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**Motor Vehicle Division**

# What should a motor vehicle agency look like?

**This?**



**...or this?**





# At ADOT MVD we prefer...



# Making Digital Technology and Common Sense Work for Arizona Motorists

Problem: Motor Vehicle  
Agencies are infamous  
for poor customer  
service.

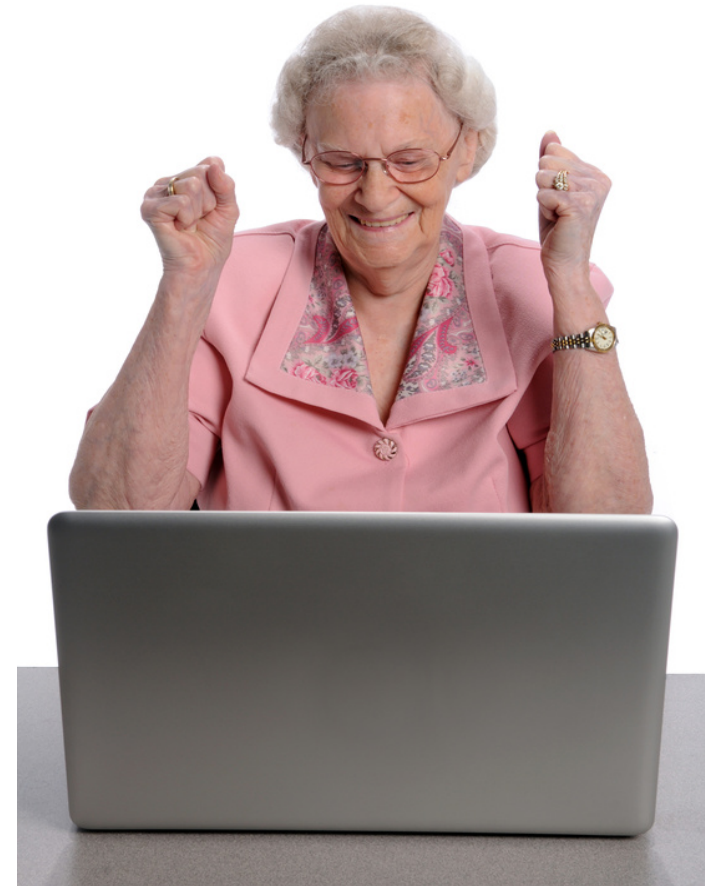
(image © Disney)



# Solutions: Digital + Common Sense

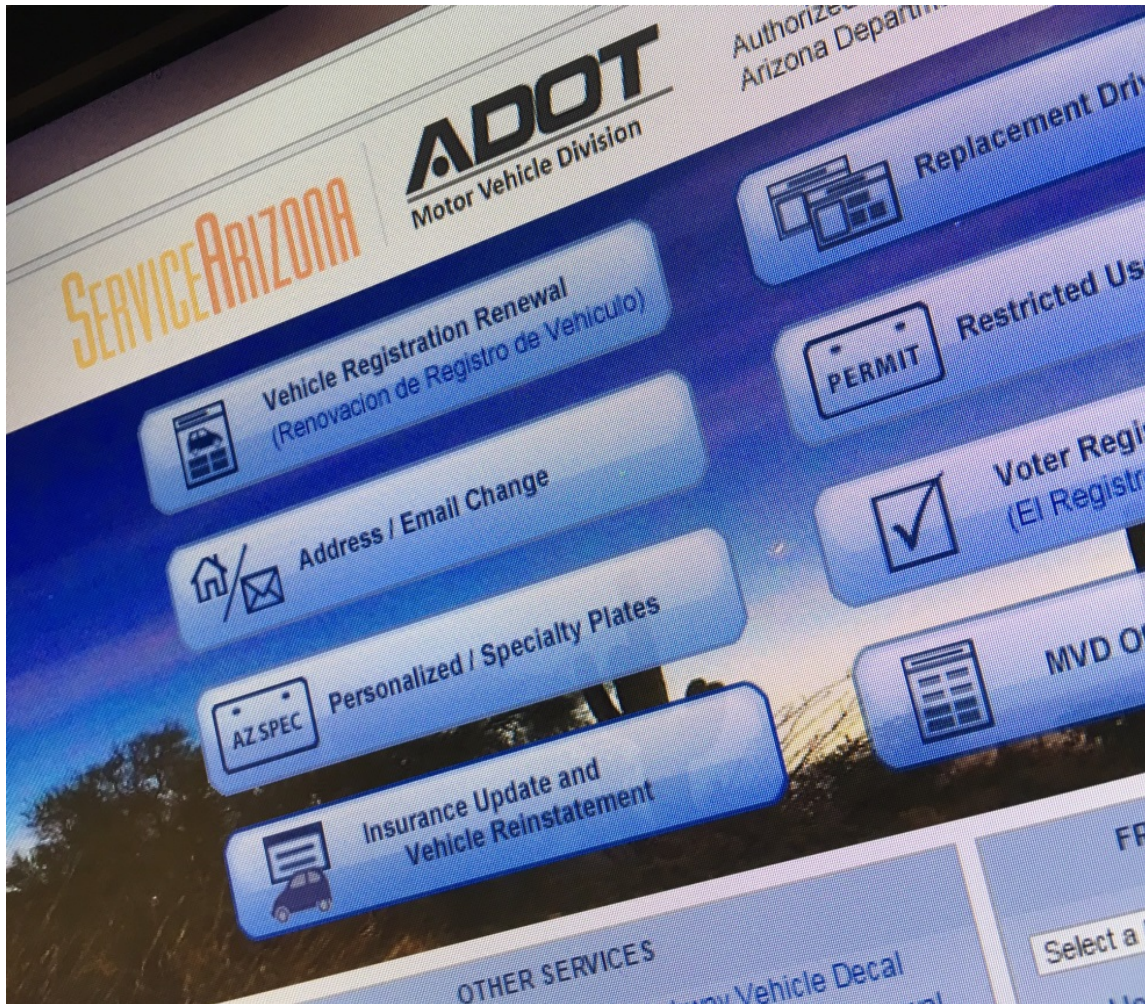
Digital technology is a no-brainer. You can buy everything from auto parts to wine online. Why not provide motor vehicle services online, too?

This lowers customer office traffic and lets people do things on their time at their convenience.





# Digital + Common Sense



About 65% of Az. MVD transactions can be done online with more on the way.

This is a digital 24/7 solution to a 24/7 challenge.

# Arizona Management System

At MVD, we've empowered more than 850 people to come up with innovations every day.

AMS measures what matters and sets targets.

Tracks performance vs. targets and identifies gaps between targets and results.

Problems become opportunities to improve.





## Huddle Boards

### Measuring Performance



They measure performance, help set and achieve goals and alert people to problems. They blend digital data and common sense to drive improvements.

Each office deals with customer experience time, the number of open counters, staff levels, and customer feedback.

Data is used in the field and collected centrally for overall leadership decisions and instill a culture of innovation.



# Common Sense + Digital Technology

What have these two  
things combined to  
accomplish?

## Common Sense: What is Silent Call?

No more computer voice calling numbers.

MVD employees answer questions, helps with paperwork, and show people where to go.

Lines are shorter, offices are quieter and customers and employees are happier.



# Common Sense: Silent Call

Sierra Vista MVD office prior to “Silent Call.” This is an example of the prior queue system.



Cottonwood MVD office, similar to Sierra Vista. Since Silent Call, the experience time is about 20 minutes.





# Digital: MVD Personal Accounts



Customers can now set up an online personalized account through the new AZ MVD Now portal, which is accessible through **ServiceArizona.com**.

Manage all your vehicles on one account.

Do online learners permit test.

Prepaid vouchers: Similar to a gift card.

View your vehicle titles.



# Common Sense: Office Hours



Doors open at 7:30 and close at 5:00.

This means more flexibility for employees and customers.

Tucson overtime costs cut by **80+%**!

# Digital: Permit Test @ Home

Register at AZMVD Now

Parent inputs license #

Agree to proctor

Teen takes the test

Pass? Get an email and go to MVD  
for the permit where parental login  
is confirmed.

In 1 month, half of these tests done  
online.





# What has Digital + Common Sense Accomplished?

**Average Door-Door  
Experience Time**

**2015**

**53**

**minutes**

**Average Door-Door  
Experience Time**

**Now**

**20**

**minutes**

# Why we do what we do...

We serve 7,300 people a day in our offices.

Cutting wait times by 33 minutes saves 4,030 person-hours a day or 1.3 million hours in 2017.

That equals \$44K worth of customer time a day.



# Communicating These Successes

Granicus GovDelivery is vital for ADOT and MVD.



MVD visits are infrequent; we need to maximize our messaging and visibility.

*Subscribers:*

July, 2017: 443,633

March, 2018: 540,000 (est.)

June, 2018: 600,000 (goal)





- **YOU are the customer and you deserve the best MVD has to offer.**
- **We want to hear from you. Comments and questions are welcome at [dnick@azdot.gov](mailto:dnick@azdot.gov)**

