

# PROGRAM FACT SHEET

## Arizona Department of Transportation—Motor Vehicle Division Support Services Program

### Services:

Support Services is one of three programs in the Motor Vehicle Division (MVD) of the Arizona Department of Transportation (ADOT). Support Services has four subprograms:

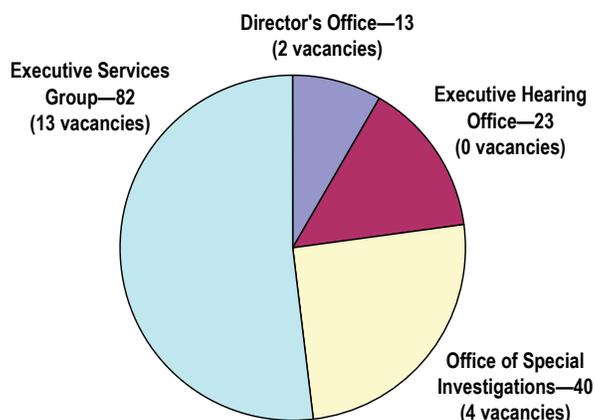
- **Director's Office**—Provides leadership and assistance in legislative, government, public information, and community relations; constituent services; information systems support; and organizational development.
- **Executive Services Group**—Provides management support throughout the division in areas such as strategic planning and budgeting, facility planning and management, and other administrative functions.
- **Executive Hearing Office**—Hears requests related to driver's license suspension and revocation, auto dealer-related violations, motor carrier safety and tax issues, and other areas. Approximately three-quarters of all hearings are related to Driving Under the Influence (DUI).
- **Office of Special Investigations (OSI)**—Investigates cases of possible ADOT employee misconduct, complaints against car dealers and title services, and complaints of odometer, title, and driver's license fraud. OSI also performs background investigations for ADOT peace officer applicants, customer service representative applicants, and other applicants on request.

### Facilities:

MVD pays \$211,717 annually to lease program space at two adjacent buildings located in Phoenix at 3737 and 3877 North 7th Street. Support Services also has offices in the main MVD administration building at 1801 W. Jefferson in Phoenix, and two other state-owned buildings in Phoenix and Peoria.

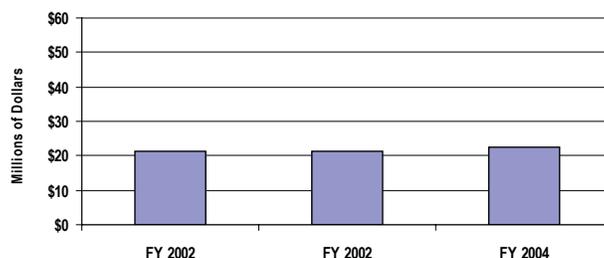
### Program staffing:

**158 positions with 19 vacancies as of July 8, 2004.**



### Program expenditures:

**\$22.6 million (fiscal year 2004)**



## Equipment:

In addition to standard office equipment, Support Services' Office of Special Investigations has the following equipment: a camera system used to produce undercover driver's licenses, 13 mobile radios, and 24 state-owned vehicles.

## Mission:

To support the Motor Vehicle Division in its provision of services.

## Program goals:

1. To promote public safety and protection through regulation, licensing, and the administration of transportation laws.
2. To improve customer service.
3. To promote safety and security in the workplace.

## Adequacy of performance measures:

Support Services has developed a total of 72 performance measures to support its three goals, including input, output, outcome, efficiency, and quality measures. The measures are reasonably aligned with the goals for these subprograms. For example:

- The Executive Services Group collects workplace injury data for all division programs, and 12 of its measures focus on injury incidence rates.
- The Executive Hearing Office's 14 measures focus on processing administrative law hearings for DUI-related offenses.
- The Office of Special Investigation's measures pertain to processing dealer investigation and internal affairs cases, and reducing the number of dealers repeatedly violating motor vehicle laws.

However, the Support Services program could add more quality measures. For example, the Office of Special Investigations should consider adding a quality measure such as the percentage of dealer violation cases submitted to the Executive Hearing Office that result in decisions to suspend or revoke the dealer's license.

Source: Auditor General staff compilation of unaudited information obtained from MVD's Strategic Plan, Director's update for March 2004; lease reports; equipment inventory; and other information provided by MVD.