



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 Registration Plan and/or International Fuel Tax Agreement audit in 2007.** 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 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 IRP and IFTA audits. . .	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1. The ODOT auditor who contacted me explained the reasons for the IRP and/or IFTA 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.					

There are just a few more questions on the back.



2008 Customer Survey – Part Two

More regarding IRP and IFTA audits. . .	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
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 fee or tax adjustments.					
16. When we were unable to resolve my problems with the audit, the auditor told me how to appeal the fee or tax assessment.					

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!