

J00E00 – Motor Vehicle Administration

MDOT RESPONSE TO DLS ANALYSIS

DLS Budget Analysis Issues

1. Performance Analysis: Managing for Results (Page 6)

Efficient and Effective Business Practices

MVA should revise upward its goal for the share of transactions delivered by alternative methods.

MDOT Response:

MVA concurs with DLS's recommendation. In FY 2014 MVA obtained the goal of 40.0% for transactions delivered by alternative methods and has increased the goal for FY 2016 to 44.0%. MVA expects to exceed this goal in the out years as more MVA customers use alternative methods to complete transactions utilizing initiatives implemented in FY 2014 and FY 2015. These initiatives include providing the following services on the Internet and kiosk:

- ID Card transactions
- Driver License renewals, duplications and corrections
- Corrected/Duplicate Vehicle Title & Registrations
- Vehicle Registration Renewals
- First time New DL / ID appointment
- Corrected/Duplicate Title & Registrations

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MDOT RESPONSE TO DLS ANALYSIS

DLS Budget Analysis Issues (Continued)

2. Performance Analysis: Managing for Results (Page 6)

Efficient and Effective Business Practices

MVA should comment on ways to meet the \$14.00 per transaction goal in the future.

MDOT Response:

MVA cost per transaction is expected to increase in FY 2015 to FY 2016 due to expected increase in transactions. However, in the out years, the \$14.00 target is attainable with the transition to the 8 year driver's license as well as the following initiatives for Internet and Kiosk services.

- Identification Card transactions
- Driver License renewals, duplications and corrections
- Corrected/Duplicate Vehicle Title & Registrations
- Vehicle Registration Renewals

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MDOT RESPONSE TO DLS ANALYSIS

DLS Budget Analysis Issues (Continued)

3. Performance Analysis: Managing for Results (Page 7)

Exemplary Customer Service

The Department of Legislative Services recommends that MVA include wait times in future MFR submissions.

MDOT Response:

The MVA concurs with DLS's recommendation.

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Operating Budget Recommended Actions

- 1. Concur with Governor's allowance**

MDOT Response

The MVA concurs with DLS's recommendation.

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MDOT RESPONSE TO DLS ANALYSIS

PAYGO Budget Recommended Actions

- 1. Concur with Governor's allowance**

MDOT Response:

The MVA concurs with DLS's recommendation.