



# 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 – Safety Compliance Reviews

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 Motor Carrier Transportation Division employees?					
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 Safety Compliance Reviews and the process . . .	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1. ODOT inspectors conduct safety compliance reviews in a professional, courteous manner.					
2. Inspectors explain that a compliance review may result in a cease and desist letter, a formal enforcement action, or no action at all.					
3. Letters I received from ODOT, such as ones requesting safety records, were clear and easy to understand.					
4. When my audit led to a civil complaint action, the documents I received clearly described the alleged violations and penalties.					

There are just a few more questions on the back.



