

Agency Name	Department of Safety
Audit Name	Division of Motor Vehicles Customer Service
Audit Period	April 2013
Status Report Date	July 17, 2019

Summary of Audit Observations/Findings					
Number	Observation Title	Status [place X in status column]			
		Unresolved	Partially Resolved	Substantially Resolved	Fully Resolved
1	Improve Communication With Customers				X
2	Develop, Benchmark, And Report Goals And Performance Measures For DMV Operations				X
3	Improve Training Documentation And Record Keeping				X
4	Improve Risk Assessment And Management				X

Observation 1: *Improve Communication With Customers*

Summary of Finding: **Although customer feedback was generally positive, the DMV could further enhance satisfaction by improving customer communication.**

Current Status: Fully Resolved

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 has been redesigned to facilitate a better customer flow.

Communication with customers is achieved through various means and is continually assessed. The Division continually assesses the effectiveness of signage and information contained on our website by reviewing customer feedback received through customer comment cards and emails. Information about new initiatives such as Real ID is presented through various outlets to include press releases, website, Facebook, Twitter, pamphlets, and inserts included in renewal mailings.

Observation 2: *Develop, Benchmark, And Report Goals And Performance Measures For DMV Operations*

Summary of Finding: **During the audit period, the DMV did not have specific goals or benchmarks against which to measure its customer service performance and customer satisfaction, nor did it analyze trends to further improve customer service.**

Current Status: Fully Resolved

Benchmarks and specific goals have been developed and included within the budgetary framework. Trends related to the benchmarks are evaluated on a continuous basis.

Observation 3: *Improve Training Documentation And Record Keeping*

Summary of Finding: **The DMV has made several steps towards improving their employee training programs including: developing a training curriculum, implementing cross-training for the Bureau of Operations employees, improving consistency by centralizing training, and implementing end of training testing and surveys. However, its training documentation and record keeping could be improved.**

Current Status: Fully Resolved

The Division has established and implemented 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.

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.

Observation 4: *Improve Risk Assessment And Management*

Summary of Finding: **While the DMV has a formal risk assessment process and fraud policies, we found areas where the DMV could further improve their risk assessment and mitigation processes.**

Current Status: Fully Resolved

As a result of HB 282 all potential new hire candidates and internal promotions are required to complete a criminal background and motor vehicle record checks prior to being offered the employment opportunity.

Risks are identified and continually assessed through weekly meetings with senior staff and bi-weekly meetings with individual Bureau supervisors.