Customer Service

Anticipate • Innovate • Create

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Virginia DMV Commissioner
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Customer Satisfaction Survey

- February 2015
- 81% very satisfied with most recent DMV experience
- 85% successful on first contact
- Attributes desired of DMV:
  - Knowledgeable, courteous employees
  - Efficient, convenient service
DMV 2 Go

• Wireless, handicapped accessible
• Conduct all transactions
• Visit every county and independent city
  – Government and corporate centers
  – Military bases and deployments
  – Universities/Colleges
  – State parks
  – Disaster relief
  – Business development
DMV Connect

- Suitcases of equipment for transaction processing – primarily IDs
- Federal, state prisons and local jails
- Assisted living facilities
- Expanding transactions, locations, and number of teams
- “Pop-up” DMV possible
Remote Testing

• Partnership with the Department of Education
• Web-based automated testing
• Students take driver knowledge tests in classrooms
• Fewer parents bringing children to DMV on Saturdays
Government Centers

- More services, added value
- Web-based testing for other agencies
- Toll transponders
- Vital records – 150,000 birth certificates since March 2014
- Next month – marriage, divorce and death records
- Court fines and costs
Office of the Future

- Physical enhancements
- Office configuration, customer flow
- Self-service check-in kiosks
- News/Infotainment programming
- Smart phone charging stations
Mobile Services

- Cannot do too much with smart phones and tablets
- Apps and mobile web
- Online appointment scheduling
- “Start Anywhere” transactions
- Remote queuing
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