

1		2		3		4		5	
Scheduling Pilot - Exit Survey Results Through 10/31/06		Did scheduling make appointment easier?		Would you schedule again? If offered		Recommend? Will you tell others?		How did you hear about it? Source?	
Rate ease of scheduling		Was it easier?		If offered		Will you tell others?		Comments/Suggestions:	
547		426		475		481			
Very Easy	57.04%	Yes	77.88%	Yes	86.84%	Yes	87.93%	TV	5.48%
Easy	36.20%	No	12.25%	No	6.22%	No	2.93%	Newspaper	10.05%
Undecided	1.46%	Undecided	9.69%	Undecided	6.95%	Undecided	9.32%	Website	1.65%
Difficult	5.12%					Blank	0	Driver Exam Station	47.17%
Blank	0.18%							Other	34.92%
								Blank	2.38%
								Radio	6
Relevant Comments: I liked not waiting in line. Thank You Simplify wording in exam. Driver's manual isn't set up for studying ver well - it is Couldn't fine the phone number to make an appointment Very friendly people Very good. Fast service! Swiftly executed call in all. Had trouble finding it in the phone book for Helena. Wasteful, inefficient use of tax money Very nice and easy, Thank you! Very fast and efficient I was late & they still got me in! Thank you! I'd prefer to be able to come in without an appointment, but because I made an appointment I didn't have to wait long. So it ended up being good. Thanks! Very quick, much better than past DMV experiences. Good move! Saves time and temper Very fast, but I suppose it is early... Quickly done									

1	2	3	4	5
Process Rate ease of scheduling	Did scheduling make appointment easier? Was it easier?	Would you schedule again? If offered	Recommend? Will you tell others?	How did you hear about it? Source? Comments/Suggestions:
<p>We came to exam station without an appointment & were informed of the change. I would suggest Driver's Ed teachers be better informed so participants could come prepared.</p> <p>I like it!</p> <p>Didn't like it took a week to get an appt.</p> <p>They were very accomodating and patient with me. Rescheduling was quick and painless.</p> <p>If you could improve the wait time for an appt. it might not be a bad system.</p> <p>If appt would decrease wait time, then the people complaining about waiting should get here earlier, other states have 2-3 hour wait times.</p> <p>I think it is difficult for some who need a license right away, like the lady today who needed it for a job interview and didn't know she needed an appt.</p> <p>Walk-in had an extra 120 mile trip.</p> <p>Tried to do walk in appt. Told to call for appt.</p> <p>Scheduled for the 3rd at 3:00 and got down there on the third and said I was scheduled for the 2nd at 3:00.</p> <p>Good service.</p> <p>Assume they would already know. I like that you have an appt. so you don't have to wait for "your turn" seems a lot more efficient than like Drs. Office.</p> <p>The process went very well.</p> <p>This was prompt and easy!</p> <p>Great idea - no waiting!</p> <p>The problem was, we didn't know about this, came in to get my daughter's license (she was very excited) and then had to wait a week to actually get it.</p> <p>They were very nice and very helpful.</p> <p>Very good service and nice people.</p> <p>Very nice service w/ appt. Please keep it!</p> <p>It took a long time to make an appointment.</p> <p>Wasn't on the list for testing even though appointment was scheduled.</p> <p>Thank you very much!</p> <p>Very pleasant experience.</p> <p>Much preferable to waiting in line - especially with young children.</p> <p>This is my 4th child to get a license. I waited 1.5 to 2.5 hours with the others. I waited 5 minutes this time. Thank you so much. The wait before didn't bother me, but this is a delight.</p> <p>When I came to take the test & had to schedule and come back.</p> <p>Scheduling is not customer convenient.</p> <p>The wait was terrible.</p> <p>Moved very fast once started. Very efficient.</p> <p>Very inconvenient when first transferring from another state, but may make things more streamlined in the future.</p> <p>Carla provided great service.</p>				