



ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF TRANSPORTATION

ADOT Reduces MVD Customer Wait Times by 50%

One of the most used and recognizable faces of government, ADOT's Motor Vehicles Division has had a reputation of being slow, with its urban offices showing an average experience time of 55+ minutes, affecting 1.8M customers in 2015. A pilot project begun in June 2016 **reduced customer wait times by more than 50%** at the West Phoenix MVD office, which would result in a **savings of more than 800,000 total hours for customers**. Overall, November experience time for all urban MVD offices is **32.3 minutes**, nearly 20 minutes better than November 2015.

