

**ODOT Department of Motor Vehicles Call-In Services  
Customer Satisfaction Survey, 2001  
Ci3 Instrument**

CATI ON

SQN right  
REVIEW ctrlR

Q:HELLO1

T:  
Hello. May I please speak with \_\_\_\_\_?

--> PRESS '1' TO CONTINUE  
CTRL-END-->TO RESCHEDULE

I:  
cmdi ASSIGN "ASSIGN" 1  
if (ASSIGN = 1) skipto HELLO3  
Key 1

Q:HELLO2

T:  
(Hello.) This is \_\_\_\_\_ calling from the University of Oregon Survey Research Laboratory. The Oregon DMV has asked us to contact you about your recent call to their office. The DMV wants to know your opinion of the quality of services they provide over the telephone, and if your questions were answered. I want to assure you that I am not selling a thing, and that this survey is completely voluntary and confidential.

PROBE: DMV refers to the Department of Motor Vehicles.

--> PRESS '1' TO CONTINUE  
CTRL-END-->TO RESCHEDULE

I:  
Key 1  
skipto QUEST

Q:HELLO3

T:  
Hello. This is \_\_\_\_\_ calling from the University of Oregon Survey Research Laboratory. May I speak with \_\_\_\_\_? The Oregon Department of Motor Vehicles has asked us to conduct a survey about the services they provide over the telephone and if your questions were answered. I want to assure you that I am not selling a thing, and that this survey is completely voluntary and confidential.

PROBE: DMV refers to the Department of Motor Vehicles.

--> PRESS '1' TO CONTINUE  
CTRL-END-->TO RESCHEDULE

I:  
Key 1

Q:QUEST

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

PROBE: This survey takes about 6 minutes, depending on your answers.  
PROBE: You were chosen randomly from people who called the DMV in March.  
PROBE: My name is \_\_\_\_\_.

--> PRESS '1' TO CONTINUE

I:  
Key 1

Q:CALLNUM1

T:  
(Thank you.) Before we start, I need to know --  
Did you call the DMV more than one time this month?

PROBE: By "this month" I mean March of 2001.

1 YES  
2 NO --> SKIPTO CALLTYPE  
3 (IF VOLUNTEERED) R DOES NOT RECALL CALLING DMV --> NOQAL

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-3,7-9  
QAL NOQAL  
If (ans = 2) skipto CALLTYPE  
If (ans = 3) skipto NOQAL

Q:CALLNUM2

T:  
Please think of your most recent call to the DMV  
as I ask you the survey questions.

--> PRESS '1' TO CONTINUE

I:  
Key 1

Q:CALLTYPE

T:  
When you called the DMV (most recently), did you need information,  
did you have a question, or did you have a complaint?

1 NEEDED INFORMATION/HAD QUESTION  
2 COMPLAINT --> SKIPTO HOLD1  
3 (IF VOLUNTEERED) COMBINATION OF THE ABOVE  
4 (IF VOLUNTEERED) SOMETHING ELSE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-4,7-9

If (ans = 2) skipto HOLD1

cmdi RecNum "RecordNumber"

cmdi SPANISH "SPANISH" 1

cmdi CBACKTIM "CBACKTIM" 1

cmdi LOCAT "LOCAT" 1

Q:INFO1

T:

The next questions are about the types of information you needed when you called DMV. Did you need information related to vehicles (such as vehicle titles, registration, trip permits, license plates, or license stickers)?

1 YES

2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1,2,7-9

Q:INFO2

T:

(When you called DMV) did you need information related to drivers (such as licenses, renewal, testing, accident reports, scheduling driver's tests, hardship permits, or reinstatement)?

1 YES

2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1,2,7-9

Q:INFO3

T:

(When you called DMV) did you need information related to accidents or insurance (such as an accident report, to request a record, or reinstatement)?

1 YES

2 NO

7 REFUSED  
8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

Q:INFO4

T:

(When you called) did you need information about  
DMV locations and hours of operation?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

Q:HOLD1

T:

During your (most recent) call, did you spend any time on hold?

1 YES

2 NO-->SKIPTO TRANSFER

7 REFUSED-->SKIPTO TRANSFER

8 DON'T KNOW-->SKIPTO TRANSFER

9 NO ANSWER-->SKIPTO TRANSFER

I:

Key 1,2,7-9

If (ans > 1) skipto TRANSFER

Q:HOLD2

T:

In your opinion, was the amount of time you spent on hold  
too long, just about right, or short?

1 TOO LONG

2 JUST ABOUT RIGHT

3 SHORT

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-3,7-9

Q:TRANSFER

T:

(During your (most recent) call,) was your call transferred?

PROBE: Was your call sent to someone else who could help you better?

1 YES  
2 NO-->SKIPTO BACK1

7 REFUSED-->SKIPTO BACK1  
8 DON'T KNOW-->SKIPTO BACK1  
9 NO ANSWER-->SKIPTO BACK1

I:  
Key 1,2,7-9  
If (ans > 1) skipto BACK1

Q:TRANPRO1

T:  
Were there any problems with the call transfer?

1 YES  
2 NO --> SKIP TO BACK1

7 REFUSED --> SKIP TO BACK1  
8 DON'T KNOW --> SKIP TO BACK1  
9 NO ANSWER --> SKIP TO BACK1

I:  
Key 1,2,7-9  
If (ans > 1) skipto BACK1

Q:TRANPRO2

T:  
What kind of problem did you have?

OPEN-ENDED

PLEASE TYPE R'S EXACT RESPONSE

I:  
Opn 10 5 22 60

Q:BACK1

T:  
(As a result of your (most recent) call), did the DMV need to call you back?

1 YES  
2 NO-->SKIPTO AGENT3  
3 YES, BUT DID NOT CALL BACK -->SKIPTO AGENT3

7 REFUSED -->SKIPTO AGENT3  
8 DON'T KNOW -->SKIPTO AGENT3  
9 NO ANSWER -->SKIPTO AGENT3

I:  
Key 1-3,7-9  
If (ans > 1) skipto AGENT3

Q:BACK2

T:

Have you received a callback from the DMV?

PROBE: The DMV tries to process all callbacks within two to three working days.

1 YES  
2 NO, NOT YET  
3 NO CALLBACK AFTER 2-3 DAY PERIOD.

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-3,7-9

Q:AGENT3

T:  
(During your (most recent) call to the DMV,) how good a job did the telephone agent do understanding the reasons you called - a very good job, somewhat good job, or not a good job?

1 VERY GOOD JOB --> SKIPTO KNOW  
2 SOMEWHAT GOOD JOB --> SKIPTO KNOW  
3 NOT A GOOD JOB

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-3,7-9  
If (ans < 3) skipto KNOW  
If (ans > 3) skipto KNOW

Q:AGENT3A

T:  
What did the telephone agent not understand?

OPEN-ENDED

PLEASE TYPE R'S EXACT RESPONSE

I:  
Opn 10 5 22 60

Q:KNOW

T:  
How well-informed was the telephone agent about DMV policies, rules, and laws --very informed, somewhat informed, not very informed, or not at all informed?

1 VERY INFORMED  
2 SOMEWHAT INFORMED  
3 NOT VERY INFORMED  
4 NOT AT ALL INFORMED

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-4,7-9

Q:AGENT2

T:

How confident was the telephone agent in handling your needs  
-- very confident, somewhat confident, not very confident,  
or not at all confident?

1 VERY CONFIDENT

2 SOMEWHAT CONFIDENT

3 NOT VERY CONFIDENT

4 NOT AT ALL CONFIDENT

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-4,7-9

Q:AGENT5

T:

How respectful was the telephone agent to you -- very respectful,  
somewhat respectful, not very respectful, or not at all respectful?

1 VERY RESPECTFUL

2 SOMEWHAT RESPECTFUL

3 NOT VERY RESPECTFUL

4 NOT AT ALL RESPECTFUL

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-4,7-9

Q:AGENT8

T:

How clear was the telephone agent's voice? (Was it) very clear,  
somewhat clear, not very clear, or not at all clear?

1 VERY CLEAR

2 SOMEWHAT CLEAR

3 NOT VERY CLEAR

4 NOT AT ALL CLEAR

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-4,7-9

Q:AGENT9

T:

How clear was the meaning of the telephone agent's answers?

(Were they) very clear, somewhat clear, not very clear, or not at all clear?

1 VERY CLEAR

2 SOMEWHAT CLEAR

3 NOT VERY CLEAR

4 NOT AT ALL CLEAR

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-4,7-9

Q:AGENT10

T:

How pleasant and professional was the telephone agent?

(Was she/he) very pleasant and professional, somewhat, not very, or not at all pleasant and professional?

1 VERY PLEASANT AND PROFESSIONAL

2 SOMEWHAT PLEASANT AND PROFESSIONAL

3 NOT VERY PLEASANT AND PROFESSIONAL

4 NOT AT ALL PLEASANT AND PROFESSIONAL

5 (IF VOLUNTEERED) PLEASANT, BUT NOT PROFESSIONAL

6 (IF VOLUNTEERED) PROFESSIONAL, BUT NOT PLEASANT

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-9

Q:OVERALL

T:

Overall, would you say the DMV's telephone service was excellent, good, fair, or poor?

1 EXCELLENT

2 GOOD

3 FAIR

4 POOR

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-4,7-9



Q:OPIN

T:

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 STAY THE SAME

3 DECREASE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-3,7-9

Q:RECOM

T:

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

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

Q:CHANMUS

T:

Now I need your opinion about some changes the DMV may make to their call services.

When you are on hold, would you prefer to listen to music, DMV information, or nothing at all?

1 MUSIC

2 DMV INFORMATION

3 NOTHING

4 (IF VOLUNTEERED) IT DEPENDS ON THE MUSIC

5 (IF VOLUNTEERED) SOMETHING ELSE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-5,7-9

Q:CHANAUTO

T:

The DMV might add an automated call operator system in which a voice tells you to press one of four buttons to help route your call to the most qualified person.

How do you like such telephone systems?

(Do you like them) a lot, some, a little, or not at all?

- 1 A LOT
- 2 SOME
- 3 A LITTLE
- 4 NOT AT ALL
- 5 (IF VOLUNTEERED) IT DEPENDS

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-5,7-9

Q:CHANTIME

T:

When you call the DMV, you hear an announcement and wait for a telephone agent to answer. The DMV tries to keep callers on hold for less than 45 seconds.

Do you think that 45 seconds is too long, too short, or just about right?

PROBE: Currently, the average time a caller is on hold is 30 seconds.

- 1 TOO LONG
- 2 TOO SHORT
- 3 JUST ABOUT RIGHT

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3,7-9

Q:COUNTY

T:

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

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 OREGON

97 REFUSED

98 DON'T KNOW  
99 NO ANSWER  
I:  
Num 1 99 2 0 20 10  
If (ans > 36)  
If (ans < 96) REASK  
ENDIF

Q:SEX  
T:  
(I know this may sound silly, but(I am required to ask)) are you male or female?

1 MALE  
2 FEMALE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER  
I:  
Key 1,2,7-9

Q:AGE  
T:  
In what year were you born?

PROBE: 19\_\_\_\_?

ENTER LAST TWO DIGITS OF BIRTH YEAR.

00-->1900 OR EARLIER

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER  
I:  
Num 0 99 2 0 20 10  
If (ans > 85)  
If (ans < 97) REASK  
ENDIF

Q:RACE  
T:  
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

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:  
Num 1 99 2 0 20 10  
If (ans > 7)  
If (ans < 97) REASK  
ENDIF

Q:MORE

T:  
We are now at the end of the survey. Is there anything  
you would like to add about the DMV's telephone call-in services?

OPEN-END

PLEASE TYPE R'S EXACT RESPONSE

I:  
Opn 10 5 22 60

Q:END

T:  
Thank you. On behalf of the Oregon Department of Motor Vehicles,  
I would like to thank you for your time.

-->PRESS '1' TO CONTINUE

I:  
Key 1

Q:INTID

T:  
EXCELLENT JOB, INTERVIEWER. YOU ARE A SPECIAL PERSON AND A VALUABLE  
ADDITION TO THE OSRL TEAM!!! YOU DESERVE A TASTY TREAT!!!

PLEASE ENTER YOUR INTERVIEWER ID NUMBER AND CELEBRATE YOUR SUCCESS!!!

I:  
NUM 0 999 20 0 20 10  
If (ans > 650) REASK

Q:INTOBS

T:  
INTERVIEWER: GOOD WORK!

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

I:  
Opn 10 5 22 60  
CPL  
DISPOS = 26  
ENDQUEST

Q:NOQAL

T:  
I'm sorry to have bothered you. We can only interview people

who have used the Oregon DMV help line in March. Goodbye.

-->PRESS '1' TO DISQUALIFY

I:

Key 1

DISPOS = 22

ENDQUEST