RP 245

Idaho Transportation Department
Division of Motor Vehicles
2015 Customer Satisfaction Survey

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16. Abstract

In the fall of 2014, the Idaho Transportation Department (ITD) commissioned a statewide customer satisfaction survey of Idaho residents to assess their perception of the Division of Motor Vehicles' (DMV) performance in several key areas of customer service. This study repeats a similar study conducted in 2011 and 2009, and is part of an effort to track changes in customer satisfaction over time. Most areas of service of the DMV were rated relatively highly, with majority of respondents awarding a grade of "A" or "B." This report also provides recommendations with how ITD could continue to improve in the various areas of customer service.

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METRIC (SI*) CONVERSION FACTORS

APPROXIMATE CONVERSIONS TO SI UNITS

Symbol	When You Know	Multiply By	To Find	Symbol
		LENGTH		
in	inches	25.4		mm
ft	feet	0.3048		m
yd	yards	0.914		m
mi	Miles (statute)	1.61		km
		AREA		
in^2	square inches	645.2	millimeters squared	cm^2
ft^2	square feet	0.0929	meters squared	m^2
yd^2	square yards	0.836	meters squared	m^2
mi^2	square miles	2.59	kilometers squared	km^2
ac	acres	0.4046	hectares	ha
		MASS (weight)		
oz	Ounces (avdp)	28.35	grams	g
lb	Pounds (avdp)	0.454	kilograms	kg
T	Short tons (2000 lb)	0.907	megagrams	mg
		VOLUME		
fl oz	fluid ounces (US)	29.57	milliliters	mL
gal	Gallons (liq)	3.785	liters	liters
ft^3	cubic feet	0.0283	meters cubed	m^3
yd^3	cubic yards	0.765	meters cubed	m^3

Note: Volumes greater than 1000 L shall be shown in m^3

Symbol	When You Know	Multiply By	To Find	Symbol
		TEMPERATURE (exact)		
^oF	Fahrenheit temperature	5/9 (^oF-32)	Celsius temperature	^oC
		ILLUMINATION		
fc	Foot-candles	10.76	lux	lx
fl	foot-lamberts	3.426	candela/m^2	cd/cm^2
		FORCE and PRESSURE or STRESS		
lbf	pound-force	4.45	newtons	N
psi	pound-force per square inch	6.89	kilopascals	kPa

APPROXIMATE CONVERSIONS FROM SI UNITS

Symbol	When You Know	Multiply By	To Find	Symbol
		LENGTH		
mm	millimeters	0.039	inches	in
m	meters	3.28	feet	ft
m	meters	1.09	yards	yd
km	kilometers	0.621	Miles (statute)	mi
		AREA		
mm^2	millimeters squared	0.0016	square inches	in^2
m^2	meters squared	10.764	square feet	ft^2
km^2	kilometers squared	0.39	square miles	mi^2
ha	hectares (10,000 m^2)	2.471	acres	ac
		MASS (weight)		
g	grams	0.0353	Ounces (avdp)	oz
kg	kilograms	2.205	Pounds (avdp)	lb
mg	megagrams (1000 kg)	1.103	short tons	T
		VOLUME		
mL	milliliters	0.034	fluid ounces (US)	fl oz
liters	liters	0.264	Gallons (liq)	gal
m^3	meters cubed	35.315	cubic feet	ft^3
m^3	meters cubed	1.308	cubic yards	yd^3

Symbol	When You Know	Multiply By	To Find	Symbol
		TEMPERATURE (exact)		
^oC	Celsius temperature	9/5 ^oC+32	Fahrenheit temperature	^oF
		ILLUMINATION		
lx	lux	0.0929	foot-candles	fc
cd/cm^2	candela/m^2	0.2919	foot-lamberts	fl
		FORCE and PRESSURE or STRESS		
N	newtons	0.225	pound-force	lbf
kPa	kilopascals	0.145	pound-force per square inch	psi

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Technical Advisory Committee

Each research project is overseen by a technical advisory committee (TAC), which is led by an ITD project manager. The Technical Advisory Committee (TAC) is responsible for monitoring project progress, reviewing deliverables, ensuring that study objective are met, and facilitating implementation of research recommendations, as appropriate. ITD's Research Program Manager appreciates the work of the following TAC members in guiding this research study.

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Executive Summary

The Idaho Transportation Department (ITD) Division of Motor Vehicles (DMV) continues to work to improve its customer service, which is a key focus area in its strategic plan. As part of this effort to strengthen customer service, ITD contracted with the University of Idaho's Social Science Research Unit for a telephone survey of a representative sample of 1,842 Idaho residents. Whereas the 2009 and 2011 surveys addressed customer satisfaction within Division of Motor Vehicles and other ITD business areas such as highway maintenance, alternative transportation, and public involvement in planning, the 2015 study focuses exclusively on customer satisfaction with various areas of the Division of Motor Vehicles. In addition to measuring customer satisfaction with DMV services, the purpose of the survey is to also identify areas for improvement and track changes over time.

Survey respondents were asked to rate the Division of Motor Vehicles in a variety of key service areas including driver licensing services delivered by the county sheriff offices, vehicle titling and registration delivered by county assessor motor vehicle offices, online services, and direct services from Headquarters (HQ) and Port of Entry (POE) offices. Respondents were also asked about their preferences for conducting transactions and receiving communications from and about the DMV. Overall grades for the key service areas are presented in Figure 1. In general, a majority of respondents awarded an "A" for quality of services in each of the key areas. Ratings were highest for vehicle titling and registration for which 75 percent of respondents awarded an "A" for overall quality of service.
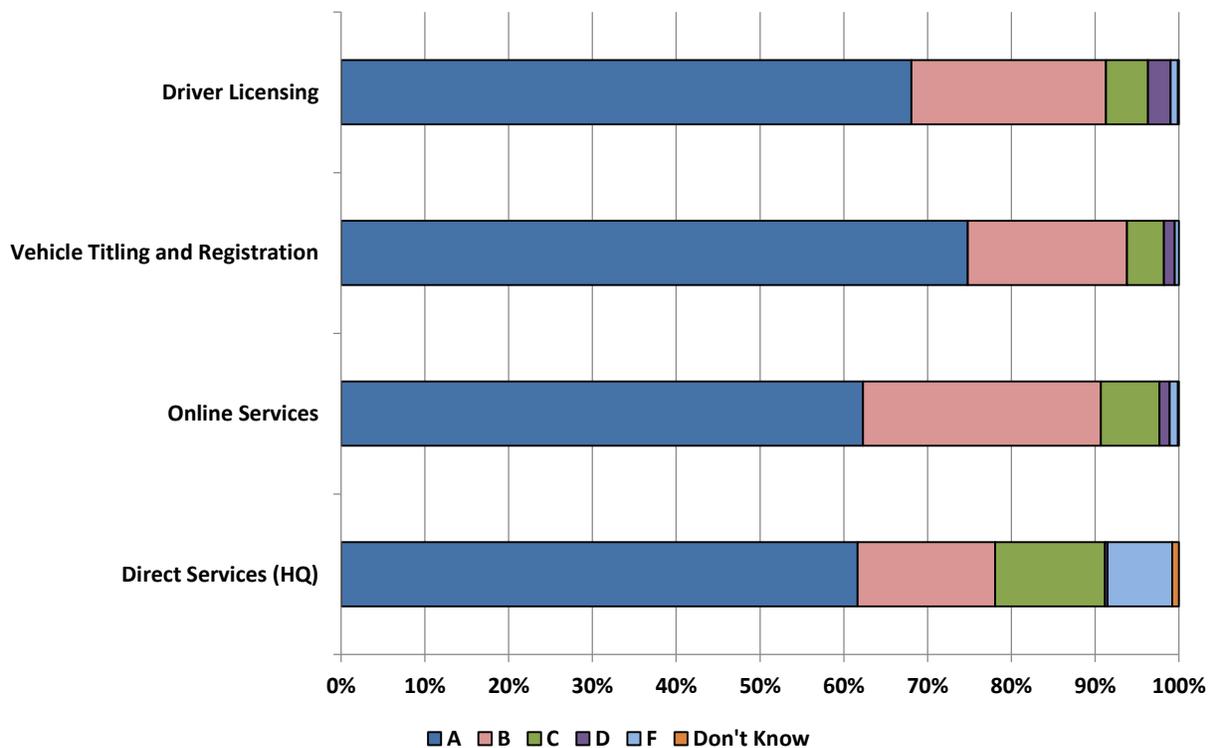
Figure 1. Overall Grades Awarded to DMV for Customer Service

Driver Licensing

The survey included questions about various aspects of customer satisfaction with driver licensing services. In general, the majority of respondents reported positive experiences and satisfaction with quality of the services. Key findings include:

- The mean GPA score for driver licensing services was 3.55 with a standard error of ± .04. Overall GPA is based on a 4.0 scale where "A" is 4.0, "B" is 3.0, "C" is 2.0, "D" is 1.0, and "F" is 0.0.
- 64 percent of respondents were "very satisfied" with overall wait time and 22 percent were "somewhat satisfied." Less than 8 percent were somewhat or very dissatisfied with their wait time when obtaining or renewing a driver license or ID card.
- Approximately 95 percent of respondents felt that the staff were "very" or "somewhat" courteous.
- Approximately 94 percent of respondents felt that the staff were "very" or "somewhat" knowledgeable.
- Approximately 86 percent of respondents were able to complete their business in one trip.
- 68 percent of respondents awarded a grade of "A" and 23 percent a grade of "B" for overall quality of services when renewing or obtaining a driver license or ID card.
- Compared to 2011 and 2009, a greater percentage of respondents in 2015 awarded an "A" for overall quality of driver licensing services. Since 2009, the general trend appears to be that more respondents are awarding an overall grade of "A," which indicates a slight positive shift in customer satisfaction with driver licensing services.
- Our multiple regression results showed that satisfaction with wait time is the most influential factor for overall GPA score. This is followed by staff courteousness and knowledge.

Vehicle Titling and Registration

The survey included questions about various aspects of customer satisfaction with vehicle titling and registration services. In general, the majority of respondents reported positive experiences and satisfaction with quality of the services. Key findings include:

- The mean GPA score was 3.66 with a standard error of ± 0.03. Overall GPA is based on a 4.0 scale where "A" is 4.0, "B" is 3.0, "C" is 2.0, "D" is 1.0, and "F" is 0.0.
- 72 percent of respondents were "very satisfied" with the wait time they experienced and 20 percent were "somewhat satisfied."
- 97 percent of respondents felt that the staff were courteous with 78 percent reporting that the staff were "very courteous."
- 96 percent of respondents felt that the staff were knowledgeable with 80 percent reporting that the staff were "very knowledgeable."
- Approximately 85 percent of respondents were able to complete their business in one trip.
- 75 percent of respondents awarded an "A" and 19 percent awarded a "B" for overall quality of titling and registration services.
- Compared to 2009 and 2011, a greater percent of respondents in 2015 awarded an "A" for quality of service when registering or titling a vehicle. Since 2009, the general trend appears to be that more respondents are awarding an overall grade of "A," which indicates a slight positive shift in customer satisfaction with vehicle titling and registration services.

- Our multiple regression results showed that staff courteousness was the most influential factor for overall GPA scores of titling and registration services. This is followed by number of trips taken to resolve business, staff knowledge, and wait time.

Online Services

The survey included questions about various aspects of customer satisfaction with ITD's online services. In general, the majority of respondents that used online services awarded an "A" or "B" for overall quality of services. Key findings include:

- The mean GPA score was 3.50 with a standard error of ± 0.07. Overall GPA is based on a 4.0 scale where "A" is 4.0, "B" is 3.0, "C" is 2.0, "D" is 1.0, and "F" is 0.0.
- 17 percent of respondents have used ITD's online services in the past two years. Of these respondents, the greatest percent (75 percent) used online services to renew a vehicle registration.
- Of the respondents that used ITD's online services, 62 percent awarded an "A" for overall quality of services and 28 percent awarded a "B."
- Roughly 42 percent of respondents were aware of ITD's online services.
- Of the respondents who were unaware of ITD's online services, approximately 22 percent of respondents said that they are "very likely" to use online services in the future and 30 percent said they are "likely."
- The most frequently cited reason for not using online services was "prefer doing business in person."
- Compared to 2009 and 2011, a greater percentage of respondents in 2015 awarded an overall grade of "A" for quality of online services. Since 2011, a greater percentage of respondents reported using ITD's online DMV services, and similar percentage of respondents reported being unaware of these services. Lastly, compared to 2011, a smaller percentage of respondents said they were "very likely" or "likely" to use online services now that they know about them. Notably, more respondents in 2015 said that they are "very unlikely" to use online DMV services.

Direct Services (HQ and POE)

The survey included questions about various aspects of customer satisfaction with direct services. In general, the majority of respondents reported positive experiences and satisfaction with quality of the services, though to a lesser degree than for vehicle titling and registration services. Key findings include:

- 10 percent of respondents in the survey reported that they contacted DMV headquarters or Port of Entry offices in the past two years. Of these respondents, 19 percent contacted the Port of Entry office.
- Overall, 62 percent of respondents awarded an "A" for overall quality of the services provided at DMV headquarters or Port of Entry offices. Additionally, 16 percent awarded a "B" and 14 percent awarded a "C."
- 76 percent of respondents awarded Port of Entry offices an overall grade of "A" and 74 percent awarded vehicle registrations and license plates services a grade of "A."
- Overall GPA for direct services was 3.25 with a standard error of ± 0.13.

- Our multiple regression analysis showed that the most influential factor, by far, for overall GPA score of direct services was staff courteousness. This is followed by knowledge of staff which was also shown to be influential, though a much lesser degree than staff courteousness.

Preferences for Conducting Transactions

The survey included questions about respondents' preferences for conducting transactions with the DMV. In general, DMV customers continue to prefer doing business in person at a physical office. Key findings include:

- 61 percent of respondents' first preference for conducting transactions was to do in person at an office and 24 percent preferred the internet.
- 28 percent of respondents' second preference was to conduct transactions through the internet.

Preferences for Communications

The survey included questions about respondents' preferences for receiving information related to DMV services. In general, a slight majority of respondents' first preference was to receive information via mail. Key findings include:

- 51 percent of respondents' first preference was to receive DMV information through the mail and 29 percent preferred to receive it via e-mail.
- Roughly similar percentages of respondents said their second preference was to receive information via mail (24 percent) and e-mail (23 percent).

Recommendations

Overall, customer satisfaction with DMV services is high but the comparatively low GPA for quality of direct services suggests that it is an area for improvement. When asked what changes could be made to the different services, increasing staff, improving wait time, and improving staff knowledge were the most common suggestions. As a follow up, the ITD may consider doing a focused survey of customers who visit the direct services headquarters or port of entry offices to collect more data.

Furthermore, respondents' use of and awareness of ITD's online DMV services continues to be low. Customers' general preference to conduct transactions in person at an office indicates that increasing use of online services may be a challenge. However, improving awareness of online services can be key to alleviating wait times and demands on service staff. The ITD should continue to develop a website interface that is modeled after other government agencies or transportation departments. This effort can be paired with focused marketing campaigns, both in and outside of service locations, to publicize online services and ITD's efforts to upgrade virtual customer service.

We further recommend that ITD repeat similar studies every two to three years. This would enable the department to track how various efforts to improve services may be impacting trends in customers' experiences with service areas. Additionally, to assess customers' experience on a regular basis, the ITD

could request customers to immediately fill out a brief survey after completing their business. Tracking customers' satisfaction with individual transactions and services can also aid the ITD in better tracking and capturing customers' experiences at specific service areas like DMV headquarters and Port of Entry offices.

In future surveys, we recommend that the ITD ask customers questions about anticipated wait time and desired wait time. Data from these questions can also be supplemented through a statewide internal tracking of actual wait time and time taken to complete a transaction. Doing so would enable the ITD to see if and how much room for improvement there is with regards to wait time. To better understand how to encourage customers to use online DMV services, we recommend including questions about whether and how customers received information about online services, and what would incentivize them to use those online services.

Chapter 1
Introduction to Study

The Idaho Transportation Department (ITD) contracted with the Social Science Research Unit (SSRU) at the University of Idaho to conduct a statewide survey of Idaho residents. This study serves as a follow up to similar studies conducted in 2009 and 2011, and allows trends in customer satisfaction with ITD services to be tracked over time. This research interest grew out of the ITD's strategic planning efforts, which identified customer service as a key focus area. The purpose of the survey was to assess the public's overall level of satisfaction with services in the Division of Motor Vehicles (DMV) and identify areas for improvement.

The survey instrument was written and designed with input from both ITD and SSRU staff and was modified from the 2011 survey to focus exclusively on services offered by the DMV. The survey was divided into several sections that correspond with the variety of services and service delivery methods that the DMV offers either directly or through county agents. In each section relating to services delivered by county offices, respondents were asked about their satisfaction with wait time, perception of staff's courteousness and knowledge, number of trips taken to resolve their business, and changes that could be made to improve services. Additionally, at the end of each section, respondents were asked to assess an overall grade for the quality of services they received. Two additional sections in the survey also asked respondents about their preferences for conducting transactions and receiving information related to DMV services. The final survey instrument is presented in Appendix B.

Methodology

Data Collection

This study used a statewide telephone survey methodology. Two frames of telephone numbers were used: a random sample of household landlines (n = 3,824) and a random-digit dial sample of wireless telephone numbers with an Idaho area code (n = 4,436). Both samples were stratified by ITD district to achieve roughly equal numbers of respondents in the six districts for comparative purposes, with the exception of District 3, which contains most of the population. Slightly more sample was selected from District 3 than other Districts. In order to meet the goal of at least 20 completes in 33 of the 44 Idaho counties, within each District counties were over and under sampled within 10 percent of the proportions of housing unit. The telephone survey took approximately 18 minutes to complete, and was approved for human subjects research by the University of Idaho Institutional Review Board, protocol number 14-375. All interviewers completed an online National Institutes of Health training course in human subjects' research and confidentiality procedures in addition to training in survey data collection, use of the survey software, and telephone etiquette.

To increase the telephone survey response rate, a pre-calling postcard was sent to all landline respondents prior to the telephone calls (Appendix F). Calls began on 29 October 2014 and continued until 26 February 2015. Each household in the sample was called up to eight times in an attempt to

1

complete an interview. Data were collected on WinCati[1] and compiled on SAS 9.3[2]. The survey resulted in 1,842 completed interviews with a final response rate of 32.7 percent, (39.7 percent in the landline sample and 24.1 percent in the wireless sample) [3].

Data Analysis

Weighted frequencies, percentages, standard errors, and regression models are provided using the SAS statistical software package. The margin of sampling error varies slightly by the number of respondents for an individual question, but is at or below 3.0 percent for questions asked of all respondents at the statewide level. It is important to note again that two weights were created: 1) statewide weights, 2) district weights. Statewide weights utilized state auxiliary variables to ensure representativeness of the sample to the state. This weight was applied for all statewide estimates. District weights used auxiliary variables at each district level to ensure representativeness of the each district sample to the district population. These weights are used in district level estimates only. It is also important to note, that when reporting county level data, no weights were used.

Content analysis of primary and subthemes was conducted on the open-ended survey questions. In the content analysis, the total number of responses (which may be higher than the total number of respondents if respondents mentioned two or more items in their response) was summed and items were coded into a primary theme and the total number of responses for each primary theme were then summed. This analysis is conducted by two independent and trained coders. After each coder has identified themes, they compare codes and must come to a consensus on the themes present for each response.

Additional in-depth discussion of the study methodology can be found in Appendix A.

Chapter 2
Driver Licensing

This section of the survey asked respondents questions about their experiences with obtaining or renewing driver licenses or ID cards in the past two years at a county sheriff's office. Respondents were asked to rate their satisfaction with the wait time, courtesy and knowledge of the staff, number of trips taken to complete their business, as well as any improvements that could be made by the licensing office.

Statewide Results for Driver Licensing

Overview

Over half (58 percent) of respondents had either obtained or renewed a driver license or ID card in the past two years. Overall, 68 percent of respondents gave a grade of "A," and 23 percent gave a grade of "B" for the quality of services they received when obtaining or renewing their driver license or ID card (Figure 2). The mean GPA[1] for quality of driver licensing services was 3.55 with a standard error of ± .04.
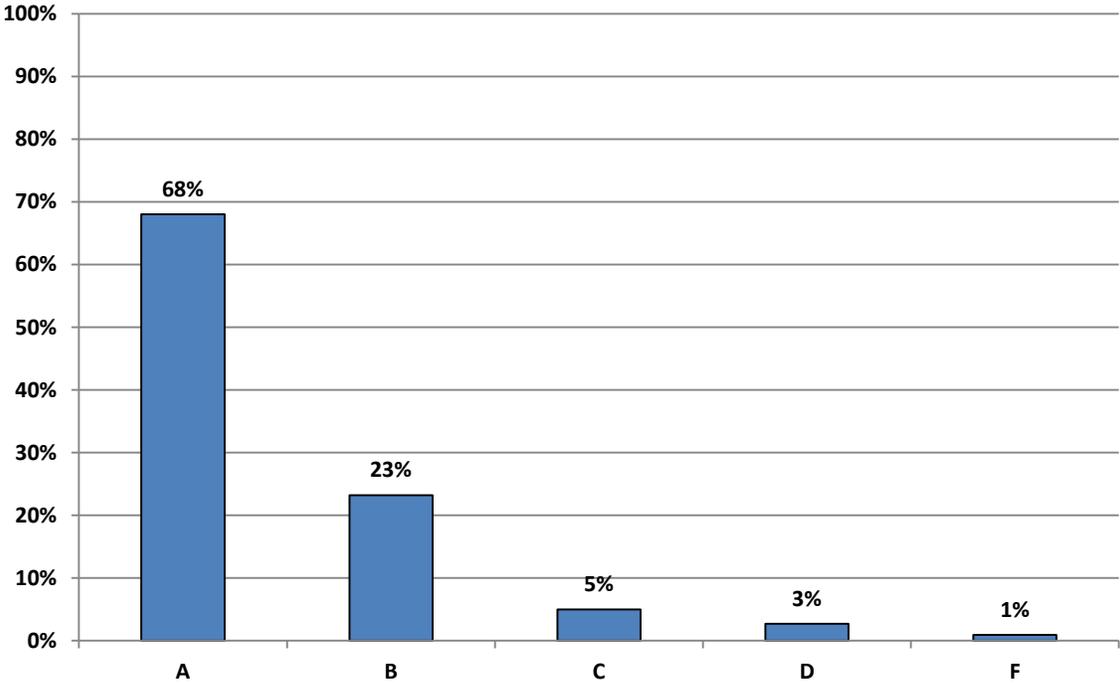
Figure 2. Overall Grade for Driver Licensing Services

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[1] The mean GPA, here and throughout the report, was calculated on a 4-point scale where A=4, B=3, C=2, D=1, and F=0.

Compared to 2011 and 2009, a greater percentage of respondents in 2015 awarded an "A" for overall quality of driver licensing services (Figure 3). Since 2009, the general trend appears to be that more respondents are awarding an overall grade of "A," which indicates a slight positive shift in customer satisfaction with driver licensing services.
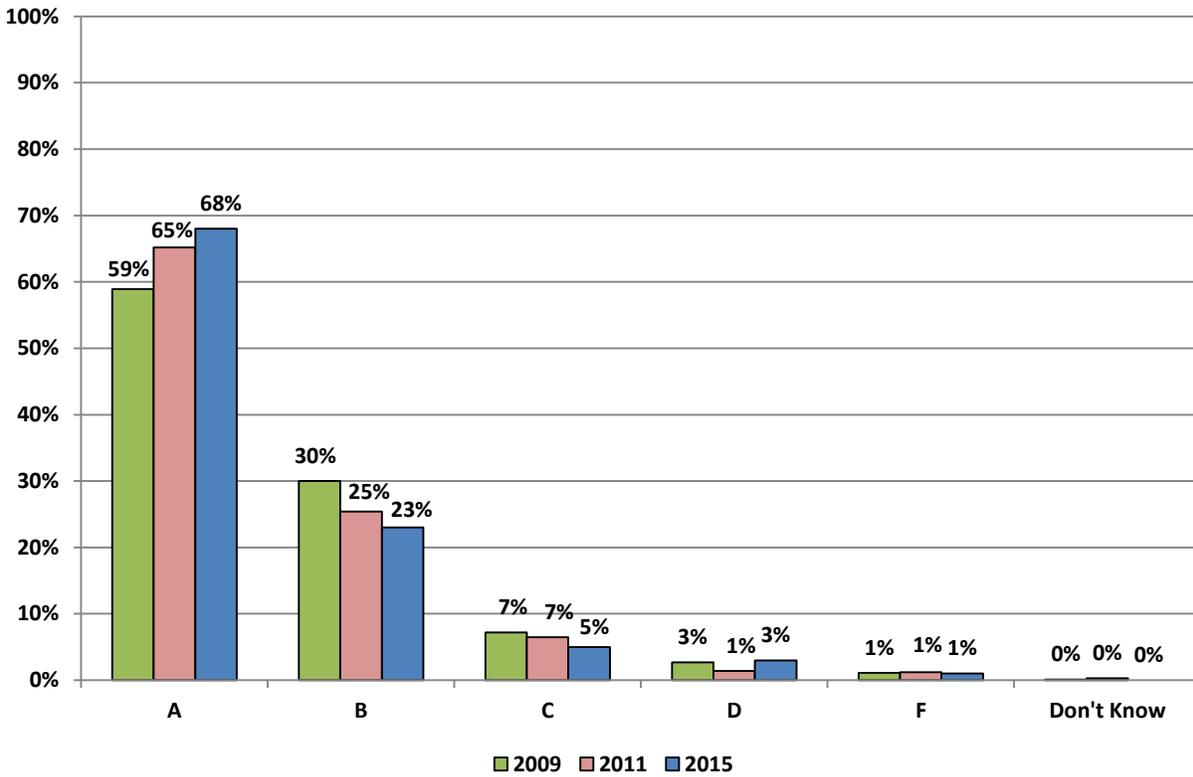
Figure 3. Comparison of Overall Grades Awarded for Driver Licensing Services, 2009-2015

Courteousness of Staff

Over 94 percent of respondents also found the staff to be "very" or "somewhat" courteous. Compared to 2011, there was a slight decrease in 2015 of percent of respondents who felt the staff were "very courteous" (Figure 4). However, this difference is not significant.
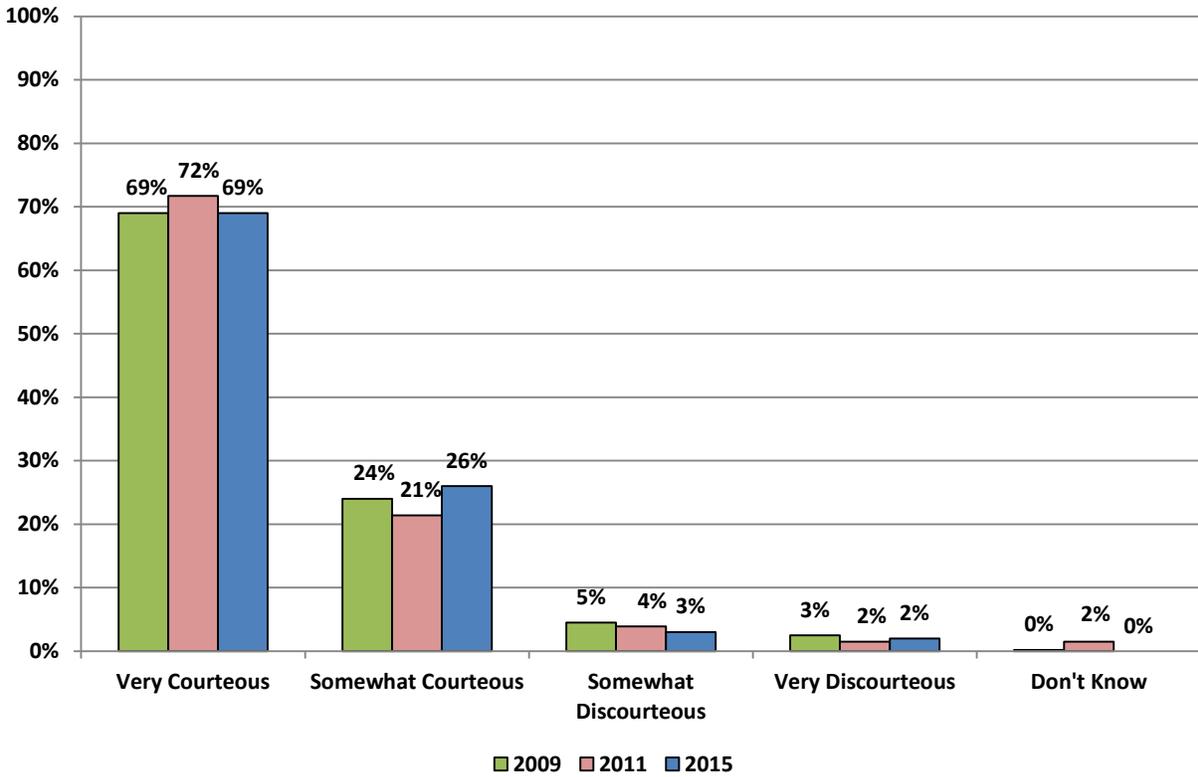
Figure 4. Comparison of Staff Courteousness for Driver Licensing Services, 2009-2015

Knowledge of Staff

Approximately 95 percent of respondents felt that the staff were "very" or "somewhat" knowledgeable with 77 percent of respondents reporting that the staff were "very knowledgeable." These results are notably better than in 2011 and 2009 when 72 percent and 73 percent of respondents, respectively, felt the staff were "very knowledgeable" (Figure 5).
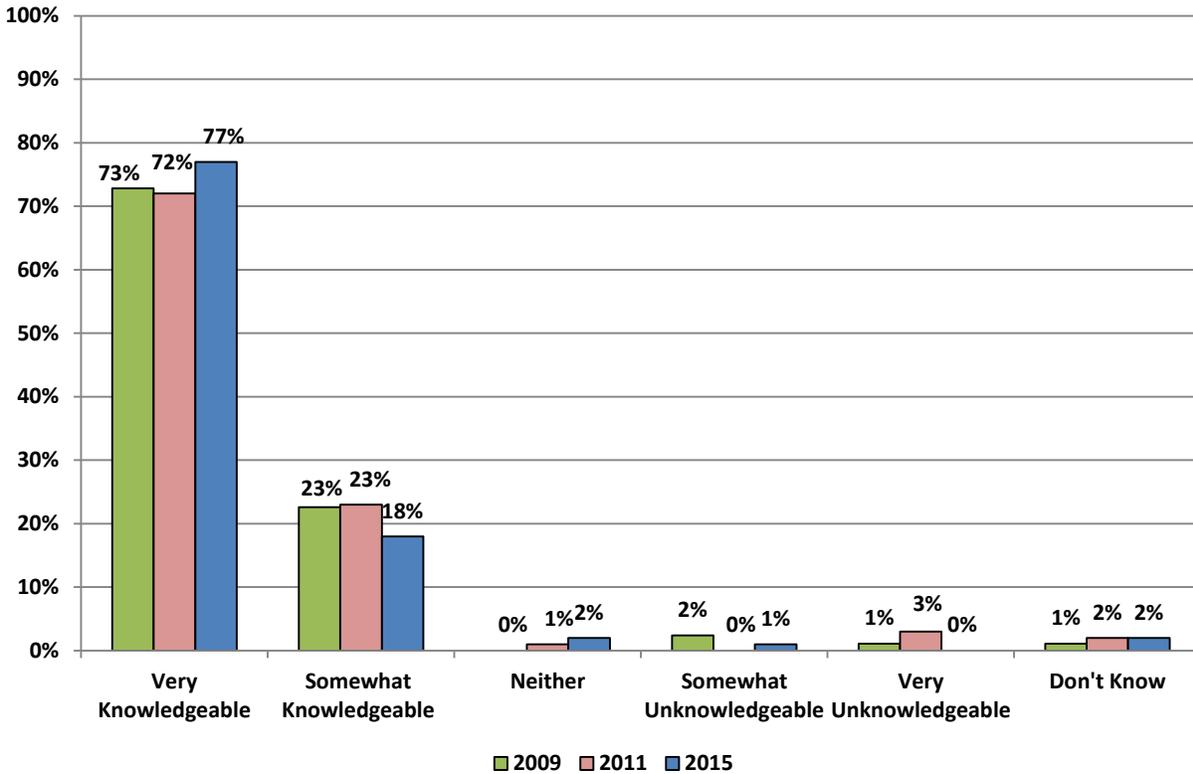
Figure 5. Comparison of Staff Knowledge for Driver Licensing Services, 2009-2015

Satisfaction with Wait Time

Approximately 64 percent of respondents reported being "very satisfied" with the wait time that they experienced. 22 percent of respondents indicated that they were "somewhat satisfied" with their wait time. Only 8 percent of respondents reported being dissatisfied, to some degree, with the wait time (Figure 6).
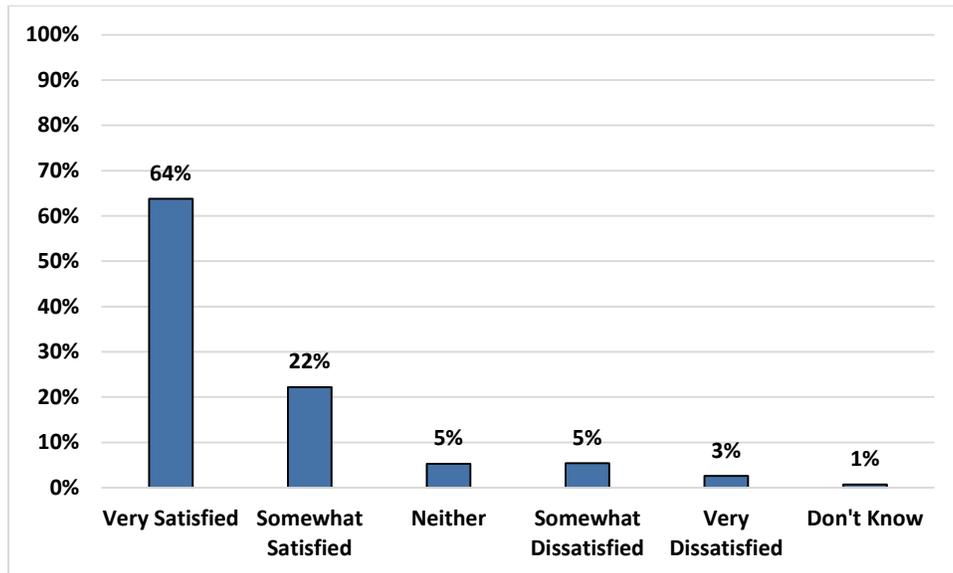
Figure 6. Satisfaction with Wait Time for Driver Licensing Services

Number of Trips Needed to Complete Business

86 percent of respondents reported that they were able to complete their business with just one trip to the office. This is roughly similar to 2011 when 87 percent of respondents completed their business in one trip (Figure 7). It is the county driver licensing offices' goal to serve customers on their first visit. However, if some customers do not come prepared with the necessary documents to complete their desired transactions, two trips may be necessary. As such, in 2015, 11 percent of respondents said they needed to take two trips to complete their business. This slight increase from 9 percent in 2011 is not significant (Figure 7). When three or more trips are required, though this may be due to customer error, it may also be an indication that requirements for the transaction were not properly identified by county staff or effectively communicated to the customer during the first visit. Similarly to 2011, only a small percentage of respondents (3 percent) said they had to take three or more trips to complete their business at the driver licensing offices (Figure 7).
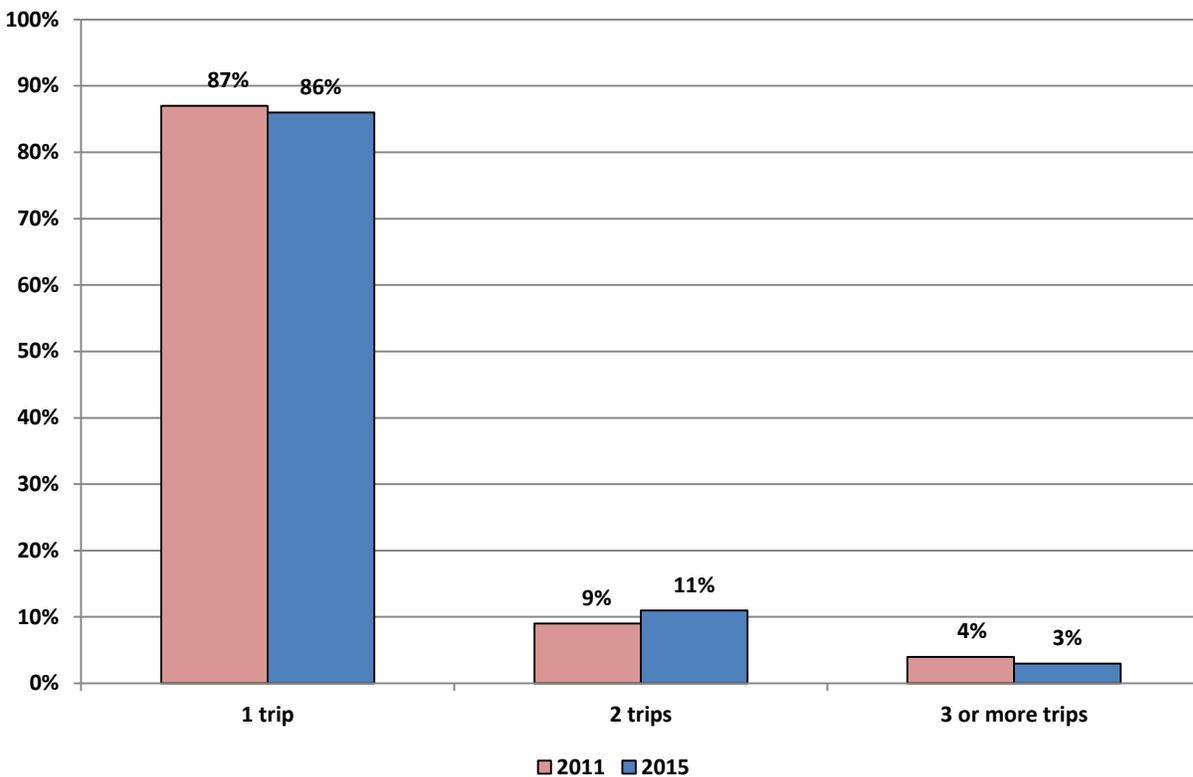
Figure 7. Comparison of Number of Trips Taken to Complete Business for Driver Licensing Services, 2011-2015

Suggested Changes

A total of 544 respondents answered the question about what improvements could be made at driver licensing offices. 13 percent of the respondents that answered this question suggested adding more staff and 12 percent indicated that they would like to see improvements in wait time. 12 percent of respondents also indicated that they would like to see an improvement in staff courteousness (Figure 8).
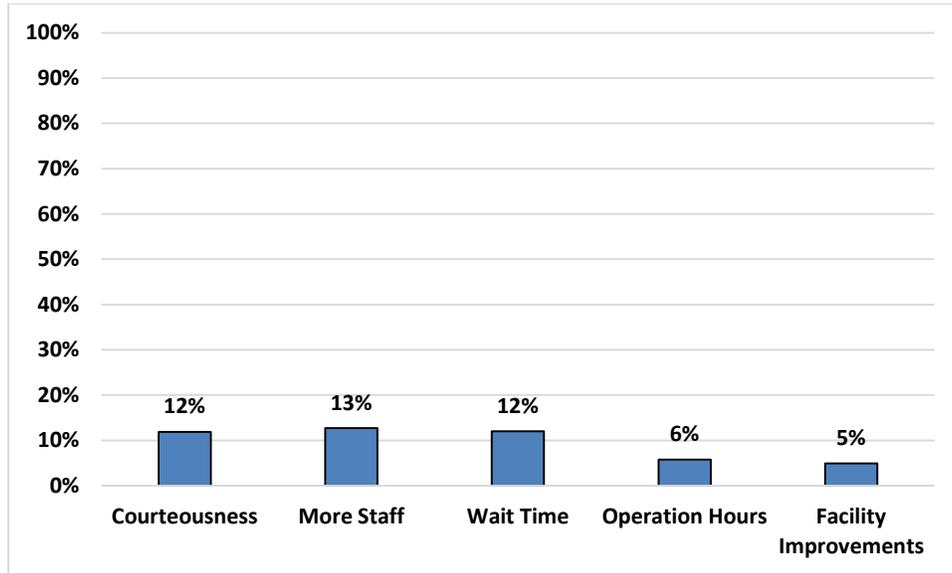
Figure 8. Suggested Changes for Driver Licensing Services

The cumulative results for Driver Licensing Services suggest that customers generally have very positive experiences with the quality of services and very few respondents feel that there are improvements that need to be made.

Multivariate Analysis Results

We used multiple linear regression to better understand the relative significance and magnitude of key factors' influence on overall GPA. Within the statistical model for driver licensing, we considered wait time, courteousness of staff, knowledge of staff, and number of trips made to complete business.[2] We also controlled for some demographic variables (age, gender, and district of the respondent). A total of 923 observations were considered in this model.[3] The overall model was statistically significant (p<.001)

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[2] This model was completed using SAS SURVEYREG procedure with statewide weights and district as the strata. We also considered regression diagnostics (model assumptions and collinearity) when constructing our model.

[3] The number of observations that are included in the regression is different from the overall "N" for the survey because when conducting multiple regression, we only consider those respondents who answered every one of the questions that is included as a variable in the statistical model. In this instance, the only observations that are included in the model are for respondents who answered all of the questions on age, gender, district, wait time, courteousness of staff, knowledge of staff, number of trips made to complete business.

and the adjusted-R^2 [4] was 0.61, indicating that the model adequately explains the variation in GPA. In order to rank each variable according to their relative influence on GPA scores, we looked at the f-value of each of these variables. The higher the f-value is for a variable, the greater the magnitude of its influence on overall GPA scores. Variables are considered significant when their f-value is greater than four. It should also be noted that there is not a "maximum" value for f-value.

According to our model, the most influential factor in predicting GPA scores for driver licensing, is "satisfaction with wait time," which has an f-value of 32. This is followed by "courteousness of staff," and "knowledge of staff" (Figure 7). Each of these variables was also statistically significant ($p < .05$). In our model, "number of trips to complete business" was not a statistically significant variable and the magnitude of its influence on GPA scores is relatively low (f-value=2). Lastly, demographic variables, though included, were not significant in this model.
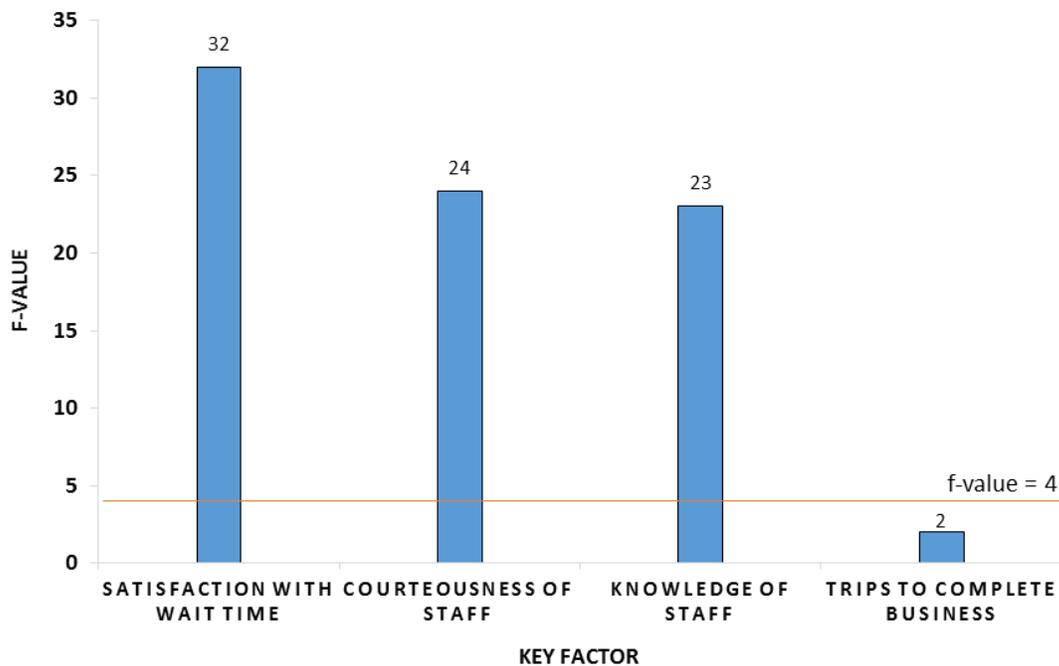
Figure 9. Magnitude of Key Factors' Influence on Overall GPA Score for Driver Licensing Services

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[4] The adjusted-R^2 is a statistic that is used to measure how much of the total variation in the dependent variable is explained by the regression model, while taking into account the number of independent variables that are included in the model. The statistic's range is 0 to 1 where 0 indicates that the model does not explain any of the variation in the dependent variable, and 1 indicates that the model explains all of the variation in the dependent model. For example, if the adjusted-R^2 for a model is .61, roughly 61 percent of the variation in the dependent variable is explained by the statistical model.

County Results for Driver Licensing

In this section, we highlight counties that performed above the statewide confidence interval's upper limit. That is, we look at those counties that have a higher percent of respondents who awarded an "A", reported being "very satisfied" with wait time, felt the staff was "very courteous", and "very knowledgeable" compared to the state. When noting the significance of these county-level results, particular attention should be paid to the total number of respondents reported for each county. Lastly, we only considered counties that had an *overall* respondent pool of greater than or equal to 20 for the entire survey[5]. As such, 34 counties are considered in the below analysis.

Overall, 24 of 34 counties had over 72 percent of respondents award an "A" for the quality of services that they received when renewing or obtaining their driver license or ID card. Madison and Lemhi counties each had 100 percent of respondents from that county award an "A" for quality of service, while Power county had 92 percent (Table 1).

Table 1. County Comparison of Overall Grade for Driver Licensing Services

	Overall, what grade would you give to the quality of DMV services you received when you obtained or renewed your Idaho driver's license or ID card?						
	Unweighted frequency	**A**	**B**	**C**	**D**	**F**	**Don't Know**
Ada	84	77.40%	19.00%	1.20%	1.20%	1.20%	0.00%
Bannock	64	73.40%	20.30%	3.10%	3.10%	0.00%	0.00%
Benewah	20	80.00%	20.00%	0.00%	0.00%	0.00%	0.00%
Bingham	17	88.20%	5.90%	0.00%	0.00%	0.00%	5.90%
Blaine	12	75.00%	16.70%	0.00%	8.30%	0.00%	0.00%
Boundary	10	80.00%	10.00%	10.00%	0.00%	0.00%	0.00%
Caribou	14	85.70%	7.10%	7.10%	0.00%	0.00%	0.00%
Clearwater	23	87.00%	13.00%	0.00%	0.00%	0.00%	0.00%
Franklin	25	80.00%	20.00%	0.00%	0.00%	0.00%	0.00%
Fremont	11	81.80%	18.20%	0.00%	0.00%	0.00%	0.00%
Gooding	9	77.80%	22.20%	0.00%	0.00%	0.00%	0.00%
Jerome	13	76.90%	15.40%	0.00%	0.00%	7.70%	0.00%
Latah	48	72.90%	16.70%	4.20%	4.20%	0.00%	2.10%
Lemhi	9	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Lewis	14	78.60%	21.40%	0.00%	0.00%	0.00%	0.00%
Madison	12	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Minidoka	14	85.70%	14.30%	0.00%	0.00%	0.00%	0.00%
Nez Perce	54	74.10%	18.50%	5.60%	0.00%	1.90%	0.00%
Oneida	8	87.50%	0.00%	0.00%	12.50%	0.00%	0.00%

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[5] This means that for some counties, the unweighted frequency for *each question* may be less than 20.

Owyhee	14	78.60%	21.40%	0.00%	0.00%	0.00%	0.00%
Payette	17	82.40%	11.80%	5.90%	0.00%	0.00%	0.00%
Power	12	91.70%	8.30%	0.00%	0.00%	0.00%	0.00%
Shoshone	16	81.30%	12.50%	6.30%	0.00%	0.00%	0.00%
Washington	18	88.90%	11.10%	0.00%	0.00%	0.00%	0.00%

Courteousness of Staff

A total of 25 out of the 34 counties included in the analysis had at least 73 percent of respondents in their county report that the staff was "very courteous." Power and Lemhi counties had 100 percent of respondents indicate that the staff were "very courteous" and Washington and Shoshone counties had 94 percent (Table 2).

Table 2. County Comparison of Staff Courteousness for Driver Licensing Services

	Driver Licensing: How would you rate the courteousness of the staff in the driver license office?					
	Unweighted Frequency	Very Courteous	Somewhat Courteous	Somewhat Discourteous	Very Discourteous	Don't Know
Ada	84	79.80%	20.20%	0.00%	0.00%	0.00%
Bannock	64	75.00%	18.80%	4.70%	1.60%	0.00%
Bear Lake	7	85.70%	14.30%	0.00%	0.00%	0.00%
Benewah	20	85.00%	15.00%	0.00%	0.00%	0.00%
Bingham	17	82.40%	17.60%	0.00%	0.00%	0.00%
Blaine	12	75.00%	16.70%	0.00%	8.30%	0.00%
Boundary	10	80.00%	10.00%	0.00%	10.00%	0.00%
Caribou	14	85.70%	7.10%	7.10%	0.00%	0.00%
Clearwater	23	78.30%	21.70%	0.00%	0.00%	0.00%
Franklin	25	80.00%	20.00%	0.00%	0.00%	0.00%
Fremont	11	81.80%	18.20%	0.00%	0.00%	0.00%
Gem	14	85.70%	14.30%	0.00%	0.00%	0.00%
Gooding	9	77.80%	11.10%	0.00%	0.00%	11.10%
Idaho	33	78.80%	15.20%	3.00%	3.00%	0.00%
Jefferson	21	76.20%	19.00%	4.80%	0.00%	0.00%
Kootenai	83	77.10%	20.50%	2.40%	0.00%	0.00%
Lemhi	9	100.00%	0.00%	0.00%	0.00%	0.00%
Lewis	14	85.70%	14.30%	0.00%	0.00%	0.00%
Madison	12	83.30%	16.70%	0.00%	0.00%	0.00%
Minidoka	14	92.90%	7.10%	0.00%	0.00%	0.00%
Oneida	8	75.00%	12.50%	0.00%	12.50%	0.00%
Payette	17	76.50%	23.50%	0.00%	0.00%	0.00%
Power	12	100.00%	0.00%	0.00%	0.00%	0.00%
Shoshone	16	93.80%	6.30%	0.00%	0.00%	0.00%
Washington	18	94.40%	5.60%	0.00%	0.00%	0.00%

Knowledge of Staff

18 of the 34 counties that met the threshold had at least 81 percent of respondents in their county report that the staff were "very knowledgeable." Fremont had 100 percent of respondents report that the staff were "very knowledgeable" while Gem and Minidoka had 93 percent each (Table 3).

Table 3. County Comparison of Staff Knowledge for Driver Licensing Services

	Driver Licensing: How would you rate the overall knowledge of the driver license staff?					
	Unweighted frequency	Very Knowledgeable	Somewhat Knowledgeable	Somewhat Unknowledgeable	Very Unknowledgeable	Don't Know
Bear Lake	8	87.50%	12.50%	0.00%	0.00%	0.00%
Bingham	17	88.20%	11.80%	0.00%	0.00%	0.00%
Boundary	10	90.00%	0.00%	10.00%	0.00%	0.00%
Caribou	14	92.90%	0.00%	7.10%	0.00%	0.00%
Clearwater	23	87.00%	13.00%	0.00%	0.00%	0.00%
Franklin	25	92.00%	4.00%	0.00%	0.00%	4.00%
Fremont	11	100.00%	0.00%	0.00%	0.00%	0.00%
Gem	14	92.90%	7.10%	0.00%	0.00%	0.00%
Gooding	9	88.90%	11.10%	0.00%	0.00%	0.00%
Jefferson	21	81.00%	14.30%	0.00%	0.00%	4.80%
Jerome	13	84.60%	7.70%	0.00%	0.00%	7.70%
Latah	48	81.30%	18.80%	0.00%	0.00%	0.00%
Madison	12	91.70%	8.30%	0.00%	0.00%	0.00%
Minidoka	14	92.90%	7.10%	0.00%	0.00%	0.00%
Nez Perce	54	90.70%	5.60%	0.00%	1.90%	1.90%
Payette	17	82.40%	17.60%	0.00%	0.00%	0.00%
Shoshone	16	87.50%	6.30%	0.00%	0.00%	6.30%
Washington	18	88.90%	11.10%	0.00%	0.00%	0.00%

Satisfaction with Wait Time

Overall, 25 of the 34 counties considered had at least 68 percent of respondents in that county report being "very satisfied" with wait time when renewing or obtaining a driver license or ID card. Notably, 100 percent of respondents in Power county and 93 percent in Caribou county reported being "very satisfied" with the wait time they experienced (Table 4).

Table 4. County Comparison of Satisfaction with Wait Time for Driver Licensing Services

	Driver Licensing: How satisfied are you with the wait time you experienced?					
	Unweighted frequency	Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Ada	84	71.40%	14.30%	4.80%	6.00%	3.60%	0.00%
Bear Lake	7	87.50%	0.00%	12.50%	0.00%	0.00%	0.00%
Benewah	20	85.00%	15.00%	0.00%	0.00%	0.00%	0.00%
Bingham	17	82.40%	17.60%	0.00%	0.00%	0.00%	0.00%
Bonner	24	70.80%	16.70%	8.30%	4.20%	0.00%	0.00%
Boundary	10	80.00%	10.00%	10.00%	0.00%	0.00%	0.00%
Canyon	34	70.60%	20.60%	2.90%	2.90%	2.90%	0.00%
Caribou	14	92.90%	7.10%	0.00%	0.00%	0.00%	0.00%
Clearwater	23	78.30%	13.00%	4.30%	4.30%	0.00%	0.00%
Franklin	25	80.00%	12.00%	4.00%	4.00%	0.00%	0.00%
Fremont	11	72.70%	18.20%	0.00%	0.00%	9.10%	0.00%
Gem	14	78.60%	21.40%	0.00%	0.00%	0.00%	0.00%
Gooding	9	88.90%	11.10%	0.00%	0.00%	0.00%	0.00%
Idaho	33	78.80%	15.20%	3.00%	0.00%	3.00%	0.00%
Jefferson	21	71.40%	19.00%	4.80%	0.00%	0.00%	4.80%
Latah	48	72.90%	12.50%	8.30%	2.10%	4.20%	0.00%
Lemhi	9	77.80%	11.10%	11.10%	0.00%	0.00%	0.00%
Lewis	14	71.40%	21.40%	0.00%	7.10%	0.00%	0.00%
Madison	12	91.70%	8.30%	0.00%	0.00%	0.00%	0.00%
Minidoka	14	85.70%	7.10%	7.10%	0.00%	0.00%	0.00%
Oneida	8	87.50%	12.50%	0.00%	0.00%	0.00%	0.00%
Owyhee	14	78.60%	21.40%	0.00%	0.00%	0.00%	0.00%
Power	12	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Shoshone	16	75.00%	25.00%	0.00%	0.00%	0.00%	0.00%
Washington	18	94.40%	5.60%	0.00%	0.00%	0.00%	0.00%

Number of Trips Needed to Complete Business

19 of the 34 counties that were considered in this analysis had at least 90 percent of respondents in their county report that they resolved their business in one trip to the county office. 100 percent of respondents in 6 of the counties reported that they completed their business in two or fewer trips (Table 5).

Table 5. County Comparison of Number of Trips Needed to Complete Business

	Unweighted frequency	Driver Licensing: How many trips did it take to complete your business?		
		1 trip	2 trips	3 or more trips
Ada	84	91.70%	7.10%	1.20%
Bear Lake	8	100.00%	0.00%	0.00%
Benewah	20	100.00%	0.00%	0.00%
Bingham	17	94.10%	5.90%	0.00%
Bonner	24	91.70%	8.30%	0.00%
Boundary	10	90.00%	10.00%	0.00%
Canyon	33	93.90%	3.00%	3.00%
Caribou	14	92.90%	7.10%	0.00%
Clearwater	23	91.30%	8.70%	0.00%
Idaho	33	97.00%	3.00%	0.00%
Jefferson	21	100.00%	0.00%	0.00%
Kootenai	83	90.40%	8.40%	1.20%
Lemhi	9	100.00%	0.00%	0.00%
Lewis	14	92.90%	7.10%	0.00%
Minidoka	14	90.90%	9.10%	0.00%
Nez Perce	54	92.90%	7.10%	0.00%
Owyhee	14	100.00%	0.00%	0.00%
Power	12	100.00%	0.00%	0.00%
Twin Falls	71	91.50%	5.60%	2.80%

Notably, Power, and Lemhi counties frequently exceeded the statewide benchmarks for many of the questions.

Chapter 3
Vehicle Titling and Registration

This section of the survey asked respondents questions about their experiences with vehicle titling and registration in the past two years at a county assessor's motor vehicle office. Respondents were asked to rate their satisfaction with the wait time, courtesy and knowledge of the staff, number of trips taken to complete their business, as well as any improvements that could be made by the titling and registration office.

State Results for Vehicle Titling and Registration

Overview

Overall, nearly 69 percent of respondents reported having gone to a local office to register or title a vehicle in the last two years. Approximately 75 percent of these respondents awarded an "A" and 19 percent awarded a "B" for the quality of services they received (Figure 10). The mean GPA for titling and registration services was 3.66 with a standard error of ± 0.03.
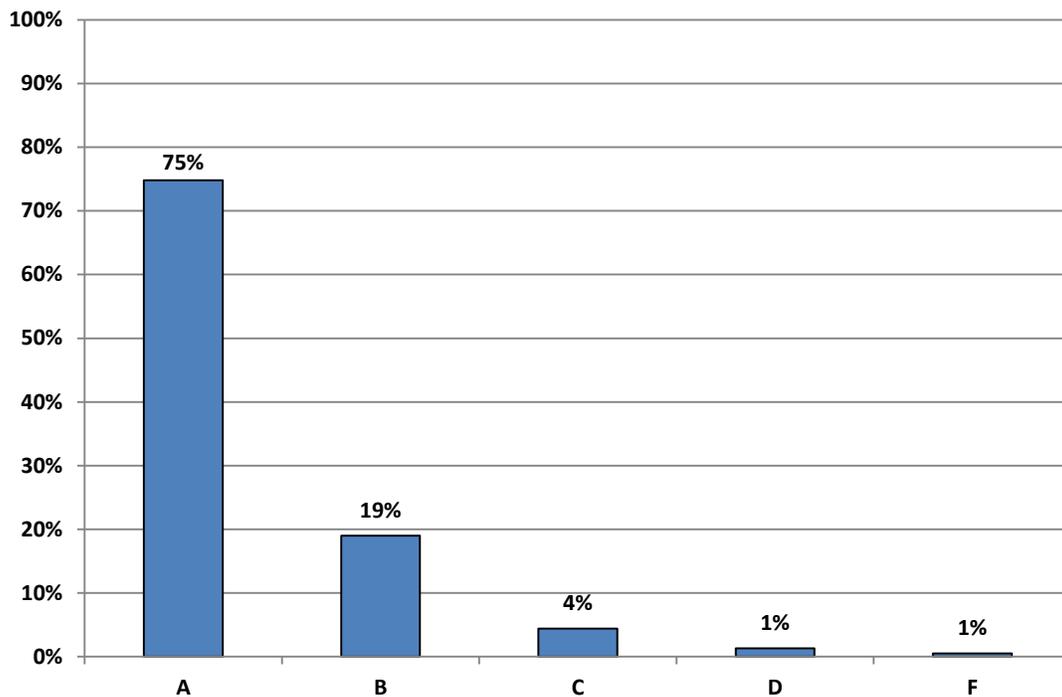
Figure 10. Overall Grade for Vehicle Titling and Registration Services

Compared to 2009 and 2011, a greater percent of respondents in 2015 awarded an "A" for quality of service when registering or titling a vehicle (Figure 11). Since 2009, the general trend appears to be that more respondents are awarding an overall grade of "A," which indicates a positive shift in customer satisfaction with vehicle titling and registration services.
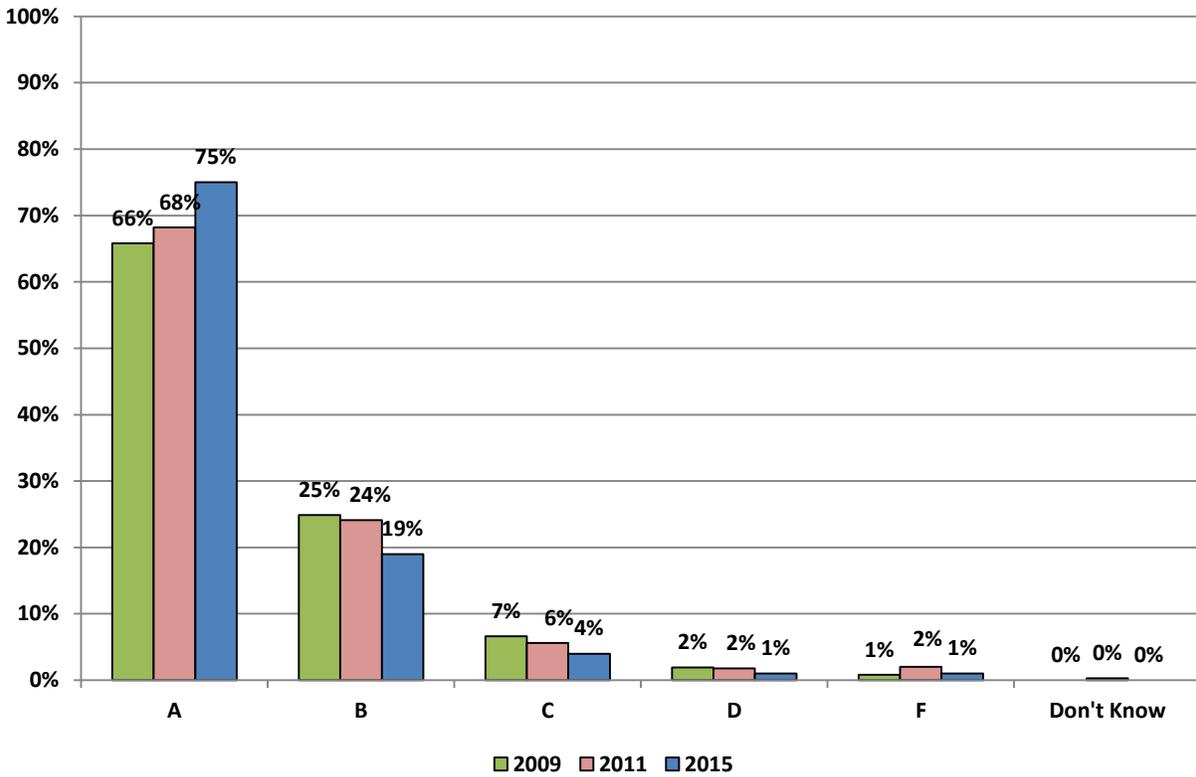
Figure 11. Comparison of Overall Grade for Vehicle Titling and Registration Services, 2009-2015

Courteousness of Staff

Nearly 97 percent of respondents felt that the staff were "somewhat courteous" or "very courteous," with 78 percent reporting that the staff were "very courteous." Compared to 2011 and 2009, the difference in customers' perception of staff courteousness in 2015 is not significant (Figure 12).
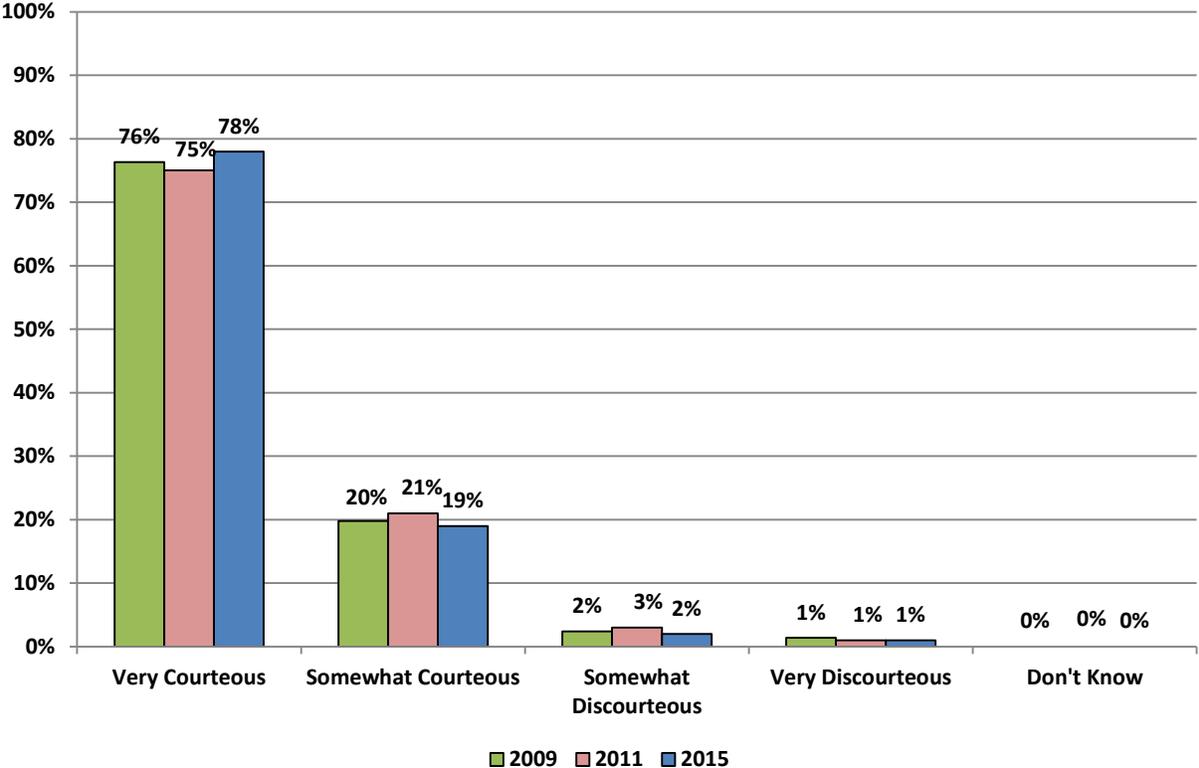
Figure 12. Comparison of Staff Courteousness for Vehicle Titling and Registration Services, 2009-2015

Knowledge of Staff

Similarly, over 95 percent of respondents felt that the staff were "very" or "somewhat" knowledgeable, with 80 percent reporting that they felt the staff were "very knowledgeable." Compared to 2011 and 2009, there was a slight increase in 2015 in the percent of respondents who felt that staff were "very knowledgeable" (Figure 13).
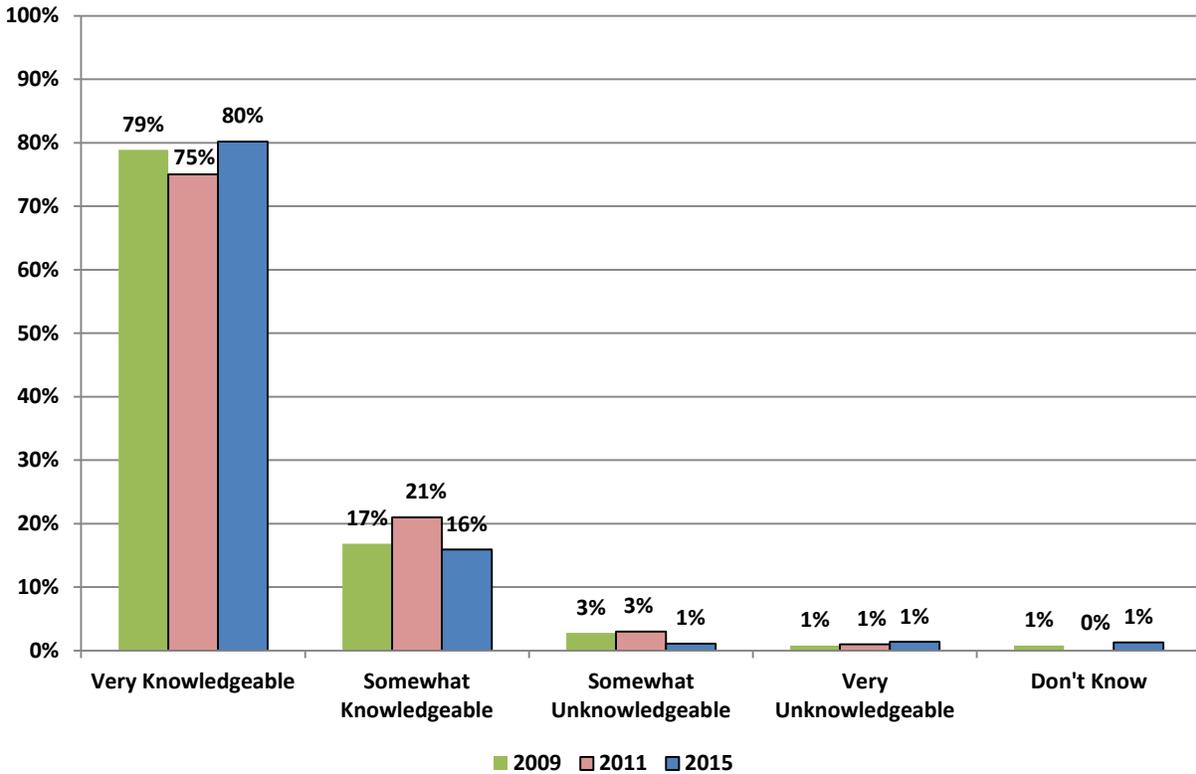
Figure 13. Comparison of Staff Knowledge for Vehicle Titling and Registration Services, 2009-2015

Satisfaction with Wait Time

When asked about their satisfaction with the wait time they experienced, nearly 72 percent of respondents reported being "very satisfied" and nearly 20 percent reported being "somewhat satisfied." Compared to 2011, a greater percentage of respondents in 2015 reported being "very satisfied" with the wait times at titling and registration offices (Figure 14).
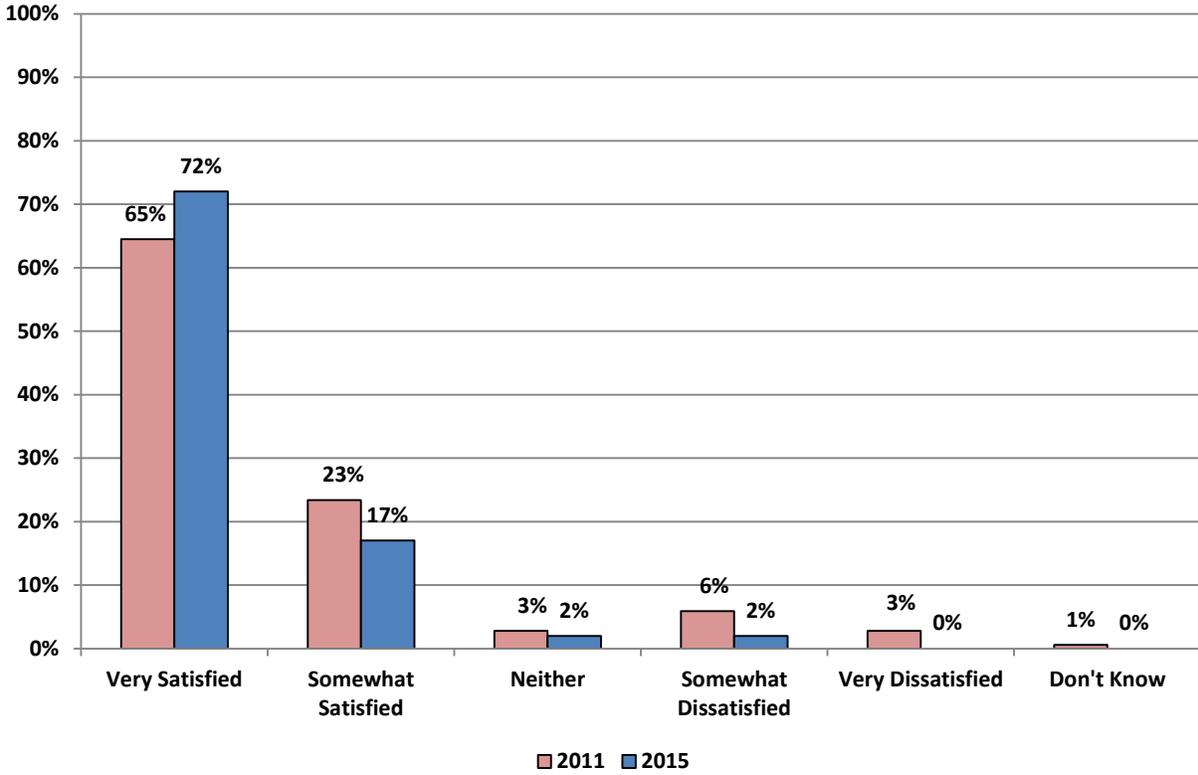
Figure 14. Comparison of Satisfaction with Wait Time for Vehicle Titling and Registration Services, 2011-2015.

Number of Trips Needed to Complete Business

85 percent of respondents completed their business with just one trip to the titling and registration office. Compared to 2011, the slight decrease from 86 percent to 85 percent is not significant (Figure 15). It is the county titling and registration offices' goal to serve customers on their first visit. However, some customers may require two trips to complete their business if they do not come prepared with the necessary documents on their first trip. As such, 11 percent of respondents in 2015 said it took two trips to complete their business. When three or more trips are required to complete business, it might indicate that requirements for the transaction need to be identified and communicated more clearly by the county staff during a customer's first visit. Similarly to 2011, only a small percentage of respondents (4 percent) reported that it took three or more trips to complete their business at the titling and registration offices (Figure 15).
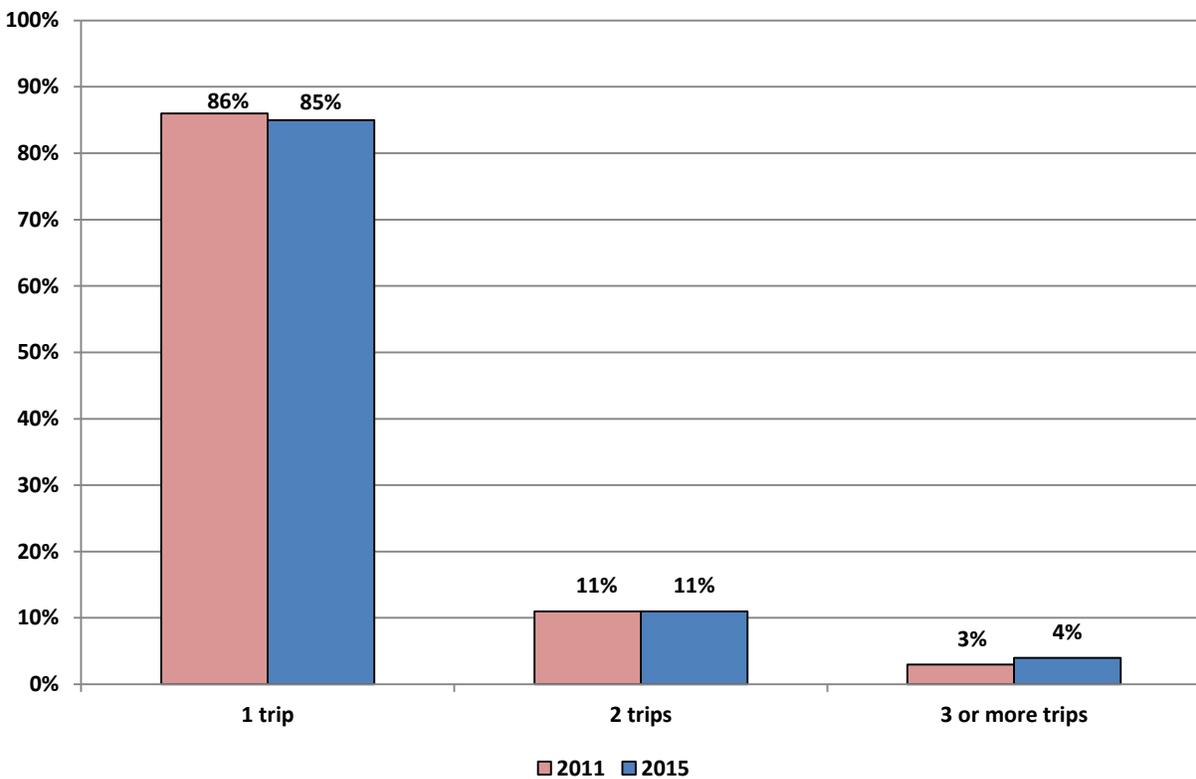
Figure 15. Comparison of Number of Trips Needed to Complete Business at Vehicle Titling and Registration Offices, 2011-2015

Suggested Changes

A total of 575 respondents answered the question about what improvements could be made at vehicle titling and registration offices. 15 percent of respondents that answered the question suggested adding more staff. Additionally, 11 percent of respondents noted that staff courteousness could also be improved (Figure 16).
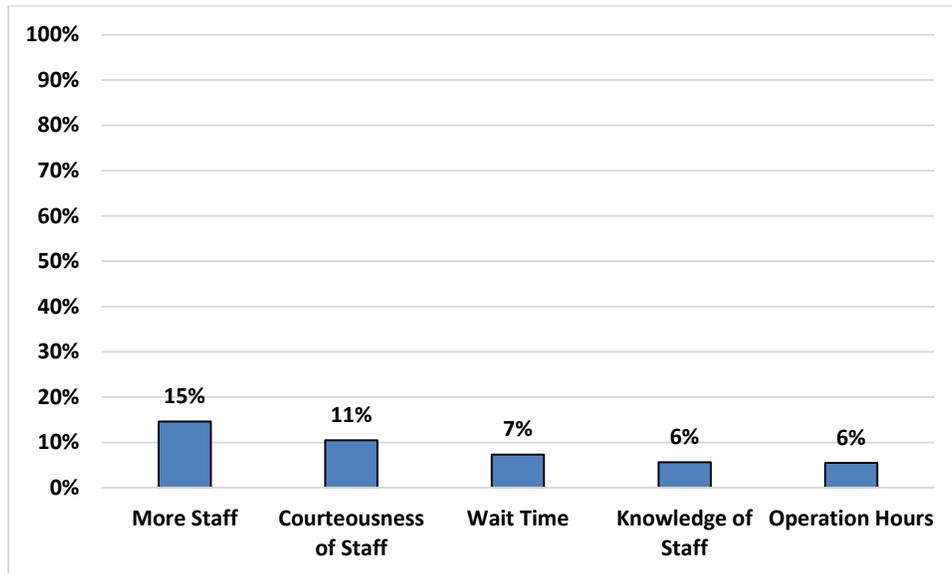
Figure 16. Suggested Changes for Vehicle Titling and Registration Offices.

Overall, these results indicate that customers had an extremely positive experience when registering or titling their vehicle. Only a relatively small percentage of respondents feel that there are improvements that could be made.

Multivariate Analysis Results

We used multiple linear regression to understand the relative significance and magnitude of key factors' influence on GPA. Within the statistical model we considered wait time, courteousness of staff, knowledge of staff, and number of trips made to complete business.[6] We also controlled for some demographic variables in our model (age, gender, and district of the respondent). A total of 1,162 observations were considered in this model.[7] The overall model was statistically significant (p<.001) and

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[6] This model was completed using SAS SURVEYREG procedure with statewide weights and district as the strata. We also considered regression diagnostics (model assumptions and collinearity) when constructing our model.

[7] The number of observations that are included in the regression is different from the overall "N" for the survey because when conducting multiple regression, we only consider those respondents who answered every one of the questions that is included as a variable in the statistical model. In this instance, the only observations that are included in the model are for respondents who answered all of the questions on age, gender, district, wait time, courteousness of staff, knowledge of staff, number of trips made to complete business, and overall grade for services received.

the adjusted-R^2 [8] was 0.62, indicating that our model adequately explains the variation in GPA scores. In order to rank each variable according to their relative influence on GPA scores, we looked at the f-value of each of these variables. The higher the f-value is for a variable, the greater the magnitude of its influence on overall GPA scores. Variables are considered significant when their f-value is greater than four.

According to our model, the most influential factor in predicting GPA scores for the titling and registration office is "courteousness of staff," which has an f-value of 45 in our model. This is followed by "number of trips," "knowledge of staff," and "satisfaction with wait time" (Figure 17). Each of these variables was also statistically significant ($p<.05$). Lastly, demographic variables, though included, were not significant in this model.
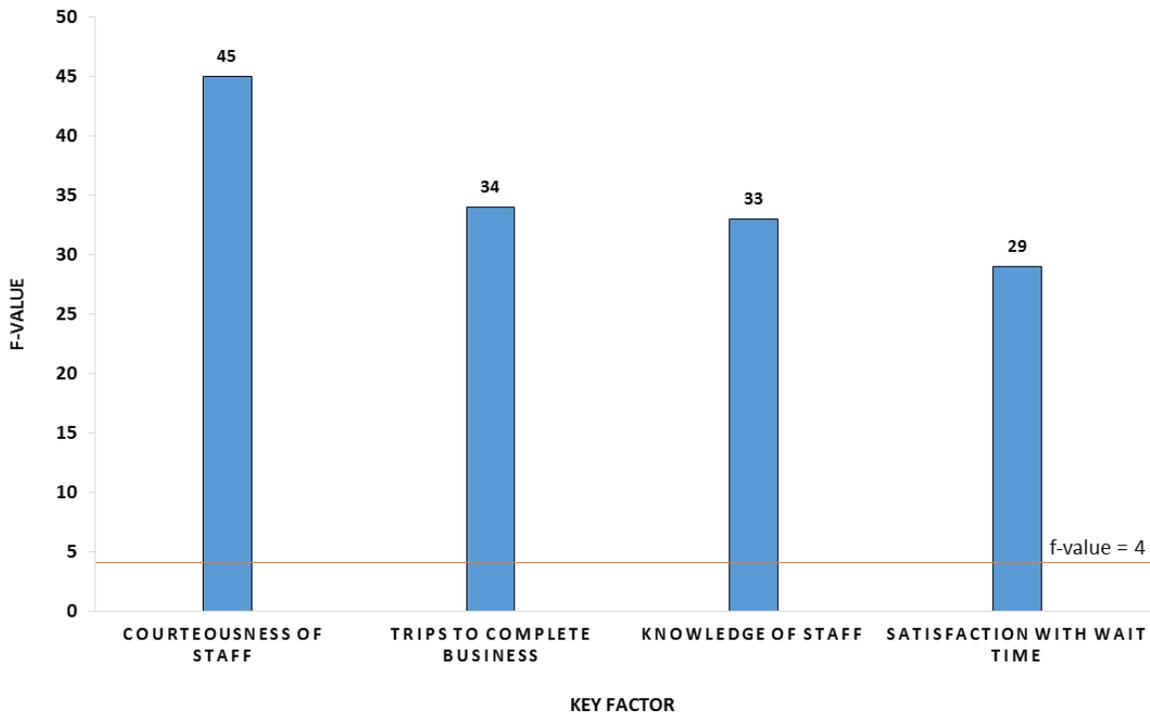
Figure 17. Magnitude of Key Factors' Influence on Overall GPA Score for Vehicle Titling and Registration Services

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[8] The adjusted-R2 is a statistic that is used to measure how much of the total variation in the dependent variable is explained by the regression model while taking into account the number of independent variables that are included in the model. The statistic's range is 0 to 1 where 0 indicates that the model does not explain any of the variation in the dependent variable, and 1 indicates that the model explains all of the variation in the dependent model. For example, if the adjusted-R2 for a model is .61, roughly 61 percent of the variation in the dependent variable is explained by the statistical model.

County Results for Vehicle Titling and Registration

In this section, we will be highlighting counties that performed above the statewide confidence interval's upper limit for each question. That is, we will highlight those counties that have a higher percent of respondents, compared to statewide confidence limit, who awarded an "A", reported being "very satisfied" with wait time, felt the staff was "very courteous", and "very knowledgeable." When noting the significance of these county-level results, particular attention should be paid to the total number of respondents reported for each county. Lastly, we only considered counties that had an *overall* respondent pool of greater than or equal to 20[9]. As such, 34 counties are considered in the below analysis.

Overall, 20 of the 34 counties meeting the threshold had over 79 percent of respondents award an "A" for the quality of services that they received when registering or titling a vehicle. Madison and Lemhi counties each had 96 percent and 95 percent of respondents, respectively, award an "A" for quality of service (Table 6).

Table 6. County Comparison of Overall Grade for Vehicle Titling and Registration Services

	Overall, what grade would you give to the quality of DMV services you received when registering or titling your vehicle?					
	Unweighted frequency	A	B	C	D	F
Bear Lake	18	88.90%	11.10%	0.00%	0.00%	0.00%
Benewah	35	85.70%	14.30%	0.00%	0.00%	0.00%
Bingham	37	81.10%	16.20%	2.70%	0.00%	0.00%
Blaine	11	90.90%	9.10%	0.00%	0.00%	0.00%
Bonner	32	87.50%	9.40%	3.10%	0.00%	0.00%
Boundary	9	88.90%	11.10%	0.00%	0.00%	0.00%
Canyon	32	81.30%	18.80%	0.00%	0.00%	0.00%
Cassia	25	84.00%	12.00%	4.00%	0.00%	0.00%
Clearwater	30	90.00%	3.30%	0.00%	3.30%	3.30%
Franklin	31	87.10%	12.90%	0.00%	0.00%	0.00%
Gem	13	84.60%	15.40%	0.00%	0.00%	0.00%
Gooding	14	85.70%	14.30%	0.00%	0.00%	0.00%
Jefferson	22	81.80%	13.60%	4.50%	0.00%	0.00%
Latah	63	82.50%	11.10%	4.80%	1.60%	0.00%
Lemhi	20	95.00%	5.00%	0.00%	0.00%	0.00%
Madison	25	96.00%	0.00%	4.00%	0.00%	0.00%
Minidoka	19	78.90%	10.50%	5.30%	5.30%	0.00%
Payette	16	81.30%	6.30%	0.00%	12.50%	0.00%
Power	14	92.90%	7.10%	0.00%	0.00%	0.00%
Washington	25	92.00%	0.00%	4.00%	0.00%	4.00%

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[9] This means that for some counties, the unweighted frequency for *each question* may be less than 20.

Courteousness of Staff

A total of 19 counties of the 34 counties meeting the threshold had at least 82 percent of respondents in their county report that the staff was "very courteous." Notably, Lemhi county had 100 percent of respondents indicate that the staff were "very courteous" at the titling and registration offices, and Franklin county had 94 percent of respondents indicate the same (Table 7).

Table 7. County Comparison of Staff Courteousness for Vehicle Titling and Registration Services

	Vehicle Titling and Registration: How would you rate the courteousness of the office staff?				
	Unweighted frequency	Very Courteous	Somewhat Courteous	Somewhat Discourteous	Very Discourteous	Don't Know
Bear Lake	18	88.90%	11.10%	0.00%	0.00%	0.00%
Benewah	35	91.40%	8.60%	0.00%	0.00%	0.00%
Bingham	37	83.80%	13.50%	2.70%	0.00%	0.00%
Blaine	11	90.90%	9.10%	0.00%	0.00%	0.00%
Bonner	32	84.40%	12.50%	3.10%	0.00%	0.00%
Canyon	32	87.50%	12.50%	0.00%	0.00%	0.00%
Caribou	20	90.00%	0.00%	0.00%	0.00%	10.00%
Clearwater	30	93.30%	0.00%	3.30%	3.30%	0.00%
Franklin	31	93.50%	6.50%	0.00%	0.00%	0.00%
Gem	13	84.60%	15.40%	0.00%	0.00%	0.00%
Gooding	14	92.90%	7.10%	0.00%	0.00%	0.00%
Jerome	15	86.70%	13.30%	0.00%	0.00%	0.00%
Kootenai	86	83.70%	16.30%	0.00%	0.00%	0.00%
Lemhi	20	100.00%	0.00%	0.00%	0.00%	0.00%
Madison	25	88.00%	12.00%	0.00%	0.00%	0.00%
Owyhee	17	82.4%	17.6%	0.0%	0.0%	0.0%
Power	14	92.90%	7.10%	0.00%	0.00%	0.00%
Twin Falls	78	84.60%	14.10%	1.30%	0.00%	0.00%
Washington	25	88.00%	8.00%	4.00%	0.00%	0.00%

Knowledge of Staff

19 counties of the 34 that were considered had at least 84 percent of respondents in their county report that the staff were "very knowledgeable." Blaine county had 100 percent of respondents report that the staff were "very knowledgeable" and Caribou county had 95 percent of respondents report the same (Table 8).

Table 8. County Comparison of Staff Knowledge for Vehicle Titling and Registration Services

	Vehicle Titling and Registration: How would you rate the overall knowledge of the staff at the vehicle registration and titling office?					
	Unweighted frequency	Very Knowledgeable	Somewhat Knowledgeable	Somewhat Unknowledgeable	Very Unknowledgeable	Don't Know
Benewah	35	91.40%	5.70%	2.90%	0.00%	0.00%
Blaine	11	100.00%	0.00%	0.00%	0.00%	0.00%
Boundary	8	87.50%	12.50%	0.00%	0.00%	0.00%
Canyon	32	87.50%	12.50%	0.00%	0.00%	0.00%
Caribou	20	95.00%	0.00%	0.00%	0.00%	5.00%
Cassia	25	84.00%	12.00%	0.00%	4.00%	0.00%
Clearwater	30	86.70%	6.70%	3.30%	3.30%	0.00%
Fremont	17	88.20%	5.90%	0.00%	5.90%	0.00%
Gooding	14	92.90%	7.10%	0.00%	0.00%	0.00%
Jefferson	22	86.40%	13.60%	0.00%	0.00%	0.00%
Kootenai	86	87.20%	8.10%	0.00%	1.20%	3.50%
Latah	63	84.10%	14.30%	1.60%	0.00%	0.00%
Lemhi	20	90.00%	5.00%	0.00%	0.00%	5.00%
Madison	25	88.00%	12.00%	0.00%	0.00%	0.00%
Nez Perce	64	90.60%	9.40%	0.00%	0.00%	0.00%
Power	14	85.70%	14.30%	0.00%	0.00%	0.00%
Shoshone	15	93.30%	0.00%	0.00%	6.70%	0.00%
Twin Falls	78	84.60%	7.70%	2.60%	3.80%	1.30%
Washington	25	88.00%	12.00%	0.00%	0.00%	0.00%

Satisfaction with Wait Time

22 of the 34 counties meeting the threshold had at least 76 percent of respondents in that county report being "very satisfied" with the wait time when registering or titling a vehicle. Notably, 100 percent of respondents in Washington county and 93 percent in Gooding county reported being "very satisfied" with the wait time they experienced (Table 9).

Table 9. County Comparison of Satisfaction with Wait Time for Vehicle Titling and Registration Services

	Vehicle Titling and Registration: How satisfied are you with the wait time you experienced?					
	Unweighted frequency	**Very Satisfied**	**Somewhat Satisfied**	**Neither**	**Somewhat Dissatisfied**	**Very Dissatisfied**	**Don't Know**
Bear Lake	18	83.30%	16.70%	0.00%	0.00%	0.00%	0.00%
Benewah	35	80.00%	20.00%	0.00%	0.00%	0.00%	0.00%
Blaine	11	90.90%	9.10%	0.00%	0.00%	0.00%	0.00%
Bonner	32	81.30%	9.40%	3.10%	3.10%	0.00%	3.10%
Boundary	9	77.80%	11.10%	0.00%	11.10%	0.00%	0.00%
Canyon	32	84.40%	9.40%	3.10%	3.10%	0.00%	0.00%
Caribou	20	90.00%	5.00%	0.00%	0.00%	0.00%	5.00%
Cassia	25	84.00%	12.00%	0.00%	4.00%	0.00%	0.00%
Clearwater	30	83.30%	6.70%	3.30%	3.30%	3.30%	0.00%
Franklin	31	90.30%	9.70%	0.00%	0.00%	0.00%	0.00%
Fremont	17	88.20%	0.00%	5.90%	5.90%	0.00%	0.00%
Gem	13	92.30%	7.70%	0.00%	0.00%	0.00%	0.00%
Gooding	14	92.90%	7.10%	0.00%	0.00%	0.00%	0.00%
Idaho	35	77.10%	17.10%	5.70%	0.00%	0.00%	0.00%
Lemhi	20	90.00%	10.00%	0.00%	0.00%	0.00%	0.00%
Lewis	21	81.00%	19.00%	0.00%	0.00%	0.00%	0.00%
Madison	25	64.00%	32.00%	0.00%	0.00%	4.00%	0.00%
Minidoka	19	78.90%	15.80%	0.00%	5.30%	0.00%	0.00%
Oneida	20	85.00%	10.00%	0.00%	5.00%	0.00%	0.00%
Owyhee	16	87.50%	6.30%	6.30%	0.00%	0.00%	0.00%
Power	14	85.70%	14.30%	0.00%	0.00%	0.00%	0.00%
Washington	25	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Number of Trips Needed to Complete Business

Lastly, 19 of the 34 counties considered in this analysis had at least 88 percent of respondents in their county report that they resolved their business in one trip to the county office. 100 percent of respondents in three of the counties, Boundary, Gooding, and Power, reported that they completed their business in one trip (Table 10).

Table 10. County Comparison of Number of Trips Needed to Complete Business

	Vehicle Titling and Registration: How many trips did it take to complete your business?		
	Unweighted frequency	**1 trip**	**2 trips**	**3 or more trips**
Benewah	35	88.60%	5.70%	5.70%
Bingham	37	97.30%	2.70%	0.00%
Blaine	11	90.90%	9.10%	0.00%
Bonneville	84	91.70%	6.00%	2.40%
Boundary	9	100.00%	0.00%	0.00%
Caribou	20	90.00%	10.00%	0.00%
Cassia	24	95.80%	4.20%	0.00%
Clearwater	29	93.10%	3.40%	3.40%
Gooding	14	100.00%	0.00%	0.00%
Idaho	35	88.60%	8.60%	2.90%
Jefferson	22	95.50%	0.00%	4.50%
Lemhi	20	90.00%	10.00%	0.00%
Lewis	21	95.20%	0.00%	4.80%
Madison	25	92.00%	8.00%	0.00%
Minidoka	19	89.50%	10.50%	0.00%
Nez Perce	64	90.60%	7.80%	1.60%
Payette	16	93.80%	6.30%	0.00%
Power	14	100.00%	0.00%	0.00%
Washington	25	92.00%	0.00%	8.00%

For vehicle titling and registration services, Lemhi county ranked among the top for overall grade, wait times, and staff courteousness and knowledge.

Chapter 4
Online Services

This section of the survey asked respondents questions about their experiences with using the ITD's DMV online services. Respondents were asked about their awareness of the online services, how they used them in the past two years, likelihood of use in the future, as well as reasons why they have not used the ITD's online services.

State Results for Online Services

Overview

Overall, 17 percent of respondents reported that they used the ITD's online DMV services in the past two years. This is an increase from 2011 when 14 percent of respondents reported that they used ITD's online DMV services. Approximately 75 percent of these respondents used online services to renew a vehicle registration, and just above six percent reinstated a driver license through the online services (Figure 18).
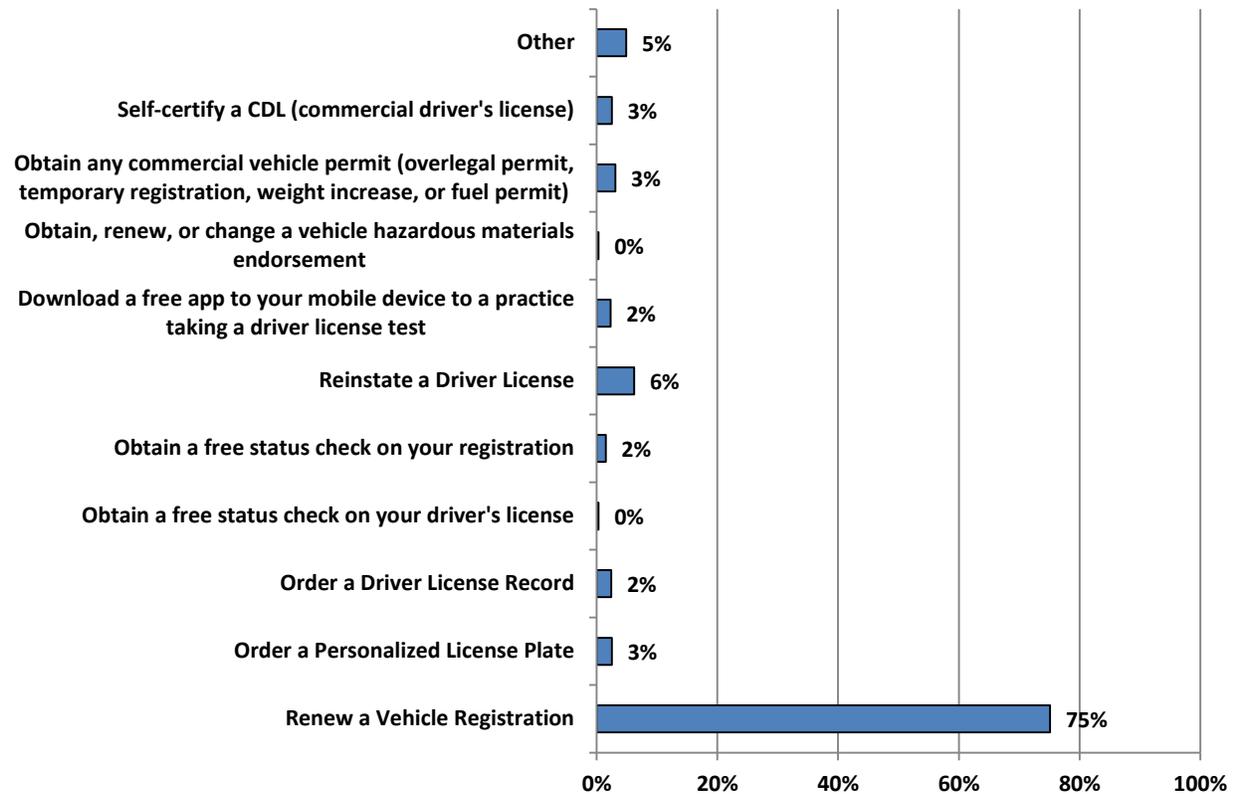
Figure 18. Transactions Conducted through ITD's Online Services

Of the respondents that used ITD's online services, 62 percent awarded an "A" for quality of the services while 28 percent awarded a "B." Compared to 2009 and 2011, the percent of respondents, in 2015, who awarded an "A" for quality of online services is roughly the same (Figure 19). The mean GPA score[10] was 3.50 with a standard error of ± 0.07.
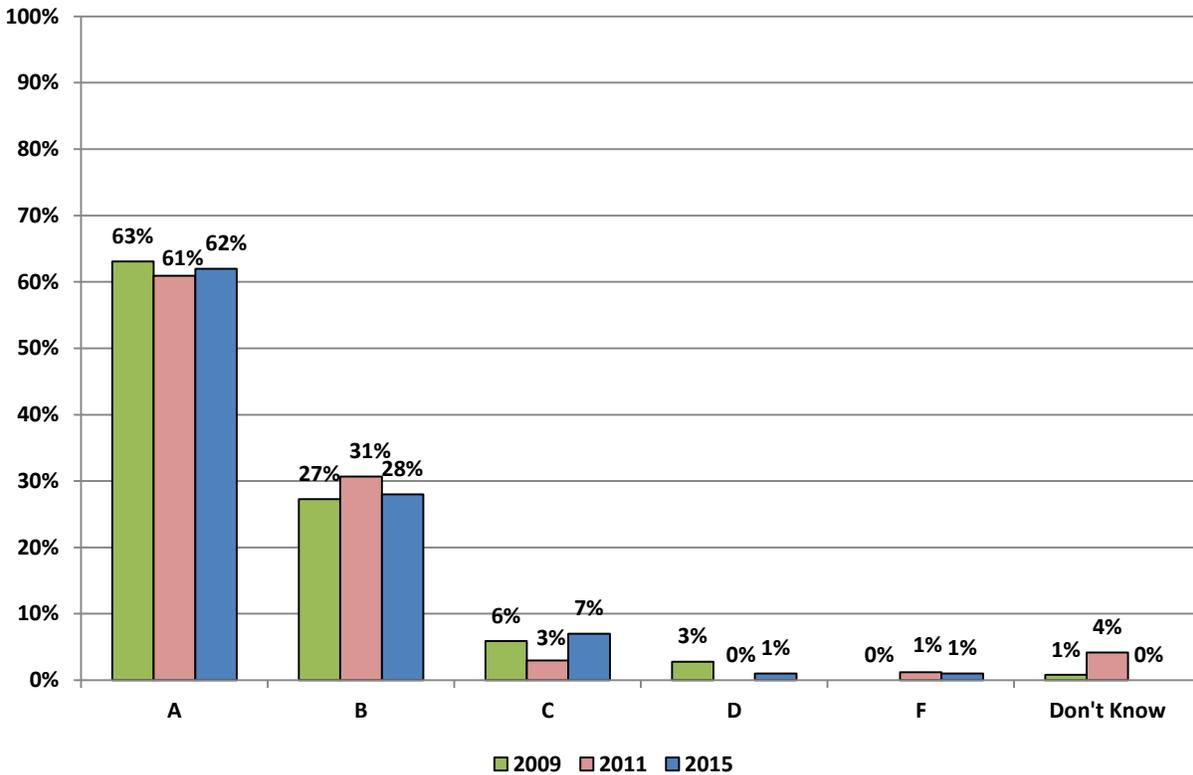
Figure 19. Comparison of Overall Grade for Online Services, 2009-2015

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[10] The mean GPA, here and throughout the report, was calculated on a 4-point scale where A=4, B=3, C=2, D=1, and F=0.

Notably, over half of the respondents who had not used online services, 57 percent, were unaware about the various online services prior to taking the survey. This is similar to 2011 when 56 percent of respondents were unaware of the online services that were available (Figure 20).
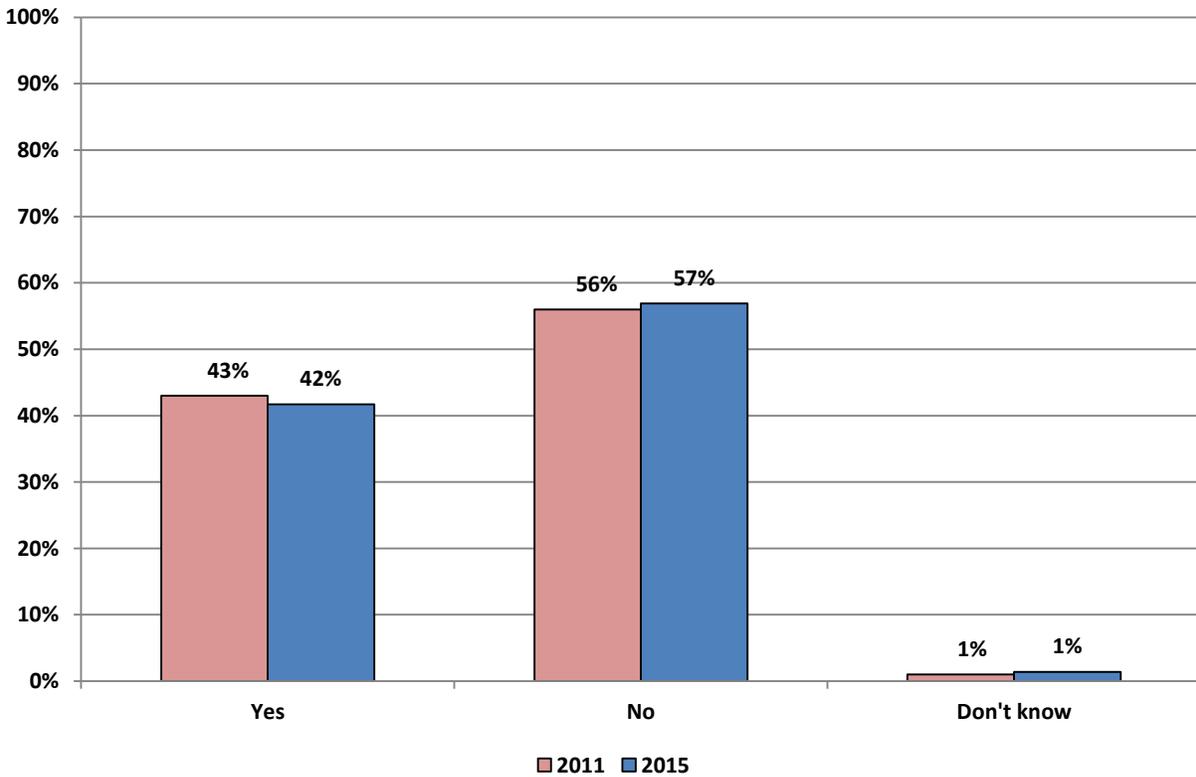
Figure 20. Comparison of Respondents' Awareness of Online Services, 2011-2015

Subsequently, just over half of these respondents, 52 percent, said they were "very likely" (22 percent) or "likely" (30 percent) to use online services now that they know these services exist. This is slightly lower than in 2011 when 56 percent of respondents said they were "very likely" (23 percent) or "likely" (33 percent) to use online services now that they know these services exist. Approximately 46 percent of respondents reported that they were "very unlikely" (26 percent) or "unlikely" (20 percent) to use online services. Compared to 2011, a greater percentage of respondents in 2015 said that they are very unlikely to use online services (Figure 21).
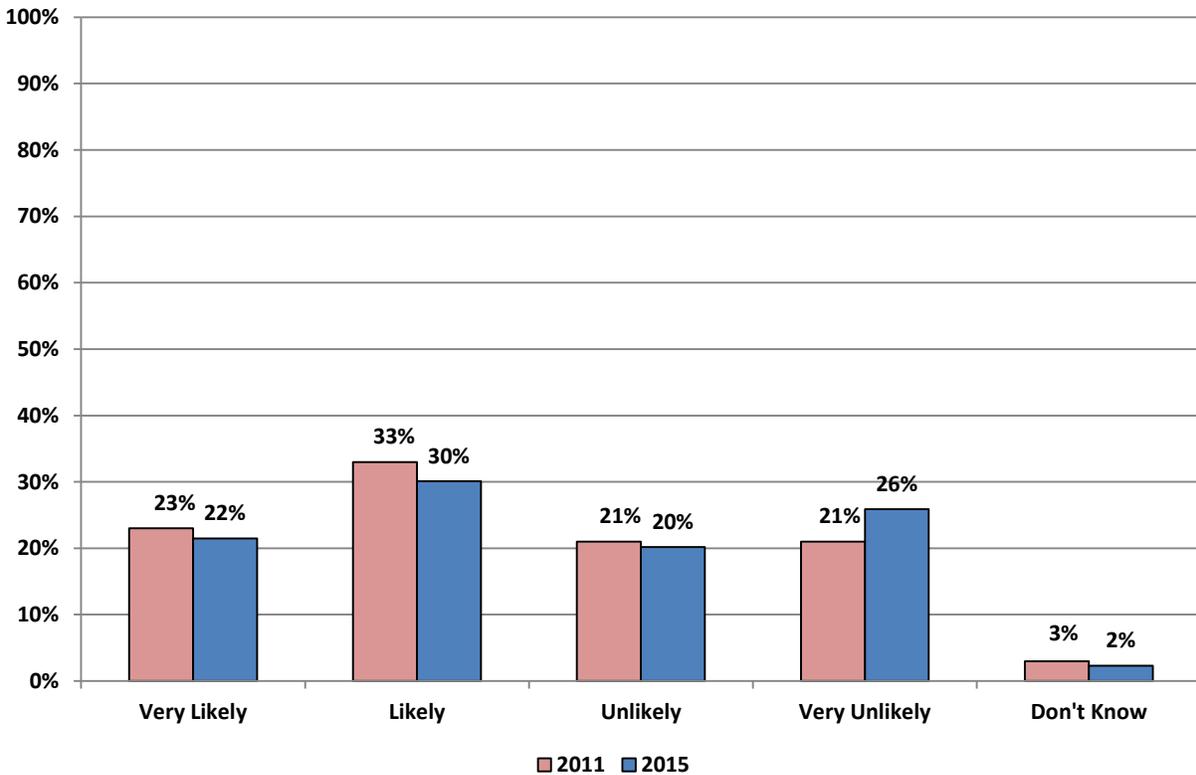
Figure 21. Comparison of Respondents' Likelihood of Using ITD's Online Services, 2011-2015

When asked why they had not used ITD's online services, nearly 48 percent of respondents reported it was because they preferred doing business in person. An additional 30 percent reported the reason as "other" and within that, nearly 40 percent said it was because they have not needed to use the online services.

District Results for Online Services

Overall, between 9 and 21 percent of respondents used ITD's online DMV services in each of the districts. District 3 had the highest percentage of respondents who used online services (21 percent) and District 2 had the lowest with only 9 percent (Figure 22).
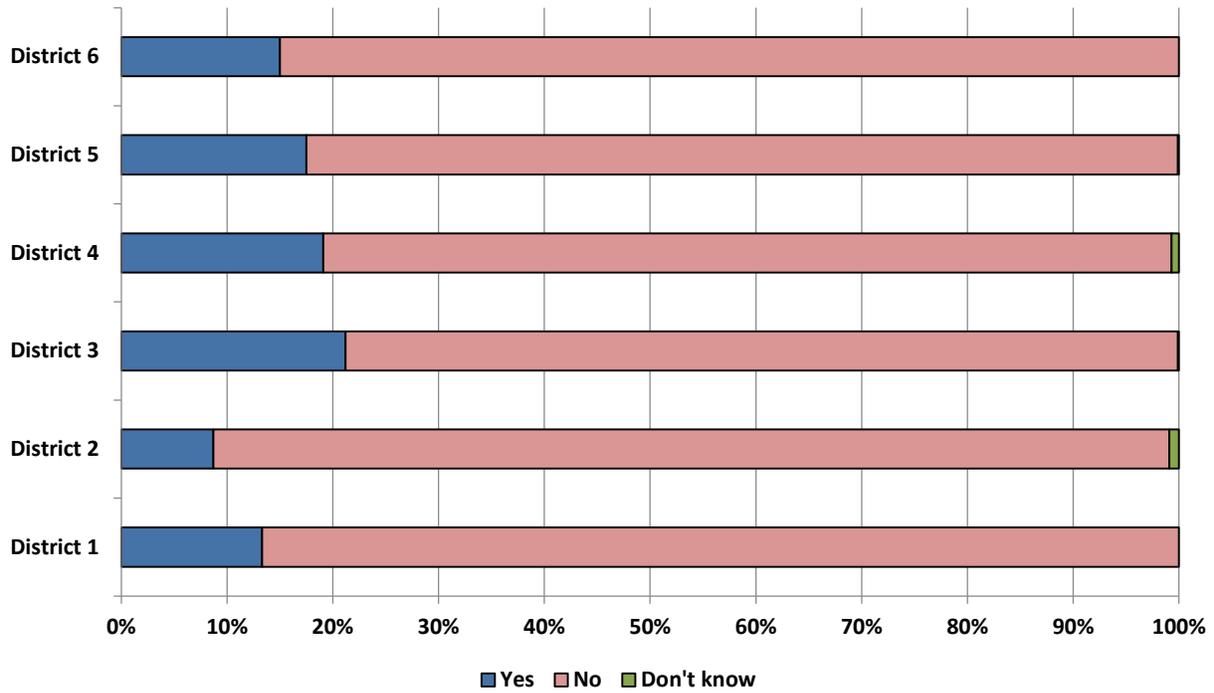
Figure 22. District Comparison of Use of ITD's Online Services

For most of the districts, a majority of respondents awarded an "A" for quality of ITD's online services. District 6, however, had only 50 percent of respondents award an "A" for quality of online services. Overall, between 50 and 68 percent of respondents in each district awarded an "A" for online services (Figure 23).
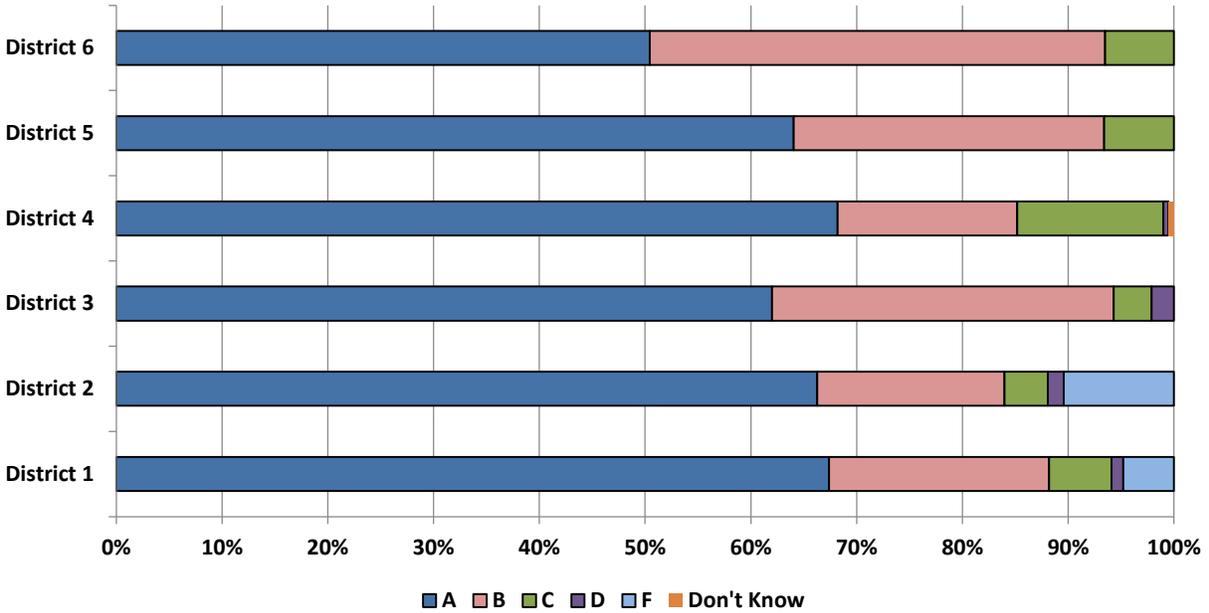
Figure 23. District Comparison of Overall Grade for Quality of Online Services

Less than half of the respondents in each district were aware of ITD's online services prior to taking the survey. Awareness of online services was highest in District 3 (48 percent) and lowest in District 5 (35 percent) (Figure 24).
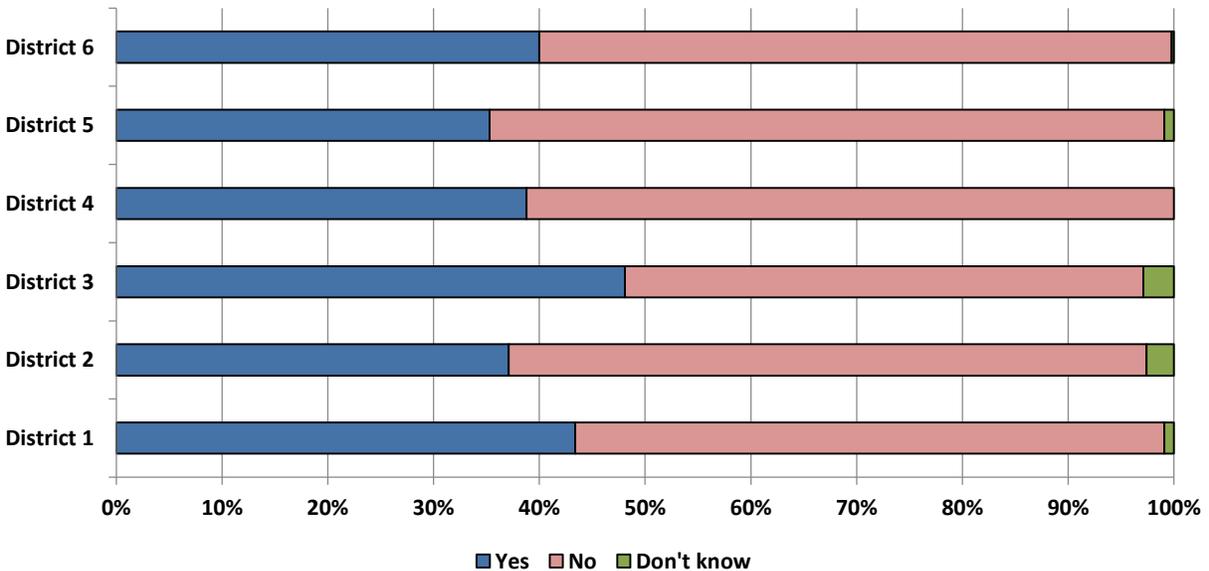
Figure 24. District Comparison of Respondents' Awareness of ITD's Online Services

Additionally, only a slight majority of respondents in most districts reported that they were "very likely" or "likely" to use ITD's online services. In the case of Districts 1 and 5, less than half of the respondents (47 percent and 49 percent, respectively) indicated that they were "very likely" or "likely" to use online services. Lastly, District 4 had the highest percent of respondents who said they were "very likely" or "likely" to use online services (59 percent) (Figure 25).
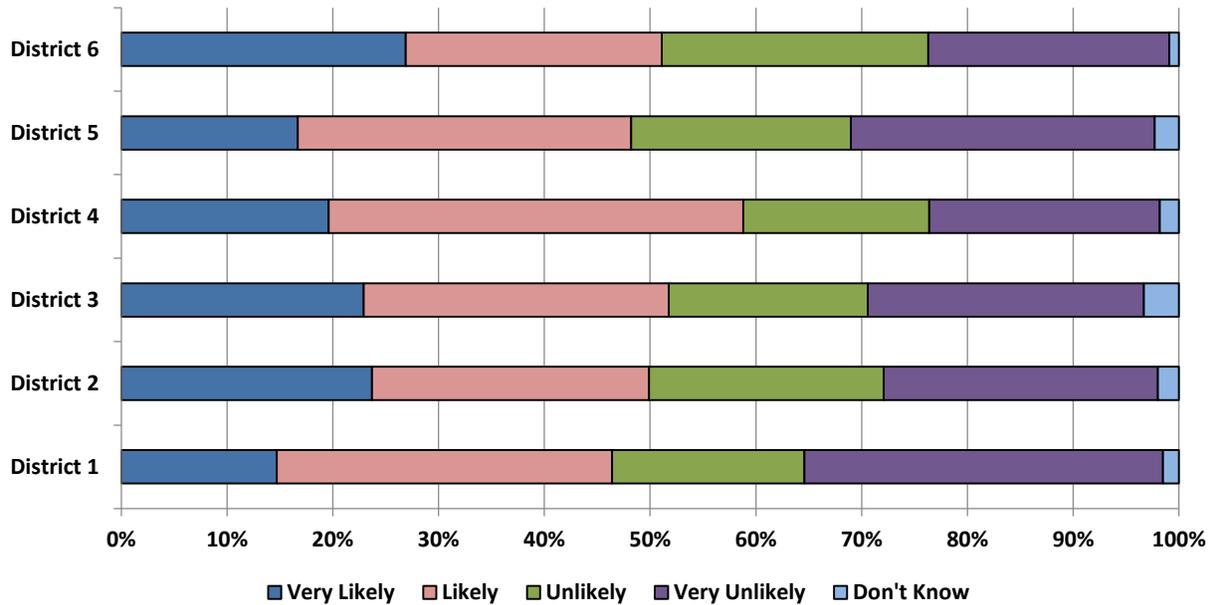
Figure 25. District Comparison of Respondents' Likelihood of Using ITD's Online Services

Chapter 5
Direct Services (HQ and POE)

This section of the survey asked respondents questions about their experiences with conducting business at the DMV headquarters or Port of Entry offices. Respondents were asked about how and why they contacted the headquarters, quality of the service they received, courteousness and knowledge of the staff, and overall satisfaction with their experience at the DMV headquarters.

State Results for Direct Services (HQ and POE)

Overview

Overall, roughly 10 percent of respondents reported that they had contacted the DMV headquarters or Port of Entry offices in the past two years. Approximately 27 percent contacted the driver licenses and ID cards office while 19 percent contacted Port of Entry offices and 19 percent contacted vehicle registrations and license plates (Figure 26).
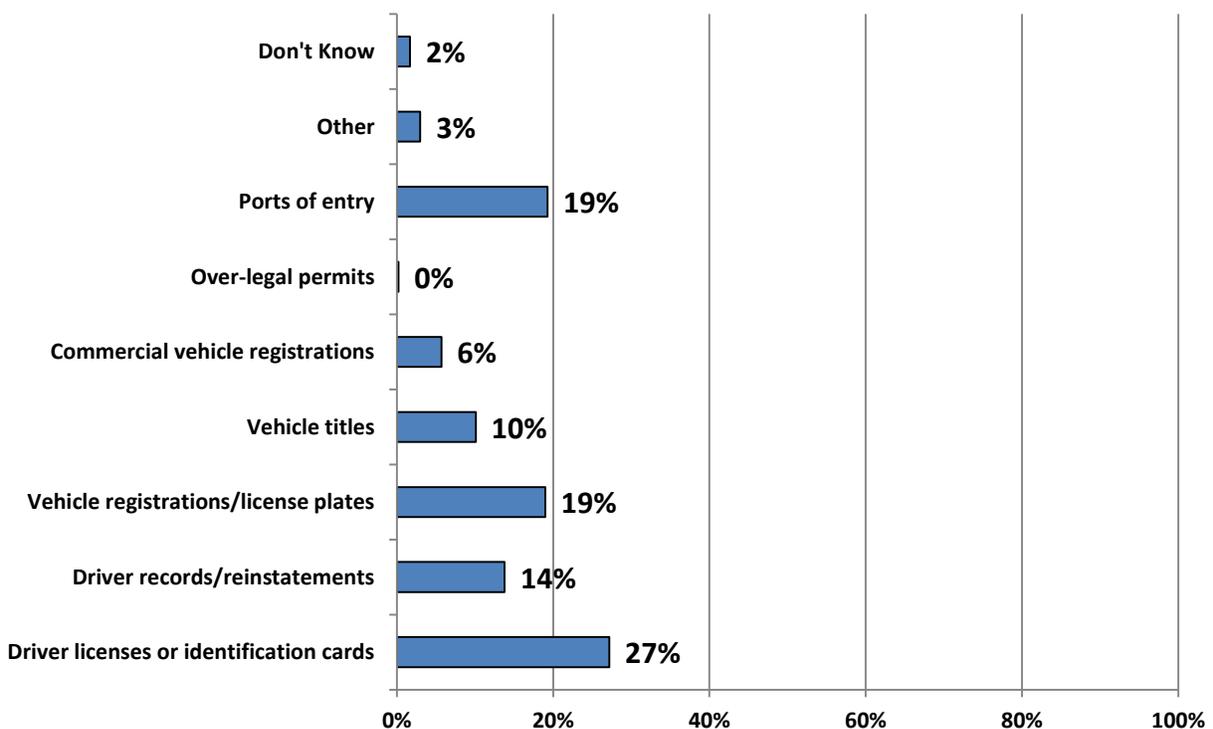
Figure 26. Respondents' Contact with DMV Headquarters and Port of Entry Offices

Of the respondents that contacted either DMV headquarters or Port of Entry offices, roughly 62 percent awarded an "A" and 16 percent awarded a "B" for the quality of customer service they received (Figure 27). The mean GPA[11] was 3.25 with a standard error of ± 0.13.
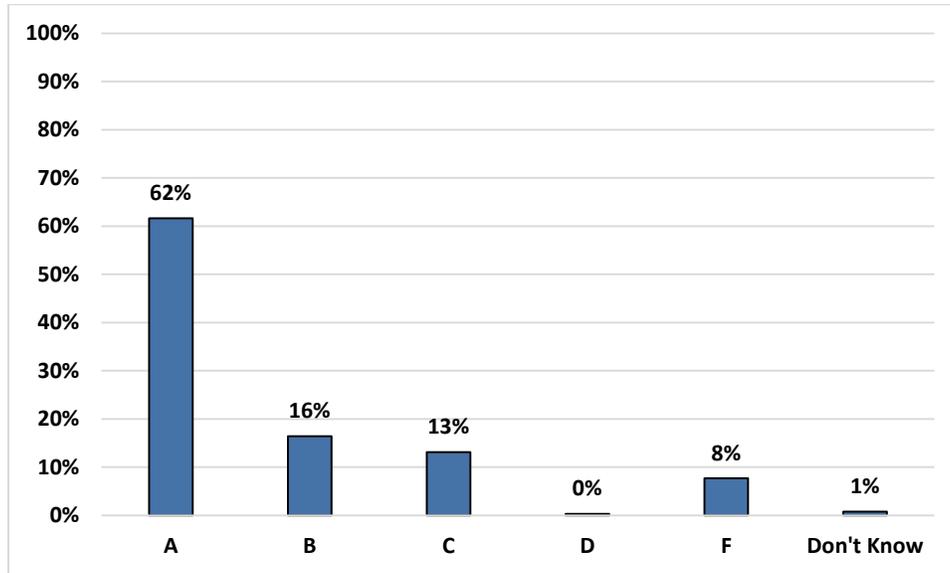
Figure 27. Overall Grade for DMV Headquarters and Port of Entry Offices

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[11] The mean GPA, here and throughout the report, was calculated on a 4-point scale where A=4, B=3, C=2, D=1, and F=0.

Courteousness of Staff

Overall, 90 percent of respondents who contacted headquarters or Port of Entry offices felt that the staff were "very" (68 percent) or "somewhat" (22 percent) courteous (Figure 28).
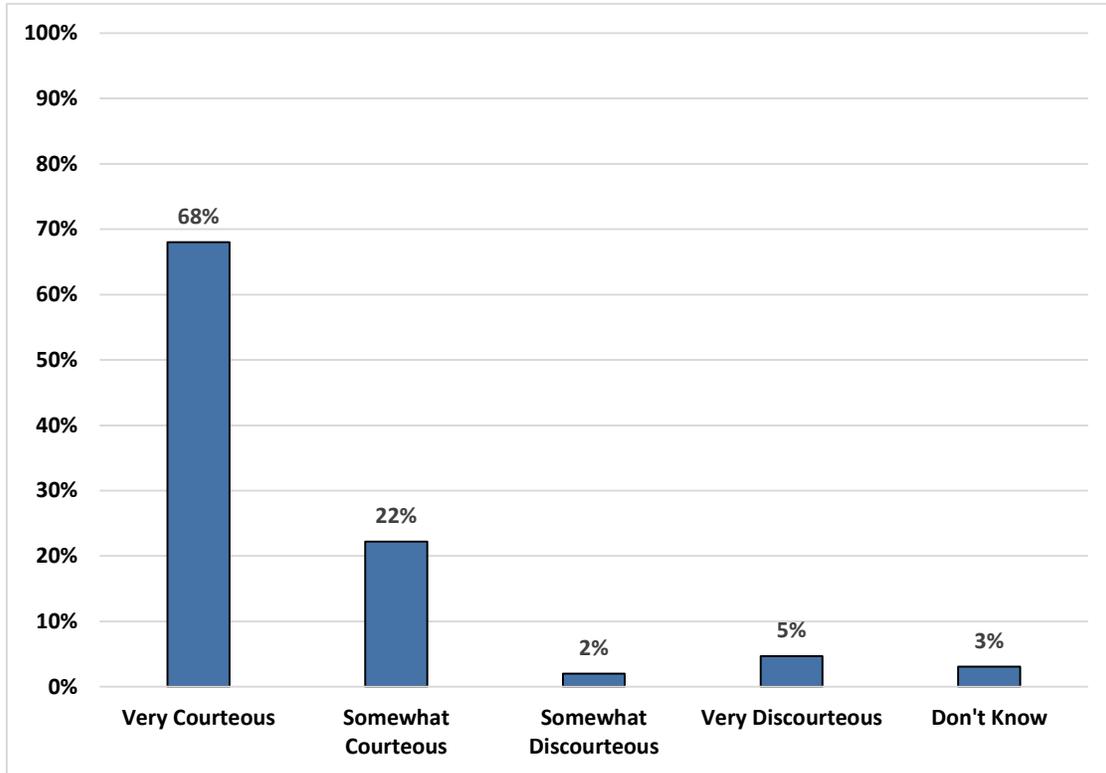
Figure 28. Courteousness of Staff at DMV Headquarters and Port of Entry Offices

Knowledge of Staff

Of the respondents that contacted a headquarters or Port of Entry office, 88 percent felt the staff were "very" (71 percent) or "somewhat" (19 percent) knowledgeable (Figure 29).
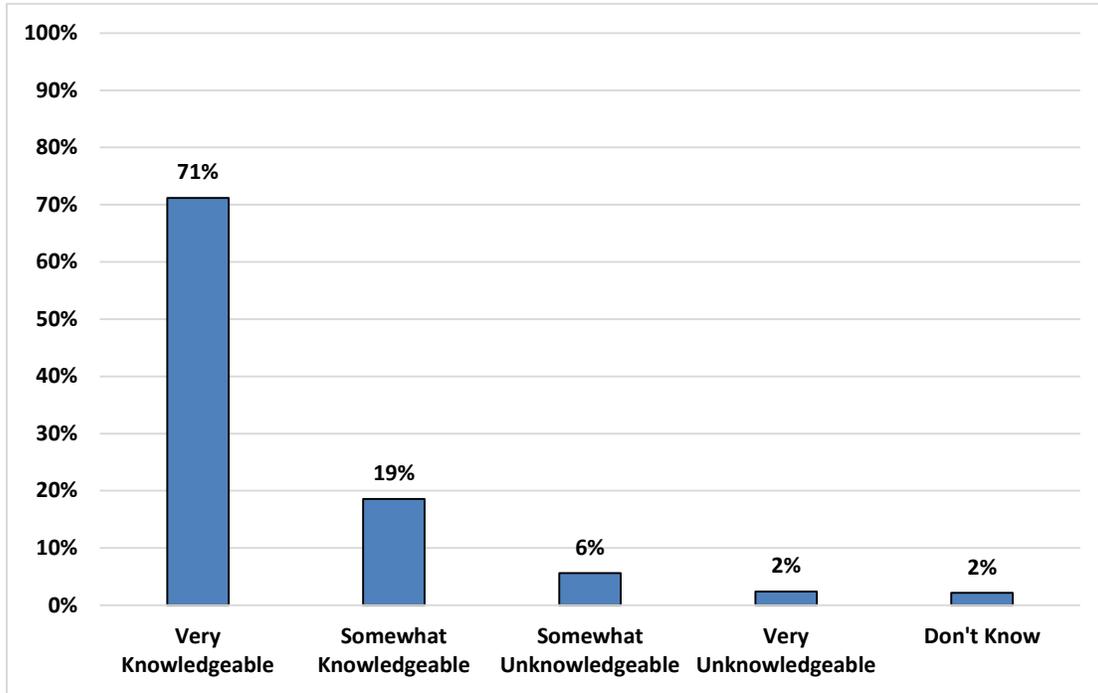
Figure 29. Knowledge of Staff at DMV Headquarters and Port of Entry Offices

Satisfaction with Wait Time

79 percent of respondents who made contact by telephone or in person were either "very satisfied" (59 percent) or "somewhat satisfied" (20 percent) with the wait time they experienced. Roughly 8 percent of respondents were "very dissatisfied" with the wait time (Figure 30).
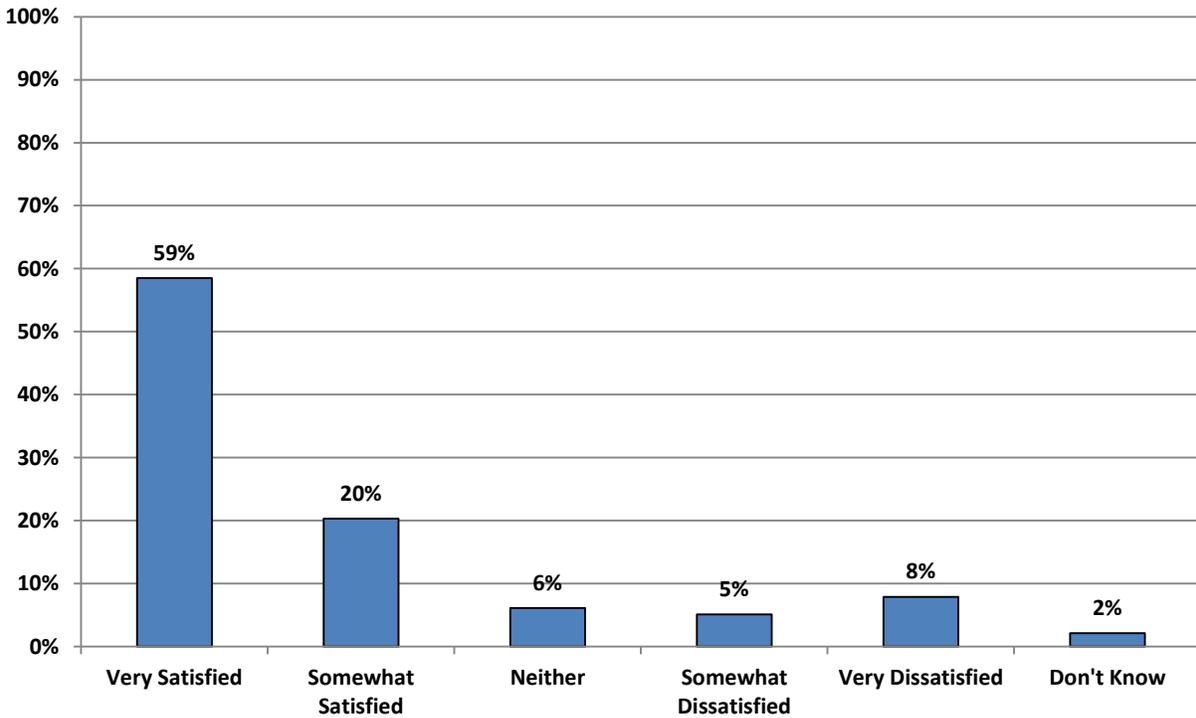
Figure 30. Respondents' Satisfaction with Wait Time at DMV Headquarters and Port of Entry Offices

Speed of Service

A large majority of respondents (89 percent) who made contact by e-mail, mail, fax, or in another manner other than by telephone or in person also felt that the service they received was "very fast" (Figure 31).
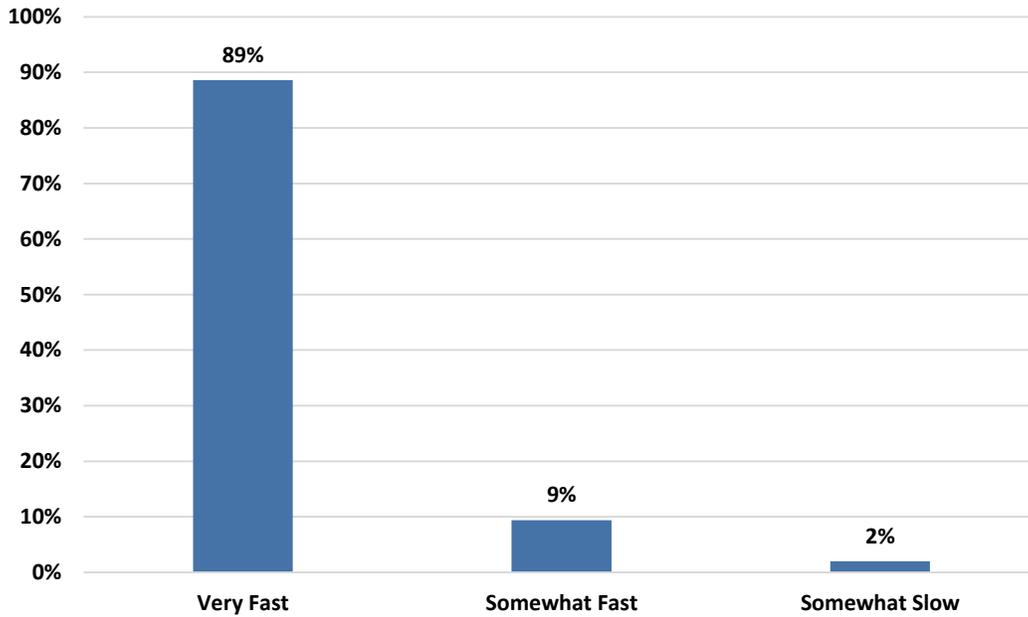
Figure 31. Speed of Service at DMV Headquarters or Port of Entry Offices

On a related note, 91 percent felt that their request was addressed properly.

Follow-up

Only 26 percent of respondents said follow-up was required after their initial contact with ITD. However, nearly 22 percent of these respondents reported being "very dissatisfied" with the follow-up that was provided. Overall, 69 percent reported being "very" (51 percent) or "somewhat" (18 percent) satisfied with the follow up that was provided (Figure 32).
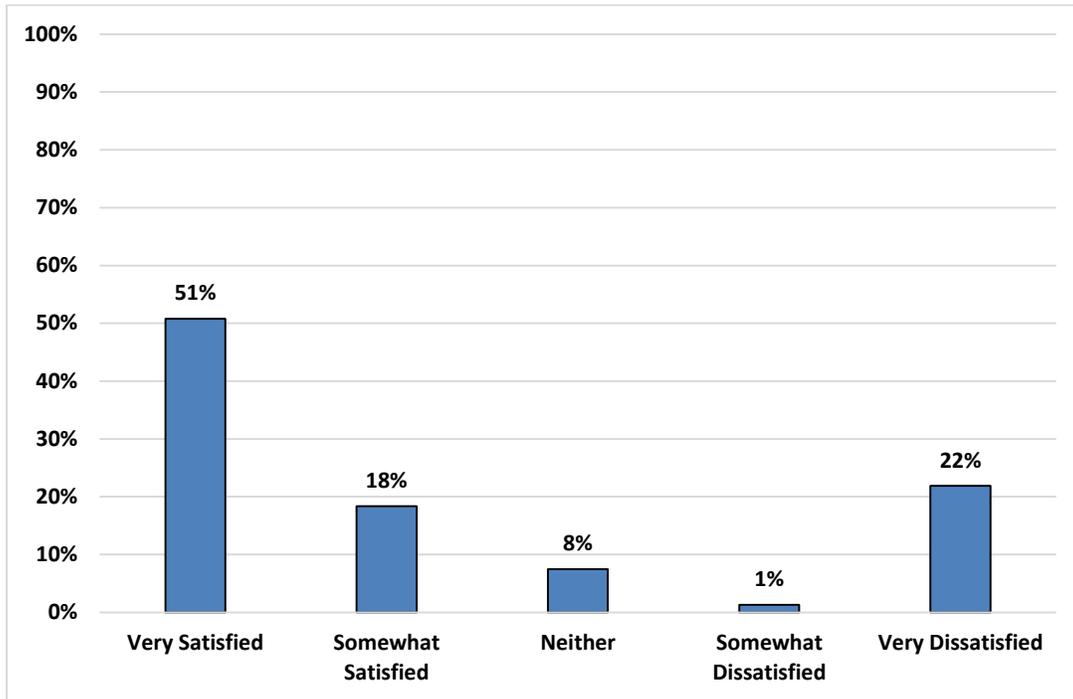
Figure 32. Respondents' Satisfaction with Follow-up at DMV Headquarters and Port of Entry Offices

Suggested Changes

A total of 70 respondents answered the question about what improvements could be made at DMV headquarters or Port of Entry offices. Of the respondents that answered the question, 16 percent said staff knowledge could be improved. 14 percent said there is a need for clearer communication and an additional 14 percent said that the location of direct services could be improved (Figure 33).
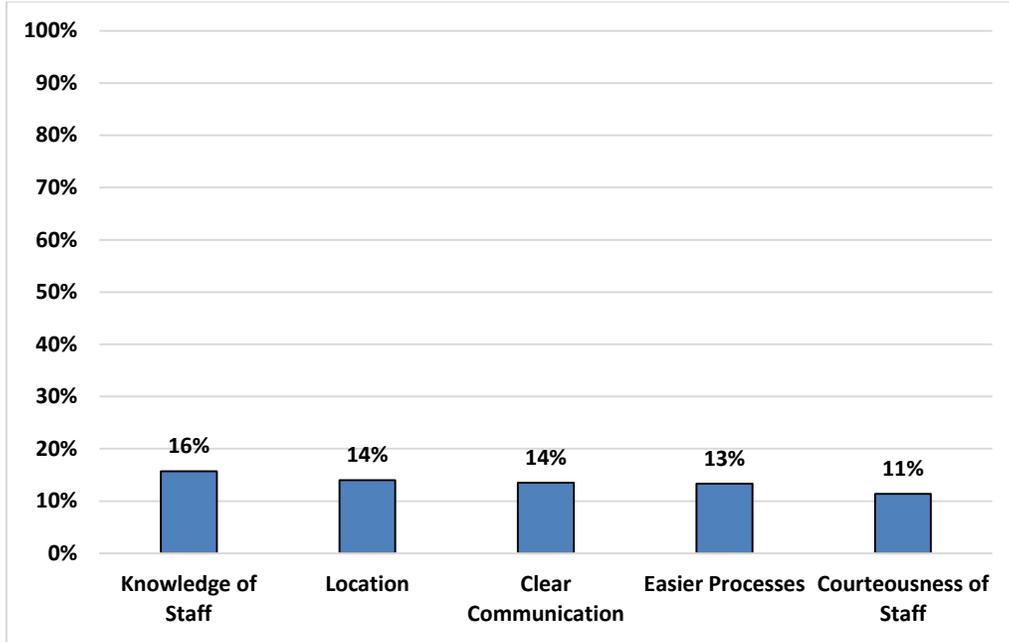
Figure 33. Suggested Changes for DMV Headquarters and Port of Entry Offices

Multivariate Analysis Results

We used multiple linear regression to understand the relative significance and magnitude of key factors' influence on GPA. Within the statistical model for Direct Services, we considered courteousness of staff, knowledge of staff, whether respondent's request was addressed appropriately, and whether or not follow up was required[12]. We also controlled for some demographic variables in our model (age, gender, and district of the respondent). A total of 139 observations were considered in this model[13]. The overall model was statistically significant ($p<.001$) and the adjusted-R^2 [14] was 0.71, indicating that the model adequately explains the variation in GPA scores. In order to rank each variable according to their relative influence on GPA scores, we looked at the f-value of each of these variables. The higher the f-value is for a variable, the greater the magnitude of its influence on overall GPA scores. Variables are considered significant when their f-value is greater than four.

According to our model, the most influential factor in predicting GPA scores for direct services is "courteousness of staff," which has an f-value of 45 in our model. This is followed by "knowledge of staff," which has an f-value of 7 (Figure 34). Both of these variables were statistically significant ($p<.05$). In our model, whether respondents' request was appropriately addressed and whether follow up was required were not statistically significant. Demographic variables, though included, were not significant in this model.

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[12] This model was completed using SAS SURVEYREG procedure with statewide weights and district as the strata. We also considered regression diagnostics (model assumptions and collinearity) when constructing our model.

[13] The number of observations that are included in the regression is different from the overall "N" for the survey because when conducting multiple regression, we only consider those respondents who answered every one of the questions that is included as a variable in the statistical model. In this instance, the only observations that are included in the model are for respondents who answered all of the questions on age, gender, district, wait time, courteousness of staff, knowledge of staff, number of trips made to complete business, and overall grade for services received.

[14] The adjusted-R2 is a statistic that is used to measure how much of the total variation in the dependent variable is explained by the regression model while taking into account the number of independent variables that are included in the model. The statistic's range is 0 to 1 where 0 indicates that the model does not explain any of the variation in the dependent variable, and 1 indicates that the model explains all of the variation in the dependent model. For example, if the adjusted-R2 for a model is .61, roughly 61 percent of the variation in the dependent variable is explained by the statistical model.
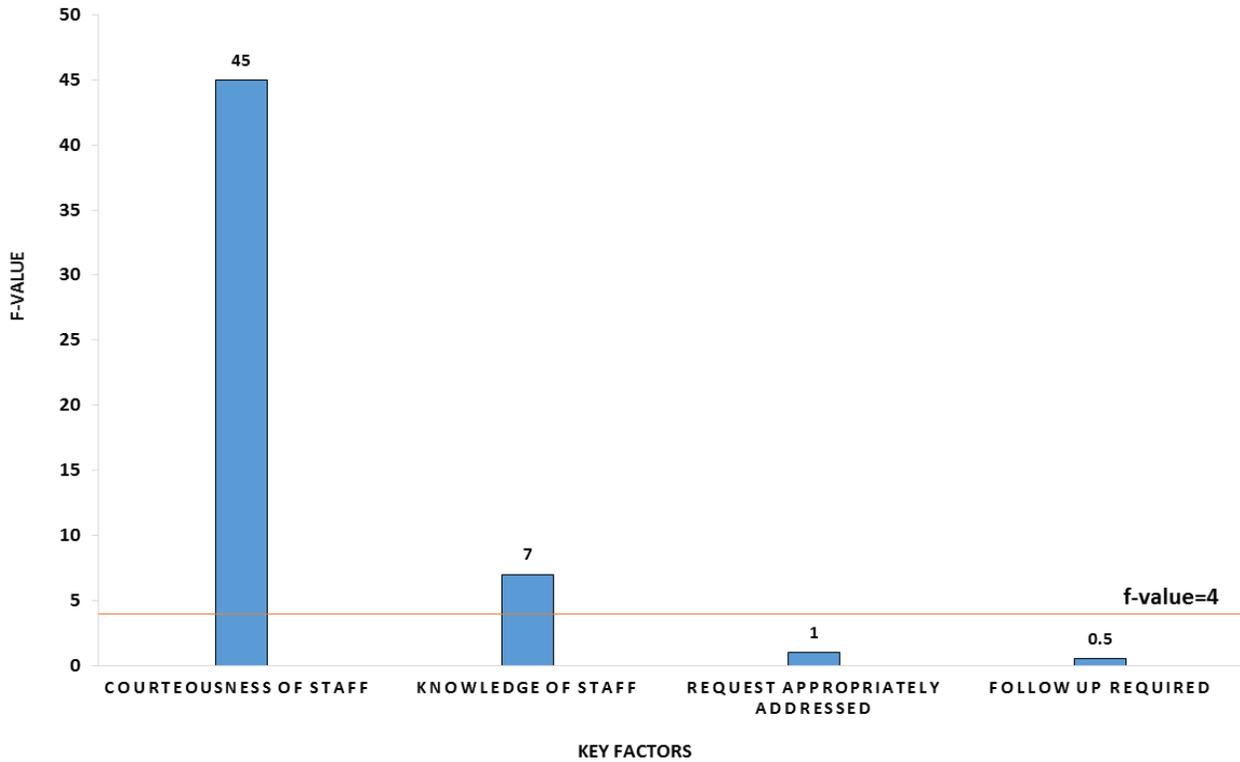
Figure 34. Magnitude of Key Factors' Influence on Overall GPA Scores for DMV Headquarters and Port of Entry Offices

The variables "satisfaction with wait time" and "speed of service" were not considered in the multiple regression model because only a small subset of respondents who contacted the DMV were asked these questions. However, to understand these variables' influence on GPA scores, we conducted a simple linear regression for each of the variables separately. In our linear regression of "satisfaction with wait time" and GPA scores, we found that wait time was highly significant ($p<.001$). In our simple linear regression of "speed of service" and GPA scores, we found that "speed of service" was not at all statistically significant. However, little emphasis should be placed on this result because only 16 respondents answered the question on "speed of service."

Area Results for Direct Services (HQ)

In this section, we highlight different areas of direct services that performed above statewide 95 percent confidence interval's upper limit, focusing mainly on areas that had an *overall* respondent pool of 10 or more. That is, we will highlight those areas of direct services that have a higher percent of respondents, compared to statewide confidence limit, who awarded an "A", reported that the service was "very fast," were "very satisfied" with wait time, felt the staff was "very courteous," and "very knowledgeable." When noting the significance of these area-level results, particular attention should be paid to the total number of respondents reported for each area.

Overall, only two areas had at least 72 percent of respondents award an "A" for overall quality of services that they received. 76 percent of respondents awarded port of entry offices an overall grade of "A" and 74 percent awarded vehicle registrations and license plates services a grade of "A" (Figure 35 and Table 11).
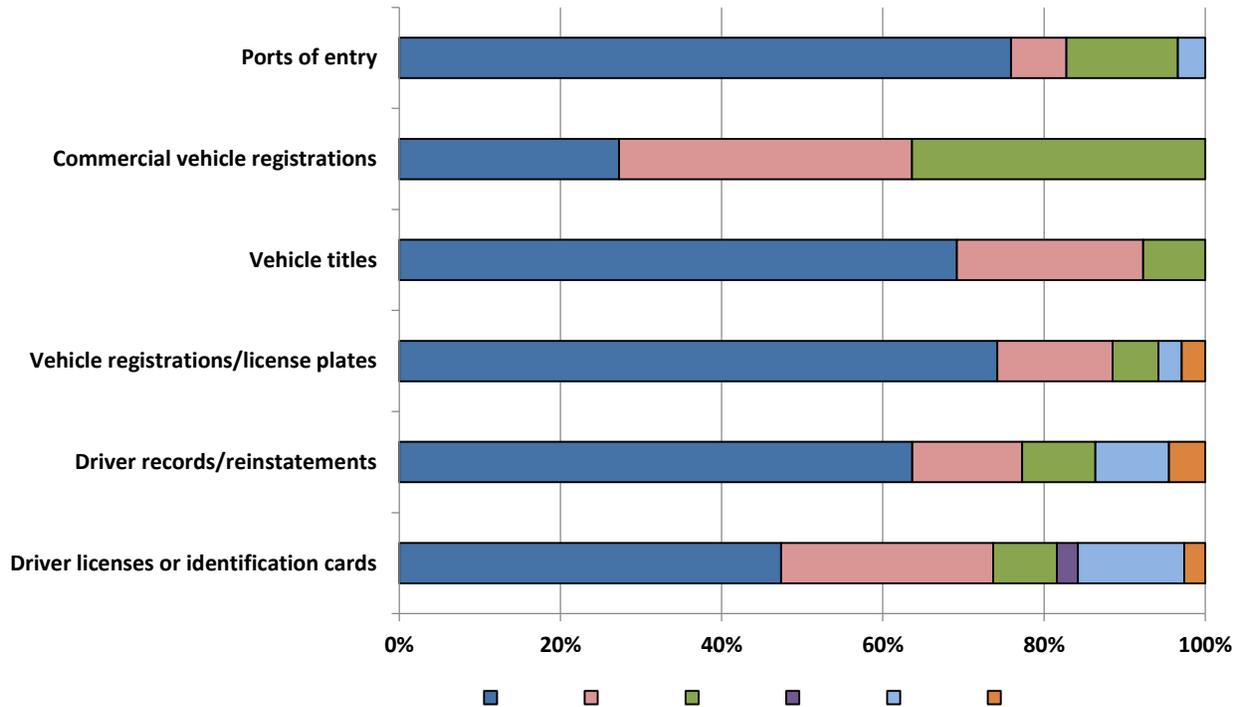
Figure 35. Overall Grades for Different Direct Services Areas

Table 11. Direct Services Area Comparison of Overall Grades for Direct Services

	Unweighted frequency	Overall, how would you grade the quality of customer service DMV headquarters or port of entry offices provide?					
		A	B	C	D	F	Don't Know
Driver licenses or identification cards	38	47.4%	26.3%	7.9%	2.6%	13.2%	2.6%
Driver records/reinstatements	22	63.6%	13.6%	9.1%	0.0%	9.1%	4.5%
Vehicle registrations/license plates	35	74.3%	14.3%	5.7%	0.0%	2.9%	2.9%
Vehicle titles	13	69.2%	23.1%	7.7%	0.0%	0.0%	0.0%
Commercial vehicle registrations	11	27.3%	36.4%	36.4%	0.0%	0.0%	0.0%
Ports of entry	29	75.9%	6.9%	13.8%	0.0%	3.4%	0.0%

Courteousness of Staff

Notably, none of the different areas performed above the statewide confidence interval's upper limit, 78 percent, for courteousness of staff. Port of Entry offices had 76 percent of respondents report that the staff were "very courteous" (Figure 36).
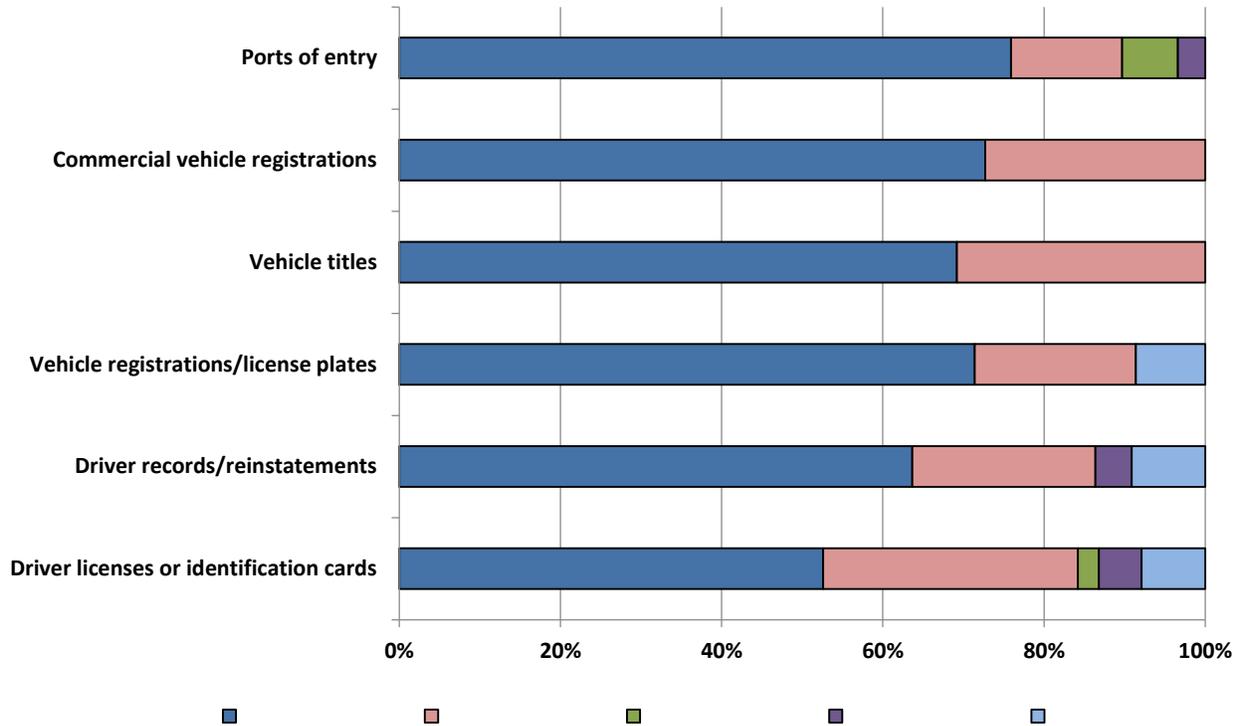
Figure 36. Direct Services Area Comparison of Staff Courteousness

Knowledge of Staff

Lastly, 92 percent of respondents felt that the staff in vehicle titles were "very knowledgeable." This was the only area of direct services that performed above the statewide confidence interval's upper limit of 81 percent for knowledge of staff (Figure 37).
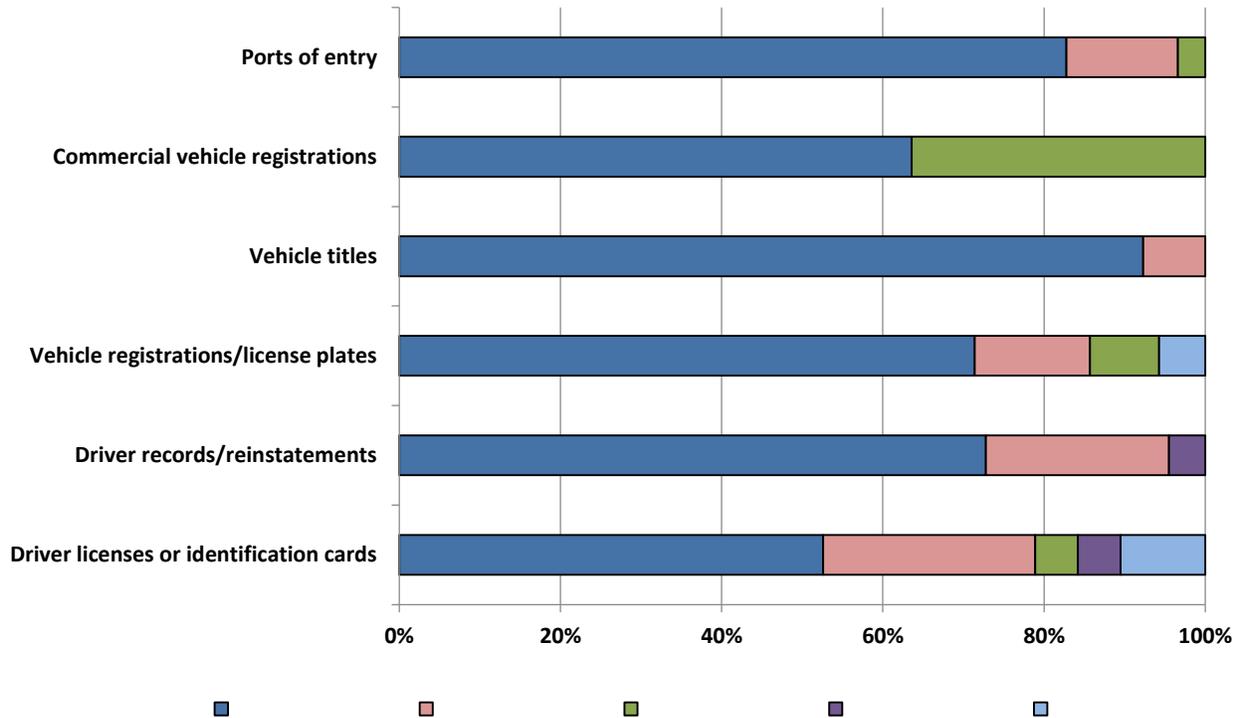
Figure 37. Direct Services Area Comparison of Staff Knowledge

Satisfaction with Wait Time

The statewide 95 percent confidence interval's upper limit for "very satisfied" with wait time is 69 percent. At the area level, only one area, vehicle titles, had a greater percent of respondents (85 percent) report being "very satisfied" with their wait time (Figure 38). With regards to speed of service, 100 percent of respondents felt the service was "very fast" for driver records and reinstatements, and ports of entry.
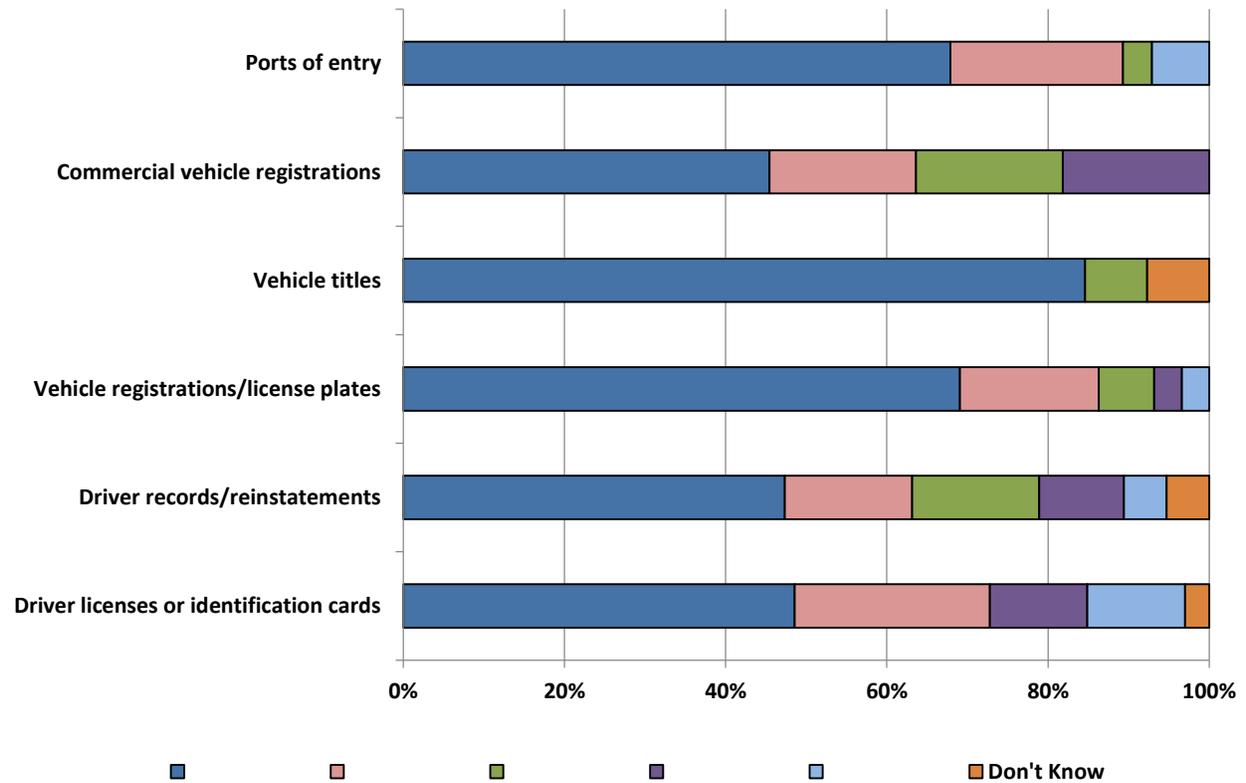
Figure 38. Direct Services Area Comparison of Satisfaction with Wait Time

Chapter 6
Preferences for Conducting Transactions

This section of the survey asked respondents questions about their preferences for how they conduct transactions with the DMV.

State Results for Preferences for Conducting Transactions

61 percent of respondents reported that their first preference for how they conduct transactions with the DMV is to do so in person, at an office. 24 percent said that their first preference was through the internet. Comparatively, nearly 28 percent of respondents' second preference was to conduct transactions through the internet, and 26 percent said their second preference was by telephone with a person. Overall, most respondents prefer in person interaction for conducting transactions (Figure 39).
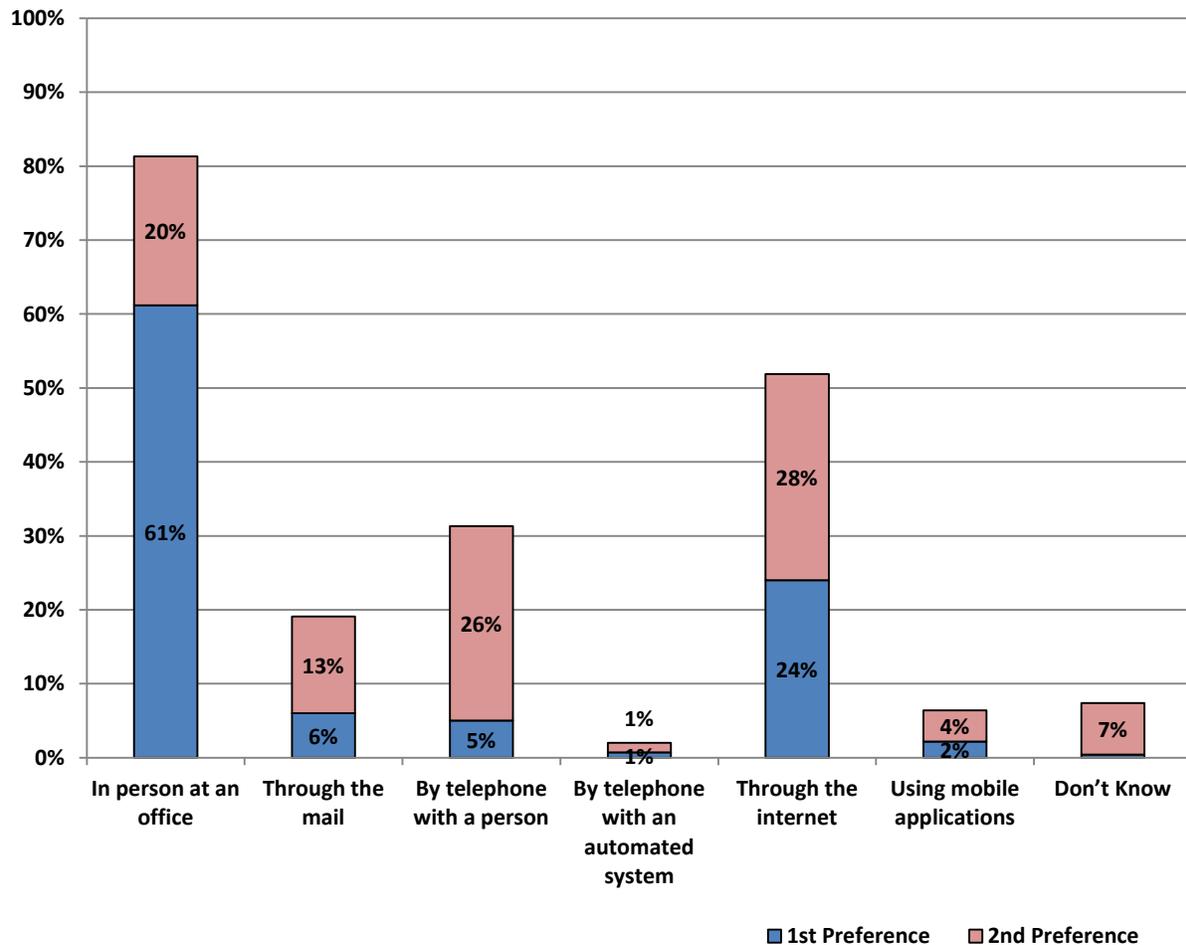
Figure 39. Respondents' Preferences for Conducting Transactions

Chapter 7
Communications

This section of the survey asked respondents questions about their preferences for how they receive information related to DMV services.

State Results for Communications

Just over half of respondents (52 percent) reported that their first preference for receiving information about DMV is through mail. Approximately 29 percent of respondents said their first preference was to receive communications by e-mail. An almost equal percent of respondents said their secondary preference is to receive DMV communications by e-mail (23 percent) or through the mail (24 percent). Overall, a clear majority of respondents favor mail as their primary or secondary preference for communications, and email is the second most common preference among customers (Figure 40).
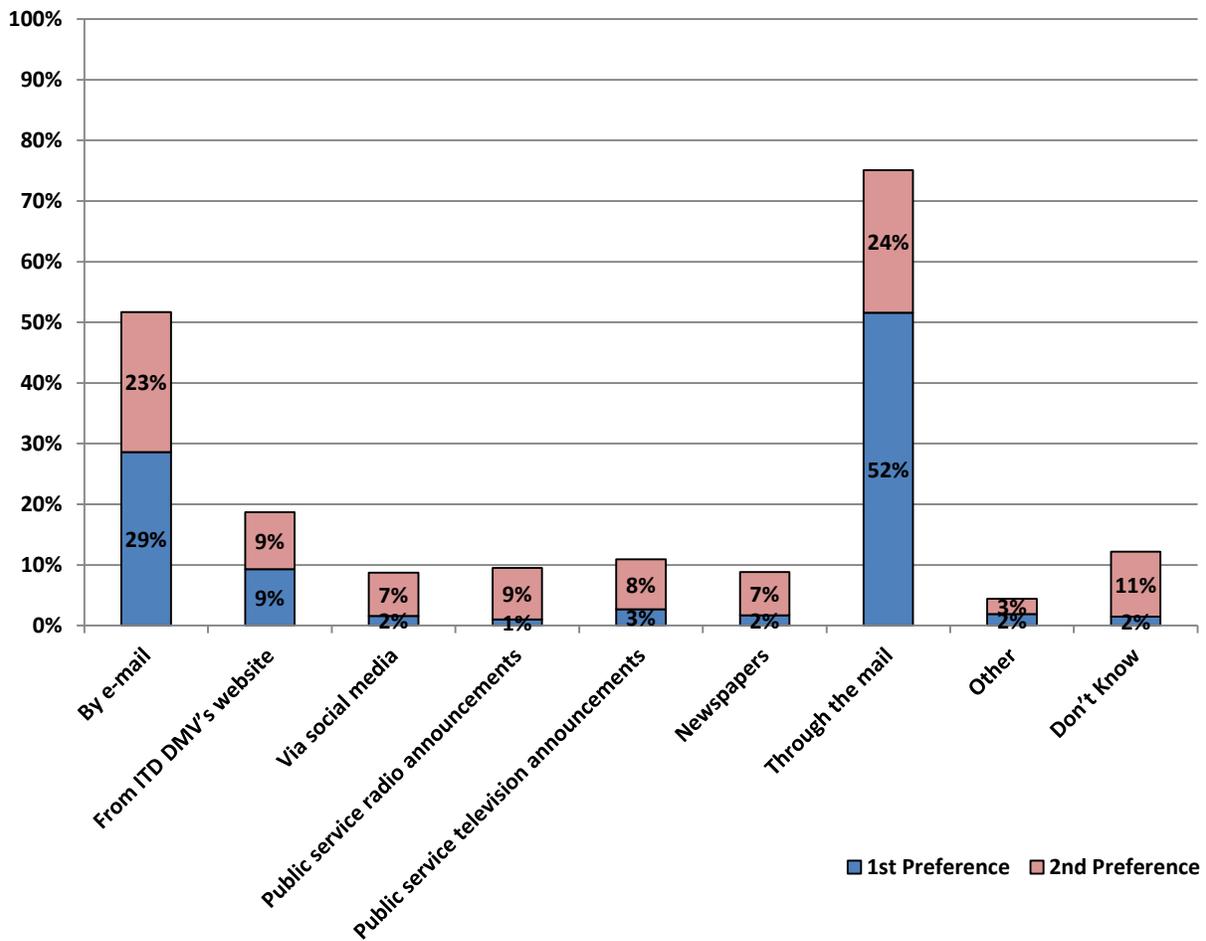
Figure 40. Respondents' Preferences for DMV Communications

Chapter 8
Conclusions and Recommendations

Overall, satisfaction with DMV services is high with a majority of respondents awarding an "A" for quality of services. In addition to documenting customer attitudes, our analysis also allowed us to rank the relative influence of key factors on overall GPA scores. This added level of analysis is useful when assessing where to focus resources in order to improve customer satisfaction in a service area.

Driver Licensing

The overall GPA for driver licensing services was 3.55 with a standard of ± .04. 68 percent of respondents awarded an "A" and 19 percent awarded a "B" for overall quality of driver licensing services. In our analysis, satisfaction with wait time was the most influential factor for overall GPA score, followed by staff courteousness and knowledge.

Overall, a majority of survey respondents reported positive experiences with driver licensing services. When asked what changes the DMV could make to improve driver licensing services, the most common suggestion was to add more staff (13 percent), followed by improvements to wait time and staff courteousness (12 percent each). These trends, considered along with our ranking of influential factors, suggest that improving wait time could improve customer satisfaction.

Vehicle Titling and Registration

Out of all the services, titling and registration had the highest customer satisfaction. The overall GPA for this service area was 3.66 with a standard error of ± .03. 75 percent of respondents awarded an "A" for overall quality of services and 19 percent awarded a "B." In our multivariate analysis, staff courteousness was the most influential factor for overall GPA score, followed by number of trips, knowledge of staff, and satisfaction with wait time.

Overall, vehicle titling and registration services received extremely positive feedback from respondents. Of the respondents that suggested improvements that could be made, 15 percent suggested adding more staff and 11 percent suggested improving staff courteousness.

Online Services

In 2014, only 17 percent of respondents reported having used the ITD's online DMV services. While this is a slight increase from 2011 (14 percent) and 2009 (11 percent), overall use of online DMV services remains low. Furthermore, similar to 2011, less than half (44 percent) of the respondents said that they were aware of the online services. A slight majority of respondents who were previously unaware of online services indicated they are likely to use online services in the future. The most frequently cited reason for not using online services was that respondents preferred doing business in person. In some ways, this is indicative of DMV's success in the area of customer satisfaction. However, in order to

transition to modern modes of conducting business, the ITD should continue to develop a website interface that is modeled after other government agencies or transportation departments, i.e. Washington state or West Virginia DMV. Simultaneously, the ITD should also engage in marketing campaigns, both in and outside of various ITD offices, to publicize online services and ITD's efforts to upgrade virtual customer service.

Direct Services (Headquarters and Port of Entry)

Only 10 percent of respondents reported having contacted the DMV headquarters or Port of Entry offices in the past two years. In order to better capture customers' experiences at these offices, the ITD should consider asking customers to complete brief surveys immediately upon completing their business. While 62 percent of respondents awarded an "A" for overall quality of services, the mean GPA of 3.25 was the lowest among all the service areas. Our multivariate analysis indicated that staff courteousness is by far the most influential factor for overall GPA score, followed by staff knowledge.

When asked what improvements could be made, the most frequent response was staff knowledge (16 percent). This trend, considered along with the influence of staff knowledge on overall GPA score, indicates that focusing efforts on improving staff knowledge in direct services areas could lead to increased customer satisfaction. Overall, the comparatively low GPA score for quality of direct services suggests that there is room for improvement.

Preferences for Conducting Transactions

Overall, a majority of respondents' (61 percent) primary preference for conducting transactions is to do so in person at an office. Less than a quarter of respondents chose internet as a primary preference. This trend in customer preference poses a challenge for increasing use of online services. However, it also means that a positive experience at physical offices is key to maintaining high levels of customer satisfaction.

Preferences for Communications

Only a slight majority of respondents (51 percent) indicated that their primary preference was to receive information about DMV services through mail. 29 percent indicated they prefer e-mail while 9 percent preferred the DMV's website.

Other Recommendations

Overall, ITD should consider repeating this study, or similar studies, every two to three years. In doing so, the agency will be able to track trends in customer satisfaction and gauge the effectiveness of efforts to improve. In addition to such studies, the ITD could also benefit from assessing customer satisfaction on an ongoing basis. For example, similar to the USPS, ITD could request customers to immediately fill out a brief survey after completing their business. Tracking customers' satisfaction with individual

transactions and services can also aid the ITD in better tracking and capturing customers' experiences at specific service areas like DMV headquarters and Port of Entry offices.

In future surveys, the ITD could also consider asking participants about their anticipated and desired wait time when seeking various services. This would allow the ITD to better understand customers' perceptions, and what room for improvement might exist. Data from these questions could be paired with a statewide tracking system of wait time and length of time taken to complete a transaction to more completely understand whether and how the agency can continue to improve customers' experience.

In order to better understand what would enable customers to use online DMV services more, the ITD should consider asking study participants questions about whether they have ever received information about the availability of these services, what would incentivize respondents to use online services after being made aware of them, etc. These questions would allow ITD to better understand *how* they can improve customers' use of online services. Future surveys could also focus exclusively on specific service areas, i.e. Port of Entry offices, to gather more in-depth data. Lastly, we also recommend that the sampling strategy be revisited in future research so as to allow for more county-level analyses.

Appendix A
Methodology

This study used a statewide telephone survey methodology. Two frames of telephone numbers were used: a random sample of household landlines (n = 3,824) and a random-digit dial sample of wireless telephone numbers with an Idaho area code (n = 4,436). Both samples were stratified by ITD district to achieve roughly equal numbers of respondents in the six districts for comparative purposes, with the exception of District 3, which contains most of the population. Slightly more sample was selected from District 3 than other Districts. In order to meet the goal of at least 20 completes in 33 of the 44 Idaho counties, within each District counties were over and under sampled within 10 percent of the proportions of housing units (Table 12). The telephone survey took approximately 18 minutes to complete, and was approved for human subjects research by the University of Idaho Institutional Review Board, protocol number 14-375. All interviewers completed an online National Institutes of Health training course in human subjects' research and confidentiality procedures in addition to training in survey data collection, use of the survey software, and telephone etiquette.

To increase the telephone survey response rate, a pre-calling postcard was sent to all landline respondents prior to the telephone calls. Calls began on 29 October 2014 and continued until 26 February 2015. Each household in the sample was up to eight times in an attempt to complete an interview. Data were collected on WinCati[1] and compiled on SAS 9.3[2]. The survey resulted in 1842 completed interviews with a final response rate of 32.7 percent, (39.7 percent in the landline sample and 24.1 percent in the wireless sample[3].

Table 12. Sampling Scheme by County and District

	# of Records in Sample			Comparison of % in Each County in Sample and Population	
	Total	**Cell**	**Land**	**% of Sample in District**	**% of Occupied Households in District[4]**
District 1:	**1280**	693	587		
Boundary	41	0	41	4.74%	4.7%
Bonner	260	145	115	20.02%	20.6%
Kootenai	729	408	321	56.03%	63.7%
Shoshone	125	70	55	9.60%	6.7%
Benewah	125	70	55	9.60%	4.3%
District 2:	**1280**	715	565		
Latah	383	215	168	29.85%	34.9%
Clearwater	120	67	53	9.38%	8.4%
Nez Perce	460	257	203	35.93%	37.4%
Lewis	120	66	54	9.45%	3.9%
Idaho	197	110	87	15.39%	15.4%
District 3:	**1860**	1036	824		
Adams	12	0	12	0.96%	0.7%
Valley	120	67	53	6.43%	1.4%
Washington	120	67	53	6.43%	1.6%
Payette	120	67	53	6.43%	3.2%
Gem	120	67	53	6.43%	2.5%
Boise	120	67	53	6.43%	1.2%
Canyon	185	105	80	9.84%	24.9%
Elmore	120	67	53	6.43%	3.8%
Owyhee	120	67	53	6.43%	1.5%
Ada	825	462	363	44.16%	59.2%
District 4:	**1280**	683	597		
Blaine	180	101	79	13.71%	13.8%
Camas	6	0	6	0.69%	0.7%
Gooding	125	70	55	9.53%	8.3%
Lincoln	12	0	12	1.38%	2.5%
Jerome	45	0	45	5.17%	11.3%
Minidoka	150	84	66	11.43%	10.2%
Twin Falls	588	330	258	44.77%	41.9%
Cassia	175	98	77	13.34%	11.4%
District 5:	**1280**	717	563		
Bingham	180	101	79	14.05%	25.2%
Bannock	475	266	209	37.11%	51.9%

Caribou	125	70	55	9.77%	4.5%
Power	125	70	55	9.77%	4.4%
Oneida	125	70	55	9.77%	2.7%
Franklin	125	70	55	9.77%	7.0%
Bear Lake	125	70	55	9.77%	4.3%
District 6:	**1280**	592	688		
Lemhi	125	70	55	8.97%	5.4%
Custer	32	0	32	3.46%	2.7%
Butte	21	0	21	2.27%	1.6%
Clark	0	0	0	0.00%	0.4%
Fremont	56	0	56	6.05%	6.6%
Madison	53	0	53	5.72%	14.5%
Teton	125	70	55	8.97%	5.3%
Jefferson	61	0	61	6.59%	11.7%
Bonneville	808	452	356	57.98%	51.8%

Weighting Procedures Used In Dual-Frame, Stratified Random Sample Design

Survey weights were calculated in order to account for the complex survey design. Households had differing probabilities of inclusion in the study based on which ITD district and county they lived in and based on whether respondents live in a household with wireless and landline telephones, only landlines, or only wireless phones. The number of occupied households in Idaho is 577,648 using the most recent data available [4]. In addition, recent data from the U.S. Department of Health and Human Services estimates the proportion of adults living in wireless-only, landline-only, mixed, or no-telephone households. Of all Idaho households, 97.3 percent are estimated to have a telephone of some sort (including wireless), 52.3 percent live in wireless-only households, 4.9 percent live in landline only households, and the remainder (40.1 percent) live in households with both a landline and wireless telephones [5].

Weighting Methodology

Weighting data is important because it reflects sample design decisions made at the planning stage. Additionally, in our study, weighting incorporated the use of auxiliary data to improve the efficiency of estimators to ensure that the sample more accurately reflects the characteristics of the population of interest. [6] Our weighting process had 3 stages of development: design weights, raking, and trimming. Design weights aim to reflect the sample design and account for each respondent's selection procedure. Raking (i.e. sample balancing or iterative proportional fitting) is one of the most common methods to adjust for auxiliary data. This procedure adjusts the design weights so that the weighted sample aligns with the external population distribution for multiple categorical variables simultaneously [7]. Lastly, trimming was used to reduce extreme weights to cutoffs, thereby improving variance properties [8].

APPOR Cell Phone Survey Task Force Report states, "There is no consensus regarding how RDD cell phone samples should be weighted, especially when combining them with RDD landline samples" [9]. The Social Science Research Unit used Kennedy's [10, 11] approach for developing design weights while using guidelines from up to date methodology.

Two weights were created: 1) statewide weights, 2) district weights. Statewide weights utilized state auxiliary variables to ensure representativeness of the sample to the state. This weight was applied for all statewide estimates. District weights used auxiliary variables at each district level to ensure representativeness of the each district sample to the district population. These weights are used in district level estimates only. It is also important to note, that when reporting county, no weights were used.

Details of Design Weights

Our design (or base) weights were used to adjust for selection probability (ps), eligibility of respondent (elig), nonresponse (nr), multiplicity due to multiple phones (num), respondent selection procedure (NumAdult), and frame overlap (cell and landline).

$$W_{ll\,i} = W_{ps} * \ W_{elig} * \ W_{nr} \ * \ 1/num_j * NumAdult_j * .5^{\,I\,Dual}$$

$$W_{cc\,i} = W_{ps} * \ W_{elig} * \ W_{nr} \ * \ 1/num_j * NumAdult_j * .5^{\,I\,Dual}$$

> Equation Details:
> - The subscript *i* on $W_{ll\,i}$ and $W_{cc\,i}$ indicates that there are 6 districts; therefore, there will be a base weight for each mode and region when calculating district weights.
> - The subscript j corresponds to the individual survey response in the survey.
> - *NumAdult* and *Num* were set to 1 for cell phone users. The reason for this is that cell phones are typically only used by one person and most people only have 1 cell phone. *NumAdult* and *Num* were capped at 3 for landline users in order to reduce the amount of variance in the weights.
> - For overlapping frames, a ½ compositing estimator is used, where I_{dual} is an indicator variable: 1 if the respondent is dual and 0 otherwise.

The adjustment of frame overlap [$5^{\,I\,Dual}$] is considered the most important component of the design weight. The ½ compositing estimator is used to average the two overlapping domain estimates by down-weighting all the dual users, those who have both a cell phone and a landline, by 0.5. In other words, the adjustment of frame overlap accounts for the fact that cell or landline only users have a lower probability of being contacted than users who have both cell phones and landlines.

At the very last step of creating the design weights, the SSRU re-scaled the design weights to reflect the appropriate sample size instead of the population size.

Details of Raking and Trimming:

To accomplish raking and trimming, the SSRU used David Izrael, David C. Hoaglin, and Michael P. Battaglia's IHB SAS Macro Rake_and_Trim method [7, 12, and 13]. This method was first developed in the year 2000 and has been revised over the years to help improve the user's ability to find the balance between estimate bias and estimate variance.

Raking

Sample balancing (also known as iterative proportional fitting, i.e. raking) was used to develop post-stratified weights. This process is known to reduce variance and adjust for under-coverage.[8] Raking is a technique used to develop survey weights that take design (base) weights from complex sample surveys and adjust them so that they add to known control totals.[13]

The SSRU used population percentages to calculate control totals so that the sum of the weights equals the sample size. SSRU chose to rake on the demographic characteristics of gender, age, and household telephone usage (landline-only, cell only, dual usage) for the statewide and district weights. We used the American Community Survey 2013 5-year estimates for gender and age [14]. In order to account for those respondents who did not provide their date of birth, we created a 6th category of 'missing' and rescaled the percentages. We used the 2012 Wireless Substitution: State-level estimates from the National Health Interview Survey estimates for Idaho household telephone usage [5].

Trimming

After raking, trimming is needed. Trimming is a sampling procedure that reduces extreme weights to cutoffs, thereby improving variance properties while potentially introducing bias.[8] There are several suggested trimming guidelines.[8,13] We used the common method of specified weight values and cut off weights at .25 and 4.

Balance between Raking and Trimming

There needs to be a delicate balance between raking and trimming. The strategy of raking reduces estimate bias but can lead to increases in variance. The strategy of trimming lowers sampling variability but may incur some bias.[15] Raking and trimming both have inherent weaknesses which can be mitigated by each other; however, together the iterative process can accomplish complex goals of survey weight adjustments.[8]

Limitations

Household telephone usage for Idaho is only available at the state level. It was carefully decided that weighting (raking) on this variable at the state level for districts would yield better estimates than not applying any adjustment for phone usage at all.

Demographic Characteristics of Respondents

This study used a stratified random sample of Idaho residents. The stratified nature of the sample allows statistically rigorous comparisons between and within state ITD districts, as well as county-level estimates in some cases. The table below displays the distribution of the sample across counties for the state-level estimates, estimates were fairly on however Ada County was slightly underrepresented due to the other demands placed on the sample.

Table 13. Comparison of Respondents' County for Statewide Estimates to Census Bureau Estimates

County	Actual Percentage in State[4]	Weighted Percent of Sample	95% Confidence Limits for Sample	
Ada	25.16%	15.0%	12.5%	17.6%
Adams	0.25%	0.4%	0.0%	0.9%
Bannock	5.23%	6.7%	5.2%	8.2%
Bear Lake	0.39%	1.1%	0.4%	1.8%
Benewah	0.58%	1.5%	0.7%	2.3%
Bingham	2.88%	1.8%	0.9%	2.6%
Blaine	1.40%	1.4%	0.6%	2.1%
Boise	0.44%	1.1%	0.3%	1.8%
Bonner	2.54%	2.4%	1.4%	3.3%
Bonneville	6.73%	6.5%	5.1%	7.9%
Boundary	0.69%	0.8%	0.3%	1.4%
Butte	0.18%	0.4%	0.0%	0.8%
Camas	0.07%	0.1%	0.0%	0.1%
Canyon	12.10%	7.0%	5.0%	9.0%
Caribou	0.44%	0.8%	0.4%	1.3%
Cassia	1.46%	2.2%	1.2%	3.3%
Clark	0.06%	0.0%	0.0%	0.0%
Clearwater	0.55%	0.7%	0.4%	1.0%
Custer	0.27%	0.8%	0.3%	1.4%
Elmore	1.71%	1.8%	0.7%	2.8%
Franklin	0.82%	2.6%	1.5%	3.6%
Fremont	0.83%	1.2%	0.5%	1.9%
Gem	1.04%	1.4%	0.5%	2.3%
Gooding	0.96%	0.9%	0.4%	1.4%
Idaho	1.01%	2.2%	1.6%	2.8%
Jefferson	1.66%	1.0%	0.5%	1.6%
Jerome	1.45%	1.9%	1.0%	2.9%
Kootenai	8.98%	9.1%	7.3%	10.8%
Latah	2.37%	2.7%	2.1%	3.4%

Lemhi	0.49%	1.5%	0.7%	2.2%
Lewis	0.24%	0.7%	0.4%	1.0%
Lincoln	0.33%	0.3%	0.0%	0.6%
Madison	2.33%	2.2%	1.2%	3.2%
Minidoka	1.27%	1.3%	0.6%	2.0%
Nez Perce	2.46%	2.5%	1.9%	3.1%
Oneida	0.27%	0.6%	0.2%	1.0%
Owyhee	0.72%	1.2%	0.4%	2.0%
Payette	1.42%	1.7%	0.8%	2.7%
Power	0.49%	0.5%	0.2%	0.8%
Shoshone	0.82%	1.3%	0.6%	2.1%
Teton	0.67%	1.0%	0.4%	1.6%
Twin Falls	4.94%	6.3%	4.9%	7.7%
Valley	0.64%	1.2%	0.4%	2.1%
Washington	0.64%	2.0%	1.1%	2.9%
Total				

Data Analysis

Weighted frequencies, percentages, standard errors, and regression models are provided using the SAS statistical software package. The margin of sampling error varies slightly by the number of respondents for an individual question, but is at or below 3.0 percent for questions asked of all respondents at the statewide level. It is important to note again that two weights were created: 1) statewide weights, 2) district weights. Statewide weights utilized state auxiliary variables to ensure representativeness of the sample to the state. This weight was applied for all statewide estimates. District weights used auxiliary variables at each district level to ensure representativeness of the each district sample to the district population. These weights are used in district level estimates only. It is also important to note, that when reporting county, no weights were used.

Content analysis of primary and subthemes was conducted on the open-ended survey questions. In the content analysis, the total number of responses (which may be higher than the total number of respondents, if respondents mentioned two or more items in their response) was summed and items were coded into a primary theme, the total number of responses for each primary were then summed. This analysis is conducted by two independent and trained coders. After each coder has identified themes, they compare codes and must come to a consensus on the themes present for each response.

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Appendix B
Survey Instrument

Q: Intro1

Hello my name is _____, and I am calling from the Social
Science Research Unit
at the University of Idaho. We are conducting a study for the Idaho
Transportation Department
about customer satisfaction with the services provided by their Division
of Motor Vehicles,
commonly known as the DMV. Is now a convenient time to participate?
[PRESS NEXT TO CONTINUE]

Hello, my name is ___ from the Social Science Research Unit at the
University of Idaho
regarding our study about your experiences with the DMV.
Is this a good time to continue?
the study? [HIT NEXT TO CONTINUE]

Q: Cell1

Am I speaking to you on a....

1. Cell phone
2. Landline

Q: Cell2

Are you currently driving a car or doing anything that requires your full
attention?

1. Yes
2. No

Q: CellDriving

I need to call you back at a later time. Whom should I ask for when I
call back?

Q: Cell3

Is this number used for personal use, business use, or both?

1. Personal
2. Business
3. Both

Q: Cell4

Some of the numbers we are calling are for cell phones. Some people have
concerns about the privacy of conversations
on cell phones, or have a limited number of minutes in their cell phone
plans. If you would like, I would be happy to
call you back at another time or on another number if that is more
convenient for you. [PRESS NEXT TO CONTINUE]

Q: BUSIE

I only need to speak to individuals on their personal lines. Thank you for
your time!

Q: NumAdultCell

How many adults age 18 or older use this cell phone? [99 = Refused]

Q: WithinSelec

In order to obtain a truly random sample of adults in Idaho, we would
like to speak to the person who has had the most recent birthday.

[INTERVIEWER: if they are not available]: I am more than happy to call
back. When would be a better time to reach them?

[INTERVIEWER: If they don't want to be interviewed or have not been
reached after multiple callbacks]:
I would be happy to continue the interview with you.

1. Continue with person who answered (Go to Scr5)
2. Continue with person with most recent birthday (Go to Scr5)
3. Set call back for person with most recent birthday

Q: CBwithinselec

When is a better time to reach them?

Q: Eligible

I need to verify that you are 18 years of age or older and an Idaho
resident, is that correct?

1. Yes
2. Not 18
3. Not an Idaho Resident

If (Ans = 1) skp Intro2
If (Ans = 2) skp AgePrompt
if (ans = 3) skp ResidentIE

Q: AgePrompt

Does an adult, age 18 or older, ever use this phone?

1. Yes
2. No

If (Ans = 1) skp AgePrompt2
If (Ans = 2) skp ageie

Q: AgePrompt2

Can I speak to that adult now?

1. Yes
2. No

If (Ans = 1) skp Intro2
If (Ans = 2) skp AgePrompt3

Q: AgePrompt3

Whom should I ask for when I call back?

Q: AgeIE

Thanks for your time, but we only wish to speak to adults age 18 and older.

I:
dispos = 3600
key
ctrlend

Q: ResidentIE

Thank you for time but we are only surveying Idaho residents. Thank you for your time!

Q: Intro2

This interview takes about 12 minutes on average. The survey includes questions
about your satisfaction with DMV services. Your input is important.
The DMV will use the information gathered from the survey to help improve its
customer service. This interview is voluntary and if we come to any question
you would prefer not to answer, just let me know and I'll skip over it.

This study has been reviewed by the University of Idaho's Institutional Review
Board and has met criteria under federal regulations and university policy.
I'd like to assure you that your responses will be kept strictly confidential.
Do you have any questions before we begin?

[INTERVIWER MARK GENDER]
t:15 10 1
1. Male
2. Female

Q: NumAdult

First I have few quick questions used for data analysis:

Including yourself how many adults are in your household? [99 = Refused]

Q: Landline

How many landlines telephone numbers are used in your household? [99 = Refused]

Q: Cell

How many cell phone telephone numbers are used by members of your household? [99 = Refused]

Q: Q1License

The first set of questions focuses on driver license and identification card services.

Have you obtained or renewed a driver's license or ID card in the past two years?

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

if (ans > 1) skp Q9Reg

Q: Q2Wait_Lic

How satisfied are you with the wait time you experienced?

1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
8. (Don't know)
9. (Refused)

Q: Q3Court_Lic

How would you rate the courteousness of the staff in the driver's license office?

1. Very courteous
2. Somewhat courteous
3. Somewhat discourteous
4. Very discourteous
8. (Don't know)
9. (Refused)

Q: Q4Know_Lic

How would you rate the overall knowledge of the driver's license staff?

1. Very knowledgeable
2. Somewhat knowledgeable
3. Somewhat unknowledgeable

4. Very unknowledgeable
8. (Don't know)
9. (Refused)

Q: Q5County_Lic

In which county was the office you visited? [Input county ID]
[INTERVIEWER: If they can't remember the county and are only
able to give city, then write as such "City- city name"]

Q: Q6Trips_Lic

How many trips did it take to complete your business? [88=Don't Recall,
99=Refused]

Q: Q7Grade_Lic

Overall, what grade would you give to the quality of DMV services you
received when you obtained or renewed your Idaho driver's license or ID
card?
[PLEASE VERIFY B-BOY, C-CAT or D-DOG]

1. A
2. B
3. C
4. D
5. F
8. (Don't know)
9. (Refused)

Q: Q8Change_Lic

What changes could the driver's license office make to better meet
your expectations for service or enhance the level of service provided?

Q: Q9Reg

The next set of questions focuses on vehicle registration and titling
services.

Have you gone to a local office to register or title a vehicle in the past
two years?

```
1. Yes
2. No
8. (Don't know)
9. (Refused)

if (ans > 1) skp Q17Online
```

```
Q: Q10Wait_Reg
```

How satisfied are you with the wait time you experienced?

```
1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
8. (Don't know)
9. (Refused)
```

```
Q: Q11Court_Reg
```

How would you rate the courteousness of the office staff?

```
1. Very courteous
2. Somewhat courteous
3. Somewhat discourteous
4. Very discourteous
8. (Don't know)
9. (Refused)
```

```
Q: Q12Know_Reg
```

How would you rate the overall knowledge of the staff at the vehicle registration and titling office?

```
1. Very knowledgeable
2. Somewhat knowledgeable
3. Somewhat unknowledgeable
4. Very unknowledgeable
8. (Don't know)
9. (Refused)
```

Q: Q13County_Reg

In which county was the office you visited? [Input county ID]
[INTERVIEWER: If they can't remember the county and are only
able to give city, then write as such "City- city name"]

Q: Q14Trips_Reg

How many trips did it take to complete your business? [88=Don't Recall,
99=Refused]

Q: Q15Grade_Reg

Overall, what grade would you give to the quality of DMV services you
received when registering or titling your vehicle?
[PLEASE VERIFY B-BOY, C-CAT or D-DOG]

1. A
2. B
3. C
4. D
5. F
8. (Don't know)
9. (Refused)

Q: Q16Change_Reg

What changes could the registration and titling office make to better meet
your expectations for service or enhance the level of service provided?

Q: Q17Online

Next, I'll ask you about ITD's available online DMV services such as
renew a vehicle registration, obtain a commercial vehicle permit,
or reinstate a driver's license.

Have you used any of ITD's online DMV services in the past two years?

T:9 10 1
1. Yes
2. No
8. (Don't know)
9. (Refused)

if (ans > 1) skp Q19Aware_On

Q: Q18Tran_On

Which transactions did you conduct? [INTERVIEWER: Ask as open-ended, select all that apply]

1. Renew a Vehicle Registration
2. Order a Personalized License Plate
3. Order a Driver License Record
4. Obtain a free status check on your driver's license
5. Obtain a free status check on your registration
6. Reinstate a Driver License
7. Download a free app to your mobile device to practice taking a driver license test
8. Obtain, renew, or change a vehicle hazardous materials endorsement
9. Obtain any commercial vehicle permit (overlegal permit, temporary registration, weight increase, or fuel permit)
10. Self-certify a CDL (commercial driver's license)
11. Other, please specify:
12. (Don't Recall)
13. (Refused)

if (ans = 1) skp Q22Grade_On
if (ans > 1) skp Q22Grade_On

Q: Q19Aware_On

Prior to this survey were you aware that ITD offered these types of services online in most counties?

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

if (ans = 1) skp Q21WhyNot_On

Q: Q20Likely_On

Now that you know these services exist, how likely are you to use these services in the future?

1. Very likely
2. Likely
3. Unlikely

4. Very unlikely
5. (Don't know)
6. (Refused)

if (ans = 1) skp DMVHQ_intro
if (ans > 1) skp DMVHQ_intro

Q: Q21WhyNot_On

Why haven't you used ITD's online services? [INTERVIEWER: Ask as open-
ended]

1. Prefer doing business with a person
2. Have no personal computer or no internet services
3. Find the applications difficult to use
4. Don't want to pay additional fees
5. Other, please specify:
8. (Don't know)
9. (Refused)

if (ans > 1) skp DMVHQ_intro
if (ans = 1) skp DMVHQ_intro

Q: Q22Grade_On

Having used ITD's online services, overall, what grade would you give the
quality of the services?
[PLEASE VERIFY B-BOY, C-CAT or D-DOG]

1. A
2. B
3. C
4. D
5. F
8. (Don't know)
9. (Refused)

Q: DMVHQ_intro

Earlier, I asked you about services you may have received from a local
driver licensing
office or vehicle registration and titling office, but this next section
of questions
relates to any contact you may have had directly with the DMV headquarters
staff in Boise,
or any Port of Entry office.

You may have contacted DMV headquarters for reasons such as to obtain a
driver record,
driver license reinstatement, or commercial vehicle registration or
permit, or to ask
questions about DMV services. These reasons for contact would not have
been conducted
at a counter, with the exception of commercial vehicle titles and
registrations.

Q: Q23HQ

Have you contacted the DMV headquarters in Boise or Port of Entry offices
directly for information, services, or any other reason during the past
two years?

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

if (ans > 1) skp Q36PrefTrans

Q: Q24Office_HQ

Which DMV office did you most recently contact?

1. Driver licenses or identification cards
2. Driver records/reinstatements
3. Vehicle registrations/license plates
4. Vehicle titles
5. Commercial vehicle registrations
6. Overlegal permits
7. Ports of entry
8. Other, please pecify:
9. (Don't know)
10. (Refused)

Q: Q25How_HQ

How did you contact them?

1. By telephone
2. By e-mail
3. By regular mail
4. By fax

5. In person
6. Other, please specify:
8. (Don't know)
9. (Refused)

if (ans = 2) skp Q27Speed_HQ
if (ans = 3) skp Q27Speed_HQ
if (ans = 4) skp Q27Speed_HQ
if (ans = 6) skp Q27Speed_HQ
if (ans = 8) skp Q27Speed_HQ
if (ans = 9) skp Q27Speed_HQ

Q: Q26Wait_HQ

How satisfied are you with the wait time you experienced?

1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
8. (Don't know)
9. (Refused)

if (ans = 1) skp Q28Addr_HQ
if (ans > 1) skp Q28Addr_HQ

Q: Q27Speed_HQ

Please rate the overall speed of service you received. Was it...

1. Very fast
2. Somewhat fast
3. Somewhat slow
4. Very slow
8. (Don't know)
9. (Refused)

Q: Q28Addr_HQ

Do you feel that your request was addressed appropriately?

1. Yes

2. No
8. (Don't know)
9. (Refused)

Q: Q29Court_HQ

Please rate the courteousness of the staff you dealt with. Were they...

1. Very courteous
2. Somewhat courteous
3. Somewhat discourteous
4. Very discourteous
8. (Don't know)
9. (Refused)

Q: Q30Know_HQ

Please rate the overall level of knowledge of the staff you dealt with.

1. Very knowledgeable
2. Somewhat knowledgeable
3. Somewhat unknowledgeable
4. Very unknowledgeable
8. (Don't know)
9. (Refused)

Q: Q31Follow_HQ

Was follow-up required after your initial contact with ITD?

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

if (ans > 1) skp Q33Grade_HQ

Q: Q32SatisFollow_HQ

How satisfied were you with follow-up provided by the DMV headquarters or
port of entry offices?

1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
8. (Don't know)
9. (Refused)

Q: Q33Grade_HQ

Overall, how would you grade the quality of customer service DMV
headquarters or port of entry offices provide?
[PLEASE VERIFY B-BOY, C-CAT or D-DOG]

1. A
2. B
3. C
4. D
5. F
8. (Don't know)
9. (Refused)

Q: Q34Change_HQ

In your opinion, how could these offices better meet your expectations for
customer services directly received from them, or enhance the level of
service provided?

Q: Q35OffChang_HQ

Which area does your response relate to?

1. Driver Licenses or Identification Cards
2. Driver Records/Reinstatements
3. Vehicle Registrations/License Plates
4. Vehicle Titles
5. Commercial Vehicle Registrations
6. Over-legal Permits
7. Ports of Entry
8. Other, please specify:
9. Not Applicable/Did not answer previous question
10. (Don't know)
11. (Refused)

Q: Q36PrefTrans

The next few questions are about the DMV in general including headquarters,
local offices, and port of entry offices.

Of the following list of options, please tell me your first and second
preference for conducting transactions with DMV in the future?

T:9 10 1
1. In person at an office
2. Through the mail
3. By telephone with a person
4. By telephone using an automated system
5. Through Internet
6. Using mobile applications
7. Other, please specify:
8. (Don't know)
9. (Refused)

Q: Q37PrefInfo

Of the following list of options, what would be your first and second
preference for receiving information relating to DMV services in the
future?

1. By e-mail
2. From ITD DMV's website
3. Via social media such as Facebook, Twitter, Linked In
4. Public service radio announcements
5. Public service television announcements
6. Newspapers
7. Through the mail
8. Other, please specify:
9. (Don't know)
10. (Refused)

Q: ResCounty

The last two questions are demographic questions used for data analysis
purposes only.

In what county do you live? [99 = REFUSED]

Q: YearBorn

In what year were you born? [9999 = REFUSED]

Q: Comments

Thank you for participating in this survey. Do you have anything else you'd like to add?

Appendix C
Pre-notification Postcard

ITD-Customer Satisfaction   November 2014

Next week the University of Idaho's Social Science Research Unit (SSRU) will be calling you to participate in a telephone survey to assess the overall satisfaction with the Idaho Transportation Departments (ITD), Division of Motor Vehicles (DMV). The purpose for the study is to identify areas that ITD can focus on to improve customer services.

We are writing in advance of our telephone call to let you know that this study is being done and that you have been randomly selected to be called as a respondent.

The interview should take about 12 minutes. If we call when you are busy, please tell the interviewer and they will call back another time.
If you have any questions about the survey please call the SSRU at our toll-free number 1-877-542-3019.

Sincerely,

Barbara Foltz, Survey Operations Manager
Social Science Research Unit

Appendix D
County Results for Select Questions

The following section displays selected results broken down to the county level. Only counties with an un-weighted frequency of 20 or more completed surveys are included in the tables below. When noting overall trends in specific counties, please note the number of responses (n) given for each county. Percentages are calculated out of the total number of respondents (un-weighted) who answered the question and visited the listed county office. Furthermore, when comparing the county results to statewide totals for each question, special attention should be paid to the differences between *weighted frequencies* (reported and used for statewide results' analysis) and *unweighted frequencies* (reported and used for county results' analysis).

	Unweighted frequency	Driver licensing county office visited by: How satisfied are you with the wait time you experienced?					
		Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Ada	84	71.4%	14.3%	4.8%	6.0%	3.6%	0.0%
Bannock	64	65.6%	26.6%	1.6%	3.1%	3.1%	0.0%
Bear Lake	7	87.5%	0.0%	12.5%	0.0%	0.0%	0.0%
Benewah	20	85.0%	15.0%	0.0%	0.0%	0.0%	0.0%
Bingham	17	82.4%	17.6%	0.0%	0.0%	0.0%	0.0%
Blaine	12	66.7%	33.3%	0.0%	0.0%	0.0%	0.0%
Bonner	24	70.8%	16.7%	8.3%	4.2%	0.0%	0.0%
Bonneville	79	57.0%	30.4%	3.8%	6.3%	1.3%	1.3%
Boundary	10	80.0%	10.0%	10.0%	0.0%	0.0%	0.0%
Canyon	34	70.6%	20.6%	2.9%	2.9%	2.9%	0.0%
Caribou	14	92.9%	7.1%	0.0%	0.0%	0.0%	0.0%
Cassia	17	41.2%	29.4%	0.0%	17.6%	11.8%	0.0%
Clearwater	23	78.3%	13.0%	4.3%	4.3%	0.0%	0.0%
Franklin	25	80.0%	12.0%	4.0%	4.0%	0.0%	0.0%
Fremont	11	72.7%	18.2%	0.0%	0.0%	9.1%	0.0%
Gem	14	78.6%	21.4%	0.0%	0.0%	0.0%	0.0%
Gooding	9	88.9%	11.1%	0.0%	0.0%	0.0%	0.0%
Idaho	33	78.8%	15.2%	3.0%	0.0%	3.0%	0.0%
Jefferson	21	71.4%	19.0%	4.8%	0.0%	0.0%	4.8%
Jerome	13	53.8%	30.8%	7.7%	7.7%	0.0%	0.0%
Kootenai	83	42.2%	25.3%	7.2%	14.5%	9.6%	1.2%
Latah	48	72.9%	12.5%	8.3%	2.1%	4.2%	0.0%
Lemhi	9	77.8%	11.1%	11.1%	0.0%	0.0%	0.0%
Lewis	14	71.4%	21.4%	0.0%	7.1%	0.0%	0.0%
Madison	12	91.7%	8.3%	0.0%	0.0%	0.0%	0.0%
Minidoka	14	85.7%	7.1%	7.1%	0.0%	0.0%	0.0%
Nez Perce	54	64.8%	22.2%	3.7%	5.6%	3.7%	0.0%
Oneida	8	87.5%	12.5%	0.0%	0.0%	0.0%	0.0%
Owyhee	14	78.6%	21.4%	0.0%	0.0%	0.0%	0.0%
Payette	17	64.7%	23.5%	5.9%	5.9%	0.0%	0.0%

		Driver licensing county office visited by: How satisfied are you with the wait time you experienced?					
	Unweighted frequency	Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Power	12	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Shoshone	16	75.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Twin Falls	70	66.2%	22.5%	1.4%	4.2%	4.2%	1.4%
Washington	18	94.4%	5.6%	0.0%	0.0%	0.0%	0.0%

Table above based on 991 out of 1842 respondents. 851 respondents refused/don't know/missing.

Statewide: How satisfied are you with the wait time you experienced?

Q2 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Satisfied	687	681	63.80%	59.30%	68.20%
Somewhat Satisfied	188	237	22.20%	18.20%	26.10%
Neither	40	56	5.30%	3.10%	7.40%
Somewhat Dissatisfied	44	58	5.40%	3.30%	7.60%
Very Dissatisfied	28	28	2.60%	1.20%	4.00%
Don't Know	6	8	0.70%	0.00%	1.60%
Total	993	1068	100.00%	.	.

	Unweighted frequency	Driver licensing county office visited by: How would you rate the courteousness of the staff in the driver's license office?				
		Very Courteous	Somewhat Courteous	Somewhat Discourteous	Very Discourteous	Don't Know
Ada	84	79.8%	20.2%	0.0%	0.0%	0.0%
Bannock	64	75.0%	18.8%	4.7%	1.6%	0.0%
Bear Lake	7	85.7%	14.3%	0.0%	0.0%	0.0%
Benewah	20	85.0%	15.0%	0.0%	0.0%	0.0%
Bingham	17	82.4%	17.6%	0.0%	0.0%	0.0%
Blaine	12	75.0%	16.7%	0.0%	8.3%	0.0%
Bonner	24	54.2%	41.7%	0.0%	0.0%	4.2%
Bonneville	79	68.4%	21.5%	3.8%	3.8%	2.5%
Boundary	10	80.0%	10.0%	0.0%	10.0%	0.0%
Canyon	34	67.6%	26.5%	2.9%	2.9%	0.0%
Caribou	14	85.7%	7.1%	7.1%	0.0%	0.0%
Cassia	17	29.4%	52.9%	5.9%	11.8%	0.0%
Clearwater	23	78.3%	21.7%	0.0%	0.0%	0.0%
Franklin	25	80.0%	20.0%	0.0%	0.0%	0.0%
Fremont	11	81.8%	18.2%	0.0%	0.0%	0.0%
Gem	14	85.7%	14.3%	0.0%	0.0%	0.0%
Gooding	9	77.8%	11.1%	0.0%	0.0%	11.1%
Idaho	33	78.8%	15.2%	3.0%	3.0%	0.0%
Jefferson	21	76.2%	19.0%	4.8%	0.0%	0.0%
Jerome	13	69.2%	23.1%	0.0%	0.0%	7.7%
Kootenai	83	77.1%	20.5%	2.4%	0.0%	0.0%
Latah	48	72.9%	22.9%	4.2%	0.0%	0.0%
Lemhi	9	100.0%	0.0%	0.0%	0.0%	0.0%
Lewis	14	85.7%	14.3%	0.0%	0.0%	0.0%
Madison	12	83.3%	16.7%	0.0%	0.0%	0.0%
Minidoka	14	92.9%	7.1%	0.0%	0.0%	0.0%
Nez Perce	54	72.2%	20.4%	1.9%	5.6%	0.0%
Oneida	8	75.0%	12.5%	0.0%	12.5%	0.0%
Owyhee	14	71.4%	28.6%	0.0%	0.0%	0.0%
Payette	17	76.5%	23.5%	0.0%	0.0%	0.0%
Power	12	100.0%	0.0%	0.0%	0.0%	0.0%
Shoshone	16	93.8%	6.3%	0.0%	0.0%	0.0%
Twin Falls	70	68.6%	24.3%	2.9%	4.3%	0.0%
Washington	18	94.4%	5.6%	0.0%	0.0%	0.0%

Table above based on 989 out of 1842 respondents. 853 respondents refused/don't know/missing.

Statewide: How would you rate the courteousness of the staff in the driver's license office?

Q3 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Courteous	751	733	68.70%	64.20%	73.10%
Somewhat Courteous	193	276	25.90%	21.60%	30.20%
Somewhat Discourteous	22	34	3.20%	1.50%	4.90%
Very Discourteous	18	18	1.70%	0.40%	2.90%
Don't Know	7	7	0.60%	0.00%	1.30%
Total	991	1067	100.00%	.	.

	Unweighted frequency	Driver licensing county office visited by: How would you rate the overall knowledge of the driver's license staff?				
		Very Knowledgeable	Somewhat Knowledgeable	Somewhat Unknowledgeable	Very Unknowledgeable	Don't Know
Ada	84	79.8%	16.7%	0.0%	0.0%	3.6%
Bannock	64	70.3%	17.2%	3.1%	0.0%	9.4%
Bear Lake	8	87.5%	12.5%	0.0%	0.0%	0.0%
Benewah	20	75.0%	25.0%	0.0%	0.0%	0.0%
Bingham	17	88.2%	11.8%	0.0%	0.0%	0.0%
Blaine	12	66.7%	33.3%	0.0%	0.0%	0.0%
Bonner	23	69.6%	21.7%	4.3%	4.3%	0.0%
Bonneville	79	69.6%	22.8%	2.5%	1.3%	3.8%
Boundary	10	90.0%	0.0%	10.0%	0.0%	0.0%
Canyon	34	73.5%	14.7%	0.0%	2.9%	8.8%
Caribou	14	92.9%	0.0%	7.1%	0.0%	0.0%
Cassia	17	76.5%	23.5%	0.0%	0.0%	0.0%
Clearwater	23	87.0%	13.0%	0.0%	0.0%	0.0%
Franklin	25	92.0%	4.0%	0.0%	0.0%	4.0%
Fremont	11	100.0%	0.0%	0.0%	0.0%	0.0%
Gem	14	92.9%	7.1%	0.0%	0.0%	0.0%
Gooding	9	88.9%	11.1%	0.0%	0.0%	0.0%
Idaho	33	63.6%	27.3%	0.0%	0.0%	9.1%
Jefferson	21	81.0%	14.3%	0.0%	0.0%	4.8%
Jerome	13	84.6%	7.7%	0.0%	0.0%	7.7%
Kootenai	83	77.1%	20.5%	0.0%	0.0%	2.4%
Latah	48	81.3%	18.8%	0.0%	0.0%	0.0%
Lemhi	9	77.8%	11.1%	0.0%	0.0%	11.1%
Lewis	14	78.6%	21.4%	0.0%	0.0%	0.0%
Madison	12	91.7%	8.3%	0.0%	0.0%	0.0%
Minidoka	14	92.9%	7.1%	0.0%	0.0%	0.0%
Nez Perce	54	90.7%	5.6%	0.0%	1.9%	1.9%
Oneida	8	75.0%	12.5%	12.5%	0.0%	0.0%
Owyhee	14	78.6%	14.3%	0.0%	0.0%	7.1%
Payette	17	82.4%	17.6%	0.0%	0.0%	0.0%
Power	12	75.0%	16.7%	0.0%	0.0%	8.3%
Shoshone	16	87.5%	6.3%	0.0%	0.0%	6.3%
Twin Falls	70	74.3%	18.6%	1.4%	4.3%	1.4%
Washington	18	88.9%	11.1%	0.0%	0.0%	0.0%

Table above based on 989 out of 1842 respondents. 853 respondents refused/don't know/missing.

Statewide: How would you rate the overall knowledge of the driver's license staff?

Q4 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Knowledgeable	782	821	77.00%	73.00%	81.00%
Somewhat Knowledgeable	160	197	18.40%	14.70%	22.20%
Somewhat Unknowledgeable	11	19	1.80%	0.60%	3.00%
Very Unknowledgeable	7	8	0.80%	0.00%	1.70%
Don't Know	31	21	2.00%	0.90%	3.10%
Total	991	1067	100.00%	.	.

	Unweighted frequency	Driver licensing county office visited by: How many trips did it take to complete your business?		
		1 trip	2 trips	3 or more trips
Ada	84	91.7%	7.1%	1.2%
Bear Lake	8	100.0%	0.0%	0.0%
Benewah	20	100.0%	0.0%	0.0%
Bingham	17	94.1%	5.9%	0.0%
Blaine	12	75.0%	25.0%	0.0%
Bonner	24	91.7%	8.3%	0.0%
Bonneville	79	88.6%	10.1%	1.3%
Boundary	10	90.0%	10.0%	0.0%
Caribou	14	92.9%	7.1%	0.0%
Clearwater	23	91.3%	8.7%	0.0%
Franklin	25	88.0%	12.0%	0.0%
Fremont	11	72.7%	27.3%	0.0%
Gem	14	78.6%	21.4%	0.0%
Gooding	9	88.9%	11.1%	0.0%
Idaho	33	97.0%	3.0%	0.0%
Jefferson	21	100.0%	0.0%	0.0%
Jerome	13	84.6%	15.4%	0.0%
Kootenai	83	90.4%	8.4%	1.2%
Latah	48	85.4%	14.6%	0.0%
Lemhi	9	100.0%	0.0%	0.0%
Lewis	14	92.9%	7.1%	0.0%
Madison	11	80.0%	20.0%	0.0%
Minidoka	14	90.9%	9.1%	0.0%
Owyhee	14	100.0%	0.0%	0.0%
Power	12	100.0%	0.0%	0.0%
Shoshone	16	87.5%	12.5%	0.0%
Washington	18	83.3%	16.7%	0.0%

Table above based on 987 out of 1842 respondents. 855 respondents refused/don't know/missing.

Statewide: How many trips did it take to complete your business?

Q6 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
1 trip	885	920	86.60%	83.40%	89.90%
2 trips	85	112	10.50%	7.60%	13.50%
3 or more trips	18	30	2.80%	1.20%	4.40%
Total	988	1062	100.00%	.	.

	Unweighted frequency	Driver licensing county office visited by: Overall, what grade would you give to the quality of DMV services you received when you obtained or renewed your Idaho driver's license or ID card?					
		A	B	C	D	F	Don't Know
Ada	84	77.4%	19.0%	1.2%	1.2%	1.2%	0.0%
Bannock	64	73.4%	20.3%	3.1%	3.1%	0.0%	0.0%
Bear Lake	8	62.5%	25.0%	12.5%	0.0%	0.0%	0.0%
Benewah	20	80.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Bingham	17	88.2%	5.9%	0.0%	0.0%	0.0%	5.9%
Blaine	12	75.0%	16.7%	0.0%	8.3%	0.0%	0.0%
Bonner	24	70.8%	25.0%	4.2%	0.0%	0.0%	0.0%
Bonneville	79	62.0%	29.1%	6.3%	2.5%	0.0%	0.0%
Boundary	10	80.0%	10.0%	10.0%	0.0%	0.0%	0.0%
Canyon	34	70.6%	17.6%	5.9%	2.9%	2.9%	0.0%
Caribou	14	85.7%	7.1%	7.1%	0.0%	0.0%	0.0%
Cassia	17	41.2%	35.3%	17.6%	5.9%	0.0%	0.0%
Clearwater	23	87.0%	13.0%	0.0%	0.0%	0.0%	0.0%
Franklin	25	80.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Fremont	11	81.8%	18.2%	0.0%	0.0%	0.0%	0.0%
Gem	14	71.4%	28.6%	0.0%	0.0%	0.0%	0.0%
Gooding	9	77.8%	22.2%	0.0%	0.0%	0.0%	0.0%
Idaho	33	69.7%	21.2%	6.1%	3.0%	0.0%	0.0%
Jefferson	21	71.4%	23.8%	4.8%	0.0%	0.0%	0.0%
Jerome	13	76.9%	15.4%	0.0%	0.0%	7.7%	0.0%
Kootenai	83	56.6%	25.3%	12.0%	3.6%	2.4%	0.0%
Latah	48	72.9%	16.7%	4.2%	4.2%	0.0%	2.1%
Lemhi	9	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Lewis	14	78.6%	21.4%	0.0%	0.0%	0.0%	0.0%
Madison	12	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Minidoka	14	85.7%	14.3%	0.0%	0.0%	0.0%	0.0%
Nez Perce	54	74.1%	18.5%	5.6%	0.0%	1.9%	0.0%
Oneida	8	87.5%	0.0%	0.0%	12.5%	0.0%	0.0%
Owyhee	14	78.6%	21.4%	0.0%	0.0%	0.0%	0.0%
Payette	17	82.4%	11.8%	5.9%	0.0%	0.0%	0.0%
Power	12	91.7%	8.3%	0.0%	0.0%	0.0%	0.0%
Shoshone	16	81.3%	12.5%	6.3%	0.0%	0.0%	0.0%
Twin Falls	70	64.3%	27.1%	2.9%	2.9%	2.9%	0.0%
Washington	18	88.9%	11.1%	0.0%	0.0%	0.0%	0.0%

Table above based on 990 out of 1842 respondents. 852 respondents refused/don't know/missing.

Statewide: Overall, what grade would you give to the quality of DMV services you received when you obtained or renewed your Idaho driver's license or ID card?

Q7 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
A	723	726	68.00%	63.60%	72.40%
B	195	248	23.20%	19.20%	27.30%
C	43	54	5.00%	2.90%	7.20%
D	19	29	2.70%	1.20%	4.30%
F	10	10	0.90%	0.00%	1.80%
Don't Know	2	1	0.10%	0.00%	0.20%
Total	992	1067	100.00%	.	.

County by Q8-What changes could the driver's license office make to better meet your expectations for service or enhance the level of service provided? (Mark all that apply)

County	Number of respondents that answered question	Courteousness	Nothing to add	Knowledgeable	More Staff	Do not know	Location	More online, phone and mailing services	Facility improvements	Operation hours	Changes to driver's license picture process	Wait time	Does not answer	Improved instructions	Extend time between driver's license renewals	Print hard copy of driver's license on site	Prices	Other	Changed to driver's license	Changes in testing
Ada	42	2.40%	31.00%	2.40%	2.40%	0.00%	7.10%	4.80%	2.40%	4.80%	4.80%	21.40%	0.00%	14.30%	0.00%	0.00%	2.40%	7.10%	0.00%	0.00%
Bannock	39	15.40%	10.30%	0.00%	7.70%	2.60%	30.80%	0.00%	0.00%	15.40%	2.60%	5.10%	2.60%	0.00%	0.00%	2.60%	2.60%	2.60%	0.00%	0.00%
Bear Lake	5	20.00%	20.00%	0.00%	0.00%	0.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	20.00%	0.00%	0.00%	0.00%
Benewah	8	0.00%	37.50%	0.00%	12.50%	12.50%	0.00%	0.00%	0.00%	0.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	12.50%	0.00%	0.00%	0.00%
Bingham	7	0.00%	42.90%	0.00%	14.30%	0.00%	0.00%	0.00%	0.00%	28.60%	14.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Blaine	5	20.00%	40.00%	0.00%	0.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Boise	8	12.50%	12.50%	12.50%	0.00%	12.50%	12.50%	0.00%	12.50%	12.50%	0.00%	12.50%	0.00%	0.00%	0.00%	12.50%	0.00%	0.00%	0.00%	0.00%
Bonner	13	7.70%	23.10%	0.00%	23.10%	7.70%	7.70%	0.00%	23.10%	0.00%	0.00%	0.00%	0.00%	7.70%	0.00%	7.70%	0.00%	0.00%	0.00%	7.70%
Bonneville	48	16.70%	18.80%	0.00%	12.50%	8.30%	2.10%	2.10%	8.30%	0.00%	4.20%	10.40%	2.10%	2.10%	0.00%	4.20%	0.00%	4.20%	0.00%	4.20%
Boundary	5	20.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	20.00%	0.00%	0.00%	0.00%
Butte	7	0.00%	42.90%	14.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	28.60%	0.00%	0.00%	0.00%	0.00%	14.30%	0.00%	0.00%	0.00%	0.00%
Canyon	19	15.80%	31.60%	0.00%	10.50%	5.30%	0.00%	0.00%	10.50%	0.00%	0.00%	10.50%	0.00%	5.30%	0.00%	0.00%	0.00%	5.30%	0.00%	5.30%
Caribou	7	0.00%	85.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	14.30%	0.00%
Cassia	9	66.70%	0.00%	0.00%	33.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.10%	0.00%	0.00%	0.00%	0.00%
Clearwater	11	9.10%	18.20%	0.00%	0.00%	0.00%	0.00%	0.00%	18.20%	18.20%	0.00%	9.10%	0.00%	0.00%	9.10%	9.10%	9.10%	0.00%	0.00%	0.00%
Custer	2	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Elmore	2	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Franklin	14	7.10%	42.90%	0.00%	21.40%	0.00%	7.10%	0.00%	14.30%	0.00%	0.00%	7.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	7.10%

County	N																			
Fremont	6	0.00%	50.00%	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%
Gem	7	0.00%	57.10%	0.00%	28.60%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	14.30%	0.00%	0.00%	0.00%	0.00%
Gooding	6	0.00%	66.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%
Idaho	18	0.00%	11.10%	0.00%	5.60%	0.00%	5.60%	0.00%	5.60%	22.20%	5.60%	5.60%	0.00%	0.00%	5.60%	16.70%	5.60%	5.60%	0.00%	11.10%
Jefferson	16	12.50%	31.30%	6.30%	0.00%	6.30%	12.50%	0.00%	0.00%	6.30%	0.00%	0.00%	0.00%	6.30%	0.00%	12.50%	6.30%	0.00%	0.00%	0.00%
Jerome	6	0.00%	33.30%	0.00%	33.30%	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%	0.00%	0.00%	16.70%	0.00%
Kootenai	57	5.30%	7.00%	0.00%	38.60%	0.00%	12.30%	0.00%	3.50%	8.80%	3.50%	21.10%	1.80%	0.00%	3.50%	3.50%	0.00%	3.50%	0.00%	1.80%
Latah	20	15.00%	20.00%	0.00%	20.00%	0.00%	0.00%	0.00%	5.00%	5.00%	5.00%	10.00%	0.00%	0.00%	5.00%	5.00%	0.00%	5.00%	10.00%	0.00%
Lemhi	2	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Lewis	6	16.70%	33.30%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.70%	16.70%	0.00%	0.00%	0.00%	0.00%
Lincoln	1	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Madison	6	0.00%	83.30%	0.00%	16.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Minidoka	6	16.70%	50.00%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Nez Perce	35	2.90%	25.70%	0.00%	25.70%	2.90%	11.40%	2.90%	0.00%	5.70%	5.70%	14.30%	0.00%	0.00%	0.00%	0.00%	2.90%	5.70%	0.00%	2.90%
Oneida	4	25.00%	25.00%	0.00%	0.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.00%
Owyhee	6	0.00%	33.30%	16.70%	0.00%	16.70%	0.00%	0.00%	0.00%	16.70%	16.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Payette	12	0.00%	50.00%	0.00%	41.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	8.30%	0.00%	0.00%
Power	5	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	40.00%	20.00%	0.00%	0.00%	0.00%	20.00%	0.00%	0.00%	0.00%	20.00%	0.00%	0.00%
Shoshone	7	0.00%	57.10%	0.00%	0.00%	14.30%	0.00%	0.00%	0.00%	0.00%	14.30%	14.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Teton	7	0.00%	28.60%	0.00%	14.30%	14.30%	0.00%	0.00%	0.00%	14.30%	0.00%	14.30%	0.00%	0.00%	0.00%	14.30%	0.00%	0.00%	0.00%	0.00%
Twin Falls	45	13.30%	15.60%	11.10%	8.90%	4.40%	2.20%	2.20%	6.70%	6.70%	2.20%	11.10%	6.70%	0.00%	0.00%	4.40%	0.00%	0.00%	0.00%	4.40%
Valley	5	0.00%	20.00%	0.00%	20.00%	0.00%	0.00%	0.00%	0.00%	20.00%	0.00%	0.00%	0.00%	0.00%	20.00%	20.00%	0.00%	0.00%	0.00%	0.00%
Washington	9	11.10%	66.70%	0.00%	0.00%	11.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.10%
Total	543	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.

	Unweighted frequency	Vehicle titling and registration county office visited by: How would you rate the courteousness of the office staff?				
		Very Courteous	Somewhat Courteous	Somewhat Discourteous	Very Discourteous	Don't Know
Ada	84	73.8%	21.4%	2.4%	2.4%	0.0%
Bannock	79	73.4%	22.8%	3.8%	0.0%	0.0%
Bear Lake	18	88.9%	11.1%	0.0%	0.0%	0.0%
Benewah	35	91.4%	8.6%	0.0%	0.0%	0.0%
Bingham	37	83.8%	13.5%	2.7%	0.0%	0.0%
Blaine	11	90.9%	9.1%	0.0%	0.0%	0.0%
Bonner	32	84.4%	12.5%	3.1%	0.0%	0.0%
Bonneville	84	70.2%	23.8%	3.6%	2.4%	0.0%
Boundary	9	77.8%	22.2%	0.0%	0.0%	0.0%
Canyon	32	87.5%	12.5%	0.0%	0.0%	0.0%
Caribou	20	90.0%	0.0%	0.0%	0.0%	10.0%
Cassia	25	80.0%	12.0%	4.0%	4.0%	0.0%
Clearwater	30	93.3%	0.0%	3.3%	3.3%	0.0%
Franklin	31	93.5%	6.5%	0.0%	0.0%	0.0%
Fremont	17	76.5%	11.8%	5.9%	5.9%	0.0%
Gem	13	84.6%	15.4%	0.0%	0.0%	0.0%
Gooding	14	92.9%	7.1%	0.0%	0.0%	0.0%
Idaho	35	77.1%	22.9%	0.0%	0.0%	0.0%
Jefferson	22	81.8%	18.2%	0.0%	0.0%	0.0%
Jerome	15	86.7%	13.3%	0.0%	0.0%	0.0%
Kootenai	86	83.7%	16.3%	0.0%	0.0%	0.0%
Latah	63	79.4%	20.6%	0.0%	0.0%	0.0%
Lemhi	20	100.0%	0.0%	0.0%	0.0%	0.0%
Lewis	21	81.0%	14.3%	4.8%	0.0%	0.0%
Madison	25	88.0%	12.0%	0.0%	0.0%	0.0%
Minidoka	19	78.9%	15.8%	5.3%	0.0%	0.0%
Nez Perce	64	81.3%	14.1%	3.1%	0.0%	1.6%
Oneida	20	70.0%	25.0%	5.0%	0.0%	0.0%
Owyhee	17	82.4%	17.6%	0.0%	0.0%	0.0%
Payette	16	75.0%	12.5%	12.5%	0.0%	0.0%
Power	14	92.9%	7.1%	0.0%	0.0%	0.0%
Shoshone	15	73.3%	20.0%	6.7%	0.0%	0.0%
Twin Falls	78	84.6%	14.1%	1.3%	0.0%	0.0%
Washington	25	88.0%	8.0%	4.0%	0.0%	0.0%

Table above based on 1219 out of 1842 respondents. 623 respondents refused/don't know/missing.

Statewide: How would you rate the courteousness of the office staff?

Q11 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Courteous	1002	988	78.00%	74.50%	81.60%
Somewhat Courteous	184	241	19.10%	15.70%	22.50%
Somewhat Discourteous	24	28	2.20%	1.00%	3.40%
Very Discourteous	7	8	0.60%	0.00%	1.30%
Don't Know	3	1	0.10%	0.00%	0.20%
Total	1220	1266	100.00%	.	.

	Unweighted frequency	Vehicle titling and registration county office visited by: How satisfied are you with the wait time you experienced?					
		Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Ada	84	71.4%	16.7%	3.6%	6.0%	2.4%	0.0%
Bannock	79	60.8%	31.6%	5.1%	2.5%	0.0%	0.0%
Bear Lake	18	83.3%	16.7%	0.0%	0.0%	0.0%	0.0%
Benewah	35	80.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Bingham	37	75.7%	24.3%	0.0%	0.0%	0.0%	0.0%
Blaine	11	90.9%	9.1%	0.0%	0.0%	0.0%	0.0%
Bonner	32	81.3%	9.4%	3.1%	3.1%	0.0%	3.1%
Bonneville	84	57.1%	29.8%	4.8%	7.1%	1.2%	0.0%
Boundary	9	77.8%	11.1%	0.0%	11.1%	0.0%	0.0%
Canyon	32	84.4%	9.4%	3.1%	3.1%	0.0%	0.0%
Caribou	20	90.0%	5.0%	0.0%	0.0%	0.0%	5.0%
Cassia	25	84.0%	12.0%	0.0%	4.0%	0.0%	0.0%
Clearwater	30	83.3%	6.7%	3.3%	3.3%	3.3%	0.0%
Franklin	31	90.3%	9.7%	0.0%	0.0%	0.0%	0.0%
Fremont	17	88.2%	0.0%	5.9%	5.9%	0.0%	0.0%
Gem	13	92.3%	7.7%	0.0%	0.0%	0.0%	0.0%
Gooding	14	92.9%	7.1%	0.0%	0.0%	0.0%	0.0%
Idaho	35	77.1%	17.1%	5.7%	0.0%	0.0%	0.0%
Jefferson	22	63.6%	31.8%	4.5%	0.0%	0.0%	0.0%
Jerome	15	60.0%	26.7%	0.0%	13.3%	0.0%	0.0%
Kootenai	86	55.8%	29.1%	4.7%	8.1%	2.3%	0.0%
Latah	63	71.4%	23.8%	1.6%	3.2%	0.0%	0.0%
Lemhi	20	90.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Lewis	21	81.0%	19.0%	0.0%	0.0%	0.0%	0.0%
Madison	25	64.0%	32.0%	0.0%	0.0%	4.0%	0.0%
Minidoka	19	78.9%	15.8%	0.0%	5.3%	0.0%	0.0%
Nez Perce	64	53.1%	25.0%	4.7%	14.1%	3.1%	0.0%
Oneida	20	85.0%	10.0%	0.0%	5.0%	0.0%	0.0%
Owyhee	16	87.5%	6.3%	6.3%	0.0%	0.0%	0.0%
Payette	16	68.8%	6.3%	6.3%	6.3%	12.5%	0.0%
Power	14	85.7%	14.3%	0.0%	0.0%	0.0%	0.0%
Shoshone	15	66.7%	33.3%	0.0%	0.0%	0.0%	0.0%
Twin Falls	78	65.4%	25.6%	2.6%	3.8%	2.6%	0.0%
Washington	25	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Table above based on 1218 out of 1842 respondents. 624 respondents refused/don't know/missing.

Statewide: How satisfied are you with the wait time you experienced?

Q10 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Satisfied	887	910	71.90%	68.20%	75.60%
Somewhat Satisfied	237	252	19.90%	16.60%	23.20%
Neither	34	48	3.80%	2.00%	5.50%
Somewhat Dissatisfied	46	44	3.50%	2.00%	5.00%
Very Dissatisfied	13	11	0.90%	0.20%	1.60%
Don't Know	2	1	0.00%	0.00%	0.10%
Total	1219	1265	100.00%	.	.

	Unweighted frequency	Vehicle titling and registration county office visited by: How would you rate the overall knowledge of the staff at the vehicle registration and titling office?				
		Very Knowledgeable	Somewhat Knowledgeable	Somewhat Unknowledgeable	Very Unknowledgeable	Don't Know
Ada	84	82.1%	13.1%	0.0%	3.6%	1.2%
Bannock	79	75.9%	20.3%	0.0%	0.0%	3.8%
Bear Lake	18	83.3%	16.7%	0.0%	0.0%	0.0%
Benewah	35	91.4%	5.7%	2.9%	0.0%	0.0%
Bingham	37	73.0%	21.6%	2.7%	0.0%	2.7%
Blaine	11	100.0%	0.0%	0.0%	0.0%	0.0%
Bonner	31	83.9%	12.9%	0.0%	0.0%	3.2%
Bonneville	84	75.0%	17.9%	2.4%	0.0%	4.8%
Boundary	8	87.5%	12.5%	0.0%	0.0%	0.0%
Canyon	32	87.5%	12.5%	0.0%	0.0%	0.0%
Caribou	20	95.0%	0.0%	0.0%	0.0%	5.0%
Cassia	25	84.0%	12.0%	0.0%	4.0%	0.0%
Clearwater	30	86.7%	6.7%	3.3%	3.3%	0.0%
Franklin	31	77.4%	19.4%	0.0%	0.0%	3.2%
Fremont	17	88.2%	5.9%	0.0%	5.9%	0.0%
Gem	13	76.9%	23.1%	0.0%	0.0%	0.0%
Gooding	14	92.9%	7.1%	0.0%	0.0%	0.0%
Idaho	35	77.1%	20.0%	0.0%	0.0%	2.9%
Jefferson	22	86.4%	13.6%	0.0%	0.0%	0.0%
Jerome	15	80.0%	20.0%	0.0%	0.0%	0.0%
Kootenai	86	87.2%	8.1%	0.0%	1.2%	3.5%
Latah	63	84.1%	14.3%	1.6%	0.0%	0.0%
Lemhi	20	90.0%	5.0%	0.0%	0.0%	5.0%
Lewis	21	71.4%	28.6%	0.0%	0.0%	0.0%
Madison	25	88.0%	12.0%	0.0%	0.0%	0.0%
Minidoka	19	78.9%	15.8%	5.3%	0.0%	0.0%
Nez Perce	64	90.6%	9.4%	0.0%	0.0%	0.0%
Oneida	20	65.0%	20.0%	15.0%	0.0%	0.0%
Owyhee	17	76.5%	17.6%	5.9%	0.0%	0.0%
Payette	16	81.3%	6.3%	0.0%	6.3%	6.3%
Power	14	85.7%	14.3%	0.0%	0.0%	0.0%
Shoshone	15	93.3%	0.0%	0.0%	6.7%	0.0%
Twin Falls	78	84.6%	7.7%	2.6%	3.8%	1.3%
Washington	25	88.0%	12.0%	0.0%	0.0%	0.0%

Table above based on 1217 out of 1842 respondents. 625 respondents refused/don't know/missing.

Statewide: How would you rate the overall knowledge of the staff at the vehicle registration and titling office?

Q12 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Knowledgeable	1011	1014	80.20%	76.80%	83.70%
Somewhat Knowledgeable	161	201	15.90%	12.80%	19.10%
Somewhat Unknowledgeable	15	14	1.10%	0.30%	1.90%
Very Unknowledgeable	12	17	1.40%	0.30%	2.40%
Don't Know	19	17	1.30%	0.40%	2.30%
Total	1218	1263	100.00%	.	.

	Vehicle titling and registration county office visited by: How many trips did it take to complete your business?			
	Unweighted frequency	1 trip	2 trips	3 or more trips
Ada	83	83.10%	14.50%	2.40%
Bannock	78	87.20%	9.00%	3.80%
Bear Lake	18	83.30%	16.70%	0.00%
Benewah	35	88.60%	5.70%	5.70%
Bingham	37	97.30%	2.70%	0.00%
Blaine	11	90.90%	9.10%	0.00%
Bonner	32	81.30%	9.40%	9.40%
Bonneville	84	91.70%	6.00%	2.40%
Boundary	9	100.00%	0.00%	0.00%
Canyon	32	84.40%	6.30%	9.40%
Caribou	20	90.00%	10.00%	0.00%
Cassia	24	95.80%	4.20%	0.00%
Clark	1	100.00%	0.00%	0.00%
Clearwater	29	93.10%	3.40%	3.40%
Franklin	31	87.10%	12.90%	0.00%
Fremont	17	82.40%	11.80%	5.90%
Gem	13	84.60%	15.40%	0.00%
Gooding	14	100.00%	0.00%	0.00%
Idaho	35	88.60%	8.60%	2.90%
Jefferson	22	95.50%	0.00%	4.50%
Jerome	15	86.70%	13.30%	0.00%
Kootenai	86	87.20%	11.60%	1.20%
Latah	62	87.10%	8.10%	4.80%
Lemhi	20	90.00%	10.00%	0.00%
Lewis	21	95.20%	0.00%	4.80%
Madison	25	92.00%	8.00%	0.00%
Minidoka	19	89.50%	10.50%	0.00%
Nez Perce	64	90.60%	7.80%	1.60%
Oneida	20	80.00%	10.00%	10.00%
Owyhee	17	82.40%	17.60%	0.00%
Payette	16	93.80%	6.30%	0.00%
Power	14	100.00%	0.00%	0.00%
Shoshone	15	80.00%	6.70%	13.30%
Twin Falls	78	85.90%	10.30%	3.80%
Washington	25	92.00%	0.00%	8.00%

Table above based on 1214 out of 1842 respondents. 628 respondents refused/don't know/missing.

Statewide: How many trips did it take to complete your business?

Q14 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
1 trip	1075	1070	84.80%	81.60%	88.00%
2 trips	104	140	11.10%	8.30%	13.80%
3 or more trips	36	52	4.10%	2.40%	5.90%
Total	1215	1262	100.00%	.	.

	Unweighted frequency	Vehicle titling and registration county office visited by: Overall, what grade would you give to the quality of DMV services you received when registering or titling your vehicle?				
		A	B	C	D	F
Ada	84	76.2%	17.9%	2.4%	3.6%	0.0%
Bannock	79	77.2%	19.0%	2.5%	1.3%	0.0%
Bear Lake	18	88.9%	11.1%	0.0%	0.0%	0.0%
Benewah	35	85.7%	14.3%	0.0%	0.0%	0.0%
Bingham	37	81.1%	16.2%	2.7%	0.0%	0.0%
Blaine	11	90.9%	9.1%	0.0%	0.0%	0.0%
Bonner	32	87.5%	9.4%	3.1%	0.0%	0.0%
Bonneville	84	64.3%	28.6%	2.4%	4.8%	0.0%
Boundary	9	88.9%	11.1%	0.0%	0.0%	0.0%
Canyon	32	81.3%	18.8%	0.0%	0.0%	0.0%
Caribou	20	75.0%	25.0%	0.0%	0.0%	0.0%
Cassia	25	84.0%	12.0%	4.0%	0.0%	0.0%
Clearwater	30	90.0%	3.3%	0.0%	3.3%	3.3%
Franklin	31	87.1%	12.9%	0.0%	0.0%	0.0%
Fremont	17	76.5%	11.8%	5.9%	5.9%	0.0%
Gem	13	84.6%	15.4%	0.0%	0.0%	0.0%
Gooding	14	85.7%	14.3%	0.0%	0.0%	0.0%
Idaho	35	77.1%	22.9%	0.0%	0.0%	0.0%
Jefferson	22	81.8%	13.6%	4.5%	0.0%	0.0%
Jerome	15	73.3%	20.0%	6.7%	0.0%	0.0%
Kootenai	86	69.8%	22.1%	8.1%	0.0%	0.0%
Latah	63	82.5%	11.1%	4.8%	1.6%	0.0%
Lemhi	20	95.0%	5.0%	0.0%	0.0%	0.0%
Lewis	21	66.7%	33.3%	0.0%	0.0%	0.0%
Madison	25	96.0%	0.0%	4.0%	0.0%	0.0%
Minidoka	19	78.9%	10.5%	5.3%	5.3%	0.0%
Nez Perce	64	73.4%	17.2%	6.3%	1.6%	1.6%
Oneida	20	75.0%	0.0%	20.0%	5.0%	0.0%
Owyhee	17	76.5%	17.6%	5.9%	0.0%	0.0%
Payette	16	81.3%	6.3%	0.0%	12.5%	0.0%
Power	14	92.9%	7.1%	0.0%	0.0%	0.0%
Shoshone	15	73.3%	13.3%	6.7%	0.0%	6.7%
Twin Falls	78	67.9%	26.9%	1.3%	0.0%	3.8%
Washington	25	92.0%	0.0%	4.0%	0.0%	4.0%

Table above based on 1219 out of 1842 respondents. 623 respondents refused/don't know/missing.

Statewide: Overall, what grade would you give to the quality of DMV services you received when registering or titling your vehicle?

Q15 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
A	958	947	74.80%	71.10%	78.50%
B	197	240	19.00%	15.60%	22.40%
C	42	56	4.40%	2.70%	6.20%
D	16	16	1.30%	0.40%	2.10%
F	7	7	0.50%	0.00%	1.10%
Total	1220	1266	100.00%	.	.

County by Q16-What changes could the registration and titling office make to better meet your expectations for service or enhance the level of service provided? (Mark all that apply)

County	Number of respondents that answered question	Facility improvements	Payment options	Prices	Courteousness	Nothing to add	Wait time	More staff	Location	More online services	Operation hours	More information	Change regulations	Knowledgeable	Do not know	Other	Does not answer	Better staff training	Parking
Ada	37	2.70%	2.70%	5.40%	8.10%	37.80%	8.10%	5.40%	2.70%	2.70%	0.00%	5.40%	0.00%	5.40%	5.40%	5.40%	2.70%	0.00%	0.00%
Adams	2	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Bannock	45	0.00%	6.70%	2.20%	11.10%	24.40%	0.00%	20.00%	4.40%	0.00%	15.60%	4.40%	0.00%	2.20%	0.00%	2.20%	2.20%	4.40%	4.40%
Bear Lake	6	0.00%	0.00%	0.00%	0.00%	66.70%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%
Benewah	14	0.00%	7.10%	0.00%	0.00%	50.00%	0.00%	14.30%	0.00%	0.00%	0.00%	0.00%	0.00%	14.30%	7.10%	7.10%	0.00%	0.00%	0.00%
Bingham	14	0.00%	0.00%	7.10%	14.30%	42.90%	0.00%	7.10%	0.00%	0.00%	7.10%	7.10%	7.10%	7.10%	0.00%	0.00%	0.00%	0.00%	0.00%
Blaine	4	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	25.00%	0.00%	0.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Boise	6	16.70%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	0.00%	16.70%	0.00%	0.00%	16.70%	0.00%	16.70%	0.00%
Bonner	19	0.00%	0.00%	0.00%	10.50%	31.60%	0.00%	36.80%	0.00%	0.00%	15.80%	0.00%	0.00%	5.30%	0.00%	0.00%	0.00%	0.00%	5.30%
Bonneville	50	6.00%	2.00%	4.00%	22.00%	20.00%	16.00%	14.00%	2.00%	2.00%	2.00%	2.00%	2.00%	4.00%	0.00%	0.00%	2.00%	0.00%	8.00%
Boundary	4	25.00%	25.00%	0.00%	0.00%	0.00%	0.00%	25.00%	0.00%	0.00%	0.00%	0.00%	25.00%	0.00%	0.00%	0.00%	25.00%	0.00%	0.00%
Butte	6	0.00%	0.00%	0.00%	0.00%	66.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	33.30%	0.00%	0.00%	0.00%
Canyon	15	6.70%	0.00%	0.00%	0.00%	53.30%	0.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6.70%	6.70%	6.70%	0.00%
Caribou	11	0.00%	0.00%	0.00%	9.10%	45.50%	0.00%	9.10%	0.00%	0.00%	9.10%	18.20%	9.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Cassia	7	0.00%	0.00%	0.00%	14.30%	71.40%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	14.30%	0.00%	0.00%	0.00%	0.00%	0.00%
Clearwater	12	8.30%	0.00%	8.30%	0.00%	50.00%	0.00%	8.30%	0.00%	0.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Custer	3	0.00%	0.00%	0.00%	0.00%	66.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	33.30%	0.00%	0.00%	0.00%	0.00%	0.00%
Elmore	6	50.00%	0.00%	0.00%	0.00%	16.70%	0.00%	16.70%	16.70%	0.00%	33.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

County	N																		
Franklin	13	0.00%	7.70%	0.00%	7.70%	46.20%	0.00%	15.40%	0.00%	0.00%	0.00%	0.00%	7.70%	15.40%	0.00%	0.00%	0.00%	0.00%	0.00%
Fremont	9	11.10%	0.00%	0.00%	33.30%	33.30%	0.00%	0.00%	11.10%	0.00%	11.10%	0.00%	11.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Gem	6	0.00%	0.00%	16.70%	0.00%	83.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Gooding	7	0.00%	0.00%	14.30%	0.00%	42.90%	0.00%	0.00%	0.00%	0.00%	28.60%	0.00%	14.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Idaho	15	20.00%	0.00%	6.70%	0.00%	20.00%	0.00%	6.70%	6.70%	0.00%	6.70%	0.00%	0.00%	13.30%	6.70%	6.70%	13.30%	0.00%	0.00%
Jefferson	11	9.10%	0.00%	0.00%	9.10%	63.60%	0.00%	9.10%	0.00%	0.00%	0.00%	0.00%	9.10%	0.00%	0.00%	9.10%	0.00%	0.00%	0.00%
Jerome	11	9.10%	0.00%	0.00%	0.00%	18.20%	9.10%	36.40%	0.00%	9.10%	18.20%	0.00%	0.00%	0.00%	0.00%	18.20%	9.10%	0.00%	0.00%
Kootenai	36	5.60%	0.00%	0.00%	0.00%	13.90%	16.70%	38.90%	5.60%	0.00%	2.80%	2.80%	11.10%	2.80%	0.00%	5.60%	0.00%	0.00%	0.00%
Latah	30	10.00%	6.70%	0.00%	6.70%	33.30%	0.00%	10.00%	0.00%	3.30%	10.00%	3.30%	6.70%	6.70%	0.00%	0.00%	3.30%	0.00%	0.00%
Lemhi	8	0.00%	0.00%	0.00%	0.00%	75.00%	0.00%	12.50%	0.00%	0.00%	0.00%	0.00%	12.50%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Lewis	8	0.00%	0.00%	0.00%	12.50%	37.50%	0.00%	12.50%	0.00%	0.00%	12.50%	0.00%	12.50%	12.50%	0.00%	0.00%	0.00%	0.00%	0.00%
Lincoln	3	33.30%	0.00%	0.00%	0.00%	33.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	33.30%	0.00%	0.00%
Madison	10	0.00%	10.00%	0.00%	0.00%	80.00%	10.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Minidoka	10	0.00%	0.00%	0.00%	20.00%	30.00%	0.00%	10.00%	0.00%	0.00%	0.00%	10.00%	10.00%	10.00%	10.00%	0.00%	0.00%	0.00%	0.00%
Nez Perce	31	6.50%	3.20%	0.00%	6.50%	22.60%	12.90%	35.50%	0.00%	0.00%	0.00%	3.20%	3.20%	0.00%	6.50%	3.20%	0.00%	0.00%	0.00%
Oneida	8	0.00%	0.00%	0.00%	37.50%	12.50%	0.00%	0.00%	0.00%	0.00%	12.50%	0.00%	12.50%	25.00%	12.50%	0.00%	0.00%	0.00%	0.00%
Owyhee	6	0.00%	0.00%	0.00%	0.00%	50.00%	16.70%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.70%	16.70%	0.00%	0.00%	0.00%	0.00%
Payette	11	0.00%	0.00%	0.00%	9.10%	72.70%	0.00%	18.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Power	4	25.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.00%	0.00%	0.00%	0.00%
Shoshone	5	20.00%	0.00%	0.00%	40.00%	20.00%	20.00%	0.00%	0.00%	0.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Teton	8	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	12.50%	12.50%	12.50%	12.50%	0.00%
Twin Falls	40	10.00%	2.50%	5.00%	7.50%	30.00%	5.00%	15.00%	0.00%	5.00%	7.50%	0.00%	5.00%	5.00%	0.00%	2.50%	2.50%	0.00%	0.00%
Valley	9	11.10%	0.00%	0.00%	11.10%	33.30%	0.00%	0.00%	0.00%	0.00%	11.10%	0.00%	11.10%	0.00%	11.10%	0.00%	11.10%	0.00%	0.00%
Washington	15	6.70%	0.00%	0.00%	6.70%	46.70%	0.00%	0.00%	6.70%	0.00%	0.00%	0.00%	13.30%	20.00%	0.00%	6.70%	0.00%	0.00%	0.00%
Total	575	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.	.

Appendix E
Area Results for Select Questions

The following section displays selected results for the direct services received at DMV headquarters and Port of Entry offices broken down to service area. When noting overall trends for areas, please note the number of responses given for each area (n). Percentages are calculated out of the total number of respondents (un-weighted) who answered the question for each service area. Each table below is based on 158 out of 1842 respondents. 1684 respondents either refused, responded as "don't know", or are missing.

	Unweighted frequency	Which DMV office did you most recently contact? by: How did you contact them?				
		By telephone	By email	By regular mail	In person	Other
Driver licenses or identification cards	33	71.1%	2.6%	5.3%	15.8%	5.3%
Driver records/reinstatements	22	81.8%	9.1%	0.0%	4.5%	4.5%
Vehicle registrations/license plates	35	65.7%	5.7%	8.6%	17.1%	2.9%
Vehicle titles	13	92.3%	0.0%	0.0%	7.7%	0.0%
Commercial vehicle registrations	11	45.5%	0.0%	0.0%	54.5%	0.0%
Over-legal permits	1	100.0%	0.0%	0.0%	0.0%	0.0%
Ports of entry	29	27.6%	0.0%	0.0%	72.4%	0.0%
Other	4	75.0%	0.0%	25.0%	0.0%	0.0%
Don't Know	5	100.0%	0.0%	0.0%	0.0%	0.0%

	Unweighted frequency	Which DMV office did you most recently contact? by: How satisfied are you with the wait time you experienced?					
		Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Driver licenses or identification cards	33	48.5%	24.2%	0.0%	12.1%	12.1%	3.0%
Driver records/reinstatements	19	47.4%	15.8%	15.8%	10.5%	5.3%	5.3%
Vehicle registrations/license plates	29	69.0%	17.2%	6.9%	3.4%	3.4%	0.0%
Vehicle titles	13	84.6%	0.0%	7.7%	0.0%	0.0%	7.7%
Commercial vehicle registrations	11	45.5%	18.2%	18.2%	18.2%	0.0%	0.0%
Over-legal permits	1	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ports of entry	28	67.9%	21.4%	3.6%	0.0%	7.1%	0.0%
Other	3	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't Know	5	20.0%	40.0%	20.0%	0.0%	20.0%	0.0%

	Unweighted frequency	Which DMV office did you most recently contact? by: Please rate the speed of service you received. Was it...		
		Very Fast	Somewhat Fast	Somewhat Slow
Driver licenses or identification cards	5	40.0%	60.0%	0.0%
Driver records/reinstatements	3	100.0%	0.0%	0.0%
Vehicle registrations/license plates	6	66.7%	16.7%	16.7%
Ports of entry	1	100.0%	0.0%	0.0%
Other	1	0.0%	100.0%	0.0%

	Unweighted frequency	Which DMV office did you most recently contact? by: Do you feel that your request was addressed appropriately?	
		Yes	No
Driver licenses or identification cards	38	84.2%	15.8%
Driver records/reinstatements	22	90.9%	9.1%
Vehicle registrations/license plates	35	85.7%	14.3%
Vehicle titles	13	100.0%	0.0%
Commercial vehicle registrations	11	90.9%	9.1%
Over-legal permits	1	100.0%	0.0%
Ports of entry	29	89.7%	10.3%
Other	4	100.0%	0.0%
Don't Know	5	80.0%	20.0%

	Unweighted frequency	Which DMV office did you most recently contact? by: Please rate the courteousness of the staff you dealt with. Were they…				
		Very Courteous	Somewhat Courteous	Somewhat Discourteous	Very Discourteous	Don't Know
Driver licenses or identification cards	38	52.6%	31.6%	2.6%	5.3%	7.9%
Driver records/reinstatements	22	63.6%	22.7%	0.0%	4.5%	9.1%
Vehicle registrations/license plates	35	71.4%	20.0%	0.0%	0.0%	8.6%
Vehicle titles	13	69.2%	30.8%	0.0%	0.0%	0.0%
Commercial vehicle registrations	11	72.7%	27.3%	0.0%	0.0%	0.0%
Over-legal permits	1	0.0%	100.0%	0.0%	0.0%	0.0%
Ports of entry	29	75.9%	13.8%	6.9%	3.4%	0.0%
Other	4	75.0%	25.0%	0.0%	0.0%	0.0%
Don't Know	5	60.0%	20.0%	0.0%	20.0%	0.0%

	Unweighted frequency	Which DMV office did you most recently contact? by: Please rate the overall level of knowledge of the staff you dealt with.				
		Very Knowledgeable	Somewhat Knowledgeable	Somewhat Unknowledgeable	Very Unknowledgeable	Don't Know
Driver licenses or identification cards	38	52.6%	26.3%	5.3%	5.3%	10.5%
Driver records/reinstatements	22	72.7%	22.7%	0.0%	4.5%	0.0%
Vehicle registrations/license plates	35	71.4%	14.3%	8.6%	0.0%	5.7%
Vehicle titles	13	92.3%	7.7%	0.0%	0.0%	0.0%
Commercial vehicle registrations	11	63.6%	0.0%	36.4%	0.0%	0.0%
Over-legal permits	1	0.0%	100.0%	0.0%	0.0%	0.0%
Ports of entry	29	82.8%	13.8%	3.4%	0.0%	0.0%
Other	4	100.0%	0.0%	0.0%	0.0%	0.0%
Don't Know	5	80.0%	0.0%	0.0%	20.0%	0.0%

	Unweighted frequency	Which DMV office did you most recently contact? by: Was follow-up required after your initial contact with ITD?		
		Yes	No	Don't know
Driver licenses or identification cards	38	34.2%	65.8%	0.0%
Driver records/reinstatements	22	27.3%	72.7%	0.0%
Vehicle registrations/license plates	35	20.0%	80.0%	0.0%
Vehicle titles	13	30.8%	61.5%	7.7%
Commercial vehicle registrations	11	45.5%	54.5%	0.0%
Over-legal permits	1	0.0%	100.0%	0.0%
Ports of entry	29	20.7%	79.3%	0.0%
Other	4	25.0%	50.0%	25.0%
Don't Know	5	20.0%	80.0%	0.0%

	Unweighted frequency	**Which DMV office did you most recently contact? by: How satisfied were you with follow-up provided by the DMV headquarters or port of entry offices?**				
		Very Satisfied	**Somewhat Satisfied**	**Neither**	**Somewhat Dissatisfied**	**Very Dissatisfied**
Driver licenses or identification cards	13	30.8%	38.5%	0.0%	7.7%	23.1%
Driver records/reinstatements	6	83.3%	0.0%	0.0%	0.0%	16.7%
Vehicle registrations/license plates	7	57.1%	14.3%	14.3%	0.0%	14.3%
Vehicle titles	4	25.0%	50.0%	0.0%	0.0%	25.0%
Commercial vehicle registrations	5	40.0%	60.0%	0.0%	0.0%	0.0%
Ports of entry	6	50.0%	16.7%	0.0%	0.0%	33.3%
Other	1	100.0%	0.0%	0.0%	0.0%	0.0%
Don't Know	1	0.0%	0.0%	0.0%	0.0%	100.0%

	Unweighted frequency	**Which DMV office did you most recently contact? by: Overall, how would you grade the quality of customer service DMV headquarters or port of entry offices provide?**					
		A	**B**	**C**	**D**	**F**	**Don't Know**
Driver licenses or identification cards	38	47.4%	26.3%	7.9%	2.6%	13.2%	2.6%
Driver records/reinstatements	22	63.6%	13.6%	9.1%	0.0%	9.1%	4.5%
Vehicle registrations/license plates	35	74.3%	14.3%	5.7%	0.0%	2.9%	2.9%
Vehicle titles	13	69.2%	23.1%	7.7%	0.0%	0.0%	0.0%
Commercial vehicle registrations	11	27.3%	36.4%	36.4%	0.0%	0.0%	0.0%
Over-legal permits	1	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Ports of entry	29	75.9%	6.9%	13.8%	0.0%	3.4%	0.0%
Other	4	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't Know	5	20.0%	60.0%	0.0%	0.0%	20.0%	0.0%

Area by Q34-In your opinion, how could these offices better meet your expectations for customer services directly received from them, or enhance the level of service provided?

Area	Number of respondents that answered question	Courteousness	Clear communication	More online services	Knowledgeable	Easier processes	Operation hours	Nothing to add	Do not know	Wait time	More staff	Location	Other
Driver licenses or identification cards	20	10.00%	15.00%	0.00%	10.00%	5.00%	0.00%	20.00%	5.00%	5.00%	15.00%	15.00%	10.00%
Driver records/reinstatements	9	11.10%	11.10%	0.00%	22.20%	11.10%	11.10%	11.10%	11.10%	11.10%	0.00%	0.00%	0.00%
Vehicle registrations/license plates	11	9.10%	18.20%	9.10%	0.00%	0.00%	0.00%	18.20%	9.10%	0.00%	0.00%	18.20%	18.20%
Vehicle titles	4	0.00%	50.00%	0.00%	50.00%	25.00%	0.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Commercial vehicle registrations	9	11.10%	0.00%	11.10%	11.10%	0.00%	0.00%	33.30%	0.00%	0.00%	22.20%	11.10%	22.20%
Over-legal permits	2	0.00%	0.00%	0.00%	50.00%	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Ports of entry	10	30.00%	10.00%	0.00%	10.00%	0.00%	10.00%	10.00%	20.00%	20.00%	0.00%	0.00%	0.00%
Other	1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Refused	4	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	25.00%	0.00%	0.00%	25.00%
Total	70	.	.	.	.	.	.	.	.	.	.	.	.

Appendix F
Statewide Tabular Results

The following section displays all results for the state level. For each question, frequencies, or counts, are given along with weighted frequencies, percentages, and the upper and lower 95% confidence limits for the weighted percentage. The frequency is the raw number of responses in each response category, the weighted frequency is the number of responses in each response category after weighting adjustments. These adjustments account for the complex survey design and help us to achieve a sample that looks like our state population in terms of key characteristics, (for this study those characteristics were gender, age, and phone usage of the household). Raw frequencies are there to serve as background knowledge but the weighted frequency is the primary statistic to focus on when understanding results.

When reviewing the 95% confidence limits, it is good to remember that all surveys come up with estimates of true values and that there is always some level of error since we cannot know the true number. The lower and upper 95% confidence limits help us to understand how stringent the estimate we calculated is, and are derived from the weighted percent. Confidence limits should be interpreted in the following way: there is a 95% chance that the range between upper and lower limit contains the true value. You will notice the estimate reported is exactly in the middle of the range.

> **Q1. Have you obtained or renewed a driver's license or ID card in the past two years?**

Q1 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Yes	993	1068	58.00%	54.60%	61.30%
No	809	745	40.40%	37.10%	43.70%
Don't know	39	29	1.60%	0.90%	2.30%
Total	1841	1842	100.00%	.	.

Q2. Driver Licensing: How satisfied are you with the wait time you experienced?

Q2 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Satisfied	687	681	63.80%	59.30%	68.20%
Somewhat Satisfied	188	237	22.20%	18.20%	26.10%
Neither	40	56	5.30%	3.10%	7.40%
Somewhat Dissatisfied	44	58	5.40%	3.30%	7.60%
Very Dissatisfied	28	28	2.60%	1.20%	4.00%
Don't Know	6	8	0.70%	0.00%	1.60%
Total	993	1068	100.00%	.	.

Q3. Driver Licensing: How would you rate the courteousness of the staff in the driver's license office?

Q3 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Courteous	751	733	68.70%	64.20%	73.10%
Somewhat Courteous	193	276	25.90%	21.60%	30.20%
Somewhat Discourteous	22	34	3.20%	1.50%	4.90%
Very Discourteous	18	18	1.70%	0.40%	2.90%
Don't Know	7	7	0.60%	0.00%	1.30%
Total	991	1067	100.00%	.	.

Q4. Driver Licensing: How would you rate the overall knowledge of the driver's license staff?

Q4 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Knowledgeable	782	821	77.00%	73.00%	81.00%
Somewhat Knowledgeable	160	197	18.40%	14.70%	22.20%
Somewhat Unknowledgeable	11	19	1.80%	0.60%	3.00%
Very Unknowledgeable	7	8	0.80%	0.00%	1.70%
Don't Know	31	21	2.00%	0.90%	3.10%
Total	991	1067	100.00%	.	.

Q5. Driver Licensing: In which county was the office you visited?

Q5 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Ada	84	140	13.20%	9.90%	16.40%
Adams	2	5	0.40%	0.00%	1.10%
Bannock	64	65	6.10%	4.30%	8.00%
Bear Lake	8	5	0.50%	0.00%	1.10%
Benewah	20	13	1.20%	0.30%	2.10%
Bingham	17	15	1.40%	0.30%	2.40%
Blaine	12	14	1.30%	0.30%	2.30%
Boise	9	18	1.70%	0.30%	3.10%
Bonner	24	19	1.80%	0.70%	2.80%
Bonneville	79	73	6.90%	4.90%	8.80%
Boundary	10	5	0.50%	0.10%	0.90%
Butte	7	4	0.40%	0.00%	0.90%
Canyon	34	81	7.60%	4.80%	10.40%
Caribou	14	7	0.70%	0.20%	1.20%
Cassia	17	26	2.50%	1.00%	3.90%
Clark	1	4	0.30%	0.00%	1.00%
Clearwater	23	9	0.90%	0.50%	1.20%
Custer	9	11	1.00%	0.10%	1.90%
Elmore	11	22	2.00%	0.50%	3.60%
Franklin	25	41	3.90%	2.00%	5.70%
Fremont	11	13	1.20%	0.20%	2.10%
Gem	14	11	1.00%	0.20%	1.80%
Gooding	9	5	0.40%	0.00%	0.90%
Idaho	33	23	2.10%	1.20%	3.00%
Jefferson	21	15	1.40%	0.60%	2.20%
Jerome	13	16	1.50%	0.50%	2.50%
Kootenai	83	107	10.00%	7.50%	12.50%
Latah	48	31	2.90%	1.90%	3.90%
Lemhi	9	9	0.80%	0.10%	1.50%
Lewis	14	8	0.70%	0.30%	1.20%
Lincoln	5	5	0.50%	0.00%	1.00%
Madison	12	17	1.60%	0.30%	2.90%
Minidoka	14	16	1.50%	0.40%	2.60%
Nez Perce	54	25	2.40%	1.60%	3.10%
Oneida	8	6	0.50%	0.00%	1.10%
Owyhee	14	17	1.60%	0.40%	2.80%
Payette	17	26	2.50%	1.00%	4.00%
Power	12	5	0.40%	0.10%	0.70%
Shoshone	16	16	1.50%	0.40%	2.50%
Teton	12	14	1.30%	0.30%	2.30%

Twin Falls	71	68	6.40%	4.40%	8.30%
Valley	12	19	1.80%	0.40%	3.10%
Washington	18	21	1.90%	0.70%	3.10%
88	1	0	0.00%	0.00%	0.10%
Total	991	1065	100.00%	.	.

Q6. Driver Licensing: How many trips did it take to complete your business?

Q6 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
1 trip	885	920	86.60%	83.40%	89.90%
2 trips	85	112	10.50%	7.60%	13.50%
3 or more trips	18	30	2.80%	1.20%	4.40%
Total	988	1062	100.00%	.	.

Q7. Overall, what grade would you give to the quality of DMV services you received when you obtained or renewed your Idaho driver's license or ID card?

Q7 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
A	723	726	68.00%	63.60%	72.40%
B	195	248	23.20%	19.20%	27.30%
C	43	54	5.00%	2.90%	7.20%
D	19	29	2.70%	1.20%	4.30%
F	10	10	0.90%	0.00%	1.80%
Don't Know	2	1	0.10%	0.00%	0.20%
Total	992	1067	100.00%	.	.

Q8. What changes could the driver's license office make to better meet your expectations for service or enhance the level of service provided? (Mark all that apply)

Q8 Responses	Frequency	Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Courteousness	50	9.20%	6.80%	11.60%
Nothing to add	142	26.10%	22.40%	29.80%
Knowledgeable	10	1.80%	0.70%	3.00%
More Staff	75	13.80%	10.90%	16.70%
Do not know	21	3.90%	2.20%	5.50%
Location	36	6.60%	4.50%	8.70%
More online, phone and mailing services	6	1.10%	0.20%	2.00%
Facility improvements	27	5.00%	3.10%	6.80%
Operation hours	34	6.30%	4.20%	8.30%
Changes to driver's license picture process	23	4.20%	2.50%	5.90%
Wait time	49	9.00%	6.60%	11.40%
Does not answer	8	1.50%	0.50%	2.50%
Improved instructions	11	2.00%	0.80%	3.20%
Extend time between driver's license renewals	8	1.50%	0.50%	2.50%
Print hard copy of driver's license on site	23	4.20%	2.50%	5.90%
Prices	12	2.20%	1.00%	3.40%
Other	16	2.90%	1.50%	4.40%
Changed to driver's license	3	0.60%	0.00%	1.20%
Changes in testing	13	2.40%	1.10%	3.70%
Total	544	100.00%	.	.

Q9. Have you gone to a local office to register or title a vehicle in the last two years?

Q9 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Yes	1220	1266	68.70%	65.60%	71.90%
No	614	572	31.00%	27.90%	34.20%
Don't know	8	4	0.20%	0.00%	0.40%
Total	1842	1842	100.00%	.	.

Q10. Vehicle Titling and Registration: How satisfied are you with the wait time you experienced?

Q10 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Satisfied	887	910	71.90%	68.20%	75.60%
Somewhat Satisfied	237	252	19.90%	16.60%	23.20%
Neither	34	48	3.80%	2.00%	5.50%
Somewhat Dissatisfied	46	44	3.50%	2.00%	5.00%
Very Dissatisfied	13	11	0.90%	0.20%	1.60%
Don't Know	2	1	0.00%	0.00%	0.10%
Total	1219	1265	100.00%	.	.

Q11. Vehicle Titling and Registration: How would you rate the courteousness of the office staff?

Q11 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Courteous	1002	988	78.00%	74.50%	81.60%
Somewhat Courteous	184	241	19.10%	15.70%	22.50%
Somewhat Discourteous	24	28	2.20%	1.00%	3.40%
Very Discourteous	7	8	0.60%	0.00%	1.30%
Don't Know	3	1	0.10%	0.00%	0.20%
Total	1220	1266	100.00%	.	.

Q12. Vehicle Titling and Registration: How would you rate the overall knowledge of the staff at the vehicle registration and titling office?

Q12 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Knowledgeable	1011	1014	80.20%	76.80%	83.70%
Somewhat Knowledgeable	161	201	15.90%	12.80%	19.10%
Somewhat Unknowledgeable	15	14	1.10%	0.30%	1.90%
Very Unknowledgeable	12	17	1.40%	0.30%	2.40%
Don't Know	19	17	1.30%	0.40%	2.30%
Total	1218	1263	100.00%	.	.

Q13. Vehicle Titling and Registration: In which county was the office you visited?

Q13 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Ada	84	162	12.80%	9.80%	15.70%
Adams	6	8	0.70%	0.00%	1.40%
Bannock	79	84	6.70%	4.90%	8.50%
Bear Lake	18	16	1.30%	0.50%	2.10%
Benewah	35	26	2.10%	1.00%	3.20%
Bingham	37	32	2.50%	1.30%	3.80%
Blaine	11	14	1.10%	0.20%	2.00%
Boise	12	13	1.00%	0.20%	1.90%
Bonner	32	31	2.40%	1.30%	3.60%
Bonneville	84	74	5.90%	4.30%	7.50%
Boundary	9	9	0.70%	0.00%	1.40%
Butte	9	4	0.40%	0.00%	0.70%
Camas	2	1	0.00%	0.00%	0.10%
Canyon	32	70	5.60%	3.30%	7.80%
Caribou	20	10	0.80%	0.40%	1.30%
Cassia	25	30	2.40%	1.20%	3.70%
Clark	1	1	0.10%	0.00%	0.30%
Clearwater	30	15	1.20%	0.70%	1.60%
Custer	12	15	1.20%	0.30%	2.00%
Elmore	12	16	1.20%	0.20%	2.30%
Franklin	31	40	3.10%	1.70%	4.60%
Fremont	17	18	1.40%	0.40%	2.30%
Gem	13	20	1.60%	0.40%	2.80%
Gooding	14	9	0.80%	0.20%	1.30%
Idaho	35	21	1.70%	1.00%	2.40%
Jefferson	22	15	1.20%	0.50%	1.80%
Jerome	15	24	1.90%	0.80%	3.00%
Kootenai	86	113	8.90%	6.70%	11.10%
Latah	63	42	3.40%	2.30%	4.40%
Lemhi	20	19	1.50%	0.60%	2.40%

Lewis	21	9	0.70%	0.40%	1.10%
Lincoln	7	7	0.50%	0.00%	1.10%
Madison	25	33	2.60%	1.20%	4.00%
Minidoka	19	15	1.10%	0.40%	1.90%
Nez Perce	64	29	2.30%	1.60%	3.00%
Oneida	20	12	1.00%	0.30%	1.60%
Owyhee	17	25	1.90%	0.70%	3.20%
Payette	16	16	1.30%	0.40%	2.20%
Power	14	4	0.30%	0.10%	0.50%
Shoshone	15	13	1.00%	0.20%	1.80%
Teton	18	20	1.60%	0.60%	2.60%
Twin Falls	78	82	6.50%	4.70%	8.30%
Valley	14	16	1.20%	0.30%	2.20%
Washington	25	30	2.30%	1.20%	3.50%
Total	1219	1264	100.00%	.	.

Q14. Vehicle Titling and Registration: How many trips did it take to complete your business?

Q14 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
1 trip	1075	1070	84.80%	81.60%	88.00%
2 trips	104	140	11.10%	8.30%	13.80%
3 or more trips	36	52	4.10%	2.40%	5.90%
Total	1215	1262	100.00%	.	.

Q15. Overall, what grade would you give to the quality of DMV services you received when registering or titling your vehicle?

Q15 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
A	958	947	74.80%	71.10%	78.50%
B	197	240	19.00%	15.60%	22.40%
C	42	56	4.40%	2.70%	6.20%
D	16	16	1.30%	0.40%	2.10%
F	7	7	0.50%	0.00%	1.10%
Total	1220	1266	100.00%	.	.

Q16. What changes could the registration and titling office make to better meet your expectations for service or enhance the level of service provided? (Mark all that apply)

Q16 Responses	Frequency	Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Facility improvements	33	5.70%	3.80%	7.60%
Payment options	13	2.30%	1.00%	3.50%
Prices	12	2.10%	0.90%	3.30%
Courteousness	49	8.50%	6.20%	10.80%
Nothing to add	204	35.50%	31.60%	39.40%
Wait time	28	4.90%	3.10%	6.60%
More staff	83	14.40%	11.60%	17.30%
Location	12	2.10%	0.90%	3.30%
More online services	6	1.00%	0.20%	1.90%
Operation hours	36	6.30%	4.30%	8.20%
More information	12	2.10%	0.90%	3.30%
Change regulations	25	4.30%	2.70%	6.00%
Knowledgeable	29	5.00%	3.20%	6.80%
Do not know	15	2.60%	1.30%	3.90%
Other	17	3.00%	1.60%	4.30%
Does not answer	13	2.30%	1.00%	3.50%
Better staff training	4	0.70%	0.00%	1.40%
Parking	7	1.20%	0.30%	2.10%
Total	575	100.00%	.	.

Q17. Have you used any of ITDs online DMV services in the past two years?

Q17 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Yes	275	315	17.10%	14.50%	19.70%
No	1557	1523	82.70%	80.10%	85.30%
Don't know	7	4	0.20%	0.00%	0.40%
Total	1839	1841	100.00%	.	.

Q18. Which transactions did you conduct? (Mark all that apply)

Q18 Responses	Frequency	Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Renew a Vehicle Registration	205	74.50%	69.40%	79.70%
Order a Personalized License Plate	14	5.10%	2.50%	7.70%
Order a Driver License Record	6	2.20%	0.40%	3.90%
Obtain a free statue check on your driver's license	1	0.40%	0.00%	1.10%
Obtain a free status check on your registration	2	0.70%	0.00%	1.70%
Reinstate a Driver License	20	7.30%	4.20%	10.40%
Download a free app to your mobile device to practice taking a driver license test	2	0.70%	0.00%	1.70%
Obtain, renew, or change a vehicle hazardous materials endorsement	2	0.70%	0.00%	1.70%
Obtain any commercial vehicle permit	10	3.60%	1.40%	5.90%
Self-certify a CDL	6	2.20%	0.40%	3.90%
Other	12	4.40%	1.90%	6.80%
Total	275	100.00%	.	.

Q19. Prior to this survey were you aware that ITD offered these types of services online in most counties?

Q19 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Yes	606	635	41.70%	38.00%	45.40%
No	936	867	56.90%	53.20%	60.60%
Don't know	19	22	1.40%	0.50%	2.40%
Total	1561	1523	100.00%	.	.

Q20. Now that you know these services exist, how likely are you to use these services in the future?

Q20 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Likely	141	192	21.50%	17.20%	25.80%
Likely	229	268	30.10%	25.50%	34.70%
Unlikely	231	180	20.20%	16.50%	23.90%
Very Unlikely	339	231	25.90%	22.00%	29.80%
Don't Know	17	20	2.30%	0.70%	3.80%
Total	957	891	100.00%	.	.

Q21. Why haven't you used ITDs online services?

Q21 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Prefer doing business in person	269	303	47.80%	41.90%	53.70%
Have no personal computer or no internet services	100	73	11.60%	8.20%	14.90%
Find the applications difficult to use	15	12	1.90%	0.30%	3.50%
Don't want to pay additional fees	24	19	2.90%	1.10%	4.70%
Other	166	191	30.10%	24.50%	35.60%
Don't Know	32	36	5.70%	3.00%	8.50%
Total	606	635	100.00%	.	.

Q21_oth. Why haven't you used ITDs online services?: Other, please specify

Q21_oth Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Procrastination	13	20	10.70%	3.70%	17.70%
Convenience	25	24	12.90%	6.00%	19.90%
Haven't had a need	58	75	39.90%	28.70%	51.00%
Do not like to use computers	13	8	4.10%	0.90%	7.40%
Don't know how to use computers	10	12	6.20%	0.40%	12.10%
Prefer mail	9	15	7.80%	1.00%	14.60%
Unsure of security of doing things online	5	2	0.90%	0.00%	1.70%
Habit	6	2	1.30%	0.10%	2.60%
Forget it is available	6	5	2.60%	0.20%	5.00%
Someone else does conducts my business with DMV	9	13	6.80%	0.70%	12.80%
Other	8	9	4.80%	0.00%	9.60%
Doesn't answer question	3	4	2.00%	0.00%	5.40%
Total	165	187	100.00%	.	.

Q22. Having used ITDs online services, overall, what grade would you give the quality of the services?

Q22 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
A	184	196	62.30%	53.90%	70.60%
B	66	90	28.40%	20.50%	36.40%
C	18	22	7.00%	2.70%	11.30%
D	4	4	1.20%	0.00%	3.10%
F	2	3	1.00%	0.00%	2.60%
Don't Know	1	0	0.10%	0.00%	0.30%
Total	275	315	100.00%	.	.

Q23. Have you contacted the DMV headquarters in Boise or Port of Entry offices directly for information, services, or any other reason during the past two years?

Q23 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Yes	158	192	10.40%	8.30%	12.50%
No	1679	1642	89.10%	87.00%	91.30%
Don't know	5	8	0.40%	0.00%	1.00%
Total	1842	1842	100.00%	.	.

Q24. DMV Headquarters: Which DMV office did you most recently contact?

Q24 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Driver licenses or identification cards	38	52	27.20%	17.20%	37.20%
Driver records/reinstatements	22	27	13.80%	6.20%	21.40%
Vehicle registrations/license plates	35	37	19.00%	11.00%	27.10%
Vehicle titles	13	19	10.10%	3.40%	16.80%
Commercial vehicle registrations	11	11	5.70%	1.40%	9.90%
Over-legal permits	1	0	0.20%	0.00%	0.60%
Ports of entry	29	37	19.30%	10.90%	27.60%
Other	4	6	3.00%	0.00%	7.00%
Don't Know	5	3	1.70%	0.00%	3.60%
Total	158	192	100.00%	.	.

Q24_oth. Which DMV office did you most recently contact?: Other, please specify

Q24_oth Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
City property	1	0	4.30%	.	.
Jury duty	1	3	54.50%	.	.
insurance	1	2	36.80%	.	.
question	1	0	4.40%	.	.
Total	4	6	100.00%	.	.

Q25. DMV Headquarters: How did you contact them?

Q25 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
By telephone	102	134	69.50%	59.70%	79.40%
By email	5	3	1.70%	0.00%	4.00%
By regular mail	6	2	1.20%	0.00%	2.40%
In person	41	48	25.20%	16.00%	34.50%
Other	4	4	2.30%	0.00%	5.80%
Total	158	192	100.00%	.	.

Q25_oth. DMV Headquarters: How did you contact them?: Other, please specify

Q25_oth Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Telephone and computer	1	3	76.80%	24.50%	100.00%
Telphone and fax	1	0	5.90%	0.00%	84.20%
Website	2	1	17.40%	0.00%	100.00%
Total	4	4	100.00%	.	.

Q26. DMV Headquarters: How satisfied are you with the wait time you experienced?

Q26 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Satisfied	85	104	58.50%	47.50%	69.40%
Somewhat Satisfied	26	36	20.30%	11.00%	29.50%
Neither	10	11	6.10%	0.50%	11.70%
Somewhat Dissatisfied	9	9	5.10%	0.80%	9.50%
Very Dissatisfied	9	14	7.90%	1.30%	14.50%
Don't Know	3	4	2.10%	0.00%	5.60%
Total	142	178	100.00%	.	.

Q27. DMV Headquarters: Please rate the speed of service you received. Was it...

Q27 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Fast	10	12	88.60%	80.20%	97.00%
Somewhat Fast	5	1	9.40%	2.00%	16.80%
Somewhat Slow	1	0	2.00%	0.00%	6.60%
Total	16	14	100.00%	.	.

Q28. DMV Headquarters: Do you feel that your request was addressed appropriately?

Q28 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Yes	140	175	91.30%	85.70%	96.90%
No	18	17	8.70%	3.10%	14.30%
Total	158	192	100.00%	.	.

Q29. DMV Headquarters: Please rate the courteousness of the staff you dealt with. Were they...

Q29 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Courteous	104	131	68.00%	58.20%	77.90%
Somewhat Courteous	38	43	22.20%	13.80%	30.60%
Somewhat Discourteous	3	4	2.00%	0.00%	5.00%
Very Discourteous	5	9	4.70%	0.00%	10.10%
Don't Know	8	6	3.10%	0.00%	6.40%
Total	158	192	100.00%	.	.

Q30. DMV Headquarters: Please rate the overall level of knowledge of the staff you dealt with.

Q30 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Knowledgeable	112	137	71.20%	61.30%	81.10%
Somewhat Knowledgeable	26	36	18.60%	10.10%	27.10%
Somewhat Unknowledgeable	10	11	5.60%	0.80%	10.40%
Very Unknowledgeable	4	5	2.40%	0.00%	5.90%
Don't Know	6	4	2.20%	0.00%	5.30%
Total	158	192	100.00%	.	.

Q31. DMV Headquarters: Was follow-up required after your initial contact with ITD?

Q31 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Yes	43	50	26.10%	16.80%	35.40%
No	113	141	73.60%	64.30%	82.90%
Don't know	2	1	0.30%	0.00%	0.80%
Total	158	192	100.00%	.	.

Q32. How satisfied were you with follow-up provided by the DMV headquarters or port of entry offices?

Q32 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Very Satisfied	20	25	50.80%	29.20%	72.40%
Somewhat Satisfied	12	9	18.40%	4.90%	32.00%
Neither	1	4	7.50%	0.00%	22.00%
Somewhat Dissatisfied	1	1	1.30%	0.00%	4.00%
Very Dissatisfied	9	11	21.90%	4.50%	39.40%
Total	43	50	100.00%	.	.

Q33. Overall, how would you grade the quality of customer service DMV headquarters or port of entry offices provide?

Q33 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
A	97	118	61.60%	51.40%	71.90%
B	31	31	16.40%	8.50%	24.30%
C	16	25	13.10%	5.90%	20.40%
D	1	1	0.30%	0.00%	1.00%
F	10	15	7.70%	1.40%	14.00%
Don't Know	3	2	0.80%	0.00%	1.90%
Total	158	192	100.00%	.	.

Q34. In your opinion, how could these offices better meet your expectations for customer services directly received from them, or enhance the level of service provided? (Mark all that apply)

Q34 Responses	Frequency	Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Courteousness	8	11.40%	3.80%	19.10%
Clear communication	9	12.90%	4.80%	20.90%
More online services	2	2.90%	0.00%	6.90%
Knowledgeable	9	12.90%	4.80%	20.90%
Easier processes	4	5.70%	0.10%	11.30%
Operation hours	2	2.90%	0.00%	6.90%
Nothing to add	16	22.90%	12.80%	32.90%
Do not know	5	7.10%	1.00%	13.30%
Wait time	5	7.10%	1.00%	13.30%
More staff	5	7.10%	1.00%	13.30%
Location	6	8.60%	1.80%	15.30%
Other	7	10.00%	2.80%	17.20%
Total	70	100.00%	.	.

Q35. DMV Headquarters: Which area does your response relate to?

Q35 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Driver license or Identification Cards	33	48	24.90%	15.00%	34.70%
Driver Records/Reinstatements	21	26	13.50%	6.20%	20.90%
Vehicle Registrations/License Plates	36	35	18.20%	10.50%	25.80%
Vehicle Titles	15	26	13.60%	5.60%	21.60%
Commercial Vehicle Registrations	12	12	6.10%	1.60%	10.60%
Over-legal Permits	2	2	0.90%	0.00%	2.20%
Ports of Entry	24	29	15.00%	7.50%	22.50%
Other	3	3	1.40%	0.00%	3.40%
Not Applicable	3	4	2.30%	0.00%	6.20%
Don't Know	9	8	4.20%	0.00%	8.50%
Total	158	192	100.00%	.	.

Q35_oth. DMV Headquarters: Which area does your response relate to?: Other, please specify

Q35_oth Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Comercial Vehicle registartion and port of entry	1	2	87.90%	.	.
City property	1	0	12.10%	.	.
Total	2	2	100.00%	.	.

Q36_1. Of the following list of options, please tell me your first and second preference for conducting transactions with DMV in the future?: First preference

Q36_1 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
In person at an office	1167	1122	61.20%	57.80%	64.60%
Through the mail	143	111	6.00%	4.50%	7.50%
By telephone with a person	117	92	5.00%	3.70%	6.40%
By telephone with an automated system	9	13	0.70%	0.10%	1.20%
Through the internet	349	440	24.00%	21.00%	27.10%
Using mobile applications	21	40	2.20%	1.00%	3.40%
Other	9	7	0.40%	0.00%	0.80%
Don't Know	17	8	0.40%	0.10%	0.70%
Total	1832	1833	100.00%	.	.

Q36_oth1. Of the following list of options, please tell me your first and second preference for conducting transactions with DMV in the future?: First preference - Other, please specify

Q36_oth1 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Internet, if no extra fee	2	5	79.70%	79.70%	79.70%
None	3	1	16.30%	0.00%	67.90%
Other person to do it	1	0	4.10%	0.00%	55.70%
Total	6	6	100.00%	.	.

Q36_2. Of the following list of options, please tell me your first and second preference for conducting transactions with DMV in the future?: Second preference

Q36_2 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
In person at an office	280	327	20.10%	17.10%	23.10%
Through the mail	290	213	13.10%	10.90%	15.30%
By telephone with a person	403	428	26.30%	23.10%	29.60%
By telephone with an automated system	18	20	1.30%	0.40%	2.10%
Through the internet	391	454	27.90%	24.60%	31.20%
Using mobile applications	48	69	4.20%	2.60%	5.80%
Other	2	1	0.10%	0.00%	0.20%
Don't Know	123	115	7.00%	5.20%	8.90%
Total	1555	1626	100.00%	.	.

Q36_oth2. Of the following list of options, please tell me your first and second preference for conducting transactions with DMV in the future?: Second preference - Other, please specify

Q36_oth2 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Depends on cost	1	0	24.70%	.	.
Other person to do it	1	1	75.30%	.	.
Total	2	1	100.00%	.	.

Q37_1. Of the following list of options, what would be your first and second preference for receiving information relating to DMV services in the future?: First preference - Other, please specify

Q37_1 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
By e-mail	393	524	28.60%	25.30%	31.80%
From ITD DMV's website	146	171	9.30%	7.30%	11.40%
Via social media	17	30	1.60%	0.70%	2.60%
Public service radio announcements	22	18	1.00%	0.40%	1.60%
Public service television announcements	53	50	2.70%	1.60%	3.80%
Newspapers	59	31	1.70%	1.10%	2.30%
Through the mail	1069	946	51.60%	48.20%	55.00%
Other	36	35	1.90%	1.00%	2.80%
Don't Know	35	28	1.50%	0.80%	2.30%
Total	1830	1834	100.00%	.	.

Q37_oth1. Of the following list of options, what would be your first and second preference for receiving information relating to DMV services in the future?: First preference

Q37_oth1 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
By phone or in person	1	0	0.70%	0.00%	2.30%
Call and in person	1	2	5.40%	0.00%	16.50%
Call them or stop by person	1	0	0.80%	0.00%	2.50%
In person	9	6	17.80%	2.10%	33.50%
In person at the office	1	2	5.20%	0.00%	15.80%
In person or through the mail	1	0	1.00%	0.00%	3.20%
Little information flyers/stickers in their offices	1	0	0.80%	0.00%	2.50%
Mobile app	1	0	0.80%	0.00%	2.50%
None apply	1	1	3.20%	0.00%	10.00%
None of them	1	0	0.90%	0.00%	2.70%
On the phone	1	2	5.30%	0.00%	15.90%
Phone call	7	8	23.00%	0.10%	45.90%
Telephone	2	3	7.60%	0.00%	21.50%
Text message notifications	1	3	9.00%	0.00%	26.70%
Texting	1	0	0.80%	0.00%	2.40%
We stop in and ask for questions to the people	1	2	4.80%	0.00%	15.00%
Word of mouth	1	4	11.30%	0.00%	32.80%
by phone call	1	0	0.70%	0.00%	2.40%
by telephone	1	0	0.70%	0.00%	2.20%
Total	34	35	100.00%	.	.

Q37_2. Of the following list of options, what would be your first and second preference for receiving information relating to DMV services in the future?: Second preference

Q37_2 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
By e-mail	311	357	23.10%	19.80%	26.30%
From ITD DMV's website	120	145	9.40%	7.10%	11.60%
Via social media	74	109	7.10%	5.00%	9.10%
Public service radio announcements	97	132	8.50%	6.30%	10.80%
Public service television announcements	171	127	8.20%	6.40%	10.00%
Newspapers	172	110	7.10%	5.40%	8.80%
Through the mail	322	364	23.50%	20.30%	26.80%
Other	45	38	2.50%	1.40%	3.50%
Don't Know	187	165	10.70%	8.40%	12.90%
Total	1499	1547	100.00%	.	.

Q37_oth2. Of the following list of options, what would be your first and second preference for receiving information relating to DMV services in the future?: Second preference - Other, please specify

Q37_oth2 Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Anything but computers	1	0	0.80%	0.00%	2.50%
At their office	1	0	0.80%	0.00%	2.40%
Automatic text notification	1	3	9.20%	0.00%	26.70%
By phone	1	2	4.40%	0.00%	13.00%
Call or text	1	3	7.30%	0.00%	21.30%
Calling in for info	1	0	0.80%	0.00%	2.30%
Counter	1	1	4.20%	0.00%	12.90%
Don't waste tax money	1	0	1.30%	0.00%	3.90%
Going into the office	1	3	8.60%	0.00%	25.10%
I would say that at the weekly mayor's meeting	1	0	0.80%	0.00%	2.50%
In person	11	9	26.60%	4.60%	48.70%
No other	1	1	1.70%	0.00%	5.30%
No preference	1	0	0.80%	0.00%	2.40%
Phone	2	2	6.20%	0.00%	17.20%
Phone call	9	3	9.80%	1.60%	18.00%
Telephone	4	1	4.30%	0.00%	9.10%
Text	1	3	7.60%	0.00%	22.20%
by phone	2	1	1.90%	0.00%	4.80%
by telephone	2	1	3.20%	0.00%	8.40%
Total	43	35	100.00%	.	.

Age. How old are you?

Age Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
18 to 19 years old	27	86	4.80%	2.90%	6.60%
20 to 24 years old	50	155	8.70%	6.20%	11.10%
25 to 34 years old	134	309	17.20%	14.30%	20.20%
35 to 44 years old	194	316	17.60%	14.80%	20.50%
45 to 54 years old	269	262	14.60%	12.40%	16.90%
55 to 64 years old	421	347	19.40%	16.80%	21.90%
65 to 74 years old	390	182	10.20%	8.80%	11.50%
75 to 84 years old	236	108	6.00%	4.90%	7.10%
Over 85 years old	72	28	1.50%	1.10%	2.00%
Total	1793	1793	100.00%	.	.

Appendix G
Respondents' County of Residence

County Responses	Frequency	Weighted Frequency	Weighted Percent	95% Lower Confidence Limit	95% Upper Confidence Limit
Ada	167	277	15.0%	12.5%	17.6%
Adams	7	8	0.4%	0.0%	0.9%
Bannock	120	124	6.7%	5.2%	8.2%
Bear Lake	23	21	1.1%	0.4%	1.8%
Benewah	38	27	1.5%	0.7%	2.3%
Bingham	40	33	1.8%	0.9%	2.6%
Blaine	21	25	1.4%	0.6%	2.1%
Boise	17	20	1.1%	0.3%	1.8%
Bonner	50	43	2.4%	1.4%	3.3%
Bonneville	138	120	6.5%	5.1%	7.9%
Boundary	21	16	0.8%	0.3%	1.4%
Butte	9	7	0.4%	0.0%	0.8%
Camas	4	1	0.1%	0.0%	0.1%
Canyon	60	128	7.0%	5.0%	9.0%
Caribou	28	16	0.8%	0.4%	1.3%
Cassia	32	41	2.2%	1.2%	3.3%
Clearwater	32	13	0.7%	0.4%	1.0%
Custer	17	16	0.8%	0.3%	1.4%
Elmore	19	33	1.8%	0.7%	2.8%
Franklin	39	47	2.6%	1.5%	3.6%
Fremont	21	22	1.2%	0.5%	1.9%
Gem	22	26	1.4%	0.5%	2.3%
Gooding	24	16	0.9%	0.4%	1.4%
Idaho	70	40	2.2%	1.6%	2.8%
Jefferson	30	19	1.0%	0.5%	1.6%
Jerome	24	36	1.9%	1.0%	2.9%
Kootenai	150	167	9.1%	7.3%	10.8%
Latah	88	51	2.7%	2.1%	3.4%
Lemhi	28	27	1.5%	0.7%	2.2%
Lewis	29	13	0.7%	0.4%	1.0%
Lincoln	6	5	0.3%	0.0%	0.6%
Madison	33	41	2.2%	1.2%	3.2%
Minidoka	27	23	1.3%	0.6%	2.0%
Nez Perce	99	47	2.5%	1.9%	3.1%
Oneida	21	11	0.6%	0.2%	1.0%
Owyhee	20	23	1.2%	0.4%	2.0%
Payette	27	32	1.7%	0.8%	2.7%
Power	22	9	0.5%	0.2%	0.8%
Shoshone	28	25	1.3%	0.6%	2.1%
Teton	19	18	1.0%	0.4%	1.6%
Twin Falls	123	116	6.3%	4.9%	7.7%
Valley	18	23	1.2%	0.4%	2.1%
Washington	31	36	2.0%	1.1%	2.9%
Total	1842	1842	100.0%	.	.

Appendix H
District Results Report

Driver Licensing

Though statewide results can provide a holistic picture of customer satisfaction and attitudes, in some instances, district-level results may be more helpful for county offices in understanding their general context. Between 53 and 60 percent of residents in each ITD district had obtained or renewed a driver license or ID card in the past two years.

Almost 75 percent of respondents for Districts 3 and 5 awarded an "A" for the quality of services they received at the driver licensing office. Comparatively, only 52 percent of respondents in District 1 awarded an "A" for the quality of services they received. Additionally, no one in District 5 gave an "F" (Figure 1).
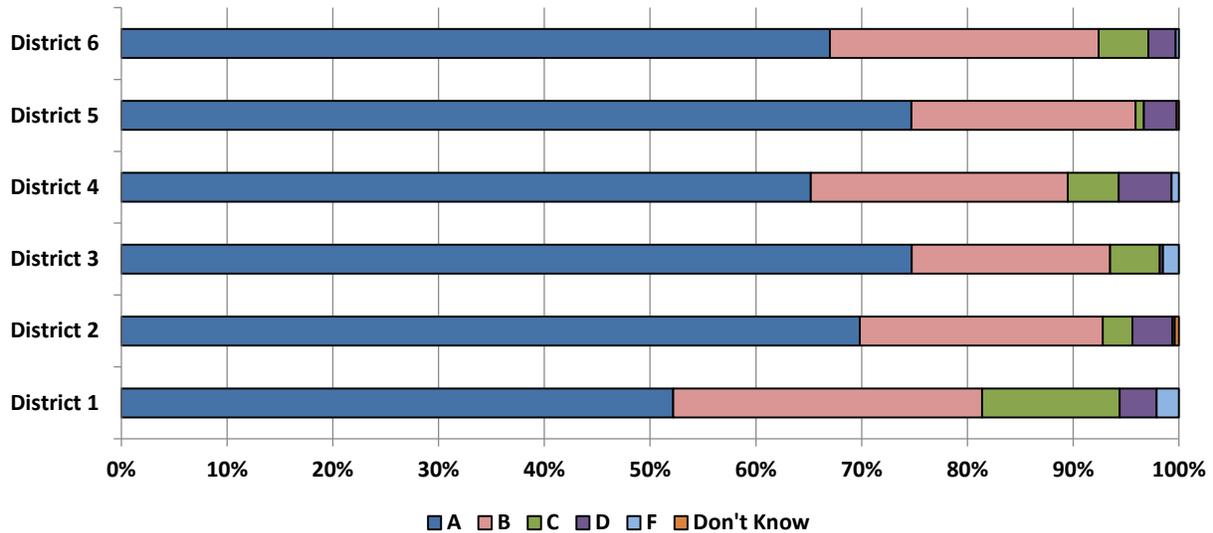
Figure 41. District Comparison of Overall Grade for Driver Licensing Services

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Staff Courteousness

District 1 had the lowest percent of respondents who felt that the staff were "very courteous" (62 percent). District 5 had the highest percent of respondents (75 percent) report that the staff were "very courteous" (Figure 10).
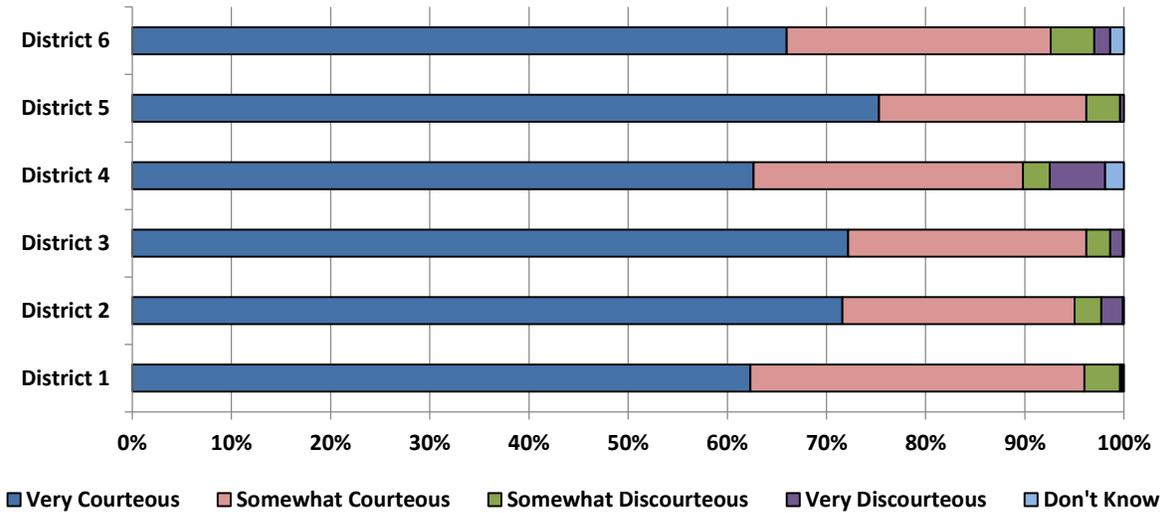
Figure 42. District Comparison of Staff Courteousness for Driver Licensing Services

Knowledge of Staff

District 3 and 2 had 83 percent of respondents each report that the staff were "very knowledgeable." District 1 had the lowest percent of respondents (71 percent) who felt the staff were "very knowledgeable" (Figure 11). Lastly, at least 97 percent of respondents in every district reported completing their business in two or fewer trips.
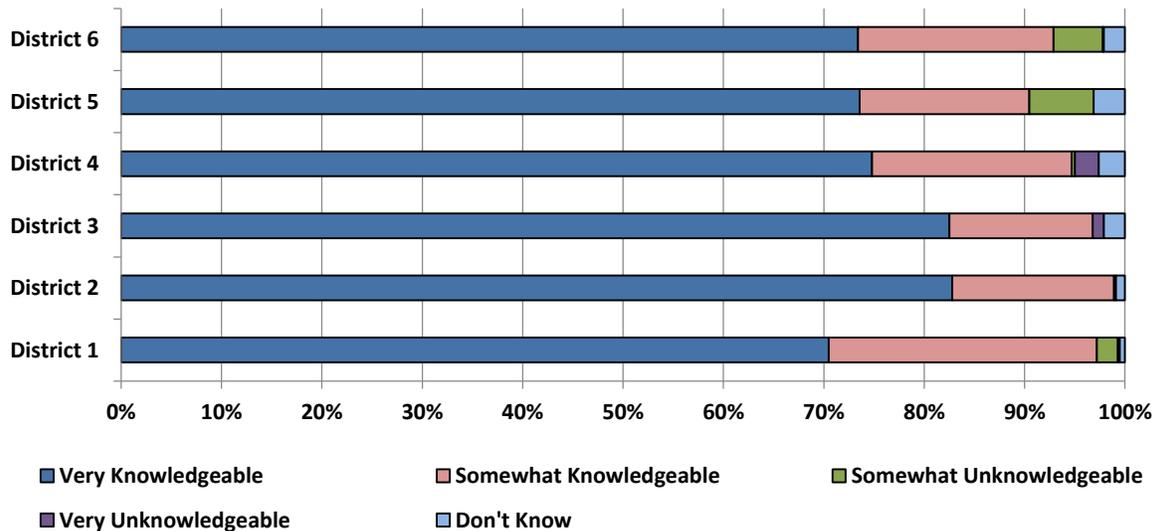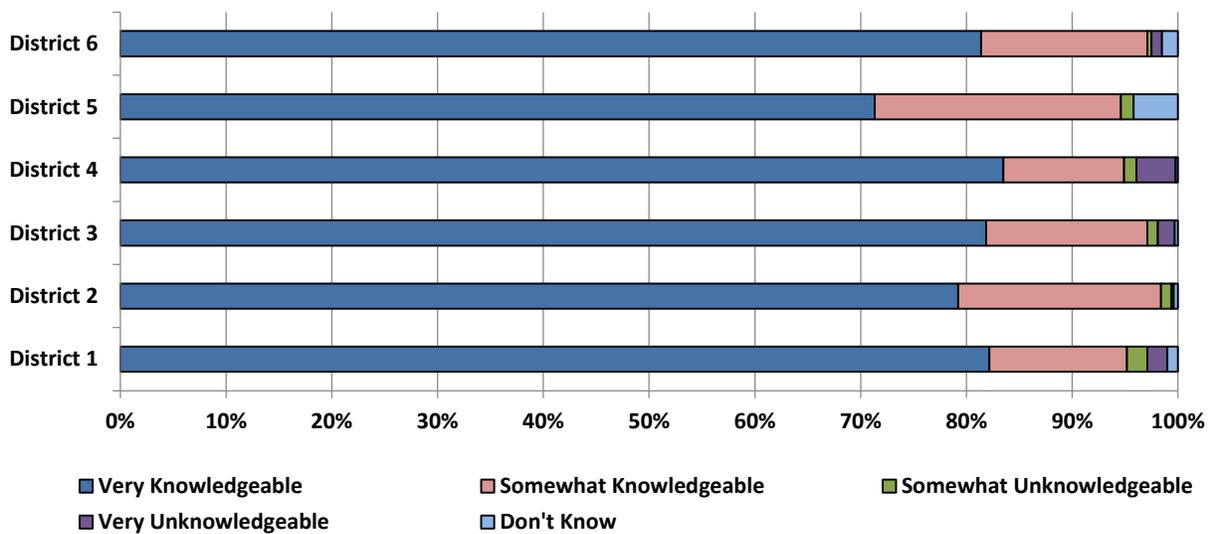

Figure 43. District Comparison of Staff Knowledge for Driver Licensing Services

Satisfaction with Wait Time

When it came to the wait time respondents experienced at the licensing office, less than half of the respondents in District 1 (48 percent) were "very satisfied". In Districts 3 and 5, 75 and 73 percent of respondents, respectively, were "very satisfied" by their wait time (Figure 4).
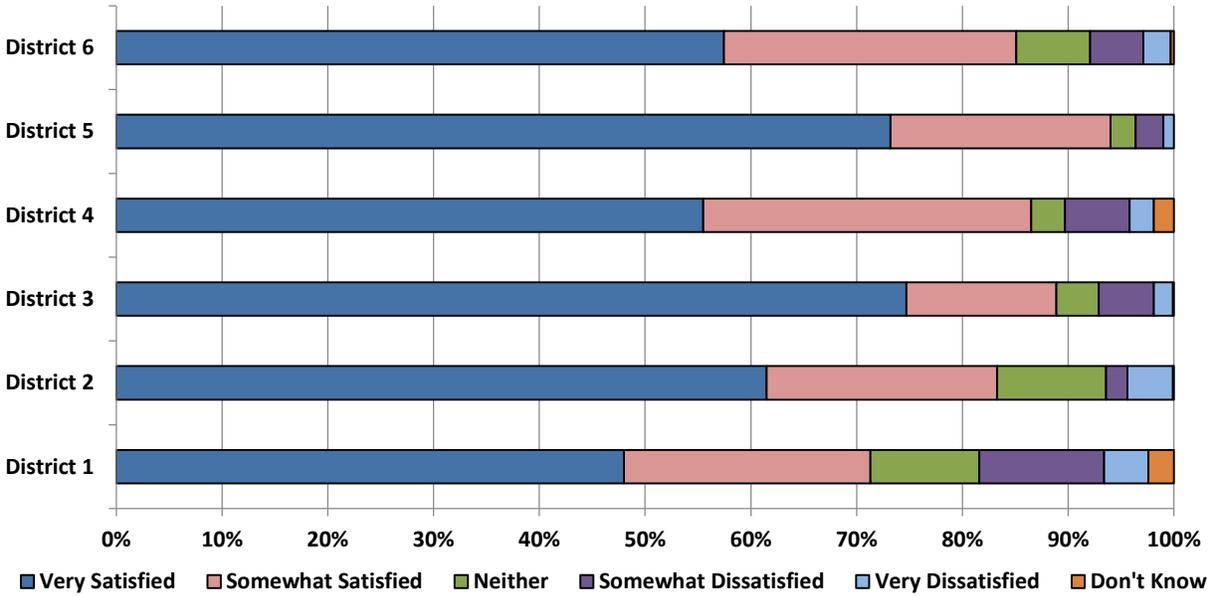
Figure 44. District Comparison of Satisfaction with Wait Times for Driver Licensing Services

Number of Trips Needed to Complete Business

Overall, a majority of respondents in all districts were able to complete their business in one trip. Districts 2 and 3 had nearly 90 percent of respondents complete their business in one trip. However, in District 4 and 6, only 84 and 83 percent of respondents, respectively, were able to complete their business in one trip. District 4 had the highest percentage of respondents (4 percent) who reported that it took three or more trips to complete their business at the driver licensing office (Figure 5).

1 trip   2 trips   3 or more trips
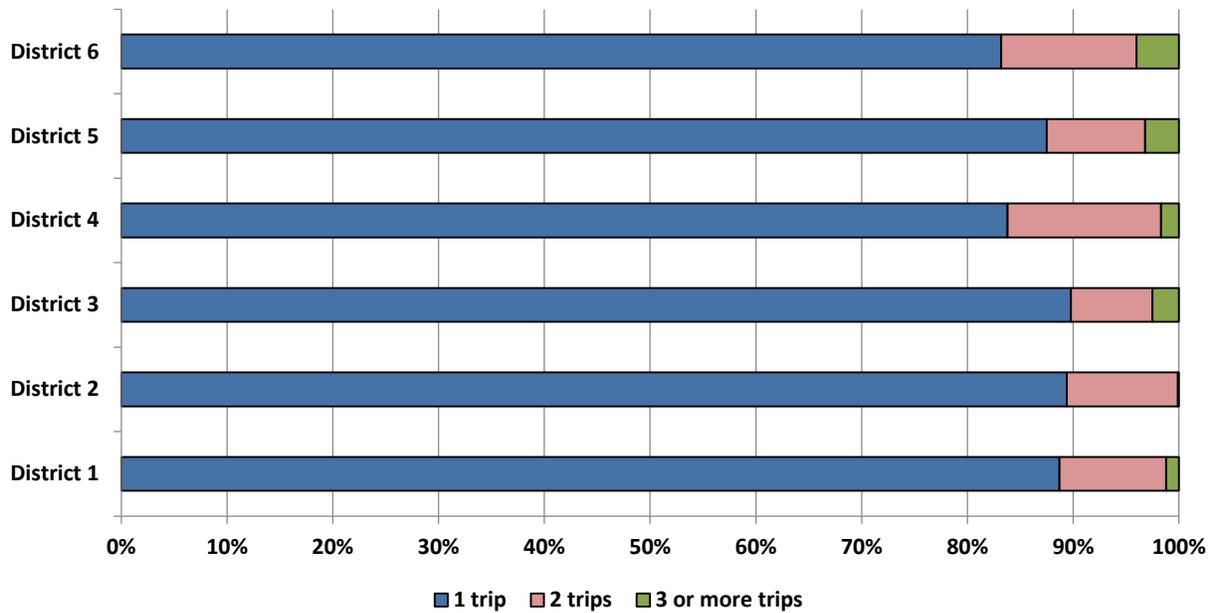
Figure 45. District Comparison of Number of Trips Needed to Complete Business for Driver Licensing

Overall, District 3 stands out for consistently having the highest or one of the highest percent of respondents who had very positive experiences at the driver licensing office.

Vehicle Titling and Registration

Though statewide results can provide a holistic picture of customer satisfaction and attitudes, in some instances, district-level results may be more helpful for county offices in understanding their general context. Between 62 and 76 percent of residents in each ITD district had registered or titled a vehicle in the last two years.

Overall, between 67 and 79 percent of residents in each ITD district awarded an "A" for quality of services they received. More specifically, 79 percent of respondents in District 6 and District 3 awarded an "A" for the quality of services they received at the vehicle titling and registration office while 67 percent of respondents in District 1 awarded an "A" for overall quality of services (Figure 18).
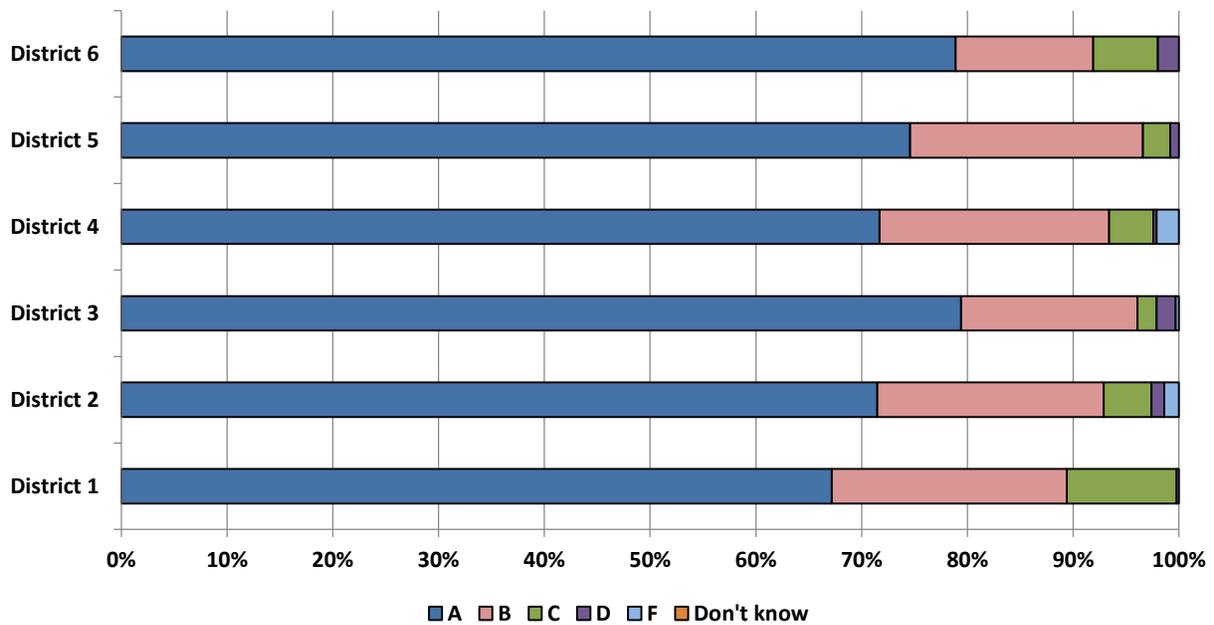
Figure 46. District Comparison of Overall Grade for Vehicle Titling and Registration Services

153

Staff Courteousness

When it came to courteousness of the staff, Districts 4, 6, and 3 had the highest percent of respondents who felt the staff were "very courteous" (84 percent, 82 percent, and 80 percent, respectively).
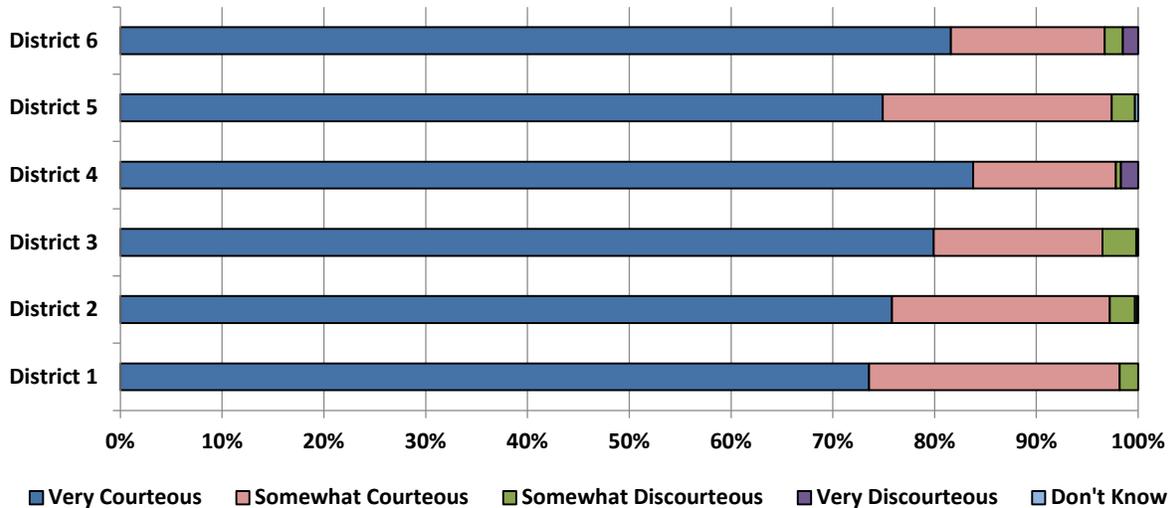
Figure 47. District Comparison of Staff Courteousness for Vehicle Titling and Registration Services

Knowledge of Staff

District 4 had the highest percent of respondents who felt the staff were "very knowledgeable" (84 percent), and Districts 1, 3, and 6 also had comparable percent of respondents who felt the staff were very knowledgeable (82 percent, 82 percent, and 81 percent, respectively). Comparatively, District 5 had only 71 percent of respondents describe the staff at the titling and registration office as "very knowledgeable" (Figure 9).

Figure 48. District Comparison of Staff Knowledge for Vehicle Titling and Registration Services

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Satisfaction with Wait Time

When it came to the wait time respondents experienced at the titling and registration office, a majority of the respondents across all districts were "very satisfied" with the wait time they experienced. District 3 had the highest percent of respondents who were "very satisfied" with wait time (82 percent) and District 1 had the lowest percent of respondents in the same category (61 percent) (Figure 7).
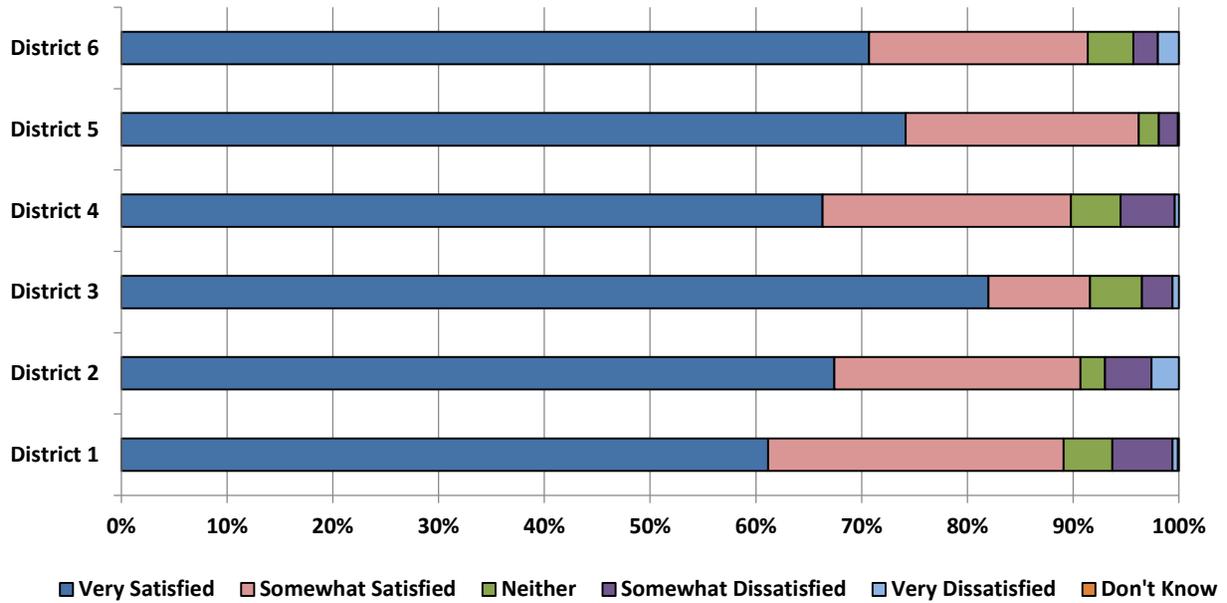
Figure 49. District Comparison of Satisfaction with Wait Time for Vehicle Titling and Registration Services

Number of Trips Needed to Complete Business

By far, District 6 had the highest percentage of respondents who were able to complete their business in one trip to the titling and registration office (93 percent). Comparatively, District 3 ranked lowest with only 80 percent of respondents reporting that they completed their business within one trip. District 3, along with District 2, had 6 percent of respondents who reported that it took three or more trips to complete their business (Figure 10).
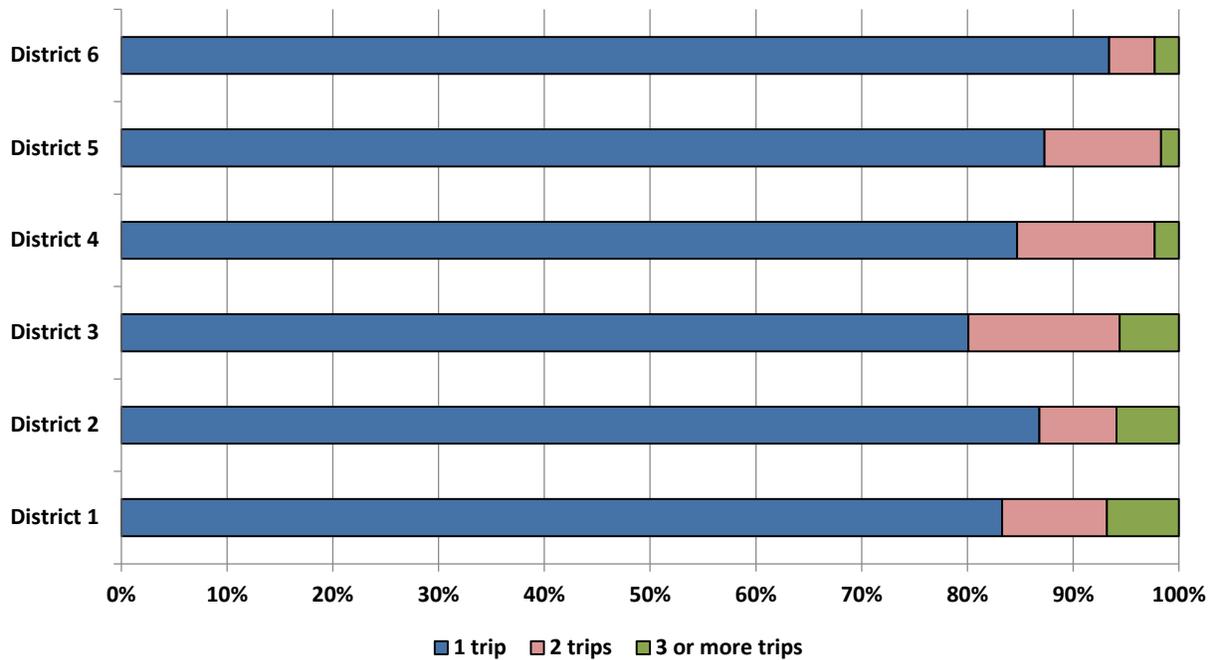
Figure 50. District Comparison of Number of Trips Needed to Complete Business for Vehicle Titling and Registration Services

Overall, similar to driver licensing, District 3 consistently ranked in the top in terms of overall grade, wait time, and courteousness and knowledge of the staff.

Online Services

Overall, between 9 and 21 percent of respondents used ITD's online DMV services in each of the highway districts. District 3 had the highest percentage of respondents who used online services (21 percent) and District 2 had the lowest with only 9 percent (Figure 11).
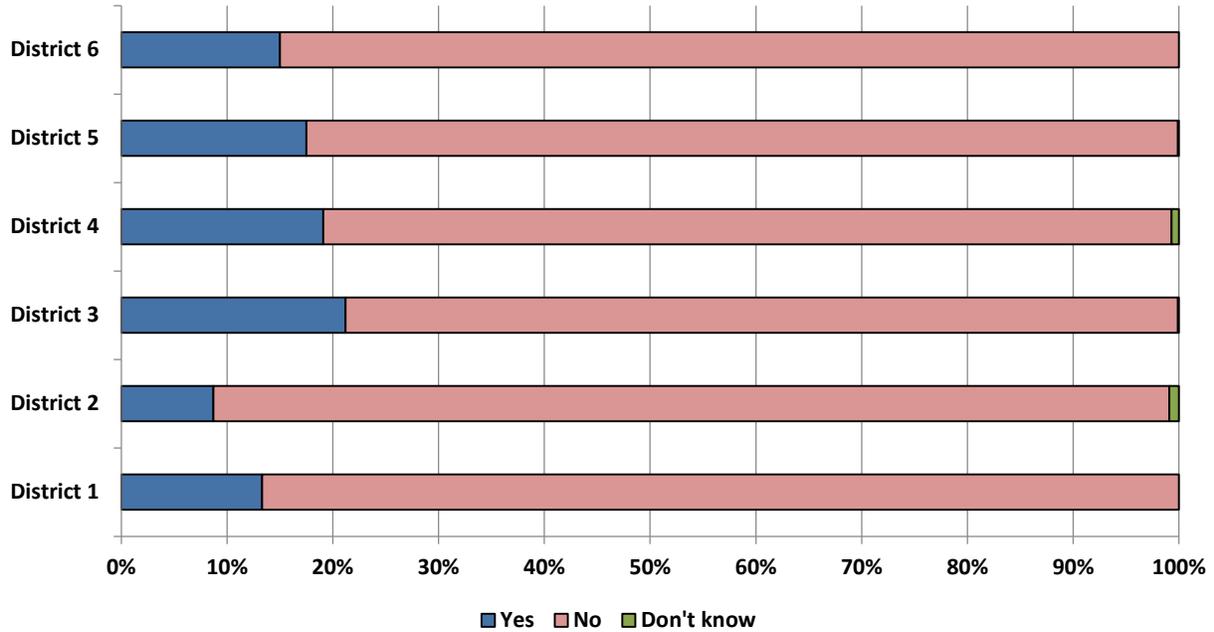
Figure 51. District Comparison of Use of ITD's Online Services

For most of the districts, a majority of respondents awarded an "A" for quality of ITD's online services. District 6, however, had only 50 percent of respondents award an "A" for quality of online services. Overall, between 50 and 68 percent of respondents in each district awarded an "A" for online services (Figure 12).
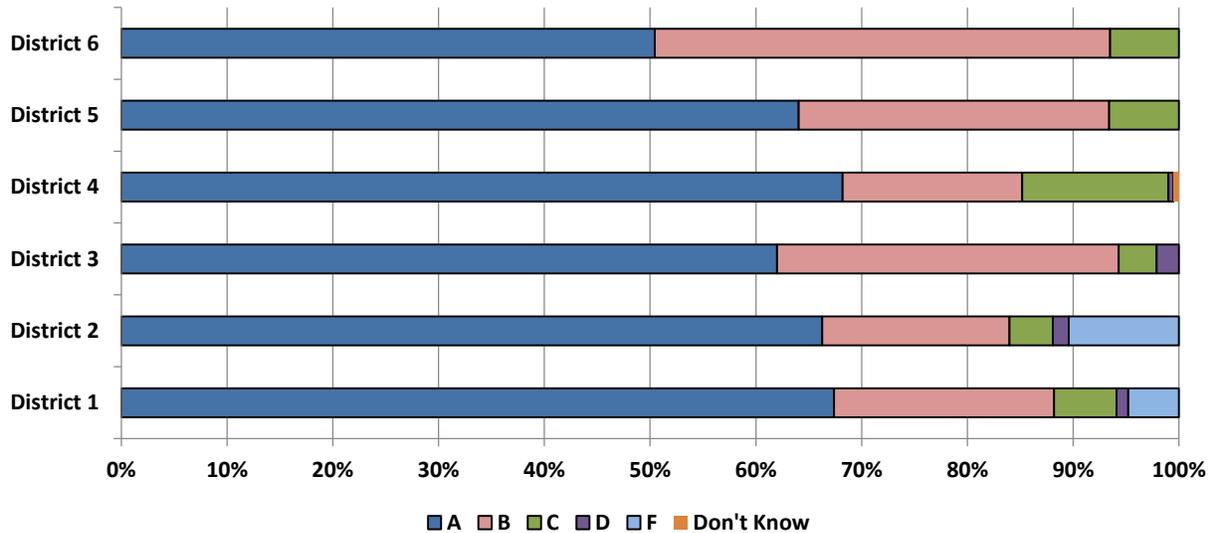
Figure 52. District Comparison of Overall Grade for Quality of Online Services

Less than half of the respondents in each district were aware of ITD's online services prior to taking the survey. Awareness of online services was highest in District 3 (48 percent) and lowest in District 5 (35 percent) (Figure 13).
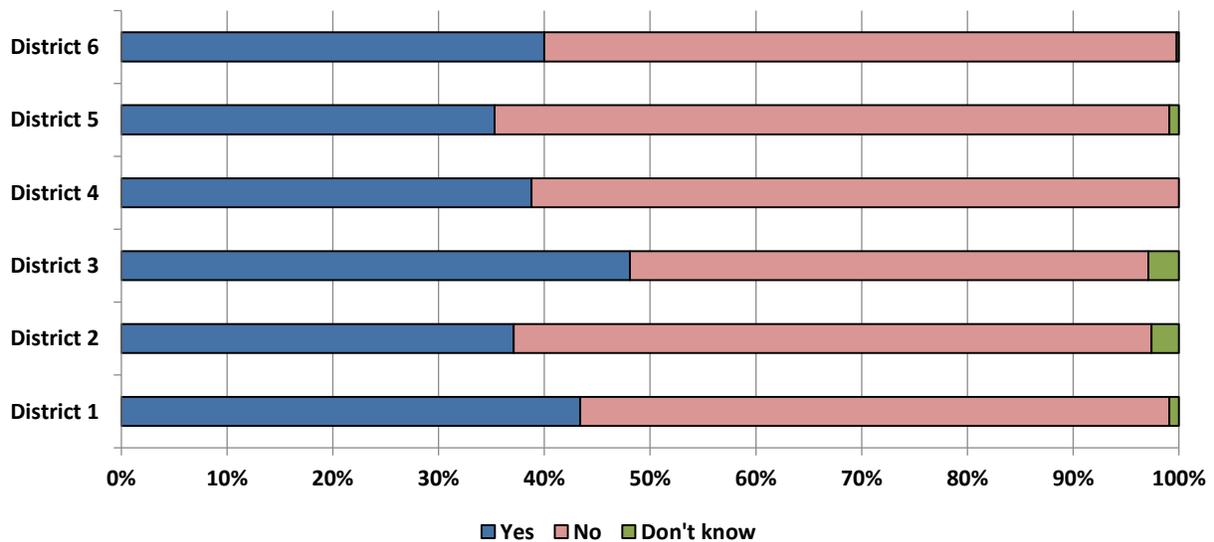
Figure 53. District Comparison of Respondents' Awareness of ITD's Online Services

Additionally, only a slight majority of respondents in most districts reported that they were "very likely" or "likely" to use ITD's online services. In the case of Districts 1 and 5, less than half of the respondents (47 percent and 49 percent, respectively) indicated that they were "very likely" or "likely" to use online services. Lastly, District 4 had the highest percent of respondents who said they were "very likely" or "likely" to use online services (59 percent) (Figure 14).
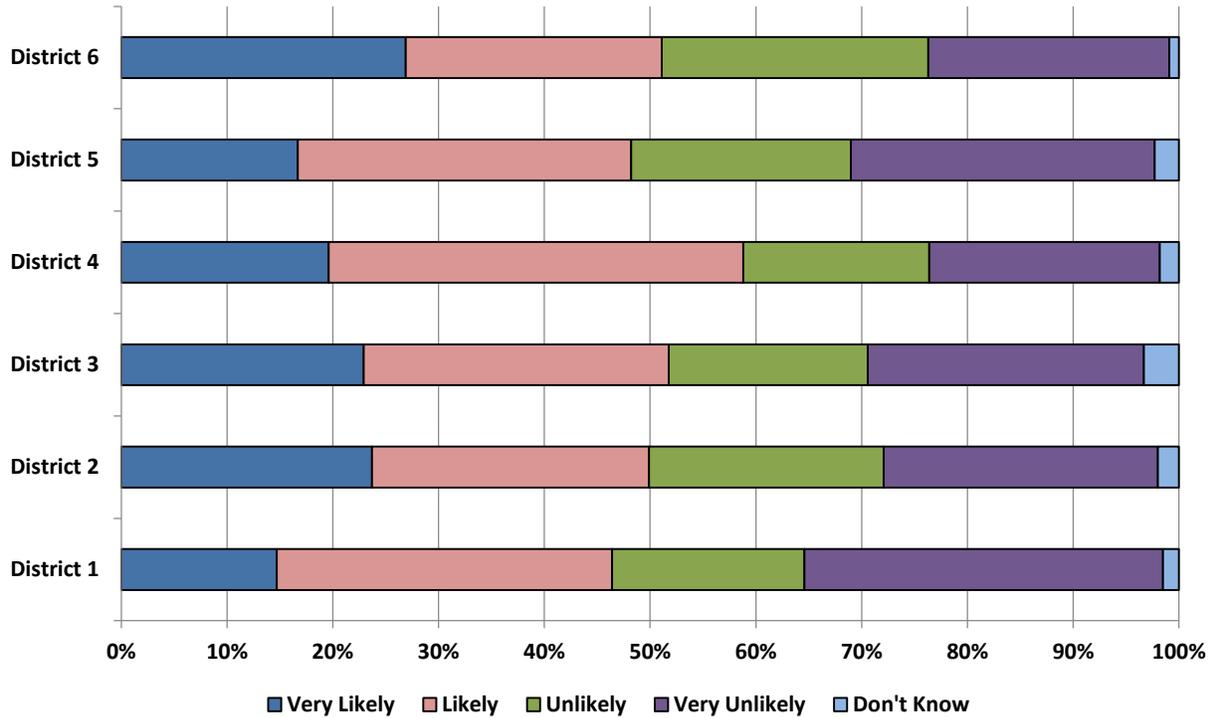
Figure 54. District Comparison of Respondents' Likelihood of Using ITD's Online Services

Direct Services (HQ and POE)

Between 8 percent and 11 percent of respondents in each of the highway districts had contacted headquarters or port of entry offices. Of these respondents, Districts 3 and 4 had the highest percent award an "A" for the quality of customer service that they received (79 percent, and 73 percent). Districts 1 and 5, however, had the lowest percent of respondents that awarded an "A" for customer service (41 percent each) (Figure 15).
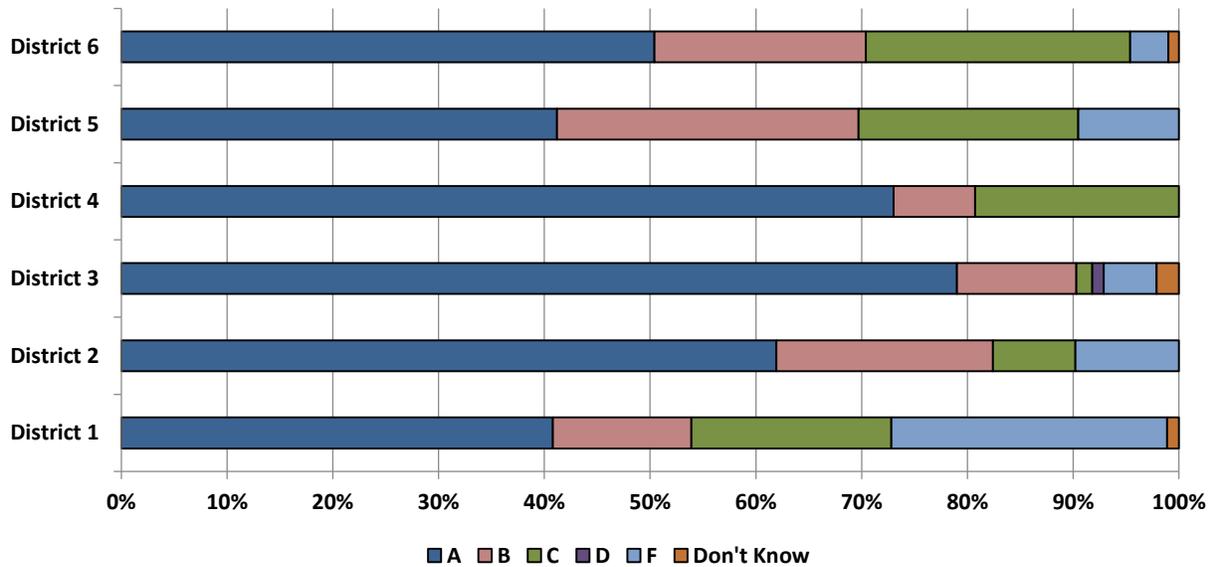
Figure 55. District Comparison of Overall Grade for Quality of Services at DMV HQ and POE offices

Staff Courteousness

A large majority of respondents in District 3 (85 percent) felt that the staff they dealt with were "very courteous." However, only 44 percent of respondents in District 5 felt the staff were "very courteous" (Figure 16).
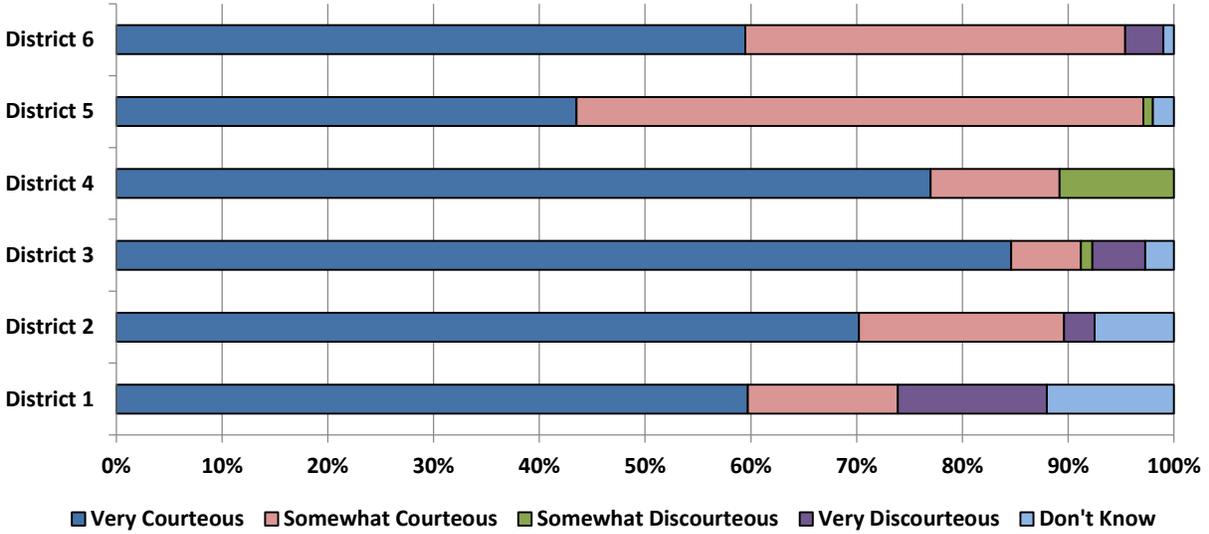
Figure 56. District Comparison of Staff Courteousness at DMV HQ and POE Offices

Knowledge of Staff

District 4 had the highest percent of respondents (81 percent) who reported that the staff were "very knowledgeable." However, only 46 percent of respondents in District 6 reported that the staff were "very knowledgeable" (Figure 17).
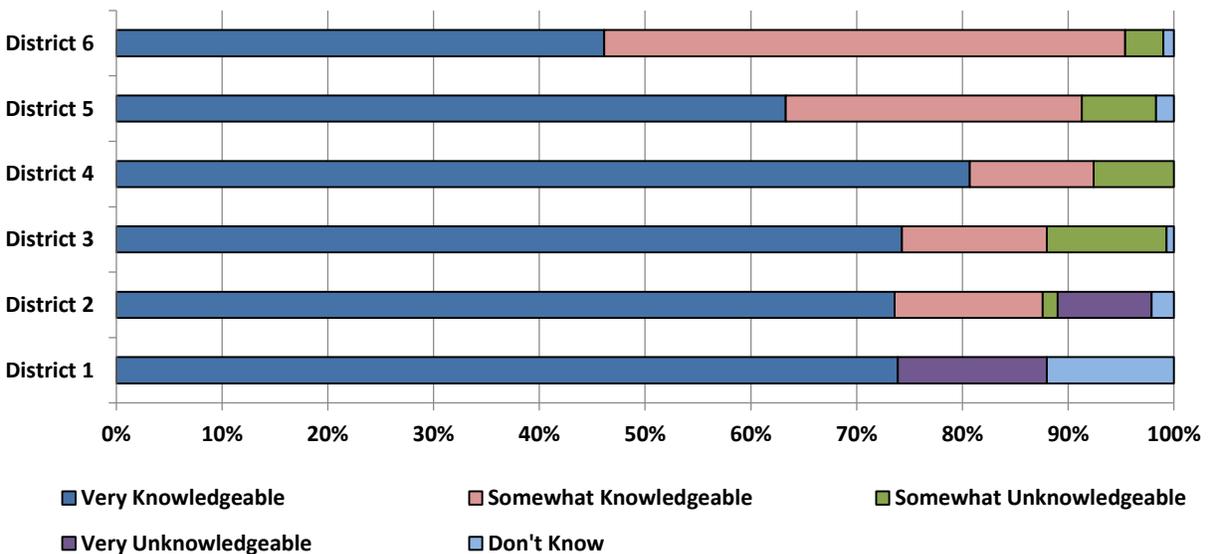
Figure 57. District Comparison of Staff Knowledge at DMV HQ and POE Offices

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Satisfaction with Wait Time

74 percent of respondents in District 4 were "very satisfied" with the wait time they experienced but only 33 percent and 34 percent of respondents in Districts 5 and 6, respectively, were "very satisfied" with their wait time. Additionally, District 1 had the highest percent of respondents (30 percent) who were "very dissatisfied" with their wait time (Figure 18).
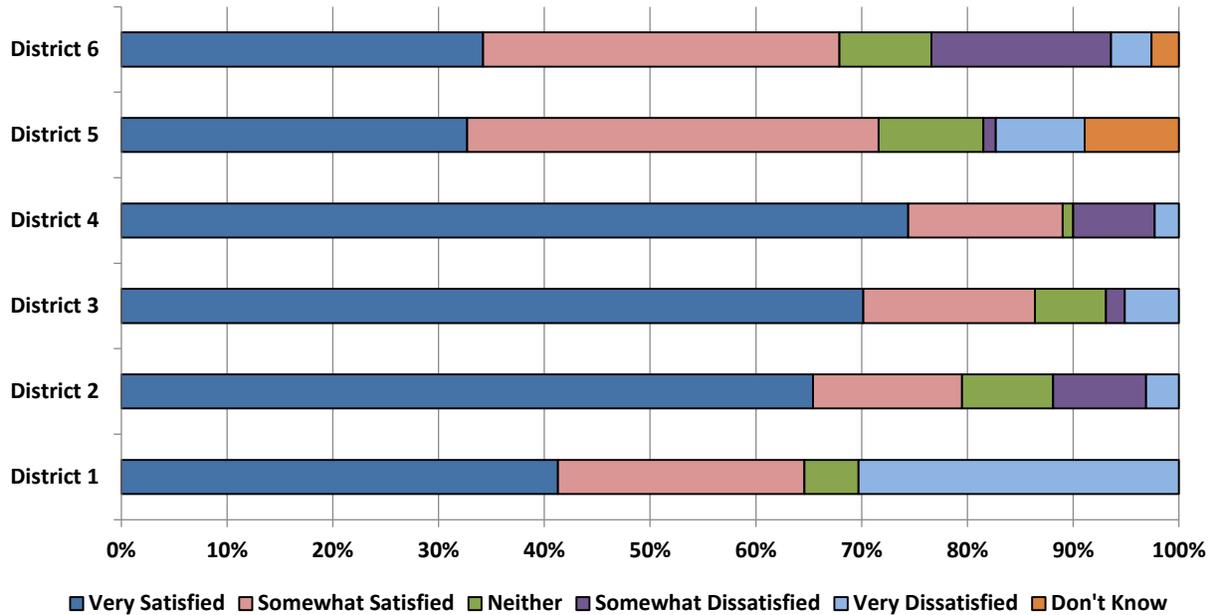

Figure 58. District Comparison of Satisfaction with Wait Time at DMV HQ and POE Offices

Preferences for Conducting Transactions

Across all districts, majority of respondents reported that their first preference was to conduct transactions in person at an office. Percent of respondents that said their first preference was to conduct business through the internet was lowest for District 2 (2 percent) (Figure 19).
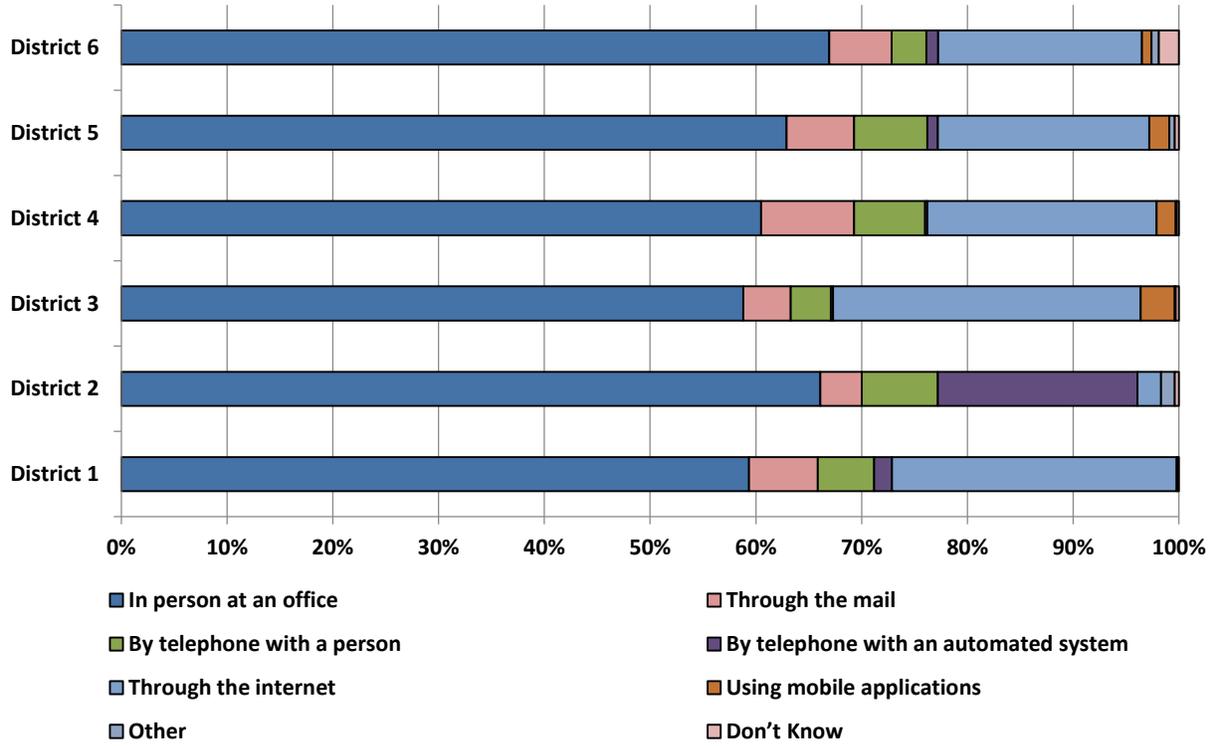

Figure 59. District Comparison of Respondents' First Preference for Conducting Transactions

The trends for respondents' secondary preference for conducting business are less distinct. That is, across all districts, respondents' secondary preferences for conducting transactions are spread closely across "in person at an office," "by telephone with a person" and "through the internet" (Figure 20).
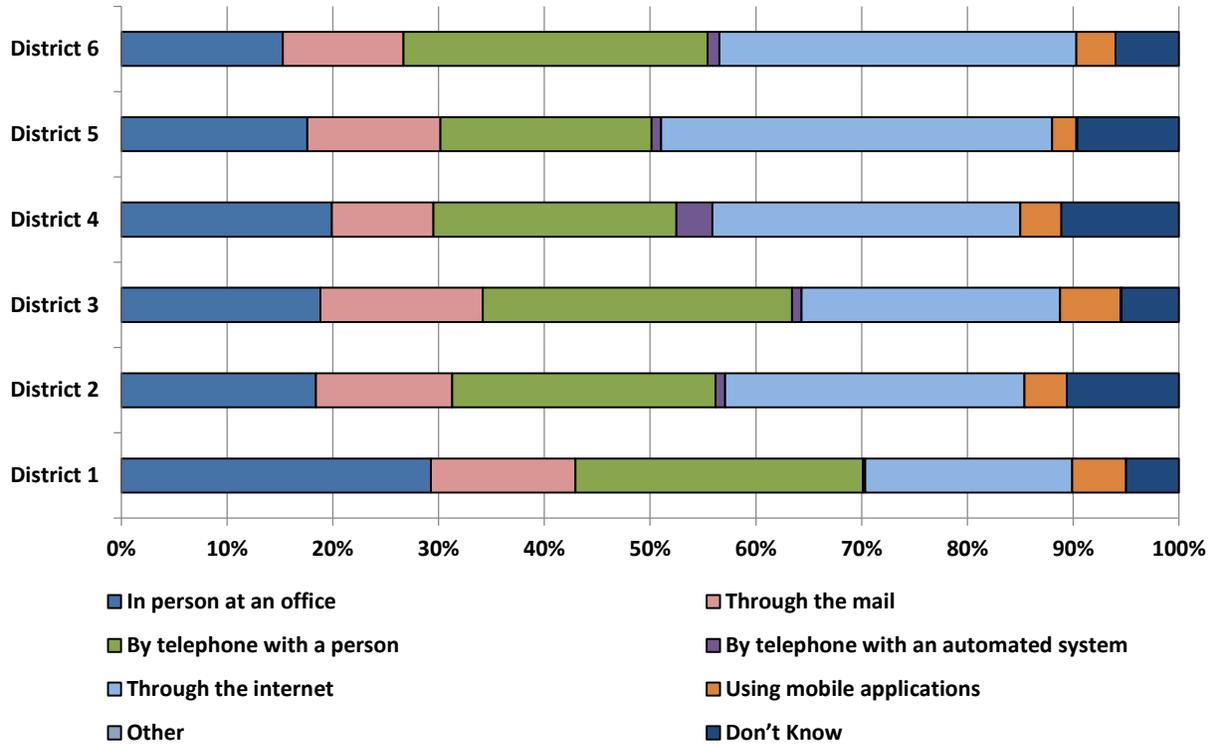

Figure 60. District Comparison of Respondents' Second Preference for Conducting Transactions

Preferences for Communications

In almost all the districts, a majority of respondents' first preference for how they receive DMV communication was mail. Between 24 percent and 33 percent of respondents in the six districts chose email as their first preference for receiving DMV communications (Figure 21).
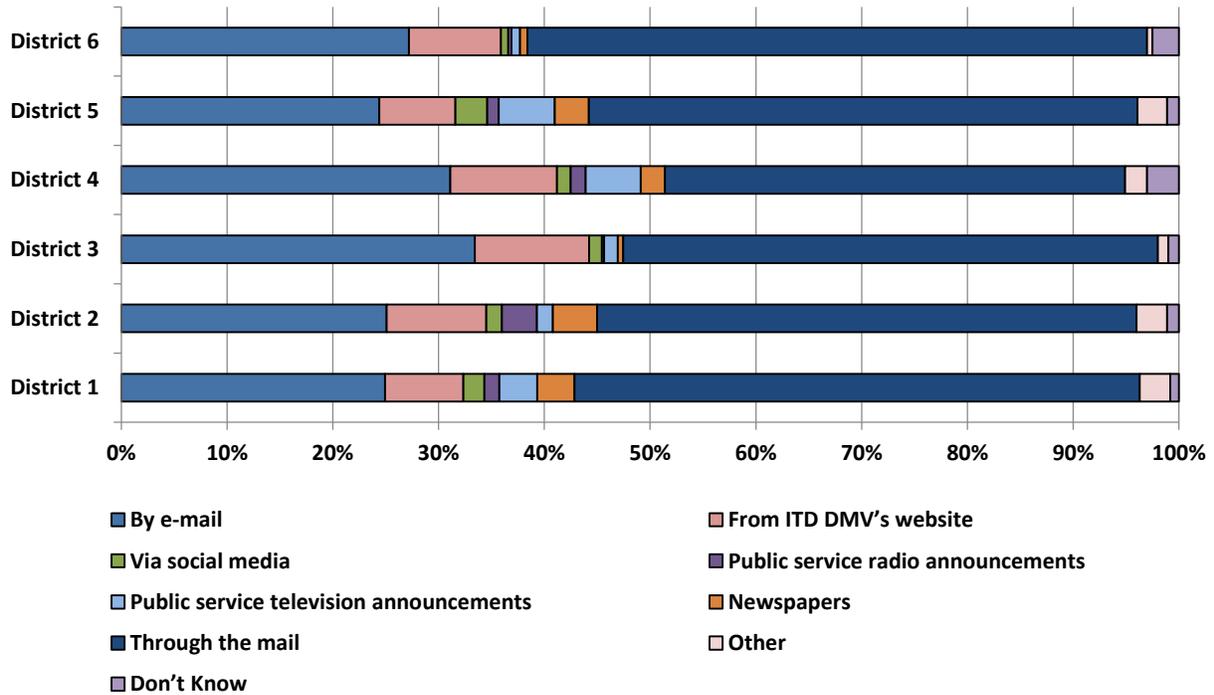

Figure 61. District Comparison of First Preference for DMV Communications

Between 17 percent and 29 percent of respondents chose e-mail as their secondary preference for receiving DMV communications. Between 20 percent and 30 percent of respondents chose mail as their secondary preference. Similarly to the trend observed with preferences for conducting transactions, respondents' secondary preferences are spread closely across the different categories (Figure 22).
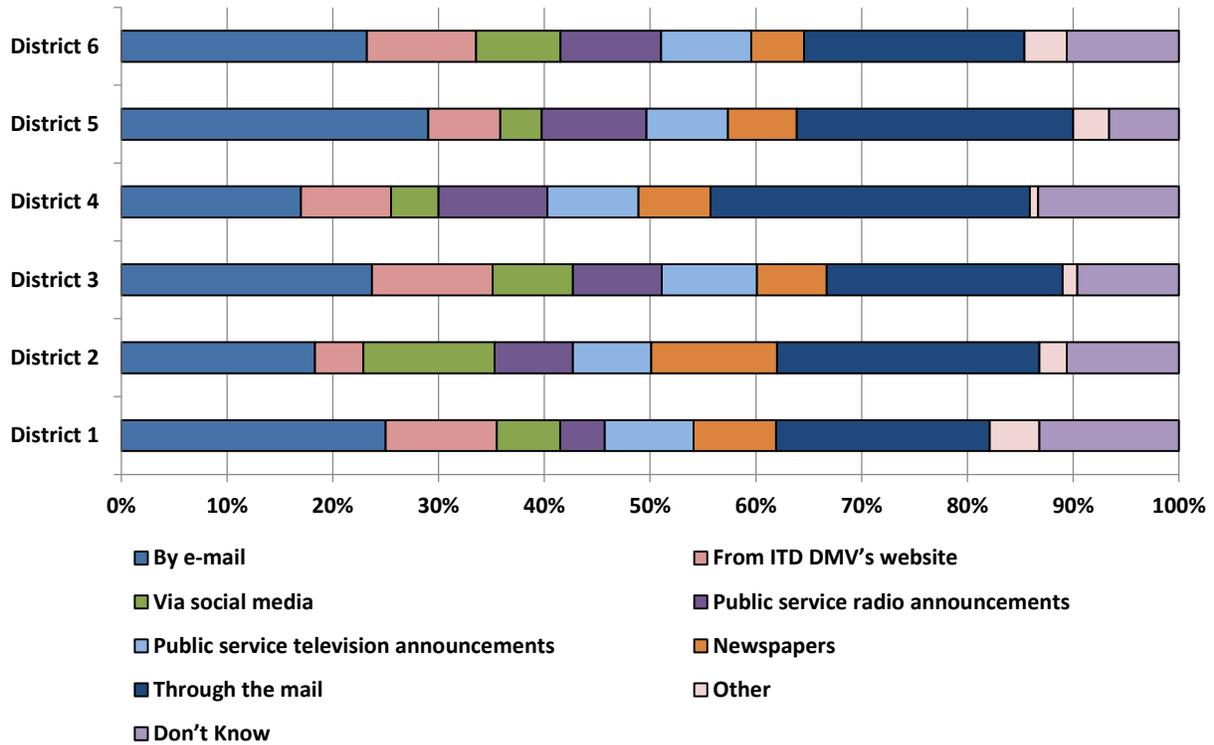

Figure 62. District Comparison of Second Preference for DMV Communications