Attendees: Tony Frazzini (DMV Director), Illya Scott (DMV), Chris Bradshaw (DMV), Scotty Martin (BMO), PJ Taylor (DMV Deputy Director), Sarah Kurz (Citywide Marketing Director), Laurel DelMonico (BMO), Stephanie Adams (Manager BMO Performance Initiatives), Brendan Hanlon (Budget Director), David Edinger (Chief Performance Officer)
DMV has finished, or is currently working on strategies and tactics highlighted in blue.
Strategy 3: Reduce customer wait time, reduce backlog, and reduce the overtime cost to improve customer experience.

- We will continue to follow the Dealer transactions to identify if the Dealers are taking their business to the NE and SW offices as a result of the Dedicated Dealer Desks at those locations.
Strategy 3: Reduce customer wait time, reduce backlog, and reduce the overtime cost to improve customer experience.

- On November 2, 2012 each office was provided a “Dealer Drop-off” self-service area. It includes a drop box and date stamp allowing the Dealer/Runner to perfect the lien paperwork themselves and leave the paperwork in the drop box.
- As of January, 2013 we have begun tracking the drop-offs at each of the locations, versus just the Processing Center.
DMV has been down four employees, since December as a result of retirements and separations in the organization. Additionally, during the month of January the organization experienced 173.5 hours of sick, 13.25 hours of bereavement and 233.45 hours of FMLA; the NE branch was hit especially hard. As a result, our ability to maintain the wait times of the previous two months was severely challenged.

<table>
<thead>
<tr>
<th>Strategy 3: Reduce customer wait time, reduce backlog, and reduce the overtime cost to improve customer experience.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Average wait times for Dealers, Plates/Titles and the overall average are showing improvement since we opened the Dedicated Dealer desks on August 6, 2012</td>
</tr>
</tbody>
</table>

*As part of the prescribed OJT curriculum, the trainees were able to provide additional assistance on the counters.*
Strategy 3: Reduce customer wait time, reduce backlog, and reduce the overtime cost to improve customer experience.
Strategy 3: Reduce customer wait time, reduce backlog, and reduce the overtime cost to improve customer experience.
Strategy 3: Increase the number of people renewing their registration online or by mail (lockbox) to reduce customer wait times in the lobby and improve customer satisfaction.

- The DMV FaceBook page was launched on November 29, 2012. Since the launch, ongoing updates are made on a weekly basis; with a very strong emphasis being made on mail-in and online renewals.
- Our Facebook page is advertised on the DMV website
- The City Council was notified of both our FaceBook and Twitter accounts with a request that they assist us in getting the word out through their websites and newsletters.
  - visit: www.facebook.com/DenverMotorVehicle
DMV is using this simple legend to identify progress on key metrics “at a glance.”
DMV has been down four employees, since December as a result of retirements and separations in the organization. In January, two other employees left the organization; one for another job with the State and the other a retirement.

In the recent recruitment, we received 450 applications; 350 were tested on 2/7 and 2/8. We know approximately 15 have applied with previous motor vehicle experience that we hope will do well in the upcoming interview process.
Efficiency Savings Dashboard

Quality
- Wait Time Reduced 33 minutes (January – December 2012)
- Preliminary testing of the State’s new Fleet “bulk renewal” process (Fleet renewal reduced 15 hrs. in Jan 2013)
- Kanban system established at each of the branch locations

Human Development
- 15 Colleagues Participated in Lean Training/Events
- 14 colleagues trained in CPR
# Efficiency Savings Detail

<table>
<thead>
<tr>
<th>Metric</th>
<th>Change</th>
<th>Savings</th>
<th>Hard/Soft</th>
<th>Innovations</th>
<th>Notes on Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overtime</td>
<td>Reduced 272.45 Hours Jan 2012; Jan 2013</td>
<td>$7,083.70</td>
<td>Hard</td>
<td>Managers working the counter during lunches, staggered shifts, JDI Dealer Desk</td>
<td>Budget not decreased; actual spending decreased</td>
</tr>
<tr>
<td>Customer Wait Time</td>
<td>Reduced 12 Minutes Jan 2012 – Jan 2013</td>
<td></td>
<td>Soft</td>
<td>JDI Internet Web Design, JDI Dealer Drop Off, JDI Dealer Desk</td>
<td></td>
</tr>
<tr>
<td>Manual Renewal Rate</td>
<td>Reduced 8% Jan 2012 - Jan 2013</td>
<td></td>
<td>Soft</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bulk Fleet Processing</td>
<td>305 transactions processed in 3 sec, 15 hours of re-purposed productivity</td>
<td></td>
<td>Soft</td>
<td>State of Colorado programming of bulk renewal process</td>
<td>Records must be clean in order to use the automated process.</td>
</tr>
<tr>
<td>Inventory Supply</td>
<td>pre-determined inventory levels based upon historical ordering</td>
<td></td>
<td></td>
<td>Kanban card system established at each branch location</td>
<td>First six months of 2013 collecting inventory data</td>
</tr>
</tbody>
</table>

**TOTAL:** $7,083.70
Conclusions

- First RIE, “Hi to Bye” was postponed due to staffing issues. This has been re-scheduled for the week of April 22, 2013
- We look forward to hiring ten employees to reach our 2013 budgeted levels and optimize our ability to service the customer. We hope to have them onboard as of March 11, 2013, with several requiring minimal training due to their previous motor vehicle experience.
  - 6 positions are from the 2012 budgeted positions; vacancies as a result of one promotion, two retirements and three separations.
  - 4 new positions added in 2013
- Data Mailers
  - Currently working through the “mapping” of the firewalls
  - We are currently compiling numbers on success rates from other states
  - Cost is $15K more per month
  - A minimum of 1 year to determine success rate; 2 year recommended by Direct Mail vendors.
Next review

- **Next Performance Review:** xx
- **Strategies and Tactics of focus for next meeting**
  - Monthly update on Wait Time, Back Log and Overtime
  - Continued review of the Dedicated Dealer Desks
  - Ongoing initiatives aimed at the renewal customers
  - Possible outcome of the “Hi to Bye” RIE