

Approved 2-6-89
Date

MINUTES OF THE SENATE COMMITTEE ON GOVERNMENTAL ORGANIZATION

The meeting was called to order by Senator Lana Oleen at
Chairperson

1:30 ~~XXX~~/p.m. on January 30, 1989 in room _____ of the Capitol.

All members were present except:

Committee staff present: Julian Efird - Research
 Jill Wolters - Revisor
 Nancy Jones - Secretary

Conferees appearing before the committee:

Secretary Ed Rolfs, Department of Revenue, conducted a tour through the Department to familiarize committee members with the organizational structure of the agency and changes that are in progress to improve efficiency.
(Attachment 1)

The tour was completed at 2:15 p.m. The next meeting will be January 31, 1989.

TOUR OF THE DEPARTMENT OF REVENUE

January 30, 1989

RECORDS SERVICES BUREAU VEHICLE PRE-EDIT SECTION

Due to VIPS it now takes approximately 11 days to get a title instead of 3 or 4 months. However a tremendous backlog of 60,000 titles existed in September. The Secretary initiated a production standards experiment to eliminate the backlog. As a result, the backlog was eliminated by December and 10 individuals were promoted with the understanding that they continue to process the requisite number of titles (double previous output) on a weekly basis.

This area also received some cosmetic attention. Old desks were replaced with space saving work stations and the area was painted.

Another major responsibility of RECORDS SERVICES is to process incoming checks on a timely basis.

QUALITY CONTROL MICROFILM SECTION

This section films tax returns, motor vehicle records and other documents for the Department as well as for other state agencies that do not have film processing capabilities.

BUREAU OF INFORMATION SYSTEMS

The majority of these employees are programmers and analysts. Their job is to maintain existing departmental computer systems and to work on new and necessary systems such as VIPS and BTIMS. Their work enhances the efficiency of the department in relation to better customer service and assistance which allows other department employees to do their jobs better. However, it is difficult to retain these individuals as the private sector lures them away with salary incentives.

TITLES AND REGISTRATION BUREAU

Implementation of CARS (computer assisted retrieval system) for the VIPS system allows the employee to call up a document that is on microfilm automatically without having to search for it on the microfilm. It used to take approximately 90 minutes to find title documents and now the time is reduced to 3 or 4 minutes. We would like to apply CARS to other microfilm searches in the department to reduce the time it takes to assist customer requests from counties, individuals or intra-departmental.

S.G.O.
1-30-89
Attach - 1