



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

**DIVISION OF MOTOR VEHICLES  
ADMINISTRATION OFFICE**

600 New London Avenue  
Cranston, RI 02920-3024  
Phone: 401-462-4368  
www.dmv.ri.gov

**Wait Time Analysis: 9/15/2014 to 9/19/2014**

**Section One: Weekly Ticket Volume vs Wait Times for Second Floor Only, Main Branch, Cranston**

**Chart One: Weekly Customer Category Summary vs Wait Times for Main Branch, Cranston**

<b>WEEKLY</b>	<b>Customer Transactions</b>		<b>Waiting Times</b>	
<b>Category</b>	Served	% of Total	Average	Maximum
(A) Registration	1347	31.52%	0:56:06	2:09:24
(B) License/ID	387	9.06%	0:55:22	2:09:16
(C) Registration Express	193	4.52%	0:35:26	1:10:38
(D) License/ID Express	1036	24.25%	0:36:36	1:11:18
(E) Permit/Schedule Road Test	425	9.95%	0:27:22	1:06:32
(F) Blue Return	701	16.41%	0:03:28	0:19:58
(G) Supervisor/Special Issue	93	2.18%	0:03:54	0:19:38
(H) Special Services	91	2.13%	0:08:27	0:25:06
<b>Total</b>	<b>4273</b>	<b>100.00%</b>	<b>0:36:43</b>	<b>2:09:24</b>

A customer's wait-time is measured from the moment they are issued a ticket from the queue management system at the Check-in Booth located on the second floor. As a result, the total wait time may be higher depending on the customer volume for that day and not when they enter the building. The total number of Customer Service Representatives (CSRs) included the following: 1 CSR processing online license renewals for approximately 2 hours per day and 3 - 4 CSRs assigned to the Check-In Booth issuing tickets and assisting customers from 8:30 am - 3:20 pm. Throughout each day, approximately 2 Supervisors assisted with processing all transactions in addition to their regular duties and one non CSR/DMV Employee taking credential pictures and queuing customers.

**Please note:**

RIMS Testing: 6 DMV Employees assigned – (1) Supervisor (3) CSRs (2) Hearing Officers.

**NOTES:**

**Monday:** Did not queue today; peak volume was at 11:45 AM, and there were 113 customers waiting.

**Tuesday:** Started lining up customers at 11:53 AM due to volume and increased wait times; peak volume was at 10:30 AM, and there were 121 customers waiting.

**Wednesday:** Did not queue today; peak volume was at 12:00 PM, and there were 99 customers waiting.

**Thursday:** Did not queue today; peak volume was at 11:45 AM, and there were 75 customers waiting.

**Friday:** Started lining up customers at 10:35 AM due to volume and increased wait times; peak volume was at 11:30 AM, and there were 174 customers waiting.



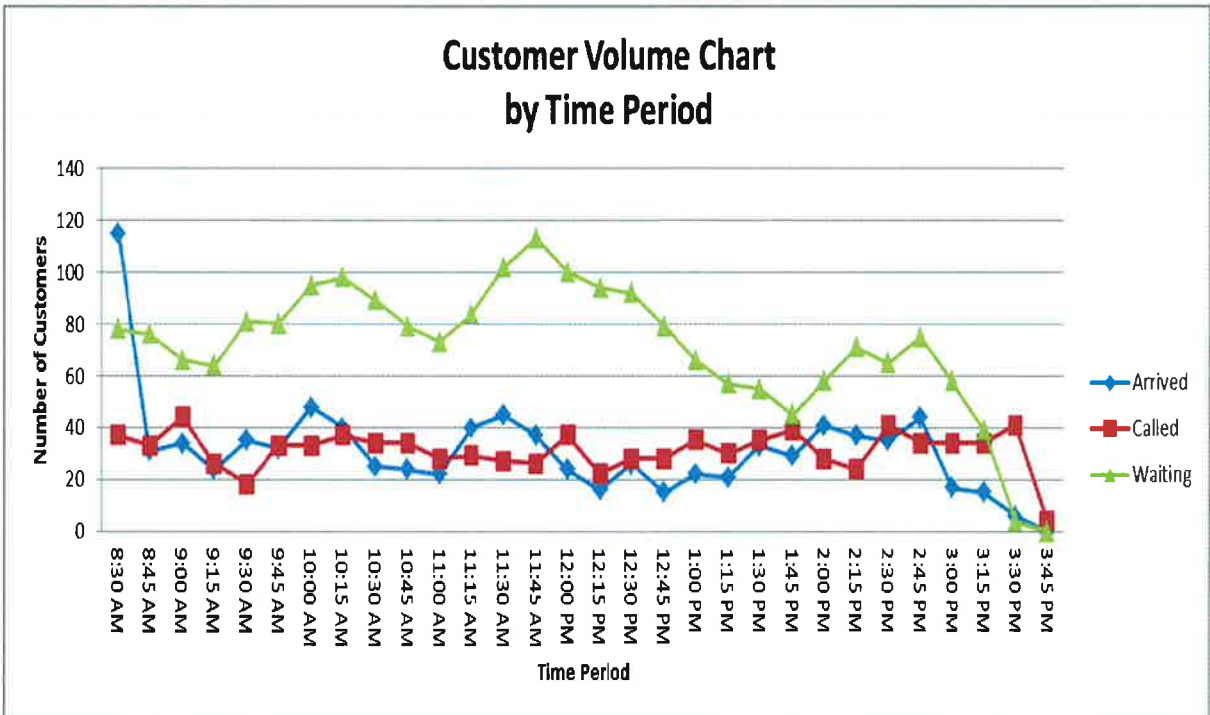
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**Charts 2-3 Customer Transaction Summary for Monday with Customer Volume Graph for Main Branch, Cranston**

Monday, September 15, 2014				
The number of Customer Service Representatives on the counter was 16. Also on the counter were 12 trainees processing transactions for the entire day.	Customer Transactions		Waiting Times	
	Category	Served	% of Total	Average
(A) Registration	296	31.73%	0:48:04	1:19:20
(B) License/ID	85	9.11%	0:47:53	1:20:20
(C) Registration Express	42	4.50%	0:31:51	0:53:42
(D) License/ID Express	231	24.76%	0:35:51	1:03:54
(E) Permit/Schedule Road Test	96	10.29%	0:32:25	1:06:32
(F) Blue Return	145	15.54%	0:02:07	0:08:18
(G) Supervisor/Special Issue	23	2.47%	0:04:29	0:19:38
(H) Special Services	15	1.61%	0:05:48	0:18:30
<b>Total</b>	<b>933</b>	<b>100.00%</b>	<b>0:33:47</b>	<b>1:20:20</b>





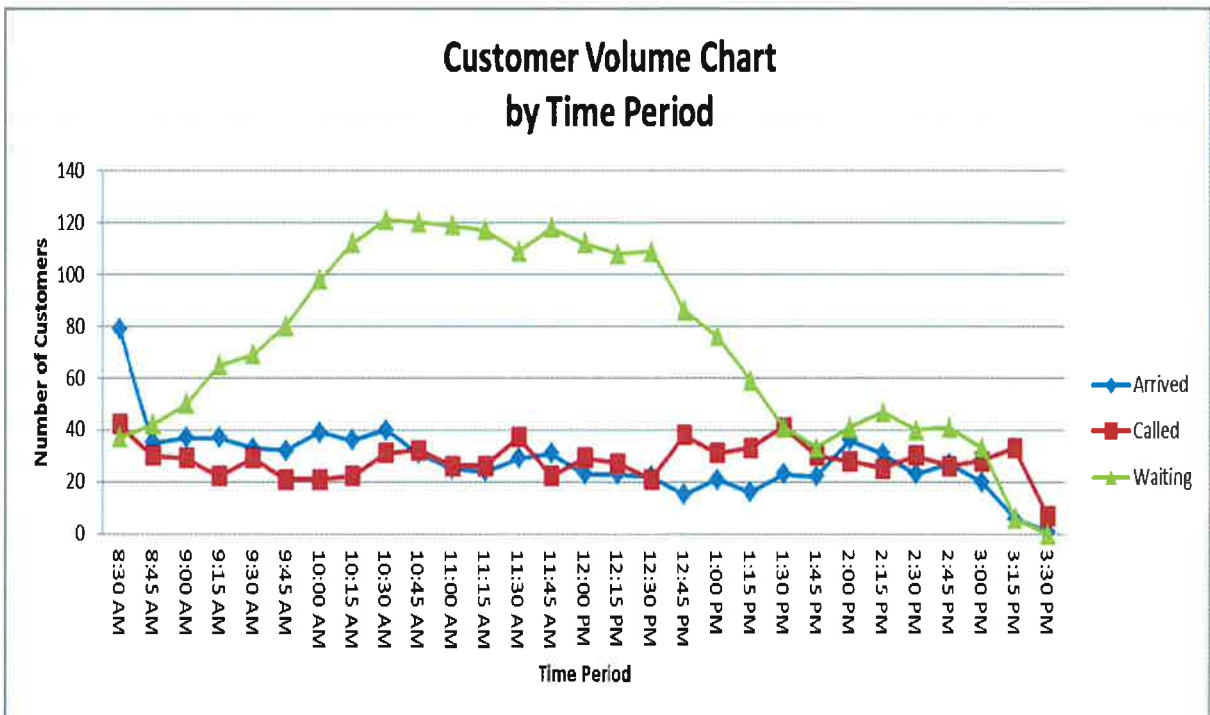
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**Charts 4-5 Customer Transaction Summary for Tuesday with Customer Volume Graph for Main Branch, Cranston**

Tuesday, September 16, 2014				
The number of Customer Service Representatives on the counter was 14.5. Also on the counter were 12 trainees processing transactions for the entire day.	Customer Transactions		Waiting Times	
	Category	Served	% of Total	Average
(A) Registration	255	31.21%	0:52:35	1:39:34
(B) License/ID	77	9.42%	1:04:41	1:41:10
(C) Registration Express	32	3.92%	0:36:42	1:07:34
(D) License/ID Express	211	25.83%	0:40:52	1:11:18
(E) Permit/Schedule Road Test	78	9.55%	0:26:58	1:02:20
(F) Blue Return	130	15.91%	0:04:29	0:19:58
(G) Supervisor/Special Issue	16	1.96%	0:05:35	0:13:28
(H) Special Services	18	2.20%	0:11:06	0:25:06
<b>Total</b>	<b>817</b>	<b>100.00%</b>	<b>0:38:09</b>	<b>1:41:10</b>





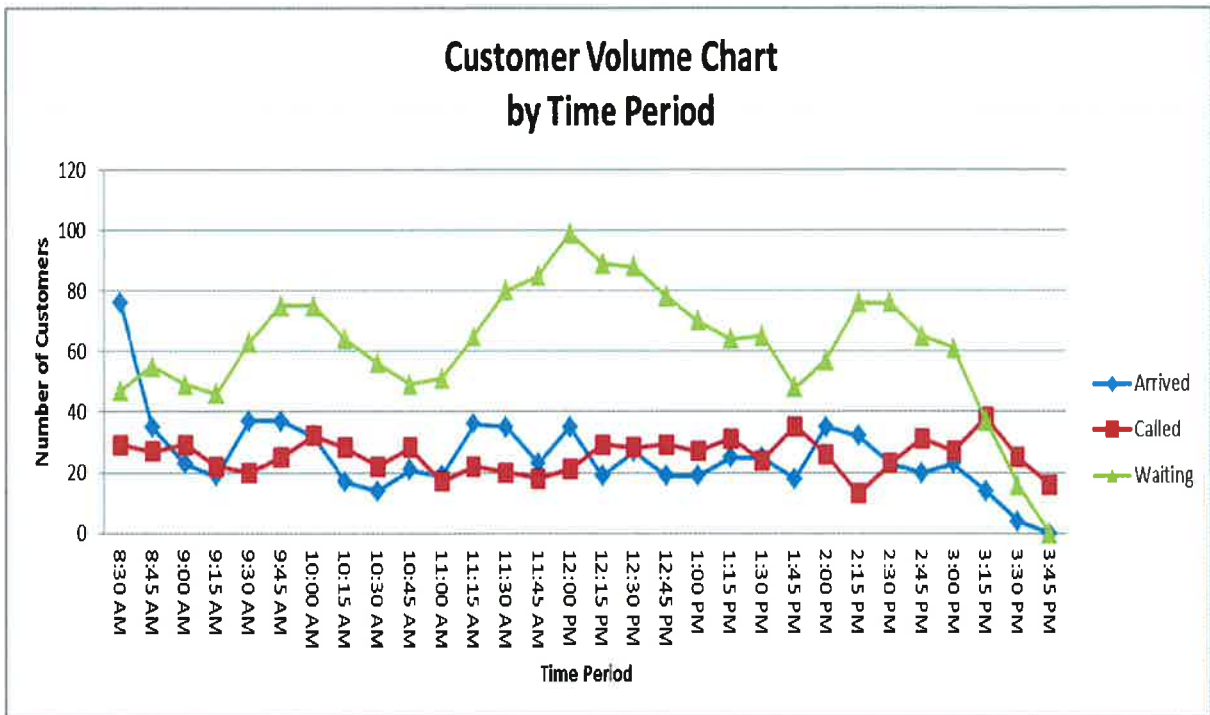
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**Charts 6-7 Customer Transaction Summary for Wednesday with Customer Volume Graph for Main Branch, Cranston**

Wednesday, September 17, 2014				
Category	Customer Transactions		Waiting Times	
	Served	% of Total	Average	Maximum
(A) Registration	220	28.87%	0:55:35	1:28:20
(B) License/ID	78	10.24%	0:55:56	1:24:40
(C) Registration Express	42	5.51%	0:37:24	1:10:38
(D) License/ID Express	188	24.67%	0:37:09	1:10:08
(E) Permit/Schedule Road Test	74	9.71%	0:22:17	0:47:14
(F) Blue Return	125	16.40%	0:03:13	0:10:48
(G) Supervisor/Special Issue	16	2.10%	0:01:11	0:02:22
(H) Special Services	19	2.49%	0:08:21	0:16:06
<b>Total</b>	<b>762</b>	<b>100.00%</b>	<b>0:35:55</b>	<b>1:28:20</b>





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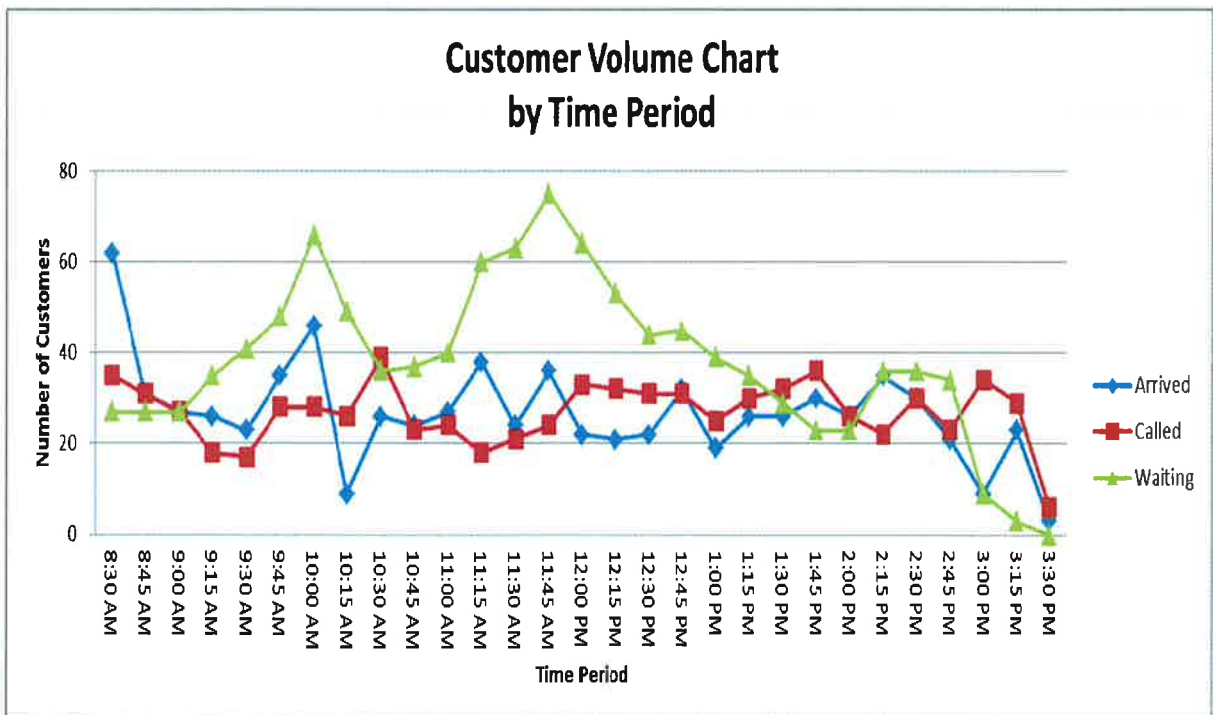
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**Charts 8-9 Customer Transaction Summary for Thursday with Customer Volume Graph for Main Branch, Cranston**

Thursday, September 18, 2014				
The number of Customer Service Representatives on the counter was 16. Also on the counter were 12 trainees processing transactions for the entire day.	Customer Transactions		Waiting Times	
	Category	Served	% of Total	Average
(A) Registration	241	30.94%	0:31:15	1:08:50
(B) License/ID	75	9.63%	0:32:23	1:08:46
(C) Registration Express	31	3.98%	0:23:10	0:40:52
(D) License/ID Express	173	22.21%	0:22:02	0:44:36
(E) Permit/Schedule Road Test	69	8.86%	0:19:19	0:41:12
(F) Blue Return	150	19.26%	0:01:44	0:07:06
(G) Supervisor/Special Issue	15	1.93%	0:05:48	0:13:38
(H) Special Services	25	3.21%	0:07:45	0:17:46
<b>Total</b>	<b>779</b>	<b>100.00%</b>	<b>0:21:00</b>	<b>1:08:50</b>





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**Charts 10-11 Customer Transaction Summary for Friday with Customer Volume Graph for Main Branch, Cranston**

Friday, September 19, 2014				
The number of Customer Service Representatives on the counter was 14. Also on the counter were 12 trainees processing transactions for the entire day.	Customer Transactions		Waiting Times	
	Category	Served	% of Total	Average
(A) Registration	335	34.11%	1:24:04	2:09:24
(B) License/ID	72	7.33%	1:17:31	2:09:16
(C) Registration Express	46	4.68%	0:44:17	1:07:44
(D) License/ID Express	233	23.73%	0:43:51	1:04:30
(E) Permit/Schedule Road Test	108	11.00%	0:31:47	1:01:58
(F) Blue Return	151	15.38%	0:05:47	0:19:48
(G) Supervisor/Special Issue	23	2.34%	0:02:46	0:06:14
(H) Special Services	14	1.43%	0:09:14	0:19:36
<b>Total</b>	<b>982</b>	<b>100.00%</b>	<b>0:51:25</b>	<b>2:09:24</b>

