



CTDOT OFFICE OF COMMUNICATIONS ANNUAL REPORT



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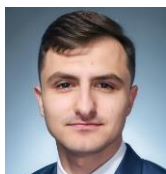



INTRODUCTION

The Office of Communications leads communications efforts for the agency, focusing its work on specific outcomes. We ensure information is accurate, concise, and accessible for the communities we serve.

Whether it's answering calls through the Customer Care Center, responding to questions on Social Media, or speaking to journalists, the Office of Communications is often on the frontlines with the public.

This report captures the work of the Office of Communications during Fiscal Year 2024.

THE TEAM

	<p>Josh Morgan <i>Director</i></p>		<p>Samaia Hernandez <i>Spokesperson</i></p>		<p>Joe Cooper <i>Speechwriter</i></p>
	<p>Brittany Davis <i>Social Media</i></p>		<p>Anita Steeves <i>Internal Comms</i></p>		<p>Matt Mancini <i>Website</i></p>
	<p>Jamal Gatling <i>Customer Care</i></p>		<p>Cindy Young <i>Customer Care</i></p>		<p>Stephanie Smith <i>Admin Assistant</i></p>

EXTERNAL AND INTERNAL COMMUNICATIONS

The Office of Communications plans and leads all external and internal communication functions for CTDOT. From press conferences to ribbon cuttings and all staff emails to daily news clips, we're working to keep the public and employees informed and engaged.

The following pages summarize our interactions with the press, highlights of various events, and the ongoing efforts to modernize our internal SharePoint site. Comparisons are made to the previous fiscal year, where available.



Winter Weather Press Conference, January 2024

Media Inquiries

The number of media inquiries received by the Office of Communications through local and national reporters.



Total Inquiries

1,171 media inquiries by local, state, and national journalists. This averages to more than 22 calls per week, or more than three per day.

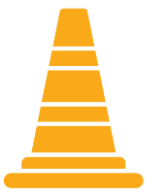
Press Releases & Construction Advisories

The number of items posted and shared externally.



Press Releases

The Office of Communications distributed **232 Press Releases.**



Construction Advisories

The Office of Communications published **425 Construction Advisories.**

Story Highlights

Below are a selection of impactful stories published in the last Fiscal Year.



CT prepares for its first major snow storm in two years

The first significant snowfall in two years is expected to hit Connecticut this weekend. The National Weather Service predicts up to a foot of snow in some parts of the state — but officials say they're prepared. *(January 5, 2024/CT Public)*



CT's I-95 in Norwalk reopens days after fiery crash that brought down a bridge

The northbound lanes of Interstate 95 in Norwalk have reopened and traffic's flowing. Gov. Ned Lamont then said Sunday that the highway would be fully reopen to traffic in both directions by 10 a.m. on Sunday, May 5, 2024. *(May 5, 2024/Hartford Courant)*



Connecticut DOT worker killed by impaired driver remembered as 'devoted employee'

Andrew DiDomenico, the 26-year-old state Department of Transportation employee who was fatally struck by an impaired driver, was remembered by relatives as a loving family member with a tenacious work ethic. *(June 29, 2024/New Haven Register)*



DOT begins installation of expanded wrong-way driving alert technology

The Connecticut Department of Transportation said they've identified over 200 high-risk on-ramps, be it from darkness or even being close to a bar, that will be the focus of expanded cautionary wrong-way alert and technology. *(Oct. 3, 2023/NBC CT)*

Reach & Impact

The number of times CTDOT and staff were mentioned in a news outlet.



Media Mentions



22%

17,351 media mentions, includes TV, radio, print, online, etc. This represents a **22% increase** from the previous fiscal year. (14,219 mentions)



Audience



331%

17,349,199,900 potential readers/viewers based on the total mentions. This represents a **331% increase** from the previous fiscal year. (4,025,085,246 audience)

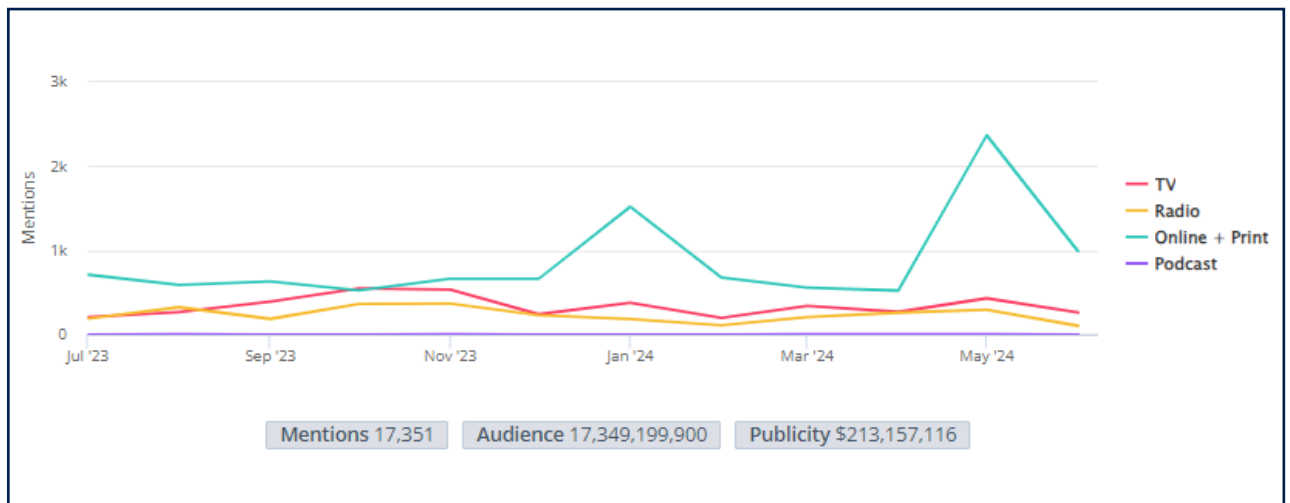


Publicity



44%

\$213,157,116 estimated dollar value for the coverage reported. This represents a **44% increase** from the previous fiscal year. (\$147,990,345 publicity)



Spikes in coverage include January 2024 for a winter storm, May 2024 following the Norwalk Fairfield Avenue Bridge Fire, and June 2024 because of the death of CTDOT employee Andrew DiDomenico.

External Events

From press conferences to ribbon cuttings, CTDOT was visible in FY24.

CTDOT held **about 30 groundbreakings and ribbons cuttings** in Fiscal Year 24 to highlight our commitment to modernizing Connecticut's transportation infrastructure, expanding public transit services, improving road safety, and reducing environmental impact.

CTDOT also **jointly attended dozens of press conferences**, public safety events, and educational programs to increase awareness about:

- Driver behavior and safe driving practices;
- Enforcing traffic laws and partnership with law enforcement;
- Ways to reduce crashes on our roads, bridges, and bus and rail lines.



Hosted Events

CTDOT hosted **about 30 events**, such as ground breakings and ribbon cuttings.



Joint Events

CTDOT joined partner agencies, like the Office of the Governor and State Police, for **dozens of events**.

Event Highlights

Groundbreaking for Major Reconfiguration of I-91, I-691, Route 15 Interchange in Meriden (June 11, 2024)

Meriden’s transportation network is set to change dramatically with Connecticut’s ambitious reconfiguration of the highway interchange connecting Interstate 91, Interstate 691, and Route 15.

The interchange has been one of the most congested and outdated highway corridors in Connecticut. The three-phase project, overseen by CTDOT, is designed with the goal of reducing congestion and improving safety by eliminating dangerous weaving points, correcting roadway geometry, and adding multi-lane exits. Upon completion in 2030, the project will see the replacement and rehabilitation of several bridges in the corridor and the addition of travel lanes to improve traffic flow.

The cost of the first phase is \$80 million and is entirely funded by the state. The second phase is supported by \$50 million in state funding and \$200 million federal funding from the Infrastructure Investment and Jobs Act. The third phase will be supported by a similar combination of state and federal funding. The expenditure for all three phases combined is anticipated to be more than \$500 million.



Event Highlights

Historic Investments in the Northeast Corridor, America’s Busiest Rail Line (November 20, 2023)

CTDOT is addressing a backlog of major projects and improvements along the Northeast Corridor (NEC) thanks to nearly \$2 billion in federal funding from the Infrastructure Investment and Jobs Act.

The Federal Railroad Administration (FRA) selected 10 projects in Connecticut to help improve the safety and reliability of rail service, offer operational flexibility and provide for increased capacity, speed, and efficiencies of rail transportation along the Northeast Corridor.

The largest project includes the replacement of the 116-year-old Connecticut River Bridge between Old Saybrook and Old Lyme, with a modern and resilient new moveable bridge immediately to the south of the existing structure. The bridge serves the NEC’s main line as well as Amtrak’s intercity services, Connecticut Shore Line East commuter service, and freight operators.

This NEC Federal-State Partnership investment will be supported by nearly \$400 million in state funding approved by Governor Ned Lamont and the State Bond Commission.



Event Highlights

A Ribbon Cutting on the new Stamford Transportation Center Parking Garage (February 26, 2024)

In the heart of downtown Stamford, a new parking garage was built to anchor the future growth in and around the area of the city's transportation center.

Located on South State Street, this state-of-the-art garage includes 914 parking spaces, 92 electric vehicle chargers, parking for 120 bicycles, and 50 e-bike charging stations, the first e-bike charging stations on state property. This project also included South State Street and Washington Boulevard intersection improvements, including new sidewalks, traffic signals, and thermal crosswalks.

The CTDOT is seeking partners to redevelop the former nearby garage property as the overall project aims to further economic and community development for Stamford and the entire state.

The \$100 million parking garage project was 100% state funded. The original garage, built in 1985, will soon be closed and demolished. Following that work, the Stamford Transportation Center will have nearly 2,100 parking spaces, an increase of 600 spaces from what was previously available.



Internal Communications

Using tools to ensure information is accessible to all staff.

The Intranet SharePoint site is evolving as business needs change and expand. **Originally designed for 12 tiles, the Intranet expanded to more than 20 tiles.** Looking to improve user experience, the Office of Communications reviewed existing material and deleted pages that were outdated or no longer in use. Upon the request from IT, multiple pages containing links to GIS data bases, software, and IT services were consolidated into one tile – DOT Technology & Data Hub – that was launched in June 2024. Another consolidation of pages to include policies, procedures, services, and standard operating procedures is close to being finalized.

With the arrival of new brand standards for CTDOT all the existing tiles were redesigned to conform to new design specifications. **More than 40 tiles** were revamped to incorporate new colors, fonts, pathmarks, and consistency in their designs. The tiles on the homepage were also reorganized by function: information to assist employee efficiency and to enhance employee enrichment.



Internal Communications

SharePoint tracks recent analytics over a 30-, 60-, or 90-day period. It also tracks page visits over the lifetime of the platform. The Office of Communications is working with IT to integrate Google Analytics into SharePoint to provide more detailed data. These are the top pages visited since the new Intranet SharePoint launched in July 2021.



More than **76,700** visits



More than **42,500** visits



More than **38,700** visits



More than **15,500** visits



The Office of Communications is also responsible for the distribution of *In Motion*, the CTDOT Employee Newsletter.

In FY 24, we designed, edited, and published **four newsletters** highlighting the contributions and efforts of staff across all bureaus.



Conclusion and Feedback

Whether it's communicating externally or internally, ensuring information is readily available and easy to understand is a driving charge of the Office of Communications.

We saw significant growth in our reach through the media over the last fiscal year, which is a testament to the proactive and strategic outreach by staff. We are incredibly responsive to the media and that has helped with story pitches and outreach.

We continue to respond to the needs of staff and provide information on SharePoint that reflect what staff want.

Goals

- Increase connections with smaller news outlets and trade publications
- Track SharePoint engagement in more detail
- Ensure new branding is rolled out and available to all staff

SOCIAL MEDIA

In today's digital age, social media has become an essential tool for connecting with the public and communicating important information. The CTDOT utilizes social media to provide updates on projects, show community support, address concerns and engage with Connecticut residents. In this section of the report, key metrics such as followers, reach, engagements, messages and more show significant growth on every platform.


Total Posts by Platform

 [Facebook](#) 565 posts


 [Instagram](#) 476 posts

 [LinkedIn](#) 465 posts

 [X](#) 605 posts

FY24 Total Posts: 2,111  5%

FY23 Total Posts: 2,226  80%

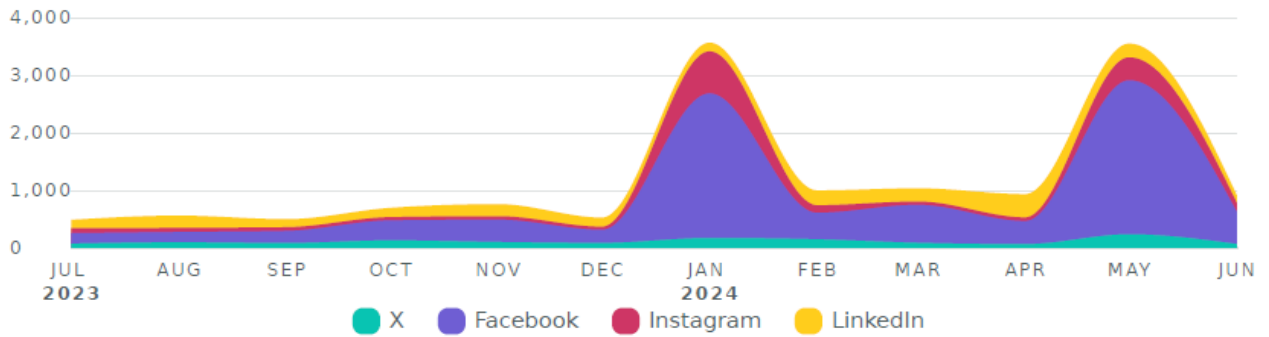
FY22 Total Posts: 1,231  382%

FY21 Total Posts: 255

% Change is the comparison to the previous Fiscal Year

Audience

Net audience growth on each channel.

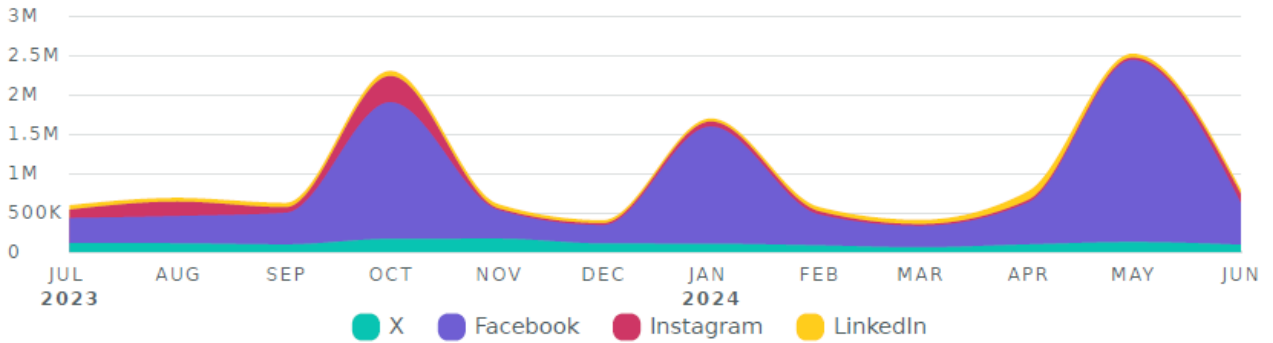


Audience Metrics	Totals	% Change
Total Audience	33,219	↗ 75.4%
Total Net Audience Growth	14,493	↗ 148.3%
X Net Follower Growth	1,347	↗ 31.7%
Facebook Net Follower Growth	8,773	↗ 318.2%
Instagram Net Follower Growth	1,927	↗ 173.7%
LinkedIn Net Follower Growth	2,446	↗ 21.5%

% Change is the comparison to the previous Fiscal Year

Impressions

The number of times posts were viewed on each platform.

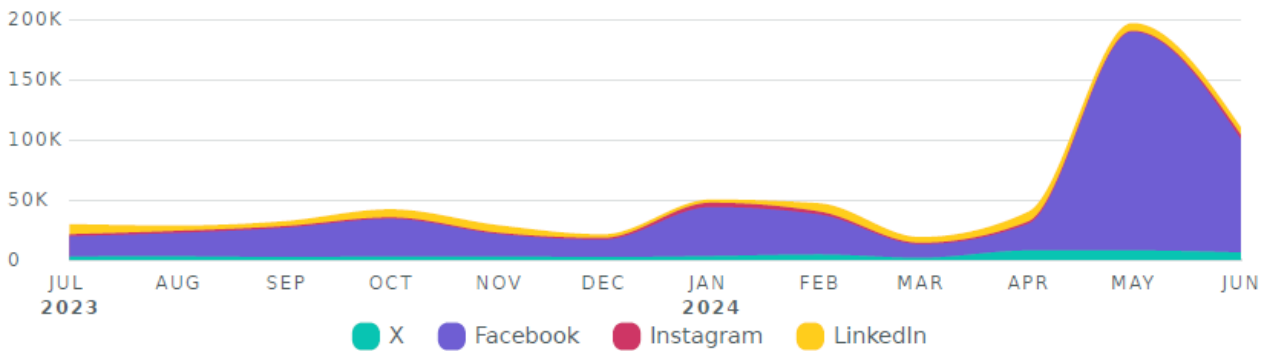


Impression Metrics	Totals	% Change
Total Impressions	11,944,864	↗ 148.7%
X Impressions	1,307,157	↗ 16.6%
Facebook Impressions	8,905,851	↗ 343.1%
Instagram Impressions	1,047,588	↘ 9%
LinkedIn Impressions	684,268	↗ 31.3%

% Change is the comparison to the previous Fiscal Year

Engagement

Total number of reactions, tags, comments, shares and more.

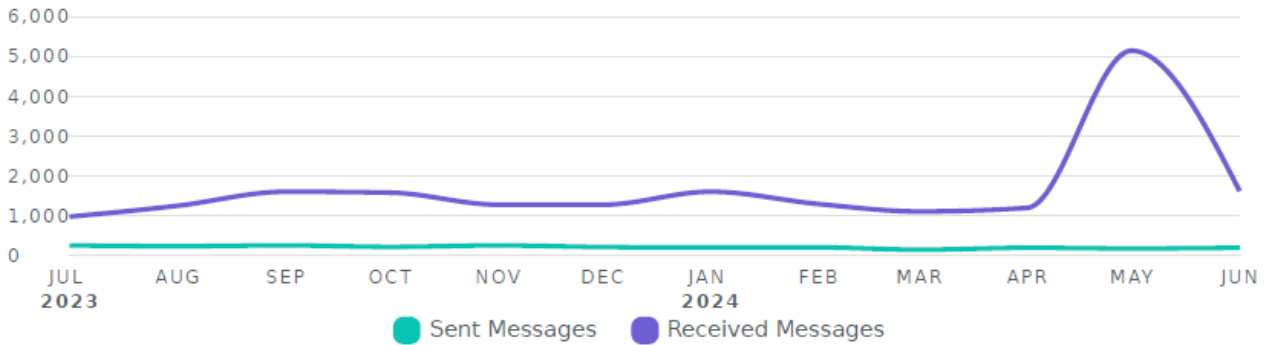


Engagement Metrics	Totals	% Change
Total Engagements	644,379	↗ 127.5%
X Engagements	46,330	↗ 54%
Facebook Engagements	506,820	↗ 176%
Instagram Engagements	22,997	↗ 24.4%
LinkedIn Engagements	68,232	↗ 33.8%

% Change is the comparison to the previous Fiscal Year

Message Volume

Volume of sent and received messages




Sent Messages Metrics	Totals	% Change
Total Sent Messages	2,350	↘ 5.4%
X Sent Messages	611	↘ 19.4%
Facebook Sent Messages	712	↗ 1.6%
Instagram Sent Messages	559	↘ 4.4%
LinkedIn Sent Messages	468	↗ 6.1%

Received Messages Metrics	Totals	% Change
Total Received Messages	19,760	↗ 83.4%
X Received Messages	9,041	↗ 28.3%
Facebook Received Messages	8,817	↗ 360.2%
Instagram Received Messages	1,369	↗ 15.6%
LinkedIn Received Comments	533	↘ 15%

% Change is the comparison to the previous Fiscal Year

Top Posts


Top performing posts on each channel based on impressions.

 **Connecticut Department o...**
 Sun 5/5/2024 10:25 am EDT

Amazing work by the #CTDOT crews and contractors who worked tirelessly to get I-95 in #Norwalk opened ahead of schedul...




Impressions **1,377,356**

 **Connecticut Department o...**
 Sat 10/7/2023 10:00 am EDT

Ever notice new Centerline Rumble Strips on #Connecticut roads? These rumble strips produce noise and vibrations to al...




Impressions **1,159,194**

 **Connecticut Department o...**
 Sun 1/7/2024 2:36 pm EST

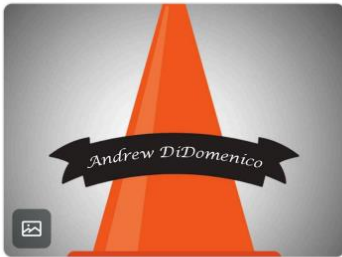
Check out #TeamDOT and the impressive tow plow along I-91 in Rocky Hill! This specialized truck helps us clear more tha...




Impressions **618,787**

 **ctdot_official**
 Fri 6/28/2024 12:24 pm EDT

Our entire agency is heartbroken by Andrew DiDomenico's tragic death. Our sympathies are with his family, friends,...




Impressions **74,099**

 **ctdot_official**
 Fri 1/5/2024 12:04 pm EST

TeamDOT is getting ready for the winter weather!



Impressions **31,958**

 **ctdot_official**
 Sat 4/13/2024 4:37 pm EDT








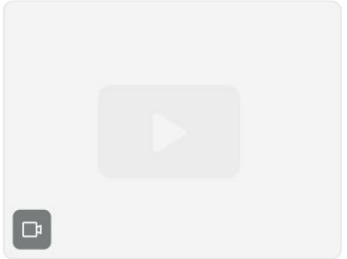

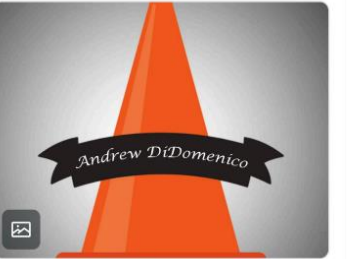


During the heavy rain early Friday morning, a driver attempted to enter I-91 in the wrong direction. The #CTDOT wro...



Impressions **7,100**

Top Posts

Top performing posts on each channel based on impressions.

<p> @CTDOTOfficial Fri 11/3/2023 9:22 am EDT</p> <p>Detour alert on I-95 from Friday, November 3 at 8 p.m. to Monday, November 6 at 6 a.m. We're replacing the I-95 southbound...</p>  <p>Impressions 54,126</p>	<p> @CTDOTOfficial Thu 12/21/2023 4:23 pm EST</p> <p>During the heavy rain earlier this week, our wrong way detection system in #Meriden helped stop a motorist from...</p>  <p>Impressions 45,093</p>	<p> @CTDOTOfficial Thu 10/19/2023 4:22 pm EDT</p> <p>⚠️ Detour alert on I-95 from Friday, October 20 at 8 p.m. to Monday, October 23 at 6 a.m. We're replacing the I-95...</p>  <p>Impressions 44,711</p>
<p> Connecticut Department o... Sat 4/13/2024 4:36 pm EDT</p> <p>During the heavy rain early Friday morning, a driver attempted to enter I-91 in the wrong direction. The #CTDOT wro...</p>  <p>Impressions 44,403</p>	<p> Connecticut Department o... Fri 6/28/2024 12:24 pm EDT</p> <p>Our entire agency is heartbroken by Andrew DiDomenico's tragic death. Our sympathies are with his family, friends,...</p>  <p>Impressions 22,167</p>	<p> Connecticut Department o... Mon 2/26/2024 3:33 pm EST</p> <p>This morning we cut the ribbon and officially opened the new Stamford parking garage! This new 914-space garage is...</p>  <p>Impressions 10,183</p>

Conclusion and Feedback

CTDOT social media showed high performance in nearly every metric in FY 2024. Most impressive was the nearly 12 million impressions across all platforms. Engagements including reactions, shares, comments, tags and more were high on every channel, especially on Facebook with an incredible 506,820 engagements.

Potentially the most important metric shown in this report is the top posts for each channel. Top posts are our strongest indicator of what content we should continue posting and how. This year's top posts focused on real-time safety warnings and updates on projects as well as Andrew DiDomenico's memorial post. One commonality among all the top posts is that they highlighted CTDOT employees. No matter the content, showing real people will increase performance.

Goals

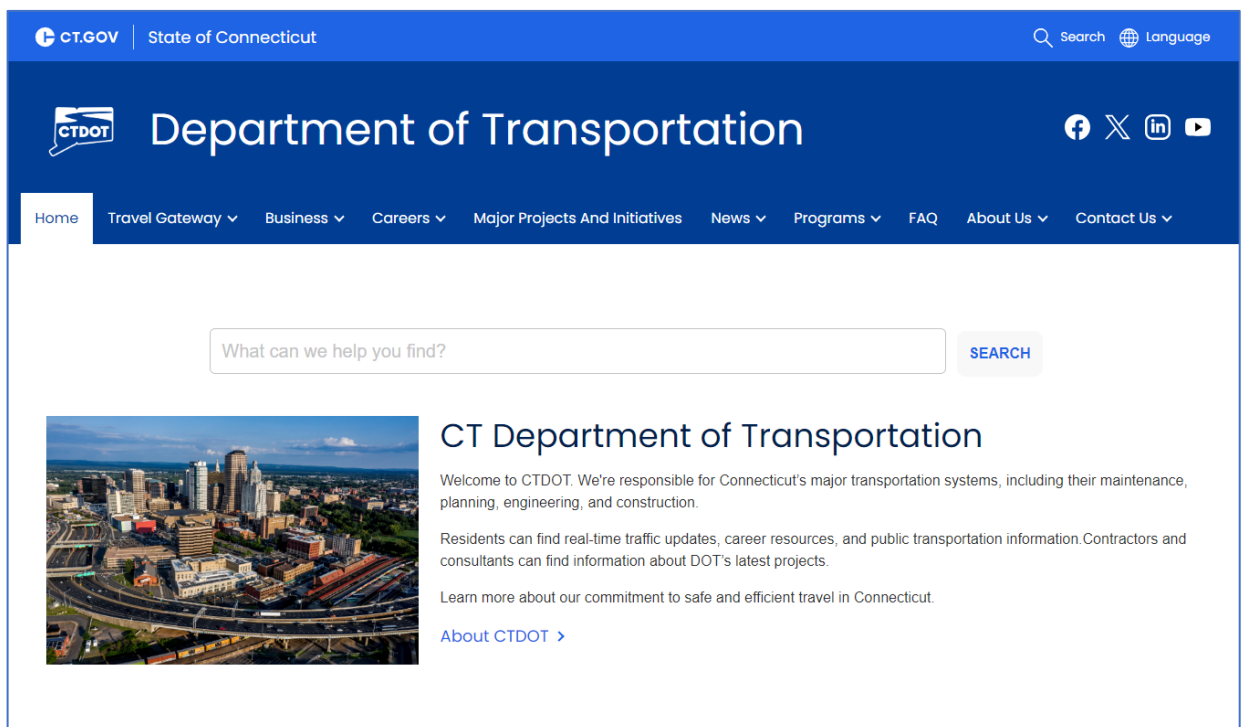
- Improve community perception of CTDOT by showing employees hard at work, promoting new community improvement programs, and more.
- Incorporate more "fun" content such as memes, mascot videos, and social media trends while maintaining relevant messaging in all posts.
- Monitor each platform and respond to as many relevant comments and messages as possible.

WEBSITE

The Connecticut Department of Transportation (CTDOT) website is an engaging and practical website with resources for the public, state employees, contractors, businesses and more.

By examining traffic patterns, user behavior, and engagement metrics, we gain valuable insights into how users interact with our website. These insights are crucial for optimizing content, improving user experience, and ultimately achieving our strategic goals.

The following pages delve into various aspects of our website's performance to uncover trends, identify opportunities for growth, and make informed decisions to enhance our digital presence.



Traffic Overview

The number of users who interacted with our website.

Due to changes with Google Analytics, comparisons to FY 23 are not available.

Users

- **835,000** total active users
- **821,000** total new active users

Search Engine Directed



750,875 total sessions



123,766 total sessions



52,750 total sessions



46,825 total sessions

*OTHER

78,879 total sessions

**Includes all other types of search engines such as Yahoo, DuckDuckGo, etc.*

User Acquisition

Organic Search

60%

491,384 users from organic search

Direct

27%

218,229 users from direct URL

Organic Social

8%

68,096 users from social media

Referral

4%

33,095 users from referral links

Other

1%

9,994 users from other related web sources

Devices

Mobile



52%

305,615

total sessions

Desktop



46%

271,995

total sessions

Other



2%

7,593

total sessions

Users by City/Location

Note: not all browsers support location tracking results may be inaccurate

835,414 total visitors

69,250 visitor locations were undefined



New York City

85,141 visitors



Boston, MA

60,020 visitors



Hartford, CT

24,829 visitors



New Haven, CT

20,961 visitors



Ashburn, VA

19,915 visitors



Bloomfield, CT

19,915 visitors



Newington, CT

14,932 visitors



Wallingford, CT

14,335 visitors

Search Queries

The top entered searches reported from Search Console that led to CTDOT's website.

Organic Google Search Clicks Over Time

The number of organic Google Search clicks reported from Search Console. In other words, the most common keywords people typed in to google that leads them to click on the CTDOT website.

"ct dot"
4,710 clicks

"ct dot jobs"
2,174 clicks

"ctdot"
1,686 clicks

"ctdot oversize
permits"
1,447 clicks

"chester hadlyme
ferry"
1,341 clicks

"fatal car accident
on i-95 today ct"
1,200 clicks

"ct traffic cams"
1,087 clicks

"hadlyme ferry"
1,051 clicks

Organic Google Search impressions

The number of organic Google Search impressions reported from Search Console. The following are the top terms people searched to find their way to the CTDOT website.

"ct transit"
217,581

"cttransit"
160,346

"airbag"
139,432

"metro north
schedule"
105,403

"airbags"
70,219

"air bag"
52,004

"handicapped
transportation
service"
46,148

"willimantic ct"
45,394

Page Engagements

The number of page views on a website and screen views on an app.

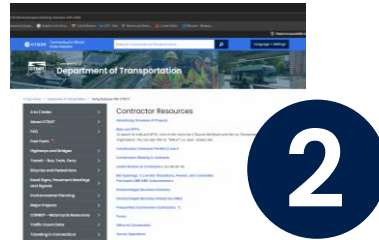
Most Visited (Top 8 Webpages)

Total **2,899,914** webpage visits

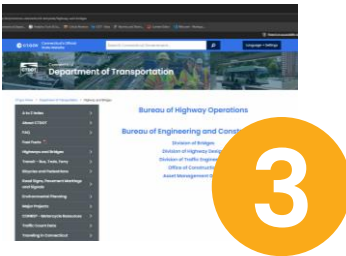
Homepage | **240,029** visits



Doing Business | **73,991** visits



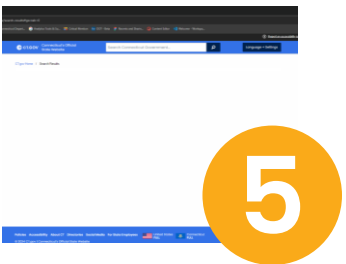
Highways & Bridges | **61,668** visits



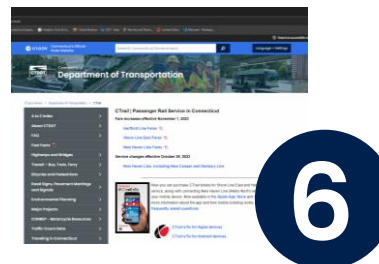
Employment Opportunities | **51,928** visits



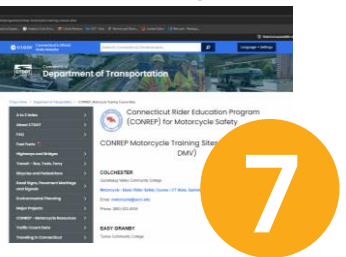
Search Results | **50,256** visits



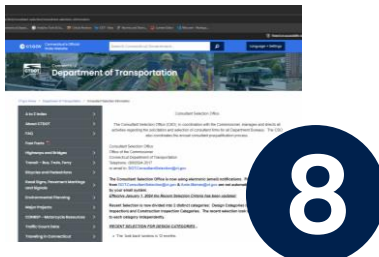
CTrail | **45,701** visits



CONREP | **45,529** visits



Consultant Selection Info | **41,797** visits



Conclusion and Feedback

After reviewing all the statistics, it's important that CTDOT focuses its efforts for web and media to be more mobile friendly or mobile focused just as much as it is focused for desktop. More than half of users (52%) are accessing the CTDOT website via their mobile device and right now, the website is not mobile friendly. For the future areas of growth, CTDOT needs to focus its efforts on converting existing web content on the CTDOT website for use in mobile as well as desktop.

Another important fact is that 60% of all web traffic come from organic search, meaning that Google is populating their search results with key items from the CTDOT website in those search results that leads to the user clicking on the link to the CTDOT website.

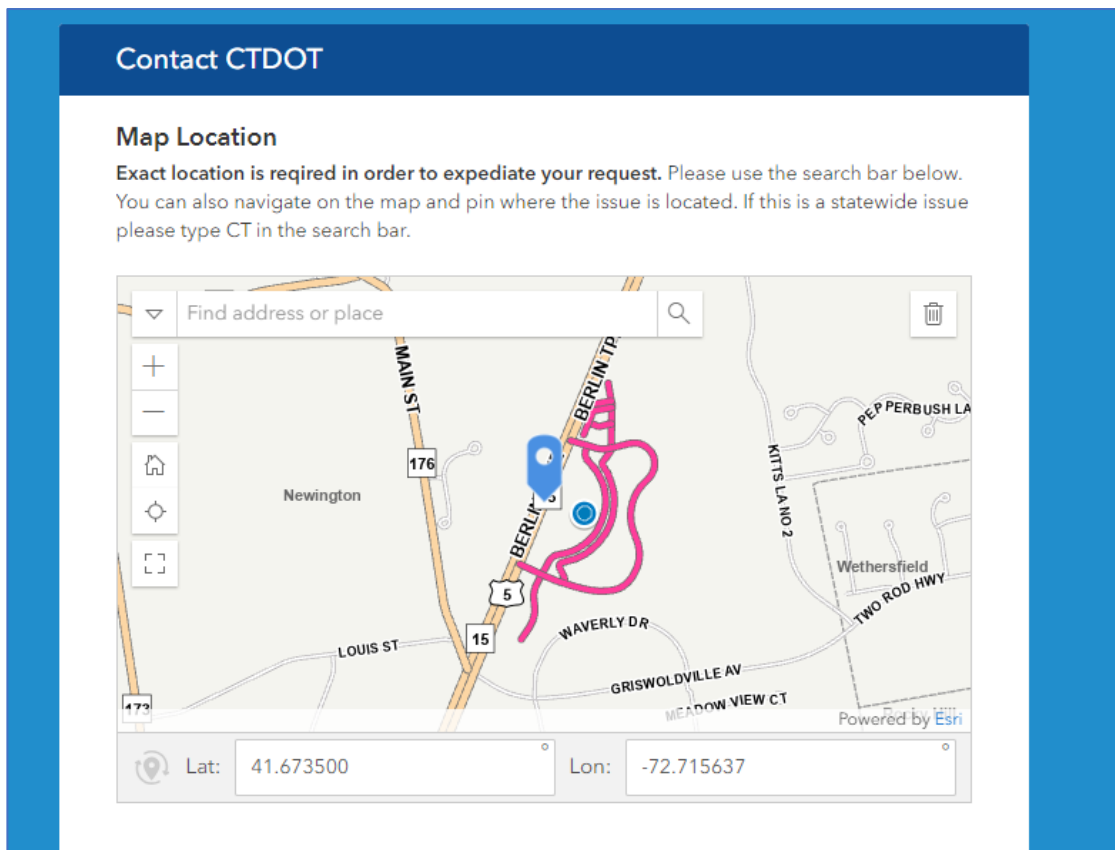
Goals

- Improve Search Engine Optimization (SEO) for all webpages inside CTDOT
- Ensure all new content is mobile friendly
- Continue website migration

CUSTOMER CARE CENTER

The Connecticut Department of Transportation (CTDOT) Customer Care Center (CCC) was established to be the main entry point for public inquiries. The CCC ensures resident concerns are logged and responses are consistent and timely.

The following pages summarize Fiscal Year 2024 compared to Fiscal Year 2023.



Inquiries, Complaints, and Service Requests

A summary of statewide inquiries to the Customer Care Center.



Total Inquiries



21%

The Customer Care Center **received a total of 10,287 customer inquiries**, complaints, and service requests; 8,857 were CTDOT-related and 1,430 fell under the jurisdiction of another state agency, the federal government, or municipal government. This **represents an increase of 21%** from the previous fiscal year's total of 8,472



Maintenance Districts



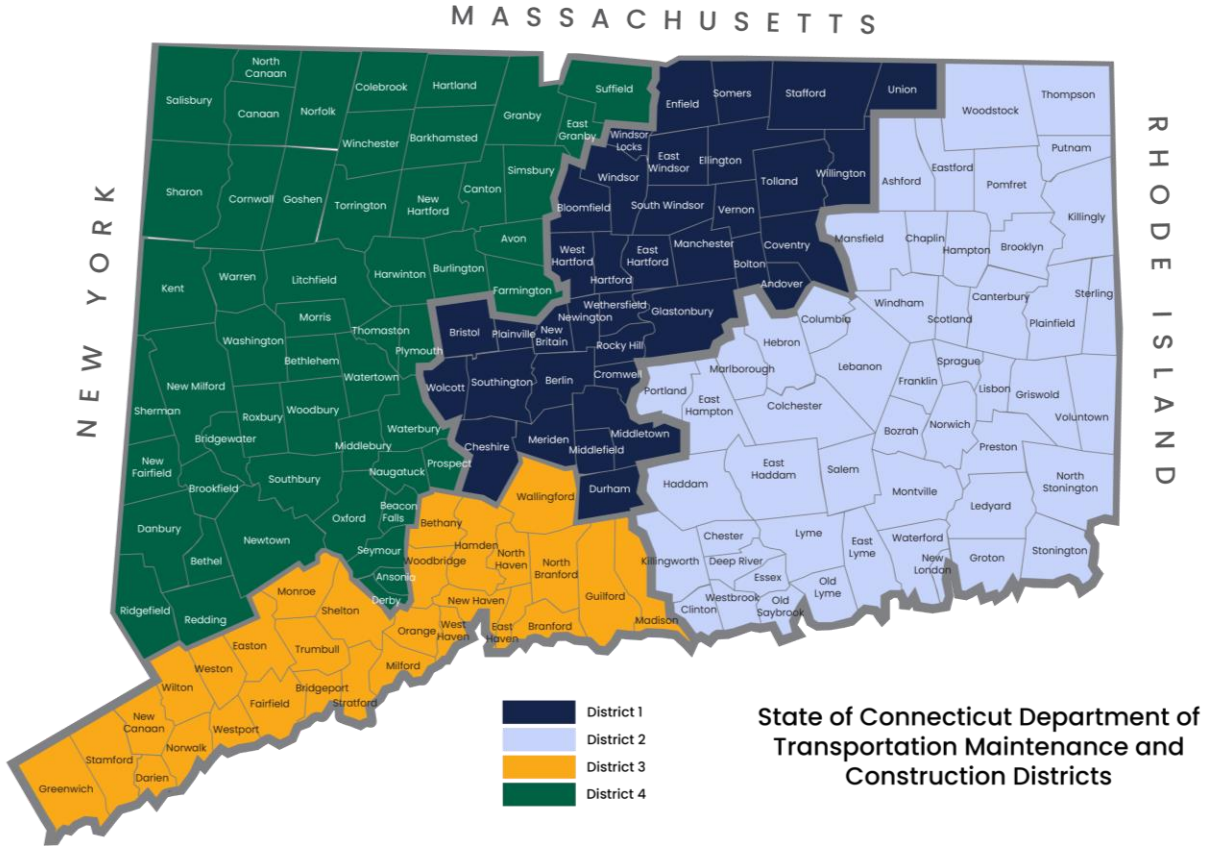
33%

The Customer Care Center referred a total of **6,264 service requests to the Bureau of Highway Operations' four Maintenance Districts**. This represents an increase of **33%** from the previous fiscal year's total of 4,869.

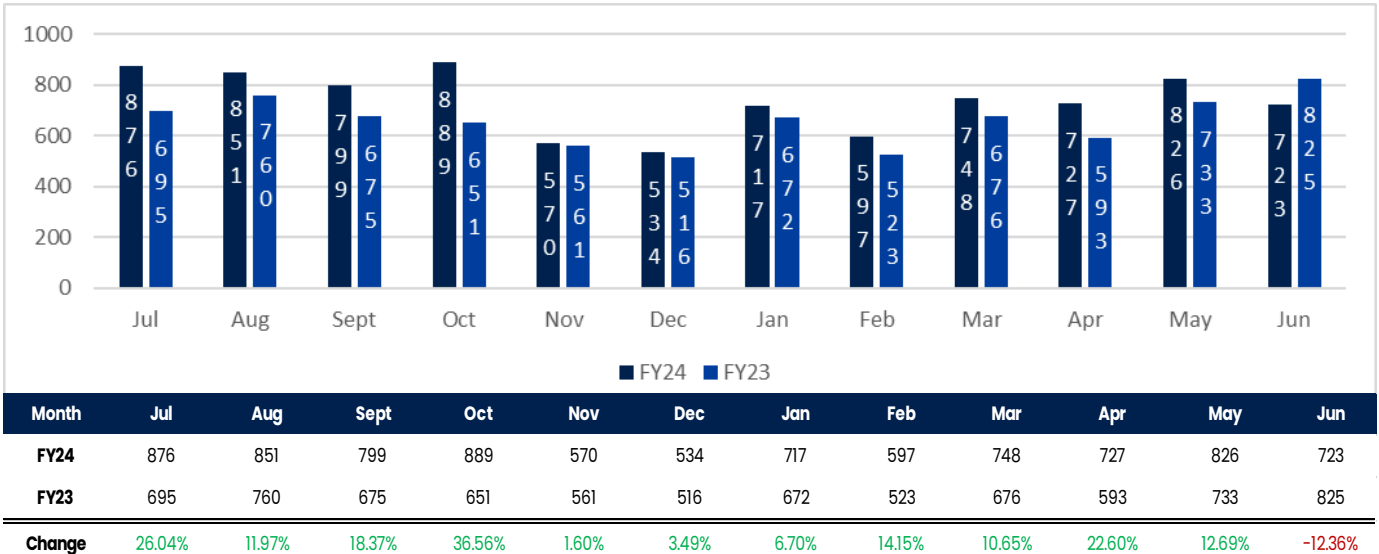
This number only reflects the total number of referrals made to the Maintenance Districts and does not include customer inquiries answered by the Customer Care Center, categories unrelated to maintenance, or referrals made to the subject matter experts within the various bureaus of the CTDOT.

Inquiries, Complaints, and Service Requests

A summary of statewide inquiries to the Customer Care Center.



FY 2024 & FY 2023 Customer Inquiries, Complaints, and Service Requests Compared by Month



Inquiries, Complaints, and Service Requests

A summary of statewide inquiries to the Customer Care Center.

Municipalities with the largest number of reported issues with the Top 3 issues in each municipality

District 1	
Hartford	188
Road Conditions - Pothole	71
Debris - On Roads	20
Highway Illumination - Light Out	18
Manchester	173
Road Conditions - Pothole	69
Debris - On Roads	25
Debris - Dead Animal	16
Middletown	132
Road Conditions - Pothole	36
Construction	16
Debris - On Roads	13

District 2	
Groton	130
Road Conditions - Pothole	26
Traffic Signal - Malfunction	26
Debris - Dead Animal	14
Norwich	74
Traffic Signal - Malfunction	22
Road Conditions - Pothole	12
Debris - On Roads	7
Stonington	68
Tree - Cutting/Trimming	10
Construction	10
Traffic Signal - Malfunction	9

District 3	
Stamford	217
Road Conditions - Pothole	38
Debris - Dead Animal	28
Debris - On Roads	22
New Haven	168
Road Conditions - Pothole	28
Debris - On Roads	21
Traffic Signal - Malfunction	17
Norwalk	138
Construction	34
Debris - Dead Animal	24
Road Conditions - Pothole	12

District 4	
Waterbury	137
Road Conditions - Pothole	47
Construction	38
Public Transit	7
Danbury	133
Road Conditions - Pothole	37
Construction	23
Traffic Signal - Malfunction	18
Ridgefield	95
Road Conditions - Pothole	19
Tree - Report Dead Tree	12
Traffic Signal - Malfunction	12

Trends and Highlights

The Top 5 most reported issues on state roads.



Road Conditions - Potholes



58%

The Customer Care Center **received 1,648 service requests** regarding this issue during FY 2024. In FY 2023, the Customer Care Center received 1,043 service requests for this issue, and it ranked second among the top five issues reported in FY 2023. *(Change: 58.01%)*



Traffic Signal - Malfunction



40%

The Customer Care Center received **816 service requests** regarding this issue during FY 2024. In FY 2023, the Customer Care Center received 581 service requests for this issue, and it ranked third among the top five issues reported in FY 2023. *(Change: 40.45%)*



Construction



40%

The Customer Care Center received **726 service requests** regarding this issue during FY 2024. In FY 2023, the Customer Care Center received 402 service requests for this issue, and it ranked fourth among the top five issues reported in FY 2023. *(Change: 40.45%)*



Debris - On Roads

The Customer Care Center received **637 service requests** regarding this issue during FY 2024. FY 2023 comparison is unavailable because this issue was previously coded as Debris/Dead Animal/Downed Trees



Debris - Dead Animals

The Customer Care Center received **514 service requests** regarding this issue during FY 2024. FY 2023 comparison is unavailable because this issue was previously coded as Debris/Dead Animal/Downed Trees

Inquiries, Complaints, and Service Requests

A summary of District 1 inquiries to the Customer Care Center



District 1 Inquiries



37%

2,681 of the customer inquiries, complaints, and services requests received by the Customer Care Center during the reporting period originated from District 1. **2,415 were CTDOT-related** and 266 fell under the jurisdiction of another state agency, the federal government, or municipal government.

The Customer Care Center referred 1,980 service requests to District 1 maintenance. **This represents an increase of 37%** from the previous fiscal year's total of 1,439.

FY 2024 District 1 Top 3 Service Requests & Inquiries

Top 3 Service Requests & Inquiries	Request Type Total	% CTDOT-related Reported Issues
Road Conditions - Pothole	560	23.19%
Traffic Signal - Malfunction	256	10.60%
Construction	203	8.41%

FY 2023 District 1 Top 3 Service Requests & Inquiries

Top 3 Service Requests & Inquiries	Request Type Total	% CTDOT-related Reported Issues
Debris/Dead Animal/Downed Trees	377	15.99%
Road Conditions - Pothole	308	13.07%
Traffic Signal - Malfunction	210	8.91%

FY 2024 & FY 2023 Service Requests Referred to District 1 Compared by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY24	164	157	186	179	122	103	181	153	188	188	190	169
FY23	111	133	93	121	86	104	113	95	126	139	163	155
Change	47.75%	18.05%	100.00%	47.93%	41.86%	-0.96%	60.18%	61.05%	49.21%	35.25%	16.56%	9.03%

Inquiries, Complaints, and Service Requests

A summary of District 2 inquiries to the Customer Care Center



District 2 Inquiries

↑ 48%

1,426 of the customer inquiries, complaints, and services requests received by the Customer Care Center during the reporting period originated from District 2. **1,347 were CTDOT-related** and 79 fell under the jurisdiction of another state agency, the federal government, or municipal government.

The Customer Care Center referred 1,186 service requests to District 2 maintenance. **This represents an increase of 48%** from the previous fiscal year's total of 802.

FY 2024 District 2 Top 3 Service Requests & Inquiries

Top 3 Service Requests & Inquiries	Request Type Total	% CTDOT-related Reported Issues
Road Conditions - Pothole	233	17.30%
Traffic Signal - Malfunction	156	11.58%
Drainage Concerns	127	9.43%

FY 2023 District 2 Top 3 Service Requests & Inquiries

Top 3 Service Requests & Inquiries	Request Type Total	% CTDOT-related Reported Issues
Debris/Dead Animal/Downed Trees	239	23.18%
Road Conditions - Pothole	142	13.77%
Traffic Signal - Malfunction	83	8.05%

FY 2024 & FY 2023 Service Requests Referred to District 2 Compared by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY24	96	113	92	111	55	97	108	61	111	105	124	113
FY23	91	83	66	57	54	63	58	43	49	62	90	86
Change	5.49%	36.14%	39.39%	94.74%	1.85%	53.97%	86.21%	41.86%	126.53%	69.35%	37.78%	31.40%

Inquiries, Complaints, and Service Requests

A summary of District 3 inquiries to the Customer Care Center

District 3 Inquiries

↑ 13%



2,153 of the customer inquiries, complaints, and services requests received by the Customer Care Center during the reporting period originated from District 3. **1,905 were CTDOT-related** and 248 fell under the jurisdiction of another state agency, the federal government, or municipal government.

The Customer Care Center referred 1,584 service requests to District 3 maintenance. **This represents an increase of 13%** from the previous fiscal year's total of 1,396.

FY 2024 District 3 Top 3 Service Requests & Inquiries

Top 3 Service Requests & Inquiries	Request Type Total	% CTDOT-related Reported Issues
Road Conditions - Pothole	263	13.81%
Construction	214	11.23%
Traffic Signal - Malfunction	197	10.34%

FY 2023 District 3 Top 3 Service Requests & Inquiries

Top 3 Service Requests & Inquiries	Request Type Total	% CTDOT-related Reported Issues
Debris/Dead Animal/Downed Trees	406	21.91%
Road Conditions - Pothole	271	14.62%
Traffic Signal - Malfunction	173	9.34%

FY 2024 & FY 2023 Service Requests Referred to District 3 Compared by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
FY24	175	166	138	187	101	90	109	86	138	107	142	145
FY23	130	108	97	122	117	81	110	92	134	98	122	185
Change	34.62%	53.70%	42.27%	53.28%	-13.68%	11.11%	-0.91%	-6.52%	2.99%	9.18%	16.39%	-21.62%

Conclusion and Feedback

Overall, inquiries through the CCC increased by 21% from FY 2023 to FY 2024, highlighting the value of the unit and its accessibility to the public. This centralized point of entry has alleviated the burden on garages and units as the CCC is fielding incoming questions and concerns.

The CCC is continuing to evolve and new software may be needed in the future that would allow for more detailed metrics and integration with other units. We continue to monitor any potential bugs to ensure the data that is available is accurate and reliable.

Moving forward, the CCC will be looking to implement service level agreements throughout CTDOT so we can benchmark ourselves to ensure we are providing accurate and timely responses to the public.

Goals

- Implement service level agreements
- Review and update Standard Operating Procedures with the Districts
- Develop Key Performance Indicators to measure success