ODOT Customer Service

Customer Satisfaction: Percent of customers rating their satisfaction with the agency’s customer service as “good” or “excellent” (Overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information)

Our strategy
Provide excellent customer service to customers.

About the target
The overall target for 2017-19 is 90 percent customer satisfaction with ODOT services. The actual performance in 2018 was 86.7 percent. That’s within 3% of our goal.

How we are doing and how we compare
We continue to achieve high overall customer service ratings. On the whole, we continue to provide customers with good to excellent service. Variations in results between 2008 and 2016 are not statistically significant and have been near the target of 90 percent. 2018 is within 3% of our goal and considering the increased demand for services with the rising population we are continuing to work hard for our customers.

Data to compare with other state departments of transportation is not available. Specific to motor carrier regulation, Oregon is one of just a handful of states asking the trucking industry about satisfaction with motor carrier enforcement.

Factors affecting results and what needs to be done
New for the 2018 survey is an Ask ODOT customer service survey in addition to Driver & Motor Vehicle Services Division (DMV) and Motor Carrier Transportation Division. The sampling of customers for the 2018 survey included major customer groups of DMV, Motor Carrier Transportation Division, and Ask ODOT. We will continue to monitor customer satisfaction levels and take corrective action as needed.

Fact
The 2018 overall satisfaction rate was 86.7 percent. Within 3% of our target.

*Actual percentage determine with weighted average and added AskODOT.
About the data
DMV, Motor Carrier, and Ask ODOT conduct surveys of customers that are based on the recommended Statewide Customer Service Performance Measure guidelines. The survey results of the three surveys are combined to determine a weighted average percentage of customer satisfaction rated “Good” or “Excellent.”

DMV has changed its methodology to send surveys quarterly to a sampling of customers who visited DMV field offices. Customers are selected on a random, repetitive basis from the DMV computer system database of driver and motor vehicle transactions during the previous quarter. The quarterly survey results are then averaged to determine the DMV customer satisfaction results used for this report. For the 2018 quarterly reports, DMV averaged a response rate of 22.52%.

Motor Carrier surveys 11 customer groups. Survey groups include companies subject to safety compliance reviews, truck safety inspections, or audits. The surveys also cover commercial drivers subject to driver safety inspections and persons calling for registration or over-dimension permits. Taken together, the 11 Motor Carrier surveys have a total of 279 responses at a rate of 7.4%.

Ask ODOT surveys had total of 1042 responses through monthly survey responses. Ask ODOT is a first point of contact for finding information, services or needing to resolve issues with ODOT. Staffed by experienced employees, Ask ODOT representatives answer questions on the spot or refer you to a broad range of contacts within the agency.

Contact information
Andrea McCausland
ODOT Driver and Motor Vehicle Services Division
503-945-5294

Data source
Surveys of customers by Oregon Department of Transportation