



*Division of
Motor Vehicles*

Driving Change *Enhancing Customer Service and Reducing Wait Times*

“Driving Change” Quick Facts

Office Enhancements

- Cameras, additional equipment at every license examiner station to speed issuance
- For the first time in driver license offices, credit and debit card payment are accepted
- Self-service kiosks in offices provide access to online services

Statewide Online Driver License Renewals

- Online renewals take just a few minutes; can be completed on the DMV website
- NCDMV projects driver license customers to grow by 1.9 million over the next 20 years
- Online renewals take customers online and out of the waiting lines and free staff to help others

How Does Online Renewal Work?

- Customers log in to NCDMV website, then click on “Online Services” icon
- Customers may use a VISA, MasterCard or Discover card to pay, getting an instant receipt
- Online renewal is available to drivers for every other license renewal; it may be completed up to six months before the license expiration date

What is the new MyDMV portal?

- A new portal that allows NCDMV customers a secure way to view their personal driver license and vehicle information as well as links to perform transactions online

Customer Service Enhancements Since 2013

- NCDMV has been “Driving Change” to reduce wait times and enhance customer service
- Extended hours services began in 2013; now 85 percent of NCDMV customers are within a 30-mile radius of an extended hours office
- There are more than 20 offices with extended office hours since 2013
- DMV Customers have saved more than 177,000 hours using online services
- Office enhancements are taking place in the busiest offices and will be phased in statewide
- Enhancements include adding more efficiency and customer service
- NCDMV staff at driver license offices have completed training to improve customer interactions
- NCDMV has listened to “Voice of the Customer” survey requests made in January 2014
- NCDMV has received regional and national recognition and awards for its leadership and “Driving Change” initiatives



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Driving Change *New DMV Mobile Offices*

“Driving Change” Quick Facts

Mobile Service to Remote Areas

- North Carolina DMV’s new mobile offices will offer the first of its kind service in the nation
- Five existing mobile units serve 25 mobile sites, plus special events, temporary offices
- New mobile offices will serve as many as 70 locations statewide, a 280% increase in stops
- Existing units are serving 7,604 customers at 25 regular stops
- New mobile offices will serve 36,408 customers, a 475% increase

Cost of Mobile Service

- Current aging mobile units (bought in 1998) would cost nearly \$4 million to replace
- Seven new SUVs with mobile offices cost \$1.2 million, a 70% investment reduction
- Cost per issuance of driver license or ID card through mobile service will decrease from \$76.83 to \$31.53, a 60% reduction in cost
- Mobile offices will conserve fuel and lower maintenance costs
- Mobile offices will offer flexible deployment throughout the state

Mobile Offices Offer More Convenience

- Mobile offices will accept credit and debit cards for services
- Mobile offices will serve more customers while reducing overall cost and reducing wait times