

MVA Meeting Summary

Agency: MDOT-MVA

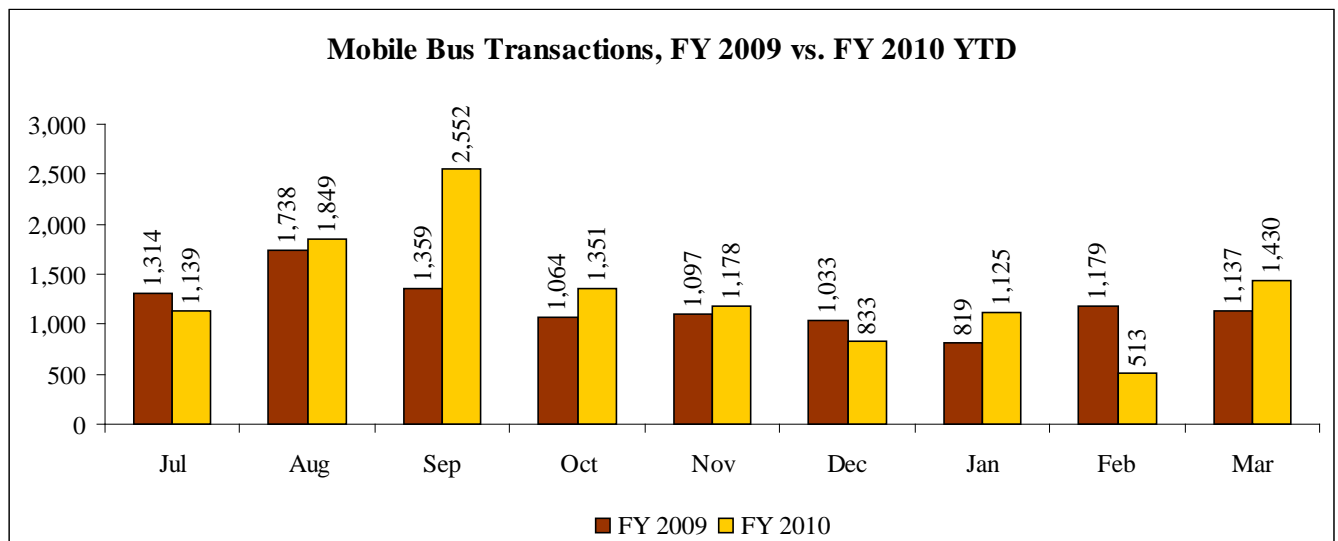
Date of Meeting: May 25, 2010

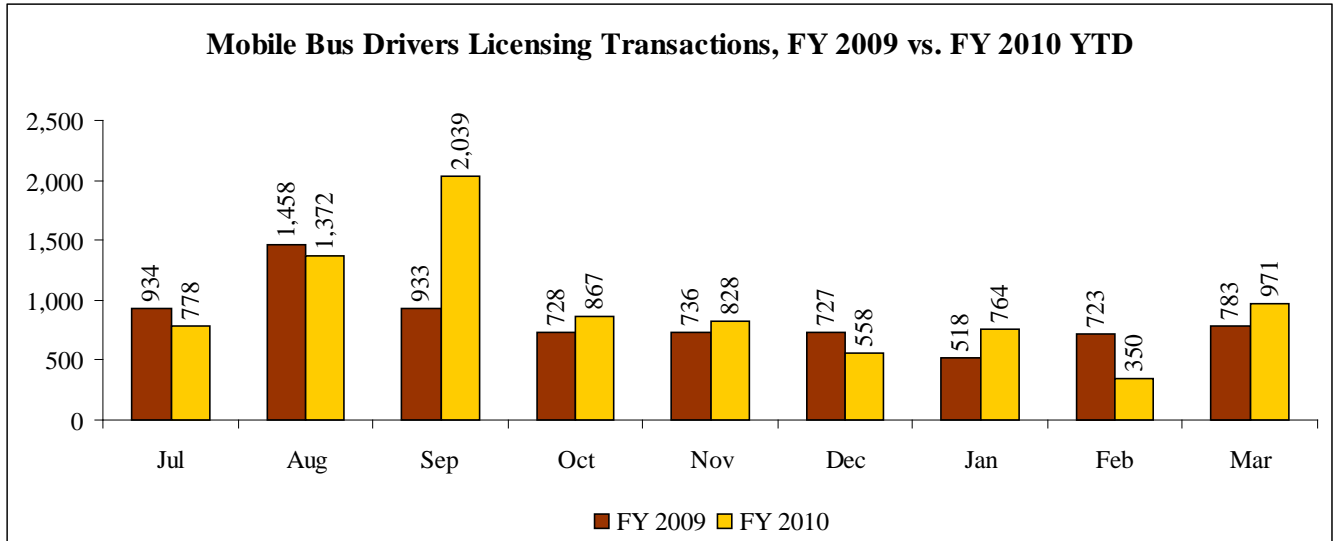
Following is a summary of issues discussed at the MDOT-MVA Stat on May 25, 2010. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

MVA Mobile Bus

- **Overview.** The MVA mobile bus serves as a traveling MVA branch, providing some MVA services to 8 sites around the state. On average, the bus can process approximately 166 transactions per site (for FY 2010 YTD).

The Department noted that the mobile bus is staffed by two individuals, and discussed their duties when the bus is not at a site, which include restocking the bus, performing technical upgrades, and generally checking the bus. The spike in September 2010 was potentially due to the bus activity at the Maryland State fair, which caused a temporary increase in total transactions.

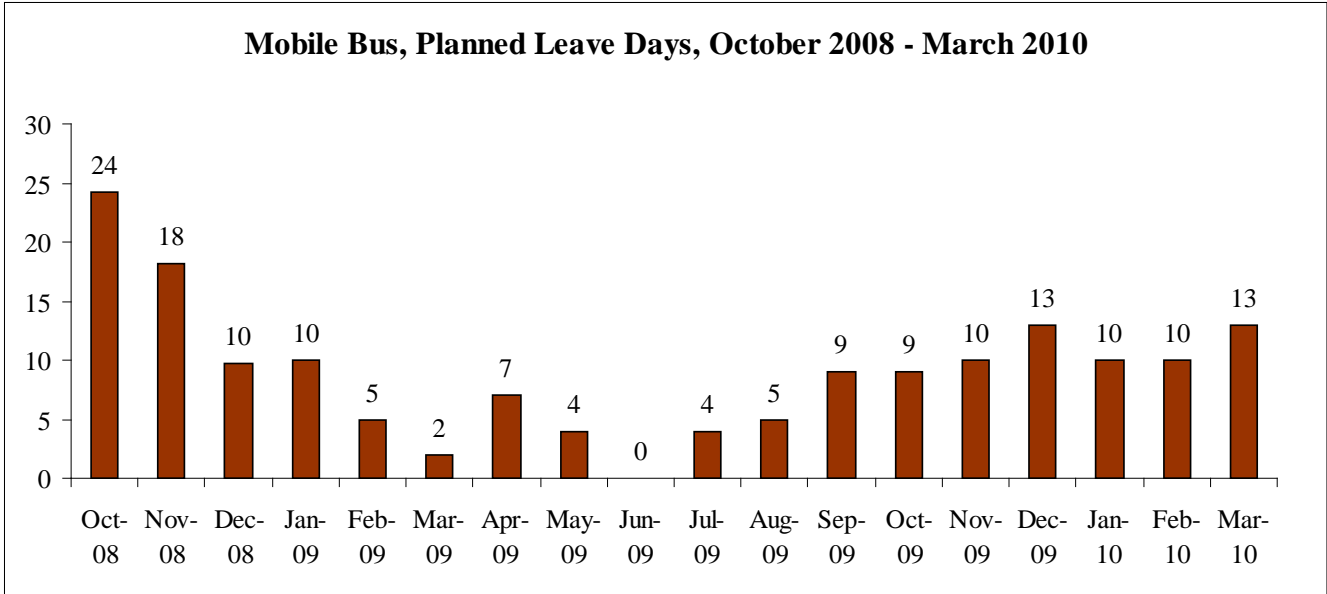




Services Available via MVA Mobile Bus	
Renew a non-commercial MD driver's license	Obtain substitute stickers
Renew a MD photo identification card (for non-drivers only)	Obtain duplicate registration cards
Obtain a duplicate driver's license	Return tags
Obtain a certified copy of a driving record	Change your name and/or address
Obtain disability placards	Apply to register to vote
Renew vehicle registration	Register as an organ donor

- Mobile Bus Scheduled Leave.** The bus is staffed by two employees. However, MVA's data indicates that these employees (together) have averaged approximately 9 scheduled leave days per month in FY 2010, or approximately 4.5 days per employee per month. This is higher than full service branches, which average 3 days per employee per month (but which also have many more employees).

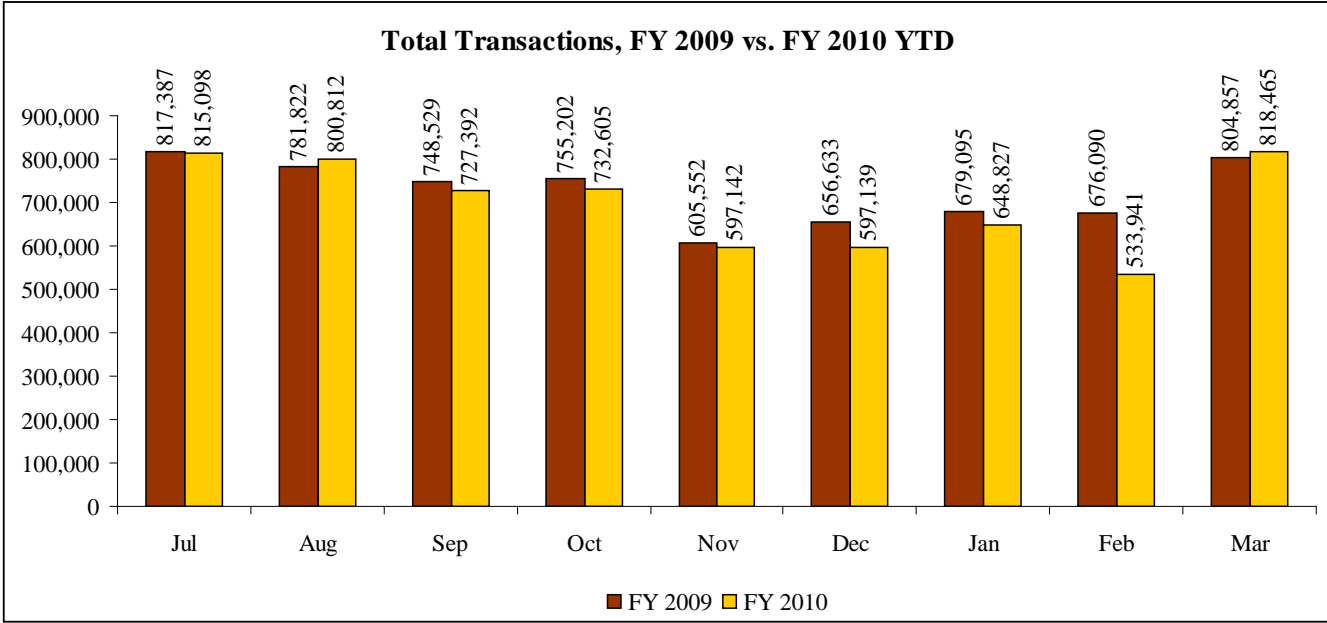
The Department indicated that there may be an issue with the data as reported and that it will review the data and correct it if necessary.

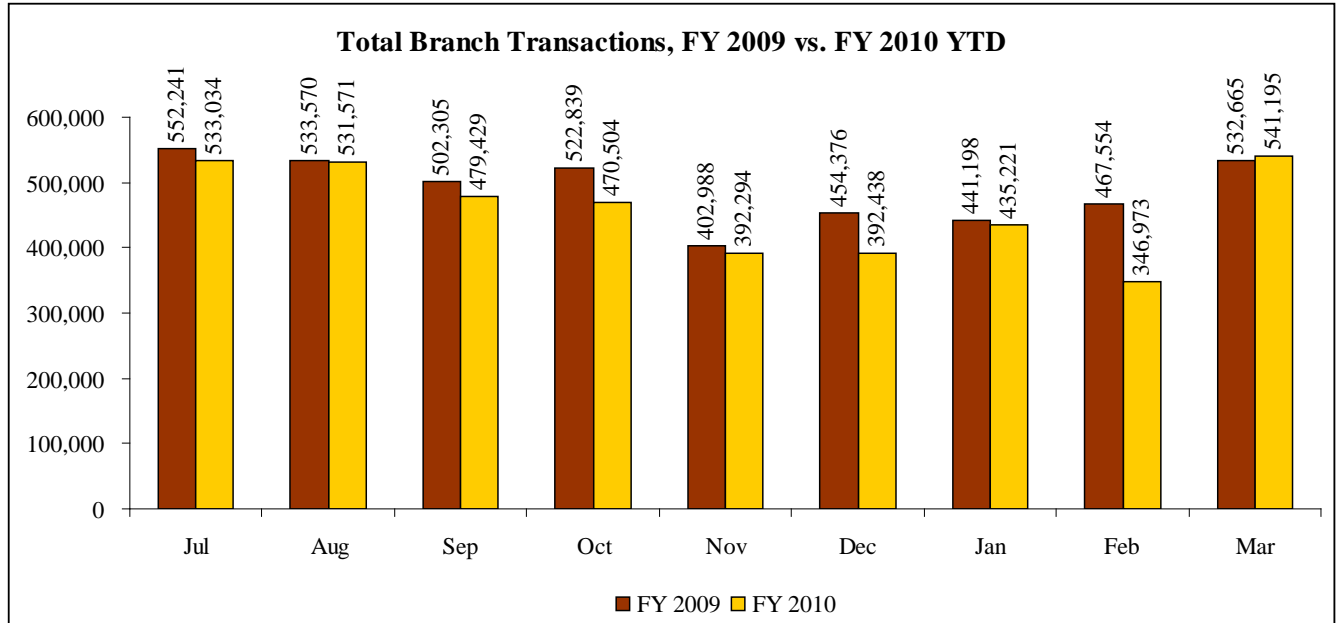


MVA Branch Offices

- Increase in Transactions.** In March 2010 the MVA showed a significant increase in total number of transactions. This is not in itself significant (as in previous fiscal years MVA has shown a similar increase in activity in March), but rather on its impact on other operational data (such as overtime and wait times).

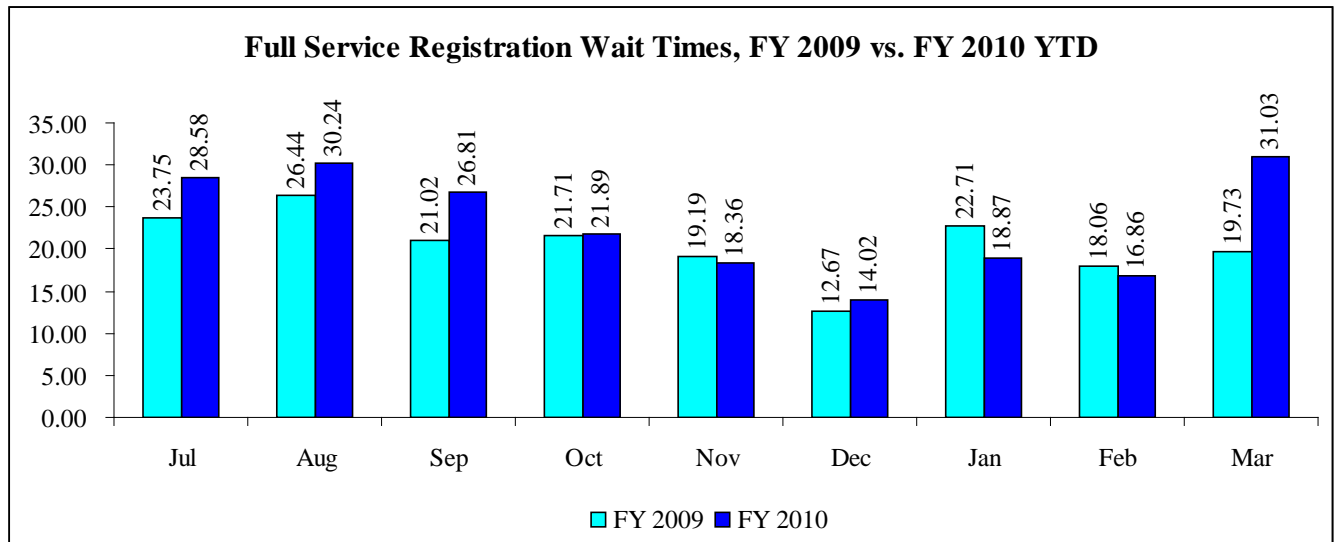
The Department noted that the main reason for this is due to the snowstorms in February, which created an increased demand for transactions in March.

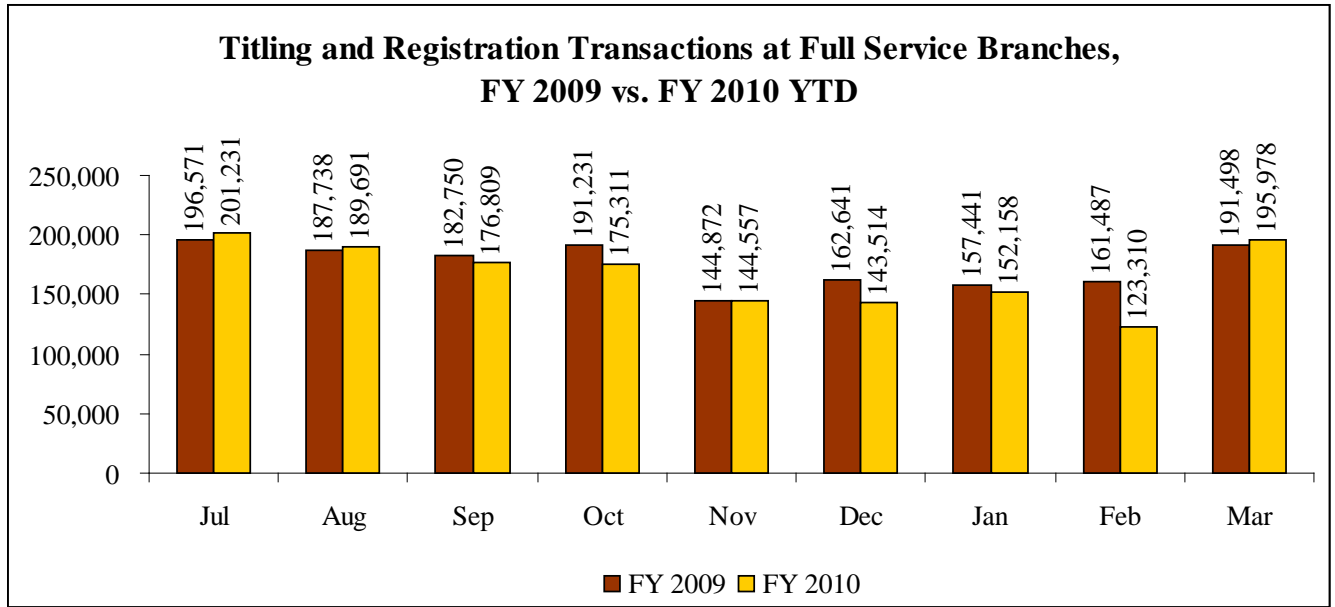




- Increase in Wait Times.** Overall wait times at MVA full service branches showed a significant increase in wait times when compared with FY 2009. For example, total wait time for registration transactions increased 46 percent when compared with March 2009, even though the number of transactions only increased 4,480 (2 percent). Furthermore, there is almost no difference in the total number of staff at each branch between March 2009 and March 2010.

As noted above, the Department said that the main cause was the increase in transactions caused by the February snowstorm, which created a major increase in transactions over the first week of March, “frontloading” the number of transactions and increasing wait times as a result. StateStat and MVA will review weekly wait times at the next meeting to determine if this is the case.

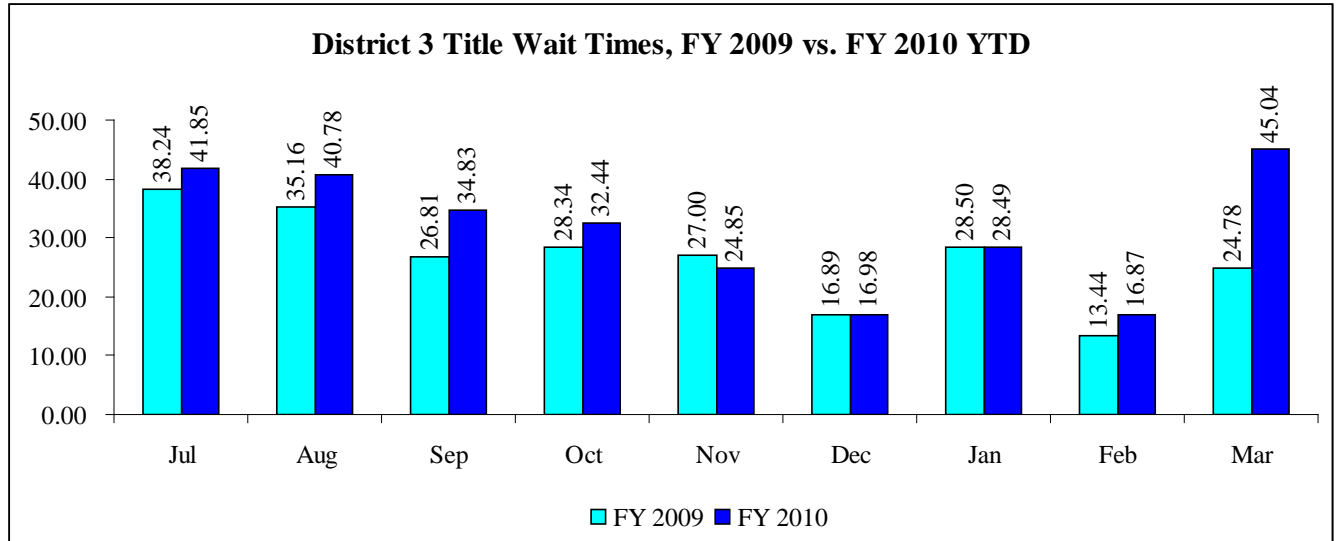




Full Service Branches Comparison, March 2009 vs. March 2010				
	Mar-09	Mar-10	Difference	Percent Change
Total Transactions	481,163.00	482,962.90	1,799.90	0.37%
Total Titling and Registration Transactions	191,498.00	195,978.00	4,480.00	2.34%
Total Registration Wait Time	17.28	25.30	8.02	46.39%
Total Title Work Time	19.73	31.03	11.30	57.28%
Number of Filled Positions (PIN, Contract, and Temporary)	787.00	785.00	-2.00	-0.25%
Total Leave Days	1,956.38	2,809.50	853.13	43.61%

- Title Transaction Times in District 3.** Data indicates that in MVA District 3, wait times for title transactions increased significantly in March 2010. District 3 includes two full service offices—Beltsville and Gaithersburg. Furthermore, there was a net decrease in total transactions, although leave time was up significantly in District 3 when compared with the previous year, as were vacancies.

The Department noted that in addition to the issues mentioned above, titling transactions take longest to complete, resulting in increased wait times. Furthermore, the Department expressed concern that the total vacancies reported were not correct, and is researching the issue to determine if personnel issues played a factor in the overall increase in wait times.

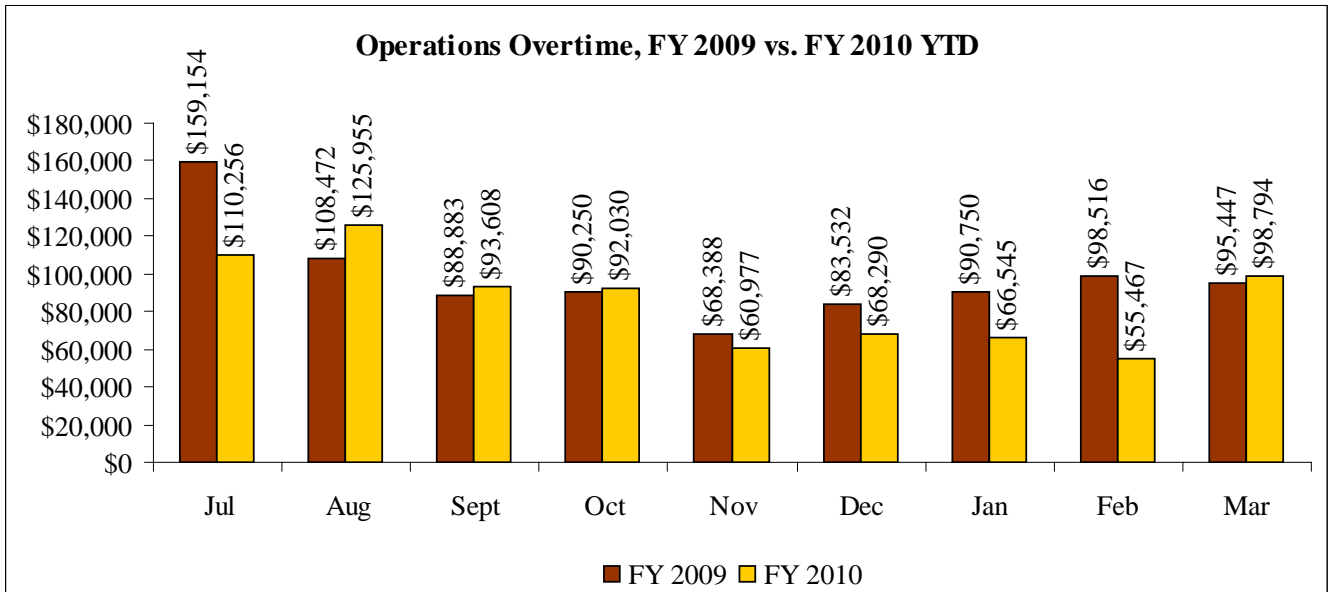
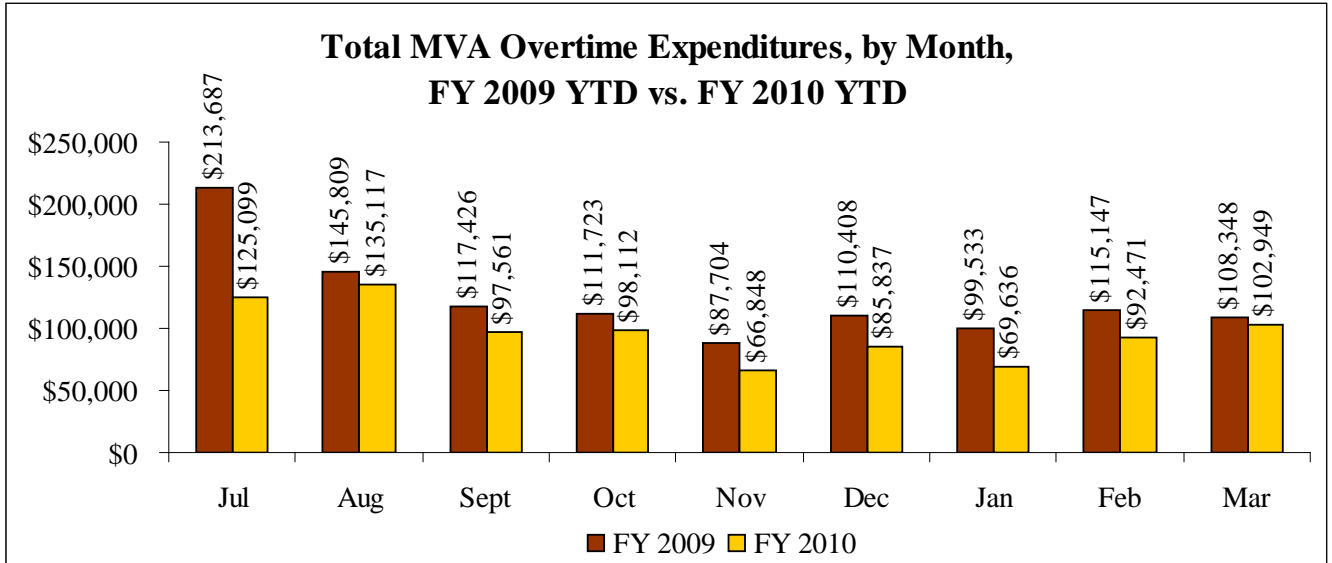


District 3 Full Service Branch Comparison, March 2009 vs. March 2010				
	Mar-09	Mar-10	Difference	Percent Change
Total Transactions	70,190.00	66,723.00	-3,467.00	-4.94%
Total Titling and Registration Transactions	26,677.00	25,685.00	-992.00	-3.72%
Total Registration Wait Time	19.94	34.34	14.40	72.22%
Total Title Work Time	24.78	45.04	20.26	81.76%
Number of Filled Positions (PIN, Contract, and Temporary)	122.00	122.00	0.00	0.00%
Total Vacancies (PIN and Contract)	3.00	6.00	3.00	100.00%
Total Leave Days	311.00	446.00	135.00	43.41%

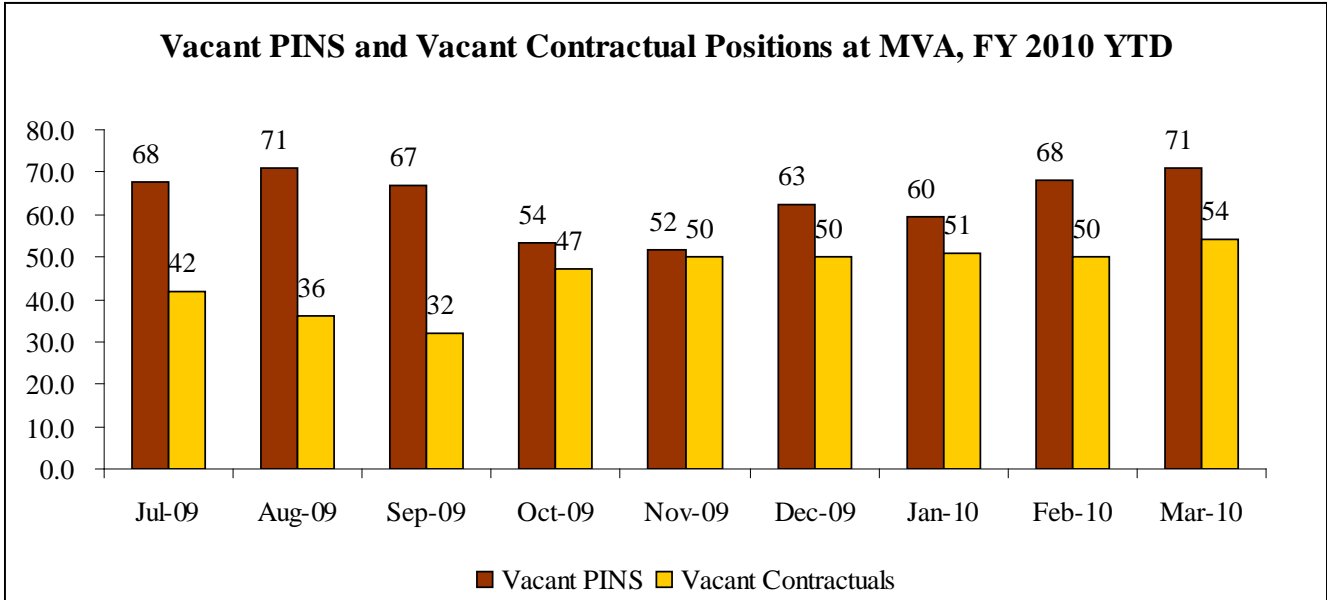
Personnel

- Overtime.** The Department continues to show positive progress in reducing overtime, and appears to be headed for a reduction in FY 2010 when compared with FY 2009. However, the Department did show an increase in overtime when compared with previous months, largely due to an increase in operations overtime.

MVA Division Overtime Expenditures vs. Budget, FY 2010			
	FY 2010 YTD	FY 2010 Budget	% of Budget Spent
Total	\$873,630	\$1,437,145	61%
Administrator's Office	\$13,530	\$78,784	17%
DVPP	\$9,965	\$54,000	18%
Operations	\$771,922	\$1,091,817	71%
Support Services	\$78,213	\$212,544	37%



- Vacancies.** There have been previous discussions regarding MVA vacancies and efforts to have hiring freeze exemption requests processed by the Department of Budget and Management (DBM) to avoid prolonged vacancies. DBM reports that all of the vacancies reported by the Department in the previous meeting have been granted except for one, which was received just prior to the last meeting.



MVA Reorganization

- Update.** MVA has completed the first two phases of its MVA reorganization and is in the process of completing its 2030 plan. MVA is now in the process of beginning phase 3 of its reorganization, and it gave a brief update on its progress to date.