



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
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 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.					

There are just a few more questions on the back.



2006 Customer Survey – Part Two

More regarding inspections and enforcement. . .	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
5. ODOT's Motor Carrier Safety Program has a positive effect on highway safety.					
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 April 30 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!