



The Wisconsin Department of Transportation's Division of Motor Vehicles (DMV) is in every county and online to provide quality, efficient and accurate service.

DMV responds to more than 7.8 million requests for services by phone, the web and in-person each year.

DMV customer service is measured in many ways, including:

- In-person wait time
- Phone wait time
- Availability of driver license road tests
- Use of electronic services

In-person wait times



While most DMV services do not require a trip to a customer service center, many people still prefer to conduct their business in-person. Two million customers visit a service center each year. We strive to get customers in, out, and on their way.

How do we measure wait times?



GOAL:
 Serve 80% of customers in 20 minutes or less

DMV counts the recorded wait times at service centers and calculates the percent of customers who waited 20 minutes or less.



How are we doing?

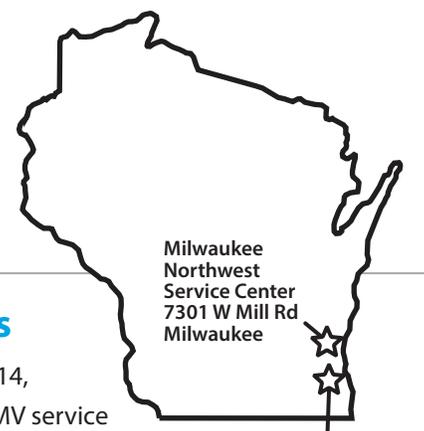


84 percent
 SERVED IN UNDER 20 MINUTES

59 percent
 served in less than 10 minutes

25 percent
 served between 10 and 20 minutes

Statewide average customer service center times



Milwaukee Northwest Service Center
 7301 W Mill Rd
 Milwaukee

Milwaukee Southwest Service Center
 5500 W Grange Ave
 Greendale

On-going improvements

- Deliver services in ways that customers come to expect of other businesses
- Track seasonal fluctuations in customer visits to proactively assign and schedule staff
- Convert manuals to e-book formats, allowing customers the option to easily review lengthy manuals on their tablet or other electronic reading device

Saturday hours

As of September 20, 2014, two Milwaukee-area DMV service centers have extended hours to include Saturday mornings.

Customers have the convenience of in-person visits from 8:30 am to 12:00 pm. Saturday hours will be expanded to a few additional offices statewide in 2015.

Phone wait times



No one likes waiting on the phone. Although DMV phone customers are not physically in line, they deserve timely service. The average wait time for callers was 87 seconds in 2013.

How do we measure phone time wait?

→
GOAL:
Answer 80%
of calls in
2 minutes
or less



Each week, we count the total number of calls offered to representatives and calculate the percent of callers that waited two minutes or less before speaking with a representative. Calls abandoned or blocked due to a busy signal are considered to have waited longer than two minutes.

How are we doing?



2014*: 73 percent
OF CALLS ANSWERED WITHIN 2 MINUTES OR LESS

*Year-to-date: January–November 2014

On-going improvements

- Train agents in the best ways to identify key information so that our customers receive the service they need in the first call
- Enhance callback option to allow a customer to retain their position in the line after hanging up and then wait for a DMV agent to call them back
- Offer e-mail for customers with slightly less urgent needs



1.11 million
AVERAGE ANNUAL NUMBER
OF PHONE CALLS TO DMV

“Thank you so much. Your responses were impressively quick and exactly what I was looking for with no excess information.”

— Steve M.
Hartland, WI

“I put in a request for my driver license and I was contacted seemingly within minutes of my request by phone. DMV was not only kind and polite, but very accommodating with regard to my situation and for that I am very appreciative.”

— Michele G.
Waterford, WI

Availability of driver license road tests



Passing the driver license road test is stressful enough. New would-be-drivers who are eligible to schedule their test (Class D skills test) should be able to find available appointments when and where they need them.

On-going improvements

- Track the number of drivers with temporary permits that are reaching the six-month mark
- Allocate the necessary staff and resources to better meet the weekly fluctuations in the demand for road tests

Putting it in perspective

As an example, based on the permits issued at the Waukesha Service Center each week in June the DMV knows how many test to offer each week in December. Then every week in November, the DMV counts the number of test slots that are offered at the Waukesha Service Center to measure the percent of December demand that is met.

Innovation highlight

Using smart phones, would-be-drivers can test themselves and stay up-to-date on laws and basic driver safety. The Wisconsin DMV Driver Practice Test free mobile app is available in the iTunes Store and at Google Play.



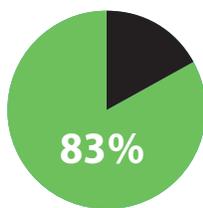
How do we measure availability of driver license road test times?

→ **GOAL: Meet 90% of demand 4 weeks in advance**

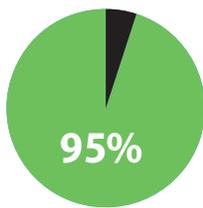
→ To ensure DMV customer service centers can meet the demand for road skills tests, we look at the number of instruction permits issued to customers under the age of 18 every week at each DMV center, and apply a multiplier to account for adult permits and potential fails to estimate future demand.

Four weeks before the actual testing week, DMV compares the number of scheduled and available tests to the estimated demand, and calculates what percent of demand has been met.

How are we doing?



2013
PERCENT OF
DEMAND MET



2014*
PERCENT OF
DEMAND MET
exceeding our goal

*Year-to-date: January–November 2014

“I commend DMV’s rep for displaying great customer service. She had a great attitude throughout our contact. My DMV rep was very knowledgeable and helpful in getting me the answers I needed.”

— Customer
Madison, WI

Use of electronic services



Using technology enables us to make many of our services available 24/7, when and where customers need them. In fact, every vehicle transaction can be done without a trip to the DMV service center. Electronic services are also often a more cost effective means of delivering service.

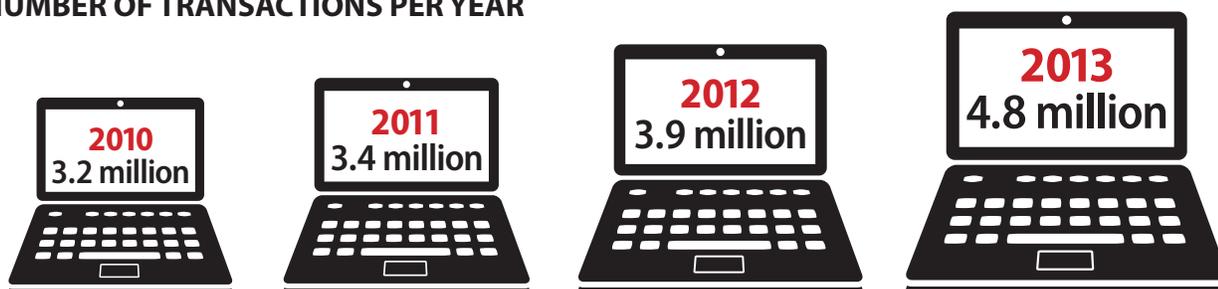
How do we measure electronic services?

→ **GOAL:**
Increase the number of customer transactions by 2% each year
→

The measure is a count of all electronic customer transactions performed annually, including those to obtain duplicate driver licenses and renew identification cards, complete registration renewals and update addresses.

How are we doing?

NUMBER OF TRANSACTIONS PER YEAR



New online services added this year

- Review record through Driver License Guide
- Purchase crash reports
- E-mail notification of registration renewal
- Look up liens
- Help drivers prepare for written tests via mobile apps

On-going improvements

- Create new electronic services and encourage customers to complete transactions online
- Promote public awareness campaigns and expand use of social media to publicize the availability of DMV's 24/7 electronic service options

MAPSS
Performance
Improvement



Complete details on all measures are on the web:

www.mapss.wi.gov

Mobility
Accountability
Preservation
Safety
Service



“I find the online service for license renewal to be a convenient and efficient process. I always receive my renewal stickers quickly!”

– Online customer



Read and use DMV online services at www.wisconsin.dmv.gov!