



NORTH CAROLINA

Department of Transportation



DMV Update

Torre Jessup, Commissioner

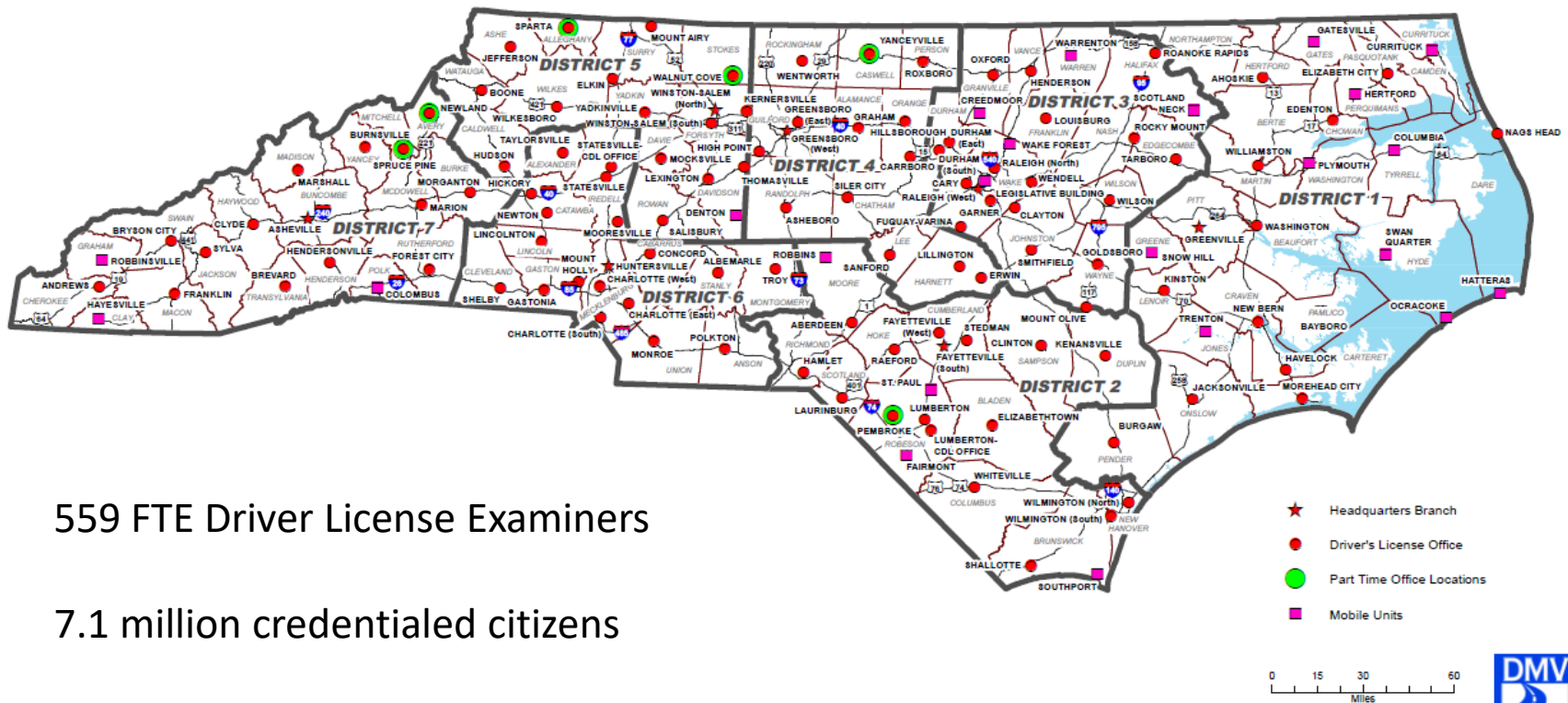
November 8, 2018

North Carolina Division of Motor Vehicles

Mission

- *Provide Excellent Customer Service*
- *Enforce Motor Vehicle Laws*
- *Maintain the Integrity of Official DMV Records*

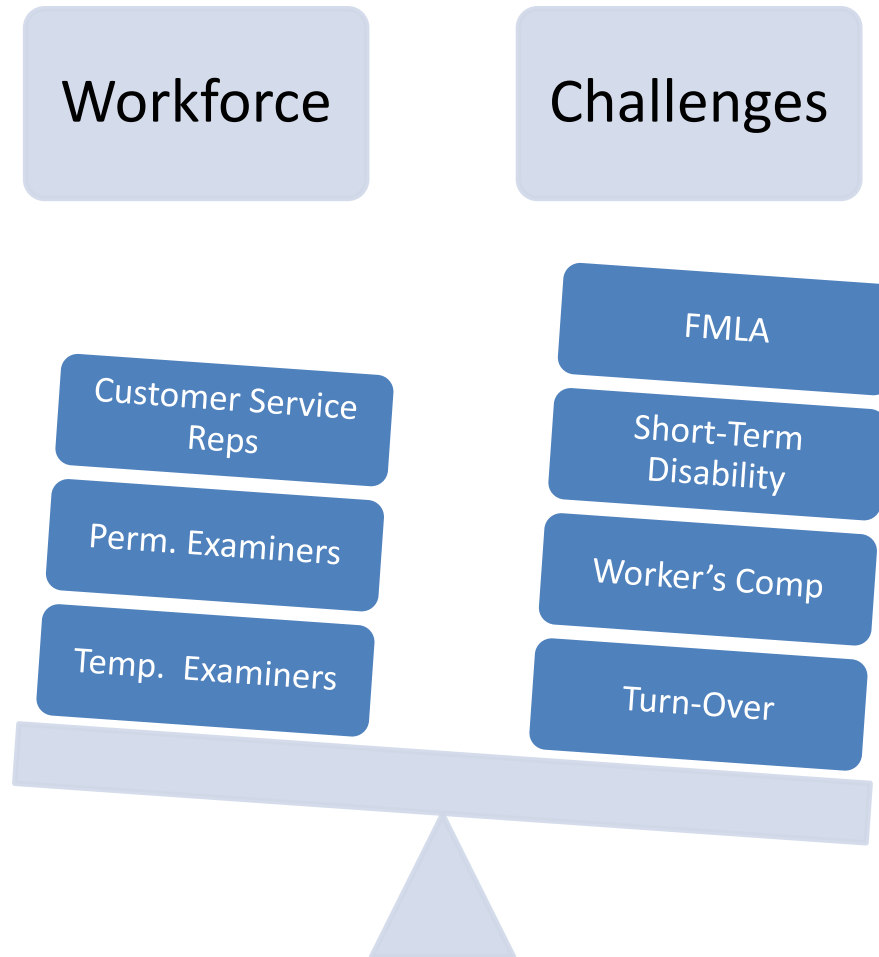
113 Driver License Locations



Factors Affecting Wait Times

- Staffing
- Seasonal peak traffic in summer months
- Increasing demand for federal REAL ID
- Operational issues

Staffing Challenges



Current Staffing Overview

- Driver License Examiners: 559 (FTE)
- Vacant: 13 (FTE), 16 (Temporary)
- Vacant Positions: 122 (all of DMV)
- Absences due to Family Medical Leave Act, Short-term Disability or Worker's Compensation: 28%
- High rate of turnover with DLEs

Expedited DLE Hiring Process

- Posting continuously for DLEs.
- Assigning dedicated employees for hiring DLEs.
- Track HR Selection Packages and avoid delays in hiring.
- Centralizing the scheduling of interviews for hiring managers so they will only have to interview and make selections.
- Assigning additional License and Theft Bureau inspectors to conduct background checks for new hires.

Peak-Season Preparation



Peak Season Actions Taken

- Express Lines for short in-office transactions.
- Checked customer documents while in line.
- Road Test Teams to keep DLEs at their stations.
- Expedited DLE hiring and HR improvements.
- Returned Mobile Unit staff to DLOs experiencing highest volume of traffic.

REAL ID

- The REAL ID Act of 2005 was enacted by Congress.
- Every resident that wishes to fly commercially, visit federal buildings or military installations will need a REAL ID beginning October 1, 2020.
- NCDMV began issuing its REAL ID in May 2017.
- To obtain a REAL ID, customers must visit a driver license office in-person.
- Examiners must verify and scan multiple documents to complete REAL ID transactions.

REAL ID Awareness Campaign

- Established outreach campaign and partnerships to educate public on REAL ID.
- Included:
 - Media events
 - Marketing collateral
 - Social media campaign
- Targeted large employers and military.

Transactions Since REAL ID

| MONTH | YEAR | GRAND TOTAL | TOTAL ONLINE | TOTAL IN OFFICE | REAL ID IN OFFICE | % REAL ID IN OFFICE |
|-----------|------|-------------|--------------|-----------------|-------------------|---------------------|
| May | 2017 | 224,562 | 63,210 | 161,442 | 18,357 | 11 % |
| June | 2017 | 232,426 | 62,970 | 169,456 | 30,176 | 18 % |
| July | 2017 | 228,499 | 66,461 | 162,038 | 32,481 | 20 % |
| August | 2017 | 247,299 | 66,395 | 180,904 | 36,779 | 20 % |
| September | 2017 | 210,423 | 56,596 | 153,827 | 31,059 | 20 % |
| October | 2017 | 218,512 | 56,850 | 161,662 | 36,433 | 23 % |
| November | 2017 | 197,942 | 54,109 | 143,833 | 37,718 | 25 % |
| December | 2017 | 186,990 | 49,518 | 137,472 | 37,923 | 28 % |
| January | 2018 | 224,022 | 65,160 | 158,862 | 48,430 | 30 % |
| February | 2018 | 222,318 | 59,299 | 163,019 | 48,816 | 30 % |
| March | 2018 | 236,855 | 63,137 | 173,718 | 52,728 | 30 % |
| April | 2018 | 219,031 | 55,135 | 163,896 | 52,146 | 32 % |
| May | 2018 | 228,371 | 49,709 | 178,662 | 62,359 | 35 % |
| June | 2018 | 225,513 | 50,185 | 175,328 | 65,610 | 37 % |
| July | 2018 | 228,356 | 57,011 | 171,345 | 68,045 | 40 % |
| August | 2018 | 249,520 | 64,984 | 184,536 | 74,182 | 40 % |
| September | 2018 | 256,211 | 90,082 | 166,129 | 72,922 | 43 % |

Mobile Units (CAMS)

- REAL ID Partnerships:
 - Businesses
 - Community organizations
 - State government offices
 - Military
 - Public events/festivals

1,000+ partners
statewide

6,000+
REAL IDs issued

Training Office / REAL ID

| When was this office created? | In 1996 with the development of our current driver license system. |
|---|---|
| When did this office begin issuing REAL ID for state employees? | In January 2018, DMV began external outreach for REAL ID. |
| What state agencies were invited? | Transportation, Public Safety, Agriculture, Cultural Resources, Office of State Human Resources, Military and Veteran Affairs, Revenue |
| How was the list of agencies determined? | The invited agencies initially requested mobile units and the demand exceeded CAMS availability. DMV extended opportunities to those employees to get their REAL ID at the DMV training office. |
| Are there plans to re-open? | We will continue to use it for training and testing <u>but not for REAL ID Outreach.</u> |
| How many REAL IDs were issued from this office? | Total of 417 REAL IDs were issued |

Operational Issues

- External:
 - Network outages
- Internal:
 - First In, First Out (FIFO)

Lessons Learned

| Lessons Learned | Resolution |
|---|--|
| Driver Services metrics need to be expanded | Established goals beyond wait times (ie. 400 active examiners daily) |
| Latency of Driver License System | IT performed an assessment and improved speed |
| Calls to internal Helpdesk were inefficient | Empowering Senior Examiners to have more authority |
| Need to improve staff attendance | Formal Peak Season Leave Policy and training on FMLA management |

NC DMV Reorganization

| Initiative | Purpose |
|---|---|
| Establish more manageable business units | <ul style="list-style-type: none">• Split Field Services into 2 business units: Driver Services and Vehicle Services• Processing Services focuses on Hearing & Adjudications functions |
| Enhance Ongoing Training | <ul style="list-style-type: none">• Improve Customer Service• Consolidate all training functions under one business domain• Prepare workforce for new technology• Prepare a pipeline of new leaders to replace retiring baby boomers |
| Improve strategy development and implementation | <ul style="list-style-type: none">• Create a business unit that focuses on the strategic direction of the Division• Manage new program implementation• Improve data/information management |



Questions?



Torre Jessup
NCDMV Commissioner

tjessup1@ncdot.gov