

This page contains information about research projects that are currently underway.

- Project Description:
 - This project will determine the effectiveness of DMV services through a statewide customer survey. This survey will allow DMV to assess customer satisfaction and identify areas where service delivery is falling below expected standards.
 - The objectives of this project are:
 1. To assess the level of satisfaction of customers with DMV services.
 2. To compare and measure changes in customer satisfaction levels for driver and vehicle customers since the 2009 and 2011 surveys.
 3. To identify areas where DMV is doing well so that related delivery practices can be reinforced and sustained, and staff can be recognized.
 4. To identify areas where DMV services have not met expectations so that DMV may investigate, find causes, and address them for service delivery improvement.
 5. To identify potential new methods of service delivery customers desire and/or expect from DMV.
 6. To obtain customer input for the design and development of DMV automated systems.
 - Estimated Completion Date: June 1, 2015
 - Budget: \$59,100
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