

TITLE: Operational Efficiency of Field Offices with Extended Office Hours

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PROJECT OBJECTIVE:

To evaluate the impact of extended office hours on DMV field office productivity and quality of work.

SUMMARY:

Under the extended-hours format, some transactions and functions are processed outside .of normal office hours. A comparison of 15 Grade IV extended-hour offices with 31 standard Grade IV offices produced the following conclusions:

1. Using extended office hours significantly decreased transaction time.
2. In terms of error rate, cancellation rate, and report of deposit of fees (RDF) rate, extended-hours offices, as a group, performed as well or better than regular offices.
3. There was no evidence that extended office hours, as used in these pilot offices, had a detrimental impact on wait time.
4. Effective transaction time showed continuous improvement over time, and this change represented a real, rather than chance, shift in the phase II transaction process.

It was recommended that the extended-hours program be expanded.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:

The recommended expansion of the program has not been implemented overall. At the time of writing, continuation of extended hours is determined based on the needs of individual offices.

SUPPLEMENTARY INFORMATION:

None.