



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 drivers who in the past six months received a citation or warning from a motor carrier enforcement officer at an Oregon weigh station.** Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience with our motor carrier enforcement officers. You will remain anonymous in this survey. Thank you for your help!

Gregg Dal Ponte, ODOT Administrator

Customer Survey – Motor Carrier Enforcement Officers

Please check the most appropriate response

Regarding weigh station enforcement officers 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 weigh station enforcement officers . . .	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1. Oregon Motor Carrier Enforcement Officers are polite and courteous.					
2. Oregon Motor Carrier Enforcement Officers perform their duties in a professional manner.					
3. Oregon Motor Carrier Enforcement Officers are knowledgeable and well-trained.					
4. Oregon Motor Carrier Enforcement Officers demonstrate good judgment and common sense.					
5. Oregon Motor Carrier Enforcement Officers treat truck operators with respect.					
6. Oregon Motor Carrier Enforcement Officers are respectful of time demands on truck operators.					

There are just a few more questions on the back.



