

TESTIMONY TO THE JOINT COMMITTEE ON LEGISLATIVE BUDGET  
SEPTEMBER 13, 2012

Committee Members:

I met with county staff this past week to get a better idea of how the DMV modernization system is affecting our local county operations. The Deputy County Treasurer said "it was getting better." After listening to the comments, I wondered if it was really getting better or if they are just getting used to it. She explained that on numerous occasions there were no available records when they searched for the history of the customer in the new "modernized" system. There seems to be no reason for the record to be missing, just that it is missing. This particular record problem is the main cause for disruption in providing timely customer service, increased overtime costs, and reduced employee morale.

The Deputy Treasurer explained that when there is no customer record available in the new system, the staff has to shut down the system and go to the internet, perform a search of the old system and once the record is found, build a new data base for the customer by typing in all the necessary information to make the new form workable. This is quite a time-consuming effort and increases the possibility of not getting the correct information transferred. In other words Seward County is completing this database. I assume it was intended that ALL information would be integrated into the new database system when the change-over was done and cost to the counties was to be minimal.

Friday, August 31 (the end of the month), starting about 3:00pm until 5:00 pm, staff had to hand out numbers to 115 individuals just to keep order in who was next. The last customer was served about 7:30 pm. The treasurer's office explained that this sort of activity would continue until a year's cycle was completed and all the customer information had been installed into the new "modernized" system.

The availability of time for training others has been greatly reduced or perhaps eliminated, due to the additional time taken to serve customers while completing the missing database. Our present four designated employees continue learning the system. Only these four employees are capable of operating the system at present, creating a very limited workforce for the task of working with a system consisting of many missing parts.

I asked the county payroll clerk to provide me with overtime information due to extended hours of work. Starting May 14th until August 31st (3.5 months) overtime hours are 193.81 or a total of \$3908.88 in overtime pay to date. Considering this is a couple weeks shy of four full months, the average is in excess of eleven hundred dollars a month in overtime the county is paying. It was not a budgeted item and could easily reach fourteen to fifteen thousand dollars in a year if the trend continues.

The Human Resources Director told me one employee asking to be transferred to another office as a result of the situation. These four employees have been asked to stay after regular scheduled working hours while others appear to have been called back to work after 5:00 pm if the situation demands.

As for a solution, the County Treasurer and Deputy Treasurer had no suggestions other than we appear to be responsible for building our own database of missing parts and we train other employees if time permits, which does not look like a possibility at present.

My concern is that we are into this project less than four months and already have paid thousands of dollars in overtime and employee morale is deteriorating. There is little time to train others to operate the system and we have no apparent solution. We still have another eight months to go at minimum until the cycle is completed. What will the final effect be on employees and the budget? This certainly has not improved our confidence in the Division of Motor Vehicles or Topeka as I see it.

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