

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 to customers.

About the target

The overall target for 2015-17 is 90 percent customer satisfaction with ODOT services. The actual performance in 2014 was 89.5 percent.

How we are doing and how we compare

We continue to achieve high overall customer service ratings. On the whole, we continue to provide customers with good to

excellent service. Variations in results between 2006 and 2014 are not statistically significant and have been near the target of 90 percent. Data to compare with other state departments of transportation is not available. Specific to motor carrier regulation, Oregon is one of just a handful of states asking the trucking industry about satisfaction with motor carrier enforcement.

Factors affecting results and what needs to be done

The sampling of customers for the 2014 survey included major customer groups of DMV and Motor Carrier Transportation

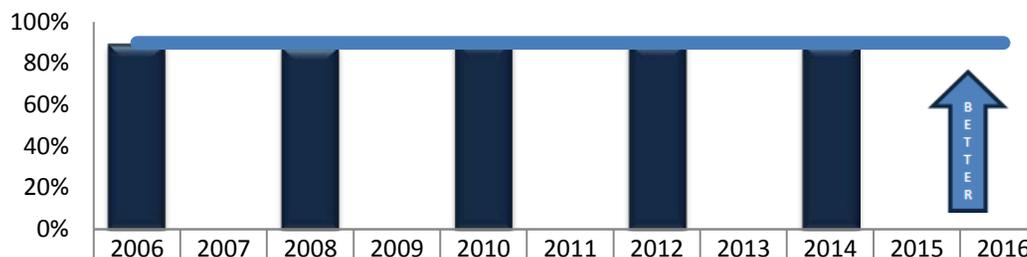
Division. In future surveys, additional customer groups may be added. We will continue to monitor customer satisfaction levels and take corrective action as needed.

About the data

Both DMV and Motor Carrier conduct surveys of customers that are based on the recommended Statewide Customer Service Performance Measure guidelines.

DMV received over 360 survey responses in 2014 from customers who visited DMV field offices. Customers were selected on a random, repetitive basis from the DMV

Customer Service - Percent of ODOT customers who are satisfied with services



Actual	89.5%		88.2%		91.0%		90.0%		89.5%		
Goal	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Fact

The 2014 overall satisfaction rate was 89.5 percent. We are very close to our target.

ODOT Customer Service, cont.

computer system database of driver and motor vehicle transactions during the month of January. This survey is conducted every two years. DMV also collects customer satisfaction data separate using a cumulative average of the division's monthly customer satisfaction survey.

Motor Carrier surveys 11 customer groups. Survey groups included companies subject to safety compliance reviews, truck safety inspections, or audits. The surveys also cover drivers subject to driver safety inspections and persons calling for registration or over-dimension permits. Taken together, the 11 Motor Carrier surveys have a total of over 600 responses.



The combined surveys are large enough to provide a 95 percent confidence level and a 3.5 percent margin of error.

Contact information

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Data source

Biennial surveys of customers by Oregon
Department of Transportation