

MVA Meeting Summary

Following is a summary of issues discussed at the MDOT-MVA Stat on February 22, 2011. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

Overtime

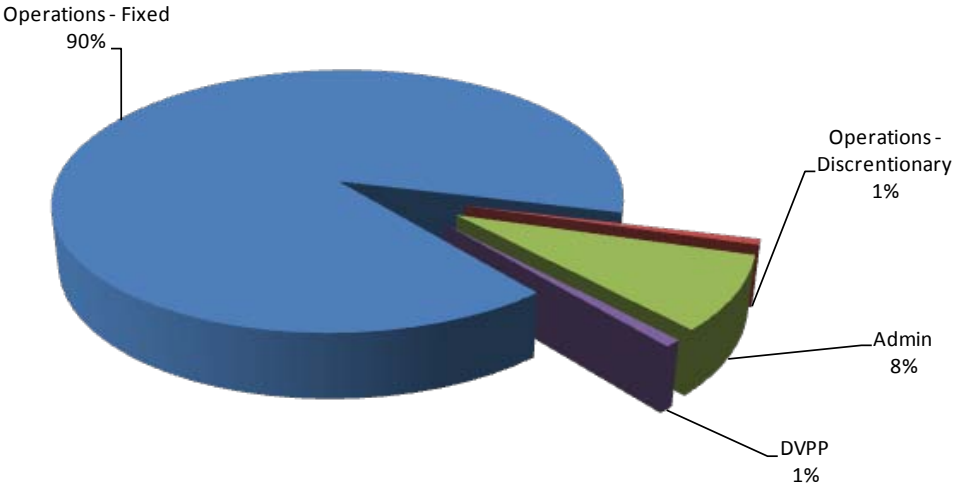
- **Background-District 3.** At the previous StateStat session of District 3's there was significant discussion of the Department's overtime budget, especially in District 3. District 3 offices have expended 160 percent of their overall overtime budget for FY 2011. Furthermore, StateStat found that although District 3 had overspent its budget in FY 2010, the Department had made a 13.2 percent cut to all District 3 offices.

MVA District 3 FY 2011 OT Expenditures vs. FY 2011 Budget				
	FY 2011 Total	FY 2011 Budget	Change	% Budget Expended
District 3 Total	\$174,051	\$109,038	\$65,013	160%
Beltsville	\$67,682	\$47,461	\$20,221	143%
Columbia Express	\$15,596	\$8,562	\$7,034	182%
Gaithersburg	\$68,516	\$48,681	\$19,835	141%
Glenmont Express	\$7,662	\$3,113	\$4,549	246%
Walnut Hill Express	\$14,595	\$1,221	\$13,374	1195%

- **MVA Overtime Management.** In response, the MVA prepared to an overview of its overtime budget in relation to its overall personnel costs, leave time, and overtime drivers.

The Department reported that approximately 90 percent of overtime is "fixed," or determined by their business process. Specifically, overtime must be expended to serve customers who are present in the branch at 4:30, regardless of the total number of customers present, and on Saturdays. The Department notes that it has limited control of this overtime as is, as it is determined by the number of customers.

FY11 Overtime - Fixed vs Discretionary



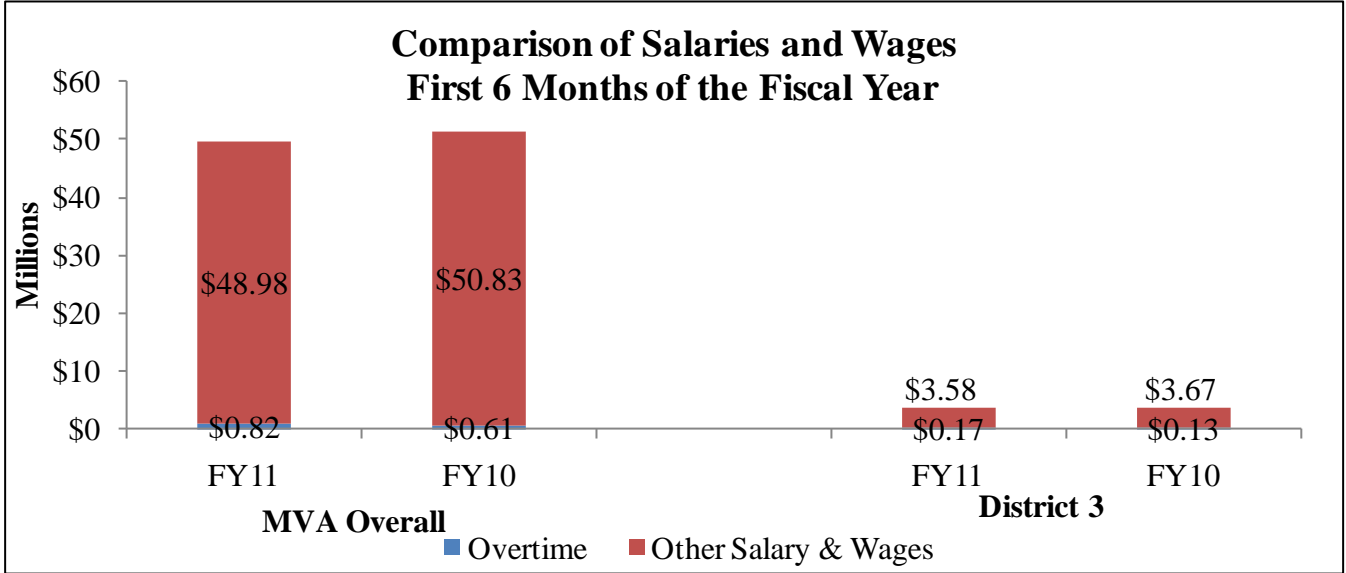
- **Budgetary Decisions.** In FY 2010, two districts overspent their overtime budget (including District 3) while two remained slightly under budget.

The Department noted that it uses prior year’s actual overtime expenditures to plan future years budgets, and the panel and the Department discussed the budgetary process for overtime. The panel encouraged the Department to make more strategic decisions in preparing the overtime budgets for FY 2012 rather than an across-the-board cut to improve overall overtime management in light of actual costs. The panel requested that the Department provide its FY 2012 overtime budget to the StateStat in April for review.

MVA District Overtime Expenditures vs. Overtime Budget, FY 2010 vs. FY 2011 YTD						
	FY 11 YTD	FY 11 Budget	% FY 11 Budget Expended	FY 2010 Total	FY 2010 Budget	% FY 10 Budget Expended
District 1	\$174,500	\$202,944	86%	\$258,236	\$233,755	110%
District 2	\$156,822	\$187,516	84%	\$201,775	\$215,984	93%
District 3	\$174,051	\$109,038	160%	\$201,524	\$125,591	160%
District 4	\$228,589	\$389,218	59%	\$403,390	\$448,630	90%

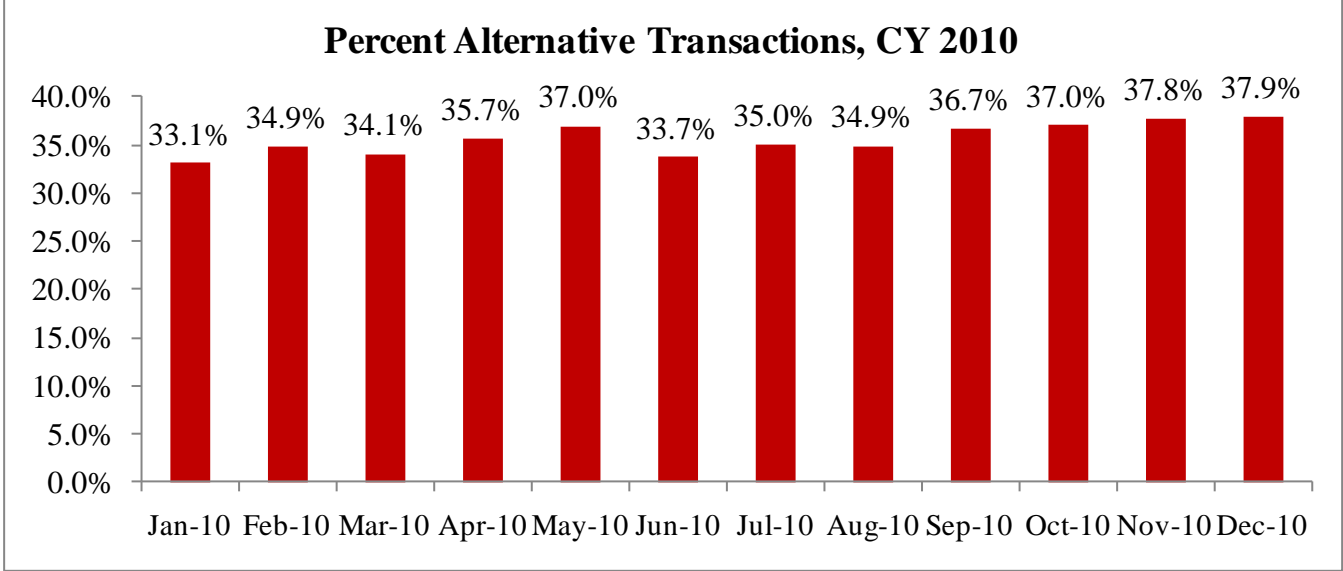
Overtime Budget Cuts			
	FY 11 Budget	FY 10 Budget	% Change
District 1	\$202,944	\$233,755	-13%
District 2	\$187,516	\$215,984	-13%
District 3	\$109,038	\$125,591	-13%
District 4	\$389,218	\$448,630	-13%

- Payroll Costs vs. Overtime Costs.** The MVA also noted that while overtime costs are slightly higher, there have been significant savings through better management of its overall workforce. Data provided by the MVA indicates that overall salary and wage expenditures are decreasing faster when comparing FY 2010 YTD and FY 2011 YTD; overtime expenditures are up only \$210,000 while other salary and wage costs have decreased \$1.85 million.



Alternative Service Delivery

- Overview.** There have been ongoing discussions at MVA StateStat sessions regarding MVA’s efforts to increase alternative service delivery. The Department, with the urging of the panel, has set a goal to reach 40 percent alternative service delivery by December 2011, and appears on target to meet this goal.

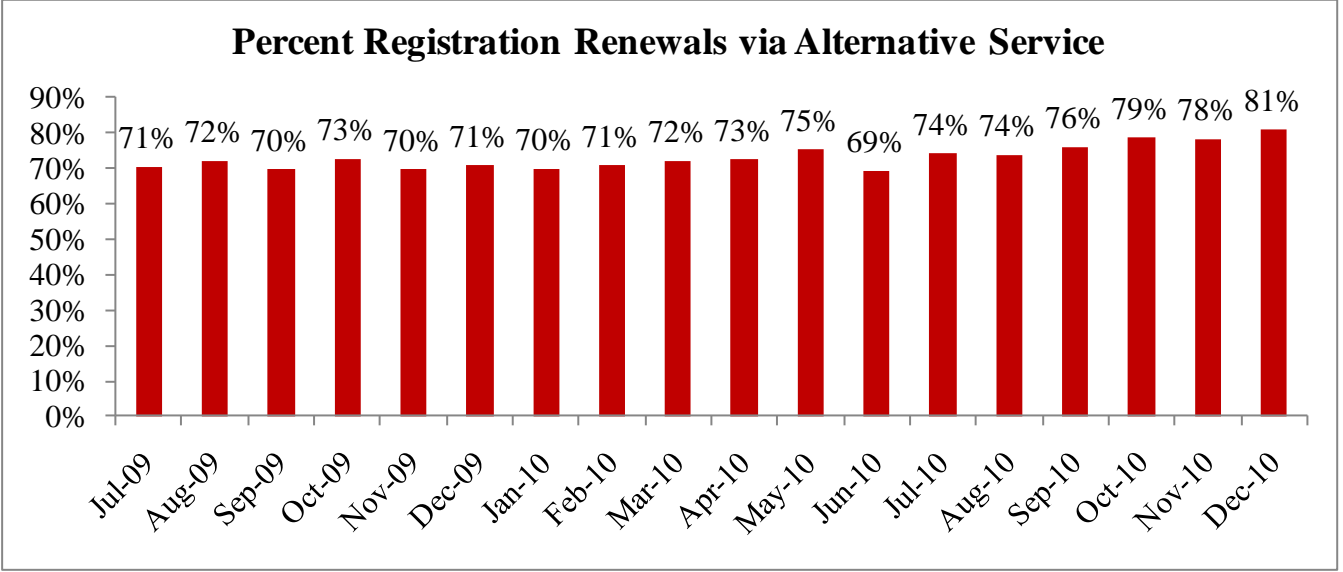
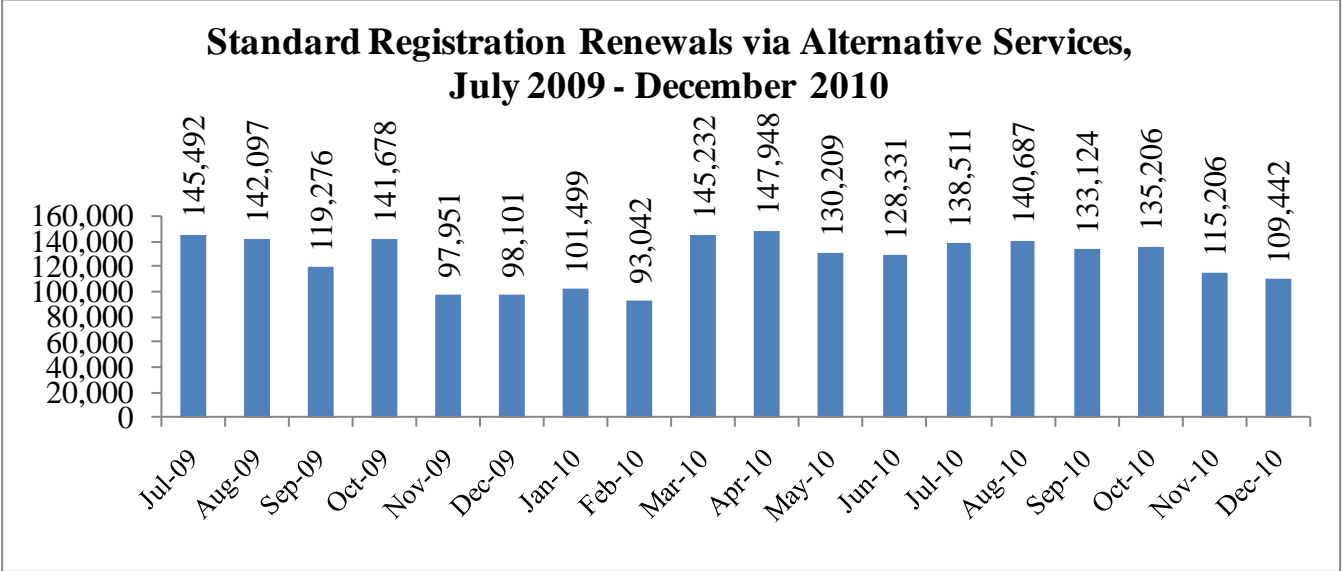


- **Alternative Service Projects.** At the last StateStat session, the panel and the Department reviewed 5 specific projects aimed at increasing alternative service delivery. The projects are shown in the chart below; the panel focused on the registration renewal and email addresses as key projects to move forward due to their overall potential impact on Departmental costs and improvement in alternative services. In addition, the panel requested that the Department prioritize appointment scheduling as a sixth alternative service project. The Department provided detailed updates and schedules for these three priority projects.

- **Project 1: Registration Renewal**
- **Project 2: Email Addresses**
- **Project 3: Webpage**
- **Project 4: ID Renewals**
- **Project 5: Tag Returns**
- **Project 6: Appointment Scheduling**

- **Project 1: Registration Renewals.** The Department started a pilot requiring registration renewals via alternative services at four branch offices in January 2011; all “clean” renewals (which do not have a flag) must be done via mail, internet, or branch kiosk. Individuals who arrive to do a registration renewal at these branches are directed to a kiosk. The Department has publicized the change on its website and expects full implementation at all branches in June 2011; the delay is due to the need to analyze approximately 3 months of data from the pilot sites. A schedule is shown below.

Registration Renewal Alternative Delivery Timeline	
Jan-11	Redirect clean registration renewals to alternate methods at 4 branch offices
May-11	Initial Pilot Analysis - first 3 months of data
Jun-11	Make any corrections to the operations plan based on initial pilot results
Jun-11	Implement the programs at all branches
Feb-12	Analyze full year's worth of data to determine overall success of the program



- Project 2: Email Addresses.** The goal of this project is to collect customer email addresses with the vision of emailing registration and driver's license renewal information to customers. The Department currently collects some email addresses through a limited number of points (mainly kiosk and web transactions), and expects to begin piloting the project to collect emails in mid-2011. However, the plan currently covers the collection of emails; the Department will not begin planning how to use emails for renewal notices until August.

The Department noted that emails are only collected in a limited number of online transactions and that it is working to expand this effort to *all* online transactions. The main issue facing the Department at this point is how to collect the data in its system (rather than the actual process of collecting the email addresses).

Email Address Collection Timeline	
Implementation Date	Action
Present	Currently request and store customer email addresses via select transactions conducted on the web and kiosk
February - April 2011	Requirements gathering to establish email collection on all workflows for the web and kiosk
May - June 2011	Pilot test and verify changes
Jul-11	Implementation
Aug-11	Begin project plan to send renewals by email

- Project 6: Renewal Notices.** The Department has regularly noted in previous meetings that the ability to schedule appointments for specific MVA services, especially driver's license renewals, would allow them to better control wait times as well as overtime at the end of the day. Some appointments are currently scheduled; a list of currently scheduled appointments and proposed appointments to be schedule is shown below. The Department is currently working to begin scheduling the driver's skills test, but has not set dates to begin scheduling driver's license renewal scheduling. One key issue is upgrading the current customer management system to account for appointment scheduling.

Appointment Scheduling	
Implementation Date	Action
Fall 2007	HAZMAT endorsements (phone)
Fall 2008	Out of Country (discontinued)
Spring 2009	Motorcycle Safety
Winter 2010	Driver Skills Test
Spring 2011	HAZMAT endorsements (web)
Spring 2011	Out of Country Document Review
TBD	Commercial Drivers License
TBD	Drivers License Renewals

