

ODOT DMV Customer Satisfaction Survey, Topline Results, April, 1999

HELLO

Hello. This is _____ calling from the University of Oregon Survey Research Laboratory. May I speak with _____ . Oregon Driver and Motor Vehicle Services has asked us to conduct a survey about the services they provide over the telephone and how well you think they do them. I want to assure you that I am not selling a thing, and that this survey is completely voluntary and confidential. I would like to ask you a series of questions about your recent phone call to DMV.

QUEST

Do you have any questions about the survey before we begin?

PROBE: This survey takes about 10 minutes, depending on your answers.

PROBE: Your telephone number was chosen randomly from all people who call the DMV.

COUNTY

To begin the survey, what county in Oregon do you live in?

1 BAKER	13 HARNEY	25 MORROW				
2 BENTON	14 HOOD RIVER	26 MULTNOMAH				
3 CLACKAMAS	15 JACKSON	27 POLK				
4 CLATSOP	16 JEFFERSON	28 SHERMAN				
5 COLUMBIA	17 JOSEPHINE	29 TILLAMOOK				
6 COOS	18 KLAMATH	30 UMATILLA				
7 CROOK	19 LAKE	31 UNION				
8 CURRY	20 LANE	32 WALLOWA				
9 DESCHUTES	21 LINCOLN	33 WASCO				
10 DOUGLAS	22 LINN	34 WASHINGTON				
11 GILLIAM	23 MALHEUR	35 WHEELER				
12 GRANT	24 MARION	36 YAMHILL				
96 OUTSIDE OF OREGON						
Value	Count	Percent Valid	20	20	4.99%	4.99%
1	2	0.50% 0.50%	21	2	0.50%	0.50%
2	2	0.50% 0.50%	22	16	3.99%	3.99%
3	25	6.23% 6.23%	23	1	0.25%	0.25%
4	1	0.25% 0.25%	24	51	12.72%	12.72%
5	3	0.75% 0.75%	25	2	0.50%	0.50%
6	3	0.75% 0.75%	26	71	17.71%	17.71%
7	3	0.75% 0.75%	27	9	2.24%	2.24%
8	1	0.25% 0.25%	29	1	0.25%	0.25%
9	21	5.24% 5.24%	30	2	0.50%	0.50%
10	5	1.25% 1.25%	32	1	0.25%	0.25%
12	1	0.25% 0.25%	33	1	0.25%	0.25%
15	22	5.49% 5.49%	34	45	11.22%	11.22%
16	1	0.25% 0.25%	36	8	2.00%	2.00%
17	4	1.00% 1.00%	96	70	17.46%	17.46%
18	3	0.75% 0.75%	98	3	0.75%	0.75%
19	1	0.25% 0.25%	Total	401	100.00%	100.00%

CALL

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements.

My call was answered in a timely manner.

1 STRONGLY AGREE	Value	Count	Percent Valid	%
2 AGREE	1	95	23.69%	23.69%
3 DISAGREE	2	278	69.33%	69.33%
4 STRONGLY DISAGREE	3	24	5.99%	5.99%
5 NEITHER AGREE NOR DISAGREE (IF VOLUNTEERED)	4	2	0.50%	0.50%
	5	1	0.25%	0.25%
	8	1	0.25%	0.25%
	Total	401	100.00%	100.00%

KNOW

The phone agent was knowledgeable on DMV laws and policies.

PROBE: DO YOU STRONGLY AGREE, AGREE, DISAGREE, OR STRONGLY DISAGREE.

	Value	Count	Percent	Valid %
1 STRONGLY AGREE	1	128	31.92%	31.92%
2 AGREE	2	240	59.85%	59.85%
3 DISAGREE	3	20	4.99%	4.99%
4 STRONGLY DISAGREE	4	5	1.25%	1.25%
5 NEITHER AGREE NOR DISAGREE (IF VOLUNTEERED)	5	3	0.75%	0.75%
	8	5	1.25%	1.25%
Total		401	100.00%	100.00%

ACCESS

The phone agent was able to answer my questions or transferred me to someone who did.

PROBE: DO YOU STRONGLY AGREE, AGREE, DISAGREE, OR STRONGLY DISAGREE.

	Value	Count	Percent	Valid %
1 STRONGLY AGREE	1	144	35.91%	35.91%
2 AGREE	2	236	58.85%	58.85%
3 DISAGREE	3	15	3.74%	3.74%
4 STRONGLY DISAGREE	4	2	0.50%	0.50%
5 NEITHER AGREE NOR DISAGREE (IF VOLUNTEERED)	5	3	0.75%	0.75%
	8	1	0.25%	0.25%
Total		401	100.00%	100.00%

TRANS

Was your call transferred?

	Value	Count	Percent	Valid %
1 YES	1	135	33.67%	33.67%
2 NO -->SKIPTO BACK	2	254	63.34%	63.34%
	8	12	2.99%	2.99%
Total		401	100.00%	100.00%

TELL

Did the agent tell you that you were going to be transferred?

1 YES				
2 NO				
	Value	Count	Percent	Valid %
	1	127	31.67%	94.07%
	2	4	1.00%	2.96%
	8	4	1.00%	2.96%
	Missing	266	66.33%	
	Total	401	100.00%	100.00%

PHNUM

Did the agent give you the number you were being transferred to?

1 YES				
2 NO				
	Value	Count	Percent	Valid %
	1	39	9.73%	28.89%
	2	77	19.20%	57.04%
	8	19	4.74%	14.07%
	Missing	266	66.33%	
	Total	401	100.00%	100.00%

STAY

Did the phone agent stay on the line until you were connected?

1 YES

2 NO

Value	Count	Percent	Valid %
1	65	16.21%	48.15%
2	40	9.98%	29.63%
8	30	7.48%	22.22%
Missing	266	66.33%	
Total	401	100.00%	100.00%

EASY

Was the call transfer efficient?

1 YES

2 NO

Value	Count	Percent	Valid %
1	29	32.17%	95.56%
2	5	1.25%	3.70%
8	1	0.25%	0.74%
Missing	266	66.33%	
Total	401	100.00%	100.00%

BACK

Was it necessary for DMV to call you back?

1 YES

2 NO -->SKIPTO AGENT1

Value	Count	Percent	Valid %
1	54	13.47%	13.47%
2	344	85.79%	85.79%
8	3	0.75%	0.75%
Total	401	100.00%	100.00%

TIME

Was the call back completed in a timely manner?

1 YES

2 NO

Value	Count	Percent	Valid %
1	37	9.23%	68.52%
2	17	4.24%	31.48%
Missing	347	86.53%	
Total	401	100.00%	100.00%

FOLLOW

Did the phone agent do follow-up if necessary?

1 YES

2 NO

3 NOT NECESSARY

Value	Count	Percent	Valid %
1	28	6.98%	51.85%
2	17	4.24%	31.48%
3	7	1.75%	12.96%
8	2	0.50%	3.70%
Missing	347	86.53%	
Total	401	100.00%	100.00%

AGENT1

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements.
The phone agent took personal responsibility for my call.

NOTE: THE PHONE AGENT IS THE DMV REPRESENTATIVE THAT ANSWERED RESPONDENT'S QUESTIONS.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 NEITHER AGREE NOR DISAGREE (IF VOLUNTEERED)

Value	Count	Percent	Valid %
1	118	29.43%	29.43%
2	242	60.35%	60.35%
3	25	6.23%	6.23%
4	4	1.00%	1.00%
5	5	1.25%	1.25%
8	7	1.75%	1.75%
Total	401	100.00%	100.00%

AGENT2

The phone agent responded with confidence.

PROBE: DO YOU STRONGLY AGREE, AGREE, DISAGREE, OR STRONGLY DISAGREE.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 NEITHER AGREE NOR DISAGREE (IF VOLUNTEERED)

Value	Count	Percent	Valid %
1	139	34.66%	34.66%
2	234	58.35%	58.35%
3	20	4.99%	4.99%
4	4	1.00%	1.00%
5	1	0.25%	0.25%
8	3	0.75%	0.75%
Total	401	100.00%	100.00%

AGENT3 The phone agent understood my questions, problems or complaints.

PROBE: DO YOU STRONGLY AGREE, AGREE, DISAGREE, OR STRONGLY DISAGREE.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 NEITHER AGREE NOR DISAGREE (IF VOLUNTEERED)

Value	Count	Percent	Valid %
1	144	35.91%	35.91%
2	230	57.36%	57.36%
3	21	5.24%	5.24%
4	3	0.75%	0.75%
5	1	0.25%	0.25%
8	2	0.50%	0.50%
Total	401	100.00%	100.00%

AGENT4

The phone agent made me feel comfortable during our conversation.

PROBE: DO YOU STRONGLY AGREE, AGREE, DISAGREE, OR STRONGLY DISAGREE.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 NEITHER AGREE NOR DISAGREE (IF VOLUNTEERED)

Value	Count	Percent	Valid %
1	152	37.91%	37.91%
2	224	55.86%	55.86%
3	17	4.24%	4.24%
4	3	0.75%	0.75%
5	2	0.50%	0.50%
8	3	0.75%	0.75%
Total	401	100.00%	100.00%

AGENT5

The phone agent treated me with respect.

PROBE: DO YOU STRONGLY AGREE, AGREE, DISAGREE, OR STRONGLY DISAGREE.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 NEITHER AGREE NOR DISAGREE (IF VOLUNTEERED)

Value	Count	Percent	Valid %
1	158	39.40%	39.40%
2	231	57.61%	57.61%
3	8	2.00%	2.00%
4	1	0.25%	0.25%
5	1	0.25%	0.25%
8	2	0.50%	0.50%
Total	401	100.00%	100.00%

AGENT6

I was able to understand the phone agent's answers.

PROBE: DO YOU STRONGLY AGREE, AGREE, DISAGREE, OR STRONGLY DISAGREE.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 NEITHER AGREE NOR DISAGREE (IF VOLUNTEERED)

Value	Count	Percent	Valid %
1	144	35.91%	35.91%
2	238	59.35%	59.35%
3	15	3.74%	3.74%
4	2	0.50%	0.50%
5	1	0.25%	0.25%
8	1	0.25%	0.25%
Total	401	100.00%	100.00%

AGENT7

After talking to the phone agent I knew what I needed to do.

PROBE: DO YOU STRONGLY AGREE, AGREE, DISAGREE, OR STRONGLY DISAGREE.

- 1 STRONGLY AGREE
- 2 AGREE
- 3 DISAGREE
- 4 STRONGLY DISAGREE
- 5 NEITHER AGREE NOR DISAGREE (IF VOLUNTEERED)

Value	Count	Percent	Valid %
1	142	35.41%	35.41%
2	227	56.61%	56.61%
3	22	5.49%	5.49%
4	5	1.25%	1.25%
5	3	0.75%	0.75%
8	2	0.50%	0.50%
Total	401	100.00%	100.00%

BEHAVI

Thank you, we are over halfway done with the survey. For the following questions please tell me if the phone agent's behavior was excellent, good, fair, or poor.

Was the phone agent's willingness to answer your questions excellent, good, fair, or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

Value	Count	Percent	Valid %
1	250	62.34%	62.34%
2	121	30.17%	30.17%
3	24	5.99%	5.99%
4	5	1.25%	1.25%
8	1	0.25%	0.25%
Total	401	100.00%	100.00%

BEHAV2

Was the phone agent's willingness to help solve your problems excellent, good, fair, or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

Value	Count	Percent	Valid %
1	247	61.60%	61.60%
2	115	28.68%	28.68%
3	34	8.48%	8.48%
4	3	0.75%	0.75%
8	1	0.25%	0.25%
9	1	0.25%	0.25%
Total	401	100.00%	100.00%

BEHAV3

What about the agent's helpfulness?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

Value	Count	Percent	Valid %
1	233	58.10%	58.10%
2	124	30.92%	30.92%
3	32	7.98%	7.98%
4	8	2.00%	2.00%
8	3	0.75%	0.75%
9	1	0.25%	0.25%
Total	401	100.00%	100.00%

BEHAV4

What about the agent's efficiency?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

Value	Count	Percent	Valid %
1	217	54.11%	54.11%
2	136	33.92%	33.92%
3	27	6.73%	6.73%
4	14	3.49%	3.49%
7	1	0.25%	0.25%
8	5	1.25%	1.25%
9	1	0.25%	0.25%
Total	401	100.00%	100.00%

BEHAV5

Tone of voice?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

Value	Count	Percent	Valid %
1	211	52.62%	52.62%
2	160	39.90%	39.90%
3	19	4.74%	4.74%
4	8	2.00%	2.00%
8	2	0.50%	0.50%
9	1	0.25%	0.25%
Total	401	100.00%	100.00%

OVERALL

Was the overall telephone service excellent, good, fair or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

Value	Count	Percent	Valid %
1	232	57.86%	57.86%
2	131	32.67%	32.67%
3	30	7.48%	7.48%
4	7	1.75%	1.75%
8	1	0.25%	0.25%
Total	401	100.00%	100.00%

INFO

When you called DMV were you trying to find vehicle information, driver information, accident and insurance information, or general information?

NOTE: USE CATEGORIES BELOW FOR PROBES IF NEEDED.

- 1 VEHICLE INFORMATION -->SKIPTO VEHIC
- 2 DRIVER INFORMATION -->SKIPTO DRIV
- 3 ACCIDENT AND INSURANCE INFORMATION -->SKIPTO ACCID
- 4 GENERAL INFORMATION -->CONTINUE

Value	Count	Percent	Valid %
1	152	37.91%	37.91%
2	179	44.64%	44.64%
3	24	5.99%	5.99%
4	43	10.72%	10.72%
8	3	0.75%	0.75%
Total	401	100.00%	100.00%

NOTE: Responses to those questions with an open ended response category, e.g. "SOMETHING ELSE (SPECIFY___)," can be found in the open ended narrative.

GEN

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

- 1 OPERATING HOURS
- 2 LOCATION
- 3 BOTH OPERATING HOURS AND LOCATION
- 4 SOMETHING ELSE (SPECIFY_____)

Value	Count	Percent	Valid %
1	4	1.00%	9.30%
2	5	1.25%	11.63%
3	5	1.25%	11.63%
4	29	7.23%	67.44%
Missing	358	89.28%	
Total	401	100.00%	100.00%

VEHIC

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

- 1 TITLE
- 2 RENEWAL
- 3 TRIP PERMIT
- 4 PLATES
- 5 SOMETHING ELSE (SPECIFY_____)

Value	Count	Percent	Valid %
1	74	18.45%	48.68%
2	33	8.23%	21.71%
3	2	0.50%	1.32%
4	24	5.99%	15.79%
5	19	4.74%	12.50%
Missing	249	62.09%	
Total	401	100.00%	100.00%

DRIV

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

- 1 REINSTATEMENT
- 2 HARDSHIP
- 3 RENEWAL
- 4 LICENSING
- 5 TESTING
- 6 ACCIDENT REPORT
- 7 SOMETHING ELSE (SPECIFY _____)

Value	Count	Percent	Valid %
1	33	8.23%	18.44%
2	13	3.24%	7.26%
3	17	4.24%	9.50%
4	41	10.22%	22.91%
5	25	6.23%	13.97%
6	2	0.50%	1.12%
7	48	11.97%	26.82%
Missing	222	55.36%	
Total	401	100.00%	100.00%

ACCID

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

- 1 RECORD
- 2 ACCIDENT REPORT
- 3 REINSTATEMENT
- 4 SOMETHING ELSE (SPECIFY _____)

Value	Count	Percent	Valid %
1	9	2.24%	37.50%
2	3	0.75%	12.50%
3	6	1.50%	25.00%
4	6	1.50%	25.00%
Missing	377	94.01%	
Total	401	100.00%	100.00%

EXPECT

In general did the service you received during your most recent call exceed your expectations, meet your expectations, or fail to meet your expectations?

- 1 EXCEED
- 2 MEET
- 3 FAIL

Value	Count	Percent	Valid %
1	93	23.19%	23.19%
2	279	69.58%	69.58%
3	25	6.23%	6.23%
8	4	1.00%	1.00%
Total	401	100.00%	100.00%

OPIN

Did your opinion of DMV's ability to provide customer service improve, stay the same, or decrease as a result of your most recent call?

- 1 IMPROVE
- 2 SAME
- 3 DECREASE

Value	Count	Percent	Valid %
1	184	45.89%	45.89%
2	186	46.38%	46.38%
3	19	4.74%	4.74%
8	12	2.99%	2.99%
Total	401	100.00%	100.00%

RECOM

Would you recommend the use of the DMV call-in service to others?

1 YES

2 NO

Value	Count	Percent	Valid %
1	376	93.77%	93.77%
2	22	5.49%	5.49%
8	3	0.75%	0.75%
Total	401	100.00%	100.00%

SEX

Thank you, I would like to finish with a few questions about yourself.

(I know this may sound silly, but) Are you male or female?

1 MALE

2 FEMALE

Value	Count	Percent	Valid %
1	191	47.63%	47.63%
2	207	51.62%	51.62%
7	2	0.50%	0.50%
8	1	0.25%	0.25%
Total	401	100.00%	100.00%

AGE

In what year were you born?

RECORD YEAR _____

9997 REFUSED

9999 NO ANSWER

Value	Count	Percent	Valid %				
1911	1	0.25%	0.25%	1953	9	2.24%	2.24%
1914	1	0.25%	0.25%	1954	9	2.24%	2.24%
1918	1	0.25%	0.25%	1955	7	1.75%	1.75%
1920	1	0.25%	0.25%	1956	7	1.75%	1.75%
1922	2	0.50%	0.50%	1957	5	1.25%	1.25%
1923	2	0.50%	0.50%	1958	7	1.75%	1.75%
1924	4	1.00%	1.00%	1959	9	2.24%	2.24%
1925	2	0.50%	0.50%	1960	7	1.75%	1.75%
1926	2	0.50%	0.50%	1961	9	2.24%	2.24%
1928	3	0.75%	0.75%	1962	17	4.24%	4.24%
1929	1	0.25%	0.25%	1963	14	3.49%	3.49%
1930	1	0.25%	0.25%	1964	9	2.24%	2.24%
1932	4	1.00%	1.00%	1965	7	1.75%	1.75%
1933	3	0.75%	0.75%	1966	10	2.49%	2.49%
1934	2	0.50%	0.50%	1967	10	2.49%	2.49%
1935	3	0.75%	0.75%	1968	11	2.74%	2.74%
1936	2	0.50%	0.50%	1969	13	3.24%	3.24%
1937	1	0.25%	0.25%	1970	10	2.49%	2.49%
1938	3	0.75%	0.75%	1971	5	1.25%	1.25%
1939	4	1.00%	1.00%	1972	11	2.74%	2.74%
1940	5	1.25%	1.25%	1973	11	2.74%	2.74%
1941	2	0.50%	0.50%	1974	12	2.99%	2.99%
1942	4	1.00%	1.00%	1975	12	2.99%	2.99%
1943	2	0.50%	0.50%	1976	7	1.75%	1.75%
1944	3	0.75%	0.75%	1977	8	2.00%	2.00%
1945	2	0.50%	0.50%	1978	6	1.50%	1.50%
1946	1	0.25%	0.25%	1979	8	2.00%	2.00%
1947	4	1.00%	1.00%	1980	14	3.49%	3.49%
1948	7	1.75%	1.75%	1981	4	1.00%	1.00%
1949	11	2.74%	2.74%	1982	7	1.75%	1.75%
1950	8	2.00%	2.00%	1983	3	0.75%	0.75%
1951	12	2.99%	2.99%	9997	6	1.50%	1.50%
1952	9	2.24%	2.24%	9999	4	1.00%	1.00%
				Total	401	100.00%	100.00%

RACE

What racial or ethnic group do you feel a part of?

NOTE: USE CATEGORIES BELOW FOR PROBES IF NEEDED

- 1 BLACK/AFRICAN AMERICAN
- 2 ASIAN/PACIFIC ISLANDER
- 3 WHITE/CAUCASIAN
- 4 NATIVE AMERICAN/AMERICAN INDIAN/ALASKA NATIVE
- 5 HISPANIC
- 6 MIXED RACE
- 7 OTHER

Value	Count	Percent	Valid %
1	6	1.50%	1.50%
2	11	2.74%	2.74%
3	342	85.29%	85.29%
4	7	1.75%	1.75%
5	11	2.74%	2.74%
6	3	0.75%	0.75%
7	4	1.00%	1.00%
97	14	3.49%	3.49%
98	1	0.25%	0.25%
99	2	0.50%	0.50%
Total	401	100.00%	100.00%

INTID

Thank you, that is the end of the survey. On behalf of Oregon Driver and Motor Vehicle Services, I would like to thank you for your time.

INTOBS

INTERVIEWER: GOOD WORK!!!!!!!!!!!!!!!!!!!!!!

PLEASE RECORD ANY ADDITIONAL COMMENTS MADE BY THE RESPONDENT AND/OR ANY RELEVANT OBSERVATIONS IN THIS SPACE

NOTE: See open ended narrative for interviewer comments.

NOQAL

I'm sorry to have bothered you. We can only interview people who have used the Oregon DMV help line. Goodbye.