



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
**DIVISION OF MOTOR VEHICLES**  
ADMINISTRATION OFFICE  
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[www.dmv.ri.gov](http://www.dmv.ri.gov)

## Customer Service Initiatives Time Line

7/4/2011: Customer Feedback form available on DMV website

- Feedback checked daily by Customer Feedback Log (CFL) Manager.
- CFL manager assigns feedback submissions to appropriate employee for review and follow-up.
- Resolution provided within 3 to 5 business days.
- Customer Feedback Log procedure policy in draft.

7/11/2011: Check-In Booth Phase I

- Staffed by 2 CSRs.
- Check-In ticket line.
- Blue Return Card ticket line.
- Customer gets correct ticket for correct queue.
- Accurate ticket count in QMatic.
- Runner transactions done on 3<sup>rd</sup> floor.

7/11/2011: Re-Configure QMatic

- Re-configured QMatic to manage the day
- Expanded ticket categories from 4 to 9.
- Shifted focus from number of tickets in queue to wait times.

9/20/2011: Amica's Supervisor

- All supervisors attended two half-day training sessions (9/20/2011 and 9/22/2011).

10/10/2011: Amica's Customer Service Representative Training

- All Customer Service Representatives attended a one day workshop on dealing with difficult customers (10/10/2011 through 11/6/2011).

10/23/2011: New Customer Service Representatives (CSRs) hired

- License training began 10/24/2011. On counter processing renewal transactions after one week of training.
- Registration training began 2/1/2012. On counter processing renewal transactions after three weeks of training.
- Able to perform all license and registration transactions by mid 4/2012.

- Floating to branches as of 5/1/2012.

#### 11/1/2011: Re-open Middletown Branch

- First branch with check-in booth.
- Utilized MA RMV branch floor plan.

#### 3/6/2012: Check-In Booth Phase II

- Implemented in response to high ticket volume and increased wait times in February. Due to Income tax returns registration transaction volume peaks during February, March, and the first half of April.
- Record checked for blocks, suspensions and paper work reviewed before customer gets ticket.
- Customer given ticket if transaction can be performed. If transaction can't be performed customer told what they need to do.
- Staffed by 2 CSRs, 3 CSRs during high volume.
- All Blue Return Cards given ticket to capture daily volume accurately.

#### 4/4/2012: Credit Cards Accepted

- Now accepting MasterCard, Discover, and American Express.
- Previously, transactions could only be paid by cash or check.

#### 4/30/2012: QMatic Procedure Policy Implemented

- To articulate the philosophy on how the QMatic process will be directed on the second floor within the "Football".
- One Supervisor will be assigned the daily responsibility of "managing" the QMatic program.
- Based on the assigned wait times, each transaction will be consistently balanced so that all transactions have the same percentage wait time.
- When wait times exceed one hour thirty minutes, customers will begin to be queued up.
- If wait times exceed one hour forty-five minutes, an "All Hands-on Deck" notice will be sent by e-mail by the Administrator, his/her designee and/or an Assistant Administrator(s).
- At that time, any Supervisor or Manager who is not actively working one-on-one with a customer or working on a time sensitive issue will report to the 2nd floor to the Assistant Administrator of Customer Service or his/her designee to see how they can assist in the customer service process.
- The "All Hands-on Deck" will be rescinded once the wait times are under the one hour thirty minute wait time.
- Managers actively monitoring transaction volume between 2<sup>nd</sup> and 3<sup>rd</sup> floor.
- Staff redeployed in response to high and/or low volume.

5/2/2012: In conversation with CCRI to allow out of state driving school students to take permit exam at CCRI.

- Eliminates need for customers to take Knowledge Exam at Cranston DMV.

5/7/2012: Piloted new customer flow in Operator Control

- Transactions broken into three categories: Hearing/Reinstatements, Wait-Express Hearings (Moderate Hearings) and Express Hearings.
- Initial observations show that "Wait Express Hearings" and "Express Hearings" make-up 50% of the customers visiting Operator Control.
- "Wait Express Hearings" and "Express Hearings", wait times have been reduced significantly.
- Once customer flow has been defined, Omatic will be programmed accordingly and data will be made available.

5/10/2012: Online License Renewal

- For Rhode Islanders with active and "clean" licenses, eliminates the need to make a trip to the DMV.
- Expected to reduce wait times for other motor vehicle transactions.

5/10/2012: Expand Online Dealers

- Six new dealers identified.
- Training began Thursday 5/10/2012.

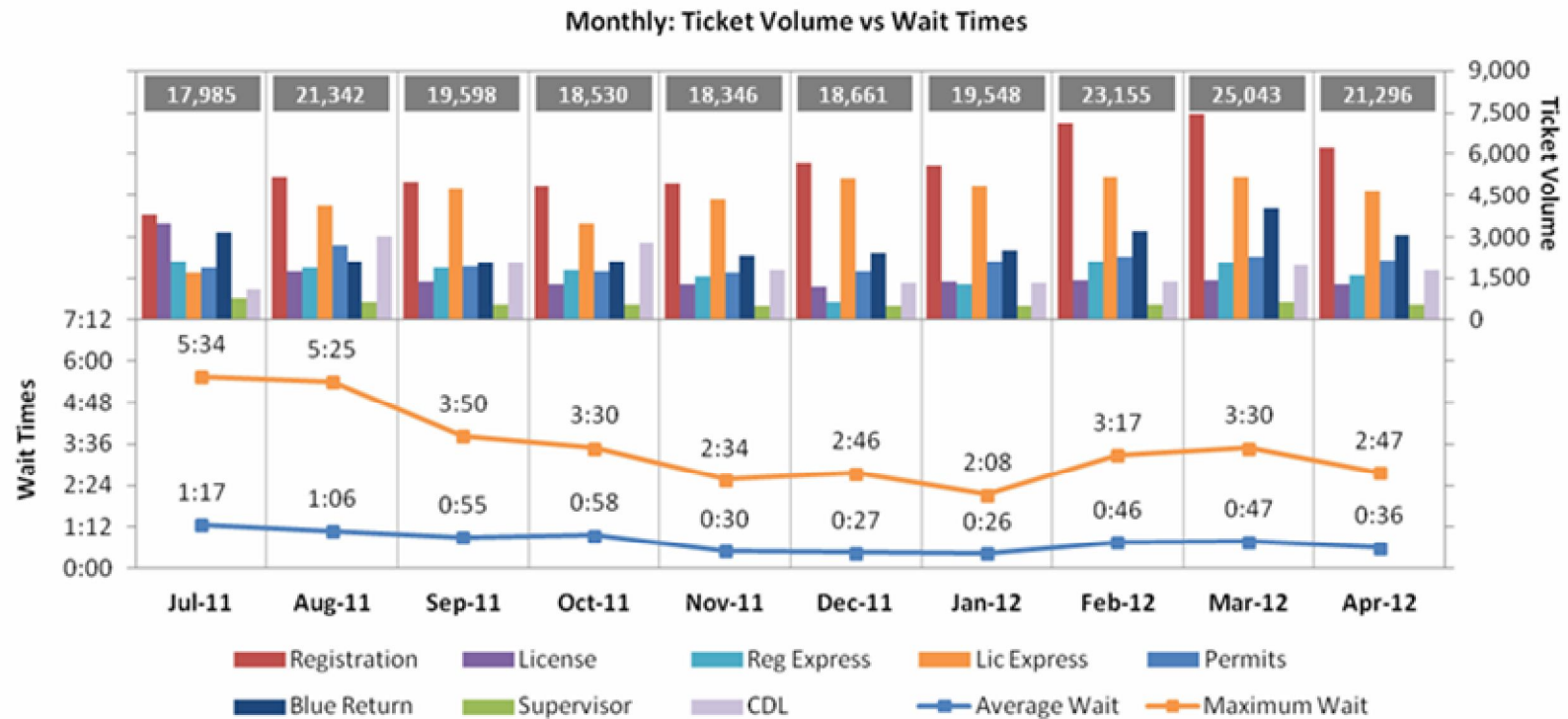
5/15/2012: Expanding AAA DMV Services

- Services to include Motorcycle permits and endorsements.
- Policy and procedure being developed.

5/18/2012: Westerly Branch Grand Opening

- Opening one day a week, Friday from 8:30 AM to 3:30 PM.

## Cranston 2<sup>nd</sup> Floor and CDL 3<sup>rd</sup> Floor Transactions



### Cyclical Nature of Transactions at the Division of Motor Vehicles

June, July, August, and September: Busy with high license and permit volume.  
 October, November, December, Mid January: Slow with lower volume across all categories.  
 February, March, Mid April: Busy with high registration volume.  
 May: Slow with lower volume across all categories.