

TITLE: Effective- Time Charts

DATE: March 1986

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REPORT NUMBER: Unnumbered (NRN92)

NTIS NUMBER: None

FUNDING SOURCE: Departmental Budget

PROJECT OBJECTIVE:

To graphically present trends in effective-time management in each DMV field office, each field office grade level, and statewide, in order to assess effectiveness of departmental operations in serving the motoring public.

SUMMARY:

A total of 99 time charts were produced: 93 for field offices, 5 for grade levels, and one statewide. While irregular fluctuations existed in some of the individual offices, data for each grade as well as statewide showed reductions in effective time, indicating improvement in departmental operations for serving the motoring public.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:

Subsequent development of effective-time charting was limited to the division and statewide levels for various time periods.

SUPPLEMENTARY INFORMATION:

A variety of other charts, such as report of deposit of fees (RDF), holdout, cancellation, suspense, and normal charts have been prepared for division management. RDF charts have been developed also for each field office.