

MDOT RESPONSE TO DLS ANALYSIS

Exemplary Customer Service (Page 9)

1. **DLS recommends that MVA should update the budget committees on the status of the Customer Traffic Management (CTM) procurement. Additionally, MVA should comment on the anticipated impact of mobile queuing may have on reporting average customer wait and visit time data.**

MDOT Response:

The CTM procurement is still being developed and it is anticipated to be released in calendar year 2019. Some of the features being considered to modernize MDOT MVA's CTM system include but may not be limited to:

- a virtual line management solution that allows customers to enter into the service queue using cell phones, personal computers, and in office touchscreen kiosks;
- a solution that allows customers to receive instant feedback regarding estimated wait time and notifies a customer within a prescribed window of time for services; and
- a system solution that requires less manual intervention to manage customer service queues and proactively assigns customers to users.

The goal is to provide customers with tools to better manage their experience within MDOT MVA branch offices. Customers who use the mobile check in process could receive messages about their place in line and approximately how long it will take to be seen, allow customers to move themselves back in line if they are not ready to be seen, or remove themselves from the service queue.

The MDOT MVA would work with the selected vendor to determine how to best implement online check-in and to calibrate the queuing process to ensure consistency and accuracy in reporting wait and visit times.

MDOT RESPONSE TO DLS ANALYSIS

DLS Budget Analysis Issues

1. MVA IT Error and the 2018 Primary Election (Page 17)

DLS recommends that MVA should comment on the specific findings of its IT system review, including examples discovered during the review of inconsistent adherence to industry standard policies, processes, and procedures. MVA should also describe, in detail, the corrective action plan implemented as a result of the review.

MDOT Response:

On June 29, MDOT MVA IT staff fixed the IT programming error discovered in June 2018 that prevented transmission of information from MDOT MVA to State Board of Elections (SBE) for individuals who completed a change of address through the website or kiosk, without purchasing a product. This issue was created when MDOT MVA implemented a customer service enhancement and an error was inadvertently introduced into the program that sends the records to SBE.

After review of the events that led to this programming error it was learned that processes and procedures were in place, however, inadequate testing of the service enhancement resulted in the error. Although over one hundred test cases were created, only a subset of test cases were submitted to SBE for review and none of the reviewed test cases included the scenario that resulted in the error. MDOT MVA has discussed with SBE the need to test all motor voter related scenarios when changes are made moving forward. In addition, all changes that are being made to the motor voter code now required a formal service request approval form signed by SBE, and MDOT MVA is reviewing all IT related policies and procedures to ensure any necessary updates are made.

Additional checks and balances between the two agencies have been implemented since this time. MDOT MVA and SBE are regularly meeting to maintain constant communication and discuss various ways to enhance the process. One enhancement is MDOT MVA now includes information on the transaction receipt and confirmation email for web and kiosk transactions, which reminds customers who update their voter registration to expect a voter registration card in the mail within three weeks and contact SBE if they do not receive one. Customers in branch offices were already receiving this information.

In addition, the MDOT MVA's Internal Auditing Division conducts a weekly 2-part audit, confirming the information is sent from MDOT MVA to SBE and then subsequently confirming through SBE's voter registration data that individuals were properly registered. Furthermore, SBE is now providing weekly vs monthly statistics on voters registered through MDOT MVA to allow MDOT MVA to more effectively identify any issues.

J00E00 – MDOT – Motor Vehicle Administration

MDOT RESPONSE TO DLS ANALYSIS

DLS Budget Analysis Issues (Continued)

Also, MDOT MVA and SBE have executed a Memorandum of Understanding to send all data from MDOT MVA transactions regarding voter registration to SBE going forward, not just individuals who have updated voter information. This change will be implemented within the next few months and will provide SBE with access to all motor voter related responses going forward.

J00E00 – MDOT – Motor Vehicle Administration

MDOT RESPONSE TO DLS ANALYSIS

Operating Budget Recommended Actions

1. Concur with Governor's Allowance (Page 18)

MDOT Response:

The MDOT MVA concurs with the DLS recommendation.

PAYGO Capital Budget Recommended Actions

2. Concur with Governor's Allowance (Page 18)

MDOT Response:

The MDOT MVA concurs with the DLS recommendation.

MDOT MARYLAND DEPARTMENT OF TRANSPORTATION

MOTOR VEHICLE ADMINISTRATION



Caring



Responsive



Committed

Comprehensive Customer Service Plan

THE CUSTOMER SERVICE PROMISE

The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative and will try to anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement State policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.
- **Resolution:** We will inform constituents clearly and concisely and provide assistance in a timely manner.



CHANGING
Maryland
for the Better

For more information on the State of Maryland's customer service program, or to submit a suggestion, please contact maryland.gov/customerservice.

Employee Driven

- ❖ Enhanced Training / Employee Development
- ❖ Senior Management Providing Branch Customer Support
- ❖ Service Improvements
- ❖ Branch Appearance
- ❖ IT System Enhancements
- ❖ Employee Recognition

MVA's Role in Transportation

- ❖ 4.4M valid MD driver's license holders
- ❖ 558,244 identification card holders
- ❖ 5.1M registered vehicles
- ❖ Processed 10.9M transactions
- ❖ Served 3.0M walk-in customers



FY 18

Business Licensing

- ❖ Tag and Title Vendors - 449
- ❖ Dealership Licenses -1,490
- ❖ Salesman Licenses— 4,496
- ❖ Driving Schools -278
- ❖ Driving Instructors -733

Caring for Customers Across Maryland

- **24** Branch Offices
- **2** Satellite Offices
- **1** Mobile Bus
- **18** VEIP Testing Stations
- **10** VEIP Self-Service Kiosks
- **52** Driver/Vehicle Services Kiosks
- **100 +** Customer Service Center Agents
- e-Store/Website
 - Responding to more than **3M** emails annually
- Telephone Interactive Voice Response (IVR)
- Mail Processing Center
 - Send **11.6 M** pieces per year

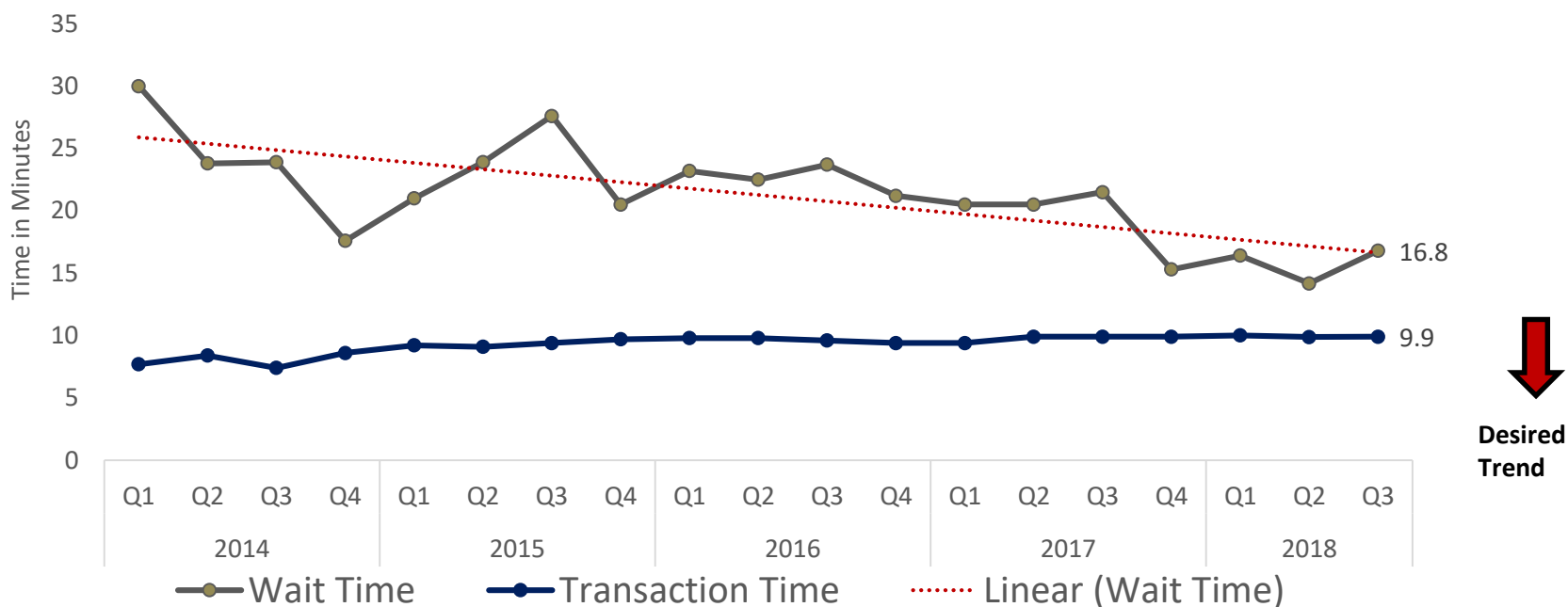


Branch Wait & Transaction Time

Average Branch Visit Time (VT) = Wait Time + Transaction Time

(Calendar Year 2014 - August 2018)

MVA Goal is 21 minutes Visit Time



One Stop Shop for Government Services

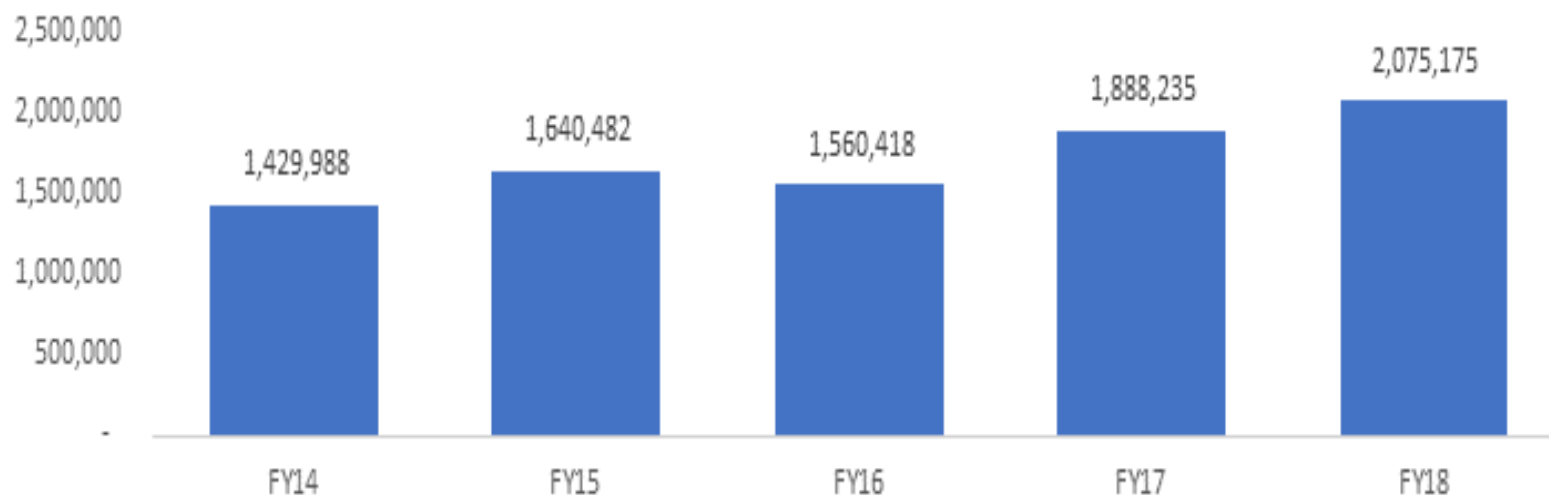
- Customers have the ability to conduct transactions with our government partners at our branches.
 - Promotes convenience for our customers.
 - Unifies our Maryland partners.
- E-Z Pass is available in 4 branch offices
- DNR is available in 7 branch offices
- TSA Pre-Check/TWIC and Charm Cards purchases available in all branch Offices.



Over 36,024
transactions
since Sept'17

Customer Call Center

Call Center Volumes increased significantly within the last two years - caused by the 1-hour extension and adding Insurance Compliance calls. From FY16 to FY17 a 21 % increase and from FY17 to FY18 a 10% increase.



Customer Service Enhancements

- ❖ Next Generation Kiosks
- ❖ Customer Connect
- ❖ Extended Hours



Federal REAL ID Act

- Establishes minimum security standards for state-issued DL/ID cards
- MD Compliant since 2011, now required to obtain documents from renewing customers

MDOT MVA REAL ID Customer Enhancements:

- Earlier notification to customers
- Additional Email/Mail Notifications
- Targeted Outreach Campaign
- Online Document Guide
- REAL ID Status Look Up
- Faster transactions to provide documents



 MARYLAND DEPARTMENT OF TRANSPORTATION MOTOR VEHICLE ADMINISTRATION P.O. Box 2270 Glen Burnie, MD 21050	 Documents Now Required To Renew  see inside for details
RETURN SERVICE REQUESTED 	<div>OFFICIAL DOCUMENT(S) PLEASE OPEN CAREFULLY</div> <div>IMPORTANT! READ AND FOLLOW ENCLOSED INSTRUCTIONS BEFORE VISITING A BRANCH OFFICE NEAR YOU</div>

Highway Safety

- MVA Administrator serves as Governor's Highway Safety Representative
 - 5 Jurisdictions have Strategic Highway Safety Plans (SHSP) & 15 Jurisdictions are in development
- Vision of *Toward Zero Deaths*
- Responsible for distributing National Highway Traffic Safety Administration Grant Funding
- 558 fatalities in 2017
- MDOT Traffic Safety Pledge

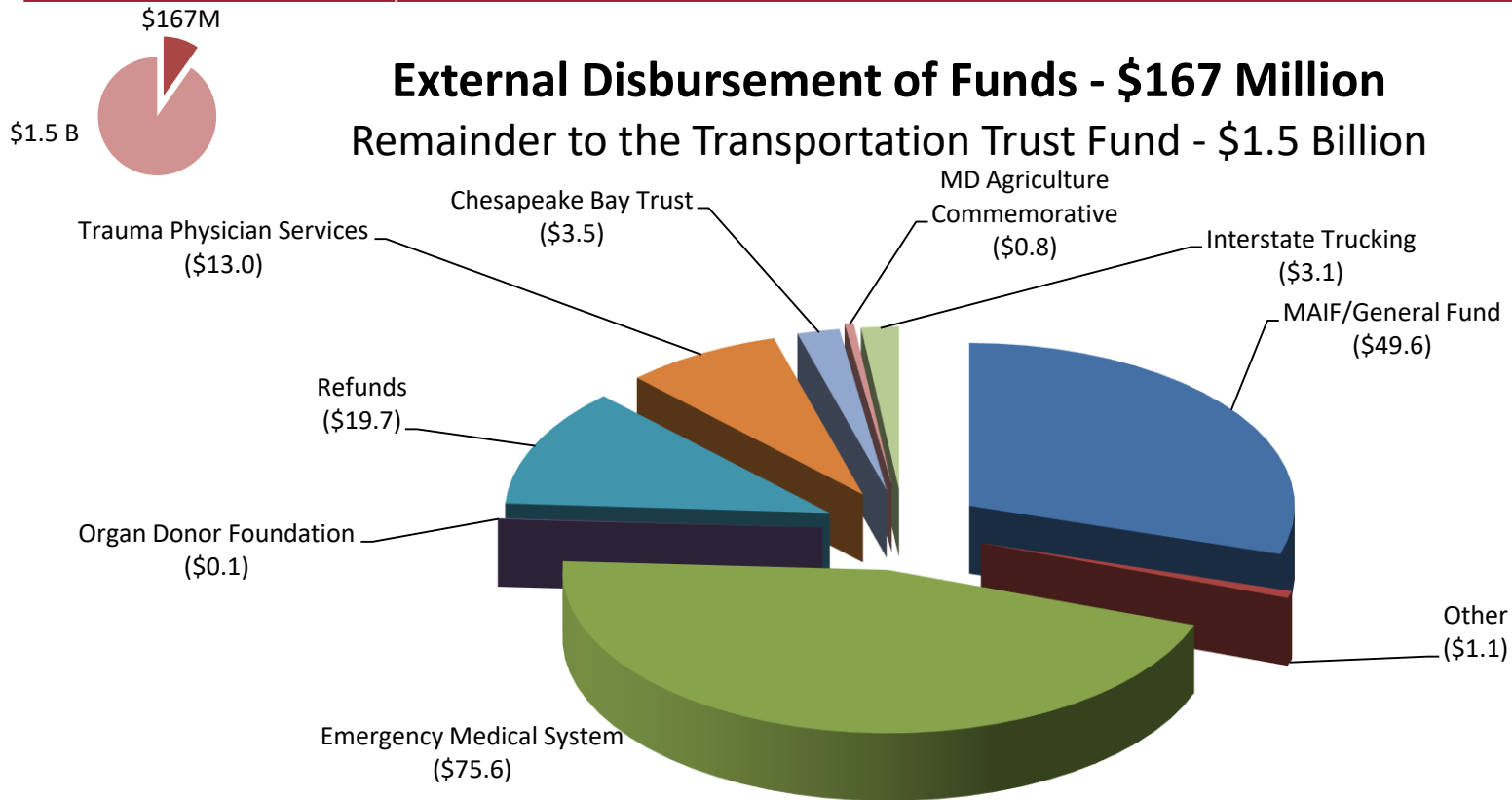


Vehicle Safety Recall Pilot

Maryland is only state in the country to receive National Highway Traffic Safety Administration (NHTSA) grant to make vehicle owners and lessees aware of open safety recalls through their registration renewal.

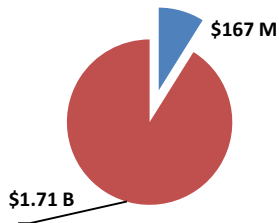
- **Purpose:** to evaluate the feasibility and effectiveness of a State process for informing consumers of open motor vehicle safety recalls at time of motor vehicle registration in the State.
 - Assess whether supplemental notice of an open safety-related recall through State touchpoint would increase recall remedy rates.
- **Pilot Program Duration:** two-year program
- MDOT MVA sends a print or email notification to customers when it is time to renew their vehicle registration.
 - If a vehicle has an outstanding safety recall associated with their vehicle, the owner/lessee

External Disbursements

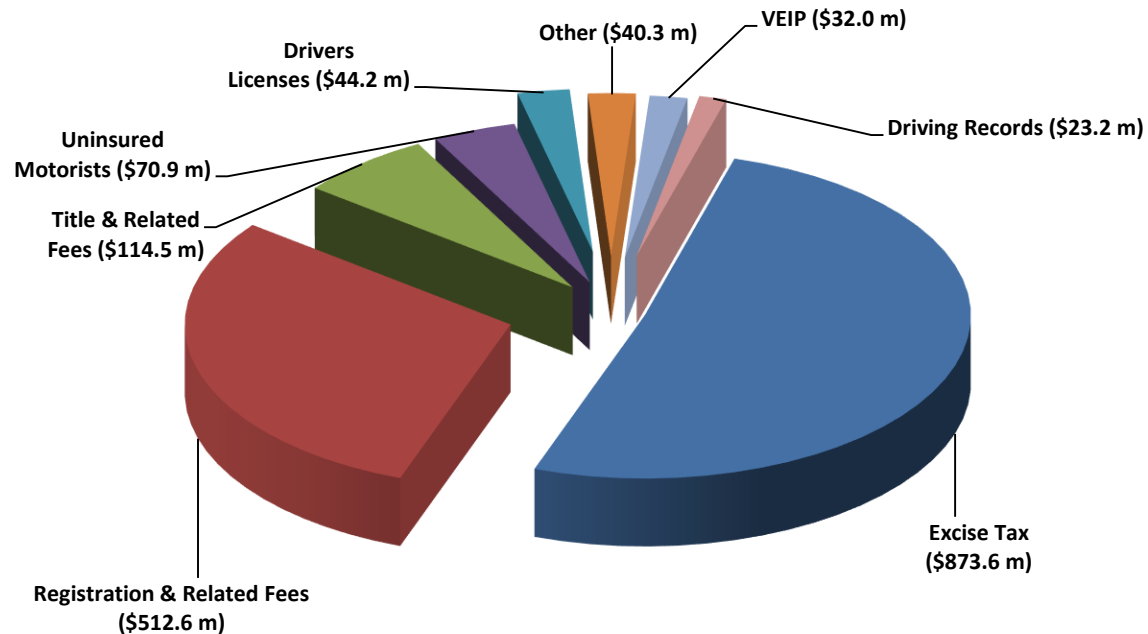


Revenue Collection

FY 18 Gross Revenue - \$1.71 Billion
External Disbursement of Funds - \$167 Million

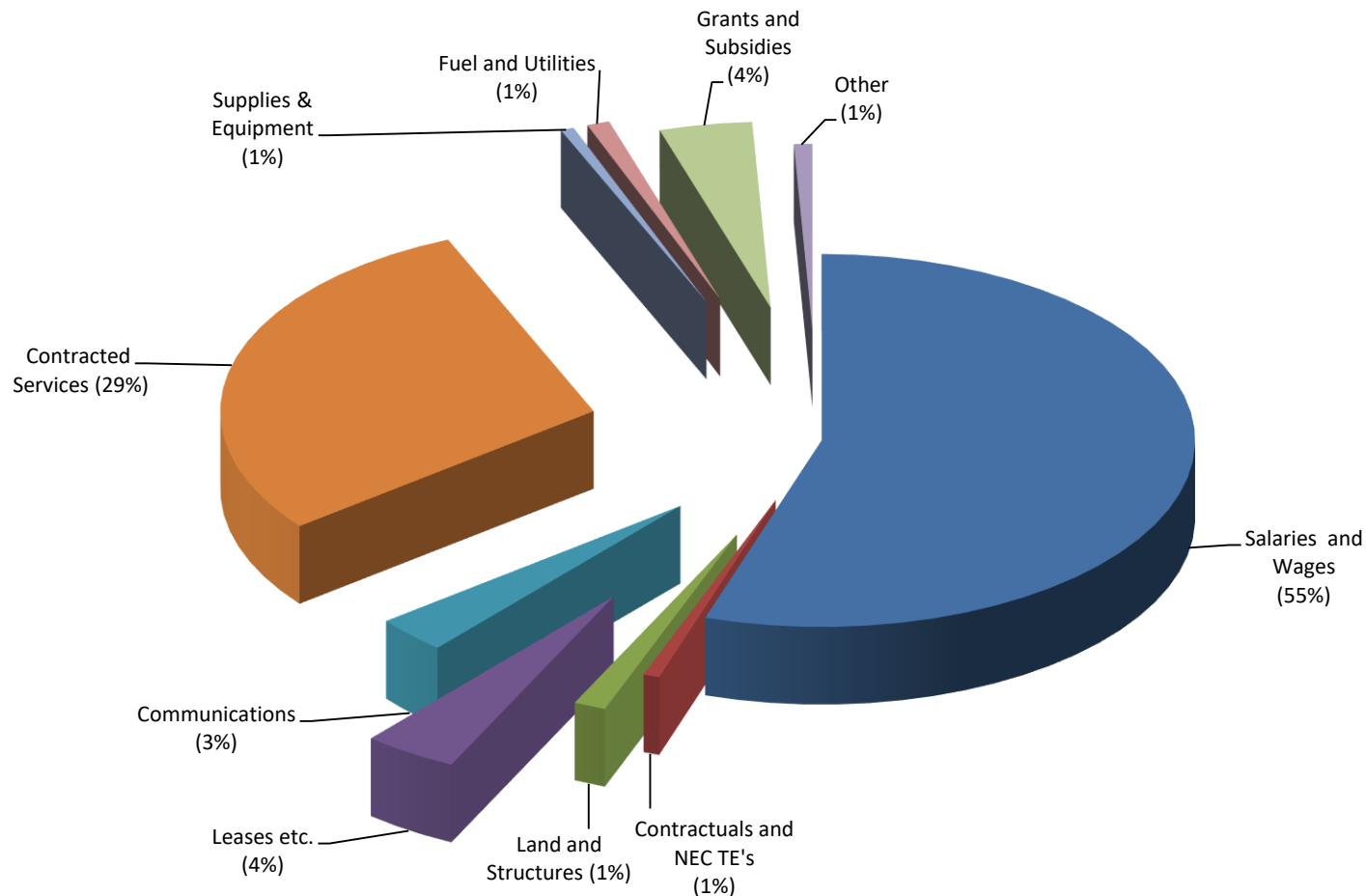


Gross Revenue - \$1.71 Billion



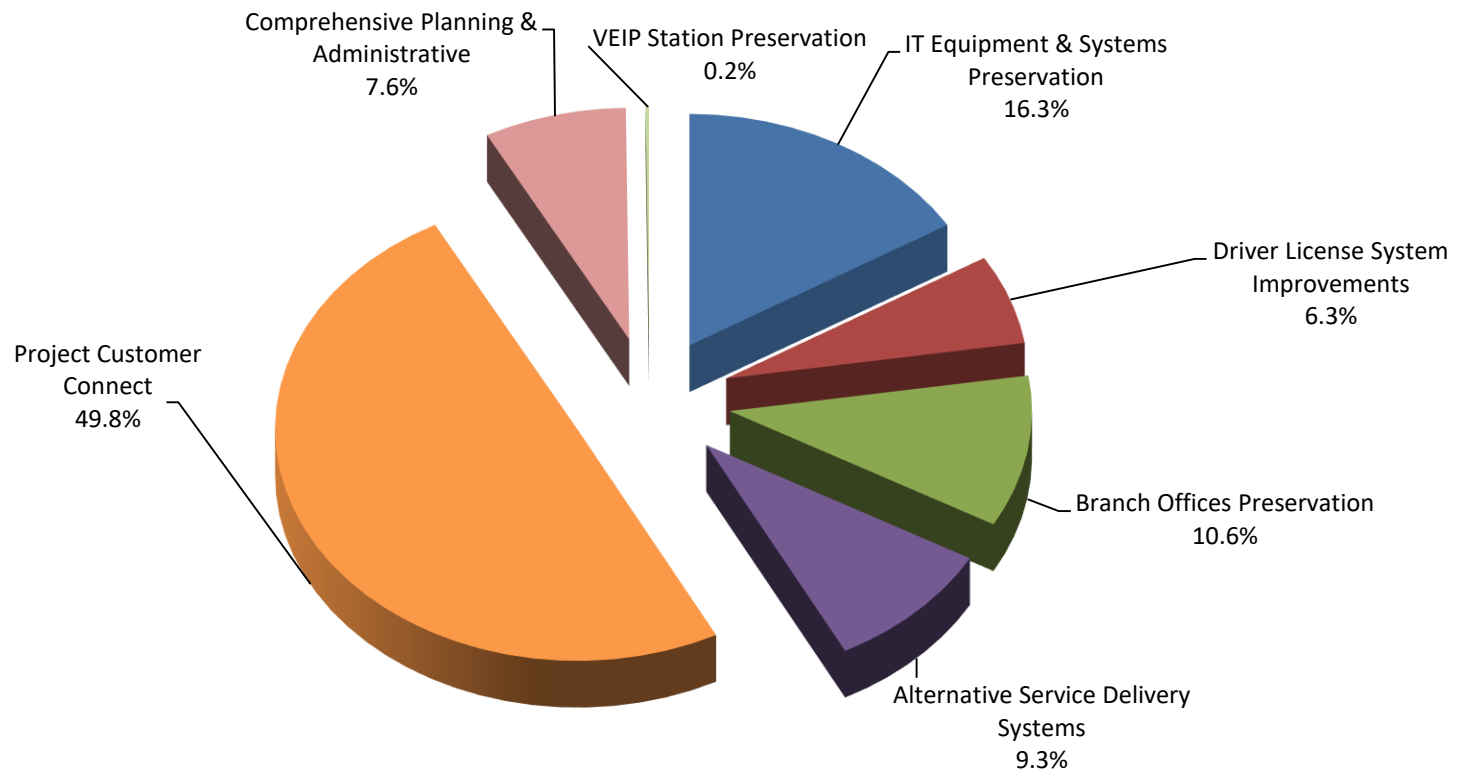
Expenditures

Expenditures - \$218.3 Million



Capital Projects

Capital Investments FY18





MOTOR VEHICLE ADMINISTRATION

Premier Customer Service

Questions?

Christine Nizer, Administrator

Maryland Department of Transportation

Maryland Motor Vehicle Administration

cnizer@mdot.state.md.us

410-787-7830

