

TITLE: Survey of Customer's Time in DMV Field Offices

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PROJECT OBJECTIVE:

To monitor customers' time as a part of improving services in DMV field offices.

SUMMARY:

In January and February 1986, a survey was conducted to determine how much time customers spent in field offices on an average visit, and how that time was apportioned among the different processes. The following summarizes the findings.

1. Customers visiting field offices spent an average of 25 minutes in the office. One half of these customers completed their visit in 18 minutes or less.
2. Customers with vehicle registration business arrived at a service window an average of about 18 minutes after entering the office. Customers with driver's license business arrived at a service window an average of about 14 minutes after office entry.
3. Comparing offices of different sizes, the large grade IV and V offices did not have an average processing time distinguishably different from that of the smaller grade II and III offices, but they did appear to have a longer average wait time and average total time in office.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:

No specific recommendations are made in this report. It was part of a continuous process of quality improvement.

SUPPLEMENTARY INFORMATION:

None.