

# 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.

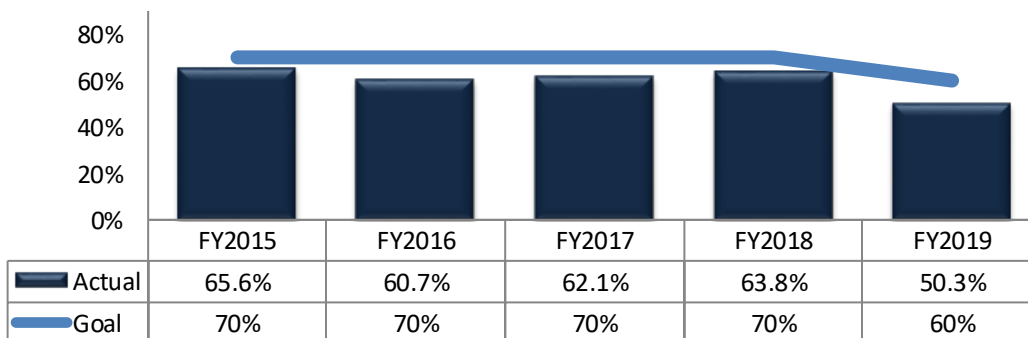
The primary strategy is to reduce in-person visits by completing transactions in the first visit. DMV also encourages use of alternative channels such as online services at DMV2U or the mail. Simple transactions such as vehicle registration renewals, address

changes, custom plate orders, and notice of vehicle sale can be done online instead of visiting an office. Passenger vehicle registration is also renewed through our partnerships with DEQ and 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.

Other 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 and temporary

employees to help provide coverage during busier times. DMV offers third-party driver skills test services as an option for CDL and regular Class C licensing. Many teenager drivers complete a Driver Education course that includes a skills test which is certified to replace the required test at DMV. Motorcycle driver skills tests are conducted by Team Oregon, a safety program funded by ODOT in partnership with Oregon State University. Third party services help enable DMV staff to assist customers in the office more efficiently instead of conducting driver skills testing outside the office.

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



## Fact

In FY 2019, the goal was reduced to 60% of DMV field office customers to be served in less than 20 minutes by a DMV employee. During this first period of significant change in business systems 50.3% was the average percentage of customers served in less than 20 minutes.

# DMV Field Office Wait Time, cont.

## 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. The agency is proposed a 60% target for 2019-21 due to employee participation in a major computer system replacement (system configuration, testing, and training) and the issuance of driver licenses and ID cards that comply with federal Real ID standards in July 2020.



## How we are doing and how we compare

The official measure started in FY 2015 with 65% and dropped to 60% in FY 2016 which is about the time Oregon became one of the top states for in-migration of residents from other states. A slight improvement was experienced in FY 2017 of 62.1% and continued to improve in FY 2018 to almost 64%.

## Factors affecting results and what needs to be done

The number of customers visiting an office and the time of day, plus the mixture and complexity of transactions, play major factors in the customer wait time experience. Another factor is the number of approved positions, and the ability to keep positions filled with trained employees.

Additional online services via the Service Transformation Program (STP) will reduce the need for in-person visits. Installing new lobby management systems and self-service kiosks would improve the efficiency of offices, and continued exploration of business process improvements and staffing strategies should

increase the throughput of existing offices.

A new computer system was installed in January 2019 that streamlined vehicle title and registration transactions. However, it added steps for field office staff to complete and required additional training. Another new system is scheduled for July 2020.

## 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 are routinely reported weekly and after each fiscal year. Managers also have on-demand access to the data, and customers now may view real-time wait times for 37 field offices via the DMV website.

## Contact information

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## Data source

Driver and Motor Vehicle Services Division