

Vision 21 County Survey Results Summary

Participation:

- 91% overall participation (232 counties)
- 9 TxDMV Regions at had 100% of counties participate
- Lowest regional participation was 67% of counties –which is still a very strong representation of the region

Response Highlights:

❖ County Information

- 60% of county TAC employees do a variety of transactions in a given day—not only Motor vehicle
- 38% of county TAC employees are dedicated to motor vehicle
- 88% of counties have 15 or fewer employees performing motor vehicle work

❖ Communication

- Highest priority for communication needs were identified as:
 1. Advance notification of TxDMV activities and changes that impact the motoring public
 2. Directions and/or suggestions prior to technology releases that assist tax offices in preparing for changes
 3. Release Notes detailing RTS technological changes
- 88% of counties reported all or some of their employees used the TxDMV website
- 76% of counties reported that their preferred method for receiving information from TxDMV was “E-mail messages – one topic per message as needed”
- 75% of counties responded that most employees would benefit from a TxDMV page providing the most current motor vehicle information, including e-mail communications, action items by date, system release materials and other references

❖ Training

- 84% of counties stated that they did have a non-RTS machine available with internet access to use for TxDMV-provided on-line training
- 82% of counties agree or strongly agree that a new-hire training program is needed
- 87% of counties agree or strongly agree that a refresher training program is needed
- The training topics identified as needed were:
 1. Legal responsibilities of TxDMV and county tax offices
 2. Operation of Law
 3. Commercial registration

❖ Technology

- Highest priority for RTS enhancement needs were identified as:
 1. Correct county identified in system based on customer address
 2. Improved screen navigation
 3. Broadcast messages that display within the RTS application (e.g., could provide notification of downtimes, etc)

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❖ Technology (continued)

- Highest priority for large-scale technology needs were identified as:
 1. Providing the ability to locate customers by name (68%)
 2. Providing real time data updates in RTS would benefit our county employees and customers (52%)
 3. Our county would like to have direct, on-line access to historical records (e.g., microfilm) (49%)
- 31% of county employees' workspaces include more than one workstation/printer (e.g., both a county-owned computer and an RTS workstation is on a person's desk)
- 18% of counties agree or strongly agree that they would prefer to use their own PCs to perform TxDMV business rather than using the dedicated RTS workstations
- 66% of counties would continue to need dedicated RTS workstations if the RTS application could run on any internet-connected computer
- 99% of counties agree or strongly agree that, in general, RTS has been fully available and functional during normal hours of operation
- 74% of counties stated the printers are the most likely piece of equipment to fail