

STATE OF NEW HAMPSHIRE

Department of Safety

AUDIT FINDING Corrective Action Plan

Status as of July 1, 2014

Completion Status:

- Open •
- Partially Resolved ••
- Substantially Resolved •••
- Fully Resolved ••••

Obs #	Observation Title	Recommendation	Action Item	Due Date	Completion Status	Comments
1	<i>Improve Communication With Customers</i>	Improve communication with customers by improving signage, increasing the amount of information available online, including online service issues and more clearly explaining the driver license renewal process in the renewal letter.	Increase signage, electronic messaging, and customer greeter stations.	On-going	••••	The Division increased signage at its forms information counters throughout the state. The Division also added television loops and forms information counters at its substation locations throughout the state. The customer counter at its Concord location is currently being redesigned to facilitate a better customer flow.
			Continuous monitoring and updating of our Web-site.	On-going	•••	The Division has established a process that requires quarterly reviews and updates of its Web-site and its internal information manual, "The E Manual". The Division also revised its customer comment cards to include questions

						about its website. The Division has made updates to its website based on suggestions made from customer comment cards.
2	<i>Develop, Benchmark, And Report Goals And Performance Measures For DMV Operations</i>	Formally develop, benchmark, and report goals and performance measures; include goals, measures and benchmarks in the strategic plan; and improve data collection and validation.	Develop goals and performance measures. E.g. To reduce the Division's dropped customer call rates by ½%.	6/30/2015	●●	The Division established call center procedures to reduce the Divisions dropped call rate. Since June of 2012 the Division has reduced its dropped call rate by 3.1%. The Divisions dropped call rate reports are completed and reviewed monthly with all of the Divisions bureaus.
			Develop meaningful statistics and performance measures for reporting in the Division's Annual Report. Validate all statistical data contained in the Division's annual report and strategic plan	1/30/2015	●●	Currently gathering data for the FY 2014 annual report. We have established procedures to validate all of the data that is included in the annual report.
			Work to develop, expand, and implement strategic goals and	On-going	●●	The Division has undertaken efforts to develop performance

			performance measures.			measures that will be incorporated into its Annual Report. The Division will continue to expand and refine the measures for inclusion in its strategic plan and Annual Report.
3	<i>Improve Training Documentation And Record Keeping</i>	Establish cross-training procedures, finalize the training policy, ensure training records are accurate and validated, and improve training records.	Finalize DMV training policy.	On-going	●●●●	The Division has established and implement cross-training procedures throughout the DMV. Each newly hired employee spends time in all of the bureaus to gain a better overall understanding of all areas within the Division. Additionally, these cross training efforts have allowed the Division to expand the types of transactions that are available at our substation locations throughout the state. These transactions, which were previously only available in Concord, include the capability for a customer to apply for a duplicate title, to obtain their own motor vehicle

						record, and to obtain a walking disability placard for individuals that have a permanent disability.
			Audit and validate all employee training records.	On-going	••••	The Division's Training Coordinator has developed tracking tools that identifies both classes that were taken as well as any outstanding training that is still required. This is currently updated as soon as training is completed and these tracking tools are maintained on the Divisions SharePoint site. These training records are currently being audited and validated. This validation procedure will occur at least annually.
4	<i>Improve Risk Assessment And Management</i>	Regularly assess risks and opportunities for fraud, conduct follow-up background checks including financial history; ensure policies and procedures are in place; and increase the frequency of fraudulent	HB 282 requested by the Department of Safety expands employee candidate background checks and will further reduce risks related to fraud.	6/30/2014	••••	As a result of HB 282 all potential new hire candidates and internal promotions are required to complete a criminal background and

		document training.				motor vehicle record checks prior to being offered the employment opportunity.
			The Division will continue to work on identifying potential risks, documenting and evaluating those risks, and developing internal controls to further reduce those risks.	6/30/2015	••	The Division is in the process of preparing a risk assessment summary to document potential internal and external risks. Formal risk assessment meetings will occur with each bureau and the Divisions internal audit department to formally document those identified risks.