



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 in order to see how well we are doing our job. You were randomly selected from a list of carriers who recently called or visited the Salem Over-Dimension Permit Unit for help obtaining a variance permit. Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience with our staff. You will remain anonymous in this survey. Thank you for your help!

Gregg Dal Ponte, ODOT Administrator

– Customer Survey – Over-Dimension Permit Services

Please check the most appropriate response

Regarding staff and permits service. . .	Not Applicable	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
1. ODOT's Over-Dimension Permit Unit staff in Salem is knowledgeable of truck size and weight regulations.						
2. When I have a question about truck size and weight regulations, the Over-Dimension Permit Unit staff can quickly and correctly answer it.						
3. The staff that helped me was courteous and professional.						
4. The hours of operation at the Salem office, for both phone service and walk-in business, are adequate for my needs.						
5. The Salem office and/or other offices that issue the over-dimension permits I need are conveniently located.						
6. The Salem Over-Dimension Permit Unit processes my requests for single-trip permits in a timely, accurate manner.						
7. The Salem Over-Dimension Permit Unit has an adequate telephone system for handling incoming calls.						
8. Written instructions and notices I receive from the Permit Unit, including forms used for applications and renewals, are clear and understandable.						

If you could make one suggestion as to how we could do a better job, what would that be? (Attach pages if needed.)

I have used the following third-party agent(s) for over-dimension permit service:

A WorkSafe Service

Clackamas County

Lane County

Marion County

OR Trucking Associations

Evaluate an agent's service. Regarding _____ . . . <small>fill in the name of the agent you are evaluating</small>	Not Applicable	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
1. This third-party agent processes my requests for Continuous Trip Permits and Continuous Operation Variance Permits in a timely, accurate manner.						
2. This agent's staff are courteous and professional.						

Please return this completed form in the enclosed self-addressed, stamped envelope by August 27 to the 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!