



Texas Department of Transportation

VEHICLE TITLES AND REGISTRATION DIVISION • AUSTIN, TEXAS 78779-0001 • (512) 465-7611

May 30, 2000

Registration and Title Bulletin # 45-00

To: All County Tax Assessor-Collectors

Subject: 2000 County Satisfaction Survey

PURPOSE

In our effort to continually improve our customer service, we again request your help; tell us how we are doing and what we could do better for you. We appreciate your previous input and as a result of your comments, we implemented many of your suggestions including:

- Establishing a 1-800 number to the VTR headquarters' Customer Help Desk
- Providing more efficient telephone systems in VTR regional offices
- Adding telephone support employees to more than half of the VTR regional offices
- More timely distribution of Registration and Title Bulletins
- Increased training for VTR regional office personnel
- Increased training for county tax offices

We hope these enhancements helped make the registration and title workflow easier. We realize that striving to provide good customer service requires ongoing initiative. Please let us hear from you with your comments and suggestions so we can continue our efforts.

DETAILS

To facilitate your input, please complete the attached survey form. If you desire confidentiality, please indicate this preference on the bottom of the survey and write "Personal and Confidential" on your return envelope. The county of origin will be removed before the results are tabulated.

We would like to receive all responses by June 30, 2000. Please mail your completed surveys to Jerry L. Dike, Texas Department of Transportation, Attention: Management Support Branch, 4000 Jackson Ave., Austin, TX 78779-0001. Faxes should be sent to (512) 467-3989.

CONTACT

Thank you for your participation. If you have any questions concerning this survey, please contact your local Vehicle Titles and Registration Office.

Sincerely,

Jerry L. Dike, Director
Vehicle Titles and
Registration Division

Attachment