

Our strategy

DMV strives to provide consistent phone wait times to meet our customers' needs. Feedback from customers indicates we are expected to provide a reliable level of service. In response, we operate three contact call centers enabling more proactive management of customer wait times on the phone.

About the target

The current target of an annual average of 45 seconds meets customer expectations, and is maintained over the course of the year by balancing staffing against fluctuating seasonal and daily call volumes.

How we are doing and how we compare

Oregon's fiscal year 2015 average customer assistance phone wait time was 45 seconds across 1.6 million calls, which met the service level target. Current objectives seek to meet or stay below target wait times using resourcing strategies that account for workforce reductions and increases in call volumes. Although benchmarking with several states occurred until 2007, methodological differences in telephone wait time calculations between states preclude direct comparisons.

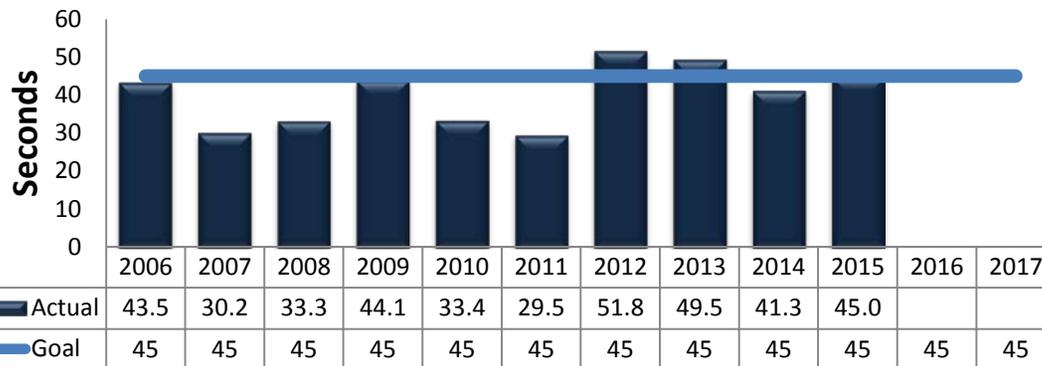
Factors affecting results and what needs to be done

In the past, we successfully attained phone wait time targets by taking steps to ensure staffing levels were in the right place at the right time. Increased call volumes combined with administrative restrictions and agency staff reductions contributed to the increase in phone wait time in fiscal years 2012 and 2013. We will continue to closely monitor our customer wait times and take corrective action when possible to achieve the service delivery target.

About the data

DMV service level data is tracked and used

Telephone Wait Time - Average phone queue time in seconds



Fact

Customers expect consistently short wait times and DMV employs strategies to manage resources as call volumes fluctuate.

DMV Telephone wait time, cont.

to make management decisions on a daily basis. The results reflect the average wait time for customers calling DMV during an entire fiscal year. The data effectively shows annual averages, but does not illustrate “peaks” and “valleys” that occur in wait times during the course of the year. Wait time data is collected through an automatic call management system and reflects external calls to each of the general phone lines including lines specifically for Oregon courts, Spanish language calls, and drive test appointments.



Contact information

Tom McClellan, DMV Administrator
Oregon Department of Transportation
503-945-5100

Data source

Driver and Motor Vehicle Services Division