

This is DMV's sixth Peak Performance Meeting.

No attendees as this is an e-report out.

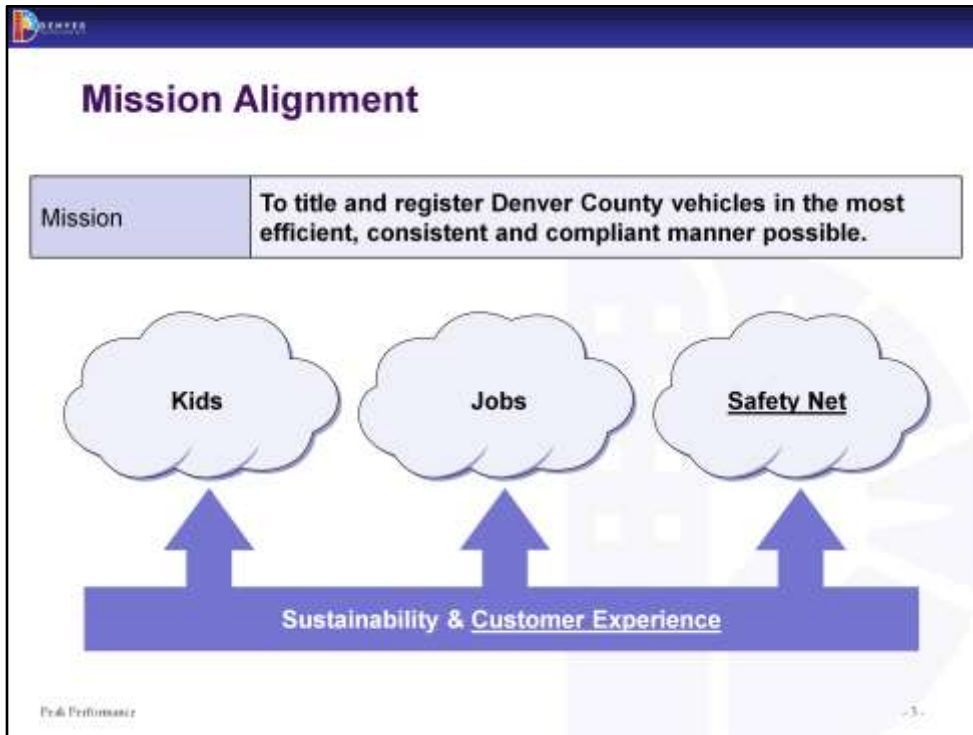
Vision Alignment

Citywide Vision:	We will deliver a world-class city where everyone matters
Agency Vision :	To be the premier vehicle registration and licensing agency in the State.

Peak Performance 2

DMV’s vision is measurable. It aligns with the Citywide vision in the following ways:

- Citywide: DMV touches a large population citywide. Its constituents are dealerships, fleets and other entities, as well as the individual customer.
- Everyone matters: DMV strives to provide excellent customer service and reduce wait times because everyone matters. DMV coordinates with the State to reduce vehicular crimes because everyone’s safety matters.
- World-class: While Denver Motor Vehicle cannot compare itself to DMVs in other states because CO has different standards for titling than other states, they do measure themselves against other CO counties. The Vision is to become the leader in the MV industry in state of CO. Denver County is one of the largest counties of the 68 counties that administer and regulate motor vehicle laws in the state. The State does produce data that allows each county to monitor performance.



DMV's mission aligns with the mayors priorities in the following ways:

- Safety net- DMV impacts Safety Net by complying with State and National vehicular crime-related regulations and programs to prevent title fraud, title washing, cloning, alterations, protect abuse victims through the address confidentiality program, and detect fraudulent drivers licenses.

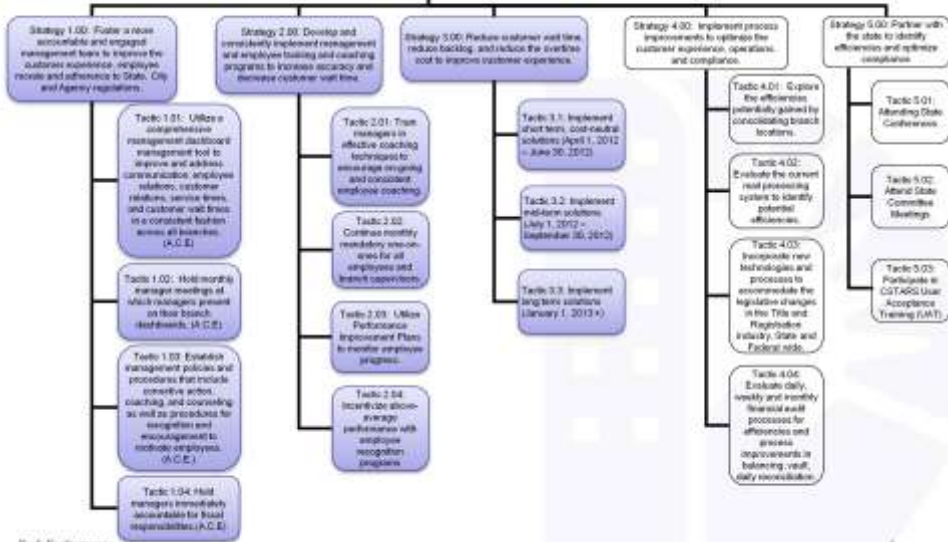
- DMV has a large enforcement role in keeping vehicular crime at bay.
- DMV will not issue a title on anything that is not road worthy, thereby keeping Denver's streets safe.
- DMV trains staff to prevent crime.
- DMV coordinates with other safety agencies through the stolen vehicle identity program. Stolen vehicles are flagged by police, and DMV puts a hold on the VIN.
- DMV is working with state to align names on Drivers Licenses and Titles on new transactions to comply with state statute.
- DMV is launching an initiative to track renewal tabs to prevent fraud.

- Customer Experience

- DMV is one of the most visible Customer Experience agencies in the County.
- DMV has daily contact with a variety of constituents
- DMV strives to provide excellent customer service

Strategic Plan Overview

Mission: To file and register Denver County vehicles in the most efficient, consistent and compliant manner possible.



Peak Performance

- 4 -



Update: Dedicated Renewal Line RIE

May 14-18, NE branch opened one dedicated renewal line

Results from the case study-Renewal Line

- Improvement in wait time as a result of the dedicated renewal line at the NE branch from 5/14-5/18 compared to similar weeks in past months.
- Removing services for dealers in the NE branch from 5/14-5/18 contributed to the reduction in overall wait time statistics.
- Negligible increase in wait time once the Renewal line pilot had concluded.

**Based upon the results we anticipate providing these dedicated services during peak volume timeframes, such as the end of the month and before/after holidays.*

Update: Centralized Dealer Services RIE

May 14-18, NE Branch did not accept dealer transactions. DMV evaluated dealer surveys.

Results from the case study-Centralized Dealer Services

- A total of 73 surveys were returned; 59 from the lobby survey and 14 from the follow-up e-mail survey.

Top 3 suggestions for improved service:

1. Have a dedicated dealer line at each location
2. Open the desk at 0800
3. Allow more than 3 transactions

Top 2 responses: ("What do you like about what other counties are doing in handling the dealers/runners?")

1. Dedicated Dealer desks
2. Allow more transactions

- As a means of encouraging drop-off/mail-in business, a survey question read, "What would be an acceptable turnaround time for mail-in or drop-off?" The majority of dealers indicated 5-10 days.

* Based upon the survey results a new case study/pilot program begins on 6/25 and runs through 7/6 (two weeks) at the NE and SW branches providing a dedicated dealer line, two additional hours of service (8:00 am-4:00pm) and an increase in transactions to five.

Any dealers who arrived to conduct business at a branch location from 6/18-6/22 were provided this flier. It communicates the dedicated dealer line pilot at the NE/SW branches

-AND-

promotes drop-off processing by sharing our improved turnaround times. The team is now achieving 14 days turnaround.

Fliers are also being sent out by CADA (new cars) and CIADA (used cars) to their members.

City & County of Denver
Denver Department of Motor Vehicle

YOUR VOICE MATTERS!

Based upon the results of our recent Dealer survey, we are pleased to announce effective **Monday, June 25 through Friday, July 6, 2012** we will be offering a dedicated Dealer line at both our NE (4885 Peoria Street) and SW (3100 S. Sheridan Blvd) branch locations.

In addition to a dedicated line, we will also be increasing the number of transactions allowed to five (5) and the desk will now open one hour earlier at 8 a.m. with tickets available until 4 p.m., a net gain of two hours.






NOTE: Please be aware that the current process and hours at the Northwest and Weller branch offices will remain unchanged.

Drop-off Processing





We continue to ask for your understanding and appreciation of our two wait times by sending your lobby visits to those transactions which **REQUIRE** special attention.

We continue to make strides in the multi-in and drop-off turnaround processing times. We understand in the past, it may have taken upwards of 20-25 days for our staff to process the vehicle or drop-off paperwork. We are happy to report that as of June 2012, our turnaround is just 14 days...which is well within the reference dealers expected per the survey results! We ask if you have stored away from this service in the past due to less than acceptable results that you give our team another try.

Legend – What do the symbols mean

-  Current metric meets or exceeds the goal or standard
-  Current metric is within an order of magnitude of the goal or standard
-  Current metric is outside of an order of magnitude of the goal or standard
-  Current metric is trending positively from the last reporting period (making progress towards the goal or standard)
-  Current metric is trending negatively from the last reporting period (moving away from the goal or standard)

A color and direction will be combined to form the following:

-  
-  

Peak Performance - 8 -

DMV is using this simple legend to identify progress on key metrics “at a glance.”

Mission Level Metrics				
Metric	Last Measure	Current Measure	Goal	Progress
Service Time	<u>00:04:52</u> April average	<u>00:04:48</u> May average	Maintain 00:05:00 Average	
Customer Wait Time	<u>00:51:20</u> April average	<u>00:52:29</u> May average	40:00 by Jan 1, 2013	
Manual Renewal Rate	<u>57%</u> April	<u>54%</u> May	Decrease	
Online Renewal Rate	<u>25%</u> April	<u>24%</u> May	Decrease	
Mail-In Renewal Rate	<u>18%</u> April	<u>22%</u> May	Increase	
Error Rate*	<u>1%</u> April	<u>1%</u> May	Decrease	
Back Log	<u>14 days out</u> April	<u>9 days out</u> May	7 days out by Jan 1, 2013	
Overtime	<u>208.00 hours</u> April	<u>230.25 hours</u> May	Decrease OT & OT Spend	

*Error rate depends on state audit. State rate = rejects. Normally the state audits 14%. Denver MV was audited in 2011, so the state sampled more than 14% (est. 60%), which increased the error rate in 2011.

* Backlog: GBR - We switched our focus on days out which will give a more accurate gauge to ensure that paperwork is processed prior to the expiration of the constituents 60 day Permit. Dealers and Banks by statute have 30 days to deliver paperwork to the Counties in order to have the lien perfected. Setting our goal to 7 days out ensures that we will have the paperwork processed with 23 days to spare on the constituents 60 day Permit.

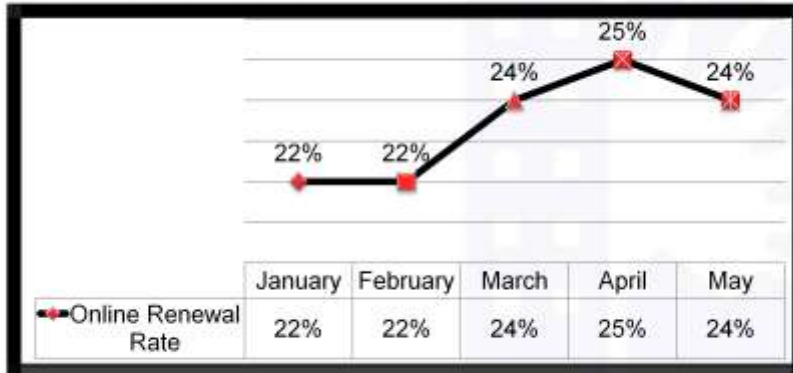
NOTE: GBR – This practice is use by other Counties as well to gauge their backlog level.



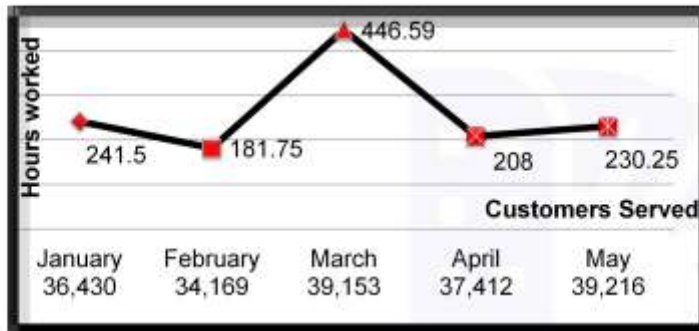
Dave asked for customer wait time to be indexed to volume. This will be done for the July report out.

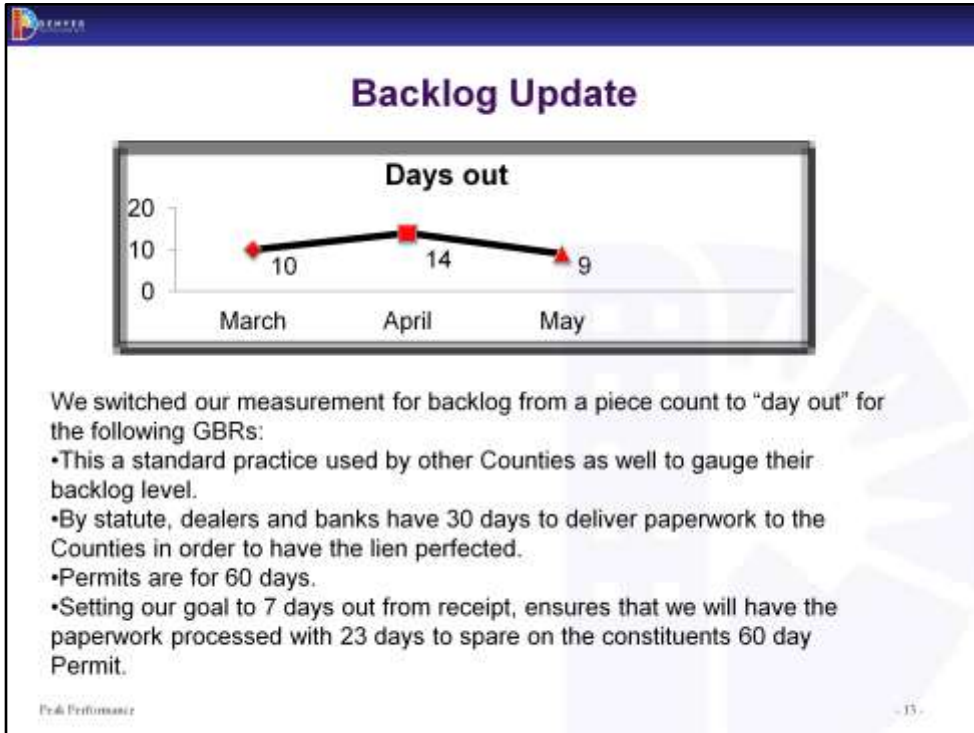
Online Renewal Rate Update

- In January 2012, DMV collaborated with TS on website improvements to facilitate easier online renewal. We hope to see continued growth in this self-service product in order to reduce lobby wait times.



Overtime Update





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Conclusions

- The impact of the two May RIE's on wait time is undetermined. Monthly average wait time went up slightly, but causality is not known. It could be said that the RIE's had little to no impact on the monthly average wait time.
- The RIE's also did not negatively impact the back log, which was reduced by 5 days out.
- Overtime increased in May.
- Mail in renewal rate increased in May.

Overall, DMV continues to show improvement on mission level metrics!

Next review

- **Next Performance Review: July 2012**
 - Report on June 2012

- **Strategies and Tactics of focus for next meeting:**
 - Strategy 3: Reduce customer wait time, reduce backlog, and reduce the overtime cost to improve customer experience.
 - DMV will report on 5 RIEs identified through the VSA (June 21,22,25).