

## **MoDOT Customer Satisfaction Tracking Surveys TRyy1225**

- 1. For the Right Transportation Solutions segment of the study, it appears there will be 21 surveys distributed (among 3 completed projects within the 7 districts) addressing small, medium, large and significant projects in which it will be the responsibility of the contractor to provide a direct measure of customer's perception toward the specific projects and the transportation solutions. Is this interpreted correctly?**

Yes, you have interpreted the Right Transportation Solutions segment correctly.

- 2. And, in the past, how have the locations been determined for distribution, and how have the surveys been distributed to ensure the safety of all surveyors and participants? How have the surveys been collected?**

In the past, locations have been determined by MoDOT District Engineers from the list of projects they've completed and opened to traffic prior to October each year (this is when the survey is distributed). Projects must be recent and not have been completed and open to traffic for more than one year. A general description of the types of projects is noted below:

Large: major route listed or funded through major project dollars

Medium: district-wide importance

Small: only local significance

Surveys for the past six years have been conducted via mail to zip codes that fit in each project area. Once the contractor identifies potential zip codes, MoDOT staff verify those zip codes to ensure they will reach the target audience. Since the surveys are distributed and collected via mail, the safety of all surveyors and participants are protected.