



# MOTOR CARRIER NEWS

Quarterly Newsletter and Official Publication of the Oregon Department of Transportation  
Motor Carrier Transportation Division, 550 Capitol Street NE, Salem, OR 97301-2530

Volume 21, Number 74

June 2006

## Surveys find vast majority satisfied with staff & service

A total of 1,186 customers of the Motor Carrier Transportation Division (MCTD) returned survey forms this year indicating general satisfaction with staff and the service provided. Judging six key aspects of customer service, only 2% of respondents from nine customer groups rated MCTD "poor" in terms of timeliness, accuracy, helpfulness, expertise, availability of information, and overall service.

This was the fourth time in eight years that MCTD reached out to its various customers to ask, "How are

Research, which was recently hired by South Dakota to conduct an extensive survey of its motor carrier customers, checked around the country for comparable works.

"My search of the 50 states found little by way of assessments of trucking industry satisfaction with motor carrier enforcement,"



Bender said. "Only Wisconsin and Michigan had anything close to what the Oregon DOT

and South Dakota Highway Patrol are currently doing. ODOT Motor Carrier Division has the longest ongoing end user assessment found."

See pages 7-9 for more about this year's survey.

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### Customer satisfaction survey summaries — see pages 7 - 9

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we doing and how can we do a better job?" A total of 4,620 surveys were sent by mail and 26% were completed and returned. When MCTD conducted similar surveys in 1998, 2002, and 2004, overall response rates were 34%, 31%, and 31%, respectively. Although this year's 26% response rate is relatively low, it's enough to provide a 95% confidence level and a 2% margin of error for the combined responses to questions about key aspects of customer service.

How does MCTD stack up when compared with the results of similar surveys in other states? According to Dave Bender, Vice President of the Minneapolis-based MarketLine Research, Oregon is one of just a handful of states even asking the trucking industry for an opinion about customer service. MarketLine

## Message from Administrator Gregg Dal Ponte

We've completed another customer satisfaction survey project and while I'm glad to see we have many satisfied customers, I'm concerned about certain comments received from several people. For example, a motor carrier who was subject to a Safety Compliance Review had this to add to the survey form: "Be consistent — one person will explain rules and regulations one way, only to hear something completely different from the next person." Another motor carrier wrote this: "My drivers get conflicting instructions from inspectors on load securement and proper log use." Yet another wrote this: "You need improved, uniform education of scale inspectors statewide. Currently, various laws are subject to individual interpretation."

Our customers should know that inconsistent enforcement or interpretation of regulations is unacceptable. If it happens, I want to get it straightened out. I'm encouraging everyone to save the phone numbers below and call a Motor Carrier Division manager when they get a conflicting message about regulations. If we can hear about it, we can resolve the problem. Don't wait for the next customer satisfaction survey in two years to tell us something's wrong. Please let us know so we can get it right.

**Gregg Dal Ponte, Motor Carrier Division Administrator, 503-378-6351**

### Motor Carrier Enforcement Managers

Ed Scrivner, Field Motor Carrier Services Manager, 503-378-6071  
Ashland, Sven Johnson, 541-776-6005 • Bend, Bruce Ward, 541-388-6217  
Cascade Locks, Neil Byrne, 541-374-8980 • Eugene, David Gaffney, 541-686-7967  
Farewell Bend, Lloyd Pratt, 541-869-2474 • Klamath Falls, Phil Grant, 541-883-5701  
Umatilla, Ben Derby, 541-922-5183 • Woodburn, Don Shinpaugh, 503-982-0800

**Motor Carrier Safety Manager, David McKane, 503-373-0884**

**Salem Motor Carrier Services Manager, Ric Listella, 503-378-6653**

**Motor Carrier Audit Manager, Gayle Green, 503-378-6656**

## Construction activity dominates in Region 2

These days it takes a while for Oregon Department of Transportation Manager Jeff Scheick to brief groups about what's new in his part of the state. "My briefings run a little long now," Region 2 Manager Scheick said. "This year we've got a total of 48 state bridges under construction on I-5, US20 and OR58. By 2007, we'll have a total of 60. Plus there are other major maintenance and modernization projects in the I-5 corridor."

Travelers won't have far to go in Region 2 to see the size and scope of work underway as a result of the 10-year, \$3 billion Oregon Transportation Investment Act program. Here's a brief summary of the activity:

### Interstate 5

South of Cottage Grove, at the southern edge of Region 2, three bridges are being replaced and two are being repaired as part of a large project in Douglas County. At least

six bridges are being replaced in the Cottage Grove area itself. And just to the north, six other bridges are being replaced in 2006 and 2007.

Closer to Eugene and Springfield, in the Creswell area, seven bridge projects get underway this year.

Between Springfield and Coburg, work is proceeding to replace five bridges and repair two others. This includes the north- and southbound bridges over the McKenzie River, structures with important scenic value that are incorporating new design-build performance standards for aesthetics.

An I-5 Beltline Interchange Project now underway will change the function and look of that busy intersection in the Eugene-



Springfield area. In this \$72.5 million project, contractors will replace two bridges and construct a flyover bridge and pedestrian structure over I-5.

North of Halsey in Linn County, two I-5 bridges will be replaced and two repaired beginning in 2007 and ending in 2008.

At the North Albany Interchange, five bridges are being repaired.

Near Salem, a major highway widening project from N. Santiam to Kuebler requires replacing six bridges and repairing one. Work on this \$64 million project will be finished in July 2008.

Near Wilsonville, work is underway to replace two bridges north of the Baldock

Rest Area and repave I-5 between the rest area and the Hayesville interchange in north Salem.

### US20

The \$130 million Pioneer Mountain to Eddyville Project will upgrade the last old stretch of US20 between the Willamette Valley and the Oregon Coast. This work, which will be finished in October 2009, includes replacing one state bridge on US20 east of Newport.

### OR58

In the Oakridge area, five state bridges are being replaced and one is being repaired. Work begins this year and is completed in 2008.

Between Springfield and Lowell, four state bridges will be replaced or repaired in 2006 and 2007.

Over the Willamette Pass, the Odell Creek and Crescent Creek bridges are being replaced.

"Many contractors will work at night and during off-peak hours to help ease traffic congestion," Scheick said. "While I-5, US20, and OR58 will be open to normal traffic and we expect minimal delays, some problems are unavoidable so we're asking the public for patience and understanding. And please drive safely through all those work zones."

## Signal interference cripples Green Light's busiest weigh station

Green Light program managers hope to soon have a permanent fix to a signal interference problem that recently crippled the weigh station preclearance system at the Woodburn Port of Entry on I-5 south of Portland. A contractor has been hired to lay a fiber optic cable from the weigh-in-motion and transponder reader site to the weigh station in order to replace an unreliable wireless connection.

Early this year, an unidentified wireless device (or devices) in the area began to block the Green Light system's wireless connection from the transponder readers to the weigh station computer. The system was completely shutdown in the first weeks of April and it was plagued by problems for weeks prior to that as most transponders got a red light signal to pull into the station. Technicians installed a higher frequency modem that temporarily restored connections, but it was only a short-term fix.

This is one of three Green Light sites that uses radio frequency signals to make the connection between the transponder readers and the weigh station. A wireless connection was used when Green Light was installed at the southbound Woodburn Port of Entry, the northbound Woodburn weigh station, and the Cascade Locks Port of Entry because it was an inexpensive way to bridge the distance between the transponder readers and the weigh station. Now with the proliferation of wireless devices it's become necessary to establish an unbroken connection between systems.

# Trucks allowed up to 400 lbs. for Auxiliary Power Units

Trucks are now allowed to operate up to 400 pounds over maximum axle and gross weight limits if they're equipped with a working idle reduction system (Auxiliary or Alternate Power Unit, APU) designed to reduce fuel use and engine emissions. A provision of the Federal Energy Act of 2005 took effect in February 2006 and all states must now allow the extra weight for idle reduction technology. Oregon legislators meeting in Salem for the 2007 Session will be asked to add the exception to Oregon state law, but the Motor Carrier Transportation Division is, by policy, implementing the change in advance.

According to Field Motor Carrier Services Manager Ed Scrivner, Oregon enforcement officers expect most APUs will be mounted above or near the lead tandem axles or between the steering axle and drive axle. "We won't allow anyone to claim the extra weight on the trailer if the tractor is at legal weight," Scrivner said.

The U.S. Commerce Department estimates that more than 400,000 long-haul truckers routinely travel over 500 miles from their home base. For these people, their truck becomes a second home. During the hours the drivers rest each day, many let their trucks idle in order to run heaters, air conditioners, tvs, and refrigerators. According to the U.S. Department of Energy's Argonne National Lab, the average truck sits idling for up to 1,800 hours each year — equivalent to 75 days. The Environmental Protection Agency contends the problem is even worse. It estimates that the average truck sits idling up to 3,000 hours each year. If an idling truck consumes eight gallons

of diesel in 10 hours, the two estimates put the average truck in the range of using 1,400 to 2,400 gallons a year just for idling. A study recently presented to the Transportation Research Board concluded that if one-third of the least efficient trucks used APUs, the fuel lost by idling would drop by half.

Idling also reduces the life of an engine, requiring more preventative maintenance and repairs. Moreover, idling creates excess emissions. The Argonne National Lab estimates that long-haul trucks produce 10 million tons of carbon dioxide, about 60,000 tons of nitrogen oxides, and nearly 100,000 tons of carbon monoxide just by idling.

Many truck drivers prefer to carry an APU because they park in varied locations and their routes often change. They can't always take advantage of "truck stop electrification" areas where they can plug in to a stand-alone heating,

air conditioning, and power system or the more sophisticated shore power systems for specially-modified trucks.

Alternate devices include direct-fired burners for cab and engine block heating, thermal storage devices for heating and cooling, and auxiliary power units for heating, cooling, and electrical power. They use only 10%-15% of the fuel a diesel engine uses to heat the engine or run cab heating and air conditioning. Costing as much as \$7,000, they're easy to install and relatively inexpensive to operate.

Congress is considering providing tax credits for this technology. The Idling Reduction Tax Credit Act would allow a 25% credit of up to \$1,000 for purchasing certain equipment.



*A small diesel engine like that pictured here should pay for itself in fuel savings if it replaces the need to idle the full-size truck engine. Photo courtesy of Willis APU/Auxiliary Power Dynamics*

## Tax credits available for clean-burning diesel engines

Oregon taxpayers who upgrade their truck fleets can get up to \$80,000 per year in tax credits for buying clean-burning diesel engines. The credit applies to trucks over 26,000 pounds with engines purchased in Oregon and certified by the Environmental Protection Agency to emit 2.5 grams or less nitrogen oxides per brake horsepower-hour.

Beginning with the 2004 tax year and continuing through the 2007 tax year, Oregon is issuing up to \$3 million per year in credits for engines purchased during calendar years 2004 through 2007. As of early-April 2006, the Oregon Department of Environmental Quality (DEQ) had approved tax credits to 106 truck owners:

### CERTIFIED ENGINES BY YEAR

	Number of Engines	Tax Credits
2004	491	\$ 224,685
2005	541	256,035
2006	151	101,590
<b>Total</b>	<b>1,183</b>	<b>\$ 582,310</b>

DEQ denied certification to 181 engines, mainly because truck owners did not purchase the truck in Oregon or they did not own the truck. A purchase qualifies for the tax credit if all of the following conditions apply:

- **The taxpayer** owns the truck and purchased the qualifying engine in Oregon in 2004, 2005, 2006, or 2007.
- **The truck** has a combined weight of more than 26,000 pounds and is registered in Oregon.
- **The diesel engine** is certified by the federal Environmental Protection Agency as emitting oxides of nitrogen at the rate of 2.5 grams per brake horsepower-hour or less, it was purchased in Oregon, and its model year is 2003, 2004, 2005, 2006, or 2007.

For more about truck engine tax credits, visit the DEQ Web site — [www.deq.state.or.us/msd/taxcredits/TruckEngine/truckengine.htm](http://www.deq.state.or.us/msd/taxcredits/TruckEngine/truckengine.htm)

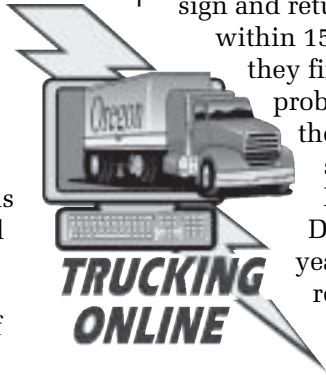
# Companies go online to check inspection reports

A new feature of Trucking Online lets companies use a home or office computer to view Oregon safety inspection reports and make sure they've met all inspection follow-up requirements. The service can be especially helpful to companies with large fleets because it's not uncommon for a driver to take his copy of an inspection report and then forget to turn it in to his boss. The oversight can lead to enforcement actions that ultimately include a \$1,000 penalty and a suspension of Oregon operating authority. Now safety managers can stay on top of things and independently check inspection reports.

Every year, thousands of companies fail to meet safety inspection follow-up requirements and it makes

for additional work and expense for the Motor Carrier Transportation Division (MCTD).

"When an inspection finds a safety violation, companies are required to sign and return the inspection form within 15 days to verify that they fixed the mechanical problems and/or addressed the driver violations," said MCTD Safety Program Manager David McKane. "But last year 16,476 forms were returned late and 1,826 were never returned at all. That added to our workload because we had to reach each of those companies by letter asking them to meet the requirement. Ultimately we had to pursue enforcement actions against certain carriers, at further expense."



The new Trucking Online feature lets companies view all truck and driver safety inspections from the past 24 months. Inspection reports marked with a "T" need to be signed and returned, the ones marked with a "C" have been returned and certified, and there's no return required for the ones marked with an "N."

The feature also lets companies view just the outstanding inspections that have not yet been signed by a company official and returned to MCTD. For those inspections, companies can choose to generate a letter just like the one they would get in the mail if they fail to respond to the inspection. After confirming that they've fixed the problems found in the inspection, they can print the letter, sign it, and fax it in.

Currently, enforcement actions are started when companies fail to return inspection forms for Level 1 or Level 2 inspections that found an out-of-service violation. Companies that fail to return three inspection forms within 12 months also face enforcement actions. In 2005, after sending warning letters and providing 30 days to respond, the Division issued 236 Cease and Desist Orders documenting that a company did not meet the requirements. Another 42 companies were subject to a civil complaint action assessing a \$1,000 penalty and suspension because they already received such a Cease and Desist Order and then within 12 months failed again to meet the requirements.

Inspection follow-up requirements date back to the early 1980s when states began adopting federal regulations and conducting inspections in a uniform manner. Today, the requirements are spelled out in federal safety regulations, Part 396.9. Any state receiving safety-related federal funds must enforce the requirements and ensure the "timely and appropriate" correction of violations found in inspections.

## Motor Carrier Inspection Requirements Summary

### Records Requirement —

Keep a copy of each truck and driver safety inspection for 12 months.

### Follow-Up Requirement —

When violations were found in an Oregon inspection, correct all violations and return the inspection form to the ODOT Motor Carrier Transportation Division within 15 days. The form must be signed by a company official. It must also be signed by a repair person if a vehicle had a critical safety violation resulting in an out-of-service notice. If violations are related to the driver (speeding, logbook, etc.), a company official's signature certifies that action was taken to assure future compliance with regulations. The form can be returned by mail or fax to the address or number on the form.

### Oregon Enforcement Process —

**1st time a carrier fails to return an inspection form for a Level 1 or Level 2 inspection that found an out-of-service violation:** 50 days after the inspection, a Cease and Desist order is sent establishing failure to meet inspection follow-up requirements.

**2nd time, within 12 months of a Cease and Desist order, that a carrier fails to return an inspection form:** A civil complaint action may be filed assessing a \$1,000 penalty and seeking a five-day suspension of Oregon operating authority. The carrier may admit the failure to meet requirements, agree to address the problem, and seek settlement, or deny the violation and request a hearing before an administrative law judge.

For more information

<http://OregonTruckingOnline.com>

<http://www.oregon.gov/ODOT/MCT/SAFETY.shtml>

## Move of mainframe forces two service outages in June

Like to get up early on Sunday mornings to conduct your truck-related business with Oregon? We didn't think so.

That's why technicians have scheduled a shutdown of the Motor Carrier Transportation Division's mainframe computer on two Sunday mornings – June 4 and June 11 – from 4 a.m. to 8 a.m. Pacific Time. The computer mainframe must be shut down and all transactions halted because that piece of equipment is being moved in two stages by truck from the Salem Capitol Mall area to a new State Data Center near the Salem airport. The Oregon DOT is one of 12 agencies moving their computer equipment to the facility as part of a long-range plan to save money through consolidation.

It's expected that very few truck drivers and trucking company officials will be inconvenienced by the shutdown during these early Sunday morning periods. Historically, the four-hour period from 4 to 8 a.m. has the lowest volume of transactions in the entire week.

The mainframe is the brain supporting almost all of the Motor Carrier Division's operations. Trucking companies need to plan ahead and not expect to conduct any business during these Sunday morning periods.

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### Service Unavailable – 4 a.m. to 8 a.m. – Sunday June 4 & Sunday June 11

- No Trucking Online transactions and no transactions completed by calling the 24/7 Service Center at 503-378-6699. There will be no way to issue an Oregon Weight Receipt and Tax Identifier, no way to issue a temporary pass or trip permit, and no way to file a tax report or make a payment.
- No Trucking Online record inquiries and no inquiries available by calling the Service Center. There will be no way to check insurance and bond filings and no way to reinstate suspended carriers.

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Truckers on the road will notice that the Green Light weigh station preclearance system will work during these periods. But weigh station operators will not be able to access records and verify that trucks are good to go in Oregon, so they'll take notes and follow-up when the system is restored at 8 a.m.

Motor carriers with questions about the planned service outages should contact the Motor Carrier Transportation Division at 503-378-6699.

## Whistleblower law protects drivers who report safety violations, unsafe conditions

In a survey of Oregon truck drivers this year, 11% disagreed with the following statement: "The company I work for gives me the information and support I need to be in compliance with safety regulations." While it's not known what problems those drivers might be referring to, they should be aware that they have safety and health rights and protection under law if they report safety violations or unsafe working conditions.

Under federal law, a company cannot fire, demote, blacklist, or threaten drivers, write them up, or treat them differently if they report violations of federal safety and health regulations related to commercial motor vehicle safety. Typical driver concerns include too fatigued to drive safely, driving in violation of the hours-of-service rules, and driving defective and unsafe equipment, but the law protects truck and bus drivers who do any of the following:

- Refuse to operate a vehicle that fails to meet safety regulations.
- Report violations of vehicle safety requirements.
- Allege exposure to significant hazards.
- Testify or otherwise participate in safety-related proceedings.

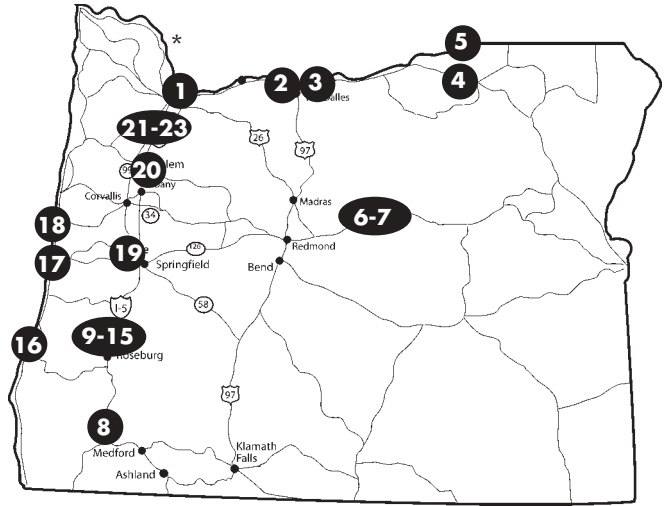
After an alleged incident of discrimination occurs, drivers have 180 days to file a whistleblower complaint. Complaints should be filed only with the Federal Occupational Safety and Health Administration (OSHA). Oregon drivers can contact OSHA's Seattle office at 206-553-5930. If OSHA finds the complaint has merit, the driver may be awarded appropriate relief such as reinstatement of job, back-pay, compensatory damages, and attorney fees. Between 1997 and 2005, OSHA's Seattle Regional Office reports that it handled approximately 143 complaints filed under this law.

Whistleblower protection extends to employees who drive a commercial motor vehicle (even as an independent contractor who personally operates the vehicle), as well as employees who repair and maintain vehicles as a mechanic, handle freight, and perform any job for a motor carrier directly affecting commercial motor vehicle safety in the course of employment. The employee cannot, however, be an employee of the U.S. government, a State, or a political subdivision of a State acting in the course of employment. Visit the FMCSA Web site — [www.fmcsa.dot.gov/rules-regulations/administration/w-blower.htm](http://www.fmcsa.dot.gov/rules-regulations/administration/w-blower.htm) — for more information about the law (49 U.S.C. 31105 and 29CFR1978).

Drivers who just want to report violations of safety regulations can call a U.S. Department of Transportation hotline — 1-888-DOT-SAFT (1-888-368-8239).

# Weight-Restricted Bridges on Major Routes in Oregon

As of May 10, 2006, bridge inspectors had set weight restrictions on 23 bridges on major Oregon routes. There are also many restricted bridges on lesser routes throughout the state. Questions about restricted bridges? Contact the Oregon DOT, Motor Carrier Division at 503-373-0000 or visit its Web site: [www.oregon.gov/ODOT/MCT/RESTRICT.shtml](http://www.oregon.gov/ODOT/MCT/RESTRICT.shtml)



Highway	Restriction	Bridge & Location
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1.	OR99E SB	<b>SR2</b> Martin Luther King Jr. Viaduct, Portland
2.	OR206	<b>D</b> Deschutes River Bridge, MP 2.92
3.	US97	<b>D</b> Sam Hill Bridge, Biggs Junction over the Columbia River
4.	I-84 EB	<b>D/N</b> Umatilla River, MP188.43, near Umatilla
5.	US730	<b>D/N</b> USRS Irrigation Canal Bridge, MP168.86 between Boardman and Irrigon
6-7.	US26	<b>D/N</b> Two Bridge Creek Bridges, MP65.63 and MP65.85
8.	US199	<b>D/N</b> Applegate River, MP7, southwest of Grants Pass
9.	I-5 Overpass	<b>D/N</b> Riddle Road, MP103.95
10.	I-5 Overpass	<b>SR1</b> Chadwick Lane, MP104.85
11-12.	I-5 NB and SB	<b>SR</b> Missouri Bottom Bridges, South Umpqua River, MP105.41
13.	OR42	<b>D/N</b> I-5 Overpass, MP119.51, four miles south of Roseburg
14.	I-5 NB	<b>D/N</b> Shady Bridge, MP120.57, between Myrtle Creek and Roseburg
15.	I-5 NB	<b>D/N</b> Umpqua River, MP128.92, Roseburg
16.	Coos River Hwy.	<b>D/N*</b> Isthmus Slough Bridge, Coos Bay, MP0.51, 1/2 mile off US101
<p><b>NOTE:</b> Due to landslide on detour route, trucks over 80,000 lbs. must cross the Isthmus Slough Bridge in one direction only, 150 feet apart, with no other trucks. Call 541-888-4340 two hours in advance for traffic control.</p>		
17.	US 101	<b>D/N</b> Siuslaw River, MP190.98, Florence
18.	US 101	<b>D/N</b> Spencer Creek, MP133.86, ten miles south of Depoe Bay
19.	OR126 Business WB	<b>D/N</b> Willamette River, MP1.34, one mile east of I-5 in Springfield
20.	Off OR22	<b>D</b> First Avenue Bridge in Mill City, over Santiam River
21.	OR18	<b>D/N</b> Yamhill River, MP51.57, near Dayton
22.	OR219	<b>D/N</b> Willamette River, MP23.46, south of Newberg
23.	OR99W S	<b>D</b> Tualatin River Bridge, MP12.18, Tualatin

\* **SPECIAL NOTE:** The Lewis & Clark Bridge in Washington, off US30, is restricted to 21,500 pounds per axle, with no limit on gross vehicle weight.

## Bridge work on OR58 requires lane closure

Traffic is reduced to one lane in two places on OR58 over the Willamette Pass as contractors work to replace two state bridges — the Odell Creek Bridge in Region 2 and the nearby Crescent Creek Bridge to the west in Region 4. Motorists can expect minor delays as alternating one-way traffic is being controlled by a traffic signal at each bridge site. Work is scheduled to be completed in October 2006.



### Restriction Legend

**D/N = Restricted to Divisible and Non-Divisible Load Limits**

	Divisible Loads
Single Axle	20,000 lbs.
Tandem Axle	34,000 lbs.
Maximum Wt.	105,500 lbs.
	Non-Divisible (Heavy Haul) Loads
Single Axle	21,500 lbs.
Tandem Axle	43,000 lbs.
Maximum Wt.	98,000 lbs.

**D = Restricted to Divisible Load Limits (no heavy haul loads)**

	Divisible Loads
Single Axle	20,000 lbs.
Tandem Axle	34,000 lbs.
Maximum Wt.	105,500 lbs.

**SR = Special Restriction - All trucks over 80,000 lbs. must stay in right lane.**

**SR1 = Special Restriction - Single Axle - 20,000 lbs. Tandem Axle - 34,000 lbs. Max. Wgt. - 80,000 lbs.**

**SR2 = Special Restriction - No truck combinations, Max. Wgt. - 50,000 lbs.**

Weight restrictions shown here do not supersede restrictions posted on signs at each bridge location. Bridges are closely checked by inspectors. Restrictions may change on a daily basis, and other bridges may become restricted, as conditions warrant.

*Surveys reach 4,620 persons ranging from truck drivers to company officials*

## **MCTD asks its customers: "How are we doing?"**

Whenever the Motor Carrier Transportation Division (MCTD) mails out its customer satisfaction survey, it expects that many respondents will take the opportunity to add frank and even colorful comments. This year was no exception as practically one-third of all respondents had something to write in the space provided for suggestions.

For example, one person from the group of motor carriers who were subject to a Safety Compliance Review offered this assessment: "You provide no services. You are only a collection agency. Employees are rude and overbearing on authority. Pull your head out . . . and do the job you were designed to do, such as get the violators and junk off the road. Let the rest of us do our job."

On the other hand, there were many comments like this one from a person in the Trusted Carrier Partner group: "You can't please everyone, but when I've stopped at weigh stations the officers have always been polite and answered my questions as best they could. Just keep trying."

And this from a person who called the Over-Dimension Permit Unit: "I do not think you could do a better job! I appreciate what your people do for us . . . I would like to meet and personally thank the people I talk to on the phone."

MCTD got the best and the worst of comments this year when it sent 4,620 survey forms to nine customer groups. But based on 1,186 responses, the vast majority of customers believe overall service at MCTD is "excellent" or "good." Only 8% of respondents rate it "fair" and 2% rate it "poor."

Following is a summary of noteworthy results from the surveys:

### **Oregon Companies Subject to a Safety Compliance Review**

Most of the companies surveyed (95%) believe ODOT's Motor Carrier Safety Program has a positive effect on highway safety, 98% agree that Safety Compliance Reviews influence carriers to comply with safety regulations, and 96% say the \$100 penalty that applies to most safety violations is sufficient to convince carriers to stay in compliance.

This customer group was rather critical of MCTD staff and service. While 27% say overall service is excellent and 54% say it's good, 16% rate it only fair and 3% rate it poor.

**Surveys were sent to all 293 Oregon companies that were subject to a Safety Compliance Review in the last six months of 2005. A total of 68 responded.**

### **Oregon Companies Subject to a Truck Safety Inspection**

Over half of the companies responding (56%) say their trucks were inspected 3-10 times by MCTD staff in the past year. As might be expected then, 72% agree the chances of being inspected on an average trip through Oregon are high and 55% think inspection efforts should not be increased. Yet this customer group is fully supportive of enforcement efforts — 98% believe ODOT's Motor Carrier Safety Program has a positive effect on highway safety, 86% agree putting drivers and vehicles out-of-service benefits safety, and 97% agree stopping trucks that are speeding or committing other traffic violations benefits safety.

**Surveys were sent to 688 randomly-selected Oregon companies that had a truck inspected by MCTD staff in 2005. A total of 154 responded.**

### **Oregon Truck Drivers Subject to a Driver Safety Inspection**

The vast majority of truck drivers responding (89%) agree that ODOT inspectors conduct inspections in a professional, courteous manner and they give clear instructions about what repairs are needed and how the inspection form should be handled (95%). Only 49% agree the chances of being inspected on an average trip through Oregon are high and they're evenly divided on the question of whether inspection efforts should be increased. Most agree there's a benefit to highway safety when drivers and vehicles with critical safety violations are put out of service (86%) and when trucks are stopped for speeding or committing other traffic violations (93%). In response to the statement: "The company I work for gives me the information and support I need to be in compliance with safety regulations," 40% strongly agree, 49% agree, 8% disagree, and 3% strongly disagree.

This customer group was the most displeased with MCTD staff and service. While 19% say overall service is excellent and 56% say it's good, 18% rate it only fair and 7% rate it poor.

**Surveys were sent to 657 randomly-selected Oregon truck drivers subject to a driver inspection by MCTD staff in 2005. A total of 140 responded.**

### **Persons Calling for Registration or Over-Dimension Permit Service**

Almost all of the customers calling the Salem Registration Permit Analysts for help with truck-related business (99%) agree staff is professional, courteous, and flexible in accommodating their needs.

*(continued on page 8)*

**Visit MCTD on the World Wide Web for a more detailed look at survey responses — [www.oregon.gov/ODOT/MCT/SURVEY06.shtml](http://www.oregon.gov/ODOT/MCT/SURVEY06.shtml)**

# "How are we doing?" — MCTD asks its customers

(continued from page 7)

In terms of the ability to provide services correctly the first time, 61% rate staff excellent, 33% good, 5% fair and only 1% rate staff poor. Those calling Over-Dimension Permit Analysts also seem happy with service as 97% say their requests for single-trip permits are processed in a timely and accurate manner.

"Everyone is very nice and helpful," one person wrote. "Permits come quickly, keeping our trucks moving."

Although last year MCTD installed a call management system that has lowered average phone wait times, a total of 23 people wrote to complain about wait times. "I've always been impressed how fast we get our permits and how friendly everyone is," one person noted. "The only problem sometimes is getting thru to you on the phone."

The survey sent to those calling the Registration Permit Analysts asked if the respondent was using Trucking Online to conduct business via the Internet. Nearly half (43%) say they are using Trucking Online, which matches the response to this question in the 2004 survey. This confirms management's assumption that Trucking Online cannot completely eliminate the need to call Salem.

## Methodology and Cost

MCTD spent just \$2,199 in postage and printing for its surveys. It saved money by using forms developed by staff and assigning one person to collect surveys and report results. Survey responses varied by customer group so the margin of error ranges from 6% to 10%, with a 95% confidence level. But for the six questions about key aspects of customer service, the total responses combined together are sufficient for a 2% margin of error.

Of those not using Trucking Online, some didn't know it was available and some just haven't gotten around to signing up for it. But most say they actually like doing business by phone, mail, or fax and they don't like doing business on the Internet.

**Surveys were sent to companies who called for service during one week in February — 598 who called the Salem Registration Analysts and 561 who called the Over-Dimension Permit Analysts. A total of 157 responded from the first group and 166 from the second group.**

### Companies Participating in the Green Light Weigh Station Preclearance Program

The vast majority of companies say it's easy to use Green Light to preclear weigh stations (2% disagree), it saves time by avoiding stops (5% disagree), and it saves money in truck operating costs (5% disagree). But 24% say they would not be participating in Green Light if MCTD had not given them their first transponders at no charge, and 47% are not willing to spend \$50 for each new transponder when the batteries die in the old ones. Rather, 92% say they plan to just have the Transponder Service Center in Salem replace the batteries for \$15 each.

When asked if they have a problem with the fact that Green Light allows ODOT to collect weigh station records electronically, just like it collects records manually when a truck stops at a station, 93% of the companies say that's not a problem. When asked about ODOT using weigh station records for enforcement purposes, such as checking driver logbooks, 81% agree it is appropriate.

**Surveys were sent to 596 randomly-selected companies in Oregon, Idaho, and Washington with at least half of their fleet equipped with transponders. A total of 164 companies responded.**

### Companies Designated as Oregon Trusted Carrier Partners

Every single one of the companies responding to this survey say they take pride in being an Oregon Trusted

Carrier Partner and 96% say they clearly derive benefits from that.

Almost two-thirds of the companies (64%) say putting Trusted Carrier plates on their Green Light transponder-equipped trucks helps them retain drivers and 85% say displaying a Trusted Carrier plate enhances their company's image in the eyes of the general public and helps them market their product.

When asked if the Trusted Carrier plate has a positive effect on the way Oregon weigh station operators treat their drivers, 90% say it does. Similarly, the companies believe it has a positive effect on the way Oregon law enforcement officers treat their drivers (85% say it does). Fewer (74%) believe it affects how drivers are treated outside Oregon, however.

Almost all of the companies say the Trusted Carrier designation is a major incentive to maintain a good safety record (98%) and a major incentive to stay in compliance with other regulations like registration and road-use tax reporting (94%).

**Surveys were sent to 498 randomly-selected companies in Oregon, Idaho, and Washington who qualify as Trusted Carrier Partners. A total of 187 companies responded.**

### Companies Subject to a Weight-Mile Tax, IRP and/or IFTA Audit

Almost all of the companies responding to this survey say they were given enough time to prepare for their audit, whether it was a check of weight-mile tax records or those related to the International Registration Plan and Fuel Tax Agreement (96% agree). Almost all say the audit was completed in a timely manner (97%).

Most say their auditor was fair and impartial (5% disagree) and helpful answering questions about reporting requirements and offering tips about good record keeping (4% disagree).

**Surveys were sent to 546 companies subject to a weight-mile tax audit in the past year and 183 companies subject to an IRP and/or IFTA audit. A total of 91 companies responded from the first group and 59 from the second group.**



# MCTD scores high in key aspects of customer service

The vast majority of Motor Carrier Transportation Division customers responded favorably to six questions that appeared on every customer satisfaction survey form mailed out this year. For the first time, customers were asked to rate the Division in terms of key aspects of customer service — timeliness, accuracy, helpfulness, expertise, availability of information, and overall service.

Surveys were sent to nine customer groups. When examined together, customers were most critical of the availability of information. In that regard, 37% of respondents rate the Division “Excellent,” 49% rate it “Good,” 12% rate it “Fair,” and 2% rate it “Poor.” But as far as overall quality of service, 39% rate the Division “Excellent,” 51% rate it “Good,” 8% rate it “Fair,” and 2% rate it “Poor.”

When survey responses are examined separately, general satisfaction was highest among those who transacted business with the Salem Permit Analysts and staff in the Over-Dimension Permit Unit. Satisfaction was lowest among companies subject to a Safety Compliance Review and truck drivers subject to a roadside driver inspection.

The six questions are a new part of customer surveys for Oregon state government. In an attempt to gather results that allow for comparing one agency with another, Oregon legislators instructed all agencies to modify survey forms and ask the same six questions (differing only by insertion of each agency name).

The Motor Carrier Division and the Driver and Motor Vehicle Services Division (DMV) are among the first Oregon agencies to test the questions. The results will be of interest to legislators when they return to Salem in 2007 and begin considering agency budgets and performance measures.

<b>Regarding Motor Carrier Division staff and service provided . . .</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<b>TIMELINESS</b> 1. How do you rate the timeliness of the services provided by the Motor Carrier Transportation Division? 1,157 responses	38%	52%	8%	2%
<b>ACCURACY</b> 2. How do you rate the ability of the Motor Carrier Transportation Division to provide services correctly the first time? 1,163 responses	43%	46%	9%	2%
<b>HELPFULNESS</b> 3. How do you rate the helpfulness of Motor Carrier Transportation Division employees? 1,161 responses	52%	38%	8%	2%
<b>EXPERTISE</b> 4. How do you rate the knowledge and expertise of Motor Carrier Transportation Division employees? 1,152 responses	43%	46%	9%	2%
<b>AVAILABILITY OF INFORMATION</b> 5. How do you rate the availability of information at the Motor Carrier Transportation Division? 1,141 responses	37%	49%	12%	2%
<b>OVERALL SERVICE</b> 6. How do you rate the overall quality of service provided by the Motor Carrier Transportation Division? 1,162 responses	39%	51%	8%	2%

# FMCSA releases long-awaited truck crash causation study

A Federal Motor Carrier Safety Administration (FMCSA) study of truck crashes finds that those involving a truck and a car are more likely to be caused by the car driver than the truck driver. "For two-vehicle crashes involving a truck and a passenger vehicle, trucks were assigned the critical reason in 44% of the crashes and passenger vehicles in 56%," the study concludes.

The Large Truck Crash Causation Study, released on March 24, 2006 as a Report to Congress, was mandated by the federal legislation that created the FMCSA — the Motor Carrier Safety Improvement Act of 1999. That legislation provided a total of \$18 million for the crash-causation study.

Researchers worked for 33 months examining a nationally-representative sample of large-truck fatal and injury crashes in 17 States. Each crash involved at least one large truck and resulted in at least one fatality or injury. Data were collected on up to 1,000 elements in each crash. The total sample involved 967 crashes, which included 1,127 large trucks, 959 non-truck motor vehicles, 251 fatalities, and 1,408 injuries.

The study's general conclusions included the following:

- In all crashes, driver recognition and decision errors were the common type of driver mistakes noted by crash investigators or law enforcement officials.
- Driving too fast for conditions and fatigue were important factors cited for both drivers.
- Speeding was noted more often for truck drivers.
- Among truck drivers, prescription drug use was an "associated factor" in 28.7% of all crashes sampled and over-the-counter drugs were an associated factor in 19.4%.
- Car drivers were more frequently linked to both driving performance errors and non-performance problems (e.g., asleep, sick, incapacitated).
- Fatigue was noted twice as often for car drivers.
- Brake problems were a factor for almost 30% of trucks but only 5% of cars.
- Roadway problems were present in 16% of the two-vehicle crashes and adverse weather conditions were present in approximately 13%.
- Interruption in the traffic flow (previous crash, work zone, rush hour congestion, etc.) was a factor in almost 25% of the two-vehicle crashes.

All study data will be available to the public by the end of the year so that other agencies, universities, private groups, and individuals can conduct more analysis about truck crash factors.

# Oregon Truck Crash Statistics for 2005

Truck crashes in Oregon that involved a fatality, injury, or disabling damage to any vehicle: ..... 1,305

Difference in total truck crashes in 2005 compared with 2004: ..... up 12.21%

Of the total crashes, number considered to be truck-at-fault: ..... 681

Of the truck-at-fault crashes, number considered to be the truck drivers' fault: ..... 652

Difference in total truck-at-fault crashes in 2005 compared with 2004: ..... up 8.65%

Percent of truck-at-fault crashes caused by speed: ..... 30.98%

Most truck crashes in one day: ..... 14

Most crashes by one company: ..... 28

Average length of time between truck crashes: ..... 6.7 hours

Median age of truck drivers involved in crashes: ..... 45

Age of oldest driver involved in a crash: ..... 78

Number of people killed in truck crashes: ..... 66

Number of truck drivers among those killed: ..... 8

Number of people injured: ..... 574

County with the most truck crashes: ..... Multnomah (181)

County with the most truck fatalities: ..... Klamath (10)

Percent of crashes that involved Oregon-based carriers: ..... 56.32%

Percent of crashes that involved trucks carrying hazardous materials: ..... 3.52%

Ratio of fatal crashes caused by car drivers to those caused by truck drivers: ..... 2 1/3 : 1

Total property damage resulting from truck crashes in 2005: ..... \$150,397,310

Number of truckers driving off the road grabbing a cup of coffee or adjusting the radio: ..... 18

**Large Truck Crash Causation Study**  
[www.fmcsa.dot.gov/facts-research/research-technology/report/ltrcs-2006.htm](http://www.fmcsa.dot.gov/facts-research/research-technology/report/ltrcs-2006.htm)

## Enforcement

### 1st Quarter 2006

From January through March 2006, the Motor Carrier Division finalized 110 civil enforcement actions. This is in addition to 79 actions related to inspection follow-up violations. The number next to each name below indicates violations confirmed in the process.

- \*\* Denotes second complaint within five years.
- \*\*\* Denotes third complaint within one year of second.
- \*\*\*\* Denotes fourth complaint within one year of third.
- Denotes cancellation of farm registration

### Safety Violations

A total of 87 enforcement actions established violations related to failure to produce safety records, violations found during safety compliance reviews, or driver violations related to waiver of physical disqualification.

A G Trucking, Inc. (*Salem OR*) 2  
Steven A Agnes 1  
B&J Excavating, Inc. 18  
Best West Commercial Pumping, Inc. 9\*\*  
Big River Excavating 13  
Blue Star Charters & Tours, Inc. 11  
The Boxmaker, Inc. 18  
Terry G Briley 1\*\*  
C R C Transport, Inc. 11\*\*  
Cascade Auto Recycling LLC 39  
Coast Sweeping Service, Inc. 52\*\*  
Continental Express LLC 55\*\*  
Covey Run Trucking LLC 20\*\*\*  
Cross & Crown, Inc. 16  
D&K Transport (*Eagle Point OR*) 71\*\*  
Cary S Davis 1

Dirty Bird, Inc. 6  
Doug's Septic Service 11\*\*  
Duff's Trucks LLC 5\*\*\*  
Woodrow A Dukes 1  
Eagle Elsner, Inc. 43  
Eberhard Creamery, Inc. 35\*\*  
Economy Rentals 8\*\*  
Elder Demolition, Inc. 5\*\*\*  
Gail D Evey 1  
J Fernandez LLC 13  
Gelco Construction Co. 25  
George's Shop & Rock, Inc. 9  
George R Green, Jr. 1  
William Guenther 1\*\*  
Hennick's Home Center, Inc. 10\*\*  
Mike Herberger Trucking, Inc. 8  
Highland Excavation & Trucking LLC 4\*\*  
Donald R Hiscock 1  
Ira's Sales & Service, Inc. 3  
Jamarco, Inc. 5  
Alan Jeffers Trucking 13\*\*  
Donald Jorgensen Trucking 9\*\*  
Ron Joslin Construction, Inc. 9\*\*  
K D Sand & Gravel, Inc. 10  
K L Transport, Inc. (*Portland OR*) 57\*\*\*  
Dan Kauffman Excavating 3\*\*  
William B Kell 1  
Knutson Towboat Co. 5  
Don Laeger 9  
Littau Harvester, Inc. 10\*\*  
Nathan Marple 29\*\*  
Martin Mendez Trucking 23  
Merrill Auto Wrecking, Inc. 12  
Jeremy L Miller 1  
Mokim Transportation 2  
Molalla Redi Mix & Rock Products, Inc. 3  
Moore Underground, Inc. 75\*\*  
Morgan Machinery Moving 17  
Mt. Hood Land Development, Inc. 4\*\*  
Munitor Construction LLC 30  
Noonan Farms 2\*\*  
Rene Osorio 19  
Trevor Ott 1\*\*  
Cecil & Barbara Payne Trucking 3  
Perez Trucking (*Ontario OR*) 11\*\*  
Bob Potter Logging, Inc. 11  
Harold Primrose Excavating LLC 10  
Recycling Depot, Inc. 20  
Reuse, Inc. 5  
Scott Peterson Excavating, Inc. 2\*\*  
Shaw Cattle Co. 14  
Skellenger Transfer, Inc. 23  
Gordon L Smith (*Seaside OR*) 4  
Southern Septic Service, Inc. 7  
Stapleton Timber & Excavation 18  
Michael D Stokes 1  
Sumco Excavating, Inc. 9  
Sunburst Trucking, Inc. 65\*\*  
Ray Sweat 10\*\*\*\*

T C Transportation, Inc. (*Springfield OR*) 25  
Tidewater Contractors, Inc. 9\*\*\*\*  
The Tractor Store 1  
Robin M Turner Trucking 28  
Van Well Timber LLC 7  
Villarreal Trucking LLC 56\*\*  
Washburn Contract Services, Inc. 7  
R Webb Enterprises 15  
R C Wedner 7  
Whipple Transport, Inc. 18  
James O Wiley 1  
Tommie J Yates 14

### Other Violations

A total of 23 enforcement actions established violations related to operating without valid registration credentials, operating in excess of size and/or weight limits, operating in violation of farm registration laws and rules, or operating as an unregistered pack and loader.

A Able Moving Co. 1\*\*  
A Better Moving & Storage Co., Inc. 1  
Ace Northwest Moving Co. 2  
Adventures Moving Co. 4  
American Boat Carriers LLC 5  
C & M Construction, Inc. 1  
Cascade Gypsum & Building Supply 4  
Central Oregon Movers 4  
Dave Gordon Moves, Inc. 2  
Easy Moving & Delivery 1  
Graves Moving 1  
Home Care Moving 10  
Integrity Movers 1  
Maga Trucking and Repair, Inc. 2  
William M McGinn 3  
Mountain Mike's Moving, Inc. 4  
Pacific Bros. Moving LLC 2  
Schapell Sport Horse 1•  
Alex A Stolk 1  
Stoneway Roofing Supply, Inc. 1  
Tony Express, Inc. 9  
Bruce James Walter 1•  
Willamette Valley Moving, Inc. 1

### Other Enforcement

Following is a summary of enforcement by Motor Carrier Enforcement Officers in the 1st Quarter 2006:

**Trucks Weighed on Static Scales  
618,706**

**Trucks Precleared to Pass Green Light Weigh Stations  
333,911**

**Weight-Related Citations  
3,683**

**Weight-Related Warnings  
2,346**

**Size-Related Citations  
208**

**Trucks Required to "Legalize" (Correct) Size and/or Weight  
1,185**

**Other Citations  
885**

**Other Warnings  
3,707**

**Citations for Operating Without Oregon Weight Receipt & Tax Identifier  
1,635**

Totals do not include enforcement by State Police or city and county officers.

The Motor Carrier News is a quarterly publication of the Oregon Department of Transportation Motor Carrier Transportation Division 550 Capitol Street NE Salem OR 97301-2530

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### Other Safety Violations — 1st Quarter 2006

A total of 65 cease and desist orders and 14 penalty orders established a company's failure to return a Driver or Equipment Compliance Check Form after an inspection. Following every inspection performed by state transportation officials or law enforcement officers, the driver receives a copy of the inspection form. If violations were found, the motor carrier must sign and return the form to the state where the inspection occurred and confirm that the violations were addressed (Federal Regs, Part 396.9). When the inspection occurs in Oregon, the inspection form must be signed by a company official and returned to ODOT within 15 days. The company certifies that any vehicle-related problems were repaired and/or driver-related problems addressed.

**OREGON DEPARTMENT OF TRANSPORTATION  
MOTOR CARRIER TRANSPORTATION DIVISION  
550 CAPITOL ST NE  
SALEM OR 97301-2530**

PRSRST STD  
US POSTAGE  
**PAID**  
SALEM, OR  
PERMIT No. 81

Volume 21, Number 74



# **MOTOR CARRIER NEWS**

Quarterly Newsletter and  
Official Publication of the  
Oregon Department of Transportation  
Motor Carrier Transportation Division  
550 Capitol Street NE  
Salem, OR 97301-2530

Periodicals postage paid in Salem, OR

POSTMASTER: Send address changes to  
Motor Carrier News, 550 Capitol Street NE,  
Salem, OR 97301-2530

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