



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.



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!