



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 a list of motor carriers who recently called or visited our Salem Headquarters for help with Oregon truck-related business.** Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience. You will remain anonymous in this survey. Thank you for your help!

Gregg Dal Ponte, ODOT Administrator

– Customer Survey – Salem Motor Carrier Services

Please check the most appropriate response

| Regarding staff and tax / registration service . . . | Not Applicable | Strongly Agree | Agree | No Opinion | Disagree | Strongly Disagree |
|---|----------------|----------------|-------|------------|----------|-------------------|
| 1. ODOT’s Motor Carrier Transportation Division (MCTD) staff is knowledgeable of motor carrier regulations. | | | | | | |
| 2. When I have a question about regulations, Motor Carrier Transportation Division staff can quickly and correctly answer it. | | | | | | |
| 3. When I call MCTD or visit an MCTD office, staff is able to help me with even the toughest questions without having to transfer me to other parts of the agency. | | | | | | |
| 4. The MCTD staff persons that help me are courteous and professional. | | | | | | |
| 5. MCTD staff is flexible in accommodating my needs. | | | | | | |
| 6. When I make an appointment to come in at a certain time, an MCTD staff person is there to help me at that time and we quickly complete the necessary paperwork. | | | | | | |
| 7. MCTD gives me timely notice of any changes in motor carrier rules and regulations. | | | | | | |
| 8. MCTD processes my tax and registration transactions in a timely, accurate manner. | | | | | | |
| 9. Written instructions and notices, including forms used for renewals, applications, tax filings, and vehicle registration, are clear and understandable. | | | | | | |
| Regarding service delivery . . . | Not Applicable | Strongly Agree | Agree | No Opinion | Disagree | Strongly Disagree |
| 1. MCTD should install an automated phone system that would let me check the status of my account and complete certain transactions without speaking with a staff person. | | | | | | |
| 2. MCTD should continue to operate a 24-hour, 7-day-a-week Service Center so truck drivers can call for permits any time. | | | | | | |
| 3. MCTD should change its Service Center so it operates 7 days a week, but only from 6 a.m. to midnight each day. | | | | | | |
| 4. MCTD’s Service Center currently closes for business on Thanksgiving, Christmas, and New Year’s. The Center should also close on the other six State-observed holidays each year. | | | | | | |

There are just a few more questions on the back.



2004 Customer Survey – Part Two

If you could make one suggestion as to how we could do a better job, what would that be?

| | | |
|---|---|--|
| Trucking Online is a service offered by the Motor Carrier Transportation Division that lets trucking companies get Oregon permits and complete other transactions from a home or office computer via the Internet. | Yes, I use Trucking Online | No, I don't use Trucking Online |
| Are you currently using Oregon Trucking Online? | | |

If you are not using Trucking Online, please respond to the statements below.

Please check the most appropriate response

| I'm not participating in Trucking Online because. . . | Not Applicable | Strongly Agree | Agree | No Opinion | Disagree | Strongly Disagree |
|---|---------------------------|---------------------------|--------------|-----------------------|-----------------|------------------------------|
| 1. . . . I didn't know it was available. | | | | | | |
| 2. . . . I don't do enough business with Oregon. | | | | | | |
| 3. . . . I just haven't gotten around to signing up for it. | | | | | | |
| 4. . . . I've been waiting until there are more transaction services available online. | | | | | | |
| 5. . . . I don't have a computer. | | | | | | |
| 6. . . . my computer is too old. | | | | | | |
| 7. . . . I don't have an Internet connection. | | | | | | |
| 8. . . . my Internet connection is too slow. | | | | | | |
| 9. . . . I don't like doing business on the Internet. | | | | | | |
| 10. . . . I have concerns about security on the Internet. | | | | | | |
| 11. . . . I don't trust that the Trucking Online Web site will be available when I need it. | | | | | | |
| 12. . . . I really like doing business by phone, mail, or fax. | | | | | | |
| 13. . . . I really like doing business in person at the MCTD Salem Headquarters or at a field office. | | | | | | |
| 14. . . . I don't have a printer handy for printing credentials. | | | | | | |

Other comments: _____

**Please return this completed form in the enclosed self-addressed, stamped envelope by August 20 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!