

CUSTOMER SATISFACTION

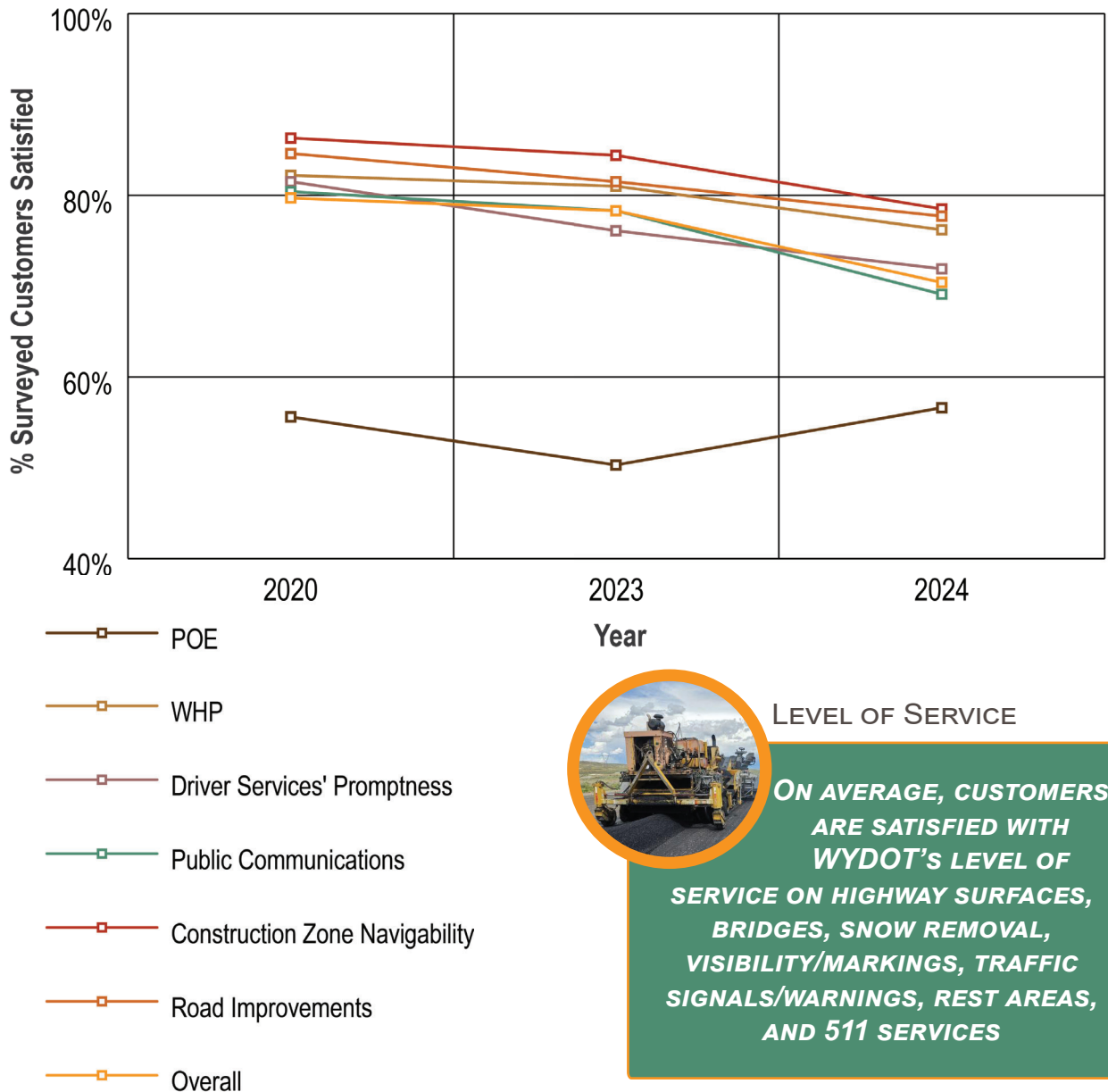
UPDATED DECEMBER 2025



OVERALL 2024 WYDOT CUSTOMER SATISFACTION RESULTS



CUSTOMER SATISFACTION SURVEY TRENDS



LEVEL OF SERVICE

ON AVERAGE, CUSTOMERS ARE SATISFIED WITH WYDOT'S LEVEL OF SERVICE ON HIGHWAY SURFACES, BRIDGES, SNOW REMOVAL, VISIBILITY/MARKINGS, TRAFFIC SIGNALS/WARNINGS, REST AREAS, AND 511 SERVICES

Source: WYDOT Customer Satisfaction Survey, 2024