

2017 Ombudsman Annual Report

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.

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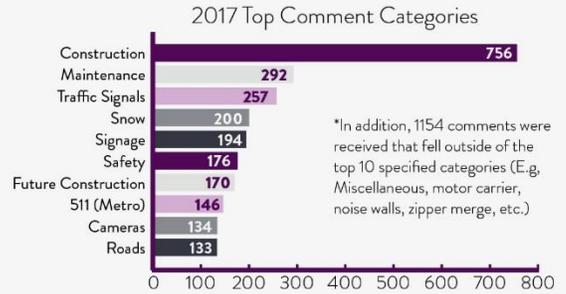
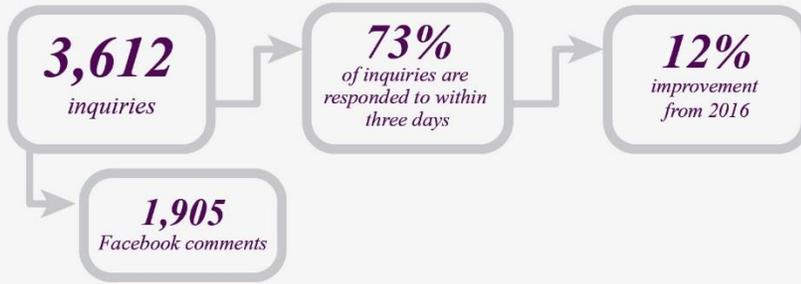
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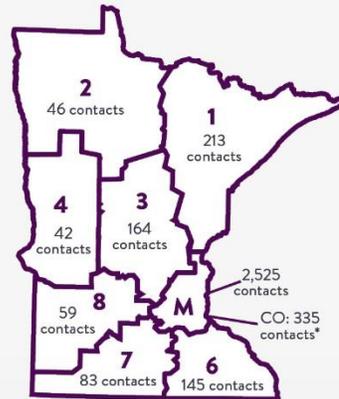
2017



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

2017 inquiry statistics by district

Please note that only inquiries 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).

Ombudsman Case Example



The Ombudsman Office and MnDOT District 1 partnered to address an ongoing access issue affecting a customer's ability to safely enter the highway from his driveway during the winter. The customer contacted the Ombudsman Office after being unable to resolve the issue through previous efforts. After further review, MnDOT staff realigned the driveway and replaced a crushed culvert, creating a safer access for the customer.

Afterward, the constituent shared these comments with MnDOT staff:



"I want to thank you all for the successful operation you collectively executed to address the safety issue that had developed ... from the guidance and coordination of the Ombud starting late last year, through the recognition and leadership of District management, the quick-study engineering by can-do Andy Johnson, to the first-class and deft construction completed last Wednesday by Al and crew—complete with cost saving tweaks on the fly, this looked to me like a textbook case of MnDOT excellence all around. And very thankful that you all got it done. Heartfelt thanks to you all for this successful operation."