

March 30, 2010

Latah County DMV Garner's Highest Marks for Customer Courtesy and Error-Free Transactions

Latah County's DMV office has recently been recognized for superb performance by customers, and by the Idaho Transportation Department.

Customers of Latah County's DMV like what they experience according to an ITD survey of promptness, courtesy, knowledge, and ability to complete business in one trip. The DMV office in Moscow, responsible for vehicle titling and registration, received the 2nd highest percentage of "A" ratings (80.5%) for overall customer service in a state-wide Idaho Transportation Department survey. Latah County DMV also attained the second highest percentage of overall favorable customer grades (95.9% "A" or "B") among Idaho counties.

And in the Winter issue of ITD's newsletter, "The County Informer", Latah County DMV was one of seven counties named to the 2009 "1% Club". This recognition is for offices which attain transaction errors of 1% or less in titling vehicles.

Latah County DMV Supervisor is Janet Beckner, who has served at DMV for over 21 years. Latah County Vehicle Registration & Titling Specialists are Ann Frey, Carla Thompson and Sheila Krehbiel.

Congratulations and well done Latah County DMV!