



MOTOR VEHICLES ADMINISTRATOR OFFICE

DATE: OCTOBER 1, 2010

SUBJECT: **PUBLIC CONVENIENCE**

FOR SPECIAL ATTENTION OF: Division of Motor Vehicles Employees

DATE OF REVIEW: OCTOBER 1, 2012

“Public Convenience” is the priority in the development of Division of Motor Vehicles (DMV) guidelines and daily customer service philosophy. Within the limits of reason, funding, staffing, and the law, customer needs and convenience will be considered prior to the design or development of automated or manual DMV systems and implemented in all new programs.

The following is a list of minimum standards regarding DMV’s commitment to public convenience:

- Maintain the current level of statewide DMV service.
- Support a minimum of one Driver License and one Vehicle License office in each county.
- Add DMV service locations, based on public support and need, through continuing public and private partnering efforts.
- Expand service delivery options (such as mail-in programs, Internet access, and other electronic delivery systems) that are cost effective, user friendly, convenient, and responsive to public needs.
- Provide motor vehicle one-stop-shop service whenever interagency agreements can improve public convenience and service.
- Explore privatization alternatives whenever the activity is appropriate to DMV’s business environment.

The six public convenience standards listed above are the minimum standards. The Division of Motor Vehicles will continuously look for ways to:

- 1) more conveniently serve motor vehicle customers;
- 2) establish business processes that are simple, reasonable, and easy to understand; and
- 3) make the customer’s DMV experience as positive as possible.

A handwritten signature in blue ink, appearing to read 'Alan J. Frew', written over a horizontal line.

ALAN J. FREW
Motor Vehicles Administrator