

MVA Meeting Summary  
StateStat website, February 24, 2010

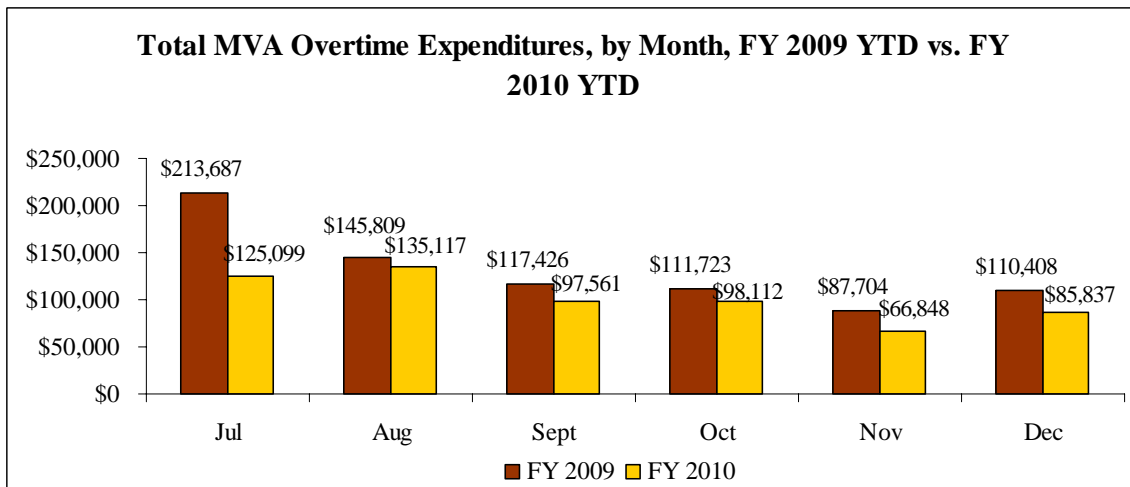
**Agency:** MDOT-MVA

**Date of Meeting:** February 23, 2010

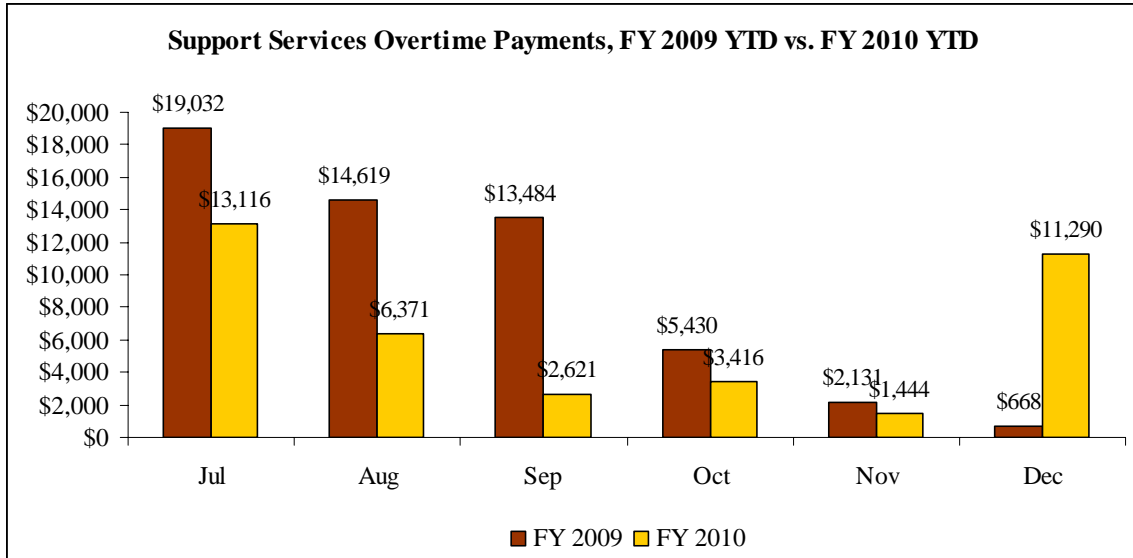
Following is a summary of issues discussed at the MDOT-MVA Stat on February 23, 2010. Analysis is provided by StateStat and the Governor’s Delivery Unit (GDU).

**General Discussion**

- **Overtime.** The Department has been working to further reduce overtime expenditures. The following chart shows that overtime expenditures this year are already below expenditures in FY 2009:



- The slight increase in December was largely due to increased overtime during the snow storm in December 2009; this is seen in the large increase in overtime in the Support Services Division (which is responsible for coordinating snow removal at MVA branches).



- The chart shows how support services overtime costs were raised due to the December snowstorm.
- Furthermore, the Department's overtime budget for all divisions remains on track, as shown in the following table:

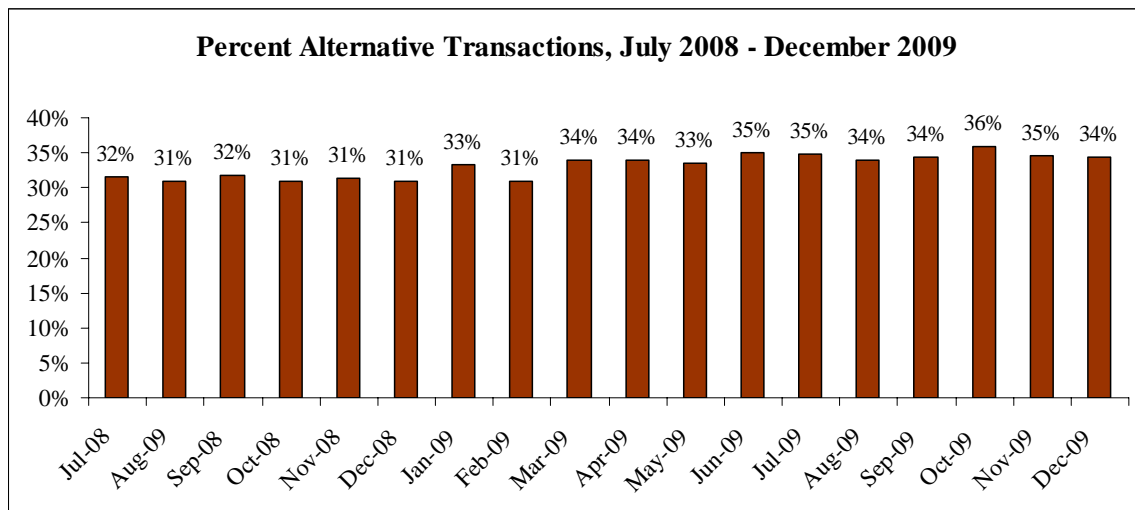
<b>MVA Division Overtime Expenditures vs. Budget, FY 2010</b>			
	<b>FY 2010 YTD</b>	<b>FY 2010 Budget</b>	<b>% of Budget Spent</b>
Total	\$608,574	\$1,437,145	42%
Administrator's Office	\$10,451	\$78,784	13%
DVPP	\$8,749	\$54,000	16%
Operations	\$551,116	\$1,091,817	50%
Support Services	\$38,258	\$212,544	18%

- One key change has been the Department's scheduling of investigators, who are paid under the Administrator's office. By adjusting investigator schedules to allow them to perform investigations after normal hours without incurring overtime, the Department was able to produce a significant reduction in overtime.
  - In FY 2009, MVA's Administrator's office had spent \$106,124 in overtime expenditures as of December 2008. In contrast, in FY 2010 the Department has only spent \$10,451 as of December 2009.
- **MBE Participation.** The Department is showing a significant increase in the number of Minority Business Enterprise (MBE) and Small Business Reserve (SBR) awards, as shown in the following charts:

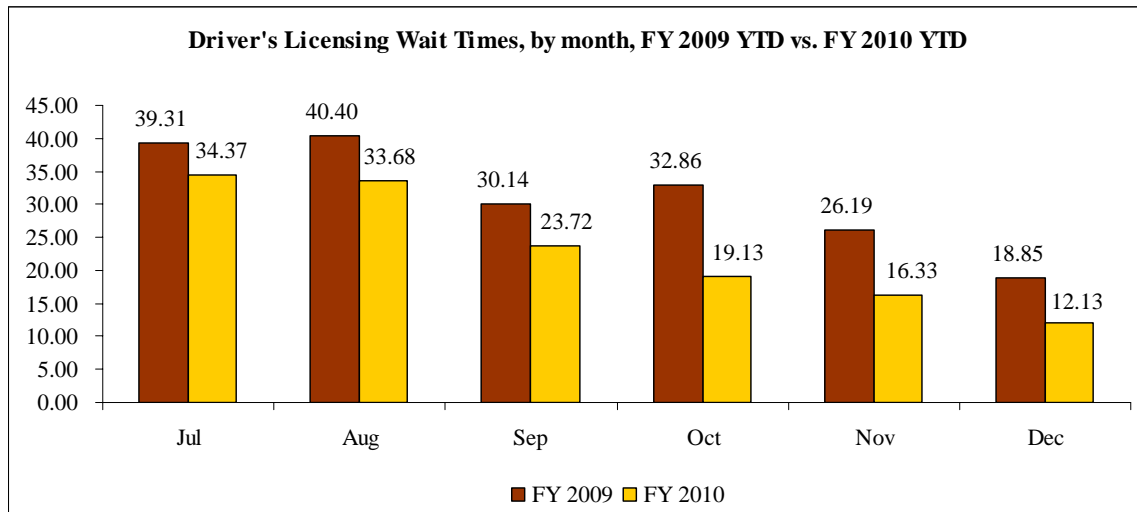
MBE/WBE Awards, FY 2010 YTD					
Agency Total	Ethnic	Women	Disabled / Non-Profit / Sheltered Workshop	Total MBE/WBE	%
\$5,350,063.84	\$985,678.94	\$133,961.00	\$33,754.00	\$1,153,393.94	21.56%
	18.42%	2.50%	0.63%		

SBR Participation, FY 2010 YTD			
Agency Total	Total SBR	# Designated Procurements	%
\$21,324,041	\$3,648,495	21	17.11%

- The Department reports that it has made coordinated efforts to improve MBE usage, including monitoring the usage of corporate credit card expenditures and reviewing procurements to find areas for improvement.
- Furthermore, the December snowstorm provided a key opportunity to improve SBR and MBE usage. One third of the contractors for snow removal MBE or SBR and 52% of all payments for snow removal services went to MBE or SBR firms.
- **Alternative Service Delivery.** One of the Department’s key goals is to improve the usage of alternative service delivery methods to improve wait times and customer service. Examples of alternative service include mail and internet license renewals and kiosk services at MVA branches.
- Overall the Department is showing slight increases in the use of alternative services. The following chart shows the percentage of total MVA transactions done via alternative services, July 2008 – December 2009:



- **Wait Times.** The Department is now showing a significant decrease in the wait times for driver's licenses at MVA branches, as shown in the following chart:



- The Department noted that although some external factors (such as decreased transactions) have led to the decrease in recent months, overall wait times are expected to remain well below the levels in FY 2010. Coupled with increased alternative service usage, the Department noted that it remains committed to further reducing wait times in coming months.