

## MoDOT Responses to Questions on RFP – MoDOT Customer Satisfaction Tracking

1. *Four of the five projects require a printed questionnaire component (the exception being the Planning Partners component). All previous samples reflect a "Scantron" type paper questionnaire. While it appears that Section 2(A)(1) contemplates that MoDOT will consider other means to collect surveys via a paper form, can you clarify whether is it the intent to continue the "Scantron" method of data collection or if another type of paper survey instrument acceptable?*

The intent is to continue the "Scantron" method of data collection, ideally with the same or similar surveys. If a comparable data reader is available and owned by a particular Offeror, it may be considered; as it is important for this project to ensure that survey data is recorded without the possibility of human entry error.

2. *If it is the intent to continue paper Scantron collection, could you provide:*
- paper grade and weight*
  - pms colors*
  - tolerances for positioning on the sheet (e.g., bubbles must be within 1/1000 of an inch of some predetermined position)*
  - Any additional information necessary (e.g., surveys must be returned flat, etc)*

The "Scantron" equipment (or equivalent reader that can read pencil or pen) must be provided by the Offeror and therefore the specifications for the equipment and additional requirements would need to be identified by the Offeror in coordination with their own equipment.

3. *Are the survey instruments identical from quarter to quarter and year to year? If not, how often are they updated/revised?*

The survey instruments are for the most part identical, occasional refinements are made annually or when survey supplies are replenished.

4. *On the "Motorist Assist" project component, item (b) mentions "other modifications, including minor alterations, may be made..." Could you elaborate on what types of alterations might be contemplated based on past experience, how many variations of the survey may be required, how many surveys will be affected and what the impact is on out years (i.e., will the same variations be made each year, or will there be new variations every year of the contract? Is it possible to have a set of static survey questions on one side of the instrument and variable questions on the second side?*

All survey projects have the potential for modifications to the survey instrument on an annual basis. These modifications have historically been very minimal. Survey design as recommended by the Offeror is considered each year and suggestions are often approved, so it is possible to have static survey questions on one side of the instrument.

5. *On the "Motorist Assist" project component, item (f) mentions, "Some accommodations for the St. Louis surveys must be made to coordinate efforts to measure customer satisfaction with the I-64 project." Could you provide examples and/or elaborate on what accommodations might be contemplated?*

For clarification purposes on the I-64 project, the I-64 Traffic Response Service Patrol provides similar services to motorists as the MoDOT Motorist Assist program, however, it patrols the arterials impacted by the closure of I-64. The I-64 Traffic Response Service Patrol distributes a separate but similar survey card to its customers.

The I-64 project survey is coordinated with the regular survey instrument for the "Motorist Assist" project. Each survey has the potential for modifications to the survey instrument on an annual basis. Coordination with the other project might mean participation in meetings (either in person or via phone or videoconference) to determine refinements to the survey instrument or method.

6. *On the project "Right Transportation Solutions," no quantity of surveys was provided. How many mailed surveys are anticipated per quarter for this component?*

The "Right Transportation Solutions" project is done annually and the number of surveys mailed is approximately 11,600 as surveyed in 2007 for the FY08 report (which garnered a 21.8% response rate).

Similarly, the "Involved Public" survey has about 2,000 mailed out surveys twice a year, The "Motor Carrier" survey has approximately 2,400 mailed surveys quarterly, and the "Motorist Assist" survey results can reach nearly 1,500 business replies returned per quarter.