

MoDOT Customer Relations Survey Questions:

Good \_\_\_\_\_ [morning, afternoon, evening], is \_\_\_\_\_ [contact name] available? I am calling on behalf of [contractor name] to ask you five questions about your recent experience with MoDOT. The results of this survey will only be used within MoDOT to improve their service.

Last month, you contacted MoDOT with a question or concern. These questions are about your experience.

- Q1. **Overall**, how satisfied were you with how MoDOT handled your question or concern? [Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, Very Dissatisfied]
- Q1a. [Only ask if Q1=Dissatisfied or Very Dissatisfied] Why were you dissatisfied? [Open-ended question, operator will need to type response]
- Q2. How satisfied were you with how quickly MoDOT responded to your question or concern? [Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, Very Dissatisfied]
- Q2a. [Only ask if Q2=Dissatisfied or Very Dissatisfied] Why were you dissatisfied? [Open-ended question, operator will need to type response]
- Q3. How satisfied were you with how clearly MoDOT answered your question or concern? [Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, Very Dissatisfied]
- Q3a. [Only ask if Q3=Dissatisfied or Very Dissatisfied] Why were you dissatisfied? [Open-ended question, operator will need to type response]
- Q4. How satisfied were you with how politely MoDOT treated you? [Very Satisfied, Somewhat Satisfied, Somewhat Dissatisfied, Very Dissatisfied]
- Q4a. [Only ask if Q4=Dissatisfied or Very Dissatisfied] Why were you dissatisfied? [Open-ended question, operator will need to type response]
- Q5. Would you like to tell us more about your experience with MoDOT? [If yes, open-ended question, operator will need to type response].