



FOR IMMEDIATE RELEASE

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KTA seeks customer input

WICHITA, Kan.— The Kansas Turnpike Authority invites the public to provide feedback on their Turnpike travel experience by participating in their annual Customer Satisfaction Survey. Anyone who uses the Turnpike, whether daily or occasionally, is encouraged to share their thoughts to help KTA prioritize future projects and make internal improvements.

“We’re a customer-driven organization,” said Steve Hewitt, KTA’s CEO. “Customer feedback helps drive our decisions for future projects. Cashless tolling will be arriving in 2024, and part of that decision was due to our customer’s changing expectations on how tolling works.”

The survey is open until September 30 at <https://www.surveymonkey.com/r/CSS21NR>

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About KTA:

For nearly 65 years, the Kansas Turnpike Authority (KTA) maintains 236 miles of user-fee supported roadway from the Oklahoma border to Kansas City. KTA doesn’t receive state or federal tax funds. Instead, toll revenue pays for preservation and modernization of the Turnpike system. [KTA’s Strategic Plan](#) supports organizational goals with four strategic initiatives. KTA’s mission is to move Kansas forward by operating a safe, reliable and customer-valued turnpike system in a fiscally responsible, businesslike manner.

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