



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 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?					
More regarding staff and service . . .	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1. The MCTD staff persons that help me are courteous and professional.					
2. MCTD staff is flexible in accommodating my needs.					
3. MCTD gives me timely notice of any changes in motor carrier rules and regulations.					
4. Written instructions and notices, including forms used for renewals, applications, tax filings, and vehicle registration, are clear and understandable.					

There are just a few more questions on the back.



2008 Customer Survey – Part Two

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, why not? – Please select all that apply:

- I didn't know it was available.
- I don't do enough business with Oregon.
- I just haven't gotten around to signing up for it.
- I've been waiting until there are more transaction services available online.
- I don't have a computer.
- My computer is too old.
- I don't have an Internet connection.
- My Internet connection is too slow.
- I don't like doing business on the Internet.
- I have concerns about security on the Internet.
- I don't trust that the Trucking Online Web site will be available when I need it.
- I really like doing business by phone, mail, or fax.
- I really like doing business in person at the MCTD Salem Headquarters or at a field office.
- I don't have a printer handy for printing credentials.

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 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!