



# 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 qualify as Trusted Carrier Partners in Oregon.** Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience with the Trusted Carrier program. You will remain anonymous in this survey. Thank you for your help!

Gregg Dal Ponte, ODOT Administrator

## Customer Survey – Trusted Carrier Partner Program

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 the 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 the Trusted Carrier program. . .	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1. I take pride in the fact that my company is an Oregon Trusted Carrier Partner.					
2. I clearly derive benefits from being a Trusted Carrier.					
3. When my insurance agent learned that my company is a Trusted Carrier, it resulted in a lowering of my insurance rates or costs.					
4. My company benefits from being on the roster of Trusted Carriers that appears on the Motor Carrier Transportation Division Web site.					
5. Since my for-hire company became a Trusted Carrier, I believe at least one shipper used that as a reason to have us ship freight.					

There are just a few more questions on the back.



### 2008 Customer Survey – Part Two

<b>Regarding the Trusted Carrier program. . .</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
<b>6.</b> Displaying the Trusted Carrier plate enhances our company image in the eyes of the general public and helps us market our products.					
<b>7.</b> Putting Trusted Carrier plates on my Green Light transponder-equipped trucks helps me retain truck drivers.					
<b>8.</b> When my drivers travel in Oregon, I believe the Trusted Carrier plate has a positive effect on how weigh station operators treat them.					
<b>9.</b> When my drivers travel in Oregon, I believe the plate has a positive effect on how law enforcement officers treat them.					
<b>10.</b> When my drivers travel outside Oregon, I believe the Trusted Carrier plate has a positive effect on how weigh station operators and law enforcement officers treat them.					
<b>11.</b> The Trusted Carrier designation is a major incentive to maintain a good safety record because I know my company could lose that special status if, for example, my vehicle or driver out-of-service percentage exceeds the national average.					
<b>12.</b> The Trusted Carrier designation is a major incentive to stay in compliance with other regulations like registration and road-use tax reporting and payment.					
<b>13.</b> Circle the number of trucks you operate with Green Light transponders and Trusted Carrier license plates.	<b>1</b>	<b>2-5</b>	<b>6-10</b>	<b>11-20</b>	<b>21-50</b>

**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 ODOT 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!**