



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 motor carriers who were the subject of a Safety Compliance Review in the past year.** Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience with our Motor Carrier Safety staff. You will remain anonymous in this survey. Thank you for your help!

Gregg Dal Ponte, ODOT Administrator

– Customer Survey – Motor Carrier Safety Compliance Reviews

Please check the most appropriate response

Regarding staff and the process. . .	Not Applicable	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
1. ODOT’s Motor Carrier Transportation Division staff persons are 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. ODOT safety staff promptly returns my phone calls.						
4. ODOT staff promptly provides written information to me upon request.						
5. ODOT inspectors conduct safety compliance reviews in a professional, courteous manner.						
6. Inspectors explain that a safety compliance review may result in a cease and desist letter, a formal enforcement action, or no action at all.						
7. Letters I received from ODOT, such as ones requesting safety records, were clear and easy to understand.						
8. When my audit led to a civil complaint action, the documents I received clearly described the alleged violations and penalties.						
9. I had no difficulty following the instructions about how to respond to the enforcement action.						
10. The civil complaint settlement process was handled in a fair, professional manner.						
Regarding Safety Compliance Reviews. . .	Not Applicable	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
1. ODOT’s Motor Carrier Safety Program has a positive effect on highway safety.						
2. Safety reviews influence motor carriers to comply with safety regulations.						
3. Reviews are conducted in a manner that minimizes interruption of my business.						
4. The \$100 penalty that applies to most safety violations is sufficient to convince carriers to operate in compliance with safety regulations.						

The main incentive for complying with state and federal motor carrier safety regulations is (check one):

in the interest of public safety. to reduce my insurance premium. to avoid enforcement action by ODOT.

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

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.