



Oregon

Theodore R. Kulongoski, Governor

Department of Transportation

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ODOT – FUELS TAX GROUP USE FUEL USER QUESTIONNAIRE RESULTS

File Code:

In November, 2007, the Fuels Tax Group sent questionnaires to use fuel users along with the emblem renewal applications. The purpose of this first-ever questionnaire was to garner input from you about the renewal process, the need for emblems, processing fees and your opinion of Fuels Tax Group's customer service.

We appreciate those who took the time to complete the questionnaire. FTG received a return rate of 56 percent on the questionnaire, which will be the baseline for future questionnaires.

Below is a summary of the results from the survey.

- 93 percent indicated that the current fuels tax emblem renewal process meets their needs;
- 86 percent responded that they use all the emblems sent to them each year;
- 22 percent responded that they would be willing to pay an annual processing fee; and
- 62 percent preferred no fee although several responses indicated that they would be willing to pay a minimal fee to defray the cost of emblem processing.

As for customer service, 40 percent of the respondents evaluated it. The results were:

- 92 percent rated FTG good or excellent for timeliness of services.
- 90 percent rated FTG good or excellent for providing services correctly the first time.
- 91 percent rated FTG good or excellent for their helpfulness.
- 84 percent rated FTG employees good or excellent for their knowledge and expertise.
- 34 percent rated the FTG Web site as good or excellent and 55% unknown.
- 92 percent rated the overall quality of service FTG provides as good or excellent.

We would like all users to have the opportunity for input. If you have questions, comments or suggestions about any part of the use fuel process, please feel free to contact us. If you provide a contact name, address and phone number, we will provide you with a response. Our email address is ODOTFuelsTax@odot.state.or.us and telephone numbers are 503-378-8150 or 888-753-2525.

Again, thank you for your participation. We look forward to hearing from you.

Sincerely,
ODOT – Fuels Tax Group

