This is DMV’s sixth Peak Performance Meeting.

No attendees as this is an e-report out.
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 mayor’s 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
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 email 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 6/19-6/22 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.

Flyers are also being sent out by CADA (new cars) and CIADA (used cars) to their members.
DMV is using this simple legend to identify progress on key metrics “at a glance.”
*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 used 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

Hours worked
241.5
181.75
446.59
208
230.25

Customers Served

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</table>
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NOTE: GBR – This practice is use by other Counties as well to gauge their backlog level.
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 backlog, 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).