



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 staff and the process. . .	Not Applicable	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
1. ODOT Motor Carrier Transportation Division staff persons are knowledgeable of motor carrier regulations.						
2. When I have a question about regulations, the Motor Carrier Transportation Division staff can quickly and correctly answer it.						
3. ODOT staff promptly returns my calls regarding safety questions.						
4. Staff promptly provides written information to me upon request.						
5. ODOT inspectors conduct safety inspections in a professional, courteous manner.						
6. The inspection report form contains clear instructions.						
7. 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.						
8. 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.						
Regarding inspections and enforcement. . .	Not Applicable	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
1. ODOT’s Motor Carrier Safety Program has a positive effect on highway safety.						
2. The chances of being inspected on an average trip through Oregon are high.						
3. Oregon should increase its on-highway inspection efforts.						
4. Inspections conducted during evening hours and on weekends are effective in identifying unsafe trucks.						
5. Inspections conducted on secondary highway routes are effective in identifying unsafe trucks.						
6. Putting drivers and vehicles out-of-service benefits highway safety.						
7. Stopping trucks that are speeding or committing other traffic violations benefits highway safety.						
8. There is a greater effect on highway safety when vehicles are selected for inspection on the basis of suspected defects rather than at random.						
9. Circle the number of times your vehicles were inspected in Oregon during the past year.	1	2	3	4 - 6	7 - 10	> 10

If you could make one suggestion as to how we could do a better job, what would that be? (Use the back if needed.)

Please return this completed form in the enclosed self-addressed, stamped envelope by August 27 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.