



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 selected from the list of motor carriers who were subject to an International Fuel Tax Agreement (IFTA) and/or International Registration Plan (IRP) audit 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 Audit Program. You will remain anonymous in this survey. Thank you for your help!

Gregg Dal Ponte, ODOT Administrator

Customer Survey – Motor Carrier Audit Program

Please check the most appropriate response

Regarding IFTA and IRP audits. . .	Not Applicable	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
1. The ODOT auditor who contacted me explained the reasons for the IFTA and/or IRP audit.						
2. The auditor described what time period would be audited and what records would be needed in the audit.						
3. When my audit involved sampling records from certain months, the auditor explained the sampling procedures that would be used to select the months.						
4. I was given enough time to prepare for the audit.						
5. The auditor was punctual about meeting his/her appointment to conduct the audit in my office.						
6. The auditor was courteous and professional.						
7. The auditor was fair and impartial.						
8. The audit was completed in a timely manner.						
9. The audit report was easy to read.						
10. The printed material explaining the audit adjustments was clearly written and understandable.						
11. The auditor explained all adjustments and schedules.						
12. The auditor explained how to avoid errors in the future.						
13. The auditor was helpful answering questions about reporting requirements and offering tips about good record keeping.						
14. I had enough time to review the audit.						
15. When I disagreed with the audit, the auditor worked with me to resolve the disputed tax adjustments.						
16. When we were unable to resolve my problems with the audit, the auditor told me how to appeal the tax assessment.						

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 5 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.