



Motor Carrier Transportation Division

Customer Survey Project — 2018



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

| | | | | |
|-------------|--------------|------------|-------------|-----------------|
| 2018 | 3,868 | 279 | 7.4% | \$810.17 |
| 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 |



Customer groups surveyed in 2018

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 | 248 | 8 / 3.2% |
| Truck inspection | 457 | 22 / 4.8% |
| Driver inspection | 534 | 15 / 2.8% |
| Driver cited / warned | 534 | 83 / 15.9% |
| Green Light | 496 | 29 / 5.8% |
| Trusted Carriers | 259 | 33 / 12.7% |
| Salem Permit Analysts | 485 | 43 / 8.9% |
| Over-Dimension Permits | 270 | 28 / 10.4% |
| Weight-mile tax audit | 451 | 12 / 2.7% |
| IRP / IFTA audit | 93 | 8 / 8.6% |
| HHG audit | 41 | 5 / 12.2% |



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? | 35% | 45% | 15% | 5% | 271 |
| ACCURACY 2. How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time? | 46% | 38% | 12% | 4% | 278 |
| HELPFULNESS 3. How do you rate the helpfulness of Motor Carrier Transportation Division employees? | 52% | 33% | 12% | 3% | 278 |
| EXPERTISE 4. How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees? | 46% | 38% | 13% | 3% | 278 |
| AVAILABILITY OF INFORMATION 5. How do you rate the availability of information at the Motor Carrier Transportation Division? | 37% | 40% | 19% | 4% | 275 |
| OVERALL SERVICE 6. How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? | 37% | 44% | 14% | 5% | 276 |



Key results –

Oregon companies subject
to a Safety Compliance Review in 2017

75% believe ODOT's Motor Carrier Safety
Program has a positive effect on highway safety.

75% agree that Safety Compliance Reviews
influence carriers to comply with safety regulations.

63% say the \$100 penalty that applies to most safety violations
is sufficient to convince carriers to stay in compliance.

Safety
Compliance
Review

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? | 50% | 38% | 0% | 13% | 8 |



Key results – Oregon companies with a truck inspected by MCTD 6/1/17-12/31/17

32% say their trucks were inspected 3-10 times by MCTD staff last year.

68% agree the chances of being inspected on an average trip through Oregon are high.

54% think inspection efforts should not be increased.



Fully supportive of enforcement efforts:

86% believe ODOT's Motor Carrier Safety Program has a positive effect on highway safety.

72% agree putting drivers and vehicles out-of-service benefits safety.

99% agree stopping trucks that are speeding or committing other traffic violations benefits safety.



More results – Oregon companies with a truck inspected by MCTD 6/1/17-12/31/17

91% 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? | 41% | 41% | 14% | 5% | 22 |



Key results – Oregon truck drivers inspected by MCTD staff from 6/1/17-12/31/17

66% agree that ODOT inspectors conduct inspections in a professional, courteous manner.

87% say inspectors give clear instructions about making repairs and handling the inspection form.

80% agree putting drivers and vehicles out-of-service benefits safety.

87% 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? | 27% | 47% | 20% | 7% | 15 |



Key results – Oregon drivers cited or warned by a motor carrier enforcement officer 6/1/17-12/31/17

- MCEOs perform duties in a professional manner — **92%** agree
- . . . demonstrate good judgment and common sense — **84%** agree
- . . . treat truck operators with respect — **80%** agree
- . . . are knowledgeable and well-trained — **84%** agree
- . . . apply size and weight regulations fairly — **84%** agree
- . . . enforce size and weight regulations uniformly — **84%** agree
- . . . give clear and concise guidance about compliance — **84%** 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% | 48% | 16% | 5% | 83 |



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

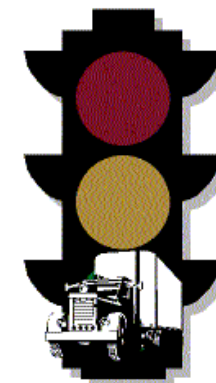
96% agree it's easy to use Green Light.

81% agree it saves time by avoiding stops.

87% agree it saves money in truck operating costs.

82% say they would be participating in Green Light even if they had not gotten their first transponders free.

64% would be willing to spend \$30 for a new transponder when the battery dies, but **69%** plan to spend \$15 to have the Transponder Service Center replace the battery.



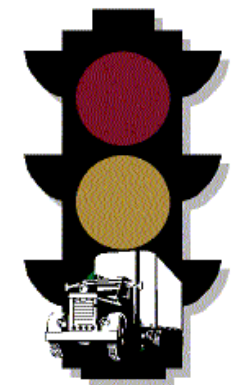


More results –

Companies in OR, ID, and WA
who participate in Green Light

94% say they have no problem with the fact that Green Light allows ODOT to collect weigh station records electronically.

82% 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? | 47% | 53% | 0% | 0% | 18 |



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.



89% say they clearly derive benefit from that.

68% agree putting Trusted Carrier plates on their trucks helps them retain drivers. *(question would not apply to single-truck owner-operators.)*

93% say displaying the plate enhances their company's image.



More results –

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

89% believe the plate has a positive effect on the way Oregon weigh station operators treat their drivers and **85%** believe it has a positive effect on the way law enforcement officers treat them.



97% agree the Trusted Carrier designation is a major incentive to maintain a good safety record and **94%** 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? | 59% | 34% | 6% | 0% | 32 |



Key results – Companies contacting the Registration Permit Analysts during the week of May 15-19, 2017

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 –

50% rate staff excellent, **38%** good, **10%** fair, **2%** poor.

85% 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? | 38% | 45% | 10% | 7% | 42 |



Key results – Companies contacting Over-Dimension Permit Analysts during the week of May 15-19, 2017

86% agree staff is professional and courteous.

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

41% rate staff excellent, **48%** good, **11%** fair, **0%** poor.

57% 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? | 30% | 41% | 19% | 11% | 28 |



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? | 0% | 80% | 20% | 0% | 5 |

| 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? | 64% | 36% | 0% | 0% | 11 |



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? | 0% | 83% | 17% | 0% | 6 |

| 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? | 20% | 80% | 0% | 0% | 5 |

| 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? | 25% | 75% | 0% | 0% | 4 |



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

95% agree staff is professional and courteous.

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

89% say the audit was completed in a timely manner.

89% agree their auditor was fair and impartial.

84% 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? | 37% | 42% | 16% | 5% | 19 |



Key results – Companies subject to a Household Goods Fitness Audit

100% agree auditor is professional and courteous.

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

75% say the audit was completed in a timely manner.

80% agree the audit findings were explained by the auditor.

100% 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? | 25% | 25% | 25% | 25% | 4 |



Results – Detailed results from each customer survey – <https://www.oregon.gov/ODOT/MCT/Pages/AboutUs.aspx>



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Motor Carrier Transportation



Department ▾

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- Safety
- Automated Reporting
- Over-Dimension
- Mobility
- Field Services
- Green Light
- Trusted Carriers
- Laws & Rules

Survey14

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- [Keys to Customer Service](#)
- [Truck Inspections](#)
- [Safety Compliance Reviews](#)
- [Driver Inspections](#)
- [Enforcement Officers](#)
- [Green Light](#)
- [Trusted Carrier Partners](#)
- [Tax and Registration Services](#)
- [Motor Carrier Audits](#)
- [Household Goods Fitness Audit](#)

Survey 2014



How are we doing?

You have been selected to participate in a survey. The Oregon Department of Transportation is conducting a customer survey to see if safety inspections within the past year. Your opinion is very important to us. Please answer the following questions about your experience with our program. You will remain anonymous in this survey. Thank you for your help!

Gregg Dief Pardo

| Customer Survey – Motor Carrier Safety Program | Please check the box | | |
|--|----------------------|------|------|
| Regarding Motor Carrier Division staff and service provided... | Excellent | Good | Fair |
| 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 | | | |

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 carried an Oregon PUC for 48 yrs. I did most of my business with PUC-DOT in Salem on a person basis (no mail or field offices) I was always treated very well and I have no regrets. Thank you all for the year. I am 76 now, have sold my truck & retired completely. Your people always done well by me, Thanks Al.”

“Please allow us to obtain combo temporary weight increases for trip permits online. We wait on the phone 20-45 minutes 9 times out of 10. Washington allows online permits and it is quick and efficient. Thank you.”

“Perhaps communicate via e-mail of upcoming inspections and any changes on rules and regulations. Thank you”

“I know budget is always an issue but I have seen a lot of unsafe trucks drive by my local scale after 8pm. That's due to local drivers know that the scale is never open after 6pm. I have lived here for 18 years and not once seen it open after 8pm. As well as scale further down road, only seen open 1 time in 18 years. (not saying it doesn't open, just I have never seen it open)”



more comments –



“Simplified, consolidated rules and regulations, written so that an inexperienced person in the trucking industry could understand and follow the rules.”

“I am in construction, and travel on weekends to job an back. Lot of times scales are closed on weekends. Would like for scale meters to leave green light on when closed. Would be nice to know it works. I wouldn't go anywhere with out it.
Thanks”

“I do all my requests and Weight Certificates as well as monthly tax applications and payments on line and have no trouble navigating the website.”

“We are appreciate being a part of the program and feel it does encourage our drivers to maintain a good safety record.”

“Website more user friendly, your staff does a great job. HVUT proof is hard to get wish there was someway you guys could figure out if it was paid.”

“I love how much I can do on trucking online. Thank you for your service”



still more comments –



“Oregon MCTD staff continue to impress me every year. This department should be seen as an example for all other states. Your staff is always happy & Courteous while remaining professional. This department sets the bar high! Well Done! Keep it up!”

“I appreciate your service. I really like your new telephone service. Thank you”

“If it is in any way possible can you do better follow up on permits with the county's? We seem to be getting hung up at county for 1-2 days causing me to lose business. On quite a few occasions lately I have ordered permits 48 or more hours in advance and still not received them until 24 to 48 hours after I needed them to accomplish my moves”

“Create the ability to auto-issue permits under certain dimensions. This is greatly needed as all other states are updating their systems.”

“Anytime I go to ODOT/MCTD they are very friendly and helpful.”



Motor Carrier Transportation Division

Customer Survey Project — 2018

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OREGON DEPARTMENT OF TRANSPORTATION – MOTOR CARRIER TRANSPORTATION DIVISION

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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 |
|--|-----------|------|------|------|------------|
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