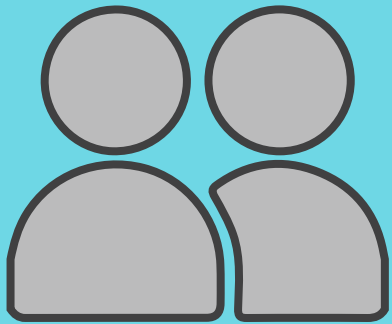


2018 CUSTOMER SATISFACTION SURVEY

As a customer-driven organization, each year, we ask our travelers about their experience on the Kansas Turnpike. These results help us continuously improve our roadway. In 2018, we had an amazing response. We thank those who provided their input.

THE CUSTOMERS



More than half say they travel in the **Topeka to Kansas City** area

73% travel the Turnpike for **social reasons**

Majority use KTA because it is their **most direct route**

Nearly **40%** use the Turnpike a few times per month

TOLL VALUE SATISFACTION

Travelers are satisfied with the **maintenance of the roadway**

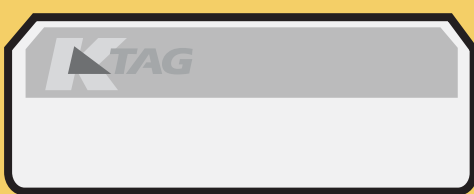
93% enjoy using **highway speed electronic lanes** on I-70/KTA

Service area amenities are rated good to excellent

87% of respondents are happy with **roadway communication**



PEOPLE LOVE K-TAG



96% rate the K-TAG program as good or excellent

Most use and are satisfied with **online account management**

Majority are satisfied with the **electronic discount** received

More than **95%** would recommend K-TAG

WHAT OUR CUSTOMERS WANT

Upkeep and **maintain roadway**, bridges and other structures

Modernization efforts, such as highway speed electronic lanes

Further **compatibility** with other states' tolling systems

