



Motor Carrier Transportation Division

Customer Survey Project — 2016



OREGON DEPARTMENT OF TRANSPORTATION – MOTOR CARRIER TRANSPORTATION DIVISION

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 a list of motor carriers who recently called or visited our Salem Headquarters for help with Oregon truck-related business. Your opinion is very important to us. Please take a few minutes to answer the following questions about your experience. You will remain anonymous in this survey. Thank you for your help!

Gregg Dal Ponte, ODOT Administrator

Customer Survey – Salem Motor Carrier Services

Please check the most appropriate response

| Regarding Motor Carrier Division staff and service provided . . . | Excellent | Good | Fair | Poor | Don't Know |
|--|-----------|------|------|------|------------|
| TIMELINESS 1. How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division? | | | | | |
| ACCURACY 2. How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time? | | | | | |
| HELPFULNESS 3. How do you rate the helpfulness of Motor Carrier Transportation Division employees? | | | | | |
| EXPERTISE 4. How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees? | | | | | |
| AVAILABILITY OF INFORMATION 5. How do you rate the availability of information at the Motor Carrier Transportation Division? | | | | | |
| OVERALL SERVICE 6. How do you rate the overall quality of service provided by the | | | | | |



Outreach summary

| | Total surveys sent | Total returned / Percent | | Cost |
|------|--------------------|--------------------------|--------|---------|
| 2016 | 4,026 | 583 | 14.48% | \$2,566 |
| 2014 | 3,822 | 612 | 16% | \$2,365 |
| 2012 | 3,846 | 670 | 17.5% | \$2,464 |
| 2010 | 4,211 | 936 | 22% | \$2,743 |
| 2008 | 5,514 | 1,288 | 23% | \$2,957 |
| 2006 | 4,620 | 1,186 | 26% | \$2,199 |
| 2004 | 2,320 | 727 | 31% | \$1,172 |
| 2002 | 2,215 | 687 | 31% | \$1,041 |



Customer groups surveyed in 2016

1. Oregon companies subject to a Safety Compliance Review
2. Oregon companies with a truck inspected by MCTD staff
3. Oregon truck drivers inspected by MCTD staff
4. Oregon drivers who received a citation or warning from a motor carrier enforcement officer
5. Companies in OR, ID, and WA who participate in Green Light
6. Companies in OR, ID, and WA who are Trusted Carrier Partners
7. Companies calling the Registration Services Permit Analysts
8. Companies calling the Permit Analysts in Over-Dimension Permits
9. Companies subject to a weight-mile tax audit
10. Companies subject to an International Registration Plan and/or International Fuel Tax Agreement audit
11. Oregon carriers subject to a Household Goods fitness audit



Response rates per customer group

| Group | Sample | Responses / Percent |
|--------------------------|--------|---------------------|
| Safety Compliance Review | 280 | 43 / 15.4% |
| Truck inspection | 500 | 82 / 16.4% |
| Driver inspection | 576 | 52 / 9% |
| Driver cited / warned | 520 | 61 / 11.7% |
| Green Light | 500 | 60 / 12% |
| Trusted Carriers | 274 | 90 / 32.8% |
| Salem Permit Analysts | 500 | 58 / 11.6% |
| Over-Dimension Permits | 258 | 54 / 20.9% |
| Weight-mile tax audit | 406 | 39 / 9.6% |
| IRP / IFTA audit | 161 | 37 / 23% |
| HHG audit | 51 | 7 / 13.7% |



Results – Responses to six benchmarks of customer service – standard questions on all state agency surveys

Regarding Motor Carrier Division staff and service provided . . .

| | Excellent | Good | Fair | Poor | Responses |
|--|-----------|------|------|------|-----------|
| TIMELINESS 1. How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division? | 43% | 47% | 8% | 2% | 562 |
| ACCURACY 2. How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time? | 49% | 41% | 8% | 2% | 563 |
| HELPFULNESS 3. How do you rate the helpfulness of Motor Carrier Transportation Division employees? | 58% | 32% | 7% | 3% | 564 |
| EXPERTISE 4. How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees? | 52% | 35% | 10% | 3% | 559 |
| AVAILABILITY OF INFORMATION 5. How do you rate the availability of information at the Motor Carrier Transportation Division? | 44% | 41% | 12% | 3% | 559 |
| OVERALL SERVICE 6. How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? | 47% | 43% | 8% | 2% | 562 |



Key results –

Oregon companies subject to a Safety Compliance Review in 2015

71% believe ODOT's Motor Carrier Safety Program has a positive effect on highway safety.

84% agree that Safety Compliance Reviews influence carriers to comply with safety regulations.

86% say the \$100 penalty that applies to most safety violations is sufficient to convince carriers to stay in compliance.



Regarding Motor Carrier Division staff and service provided . . .

| | Excellent | Good | Fair | Poor | Responses |
|---|-----------|------|------|------|-----------|
| OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? | 39% | 49% | 7% | 5% | 43 |



Key results – Oregon companies with a truck inspected by MCTD 9/15/15 – 3/15/16

68% say their trucks were inspected 3-10 times by MCTD staff last year.

72% agree the chances of being inspected on an average trip through Oregon are high.

75% think inspection efforts should not be increased.



Fully supportive of enforcement efforts:

93% believe ODOT's Motor Carrier Safety Program has a positive effect on highway safety.

86% agree putting drivers and vehicles out-of-service benefits safety.

97% agree stopping trucks that are speeding or committing other traffic violations benefits safety.



More results – Oregon companies with a truck inspected by MCTD 9/15/15 – 3/15/16

93% say ODOT inspectors conduct inspections in a professional, courteous manner.



Regarding Motor Carrier Division staff and service provided . . .

| | Excellent | Good | Fair | Poor | Responses |
|---|-----------|------|------|------|-----------|
| OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? | 33% | 60% | 6% | 1% | 82 |



Key results – Oregon truck drivers inspected by MCTD staff from 9/15/15 – 3/15/16

90% agree that ODOT inspectors conduct inspections in a professional, courteous manner.

92% say inspectors give clear instructions about making repairs and handling the inspection form.

78% agree putting drivers and vehicles out-of-service benefits safety.

92% agree stopping trucks that are speeding or committing other traffic violations benefits safety.



Regarding Motor Carrier Division staff and service provided . . .

| | Excellent | Good | Fair | Poor | Responses |
|---|-----------|------|------|------|-----------|
| OVERALL SERVICE | | | | | |
| How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? | 35% | 42% | 17% | 6% | 52 |



Key results – Oregon drivers cited or warned by a motor carrier enforcement officer 9/1/2015-2/29/2016

- MCEOs perform duties in a professional manner — 95% agree
- . . . demonstrate good judgment and common sense — 83% agree
- . . . treat truck operators with respect — 84% agree
- . . . are knowledgeable and well-trained — 88% agree
- . . . apply size and weight regulations fairly — 95% agree
- . . . enforce size and weight regulations uniformly — 77% agree
- . . . give clear and concise guidance about compliance — 88% agree



Regarding Motor Carrier Division staff and service provided . . .

| | Excellent | Good | Fair | Poor | Responses |
|---|-----------|------|------|------|-----------|
| OVERALL SERVICE | | | | | |
| How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? | 28% | 52% | 17% | 3% | 60 |



Key results – Companies in OR, ID, and WA who participate in Green Light

98% agree it's easy to use Green Light.

98% agree it saves time by avoiding stops.

96% agree it saves money in truck operating costs.

88% say they would be participating in Green Light even if they had not gotten their first transponders free.

73% would be willing to spend \$30 for a new transponder when the battery dies, but 85% plan to spend \$15 to have the Transponder Service Center replace the battery.

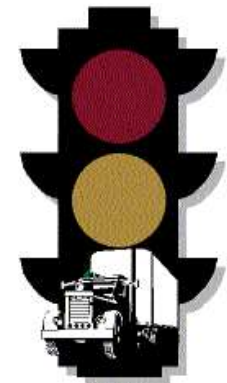




More results – Companies in OR, ID, and WA who participate in Green Light

96% say they have no problem with the fact that Green Light allows ODOT to collect weigh station records electronically.

91% agree it's appropriate to use weigh station records for enforcement purposes, such as checking driver logbooks.



Regarding Motor Carrier Division staff and service provided . . .

| | Excellent | Good | Fair | Poor | Responses |
|---|-----------|------|------|------|-----------|
| OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? | 48% | 43% | 7% | 2% | 56 |



Key results – Companies in OR, ID, and WA who are Trusted Carrier Partners

99% say they take pride in being an Oregon Trusted Carrier Partner.



96% say they clearly derive benefit from that.

72% agree putting Trusted Carrier plates on their trucks helps them retain drivers. *(question would not apply to single-truck owner-operators.)*

94% say displaying the plate enhances their company's image.



More results – Companies in OR, ID, and WA who are Trusted Carrier Partners

92% believe the plate has a positive effect on the way Oregon weigh station operators treat their drivers and 90% believe it has a positive effect on the way law enforcement officers treat them.



96% agree the Trusted Carrier designation is a major incentive to maintain a good safety record and 95% agree it's a major incentive to stay in compliance with other regulations.

Regarding Motor Carrier Division staff and service provided . . .

| | Excellent | Good | Fair | Poor | Responses |
|---|-----------|------|------|------|-----------|
| OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? | 60% | 35% | 5% | 0% | 83 |



Key results – Companies contacting the Registration Permit Analysts during the week of May 11-15, 2015

98% agree staff is professional and courteous.

92% agree staff is flexible in accommodating their needs.

When asked to rate staff's ability to provide services correctly the first time –

61% rate staff excellent, 31% good, 4% fair, 4% poor.

50% of respondents say they also use Trucking Online to transact business.



Regarding Motor Carrier Division staff and service provided . . .

| | Excellent | Good | Fair | Poor | Responses |
|---|-----------|------|------|------|-----------|
| OVERALL SERVICE | | | | | |
| How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? | 66% | 26% | 4% | 4% | 54 |



Key results – Companies contacting Over-Dimension Permit Analysts during the week of May 11-15, 2015

98% agree staff is professional and courteous.

When asked to rate staff's ability to provide services correctly the first time –

56% rate staff excellent, 36% good, 6% fair, 2% poor.

89% say their requests for single-trip permits are processed in a timely and accurate manner.



Regarding Motor Carrier Division staff and service provided . . .

| | Excellent | Good | Fair | Poor | Responses |
|---|-----------|------|------|------|-----------|
| OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? | 49% | 41% | 8% | 2% | 53 |



Key results – Companies’ experience with 3rd Party Agents who issue over-dimension permits

| Regarding Oregon Trucking Associations | Excellent | Good | Fair | Poor | Responses |
|--|-----------|------|------|------|-----------|
| OVERALL SERVICE How do you rate the overall quality of service provided by the 3 rd party agents? | 35% | 59% | 0% | 6% | 17 |

| Regarding A Work Safe Service | Excellent | Good | Fair | Poor | Responses |
|--|-----------|------|------|------|-----------|
| OVERALL SERVICE How do you rate the overall quality of service provided by the 3 rd party agents? | 55% | 41% | 0% | 4% | 27 |



Key results – Companies’ experience with 3rd Party Agents who issue over-dimension permits - continued

| Regarding Clackamas County | Excellent | Good | Fair | Poor | Responses |
|--|-----------|------|------|------|-----------|
| OVERALL SERVICE How do you rate the overall quality of service provided by the 3 rd party agents? | 73% | 9% | 9% | 9% | 11 |

| Regarding Marion County | Excellent | Good | Fair | Poor | Responses |
|--|-----------|------|------|------|-----------|
| OVERALL SERVICE How do you rate the overall quality of service provided by the 3 rd party agents? | 69% | 15% | 8% | 8% | 13 |

| Regarding Lane County | Excellent | Good | Fair | Poor | Responses |
|--|-----------|------|------|------|-----------|
| OVERALL SERVICE How do you rate the overall quality of service provided by the 3 rd party agents? | 64% | 18% | 9% | 9% | 11 |



Key results – Companies subject to an audit – weight-mile tax, IRP, and/or IFTA

99% agree staff is professional and courteous.

99% say they were given enough time to prepare for their audit.

93% say the audit was completed in a timely manner.

97% agree their auditor was fair and impartial.

95% agree their auditor was helpful answering questions about reporting requirements and offering tips about good record keeping.



Regarding Motor Carrier Division staff and service provided . . .

| | Excellent | Good | Fair | Poor | Responses |
|---|-----------|------|------|------|-----------|
| OVERALL SERVICE | | | | | |
| How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? | 54% | 41% | 4% | 1% | 73 |



Key results – Companies subject to a Household Goods Fitness Audit

100% agree staff is professional and courteous.

100% say they were given enough time to prepare for their audit.

100% say the audit was completed in a timely manner.

100% agree the audit findings were explained by the auditor.

86% agree their auditor was helpful answering questions about tariff requirements.



Regarding Motor Carrier Division staff and service provided . . .

| | Excellent | Good | Fair | Poor | Responses |
|---|-----------|------|------|------|-----------|
| OVERALL SERVICE How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? | 67% | 33% | 0% | 0% | 6 |



Results – Detailed results from each customer survey – <https://www.oregon.gov/ODOT/MCT/Documents/Survey14.pdf>

The screenshot shows a web browser window displaying the Oregon Department of Transportation website. The page title is "Motor Carrier Transportation" and the sub-page is "Survey14". A navigation menu on the left lists various services like Safety, Forms & Tables, and Registration. The main content area features a "Survey 2014" section with a heading "How are we doing?" and a paragraph summarizing the survey results. A table is partially visible below the text, and a link to a three-page summary is provided.

Survey 2014

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 eleven 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.

[Read a three-page summary of this year's survey.](#)

This was the eighth time in 16 years that MCTD reached out to its



Comments – 35% of the respondents added written comments:



I think the officers are way overworked. Take more time off.

I think it is stupid to require all trucks to have a printed permit when traveling in state. New Mexico has a system that requires a motor carrier to register their trucks but does not require a printed permit. For a green state this seems like such a waste!!!

I would like to see a standardized inspection throughout the states. California is setting the bar with inspections. Strive for their standards.

I believe that ODOT MCTD should give a more complete list of requirements. Maybe consider a punchlist or checklist.

[Regarding Trusted Carrier Program] I'm very happy with your program and it saves me a lot of time. Keep up the good work.



more comments –



When scales are backed up close down so we aren't backed up on the roadway.

A test light on the [transponder] unit would be nice.

Suggestion: Possibly stay open until 5:30 to finish working on permits. Also have a permit analyst available on weekends.

Make the online system more user friendly and easier to navigate.

I got citation because my Oregon permit was expired. I guess it would be great if I could get new permit right on spot when officer stopped me instead of citation. Overall, I like the way police and weigh station works. I used to live in New York and there is not such safe roads like here, and definitely police officers in Oregon are polite and always shows professionalism. For example, in New York they usually scream at you. Stay safe guys. God bless you!



still more comments –



It would be helpful if you could offer classes to owners/employers on how to correctly maintain & run the side of the business that is responsible for ODOT/FMCSA rules. It's very hard to learn or understand what I'm supposed to do to be legal by trying to use the online links. I would really like a class to learn from, I think we as owners could really improve on paperwork, safety, & record keeping if we could fully understand what to do.

I really have no complaints. I've been going into Oregon for 35 years of the 40 years I've been driving and I'm very pleased with all the fine services y'all are doing.

Great staff...very courteous and helpful. Love receiving the emails that let me know the number of applications ahead of me. Your permitting system is great! Better than most other states! Keep up the good work. I would like the ability to prepare RUAF reports online then print them to mail in with payment. Thank you.



Motor Carrier Transportation Division

Customer Survey Project — 2016

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OREGON DEPARTMENT OF TRANSPORTATION — MOTOR CARRIER TRANSPORTATION DIVISION

How are we doing?

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Gregg DePinto, ODOT Administrator

Customer Survey — Salem Motor Carrier Services

Please check the most appropriate response.

| Regarding Motor Carrier Division staff and service provided . . . | Excellent | Good | Fair | Poor | Don't Know |
|--|-----------|------|------|------|------------|
| TIMELINESS 1. How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division? | | | | | |
| ACCURACY 2. How do you rate the ability of the Motor Carrier Transportation Division to provide services, normally the first time? | | | | | |
| HELPFULNESS 3. How do you rate the helpfulness of Motor Carrier Transportation Division employees? | | | | | |
| SKILLSET 4. How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees? | | | | | |
| AVAILABILITY OF INFORMATION 5. How do you rate the availability of information at the Motor Carrier Transportation Division? | | | | | |
| OVERALL SERVICE 6. How do you rate the overall quality of service provided by the | | | | | |