Motor Carrier Transportation Division

Customer Survey Project — 2008

OREGON DEPARTMENT OF TRANSPORTATION – MOTOR CARRIER TRANSPORTATION DIVISION

How are we doing?

You have been selected to participate in a survey. The Oregon Department of Transportation's Motor Carrier Transportation Division is conducting a customer survey to see how well we are doing our job. ***You were randomly selected from a list of motor carriers who recently called or visited our Salem Headquarters for help with Oregon truck-related business.*** *Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience. You will remain anonymous in this survey. Thank you for your help!*

Gregg Dal Ponte, ODOT Administrator

Customer Survey – Salem Motor Carrier Services

Please check the most appropriate response

Regarding Motor Carrier Division staff and service provided . . .	Excellent	Good	Fair	Poor	Don't Know
TIMELINESS **1.** How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?					
ACCURACY **2.** How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?					
HELPFULNESS **3.** How do you rate the helpfulness of Motor Carrier Transportation Division employees?					
EXPERTISE **4.** How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?					
AVAILABILITY OF INFORMATION **5.** How do you rate the availability of information at the Motor Carrier Transportation Division?					
OVERALL SERVICE **6.** How do you rate the overall quality of service provided by the					

Current survey reaches more customers

	Total surveys sent	Total returned / Percent	Cost
2008	5,514	1,288 / 23 %	$2,957
2006	4,620	1,186 / 26 %	$2,199
2004	2,320	727 / 31 %	$1,172
2002	2,215	687 / 31 %	$1,041
1998	1,121	384 / 34 %	$ 550

Customer groups surveyed in 2008

1. Oregon companies subject to a Safety Compliance Review
2. Oregon companies with a truck inspected by MCTD staff
3. Oregon truck drivers inspected by MCTD staff
4. Oregon drivers who received a citation or warning from a motor carrier enforcement officer
5. Companies in OR, ID, and WA who participate in Green Light
6. Companies in OR, ID, and WA who are Trusted Carrier Partners
7. Companies calling the Registration Services Permit Analysts
8. Companies calling the Permit Analysts in Over-Dimension Permits
9. Companies subject to a weight-mile tax audit
10. Companies subject to an International Registration Plan and/or International Fuel Tax Agreement audit

Response rates per customer group

Group	Sample	Responses / Percent
Safety Compliance Review	427	93 / 22 %
Truck inspection	690	164 / 24 %
Driver inspection	660	118 / 18 %
Driver cited / warned	616	106 / 17%
Green Light	591	130 / 22 %
Trusted Carriers	598	211 / 35 %
Salem Permit Analysts	592	131 / 22 %
Over-Dimension Permits	597	177 / 30 %
Weight-mile tax audit	587	113 / 19 %
IRP / IFTA audit	156	45 / 29 %

Results – Responses to six benchmarks of customer service – standard questions on all state agency surveys

Regarding Motor Carrier Division staff and service provided . . .

	Excellent	Good	Fair	Poor	Responses
TIMELINESS 1. How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?	41%	48%	9%	2%	1,264
ACCURACY 2. How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?	42%	47%	8%	3%	1,266
HELPFULNESS 3. How do you rate the helpfulness of Motor Carrier Transportation Division employees?	50%	39%	8%	3%	1,264
EXPERTISE 4. How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?	42%	45%	10%	3%	1,248
AVAILABILITY OF INFORMATION 5. How do you rate the availability of information at the Motor Carrier Transportation Division?	39%	46%	12%	3%	1,247
OVERALL SERVICE 6. How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?	39%	50%	9%	2%	1,260

Oregon companies subject to a Safety Compliance Review in 2007

OREGON DEPARTMENT OF TRANSPORTATION – MOTOR CARRIER TRANSPORTATION DIVISION

How are we doing?

You have been selected to participate in a survey. The Oregon Department of Transportation's Motor Carrier Transportation Division is conducting a customer survey to see how well we are doing our job. ***You were randomly selected from the list of motor carriers who were the subject of a Safety Compliance Review in the past year.*** *Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience with our Motor Carrier Safety staff. You will remain anonymous in this survey. Thank you for your help!*

Gregg Dal Ponte, ODOT Administrator

Customer Survey – Safety Compliance Reviews — **Please check the most appropriate response**

Regarding Motor Carrier Division staff and service provided . . .	**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**
1. TIMELINESS – How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?					
2. ACCURACY – How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?					
3. HELPFULNESS – How do you rate the helpfulness of Motor Carrier Transportation Division employees?					
4. EXPERTISE – How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?					
5. AVAILABILITY OF INFORMATION – How do you rate the availability of information at the Motor Carrier Transportation Division?					
6. OVERALL SERVICE – How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?					
Regarding Safety Compliance Reviews and the process . . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
1. ODOT inspectors conduct safety compliance reviews in a professional, courteous manner.					
2. Inspectors explain that a compliance review may result in a cease and desist letter, a formal enforcement action, or no action at all.					
3. Letters I received from ODOT, such as ones requesting safety records, were clear and easy to understand.					
4. When my audit led to a civil complaint action, the documents I received clearly described the alleged violations and penalties.					

There are just a few more questions on the back.

(continued from front)

2008 Customer Survey – Part Two

More regarding Safety Compliance Reviews . . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
5. I had no difficulty following the instructions about how to respond to the enforcement action.					
6. The civil complaint settlement process was handled in a fair, professional manner.					
7. ODOT's Motor Carrier Safety Program has a positive effect on highway safety.					
8. Safety reviews influence motor carriers to comply with safety regulations.					
9. Reviews are conducted in a manner that minimizes interruption of my business.					
10. The $100 penalty that applies to most safety violations is sufficient to convince carriers to operate in compliance with safety regulations.					

The main incentive for complying with state and federal motor carrier safety regulations is (check one):
❒ in the interest of public safety. ❒ to reduce my insurance premium. ❒ to avoid enforcement action by ODOT.

If you could make one suggestion as to how we could do a better job, what would that be?

Please return this completed form in the enclosed self-addressed, stamped envelope by July 15 to the ODOT Motor Carrier Transportation Division, 550 Capitol St. NE, Salem OR 97301-2530. Watch for a report of the results of this survey in an upcoming issue of the Oregon Motor Carrier News.

Thank you very much for participating in this survey!

Key results – Oregon companies subject to a Safety Compliance Review

Safety Compliance Review

95% believe ODOT's Motor Carrier Safety Program has a positive effect on highway safety.

94% agree that Safety Compliance Reviews influence carriers to comply with safety regulations.

91% say the $100 penalty that applies to most safety violations is sufficient to convince carriers to stay in compliance.

Regarding Motor Carrier Division staff and service provided . . .

	Excellent	Good	Fair	Poor	Responses
OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?	34%	53%	12%	1%	92

Oregon companies with a truck inspected by MCTD staff last year

OREGON DEPARTMENT OF TRANSPORTATION – MOTOR CARRIER TRANSPORTATION DIVISION

How are we doing?

You have been selected to participate in a survey. The Oregon Department of Transportation's Motor Carrier Transportation Division is conducting a customer survey to see how well we are doing our job. ***You were randomly selected from the list of motor carriers who were subject to a truck safety inspection within the past year.*** *Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience with our Motor Carrier Safety Program. You will remain anonymous in this survey. Thank you for your help!*

Gregg Dal Ponte, ODOT Administrator

Customer Survey – Motor Carrier Safety Program — **Please check the most appropriate response**

Regarding Motor Carrier Division staff and service provided . . .	**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**
1. TIMELINESS – How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?					
2. ACCURACY – How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?					
3. HELPFULNESS – How do you rate the helpfulness of Motor Carrier Transportation Division employees?					
4. EXPERTISE – How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?					
5. AVAILABILITY OF INFORMATION – How do you rate the availability of information at the Motor Carrier Transportation Division?					
6. OVERALL SERVICE – How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?					
Regarding Motor Carrier Division staff and the inspection process . . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
1. ODOT inspectors conduct safety inspections in a professional, courteous manner.					
2. The inspection report form contains clear instructions.					
3. It is clear and understandable that motor carriers are required to return the inspection form to ODOT within 15 days, certifying that repairs were made.					
4. It is clear and understandable that when out-of-service violations are discovered, driver problems must be resolved and/or vehicle defects must be fixed before service is resumed.					
5. ODOT's Motor Carrier Safety Program has a positive effect on highway safety.					

There are just a few more questions on the back.

(continued from front) **2008 Customer Survey – Part Two**

More regarding inspections and enforcement. . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
6. The chances of being inspected on an average trip through Oregon are high.					
7. Oregon should increase its on-highway inspection efforts.					
8. Inspections conducted during evening hours and on weekends are effective in identifying unsafe trucks.					
9. Inspections conducted on secondary highway routes are effective in identifying unsafe trucks.					
10. Putting drivers and vehicles out-of-service benefits highway safety.					
11. Stopping trucks that are speeding or committing other traffic violations benefits highway safety.					
12. There is a greater effect on highway safety when vehicles are selected for inspection on the basis of suspected defects rather than at random.					
13. Circle the number of times your vehicles were inspected in Oregon during the past year.	1	2	3	4 - 6	7 - 10

If you could make one suggestion as to how we could do a better job, what would that be?

Please return this completed form in the enclosed self-addressed, stamped envelope by July 15 to the ODOT Motor Carrier Transportation Division, 550 Capitol St. NE, Salem OR 97301-2530. Watch for a report of the results of this survey in an upcoming issue of the Oregon Motor Carrier News.

Thank you very much for participating in this survey!

Key results – Oregon companies with a truck inspected by MCTD staff

59% say their trucks were inspected 3-10 times by MCTD staff last year.

79% agree the chances of being inspected on an average trip through Oregon are high.

60% think inspection efforts should not be increased.

Fully supportive of enforcement efforts:

96% believe ODOT's Motor Carrier Safety Program has a positive effect on highway safety.

89% agree putting drivers and vehicles out-of-service benefits safety.

98% agree stopping trucks that are speeding or committing other traffic violations benefits safety.

Oregon truck drivers inspected by MCTD staff last year

OREGON DEPARTMENT OF TRANSPORTATION – MOTOR CARRIER TRANSPORTATION DIVISION

How are we doing?

You have been selected to participate in a survey. The Oregon Department of Transportation's Motor Carrier Transportation Division is conducting a customer survey to see how well we are doing our job. ***You were randomly selected from the list of truck drivers who were subject to a safety inspection within the past year.*** *Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience with our Motor Carrier Safety Program. You will remain anonymous in this survey. Thank you for your help!*

Gregg Dal Ponte, ODOT Administrator

Customer Survey – Motor Carrier Safety Program

Please check the most appropriate response

Regarding Motor Carrier Division staff and service provided . . .	**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**
1. TIMELINESS – How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?					
2. ACCURACY – How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?					
3. HELPFULNESS – How do you rate the helpfulness of Motor Carrier Transportation Division employees?					
4. EXPERTISE – How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?					
5. AVAILABILITY OF INFORMATION – How do you rate the availability of information at the Motor Carrier Transportation Division?					
6. OVERALL SERVICE – How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?					
Regarding driver inspections . . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
1. ODOT inspectors conduct safety inspections in a professional, courteous manner.					
2. At the end of the inspection, the inspector gave me clear instructions about what repairs are needed and how I must handle the inspection form.					
3. The inspection form is easy to read and understand.					
4. The chances of being inspected on an average trip through Oregon are high.					
5. It is difficult to purposely evade a vehicle inspection in Oregon.					

There are just a few more questions on the back.

(continued from front)

2008 Customer Survey – Part Two

More regarding driver inspections . . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
6. Oregon should increase its on-highway inspection efforts.					
7. Inspections conducted during evening hours and on weekends are effective in identifying unsafe trucks.					
8. Inspections conducted on secondary highway routes are effective in identifying unsafe trucks.					
9. Putting drivers and vehicles out-of-service benefits highway safety.					
10. Stopping trucks that are speeding or committing other traffic violations benefits highway safety.					
11. It is generally true that drivers of vehicles placed out-of-service make sure repairs are made before they proceed.					
12. When drivers return to a yard and report that a vehicle was subject to a safety inspection that found it needs repair, most motor carriers make the repairs in a timely manner.					
13. The company I work for gives me the information and support I need to be in compliance with safety regulations.					

If you could make one suggestion as to how we could do a better job, what would that be?

Please return this completed form in the enclosed self-addressed, stamped envelope by July 15 to the ODOT Motor Carrier Transportation Division, 550 Capitol St. NE, Salem OR 97301-2530. Watch for a report of the results of this survey in an upcoming issue of the Oregon Motor Carrier News.

Thank you very much for participating in this survey!

Key results – Oregon truck drivers inspected by MCTD staff

85% agree that ODOT inspectors conduct inspections in a professional, courteous manner.

97% say inspectors give clear instructions about making repairs and handling the inspection form.

87% agree putting drivers and vehicles out-of-service benefits safety.

94% agree stopping trucks that are speeding or committing other traffic violations benefits safety.

Regarding Motor Carrier Division staff and service provided . . .

	Excellent	Good	Fair	Poor	Responses
OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?	18%	51%	26%	5%	114

Oregon drivers cited or warned by a motor carrier enforcement officer

OREGON DEPARTMENT OF TRANSPORTATION – MOTOR CARRIER TRANSPORTATION DIVISION

How are we doing?

You have been selected to participate in a survey. The Oregon Department of Transportation's Motor Carrier Transportation Division is conducting a customer survey to see how well we are doing our job. ***You were randomly selected from the list of drivers who in the past six months received a citation or warning from a motor carrier enforcement officer at an Oregon weigh station.*** *Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience with our motor carrier enforcement officers. You will remain anonymous in this survey. Thank you for your help!*

Gregg Dal Ponte, ODOT Administrator

Customer Survey – Motor Carrier Enforcement Officers **Please check the most appropriate response**

Regarding weigh station enforcement officers and service provided . . .	**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**
1. TIMELINESS – How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?					
2. ACCURACY – How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?					
3. HELPFULNESS – How do you rate the helpfulness of Motor Carrier Transportation Division employees?					
4. EXPERTISE – How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?					
5. AVAILABILITY OF INFORMATION – How do you rate the availability of information at the Motor Carrier Transportation Division?					
6. OVERALL SERVICE – How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?					
Regarding weigh station enforcement officers . . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
1. Oregon Motor Carrier Enforcement Officers are polite and courteous.					
2. Oregon Motor Carrier Enforcement Officers perform their duties in a professional manner.					
3. Oregon Motor Carrier Enforcement Officers are knowledgeable and well-trained.					
4. Oregon Motor Carrier Enforcement Officers demonstrate good judgment and common sense.					
5. Oregon Motor Carrier Enforcement Officers treat truck operators with respect.					
6. Oregon Motor Carrier Enforcement Officers are respectful of time demands on truck operators.					

There are just a few more questions on the back.

(continued from front)

2008 Customer Survey – Part Two

More regarding weigh station enforcement officers and enforcement actions. . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
7. Oregon Motor Carrier Enforcement Officers apply truck size and weight regulations fairly.					
8. When asked, Oregon enforcement officers give clear and concise guidance about complying with truck size and weight regulations.					
9. Motor Carrier Enforcement Officers throughout Oregon enforce truck size and weight regulations uniformly.					
10. Oregon enforcement efforts protect the taxpayers' investment in roads and bridges by reducing the number of overweight trucks.					
11. Oregon enforcement of size and weight regulations is comparable to surrounding states. (If no, please comment below.)					

If you could make one suggestion as to how we could do a better job, what would that be?

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Thank you very much for participating in this survey!

Key results – Oregon drivers cited or warned by a motor carrier enforcement officer – MCEO

MCEOs perform duties in a professional manner — 91% agree

. . . demonstrate good judgment and common sense — 76% agree

. . . treat truck operators with respect — 79% agree

. . . are knowledgeable and well-trained — 86% agree

. . . apply size and weight regulations fairly — 89% agree

. . . enforce size and weight regulations uniformly — 82% agree

. . . give clear and concise guidance about compliance — 90% agree

Regarding Motor Carrier Division staff and service provided . . .

	Excellent	Good	Fair	Poor	Responses
OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?	27%	48%	19%	6%	102

Companies in Oregon, Idaho, and Washington who participate in Green Light

OREGON DEPARTMENT OF TRANSPORTATION – MOTOR CARRIER TRANSPORTATION DIVISION

How are we doing?

You have been selected to participate in a survey. The Oregon Department of Transportation's Motor Carrier Transportation Division is conducting a customer survey to see how well we are doing our job. ***You were randomly selected from the list of motor carriers who are participating in the Green Light Weigh Station Preclearance Program.*** *Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience with Green Light. You will remain anonymous in this survey. Thank you for your help!*

Gregg Dal Ponte, ODOT Administrator

– Customer Survey –
Green Light Weigh Station Preclearance

Please check the most appropriate response

Regarding Motor Carrier Division staff and service provided . . .	Excellent	Good	Fair	Poor	Don't Know
1. TIMELINESS – How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?					
2. ACCURACY – How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?					
3. HELPFULNESS – How do you rate the helpfulness of Motor Carrier Transportation Division employees?					
4. EXPERTISE – How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?					
5. AVAILABILITY OF INFORMATION – How do you rate the availability of information at the Motor Carrier Transportation Division?					
6. OVERALL SERVICE – How do you rate the overall quality of services provided by the Motor Carrier Transportation Division?					
Regarding staff and personal service. . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
1. When I get a red light on my transponder and pull into a weigh station, ODOT enforcement officers are helpful identifying my problem.					
2. When I call the Green Light Service Line (503-378-6054), I get prompt service with problems preclearing weigh stations.					
3. I get prompt service when I call to update my transponder information.					
4. It was easy to complete the transponder application form.					
5. It was easy to follow instructions to get started.					

There are just a few more questions on the back.

(continued from front)

2008 Customer Survey – Part Two

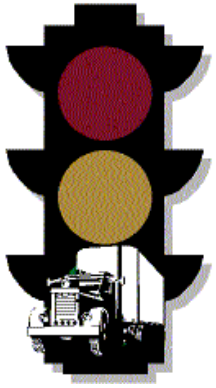
Regarding the Green Light program. . .	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1. It's easy to use Green Light to preclear weigh stations.					
2. My trucks usually get green light signals to keep going whenever they approach a Green Light weigh station.					
3. Green Light saves me time by avoiding weigh station stops.					
4. Green Light saves me money in truck operating costs.					
5. I would be participating in Green Light even if ODOT had not given me transponders at no charge.					
6. When ODOT stops distributing transponders at no charge, I will be willing to spend as much as $50 each for new transponders.					
7. When the batteries die in the transponders I have now, I plan to contact the Transponder Service Center in Salem to replace the batteries for about $15 per transponder so I can reuse them.					
8. I have no problem with the fact that Green Light lets ODOT collect weigh station records electronically, just like ODOT collects records manually when I stop at a weigh station.					
9. I think it's appropriate that ODOT uses weigh station records for enforcement purposes, such as checking driver logbooks.					
10. Circle the number of times you estimate your trucks precleared Oregon Green Light weigh stations in the most recent month.	**5 or less**	**6-10**	**11-20**	**21-50**	**51-100**

If you could make one suggestion as to how we could do a better job, what would that be?

Please return this completed form in the enclosed self-addressed, stamped envelope by July 15 to the ODOT Motor Carrier Transportation Division, 550 Capitol St. NE, Salem OR 97301-2530. Watch for a report of the results of this survey in an upcoming issue of the Oregon Motor Carrier News.

Thank you very much for participating in this survey!

Key results – Companies in OR, ID, and WA who participate in Green Light



96% agree it's easy to use Green Light.

95% agree it saves time by avoiding stops and
94% agree it saves money in truck operating costs.

24% say they would not be participating in Green Light if they had not gotten their first transponders free.

47% would not spend $50 for a new transponder when the battery dies, rather 90% plan to spend $15 to have the Transponder Service Center replace the battery.

92% say they have no problem with the fact that Green Light allows ODOT to collect weigh station records electronically.

88% agree it's appropriate to use weigh station records for enforcement purposes, such as checking driver logbooks.

Companies in Oregon, Idaho, and Washington who are Oregon Trusted Carrier Partners

OREGON DEPARTMENT OF TRANSPORTATION – MOTOR CARRIER TRANSPORTATION DIVISION

How are we doing?

You have been selected to participate in a survey. The Oregon Department of Transportation's Motor Carrier Transportation Division is conducting a customer survey to see how well we are doing our job. ***You were randomly selected from the list of motor carriers who qualify as Trusted Carrier Partners in Oregon.*** *Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience with the Trusted Carrier program. You will remain anonymous in this survey. Thank you for your help!*

Gregg Dal Ponte, ODOT Administrator

Customer Survey – Trusted Carrier Partner Program **Please check the most appropriate response**

Regarding Motor Carrier Division staff and service provided . . .	**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**
1. TIMELINESS – How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?					
2. ACCURACY – How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?					
3. HELPFULNESS – How do you rate the helpfulness of the Motor Carrier Transportation Division employees?					
4. EXPERTISE – How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?					
5. AVAILABILITY OF INFORMATION – How do you rate the availability of information at the Motor Carrier Transportation Division?					
6. OVERALL SERVICE – How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?					
Regarding the Trusted Carrier program. . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
1. I take pride in the fact that my company is an Oregon Trusted Carrier Partner.					
2. I clearly derive benefits from being a Trusted Carrier.					
3. When my insurance agent learned that my company is a Trusted Carrier, it resulted in a lowering of my insurance rates or costs.					
4. My company benefits from being on the roster of Trusted Carriers that appears on the Motor Carrier Transportation Division Web site.					
5. Since my for-hire company became a Trusted Carrier, I believe at least one shipper used that as a reason to have us ship freight.					

There are just a few more questions on the back.

(continued from front)

2008 Customer Survey – Part Two

Regarding the Trusted Carrier program. . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
6. Displaying the Trusted Carrier plate enhances our company image in the eyes of the general public and helps us market our products.					
7. Putting Trusted Carrier plates on my Green Light transponder-equipped trucks helps me retain truck drivers.					
8. When my drivers travel in Oregon, I believe the Trusted Carrier plate has a positive effect on how weigh station operators treat them.					
9. When my drivers travel in Oregon, I believe the plate has a positive effect on how law enforcement officers treat them.					
10. When my drivers travel outside Oregon, I believe the Trusted Carrier plate has a positive effect on how weigh station operators and law enforcement officers treat them.					
11. The Trusted Carrier designation is a major incentive to maintain a good safety record because I know my company could lose that special status if, for example, my vehicle or driver out-of-service percentage exceeds the national average.					
12. The Trusted Carrier designation is a major incentive to stay in compliance with other regulations like registration and road-use tax reporting and payment.					
13. Circle the number of trucks you operate with Green Light transponders and Trusted Carrier license plates.	1	2-5	6-10	11-20	21-50

If you could make one suggestion as to how we could do a better job, what would that be?

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Thank you very much for participating in this survey!

Key results – Companies in OR, ID, and WA who are Trusted Carrier Partners

99% say they take pride in being an Oregon Trusted Carrier Partner.

94% say they clearly derive benefit from that.

78% agree putting Trusted Carrier plates on their trucks helps them retain drivers. (question would not apply to single-truck owner-operators.)

91% say displaying the plate enhances their company's image.

87% believe the plate has a positive effect on the way Oregon weigh station operators treat their drivers and 84% believe it has a positive effect on the way law enforcement officers treat them.

96% agree the Trusted Carrier designation is a major incentive to maintain a good safety record and 95% agree it's a major incentive to stay in compliance with other regulations.

Companies contacting the Registration Services Permit Analysts for truck transactions during one week in May 2008

OREGON DEPARTMENT OF TRANSPORTATION – MOTOR CARRIER TRANSPORTATION DIVISION

How are we doing?

You have been selected to participate in a survey. The Oregon Department of Transportation's Motor Carrier Transportation Division is conducting a customer survey to see how well we are doing our job. ***You were randomly selected from a list of motor carriers who recently called or visited our Salem Headquarters for help with Oregon truck-related business.*** *Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience. You will remain anonymous in this survey. Thank you for your help!*

Gregg Dal Ponte, ODOT Administrator

Customer Survey – Salem Motor Carrier Services

Please check the most appropriate response

Regarding Motor Carrier Division staff and service provided . . .	**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**
1. TIMELINESS – How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?					
2. ACCURACY – How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?					
3. HELPFULNESS – How do you rate the helpfulness of Motor Carrier Transportation Division employees?					
4. EXPERTISE – How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?					
5. AVAILABILITY OF INFORMATION – How do you rate the availability of information at the Motor Carrier Transportation Division?					
6. OVERALL SERVICE – How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?					
More regarding staff and service . . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
1. The MCTD staff persons that help me are courteous and professional.					
2. MCTD staff is flexible in accommodating my needs.					
3. MCTD gives me timely notice of any changes in motor carrier rules and regulations.					
4. Written instructions and notices, including forms used for renewals, applications, tax filings, and vehicle registration, are clear and understandable.					

There are just a few more questions on the back.

(continued from front)

2008 Customer Survey – Part Two

Trucking Online is a service offered by the Motor Carrier Transportation Division that lets trucking companies get Oregon permits and complete other transactions from a home or office computer via the Internet.	**Yes, I use Trucking Online**	**No, I don't use Trucking Online**
Are you currently using Oregon Trucking Online?		

If you are <u>not using Trucking Online</u>, why not? – Please select all that apply:

- ☐ I didn't know it was available.
- ☐ I don't do enough business with Oregon.
- ☐ I just haven't gotten around to signing up for it.
- ☐ I've been waiting until there are more transaction services available online.
- ☐ I don't have a computer.
- ☐ My computer is too old.
- ☐ I don't have an Internet connection.
- ☐ My Internet connection is too slow.
- ☐ I don't like doing business on the Internet.
- ☐ I have concerns about security on the Internet.
- ☐ I don't trust that the Trucking Online Web site will be available when I need it.
- ☐ I really like doing business by phone, mail, or fax.
- ☐ I really like doing business in person at the MCTD Salem Headquarters or at a field office.
- ☐ I don't have a printer handy for printing credentials.

If you could make one suggestion as to how we could do a better job, what would that be?

_____

_____

_____

_____

_____

Please return this completed form in the enclosed self-addressed, stamped envelope by July 15 to the Motor Carrier Transportation Division, 550 Capitol St. NE, Salem OR 97301-2530.
Watch for a report of the results of this survey in an upcoming issue of the Oregon Motor Carrier News.

Thank you very much for participating in this survey!

Key results – Companies contacting the Registration Services Permit Analysts

98% agree staff is professional, courteous and flexible in accommodating their needs.

When asked to rate staff's ability to provide services correctly the first time –
60% rate staff excellent, 35% good, 5% fair.

24% say they also use Trucking Online to transact business.

Regarding Motor Carrier Division staff and service provided . . .

	Excellent	Good	Fair	Poor	Responses
OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?	55%	40%	5%	0%	128

Companies contacting the Permit Analysts in Over-Dimension Permits during one week in May 2008

OREGON DEPARTMENT OF TRANSPORTATION – MOTOR CARRIER TRANSPORTATION DIVISION

How are we doing?

You have been selected to participate in a survey. The Oregon Department of Transportation's Motor Carrier Transportation Division is conducting a customer survey in order to see how well we are doing our job. ***You were randomly selected from a list of carriers who recently called or visited the Salem Over-Dimension Permit Unit for help obtaining a variance permit.*** *Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience with our staff. You will remain anonymous in this survey. Thank you for your help!*

Gregg Dal Ponte, ODOT Administrator

Customer Survey – Over-Dimension Permits

Please check the most appropriate response

Regarding Motor Carrier Division staff and service provided . . .	**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**
1. TIMELINESS – How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?					
2. ACCURACY – How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?					
3. HELPFULNESS – How do you rate the helpfulness of the Motor Carrier Transportation Division?					
4. EXPERTISE – How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?					
5. AVAILABILITY OF INFORMATION – How do you rate the availability of information at the Motor Carrier Transportation Division?					
6. OVERALL SERVICE – How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?					
Regarding staff and permits service. . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
1. The staff that helped me is courteous and professional.					
2. The hours of operation at the Salem office, for both phone service and walk-in business, are adequate for my needs.					
3. The Salem office and/or other offices that issue the over-dimension permits I need are conveniently located.					
4. The Salem Over-Dimension Permit Unit processes my requests for single-trip permits in a timely, accurate manner.					
5. The Permit Unit has an adequate phone system for handling calls.					
6. Written instructions and notices I receive from the Permit Unit, including forms used for applications and renewals, are clear and understandable.					

There are just a few more questions on the back.

(continued from front)

2008 Customer Survey – Part Two

If you could make one suggestion as to how the Motor Carrier Transportation Division could do a better job, what would that be?

Regarding 3rd party permit agents and the service they provide . . .		**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**
TIMELINESS **1.** If you have used any of the five 3rd party agents, how do you rate the timeliness of the services provided to you by them?	Oregon Trucking Associations					
	A Work Safe Service					
	Clackamas County					
	Marion County					
ACCURACY **2.** How do you rate the ability of the 3rd party agents to provide services correctly the first time?	Oregon Trucking Associations					
	A Work Safe Service					
	Clackamas County					
	Marion County					
HELPFULNESS **3.** How do you rate the helpfulness of the 3rd party agents?	Oregon Trucking Associations					
	A Work Safe Service					
	Clackamas County					
	Marion County					
EXPERTISE **4.** How do you rate the knowledge and expertise of the 3rd party agents' employees?	Oregon Trucking Associations					
	A Work Safe Service					
	Clackamas County					
	Marion County					
AVAILABILITY OF INFORMATION **5.** How do you rate the availability of information at the 3rd party agents?	Oregon Trucking Associations					
	A Work Safe Service					
	Clackamas County					
	Marion County					
OVERALL SERVICE **6.** How do you rate the overall quality of service provided by the 3rd party agents?	Oregon Trucking Associations					
	A Work Safe Service					
	Clackamas County					
	Marion County					

Please return this completed form in the enclosed self-addressed, stamped envelope by July 15 to the ODOT Motor Carrier Transportation Division, 550 Capitol St. NE, Salem OR 97301-2530. Watch for a report of the results of this survey in an upcoming issue of the Oregon Motor Carrier News.

Thank you very much for participating in this survey!

Key results – Companies contacting the Permit Analysts in Over-Dimension Permits

99% agree staff is professional and courteous.

When asked to rate staff's ability to provide services correctly the first time –
51% rate staff excellent, 45% good, 3% fair, 1% poor.

98% say their requests for single-trip permits are processed in a timely and accurate manner.

Regarding Motor Carrier Division staff and service provided . . .

	Excellent	Good	Fair	Poor	Responses
OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?	48%	49%	2%	1%	172

Key results – Companies' experience with 3rd Party Agents who issue over-dimension permits

Regarding Oregon Trucking Associations	Excellent	Good	Fair	Poor	Responses
OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?	67%	31%	2%	0	55

Regarding A Work Safe Service	Excellent	Good	Fair	Poor	Responses
OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?	54%	37%	9%	0	65

Regarding Clackamas County	Excellent	Good	Fair	Poor	Responses
OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?	23%	62%	15%	0	13

Regarding Marion County	Excellent	Good	Fair	Poor	Responses
OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?	33%	43%	14%	10%	21

Companies subject to an audit last year – weight-mile tax, IRP, and/or IFTA

OREGON DEPARTMENT OF TRANSPORTATION – MOTOR CARRIER TRANSPORTATION DIVISION

How are we doing?

You have been selected to participate in a survey. The Oregon Department of Transportation's Motor Carrier Transportation Division is conducting a customer survey to see how well we are doing our job. ***You were selected from the list of motor carriers who were subject to a weight-mile tax audit in 2007.*** *Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience with our Motor Carrier Audit Program. You will remain anonymous in this survey. Thank you for your help!*

Gregg Dal Ponte, ODOT Administrator

Customer Survey – Motor Carrier Audit Program — **Please check the most appropriate response**

Regarding Motor Carrier Division staff and service provided . . .	**Excellent**	**Good**	**Fair**	**Poor**	**Don't Know**
1. TIMELINESS – How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?					
2. ACCURACY – How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?					
3. HELPFULNESS – How do you rate the helpfulness of Motor Carrier Transportation Division employees?					
4. EXPERTISE – How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?					
5. AVAILABILITY OF INFORMATION – How do you rate the availability of information at the Motor Carrier Transportation Division?					
6. OVERALL SERVICE – How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?					
Regarding weight-mile tax audits. . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
1. The ODOT auditor who contacted me explained the reasons for the weight-mile tax audit.					
2. The auditor described what time period would be audited and what records would be needed in the audit.					
3. When my audit involved sampling records from certain months, the auditor explained the sampling procedures that would be used to select the months.					
4. I was given enough time to prepare for the audit.					
5. The auditor was punctual about meeting his/her appointment to conduct the audit in my office.					
6. The auditor was courteous and professional.					
7. The auditor was fair and impartial.					

There are just a few more questions on the back.

(continued from front)

2008 Customer Survey – Part Two

More regarding weight-mile tax audits. . .	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Don't Know**
8. The audit was completed in a timely manner.					
9. The audit report was easy to read.					
10. The printed material explaining the audit adjustments was clearly written and understandable.					
11. The auditor explained all adjustments and schedules.					
12. The auditor explained how to avoid errors in the future.					
13. The auditor was helpful answering questions about reporting requirements and offering tips about good record keeping.					
14. I had enough time to review the audit.					
15. When I disagreed with the audit, the auditor worked with me to resolve the disputed tax adjustments.					
16. When we were unable to resolve my problems with the audit, the auditor told me how to appeal the tax assessment.					

If you could make one suggestion as to how we could do a better job, what would that be?

Please return this completed form in the enclosed self-addressed, stamped envelope by July 15 to the ODOT Motor Carrier Transportation Division, 550 Capitol St. NE, Salem OR 97301-2530. Watch for a report of the results of this survey in an upcoming issue of the Oregon Motor Carrier News.

Thank you very much for participating in this survey!

Key results – Companies subject to an audit – weight-mile tax, IRP, and/or IFTA

98% agree staff is professional and courteous.

97% say they were given enough time to prepare for their audit.

94% say the audit was completed in a timely manner.

93% agree their auditor was fair and impartial.

92% agree their auditor was helpful answering questions about reporting requirements and offering tips about good record keeping.

Results – Detailed results from each customer survey — www.oregon.gov/ODOT/MCT/SURVEY08.shtml

OREGON.gov

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Motor Carrier Transportation

Oregon Department of Transportation

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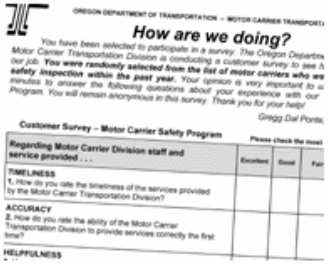
2008 Survey Summary


How are we doing?

Customer Survey – Motor Carrier Safety Program

A total of 1,285 customers of the Motor Carrier Transportation Division (MCTD) returned survey forms this year indicating general satisfaction with staff and the service provided. Judging six key aspects of customer service, only 1% of respondents from ten customer groups rated MCTD "poor" in terms of timeliness, accuracy, helpfulness, expertise, availability of information, and overall service.

This was the fifth time in ten years that MCTD reached out to its various customers to ask, "How are we doing and how can we do a better job?" Working from a customer population of 25,073, a total of 5,515 were selected (most at random) and 23% completed and returned the surveys they received by mail. When MCTD conducted similar surveys in 1998, 2002, 2004, and 2006, overall response rates were 34%, 31%, 31%, and 26% respectively. Although this year's 23% response rate is relatively low, it's enough to provide a 95% confidence level with a 2.7% margin of error for the combined responses to questions about key aspects of customer service.

Comments –

Nearly 500 respondents added written comments, running the gamut of suggestions, criticism, and compliments:

One suggestion would not be enough. OR, WA are the worst states to do business in trucking in. These two states have gone to the extreme in making trucking very difficult for my family to make a living. . . Driver Cited/Warned #31

To ODOT Administrator, after dealing with both Washington and California and other DOT's, I can only say that at the very least I am not impressed with Oregon DOT. Now I say that as an overall review. There are some of your staff that are very helpful. However, compared to my experience, your staff falls short when it comes to trying to find solutions to transportation issues and in comparison are slower than other states I have dealt with. Not only have I experienced indifference to our problems, but I have experienced outright combativeness. . . Over-Dimension Permit Customer #57

more comments –

Some of your enforcement personnel act as if they were Hitler's SS officers. IRP/IFTA Audited Customer #44

Your inspectors need to change their attitude. They are not God. They make the inspections worse than a trip to the dentist. Try treating the drivers as an equal. Carrier Inspected Customer #27

Fix department!! Too much paperwork and too many hassles. Too complicated. No consistency in who you talk to. Can't get ahold of someone in a timely manner. Can't fax reports when I need to anymore! Give department back to PUC. They did really good job before. IRP/IFTA Audited Customer #10

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still more comments –

I really can't think of any suggestion. You have one of the best organizations of any state I have dealt with. Registration Services Customer #75

I would like to commend you on your outstanding staff. Their professionalism and courtesy are a model for all customer service representatives, both public and private. Thank you. Over-Dimension Permit Customer #22

I think this is the only government agency that really works. They are very professional at their jobs. Thanks for a good job. Over-Dimension Permit Customer #59

If your department could influence other government agencies to operate in as effective and efficient manner as ODOT, people would have a lot less to be unhappy with government. This is the best government division I have ever dealt with. Best attitude, most helpful. Hard to say it, but I would give you an A. Don't change. Thank you. Carrier Inspected Customer #161

Motor Carrier Transportation Division

Customer Survey Project — 2008

Jim Brock
Public Affairs and Information
James.H.Brock@odot.state.or.us
503-373-1578

OREGON DEPARTMENT OF TRANSPORTATION – MOTOR CARRIER TRANSPORTATION DIVISION

How are we doing?

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Gregg Dal Ponte, ODOT Administrator

Customer Survey – Salem Motor Carrier Services

Please check the most appropriate response

Regarding Motor Carrier Division staff and service provided . . .	Excellent	Good	Fair	Poor	Don't Know
TIMELINESS **1.** How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?					
ACCURACY **2.** How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?					
HELPFULNESS **3.** How do you rate the helpfulness of Motor Carrier Transportation Division employees?					
EXPERTISE **4.** How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?					
AVAILABILITY OF INFORMATION **5.** How do you rate the availability of information at the Motor Carrier Transportation Division?					
OVERALL SERVICE **6.** How do you rate the overall quality of service provided by the					