

State of Alaska Department of Administration Division of Motor Vehicles

House Administration Finance Subcommittee
Deputy Director, Jenna Wright
Administrative Services Director, Leslie Isaacs
February 1, 2022



Department of Administration: Mission and Organization

Mission: Provide consistent and efficient support services to state agencies so that they may better serve Alaskans.

Services to State Agencies

Office of Admin. Hearings	Admin. Services	Finance
Personnel and Labor Relations	Shared Services of Alaska	Office of Information Technology
Procurement and Property Management	Risk Management	Retirement and Benefits

Services to the Public

Retirement and Benefits	Office of Public Advocacy	Public Defender Agency
Alaska Public Offices Commission	Public Communications Services	Motor Vehicles

Division of Motor Vehicles: Mission and Organization

Mission

- To create, record and renew registration of vehicle ownership and provide testing, issuance and reporting of driver licensing.

Core Services

- Provide licensing, registration, and title services via the internet, state-run offices, commission agents and private contractors
- Removing driving privileges from unsafe and uninsured drivers;
- Accurately collecting and distributing revenue



Today's Agenda

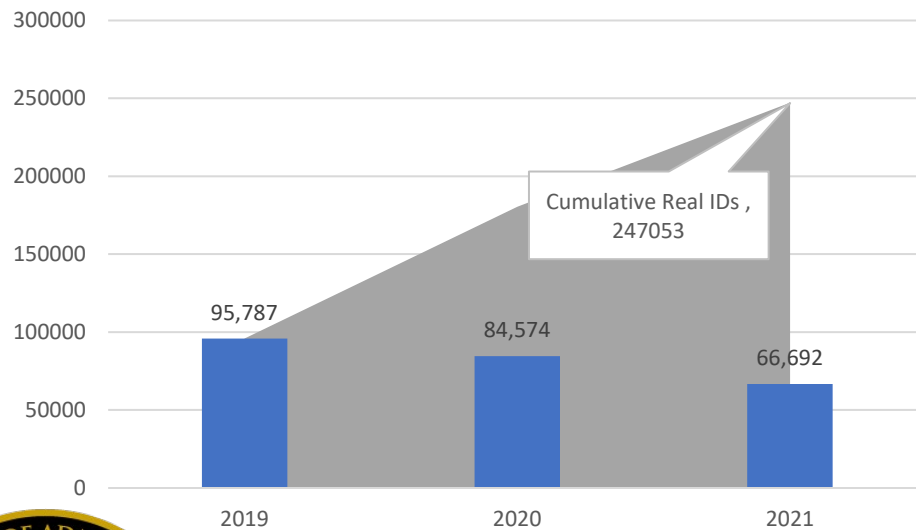
- 2021 Highlights
 - Customer Satisfaction
 - Online Services
- 2021 Challenges
 - Vacancy Rates
 - Recruitment Efforts
- 2022 Focus



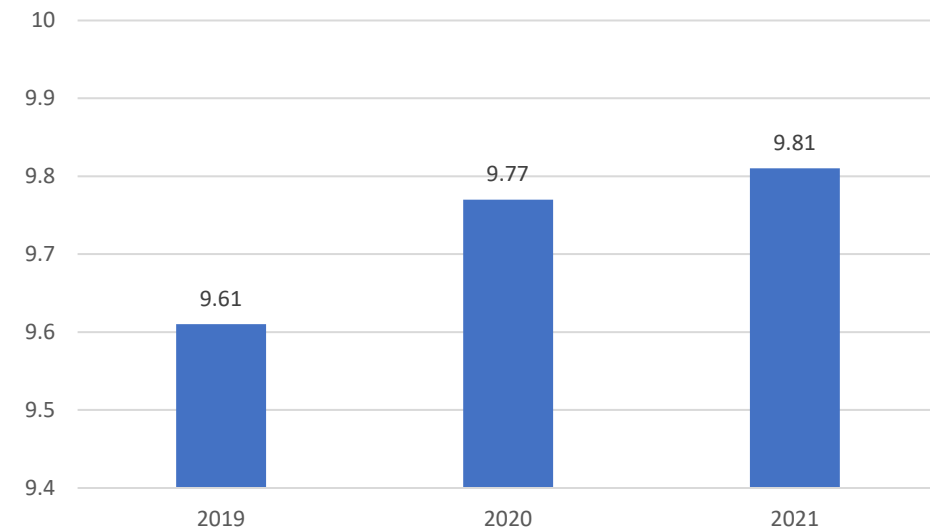
2021 Highlights

- Issued additional 67K Real IDs, bringing total issuance to nearly 250K Real IDs.
- Maintained high customer satisfaction scores of 9.81/10.
- Implemented AlaskaNow platform, increasing access to online DMV services. 48K services completed.
- Deployed new online knowledge testing system.

Alaska Real IDs Issued



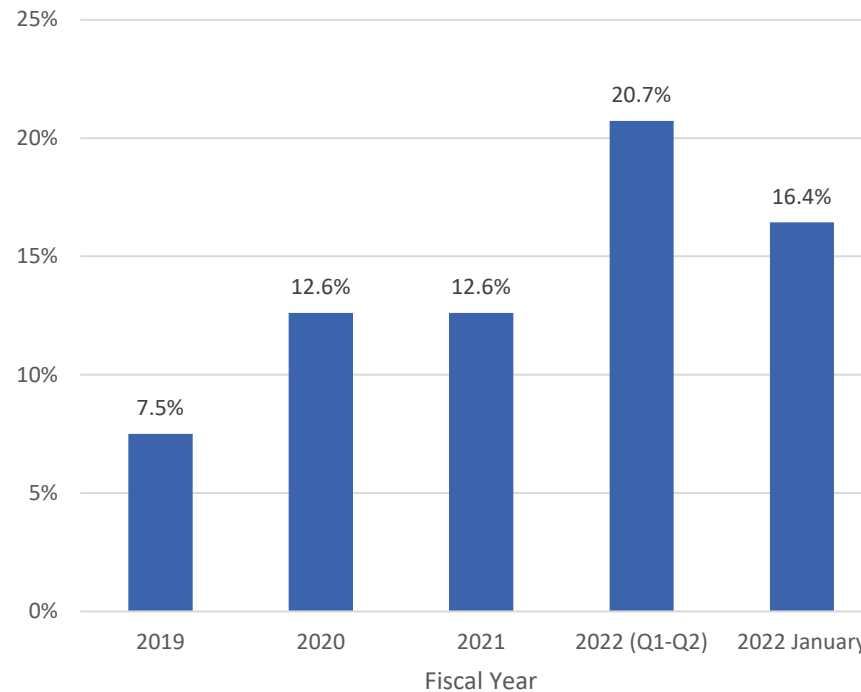
Annual Average Customer Satisfaction Scores



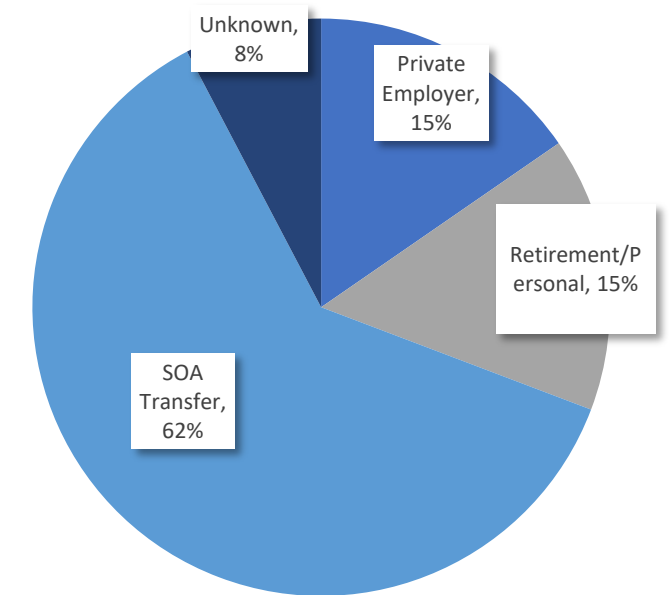
2021 Challenges

- Staffing
 - High Vacancy Rates
 - 62% of turnover driven by opportunities within state government
 - Recruitment Efforts
 - Anchorage Case Study: 426 annual applicants resulted in 26 hires
 - COVID-related Absences
- Service Level Disruptions

DMV Vacancy Rate by Fiscal Year



Reasons for Employee Turnover



2022 Focus

- Reduce Vacancy Rate
- Continue to provide outstanding customer service through network of state office locations, business partners, online services and mail-in transactions with key performance indicators of:

Customer Satisfaction Scores
9.80%+

Lobby Wait Times
< 20 Minutes

Call Center Hold Times
< 15 Minutes

Online Services
< 3 Days

- Support commercial drivers and trucking industry through Entry Level Driver Training (ELDT) implementation, including onboarding new commercial driving schools.
- Pending move of the Fairbanks DMV Office
- Study Electronic Titling Solutions



Department of Administration

Championing improvement in the State's performance and results.



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