

DMV Service Index: Single value representing the aggregate of 4 equally weighted service measures

## Our strategy

Driver and Motor Vehicle (DMV) Services Division is the face of state government for most Oregonians. Millions of customers use DMV services every year, in person at one of 59 field offices, by phone, at DMV2U where over 20 online services are available, via mailed-in transactions, or third-party service providers. The mission of DMV is to promote driver safety, protect financial and ownership interests in vehicles, and collect revenue to finance Oregon's multimodal transportation system.

## About the target

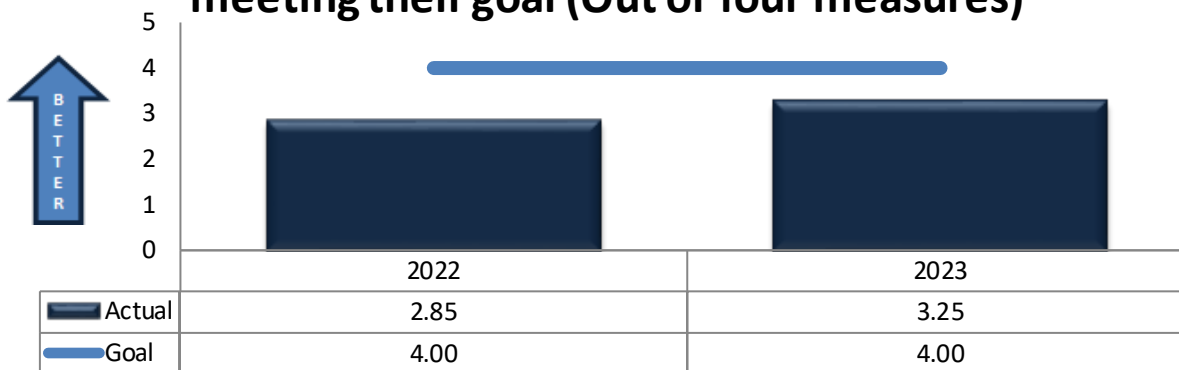
The DMV KPM was updated in 2023 to capture more components of customer service, expanded from the former single metric of field office wait time. This metric looks at four points of service, rating each 1-5, with 5 being the highest and 1 the lowest.

Rating	Definition
1	≥ 25% under performance goal
2	10-25% under performance goal
3	<10% under performance goal
4	Meets, up to 10% greater than goal
5	10% or more exceeding goal

## Four components of the Key Performance Measure

- **Field Office Wait Time** - 80% percent of DMV field office customers served within 20 minutes.
- **Call Center Response Time** - Average time to reach a phone agent is 15 minutes or less.
- **Title Issuance** - Average time from receipt to issuance is six weeks or less.
- **Self-Service Options** - Percentage of customers who complete their transaction using a DMV self-service option.

## DMV Service Index: The number of DMV service performance measures trending positive by meeting their goal (Out of four measures)



## Fact

DMV serves customers in field offices, on the phone, by mail, and through self-service options. Each of those service delivery methods is covered by this new KPM.

# DMV Service Index, cont.

## How we are doing and how we compare

Performance improved in 2023. The average index for 2023 is 3.25, up from the 2022 average index of 2.85.

Our goal is to meet or exceed a 4. No other states publish a similar DMV performance index including specified targets.

KPM Index	2023 Average	Goal to meet	Rating	Additional Notes: Each measure weighted 25%
<b>Field Office Wait Time</b> - Percent of DMV field office customers served within 20 minutes (once they enter the office).	61.81%	80%	2	Includes customers with appointments and those who walk in. <b>Note:</b> Due to a system transition, some data was not collected July through August.
<b>Call Center Response Time</b> - Average wait times for customers to speak with a DMV telephone agent.	12 mins	15 mins	5	15 minutes or less to respond on average.
<b>Title Issuance Time</b> - Time to issue a simple title from date of receipt.	4.5 weeks	6 weeks	5	Includes Oregon, out-of-state, and dealer titles (not replacements).
<b>Self Service Options</b> - Percent of customers who complete their transaction using DMV self-service options.	32%	60%	1	Transactions monitored include DMV2U (online), Electronic Vehicle Registrations (Dealers), and self service kiosks (coming in 2024). Transactions measured include Registration Renewal, Reinstatement Fee Payment, Credential Replacement, and Driver Record Ordering. Online Knowledge testing started October 2023. <b>Note:</b> This metric has been revised this year to more accurately capture service channels.

## Factors affecting results and what needs to be done

Modernized computer systems allow more online services, and efficiencies in processing transactions. Customer experience is the primary focus in all we do. Expansion and promotion of self-serve service options improve customer convenience, allowing field offices to better serve those who need or want to come in person for service.

## About the data

The expanded KPM is a more complete story of customers' experience with DMV. The KPM improves ODOT's ability to adjust resources among the four service areas to achieve holistic service improvement. Areas that have the biggest impact on our customers: ability to answer the phone in a reasonable time, fast service in a field office, ability to produce vehicle titles quickly, and ability to increase capacity through self-service and third-party options (online, Kiosks, third party drive tests, Electronic Vehicle Registration integrator).

## Contact information

Amy Joyce, Administrator  
 ODOT Driver and Motor Vehicle Services  
 Division  
 503-945-5100

## Data source

Driver and Motor Vehicle Services Division