



NORTH CAROLINA Department of Transportation



DMV Headquarters Move

N.C. Division of Motor Vehicles
Torre J. Jessup, Commissioner

December 10, 2020

Project Timeline

12/18/19 – 15-Year Lease Approved

2/10/20 – Upfit/Renovations Begin

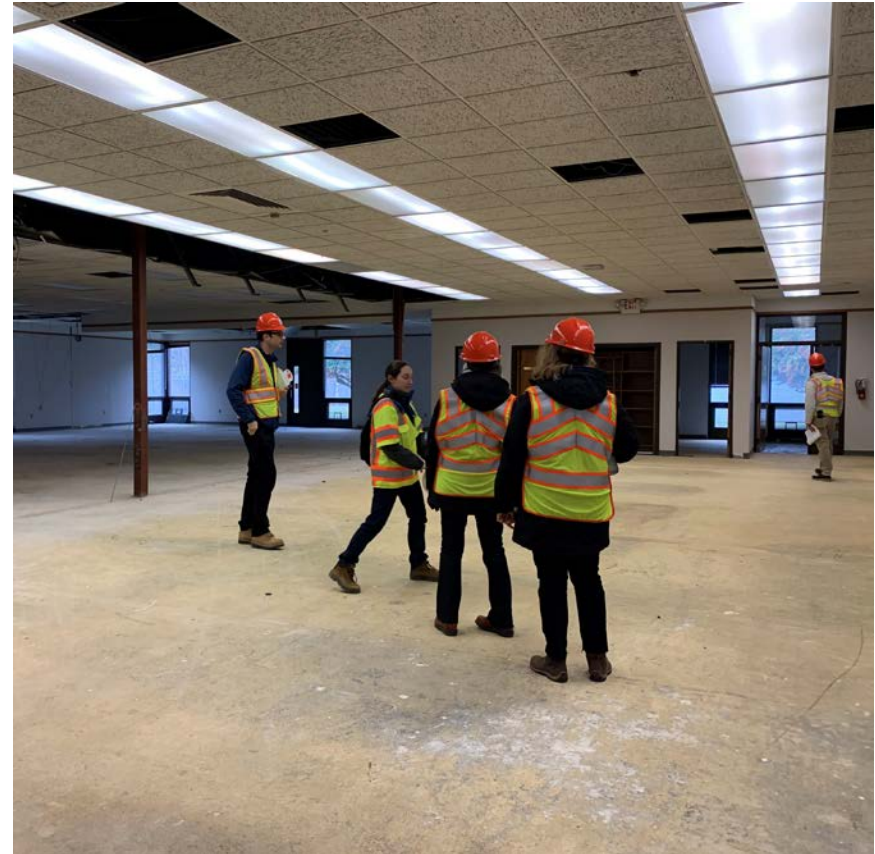
- Building 5 Complete
- Building 6 Complete
- Building 3 Complete
- Building 2 Complete

10/15/20 – Upfit/Renovations Complete

12/1/20 – Acceptance of Property Complete

Phased Move-in Schedule

- Business units began moving as workspace upfit was completed
- First move-in was 7/10/20
- Final move-in will be 12/19/20



Move Costs

Fiscal Year	Allocation	Expense Category	Amount
2019 – 2020	HQ Move		\$4,000,000
		IT	(\$681,000)
		Furniture	(\$746,000)
2020-2021	HQ Move Carryforward		2,376,000
	HQ Move IT		1,500,000
		Furniture	(\$1,414,000)
		IT	(\$750,000)
		Moving Costs	(\$75,000)
		Fixtures	(\$15,000)
		Equipment	(\$65,000)
		Remaining Carryforward	\$807,000
		Remaining IT	\$750,000

The lessor is responsible for upfit/renovation of the buildings (carpeting, painting, drywall, etc.)

Outstanding expenses

- Additional IT costs for Raleigh Central Services
- Final billing for IT costs for DMV headquarters

Furniture



Services Remaining in Wake County

- All “public facing” HQ functions will be co-located with a new Drivers License Office
 - NCDMV License Plate Agency
 - Special Plates
 - Dealer Services



Challenges

Increased operational costs

- Mail Service Center (regular service and presort service)
- Larger campus/facility not interconnected
 - Equipment needs (ie. Carts to move mail and equipment)
 - Security personnel
 - Facilities personnel
- Supply & Logistics and License Plate warehouse in Raleigh
- Onsite printing services

Delayed start

- Since the lease was not approved until December 2019, the timeline for moving and margin for error was compressed

Move-related Disruptions

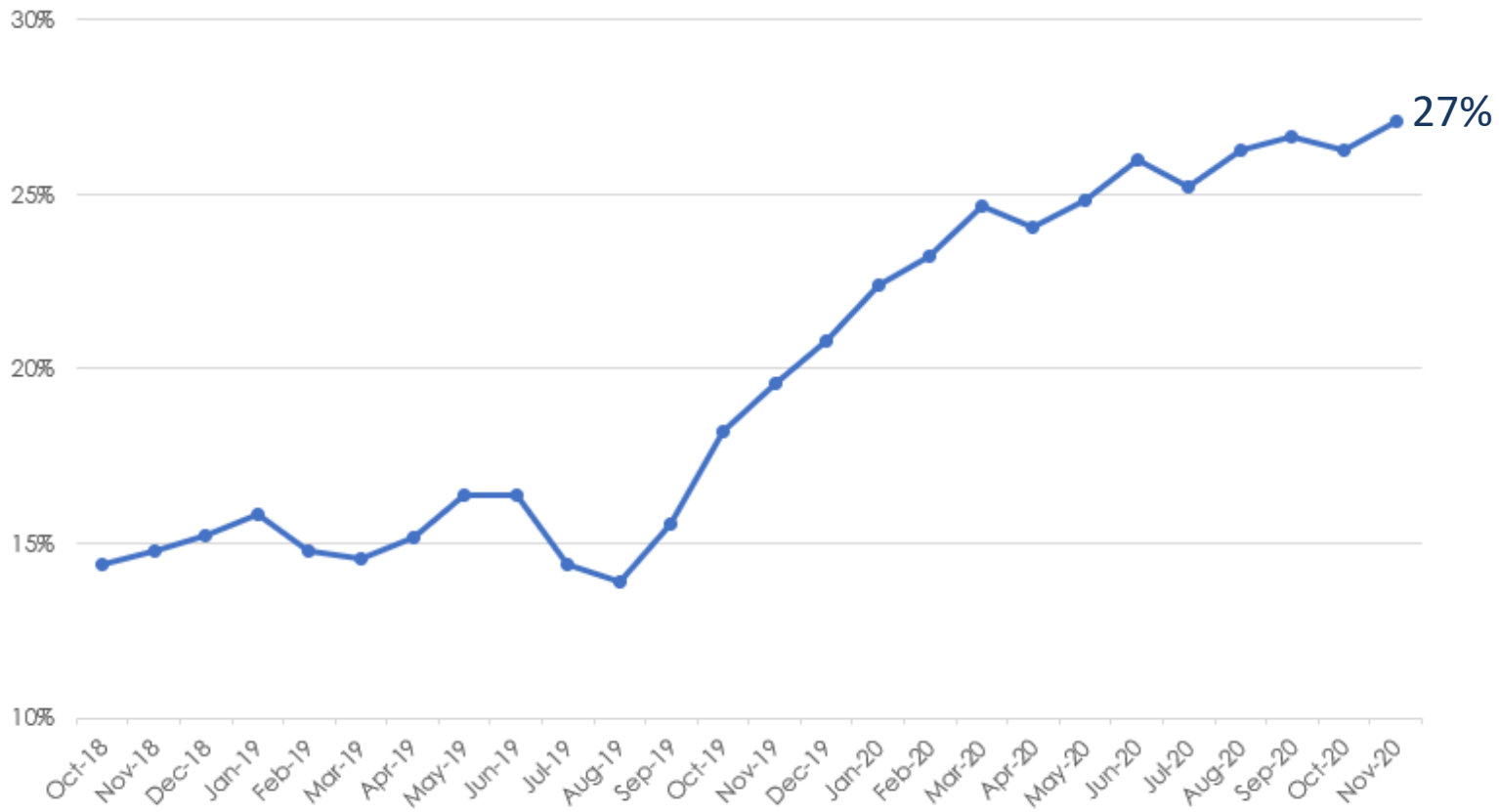
- Attrition

The Move and Human Resources

- As with any large-scale move, employees will have to determine whether they will stay with the organization or not.
- Department leadership anticipates the loss of some staff. There are limited comparable examples to determine a reasonable loss estimate.
- The Division currently has a 27% vacancy rate at HQ
- This rate could be caused by:
 - Natural attrition
 - Change in location/uncertainty
 - Very strong job market



DMV HQ Vacancy Rate



*DMV Overall Vacancy Rate 17%

Top 10 Vacancies

Role	Vacancies
1. Administrative Specialist I	71
2. Administrative Specialist II	31
3. Program Coordinator II	23
4. Program Coordinator I	19
5. Driver License Supervisor	13
6. Program Coordinator III	12
7. Administrative Associate II	11
8. Driver License Examiner I	7
9. Staff Development Specialist I	4
9. Program Supervisor I	4
9. Program Coordinator IV	4

Integrated Recruitment Strategy



- DMV HQ Move Recruitment Steering Team
- Career Fairs
- Community Outreach and Engagement
- Custom Recruitment Materials
 - Which DMV HQ Unit is Right for Me?
 - NCDMV Jobs Quick Reference Guide
 - How to Get Hired by NCDMV PowerPoint (811 views)
- Enhanced Recruitment Engagement
 - Job Distribution to mainstream job sites
 - Strategic Social Media Engagement
 - Unique Performance Tracking
 - [Bit.ly/myDMVjobs](https://bit.ly/myDMVjobs) (5,256 clicks)
 - [Bit.ly/NCDMVTempJobs](https://bit.ly/NCDMVTempJobs) (733 clicks)
 - [Bit.ly/ncdotjobs](https://bit.ly/ncdotjobs) (10,190 clicks)

NCDMV HQ Move Steering Team

Government



- Human Resources – Talent Management
- Communications



NC Military & Veterans Affairs



- Temp Solutions
- NC Works

Community



Rocky
Mount



Social Media



Enhanced Recruitment

- **1,738 posts to major job boards** (e.g., Indeed, SimplyHired, ZipRecruiter, LinkedIn)
 - 36,737 views
 - 5,819 applications
- **1,267 posts to LinkedIn and Facebook targeted groups** containing 14,540,195 members
 - 46,352+ views
 - 427 likes
- **1,620 postings to colleges**

Career Fairs

- **Virtual**

- Triangle Virtual Career Fair (Oct 8)
- State of NC Virtual Career Fair (Sept 28)

348 attendees

1,106 attendees

- **Drive Through**

- NCWorks Rocky Mount (Nov 10)
- OIC of Wilson (Nov 6)

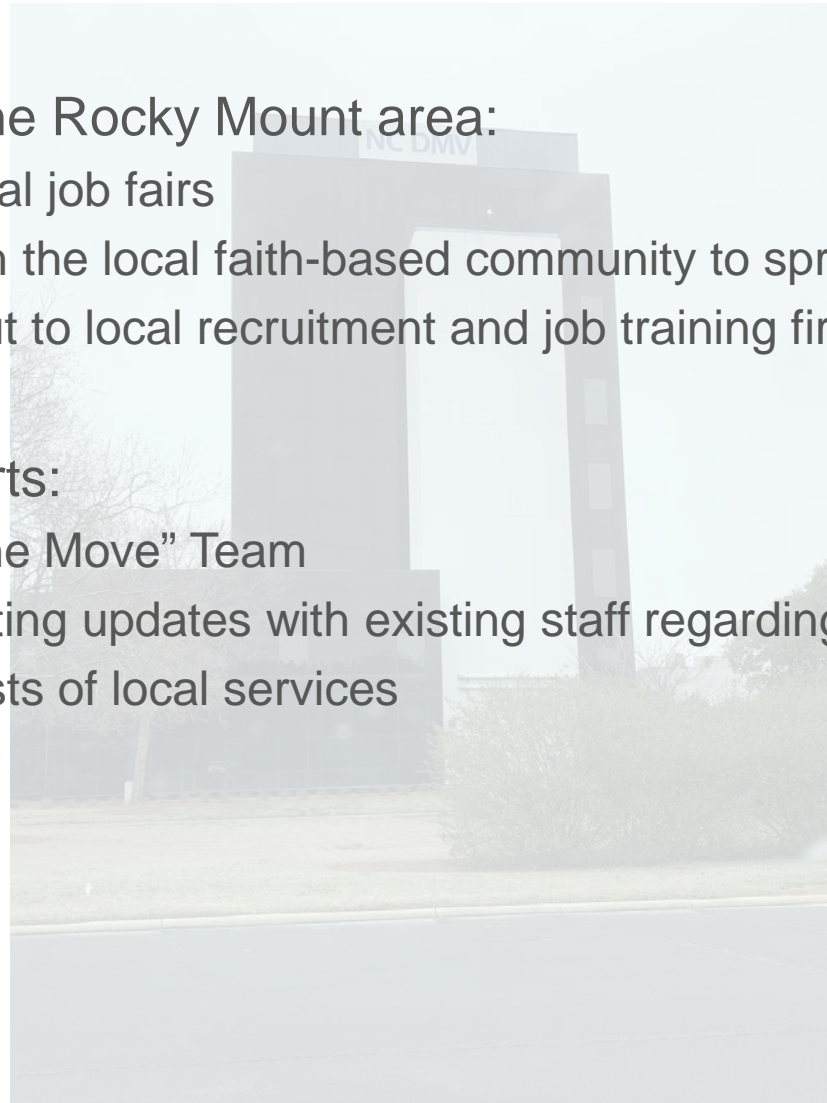
247 attendees

80 attendees



Recruitment and Retention Efforts

- Recruiting in the Rocky Mount area:
 - Planning local job fairs
 - Working with the local faith-based community to spread awareness
 - Reaching out to local recruitment and job training firms to identify talent
- Retention Efforts:
 - “DMV On The Move” Team
 - Communicating updates with existing staff regarding the move
 - Compiling lists of local services
 - Housing
 - Daycare
 - Gym
 - Medical



Questions?



Torre J. Jessup

Commissioner

NC Division of Motor Vehicles

North Carolina Department of Transportation

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