

Projects First-Round Winner

Innovations Challenge
<http://wwwi/intranet/cr/SolutionsAtWork/Innovations.htm>

April 2015

Prepared by Transportation Planning
 Missouri Department of Transportation

Follow-Up Form

MIKE THRASHER	07/01/2014	BUCHANAN	752
Location:	at 1515 Mason Road		
Reason for call:	At 1515 Mason Road (no mailbox - it is the 5th or 6th house west of the Community Church on the northside of the road) - the shoulder has washed out again and the neighbors ditch is full as well.		
Department: MT - MAINTENANCE	Org: 7A26		
Politeness:	Very Satisfied		
Timeliness:	Very Satisfied		
Clarity:	Very Satisfied		
Overall:	Somewhat Satisfied		
Other Comments:	His only complaint the gravel that washes off the highway into their driveway otherwise he is satisfied MoDOT addressed the issue they reported.		

Description

Customers call into our Customer Service Centers daily with requests for repairs, complaints, road issues, compliments, etc. Their concerns are entered into a database and each month, 200 of those customers are called and surveyed about their experience with MoDOT. The results of those calls are sent in an Excel spreadsheet to each district to follow up and track areas where they are doing well and areas where they can improve. These Excel spreadsheets are cumbersome, with 200 rows and more than 30 columns to scan through. This makes the data difficult to analyze and underutilized. To make the data more easily read, staff created a form which can easily be customized and filled through a simple mail merge process. Once the spreadsheet is received via email, only a few quick steps taking less than 10 minutes are done to complete the process. The easy-to-read forms can be emailed or saved to SharePoint for supervisors to review.

Benefit

A cumbersome process that took hours to complete has been reduced to minutes, providing supervisors with a form that shows the same data in an easy-to-read format. The forms and instructions have been shared with other district customer service center managers.

For More Information Contact:

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Additional photos can be seen by accessing the Innovations Challenge homepage at: <http://wwwi/intranet/cr/SolutionsAtWork/Innovations.htm>.