

**CUSTOMER SATISFACTION  
WITH MOTOR VEHICLE AGENCY OFFICES  
IN NEW JERSEY**

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**For the  
New Jersey Motor Vehicle Commission**

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## EXECUTIVE SUMMARY

In the summer of 2003 the Eagleton Institute's Center for Public Interest Polling conducted two telephone surveys on behalf of the New Jersey Motor Vehicle Commission (MVC). The surveys focused on recent customers' evaluations of the performance of the state's motor vehicle agencies.

Recent individual and business customers were asked to express their level of satisfaction with their last visit to a DMV office on scale of 0 (very dissatisfied) to 10 (very satisfied). The average ratings were 6.9 among recent individual customers and 7.5 among business customers. Seventy-two percent of recent individual customers rated their experience above 5, as did 78 percent of business customers. Eighteen percent of individual customers and 14 percent of business customers rated their visit below 5.

Business customers are more satisfied than individual customers with DMV offices mainly because many offices permit business customers to drop off transactions in bulk and to return later to pick up the completed work, rather than waiting at the office for their transactions to be completed.

Individual and business customers for the most part were influenced by similar factors when evaluating their experience at a DMV office.

### Most influential factors

- Evaluations of the staff
- The length of time spent waiting in line
- The number of times waiting in line was required
- Completing transactions in a single visit to the office
- Evaluations of the facility in which the office was located

Once the influence of these factors has been taken into account, customer satisfaction is much less influenced by such considerations as the customer's evaluation of the office's location and hours of operation, and the time of day the customer visited.

Seventy percent of individual customers had to wait in more than one line at the DMV office they visited. Thirty-one percent of individual customers reported spending more than a half-hour in line, and 54 percent waited longer than they thought was reasonable.

One in seven individual customers reported being unable to complete their DMV business in only one visit. Half of those individual customers unable to complete their business in one visit cited as the reason that the transaction required documents that the customer did not have in hand when visiting the office.

Only 20 percent of individual customers rated the facility they visited "very clean," and just 11 percent called the office they visited "very comfortable."

Customers who visited an agency in southern New Jersey were more satisfied with the experience than were customers who visited an agency elsewhere in the state. Latino and African-American survey respondents rated the performance of the agency they visited higher than whites and people of other races. Older customers tended to be more satisfied than younger, poorer more satisfied than wealthier.

Individual customers who last visited a DMV office relatively recently expressed greater satisfaction with their visit overall and with the factors that influence customer satisfaction.

## INTRODUCTION

In the spring of 2003 the Eagleton Institute's Center for Public Interest Polling contracted with the New Jersey Motor Vehicle Commission (MVC) to study customer satisfaction with motor vehicle services provided by the state. The goals and scope of the project evolved in meetings throughout the spring. Those discussions were informed by a review of previous studies of customer satisfaction conducted in other states, particularly Florida, Massachusetts, New York, Pennsylvania, Virginia, and Wisconsin. A variety of objectives and approaches were considered. In the end it was decided to focus squarely on customers' evaluations of the performance of the state's motor vehicle agencies.

MVC provides service to its customers at forty-five agencies located around the state. Those agencies issue and renew vehicle registrations, driver licenses, learner permits and vehicle titles. With over 45,000 transactions at these agencies daily, customer service is a critical component of MVC's operation. Prior to this project, no mechanism existed for assessing customer satisfaction or providing customer feedback with regard to the services the agencies provide.

At the heart of the project undertaken by Eagleton are two telephone surveys of MVC customers. The first survey consisted of interviews conducted with a random-digit dial (RDD) sample of New Jersey residents 18 and older. A total of 1209 interviews were completed with New Jersey adults between June 5 and June 19, 2003. As a percentage of all dialed numbers that were determined to be working residential lines, the response rate was 33 percent.

All surveys are subject to sampling error, the difference due to chance between the statistics calculated from interviews with a scientifically drawn sample of a population and the statistics that would be calculated from interviews with everyone in the population. For a sample of 1209, the conventional estimate of sampling error—sometimes called the “margin of error”—is 2.9 percentage points. This means that, if sampling were the only source of error, a percentage calculated from a sample of 1209 is very likely (95 times out of 100) to be within 2.9 points of the percentage in the population as a whole. Estimates of sampling error do not take into account other sources of potential error in surveys—resulting from non-response, question wording, or context effects, for example—that cannot be estimated precisely.

Only a few initial questions and a battery of demographic questions were asked of the entire sample of New Jersey adults. The balance of the questionnaire was administered only to those who had visited an MVC agency in the previous eighteen months. A total of 697 individuals—58 percent of the total sample—were classified in this way as “recent customers” and were asked the subsequent questions about their experience at a MVC office. The sampling error associated with a sample of this size is 3.8 percentage points. The sample was not designed to permit estimates of satisfaction with any particular agency. Only one agency—the regional service center in Wayne—had been visited by more than 30 of the recent customers in the survey; the median number of customers sampled per agency is 9.

The second survey involved interviews with a sample drawn from a list, provided by MVC, of four types of businesses that engage in large volumes of motor vehicle transactions: new car dealers, used car dealers, bus companies, and driving schools. The four categories did not appear in equal numbers on the list, of course; 60 percent of the businesses were used car dealers, for example, and only 4 percent were driving schools. In order to provide sufficient numbers for separate analysis of each of the four categories, however, at least 100 of each of the four were included in the sample. Most of the analysis in this report combines the four groups, and for those

analyses each business has been weighted so that the distribution of the types in the sample matches the distribution on the original list.

Contact was sought with the person primarily responsible for visiting an agency on behalf of each business. The business representatives interviewed for the study were assumed to have been in a MVC office recently and therefore were not screened as the individuals were. In fact, the business representatives reported visiting a MVC office for their business an average of 26 times in a typical year. Interviews were conducted with representatives of 502 businesses between July 17 and August 5, 2003. The sampling error associated with a sample of this size is 4.5 percentage points.

Interviews with recent customers and business customers averaged approximately ten minutes. The two questionnaires were very similar, leading the respondent through sequences of questions about experiences during his or her last visit to an agency. Each interview included questions about customer satisfaction and confidence, the circumstances of the customer’s last visit to a DMV agency, features of the facility he or she visited, the accessibility of information at the agency, agency personnel, and waiting times and conditions at the office.<sup>1</sup> The complete questionnaires administered to individuals and to business customers are included as appendices to this report.

**PERCEPTIONS OF PERFORMANCE STATEWIDE**

Two substantive questions were asked of all the New Jersey adults contacted as part of the survey of individuals. These same questions were put to all business customers. The first asked for a general evaluation of “the job the DMV is doing in providing services to its customers,” expressed on “a scale of 0 to 10, where 10 means you are very satisfied and 0 means you are very dissatisfied.” On average, the New Jersey public rated the performance of the DMV at 6.4. Sixty-two percent rated performance above 5, 17 percent at 10. Eleven percent rated performance at 5 and 21 percent below 5. Businesses rated performance higher, at 6.9 on average. Sixty-five percent of business customers rated the performance of DMV above 5, and just 16 percent gave a rating below 5.

<i>How satisfied are you with the job the DMV is doing in providing services to its customers?</i>		
	Individuals	Business customers
10 Very satisfied	17%	25%
9	8	8
8	17	16
7	13	11
6	7	5
5	11	17
4	5	4
3	3	3
2	4	3
1	2	1
0 Very dissatisfied	7	5
Don't know/Refused	6	2
Total	100%	100%
Number of cases	1209	502
Average	6.4	6.9

<sup>1</sup> Although the acronym for the state agency responsible for motor vehicle services is now MVC, it was decided to use the acronym likely to be more familiar to most New Jersey residents, DMV.

To address the issue of the integrity of motor vehicle documents in use in the state, the survey asked the statewide sample “How confident are you that the drivers’ licenses and vehicle titles and registrations people use in New Jersey have been issued by the DMV according to the state’s rules and regulations?” Responses were elicited on a scale of 0 to 10, “where 10 means you are very confident and 0 means you are not at all confident.” A great majority of New Jerseyans expressed confidence that the documents used in the state are genuine. The average response given by individuals was 7.0 and the average given by business representatives was 7.8. Sixty-three percent of individuals rated their confidence at 6 or greater, as did 74 percent of business representatives.

<i>How confident are you that the drivers’ licenses and vehicle titles and registrations people use in New Jersey have been issued by the DMV according to the state’s rules and regulations?</i>			
	Individuals	Business customers	
10 Very confident	21%	29%	
9	8	14	
8	18	18	
7	10	9	
6	6	4	
5	14	11	
4	4	2	
3	4	2	
2	2	0	
1	1	1	
0 Not at all confident	3	2	
Don't know/Refused	11	8	
Total	100%	100%	
Number of cases	1209	502	
Average	7.0	7.8	

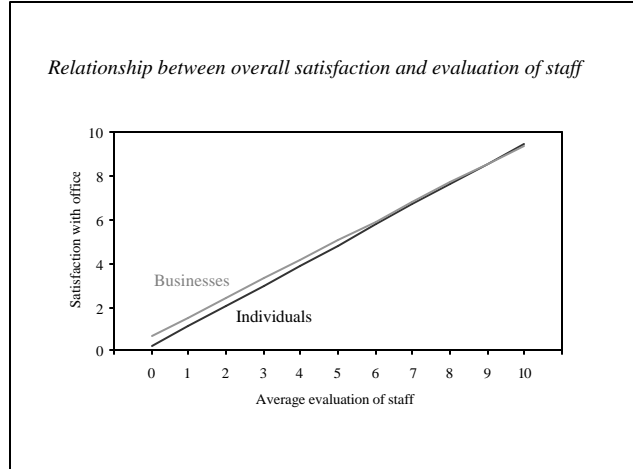
### OVERALL SATISFACTION WITH AGENCIES

Recent individual customers and business representatives were asked “Overall, how satisfied were you with your last visit to a DMV office?” Answers again were expressed on scale of 0 to 10, “where 10 means you were very satisfied and 0 means you were very dissatisfied.” The average ratings were 6.9 among recent individual customers and 7.5 among business customers. Seventy-two percent of recent individual customers rated their experience above 5, as did 78 percent of business customers. Eighteen percent of individual customers and 14 percent of business customers rated their visit below 5.

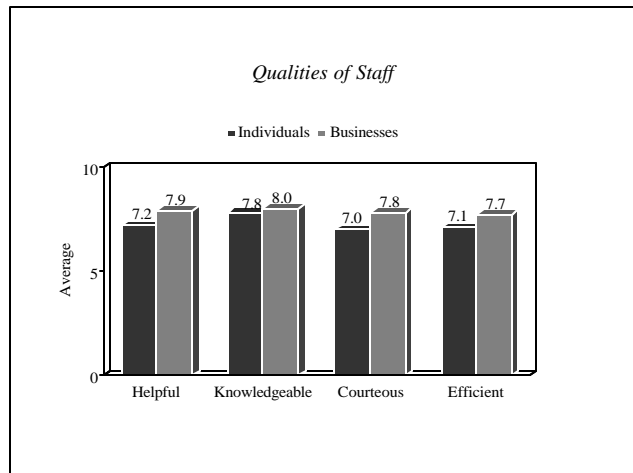
<i>Overall, how satisfied were you with your last visit to a DMV office?</i>			
	Recent individual customers	Business customers	
10 Very satisfied	25%	37%	
9	9	9	
8	18	19	
7	13	8	
6	7	5	
5	10	7	
4	5	2	
3	3	2	
2	2	3	
1	2	2	
0 Very dissatisfied	6	5	
Total	100%	100%	
Number of cases	697	502	
Average	6.9	7.5	

## EVALUATIONS OF STAFF

A customer's evaluation of the staff influences his or her satisfaction with a DMV office more than any other factor. The survey asked individual and business customers to indicate on 0 to 10 scales how helpful, knowledgeable, courteous, and efficient the people were at the DMV office the customer had last visited. Customers' ratings of the staff tended to be very similar across the four scales: those who rated the staff positively in one area generally rated the staff positively in the others as well. And those who rated the staff positively expressed much more overall satisfaction with the office they had visited than those who rated the staff negatively. Customers whose evaluation of the staff was near 0, on average, placed their overall satisfaction with the office near 0, while those whose evaluation of the staff was near 10 placed their overall satisfaction near 10 as well. This was as true of business customers as of recent individual customers.

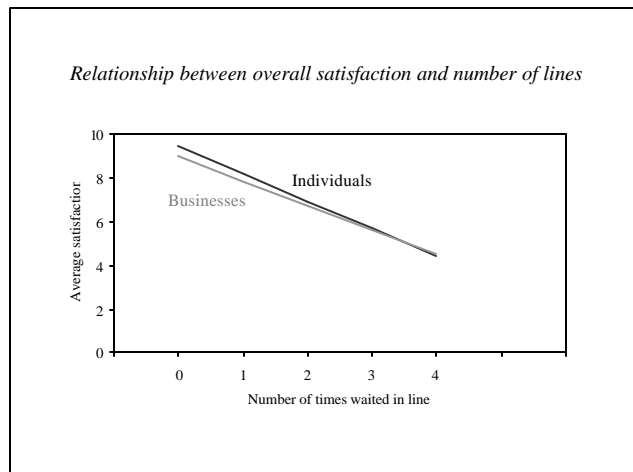


In all four areas about which the survey asked, customers rated DMV office staff between 7 and 8, on average. In general, business customers rated office staff higher than did recent individual customers. Customers of both sorts rated the staff higher on "knowledgeable" than on the other qualities.



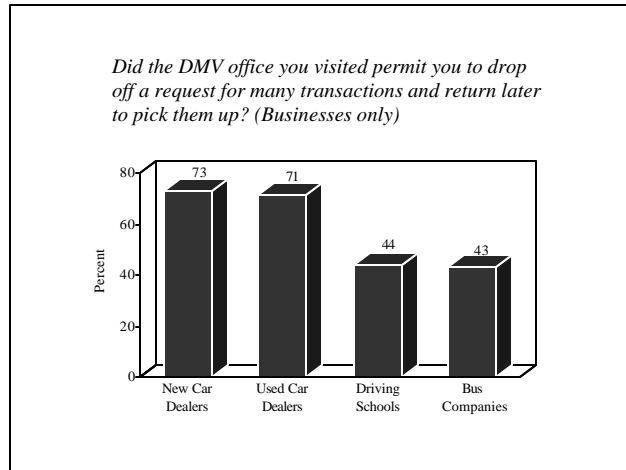
## TIME

Both the number of lines in which a customer waits and the length of time in which a customer waits in line heavily influence the customer's overall level of satisfaction with the office.<sup>2</sup> The influence of the number of lines again is similar among individual and business customers. The difference in overall satisfaction between those who waited in one line and those who waited in four is about 3.5 on the 0 to 10 scale.

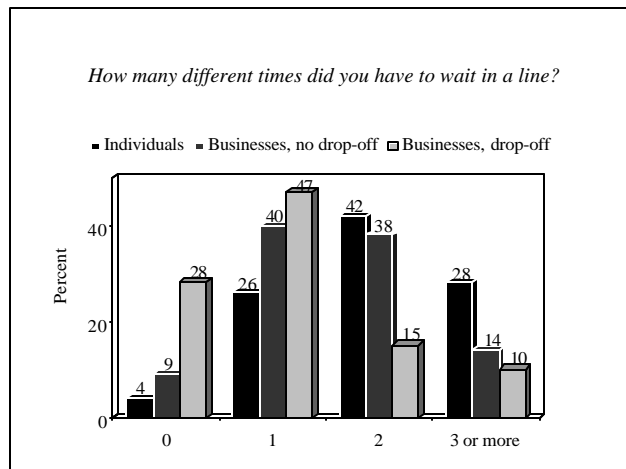


<sup>2</sup> Multivariate analysis confirms that these two factors make independent contributions to satisfaction.

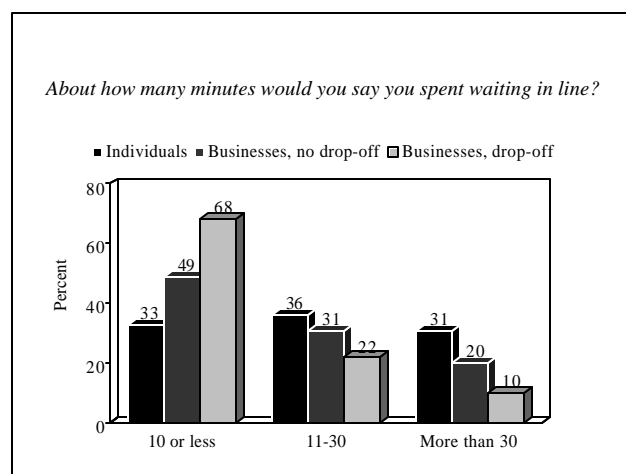
Many agency offices offer special services to business customers that transact motor-vehicles business frequently. Many business customers reported being permitted to drop off transactions in bulk and to return later to pick up the completed work. New car dealers (73 percent) and used car dealers (71 percent) were much more likely than driving schools (44 percent) and bus companies (43 percent) to receive such services.



As a result of being offered such services, business customers wait in fewer lines than individual customers do. Twenty-eight percent of business customers who were permitted to drop transactions off reported waiting in no lines at all, compared to 9 percent of other business customers and 4 percent of individual customers. Individual customers waited in more lines than both types of business customers: 28 percent of individual customers waited in three lines or more, compared to just 10 percent of business customers offered drop-off service and 14 percent of other business customers. An important reason that business customers were more satisfied than individual customers with their last visit to a DMV office is that business customers wait in fewer lines than individuals.



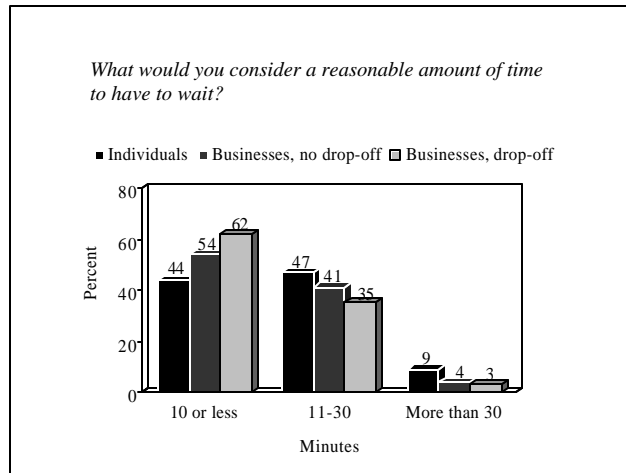
It follows, of course, that business customers spent less time waiting in line than individual customers. The median time in line among individual customers was 18 minutes, compared to 5 minutes among businesses offered drop-off service and 14 minutes among other businesses. Thirty-one percent of individual customers reported spending more than a half-hour in line, while just 10 percent of the representatives of businesses offered drop-off service and 20 percent of the representatives of other businesses spent that much time in line.



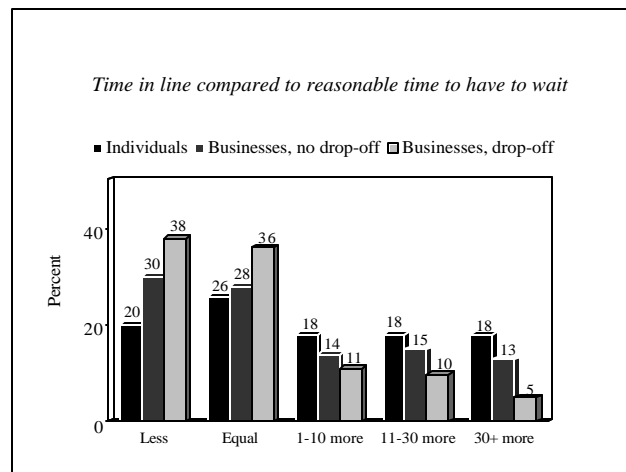
After asking about the length of time spent waiting in line, the interview included a question about what the respondent would consider a reasonable amount of time to have to wait. The question did not specify explicitly whether the waiting time at issue was the time spent waiting in line

or the total amount of time spent waiting—including, for example, the time spent waiting for the staff to complete the transaction—this question followed immediately the question about waiting in line. It seems reasonable to assume that respondents took the question to refer to time spent waiting in line.

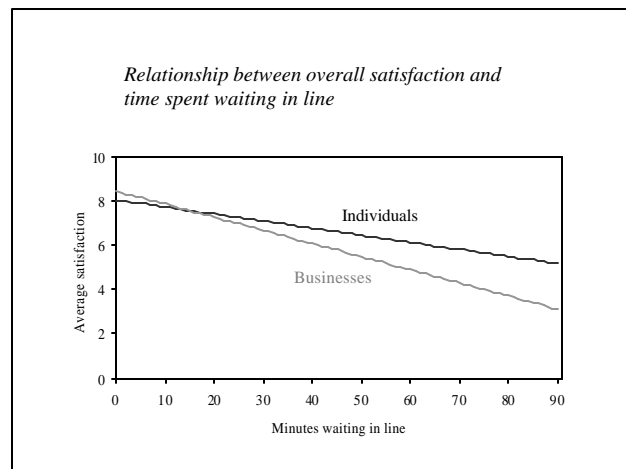
Individual customers indicated a willingness to tolerate longer wait-times than business customers; and business customers offered drop-off service are willing to tolerate shorter wait-times than business customers not offered such service. Forty-seven percent of individual customers consider a wait of between 11 and 30 minutes reasonable, compared to 35 percent of business customers able to drop off transactions and 41 percent not able to drop off transactions. Sixty-two percent of drop-off business customers believe a reasonable wait-time is 10 minutes or less, compared to 54 percent of other business customers and 44 percent of individual customers.



Although they are more demanding than individual customers, because business customers spend less time than individual customers waiting in line, they are less likely than individual customers to spend more time in line than they regard as reasonable. Business customers offered drop-off service in particular stand out. Thirty-eight percent of business customers offered drop-off service spent less time in line than the amount they regard as reasonable, and another 36 percent waited in line for just the amount they regard as reasonable. Just 20 percent of individual customers waited less than the amount of time they regard as reasonable, and 26 percent waited just as long as they think reasonable. Fifty-four percent of individual customers waited in line longer than they thought reasonable, compared to 26 percent of drop-off business customers and 42 percent of other business customers.

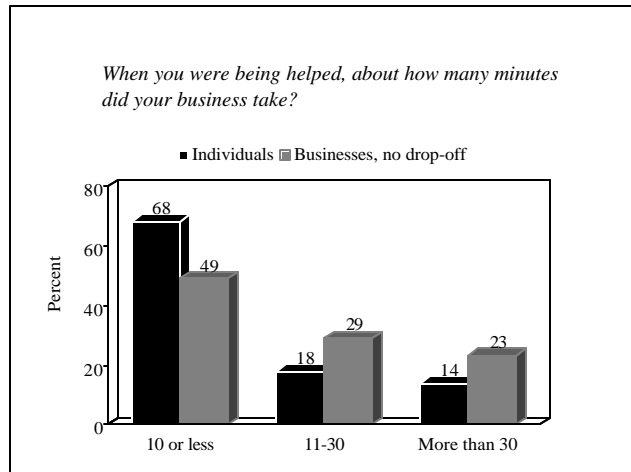


Customers who spend more time waiting in line are less satisfied with their visit to a DMV office. The difference between individual and business customers is con-

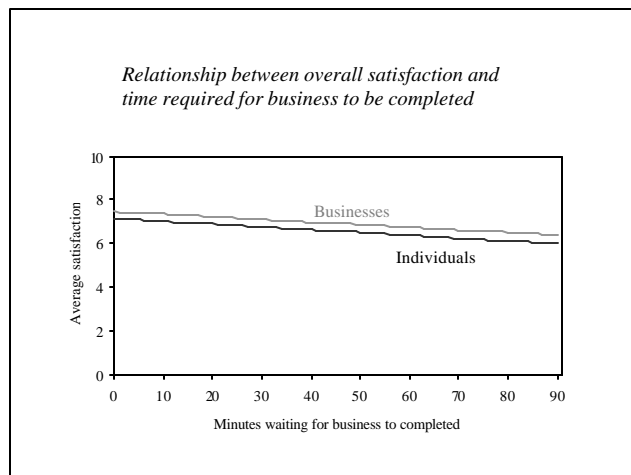


sistent with the difference in the amount of time in line the groups regard as reasonable: satisfaction among individual customers is less sensitive than satisfaction among business customers to the amount of time spent waiting in line. The difference in satisfaction between an individual who waited 10 minutes and an individual who waited 60 minutes is roughly 1.6 on the scale; the parallel difference among business customers is 3.0. (Satisfaction among business customers was influenced to an almost equal degree irrespective of whether the customer was offered drop-off service.)

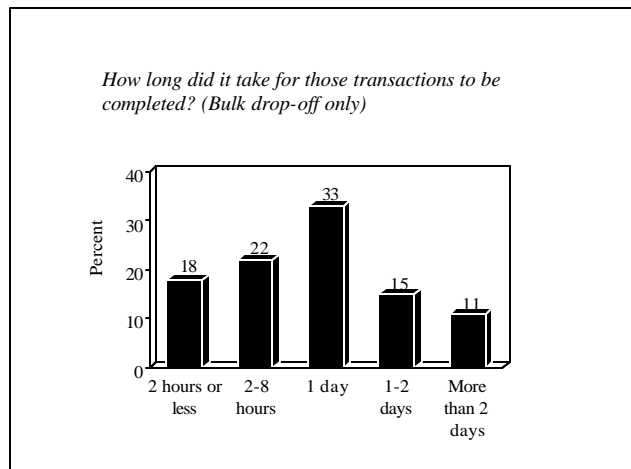
Once they had been helped, two-thirds of individual customers had their transaction completed in 10 minutes or less. The transactions of business customers not able to drop work off required somewhat more time. Twenty three percent required more than 30 minutes, compared to just 14 percent of individual customers.



Customer satisfaction was influenced less by the amount of time a transaction required than by the amount of time the customer spent waiting in line. The difference in overall satisfaction between an individual customer whose business required 10 minutes and one whose business required 60 minutes is only .65 on the satisfaction scale. The difference among business customers is about the same.

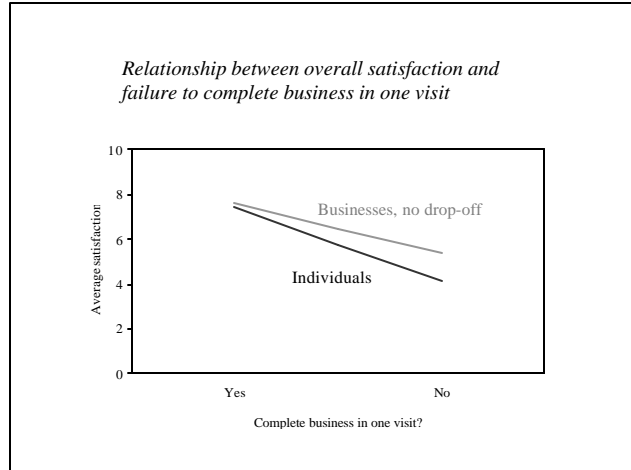


Business customers who were permitted to drop off multiple transactions generally were able to pick up the completed work within one day. Fifteen percent of those transactions required a second day's wait, and 11 percent required more than two days. The overall level of satisfaction expressed by such customers was not significantly influenced by the amount of time required to complete their transactions.

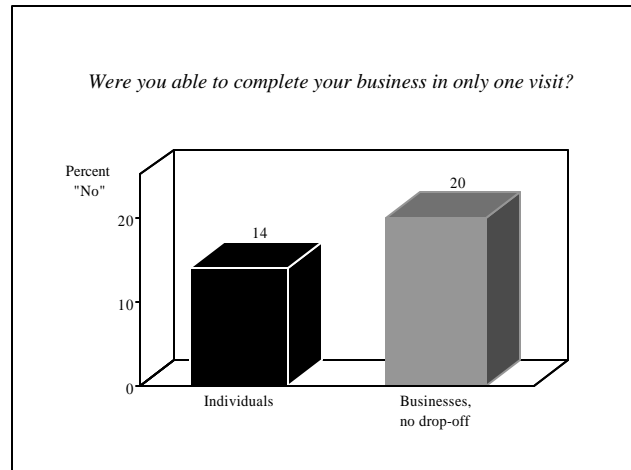


## COMPLETION OF TRANSACTION IN ONE VISIT

Customers who are unable to complete their business during a single visit to a DMV agency express much less satisfaction with their overall experience than customers who are able to do so. Individual customers are especially influenced by this consideration. The difference in satisfaction between an individual customer who did complete his or her last business with DMV in one visit and one who did not is 3.3 on the scale from 0 to 10. The difference among business customers who were no offered drop-off service is 2.2.



One in seven individual customers and one in five business customers reported being unable to complete their DMV business in only one visit.



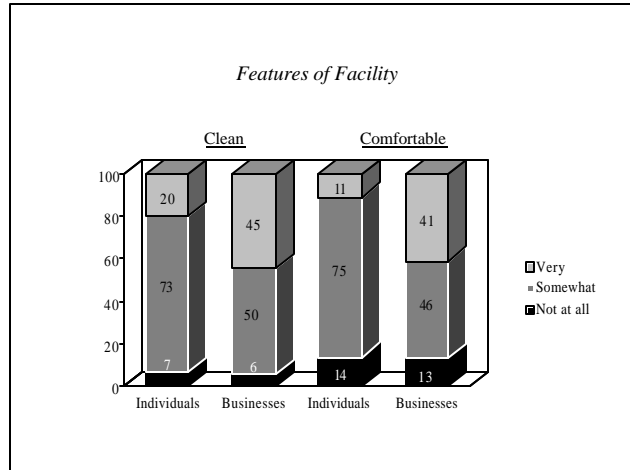
The most common reason customers gave for being unable to complete their business in one visit—named by half of individual customers and more than half of business customers—was that the transaction required documents that the customer did not have in hand when visiting the office. Twenty-four percent of business customers and ten percent of individual customers indicated that the office staff had given them inaccurate information or made mistakes that made it necessary for them to return to complete their business. Another 10 percent of individual customers indicated that they simply were unable to complete their business in the time that had available for their visit.

Another 10 percent of individual customers indicated that they simply were unable to complete their business in the time that had available for their visit.

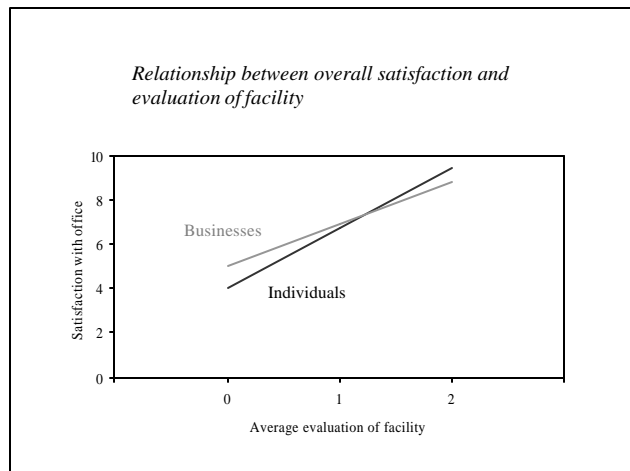
<i>Why is it you were unable to complete your business in one visit?</i>	Individuals	Business customers, no drop-off
Transaction required documents the customer did not have	50%	61%
Staff gave inaccurate information/made mistakes	10	24
Customer could not spend the time required	10	0
Staff uncooperative/unhelpful/rude	4	4
Office unorganized/confused	3	2
Office could not provide the service the respondent needed	3	3
Computers were down	3	0
Customer did not pass test/had to come back to take test	3	0
Customer's forms were filled out incorrectly	2	0
Problems with power of attorney	2	0
Problems registering leased car	2	0
Person who vehicle registered to had to come in person	2	0
Other	5	6
Total	100%	100%
Number of cases	98	34

## EVALUATIONS OF AGENCY FACILITY

The questionnaire included a series of questions eliciting evaluations of the facility the customer last visited. Two of these influenced overall customer satisfaction substantially. Customers were asked, “Would you say the facility was very clean, somewhat clean, or not at all clean?” Twenty percent of individual customers, and 45 percent of business customers, rated the facility “very clean.” Customers also were asked, “How comfortable was the office? Was it very comfortable, somewhat comfortable, or not at all comfortable?” Just 11 percent of individual customers called the office they visited “very comfortable,” and 14 percent called it “not at all comfortable.” Again, business customers offered a much more positive evaluation of the facility.



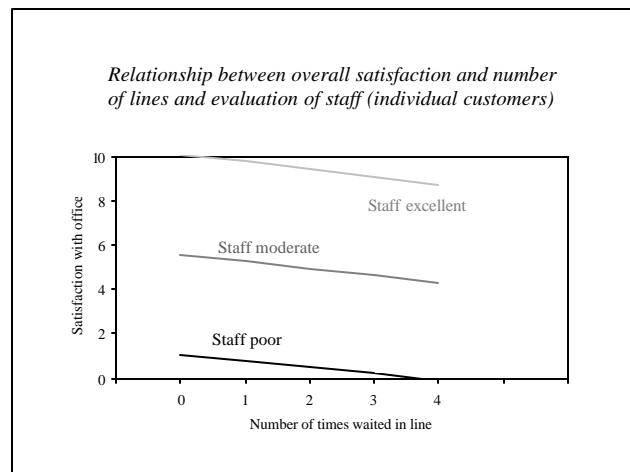
Customers who offered positive evaluations were much more satisfied with their visit overall than customers who offered negative evaluations of the facility. Because customers’ answers to one of these questions tended to be similar to their answers to the other, the two have been combined here by taking the average of the two. Individual customers were somewhat more sensitive than business customers to features of the facility. Individuals who rated the facility as not at all clean and not at all comfortable gave overall satisfaction scores 5.4 units lower, on average, than individuals who rated the facility as both very clean and very comfortable. The analogous difference among business customers was 3.8.



## COMBINATIONS OF FACTORS

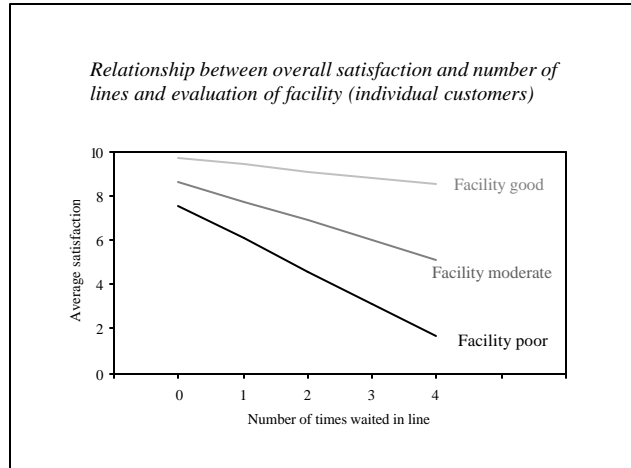
These three sets of factors—staff, time, and facilities—contribute independently to customer satisfaction with DMV agencies. The effects of a positive experience in one area can offset the effects of a negative experience in another area.

The negative impact of waiting in several lines, for example, can easily be mitigated by the perception that the agency staff is helpful, knowledgeable, courteous, and



efficient. Individual customers who waited in four lines but rated the staff to be excellent were considerably more satisfied overall than individuals who waited in no lines but whose rating of the staff was moderate.

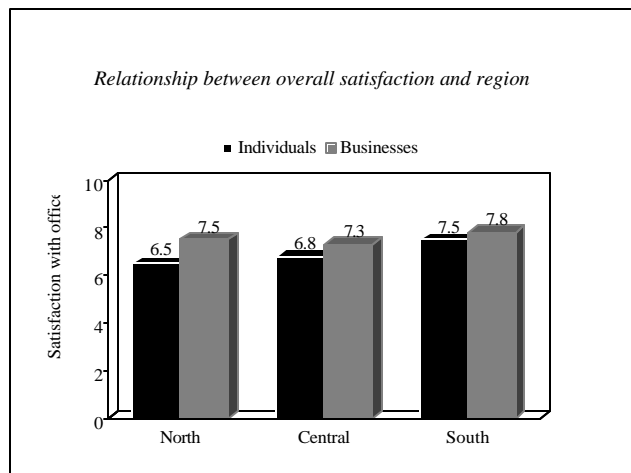
In a few cases the influence of one factor depends upon the influence of another. The impact on customer satisfaction of having to wait in more lines, for instance, is much greater among individuals who regard the facility as poor than among those who regard the facility as good. Waiting in more lines decreases satisfaction much less when the waiting is in a facility perceived to be clean and comfortable than in one perceived to be unclean and uncomfortable.



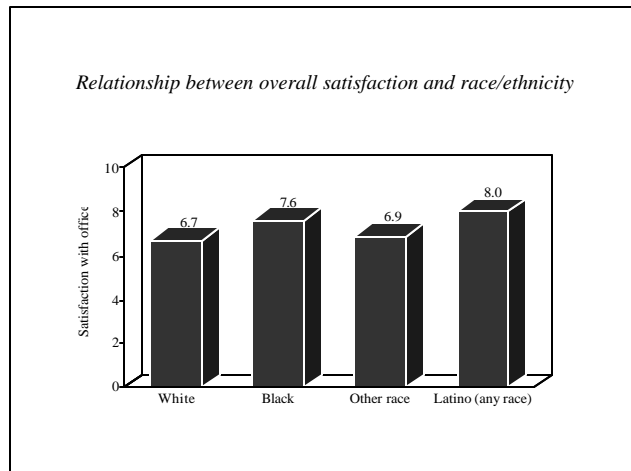
**DEMOGRAPHIC DIFFERENCES**

Some demographic groups differ substantially in their level of satisfaction with agency performance.

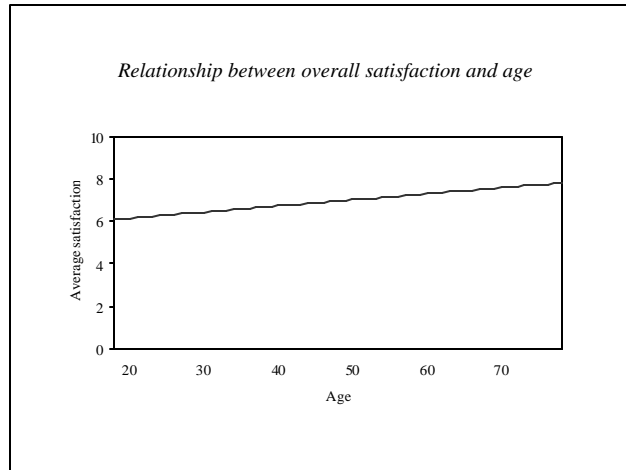
Customers who visited an agency in southern New Jersey—Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Ocean, and Salem Counties—were more satisfied with the experience than were customers who visited an agency elsewhere in the state. Individual customers rated agencies in central New Jersey—Hunterdon, Mercer, Middlesex, Monmouth, and Somerset Counties—above those in the north—Bergen, Essex, Hudson, Morris, Passaic, Sussex, Union, and Warren Counties; business customers rated northern offices slightly above those in the central part of the state.



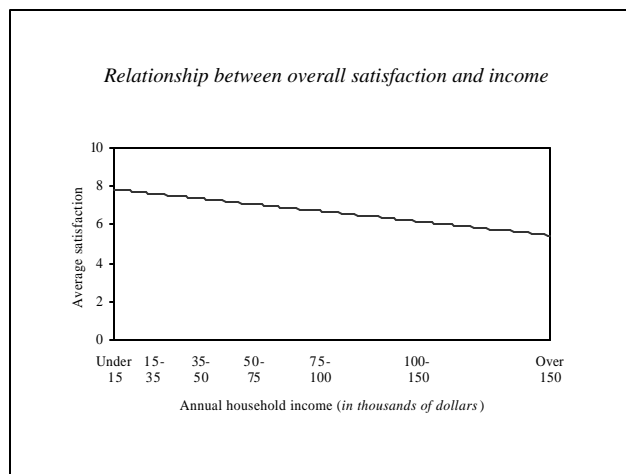
Racial and ethnic differences in customer satisfaction were substantial. Latinos (8.0) and blacks (7.6) rated the performance of the agency they visited higher than whites (6.7) and people of other races (6.9).



Older individual customers were more satisfied with their most recent experience at a DMV office than were younger customers. Twenty-five-year-olds rated the agency they had visited at 6.3, on average, while sixty-five-year-olds rated the agency they had visited at 7.4.



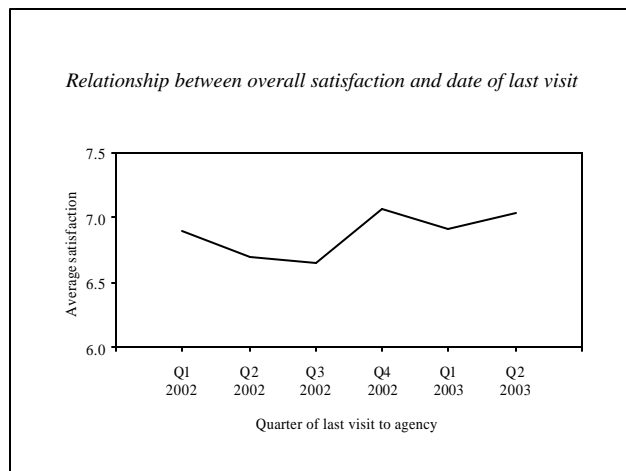
Wealthier individual customers were less satisfied with their experience than less wealthy ones. Customers with annual household incomes between \$100,000 and \$150,000 gave an average rating of 6.2 to the agency they had visited most recently, compared to an average of 7.6 among customers with incomes between \$15,000 and \$35,000.



**RECENT CHANGES**

Cross-sectional surveys provide a snapshot of a population at a single point in time; in general they cannot be used to assess change over time. However, recent individual customers interviewed for the Motor Vehicle Agency Customer Satisfaction Survey were being asked to report on an event that had occurred in the past—their last visit to a DMV agency office. They also were asked when that visit had occurred. It is possible, then, to get a glimpse of recent changes in the experiences of DMV customers by classifying respondents according to the date of their last visit.

Individuals who last visited a DMV office in the second or third quarter of 2002 report less satisfaction with that visit than those who last visited an office more recently. The greatest difference is between



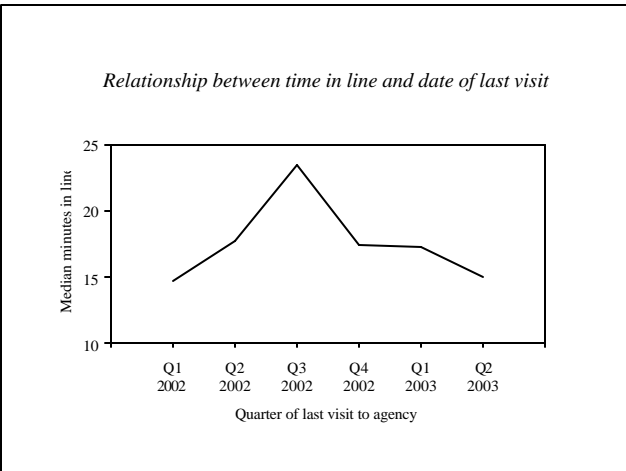
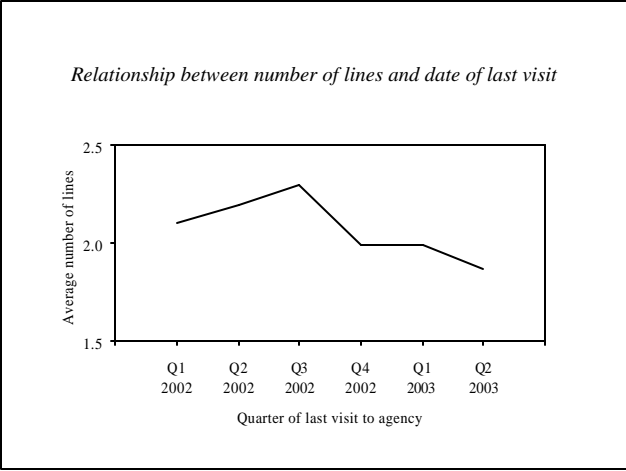
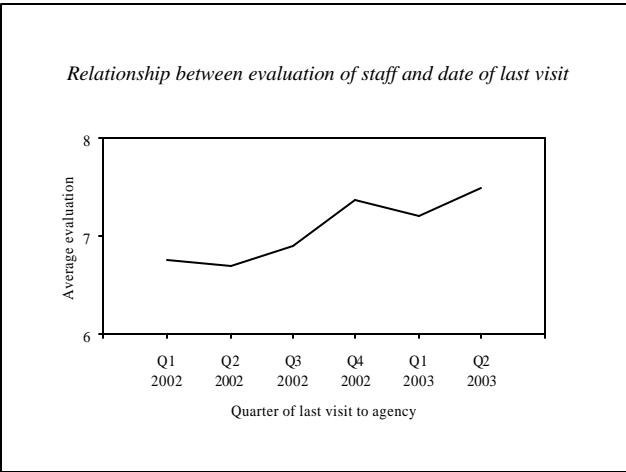
the third and fourth quarters of 2002. Individuals who visited in the third quarter rated the office they visited at 6.6, on average, and the average rating by individuals who visited in the fourth quarter is 7.1.

These differences in satisfaction reflect differences in evaluations of office staff. Averaged across the four characteristics, ratings of the staff grew steadily over the eighteen months prior to the survey, judging from differences among the reports of customers who visited over that period. The differences in evaluations of the staff are somewhat larger than the differences in overall satisfaction.

Individual customers who visited DMV offices more recently also report waiting in fewer lines. Individuals whose last visit was in the second quarter of 2003 waited in an average of 1.9 lines, compared to 2.3 lines among those whose last visit was in the third quarter of 2002.

Over the same period the amount of time individuals spent waiting in line also appears to have declined. The median time in line was nearly 24 minutes among those at DMV offices in the third quarter of 2002. Among those whose last visit was in the second quarter of 2003 the median time in line was 15 minutes.

Some features of customers' experiences, of course, have not changed. More recent individual customers were no more likely than earlier customers to complete their business with a single visit to an agency, for example. More recent individual customers also were no more likely than earlier customers to offer a positive evaluation of the facility they visited. But in general there does seem to have been some increase in customer satisfaction and in the factors that influence customer satisfaction among individuals over the past two years.



## **CONCLUSION**

The 2003 survey provides valuable information about the levels of satisfaction with various aspects of DMV agency performance, about the relationships between those aspects and overall satisfaction, and about differences among various groups of customers. By identifying processes and practices particularly in need of improvement, this study can help to guide the allocation of resources in the future. By documenting customers' expectations, the study can help in developing targets for future performance. Of even greater value will be comparisons between the results of this survey and those in future years. By providing a baseline for such comparisons, the study can assist policymakers in evaluating initiatives undertaken at DMV agencies in the future, and thereby help to improve further the performance of DMV agencies.

APPENDIX 1: INDIVIDUAL QUESTIONNAIRE

**#9867 - New Jersey DMV Statewide Survey**  
**<<FINAL>> Questionnaire**

**Intro.** Hello, my name is \_\_\_\_\_. I'm on the staff of the Eagleton Poll at Rutgers University. We're conducting a statewide survey for the New Jersey Division of Motor Vehicles. I'd like to get your views on the DMV and the services they provide. Your household was randomly selected for this survey.

All your answers will be completely confidential. The results of the survey will be used to improve DMV services.

1. Do you or does anyone in your household happen to work for the New Jersey DMV?

- 1. Yes *[TERMINATE INTERVIEW]*
- 2. No
- 9. (VOL)Don't know/Refused

2. Are you 18 years old or older?

- 1. Yes
- 2. No *[ASK FOR AN ADULT IN HOUSEHOLD]*
- 9. (VOL)Don't know/Refused

*[ ADULT ON PHONE; REPEAT INTRO IF NECESSARY ]*

3. Do you have a valid New Jersey driver's license?

- 1. Yes
- 2. No
- 9. (VOL)Don't know/Refused

4. Do you have a vehicle that is registered in New Jersey?

- 1. Yes
- 2. No
- 9. (VOL)Don't know/Refused

**[ IF "NO" OR "DON'T KNOW/REFUSED" ON 3 AND 4, SKIP TO 7 ]**

5. I'd like to ask you about your last visit to a DMV office, besides any visits to have a vehicle inspected. What was the main reason for your last visit to a DMV office?  
**[DO NOT READ RESPONSES; ACCEPT MULTIPLE RESPONSES]**

- 1. Renew driver's license
- 2. Get new driver's license
- 3. Renew vehicle registration
- 4. Title or register a vehicle
- 5. (VOL) Other *[SPECIFY: \_\_\_\_\_]*
- 6. Never visited a DMV office **[SKIP TO 7]**
- 9 (VOL) Don't know/Refused

6. In what year was that visit? \_\_\_\_\_ [Range: 1900 – 2003, 9999 = (VOL) Don't know/Refused]  
**[IF LAST VISIT WAS IN 2003 OR 2002, SKIP TO 8]**

7. Is there some other adult in the household who has a valid New Jersey driver's license or a vehicle registered in New Jersey, and who has visited a DMV office within the past year and a half?

- 1. Yes, will get that person **[RETURN TO 3]**
- 2. Yes, but not here now **[SCHEDULE CALLBACK]**
- 3. No **[IF "NO" OR "DON'T KNOW/REFUSED" ON 3 AND 4, SKIP TO DEMOGRAPHICS]**

8. How satisfied are you with the job the DMV is doing in providing services to its customers? Please use a scale of 0 to 10, where 10 means you are VERY SATISFIED and 0 means you are VERY DISSATISFIED.

<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b>
										<b>Very</b>	<b>Don't know/Ref</b>
										<b>DISsatisfied</b>	<b>Satisfied</b>

9. How confident are you that the drivers' licenses and vehicle titles and registrations people use in New Jersey have been issued by the DMV according to the state's rules and regulations? Please use a scale of 0 to 10, where 10 means you are VERY CONFIDENT and 0 means you are NOT AT ALL CONFIDENT.

<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b>
										<b>Very</b>	<b>Don't know/Ref</b>
										<b>Not at all</b>	<b>Confident</b>
										<b>Confident</b>	<b>Confident</b>

**[IF LAST VISIT (6) WAS NOT IN 2003 OR 2002, SKIP TO DEMOGRAPHICS]**

10. Now I have some questions about your last visit to a DMV office. Do you happen to remember the month in which you last visited?

1. January
2. February
3. March
4. April
5. May
6. June
7. July
8. August
9. September
10. October
11. November
12. December
99. (VOL)Don't know/Refused

11. Do you remember what time of day you visited?  
Was it morning, lunchtime, afternoon, or evening?

1. Morning
2. Lunchtime
3. Afternoon
4. Evening
9. (VOL)Don't know/Refused

12. Which DMV office location did you visit?  
*[DO NOT READ RESPONSES; IF NAME OF COUNTY GIVEN, PROBE: "Do you know what town the office is in?"]*

1. **Asbury Park**
2. **Bakers Basin**
3. Bayonne
4. Bridgeton
5. Burlington
6. **Camden**
7. Cape May Court House
8. Cardiff
9. Cherry Hill
10. **Delanco**
11. Dover
12. **East Brunswick**
13. East Orange
14. Eatontown
15. Edison
16. Elizabeth
17. Englewood
18. **Flemington**

19. Freehold
20. **Haddon Heights**
21. **Irvington**
22. **Jersey City**
23. **Kilmer**
24. **Lakewood**
25. Lodi
26. **Manahawkin**
27. Matawan
28. Mays Landing
29. Medford
30. Miller Air Park
31. Millville
32. Montclair
33. Morristown
34. **Newark**
35. Newton
36. North Bergen
37. **Oakland**
38. **Paramus**
39. Plainfield
40. **Rahway**
41. Randolph
42. Ridgewood
43. Rio Grande
44. **Salem**
45. Secaucus
46. Somerville
47. South Brunswick
48. South Plainfield
49. Southampton
50. Springfield
51. **Toms River**
52. Trenton
53. **Vineland**
54. **Wallington**
55. Washington
56. Wayne
57. West Deptford
58. Westfield
59. Williamstown
60. Winslow
61. Wyckoff
62. Atlantic County
63. Bergen County
64. Burlington County

- 65. Camden County
- 66. Cape May County
- 67. Cumberland County
- 68. Essex County
- 69. Gloucester County
- 70. Hudson County
- 71. Hunterdon County
- 72. Mercer County
- 73. Middlesex County
- 74. Monmouth County
- 75. Morris County
- 76. Ocean County
- 77. Passaic County
- 78. Salem County
- 79. Somerset County
- 80. Sussex County
- 81. Union County
- 82. Warren County
- 98. Other [*SPECIFY*]: \_\_\_\_\_ ]
- 99. (VOL)Don't know/Refused

**13.** Before your visit, did you telephone the DMV or visit the DMV web site for information?

- 1. Yes
- 2. No *[SKIP TO 14]*
- 9. (VOL)Don't know/Refused *[SKIP TO 14]*

**13a.** Did you telephone or did you visit the web site?

- 1. Telephone
- 2. Web site
- 9. (VOL)Don't know/Refused

**13b.** How helpful was the information you received over the phone or from the DMV website? Was it very helpful, somewhat helpful, or not at all helpful?

- 1. Very helpful
- 2. Somewhat helpful
- 3. Not at all helpful
- 9. (VOL)Don't know/Refused

14. How easy was it for you to find the office? Was it very easy, somewhat easy, or not at all easy to find?

1. Very easy
2. Somewhat easy
3. Not at all easy
9. (VOL)Don't know/Refused

15. Was the location of the office very convenient, somewhat convenient, or not at all convenient for you?

1. Very convenient
2. Somewhat convenient
3. Not at all convenient
9. (VOL)Don't know/Refused

16. How about the hours the office was open? Were they very convenient, somewhat convenient, or not at all convenient?

1. Very convenient
2. Somewhat convenient
3. Not at all convenient
9. (VOL)Don't know/Refused

17. Did you drive to the DMV office, take public transportation, or get there some other way?

1. Drove
2. Took public transportation *[SKIP TO 18]*
3. **Other***[SPECIFY: \_\_\_\_\_ ]* *[SKIP TO 18]*
9. (VOL)Don't know/Refused *[SKIP TO 18]*

17a. Were you able to find a space in the office parking lot, or was the lot full?

1. Able to find a space
2. Lot was full
3. (VOL) The office had no lot
9. (VOL)Don't know/Refused

18. Would you say the facility was very clean, somewhat clean, or not at all clean?

1. Very clean
2. Somewhat clean
3. Not at all clean
9. (VOL)Don't know/Refused

**19.** How comfortable was the office? Was it very comfortable, somewhat comfortable, or not at all comfortable?

1. Very comfortable
2. Somewhat comfortable
3. Not at all comfortable
9. (VOL)Don't know/Refused

**20.** Were you able to find a seat in which to wait for your business to be completed?

1. Yes
2. No
3. (VOL) Did not try to sit
9. (VOL)Don't know/Refused

**21.** While you were at the office, did you ever feel unsafe?

1. Yes
2. No *[SKIP TO 22]*
9. (VOL)Don't know/Refused

**21a.** What made you feel unsafe? *[VERBATIM]* \_\_\_\_\_  
\_\_\_\_\_

**22.** Do you have a disability that might make it difficult to gain access to a DMV office?

1. Yes
2. No *[SKIP TO 23]*
9. (VOL)Don't know/Refused *[SKIP TO 23]*

**22a.** How satisfied were you with the accessibility of the DMV office you visited?  
Were you very satisfied, somewhat satisfied, or not at all satisfied?

1. Very satisfied
2. Somewhat satisfied
3. Not at all satisfied
9. (VOL)Don't know/Refused

**23.** Were there signs at the office indicating where to go to for different services?

1. Yes
2. No *[SKIP TO 24]*
9. (VOL)Don't know/Refused *[SKIP TO 24]*

- 23a.** How helpful were the signs in telling you what you had to do to get the service you needed? Were they very helpful, somewhat helpful, or not at all helpful?
1. Very helpful
  2. Somewhat helpful
  3. Not at all helpful
  9. (VOL)Don't know/Refused
- 24.** Was there an information counter or desk where you could go for help when you first arrived at the office?
1. Yes
  2. No *[SKIP TO 25]*
  9. (VOL)Don't know/Refused *[SKIP TO 25]*
- 24a.** Was there anyone working at the information counter or desk?
1. Yes
  2. No
  9. (VOL)Don't know/Refused
- 25.** Did a DMV employee look at your documents before you reached the window, to make sure you had what you needed?
1. Yes
  2. No
  9. (VOL)Don't know/Refused
- 26.** Did you have to fill out any forms while you were at the office?
1. Yes
  2. No *[SKIP TO 27]*
  9. (VOL)Don't know/Refused *[SKIP TO 27]*
- 26a.** Were the forms easily available or did you have to wait in line to get them?
1. Easily available
  2. Had to wait in line
  9. (VOL)Don't know/Refused
- 26b.** Would you say the forms were very easy to understand and fill out, somewhat easy, or not at all easy to understand and fill out?
1. Very easy
  2. Somewhat easy
  3. Not at all easy
  9. (VOL)Don't know/Refused

27. Now I'd like you to think about the people who worked at the DMV office you last visited. How HELPFUL would you say they were?  
Please use a scale of 0 to 10, where 10 means they were VERY HELPFUL and 0 means they were NOT AT ALL HELPFUL.

**0 1 2 3 4 5 6 7 8 9 10 99**  
**Not at all Very Don't know/Ref**  
**Helpful Helpful**

28. Again using a scale of 0 to 10, how KNOWLEDGEABLE would you say they were? Where 10 means they were VERY KNOWLEDGEABLE and 0 means they were NOT AT ALL KNOWLEDGEABLE.

**0 1 2 3 4 5 6 7 8 9 10 99**  
**Not at all Very Don't know/Ref**  
**Knowledgeable Knowledgeable**

29. On a scale of 0 to 10, how COURTEOUS would you say they were? Where 10 means they were VERY COURTEOUS and 0 means they were NOT AT ALL COURTEOUS.

**0 1 2 3 4 5 6 7 8 9 10 99**  
**Not at all Very Don't know/Ref**  
**Courteous Courteous**

30. And on a scale of 0 to 10, how EFFICIENT would you say they were? Where 10 means they were VERY EFFICIENT and 0 means they were NOT AT ALL EFFICIENT.

**0 1 2 3 4 5 6 7 8 9 10 99**  
**Not at all Very Don't know/Ref**  
**Efficient Efficient**

31. While you were at the office, how many different times did you have to wait in a line?  
 \_\_\_\_\_ [RANGE: 0-97, 98 or more=98, DK/REF=99]

32. About how many minutes would you say you spent waiting in line?  
 \_\_\_\_\_ [RANGE: 0-998, DK/REF=999]

33. What would you consider a reasonable amount of time to have to wait?  
 \_\_\_\_\_ [RANGE: 0-998, DK/REF=999]

34. When you were being helped, about how many minutes did your business take?  
 \_\_\_\_\_ [RANGE: 0-998, DK/REF=999]

35. Were you able to complete your business in only one visit?

- 1. Yes
- 2. No
- 9. (VOL)Don't know/Refused

*[SKIP TO 36]*

35a. Why is it you were unable to complete you business in one visit? *[VERBATIM]*

---

36. Overall, how satisfied were you with your last visit to a DMV office? Please use a scale of 0 to 10, where 10 means you were VERY SATISFIED and 0 means you were VERY DISSATISFIED.

<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b>
<b>Very</b>										<b>Very</b>	<b>Don't know/Ref</b>
<b>DISSatisfied</b>										<b>Satisfied</b>	

**DEMOGRAPHICS**

37. Now just a few final questions so we can classify your answers. For how many years have you lived in New Jersey, or have you lived here all of your life?

- 1. Two or fewer
- 2. 3-5
- 3. 6-10
- 4. 11-20
- 5. 21 or more
- 6. All my life
- 9. (VOL)Don't know/Refused

38. How long have you lived at your current address?

- 1. Less than 1 year
- 2. 1-2 years
- 3. 3-5 years
- 4. 6-10 years
- 5. 11-20 years
- 6. 21 years or more
- 7. All my life
- 9. (VOL)Don't know/Refused

39. In what county do you live?

1. Atlantic County
2. Bergen County
3. Burlington County
4. Camden County
5. Cape May County
6. Cumberland County
7. Essex County
8. Gloucester County
9. Hudson County
10. Hunterdon County
11. Mercer County
12. Middlesex County
13. Monmouth County
14. Morris County
15. Ocean County
16. Passaic County
17. Salem County
18. Somerset County
19. Sussex County
20. Union County
21. Warren County
99. (VOL)Don't know/Refused

40. What is your zip code? \_\_\_\_\_ [99999 = (VOL)Don't know/Refused]

41. Do you consider the area in which you live to be urban, suburban, or rural?

1. Urban
2. Suburban
3. Rural
9. (VOL)Don't know/Refused

42. **Including yourself**, how many adults, 18 years or older, live in your household most of the year? \_\_\_\_\_ [RANGE: 0-7, 8 or more=8, DK/REF=9]

43. How many different telephone numbers do you have in your home?  
\_\_\_\_\_ [RANGE: 0-7, 8 or more=8, DK/REF=9]

44. Did you receive a high school diploma?

1. Yes
2. No *[SKIP TO 45]*
9. (VOL)Don't know/Refused *[SKIP TO 45]*

44a. Did you ever attend college? *[IF YES, ASK: "Did you graduate?"]*

1. Yes, graduated
2. Yes, did not graduate *[SKIP TO 45]*
3. Junior college, graduated *[SKIP TO 45]*
4. Vocational/technical school *[SKIP TO 45]*
5. No *[SKIP TO 45]*
9. (VOL)Don't know/Refused *[SKIP TO 45]*

44b. Was this from a four-year college, a junior college two-year program, or a vocational/technical school?

1. Four-year college
2. Junior college two-year program
3. Vocational/technical school
4. (VOL)Other
9. (VOL)Don't know/Refused

45. In what year were you born? \_\_\_\_\_

**[ Enter response in YEARS, ie: 1970 --- 9999 = Don't know/Refused]**

46. Are you of Latino or Hispanic origin, such as Mexican, Puerto Rican, Cuban, or some other Spanish background?

1. Yes
2. No
9. (VOL)Don't know/Refused

47. Are you white, black, or of Asian origin?

1. White
2. Black
3. Asian
4. (VOL)Other
9. (VOL)Don't know/Refused

**48. Now I'm going to read a list of income ranges.**

Please stop me when I read the range that best describes your annual household income from all sources, before taxes and other deductions.

1. Less than 15 thousand
2. 15 to 35 thousand
3. 35 to 50 thousand
4. 50 to 75 thousand
5. 75 to 100 thousand
6. 100 to 150 thousand
7. Over 150 thousand
9. (VOL)Don't know/Refused

**Conc. Those are all the questions I have.**

**Thank you very much for taking the time to help the DMV improve its services.**

***ENTER RESPONDENT'S SEX:***

1. Male
2. Female
9. Don't know

***Area Code: 1) 201 2) 609 3) 908 4) 732 5) 973 6) 856***

***Language of Interview:***

1. *English*
2. *Spanish*

***Type of Complete:***

1. *Short*
2. *Long*

**APPENDIX 2: BUSINESS QUESTIONNAIRE**

**#9868 - New Jersey DMV Business Survey**  
**FINAL**  
**Questionnaire**

**Intro.** Hello, my name is \_\_\_\_\_. I'm on the staff of the Eagleton Poll at Rutgers University. We're conducting a statewide survey of businesses for the New Jersey Motor Vehicles Commission. May I speak to the person who is responsible for visiting a DMV office for your business?

**RESPONDENT ON PHONE**

Hello, my name is \_\_\_\_\_. I'm on the staff of the Eagleton Poll at Rutgers University. We're conducting a statewide survey of businesses for the New Jersey Motor Vehicles Commission. I'd like to get your views on the DMV and the services they provide. Your company was randomly selected for this survey from among the kinds of companies that frequently do business with the DMV. All your answers will be kept completely confidential. The results of the survey will be used to improve DMV services for businesses.

**A.** Are you the person primarily responsible for visiting a DMV office for your business?

- 1. Yes **SKIP TO C**
- 2. No
- 9. (VOL) Don't know/Refused **[THANK & TERMINATE (S/O: A)]**

**B.** May I speak to the person responsible for visiting a DMV office for your business?

- 1. Respondent Coming to Phone **(RE-INTRODUCE, START WITH A)**
- 2. Schedule callback
- 9. (VOL) Refused **[THANK & TERMINATE (S/O: B)]**

**C.** What is your title in the company?

- 1. CEO/President/Owner
- 2. CFO/Chief Financial Officer/Treasurer
- 3. Vice President
- 4. Business/Office Manager
- 8. (VOL) Other **[SPECIFY: \_\_\_\_\_ ]**
- 9. (VOL) Don't know/Refused

**1.** About how many times do you go to a DMV office for your business in a typical year?

- \_\_\_\_\_ 0-97. **[ENTER NUMBER]**
- 98. 98 or more
- 99. (VOL) Don't know/Refused

2. Does your business also have access to DMV services through an on-line system provided by a third party?
- 3. Yes
  - 4. No
  - 9. (VOL) Don't know/Refused

3. How SATISFIED are you with the job the DMV is doing in providing services to its customers? Please use a scale of 0 to 10, where 10 means you are VERY SATISFIED and 0 means you are VERY DISSATISFIED.

<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b>
										<b>Very</b>	<b>Don't know/Ref</b>
										<b>DISsatisfied</b>	<b>Satisfied</b>

4. How CONFIDENT are you that the drivers' licenses and vehicle titles and registrations people use in New Jersey have been issued by the DMV according to the state's rules and regulations? Please use a scale of 0 to 10, where 10 means you are VERY CONFIDENT and 0 means you are NOT AT ALL CONFIDENT.

<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>99</b>
										<b>Very</b>	<b>Don't know/Ref</b>
										<b>Not at all</b>	<b>Confident</b>
										<b>Confident</b>	

5. Now I'd like to ask you about your most recent visit to a DMV office for your business. What was the main reason for your last visit to a DMV office?

**[DO NOT READ RESPONSES; ACCEPT MULTIPLE RESPONSES]**

- 5. Renew driver's licenses
- 6. Get new driver's licenses or permits
- 7. Renew vehicle registrations
- 8. Title or register vehicles
- 9. Get new plates
- 10. Cancel a vehicle's registration/turn in old plates
- 11. (VOL) Other [**SPECIFY:** \_\_\_\_\_ ]
- 9. (VOL) Don't know/Refused

6. In what year was that visit? \_\_\_\_\_ [Range: 1900 – 2003, 9999 = (VOL) Don't know/Refused]  
**( Enter Response in YEARS ) --IF LAST VISIT WAS NOT IN 2003 OR 2002, SKIP TO CONCLUSION**

7. Do you happen to remember the month in which you last visited a DMV office?
  12. January
  13. February
  14. March
  15. April
  16. May
  17. June
  18. July
  19. August
  20. September
  21. October
  22. November
  23. December
  99. (VOL) Don't know/Refused
  
8. Do you remember what time of day you visited? Was it morning, lunchtime, afternoon, or evening?
  24. Morning
  25. Lunchtime
  26. Afternoon
  27. Evening
  9. (VOL)Don't know/Refused
  
9. Which DMV office location did you visit?  
*[DO NOT READ RESPONSES; IF NAME OF COUNTY GIVEN, PROBE: "Do you know what town the office is in?"]*
  28. **Asbury Park**
  29. **Bakers Basin**
  30. Bayonne
  31. Bridgeton
  32. Burlington
  33. **Camden**
  34. Cape May Court House
  35. Cardiff
  36. Cherry Hill
  37. **Delanco**
  38. Dover
  39. **East Brunswick**
  40. East Orange
  41. Eatontown
  42. Edison
  43. Elizabeth
  44. Englewood
  45. **Flemington**
  46. Freehold
  47. **Haddon Heights**
  48. **Irvington**
  49. **Jersey City**
  50. **Kilmer**

51. **Lakewood**
52. Lodi
53. **Manahawkin**
54. Matawan
55. Mays Landing
56. Medford
57. Miller Air Park
58. Millville
59. Montclair
60. Morristown
61. **Newark**
62. Newton
63. North Bergen
64. **Oakland**
65. **Paramus**
66. Plainfield
67. **Rahway**
68. Randolph
69. Ridgewood
70. Rio Grande
71. **Salem**
72. Secaucus
73. Somerville
74. South Brunswick
75. South Plainfield
76. Southampton
77. Springfield
78. **Toms River**
79. Trenton
80. **Vineland**
81. **Wallington**
82. Washington
83. Wayne
84. West Deptford
85. Westfield
86. Williamstown
87. Winslow
88. Wyckoff
89. Atlantic County
90. Bergen County
91. Burlington County
92. Camden County
93. Cape May County
94. Cumberland County
95. Essex County
96. Gloucester County

- 97. Hudson County
- 98. Hunterdon County
- 99. Mercer County
- 100. Middlesex County
- 101. Monmouth County
- 102. Morris County
- 103. Ocean County
- 104. Passaic County
- 105. Salem County
- 106. Somerset County
- 107. Sussex County
- 108. Union County
- 109. Warren County
- 98. Other [*SPECIFY*:\_\_\_\_\_]
- 99. (VOL) Don't know/Refused

**10.** Before your visit, did you telephone the DMV or visit the DMV web site for information?

- 110. Yes
- 111. No *[SKIP TO 11]*
- 9. (VOL) Don't know/Refused *[SKIP TO 11]*

**10a.** Did you telephone or did you visit the web site?

- 1. Telephone
- 2. Web site
- 3. (VOL) Both
- 9. (VOL) Don't know/Refused

**10b.** How helpful was the information you received over the phone or from the DMV web site?  
Was it very helpful, somewhat helpful, or not at all helpful?

- 1. Very helpful
- 2. Somewhat helpful`
- 3. Not at all helpful
- 9. (VOL) Don't know/Refused

**11.** Was the location of the office very convenient, somewhat convenient, or not at all convenient for you?

- 1. Very convenient
- 2. Somewhat convenient
- 3. Not at all convenient
- 9. (VOL) Don't know/Refused

- 12.** How about the hours the office was open? Were they very convenient, somewhat convenient, or not at all convenient?
1. Very convenient
  2. Somewhat convenient
  3. Not at all convenient
  9. (VOL) Don't know/Refused
- 13.** Did you drive to the DMV office, take public transportation, or get there some other way?
1. Drove
  2. Took public transportation *[SKIP TO 14]*
  3. Other *[SPECIFY:\_\_\_\_\_]* *[SKIP TO 14]*
  9. (VOL) Don't know/Refused *[SKIP TO 14]*
- 13a.** Were you able to find a space in the office parking lot, or was the lot full?
1. Able to find a space
  2. Lot was full
  3. (VOL) The office had no lot
  9. (VOL) Don't know/Refused
- 14.** Would you say the facility was very clean, somewhat clean, or not at all clean?
1. Very clean
  2. Somewhat clean
  3. Not at all clean
  9. (VOL) Don't know/Refused
- 15.** How comfortable was the office? Was it very comfortable, somewhat comfortable, or not at all comfortable?
1. Very comfortable
  2. Somewhat comfortable
  3. Not at all comfortable
  9. (VOL) Don't know/Refused
- 16.** Were you able to find a seat in which to wait for your business to be completed?
1. Yes
  2. No
  3. (VOL) Did not try to sit
  9. (VOL) Don't know/Refused
- 17.** While you were at the office, did you ever feel unsafe?
1. Yes
  2. No *[SKIP TO 18]*
  9. (VOL) Don't know/Refused
- 17a.** What made you feel unsafe? *[VERBATIM]* \_\_\_\_\_
-

- 18.** Were there signs at the office indicating where to go for different services?
1. Yes
  2. No *[SKIP TO 19]*
  9. (VOL) Don't know/Refused *[SKIP TO 19]*
- 18a.** How helpful were the signs in telling you what you had to do to get the service you needed? Were they very helpful, somewhat helpful, or not at all helpful?
2. Very helpful
  3. Somewhat helpful
  4. Not at all helpful
  9. (VOL) Don't know/Refused
- 19.** Was there an information counter or desk where you could go for help when you first arrived at the office?
1. Yes
  2. No *[SKIP TO 20]*
  9. (VOL) Don't know/Refused *[SKIP TO 20]*
- 19a.** Was there anyone working at the information counter or desk?
2. Yes
  3. No
  9. (VOL) Don't know/Refused
- 20.** Did a DMV employee look at your documents before you reached the window, to make sure you had what you needed?
1. Yes
  2. No
  9. (VOL) Don't know/Refused
- 21.** Did you have to fill out any forms while you were at the office?
1. Yes
  2. No *[SKIP TO 22]*
  9. (VOL) Don't know/Refused *[SKIP TO 22]*
- 21a.** Were the forms easily available or did you have to wait in line to get them?
1. Easily available
  2. Had to wait in line
  9. (VOL) Don't know/Refused
- 21b.** Would you say the forms were very easy to understand and fill out, somewhat easy, or not at all easy to understand and fill out?
2. Very easy
  3. Somewhat easy
  4. Not at all easy
  9. (VOL) Don't know/Refused

22. Now I'd like you to think about the people who worked at the DMV office you last visited. How HELPFUL would you say they were? Please use a scale of 0 to 10, where 10 means they were VERY HELPFUL and 0 means they were NOT AT ALL HELPFUL.

0 1 2 3 4 5 6 7 8 9 10 99  
 Not at all Very Don't know/Ref  
 Helpful Helpful

23. Again using a scale of 0 to 10, how KNOWLEDGEABLE would you say they were? Where 10 means they were VERY KNOWLEDGEABLE and 0 means they were NOT AT ALL KNOWLEDGEABLE.

0 1 2 3 4 5 6 7 8 9 10 99  
 Not at all Very Don't know/ Knowl-  
 edgeable Knowledgeable Ref

24. On a scale of 0 to 10, how COURTEOUS would you say they were? Where 10 means they were VERY COURTEOUS and 0 means they were NOT AT ALL COURTEOUS.

0 1 2 3 4 5 6 7 8 9 10 99  
 Not at all Very Don't know/Ref  
 Courteous Courteous

25. And on a scale of 0 to 10, how EFFICIENT would you say they were? Where 10 means they were VERY EFFICIENT and 0 means they were NOT AT ALL EFFICIENT.

0 1 2 3 4 5 6 7 8 9 10 99  
 Not at all Very Don't know/Ref  
 Efficient Efficient

26. While you were at the office, how many different times did you have to wait in a line?

\_\_\_\_\_ 0-97. [ENTER NUMBER]  
 98. 98 or more  
 99. (VOL) Don't know/Refused

27. About how many minutes would you say you spent waiting in line?

\_\_\_\_\_ 0-998. [ENTER NUMBER]  
 999. (VOL) Don't know/Refused

28. What would you consider a reasonable amount of time to have to wait?

\_\_\_\_\_ 0-998. [ENTER NUMBER OF MINUTES]  
 999. (VOL) Don't know/Refused

29. Did the DMV office you visited permit you to drop off a request for many transactions and return later to pick them up?

1. Yes  
 2. No [SKIP TO 30]  
 9. (VOL) Don't know/Refused [SKIP TO 30]

29a. How long did it take for those transactions to be completed? *[VERBATIM]*

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*[SKIP TO 32]*

30. When you were being helped, about how many minutes did your business take?  
\_\_\_\_\_ 0-998. *[ENTER NUMBER]*  
999. (VOL) Don't know/Refused

31. Were you able to complete your business in only one visit?  
1. Yes *[SKIP TO 32]*  
2. No  
9. (VOL) Don't know/Refused

31a. Why is it you were unable to complete you business in one visit? *[VERBATIM]*

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32. Besides bulk drop-offs, did the DMV office you visited offer special services to business customers or to people who visit the office frequently?  
1. Yes  
2. No *[SKIP TO 33]*  
9. (VOL) Don't know/Refused *[SKIP TO 33]*

32a. What were those special services? *[VERBATIM]*

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33. Was there a limit to the number of transactions you were permitted to complete in a single visit?  
1. Yes  
2. No *[SKIP TO 34]*  
9. (VOL) Don't know/Refused *[SKIP TO 34]*

33a. Do you recall what the limit was?  
\_\_\_\_\_ 1-97. *[ENTER NUMBER]*  
98. 98 or more  
99. (VOL) Don't know/Refused

34. Overall, how SATISFIED were you with your last visit to a DMV office? Please use a scale of 0 to 10, where 10 means you were VERY SATISFIED and 0 means you were VERY DISSATISFIED.

0	1	2	3	4	5	6	7	8	9	10	99
Very										Very	Don't know/Ref
DISsatisfied										Satisfied	

35. Do you have any suggestions for ways in which the DMV could improve its service to your business? *[VERBATIM]*
- 

**CONC. Those are all the questions I have.  
Thank you very much for taking the time to help the DMV improve its services.**

***ENTER RESPONDENT'S SEX***

1. Male
2. Female