

CUSTOMER EXPERIENCE



The Customer Experience Unit is run by a Customer Response Coordinator and two Ombudsman caseworkers who report to the Transportation Ombudsman.

The unit ensures MnDOT is fair and responsive to the public when inquiries, comments and concerns are raised. It also responds to the general public, elected officials and MnDOT staff who request Ombudsman assistance with conflicts that remain unresolved after MnDOT's initial response.

Most unsolicited feedback the Customer Experience Unit handles is received through an online submission form hosted on MnDOT's website, but also includes comments posted to MnDOT's Facebook page. Submissions are recorded, routed and tracked. This information helps the agency spot trending questions, identify systemic issues and provide a consistent experience to customers.

The Customer Experience Unit sends a satisfaction survey to the customers who contacted MnDOT each month. Customers wishing further review of their concerns are invited to contact the Ombudsman.

Contacts

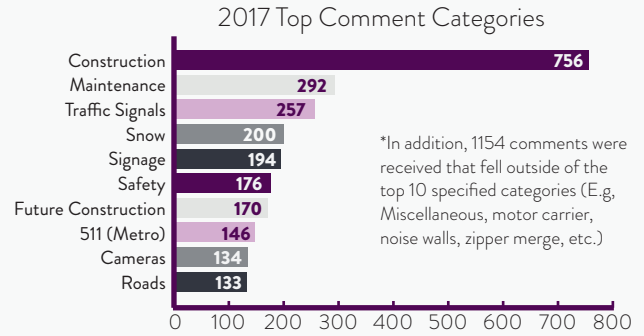
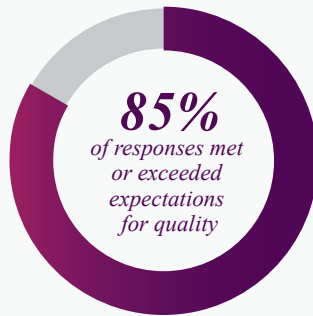
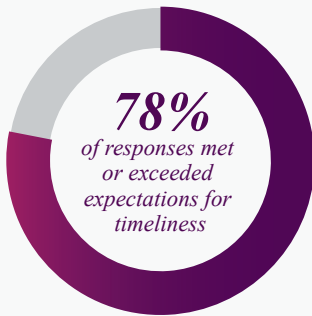
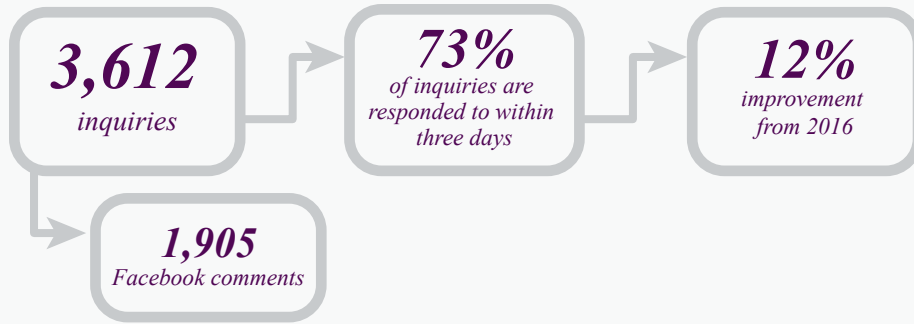
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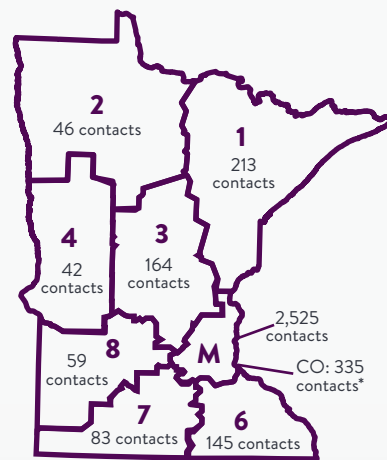


Less than 3 percent of survey recipients request follow up with the Ombudsman after receiving the survey.

2017 contact statistics by district

Please note that only contacts to MnDOT Central Office handled by the Customer Experience unit are recorded in these numbers.

*Inquiries with a statewide reach (e.g., MnDOT's policy for U.S. flags on bridges or the total amount MnDOT spends on salt each year).



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Ombudsman Case Example



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