



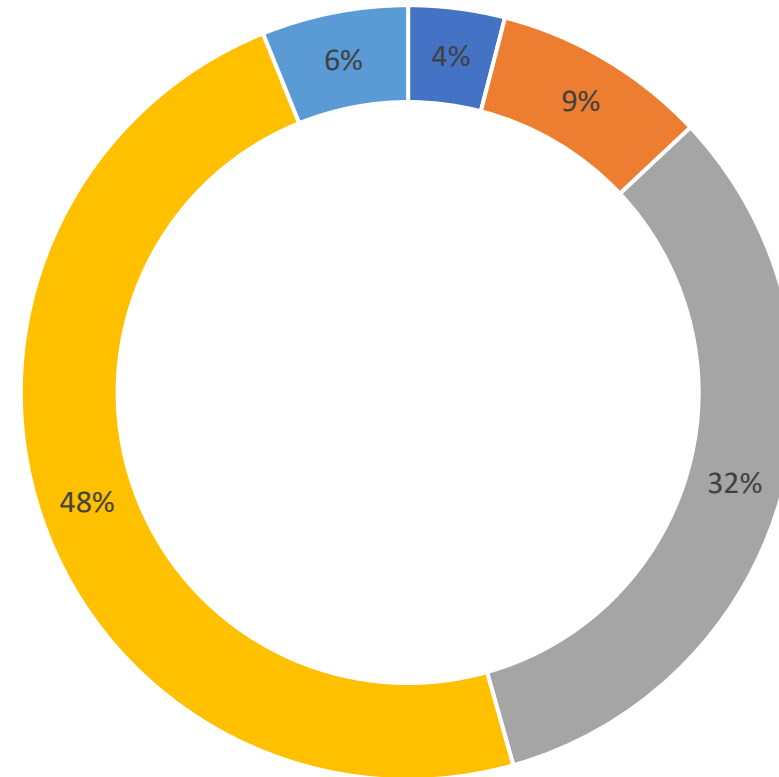
2021 KTA Customer Satisfaction Survey

This survey was conducted
August 20 - September 30, 2021
15,227 responses



How often do you use the Kansas Turnpike?

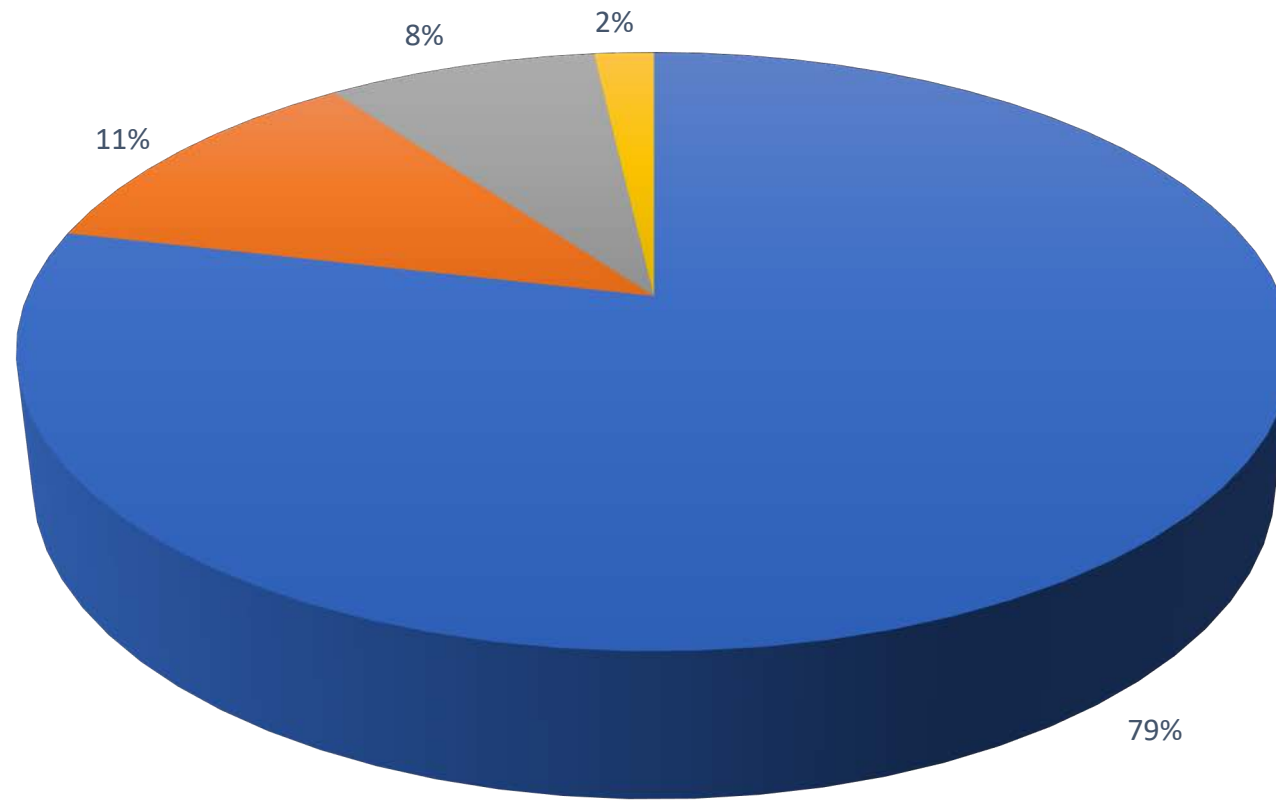
- 45% of respondents use the road at least monthly.



■ Daily ■ Weekly ■ A few times per month ■ A few times per year ■ Rarely



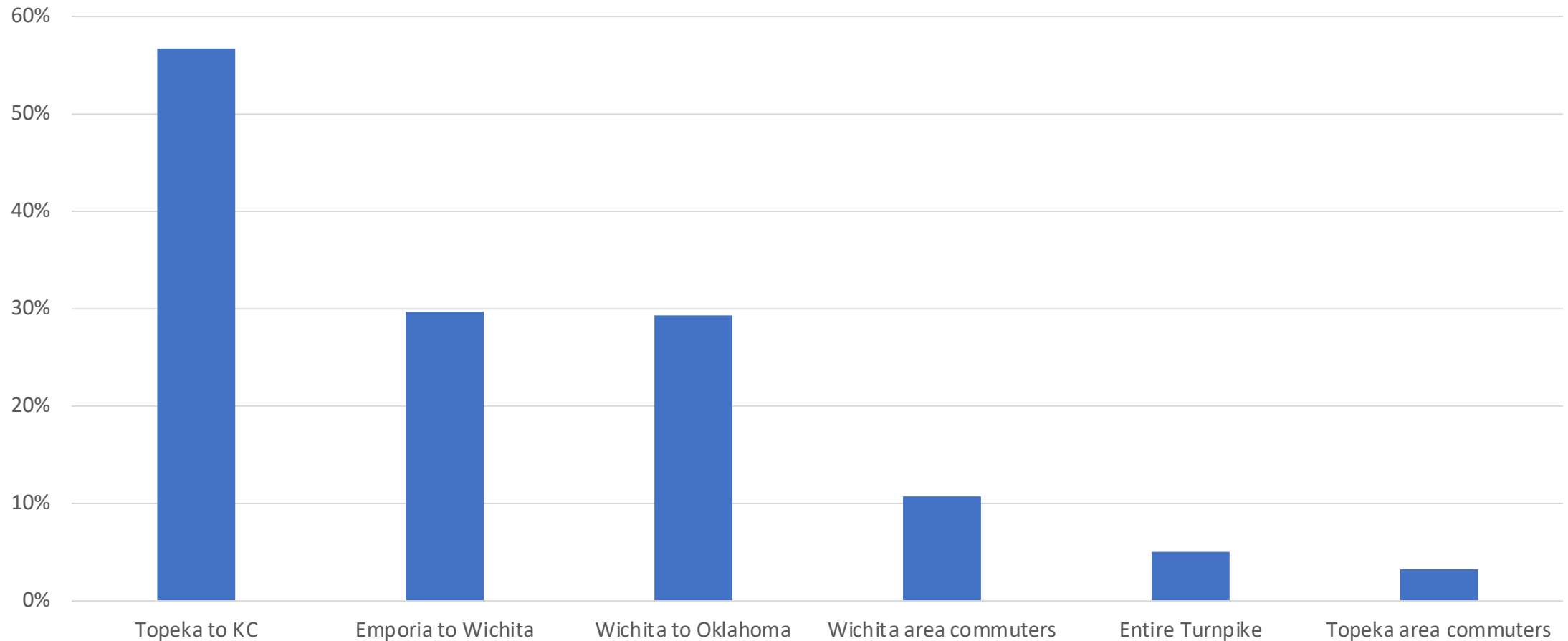
Type of Travel



■ Leisure Travel ■ Occasional Business Travel ■ Commute for work or school ■ Commercial vehicle driver

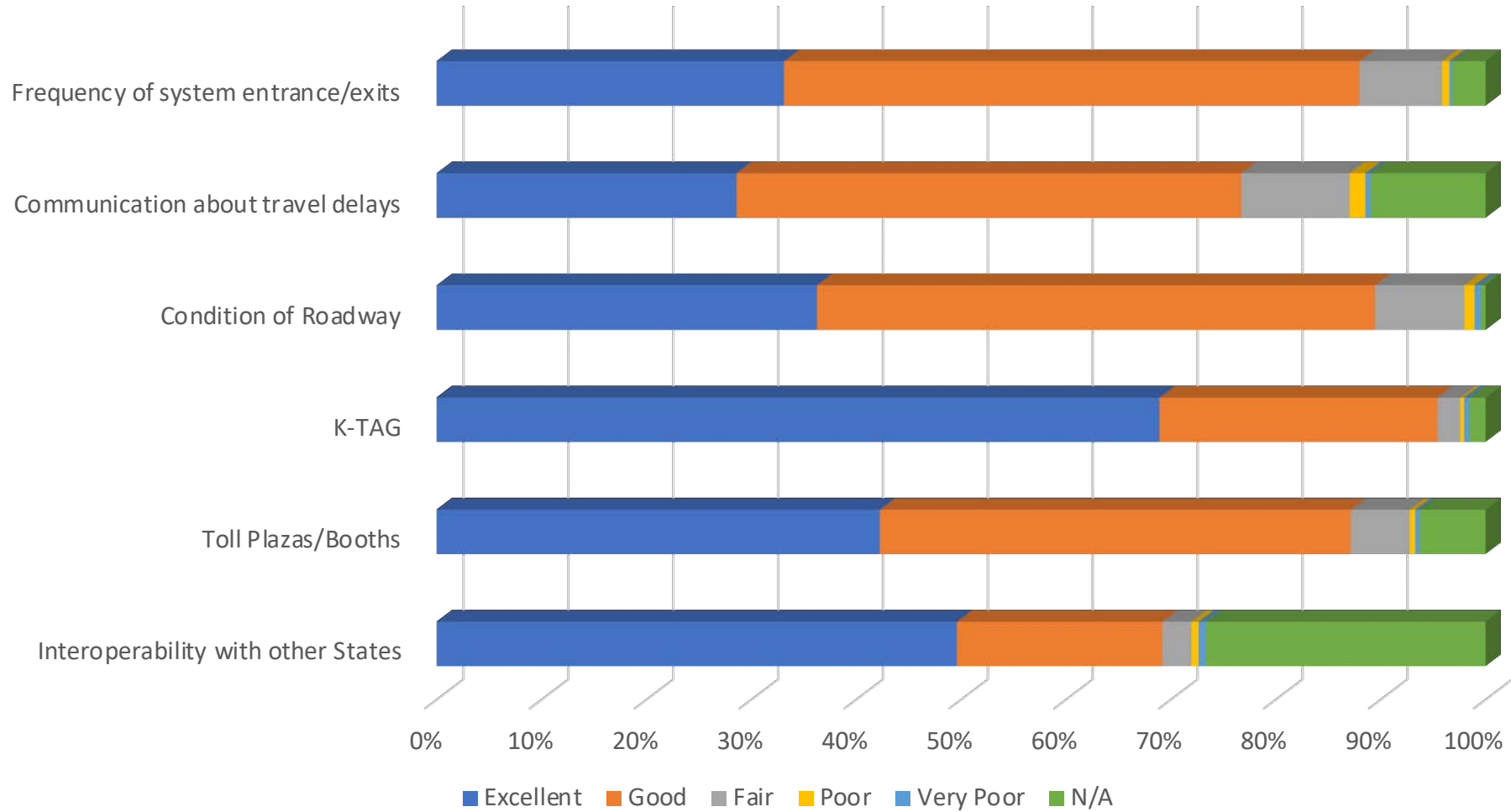


Where are most survey respondents traveling?



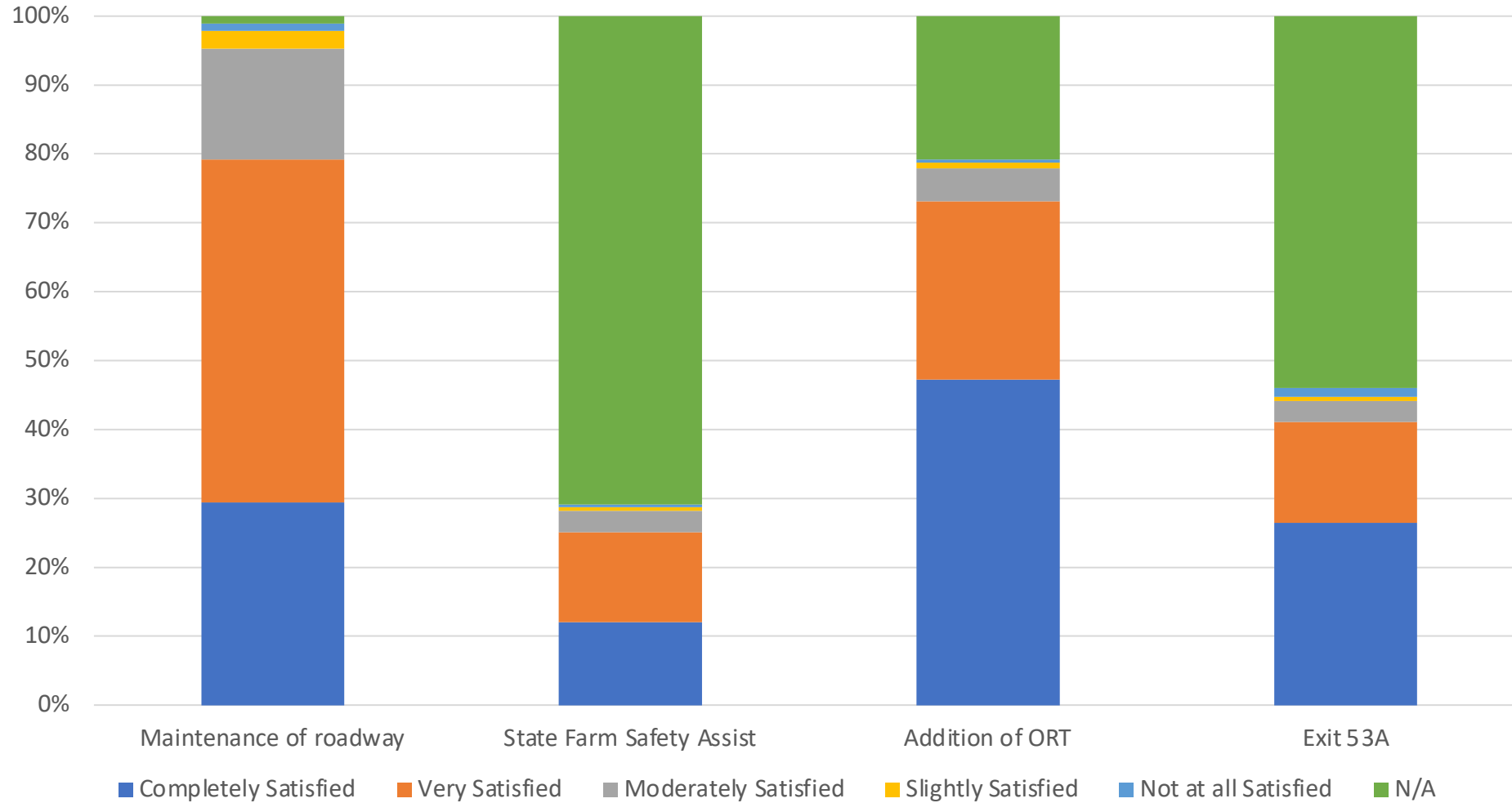


Rate the following aspects of the Turnpike system:



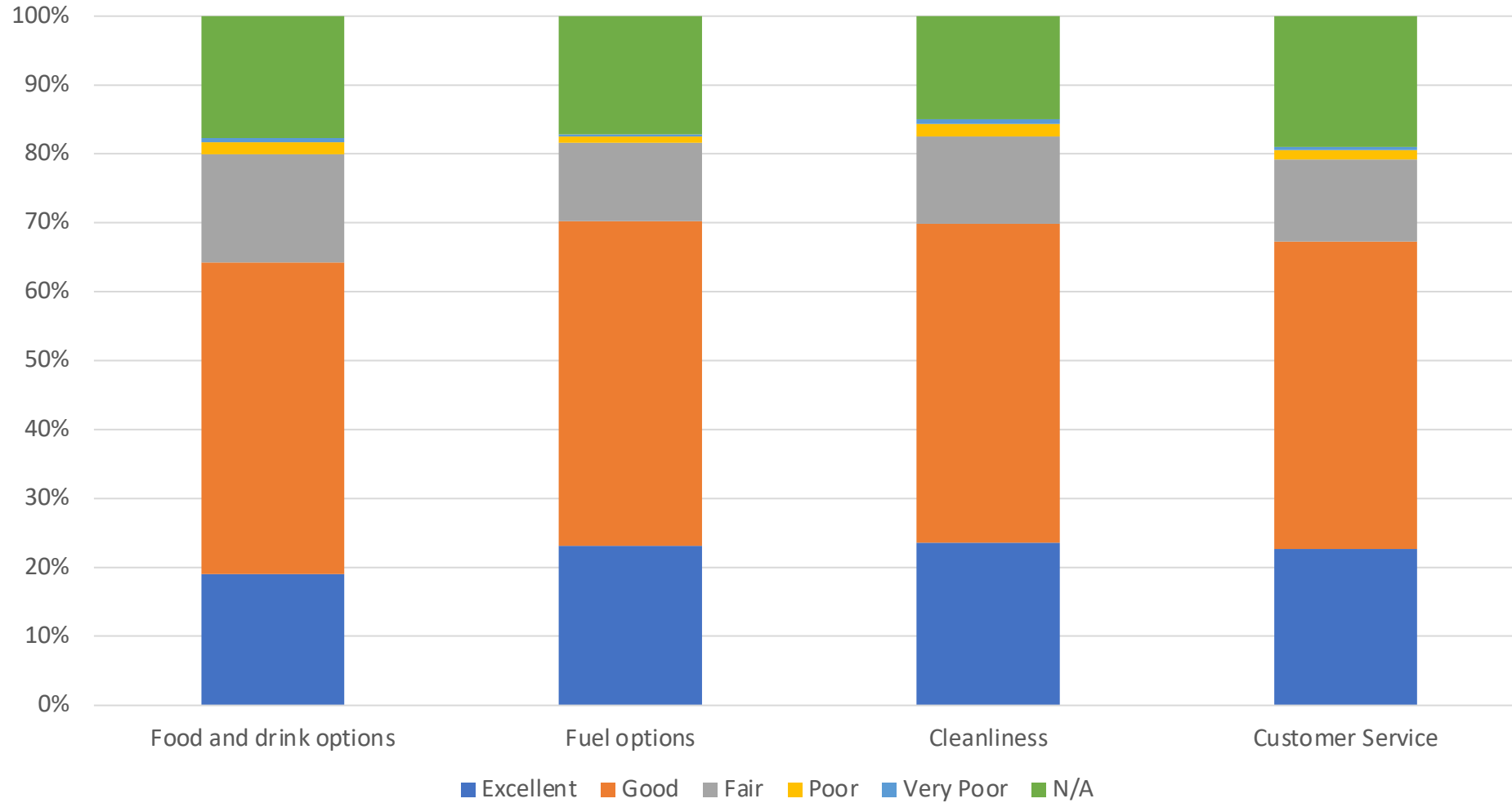


How satisfied are you with these elements of the Kansas Turnpike:



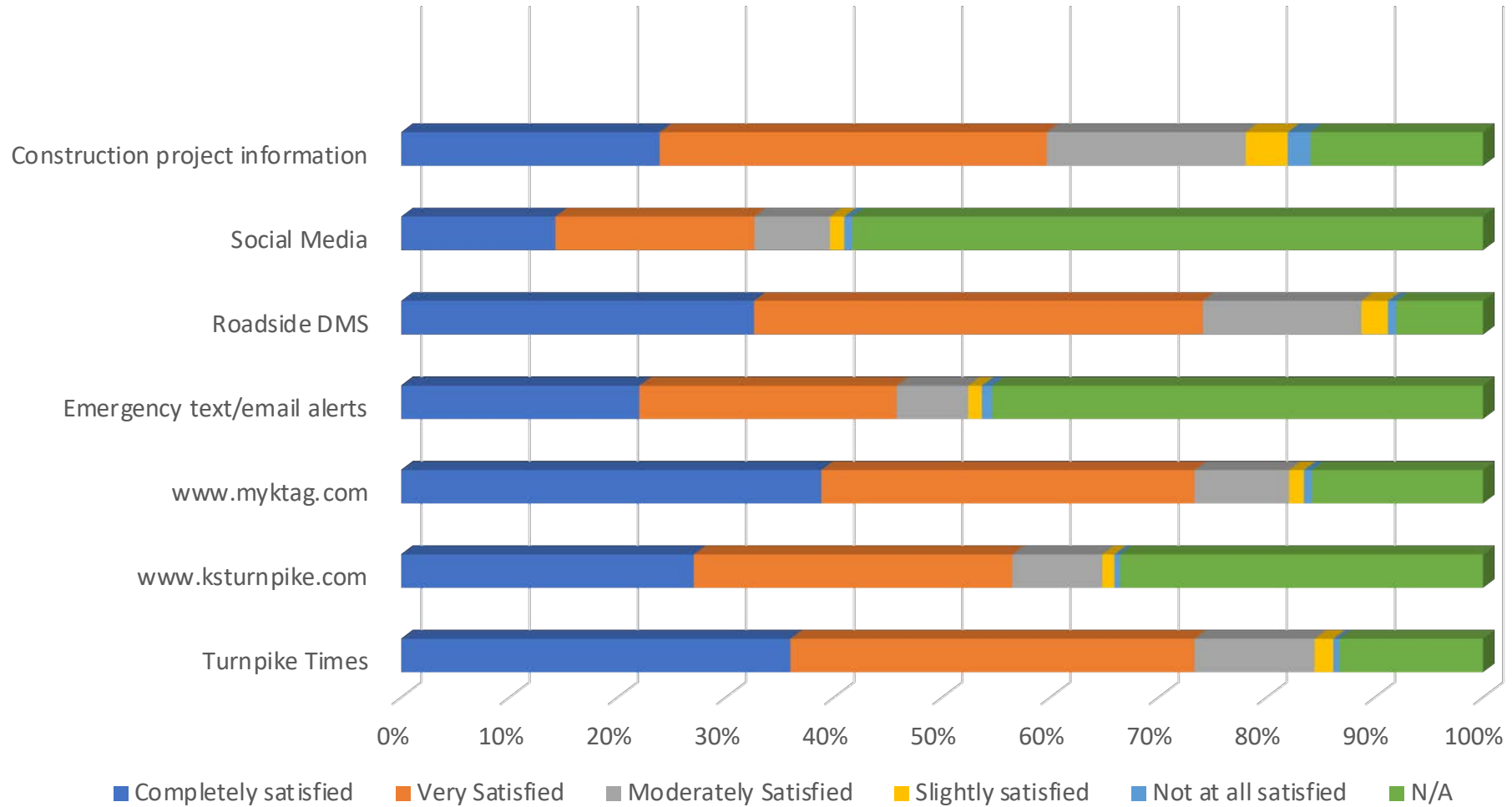


Rate the following elements of the six Service Areas on the Turnpike:



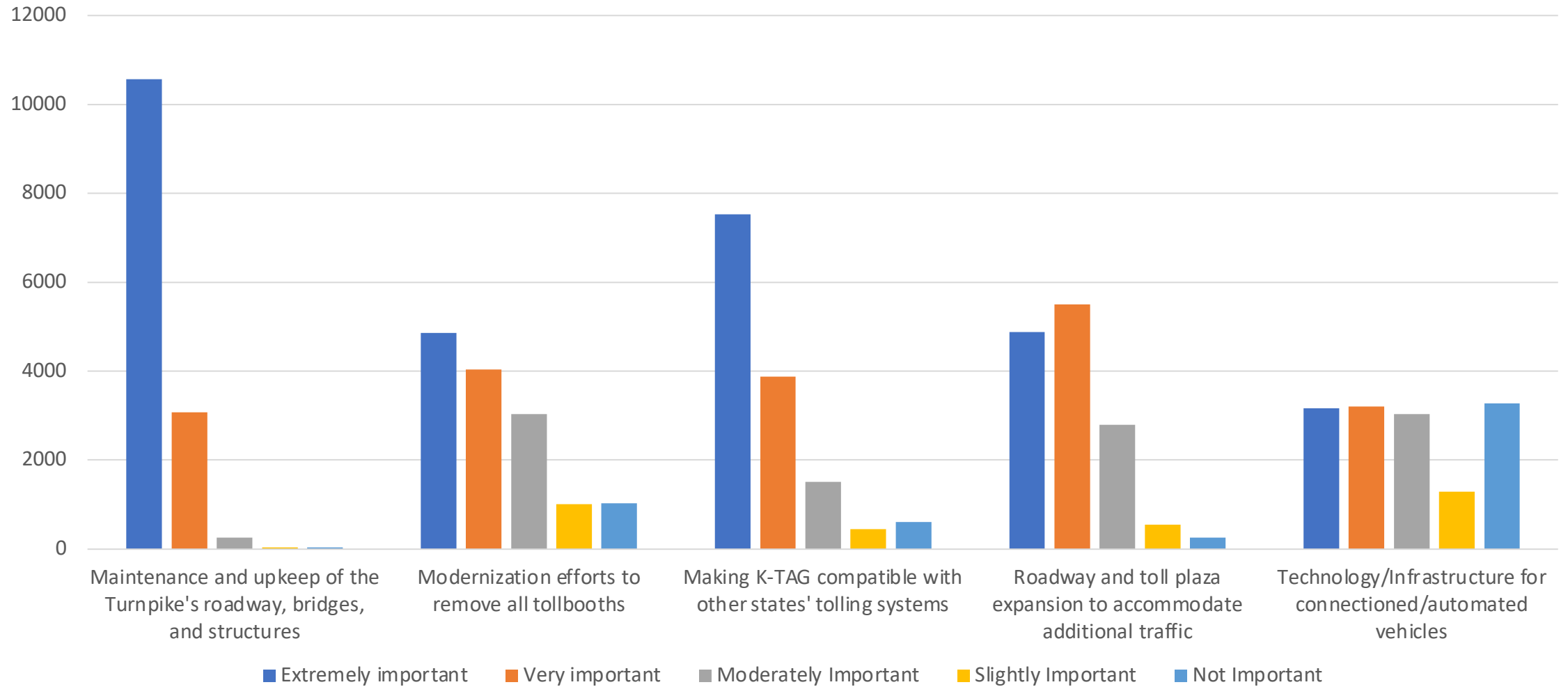


How satisfied are you with these elements of KTA communication:





How important are the following investments to improve travel and safety on the Kansas Turnpike:





Other survey findings:

- Most respondents use the Turnpike because it's the most direct route for their travel.
- 79% of respondents were very or completely satisfied with the value of the tolls they pay.
- 95% of respondents said they would recommend K-TAG to fellow travelers.

