

# ODOT Customer Satisfaction

**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.

## About the target

The overall target for 2023-25 is 90 percent customer satisfaction with ODOT services. The actual performance last year was 84.3 percent, which is within 10% of our goal.

## How we are doing and how we compare

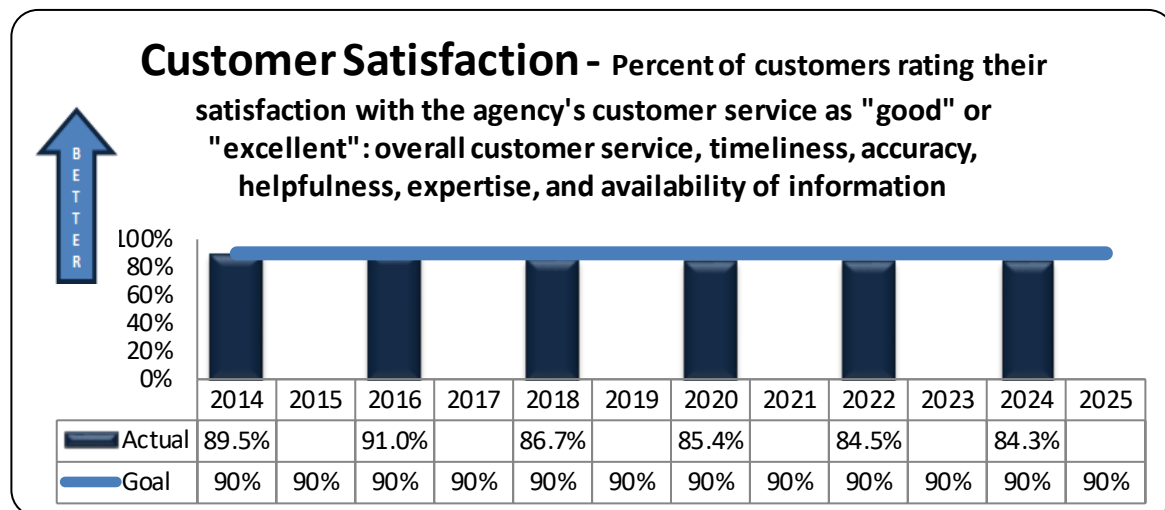
We continue to achieve high overall customer service ratings even with staffing challenges due to the competitive

employment market. Overall, we continue to provide customers with good to excellent services.

Variations in results between 2014 and 2016 are not statistically significant and have been near the target of 90 percent. 2020 saw a slight decline to be within 5% of goal with 2022 and 2024 being just below 5% of the goal. 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.

## Factors affecting results and what needs to be done

Beginning with 2018, the Ask ODOT customer service survey was added to data from Driver and Motor Vehicle Services Division (DMV) and Commerce and Compliance Division (CCD). The sampling of customers for the 2024 survey included major customer groups of DMV, Commerce and Compliance Division, and Ask ODOT. The 2024 survey is a combination of quarterly (DMV), monthly (AskODOT), and annual (CCD) results. We will continue to monitor



\*Actual percentage determined by weighted average.

## Fact

The 2024 overall satisfaction rate was 84.3 percent. ODOT is working hard to provide new and improved information and services in a customer-focused and responsive manner.

# ODOT Customer Service, cont.

customer satisfaction levels and take corrective action as needed.

## About the data

This last survey for 2024 is a combination of quarterly (DMV), and monthly (AskODOT), and CCD results. DMV, CCD, and Ask ODOT conduct surveys of customers based on the recommended Statewide Customer Service Performance Measure guidelines. The survey results are combined to determine a weighted average percentage of customer satisfaction rated “Good” or “Excellent.”



Since 2018 DMV has mailed surveys quarterly to a sampling of customers who visited DMV field offices. Customers are selected randomly 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 2024 quarterly reports, DMV averaged a response rate of 22.7%. DMV Trends and Topics include a wide variety of issues

including but not limited to the following area:

REAL ID: The forthcoming implementation of REAL requirements and the rising demand of those ID services resulted in increased field office wait times.

### Field office Appointments:

The availability of appointments, especially for behind the wheel driving skills tests, was an area of concern.

Ask ODOT surveys averaged 93 responses monthly. Ask ODOT is a first point of contact for information, services or issues resolution 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. Ask ODOT Trends and Topics include a wide variety of issues, but the more frequent concerns include:

Illegal Camping: This problem continues statewide, and homeowners believe ODOT is liable. It’s a visible problem and many people are asking why the agency doesn’t enforce the law (illegal camping).

Road Condition Expectations: Oregonians have expressed maintenance concerns including reports of potholes, sweeping,

striping, vegetation maintenance, graffiti, and litter. Poor pavement conditions and active slide areas were also a common concern.

CCD surveys averaged 206 responses monthly. CCD is a first point of contact for information, services or issues resolution with ODOT related to motor carrier customers. CCD surveys have been conducted online, and though response rates have shown some improvement, they remain low, which weakens confidence in the data collected.

In effort to collect more timely and meaningful data, plans include a shift to quarterly surveys targeted by customer type. The new approach will include transaction-specific questions, including method of transaction (e.g., online, by phone, or at a service counter) to provide each program area with data that can better help identify customer service goals.

## Contact information

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## Data source

Surveys of customers by  
Oregon Department of Transportation