BEST EXPERIENCES, ISSUES and WISHES

- TAKE BUREAUCRACY OUT of DMV (Govt.) make it convenient for Customer!
- EVERYTHING RIGHT FIRST TIME, ON TIME
- CARING, CONSIDERATION, CONVENIENT, CORRECT

Servicing the Customer
TOTAL CUSTOMER FOCUS - World Revolves Around em.

BEST FACILITIES!

Because our areas are GROWING!

DMV

- BIG, MODERN FACILITIES
- AESTHETIC ENVIRONMENT
- CONVENIENT LOCATIONS - Note Long Hours needed based on local
- FAMILY FRIENDLY WAIT AREAS
- QUEUING SYSTEMS
- MODERNIZE FACILITIES IN TIMELY MANNER

- COMMUNITY LIAISON for Good Customer Service

- GREETER
  FRIENDLY, MAKE SURE WE DO WHAT WE CAME FOR - DIRECT TO APPROP. LINE

BEST SERVICE!

- MAKING, HONORING KEEPING APPT. TIMES..
  - Can be Counted on!
  - Can be Not Served!
- ONE STOP SHOP! Quick, Efficient MULTI-TASK!
- ENOUGH STAFF
- STREAMLINED AMONG OFFICES
- ABLE TO USE ATM CREDIT CARDS/DEBIT CARDS etc!
- COMPLAINT PROCEDURE

- EMPOWERMENT OF FRONTLINE EMPLOYEES
- CLERK - LISTENER, QUICK, HELPFUL, TOOK ON OWNERSHIP
- OPTIONS! TO THE CUSTOMERS
- COMPENSATING for INCONVENIENCE.
- CONSISTENCY IN INTERP. LAWS/INFORMATION/PROCEDURES - BETWEEN OFFICES
- PRO ACTIVE IN CUSTOMER SVC. - PROBLEMS RESOLVED

- PUBLIC - DMV COORDINATION via TECH.
- RESPECT OF CULTURAL DIVERSITY/BI-LINGUAL, BI-CULTURAL
- CONVENIENT HOURS
- TRUST IN INFORMATION FROM THE CUSTOMER
- INCREASE in ALTERNATIVE OPTIONS for SVCS. to be DELIVERED
- COMMON SENSE INTO PROPOSED LEGISLATION re. AGE DISCRIM. ISSUE - Individual Assessments vs. Age Assessment

BEST EMPLOYEES

- RAISED STANDARDS of EE's in the FIELD.
- DMV PEOPLE FOCUSED ON Y·E·S !!!
- MORE KNOWLEDGEABLE EMPLOYEES
- TEAMWORK
- IMPROVED MORALE

BEST TECHNOLOGY!

- E-MAIL ACCESS BETWEEN PUBLIC & FIELD OFFICES
- e-COMMERCE
- ALTERNATIVES PRESENTED BEFORE CUSTOMER ENTERS OFFICE
- USE TECH. TO HELP TEACH CUSTOMERS - SAMPLE TEST ON KIOSKS

ONE ELECTRONIC FORM
Registration, License

MOBILE DMV

SACRAMENTO SESSION
MARCH 30, 2000