

PROGRAM FACT SHEET

Arizona Department of Transportation—Motor Vehicle Division Customer Services Program

Services:

Customer Services is the largest of the three programs in the Motor Vehicle Division (MVD) of the Arizona Department of Transportation (ADOT). Customer Services carries out its efforts through four major subprograms:

- **Customer Service**—Provides services to the public at 60 field offices state-wide in areas such as vehicle titling and registration, driver's license services, and motor vehicle records provision.
- **Motor Carrier and Tax Services**—Collects fuel taxes, accounts for and distributes Highway User Revenue Fund (HURF) monies, provides testing and issuance of commercial driver's licenses, completes fleet and interstate motor carrier registrations, and administers the International Fuel Tax Agreement.
- **Competitive Government Partnerships (CGP)**—Oversees functions related to private sector third-party providers of MVD services ranging from vehicle inspections to the e-government program known as ServiceArizona, licenses motor vehicle dealers and driving schools, oversees Renew-by-Mail, and provides record sales to commercial and government entities.
- **Division Operational Support Services (DOSS)**—Has diverse responsibilities supporting division-wide functions such as MVD records management; employee training; and policy and rule writing. DOSS also operates five customer information call centers, including two call centers based in Phoenix and Tucson that employ MVD personnel, and three call centers that use inmate workers.

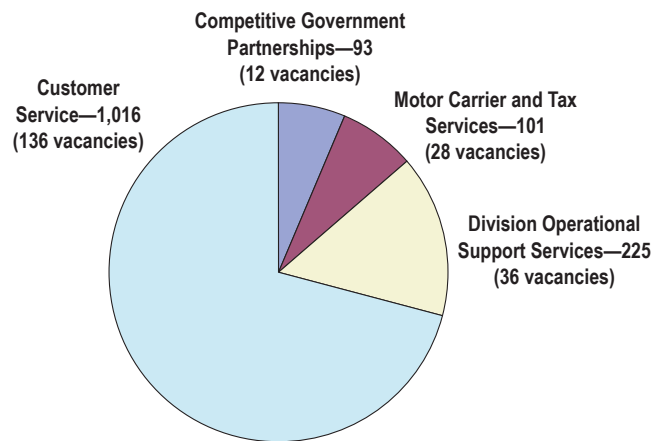
Facilities

All four subprograms have their main administrative offices in the main state-owned MVD administration building at 1801 W. Jefferson in Phoenix. Additionally, although most field offices are located in state-owned buildings around the State, MVD leases building space for several of the offices. For example:

- The Customer Services subprogram provides services at 60 field offices, 33 of which are state-owned. MVD leases 13 offices from the private or government sector at a total

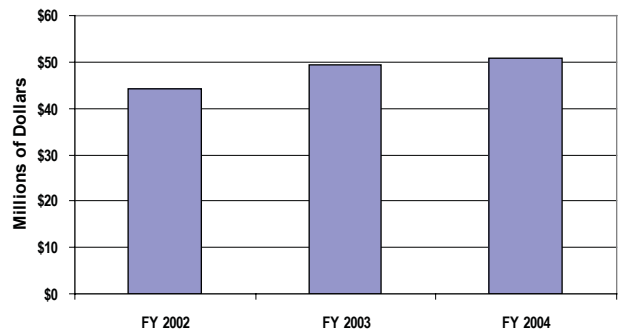
Program staffing:

1,435 positions with 212 vacancies as of July 8, 2004.



Program expenditures:

\$50.9 million (fiscal year 2004)



annual cost of \$145,660. Another 13 offices cost MVD less than \$200 a year to lease or have waived leases. One field office is located in a facility that ADOT leases for multi-division uses.

- Motor Carrier and Tax Services Commercial Driver's License operations share building space in 10 of the Customer Services offices state-wide.

Equipment:

In addition to office furniture and equipment, Customer Service has the following unique equipment:

- A computerized monitoring system named Q-matic installed at 32 customer service field offices. The Q-matic system allows staff to monitor customer wait times, transaction times at a customer service window, and the type of transaction, such as driver's license or vehicle registration renewal.
- A recorder that records conversations between customers and service representatives at both the prison call centers and the MVD office call centers.
- Two reader boards at the prison call centers that show the current hold-time for customers to speak to MVD staff customer representatives.
- Computer software that allows MVD staff to view third party providers' mainframe sessions; for example, to assist them with transactions.

Mission:

To provide exemplary motor vehicle and driver's license customer services and improve motor vehicle-related products, services, and revenue collection through effective application of private and public sector resources.

Program goals:

1. To improve customer service.
2. To promote the efficient generation, collection, and management of revenues to meet public needs.
3. To increase the use of electronic service delivery.
4. To promote public safety and protection through regulation, licensing, and the administration of transportation laws.

Adequacy of performance measures:

Customer Services' performance measures appear well aligned with its goals. It has established over 160 measures and tracks 16 key measures for the 4 subprograms. These key measures provide information to MVD management on service outputs, program results or outcomes, quality, and efficiency. For example, Customer Services has developed a quality measure to assess customer satisfaction with field office services and an efficiency measure to track the average time for customer visits to field offices.

Source: Auditor General staff compilation of unaudited information obtained from MVD's Strategic Plan, Director's update for March 2004; lease reports; equipment inventory; and other information provided by MVD.