

OMV Wait Time Reduction Strategies

1. Website modifications – www.expresslane.org

- a. Modified Home Page - Enlarged “Online Services” links to encourage customers to utilize the services currently available online
- b. Coming soon - Reinstatement status inquiry via the web, walk-in or phone
 - Currently, it can take 30 minutes to an hour to give a walk-in or telephone customer the details needed to clear their record
 - Once available, a simple inquiry can generate a status sheet at the reception desk
 - Telephone staff will be able to print and mail the customer a status
 - Customers can obtain their status via the website

2. Implement “Motor-vational” incentive pay plan – Accountability Based Compensation

- a. Allows agency to compensate staff for reducing wait times/increasing customer transactions
 - Quarterly bonuses for management and front-line staff
 - Must maintain established threshold criteria to be eligible
 - Pilot in large metropolitan offices with queueing systems
 - Baton Rouge Shreveport
 - Lake Charles New Orleans – Veterans Hwy
 - Lafayette Bossier City
 - Livingston Harvey
- b. Requesting to present proposal at November Civil Service Commission Hearing
- c. State of Indiana has implemented a similar program and has seen significant improvements to their wait times, customer service and employee retention - view story at <http://www.movemag.org/dmv-operations/235-service-with-a-smile.html>

3. Pilot vehicle registration kiosks at New Orleans-Veterans Hwy and Shreveport OMV offices

4. Offer “Senior Day at OMV” at our large metropolitan locations

- a. Offices could be open on the first Saturday of the month from 8am -12pm
- b. Only allow citizens over a certain age to come in on that designated day and conduct their OMV business needs

5. All field offices to provide customers with a list of local Public Tag Agents & available services

6. Effective July 1, 2015, 6 year expirations on driver license/identification cards

7. Researching the ability to allow a Public Tag Agent to operate in a OMV field office location as an “Express Option” at vacant counters

- a. State Purchasing guidelines will be needed to determine selection criteria