

MVA Meeting Summary
StateStat website, May 7, 2010

Agency: MDOT-MVA

Date of Meeting: April 27, 2010

Following is a summary of issues discussed at the MDOT-MVA Stat on April 27, 2010. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

Minority Business Enterprise (MBE) Participation

- **Overall Progress.** The Department reports that it continues to meet the 25% goal for MBE participation as of February 2010.

MBE Awards, FY 2010 YTD					
Agency Total	Ethnic	Women	Disabled / Non-Profit / Sheltered Workshop	Total MBE/WBE	%
\$9,552,341.63	\$1,774,836.94	\$862,598.00	\$42,169.00	\$2,679,603.94	28.05%
	18.58%	9.03%	0.44%		

The Department noted that it will be participating in the MBE University program at future sessions and is continuing to work to improve its MBE contracting.

Inmate ID Program

- **Background.** The Inmate ID program, run by the Division of Correction (DOC) and MVA, works to provide inmates with a free inmate prior to their release. One way inmates receive IDs is through a visit by the MVA bus to prison facilities. The bus currently visits to three prisons: Brockbridge, Metropolitan Transition Center (MTC), and Baltimore City facilities. At this time, appointments are scheduled for 50 inmates per bus visit, for a total capacity of 150 inmates per month.
- **Increasing Capacity.** At a recent DOC meeting, DOC noted that in some cases issues with an inmate's paperwork or with the inmate missing his/her appointment lead to underutilization of the bus. As a result, DOC asked MVA if they would consider accepting additional names (beyond the 50 currently accepted), given that some inmates may not be processed. According to DOC, the MVA is currently studying this proposal.

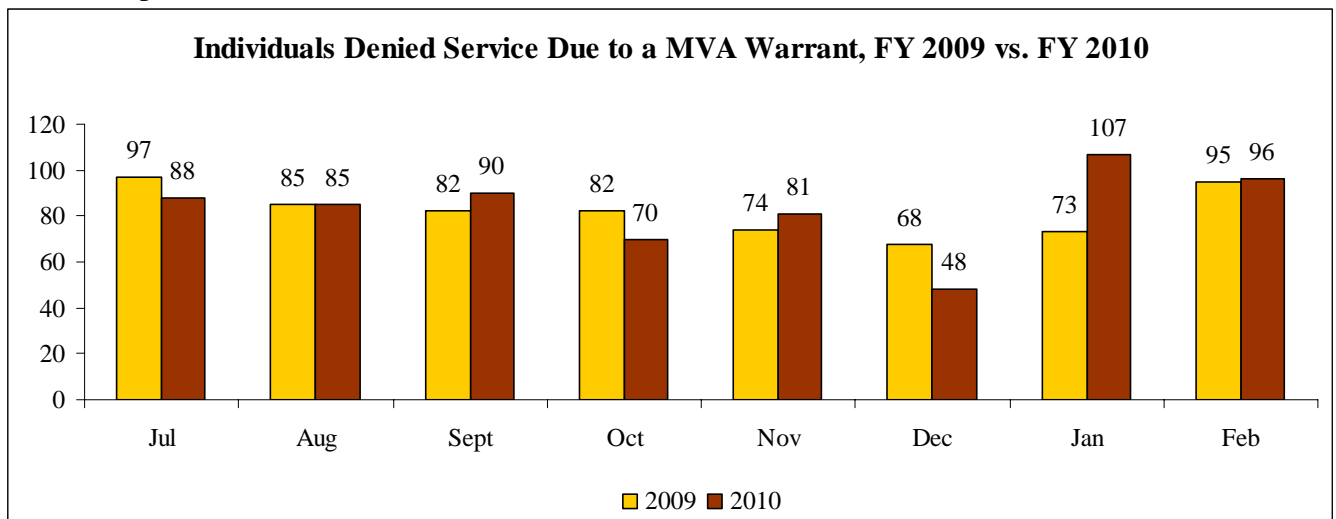
DPSCS was in attendance and noted its efforts to improve processing by double checking inmate paperwork to identify issues that would slow down transactions. Furthermore, DPSCS noted that it is working to improve inmate attendance to appointments, and to reduce the number of inmates who decline to receive an ID.

The MVA noted that the main issue with expanding capacity is the size of the bus and the amount of time it takes to set up. They indicated that while they might be able to accept additional names, but that they wanted to focus on improving current service at the bus.

Inmate IDs, by month, type and location														
MVA Bus IDs Issued	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
Brockbridge	23	51	43	33	30	48	57	44	54	15	49	0	16	43
Metropolitan Transition Center			43	40	50	52	53	48	56	50	47	48	44	33
Baltimore Area Facilities												42	45	24
MVA Bus Pre-Release IDs Total	23	51	86	73	80	100	110	92	110	65	96	90	105	105
MVA Post-Release Branch IDs Issued	66	87	98	81	77	107	100	127	122	112	99	94	79	0
MVA Branch Visits						14	10	8	6	47	44	41	37	33
Total MVA IDs Issued	89	138	184	154	157	221	220	227	238	224	239	225	221	138

MVA Warrants

- Overview.** The Department reported a slight decrease in service denials when compared with January 2010, although levels are consistent with previous fiscal years. However, given that the snowstorms in February affected overall MVA service levels, the number may be slightly higher than expected.



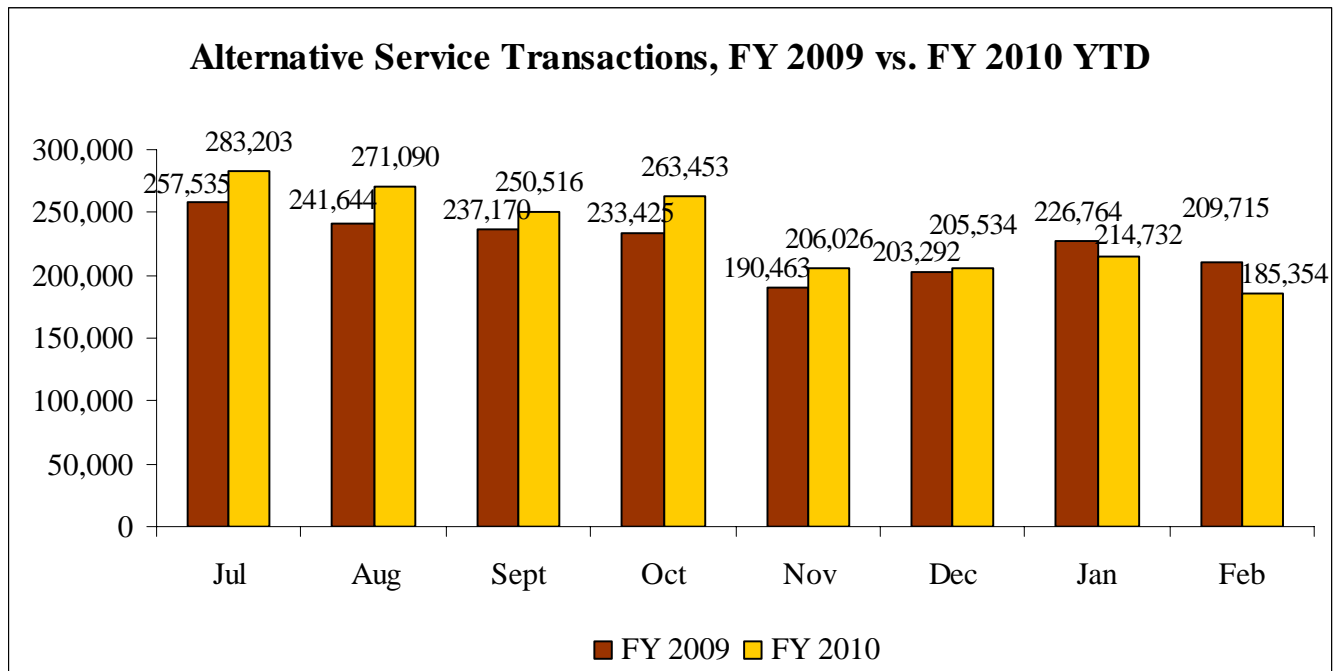
- Improvements to Warrant System.** At the last meeting, the Department noted that it is in process of automating the entry of outstanding arrest warrants into the MVA warrant system directly from MILES/METERS, the State's warrants databases. Currently, warrants are entered manually into the MVA Outstanding Warrant Automation Project through an MVA web site, requiring dual entry of the warrant into MILES/METERS and MVA's database.

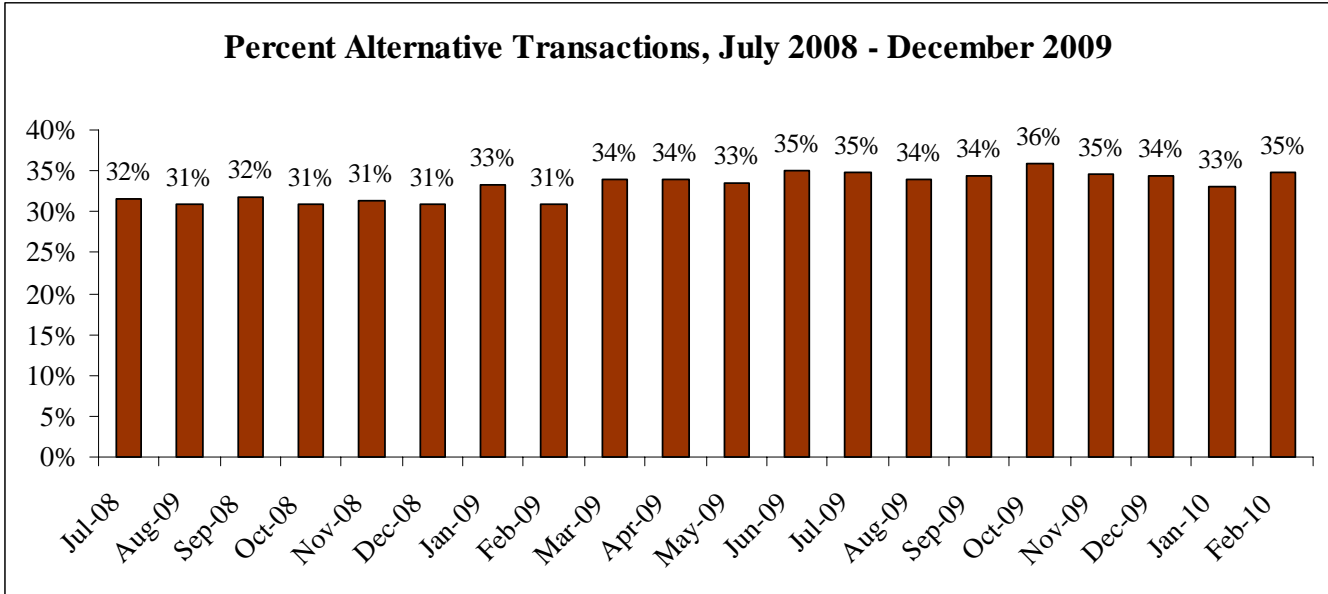
The Department noted that it is in the process of developing the system and that this project is on track.

MVA Warrant Automation Project Schedule	
Task	Dates
System Development	3/15/10 - 6/15/10
User Acceptance Testing	6/16/10 - 7/16/10
User Training	7/19/10 - 7/30/10
Implementation Date	8/9/2010

Alternative Service Delivery

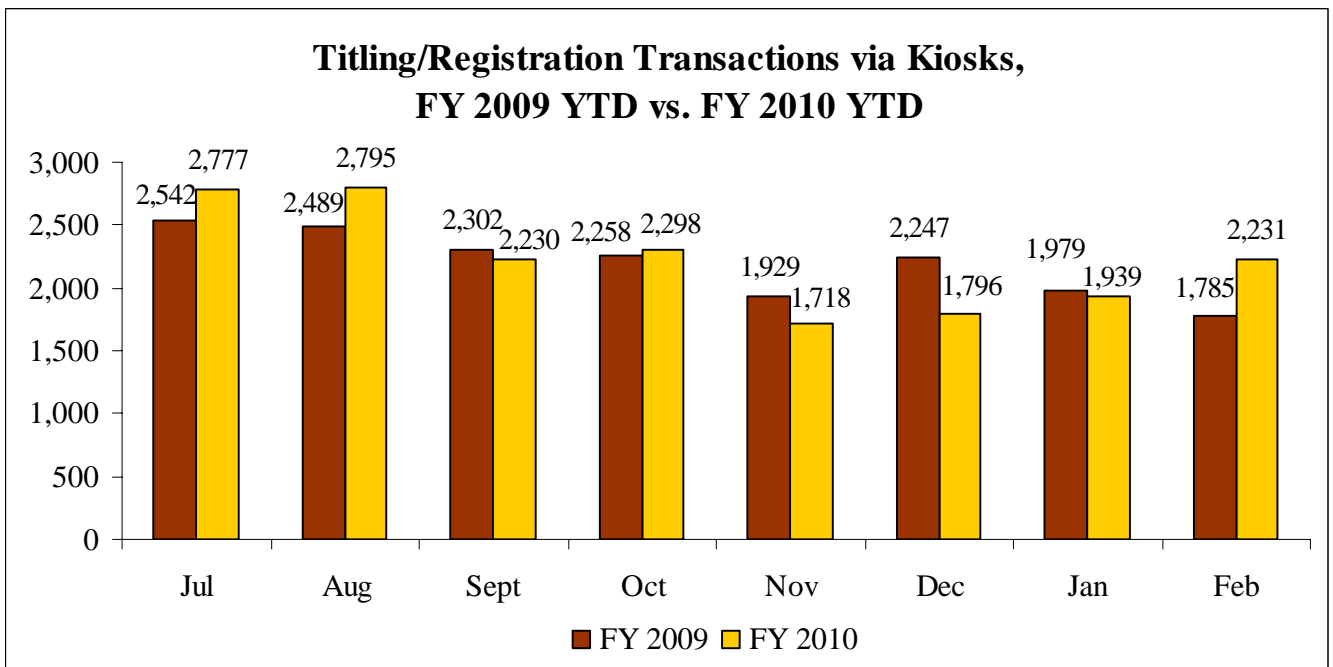
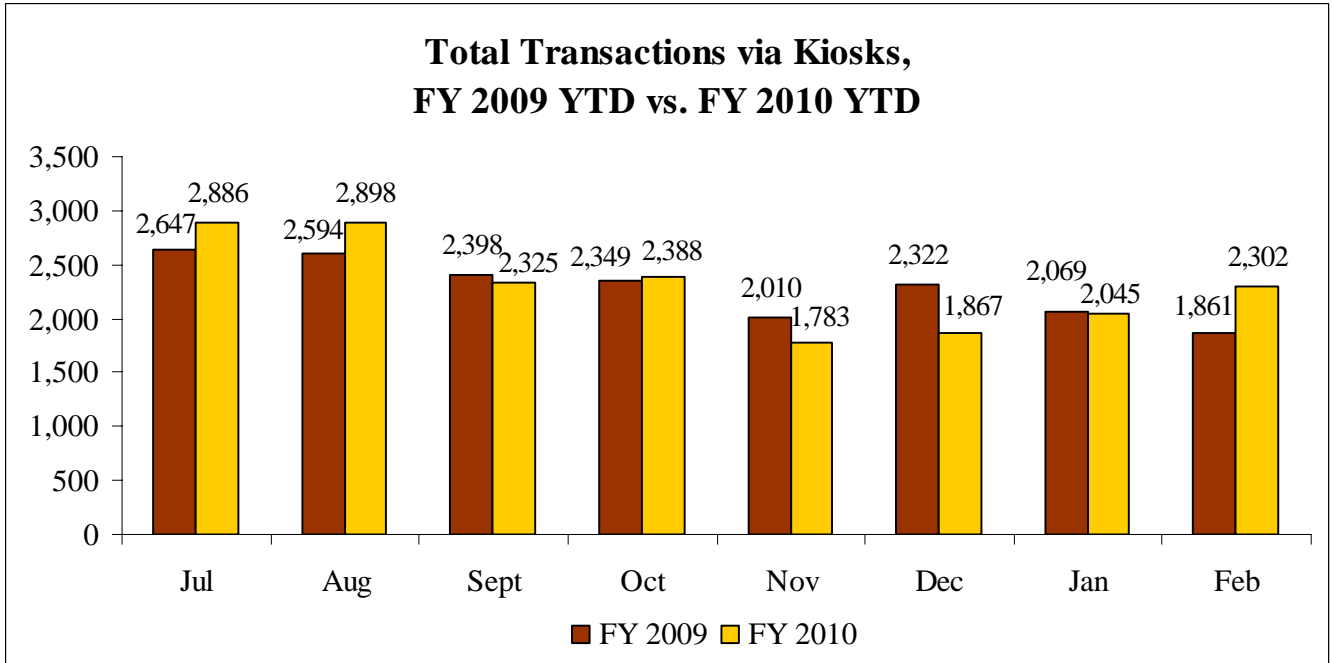
- Overview.** One of the MVA's primary goals is to increase the use of alternative service delivery methods, such as internet transactions and kiosks, to help reduce overall wait times and improve service at MVA branches. Overall, the Department is making progress. While there is a drop in February 2010, it is related to the overall drop in transactions due to the snowstorm; the percentage of alternative service transactions actually rose over the same period.





- Kiosk Rollout.** One area of particular focus is the Department’s rollout of next generation kiosk machines to its branches. After some delays, beta testing of these kiosks began in February. The Department now reports that after resolving final issues with its vendor regarding printers and screen wording, it ordered the remaining 31 kiosks on April 19th. Preliminary data shows a slight uptake in kiosk usage during February (as the rollout began), and that the primary usage of kiosks is for registration renewal.

Beta Site Kiosk Transactions, February 22 - April 13		
Transaction Type	# of Transactions	Revenue
Registration Renewals	6,204	\$890,895
Administrative Flag Removal	206	\$9,900
Duplicate Registration Cards	686	
Change of Address	37	
Total	7,133	\$900,795



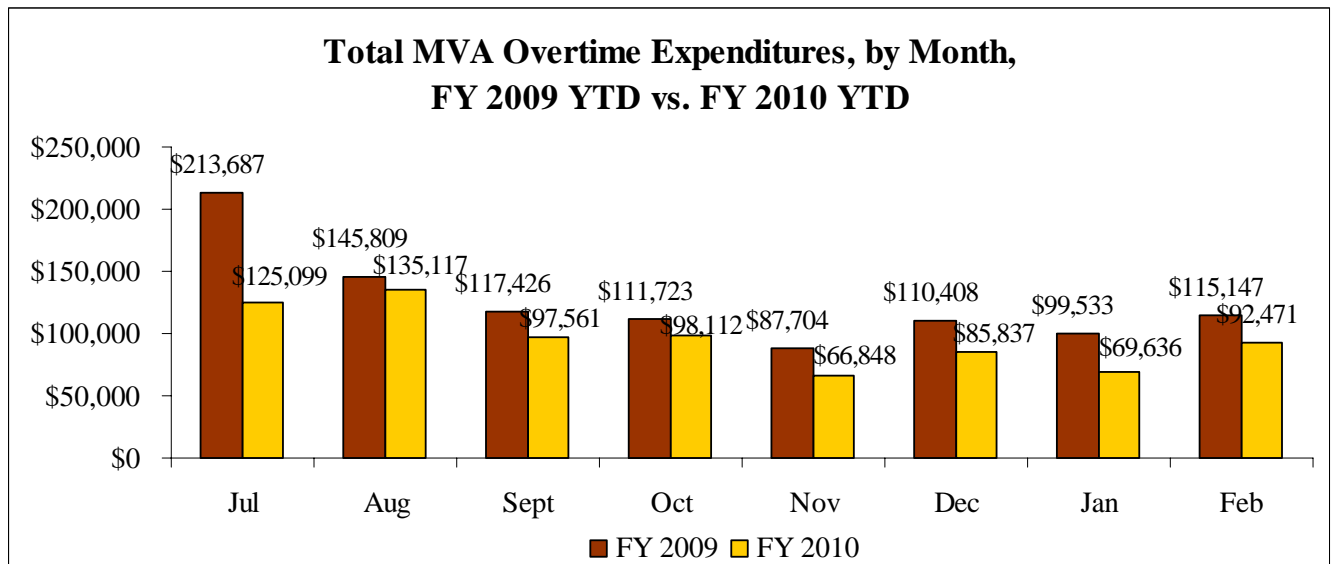
Public Outreach

- Use of Social Media.** At the request of Beth Blauer, the Department has pursued using social media outlets such as Facebook and Twitter to increase its public outreach. Currently, the Department has several followers on both Facebook and Twitter, and uses these sites to announce branch closing, respond to questions, direct customers to the MVA website, announce legislative changes, and publicize new products and services. In addition, the Department is reviewing best practices from other states with more experience in using social media, such as California.

The Department noted that its Facebook and Twitter accounts are now active and that they are using them to make announcement about legislation, branch operations, and new features. In addition, the MVA is using the Twitter account to answer questions from the public.

Personnel

- **Overtime Reductions.** Overall, the MVA is making progress in reducing overtime and will see significant gains this fiscal year. Overtime is up slightly in February, largely due to increases in the Support Services division due to the February snowstorm; however, overtime for February is still down when compared to FY 2009.



MVA Division Overtime Expenditures vs. Budget, FY 2010			
	FY 2010 YTD	FY 2010 Budget	% of Budget Spent
Total	\$770,681	\$1,437,145	54%
Administrator's Office	\$13,115	\$78,784	17%
DVPP	\$9,937	\$54,000	18%
Operations	\$673,128	\$1,091,817	62%
Support Services	\$74,501	\$212,544	35%

- **District 3 Overtime.** StateStat’s analysis indicates four of the five branches in MVA’s third district are over-budget for overtime. Further analysis indicates that a large number are express offices (which have smaller budgets), and that District 3 has the smallest budgeted workforce of the five MVA districts.

The Department noted that it was aware of this issue. Staff shortages at the express offices was largely responsible for the increased overtime expenditures in District 3 (which contains the most express offices of any MVA district). In addition, they noted that the requirement of an ID for sports

programs during the spring and summer led to a larger number of individuals in the area going to MVA express offices to apply for IDs, increasing the overall workload at a time when staffing was shortened. They have worked to resolve the staffing issues at these offices to control total overtime expenditures in the future.

MVA District 3 Overtime, FY 2010 YTD vs. Budget			
Express Branch	FY 2010 YTD Total	FY 2010 Budget	Percent Expended
Beltsville	\$27,931	\$54,666	51%
Columbia Express	\$16,924	\$9,862	172%
Gaithersburg	\$66,229	\$56,072	118%
Glenmont Express	\$7,419	\$3,585	207%
Walnut Hill Express	\$2,621	\$1,406	186%
Total	\$121,124	\$125,591	96%

MVA District 3 Personnel	
Budgeted PINS	111
Contract Employees	8
Temporary Employees	6
# Vacancies (PIN & Contract)	9
% Vacant	7.2%

- Hiring Freeze Exemption Requests.** At the previous MVA meeting, the Department noted that some overtime costs were related to high turnover of front-line workers and difficult in getting hiring freeze exemptions authority for new employees from the Department of Budget and Management (DBM). Currently, the Department has three requests for PINS and 10 requests for contractual positions.

The Department and DBM discussed the process for hiring freeze exemption requests. In short, requests are sent from MVA to MDOT headquarters for review, and are then sent to the MDOT DBM analyst, who does a preliminary review and asks and follow up questions. After questions are answered, the DBM analyst then has it approved by DBM management, and the request is returned to MDOT and then to MVA.

Discussions focused on how to best streamline the process of communication between DBM, MVA, and MDOT. Specifically, DBM noted that in areas where they are potentially losing institutional knowledge to a higher number of retirements (such as MVA’s IT department, which is losing several employees in the next two months) it would be helpful to know of the overall departmental issue when the requests are submitted.

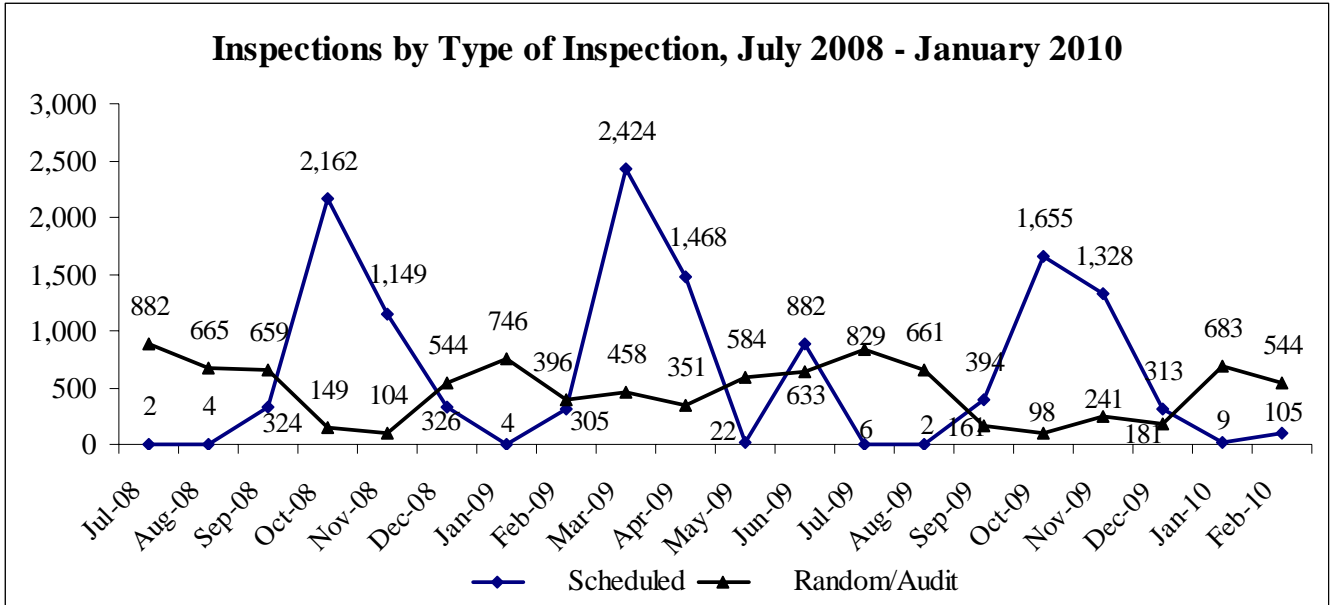
Follow up conversations with DBM indicated that all but one of the exemption requests in the chart below have been approved.

MVA Hiring Freeze Exemption Requests		
Classification	Location	Date of Submission
PINS		
Customer Agent III*	Driver Wellness & Safety	1/1/2010
Section Manager*	Admin Adjudication	3/1/2010
Facility Maintenance Worker III	Largo Branch	3/1/2010
Contract		
Computer Network Spec II*	Information Resources	12/11/2009
Admin Specialist II*	Driver Wellness & Safety	3/1/2010
MVA Investigator	Investigative Services	3/10/2010
Computer Info Service Spec III*	End User Computing	3/1/2010
Computer Info Service Spec II*	End User Computing	3/1/2010
Admin Specialist III*	Driver Wellness & Safety	3/1/2010
Admin Specialist III*	Driver Wellness & Safety	3/1/2010
Admin Specialist II	Planning and Programming	3/1/2010
Customer Agent I*	Customer Service Center	3/26/2010
Customer Agent I*	Customer Service Center	4/13/2010

*MVA Priority Need

School Bus Inspections

- **Inspections.** Based on conversations with the MVA, the spikes in the number of scheduled inspections occur when inspectors cover larger school system fleets, such as Montgomery County. These “large fleet” inspections occur approximately twice a year. In the off months, the inspectors do more random/audit inspections and smaller districts.



*note that the chart does not include re-inspections.

Overview of the School Bus Inspection Program. MVA is responsible for ensuring that school buses are regularly inspected and issuing sanctions if defects are found. A school bus must be inspected at least three times per year, with an MVA inspector present for at least one inspection. In addition to regularly scheduled inspections, MVA performs re-inspections after a defect is repaired, and random audits.

For buses 12 years old or less, the bus must also be inspected at least once by the local Board of Education. For Board of Education inspections, certification is sent by the Board to MVA. For buses over 12 years old, the bus must also be inspected at least once by the Board of Education, with certification sent by the Board to MVA **and** the bus must receive a brake inspection from an authorize inspection station.