



Motor Vehicle Division

June 2011



Division *Performance Results*

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Customer Service		MVD GOAL
		To improve customer service.
FY 2011 OBJECTIVE	Achieve an average customer visit time (ticket through transaction) in field offices of 35.0 minutes or less.	
Purpose:	The Customer Service Program strives to achieve a satisfactory customer visit time by maximizing available resources and providing quality services.	

PERFORMANCE MEASURES	FY 2010	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2011	FY 2011 Estimate
Achieve an average customer visit time (ticket through transaction) of 35 minutes or less.	26.0	32.5	29.7	27.2	29.6	29.3	25.7	25.6	30.0	30.6	27.1	29.4	31.2	29.0	35.0
Average customer wait time (ticket-to-window) in field offices	18.5	25.1	22.2	19.6	22.1	21.7	17.9	17.8	22.3	23.0	19.4	21.5	23.2	21.3	27.0
Average transaction time at window (minutes)	7.5	7.4	7.5	7.6	7.5	7.6	7.8	7.8	7.7	7.6	7.7	7.9	8.0	7.7	8.0
Customers served at window in field offices (thousands)	4,054.6	331.2	328.8	303.5	301.6	292.1	286.9	312.3	304.4	388.9	320.2	308.5	332.5	3,810.9	4,150.0
Transactions at window (thousands)	4,893.6	380.2	391.0	365.3	365.7	347.7	344.7	374.4	370.9	448.2	384.6	373.6	389.1	4,535.4	4,900.0
Other secondary transactions (thousands)Ⓚ	700.2	54.9	56.6	49.2	60.5	40.6	46.8	50.9	46.2	67.0	56.9	56.7	64.0	650.3	700.0
Additional services provided that impact wait time (thousands); selective service, organ donor program, voter registration and OHV decalsⓀ	710.2	75.7	68.9	57.5	87.7	67.5	68.5	65.3	58.9	71.3	66.0	62.0	76.7	826.0	800.0
Average number of MVCSAs/ MVCSRs	612	552	548	545	541	559	579	578	575	572	567	567	574	563	550
Satisfaction rating on Customer Service Satisfaction Survey	88.0%	84.0%			89.0%			86.0%			Survey results for this quarter will be reported in September			86.0%	85.0%

Ⓚ Driving skills test, knowledge test, motorcycle skills test, inspections, camera, kiosk assistance and dealer work

Ⓚ Providing new/replacement Off Highway Vehicle (OHV) decals for the Dept. of Game and Fish is a new service this year. The number of services each month will likely be higher than last year's counts.

VARIANCE STATEMENT

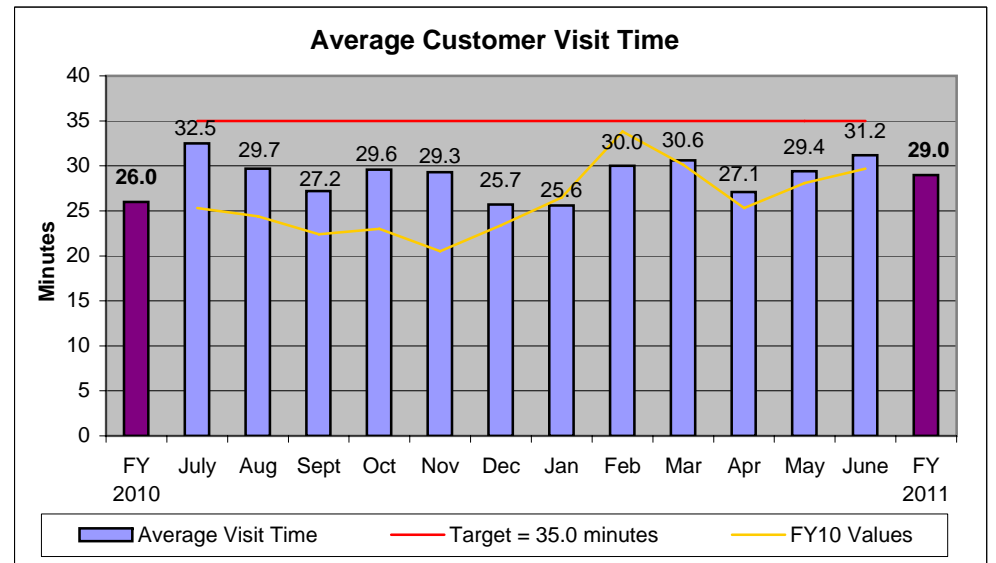
JULY: Visit time increased by 2.8 minutes despite the decrease in customers (34,100) and transactions (43,900). This is primarily due to the high influx of customers on days following the furlough day and holiday. Additionally, July's average number of CSR's decreased from the FY10 average of 612 to 552.

AUGUST: Overall total visit time decreased 2.8 minutes. There were 2,400 fewer customers but an increase of 10,800 transactions. The increase can be attributed to a rise in out of state vehicles registered and customers completing written and road tests before the start of the new school year.

SEPTEMBER: There were no significant changes to note. The lower wait and visit times were primarily the result of fewer customers and transactions during the month.

OCTOBER: There were no significant changes to note this month.

NOVEMBER: The number of transactions and customers is typically lower during the month of November each year. The 18 new CSRs are participating in both training and on-the-job activities and have not yet reached full productivity.



DECEMBER: The decrease in wait time is attributed to 5,200 less customers visiting field offices and 3,000 fewer transactions. Counts are in line with previous years' results with lower counts for the month of December possibly due to the holiday season.

JANUARY: Total visit time is comparable to the previous month despite an increase in customers (25,400) and transactions (29,700). This increase is in line with previous trends; historically, January has shown a pattern of more customers and transactions as compared to the month of December.

FEBRUARY: Visit time increased by 4.4 minutes compared to January. This was due to a daily transaction volume increase of 4% and 10 CSRs taken out of production for training.

MARCH: The overall wait time only went up slightly. The increase in customers and transactions is primarily due to more business days/hours in March than in February.

APRIL: The total visit time was down from last month as a result of fewer transactions and customers served.

MAY: The actual hours worked in May compared to April were down 5.3%. This reduction in resources accounted for the increase in wait times.

JUNE: The 1.8 minute increase in wait time is attributed to an increase of approximately 15,500 transactions and 24,000 customers. History indicates that June tends to be one of the largest volume months for secondary transactions because many applicants are out of school. Overall, the FY11 average customer visit time of 29 minutes was lower than the 35 minute estimate.

Competitive Government Partnerships	MVD GOAL
	To improve customer service.
FY 2011 OBJECTIVE	Achieve 80.4% of all vehicle registration renewals through alternate methods.
Purpose:	The ability to offer alternative methods of vehicle registration renewal provides convenience to customers, frees up staff time and resources, and alleviates customer traffic in MVD field offices.

PERFORMANCE MEASURES	FY 2010	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2011	FY 2011 Estimate
Percent of vehicle registration renewals completed through alternate methods	80.3%	82.2%	82.0%	82.0%	81.4%	81.4%	83.1%	81.0%	82.0%	83.7%	81.6%	83.2%	84.3%	82.4%	80.4%
Total vehicle registration renewals completed through alternate methods ①	2,920,296	253,710	261,563	246,485	232,476	217,365	247,433	224,171	218,175	306,370	234,413	265,192	290,920	2,998,273	2,930,300
Percent of vehicle registration renewals completed by field offices	19.7%	17.8%	18.0%	18.0%	18.6%	18.6%	16.9%	19.0%	18.0%	16.3%	18.4%	16.8%	15.7%	17.6%	19.6%
Vehicle registration renewals completed by field offices	718,140	54,884	57,502	54,015	53,074	49,730	50,341	52,497	47,917	59,790	52,705	53,442	54,057	639,954	715,000
Total vehicle registration renewals (field office and alternate methods)	3,638,436	308,594	319,065	300,500	285,550	267,095	297,774	276,668	266,092	366,160	287,118	318,634	344,977	3,638,227	3,645,300
Renew-by-Mail renewal percentage	16.8%	16.8%	17.3%	16.6%	17.1%	16.7%	15.9%	16.6%	16.4%	14.8%	16.2%	15.6%	14.4%	16.1%	17.6%
Internet and Interactive Voice Response (IVR) percentage	50.6%	55.4%	54.8%	51.6%	53.8%	53.0%	49.2%	53.1%	53.5%	46.9%	54.7%	54.4%	49.0%	52.3%	50.3%
Third Party renewal percentage	11.4%	8.7%	8.3%	12.5%	9.0%	10.3%	16.7%	9.5%	10.5%	21.3%	9.8%	12.4%	20.3%	12.8%	11.0%
Average turnaround time for vehicle registration Renew-by-Mail (days)	1.5	2.0	2.0	1.6	1.6	1.5	2.0	2.1	2.0	2.0	1.7	1.7	1.8	1.8	1.6

① Alternate renewal methods include: Renew-by-Mail, Internet and Interactive Voice Response, Third Party, Drop Box, and Fleet.

VARIANCE STATEMENT

JULY: Although the total number of registration renewals was down from last month, Internet/IVR renewals hit a record high, maintaining the overall alternate renewal percentage at just over 82%. The RBM turnaround time increased over the last two months due to staffing shortages and higher than normal volumes on some days.

AUGUST: There were no significant changes to note this month.

SEPTEMBER: Although the total number of renewals was lower than last month, the percentage of those completed through methods other than visiting a field office remained unchanged.

OCTOBER: There were no significant changes to note.

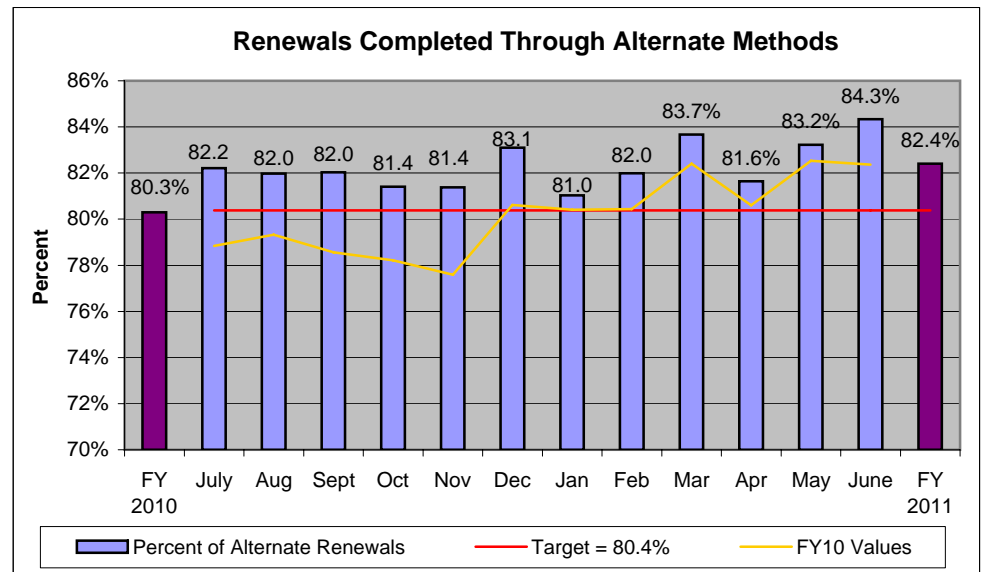
NOVEMBER: There was no change in the percentage of renewals completed through alternate methods.

DECEMBER: The increase in the overall percentage of renewals completed through alternate methods is due to 23,000+ U-Haul renewals. The company typically renews a large number of registrations in December and June each year.

JANUARY: Third party renewals returned to a typical month's activity (no large fleet renewals).

FEBRUARY: Although the total number of renewals in February was lower than any other month during this fiscal year, renewals completed through methods other than at field offices were high enough to raise the overall percentage a full percentage point.

MARCH: March typically reports a high volume of vehicle registration renewals. There were almost 30,000 more online renewals this month than last month. Additionally, there was a large number of third party motor carrier renewals.



APRIL: There were no significant changes to note this month.

MAY: There was an increase in renewals in all areas outside of MVD field offices. May's total renewal count was the second highest all year.

JUNE: The FY11 total percentage of renewals completed through alternate methods was 82.4%, exceeding the 80.4% estimate. Most influential in this accomplishment was the increase in Internet/IVR and Third Party renewals.

Competitive Government Partnerships	MVD GOAL
	To increase the use of electronic service delivery.
FY 2011 OBJECTIVE	Increase Internet and IVR transactions and activities to 8.0 million.
Purpose:	The ability to conduct transactions electronically and via telephone provides convenience to both customers and businesses. Increasing these types of activities frees up staff time and resources and alleviates customer traffic in MVD field offices.

PERFORMANCE MEASURES	FY 2010	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2011	FY 2011 Estimate
Total Internet and IVR transactions and activities	7,810,823	697,099	716,386	657,523	662,100	605,706	596,280	670,378	677,150	755,490	696,957	703,759	691,621	8,130,449	7,996,450
Government-to-consumer Internet and IVR transactions and activities	6,636,899	594,122	609,039	553,867	560,446	505,462	492,548	561,983	563,495	635,204	587,458	591,274	580,467	6,835,365	6,772,150
Registration Renewal ①	1,687,544	158,946	162,680	145,905	143,981	132,882	136,944	137,767	133,811	161,581	147,980	163,278	159,859	1,785,614	1,710,000
Duplicate Driver License/ID ①	268,497	25,642	26,237	22,993	22,949	21,147	20,620	23,668	22,112	20,430	19,895	20,132	22,061	267,886	275,000
3-day Restricted Use Permit ①	366,921	28,923	30,146	29,754	29,972	28,711	27,511	30,584	31,932	34,170	31,834	31,053	30,479	365,069	375,000
Voter Registration ①	134,101	22,717	20,453	22,084	34,968	14,276	5,540	6,630	6,013	6,519	7,155	7,462	7,922	161,739	75,000
Government-to-business Internet transactions and activities	1,173,924	102,977	107,347	103,656	101,654	100,244	103,732	108,395	113,655	120,286	109,499	112,485	111,154	1,295,084	1,224,300
Temporary Registration Plate ②	470,109	41,642	42,383	39,964	41,280	38,525	40,019	41,621	46,413	46,948	45,737	46,106	42,704	513,342	500,000
Average monthly number of Internet and IVR transactions and activities	650,902	697,099	706,743	690,336	683,277	667,763	655,849	657,925	660,328	670,901	673,507	676,257	677,537	677,537	666,371
Percent increase in average monthly Internet & IVR transactions	0.5%	7.1%	1.4%	-2.3%	-1.0%	-2.3%	-1.8%	0.3%	0.4%	1.6%	0.4%	0.4%	0.2%	0.2%	2.4%
Percent of customers rating overall satisfaction with Internet Service	98.9%	99.0%	99.1%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	98.7%	98.8%	98.9%	98.9%	98.9%	98.9%
New services implemented	10	0	1	1	2	0	0	1	0	0	0	0	0	5	0

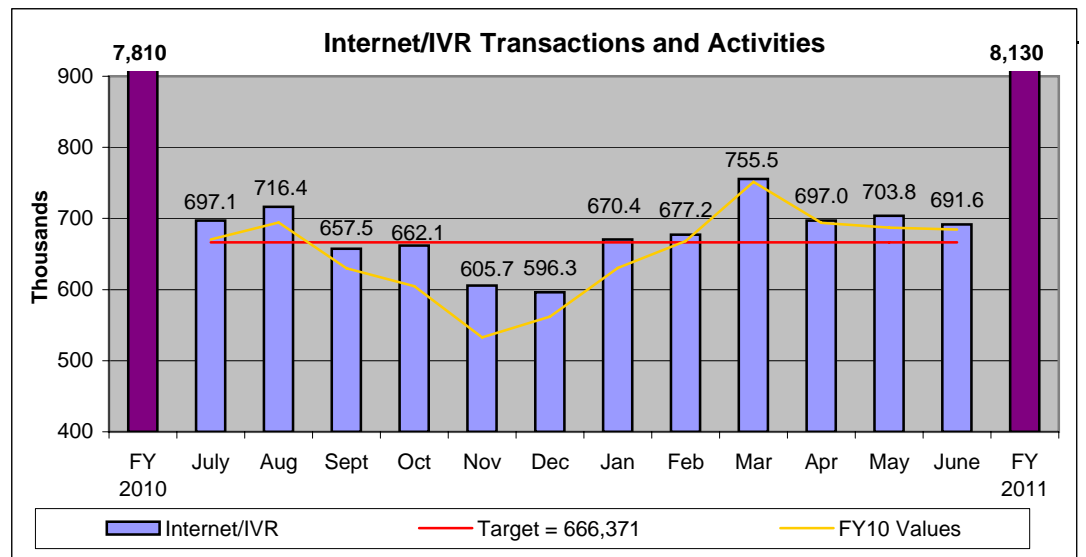
- ① Indicates high volume transactions by consumers
- ② Indicates high volume transactions by businesses

Government-to-consumer Transactions include:

Registration Renewal, Fleet Renewal, Duplicate Registration, Duplicate Driver License/ID, DL Reinstatement, Special/Personalized Plate Inquiry and Order, Address Change, 3-day Restricted Use Permit, Plate Credit Inquiry, Vehicle Sold Notice, De-Insured Certificate, Voter Registration, 30-day Permit, Plate Refund, Title/Registration Motor Vehicle Record (MVR), Vehicle Fee Recap, EZ Email, DL MVR, Insurance Verification, Tab Replacement, ServiceArizona Machine (SAM), and Off highway Vehicle Registration and Decal

Government-to-business transactions include:

Registration Fee Calculation, Non-resident Permit, 90-day Resident Registration, Temporary Registration Plate, Motor Carrier Permit, Dealer License Renewal, Abandoned Vehicle, 30-day permit, DL/Title/Reg MVR, EZ Lienholder MVR, Ignition Interlock, EZ Pay, Insurance Verification, Aircraft Registration, Dismantle/Crush Request, EZ Title, Duplicate Title, Duplicate Title, Repo Title, DUI Screening/Treatment/Evaluation, and DPS Vehicle Escort



VARIANCE STATEMENT

JULY: There was a slight increase of 13,000 transactions from June 2010. Registration and IVR renewal total was 170,839, an all time monthly high.

AUGUST: The Registration and IVR renewal total was 174,874, an all time monthly high. One new service was added; the EZ Renewal transaction was updated to include the new 5-year registration option for qualifying vehicles.

SEPTEMBER: One new service was added; the ServiceArizona Machines (SAM) in the two pilot offices began accepting cash on 9/2.

OCTOBER: New services implemented on October 24 include the Arizona Agriculture specialty plate and the Masonic Fraternity specialty plate.

NOVEMBER: The decrease in transactions from the previous month is a result of fewer registration renewals and voter registrations. The overall lower transaction count is consistent with previous November figures.

DECEMBER: The decrease in transactions from the previous month is a result of fewer voter registrations. The overall lower transaction count is consistent with past December figures.

JANUARY: There were over 74,000 more transactions/activities than in December. Areas of significant increase included: personal plate inquiries, OHV decal renewals and aircraft registrations. One new service was added; the Military Support/Freedom plate was introduced on January 23.

FEBRUARY: There was a minimal transaction increase from January to February. Of note, the number of Temporary Registration Plate transactions hit a high for the current fiscal year.

MARCH: March typically has a high volume of transactions and this year's total (755,490) exceeded March 2010's figure of 751,591. It was the second highest monthly total on record, surpassed only by the 758,555 transactions in May 2008.

APRIL: The decrease in the number of transactions was expected following the high volume of transactions in March; April 2011 had an increase of 3,000 transactions year-over-year from April 2010.

MAY: May has historically had a higher transaction volume than April and the year over year increase since May 2010 was just over 16,000 transactions.

JUNE: June transaction volume historically is lower than May, but there was a 7,000 year over year increase when compared to June 2010. The 8.1 million transaction total for FY11 exceeded the estimate of 8.0 million and was the second highest all-time total only behind the 8.4 million transactions in FY08.

Competitive Government Partnerships	MVD GOAL
	To improve customer service.
FY 2011 OBJECTIVE	Increase the number of third party primary and secondary transactions to 3.6 million.
Purpose:	Third party locations statewide provide title, registration, driver license and other motor vehicle services on behalf of MVD offering customers an alternative means of conducting business. Increasing transactions at these locations also helps reduce customer volume and wait times in MVD field offices.

PERFORMANCE MEASURES	FY 2010	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2011	FY 2011 Estimate
Total number of third party transactions	3,737,024	290,886	287,143	329,107	290,573	273,386	382,444	300,470	319,423	546,224	326,419	325,841	451,217	4,123,133	3,633,676
Total Primary Transactions (titles, registrations and driver licenses)	2,199,520	183,787	182,811	191,031	184,440	176,464	207,943	185,369	197,316	280,963	208,236	210,862	241,708	2,450,930	2,135,317
Total Secondary Transactions (non-terminal, miscellaneous and Level I inspections)Ⓞ	1,537,504	107,099	104,332	138,076	106,133	96,922	174,501	115,101	122,107	265,261	118,183	114,979	209,509	1,672,203	1,498,359
Title & Registration third party locations	148	148	148	151	152	153	154	158	157	157	157	159	158	158	160

Ⓞ Non-terminal transactions are manual activities that are not reported in the Division's computer generated statistics (i.e. address change, affidavits of affixture, film requests, hold out receipts, NICI calls, return letters, sold notices, and AZ IRP).

Miscellaneous transactions consist of, but are not limited to, refunds and non-fee sessions.

VARIANCE STATEMENT

JULY: Total transactions decreased from last month due to fewer motor carrier activities processed. There were no other significant changes to report this month.

AUGUST: There were no variances noted between July and August.

SEPTEMBER: Total transactions increased from last month primarily due to a greater number of motor carrier activities processed which include both primary and secondary transactions.

OCTOBER: There were no significant changes to note during this month.

NOVEMBER: Activity level is typically lower during the month of November each year. The decrease in transactions is not out of the ordinary.

DECEMBER: Total transactions increased primarily due to a large number of motor carrier activities processed. U-Haul, typically completes a significant number of renewals in December and June each year.

JANUARY: Total transactions decreased from last month due to fewer motor carrier activities processed. There were no other significant changes to report for this month.

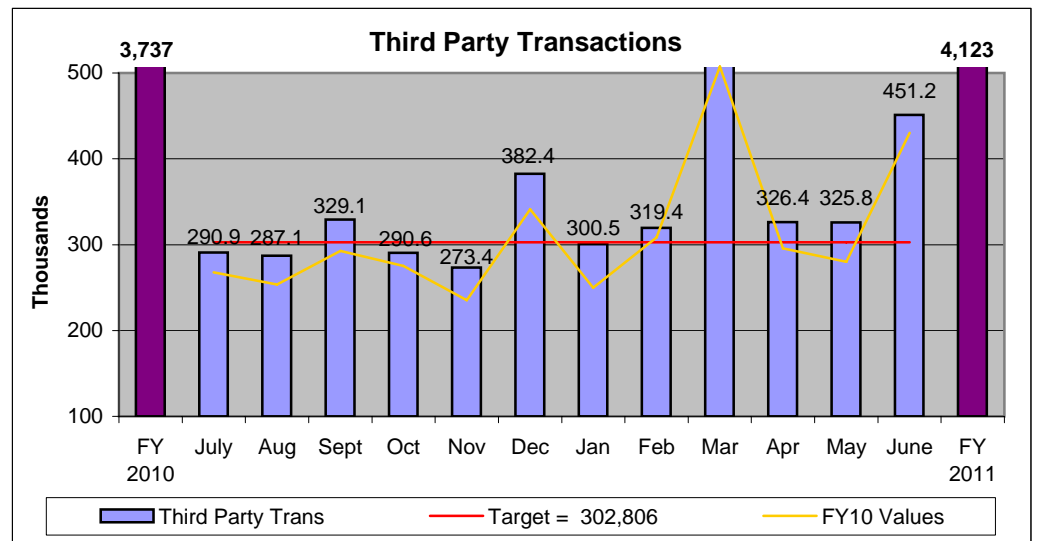
FEBRUARY: There were no significant variances noted between January and February.

MARCH: Total transactions increased significantly as a result of a large motor carrier renewal process and additional transactions completed in various Third Party locations. March typically experiences higher activity levels.

APRIL: Total transactions decreased from last month due to fewer motor carrier activities processed. There were no other significant changes to report for this month.

MAY: There were no significant changes to report for this month.

JUNE: June typically experiences higher activity levels than other months. The total number of transactions for the fiscal year exceeded the estimate by almost 500,000. Total transactions increased significantly as a result of a large motor carrier renewal process and title and registration transactions completed in various Authorized Third Party provider locations. There was also a 38% increase in driver license transactions from last year.



Division Operational Support Services	MVD GOAL
	To improve customer service.
FY 2011 OBJECTIVE	Achieve an average Call Center Level II wait time of 23.4 minutes.
Purpose:	MVD strives to improve customer service by providing timely and quality motor vehicle related information to the public. Level II calls, handled by MVD representatives, require customer information that cannot be obtained by a Level I agent. Envoy is an alternative e-mail option for customer inquiries and has the potential to positively influence the overall telephone wait time for a Level II agent.

PERFORMANCE MEASURES	FY 2010	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2011	FY 2011 Estimate
Average Level II telephone wait time (in minutes)	24.0	28.4	30.4	30.4	29.3	31.3	31.4	35.0	35.5	35.2	32.3	32.0	26.1	31.4	23.4
Level II calls received	520,020	39,201	40,416	38,353	37,190	33,694	33,755	36,940	33,449	38,160	34,708	35,838	38,046	439,750	400,000
Percent of surveyed customers satisfied with wait-time	21.3%	51.7%	62.5%	35.4%	33.3%	31.0%	28.1%	22.0%	24.4%	N/A	27.3%	N/A	N/A	43.5%	21.5%
Percent of surveyed customers indicating call saved an office visit	65.8%	59.7%	67.5%	72.9%	78.1%	61.0%	54.8%	65.9%	62.5%	N/A	63.6%	N/A	N/A	64.2%	51.0%
Envoy e-mail inquiries	N/A	2,434	2,010	6,525	1,864	4,799	6,500	2,100	6,790	6,375	4,903	2,071	3,007	49,378	Baseline
Envoy responses	N/A	2,348	1,510	6,450	1,789	4,739	6,479	2,080	6,786	6,375	4,902	2,071	2,998	48,527	Baseline

JULY: Level II wait times were up slightly from last month. There were two days of intermittent phone and computer network problems at both call centers, also affecting virtual office workers' service providers. Heavy call volume on days surrounding the holiday and mandatory furlough day impacted the wait time as well.

AUGUST: Level II wait times were higher than in July due to an increase in calls and ongoing inadequate staffing levels. The unit continues to operate with a 35% vacancy rate.

SEPTEMBER: Wait time remained the same due to a significant increase in Envoy inquiries, impacting the number of calls received. Survey results for Sept. will be available at the end of Oct.

OCTOBER: There were no significant changes in the number of calls or wait time this month. Customers did not utilize the Envoy service as frequently as last month. October's usage is more typical of the first two months of the fiscal year.

NOVEMBER: Level II wait time increased by 2.0 minutes over last month as a result of an additional vacancy and an increase in unplanned leave hours. Fewer calls received and a significant increase in Envoy e-mail inquiries prevented the wait time from going up any higher.

DECEMBER: There were no significant changes in the number of calls or overall wait time.

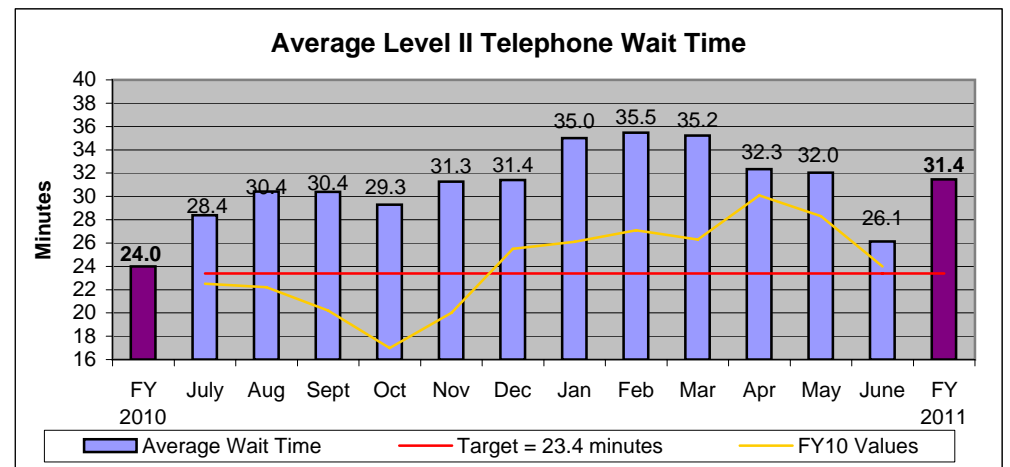
JANUARY: Level II wait times went up by 3.6 minutes due to an increase in call volume resulting from new legislation affecting restricted driver licenses. Vacancies continue to impact the wait time. There were also unplanned absences and several hours of system downtime during the month. Despite the long wait time the percentage of customer satisfaction was significantly higher than usual.

FEBRUARY: There were no significant changes in the overall wait time. However, Envoy online inquiries were up significantly which account for the decrease in the number of Level II calls received.

MARCH: There were no significant changes in overall wait times, however, the number of Level II calls increased significantly by 4,711. Survey results are not yet available due to an AZNET system problem. They will be updated next month.

APRIL: Level II call wait time was down by 2.9 minutes over last month and calls decreased by 3,452. Five new employees are in training with other Level II agents to help manage the call volume.

MAY: There were no significant changes in overall wait times despite a slight increase in the number of calls received. AZNET reported that the server crashed and no survey data was collected after the 11th of last month. The problem has been corrected and data for June should be available in the next report.



JUNE: Level II wait times decreased significantly by 6.0 minutes as a result of 11 new employees on the phones and numerous dropped calls (due to AZNET issues) during the last few weeks. Survey results were not available because of the system's ongoing data collection problems. Overall, the FY11 average wait time of 31.4 min. exceeded the 23.4 min. estimate. This was primarily due to continuous staffing shortages throughout the year.