



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.



