



# 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 Permits

Please check the most appropriate response

Regarding Motor Carrier Division staff and service provided . . .	Excellent	Good	Fair	Poor	Don't Know
1. <b>TIMELINESS</b> – How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division?					
2. <b>ACCURACY</b> – How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time?					
3. <b>HELPFULNESS</b> – How do you rate the helpfulness of the Motor Carrier Transportation Division?					
4. <b>EXPERTISE</b> – How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees?					
5. <b>AVAILABILITY OF INFORMATION</b> – How do you rate the availability of information at the Motor Carrier Transportation Division?					
6. <b>OVERALL SERVICE</b> – How do you rate the overall quality of service provided by the Motor Carrier Transportation Division?					
Regarding staff and permits service. . .	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1. The staff that helped me is courteous and professional.					
2. The hours of operation at the Salem office, for both phone service and walk-in business, are adequate for my needs.					
3. The Salem office and/or other offices that issue the over-dimension permits I need are conveniently located.					
4. The Salem Over-Dimension Permit Unit processes my requests for single-trip permits in a timely, accurate manner.					
5. The Permit Unit has an adequate phone system for handling calls.					
6. Written instructions and notices I receive from the Permit Unit, including forms used for applications and renewals, are clear and understandable.					

There are just a few more questions on the back.



### 2008 Customer Survey – Part Two

If you could make one suggestion as to how the Motor Carrier Transportation Division could do a better job, what would that be?

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Regarding 3rd party permit agents and the service they provide . . .		Excellent	Good	Fair	Poor	Don't Know
<b>TIMELINESS</b> 1. If you have used any of the five 3rd party agents, how do you rate the timeliness of the services provided to you by them?	Oregon Trucking Associations					
	A Work Safe Service					
	Clackamas County					
	Marion County					
<b>ACCURACY</b> 2. How do you rate the ability of the 3rd party agents to provide services correctly the first time?	Oregon Trucking Associations					
	A Work Safe Service					
	Clackamas County					
	Marion County					
<b>HELPFULNESS</b> 3. How do you rate the helpfulness of the 3rd party agents?	Oregon Trucking Associations					
	A Work Safe Service					
	Clackamas County					
	Marion County					
<b>EXPERTISE</b> 4. How do you rate the knowledge and expertise of the 3rd party agents' employees?	Oregon Trucking Associations					
	A Work Safe Service					
	Clackamas County					
	Marion County					
<b>AVAILABILITY OF INFORMATION</b> 5. How do you rate the availability of information at the 3rd party agents?	Oregon Trucking Associations					
	A Work Safe Service					
	Clackamas County					
	Marion County					
<b>OVERALL SERVICE</b> 6. How do you rate the overall quality of service provided by the 3rd party agents?	Oregon Trucking Associations					
	A Work Safe Service					
	Clackamas County					
	Marion County					

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!