



Department of Motor Vehicles

Public Information Survey

May 15-31, 2013

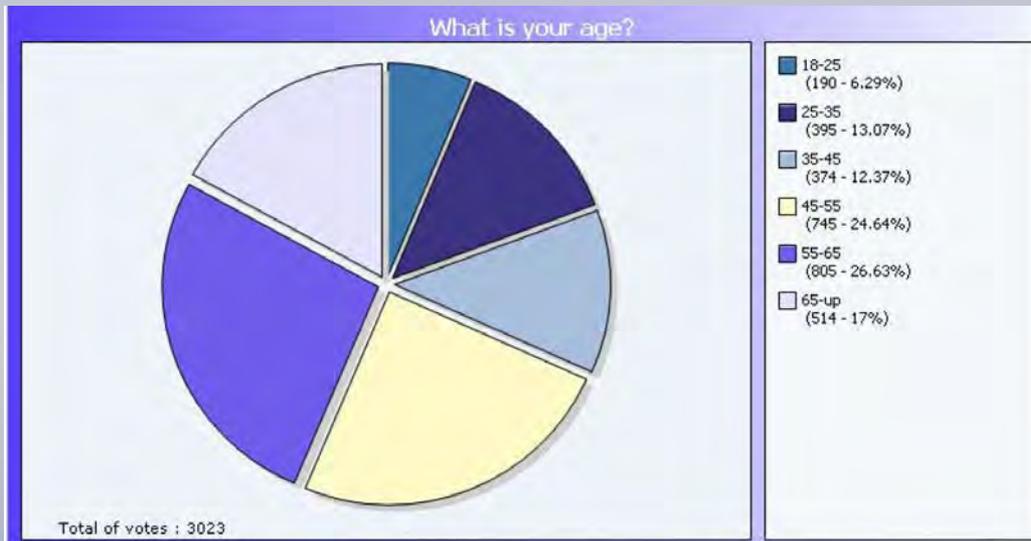
3000 plus responses



Survey Questions

- Please provide your age, gender and zip code.
- Was your experience with Customer Service better than you expected, worse, or about what you expected?
- How knowledgeable were the Customer Service reps?
- How convenient is it for you to visit a DMV office?
- Overall, how satisfied are you with employees at DMV?
- How often do you use DMV's website?
- How often do you use DMV's kiosks?
- What has been your average wait time?
- Would it be helpful to assemble all your records in one place online?
- How helpful would it be to send a text and be placed in a virtual line and then receive a text telling you when it will be your turn?

Age



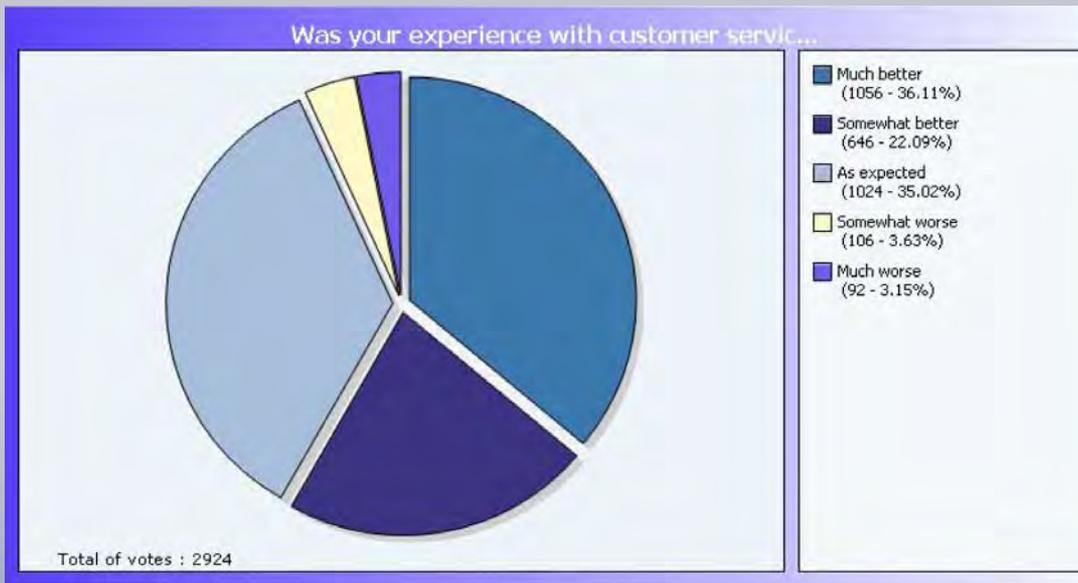
- The 45-65 age group provided more than 50% of the responses

Gender



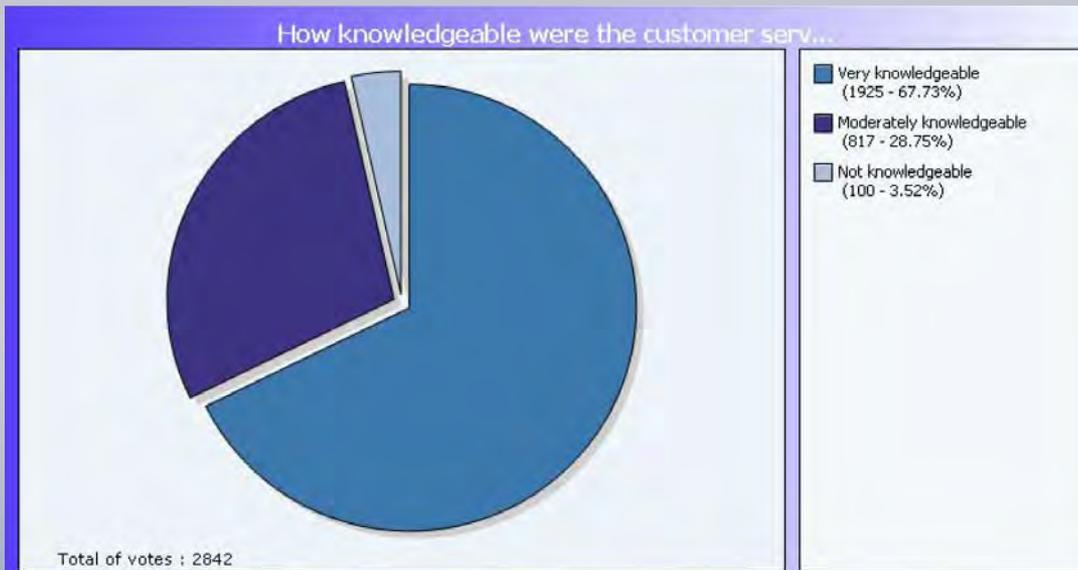
- Men represented 51% of the respondents

Experience at DMV



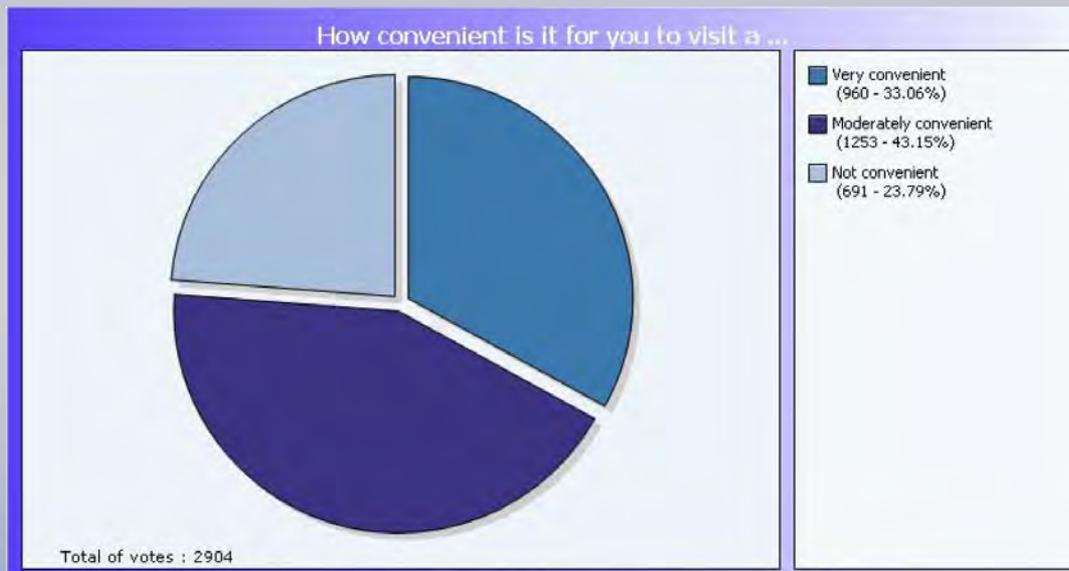
- 58% said experience was much or somewhat better than expected. 35% as expected. That's 93% positive or neutral.

How knowledgeable



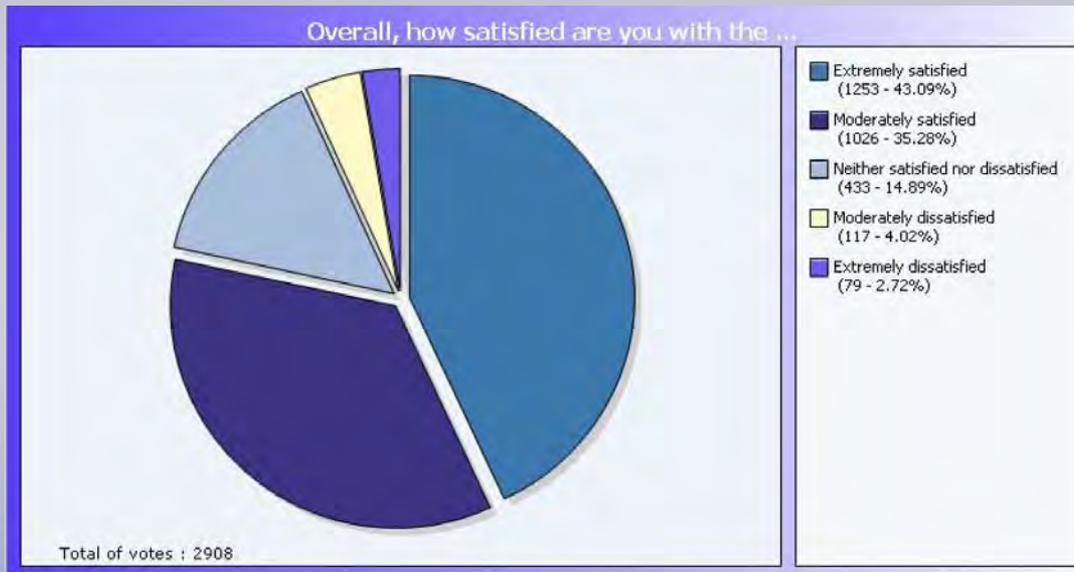
- 67% said our techs were very knowledgeable and 28% moderately knowledgeable. That's a 95% positive rating

How convenient



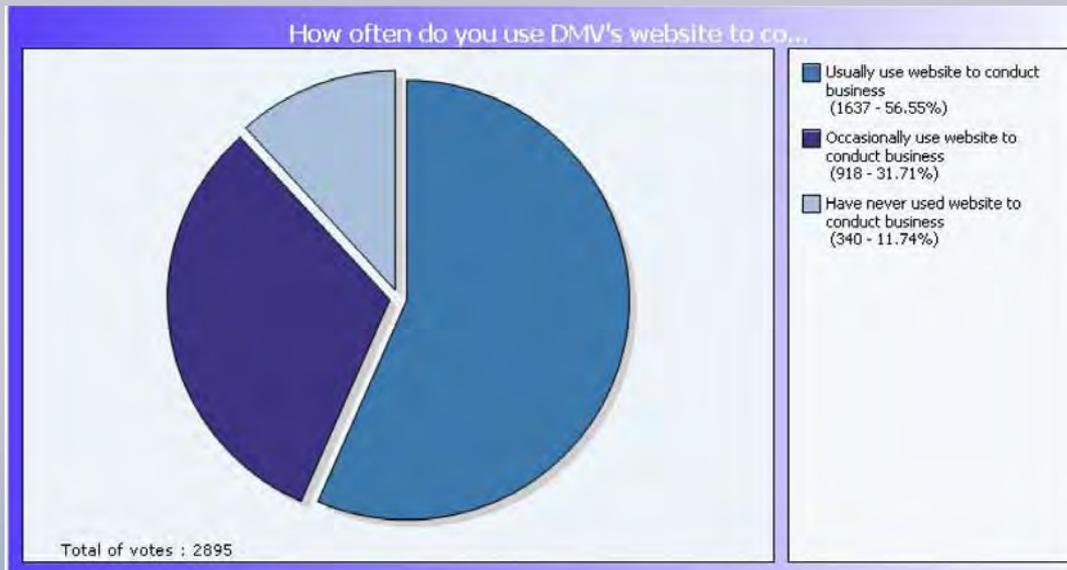
- 33% said visiting offices was very convenient and 43% moderately convenient. That's a 76% positive rating.

How satisfied



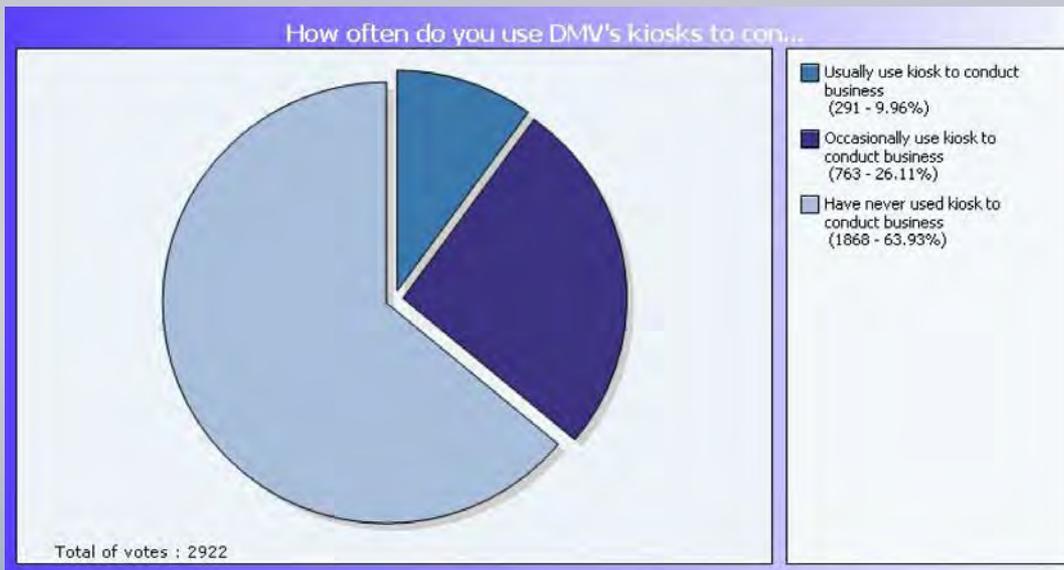
- 78% said they were either extremely or moderately satisfied with employees. 14% were neutral. Only 6.7% negatives.

DMV website



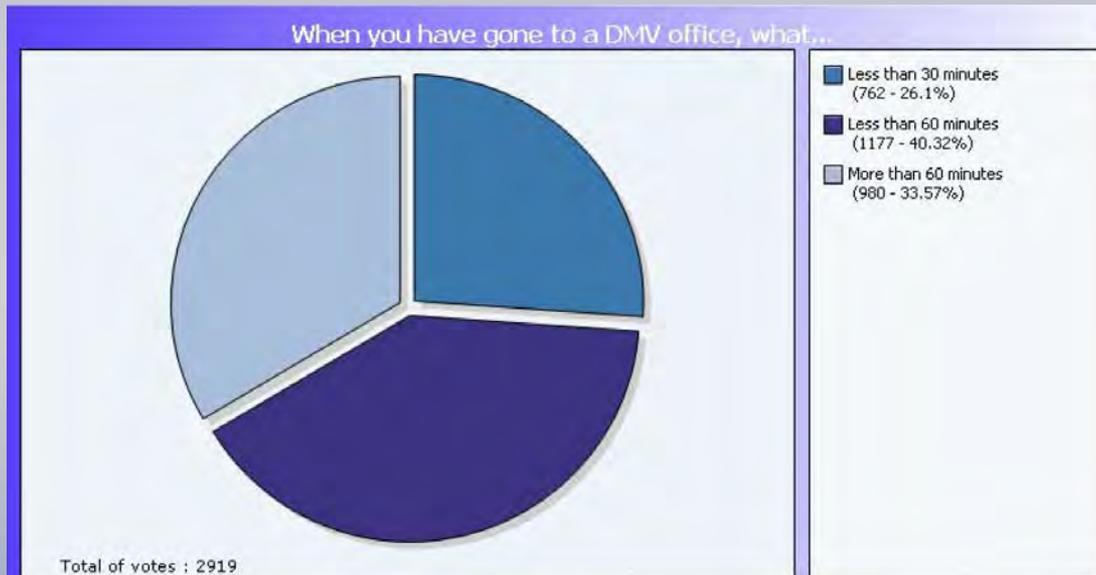
- **56% said they usually use website and 31% said they occasionally use website.**
(Factor in this is a web survey result)

Kiosks



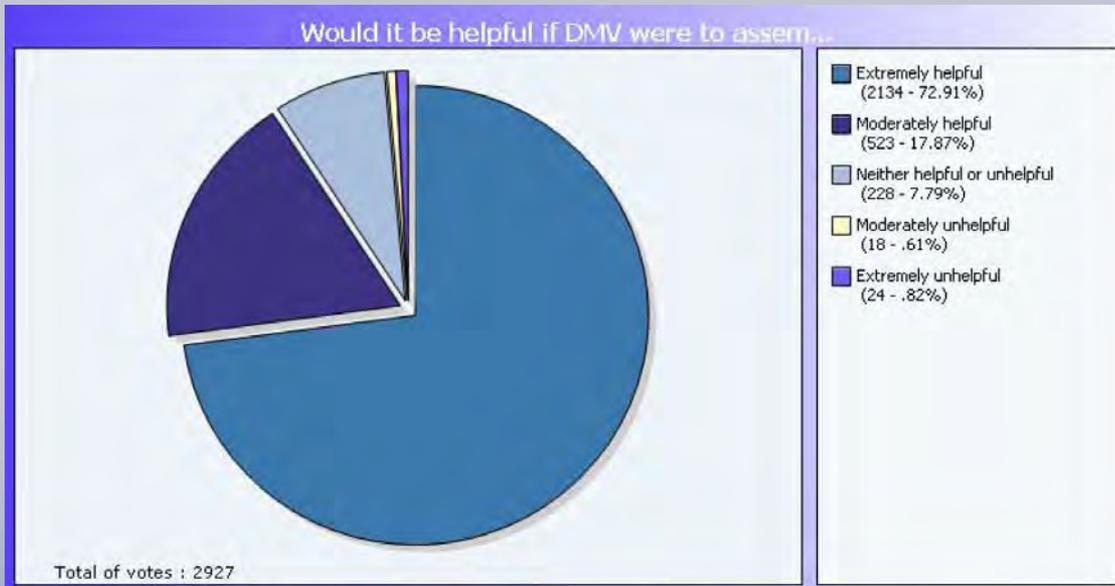
- **63% said they have never used a kiosk.**
(Factor in this is a web survey result)

Wait times



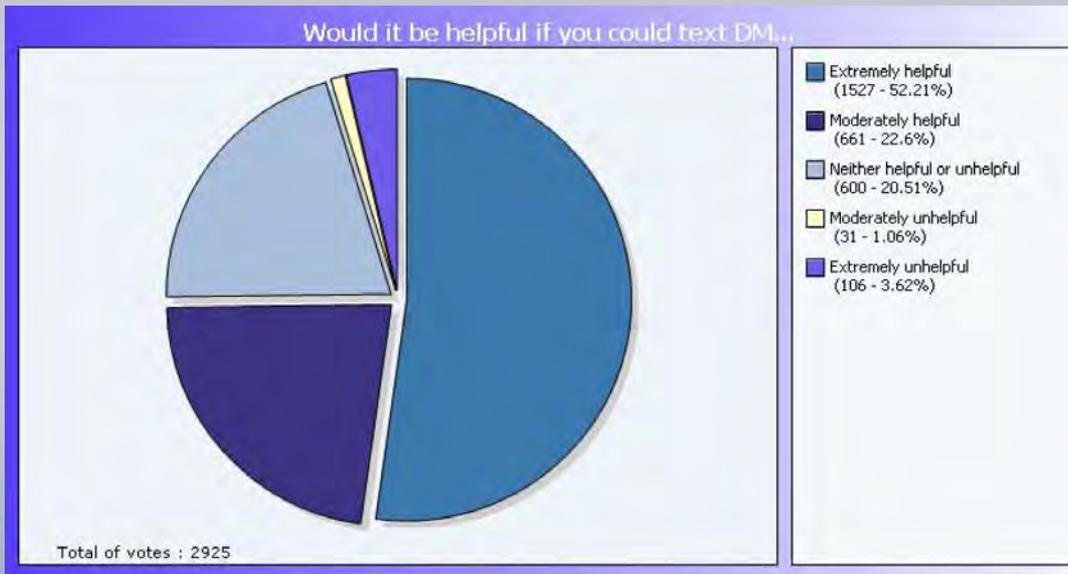
- 40% reported wait times of less than 60 minutes and 26% reported wait times less than 30 minutes.

MyDMV



- 72.9% found the concept of the MyDMV portal extremely helpful and another 17.8% found it moderately helpful.

Queuing System



- 74.8% found the concept of the texting feature on a new queuing system to be either extremely or moderately helpful.