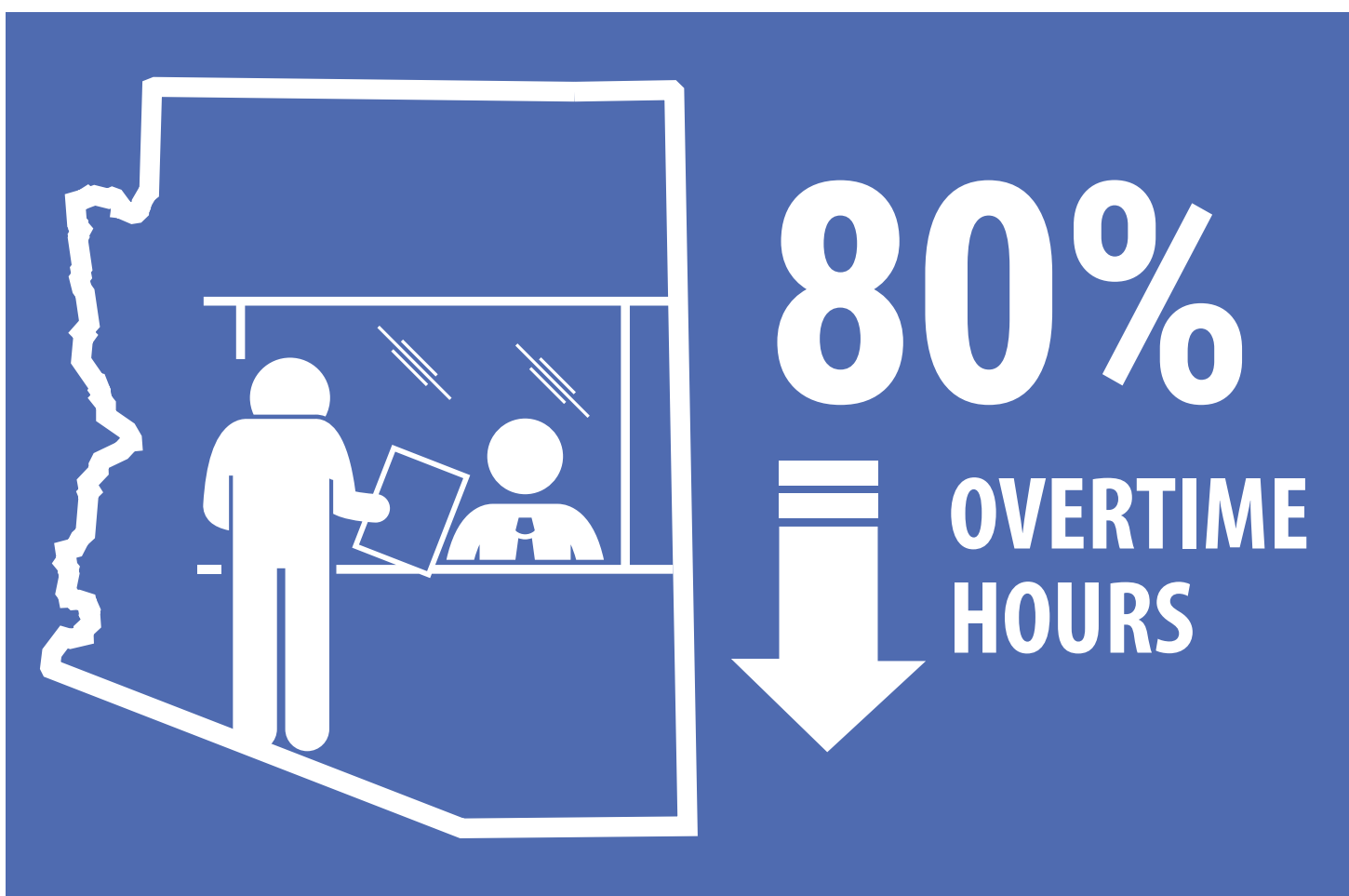


ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

DEPARTMENT OF TRANSPORTATION

Overtime Hours Reduced by 80% in Tucson MVD Offices



Paying attention to customer demand, Tucson MVD offices in June 2016 began opening a half hour earlier to deal with early bird customers waiting in line for the doors to open. The change created flexibility for management when scheduling employees, balancing service availability to meet demand throughout the day. As a result, fewer staff had to work past closing time to complete tasks left undone during the day. **Overtime hours declined by 80%** compared to the previous year, saving money and improving customer satisfaction and employee morale.