

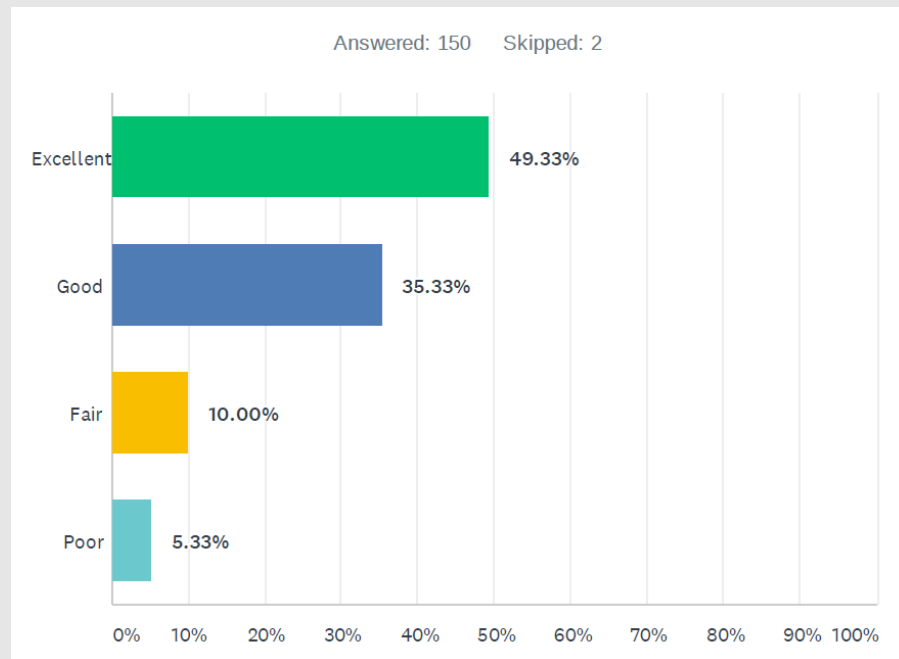
2019 Customer Satisfaction Survey

Commerce and Compliance Division (CCD)

Oregon Department of Transportation

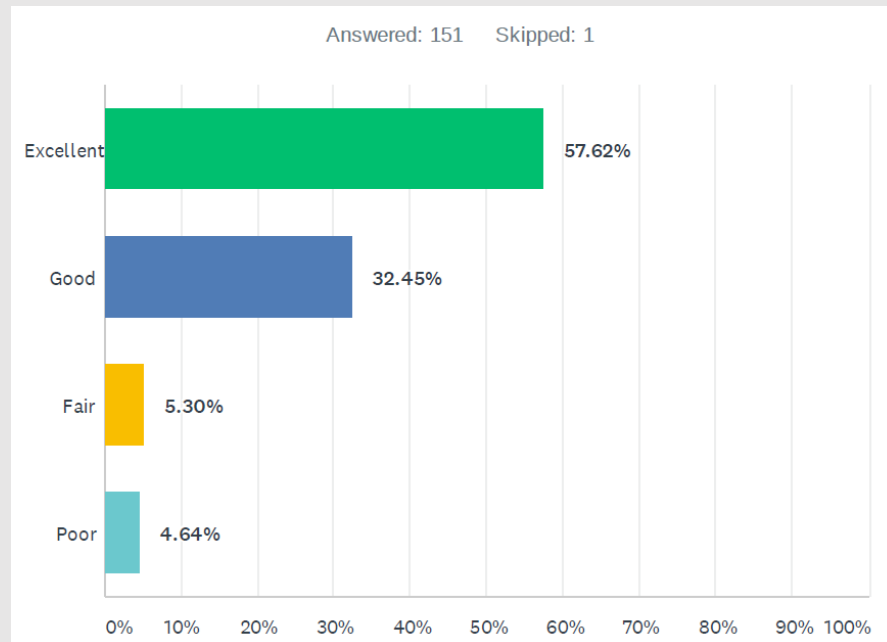
Key Performance Areas

How do you rate the timeliness of the services provided by Commerce and Compliance Division (formerly Motor Carrier Transportation Division)?



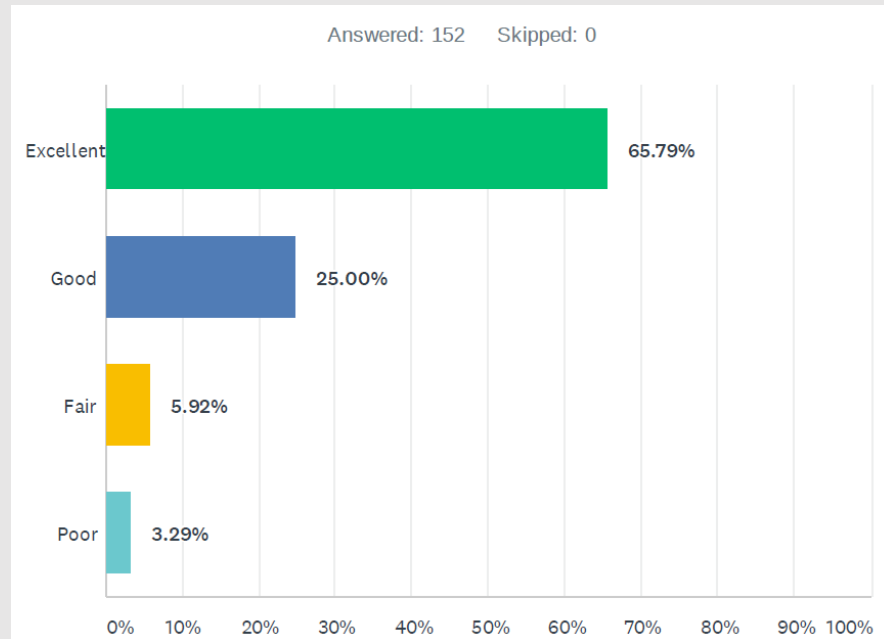
ANSWER CHOICES	RESPONSES	
Excellent	49.33%	74
Good	35.33%	53
Fair	10.00%	15
Poor	5.33%	8
TOTAL		150

How do you rate the ability of Commerce and Compliance Division to provide services correctly the first time?



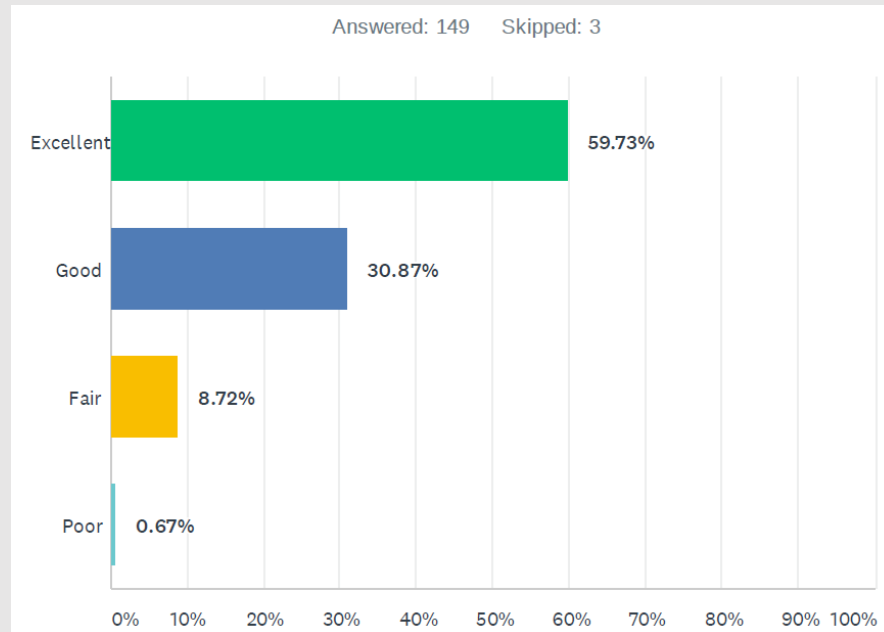
ANSWER CHOICES	RESPONSES	
Excellent	57.62%	87
Good	32.45%	49
Fair	5.30%	8
Poor	4.64%	7
TOTAL		151

How do you rate the helpfulness of Commerce and Compliance Division employees?



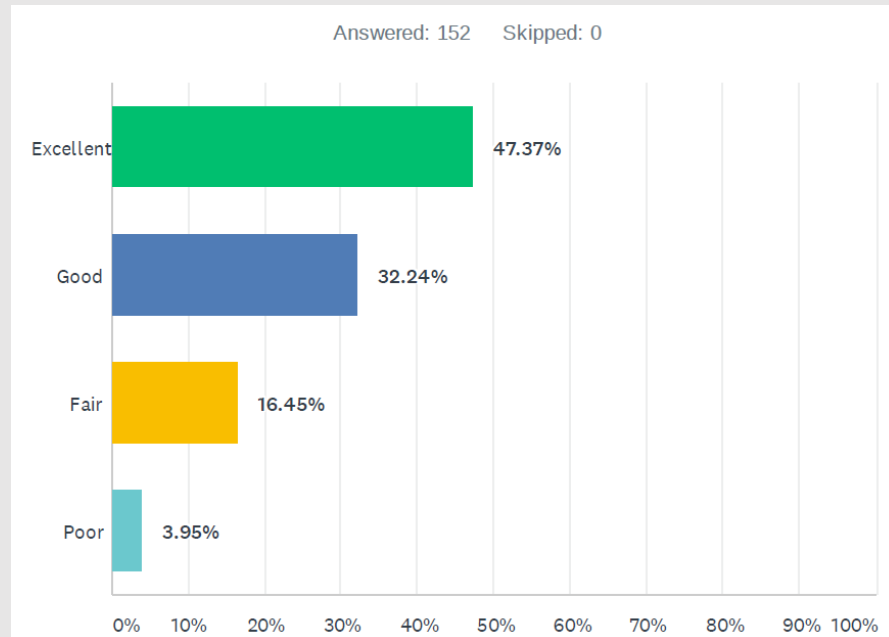
ANSWER CHOICES	RESPONSES	
Excellent	65.79%	100
Good	25.00%	38
Fair	5.92%	9
Poor	3.29%	5
TOTAL		152

How do you rate the knowledge and expertise of Commerce and Compliance Division employees?



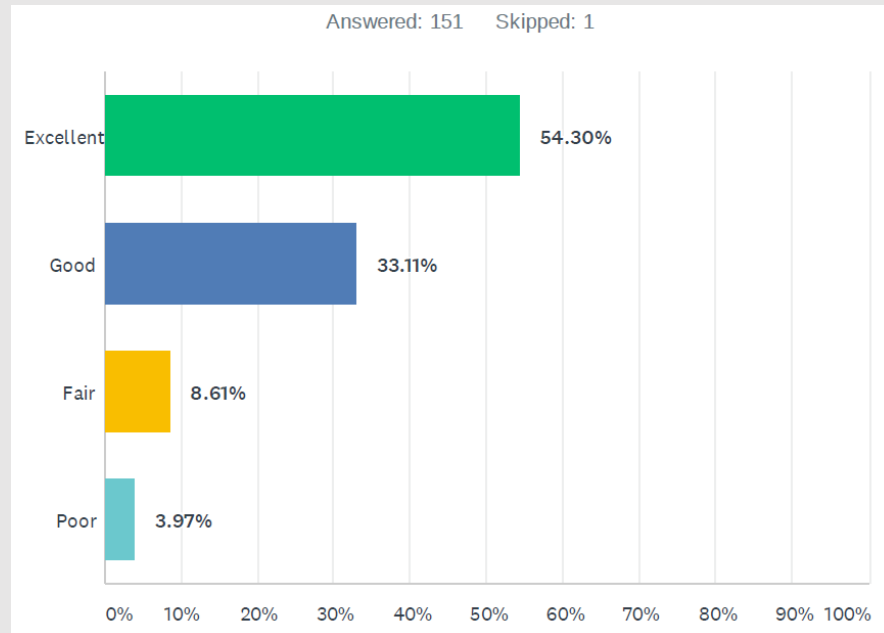
ANSWER CHOICES	RESPONSES	
Excellent	59.73%	89
Good	30.87%	46
Fair	8.72%	13
Poor	0.67%	1
TOTAL		149

How do you rate the availability of information from Commerce and Compliance Division?



ANSWER CHOICES	RESPONSES	
Excellent	47.37%	72
Good	32.24%	49
Fair	16.45%	25
Poor	3.95%	6
TOTAL		152

How do you rate the overall quality of service provided by Commerce and Compliance Division?



ANSWER CHOICES	RESPONSES	
Excellent	54.30%	82
Good	33.11%	50
Fair	8.61%	13
Poor	3.97%	6
TOTAL		151



Safety Compliance Reviews

Safety Compliance Reviews

ODOT inspectors conduct safety compliance reviews in a professional, courteous manner.

Inspectors explain that a compliance review may result in a cease and desist letter, a formal enforcement action, or no action at all.



ANSWER CHOICES	RESPONSES	
Strongly agree	43.75%	7
Agree	50.00%	8
Disagree	0.00%	0
Strongly disagree	6.25%	1
Don't know	0.00%	0
TOTAL		16

ANSWER CHOICES	RESPONSES	
Strongly agree	37.50%	6
Agree	62.50%	10
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		16

Safety Compliance Reviews

Letters I received from ODOT, such as ones requesting safety records, were clear and easy to understand.

When my audit led to a civil complaint action, the documents I received clearly described the alleged violations and penalties.



ANSWER CHOICES	RESPONSES	
Strongly agree	37.50%	6
Agree	62.50%	10
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		16

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	4
Agree	37.50%	6
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
N/A	37.50%	6
TOTAL		16

Safety Compliance Reviews

I had no difficulty following the instructions about how to respond to the enforcement action.

ANSWER CHOICES	RESPONSES	
Strongly agree	31.25%	5
Agree	50.00%	8
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
N/A	18.75%	3
TOTAL		16

The civil complaint settlement process was handled in a fair, professional manner.

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	4
Agree	31.25%	5
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
N/A	43.75%	7
TOTAL		16

Safety Compliance Reviews

The Safety Compliance Review did not disrupt my business.

ANSWER CHOICES	RESPONSES	
Strongly agree	31.25%	5
Agree	43.75%	7
Disagree	12.50%	2
Strongly disagree	6.25%	1
Don't Know	6.25%	1
TOTAL		16

ODOT's Commercial Vehicle Safety Program has a positive effect on highway safety.

ANSWER CHOICES	RESPONSES	
Strongly agree	43.75%	7
Agree	50.00%	8
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	6.25%	1
TOTAL		16

Safety Compliance Reviews

Safety reviews influence motor carriers to comply with safety regulations.

Reviews are conducted in a manner that minimizes interruption of my business.



ANSWER CHOICES	RESPONSES	
Strongly agree	43.75%	7
Agree	56.25%	9
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		16

ANSWER CHOICES	RESPONSES	
Strongly agree	37.50%	6
Agree	50.00%	8
Disagree	0.00%	0
Strongly disagree	6.25%	1
Don't know	6.25%	1
TOTAL		16

Safety Compliance Reviews

The \$100 penalty that applies to many safety violations is sufficient to convince carriers to operate in compliance with safety regulations.

If you could make one suggestion as to how we could do a better job with Safety Compliance Reviews, what would that be?

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	4
Agree	50.00%	8
Disagree	6.25%	1
Strongly disagree	0.00%	0
Don't know	18.75%	3
TOTAL		16

RESPONSES
Y'all doing a good job
Give us a little more time to gather the information needed.
All is well
Need to let dr know the things they r not aware of
Have excel templates available for IFTA and mileage tracking



Truck Inspections

Truck Inspections

ODOT inspectors conduct safety inspections in a professional, courteous manner.

The inspection report form contains clear instructions.



ANSWER CHOICES	RESPONSES	
Strongly agree	30.43%	14
Agree	52.17%	24
Disagree	4.35%	2
Strongly disagree	4.35%	2
Don't know	8.70%	4
TOTAL		46

ANSWER CHOICES	RESPONSES	
Strongly agree	26.09%	12
Agree	63.04%	29
Disagree	6.52%	3
Strongly disagree	2.17%	1
Don't know	2.17%	1
TOTAL		46

Truck Inspections

It is clear and understandable that motor carriers are required to return the inspection form to ODOT within 15 days, certifying that repairs were made.

It is clear and understandable that when out-of-service violations are discovered, driver problems must be resolved and/or vehicle defects must be fixed before service is resumed.



ANSWER CHOICES	RESPONSES	
Strongly agree	34.78%	16
Agree	58.70%	27
Disagree	4.35%	2
Strongly disagree	0.00%	0
Don't know	2.17%	1
TOTAL		46

ANSWER CHOICES	RESPONSES	
Strongly agree	36.96%	17
Agree	52.17%	24
Disagree	2.17%	1
Strongly disagree	0.00%	0
Don't know	8.70%	4
TOTAL		46

Truck Inspections

ODOT's Commercial Vehicle Safety Program has a positive effect on highway safety.

On an average trip through Oregon, the chances of being inspected are high.



ANSWER CHOICES	RESPONSES	
Strongly agree	30.43%	14
Agree	52.17%	24
Disagree	8.70%	4
Strongly disagree	2.17%	1
Don't know	6.52%	3
TOTAL		46

ANSWER CHOICES	RESPONSES	
Strongly agree	19.57%	9
Agree	43.48%	20
Disagree	13.04%	6
Strongly disagree	2.17%	1
Don't know	21.74%	10
TOTAL		46

Truck Inspections

Oregon should increase its on-highway inspection efforts.

Inspections conducted during evening hours and on weekends are effective in identifying unsafe trucks.



ANSWER CHOICES	RESPONSES	
Strongly agree	10.87%	5
Agree	21.74%	10
Disagree	30.43%	14
Strongly disagree	15.22%	7
Don't know	21.74%	10
TOTAL		46

ANSWER CHOICES	RESPONSES	
Strongly agree	15.22%	7
Agree	47.83%	22
Disagree	4.35%	2
Strongly disagree	4.35%	2
Don't know	28.26%	13
TOTAL		46

Truck Inspections

Inspections conducted on secondary highway routes are effective in identifying unsafe trucks.

Putting drivers and vehicles out of service benefits highway safety.



ANSWER CHOICES	RESPONSES	
Strongly agree	17.39%	8
Agree	54.35%	25
Disagree	8.70%	4
Strongly disagree	0.00%	0
Don't know	19.57%	9
TOTAL		46

ANSWER CHOICES	RESPONSES	
Strongly agree	19.57%	9
Agree	50.00%	23
Disagree	17.39%	8
Strongly disagree	2.17%	1
Don't know	10.87%	5
TOTAL		46

Truck Inspections

Stopping trucks that are speeding or committing other traffic violations benefits highway safety.

There is a greater effect on highway safety when vehicles are selected for inspection on the basis of suspected defects rather than at random.



ANSWER CHOICES	RESPONSES	
Strongly agree	32.61%	15
Agree	65.22%	30
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	2.17%	1
TOTAL		46

ANSWER CHOICES	RESPONSES	
Strongly agree	21.74%	10
Agree	52.17%	24
Disagree	10.87%	5
Strongly disagree	2.17%	1
Don't know	13.04%	6
TOTAL		46

Truck Inspections

How many times were your vehicles inspected in Oregon in 2019?

ANSWER CHOICES	RESPONSES	
1	31.11%	14
2	13.33%	6
3	15.56%	7
4-6	13.33%	6
7-10	15.56%	7
More than 10	11.11%	5
TOTAL		45

Truck Inspections

If you could make one suggestion as to how we could do a better job with truck inspections, what would that be?

RESPONSES

Be realistic. It would be helpful if the inspectors actually knew a little about driving a truck. I understand the need, but it is not a major violation if a truck is missing 1 of the 4 triangles. (or flares)

None

minor issues to be told but not written up for

Stop giving tickets for dumb minor problems. Start inspecting the trucks that you can actually physically see problems and dangerous situations about to occur.

All goods

We need real professional inspections on road , not local mafia inspectors.

Tell the driver the truth. A warning on a inspection does go against the driver and the company.

Has more awareness

when you commit to electronic permits and tell a co that if they get the permit that day you won't fine them..... then don't fine them. your inspectors have lied to our drivers just to save the argument and don't hold to commitments that have nothing to do with safety. Oregon not a driver or office friendly place right now, something changed and you are no longer working with co. to do the right thing. it's all about the money now.

Allowing a driver to get a non- registered truck registered on the spot instead of fining them. Some units are rentals and they assume the unit is registered in OR

FIX THE WEBSITE FOR ORDERING TRIP PERMITS WERE IN 2020 SHOULD BE EASY WE SHOULD NOT HAVE TO WAIN ON THE PHONE FOR HOURS SOMETIMES

Weight-Mile Tax (WMT) Audits

Weight-Mile Tax (WMT) Audits

The ODOT auditor who contacted me explained the reasons for the WMT audit.

The auditor described what time period would be audited and what records would be needed in the audit review.

ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	4
Agree	50.00%	4
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		8

ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	4
Agree	50.00%	4
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		8

Weight-Mile Tax (WMT) Audits

When my audit involved sampling records from certain months or vehicles, the auditor explained the sampling procedures that would be used to select the months or vehicles.

I was given enough time to prepare for the audit.



ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	4
Agree	37.50%	3
Disagree	12.50%	1
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		8

ANSWER CHOICES	RESPONSES	
Strongly agree	37.50%	3
Agree	62.50%	5
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		8

Weight-Mile Tax (WMT) Audits

The auditor was punctual about meeting their appointment to conduct the audit in my office.

ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	4
Agree	37.50%	3
Disagree	12.50%	1
Strongly disagree	0.00%	0
Don't Know	0.00%	0
TOTAL		8

The auditor was courteous and professional.

ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	4
Agree	50.00%	4
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		8

Weight-Mile Tax (WMT) Audits

The auditor was fair and impartial.

ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	4
Agree	50.00%	4
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		8

The audit was completed in a timely manner.

ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	4
Agree	37.50%	3
Disagree	12.50%	1
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		8

Weight-Mile Tax (WMT) Audits

The audit report was easy to read.

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	2
Agree	50.00%	4
Disagree	25.00%	2
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		8

The printed materials explaining the audit adjustments were clearly written and understandable.

ANSWER CHOICES	RESPONSES	
Strongly agree	37.50%	3
Agree	50.00%	4
Disagree	12.50%	1
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		8

Weight-Mile Tax (WMT) Audits

The auditor explained all adjustments and schedules.

ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	4
Agree	50.00%	4
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		8

The auditor explained how to avoid errors in the future.

ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	4
Agree	50.00%	4
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		8

Weight-Mile Tax (WMT) Audits

The auditor was helpful answering questions about reporting requirements and offering tips about good record keeping.

I had enough time to review the audit.



ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	4
Agree	37.50%	3
Disagree	12.50%	1
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		8

ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	4
Agree	50.00%	4
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		8

Weight-Mile Tax (WMT) Audits

When I disagreed with the audit, the auditor worked with me to resolve the disputed tax adjustments.

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	2
Agree	37.50%	3
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
N/A	37.50%	3
TOTAL		8

When we were unable to resolve my problems with the audit, the auditor told me how to appeal the tax assessment.

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	2
Agree	12.50%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	12.50%	1
N/A	50.00%	4
TOTAL		8

Weight-Mile Tax (WMT) Audits

If you could make one suggestion as to how we could do a better job with WMT audits, what would that be?

RESPONSES

Definitely explain things better. And educate your auditors a bit more, if they are supposed to be auditing weight-mile tax forms, then they should know a little more about the weights and axles of trucks and what they do. Especially because not everyone is just an on the highway driver, a huge portion of these audits I'm sure are for people who drive off county/state roads onto private roads and your auditors don't understand that very well.



IRP/IFTA Audits

IRP/IFTA Audits

The ODOT auditor who contacted me explained the reasons for the IRP and/or IFTA audit.

ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	2
Agree	25.00%	1
Disagree	25.00%	1
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		4

The auditor described what time period would be audited and what records would be needed in the audit.

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	1
Agree	50.00%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	25.00%	1
TOTAL		4

IRP/IFTA Audits

When my audit involved sampling records from certain months or vehicles, the auditor explained the sampling procedures that would be used to select the months or vehicles.

I was given enough time to prepare for the audit.



ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	1
Agree	75.00%	3
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		4

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	1
Agree	75.00%	3
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		4

IRP/IFTA Audits

The auditor was punctual about meeting their appointment to conduct the audit in my office.

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	1
Agree	25.00%	1
Disagree	25.00%	1
Strongly disagree	0.00%	0
Don't know	25.00%	1
TOTAL		4

The auditor was courteous and professional.

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	1
Agree	50.00%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	25.00%	1
TOTAL		4

IRP/IFTA Audits

The auditor was fair and impartial.

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	1
Agree	50.00%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	25.00%	1
TOTAL		4

The audit was completed in a timely manner.

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	1
Agree	25.00%	1
Disagree	25.00%	1
Strongly disagree	0.00%	0
Don't know	25.00%	1
TOTAL		4

IRP/IFTA Audits

The audit report was easy to read.

The printed materials explaining the audit adjustments were clearly written and understandable.



ANSWER CHOICES	RESPONSES	
Strongly agree	0.00%	0
Agree	50.00%	2
Disagree	25.00%	1
Strongly disagree	0.00%	0
Don't know	25.00%	1
TOTAL		4

ANSWER CHOICES	RESPONSES	
Strongly agree	0.00%	0
Agree	75.00%	3
Disagree	25.00%	1
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		4

IRP/IFTA Audits

The auditor explained all adjustments and schedules.

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	1
Agree	50.00%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	25.00%	1
TOTAL		4

The auditor explained how to avoid errors in the future.

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	1
Agree	50.00%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	25.00%	1
TOTAL		4

IRP/IFTA Audits

The auditor was helpful answering questions about reporting requirements and offering tips about good record keeping.

I had enough time to review the audit.



ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	1
Agree	75.00%	3
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
TOTAL		4

ANSWER CHOICES	RESPONSES	
Strongly agree	25.00%	1
Agree	75.00%	3
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't Know	0.00%	0
TOTAL		4

IRP/IFTA Audits

When I disagreed with the audit, the auditor worked with me to resolve the disputed tax adjustments.

When we were unable to resolve my problems with the audit, the auditor told me how to appeal the tax assessment.



ANSWER CHOICES	RESPONSES	
Strongly agree	0.00%	0
Agree	25.00%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
N/A	75.00%	3
TOTAL		4

ANSWER CHOICES	RESPONSES	
Strongly agree	0.00%	0
Agree	25.00%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	0.00%	0
N/A	75.00%	3
TOTAL		4

IRP/IFTA Audits

If you could make one suggestion as to how we could do a better job with IRP/IFTA audits, what would that be?

RESPONSES

Issues were fixed so quick and easy that I don't really have any improvement suggestions

Over-Dimension (OD) Permits

Over-Dimension (OD) Permits

The OD staff who helped were courteous and professional.

The hours of operation at the Salem office, for both phone service and walk-in business, are adequate for my needs.



ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	19
Agree	34.21%	13
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	7.89%	3
I obtained my OD permit through Oregon Trucking Online.	7.89%	3
TOTAL		38

ANSWER CHOICES	RESPONSES	
Strongly agree	21.05%	8
Agree	47.37%	18
Disagree	10.53%	4
Strongly disagree	0.00%	0
Don't know	21.05%	8
TOTAL		38

Over-Dimension (OD) Permits

The Salem office and/or other offices that issue OD permits are conveniently located.

The Salem OD Permit Unit processes my requests for single-trip permits in a timely, accurate manner.



ANSWER CHOICES	RESPONSES	
Strongly agree	10.53%	4
Agree	23.68%	9
Disagree	10.53%	4
Strongly disagree	5.26%	2
Don't know	50.00%	19
TOTAL		38

ANSWER CHOICES	RESPONSES	
Strongly agree	21.62%	8
Agree	29.73%	11
Disagree	8.11%	3
Strongly disagree	5.41%	2
Don't know	35.14%	13
TOTAL		37

Over-Dimension (OD) Permits

The OD Permit Unit has an adequate phone system for handling calls.

Written instructions and notices I receive from the OD Permit Unit, including forms used for applications and renewals, are clear and understandable.



ANSWER CHOICES	RESPONSES	
Strongly agree	21.05%	8
Agree	42.11%	16
Disagree	10.53%	4
Strongly disagree	7.89%	3
Don't know	18.42%	7
TOTAL		38

ANSWER CHOICES	RESPONSES	
Strongly agree	26.32%	10
Agree	52.63%	20
Disagree	7.89%	3
Strongly disagree	0.00%	0
Don't know	13.16%	5
TOTAL		38

Over-Dimension (OD) Permits

If you could make one suggestion as to how CCD could do a better job of issuing OD permits, what would that be?



RESPONSES
make more available through TOL
Everything seems to work well.
na
I
Be clearer in drawings - or use pictures
I have no suggestions.
Quit sending all the road changes and closures via usps. it is annoying and I just throw them away. Instead, maybe emailing them would be better and save large amounts of \$\$\$\$\$.
let us know how many permits are in front of us. And about how long till we can expect our permits back . Timing is a huge part of moving over size. Getting ever one and ever thing on time.
There are great people but sometimes I hear in their voices how annoying they get when me, the customer, do not understand something. Most are great and have patience of saints, but sometimes, I ended crying. It is sad because I am doing my best and still have issues getting a permit. It is what it is. Overall, they are all great.
Work on your county offices, some are very slow at processing permits in a timely manner. Also maybe just get some more people to process permits from the salem office, then maybe the wait time on them wouldn't be so ridiculous, or hire someone to work on the weekend to get permits processing for monday morning when the wait is the longest.
n/a
Teach California how to do it!
none
Nothing to add
nothing to add
More online permit availability with less time consuming reviews.
NONE
Need to get them processed faster
Make the process faster. Summertime last year was really rough.
na
Utilizing all of your agents to help not just the Salem location.
Every time some bureaucrat makes and "improvement" it makes things better for you and worse for us.

Over-Dimension (OD) Permits

Did you obtain an OD permit from one of our third-party agents?

ANSWER CHOICES	RESPONSES	
Yes	48.39%	15
No	51.61%	16
TOTAL		31

From which third-party agent did you obtain an OD permit? Please check all that apply.

ANSWER CHOICES	RESPONSES	
Oregon Trucking Association (OTA)	27.78%	5
A Work Safe Service	61.11%	11
Clackamas County	11.11%	2
Lane County	5.56%	1
Marion County	22.22%	4
Total Respondents: 18		

Over-Dimension (OD) Permits

How would you rate the timeliness of the services provided by our third-party agents?

ANSWER CHOICES	RESPONSES	
Excellent	63.16%	12
Good	21.05%	4
Fair	5.26%	1
Poor	0.00%	0
Don't know	10.53%	2
TOTAL		19

How would you rate the overall service provided by our third-party agents?

ANSWER CHOICES	RESPONSES	
Excellent	68.42%	13
Good	15.79%	3
Fair	5.26%	1
Poor	0.00%	0
Don't know	10.53%	2
TOTAL		19

Over-Dimension (OD) Permits

How would you rate the availability of information provided by our third-party agents?

ANSWER CHOICES	RESPONSES	
Excellent	63.16%	12
Good	21.05%	4
Fair	5.26%	1
Poor	0.00%	0
Don't know	10.53%	2
TOTAL		19

How would you rate the knowledge and expertise of the third-party agents' staff?

ANSWER CHOICES	RESPONSES	
Excellent	52.63%	10
Good	26.32%	5
Fair	5.26%	1
Poor	0.00%	0
Don't know	15.79%	3
TOTAL		19

Over-Dimension (OD) Permits

How would you rate the helpfulness of the third-party agents?

ANSWER CHOICES	RESPONSES	
Excellent	63.16%	12
Good	21.05%	4
Fair	5.26%	1
Poor	0.00%	0
Don't know	10.53%	2
TOTAL		19

How would you rate the ability of our third-party agents to provide services correctly the first time?

ANSWER CHOICES	RESPONSES	
Excellent	63.16%	12
Good	21.05%	4
Fair	0.00%	0
Poor	0.00%	0
Don't know	15.79%	3
TOTAL		19



Green Light Preclearance Program

Green Light Preclearance Program

When I get a red light on my transponder and pull into a weigh station, ODOT enforcement officers are helpful in identifying my problem.

When I call the Green Light service line, I get prompt service with problems preclearing weigh stations.

ANSWER CHOICES	RESPONSES	
Strongly agree	33.33%	7
Agree	38.10%	8
Disagree	4.76%	1
Strongly disagree	4.76%	1
Don't know	19.05%	4
TOTAL		21

ANSWER CHOICES	RESPONSES	
Strongly agree	23.81%	5
Agree	33.33%	7
Disagree	9.52%	2
Strongly disagree	0.00%	0
Don't know	33.33%	7
TOTAL		21

Green Light Preclearance Program

I get prompt service when I call to update my transponder information.

It is easy to manage my transponder information through Oregon Trucking Online.



ANSWER CHOICES	RESPONSES	
Strongly agree	36.84%	7
Agree	36.84%	7
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	26.32%	5
TOTAL		19

ANSWER CHOICES	RESPONSES	
Strongly agree	33.33%	7
Agree	42.86%	9
Disagree	9.52%	2
Strongly disagree	0.00%	0
Don't know	14.29%	3
TOTAL		21

Green Light Preclearance Program

It was easy to follow instructions to get started with Green Light.

ANSWER CHOICES	RESPONSES	
Strongly agree	42.86%	9
Agree	47.62%	10
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	9.52%	2
TOTAL		21

It is easy to use Green Light to preclear weigh stations.

ANSWER CHOICES	RESPONSES	
Strongly agree	52.38%	11
Agree	33.33%	7
Disagree	4.76%	1
Strongly disagree	0.00%	0
Don't know	9.52%	2
TOTAL		21

Green Light Preclearance Program

My trucks usually get green light signals to keep going whenever approaching a Green Light weigh station.

Green Light saves me time by avoiding weigh station stops.

ANSWER CHOICES	RESPONSES	
Strongly agree	38.10%	8
Agree	47.62%	10
Disagree	0.00%	0
Strongly disagree	4.76%	1
Don't know	9.52%	2
TOTAL		21

ANSWER CHOICES	RESPONSES	
Strongly agree	66.67%	14
Agree	19.05%	4
Disagree	0.00%	0
Strongly disagree	4.76%	1
Don't know	9.52%	2
TOTAL		21

Green Light Preclearance Program

Green Light saves me money in truck operating costs.

ANSWER CHOICES	RESPONSES	
Strongly agree	61.90%	13
Agree	28.57%	6
Disagree	4.76%	1
Strongly disagree	0.00%	0
Don't know	4.76%	1
TOTAL		21

I would be participating in Green Light even if ODOT had not given me transponders at no charge.

ANSWER CHOICES	RESPONSES	
Strongly agree	42.86%	9
Agree	28.57%	6
Disagree	4.76%	1
Strongly disagree	0.00%	0
Don't know	23.81%	5
TOTAL		21

Green Light Preclearance Program

When ODOT stops distributing transponders at no charge, I will be willing to spend as much as \$30 each for new transponders.

When the batteries die in transponders I have now, I plan to contact CCD to replace the batteries for about \$15 per transponder so I can reuse them.



ANSWER CHOICES	RESPONSES	
Strongly agree	23.81%	5
Agree	19.05%	4
Disagree	19.05%	4
Strongly disagree	0.00%	0
Don't know	38.10%	8
TOTAL		21

ANSWER CHOICES	RESPONSES	
Strongly agree	19.05%	4
Agree	42.86%	9
Disagree	9.52%	2
Strongly disagree	0.00%	0
Don't know	28.57%	6
TOTAL		21

Green Light Preclearance Program

I have no problem with the fact that Green Light lets ODOT collect weigh station records electronically, just like ODOT collects records manually when I stop at a weigh station.

I think it is appropriate that ODOT uses weigh station records for enforcement purposes, such as checking driver logbooks.



ANSWER CHOICES	RESPONSES	
Strongly agree	42.86%	9
Agree	47.62%	10
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	9.52%	2
TOTAL		21

ANSWER CHOICES	RESPONSES	
Strongly agree	38.10%	8
Agree	47.62%	10
Disagree	9.52%	2
Strongly disagree	0.00%	0
Don't know	4.76%	1
TOTAL		21

Green Light Preclearance Program

In an average month, how many times do you estimate your trucks preclear weigh stations?

ANSWER CHOICES	RESPONSES	
5 or less	9.52%	2
6-10	38.10%	8
11-20	19.05%	4
21-50	9.52%	2
51-100	9.52%	2
100+	14.29%	3
TOTAL		21

If you could make one suggestion as to how we could do a better job with the Oregon Green Light Preclearance Program, what would that be?

RESPONSES
Get the weighmasters to trust in them more, quite often when my trucks get a red light, or no light, it's because the weighmaster has the automatic sorting turned off. To me, that is contradictory to the ideals of the program.
Make known replacement batteries are available for the transponders
Haven't Started using it yet signed up last year, but due to confit-19 haven't been in Oregon
good job
more green lights
None
All goods



Trusted Carrier Partners

Trusted Carrier Partners

I take pride in the fact that my company is an Oregon Trusted Carrier Partner.

ANSWER CHOICES	RESPONSES	
Strongly agree	51.85%	14
Agree	25.93%	7
Disagree	0.00%	0
Strongly disagree	0.00%	0
Don't know	22.22%	6
TOTAL		27

I clearly derive benefits from being a Trusted Carrier.

ANSWER CHOICES	RESPONSES	
Strongly agree	29.63%	8
Agree	33.33%	9
Disagree	3.70%	1
Strongly disagree	0.00%	0
Don't know	33.33%	9
TOTAL		27

Trusted Carrier Partners

When my insurance agent learned that my company is a Trusted Carrier, it resulted in a lowering of my insurance rates or costs.

My company benefits from being on the roster of Trusted Carriers that appears on the CCD website.



ANSWER CHOICES	RESPONSES	
Strongly agree	14.81%	4
Agree	18.52%	5
Disagree	11.11%	3
Strongly disagree	0.00%	0
Don't know	55.56%	15
TOTAL		27

ANSWER CHOICES	RESPONSES	
Strongly agree	15.38%	4
Agree	26.92%	7
Disagree	3.85%	1
Strongly disagree	0.00%	0
Don't know	53.85%	14
TOTAL		26

Trusted Carrier Partners

Since my for-hire company became a Trusted Carrier, I believe at least one shipper used that as a reason to have us ship their freight.

Displaying the Trusted Carrier plate enhances our company image in the eyes of the general public, and helps us market our products.



ANSWER CHOICES	RESPONSES	
Strongly agree	4.17%	1
Agree	16.67%	4
Disagree	12.50%	3
Strongly disagree	4.17%	1
Don't know	62.50%	15
TOTAL		24

ANSWER CHOICES	RESPONSES	
Strongly agree	12.00%	3
Agree	32.00%	8
Disagree	4.00%	1
Strongly disagree	4.00%	1
Don't know	48.00%	12
TOTAL		25

Trusted Carrier Partners

Putting Trusted carrier plates on my trucks helps me retain truck drivers.

When my drivers travel in Oregon, I believe the Trusted Carrier plate has a positive effect on how weigh station operators treat them.



ANSWER CHOICES	RESPONSES	
Strongly agree	8.00%	2
Agree	16.00%	4
Disagree	8.00%	2
Strongly disagree	8.00%	2
Don't know	60.00%	15
TOTAL		25

ANSWER CHOICES	RESPONSES	
Strongly agree	12.00%	3
Agree	24.00%	6
Disagree	4.00%	1
Strongly disagree	4.00%	1
Don't know	56.00%	14
TOTAL		25

Trusted Carrier Partners

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.

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.



ANSWER CHOICES	RESPONSES	
Strongly agree	7.69%	2
Agree	15.38%	4
Disagree	3.85%	1
Strongly disagree	3.85%	1
Don't know	69.23%	18
TOTAL		26

ANSWER CHOICES	RESPONSES	
Strongly agree	7.69%	2
Agree	34.62%	9
Disagree	3.85%	1
Strongly disagree	3.85%	1
Don't know	50.00%	13
TOTAL		26

Trusted Carrier Partners

The Trusted Carrier designation is a major incentive to stay in compliance with other regulations like registration and road-use tax reporting and payment.

How many trucks do you operate with Green Light Preclearance transponders and Trusted Carrier plates?



ANSWER CHOICES	RESPONSES	
Strongly agree	15.38%	4
Agree	34.62%	9
Disagree	3.85%	1
Strongly disagree	3.85%	1
Don't know	42.31%	11
TOTAL		26

ANSWER CHOICES	RESPONSES	
1	34.78%	8
2-5	26.09%	6
6-10	4.35%	1
11-20	17.39%	4
21-50	4.35%	1
50+	13.04%	3
TOTAL		23

Trusted Carrier Partners

If you could make one suggestion as to how we could do a better job with the Trusted Carrier Partner Program, what would that be?

RESPONSES
We used to get a reduced fee for permits under the TC program, it would be nice to get something like that back as a reward that can actually be realized, unlike the possibility of lower insurance rates.
na
I don't know what is a Trusted Carrier Partner Program but will call tomorrow to ask if we qualify for this program.
we are not in the trusted carrier partner program
Lower all regulations

General Suggestions and Comments from Respondents

General Suggestions and Comments from Respondents

The team at the bridge is fantastic. Always helpful, always willing to work this us in meeting our customer needs. We are thankful to have them.

When I have question and I call the number provided on the Oregon trucking online website, the staff is ALWAYS helpful and courteous. It is a refreshing change to the normal response when I call a government agency for helpful.

There has been a noticeable swing in the customer service area of the department over the last 20 years, to a positive degree. I would recommend that you continue to build on that record, and not let the political environment drag the progress down. In other areas of the state government I have noticed that they seem to forget "who works for who." It's generally a good relationship that I have with the MCTD (CCD) and I thank your staff for making that possible!

Just want to say that your phone help people are the most friendliest that I have ever encountered. All of them..., & very helpful. Thank You

EVERY time I've called for any reason, the staff has ALWAYS been knowledgeable, helpful, patient with all my questions, and overall a pleasure to work with. We are a California apportioned carrier with OR credentials.

I like having online renewal of the weight mile tax. Much appreciated. I like being able to sign up for email notifications.

The website needs to be a bit clearer. Everything should be able to be done online. Most of the need is registrations and permits, that is all something that should not require a phone call

It would be nice to be able to email documents instead of mail or fax. This is 2020 and fax is unreliable , I get more failures with fax than I get confirmations.

Oregon Department of Transportation Commerce and Compliance Division

3930 Fairview Industrial Drive SE
Salem, OR 97302

Phone: 503-378-6699