BEST EXPERIENCES

* WHAT SUPPORTS GOOD CUSTOMER SERVICE...

TECHNOLOGY

USE TECHNOLOGY

FAX / E-MAIL

- CONFIRMATION INFO. WAS RECEIVED
- ONE-CLICK CUST. SVC. ONLINE
- PRESENT INFO. IN LOBBY = EDUCATION
- BALANCE TECHNOLOGY & INTERPERSONAL INTERACTION

- MAINTAIN CUSTOMER INFO... all info maintained on computer.
- DIFFERENT METHODS of PAYMENT
- PAPERLESS PROCESS

EASY ACCESS via Internet

KEEP OUR FOCUS

Carrying out our MISSION STATEMENT

LISTENING!

CONSISTENCY

ANTICIPATING & EXCEEDING CUSTOMERS EXPECTATIONS

SERVICES

OPTIONS EXPLAINED CLEARLY

DELIVERED on TIME - QUICKLY!

EFFICIENCY and TAKING EXTRA TIME to EXPLAIN

DON'T RUSH CUSTOMERS

DECISION MAKING

A B

Initiative to Take STRAIGHTFORWARD APPROACH

SERVICE TAILORED to INDIVIDUAL NEEDS

USING COMMON SENSE

Personal SERVICE

EXTRA MILE

Able go the EXTRA MILE if you're not "addicted to PROCESS"

HAVING a BACK-UP PLAN

A B

SIMPLIFICATION of PROCESS

Personal ATTENTION

GENUINE CONCERN

TAKING PERSONAL RESPONSIBILITY for RESULTS

EMPOWERED EMPLOYEE'S

MGMT CARES ABOUT EMPLOYEE'S

MAKING ERRORS RIGHT!

HUMOR

IMMEDIATE FEEDBACK

FRIENDLY - BUT DON'T CROSS BOUNDARY

DMV TAKING OWNERSHIP OF PROBLEMS - TAKE IT TO CLOSURE

GOOD FRONTLINE ATTITUDE

Set good experience tone UP FRONT! and NICE PERSONAL GREETING

KNOWLEDGEABILITY

WELL-TRAINED

FACILITIES

EASY ACCESS through OFFICES

* POSITIVE ENVIRONMENT - "light, airy"
* ONE-STOP SHOPPING EXPERIENCE
* LOBBIES - VIDEOS to EDUCATE CONSUMERS
* CHOICE to MEET FACE to FACE

Do it right the FIRST TIME!

HOW THEY MAKE ME FEEL...

MY TIME IS BEING RESPECTED!

How DMV TREATS CUSTOMERS ...as a HUMAN BEING 1ST!

DMV of the FUTURE
LOS ANGELES, CALIF.
April 4, 2000