

**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 in 2022 was 84.5 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 the challenges of working through a pandemic and experiencing staffing challenge due to

the competitive employment market.

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

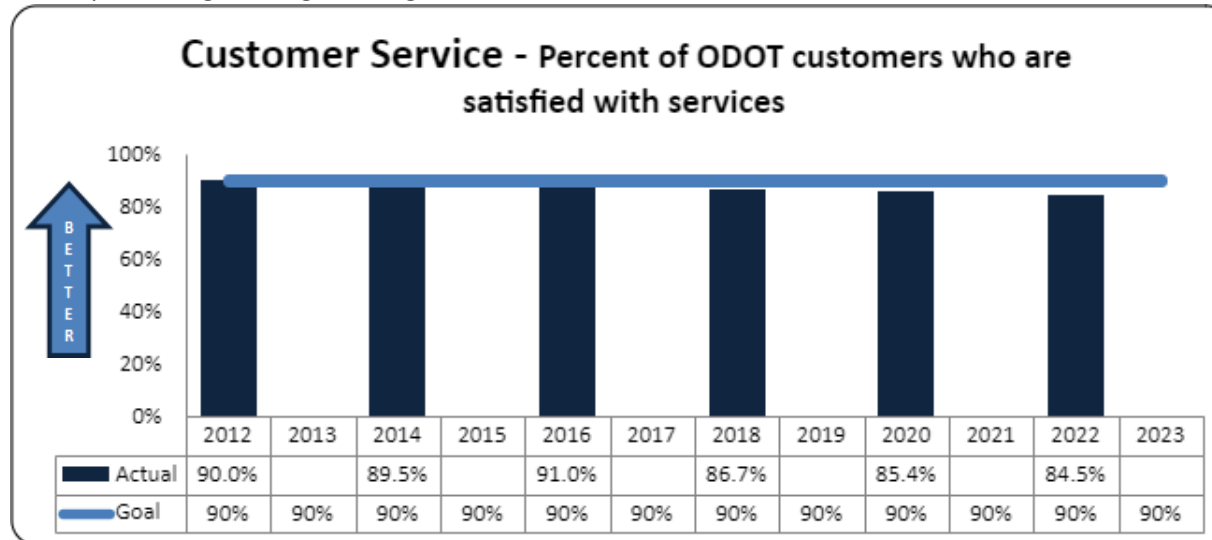
Variations in results between 2012 and 2016 are not statistically significant and have been near the target of 90 percent. 2020 saw a slight decline to be within 5% of goal with 2022 being just above 5% of the goal.

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. Specific to commerce and

compliance division motor carrier regulation, Oregon is one of just a handful of states surveying the trucking industry about satisfaction with motor carrier enforcement.

## Factors affecting results and what needs to be done

Beginning with 2018, AskODOT customer service survey was added to data from Driver & Motor Vehicle Services Division (DMV) and Commerce and Compliance Division. The sampling of customers for the 2022 survey included major customer groups of DMV, Commerce and Compliance Division, and AskODOT. This last survey is a



## Fact

The 2022 overall satisfaction rate was 84.5 percent. ODOT is working hard to provide new and improved information and services in a customer focused and responsive manner.

# ODOT Customer Service, cont.

combination of quarterly (DMV), monthly (AskODOT), and annual (CCD) surveys. We will continue to monitor customer satisfaction levels and take corrective action as needed.

## About the data

This last survey for 2022 is a combination of quarterly (DMV), monthly (AskODOT), and annual (CCD) surveys.

DMV, Commerce and Compliance, 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.”

DMV changed its methodology in 2018 to mail 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 2019 quarterly reports, DMV averaged a response rate of 24.45%. DMV completed a major computer system upgrade in completed July 2021.

Commerce and Compliance Division revised their 2020 survey to an online open response survey requested from 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. The survey had a total of 364 responses.

Ask ODOT surveys averaged 82 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:  
Illegal Camping: This problem is growing statewide and homeowners believe ODOT is liable. It’s a visible problem and more people are asking why the agency doesn’t enforce the law (illegal camping).

Technology Expectations: Oregonians expect immediate answers and are frustrated with the need to research. People expect instant answers from databases and are less patient with waiting for answers.

## Contact information

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## Data source

Surveys of customers by  
Oregon Department of Transportation