

Customer Satisfaction - 2012



Improvement Status

The funding structure for government transportation is complex. The funds come from multiple sources including federal and state. Laws and rules exist that require the use of certain sources of funding for specific purposes. NHDOT makes recommendations on funding levels and where/how to best apply approved funding to the transportation system. Once the legislature sets the funding levels, NHDOT is charged to apply those resources in the most effective and efficient way possible, within legal constraints, to support New Hampshire's transportation system. Some of the innovations/improvements implemented by NHDOT in 2012 include:

- Strategic application of preservation measures for maintaining bridges, pavement, drainage and road systems;
- Implementing safety initiatives such as improved guard rail, sign systems, and rumble strips;
- Using new technology to preserve and lengthen the life of traveling surfaces, such as the use of asphalt rubber mix pavement to increase the life of pavement, which also has been found to reduce noise;
- Implementing technology and design improvements for the flow of traffic such as open road tolling, roundabouts, optimizing signal timings and design of new traffic patterns. Technology is also used to monitor real time traffic on high use roadways for prompt response to issues causing delays and unsafe situations;
- Responding to individual travelers by providing roadside assistance response on high use highways;
- Applying salt brine to reduce salt usage and provide greater effectiveness in clearing snow.

Customer satisfaction with the Department's performance is a new measure introduced in the 2012 Balanced Scorecard, and therefore there are no past measures to report.

Increase Customer Satisfaction

Customers Satisfied with NHDOT Performance

Purpose:

Customer satisfaction can be separated into two distinct categories: Customer satisfaction with performance of the transportation system, and customer satisfaction with how the NHDOT performs in supporting that system. This distinction was brought to the Department's attention by customers in focus group sessions in 2011 and 2012.

Customer Satisfaction with the Performance of the Transportation System is a measure of the customer's satisfaction with:

- **Condition** of the roads, bridges and other modes of travel in the state;
- **Mobility** - the predictable reliability of travel time where congestion, weather, construction and crash-related delays do not significantly impede travel, and
- **Safety** - the ability to safely arrive at a destination.

Customer Satisfaction with the Department's Performance is a reflection of how customers believe the New Hampshire Department of Transportation is performing to support the transportation system given the resources available.