



External Customer Satisfaction Survey

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Carrie Fortner, Board Liaison

Summary

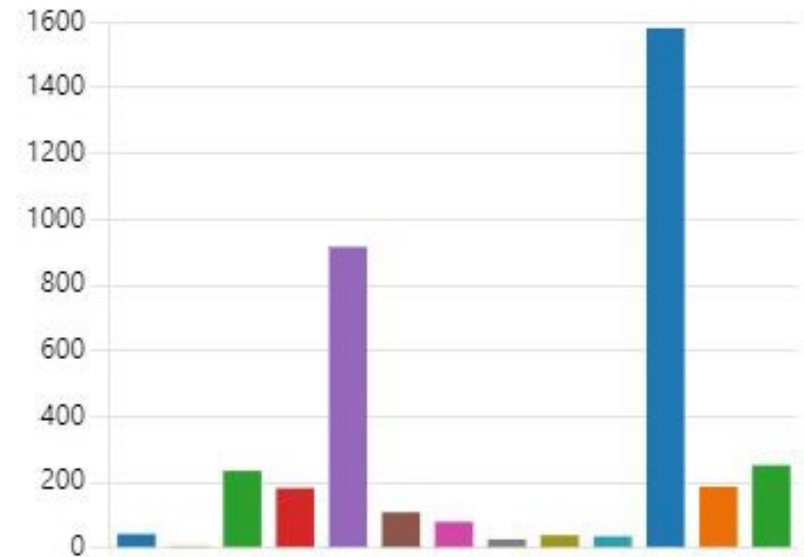
- Nine (9) questions as required by the Legislative Budget Board (LBB)
- Report on Customer Service, Strategic Plan for 2025-2029
- Microsoft Forms, GovDelivery
- Respondents given a choice of 1-5 rating, 5 being the best.
- 3,693 responses collected from March 4-31, 2024
- Three reminder emails sent to 121,523 stakeholders
- Overall satisfaction rating is a Key Performance Indicator (KPI) we report to the Board.



Question 1

Which group best identifies you?

Insurance Industry	43
Legislative Office	6
Motor Carrier	235
Motor Vehicle Dealer, Franchise	182
Motor Vehicle Dealer, Independ...	916
Motor Vehicle Dealer, Other	109
Motor Vehicle Dealer, Salvage	80
Motor Vehicle Distributor / Man...	27
Motor Vehicle Lienholder	39
Law Enforcement	36
Public customer	1581
Tax Assessor-Collector	187
Other	252



Question 2

Please rate your **OVERALL SATISFACTION** with the Texas Department of Motor Vehicles (TxDMV).

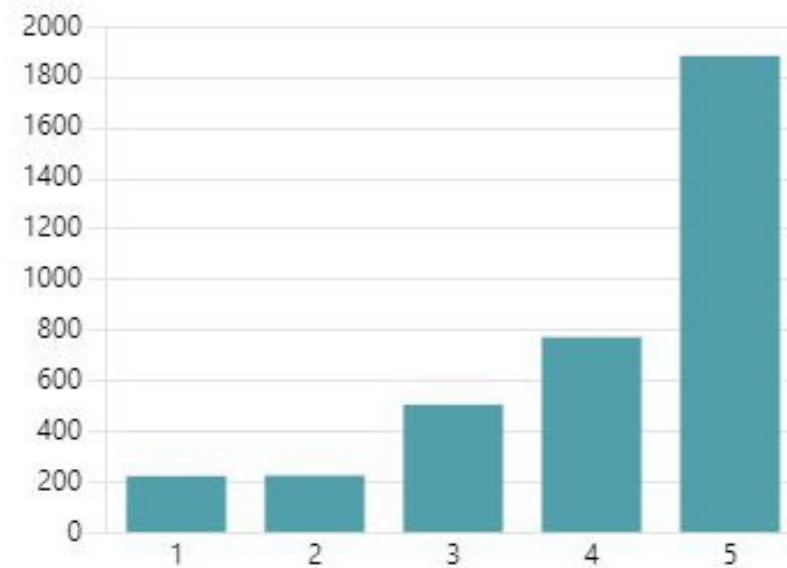
4.22 out of **5**
average rating



Question 3

How satisfied are you with TxDMV's communications, including toll-free access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?

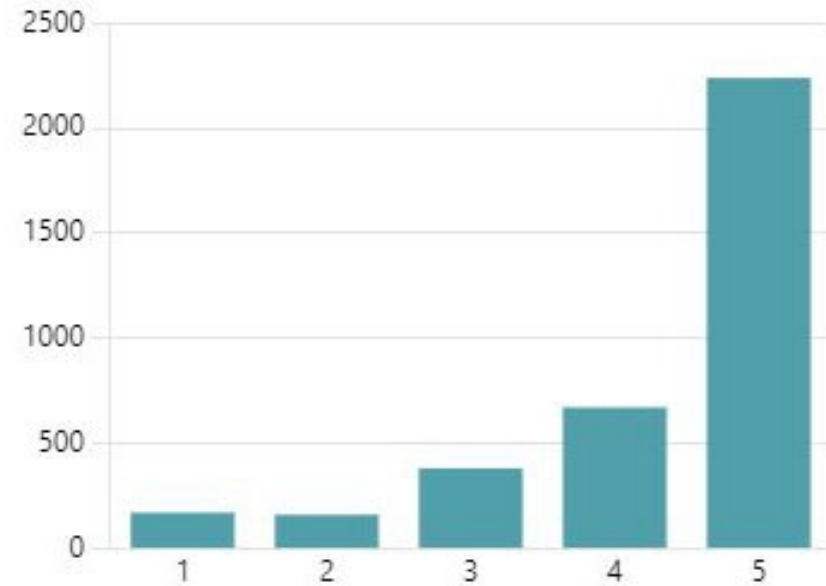
4.07 out of **5**
average rating



Question 4

How satisfied are you with TxDMV's staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?

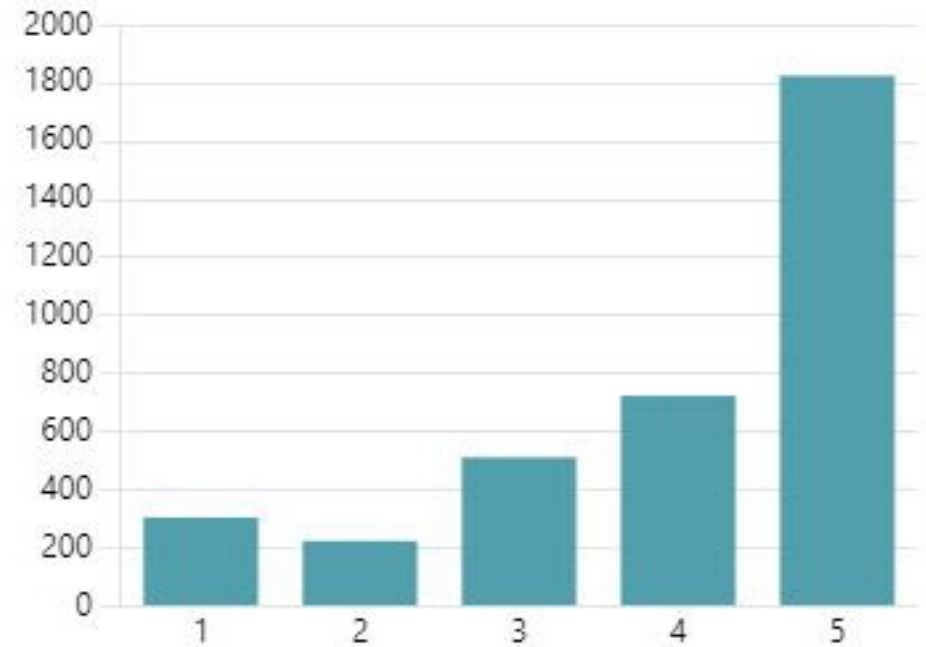
4.28 out of **5**
average rating



Question 5

How satisfied are you with TxDMV's ability to timely serve you, including the amount of time you wait for service in-person?

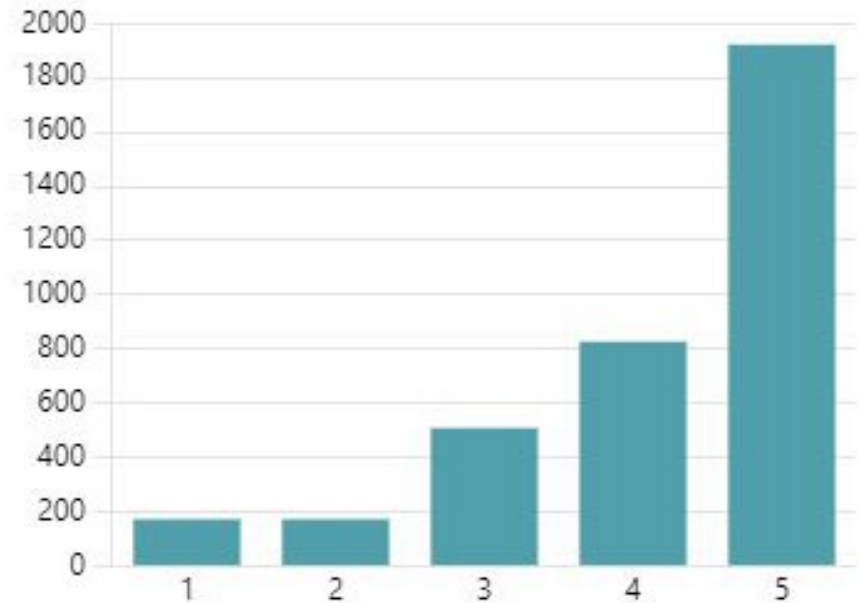
3.98 out of **5**
average rating



Question 6

How satisfied are you with TxDMV's internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the department, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?

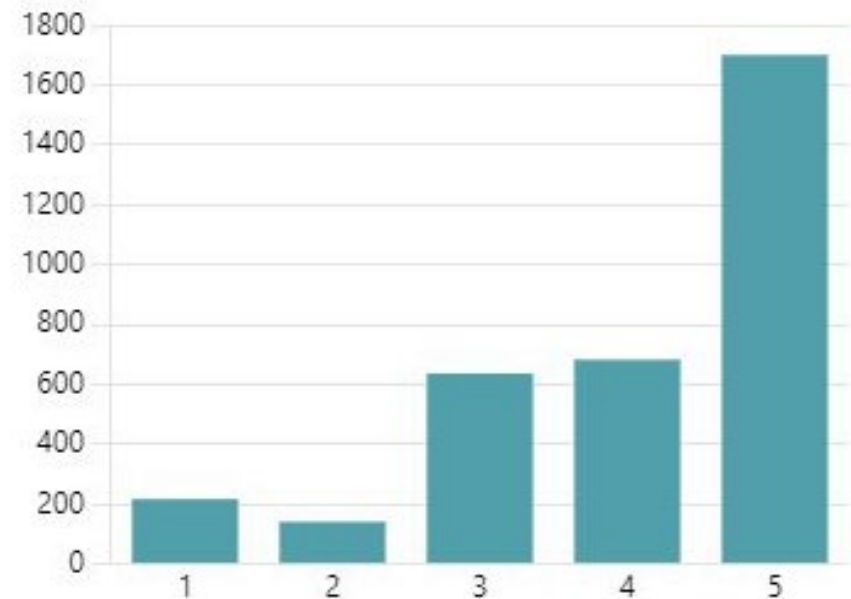
4.15 out of **5**
average rating



Question 7

How satisfied are you with TxDMV's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

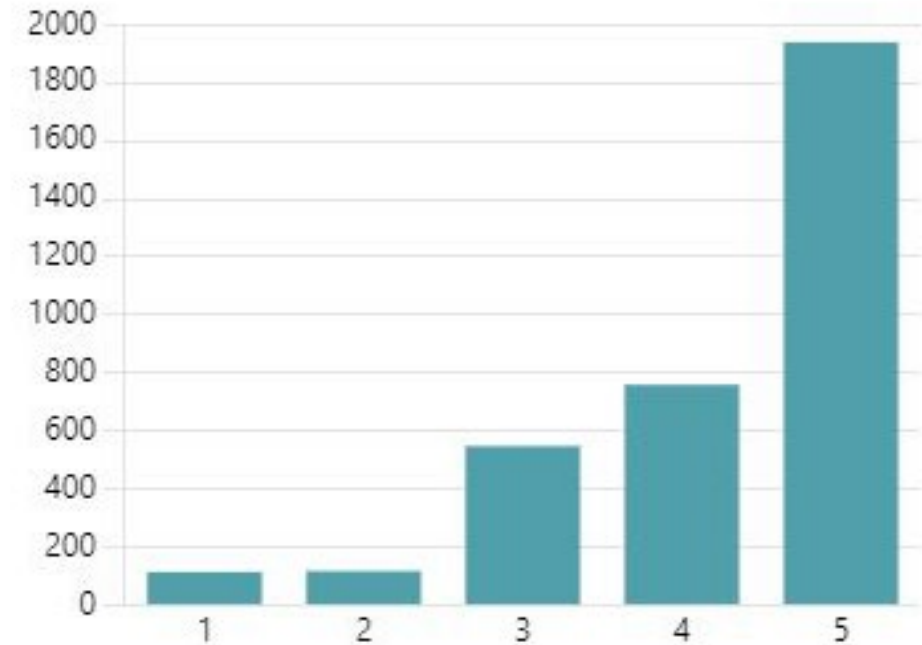
4.04 out of **5**
average rating



Question 8

4.23 out of **5**
average rating

How satisfied are you with any TxDMV brochures or other printed information, including the accuracy of that information?



Question 9

How satisfied are you with TxDMV's facilities, including your ability to access the department, the office location, signs, and cleanliness?

4.21 out of **5**
average rating

