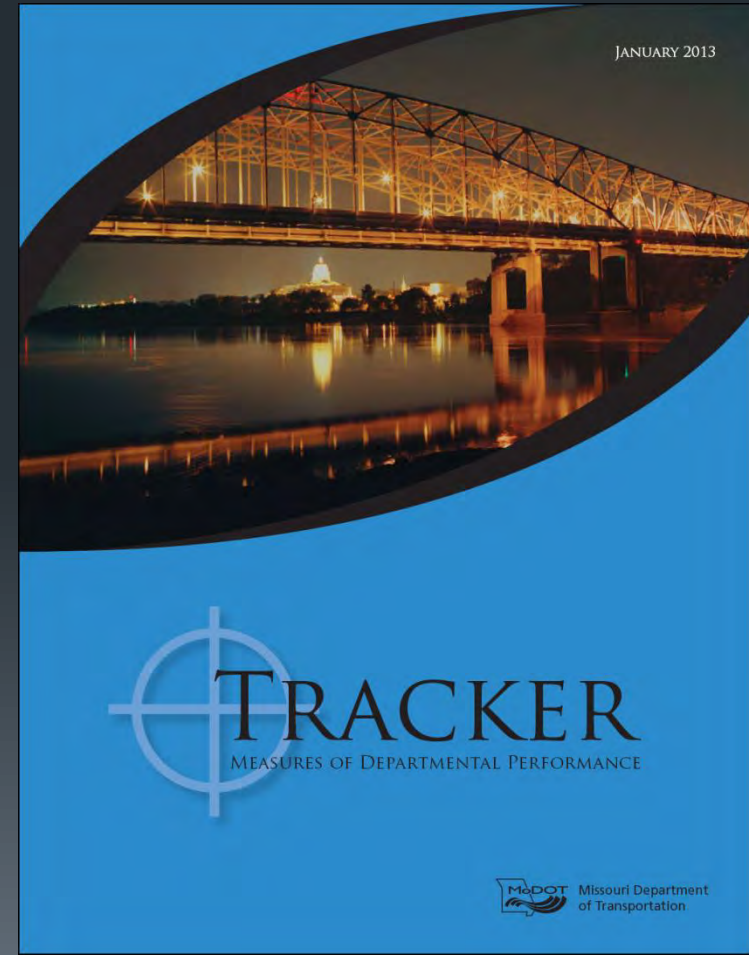
Missouri Department of  
Transportation Approach

# 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



# Work Zone Awareness Week

## April 15-19

### Traveler Information Map

For weather-related road conditions and work zone locations, visit MoDOT's Traveler Information Map.



Tips for using the map:

- Text Report - Winter road conditions
- Text Report - Road closures and delays
- Links to surrounding states
- Text Alerts - Sign Up Now!

Get Your Mobile Apps



### Quick Links

- Report A Road Concern
- A Proposal for Missouri's Transportation Future
- Bidding Opportunities
- Motor Carrier Services
- Missouri "On The Move"
- Area Engineers

### Major Projects

- Hurricane Deck Bridge
- Route 364 Project
- I-84 Daniel Boone Bridge
- Mississippi River Bridge [More...](#)

### Latest Statewide News

- Road Work for Mid-Missouri, April 22 - May 2, 2013
- Road Closures Spread Across State Due to Flooding
- MoDOT Asks Motorists to Move Over for Work Zones

[Get More News](#) - [Newroom](#) - [ExpressLane](#)

### More Links

- Arrive Alive - SaveMOlives
- Partnership Development
- Adopt-A-Highway
- Engineering Policy Guide
- Environmental & Historic Preservation
- American Recovery & Reinvestment Act
- Disadvantaged Business Enterprises
- Doing Business With MoDOT
- Local Programs
- Consultant Services
- Ready for Sale
- Embracing Diversity and Inclusion

### Your Local MoDOT



Get your local district information.



### About Us

- Who We Are
- Annual Reports
- Our Mission, Values and Tangible Results
- Missouri Highways and Transportation Commission

### How Do I...

- Obtain a driver license
- Adopt a section of highway
- View construction projects
- Request a highway map

### Contact Us

Missouri Department of Transportation  
Central Office  
105 W. Capitol Avenue  
Jefferson City, MO 65102  
1-888-ASK-MODOT (275-6664)





# MoDOT Work Zone Customer Survey

Like 37

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:

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.

**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:

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:

Rate Our Work Zone

modot.org

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For a response, please provide your name and contact information: \_\_\_\_\_

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Missouri Department of Transportation  
888-ASK-MODOT (275-4436)

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Home > Work Zones > WORK ZONES

## Move Over for Work Zones. Don't Zone Out.

Work Zone Home | Traveler Information Map | Multimedia | Driving Tips | In Memory | Memorial | Policies & Tools | MTA Worker Law & Penalties | Rate Our Work Zones | Work Zone Safety Game

Like 22

YouTube 5.6k

Every spring, the Missouri Department of Transportation starts preparing for a busy summer season of construction and maintenance work across the state.

As the season begins, MoDOT asks that you please watch out for highway workers as you travel. They spend their days working a short distance from fast-moving vehicles, and while they make every effort to work safely, they are counting on you to pay attention, slow down, and be careful as you pass by their work areas.

In 2012, Governor Jay Nixon and the Missouri General Assembly added MoDOT vehicles to the "Move Over" law, which protects law enforcement and emergency response vehicles parked on the side of the road. This law requires motorists to slow down or change lanes when approaching these vehicles, and now includes MoDOT vehicles parked with amber and white lights flashing.



Clifton Scott Public Service Announcement

MoDOT wants every employee and all travelers to get home safe. Check out the Traveler Information Map any time you travel and find out what work zones you'll encounter before you go.

- In 2012, 9 people were killed in work zones, a decrease from 2011 when 11 people were killed.
- There were 826 people injured in 2012 work zones, compared to 712 in 2011. This is a decrease of over 12 percent.
- Between 2008 and 2012, 81 people were killed and 3,854 people were injured in Missouri work zones.
- Since 2000, 18 MoDOT employees have been killed in the line of duty.
- The top five contributing circumstances for work zone crashes in 2012 were following too closely, inattention, improper lane usage/change, failed to yield, and too fast for conditions -- in this order.
- Your best defenses in a work zone crash, or any crash, is a seat belt. In 2012, of the 824 traffic fatalities, 814 were vehicle occupant fatalities, and 70.9 percent of them were not wearing a seat belt.

Here are a few tools to help keep you safe and informed:

The Traveler Information Map lets you see active work zones before you get in your car so you can plan your trip accordingly.

Rate Our Work Zones - This form allows you to tell us how we can improve our work zones and keep traffic moving.

Multimedia - We use radio and internet advertising and our changeable message boards to remind travelers to be alert and drive safely in work zones.

### Please Slow Down

Please Slow Down When Approaching Work Zones

Work Aheads

Slow Down

Work Ahead

MoDOT

MoDOT

### Don't Zone Out in Work Zones

- Buckle Up!** - Every trip, every time - safety belts save lives.
- Stay Alert!** - Dedicate your full attention to the roadway.
- Follow Signs!** - They'll guide you through work zones safely.
- Expect the Unexpected!** - Watch for flaggers, workers and equipment.
- Pay Attention!** - Turn the radio down and don't use your cellular phone.
- Be Patient!** - Remember workers are improving the road for future travelers.
- Don't Speed!** - Follow posted limits and adjust for weather conditions.
- Work's Done and Drive!** - Impairment of any kind is unacceptable.
- Be Nice!** - Merge as directed, don't tailgate and don't change lanes in a work zone.

No One Likes a Distracted Driver! Especially not in our work zones. Enjoy this quick video illustrating the chaos distracted driving can create...even if you're pushing a shopping cart!

AASHTO National Work Zone Awareness Week 2013 PSA Video

The documents are provided in Acrobat Reader format. [View Acrobat Reader download](#)

In May 2012, construction worker Dennis Beard was killed as he worked on I-44 in Lincoln. His family sues all motorists to slow down and remember to do their part to make sure everyone gets home safe. (AP)

## 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](http://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.

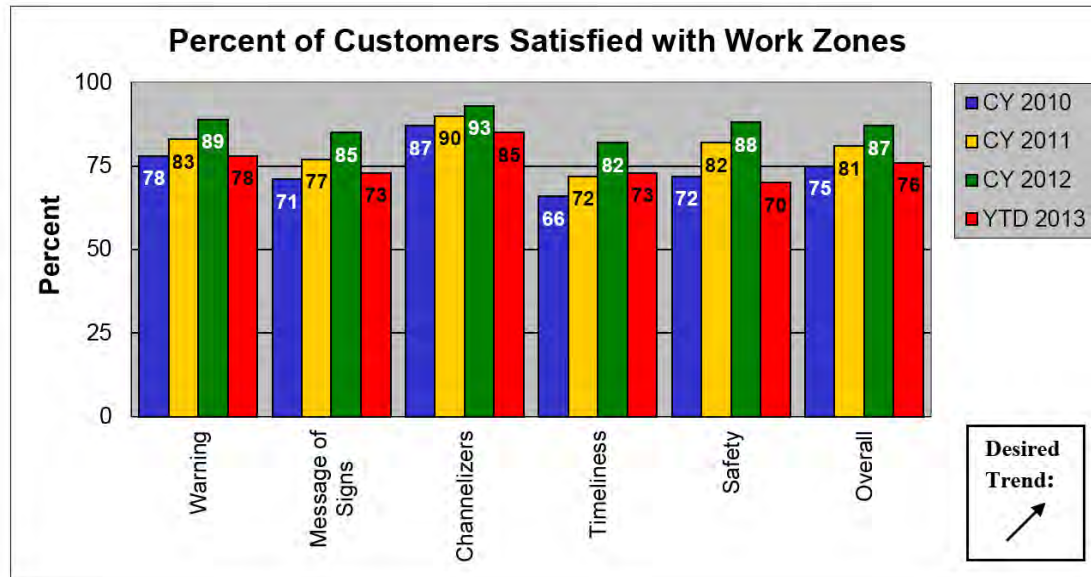
### Improvement Status:

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

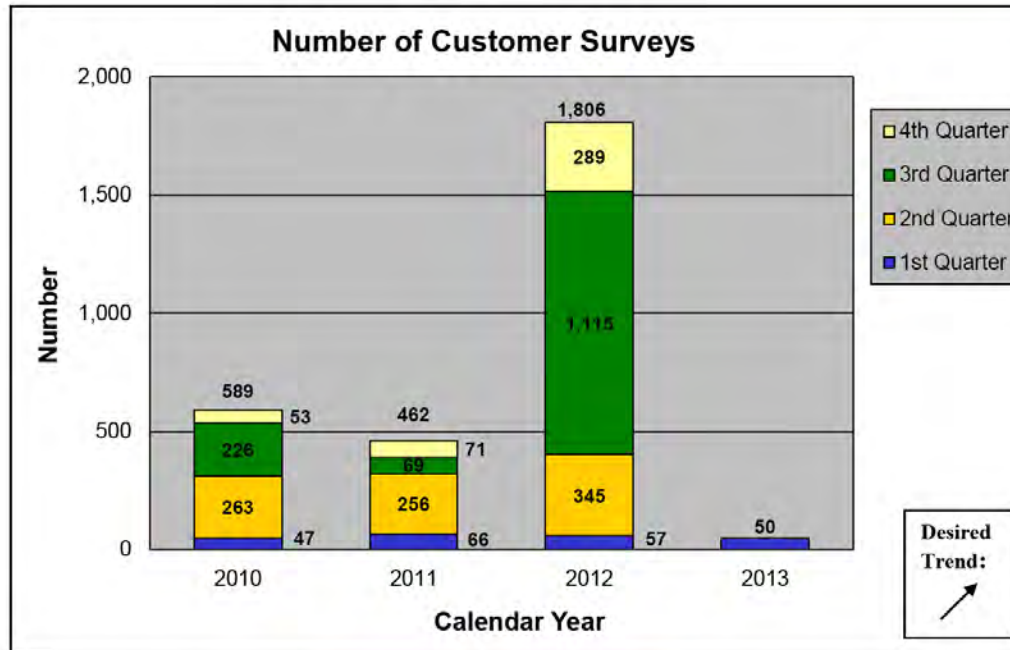
Overall, customer satisfaction for first quarter 2013 saw a decrease of 13% from calendar year 2012 to 76%.

Customer satisfaction with safety saw an 18% drop from calendar year 2012. Predominately, 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.

UNINTERRUPTED TRAFFIC FLOW

Work zone impacts to traveling public-1e

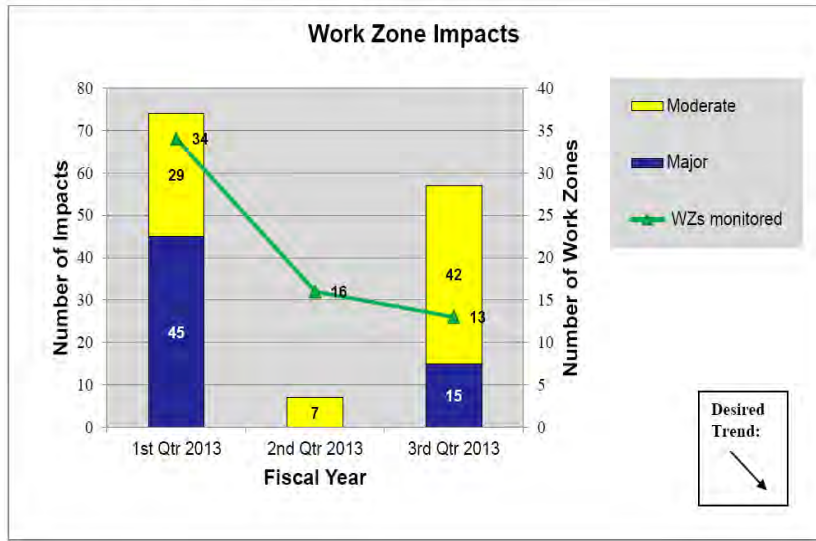
Result Driver: Paula Gough, District Engineer  
Measurement Driver: Julie Stotlemeyer, Traffic Liaison Engineer

**Purpose of the Measure:**  
Work zones are designed to allow the public the ability to travel safely through the work area with minimal disruption. This measure indicates how well those significant work zones are performing.

**Measurement and Data Collection:**  
Impacts of significant work zones are collected by MoDOT staff either driving through the work zone, visual observations or automated collection. Impacts may occur at any time during the life of the project and multiple times during a day. An impact is defined as the additional time added to your normal travel. The impact is categorized by three levels; minor, less than 10 minutes, moderate, 10 to 14

minutes, and major, fifteen minutes or greater. This measure is updated quarterly.

**Improvement Status:**  
Work zones experienced major and moderate impacts to motorist. Although the number of work zones monitored has decreased, major impacts have decreased one-third and moderate impacts have increased. Motorists want to get through the work zone with as little inconvenience as possible. However, only 73 percent of customers are satisfied with timeliness through the work zone.



# Questions?



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