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## FREQUENTLY ASKED QUESTIONS

# Driving Change | DMV Reform

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**Question: What is the DMV Reform?**

**Answer:** The reform is a strategic plan, based on the “Voice of the Customer” study, aimed to enrich the customer experience through improved customer service, efficiency and technology.

**Question: How will this affect me?**

**Answer:** The reform is all about improving the customer experience. Think less time waiting in lines, more office hours, additional office amenities, and more online and mobile services.

**Question: When did it start?**

**Answer:** The first initiative started in March 2013 with DMV’s successful Extended Hours Program. It was followed by another effective project, the Reduced-Wait-Time Pilot, in August.

**Question: What is the Extended Hours Program?**

**Answer:** DMV expanded standard office hours to stay open later during the week and/or Saturday hours in 19 offices across the state. In one year, DMV served more than 36,000 customers during Saturday hours. There are 11 locations open from 8 a.m. to 6 p.m. Monday to Friday, and Saturday from 8 a.m. to noon, which include:

- Asheville
- Charlotte West, 6016 Brookshire Boulevard
- Durham South, 3825 S. Roxboro Street, Suite 119
- Fayetteville South, 2439 Gillespie Street
- Greensboro East, 5551 West Market Street
- Greenville
- Huntersville
- Jacksonville
- Monroe
- Raleigh North, 2431 Spring Forest Road, Unit 101
- Wilmington South, 2390 Carolina Beach Road

There are also eight offices open the first Saturday and following Wednesday of the month from 8 a.m. to noon. The rest of the month these offices are open 8 a.m. to 5 p.m. They include:

- Ahoskie
- Manteo
- Morganton
- Shallotte
- Smithfield
- Sylva
- Troy
- Wilkesboro



North Carolina Division of Motor Vehicles

**Question: What is the Reduced-Wait-Time Pilot?**

**Answer:** This pilot project shortened wait times by more than 83% at our Cary and North Raleigh driver license offices and provided additional customer amenities. We achieved this result by testing various services, including front desk greeters, self-service kiosks, road-test-only teams, improved equipment and free Wi-Fi. Other offices partially participating in the pilot include:

- **Charlotte East**, 6635 Executive Circle, Suite 130
- **Kernersville**
- **Fayetteville West**, 841A Elm St., Eutaw Village-Bragg Boulevard
- **Charlotte South**, 201H West Arrowood Road
- **Mooresville**
- **Charlotte West**, 6016 Brookshire Boulevard

**Question: When will you offer a Reduced-Wait-Time Pilot office near me?**

**Answer:** We are working to expand the pilot to have a total of 25 strategic offices by the end of 2014.

**Question: Why is there so much buzz about the Huntersville office?**

**Answer:** Huntersville is DMV's modern, state-of-the-art flagship office. It is the model of what we want all of our DMV offices to be like. It combines all DMV services, as well as Highway Patrol, under one roof to save you time and better serve your needs. It features many of the Reduced-Wait-Time Pilot services and is part of the Extended Hours Program.

**Question: In what other ways is DMV becoming more efficient?**

**Answer:** ***Eliminating Testing***

For those coming into the state and those with expired licenses, we have modified the rules to eliminate unnecessary testing. This will dramatically cut the time it will take those customers to get in and out of the office.

***Renewing Online***

One of the goals of our reform effort is to provide customers the convenient option to renew their driver license online by 2015. Customers will have the opportunity to renew online every other cycle, based on age, health and driver history.

**Question: What about current online features or tablet and smartphone capabilities?**

- Answer:**
- The DMV website, [ncdot.gov/dmv](http://ncdot.gov/dmv), has a new office search function to query by address, city, county or zip code.
  - Our online services page, [ncdot.gov/dmv/online](http://ncdot.gov/dmv/online), is now more user-friendly and sized to fit all mobile devices.
  - DMV has redesigned the website, so it is more viewer-friendly on all tablets and smart phones.

**Question: Are there other ways I can do business with DMV without going into an office?**

**Answer:** In addition to online services, DMV soon plans to offer self-service kiosks located in places you normally visit like grocery stores and malls. These kiosks will allow you renew and/or replace your driver license, identification card and/or vehicle registration.

**Question: I live in a remote area. How is DMV going to help me?**

**Answer:** By 2015, DMV will have a more reliable mobile office solution in place, integrating new technology and four-wheel drive capabilities to make it easier to reach more rural communities.

**Question: How does the reform support veterans?**

**Answer:** DMV is proud to support those who served in the armed forces. One service DMV offers is the veteran-designated driver license and identification card, which makes it easier for qualifying veterans to receive discounts at retailers and service providers.

**Question: What about the safety and security of my DMV-issued cards?**

**Answer:** This year, DMV is redesigning driver licenses and identification cards to include multi-faceted safety features to increase identity protection. They will also be made from more durable material, so you won't need to replace your card until it expires.

**Question: Will the reform change the way we pay for services?**

**Answer:** All License Plate Agencies already accept credit cards, thanks to Tag & Tax Together (*the program that collects vehicle property taxes along with registration renewals*). Through reform initiatives, DMV will allow credit/debit card payments in driver license offices by 2015. Currently, they only accept cash or checks.