

DMV Field Office Wait Time

DMV Customer Service: Percentage of DMV Field Office customers served within 20 minutes

Our strategy

DMV strives for high quality service in each of its 60 field offices, and a primary measure of quality is customer wait time. Customer satisfaction surveys include factors such as employee courtesy, efficiency and professionalism as equally important to how long a customer waits. The primary strategy is to reduce in-person visits by completing transactions in the first visit.

The COVID-19 virus changed how DMV serves customers. Office closures were required during the initial phase of the virus, though some offices continued to conduct commercial license transactions by appointment. In July 2020 appointments

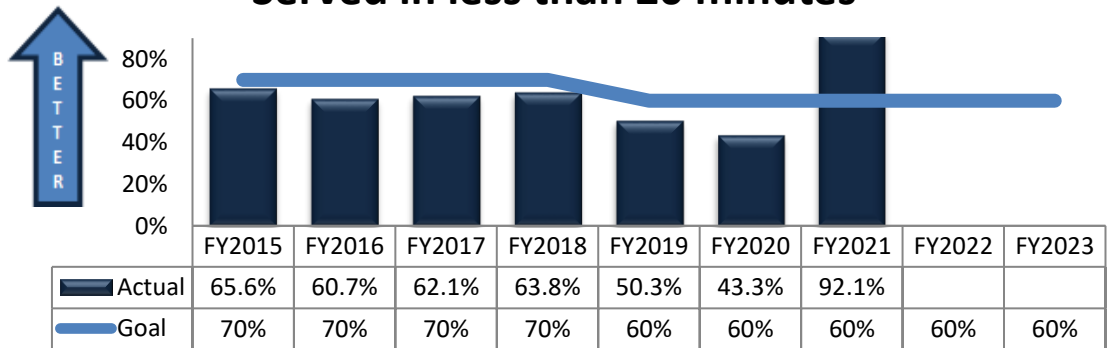
opened for additional services. In September 2020, non-commercial driver skills testing resumed. Vehicle title transactions and registrations initially were mailed directly to DMV headquarters so driver transactions could be prioritized in the office. Office are now fully open.

DMV also encourages use of alternative channels particularly online services at DMV2U, or the mail. Simple transactions such as vehicle registration renewals, address changes, driver license and ID card replacements, custom plate orders, and notice of vehicle sale can be done online. Passenger vehicle registration is also renewed through our partnerships with DEQ

at their emissions testing stations. Customer questions can be answered over the phone or by visiting the DMV website, rather than appearing in person at an office.

DMV's continued strategies to reduce wait time include lobby greeters, express counters, lobby management stations, relief help between offices, alternative work shifts, and using a mixture of permanent, limited duration, and temporary employees to help provide coverage during busier times. DMV has expanded third-party driver skills test services as an option for CDL and regular Class C licensing. Many teenage drivers complete a Driver Education course that includes a skills test which is certified to

Office Wait Time - Percent of Customers Served in less than 20 minutes



Fact

Initial experience in FY 2021 with COVID restrictions changed how DMV field offices served customers with limited capacity appointment scheduling. The appointment process enables serving customers faster and they spent a minimal amount of time at the DMV office.

DMV Field Office Wait Time, cont.

replace the required test at DMV. Motorcycle driver skills tests are conducted by Team Oregon, a safety training program funded by ODOT in partnership with Oregon State University. Third party services help enable more DMV staff to assist customers in the office instead of conducting driver skills testing outside the office.

About the target

The target is to serve at least 60% of field office customers within 20 minutes of entering the facility. Customer surveys indicate that people generally expect to wait 20 minutes or less, and their level of satisfaction decreases with longer delays in receiving service. This Key Performance Measure (KPM) approved by the Oregon Legislature in 2015 provides an indicator of actual customer experience in DMV offices.

How we are doing and how we compare

The appointment-only model that DMV has been using for the safety of Oregonians to meet COVID-19 restrictions has resulted in the vast majority of customers being served within 20 minutes. DMV is still evaluating how best to serve Oregonians in the future but anticipates a hybrid approach offering services to customers with and without appointments, which will likely increase wait times.

The official measure started in FY2015 with 65% of customers serviced within 20 minutes, then dropped to 60% in FY2016 which is about the time Oregon became a top state for in-migration of residents from other states and more new vehicle purchases resulting in an increased demand for services with no change in capacity. Performance in FY2017 of 62.1% and FY2018 to almost 64% showed improvement. The change in business processes in the last half of FY2019 showed fewer customers served within 20 minutes and in FY2020 that trend continued.

Factors affecting results and what needs to be done

Prior to COVID-19, the number of customers visiting an office, day of the week, time of day, plus the mixture and complexity of transactions, played major roles in the customer wait time experience. Another factor is the number of approved positions, and the ability to keep positions filled with trained employees. Legislation (HB2015 [2019]) eliminating the requirement that applicants prove legal presence has increased DMV's customer pool for first-time driver licenses, and the issuance of Real ID credentials beginning July 2020 has increased transaction times for about one-third of license transactions. In May 2021, DMV will implement online driver license and ID card renewals, allowing

many Oregonians to avoid visiting an office in person.

Future initiatives being considered are installing new lobby management systems and self-service kiosks to improve the efficiency of offices, and continued exploration of business process improvements and staffing strategies to increase the throughput of offices.

About the data

Field office wait time data is collected daily from simple "pull-a-ticket" wait time machines in the 37 largest offices. Smaller offices do not have wait time machines and are assumed to serve customers in less than 20 minutes. Likewise, express line customers are assumed on average to receive service in less than 20 minutes. Stopwatch timings are done periodically to confirm these assumptions. Data is routinely reported weekly and after each fiscal year. Managers also have on-demand access to the data. When we expand to serve more walk-up customers, we will resume showing real-time wait times on the DMV web site.

Contact information

Amy Joyce, DMV Administrator
Oregon Department of Transportation
503-945-5100

Data source

Driver and Motor Vehicle Services Division