



Texas Department of Motor Vehicles

# Customer Satisfaction Survey

## **Motor Carrier Division**

2019

# Customer Satisfaction Survey

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## Motor Carrier Division

The Motor Carrier Division's (MCD) goals include improving customer service and enhancing partnerships with the motor carrier industry. To meet these goals and make continuous improvements within the division, MCD has developed a Customer Satisfaction Survey program.

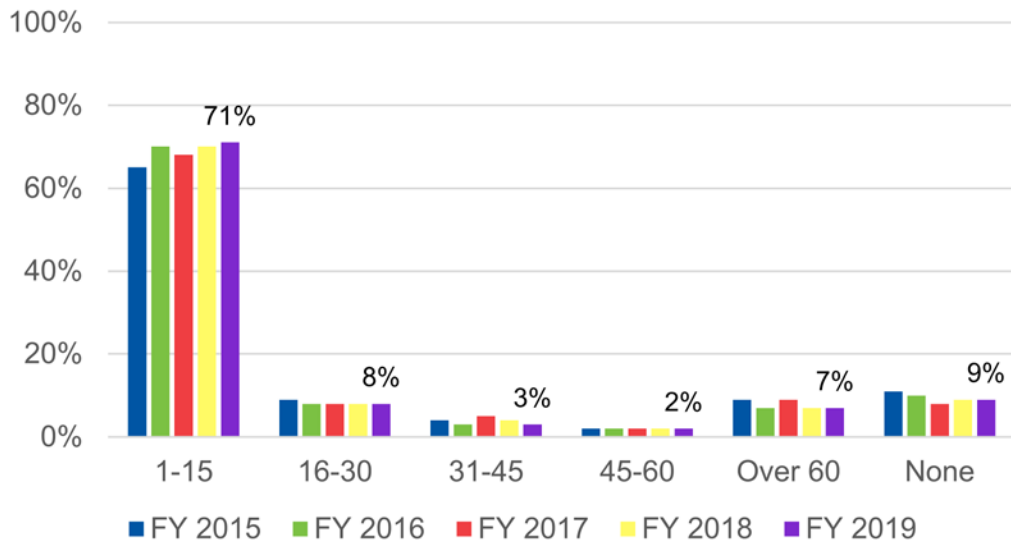
On January 17, 2020, a link to the online 2019 MCD Customer Satisfaction Survey was delivered to 120,321 customers via email. In addition, a link to the survey was posted on the Motor Carriers Facebook page and Twitter account.

The survey was open for responses from January 17 through February 9. A total of 1,260 motor carrier customers responded.

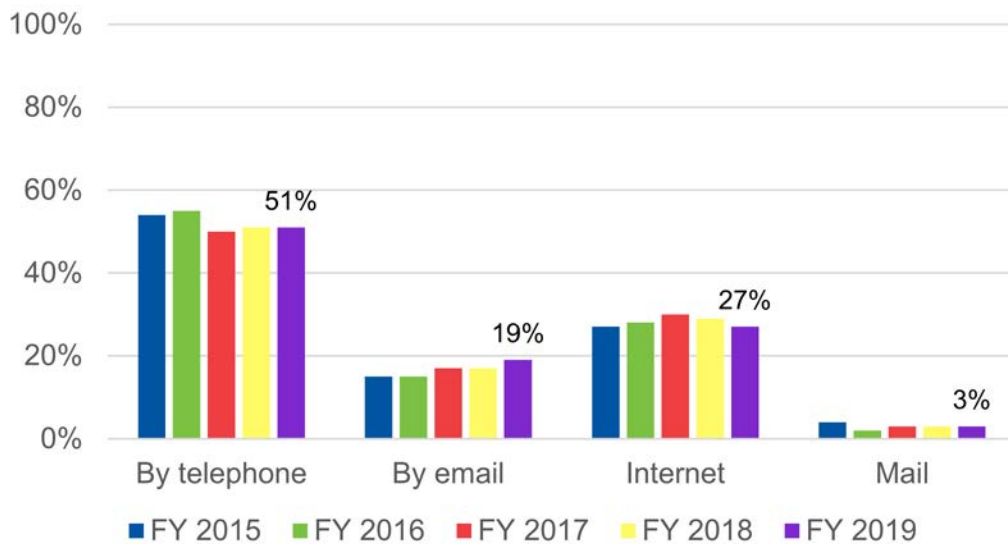
MCD tracks survey responses from year to year\*. The scores from the 2015 survey serve as the baseline scores. Tracking scores year to year allows MCD to determine if steps taken the previous years to improve processes and services were beneficial to the division or if MCD needs to re-examine the division's approach to certain areas.

## About the Respondents

Approximately how many times have you contacted the TxDMV Motor Carrier Division within the last 12 months for apportioned registration, commercial fleet services, TxDMV Number, Unified Carrier Registration or oversize/overweight permits?

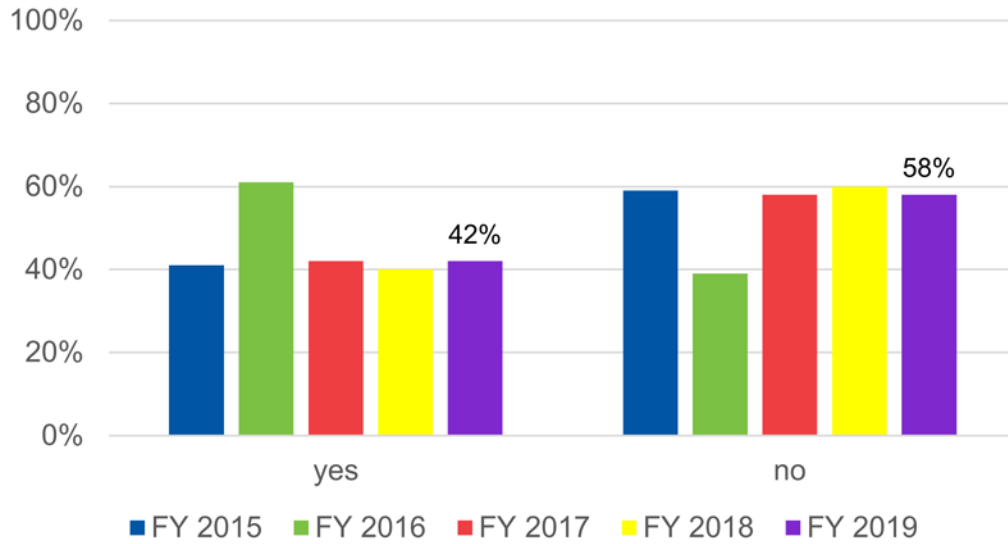


In your most recent customer service experiences, how did you contact the Motor Carrier Division?

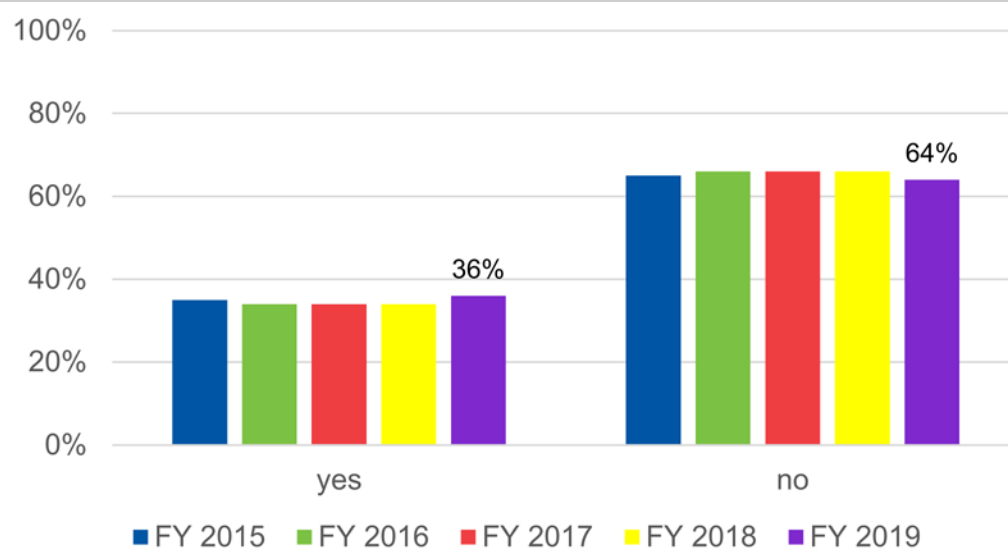


## About the Respondents cont.

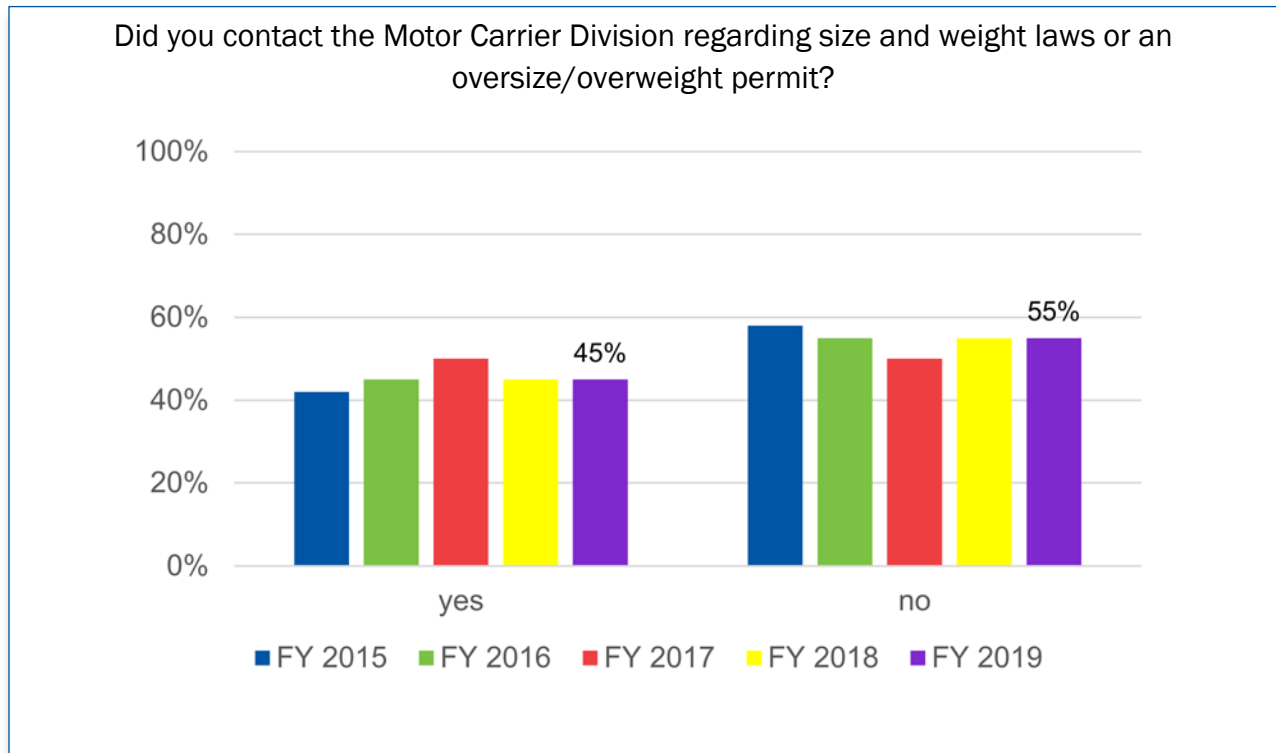
Did you contact the Motor Carrier Division regarding apportioned (IRP), forestry, token trailer, or multi-year fleet registration?



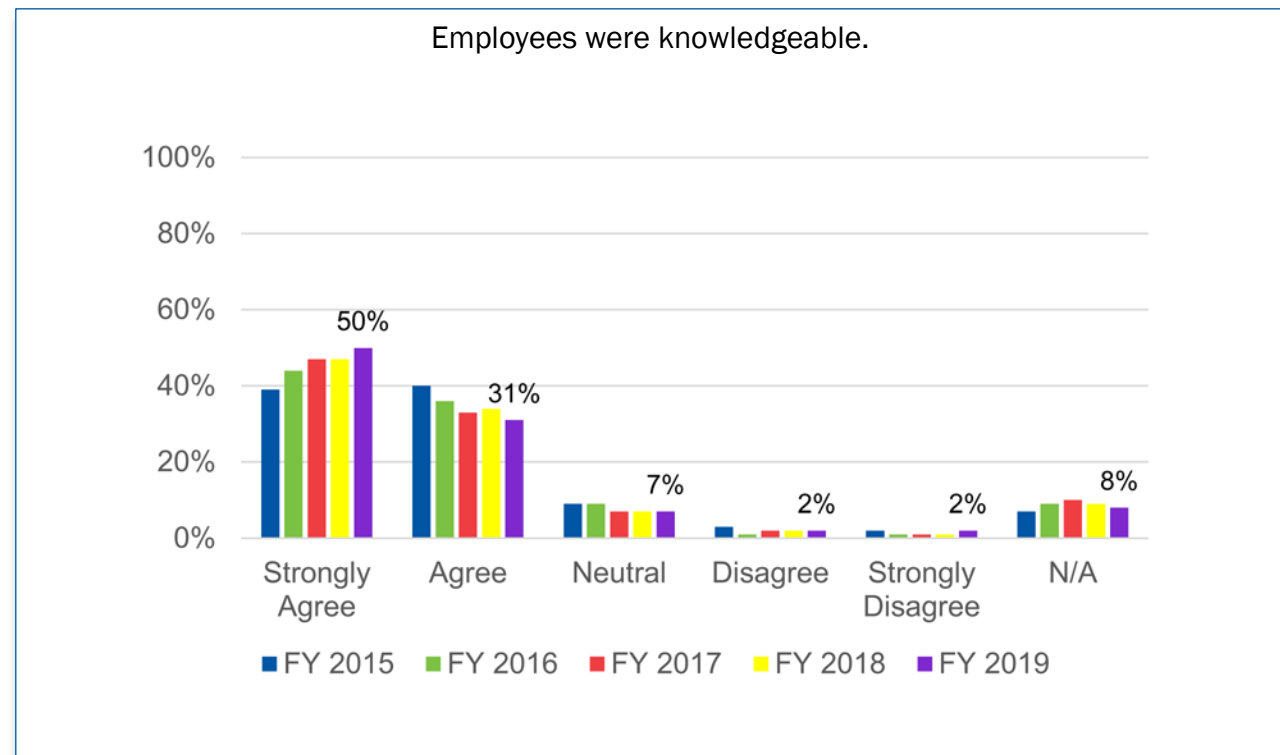
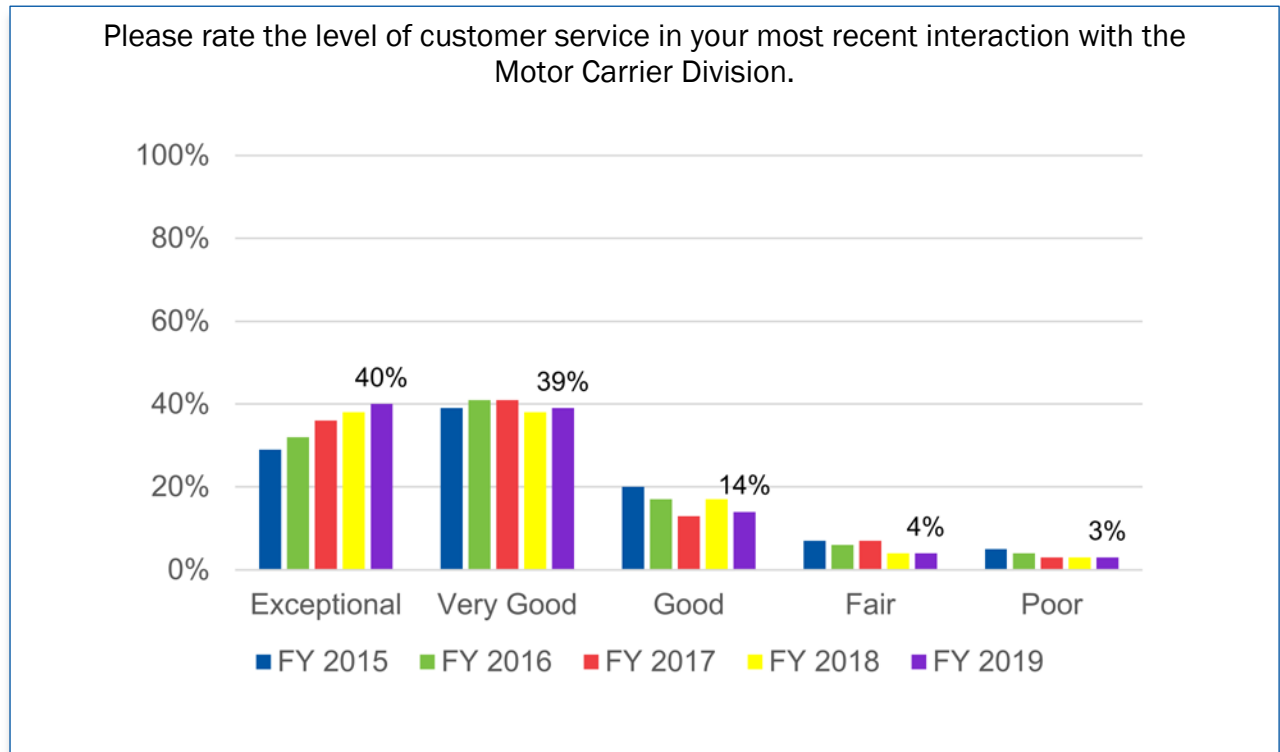
Did you contact the Motor Carrier Division regarding a TxDMV Number for intrastate operations or Unified Carrier Registration (UCR) for interstate operations?



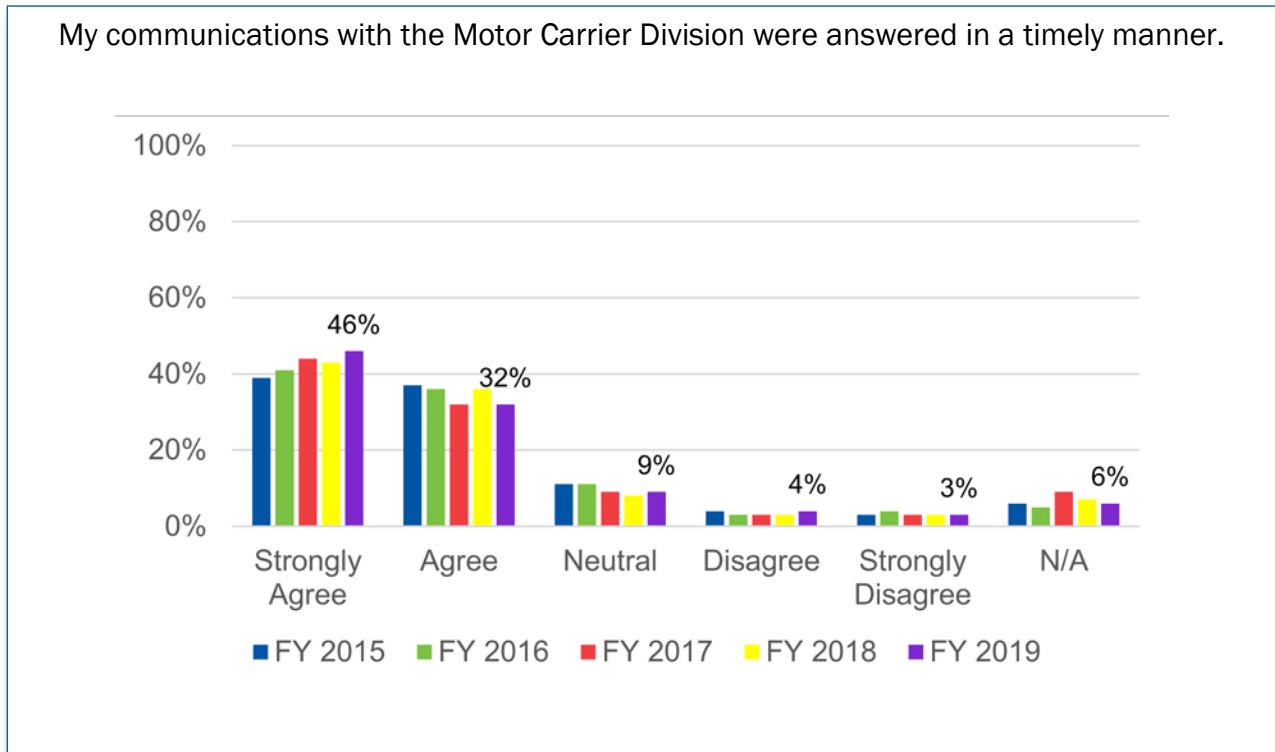
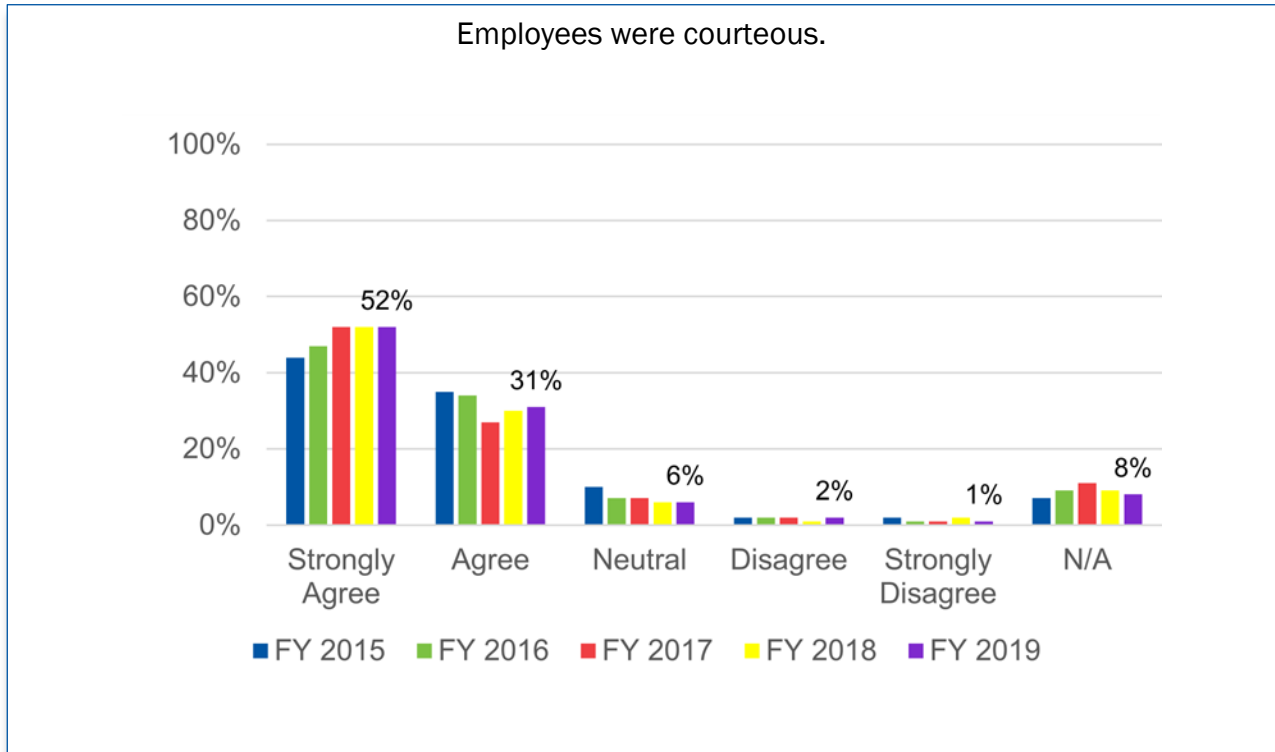
## About the Respondents cont.



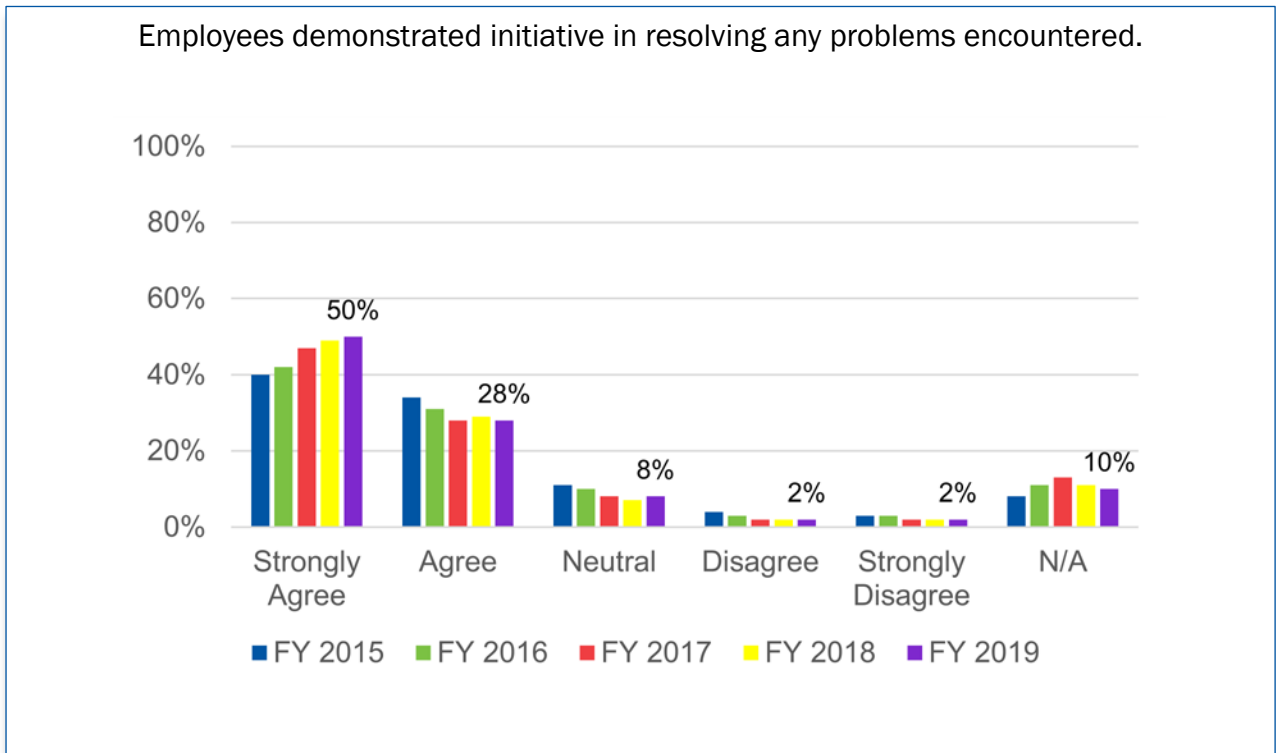
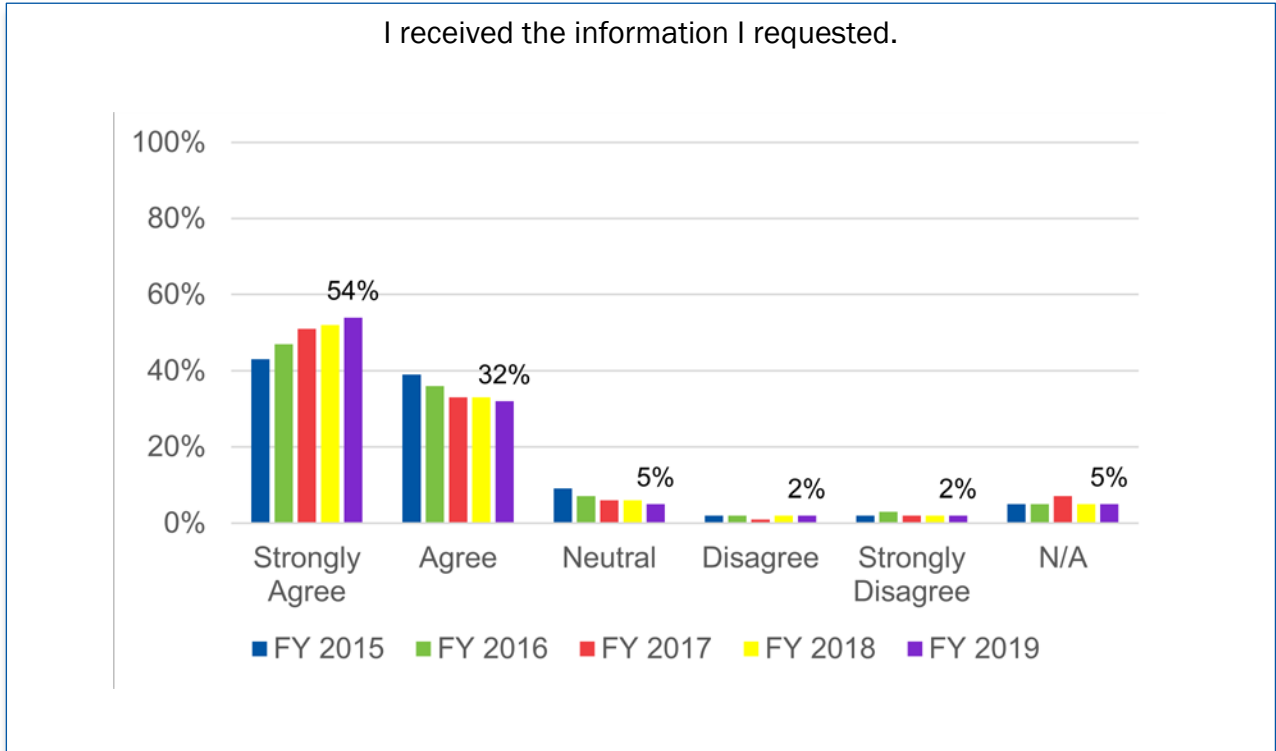
## General Satisfaction with the Motor Carrier Division



## General Satisfaction with Motor Carrier Division cont.



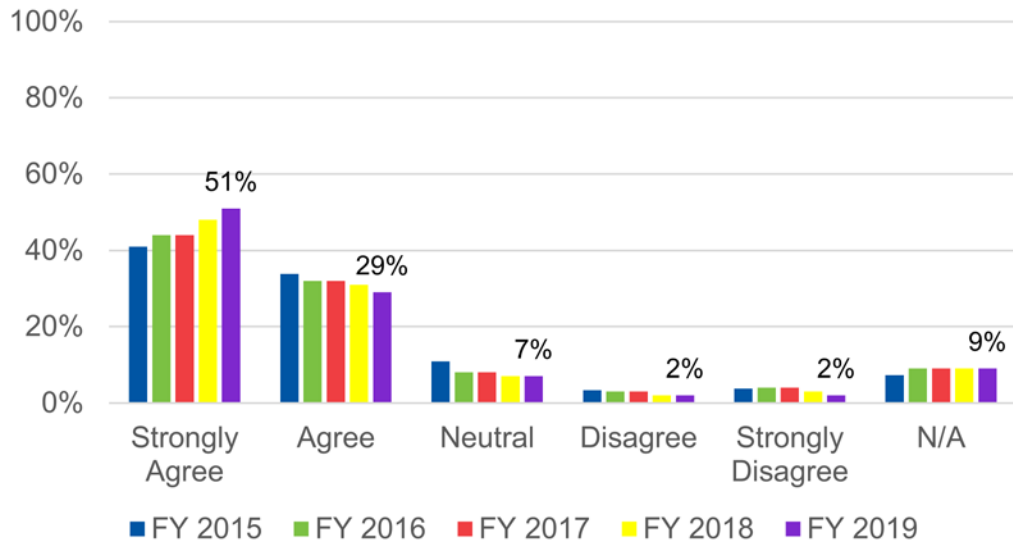
## General Satisfaction with Motor Carrier Division cont.





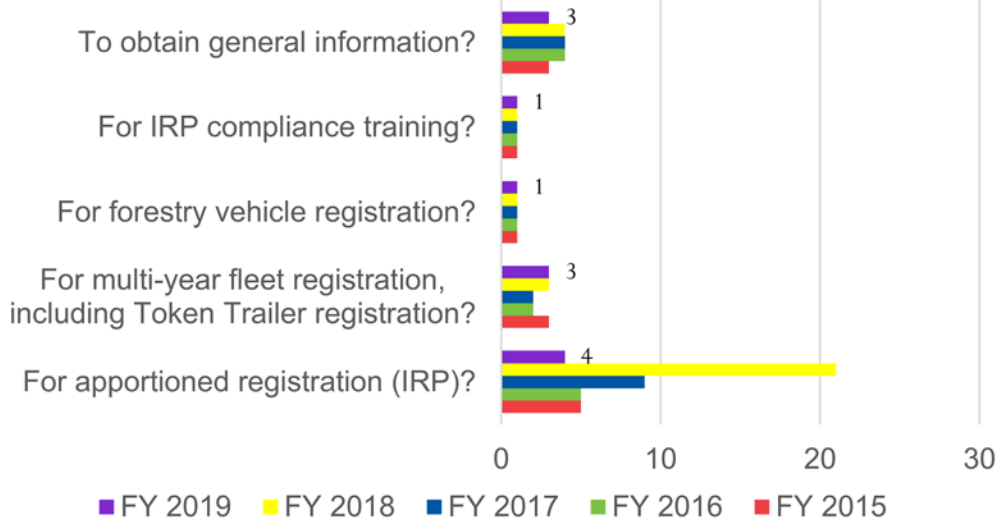
## General Satisfaction with Motor Carrier Division cont.

Employees seemed interested in providing me with the help/information I needed.

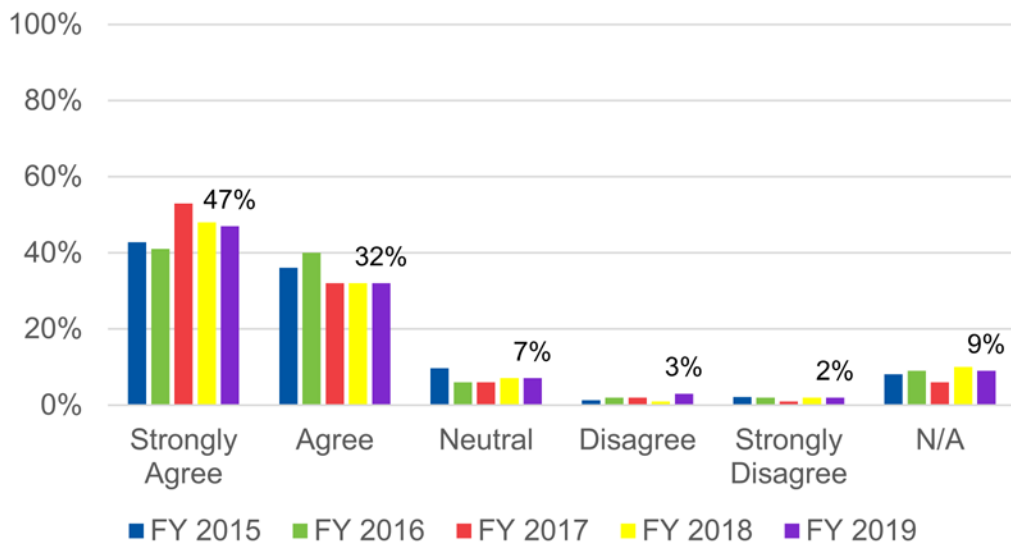


## Commercial Fleet Services

2016: Approximately how many times have you contacted the Motor Carrier Division by telephone in the past 12 months...

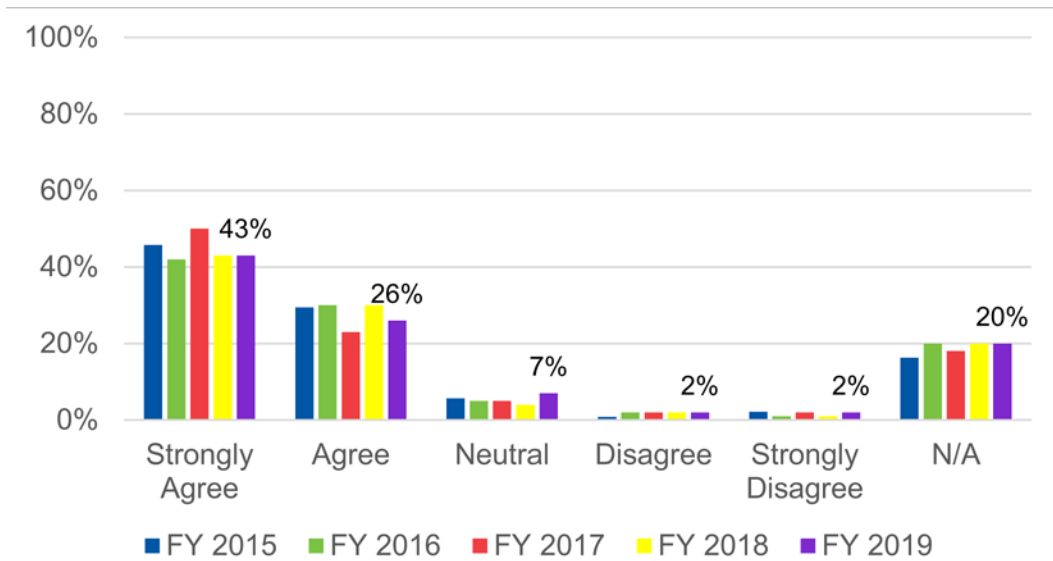


I was given clear explanations about registration options available for my fleet.

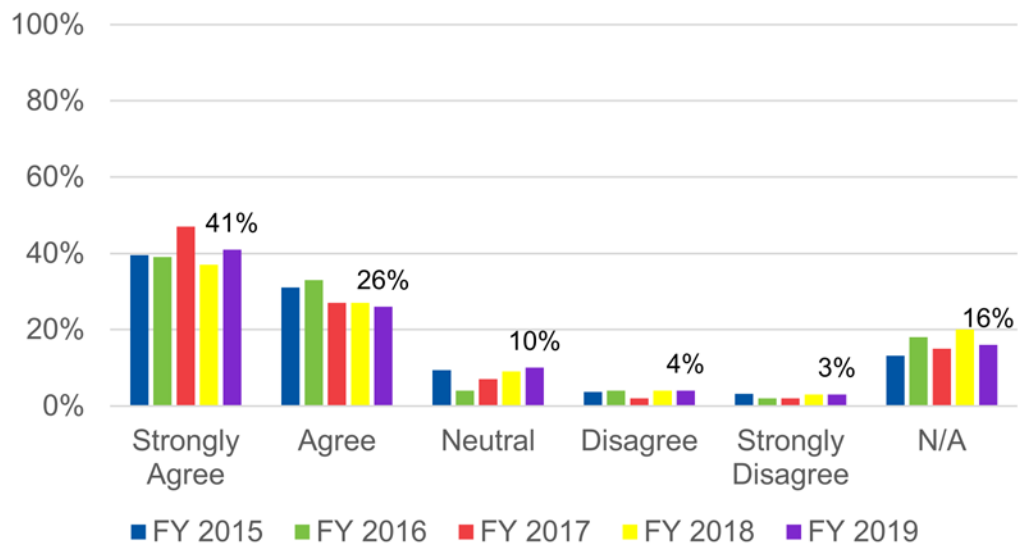


## Commercial Fleet Services cont.

When I needed to make a change to my TxIRP account, the change was processed correctly.

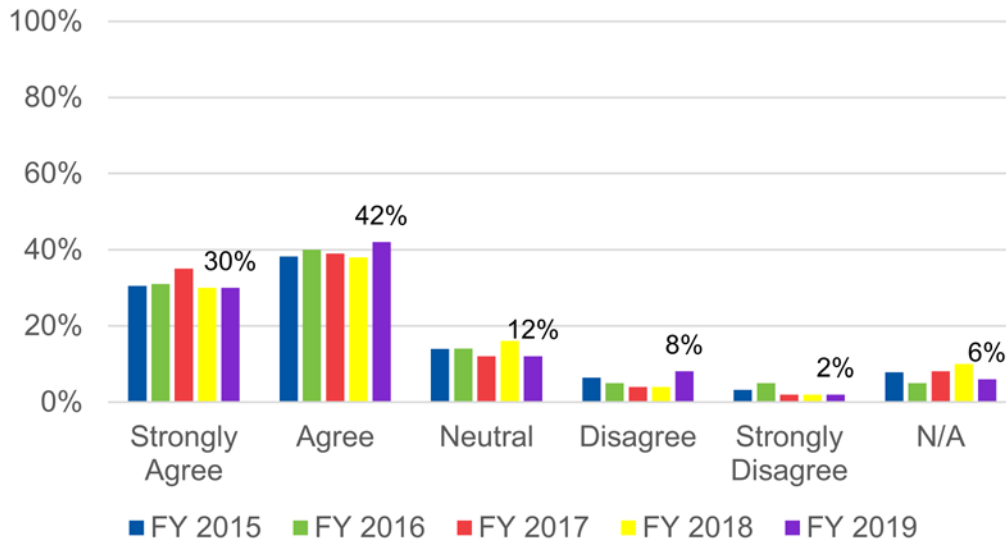


I have received consistent information from one Commercial Fleet Services employee to another.

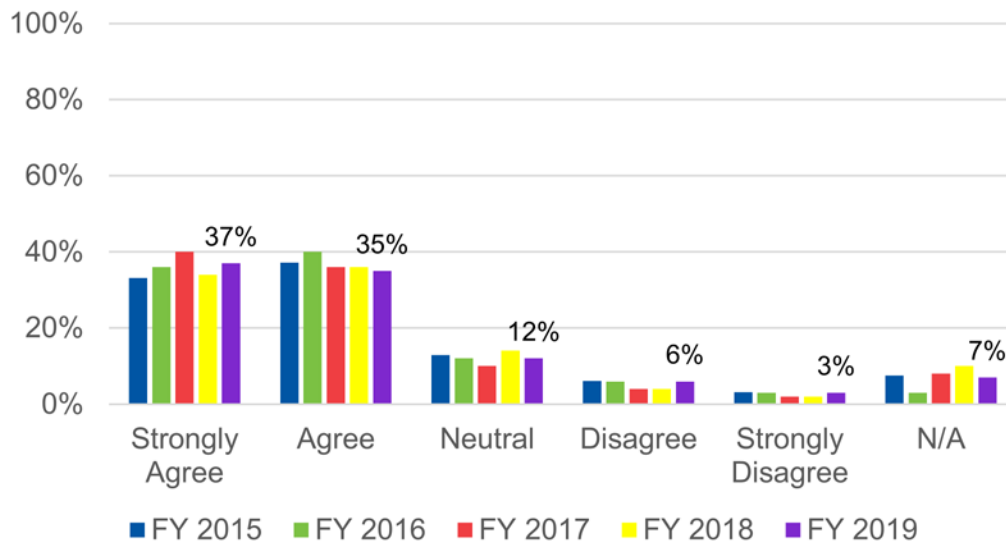


## Commercial Fleet Services cont.

The instructions, on the TxDMV website, for obtaining apportioned registration using the online system, TxIRP, were clear and easy to understand.

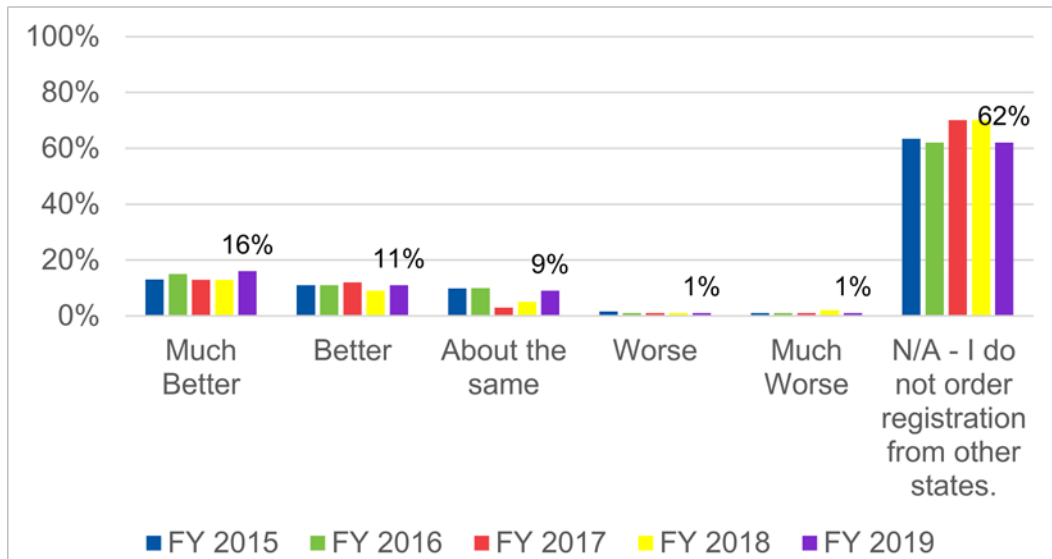


The process for ordering registration online is easy to follow.

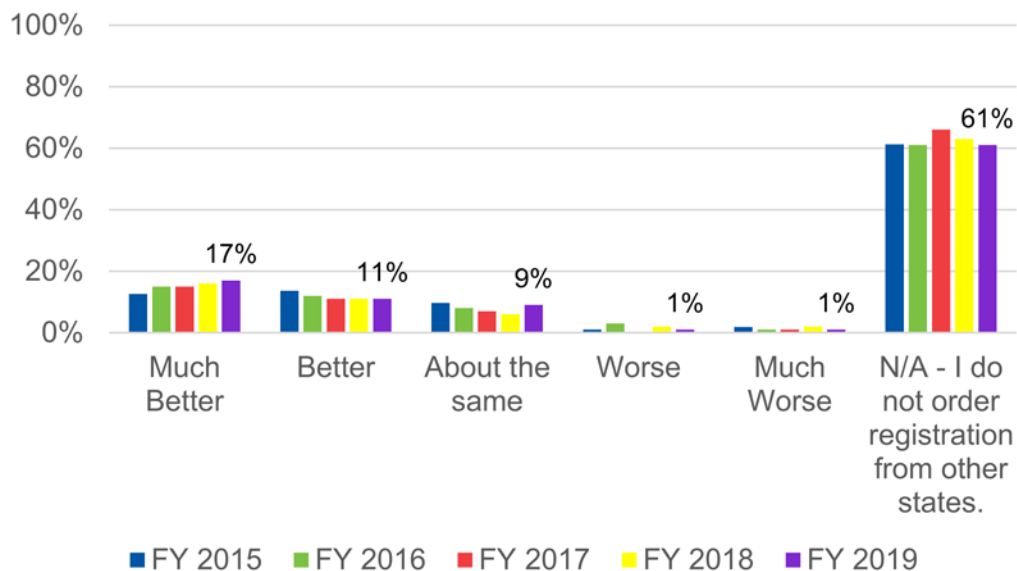


## Commercial Fleet Services cont.

How does the TxDMV system for ordering apportioned registration compare to other states?

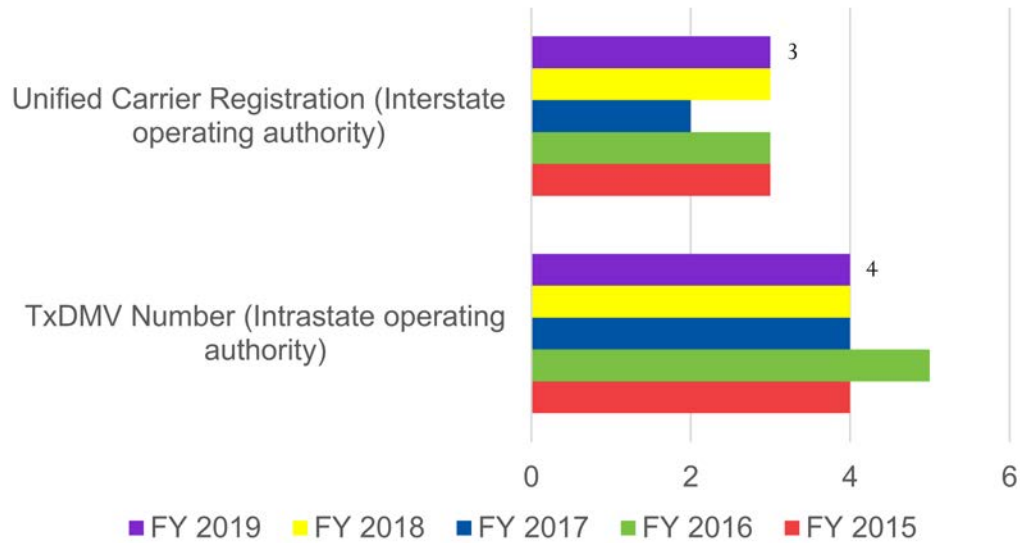


How does our website compare to registration offices of other states?

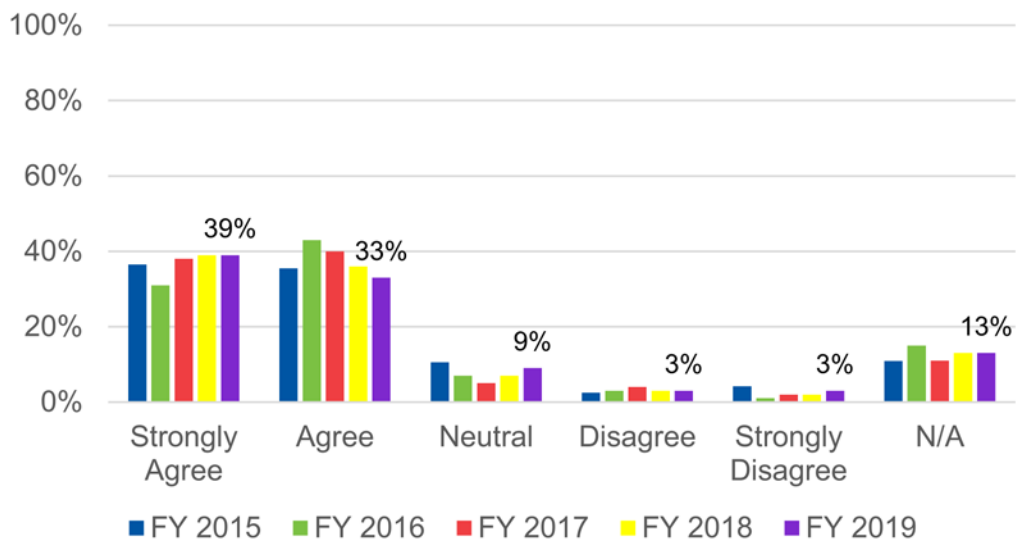


## Credentialing

Approximately how many times have you contacted the Motor Carrier Division by telephone in the past 12 months regarding...

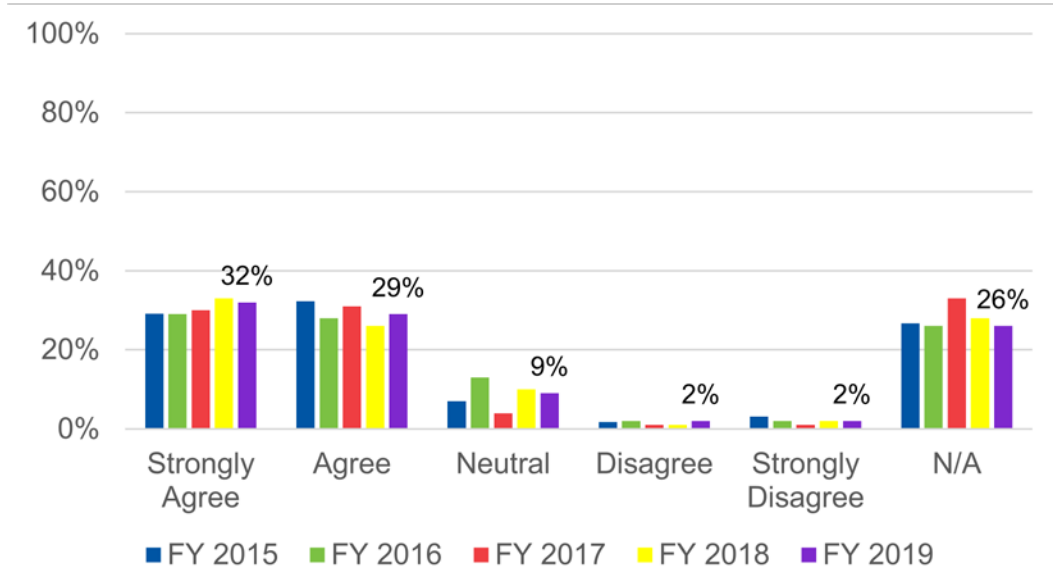


I was given clear explanations about the intrastate (TxDMV Number) and interstate (Unified Carrier Registration) operating credentials.

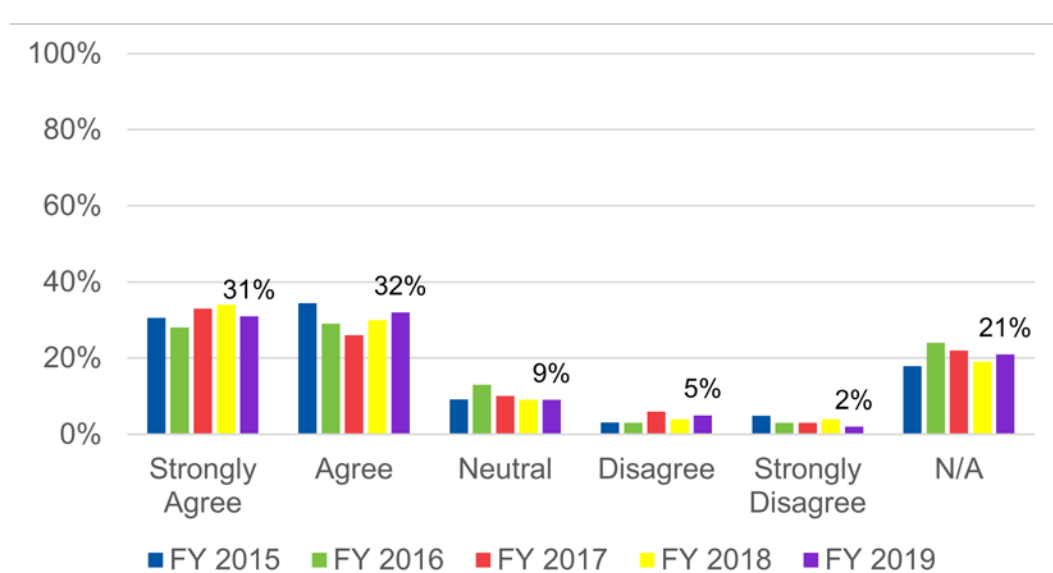


## Credentialing cont.

When I needed to make a change to my intrastate certificate, the change was processed correctly.

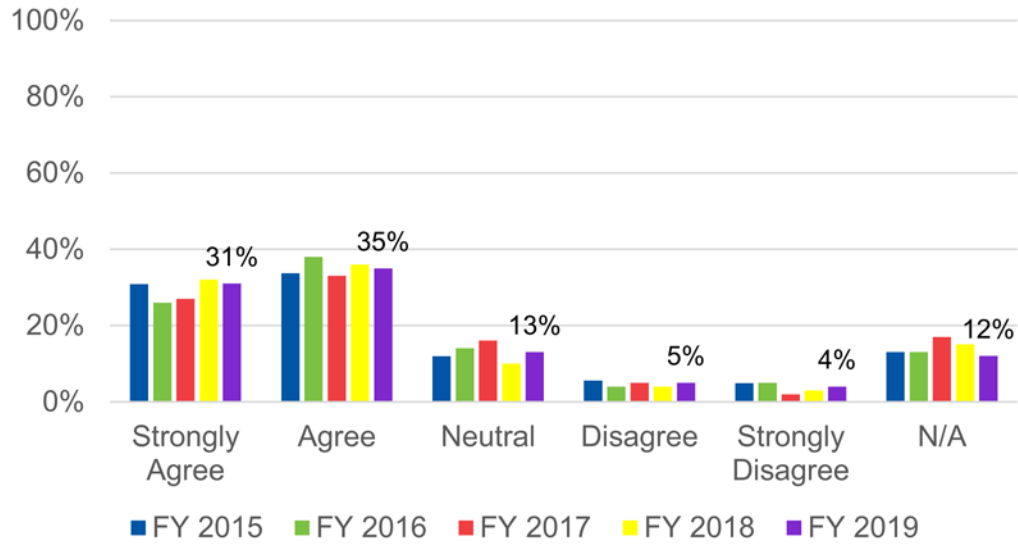


I received consistent information from one Credentialing employee to another.

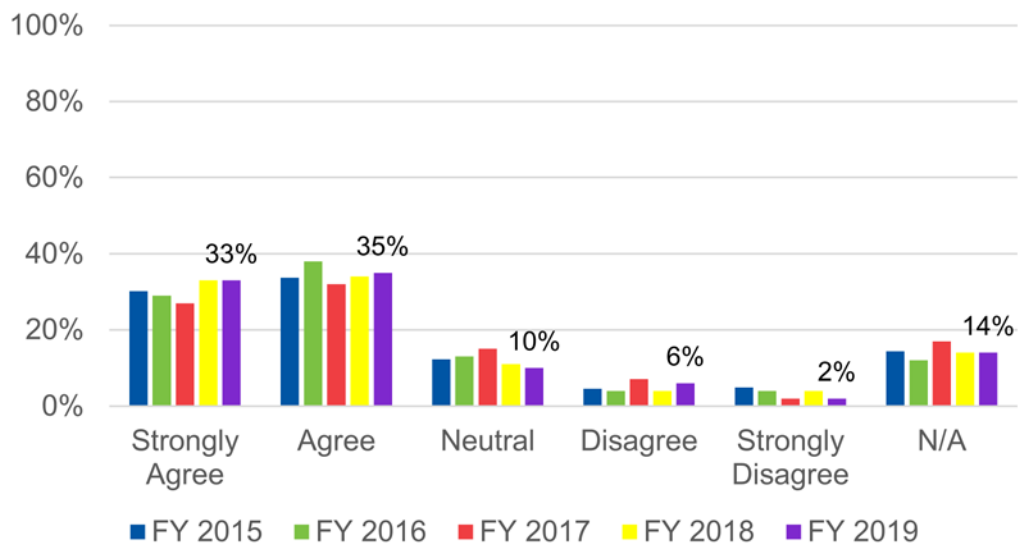


## Credentialing cont.

The instructions, on the TxDMV website, for obtaining a TxDMV Number online using the Motor Carrier Credentialing System (MCCS) were clear and easy to understand.



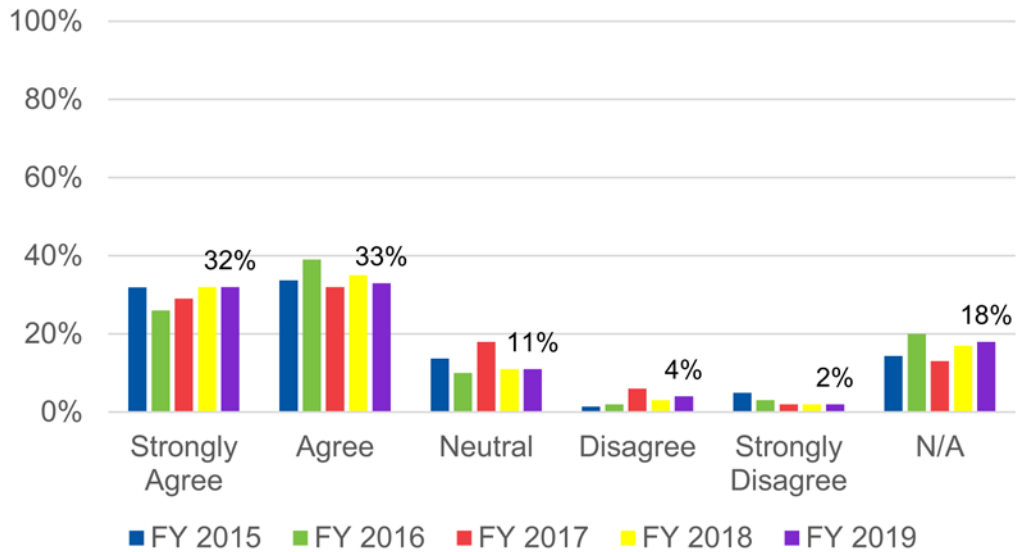
The process for registering for a TxDMV Number is easy to follow.



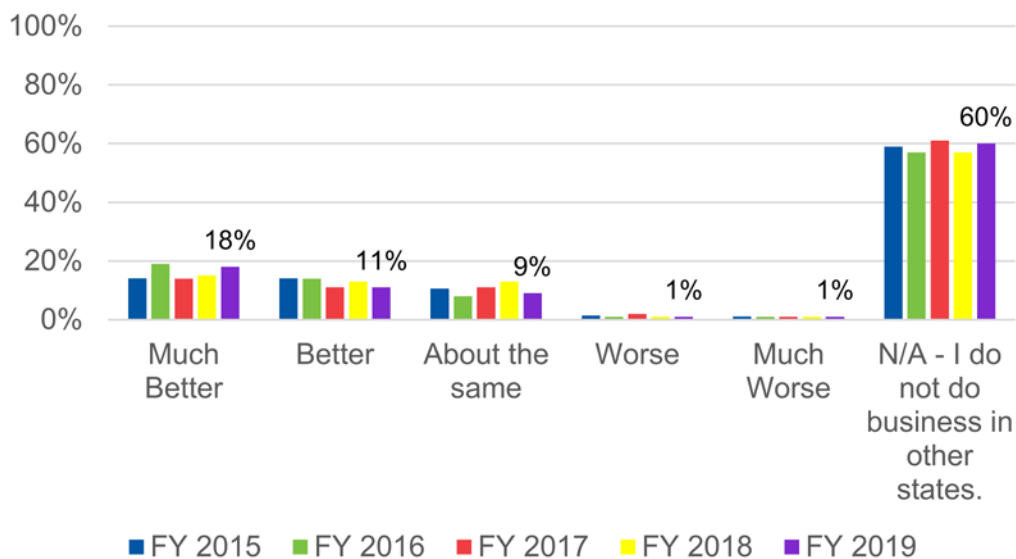


## Credentialing cont.

The process for obtaining Unified Carrier Registration (UCR) is easy to follow.

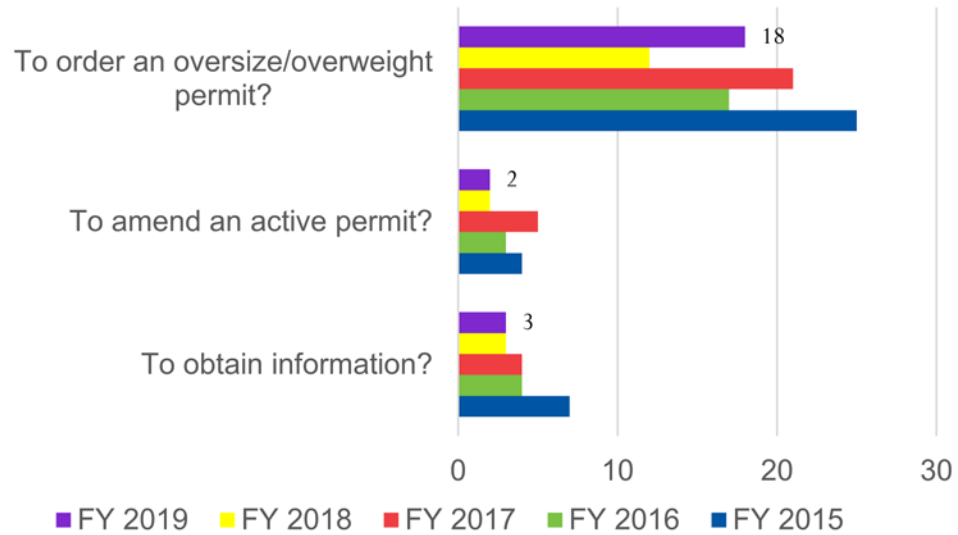


How does the TxDMV system for obtaining an intrastate operating certificate compare to other states?

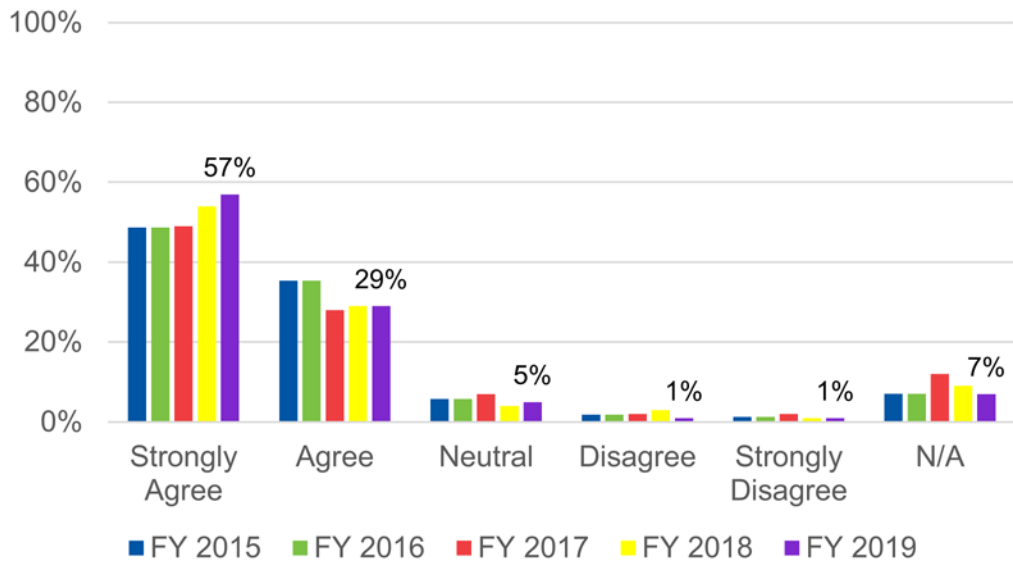


## Oversize/Overweight Permits

About how many times have you contacted the Motor Carrier Division by telephone in the past 12 months...

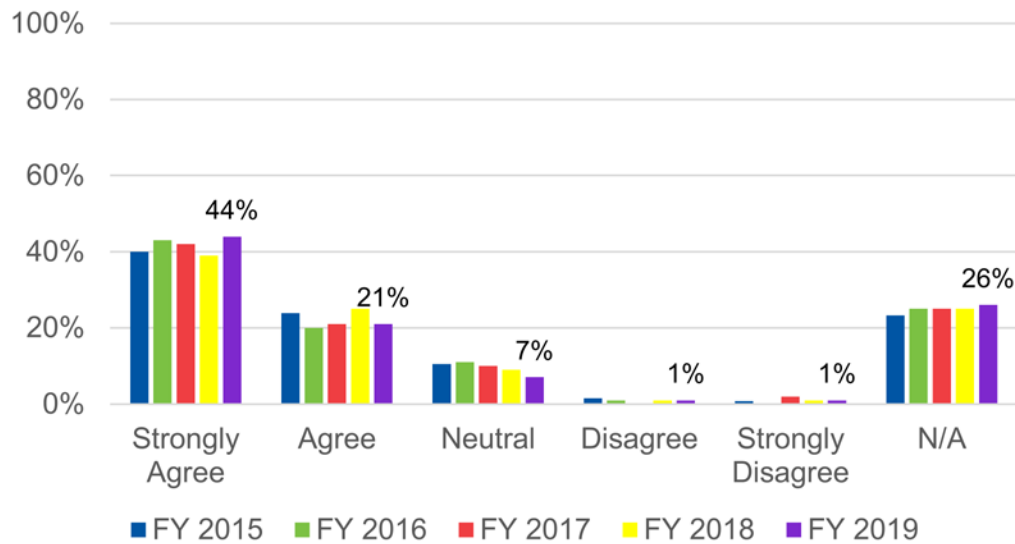


I was given clear explanations about oversized/overweight permits.

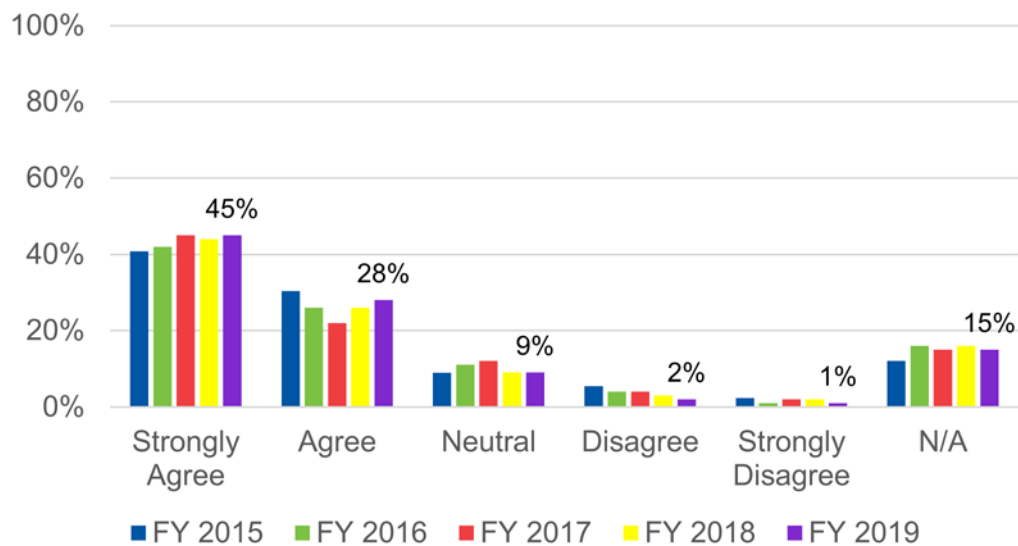


## Oversize/Overweight Permits cont.

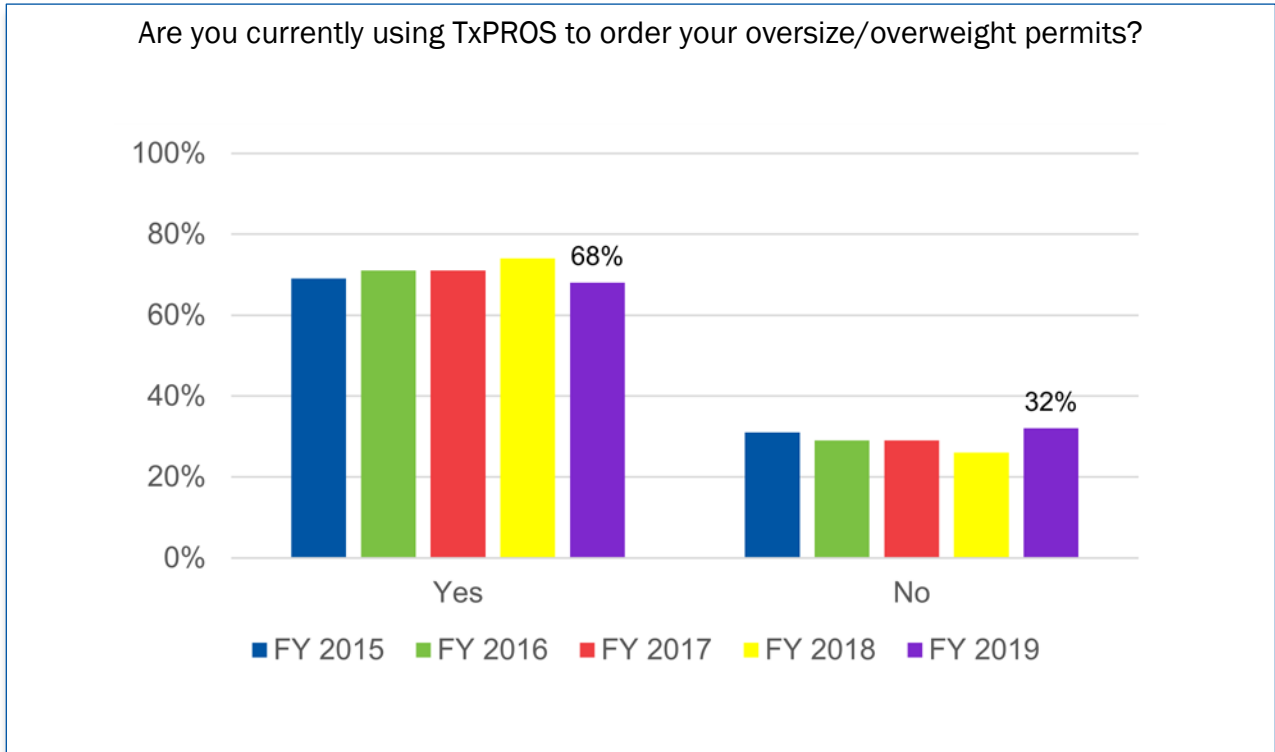
When I needed to make a change to my oversize/overweight permits, the change was processed correctly.



I received consistent information from one Permits employee to another.



## Oversize/Overweight Permits cont.



## Oversize/Overweight Permits cont.

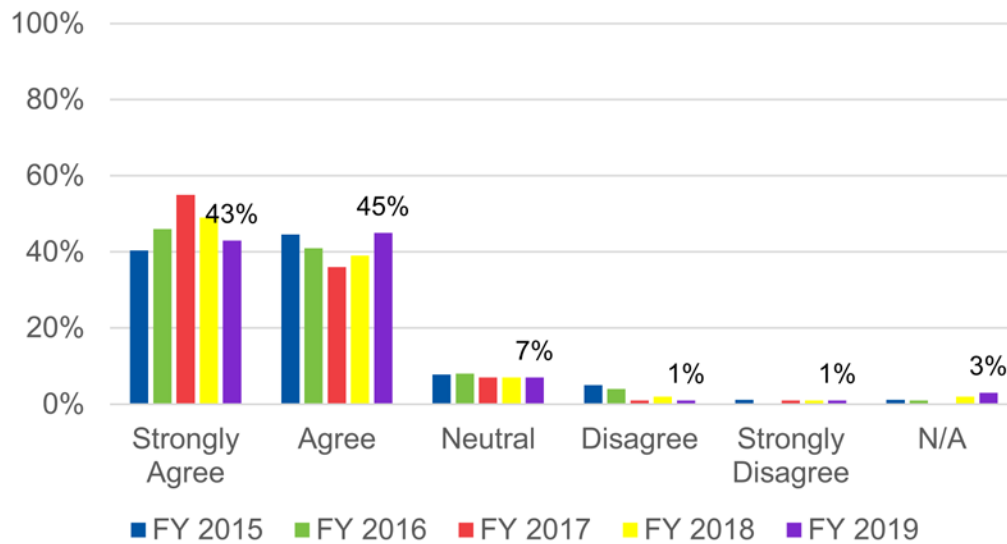
Why not? Please select all that apply.

This question was only asked of respondents that indicated they are not using TxPROS to order their permits. The option “Other” was included and allowed for the respondent to enter a reason, the following reasons were indicated (if the reason indicated under “Other” fit one of the other categories the response count was included in the appropriate category):

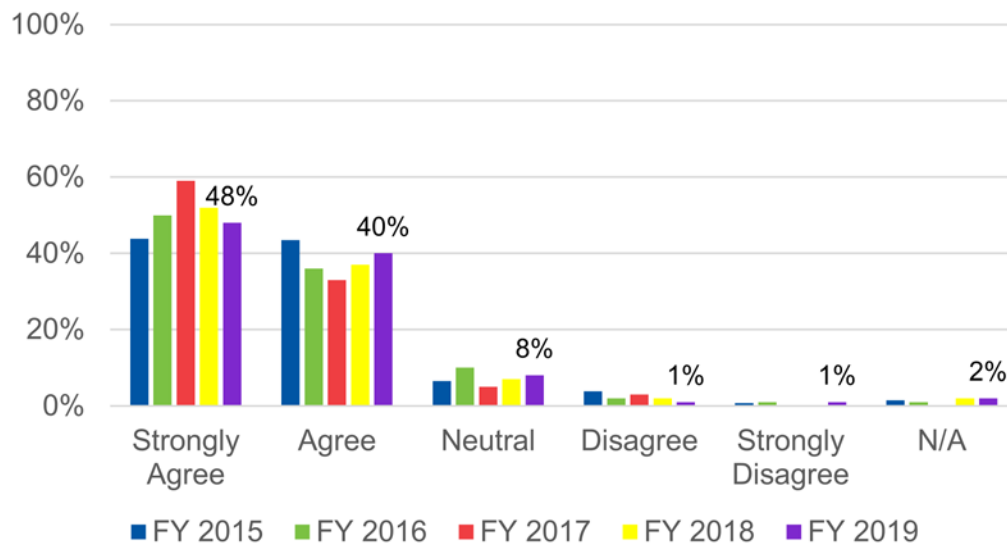
- I use a permit service.
- I order exempt permits.

## Oversize/Overweight Permits cont.

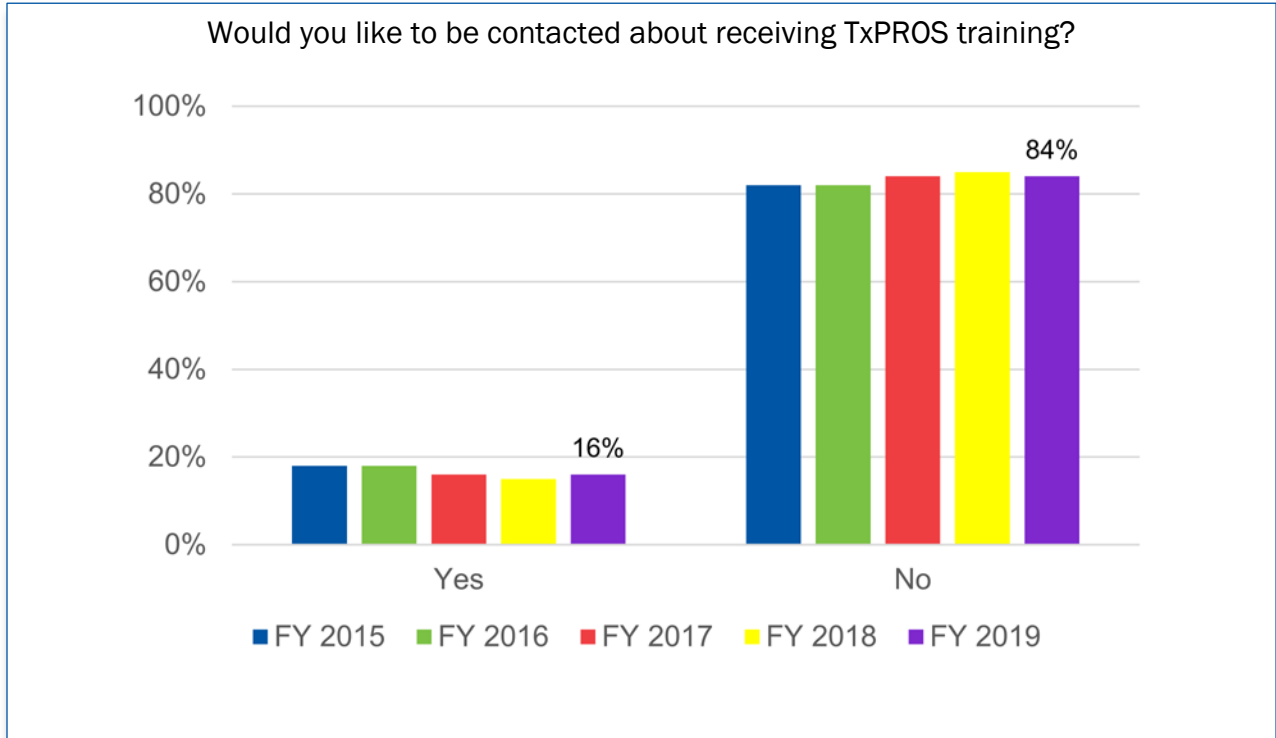
The instructions, on the TxDMV webpage for obtaining a permit using TxPROS were clear and easy to understand.



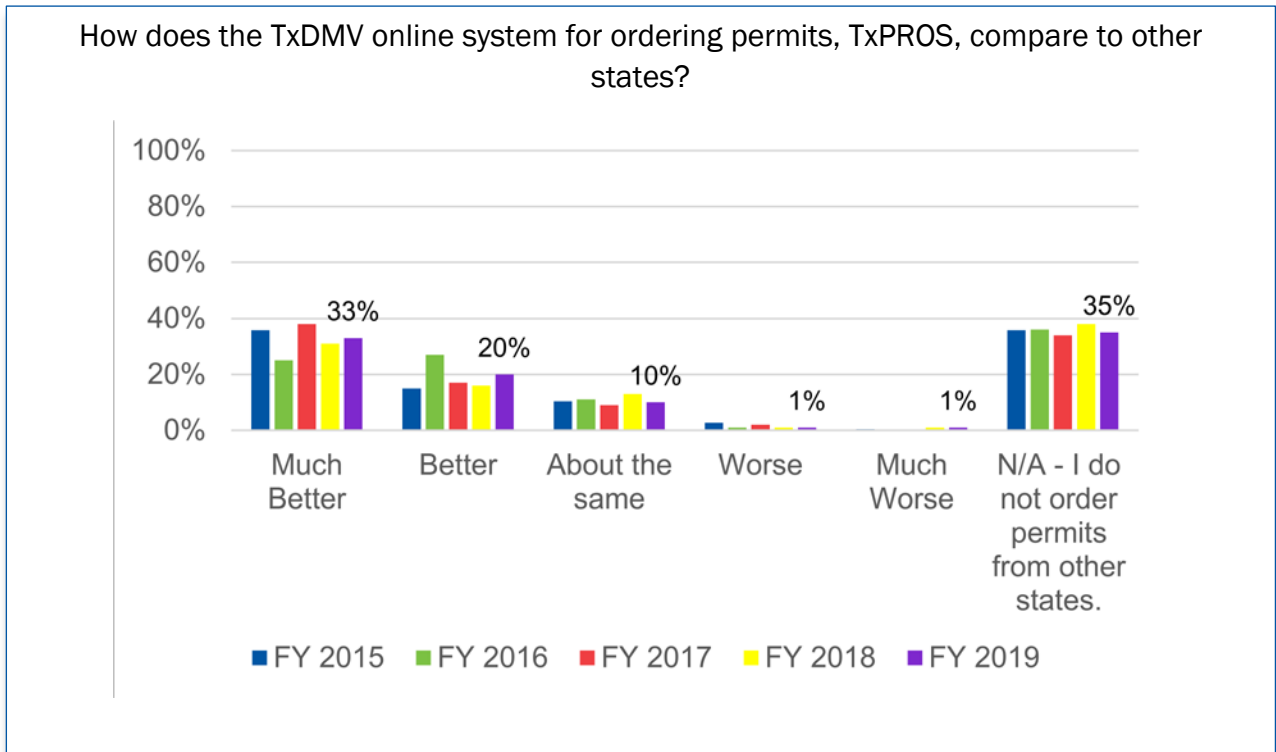
The process for ordering permits online through TxPROS is easy to follow.



## Oversize/Overweight Permits cont.



\*All that responded “yes” were contacted within three days of the survey closing date.



## Motor Carriers Page of TxDMV Website

Please indicate the type of information you look for on the Motor Carriers page of TxDMV's website. (Select all that apply.)

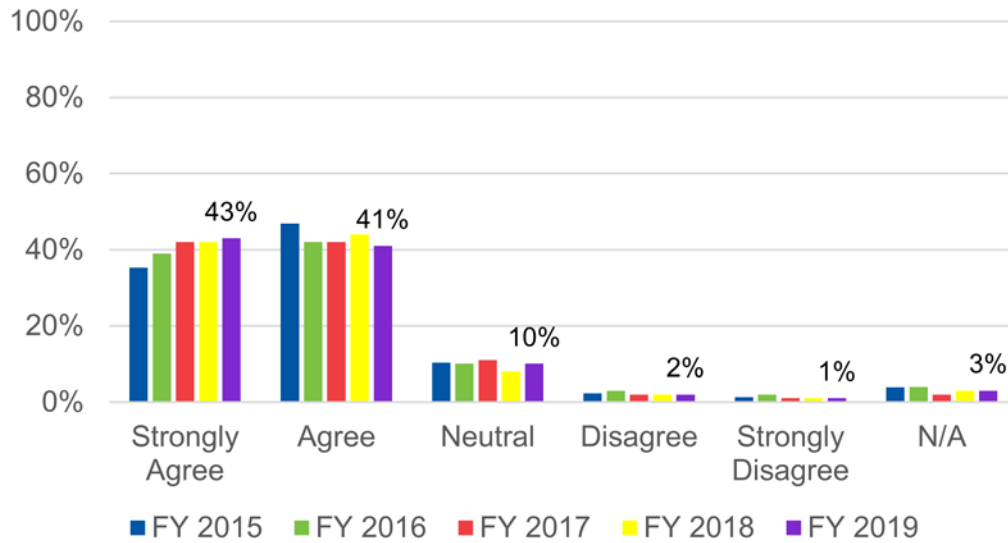
The option "Other" was included and allowed for the respondent to enter information other than the above that they have searched for on the TxDMV website; the following information types were indicated: (Note: If the reason indicated under "Other" fit one of the other categories the response count was included in the appropriate category.)

- Drivers license (including LTC) or identification card
- DOT physical/medical card
- Temporary vehicle registration
- Driver records
- Haz Mat endorsement

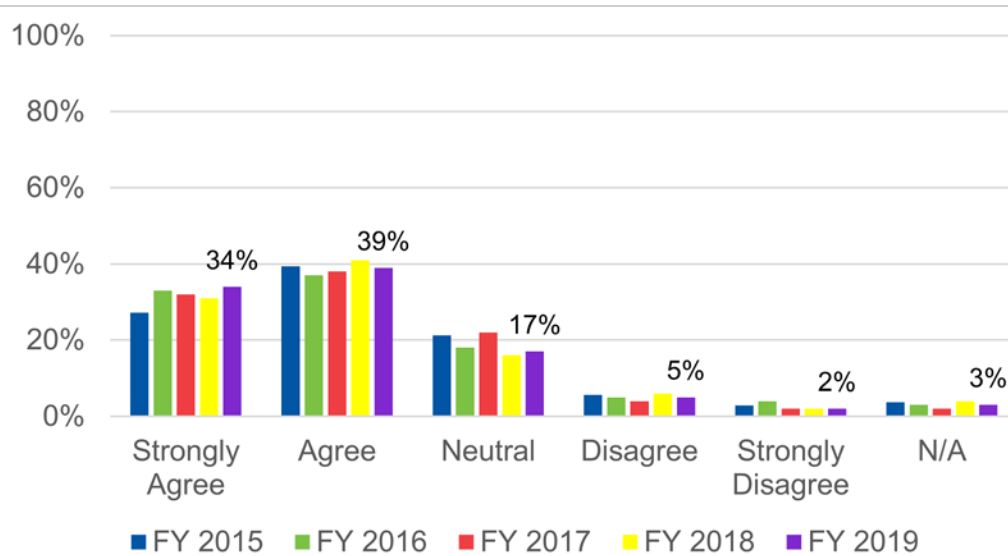


## Motor Carriers Page of TxDMV Website cont.

I am able to access information about TxDMV services for motor carriers using the internet.

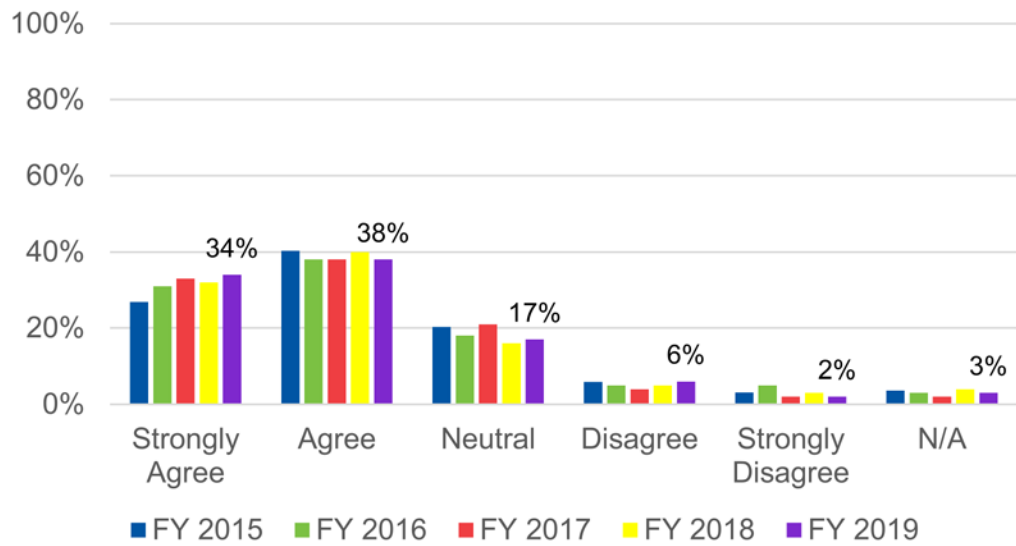


The organization or layout of the website is easy to use.

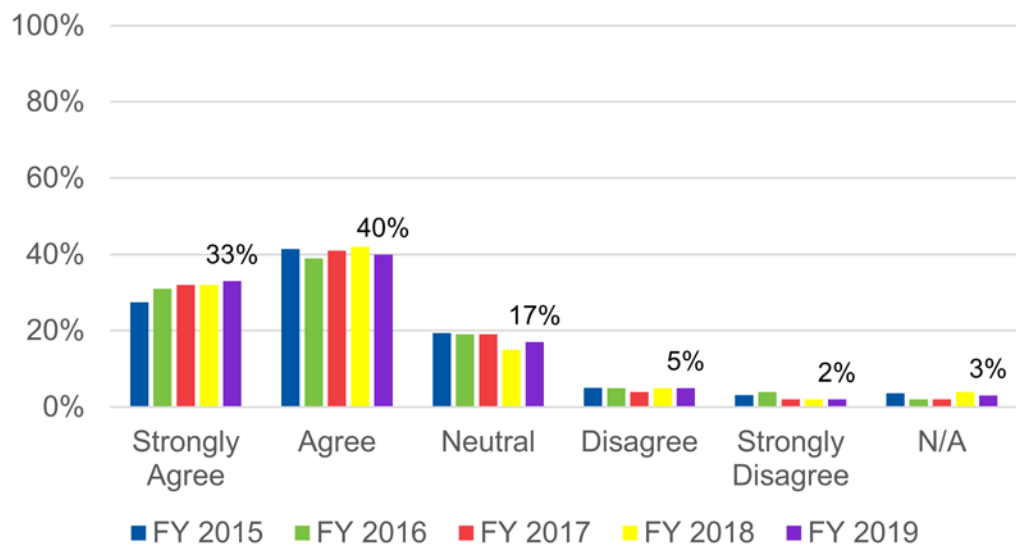


## Motor Carriers Page of TxDMV Website cont.

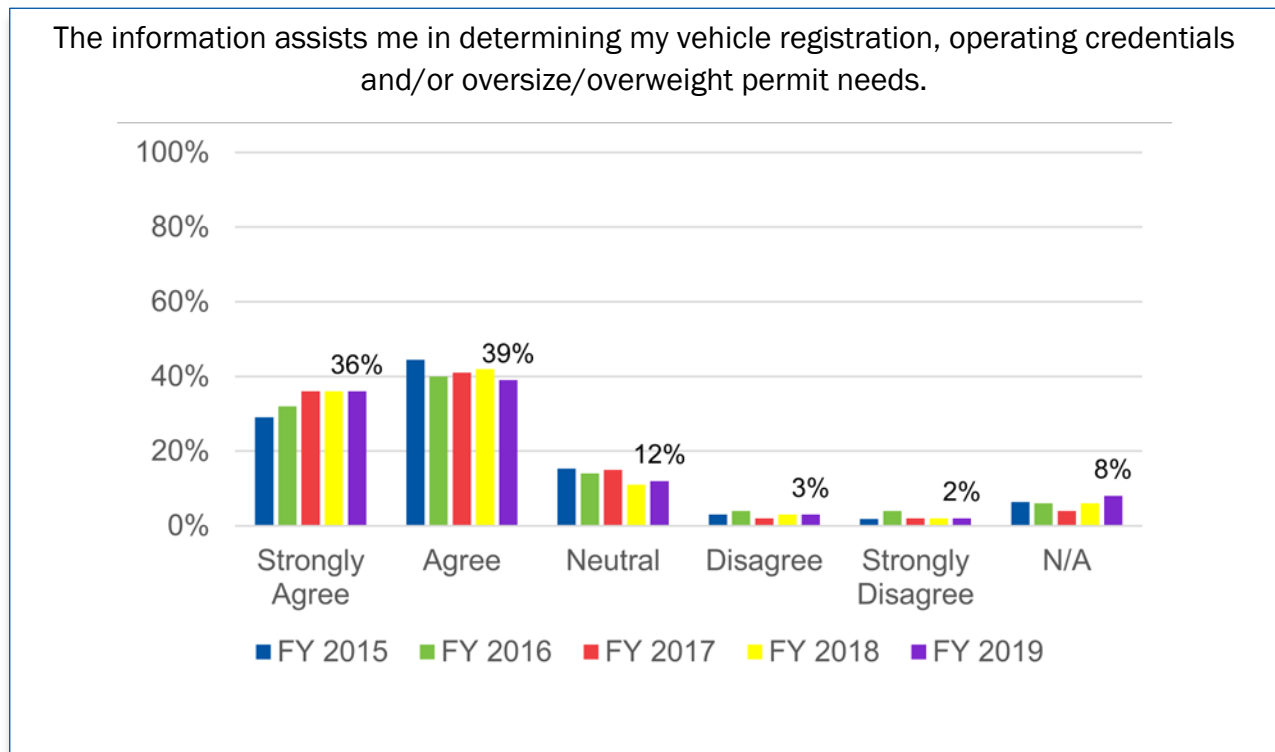
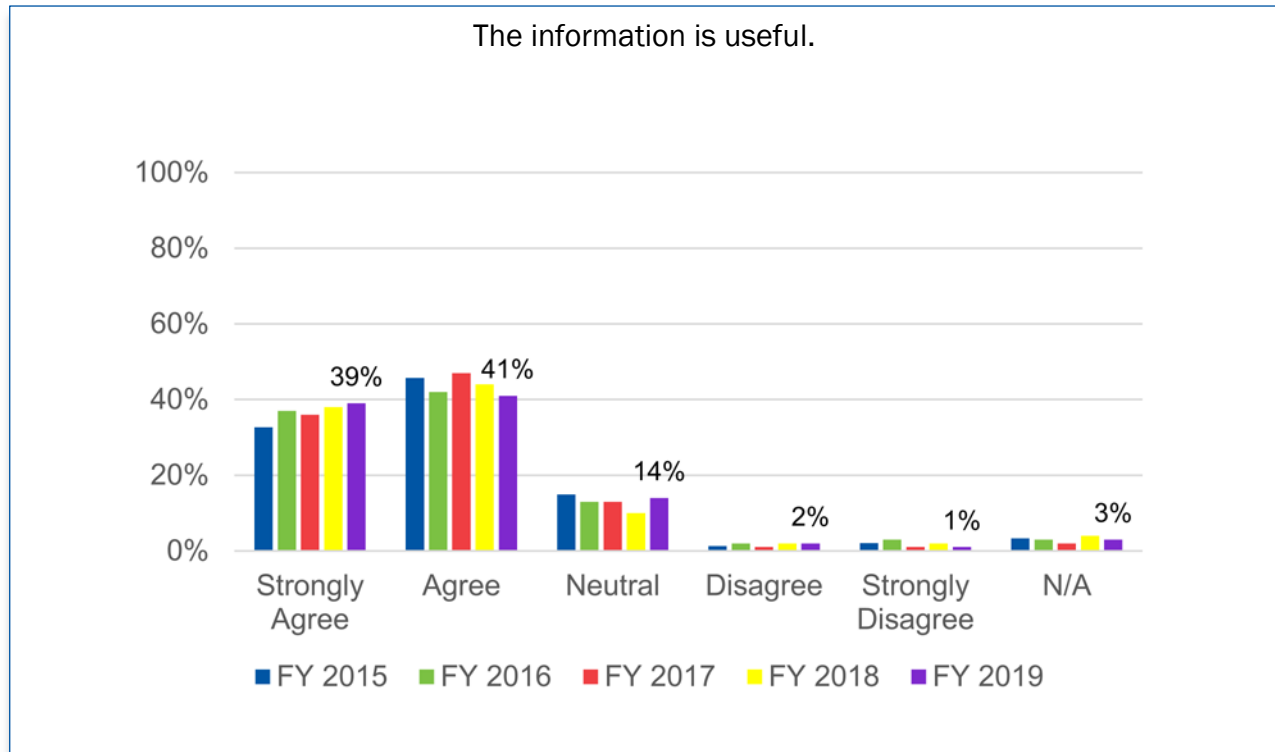
It was easy to move around (navigate) the website.



The information presented on the website is easy to use.



## Motor Carriers Page of TxDMV Website cont.



## Motor Carriers Page of TxDMV Website cont.

