

## 2005 County Satisfaction Survey

Vehicle Titles and Registration Division (VTR)

### **Suggestions for Improvements** (use the back of this form or attach additional pages if necessary)

1. Suggestions for Improvements (please identify your top recommendation for each area listed):  
 Regional Office:  
  
 RTS Help Desk:  
  
 Headquarters:
2. Have we been responsive to your concerns stated in the previous survey? If not, explain.
3. If we were unable to readily address an issue in the previous survey, did we clearly communicate why not?
4. Has communication between county tax offices and VTR improved since the last survey? If not, please explain.
5. Do you always call the RTS Help Desk when you need assistance? If not, please explain why.
6. Have the recently revised VTR Registration and Title Manuals been helpful? Need improvement? Explain.
7. Additional Comments/Concerns:

**Past Performance** (Please check the box that best represents your response.  
 If the question is not applicable to you, please check the "N/A" box.)

	Strongly Disagree	Somewhat Disagree	Undecided	Somewhat Agree	Strongly Agree	N/A
<b>RTS Help Desk (HD)</b>						
8. HD employees are knowledgeable, courteous, and professional.						
9. HD staff follows up with reported problems until they are resolved.						
10. HD employees are available when needed.						
11. HD employees provide timely feedback on the status of specific RTS problems.						
<b>Regional Office (RO)</b>						
12. RO employees are knowledgeable, courteous, and professional.						
13. RO employees promptly respond to requests & solve problems in a timely manner.						
14. RO employees are available when needed.						
15. VTR training is useful, available, and of high quality.						
16. VTR personnel visit your office an appropriate number of times per year. Explain.						
<b>General VTR</b>						
17. VTR overall performance is satisfactory.						
<b>Needs</b>						
18. I expect most of my calls to the Help Desk to be resolved within: <input type="checkbox"/> 5 min <input type="checkbox"/> 5-8 min <input type="checkbox"/> 8-12 min <input type="checkbox"/> 12-15 min						
19. I would like training to be offered in the following areas (specify): <input type="checkbox"/> Salvage Titles <input type="checkbox"/> Special Plates <input type="checkbox"/> Title Fraud <input type="checkbox"/> Titles <input type="checkbox"/> RTS <input type="checkbox"/> Registration <input type="checkbox"/> Mechanic, Storage Liens <input type="checkbox"/> Other _____ (specify)						

VTR Region/County Office\*:

Name:

Date Completed:

\* If you wish confidentiality regarding the county of origin, please indicate here: \_\_\_\_ yes, please retain confidentiality.

Thank You.

4/05