

# DMV Survey: Call-In Services Customer Satisfaction Survey

## Sample and Response Rates Report

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Total Sample	745	Eligible	507
Total Used	733	Ineligible	112
Total Unused	12	Unknown	114
		Refused	10

<i>Code</i>	<i>Description</i>	<i>All Calls</i>	<i>Last Only</i>	<i>Code</i>	<i>Description</i>	<i>All Calls</i>	<i>Last Only</i>
1	No answer	283	29	16	Left Message for R	0	0
2	Busy	144	3	17	R too ill now	2	1
3	Answering machine	792	71	18	R too ill ever	0	0
4	Wrong number	41	41	19	R deceased	0	0
5	Disconnected #	37	37	20	Unable to interview ever	7	7
6	Non-working #	13	13	21	R gone survey dates	7	7
7	Non-residential #	2	2	22	Ineligible	4	4
8	Duplicate #	1	1				
9	Fax/Modem	5	5				
10	Language barrier	9	9	25	Partial interview/CB	13	0
11	Not home/CB	307	60	26	Completed interview	404	404
12	Too busy/CB	131	25	27	Phone slam	10	4
13	New #/CB	9	0	28	Initial refusal	11	10
14	R hard to reach/CB	0	0	29	Final refusal	0	0

<b>Call Efficiency</b>		<b>Response Rates</b>	
Total Calls	2232	Total Sample	733
CASRO Response Rate /Total Attempts Complete/Total Attempts	20.70% 18.10%	CASRO Type Response Rate Completed/Attempted Sample	67.29% 55.12%
CASRO Refusal Rate /Total Attempts Refused/Total Attempts	0.56% 0.49%	CASRO Type Refusal Rate Refused/Attempted Sample	1.67% 1.36%
<b>Sample Coverage Rate</b>	78.42%	Response Rate/All Eligible Refusal Rate/All Eligible	66.21% 1.64%