

ODOT DMV Customer Based Performance Measures Survey - April, 1999

Total Sample	761
Total Used	761
Total Unused	0

Eligible	476
Ineligible	136
Unknown	115

Code	Description	All Calls	Last Only	Code	Description	All Calls	Last Only
1	No answer	232	22	14	R hard to reach/CB	8	0
2	Busy	148	4	16	Left msg for R	2	0
3	Answering machine	1112	86	17	R too ill now	3	2
4	Wrong number	49	49	18	R too ill ever	0	0
5	Disconnected #	25	25	19	R deceased	0	0
6	Non-working #	15	15	20	Unable to interview ever	3	3
7	Non-residential #	2	2	21	R gone survey dates	4	4
8	Duplicate #	0	0	22	Ineligible/never called DMV	15	15
9	Fax/Modem	7	7	25	Partial interview/CB	56	2
10	Language barrier	26	23	26	Completed interview	406	406
11	Not home/CB	429	39	27	Phone slam	28	13
12	Too busy/CB	114	21	28	Initial refusal	28	15
13	New #/CB	11	2	29	Final refusal	6	6

Response rates relative to total calls	2729
CASRO Type Response Rate	17.292%
Complete/Total Call	14.877%
CASRO Type Refusal Rate	2.641%
Refused/Total Calls	2.272%
Sample Coverage Rate	39.687%

Response rates relative to sample	
CASRO Type Response Rate	71.802%
Completed/Attempted Sample	53.351%
CASRO Type Refusal Rate	6.013%
Refused/Attempted Sample	4.468%
Response Rate/All Eligible	71.802%
Refusal Rate/All Eligible	7.143%