

Surveys reach 3,822 persons ranging from truck drivers to company officials

MCTD asks its customers: “How are we doing?”

A total of 612 customers of the Motor Carrier Transportation Division (MCTD) returned surveys this year indicating general satisfaction with staff and the service provided. Surveys were sent to ten different customer groups and, among other questions, each group was asked to rate MCTD on six aspects of service — timeliness, accuracy, helpfulness, expertise, availability of information, and overall service. The vast majority responded favorably, with only 2% rating the Division “poor” in terms of these key aspects.

This was the 8th time in 16 years that MCTD has reached out to its various customers to ask, “How are we doing and how can we do a better job?” This time working from a customer population of 21,057, a total of 3,822 were selected (most at random) and 16% completed and returned the surveys they received by mail. When MCTD conducted similar surveys in 1998, 2002, 2004, 2006, 2008, 2010, and 2012 overall response rates ranged from 23% to 34%. Although this year’s 16% rate is relatively low, it’s enough to provide a 3% margin of error, at 95% confidence level, for the combined responses to questions about key aspects of customer service.

Whenever MCTD mails out its survey, it expects that many customers will take the opportunity to add frank and even colorful comments. This year was no exception as 40% respondents had something to write in the space provided for suggestions.

For example, one person from the group subject to a truck inspection offered this assessment: “Please watch the stacking of violations on the same unit and clarify to the driver and on the report specifically why the violation is being identified. Not just the code, but why the violation!”

On the other hand, there were

many comments like this one from a customer subject to a Safety Audit: “I am pleased with the service we get from ODOT and our Safety Audit was very informative and helpful. Keep up the good work!!” And this from a person who has done business with MCTD: “Currently, the DOT people I have dealt with are very professional in their jobs and treat me - the driver - the same way I treat them - with courtesy, respect and honesty. Thank you for hiring and maintaining that level of professionalism.”

MCTD got the best and the worst of comments this year. But overall the vast majority of customers believe service at MCTD is excellent or good. Following is a summary of noteworthy results from the surveys:

Oregon Companies Subject to a Safety Compliance Review or a Truck Safety Inspection

Together, most of these companies (92%) say MCTD staff conducts inspections in a professional, courteous manner and most (93%) agree the Motor Carrier Safety Program has a positive effect on highway safety. Of those subject to a Compliance Review, 88% agree the audits influence carriers to follow regulations. Of those subject to a truck inspection, 75% agree the chance of being inspected on an average trip through Oregon is high and only 30% think inspection efforts should be increased.

Surveys were sent to 265 Oregon companies that were subject to a Safety Compliance Review in 2013, with 55 responding, and to 484 randomly-selected Oregon companies that had a truck inspected by MCTD staff in 2013, with 82 responding.

Oregon Truck Drivers Subject to a Safety Inspection or Receiving a Citation or Warning from a Motor Carrier Enforcement Officer

Most of the drivers inspected (88%) agree that MCTD inspectors

conduct inspections in a professional, courteous manner. Similarly, 91% of those receiving a citation or warning agree that motor carrier enforcement officers perform their duties in a professional manner. These two customer groups are also complimentary of MCTD in general, as 30% rate overall service excellent and 46% rate it good.

Of the drivers receiving a citation or warning, 81% agree that Oregon Motor Carrier Enforcement Officers are “knowledgeable and well-trained,” 87% agree they “give clear and concise guidance about compliance,” 74% agree they “treat truck operators with respect,” and 79% agree they “demonstrate good judgment and common sense.” While 76% agree they “enforce size and weight regulations uniformly,” 81% agree they “apply size and weight regulations fairly.”

Of the drivers inspected, 97% agree: “The company I work for gives me the information and support I need to be in compliance with safety regulations.” In each of the surveys conducted over the years, the vast majority of drivers consistently agree with this statement.

Surveys were sent to 559 randomly-selected Oregon drivers subject to an inspection by MCTD staff in 2013, with 76 responding, and 527 randomly-selected Oregon drivers who received a citation or warning from a MCTD enforcement officer in a six-month period spanning 2013 and 2014, with 56 responding.

Persons Calling for Registration or Over-Dimension Permit Service

Almost everyone calling the Registration Permit Analysts for truck transactions (98%) agree staff is professional, courteous, and flexible in accommodating their needs.

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“How are we doing?” — MCTD asks its customers

In terms of the ability to provide services correctly the first time, 71% rate staff excellent, 25% good, 4% fair, and 0% poor.

Those calling the Over-Dimension Permit Analysts are also happy with service as 82% say their requests for single-trip permits are processed in a timely and accurate manner.

MCTD promotes Trucking Online as a way for customers to complete their own transactions and records inquiries, which then allows staff to more quickly help those who must call for service. In previous surveys customers suggested MCTD should add the capability to obtain over-dimension permits online. This year, MCTD implemented the ability to order Over-Dimension Single Trip Permits in addition to the Annual Triples Permit through Trucking Online.

In one measure of current Trucking Online usage, just 47% of customers calling Registration staff said they do business both by phone and online, perhaps indicating that the Internet service is replacing the need to call Salem. Of those not using Trucking Online, some didn't know it was available, some haven't gotten around to signing up for it, and some don't do enough business to warrant it. Consistent with past surveys, many say they actually like doing business by phone, mail, or fax and they don't

like doing business on the Internet

Surveys were sent to companies who called for service during one week in May — 448 randomly-selected from those who called the Registration Permit Analysts and all 263 who called the Over-Dimension Permit Analysts. A total of 53 responded from the first group and 59 from the second group.

Companies Participating in the Green Light Weigh Station Preclearance Program

Almost all companies say it's easy to use Green Light to preclear weigh stations (99%), it saves time by avoiding stops (97%), and it saves money in truck operating costs (97%). The vast majority (84%) say they would be participating in Green Light even if MCTD had not given them their first transponders at no charge. Rather than spend about \$30 for each new transponder when the batteries die in the ones they have now, 85% say they plan to have the Transponder Service Center in Salem replace the batteries for \$15 each.

When asked if they have a problem with the fact that Green Light allows ODOT to collect weigh station records electronically, just like it collects records manually when a truck stops at a station, 90% of the companies say that's not a problem. When asked about ODOT using weigh station records for enforcement purposes, such as checking driver logbooks, 88% agree it is appropriate. These responses and others from this customer group were very consistent with past surveys.

Surveys were sent to 464 randomly-selected companies in Oregon, Idaho, and Washington who participate in Green Light. A total of 80 companies responded.

Companies Designated as Oregon Trusted Carrier Partners

Almost all off the companies responding (99%) say they take pride in being a Trusted Carrier and 96% say they clearly derive benefits from that.

About three-fourths of the companies (79%) say putting Trusted Carrier plates on their Green Light

transponder-equipped trucks helps them retain drivers and 94% say displaying a Trusted Carrier plate enhances their company's image in the eyes of the general public and helps market their product.

When asked if the Trusted Carrier plate has a positive effect on the way Oregon weigh station operators treat their drivers, 90% say it does. Similarly, the companies believe it has a positive effect on the way Oregon law enforcement officers treat their drivers (89% say it does). However, fewer (75%) believe it affects how drivers are treated outside Oregon.

Almost all of the companies say the Trusted Carrier designation is a major incentive to maintain a good safety record (97%) and a major incentive to stay in compliance with other regulations like registration and road-use tax reporting (96%).

Surveys were sent to 277 randomly-selected companies in Oregon, Idaho, and Washington who qualify as Oregon Trusted Carrier Partners. A total of 84 companies responded.

Companies Subject to a Weight-Mile Tax, IRP and/or IFTA Audit

Almost all of the companies responding to this survey say they were given enough time to prepare for their audit, whether it was a check of weight-mile tax records or those related to the International Registration Plan and Fuel Tax Agreement (91% agree). The vast majority say the audit was completed in a timely manner (92%). Most say their auditor was fair and impartial (92%) and helpful answering questions about reporting requirements and offering tips about good record keeping (90%).

Surveys were sent to randomly-selected companies subject to an audit in 2013 — 411 subject to a weight-mile tax audit and 99 subject to an IRP and/or IFTA audit. A total of 34 responded from the first group and 26 from the second group.

About this survey

MCTD spent just \$2,365 in postage and printing for this survey. It saved money by using forms developed by staff and assigning one person to collect surveys and report results. Survey responses varied by customer group and the margin of error ranges from 6% to 11%, with a 95% confidence level. But for the six questions about key aspects of customer service, the total responses combined together are sufficient for a 3.1% margin of error.

MCTD scores high in keys to customer service

The vast majority of Motor Carrier Transportation Division (MCTD) customers responded favorably to six questions that appeared on every customer satisfaction survey form mailed out this year. Surveys were sent to 11 different customer groups, but each group was asked to rate MCTD in terms of key aspects of service — timeliness, accuracy, helpfulness, expertise, availability of information, and overall service.

When examined together, all of the groups are most critical of the availability of information. In that regard, 40% of respondents rate MCTD excellent, 43% rate it good, 14% fair, and 3% poor. When assessing responses, a “Fair” rating is considered a negative. But as far as overall quality of service, 43% rate MCTD excellent, 46% good, 9% fair, and only 2% rate it poor.

When group responses are examined separately, general satisfaction is highest among those participating in the Household Goods Program (100%). Then the Green Light Program and those recognized as Trusted Carrier

Partners. Taken together, 95% of these companies rate MCTD excellent or good for overall service. The next most satisfied customer groups are those who transact business with the Audit Program (94%), then Salem Permit Analysts in Registration Services and Over-Dimension Permits. Together, 91% of them rate MCTD excellent or good for overall service.

Satisfaction is lowest among two groups of truck drivers — those subject to a safety inspection and those receiving a citation or warning from a motor carrier enforcement officer. Together, 79% of the drivers rate staff excellent or good. Two other groups — motor carriers subject to a Safety Compliance Review and carriers subject to a truck inspection — are also somewhat dissatisfied as their positive rating topped out at 86%.

Since 2006, Oregon state government has required agencies to include these six questions in their customer surveys. Asking the same questions the same way allows for comparing one agency with another.

Regarding Motor Carrier Division staff and service provided . . .	Excellent	Good	Fair	Poor
TIMELINESS 1. How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division? 919 responses	39%	47%	11%	3%
ACCURACY 2. How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time? 916 responses	44%	44%	10%	2%
HELPFULNESS 3. How do you rate the helpfulness of Motor Carrier Transportation Division employees? 918 responses	54%	37%	7%	3%
EXPERTISE 4. How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees? 902 responses	46%	41%	9%	4%
AVAILABILITY OF INFORMATION 5. How do you rate the availability of information at the Motor Carrier Transportation Division? 911 responses	40%	43%	14%	3%
OVERALL SERVICE 6. How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? 914 responses	43%	46%	9%	2%