

# ODOT DMV Customer Based Performance Measures Survey

## Responses to Open Ended Questions

April, 1999

*Note: These answers are recorded verbatim. They have been corrected for spelling but not grammar.*

GEN

**Did you call primarily to find out about DMV operating hours, location, both operating hours and location, or something else?**

**Other-Specify:**

About my disability placard, someone called to find out if I had a disability card, I'm suing a towing company, and it was possible for them to find that out if they tried. I also asked about my registration.

An appointment time for a driving test

Basically, I had received a title that had a spelling error in it, and I needed to see about getting that corrected.

Change of address

Describing test information

Had not received my disabled card it had been 6 weeks

Handicap parking permit info

How to go about getting a Handicapped sticker for the secretary's mother

I don't remember what it is it must not have been anything to terribly important or I would have remembered it.

I had a medical problem and they said my drivers license was going to be suspended and the doctor wrote a letter saying it was going to be unnecessary so I called to make sure I could still drive

I lost my license and I was seeing how much it would

I needed DMV to send me a court record of my driving record--a court report or something.

I needed to find out if my son could renew his driver's permit or if he had to retake the test.

I needed to get a car inspected that is down in Arizona--my daughter has our car--she's in school there--in AZ and we needed to get the car inspected to get stickers for the plates.

I needed to know if I had to show proof of marriage license for change of name.

I wanted to know how to get child ID.

I was calling about a lost license and needing to get a new one with two forms of ID; the local DMV said any two IDS would work; I was able to use simpler IDS than phone agent specified; she didn't have the right information.

It was about a ticket that I had to take care of in Oregon, calling about a ticket about a few different locations, and the one in Oregon took me a three weeks, because of a piece of paperwork, it was frustrating because it almost cost me my job, it was the worst bureaucracy I ever dealt with on DMV side

It was about licensing, licenses.

Parking ticket

Received an address change sticker for a customer that we should not have received

Schedule an appointment for the test for LIBDI landscape irrigation back-flow device installation

That would be what location I could get an interlock device put on my pickup

Their computers were down, I was seeing if they were working. I needed to pay something.

Title

Title transfer for a manufactured home--it's considered a vehicle because you could actually put the wheels back on it and move it if you wanted to.

To know how soon you had to change from out-of-state license tags

To make an appointment to translate for someone and I had to make an appointment to come translate for someone

Trying to find out information on what to do when my registration stickers were on wrong.

## VEHIC

**Did you call primarily to find out about vehicle titles, registration renewal, trip permits, plates and stickers, or something else?**

**Other-specify:**

A disabled permit

All of the above.

All of the above.

All reasons listed above

Calling about tickets (P) The Oregon DMV had sent me a letter and I was calling about that. The court hadn't informed the DMV that the ticket was paid.

Handicap sticker

I called about a vehicle I had sold. It didn't come up as sold so I had them flag it

I was calling the DMV because the van we gave to charity years ago was still registered in my name and I was upset about that and it needed to be changed

I wondered why I never got a notice that my vehicle registration was due. The reason why they said it was totaled, and the insurance company had sent DMV the wrong I.D. #, (p) one vehicle had been totaled 2 years ago and the insurance co. Sent I.D. for that one, not for the good vehicle.

It was a registration, not a renewal, I thought I hadn't received my registration but I had with the title

It was kind of a car and kind of a dealer. I was trying to get information about a dealer who sold me a car without plates. And they were supposed to send me the title, but they never did (P) No.

Registration

She had an old car that hadn't been running in 12 years and they were going to put a new motor in and wanted to find out what to do.

Title and registration and custom plates.

To find out how, I had sent a letter back and we weren't the lienholder on the title, so I was calling back to find out if the title was sent back. (p) We got a title from DMV which we didn't need because we had no reason to have it, and then the customer called to want it back, so I called DMV to find out how.

Trying to get a title on a car that had been abandoned.

Vehicle registration (not renewal)

Wanted to know when the studded tires had to come off.

We wanted to know what we could get from them.

## **DRIV**

**Did you call primarily to find out about reinstatement, hardship permit, renewal, licensing requirements, testing, filing accident reports, or something else?**

**Other-Specify:**

A change of address.

A letter about license to be suspended that was wrong and needed to be corrected.

A ticket from 4 years ago they were going to suspend my license

About my right to drive (p) now I am more or less medically suspended and she answered my questions.

Address change.

An old traffic ticket in another county and I didn't have the courthouse number and all that stuff

Called to get handicapped parking permit for elderly parent; got it right away; it was very stressful but the

agent made it easy and quick; thought it would be long process but agent gave all info to get it done right away

Change my address (probe, on your license?) Yes.

Change of address for stickers and license.

Court report of driving record.

Defensive driving classes

Driver status

Driving record info

Driving record information

Driving record. There was an entry that I didn't understand. They were able to explain what the entry was, but I didn't recall doing that. (data didn't save. This is an approximation)

## **DUI**

Had a ticket from 30 years ago issued in Illinois that I didn't know he had. I got a letter from the Oregon DMV that threatened to revoke my license without any proof of the old ticket.

Had to tell them that I don't have a Oregon license because the California DMV showed that I had an Oregon license on my record but I've never had an Oregon license

I am out of state and I was calling about how to get another license because I lost mine.

I called them to have a letter of proof that I was a valid Oregon driver because I'm moving to Washington and I lost my drivers license (P) Yeah. My Oregon Driver's license.

I lost my driver's license.

I moved. I needed a change of address.

I needed a new sticker for the back of my driver's license, my sticker rubbed off

I needed to find out what my old driver's license # was

I was just calling to find out what was on my driving record. (P) No.

I was trying to find out if my medical release from my doctor got there yet.

It was all the above (probe, all 6?) Yeah.

It was an MVR record, on this record it showed that the driver had the same violation twice, the same date for the conviction whoever helped me got this off for the driver and the phone agent took it off, he took care of it. [MVR = motor vehicle record]

It was just a change of address.

Late January I requested a copy of my driver's record, I thought it would be 2 to 3 weeks, but I didn't get it. So I had to call them back. I think they're supposed to fax it to me.

Legal question.

My driver's license # was listed on my vehicle registration incorrectly (p) they had the wrong driver's license # and the date of birth was also wrong, it didn't match my driver's license

My drivers license number

My drivers license was stolen and I needed information on how to get a replacement.

Paid a fee for a ticket fully a month before and did report it to local DMV; it should have got into computer, but still received a suspension notice in the mail; local DMV knew about it, but not the main office; the agent took care of this so I didn't have a suspension on my record.

R had a seizure that he was require to report even though he wasn't driving and DMV canceled his license even though the medical board had said it was okay to drive if he took his medication. The doctor didn't understand the forms and the local DMV wouldn't help so he called to try and fix things

Renewal reinstatement and licensing

Replacement of a stolen driver's license

Requesting an abstract of a driver's license (record)

SR22 filing

SR22 for something.

They didn't recognize as an Alaska license as a CDL license in Oregon and they revoked and I'm struggling to get it back . I still had Alaska residency and they still revoked it.

To find out about a SR-22 filing--it's part of insurance--I've had to pay extra on my insurance for over a year because they didn't notify me that I didn't have to pay it no more.

Trying to locate an address for an Oregon Driver.

Uh well I'd been pulled over and my license came up as being invalid and it ended up being computer error and she was very helpful and helped me

Um, because I didn't quite understand why their letter was coming at the time it came. 'Cause I knew everything that was going on at the time, so I didn't understand why they were sending me this letter. (P) Um, it's for a DUI that my daughter received, and I knew what was going on with all that.

Wanted info on courses for motorcycle riders

What to do about tickets, a ticket I got in Washington

## **ACCID**

**Did you call primarily to request a record, file an accident report, for reinstatement, or about something else?**

**Other-Specify:**

I got a letter (p) that's why I called (p) an accident I had (p) nope

I was in an accident in Oregon--I'm from Washington and I was asking about how I could get my license reinstated.

Insurance about how I got one ticket and the insurance went up

Insurance laws about a designated driver driving the car when the car is uninsured and is unregistered.

SR22

To get a copy of an accident report

## INTOBS

### Interviewer Observations:

- (R) "I feel I got the run around from the DMV" said R "was confusing, but it is a good DMV in my opinion"
- (R) I call all 50 states and Oregon's in the top 5 sometimes I have to wait a day and a half to get through to other states
- (R) let me just give you the basic, the lady was lovely she promised to fax the information on Tuesday, by Friday it still was not faxed. I called again and it was faxed immediately.
- (R) the phone # 503-945-5000 the people are very rude in every aspect from tone of voice, helpfulness, or trying to ask a question. The number I'm referring to when answering these survey questions is 503-945-7996.
- For question BEHAV1 - R said the phone agent was not able to answer his question. INFO - R called about renewal of a disabled card.
- For question RECOM - R said she would not recommend the DMV help line to others because she had to wait on hold for a long time.
- For this survey the woman was referring to her second phone call. She had a complaint about her first phone call because she said that she called at about 5 and she was put on hold for about 15 minutes. She wasn't sure if whether they were closed or not.
- He didn't have too much of a recollection of his phone call to the DMV. He wasn't remembering too much. He said his most previous call was a good experience, but that the call before that was not--the woman couldn't speak English and wasn't able to help him.
- He said that it failed to meet his expectations, but that it wasn't the agent's fault...
- He said that the first call he made to DMV the agent didn't know anything so he called back a second time. He said the second agent was really helpful/knowledgeable. Supervisors said to have him respond to the most recent call to DMV.
- He said the agent was hard to understand because she had a really strong accent, but that she was really nice/helpful.
- He was pleasantly surprised by how good the service was--he said he's had many negative experiences in the past over the phone with the DMV
- He was very rude and sarcastic with me. He was very displeased with his DMV experience with the help line. He wasn't directly answering a lot of the questions and as I kept probing out the answers he started to get a little fussy.
- I had to call Oregon DMV about 15 times. I got a different answer every time I called. They should structure their training. It was difficult, because everyone wanted it done differently, and that gets old, and I get tired of that. All the DMV clerks are incompetent, in every state of the union, and I would like to know where our state and government tax dollars go.
- It was my own confusion. I'd never had one of those letters before, I thought, "God, now what has she done?" I knew she hadn't been driving. It was just saying that she hadn't completed all of her diversion program yet. I knew she couldn't go back yet to renew her license, so I was just making sure I had everything clear.
- It's not about the-phone in part, but I took my daughter in to get a permit and the people were very, very kind. They made her feel very, very welcome. It's not very common that you see that with teenagers. It's not very often that I see that, but I noticed it. They were also very kind to everyone else that came in. I sat while she took her test, and just watched and listened and they treated everyone very well, even people that were upset, they tried to calm them down. It was very, very nice. I was really impressed.
- Lots of loud background noise--I had trouble hearing some answers, but R was good about repeating them. On her open-ended Q, I'm fairly certain it was the dealer who was supposed to send her the title (and never did), not DMV.
- Moving to Oregon
- My comment is the gentleman at headquarters did a fantastic job, while the people in the outposts need more work with courtesy, because I felt like I was bothering her with my request, they need a little more empathy to the caller's needs. I did send a SASE to DMV to request a written statement of my reinstatement, but I never received it, annoyed me
- Please transfer the phone service back to the local Medford office because they were more knowledgeable.
- (P) All these phones going up to Salem, they smart in a lot of ways, but it's not as good as it used to be. R asked if the fact that he is Hispanic would be held against him. I said that it wouldn't; the survey is confidential. R didn't seem to understand the question involving, 'did your opinion of DMV improve, stay the same, or decrease as a result of your last call?' It seemed as if R was under the impression, for some reason that the 'improve' part of the question meant that DMV had room for improvement.
- R either found survey humorous or he was not completely sober (perhaps both).
- R lives in Washington now; he lived in Coos County, OR when he called DMV. R was very friendly.

R refused to answer the personal questions (gender, age, ethnicity), but sounded female.  
R said he didn't remember the call, what he called about , etc.  
R said he was unhappy with DMV when he called, so his opinion of them "had nowhere to go but up."  
R was put on hold, and later hung up without being served. Some questions may not have applied.  
R was Russian, answered "Don't Know" to some questions because of his difficulties understanding English.  
R was upset about faulty record keeping on the DMV's behalf, and may have been confused that the questions were regarding the help line, even though I tried to make this clear to the R  
R was very friendly; gave prompt answers. R said her experience with DMV call-in service was better than her previous experiences with DMV.  
R was very happy with his call. He said that was a vast improvement over any cal he has ever made there, and he was very impressed.  
R works for DMV and calls frequently about a variety of things.  
Regarding DRIV open-end--R mentioned earlier that he called to find out how to change his address on his license. I wanted his entire reason for calling to appear in the open-end box, so I phrased my probe differently than I usually do.  
She did refer some guy to the phone service. He was complaining about having to go in for a change of address and she told him he could just call.  
She didn't understand a lot of the strongly agree, agree, etc. Questions. I had to constantly repeat myself.  
She also didn't understand the question about race and ethnicity. But she finished the survey okay.  
She had just come out of the hospital and she was very confused and sort of hard to understand.  
R called DMV about trip permit and title both.  
She called to ask how she and her husband could get OR driver's licenses. She said they're from California. Survey was conducted w/ R's wife, not the name listed with the phone number.  
She said she called 6 times in the last two months trying to get a change of address form and it took a month for it to come and then they sent her 2.  
She wasn't paying too much attention because she was distracted.  
Somewhat critical of earlier problems with lack of computerization of record of ticket payment that resulted in need for phone call to correct the error  
The DMV wasn't sympathetic to the situation and he was very upset over the amount of money he spent on phone calls because his problem never got solved.  
The first DMV person was knowledgeable, but it turned out she was wrong. If I'd followed her advice I would be an unhappy camper. You're calling Rochester, NY. I would have been really unhappy if I'd followed her advice. I don't remember why I'm a 2nd call, wait a minute, you need to bring in this and this. The first person wasn't thoroughly answering. Superficially, she answered . There was one that could have been offered in the first phone call. I was going to get an Oregon license. One said- I could just use my husband's work address. The 2nd said no way.  
The information I requested re: Motorcycle training courses has not been sent yet.  
Their hours for conducting business Mon-Fri are not good because they are only open until 5pm and the normal 9-5 working person can't do business, except over the phone. (AE) no  
There was a little bit of a language barrier. She didn't understand many of the questions. I had to repeat a lot of the questions, but she finished the survey.  
They need a 1-800. That would help a lot of people who cannot call long distance to Salem. (P)Reason they failed to meet her expectations: On the phone the service was good, but then when I went in to the DMV in person and there was another step that I had to do to get reinstated that they hadn't told me about over the phone, and so it took a lot longer.  
This is his cell phone and he said that he didn't want us giving out this number.  
This person made a strong distinction between two recent calls to DMV. The one response was very positive; the other was a complaint about NOT getting called back with information about a car that was registered in her name and in an accident. She seemed to indicate that it no longer belonged to her at all, but all that the DMV agent would tell her was that she was still somehow responsible.  
Well, I needed a local address for a local DMV in Oregon, St. Helen's. The address they gave me was incorrect. (P) It was 50% of why I called. I had several questions. I was able to find the DMV, but it would have been nice of they had refreshed their memory...I'm probably the only one who knew or cared. (P)Yes, the overall, I was very pleased. INTERVIEWER'S NOTE: R answered survey in reference to her renewal Q and the overall service she received.