



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.



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 <u>drivers</u> of vehicles placed out-of-service make sure repairs are made <u>before</u> 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!