

## MVA Meeting Summary

**Agency:** MDOT-MVA

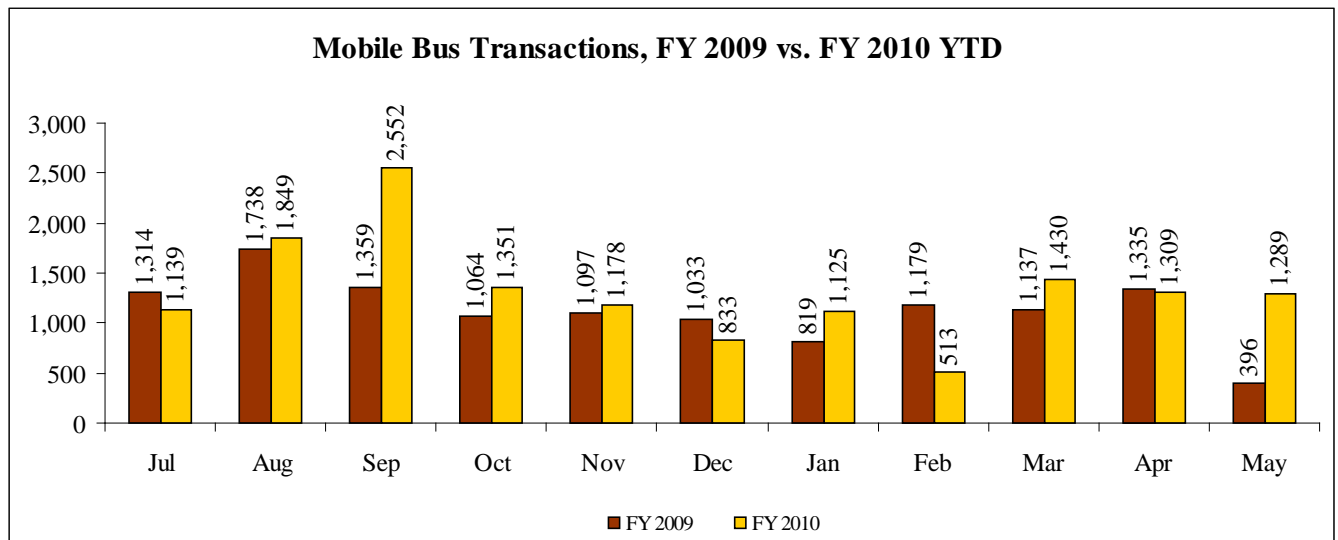
Following is a summary of issues discussed at the MDOT-MVA Stat on July 27, 2010. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

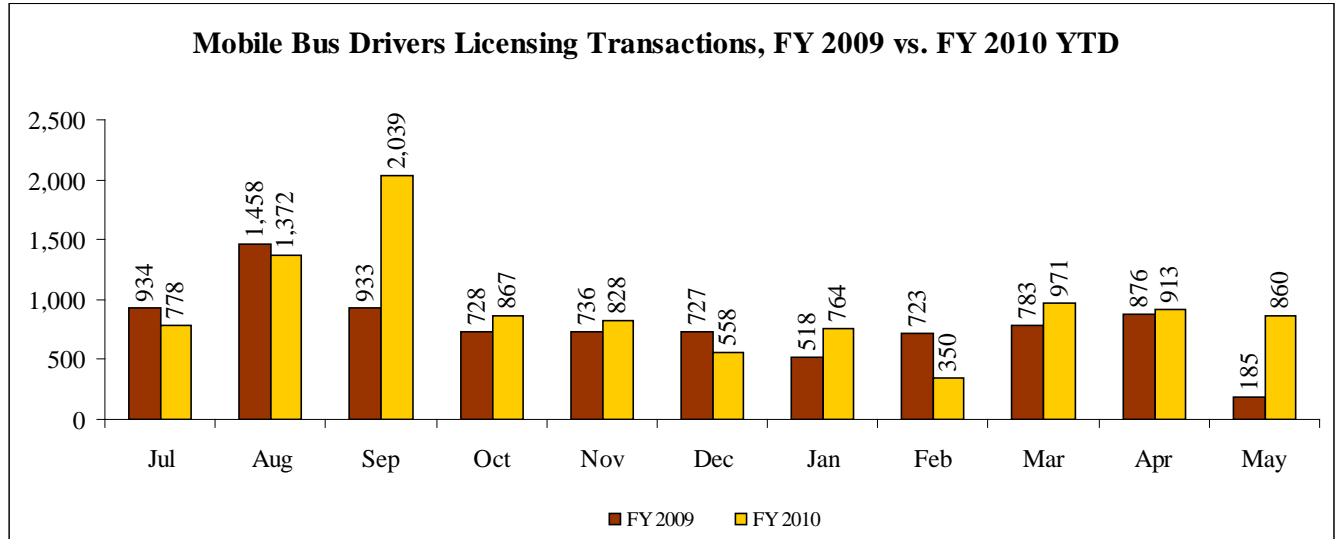
### Data Changes

- **Template.** The Department recently revised its StateStat template based on upgrades to their customer service system, which tracks wait times and branch transactions. The upgrades now allow the Department to provide overall transactions and wait times by branch. Previously, this data was broken up by Express Offices and Full Service Branches.

### MVA Mobile Bus

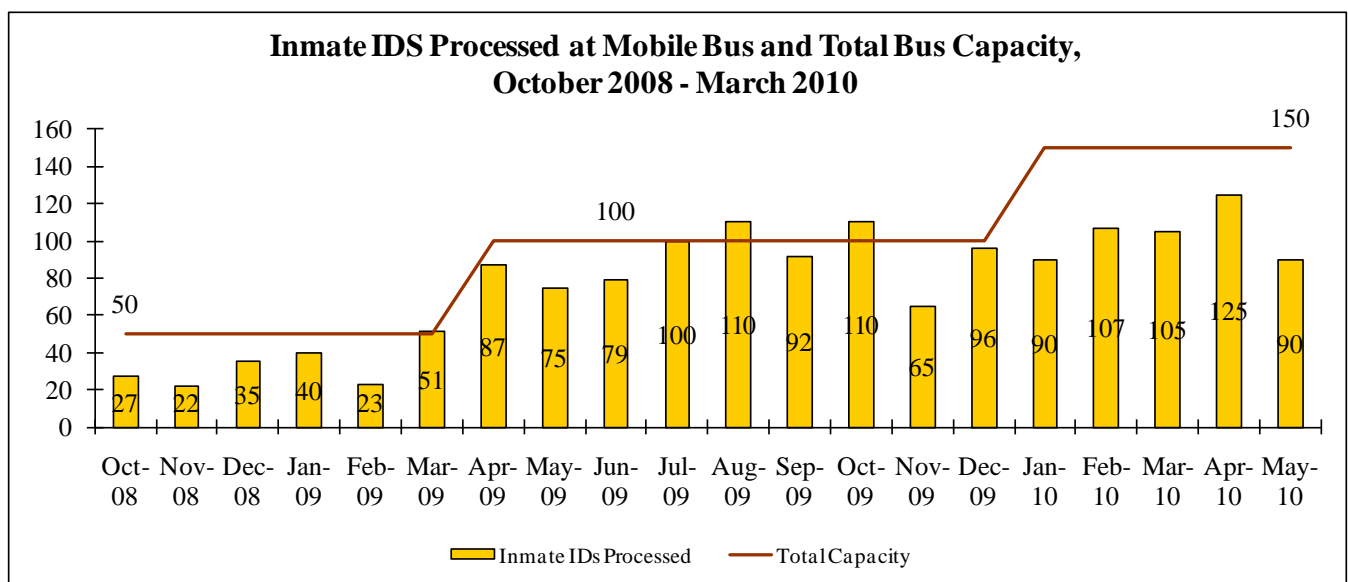
- **Overview.** The MVA mobile bus serves as a traveling MVA branch, providing some MVA services to 8 sites around the state. On average, the bus can process approximately 166 transactions per site (for FY 2010 YTD). MVA does not currently collect the number of transactions per bus site, although it has offered to begin a manual count.





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

- Inmate IDs.** The Department gave a report on its involvement in the Inmate ID program, which is a joint effort between the MVA and the Department of Public Safety and Correctional Services (DPSCS). Recently, the pre-release bus ID program has failed to reach capacity at two of its sites, including significant issues at the Brockbridge Site. DPSCS reports that some of these issues are due to operational problems on their side. MVA discussed the problems it was experiencing and ways to solve these issues.



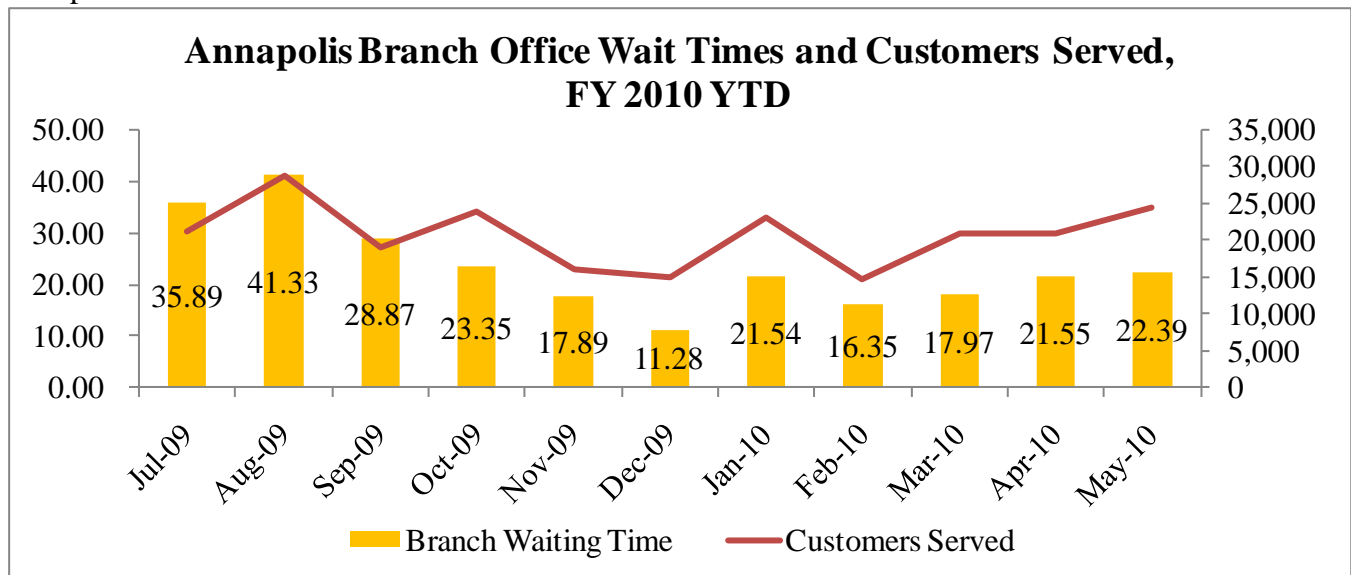
MVA provides inmate IDs through three sources:

- Pre-release Bus IDs are issued by MVA bus visits to prison sites. Currently, three sites are operational, and the capacity per site is 50 inmates per visit.
- MVA Branch visit IDs are issued by transporting DOC inmates to MVA branches prior to the branch opening.
- MVA post-release IDs are issued when a released inmate goes to a MVA branch and uses his DOC ID card to receive a free MVA ID. The inmate is eligible to receive a free ID up to two months after release.

- **Submission of Inmate Names.** MVA recently noted that the DPSCS did not provide the lists of inmates planned for bus IDs within the two week timeframe as was originally agreed upon by MVA and DPSCS. DPSCS previously reported that it has now begun sending inmate lists within the agreed upon timeframe, but also reported difficulty in having enough eligible inmates. MVA stated that it has been working to accommodate DPSCS, vetting names as they are received.

### Site Visit to Annapolis

- **Overview.** A StateStat analyst visited the MVA branch in Annapolis on June 28<sup>th</sup> to obtain a drivers license and observe branch operations. Overall, his wait time was 1 hour 40 minutes with approximately 10 minute service time. General information regarding the Annapolis branch office operations for FY 2010 is shown below.



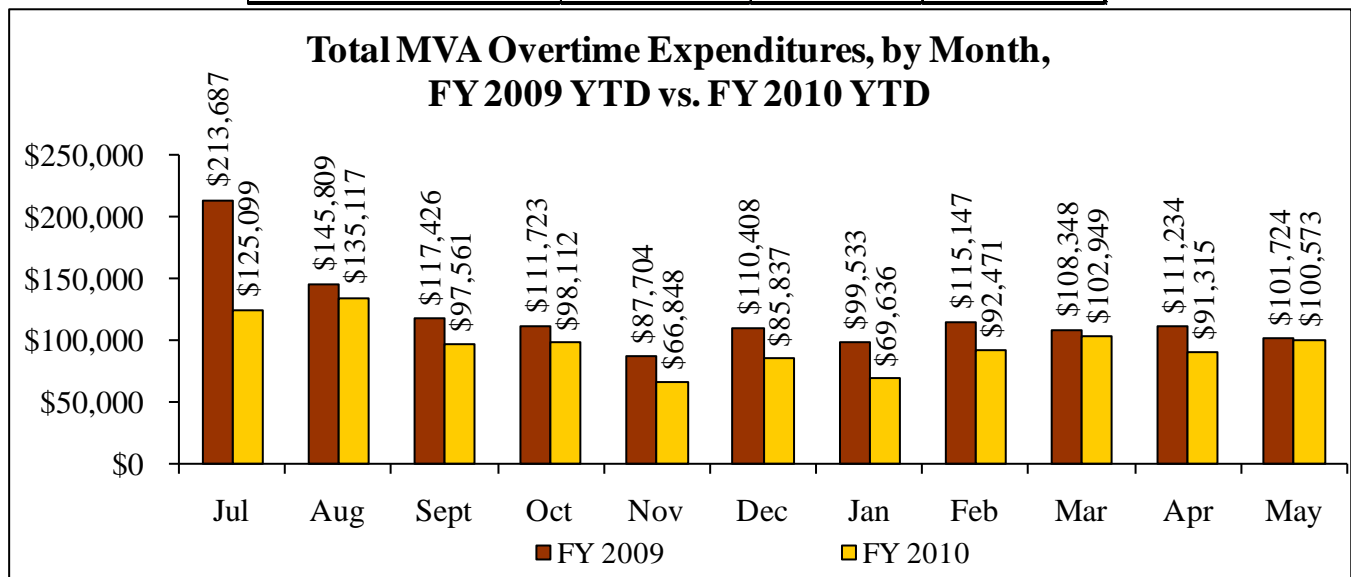
- **Wait Time.** The analyst arrived at 8:50 AM and there was already a substantial line for driver's licensing services. The wait was 1 hour 40 minutes for services; other patrons appeared to wait a similar amount of time. Approximately 40 minutes in, one worker left for break, and although he returned, he did not begin seeing customers again for the remainder of the analyst's wait. In addition, at the end of the visit, only 7 of the 17 titling windows were open for service with a large wait line. The MVA commented that it generally experiences a rush at the end of the month when services become due, and although extra staff is on duty, it is impossible to redeploy resources to areas with a backlog. The MVA agreed to look into the possibility of displaying wait time information on its website.

- **Staff.** Overall, staff was friendly and helpful. However, customer service agents did not always appear to be working with urgency, sometimes speaking to one another for some period of time (and at times in front of customers). The analyst's experience with a customer service agent was pleasant.
- **Voter Registration.** Voter registration was readily advertised outside the branch, and materials were handed out at the entry point. The analyst was able to register to vote at the facility with no issue.

### Personnel

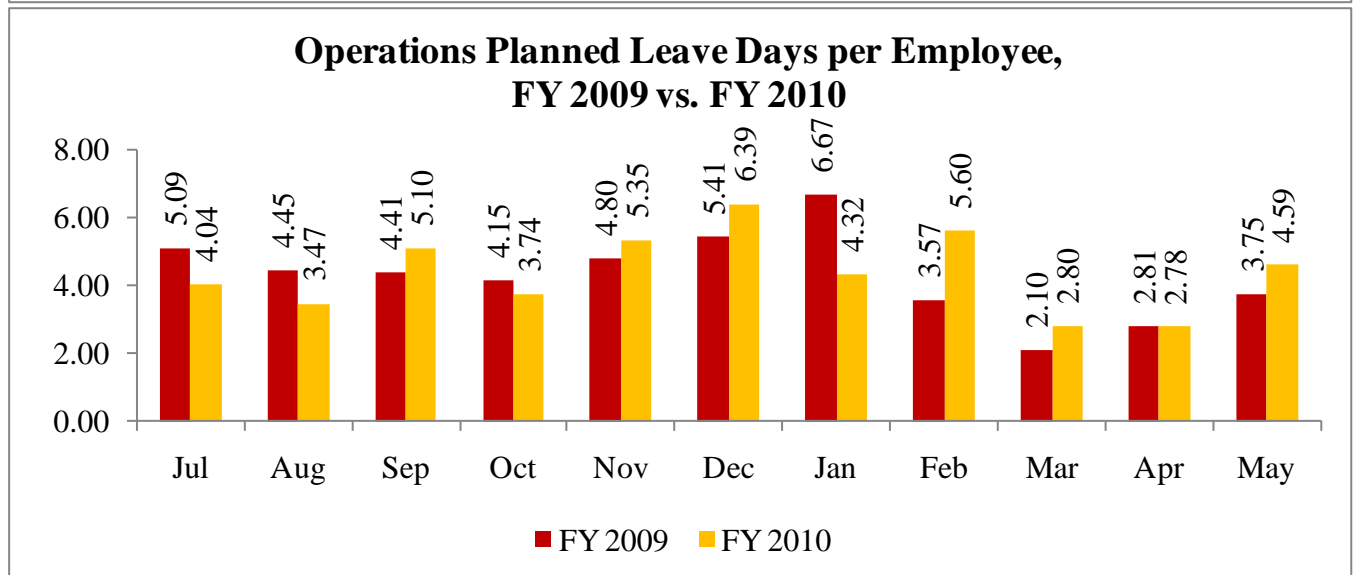
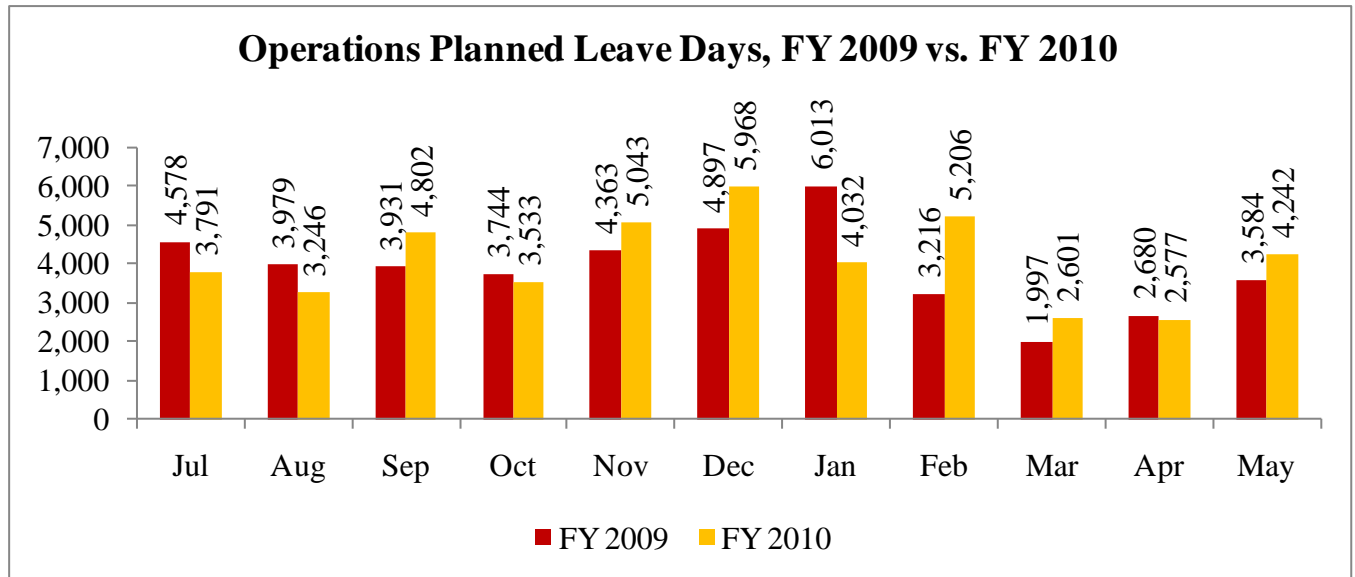
- **Overtime.** The Department continued to show positive progress in reducing overtime, and appeared to be headed for a reduction in FY 2010 when compared with FY 2009. The MVA reported that some of this reduction is due to its focus on reviewing overtime expenditures before they occur.

<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	\$964,945	\$1,437,145	67%
Administrator's Office	\$14,181	\$78,784	18%
DVPP	\$11,664	\$54,000	22%
Operations	\$859,128	\$1,091,817	79%
Support Services	\$79,972	\$212,544	38%



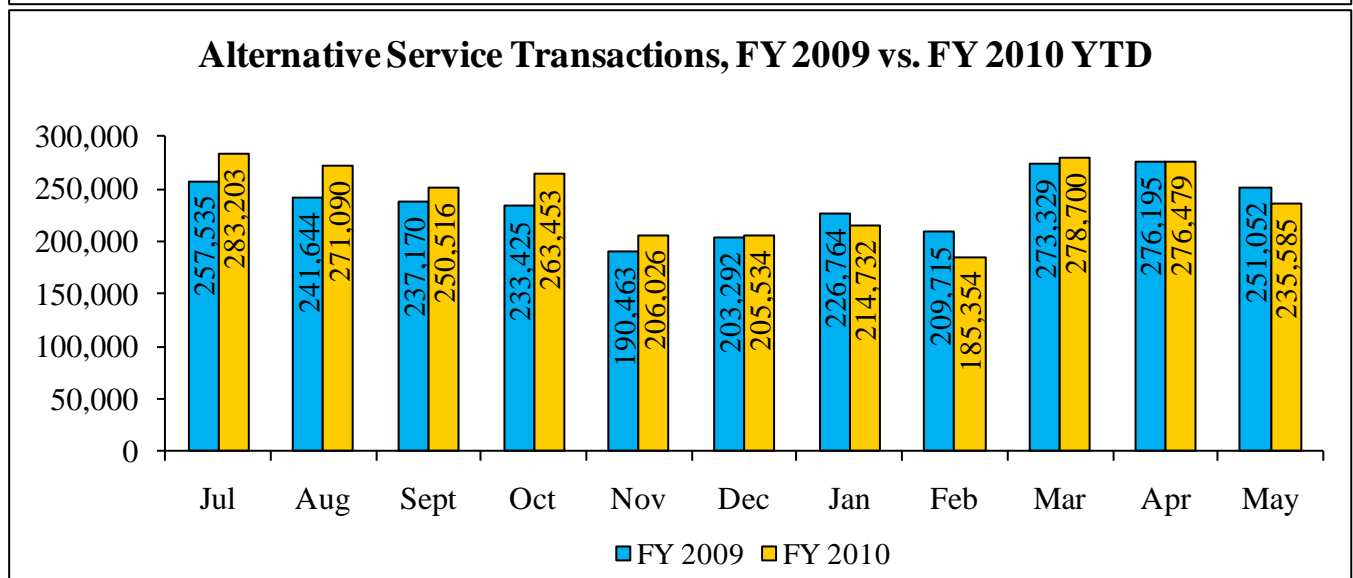
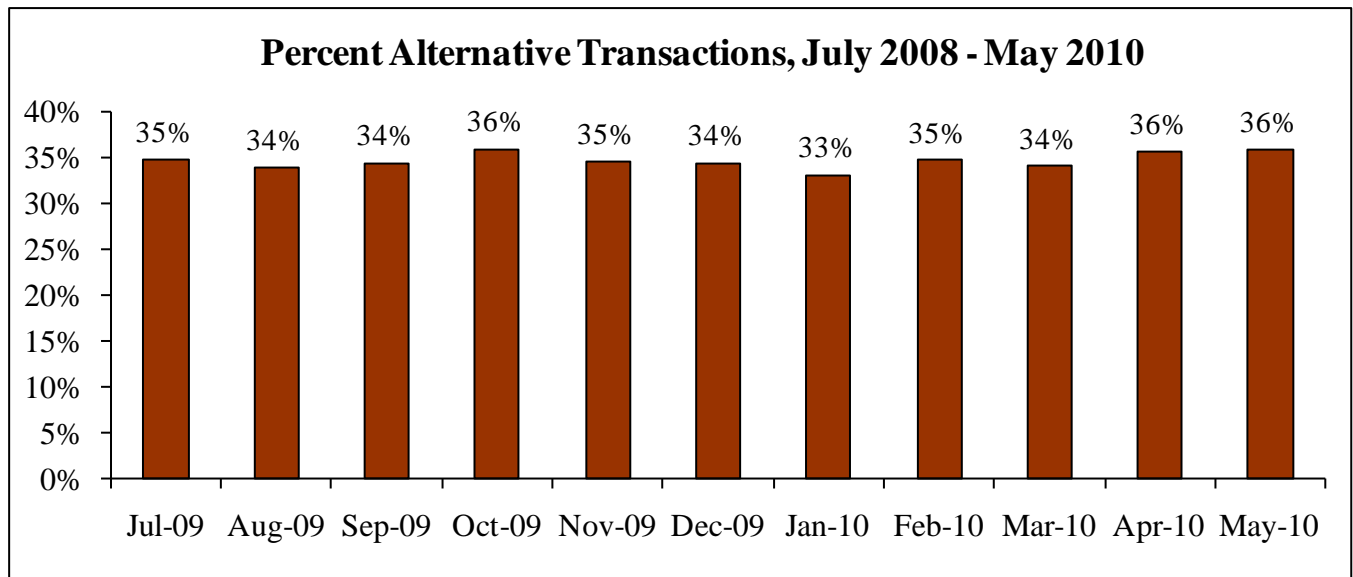
- **Planned Leave.** MVA employees have shown approximately 87 days of schedule leave per employee in FY 2010; this includes all divisions.
- **Operations Planned Leave.** The operations division has shown a total of 48 days of scheduled leave per employee in FY 2010, with an average of 5 days of scheduled leave per month. This is a high number, given MVA's responsibilities to customers and its goals of reducing wait times.

The Department reported that planned leave encompasses all types of leave, including holiday, furlough, and unpaid leave. As a result, the total amount of leave per employee is slightly overstated as all employees receive a portion of the leave reported. Furthermore, the Department stated that it that it reviews all requests for leave two weeks prior to the proposed. The MVA was asked to provide a detailed breakdown of planned leave days for the next StateStat meeting.



### Alternative Service Delivery

- Overall.** Although the total number of alternative service transactions decreased slightly in May, the percent of overall transactions has remained steady at 36 percent over the last two months. The Department has noted in previous meetings that its strategy is to steadily increase alternative service usage in the coming years. The MVA reported that it is continuing to make this issue a priority and is exploring ways to provide incentives to costumers for completing services via alternate methods.



- Kiosks.** Overall transactions at kiosks have seen a significant increase over previous years, potentially due to the beta test rollout of the second generation kiosk machines. In the last three months, the number of transactions increased over 100 percent compared with the same time last year, compared with 9 to 11 percent increases in previous months.

