

### Our strategy

We continually seek opportunities to increase efficiency and improve customer service by investing in technology and streamlining work processes. Employees are cross-trained to respond quickly to workload fluctuations.

### About the target

The target was decreased from 21 to 19 days in FY 2012. DMV exceeded the previous target by initiating numerous changes to title processing. The service level also benefited from a reduction in title transaction volumes. Since then, increased

transaction volumes and elimination of positions to meet the agency's right-sizing objectives impacted our ability to meet service level targets.

Title transaction volume in FY 2014 was 993,953 and rose to 1,112,225 in FY 2015, an 11% increase. With higher transaction volumes and lower staffing levels, the wait time has increased. As a result, the target for FY 2015 was returned to 21 days. Title wait times are measured for transactions submitted both through a field office and through the mail. The times shown below are a weighted average of these two title production channels.

DMV continues to implement work process efficiencies and use temporary staff in an effort to mitigate the impact of the higher volumes.

### How we are doing and how we compare

Title wait time increased to 24.6 days in FY 2014 and remained steady in FY 2015. The increase in title wait times between FY 2011 and FY 2014 mirrors the increase in transaction volumes over the same time period. Although benchmarking with several states occurred until 2007, the methodological differences in title wait time

**Title Wait Times - Average Title transaction turn around time in days**



## Fact

DMV needs substantial investment in technology and business processes to reduce title wait time as transaction volumes increase.

# DMV Vehicle Title Issuance, cont.

calculations between states preclude direct comparisons.

## Factors affecting results and what needs to be done

Increasing volumes of transactions coupled with position restrictions impact our ability to meet service level targets. We will closely monitor our service level results and take corrective action. A reduction in transactions requiring “special processing” due to inaccurate payments or incomplete requirements would free up staff for routine title issuance tasks.



have remained consistent since 2000, meaning that the data is not biased by systematic error. The data effectively shows annual averages, but does not illustrate “peaks” and “valleys” that occur in title wait times during the course of the fiscal year. Additionally, starting in FY2015 a new methodology was established to show the discrete wait time difference between titles submitted through a field office and those submitted through the mail.

## About the data

This measure tracks time from when a title application is received at DMV headquarters to when the title is mailed to the customer. DMV service level data is collected daily and reported weekly and monthly. Data collection and calculation methodologies

## Contact information

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## Data source

Driver and Motor Vehicle Services Division