

DMV Service Index: The number of DMV service performance measures trending positive

Our strategy

Driver and Motor Vehicle (DMV) Services Division is the face of state government. Millions of Oregonians use DMV services every year, either in person at one of 60 field offices, over the phone, at DMV2U where over 20 online services are available, or via mailed-in transactions. 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.

ODOT's current Key Performance Measure (KPM) for DMV, while good measure of customer experience at a DMV field office, lacks the overall view of progress DMV is making to ensure all Oregonians

receive services in an equitable, timely and high-quality manner. ODOT proposed updating the current KPM to a new Key Performance Index with a new index measure that will give a better picture of how DMV is doing.

About the target

To develop this new KPM, ODOT has worked for over a year with ODOT stakeholders to understand their needs and concerns, which helped DMV identify, evaluate, and implement this new DMV Service Index. This metric looks at four points of service and rating each 1-5, with 5 being the highest and 1 being the lowest.

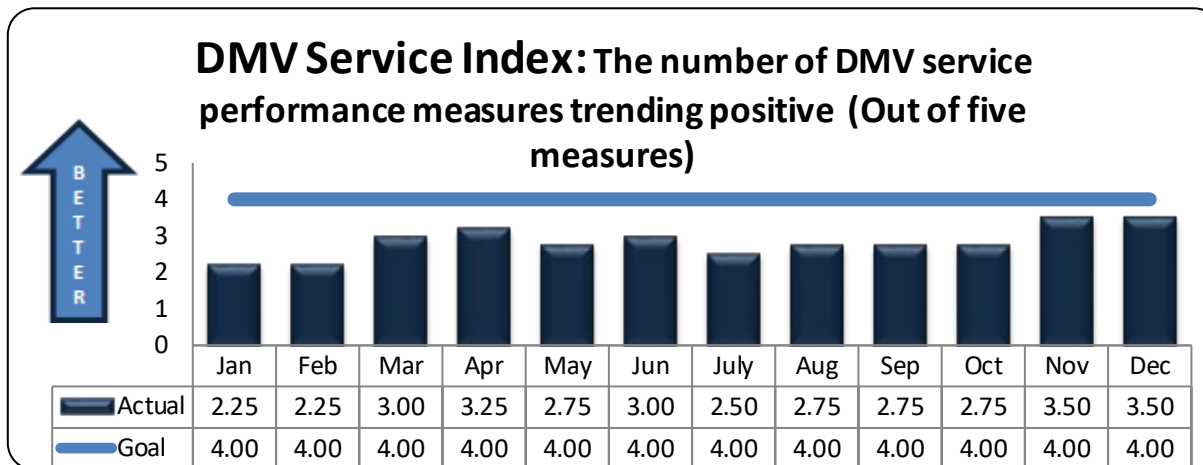
Rating	Definition
1	25% or under performance goal
2	10-25% under performance goal
3	<10% under performance goal
4	Meets, up to 10% greater than goal
5	10% or more exceeding goal

Four components of the Key Performance Measure

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

Fact

DMV serves customers in field offices, on the phone, by mail, and through self-service options. Vehicle title issuance time is also included in this measure.



2022 data only – Future table will display yearly data

DMV Service Index, cont.

How we are doing and how we compare

We continue to achieve high overall customer service ratings. On the whole, we continue to provide customers with good to excellent service. The average index overall for 2022 is 2.85. Our goal is to meet or exceed is 4. There are no other states with a similar DMV performance Index to compare performance to.

Factors affecting results and what needs to be done

Recent modernization of computer systems along with the pandemic created many changes in DMV services. DMV continues to look for opportunities, adapt, and improve service delivery.

About the data

Beginning in 2023, DMV will report the new Service index. The expanded KPM is a more

complete story of the progress made at DMV. These changes to the KPM will improve ODOT’s ability to track progress by focusing on:

- More than just wait time in field offices to show how DMV delivers services to all its customers.
- Areas that have the biggest impact on our customers: ability to answer the phone in a timely manner, ability to get titles processed quickly, and ability to provide increased capacity through self-service options (online, Kiosks, etc.).

KPM Index	2022 Average	Goal to meet	Rank	Additional Notes: Each measure weighted 25%
Field Office Wait Time - Percent of DMV field office customers served within 20 minutes (once they enter the office)	61.94%	80%	1.58	Includes those customers with appointments and those who show up in the standby line
Call Center Response Time - Customers able to reach A DMV telephone agent within 15 mins or less	11.87	15 mins	4.67	15 minutes or less to respond average
Title Issuance Time - Percent of Customers whose titles are issued within six weeks from receipt	7.01	Six weeks	3.17	Includes Oregon, out-of-state, and dealer titles (not replacements)
Self Service Options - Percent of customers who complete their transaction using DMV self-service options	49.67	60%	2	Transactions monitored include DMV2U (online), Electronic Vehicle Registrations (Dealers), and self service kiosks (coming in 2024). Transactions measured includes Registration Renewal, New Plate Issuance, Reinstatement Fee Payment, Credential Replacement, and Driver Record Ordering.

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Data source

Driver and Motor Vehicle Services Division