A MESSAGE FROM GOVERNOR GRAY DAVIS

Fellow Californians:

The Department of Motor Vehicles (DMV) has made many customer service improvements to better meet your needs. Heeding requests from Californians, DMV has improved its hours of operations. Last July, the largest and the most urban field offices began offering a one-Saturday-per month schedule (usually the third Saturday of each month) to enable the public to conduct DMV business on a weekend. These offices are closed on the Monday immediately preceding the Saturday opening, so there is no additional cost to the taxpayers. The change in hours will make it easier for customers to take care of their DMV business one Saturday per month.

DMV is also installing state-of-the-art queuing systems in the large and medium-sized offices to make licensing and registration processes more customer-friendly. This "DMV-Q" system allows field office staff to prioritize transactions and make sure that service is provided more efficiently.

The DMV now has both English and Spanish language web sites to describe the requirements for the various services offered. Using these web sites, customers can be better prepared and will likely make fewer visits to a field office or spend less time calling for information. DMV's improved Knowledge Base (in Spanish and English) provides answers to the most frequently asked DMV-related questions. I urge you to take advantage of DMV's online services (accessible at www.dmv.ca.gov), which include making appointments, renewing vehicle registration, and ordering special or Environmental License Plates. Please let our field offices know how they can meet their goal of better serving Californians by filling out survey forms available in every field office.

Sincerely,

GRAY DAVIS